

DELHI NAGRIK SEHKARI BANK LTD.  
3-C/5, OPP.LIBERTY CINEMA, NEW ROHTAK ROAD, NEW DELHI.

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CIRCULAR NO. - CIR780  
DATE OF ISSUE - 23.10.2023  
CIRCULAR FOR - ALL BRANCHES INCLUDING ARHO & HEAD OFFICE  
  
SUBJECT - CELEBRATION OF NATIONAL CYBER SECURITY  
AWARENESS MONTH (NCSAM).

Bank has decided to celebrate month of October, 2023 as National Cyber Security Awareness Month (NCSAM) under the direction of Department of Finance Services, Ministry of Finance, Govt. of India. As a part of this celebration, Bank will be taking up activities promoting cyber hygiene during the month supplemented by mass awareness programme for the customers of the Bank. In order to make the celebration a ground success, Branches are advised to take the following activities urgently :-

1. To include the topic of National Cyber Security Awareness programme in the monthly customers meeting organised in branch for the current month covering the following advisories :-
  - I. Customers should not share their KYC information with any one.
  - II. Customers should not download any unknown app on their mobile/device. Such an app may give access to personal data of the customer.
  - III. If the customer has not made any transaction and still receives an OTP for debit to his/her account, he/she shall immediately report to his/her Bank.
  - IV. Customer should not click on any unknown link received through SMS, E-mail or Whatsapp.
  - V. Customer should not share their OTP, UPI-PIN, PIN of his/her Debit/Credit Card to any one.
  - VI. Customer should report complaints related to a cyber crime at National Cyber Crime Reporting Portal (<https://cybercrime.gov.in>) of MHA.
2. Further RCS vide its circular No.F.No.AR(Bkg.)/Misc.UCB/RCS/107742524/2023/ 9197-98 Dated 17.10.2023 has also directed the Co-operative Banks to spread awareness about cyber frauds. In this regard, Account Holders/Members are to be informed that all the complaints pertaining to Cyber Frauds may be referred to "Cyber Cell Delhi Police". The cyber helpline and reporting platform number is 1930.

Some of the relevant pamphlets are attached with this circular.

Branches are advised to ensure that the copy of this circular and pamphlets are displayed on Notice Board and prominent places in the premises of the Bank Branches.

Please bring the contents of this circular in the notice of all the staff members at your branch/office for meticulous compliance and a signed copy of the circular be kept on branch record for subsequent verification during Branch Inspection.

Branches are advised to follow the instructions contained in this circular for strict compliance.

( ANOOP KUMAR WAHI )  
CHIEF EXECUTIVE OFFICER