Managing Directors/CEO
All Scheduled Banks in Bangladesh

Dear Sir,

National Payment Switch Bangladesh (NPSB)

As per the Section 7(A)e of the Bangladesh Bank Order 1972 Bangladesh Bank has adopted the guideline titled "NPSB Switch Operating Rules & User Manual: Dispute Management Rules" to ensure the development, safety, efficiency and regulation of countries Payment System. Hence, all the banks connected to the National Payment Switch Bangladesh (NPSB) are hereby advised to follow the procedure depicted in the said guideline while managing disputes related to NPSB. The directives has been executed as per section 49(1)uma of the Bank Company Act 1991 (amended 2013).

The guideline can be collected from the official web site of Bangladesh Bank.

The guideline shall come into force immediately.

Please acknowledge receipt.

Enclosure:

Sincerely Yours,

(K.M. Abdul Wadood)
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