

# MobiSafar and Fingpay: Increasing the efficiency of AePS transactions through iris authentication



## Problem statement/objective

BC agents traditionally use fingerprint devices to conduct AePS transactions. However, the accuracy of these fingerprint devices is low, especially in the case of senior citizens, wage laborers, farmers, etc. whose fingerprints have faded and hence cannot be detected on the device. The objective of this assignment was to analyze the operational processes and challenges faced by BC agents while using fingerprint devices. We also analyzed the increase in their operational efficiency and effectiveness when using iris devices.

## MSC's solution

- MSC identified challenges around BC operations to conduct AePS transactions
- Identified the failure rate in AePS and analyzed ways to minimize the failure rate at BC outlets
- Developed a cost-benefit analysis to compare the cost efficiency and effectiveness of using iris devices vs fingerprint devices at BC outlets, to increase the efficiency of AePS transactions

## Key learnings and challenges

- The onus of purchasing the devices remains on the BC agents primarily. While the fingerprint devices are cheap, the iris devices are priced at a rate twice than the fingerprint devices. This creates a hesitance for agents to purchase iris devices.
- Banks are slow to adopt and integrate the technology for iris devices limiting its adoption across agents nationwide

## Proposed targets / achieved targets

Indicators	Target	Achieved	Potential impact
Analyse the usage and efficiency of iris devices for identified agents	60 agents	60 agents	<ul style="list-style-type: none"><li>• Better inclusion of senior citizens and other segments whose fingerprints have faded</li><li>• Increased transparency among BCNM's on the usage of iris devices and increased choices for 1.5 million BC agents of the country</li></ul>

## Scale-up plan:

- Phase-2 of the project has to be planned with some service providers, specifically MobiSafar and Fingpay
- This will include a pilot with a few BCNMs willing to adopt the iris device for their respective agents
- Basis the output of the pilot, devices can be scaled across all the 1.5 million agents in the country



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