

### Conference of Chief Customer Service Officers

The objective of the conference is to bring to focus, the issues relating to fair treatment of bank customers. It will also give the participants, an opportunity to share their experiences and interact with the various stakeholders.

Date: May 24, 2013

Venue: Garden View Room  
Taj LandsEnd, Bandra (W)

Time	Session	Speaker
10.00 am to 10.05 am	Welcome and introduction	CGM, CAFRAL
10.05 am to 10.45 am	Customer Service as a Business Philosophy	AC Mahajan, Chairman BCSBI
10.45 am to 11.45 am	Treating Customers Fairly	Rama Bijapurkar
11.45 am to 12.00 pm	Tea Break	
12.00 noon to 1 pm	Cross sell strategy and customer focus	Monika Halan, Mint
1 pm to 01.45 pm	Lunch	
01.45 pm to 02.45 pm	Sharing of Experiences	Rosemary Sebastian, Banking Ombudsman, Mumbai M Rajeshwara Rao, CGM, RMD
02.45 pm to 03.45 pm	Challenges of Customer Service in Computerised Environment	SS Mundra, CMD Bank of Baroda
03.45 pm to 04.00 pm	Tea Break	
04.00 pm to 05.30 pm	Panel Discussion Consumer Protection: Issues and way forward	Deepali Pant Joshi, ED, RBI Narayan Raja, CEO, BCSBI K.Ramakrishnan, Chief Executive, IBA Rajiv Sabharwal, ED, ICICI Bank SS Bhandare, President, All India Bank Depositors Association
05.30 pm	Concluding Remarks	