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Report of the Committee for Review of Customer Service Standards in RBI Regulated Entities

As part of the [Statement on Developmental and Regulatory Policies](#) released along with the [Monetary Policy Statement on April 08, 2022](#), the Reserve Bank of India had set up the [Committee for Review of Customer Service Standards in RBI Regulated Entities \(REs\)](#) on May 23, 2022 under the Chairmanship of Shri B.P. Kanungo, former Deputy Governor, RBI. The terms of the reference of the Committee were to evaluate and review the quality of the customer service, examine the evolving needs, identify the best practices and suggest measures for bringing about improvements in quality of customer service and grievance redress mechanism in the REs.

The Committee, after extensive deliberations with diverse stakeholders, has since submitted its [report](#) and the same is being placed on the RBI website today for comments of stakeholders and members of the public. Comments may be sent by July 07, 2023 through [email](#). The comments will be examined before taking a final view on the recommendations made by the Committee.

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(Yogesh Dayal)
Chief General Manager