

# A Youthful Perspective on the Digital Revolution of Unified Payment Interface in the National Post Graduate College of Lucknow

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**Abstract**—With the rising progress in terms of science & technology an increased in the growth and development of the economy have also been noticed, the volume of transactions is increasing day by day as people have also started shifting towards the digital mode of payment with the development of unified payment interface and it also has an impact of the purchasing power and overall consumption pattern of the people, the government is also promoting the use of unified payment interface by taking several initiatives even new companies are coming up with offers to attract more customers since people are carrying out their day to day monetary transactions with the help of unified payment interface however in general people don't like to disclose about this outside their inner social circles and talk about their user experience In this paper around 310 respondents were surveyed in National Post Graduate College Lucknow with the help of a digital questionnaire and it reveals about their experiences and mere expectations.

**Keywords**—Unified Payment Interface (UPI), National Payments Corporation of India (NPCI), digital economy, cashless transactions, digital transactions, consumption pattern, purchasing power

## I. INTRODUCTION

It has been noticed that with the rapid growth and development in the level of technology the life of public has become more comfortable and easy and the payment system of the country also did not remained untouched, and as per the data provided by the Government of India and the Reserve Bank of India (RBI), the volume of cashless transactions also known as digital transactions are increasing day by day around all the corners of the country which represents the advancement of the country's overall economy and the total amount of cashless transactions in India has even surpassed United States of America which is appreciable and which also shows that it is successful and proves to be a boon which is increasing the pace of the economic development and boosting the economy of the country and all this began in the year 2016 when NPCI had developed the technology of Unified Payment Interface (UPI) which facilitated the cashless transactions aka

digital transactions and people can use this technology with the help of their smartphones simply by linking their bank accounts with their UPI Id and the digital wallet and simply all it requires the mobile application being provided by the banks on the application store which is to be installed on their respective smartphones having the contact number mentioned in their respective banks in the Know Your Customer (KYC) form in the bank for using the unified payment interface and ensuring access to the other banking facilities such as using of the internet banking facility.

This system of unified payment interface facilitating cashless transactions aka digital payments is proving to be a boon for all the citizens of the country no matter they are living either in the rural areas or the urban areas no matter they are rich or poor everyone is able to get access to this technology which is enabling them to become cashless and contribute towards the goal of cashless and digital economy and so nowadays people are able to make cashless transactions aka digital transactions from paying taxes to several bodies of the government to purchasing goods and services, and they have started using it more after the situation of demonetization and especially the Covid-19 pandemic, and these digital transactions are rapidly increasing the pace of growth and development of the country's overall economy which is ultimately good for the efficient and successful achievement of the predetermined objectives of the economy.

Prior to the year 2016, India had been using various methods of transferring funds from one place to another, such as Real Time Gross Settlement (RTGS), National Electronic Funds Transfer (NEFT) and there were many other systems but all these systems were too hectic and because of which people had to spent lot of times standing in the bank queue as all these systems required a lots of paperwork and formalities for facilitating the transferring funds between different bank accounts r for the concerned purpose of the customers and for facilitating all these transactions charges were levied as per the nature of transactions however with the complexity of work

associated with these systems and the burden of the amount of paperwork there was urgent need of a modern system which would minimize the facilitating cost of these transactions as well as it would be time saving and secure and so there was urgent requirement of a good solution which needs to be unified which would bring a proper standard and which had the potential to automate the payments network and so NPCI came up with the newly developed unified payment interface in the year 2016 revolutionizing the whole system of payments thereafter which is an set standard application programming interface aiming for providing a single interface across all systems under NPCI creating and ensuring a good solution for customer satisfaction with the experience.

In April 2009 with the aim of integrating all the payment systems working in the country and for bringing uniformity, the NPCI was formed. And since 2011 RBI found that most of the retailers were accepting card for payments and only few people use digital payments. UPI was firstly launched in the year 2016 on April 11 in Mumbai capital of the maharashtra state of India by Rajan with the 21 member banks after which several other banks also started uploading UPI enabled applications on the application stores from August 25 year 2016. And now UPI has become one of the most preferred solution for facilitating the transfer of payments amongst the general public belonging to the different sections of the society and economic backgrounds and it is also playing a vital role in ensuring economic inclusion and now even the private and public banks have started opening account digitally and have started promoting the use of unified payment interface so that the predetermined objective of having a fast and secure digital economy can be achieved successfully.

Unified Payment Interface which is considered to be one of the greatest inventions for facilitating digital transactions was developed by NPCI, UPI is technically advance and important payment system when it comes to cost saving capacity, easy to use for consumers, time saving factor and security factor. It has been facilitating service to a huge number of the people bringing them in financial system and ensuring financial inclusion. It is such a type of payment system with the help of which any customer holding a bank account anywhere in the country can transfer funds through a UPI enabled app and it also enables customers to link multiple accounts in a single app for availing bank services on a round the clock basis and on all 365 days of the year thus people in the country are giving first priority to this system for funds transferring.

Earlier India used to be the third-largest market for cashless transactions after US and China. And apart from various third-party apps like Google Pay, Phone-pe. NPCI is managing its own application called Bharat Interface for Money (BHIM) UPI.

