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RESERVE BANK OF INDIA

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RBI/2010-11/441  
DPSS.CO. OSD No.2162/06.07.002/2010-2011

March 22, 2011

To,

All authorized ATM Network Operators

Dear Sir,

**Reconciliation of transactions at ATMs failure – Time limit  
Complaints resolution with banks**

All authorized ATM Networks provider/operator are advised to submit the quarterly data pertaining to resolution of complaints between ATM network operator and banks in the following [excel format](#). The quarterly data should reach us within a month on completion of each quarter through [email](#). It may also be ensured that the format and timelimit prescribed is strictly adhered to.

Please acknowledge receipt.

Yours faithfully

(G. Srinivas)  
General Manager

Encl: As above