

October 13, 2006

All Regional Rural Banks

Dear Sir,

**Customer Service- Non issuance of passbooks
to Savings Bank Account-holders (Individuals)**

As you are aware, a passbook is a ready reckoner of transactions and being handy and compact, is far more convenient to the small customer than a statement of account which has some inherent difficulties viz need of filing, tallying of opening balance with closing balance of last statement, loss/delay in receipt of statement, etc.

2. Banks are, therefore, advised to invariably offer passbook facility to all their savings bank account-holders (individuals). The cost of providing such passbooks should not be recovered from the customers.

3. Please acknowledge receipt to our Regional Office concerned.

Yours faithfully,

(G.Srinivasan)
Chief General Manager