The platform is having more than 10 crore (100 million) monthly active users in India. The of UPI transactions in total have grown from 23% in FY2018-19 to 55% in FY2020-21 with an average value of ₹1,849 per transaction. The Unified Payment Interface has been a boon for India as it has brought about several changes in

the society and because of it more and more people have started connecting to banks as a result financial inclusion has increased.

UPI turned out as an effective technology in India's banking landscape, It has rapidly gained attraction, offering a seamless, instant, and interoperable payment system. In this article, we explore how come UPI has become a boon for India, fostering financial inclusion, driving economic growth, and transforming the digital payments ecosystem.

First and foremost, UPI has been playing a pivotal role in increasing financial inclusion throughout the nation. It has enabled millions of previously underserved individuals and small companies to engage in the formal financial system. Even people without access to traditional financial services can now make and receive payments with their smartphones. This has helped in closing the gap between the banked and unbanked sectors of society, bringing them into the mainstream economy.

Furthermore, UPI has greatly improved the efficiency and transparency of India's payment network. Unlike traditional payment methods, it has decreased not only the need on currency, but also the opportunity for fraud and corruption.

The transparency provided by UPI transactions has contributed to increased accountability and trust in the financial system, which benefits both consumers and businesses. Furthermore, It has emerged as a catalyst for the expansion of India's digital economy. The simplicity of use and widespread acceptance of UPI has accelerated the implementation of digital payments in retail businesses, digital platforms, and peer-to-peer transactions. Small retailers and startups, in particular, have profited from UPI's low transaction costs and streamlined payment processes, allowing them to grow their customer base and boost cash flow. Furthermore, the availability of transaction data provided by UPI has helped businesses to obtain important insights into consumer behavior, allowing for focused marketing and product development initiatives.

Furthermore, UPI has cleared the way for advancement in monetary administrations, giving rise to a plenty of fintech new companies and arrangements. Business visionaries and designers are leveraging the UPI foundation to make imaginative installment arrangements, counting computerized wallets, installment apps, and vendor administrations. This soul of advancement has not as it were improved the client involvement but has too driven competition and impelled assist progressions within the fintech segment. As a result, India is progressively being recognized as a worldwide pioneer in advanced installments advancement, with UPI serving as a foundation of its victory.

Moreover, it has played a vital part in supporting the government's endeavors to advance digitalization and cashless exchanges. Activities such as demonetization and the Advanced India campaign have gotten a critical boost from the far reaching appropriation of UPI, because it offers a practical elective to cash installments. Additionally, UPI has been consistently coordinates with

different government plans and administrations, empowering coordinate advantage exchanges, appropriations, and installments to citizens' bank accounts. This has not as it were made strides the proficiency of welfare programs but has moreover decreased spillages and guaranteed that benefits reach the aiming recipients.

In conclusion, it has risen as a game-changer in India's travel towards a advanced and comprehensive economy. Its part in progressing monetary incorporation, driving financial development, cultivating advancement, and supporting government activities cannot be exaggerated. As UPI proceeds to advance and extend its reach, it holds the guarantee of encourage changing India's money related scene, enabling millions and catalyzing advance across the nation.

As a government-backed payment system, It has been serving a pivot in driving more financial inclusion, promoting digital literacy, and transforming India into a self-reliant digitally empowered nation.

The role of UPI in Digital India has been transformative, propelling the nation towards a digital economy and increasing financial inclusion. With its seamless transactions, simplified payment experience, enhanced security, and interoperability, UPI has been harnessing its potential. India is poised to achieve greater financial empowerment and economic progress in the future with UPI.

Despite the positive impacts there are also some of the negative impacts of UPI which are now being observed like people have started using UPI even for facilitating those transactions which are involving smaller amounts so it can be said that people have started using UPI considering it as an alternative to the petty cash. Another negative impact is the availability of limited transaction flexibility as there are lots of complexities involved from one application to the another as there is a complex web of limitation being used from one bank to the another which creates several kinds of restrictions and lots of confusion amongst the users and also hinders user flexibility in terms of the volumes and values of transactions.

One most common negative impact is the increasing amount of transaction failures as there are always some technical issues involved and several banks are struggling to ensure improvement and upgradation of their digital infrastructure and technical systems this irritates the users and has an adverse impact on their seamless payment experience. There are several challenges that both the public and private banks are facing like they are unable to handle surge in UPI payments which is ultimately leading to failure of transactions.

Upgradation of banking infrastructure and systems is very crucial for meeting the current increasing demand as both the private and public banks need to confirm that their server can bear increasing transactions without any technical faults. With increasing the volume of UPI transactions, the risk of threat to security and cyber frauds have increased which is evident by increasing number fraudulent activities being discovered thus banks will have to follow robust security mechanisms such as two factor authentication, verification by using one time password

etc. Currently both the public as well as the private banks are not having proper infrastructure and mechanism for handling the increasing volume of UPI transactions efficiently.

## II. REVIEW OF LITERATURE

Chaturvedi (2023) in his study came out with the observation regarding the views of people on the unified payment interface in Lucknow and have also tried to analyze about its effects on the general purchasing power of public.

Gohil & Patel (2023) in their recent research paper came out with an observation about how well UPI and digital payments are preferred among the general public.

