



**Reserve Bank of India**  
Foreign Exchange Department  
Central Office  
Mumbai

**RBI Notification**

**RBI/ 2004-2005/109**

**DBOD.IECS. No. 24/04.02.02/2004-05**

August 10, 2004

The Chairmen/ Chief Executives of all Commercial Banks

Dear Sir,

**Master Circular on  
Customer Service, Simplification of Procedures  
for Delivery of Export Credit and Reporting Requirements**

As you are aware, in order to have all current instructions on a subject at one place, the Reserve Bank of India had issued a Master Circular IECD. No. 8/04.02.02/2003-04 dated July 1, 2003 on the captioned subject, which is now updated as on July 1, 2004. A copy of the revised Master Circular is enclosed. It may be noted that the Master Circular consolidates and updates all the instructions contained in the circulars listed in the Appendix, in so far as they relate to providing customer service, simplification of procedures for delivery of export credit and reporting requirements by banks.

Yours faithfully,

*Sd/-*  
(A. SREEKUMARAN)  
General Manager

*Members may consult RBI website : <http://rbi.org.in> for enclosure of this Notification.*