

## Citizens' Charter Public Debt Office

Sr. No.	Type of Services	Time Required
1.	Issue of Duplicate securities. (a) G. P. Notes  (b) Duplicate receipt	3 months from the date of publication in the Government Gazette. Within 2 days of admission of claim.
2	Payment of Interest Warrant (a) Stock certificate. (b) S.G.L. (c) Saving Bonds	On due date On due date On due Date
3	(a) Transfer (b) Change of enfacement  (c) Conversion	4 days. 2 days from the date of receipt of Special cancellation advice from the parent PDO. 4 days
4	Credit to SGL account.	3 days
5	Issue of scrips by debit to SGL	2 days
6	Receipt of securities for repayment.	5 days
7	SGL transfer	1 day
8	Registration of power and certification.	1 day
9	Other services (a) Examination (b) Certificate of registry of sale power (c) Renewal (d)Withdrawal from safe custody	1 day 1 day 6 day 1 day
10	Revalidation of Interest Warrant	1 day
11	Registration of nomination	1 day

**In case of unsatisfactory service or non-compliance of the above time schedule in Public Debt Office, please approach the Nodal Officer of Reserve Bank of India for Complaint Redressal at Regional Offices as per the list given below.**

**Citizens' Charter - Nodal Officers for Complaints Redressal at Regional Offices**

<b>Sr. No.</b>	<b>Name of PDO</b>	<b>Name of Nodal Officer &amp; Designation</b>	<b>Phone No./E-mail address</b>
1.	PDO, Ahmedabad	Shri P. S. Lalawat, AGM	079-27546102, <a href="#">Email</a>
2.	PDO, Bangalore	Shri R. Gunashekar, Assistant Manager	080-22244120 080-22180132, <a href="#">Email</a>
3.	PDO, Bhubaneswar	Dr. A. K. Mohapatro, AGM	0674-2396089, <a href="#">Email</a>
4.	PDO, Chennai	Shri P. M. S. Muhammad Sarfaraaz, AGM (Personnel)	044-25367236, <a href="#">Email</a>
5.	PDO, Guwahati	Shri M. J. Cheriyan, DGM (Banking)	0361-2517689, 09435732942 <a href="#">Email</a>
6.	PDO, Hyderabad	Shri S. V. Patil, AGM (Personnel)	040-23230299, <a href="#">Email</a>
7.	PDO, Jaipur	Shri R. K. Singh, AGM (Personnel)	0141-2562060, <a href="#">Email</a>
8.	PDO, Kanpur	Shri P. Raghuthaman, AGM	0512-2351855, 09453043070 <a href="#">Email</a>
9.	PDO, Kolkata	Smt. Suchitra Chowdhury, DGM (HRD Cell)	033-22313486/033-22308331 Ext. 6603, <a href="#">Email</a>
10.	PDO, Mumbai	Smt. Devika Gowrishankar, AGM	022-22701299, <a href="#">Email</a>
11.	PDO, Nagpur	Shri. Shubhabrat Agrawal, Manager	0712-2544799, 9860193319 <a href="#">Email</a>
12.	PDO, New Delhi	Shri P. K. Jena, General Manager (HRDC & Administration)	011-23452123, 9958008449 <a href="#">Email</a>
13.	PDO, Patna	Shri Sunil Bodalkar, Manager (Personnel)	0612-2322587, <a href="#">Email</a>
14.	PDO, Thiruvananthapuram	Shri H. N. Prakash, Assistant Manager	0471-2320712, <a href="#">Email</a>