

No. F.7/16/2012-RRB  
Ministry of Finance  
Department of Financial Services

Jeevan Deep Building,  
Parliament Street, New Delhi-01  
Dated the 13<sup>th</sup> April, 2012

To,  
The Chairmen of all RRBs

Sub: Overall ambience of RRBs-regarding.

Sir,

As you are aware with the technological advancement, the banking has become highly competitive. In order to provide a good business experience to the customers, the overall ambience of the RRBs and their branches needs to be improved. The undersigned is, therefore, directed to advise that at least 10% of the branches should be taken up every year for improving their overall ambience in terms of upkeep, cleanliness, customers' convenience etc.

Action taken report may be furnished to this Department on priority basis.

Yours faithfully,

(Suresh C. Arya)  
SRO (RRB)

Copy for information and necessary action to:

1. Chairman, NABARD, Mumbai.
2. Chairman/CMDs/MDs of all sponsor banks