



Banking Codes and Standards

Board of India

Banking Codes and Standards Board of India (BCSBI) is an independent and autonomous body which monitors and ensures that every bank practices the Banking Codes and Standards in true spirit while delivering services to individuals.

The Code of Bank's Commitment to Customers set in January 2014 (available on Home page in English and other languages) is being reviewed to further enhance the standards of good and fair banking practices and thereby help you to get transparent and efficient banking services.

Citizens are requested to submit their suggestions for improving the standards laid down in the above mentioned Code.

Suggestions can be submitted to:

**The Chief Executive Offices,
Banking Codes and Standards Board of India.
C-7, Reserve Bank of India Building, Bandra Kurla Complex,
Bandra East,
Mumbai 400 051.**

OR emailed to:

ceo.bcsbi@rbi.org.in