

## *Regulatory and Other Measures*

**February 2009**

RBI/2008-09/385 Ref. No. UBD.CO. BPD.  
(PCB) Cir. No.50/09.39.000/2008-09 dated  
February 17, 2009

To Chief Executive Officer All Primary  
(Urban) Co-operative Banks

### **Reconciliation of Transactions at ATMs Failure-Time Limit**

We enclose copy of circulars issued by Department of Payment and Settlement Systems, Reserve Bank of India, DPSS No. 711 / 02.10.02 / 2008-09 dated October 23, 2008 and DPSS No.1424 / 02.10.02 / 2008-09 dated February 11, 2009 advising the banks to strictly adhere to the time discipline of 12 days, from the date of receipt of complaints, prescribed for reimbursement to the customers the amount wrongfully debited to their account. The directions have been issued under Section 18 of Payment and Settlement Systems Act 2007 (Act 51 of 2007).

RBI/DPSS.No.711/02.10.02/2008-2009 dated  
October 23, 2008

The Chairman and Managing Director /Chief  
Executive Officers

All Scheduled Commercial Banks including  
RRBs / Urban Co-operative Banks/State  
Co-operative Banks / District Central  
Co-operative Banks

### **Reconciliation of Transactions at ATMs Failure - Time Limit**

The use of Automated Teller Machines (ATMs) for cash withdrawal has been increasing in the country. However, of late, we have been receiving a number of complaints from bank customers, regarding debit of accounts even though the ATMs have not disbursed cash for various reasons.

## OTHER ITEMS

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More importantly, banks take considerable time in reimbursing the amounts involved in such failed transactions to card holders. In many cases, the time taken is as much as 50 days.

2. After examining the procedures involved in verification and resolution of such complaints, the Reserve Bank has concluded that delay of the magnitude

indicated above is not justified, as it results in customers being out of funds for a long time for no fault of theirs. Moreover, this delay can discourage customers from using ATMs. Therefore, it has been decided that, to start with, banks shall reimburse to the customers the amount wrongfully debited within a maximum period of 12 days from the date of receipt of customer complaints.