



भारतीय रिज़र्व बैंक  
RESERVE BANK OF INDIA

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October 8, 2010

**Committee on Customer Service in Banks -  
Date for Final Report submission extended**

The Committee on Customer Service in Banks (Chairman Shri M. Damodaran) constituted by the Reserve Bank of India has been granted extension of time upto January 14, 2011 to submit its final report and recommendations. The report was originally to be submitted on October 14, 2010. The extension of time for submission of the report has been necessitated due to the volume of work required to be undertaken by the Committee to fulfill its mandate in regard to the terms of reference and purpose for which it has been constituted.

It may be recalled that the Reserve Bank of India, had in June 2010, set up a Committee to look into banking services rendered to retail and small customers, including pensioners and also look into the system of grievance redressal mechanism prevalent in banks, its structure and efficacy and suggest measures for expeditious resolution of complaints.

**Press Release : 2010-2011/498**

**R.R.Sinha**  
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