

F. No. 11/16/2011-FI Part
Government of India
Ministry of Finance
Department Financial Services
(FI Section)

3rd Floor, Jeevan Deep Building,
Parliament Street, New Delhi
Dated: 4th August, 2012

To,
Chairman / CMDs of All PSBs

**Sub: Installation and Managed Services of Cash Dispensers (CDs)” –
Conveying details to SLBC Convenors and State Level Heads -
regarding**

Sir (s),

I am directed to refer to the RFP floated by Public Sector Banks for “Outsourcing of Installation and Managed Services of Cash Dispensers (CDs)” on a geographical cluster basis. After conclusion of the RFP, agreements have been signed by banks with selected vendors and SLAs have been signed by 21 banks with the 9 selected vendors. It is expected that the rest of the Banks will sign the SLA shortly.

2. It may be recalled that the, Department of Financial Services had also advised banks, vide letter dated 25th June, 2012 to prepare District-Month wise Rollout Plan which will be used by the lead bank for the preparation of the District-Month wise and Bank-Month wise Rollout Plan for the State/UT.

3. However, during the review meeting of Financial Inclusion in the State of Bihar, it has been observed that the Banks officials at the field level have very little information about the current status of the process or about the need of preparation of a rollout plan and its implementation.

4. In the light of the above, it has been decided that in order to ensure timely implementation of the installation of CDs as planned, it may be noted that:

- a) All lead banks should communicate to the SLBCs of the States concerned the details of finalization of the RFP and the award of work to the selected vendor, rates finalized, provide a copy of agreement, details of number of CDs to be installed in the State/UT, contact details of selected vendor and contact

details of Lead Bank Officer for resolution of any technical or operational issues.

- b) SLBC convenor must also communicate the same to all the Banks in the State and finalize the state level roll out plan on priority.
- c) SLBC Convenors should also identify one pilot district in each State where the roll out of CDs would be taken up first and completed latest by 30th September, 2012. This will ensure that all technical and operational issues are resolved and rollout of the CDs in the rest of the State can be completed without any difficulty.
- d) All Banks must convey the details of state-wise targets for installation of CDs in various States to their heads in the respective State as well as the month-wise number of CDs to be installed in each State for follow up.
- e) Banks should also advise their State level offices to immediately finalize, in consultation with the selected vendor, the sites for installation of CDs and expedite the process of site preparation as per RFP.

Yours sincerely,

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Copy to: SLBC Convenor of all States/UTs.