



भारतीय राष्ट्रीय भुगतान निगम
NATIONAL PAYMENTS CORPORATION OF INDIA

NPCI/NFS/OC No. 35 /2011-12

September 7, 2011

To

All Member Banks of National Financial Switch (NFS)

Dear Sir/Madam,

**Display of ATM ID and Telephone Number of Helpdesk Person of ATM Owning Bank at
ATM Location by NFS Member Banks**

With a view to guiding the banks on implementation of a standard approach for dealing with customer complaints, IBA, vide their Circular No. PS&IT/1/2715 dated February 6, 2010 (copy enclosed), had advised member banks on the display of ATM ID and telephone number of the helpdesk person of the ATM owning Bank. Banks had also been advised to adopt a uniform format for customer to lodge complaints of failed ATM Transactions at the ATM location.

The said circular was issued for addressing concerns raised by RBI over the inadequacy of help and guidance given to customers through display at ATM centres and helpdesk services at branches.

Implementation of these guidelines is simple and it should be possible for member banks to complete implementation of the same within six weeks. Member Banks of NFS network are requested to confirm compliance towards the above IBA guidelines.

Kindly acknowledge receipt of this circular.


A.P.Hota
Managing Director & CEO

Encl.: As above

सी-9, 8वीं मंजिल
आरबीआई प्रिमायसेस
बान्द्रा-कुर्ला कॉम्प्लेक्स
बान्द्रा पूर्व
मुंबई - 400 051

C-9, 8th Floor
RBI Premises
Bandra-Kurla Complex
Bandra East
Mumbai 400 051

दूरभाषा / Phone: 022 2657 3150
फैक्स / Fax: 022 2657 1001
ई-मेल / email: contact@npci.org.in
वेबसाइट / Website: www.npci.org.in