

PRESS RELEASE



RESERVE BANK OF INDIA

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RBI constitutes a new Customer Service Department

The Reserve Bank of India has been taking measures, on an ongoing basis, for protection of customers' rights, enhancing the quality of customer service and strengthening grievance redressal mechanism in banks and in the Reserve Bank of India. These activities were so far being undertaken by different departments of the Reserve Bank of India.

In order to bring together all activities relating to customer service in banks and Reserve Bank of India in a single department, the Reserve Bank of India has today constituted a new department called '**Customer Service Department (CSD)**', the functions of the Customer Service Department would include:

- (i) Dissemination of instructions/information relating to customer service and grievance redressal by banks and Reserve Bank of India
- (ii) Overseeing the grievance redressal mechanism in respect of services rendered by various RBI offices/departments
- (iii) Administering the Banking Ombudsman (BO) Scheme
- (iv) Acting as a nodal department for the Banking Codes and Standards Board of India (BCSBI)
- (v) Ensuring redressal of complaints received directly by RBI on customer service in banks
- (vi) Liaison between banks, Indian Banks Association, BCSBI, BO offices and RBI regulatory departments on matters relating to customer services and grievance redressal

Alpana Killawala
Chief General Manager

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