To the Grievance Officer,  
  
Subject: Request for Immediate Investigation, Reversal, and Compensation for Failed Card to Card Transfer  
  
I am writing to you concerning a failed card to card transfer that occurred within our bank's system. This letter aims to bring to light the specifics of the incident, assert my absence of negligence during the transaction process, outline the bank's obligations under Reserve Bank of India (RBI) guidelines, emphasize the bank's service shortfall, and request immediate rectification alongside suitable compensation.  
  
I initiated a card to card transfer having my card account debited; however, the beneficiary card account astonishingly did not receive the credited amount. This transaction, which should have been a standard operation executed properly by the bank, has instead resulted in undue stress and financial inconvenience. Throughout the transaction, I exercised customary care and followed all protocol and security measures set forth by our bank, hence my actions are not contributory to the incident in question.  
  
It is incumbent upon the bank to ensure transactions are not just seamless but also secure and reliable. As per the RBI's directives, in the event of a failed transaction where the beneficiary's account is not credited, the amount must be reversed into the payer's account no later than one day following the transaction (T+1 day). It is distressing to acknowledge that despite these clear guidelines, the bank has not fulfilled its duty to promptly reverse the transfer.  
  
Furthermore, RBI mandates an indemnification of ₹100 per day for every day's delay beyond the stipulated reversal time frame【7†source】. The continued noncompliance with this mandate reflects a disconcerting level of negligence and deficiency in service for which the bank must be held accountable.  
  
In light of the above, I urge the bank to rigorously investigate the lapse immediately, ensuring that any and all trails or evidence pertaining to the transaction are meticulously preserved during the investigation process. This is crucial not only for rectifying the present issue but also to prevent similar occurrences in the future, thus safeguarding the trust that customers like myself place in our banking system.  
  
Consequently, I request the immediate return of the aforementioned debited funds which have failed to reach the intended recipient, the stipulated RBI compensation of ₹100 per day post the reversal deadline, as well as further compensation for the lost interest on the amount debited, and the additional financial strain and emotional distress experienced during this endeavor to resolve the failed transaction, as elaborated in the uploaded legal and regulatory principles document【7†source】.  
  
A fail-safe banking system serves as the scaffolding for the trust and assurance vested by its customers. Given the outlined facts and in accordance with the RBI's guidelines, I trust that the bank will act promptly and effectively in this matter. I await an expeditious resolution and an acknowledgment of this request within a reasonable timeframe.  
  
Thanking you in anticipation of your cooperative action.  
  
Yours faithfully,  
  
[Your Name]  
[Account Number]  
[Contact Information]  
[Pincode: 477554]