



FAX	Enquiry	Counter	Ordinary Post
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DESPATCH: Balasore Bhadrak Central Co-operative Bank Ltd.

**The Balasore Bhadrak Central Co-operative Bank Ltd.**  
**Head Office: O.T. Road, Balasore-756001**

REF No: <sup>(30)</sup> 7551 /PPR & BDD/2023-24

Date 26-12-23

To  
All the Branch Managers,  
Balasore Bhadrak C. C. Bank Ltd,  
Balasore.

**Sub: Implementation of "Customer Service Policy" in the bank.**

Sir,

With reference to the above cited subject, the Committee of Management in their meeting dated.28.11.2023 resolved to implement the Customer Service Policy issued by RBI in the bank. The policy is enclosed for your reference.

Hence, you are instructed to strictly follow the guideline and implement the same at your branch level.

Yours faithfully,

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**Chief Executive Officer**

Memo No 7552<sup>(6)</sup> / Date 26-12-23

Copy communicated to all the Section Heads of the Bank for information and necessary action

✓

**Chief Executive Officer**