Prakasha (2023) came out with the observation about the level of awareness, level of satisfaction and preferences of the customers.

Bose & Mrunalini (2023) came out with the observations about customers preferences, levels of satisfaction towards the UPI scheme.

Ganapathyraman *et al.* (2023) came out with the observation about the opinion of the users of unified payment interface towards the different parameters awareness level, satisfaction level, and problems encountered.

Baliya & Singh (2023) came out with the observation about the potential of cashless economy in relation with the upi and have discussed about the ecosystem of digital payments in India.

Vishnoi & Bishla (2021) came out with an observation about benefits, limitations and status of UPI payment mode.

Jawade & Suryavanshi (2021) did a Trend Analysis of UPI Payments during the pandemic to identify the volume of transactions during the lockdown as during lockdown people had increased its use.

Sathish *et al.* (2020) came out with their observation about changes in the buying behavior of the consumers after the development of E-wallet payment system and their attitude towards it.

Philip (2019) came out with an observation regarding customers preferences towards the digital payments by UPI and the impact on the level of their satisfaction.

Rathore (2016) came out with the observation about the factors such as convenience, easiness, time saving and other features were leading the public towards using the digital mode of payment and in her research paper she had also discussed about the risks associated with the digital mode of payment and the problems being faced while using the platform.

Padashetty *et al.* (2013) came out with the observation that easiness, safety and convenience are factors associated with the digital mode of payment which are responsible for leading more people to adopt digital mode of payment than traditional modes.

Rai *et al.* (2012) came out with the observation about how the safety and security factors associated with the platform facilitating the cashless transactions aka digital transactions are more and more serving As the motivating

factor responsible for the trend of shift towards digital mode of payments from the traditional modes.

Dixit (2003) sought to ascertain the current state of mobile wallet adoption. He discovered that mobile wallets are now a popular method of payment for cashless transactions, and clients are satisfied enough with the service. He conducted a poll during the investigation, and 170 people responded, which was sufficient to validate the hypothesis test.

Chaubey & Kumar (2003) came out with their observation and analysis of digital payments after demonetization. According to their study, digital payments provided a new incentive to understand how digital transactions operate after demonetization. Although they are willing to use digital payments, people were not interested in paying more for money transactions. While they are simple and convenient, digital payments are being adopted quickly in many nations. Their study was carried out in the light of earlier research on electronic payments, mobile payments, and other forms of global payment systems. To gain a deeper understanding, and the study also examined the theories, models, and techniques employed in an earlier investigation.

Kowsalya *et al.* (2002) the online payment system that enables a customer to pay an online retailer or service provider is what contributes most to the trust in e-commerce. Customers are becoming more and more accustomed to conducting business online and are worried about doing so and the hazards involved, which are critical to the evolution of electronic business. More and more customers are moving to e-commerce to pay their bills online and for goods and services. The writers claim that the term “e-payments” refers to the technological advancement that makes it possible for us to conduct financial transactions online and avoid obstacles and other problems. E-payments give people more flexibility when it comes to tax bills, permits, fines in usual places, in any time of day, and 365 days a year. The writers concluded that credit and debit cards will become unnecessary as mobile technology and the internet sector continued to advance.

### III. RESEARCH METHODOLOGY

This research is based on the data and information provided by around 310 respondents who were students of The National Post Graduate College of Lucknow and were surveyed with the help of a structured questionnaire which was distributed amongst them on the basis of the sampling method. Information from secondary sources is also used from sources such as the RBI and GOI.

#### A. Collection of Data

1. Primary data regarding this topic has been collected through a structured questionnaire from the students of National Post Graduate College of Lucknow.
2. Secondary Data has been collected from existing sources and internet, Government Reports, RBI Reports, Data provided by NPCI.

3. MS-Excel have been used for the analysis of data collected.

The method used for the collection of data has been in the form of a digital questionnaire created with the help of Google, the questionnaire has been used as it has been facilitating the analysis and tabulation of data to be collected, the data which has been collected is subject to percentage analysis with the help of pie charts and column charts using MS-Excel.

#### B. Research Objectives

- To know about the attitude of youngsters towards the unified payment interface.
- To know about the changes which youth has noticed after evolution of unified payment interface.
- To ascertain about the challenges which are being faced while using the unified payment interface.
- To ascertain how the unified payment interface has influenced the purchasing power of youth.
- To know about the youth's perception towards the use of unified payment interface.
- To know about the expectations of youth from the digital revolution of the unified payment interface.

#### C. Limitations

- The study was constrained with the time boundations.
- There could have been improvements in the making of the questionnaire specifically, the structure and the presentation could have been better.
- The number of responses had to be brought down because many of them had to be cleansed as they were not genuine.
- The questions should have been improved.

### IV. ANALYSIS AND INTERPRETATIONS

#### A. Changes Noticed after the Evolution of UPI

The results of research titled, “A Youthful perspective on the digital revolution of unified payment interface in The National Post Graduate College of Lucknow” will depend upon the specific methodology of research, collection of data, and the final analysis conducted, here are the findings that could emerge from such research.

