



भारतीय रिज़र्व बैंक

-----RESERVE BANK OF INDIA-----

www.rbi.org.in

RBI/2011-12/393

RPCD.No.RRB.RCB.BC.58/03.05.033/2011-12

February 8, 2012

All State and Central Co-operative Banks / Regional Rural Banks

Dear Sir,

**Unclaimed Deposits / Inoperative Accounts in Banks -
Display List of Inoperative Accounts**

Please refer to our [Circulars RPCD.CO.RF.BC.No.89/07.38.01/2008-09 dated February 18, 2009](#) and [RPCD.CO.RRB.BC.No.108/03.05.33/2008-09 dated May 22, 2009](#) where in detailed instructions have been given to State and Central Co-operative Banks / Regional Rural Banks on dealing with unclaimed deposits / inoperative accounts. They have been advised to find the whereabouts of the customers and their legal heirs. These instructions, inter alia, include i) annual review of accounts in which there are no operations, ii) operations in such accounts to be allowed after due diligence and iii) no charge to be levied for activation of inoperative account, etc.

2. Keeping in view public interest, it has been decided that State and Central Co-operative Banks / Regional Rural Banks should, in addition to the instructions contained in the above mentioned circular, play a more pro-active role in finding the whereabouts of the accountholders of unclaimed deposits/ inoperative accounts. They are, therefore, advised to display the list of unclaimed deposits/inoperative accounts which are inactive / inoperative for ten years or more on their respective websites. The list so displayed on the websites must contain only the names of the account holder(s) and his/her address in respect of unclaimed deposits/inoperative accounts. In case such accounts are not in the name of individuals, the names of individuals authorized to operate the accounts should also be indicated. However, the account number, its type and the name of the branch shall not be disclosed on the bank's website. The list so published should also provide a "**Find**" option to enable the public to search the list of accounts by name of the account holder.

ग्रामीण आयोजना और ऋण विभाग,केंद्रीय कार्यालय, 10वीं मंजिल,केंद्रीय कार्यालय बिल्डिंग,शहीद भगत सिंह मार्ग,पो.बा.सं.10014,मुंबई 400 001

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हिंदी आसान है, इसका प्रयोग बढ़ाइए



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3. State and Central Co-operative Banks / Regional Rural Banks should also give on the same website, the information on the process of claiming the unclaimed deposit / activating the inoperative account and the necessary forms and documents for claiming the same. Adequate operational safeguards may be put in place to ensure that the claimants are genuine.

4. State and Central Co-operative Banks / Regional Rural Banks should complete action as above by June 30, 2012 and keep their websites updated at regular intervals.

Yours faithfully,

(C.D.Srinivasan)

Chief General Manager