

# NepaliPay Business Continuity and Disaster Recovery Plan

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**Version:** 1.0

**Effective Date:** February 2026

**Owner:** Founder & Chief Executive Officer

**Review Frequency:** Annual

## • 1. Purpose

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This document describes NepaliPay's approach to business continuity (BC) and disaster recovery (DR) to support service availability and timely restoration following disruptive events.

## • 2. Scope

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Applies to:

- Production application and supporting services
- Cloud infrastructure and managed services
- Critical third-party providers where applicable

## • 3. Objectives

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NepaliPay aims to:

- Restore core service functionality following outages
- Preserve data integrity and prevent unauthorized access during recovery
- Communicate status updates appropriately

Recovery objectives (e.g., RTO/RPO) are defined internally and may vary by system/provider capabilities.

## • **4. Backups and Restore**

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- Use cloud/provider backup mechanisms where supported.
- Periodically validate restoration procedures where feasible.

## • **5. Outage Response**

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- Triage and classify impact and severity.
- Engage providers and internal responders.
- Communicate status updates via appropriate channels.
- Perform post-incident review and track corrective actions.

## • **6. Review**

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This plan is reviewed annually.