



**RESERVE BANK OF INDIA**

**[www.rbi.org.in](http://www.rbi.org.in)**

**RBI/2010-2011/221**

UBD.BPD(PCB) Cir.No. 15/09.18.300/2010-11

September 30, 2010

Chief Executive Officers,  
All Primary (Urban) Co-operative Banks

Dear Sir,

**Display at ATM Sites – Procedure for lodging of ATM related Complaints**

Please refer to Circular DPSS.CO.PD. No.52/02.10.02/2010-11 dated July 6, 2010 on the captioned subject in terms of which banks were advised to submit to Department of Payment and Settlement System (DPSS), Central Office, Reserve Bank of India, Mumbai by July 31, 2010, an action plan for implementing Reserve Bank's instructions on making available the complaint templates at all ATM sites for lodging ATM related complaints and to intimate to DPSS the contact details like name, phone number, e-mail address etc. of a senior functionary of your bank, who will be coordinating this matter.

2. In this connection it is observed that certain banks have not so far submitted the above action plan and the information required. You are, therefore, advised to furnish to the Department of Payment and Settlement Systems, Central Office, Reserve Bank of India, Mumbai the above information immediately.

Yours faithfully,

(L. M. Kamble)  
General Manager

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