



भारतीय रिज़र्व बैंक
RESERVE BANK OF INDIA
www.rbi.org.in

RBI/2009-10/216

November 11, 2009

DPSS (CO) EPPD No. 893 / 04.03.02 / 2009-10

**The Chairman and Managing Director /
Chief Executive Officer of all banks participating in NEFT**

Madam / Dear Sir,

NEFT - Contact Details of Customer Facilitation Centres

As you are aware, the transactions processed through the NEFT system is witnessing remarkable growth and an average volume of little over 5 million transactions is handled every month. More than 60,000 branches of 91 member banks spread across the length and breadth of the country presently participate in NEFT.

2. As per Paragraph 6.24 of the NEFT Procedural Guidelines, the Service Centre of a NEFT member bank is required to set up a Customer Facilitation Centre (CFC) for prompt resolution of complaints received from customers. Given the sizeable increase in volume and reach of NEFT, it was felt desirable to compile a directory of the CFC of member banks easily available to users to enable them to directly contact the CFCs for redressal of NEFT-related complaints.

3. We are pleased to inform that the directory has since been compiled and placed on the Reserve Bank's website for wider dissemination and information of the general public. The directory may be downloaded following the link <http://www.rbi.org.in> -> For Bankers -> NEFT-> Customer Facilitation Centres or directly pasting the following URL in the web browser http://www.rbi.org.in/Scripts/bs_viewcontent.aspx?ld=2070. This directory is also hosted on the web server of NCC-Nariman Point, for access by member banks participating in NEFT.

4. In order to provide greater access and enhanced reach, it is advised that the directory be placed on your bank's website as well. Further, to keep the contents current and relevant, please note to inform well in advance the [NEFT Help Desk](#) at NCC-Nariman Point of any changes made by your bank in the CFC composition / contact details, etc.

5. Please acknowledge receipt and confirm compliance.

Yours faithfully

(sd)

(G Padmanabhan)
Chief General Manager