

PRESS RELEASE



RESERVE BANK OF INDIA

www.rbi.org.in

www.rbi.org.in/hindi

e-mail: helpprd@rbi.org.in

PRESS RELATIONS DIVISION, Central Office, Post Box 406, Mumbai 400001
Phone: 2266 0502 Fax: 2266 0358, 2270 3279

July 15, 2004

RBI's Draft Citizens' Charter for Better Service in Currency Exchange

The Reserve Bank of India in its endeavour to provide better customer service in the currency exchange area, has placed on its website www.rbi.org.in a draft Citizens' Charter (revised) in the matter of facilities made available to the public for exchange of notes and coins.

The members of the public are requested to offer their suggestions/comments for betterment of the Charter. The suggestions/comments may be forwarded by July 31, 2004, to the Chief General Manager, Department of Currency Management, Reserve Bank of India, Central Office, Shahid Bhagat Singh Marg, Mumbai-400 001.

**P.V.Sadanandan
Manager**

Press Release: 2004-2005/62