

Provision of note counting machines in the counters

January 29, 2004

RBI/ 2004/30

DCM (Plg)No.874/10.36.00/2003-04

The Chairman, State Bank of India

Managing Directors, Associate Banks

Chairmen and Managing Directors of Nationalised Banks

Chairmen / CEOs of Private Sector Banks / Foreign Banks / Regional Rural Banks / Local Area Banks.

Dear Sir

Provision of note counting machines in the counters.

We advise that in terms of the Directive DBOD. No.Dir.BC.43/13.03.00/2001-02 dated 7th November 2001 issued by Reserve Bank of India in public interest under section 35A of Banking Regulation Act, 1949 all commercial bank branches are required to issue / accept notes in unstapled condition. We have also advised the banks from time to time to provide adequate number of dual display note counting machines / note counting machines at the payment counters to enable the customers to satisfy themselves about the numerical accuracy of the note issued.

2. However, we have been receiving complaints from the members of public regarding non provision of dual display note counting machine in many branches. You may please, therefore, ensure that note counting machines in sufficient numbers are provided at branches for use of customers towards building confidence in the minds of the public.

3. Please acknowledge receipt.

Yours faithfully
(V.R.Gaikwad)
Chief General Manager.