

Banking ombudsman scheme 2006:

The Banking Ombudsman Scheme 2006 provides quick resolution of grievances relating to deficiency in Banking Services of any Commercial Bank, Regional Rural Bank and Scheduled Primary Cooperative Bank having a branch in the State of Punjab, Himachal Pradesh and U.T. Chandigarh.

The Scheme has been introduced for the purpose of:

- 1 Enabling resolution of complaints relating to provision of banking services; and
- 2 Resolving disputes between a bank and its constituents through the process of conciliation, mediation and arbitration. For the purpose of redressal of your grievances, you can write/approach/lodge your complaint to:

The Secretary, Office of the Banking Ombudsman, RBI Building, 4th Floor, Sector 17, Chandigarh - 160017.

You may contact Banking Ombudsman/Secretary on Tel.No.s.0172-721011, 709589 Fax No.0172-721880. Email:

Bochandigarh@rbi.org.in

Smt. Balbir Kaur is the Banking Ombudsman

For all other information contact:

RESERVE BANK OF INDIA,

Central Vista, Sector 17, Post Bag No.2,
Chandigarh - 160017.

You can also access RBI
by telephone at

(0172-2702271, 2702279, 2702338, 2702457,
2704035, 2703089, 2702850),

by fax at (0172-2703181),

by GRAM at (RESERVIST),

by email at: helpchandigar@rbi.org.in



भारतीय रिजर्व बैंक

RESERVE BANK OF INDIA CHANDIGARH

www.rbi.org.in

"...to regulate the issue of Bank Notes and keeping of reserves with a view to securing monetary stability in India and generally to operate the currency and credit system of the country to its advantage."

Preamble to the RBI Act, 1934

DEPOSIT /ACCOUNTS DEPARTMENT

* Credit of cheques		
i) Transfer	:	Same day
ii) Clearing	:	4 days
* Receipt of Cash	:	30 minutes
* Withdrawal of cash	:	20 minutes
* Issue of DD/TT/MT	:	Same day
* Credit of TT Received	:	Same day
* Issue of cheque books	:	30 minutes
* Other services:		
i) Furnishing of Daily statement	:	Following day
ii) Refinance facility/ Disbursement of loans		Same day

In Case of complaints / suggestions/ enquiry or deficiency in service, please contact:

Sh. Lalit Srivastava, GM	9914333003
Sh. S.P. Janjua, Treasurer	9814011624
Capt. B.S. Jaswal (Security)	9814012993
Sh. Mohan Rawat	9814055507

Right to Information Act, 2005: Nodal Officer

Sh. M.S. Johar, DGM 0172-2721410

In case of complaint of vigilance nature please contact:

Sh. Ramesh Chand, AGM (Personnel) 0172-2722084

Jurisdiction:

The Reserve Bank of India's Regional Office in Chandigarh was opened on October 1, 1966. The states of Haryana, Himachal Pradesh, Punjab and the Union Territory of

Regional Director:

Dr. J. Sadakkadulla

You can meet the Regional Director by prior appointment.

You can also contact him on telephone number

0172-2721071, Fax 0172-2703181

Working Hours:

Week Days:
9:15 am to 5:30 pm

Banking Hours:

Weekdays:
10:00 am to 2:30 pm

(Limited services are available on Saturday)

THE RESERVE BANK OF INDIA

The Reserve Bank of India (RBI) is a public institution serving the public interest. Though the word 'bank' is associated with its name, profit is not its primary motive.

The RBI is the 'Central Bank' of the country and uniquely placed to perform certain specific and challenging public responsibilities.

RBI is the Monetary Authority of the country. Rupee is the currency unit. RBI broadly deals with Rupee resources that should ideally be available in the country to promote economic growth and smooth financial transactions.

RBI's main objectives are to maintain price stability and growth in the economy. Of late, financial stability has also emerged as one of the prime objectives.

Currency management is an important function of RBI. In the currency note, the denomination is written in two Central Government Official languages (English and Hindi) and fifteen national languages. It shows the diversity of our country and the Reserve Bank's commitment to reach out to one and all.

RBI also maintains and manages foreign exchange reserves to sustain the confidence both within and outside the country.

