



भारतीय रिज़र्व बैंक

RESERVE BANK OF INDIA

DPSS/CO/PD/2359/02.10.002/2009-2010

May 03, 2010

The Chairman/CEO
All Scheduled Commercial Banks

Dear Sir,

Customer complaints relating to ATM transactions

Kindly refer to our letter No. [DPSS/CO/PD/2018/02.10.002/2009-10 dated March 19, 2010](#) on the introduction of a uniform template for lodging complaints relating to ATM transactions.

2. In this connection we request you to confirm that the templates have since been introduced and are being displayed at your ATMs. We further advise you to place the same on your website also for better customer service.

Yours faithfully,

(K. Sivaraman)
General Manager