From the Fig. 1, pie chart displays the responses of participants who were asked about the changes they have observed after the introduction of UPI. The question featured multiple choice options to understand the nature of the changes they have noticed after using UPI. It has been observed that a majority of the respondents, precisely 25%, have noticed that the transactions carried out through the banking system have become significantly faster. Additionally, 15% of the respondents stated that the record maintenance has also improved considerably. Furthermore, 33% of the respondents found it very convenient to use the banking system due to its user-friendliness, while the same percentage of respondents (54.83%) found it extremely easy and effortless to access their accounts. These results

suggest that the banking system has significantly improved its services and made it more accessible and user-friendly for its customers.

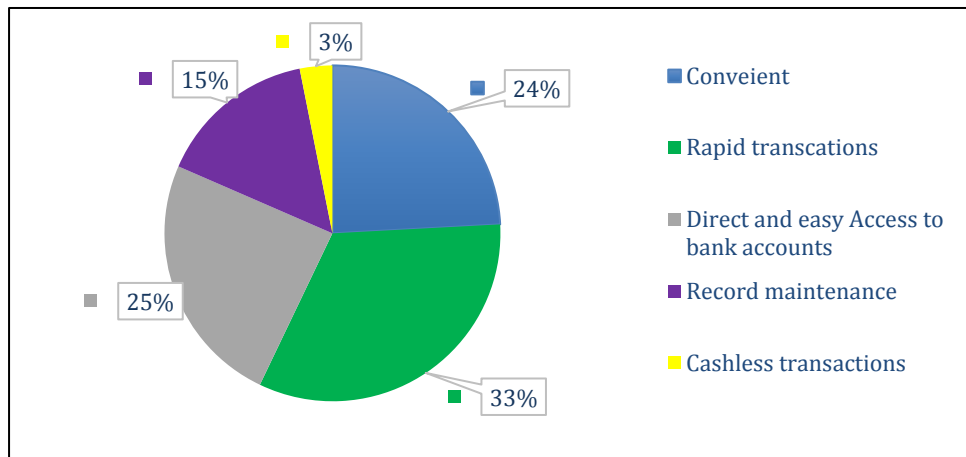


Fig. 1. The changes which respondents have observed after introduction of UPI.

#### B. Challenges You Have Been Facing while Using UPI

The above pie chart Fig. 2 displays the responses of UPI users regarding the challenges they face while using the platform. The survey revealed that many users experienced problems while using the service. A large percentage of the respondents (46%) faced server-related issues leading to frustration and inconvenience. Another 32% of users experienced transaction failures that resulted in failed payments or incomplete transactions. Around 9%

of the users reported double deductions, which occurred due to technical glitches or system errors. This issue caused not only financial losses but also mistrust among users. Additionally, 13% of users had to deal with automatic renewal of subscriptions without their knowledge, resulting in unexpected charges on their accounts.

Overall, the survey results suggest that the service needs better technical support and system maintenance to ensure a seamless user experience.

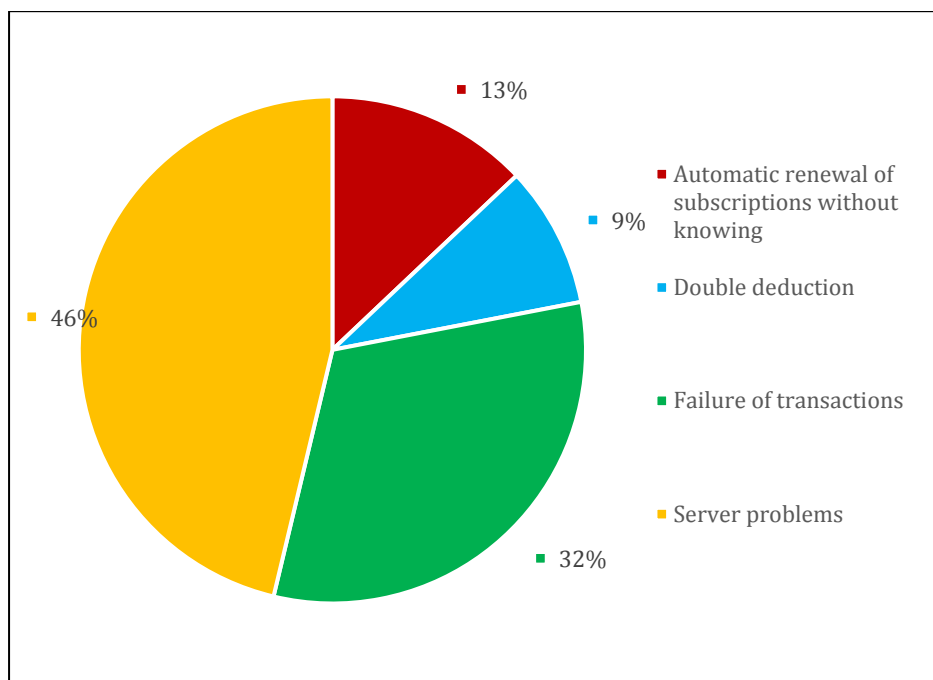


Fig. 2. The challenges which respondents face while using UPI.

