



D. H. Joshi

Part - I RBI Dy. Governor focusses attention of the banks on Cybersecurity as well as opined ‘Banks spend big to get clients, not so to solve grievances’ We do appreciate the advice and the hard words used by RBI Dy. Governor Mr. M Rajeshwar Rao, who said: “Show empathy for special-needs customers and seniors.” “We definitely wish to see more serious thought and intent emerging from the boards... on quality of grievance redressal instead of just monitoring TAT (turnaround time)”. Mr. Rajeshwar Rao continued: “Banks are spending hefty sums of money building new and innovative methods of customer acquisition but are giving “very little thought” about improving their mechanisms for customer grievance redressal. To me, this seems very odd for a sector which prides itself on being a service industry. We definit.....