



भारत सरकार Government of India
रेल मंत्रालय Ministry of Railways
रेलवे बोर्ड (Railway Board)

RBA No. 20 /2013

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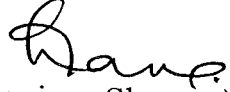
New Delhi, Dated : 13 .08.13.

FA&CAOs
All Zonal Railways/PUs etc

Sub:Minutes of the Half Yearly Customer Service Meeting held
on June 21,2013.

Please find enclosed a copy of RBI/ New Delhi's letter no.
PAD.ND.Misc./837/01.01.028/2013-14 dated 24.07.13 forwarding
minutes of the Half Yearly Customer Service Meeting held on
June 21,2013 at RBI/New Delhi for information and necessary action.

DA: As above


(Sanjeev Sharma)
Joint Director (Accounts)
Railway Board



RESERVE BANK OF INDIA
www.rbi.org.in

PAD.ND.Misc./ 837/01.01.028/2013-14

July 24, 2013

Director (Finance)
Railway Board
Rail Bhawan
New Delhi

Dear Sir,

Minutes of the Customer Service Committee Meeting held on June 21, 2013

We forward herewith the minutes of the half yearly Customer Service Committee Meeting held on **June 21, 2013 at 11.30 A.M** at Reserve Bank of India, New Delhi for your information and necessary action.

The action taken may please be advised to this office at our address or the below mentioned e-mail ids:

AGM ----- Phone No. 011-23318753 - (e-mail ID - skbalain@rbi.org.in)
Manager ----- Phone No. 011-23452057 - (e-mail ID-shwetayadav@rbi.org.in)
PAD----- Phone NO. 011-23353058(e-mail ID- padnewdelhi@rbi.org.in)

Yours sincerely,

(S.K.Balain)
Asst. General Manager

Encl: As above.

Handwritten notes: R.K. M., 1/5/13, 3/1/13, 3/1/13

Handwritten notes: 1/5/13, 02/08/13

Minutes of the DLCSC meeting held on June 21, 2013 for the half-year ended May, 2013

The Department Level Customer Service Committee meeting for the half year ended May, 2013 was held on June 21, 2013 at 11.30 a.m. at Reserve Bank of India, New Delhi. The meeting was chaired by General Manager (Banking) with representatives from various Government Departments. The list of participants is provided in the annexure.

2. At the very outset, GM (Banking) welcomed the participants and introduced herself and her fellow colleagues and requested the participants to introduce themselves. Further, she urged the participants to make maximum utilisation of the customer service meeting platform by discussing issues, if any, and coming up with suggestions to improve the customer service by the department.

3. Timely receipt of VDMS

Manager (Banking) raised the issue of late receipt/ non-receipt of Verified Date-wise Monthly Statement (VDMS) from the respective Government Departments. She explained that the Date-wise Monthly Statements (DMS) were dispatched to all account holders in the first week of the subsequent month and had to be returned in time after due verification. She elaborated that since this exercise ensured the propriety of the transactions for the month hence was very important from the risk management perspective. In the same, she requested to all government representatives to submit VDMS on time.

(Action: Government Departments)

4. Timely updation of Specimen Signatures

The representatives from the Government Departments were then advised to submit the yearly updation of specimen signatures to RBI in time. Manager (Banking) informed the house that specimen signatures of the authorized signatories were to be received every year by April 15, but the same were still pending for some of the Departments including the Department of Trade & Taxes, Department of Social Welfare etc. She also emphasized on prompt communication of any change in signatories, on account of

transfers/ retirements/ long leaves, which along with timely updation of signatures curtailed the risk attached otherwise.

(Action: Government Departments)

5. Maintenance of proper communication

Manager (Banking), further, urged the participants to provide full details of the concerned dealing officials while providing a mandate or a financial request. She gave examples of mandates, received at RBI, without any account number, name or signature code of the authorized signatories, which delayed the processing. In this regard, it was advised to all Government Departments to provide details like telephone numbers, fax numbers and e-mail ids in all written communications.

(Action: Government Departments)

6. Timely submission of Cheque advices

Manager (Banking) apprised the house of the irregularities observed in the cheque advices submitted by various Government Departments. Apart from the absence of the signatures of authorised signatories, stamps etc., often these advices were received late. In some cases the office had to call for an advice after the respective cheques were received for payment which resulted in process delays.

(Action: Government Departments)

7. Foreign Exchange Transactions

A matter specific to the mandates issued by the Government Departments, especially PCDA, COFMOW and CDA(R&D), in favour of the Embassy section of RBI was then raised. Such debit mandates were ambiguous at times with no clear instructions to debit the Government account and reimburse banks. It was also informed to the representatives from the Government Departments to provide a separate, specific list of authorized signatories to the Embassy section of RBI for Foreign Exchange transactions, also, that in the old cases of such nature the Reserve Bank of India would separately write to the concerned Government Department seeking fresh mandates.

(Action: Government Departments)

3. Cash withdrawal by Railways

AGM (Banking) then enquired about the huge transaction requested in cash by the Ministry of Railways every month and the status of electronic payments undertaken by the Department. The representative of Railways informed that the Ministry had taken serious efforts towards encouraging electronic payments especially in payment of salaries, and at present only 12% of their staff preferred cash transactions. At this, AGM (Banking) advised that these cash transactions, as also acknowledged by the Ministry, were a temporary arrangement and rigorous efforts to achieve 100% e-payments should be made.

(Action: Government Department)

9. Suggestions/ Queries

The house was then thrown open to suggestions/ queries from the account holders. Some of the Government Departments noted that the scrolls were received late, which resulted in delayed accounting. Most of the Government Departments also requested for receipt of scrolls by e-mail. AGM (Banking) assured that the loopholes in the dispatch system would be taken care of and the possibility of sending scrolls and DMS via e-mail would be explored. Also, one of the Government Departments noted that clearing cheques pertaining to their Department were not accepted in time at the outward clearing counter and that a considerable time for submission of the same was spent. AGM (Banking) assured to look into the matter.

(Action: Banking Deptt., RBI New Delhi)

10. Closing Remarks

At last, AGM (Banking) apprised the house of the developments which took place in the last quarter, including the imminent e-portal to be provided to the account holders (Government Departments and banks) for enabling secure as well as speedy settlements of financial transactions and easy access to accounts/ statements. He also apprised the house of the developments made by various Government Departments with respect to electronic payments over past few months and encouraged them to utilize to the maximum benefits of technology, assuring full support of RBI in the process. Further, responding to various queries on CTS 2010, he informed that the

deadline for implementation of CTS 2010 Standards was extended upto July 31, 2013 and the Government Departments should accordingly put an indent for new cheque books with their concerned authorities. He also impressed upon the importance of efficient communication and to avoid any communication gaps he advised all the departments to provide complete details of the dealing officials to the concerned sections of RBI.

(Action: Government Departments)

The meeting ended with a vote of thanks to the chair.