#### C. UPI Influenced Purchasing Power

The pie chart referred above Fig. 3 depicts the survey participants' responses regarding their perception of the impact of UPI on their purchasing power. Based on the

survey conducted, it has been revealed that the majority of the participants, which accounts for 55.5% of the total respondents, strongly believe that the Unified Payments Interface (UPI) has significantly impacted their

purchasing power. In addition to this, 14.8% of the participants somewhat agreed with the statement, while 24.5% chose to remain neutral in their response. On the other hand, only 5.2% of the respondents replied

negatively, indicating that UPI has had no effect on their purchasing power whatsoever. These results suggest that the majority of people are positive about the impact of UPI on their purchasing power.

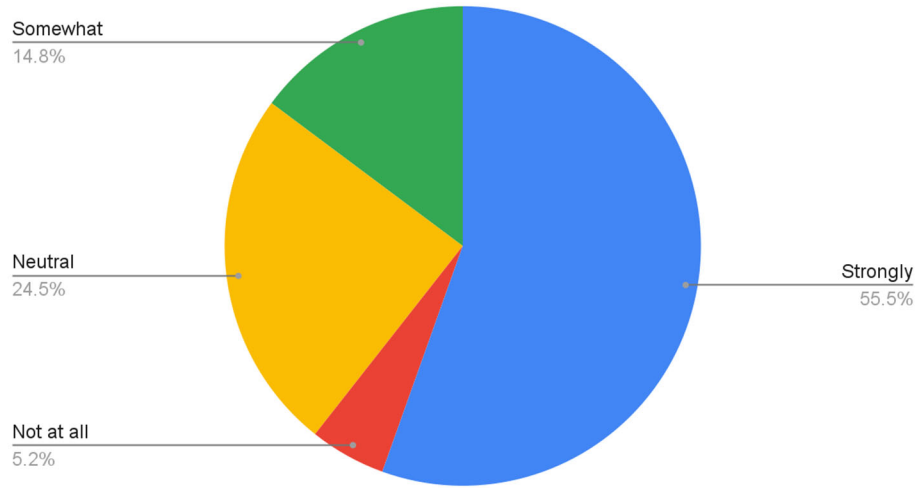


Fig. 3. The perception of respondents on how UPI affected their purchasing power.

#### D. Expectations with the Digital Revolution

This pie chart Fig. 4 displays the respondents' expectations on UPI's digital revolution.

A recent survey was conducted to understand what people want from the digital revolution of UPI. The survey found that more than half of the respondents 30% preferred the option of upgrading the platform. On the

other hand, 33% of them chose strengthening the existing platforms. Also, 17% of the respondents showed interest in supporting the RBI e-Rupee, and 20% of them selected the option of making UPI available in other countries. The survey results highlight the diverse expectations and preferences of people regarding the digital revolution of UPI. They also emphasize the need for continuous innovation and development in this field.

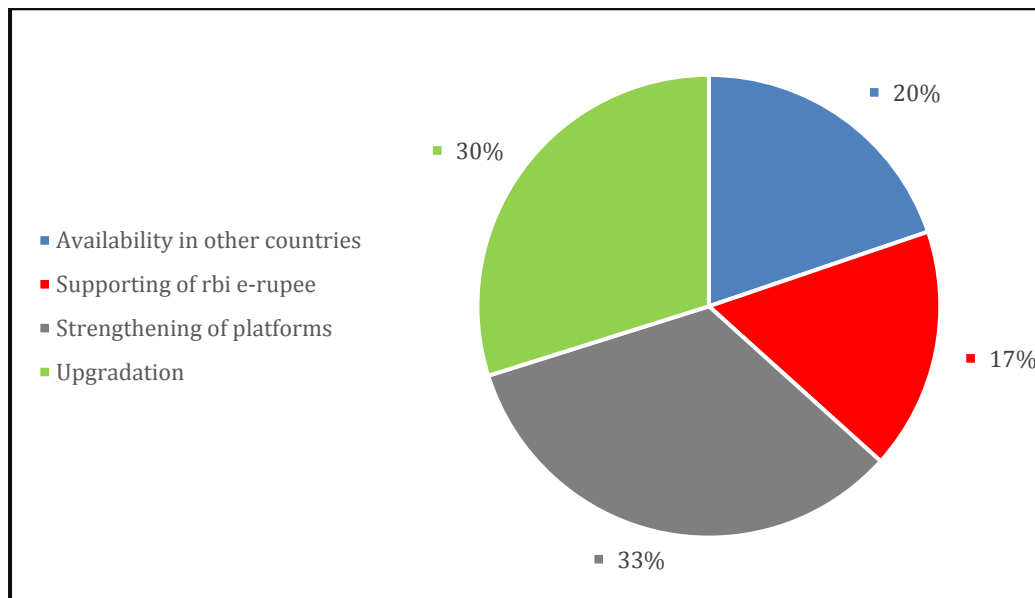


Fig. 4. Respondents expectations for UPI.

#### E. UPI Using Since

According to the Fig. 5, it shows how long UPI users have been using the platform. The report reveals that the majority of the respondents, that is, 76% of them have

been using UPI for over a year. Conversely, 23% of the respondents have been using UPI for less than a year, while only 1% of the respondents are currently not using the UPI platform. The report suggests that UPI has seen

significant adoption and usage among the respondents, with the vast majority of them being long-term active users.

