

NPCI/2019-20/CTS/009

June 18<sup>th</sup>, 2019

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

**Commencement of Paper to Follow (P2F) process in Perinthalmanna - Kerala**

Dear Sir/Madam,

NPCI has made an arrangement to conduct Paper to follow (P2F) session in Perinthalmanna location (Kerala state)

**Address:** Perinthalmanna Urban cooperative bank  
"Urban bank auditorium"  
Urban Bank Building  
Pattambi Road,  
Perinthalmanna - Pin 679 322

**Date of Commencement:** June 18<sup>th</sup> 2019

**Paper to follow session timings**

Monday to Saturday and all southern grid working days - 9:00 AM to 9:30 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.

Thanking you,

(K Sakthi Krishnan)  
Lead - NACH and CTS operations

Encl: Annexure I

**Responsibilities of P2F conducting official**

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.

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