

December 18, 2009

The Chairman and Managing Director / Chief Executive
Officers
All Scheduled Commercial Banks including RRBs /
Urban Co –operative Banks / State Co-operative Banks /
District Central Co-operative Banks
ATM network providers

Madam / Dear Sir

Display of information for lodging of ATM related complaints

The use of Automated Teller Machines (ATMs) has been increasing in the country. We have been receiving complaints from members of the public that at many ATM locations the telephone numbers of help desk/ contact persons are not displayed causing difficulties in lodging complaints. Customers using other bank ATMs are also unclear as to the bank with whom complaints on account of failed ATM transactions are to be lodged. The matter has been examined by the Reserve Bank of India and it has been decided that the following information should be displayed prominently at the ATM locations:

- I. Information that complaints should be lodged at the branches where customers maintain account to which ATM card is linked
- II. Telephone numbers of help desk/contact persons of the ATM owning bank to lodge complaint / seek assistance

2. Kindly acknowledge receipt.

Yours faithfully,

(G. Padmanabhan)
Chief General Manager