

RBI/2006-07/82

UBD.PCB.Cir.No. 4 /09.39.000/06-07

July 24, 2006

The Chief Executive Officer of
All Scheduled Primary (Urban) Co-operative Banks

Dear Sir/Madam,

**Annual Policy Statement for the year 2006-07-Fair Practices Code-
Display of Bank Charges-UCBs**

Please refer to our circular UBD.PCB.Cir.No.54/09.39.000/05-06 dated 26.05.2006 on the captioned subject advising scheduled UCBs to display and update, on their website, the details of certain service charges. In continuation of the above instructions, we advise that service charges and fees may be placed on the homepage of bank's website at a prominent place under the title of 'Service Charges and Fees' so as to facilitate easy access to the bank customers.

2. We also advise that a complaint form, along with the name of the nodal officer for complaint redressal, may be provided in the homepage itself to facilitate complaint submission by bank's customers. The complaint form should also indicate that the first point for redressal of complaints is the bank itself and that complainants may approach the Banking Ombudsman only if the complaint is not resolved at the bank level within a month. Similar information may be displayed in the boards put up in all the bank branches to indicate the name and address of the Banking Ombudsman. In addition, the name, address and telephone numbers of the controlling authority of the bank to whom complaints can be addressed may also be given prominently.

3 A weblink to the websites of the banks will be provided in the RBI website to enable the bank's customers to know the service charges and fees prevailing in the banks for various services.

4. Action taken in compliance of the above instructions may be advised to the Regional Office concerned .

5. Please acknowledge receipt to the Regional Office concerned of the Reserve Bank of India.

Yours faithfully,

(N.S.Vishwanathan)
Chief General Manager-in-Charge