

NPCI/2017-18/CTS/033

November 21, 2017

To

All the member banks of Banker's Clearing House at Chennai (BCHC)

**Commencement of Paper to Follow (P2F) process in Coochbehar**

Dear Sir,

NPCI has tied up with M/s. The West Bengal State Coop Bank for carrying out P2F session related activities, the address of the venue is as follows:

**Address**

M/s. The West Bengal State Coop Bank,  
Regional office,  
Near elora Hotel, B S Road,  
Haris paul chaupati,  
Coochbehar-763 101

**Date of Commencement:** November 27, 2017

**Paper to follow session timings**

Monday to Saturday - 8:00 AM to 8:30 AM

Banks are requested to strictly adhere to the process and register complaints wherever instruments are not received / given by the respective banks. The representatives of the banks should carry the P2F reports along with the cheques for distribution to the respective receiving bank. The roles and responsibilities are detailed in Annexure I.

For detailed P2F process you may visit: <https://www.npci.org.in/cheque-truncation-system-notified-documents>

With Warm regards

  
(Giridhar G.M)

VP - NACH & CTS Operations

Encl: Annexure- I

**Annexure - I**

**Responsibilities of WBSC**

1. Verifying the identity of the participants.
2. Participant Banks Attendance to be maintained on daily basis.
3. Provide premises and other amenities for conducting the sessions.
4. Maintenance of complaints register so that the member banks can register the same in case of any cheques are not received or received in excess.

**Responsibilities of member banks**

1. Carry the P2F report to the session.
2. Carry the identity card of your respective Banks for participation in P2F.
3. Exchange the physical instruments with the member banks.
4. Deliver the outward instruments against acknowledgement from the recipient.
5. Receive the inward P2F instruments.
6. In case of discrepancy register the complaint maintained at the premises during the session.

