

NPCI/2014-15/NACH/Circular No.55

September 12, 2014

To
All the member banks participating in CTS and NACH System

Extended Help Desk for NACH and CTS

Madam/Dear Sir,

As desired by the member banks, it has been decided to provide additional support during the morning time. The extended support services for both NACH and CTS will be made available between 6:00 AM to 9:00 AM. There will be common numbers during the extended hours for all 3 Grids.

2. Help desk can be reached on the following contact details.

Telephone No: 044 - 2816 0701/05/07/08

Email: nachctssupport@npci.org.in

3. The new help desk will commence the services with effect from September 15, 2014.

4. CTS Member banks are requested to take note that the above said contact details are only applicable during the extended period. Member banks should continue to use the existing help desk numbers during the normal working hours i.e. 9:00 AM onwards.

With Warm Regards,



(Giridhar G M)
VP & Head - NACH & CTS Operations

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