



भारतीय रिज़र्व बैंक

RESERVE BANK OF INDIA

www.rbi.org.in

RBI/2009-10/213

DBOD.No.Leg.BC.59 /09.07.005/2009-10

November 9, 2009

All Scheduled Commercial Banks
(Excluding RRBs)

Dear Sir,

**Dishonour of Cheques –
Dealing with incidents of frequent dishonour**

Please refer to paragraph 15.4 of our Master Circular [DBOD.No.Leg.BC.9/09.07.006/2009-10](#) dated July 1, 2009 on Customer Service wherein banks have been advised to take certain steps for dealing with incidents of frequent dishonour of cheques of Rs. 1 crore and above.

2. In this connection, it may be mentioned that frequent dishonour of cheques of value of less than Rs. 1 crore is also a matter of concern and banks need to take appropriate action in those accounts where such dishonour of cheques occur. Though it may not be necessary to extend all the steps laid down in paragraph 15.4 of our Circular to smaller cheques, banks can have their own approach to deal with recalcitrant customers. Banks are therefore advised to have a Board approved policy for dealing with frequent dishonour of cheques of value of less than Rs. 1 crore. The policy should also deal with matters relating to frequent dishonour of ECS mandates.

Yours faithfully

(B. Mahapatra)
Chief General Manager

बैंकिंग परिचालन और विकास विभाग, केन्द्रीय कार्यालय, 12वीं मंजिल, केन्द्रीय कार्यालय भवन, शहीद भगतसिंह मार्ग, मुंबई-400001
फैक्स सं. / FAX NO.22705691 टेलीफोन सं. / TELEPHONE No. 22661602

DEPARTMENT OF BANKING OPERATIONS & DEVELOPMENT, CENTRAL OFFICE, 12th Floor, Central Office Building, Shahid Bhagat Singh Marg, Mumbai-400 001 E-mail : cgmicrobodco@rbi.org.in

बैंक हिन्दी में भी पत्राचार का स्वागत करता है। हिन्दी आसान है, इसका प्रयोग बढ़ाइये।