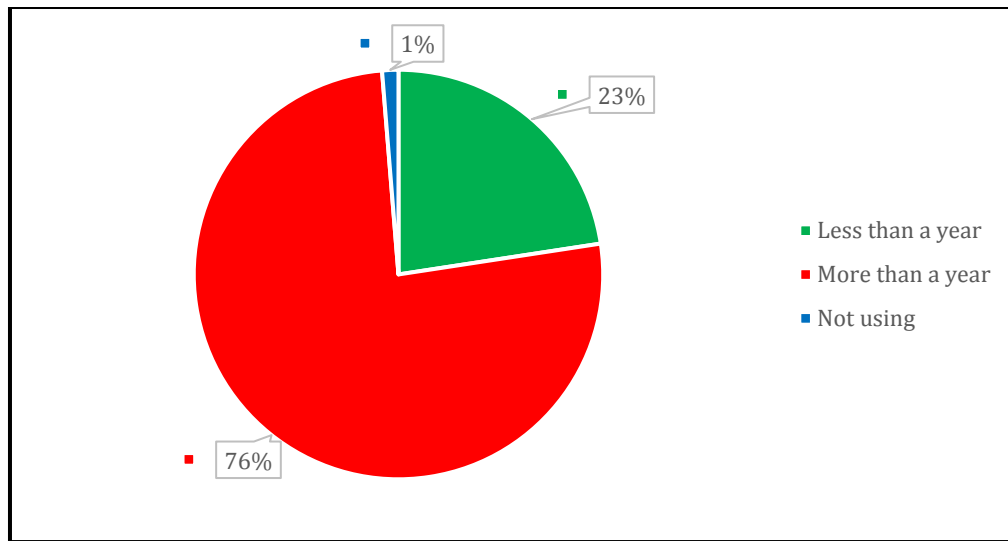


Fig. 5. Since when using UPI.

#### F. Using of Third-Party Apps Rather than Apps Provided by Your Bank

According to the Fig. 6 revealed that a significant majority of respondents, approximately 67.9%, have used third-party applications. These are software programs

developed by vendors other than the device or operating system manufacturer. Meanwhile, 32.1% of respondents stated that they have not used any third-party apps. This suggests that users are increasingly relying on third-party applications to enhance their device's functionality, while others prefer to stick with the original software.

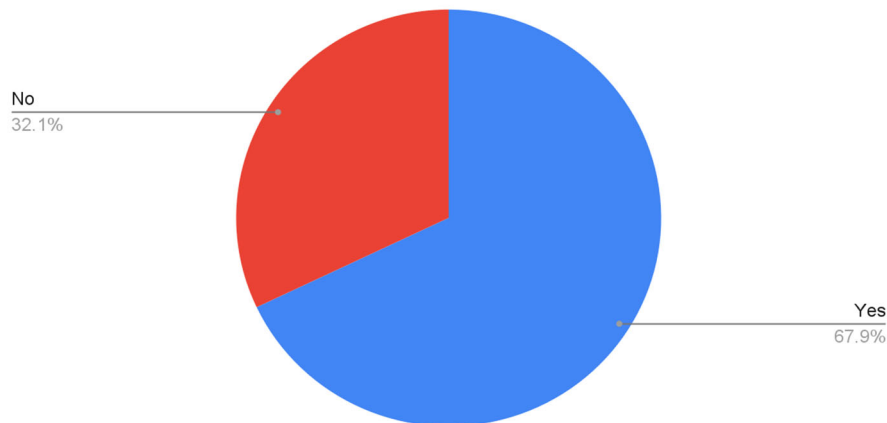


Fig. 6. Using third party apps.

#### G. Revolution by UPI

This Pie chart Fig. 7 shows the responses of the respondents on whether do they think this revolution of UPI is successful. According to it, 83% of the respondents agreed that this revolution was significantly successful, 17% of the respondents were neutral and none of the respondents disagreed with the statement. This overwhelming majority in favor of the success of the revolution indicates a strong consensus among the participants. The positive perception of the revolution's impact is likely to have far-reaching implications for the future of the country.

#### H. Using Third Party Apps for UPI from the Options below

From the above Fig. 8, shows that 60% of the total respondents use Google Pay for making transactions. Additionally, 19% of the respondents use PhonePe, while another 19% use Paytm. Only a small percentage, 1% of the respondents, reported using apps provided by their bank and 1% of respondents uses BhimUPI. These findings suggest that Google-pay is very popular payment app among the respondents, after PhonePe and Paytm.

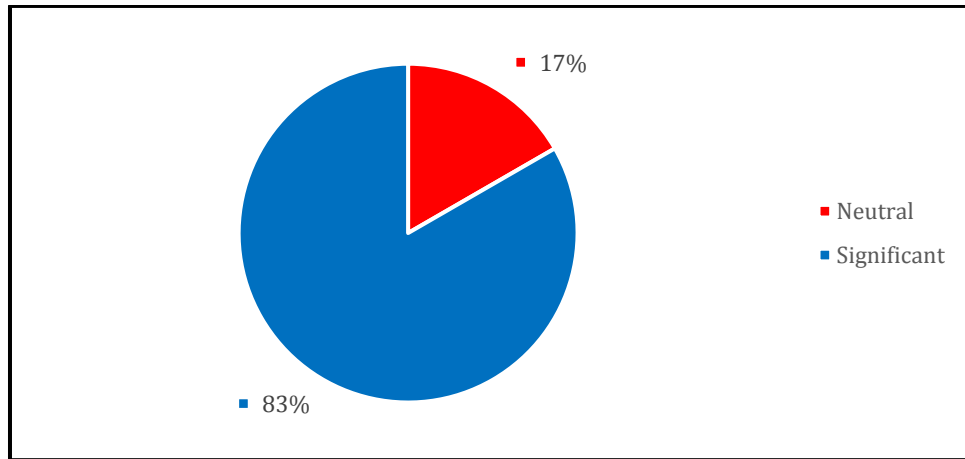


Fig. 7. Perception on the success of UPI.

