

RBI/2006-07/123

DBOD.No.Leg. BC.28 /09.07.005/2006-07

September 1, 2006

To

All the Scheduled Commercial Banks
(Excluding RRBs)

Dear Sir,

**Address / Telephone Number of the Branch
in Pass Books / Statement of Accounts**

In order to improve the quality of service available to customers in branches, it would be useful if the address / telephone number of the branch is mentioned on the Pass Books / Statement of Accounts.

2. Banks are therefore advised to ensure that full address / telephone number of the branch is invariably mentioned in the Pass Books / Statement of Accounts issued to account holders.

3. Please acknowledge receipt.

Yours faithfully

(Prashant Saran)
Chief General Manager-in-Charge