RBI is also a banker to the Government and manages the market borrowings of the Government.

RBI is a Regulator and Supervisor of the banking system and ensures soundness of the banking system through continuous monitoring and supervision.

For hassle free and cost effective transfer of funds and payments, electronic funds transfer mechanisms viz., ECS, EFT, NEFT, and RTGS have been put in place.

RBI's endeavor has been to meet the banking and financial needs of the common person and RBI has been responding to emerging challenges through appropriate policy decisions.

THE BANK OFFERS THE FOLLOWING SERVICES IN BANKING HALL:

Counter No.	Service
15 & 17 :	Exchange of soiled notes.
19 :	Issue/ Receipt of Bulk Coins.
25 :	Banks Heavy Withdrawals.
28 :	Issue/ Receipt of coins.
29 :	Exchange of Cut/Mutilated Notes.
3 :	Electronic clearing service.
4 :	Bank's Current Accounts.
5 :	Bank's Remittance facilities.
6 :	Government Business.

Banking Hall

You may exchange soiled notes for good notes.

You may exchange Cut/Mutilated notes up to 15 pieces (not more than two pieces in Rs 500 / Rs 1000 denomination). If you have more than 15 pieces for exchange, please put them in TLR cover and drop it in the Drop Box at counter no. 29 and ask for receipt; proceeds will be sent by post or to your Bank account electronically.

In case you have burnt / charred, moth eaten Bank notes, please contact: **Shri. S.P. Janjua, Treasurer (9814011624)** for assistance.

We accept/issue Coins of all denominations. Three coins dispensing machines are installed in Banking Hall; sachets and hot sealing machine to pack your coins is provided in the Banking Hall for your convenience.

Please use the Cash trolleys kept in Banking Hall to carry heavy cash boxes up to your vehicles.

You may use the telephone, if required, provided in the Banking Hall.

You may also exchange soiled/cut/ mutilated notes at selected branches of Public Sector Banks nearby you.

Complaint Box and Voice Recorder is kept in Banking Hall to record your complaint, if any.

Important:

Please check your cash before leaving the counter

DO'S AND DON'T'S IN BANKING HALL

Do's:

- Please be seated; wait for your turn
- Please cooperate with security.
- Contact RBI Officials (given in next page) in case of need.
- Please read information on notice boards and follow the guidelines.

Don't's:

- Fire arms not permitted.
- Photography prohibited.
- Use of mobile phones prohibited.
- Entry into the security area prohibited.
- Smoking & consumption of Alcohol prohibited.
- Acts of Indiscipline not permitted.

In case of Fire:

- Please do not get panic or create stampede.
- Follow the direction markings of exit routes and instructions of security personnel.
- Use the Fire extinguishers that have been placed in the Banking Hall.

In case of Emergency Alarm:

- Please remain seated and do not get panic.
- Stay where you are.
- Wait for clearance to complete your transaction/leave the Bank premises.

Cash Department:*

Exch. of soiled notes	10 mins
Exch. of cut/mutilated notes	10 mins
Issue/receipt of bulk coins	10 mins
Heavy payment for Banks	20 mins
Issue/receipt of small coins	10 mins
TLR cover payments	1 week

(*Applicable for RBI Chandigarh Only)

Date:

Name of the Customer:

Address:

Contact Tel. No.:

Mobile:

Category

Individual

Bank

Govt. Deptt.

Pvt. Co.

Dealer

Any other

Services availed in the Banking Hall:

Type of Service Availed:

- Exchange of Mutilated notes/soiled notes
- Exchange of notes/coins
- any other

Are you a frequent visitor to RBI:

Yes

No

Time spent in queue:

Minutes

Time spent over counter:

Minutes

Was your objective to visit RBI fulfilled:

Fully

To a large extent

Not at all

Quality of Service

Ex

Gd

Sat

Un-Sat

P

Response to enquiry if any:

<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
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General response of staff in the exchange hall in regards to courtesy & consideration:

<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
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How do you rate the service availed:

<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
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Ex: Excellent Gd: Good Sat: Satisfactory
Un-Sat: Un-Satisfactory P: Poor

For availing service would prefer you to visit RBI again:

Yes

No

Suggestions for improvement: