

CG(1)20366/10

Office of the Registrar of Co-operative Societies  
Thiruvananthapuram, Dated : 06-09-2010.

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**Circular No. 50/2010**

Sub :- Co-operation Department – Updation of Customer Records in  
Co-operative Societies/Banks – Instructions issued – Reg.

Ref :- Letter No. CSD – CO-PRS -02/13-01-01/2009-10, dated  
03-03-2010 of Reserve Bank of India.

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It has been noticed that many customers of Co-operative Societies/Banks face inconvenience on account of delay in updation of customer records, covering any change of Address, E-mail, Telephone Number etc. In such cases important correspondence in the intervening period between intimation and change and updation of records with the Society/Bank is directed to customer's old address and resultantly it is returned undelivered causing in convenience and some times resulting in avoidable service charges to the customers. In the present banking scenario such delays are unwarranted.

In the circumstances all the Co-operative institutions under the administrative control of Registrar of Co-operative Societies are directed to ensure that the customers records are updated immediately on receipt of intimations of change of address and other details by the customers. All the Joint

Registrar's(General) are instructed to bring the contents of this circular to the notice of all co-operative institutions for strict compliance and shall ensure that arrangements are made by the Co-operative institutions in their jurisdiction for compliance of this direction.

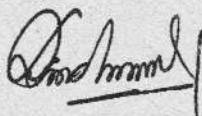
Sd/-

RANI GEORGE IAS  
Registrar of Co-operative Societies

Copy to :-

1. Managing Director, Kerala State Co-operative Banks Ltd.
2. Managing Director, Kerala State Co-operative Agricultural and Rural Development Bank Ltd.
3. General Manager, All District Co-operative Banks.
4. All Apex level Co-operative Institutions.
5. All Urban Co-operative Banks/Primary Credit Co-operative Societies/Banks and All Primary Non-Credit Co-operative Societies(through Joint Registrar(General).
6. All Joint Registrar's(General) (Audit)
7. All Joint Registrar Concurrant Auditors.
8. All Assistant Registrars(General/Audit) (through Joint Registrar)
9. All Officers of this Office.
10. Table of Registrar of Co-operative Societies.
11. Sahakarana Veedhi/Journal.
12. Website.
13. Stock File.

Approved for issue



Deputy Registrar(Credit)

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