

Credit Control And Other Measures
August 2003

Selected circular issued by the Reserve Bank of India during August 2003 reproduced below:

Ref.UBD No.BPD.PCB.Cir.10/13.05.00/2003-04 dated August 21, 2003

**Chief Executive Officers of
All Primary (Urban) Co-Operative Banks**

Improvement in Customer Service-Quick disposal of reference s received from urban co-operative banks

Please refer to our circular UBD Plan No. 14/09.50.00/99-2000 dated November 5, 1999 advising primary (urban) co-operative banks (UCBs) that all references seeking clarification and instructions of any nature should be addressed to the concerned Regional Office of UBD. It has, however, been observed that despite these instructions, the Central office of the Department is receiving a lot of references directly from UCBs which are routine in nature, and can easily be dealt with by the Regional Offices. Further, many UCBs while addressing the issues to Regional Office, under whose jurisdiction they operate, also endorse a copy of the same to the Central Office. This creates unnecessary and avoidable delay in disposal of such references.

2. As you are aware, the Regional Offices of UBD oversee the performance of the UCBs functioning under their jurisdiction, and ensure compliance with the regulatory and supervisory measures as per the policies laid down by the Central Office. They are also entrusted with the role of providing necessary guidance to UCBs under their jurisdiction on policy matters, instructions, guidelines etc. issued by the Reserve Bank of India on various subjects from time to time. The Regional Offices are also well aware of the local issues being faced by the UCBs in their region.

3. All UCBs are, therefore, once again advised not to directly approach Central Office with queries and other references, unless specifically required by the Central office to do so. Instead they should address their queries to the concerned Regional Offices, and avoid endorsing copies to the Central Office.

4. In case of need, Regional Offices will seek guidance from Central Office before reverting to the concerned UCB.