

NPCI/2018-19/NACH/007

June 25, 2018

To

All NACH Member Banks

NACH CRM Tracker

Member banks have been using mails to queries / complaints pertaining to NACH, now we are introducing a utility for this purpose. This new tool will be made available to the banks with effect from July 01, 2018.

NACH Users can access the utility through NACH portal→ACH→Utilities→ CRM Tracker with the existing NACH user credentials and raise their queries. The detailed user manual and the process to be followed is provided in annexure 1.

The member banks may reach out to the following officials in case of any difficulty in implementing this.

Name	Contact details	Email Id
Rajesh Krishnakumar	044-28160717	rajesh.krishnakumar@npci.org.in
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Member banks may note that going forward all the queries / complaints should route through this utility only. The queries / complaints sent through mails will not be entertained by NPCI. The information may be disseminated to all the officials concerned.

With Warm Regards


Giridhar. G. M

(SVP - NACH & CTS Operations)