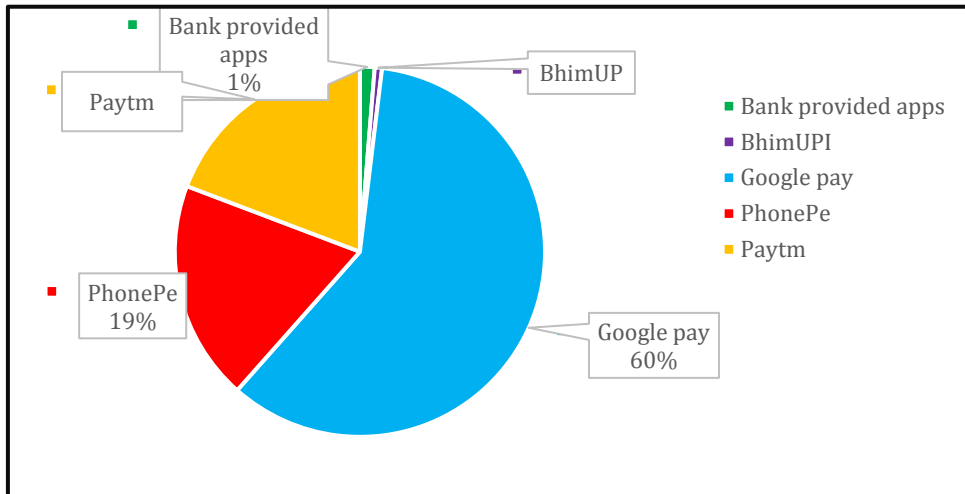


Fig. 8. Using which app for UPI.

### I. Frequent You Have Been Using UPI

From the above Fig. 9, this particular Pie chart displays the results of a survey conducted on the usage of UPI by the respondents. The survey results reveal that out of all the respondents, 60.9% use UPI on a regular basis. 31.4% of the respondents use UPI sometimes, while 5.8% rarely use the platform. Interestingly, 1.9% of the respondents are currently not using UPI at all. These results indicate that the majority finds UPI to be a very suitable for making payments and rely on it for their day-to-day transactions.

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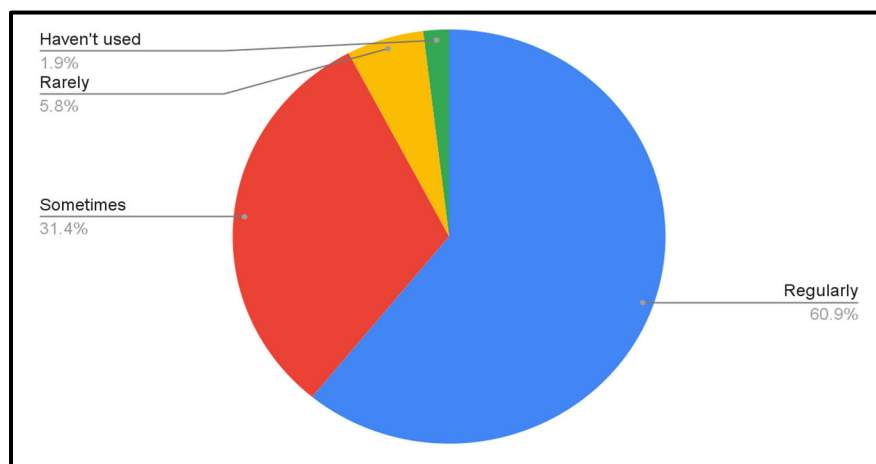


Fig. 9. How frequently using UPI.



From the above Fig. 10, these Charts are showing the growth of UPI, according to the data above the total volume of the transactions using UPI have been increased, and there are several factors serving as a motivating factor

behind it such as demonetization, Covid-19 pandemic, and factors such as getting direct access to bank accounts, factor such as convenience.

