

RBI / 2006-07 / 143

UBD.CO. BPD .Cir No. 12 /09.39.000/ 2006-07

October 6, 2006

The Chief Executive Officers of
All Primary (urban) Co-operative Banks

Dear Sir/Madam,

**Address / Telephone Number of the Branch
in Pass Books / Statement of Accounts - UCBs**

In order to improve the quality of service available to customers in branches, it would be useful if the address / telephone number of the branch is mentioned on the Pass Books / Statement of Accounts.

2. Banks are therefore advised to ensure that full address / telephone number of the branch is invariably mentioned in the Pass Books / Statement of Accounts issued to account holders.

Yours faithfully,

(N.S. Vishwanathan)
Chief General Manager in-Charge