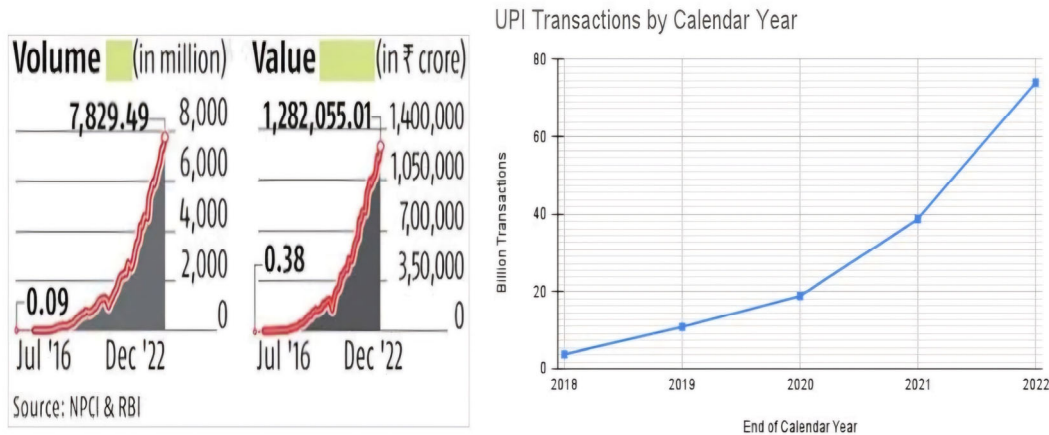


Fig. 10. Growth of UPI from July 2016 to December 2022, Source: National Payments Corporation of India (NPCI) and Reserve Bank of India (RBI).

## V. CONCLUSION AND SUGGESTIONS

Unified payment interface has been influencing the daily life of the people of country either directly or indirectly UPI had been introduced in accordance with the growth and development in the levels of technology and it have not only reduced the load of manual work but have also reduced the overall cost of maintenance and along with reducing the time consumption in use, and it has also created a lots employment opportunities just after its introduction , and most importantly it has been providing a direct access of the bank accounts to the citizens of the country belonging to the different sections of the society and economic backgrounds but in this whole world anything cannot be termed as perfect because there is always presence of some kind of shortcomings which also exists here because even if there is some sort of technological development there are some people who still are either not aware of the existence of this system or they are not having knowledge about how to use this system and sometimes there are technological problems such as server problems, failing of payments, double deduction, double counting or making of same payment multiple times, and sometimes even after making the payment it does not reflects in the bank account of the receiver or the sender, and sometimes the payments are made at wrong windows which creates a lots of problems, sometimes the payments gets stuck (mostly fails) which creates problems as it gets the works delayed multiple times, slow working of the banking websites, problems related to the availability of network in different areas, non-availability of the internet in different areas, and some other reasons.

However, all these shortcomings directly or indirectly hamper the productivity and the overall use of this system and as the faith of the public in it gets reduced with the increasing number of problems being faced by people, and even if this systems is being backed by the monetary authorities of the country which are working hard towards

getting rid of such kind of problems and bringing modern solution for all these problems being faced by the people of India, the central bank being the apex body in monetary sector of the country is making every effort for ensuring a consumer-friendly, healthy, safe, and fast system for facilitating fast and paperless transactions aka digital transactions for which once in the year 2019 it had published a document containing information regarding it under the name 'the payment vision 2025' showing about how it is aiming at strengthening the system for facilitating the paperless transactions, it is now also ensuring the availability of the services and information round the clock, it is also ensuring the strengthening of the mobile applications for ensuring smooth flow of transactions as after the Covid-19 pandemic many of the people in the country had started using the unified payment interface despite the other systems and services being run by the various banks and in order to prevent any kind of frauds it is also heading towards bringing double factor verification and authentication which is a appreciable move as it would increase the cyber security in the payments ecosystem, and apart from it various campaigns are being currently run for financial inclusion of each and every citizen of the country and to provide banking facilities even in the remote areas as to ensure satisfaction of the citizens since public had started making more paperless transactions, and the government has also initiated the use cashless transaction system in the courts and even in the municipalities for the payment of various forms of taxes as it would also reduce the chances of corruption through bribing and it is appreciable as these attempts would be ensuring people's satisfaction and would bring a positive view and attitude towards it.

Banks should install fraud detection mechanism in order to ensure full security and to prevent any kind of fraud, to prevent unauthorized access and to ensure safeguarding of the customer's data. Both the public and

private sector banks should make investment in high-tech infra and advanced technological solutions.

Both the private and public banks should take the initiative and should start providing financial insights to their customers, they should leverage artificial intelligence and data analytics for providing personalized financial insights to their customers, they should provide them real time spending analysis, recommendations and budgeting suggestions in order to empower them in taking proper financial decisions. Nowadays with rapid growth and developments taking place banks should also upgrade themselves by ensuring blockchain integration into UPI infrastructure in order to enhance security, stability and transparency they should start using smart contracts to automate the transaction processes reducing the number of intermediaries and enabling seamless cross border transactions.

Both the public as well as private banks should install AI powered fraud prevention mechanism for preventing suspicious activities and malpractices.

#### FINDINGS

- Most of the people experienced rapid transactions and direct and easy access to bank accounts which was around 33% and 25%.
- Most of the people do face problems such as server problems and double deduction which was around 46% and 32%.
- Most of the people accept that UPI has influenced their purchasing power which was around 55.5%.
- Most of the people expect upgradation and strengthening of platforms which was around 33% and 30%.
- Most of the people are using UPI since more than a year which was around 76%.
- Most of the people agree that they use third party apps which was around 67.9%.
- Most of the people agree that revolution by UPI is significant which was around 83%.
- Most of the people were using Google Pay which was around 60%.
- Most of the people use UPI on a regular basis which was around 60.9%.
- According to the data there has been a significant growth in the transactions through UPI.

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