



Affiliated to

Invite you to a workshop on

Quality of Service in Indian Banking Sector, from consumer perspective

At Royal Ball Room, The Imperial, Janpath, New Delhi - 110001

on

26th August 2006

Theme

Measuring and assessing consumer perception on various services standard in the service sector has acquired utmost significance in major developed and developing markets. Consumer perception on service standard is considered an important parameter for the management of banks to prepare future strategy.

The workshop on QoS in banking sector to be based on the highlights of a major study based on a sample of 3100 households in 8 cities conducted by Consumer VOICE. Unlike studies undertaken by banks or their MR agencies, this one is conducted by an India's leading consumer organisation that does not serve any commercial interest. It does not accept commercial sponsorship and operates independently. This study is based on the model followed by Test-Achats in Europe who have provided technical guidance. It is also sponsored by Ministry of Consumer Affairs, Government of India.

Workshop Coordinators

Paramjeet Singh
Research Manager
VOICE

Nutan Lugani
Counsellor
National Consumer Helpline

Program*

9.00 AM – 9.20 AM	Registration
9.20 AM	Inauguration by Shri L. Manshingh, Secretary, Ministry of Consumer Affairs
9.30 AM – 9.50 AM	Opening address by Kaza Sudhakar, Chief General Manager, Customer Service Department, Reserve Bank of India, Central Office, Mumbai “Challenges before Reserve Bank of India and banks in redressing the consumer complaints and ensuring QoS in the banking sector”

SESSION I

9.50 AM – 10.00 AM	Assessment of Quality in service sector from consumer perspective – Need and Importance and trend in abroad and India by Bejon Misra, CEO, VOICE
10.00 AM – 10.30 AM	Presentation on the study Assessment of QoS of Indian Banking Sector by Sri Ram Khanna & Paramjeet Singh, VOICE Society
10.30 AM – 10.45 AM	Discussion on Study
10.45 AM – 11.00 AM	Coffee Break

SESSION II

11.00 AM – 1.30 PM	Presentation by Public Sector Banks
1.30 PM - 2.30 PM	LUNCH BREAK

SESSION III

2.30 PM - 4.00 PM	Presentation by Private & Foreign Banks
4.00 PM – 4.15 PM	Tea Break

SESSION IV

4.15 PM - 4.30 PM	“Ray of Hope” – Banking Ombudsman Scheme 2006. P. Shimrah, Secretary, Banking Ombudsman
4.30 PM - 4.40 PM	“Redressal: Bridging the Gaps” by Nutan Lugani of National Consumer Helpline
4.40 PM - 5.00 PM	Discussion/ Closing

*Program and papers subject to modification

REGISTRATION FORM

Quality of Service in Indian Banking Sector

(Please tick & fill the blanks)

Number of participants

Registration fee Rs. 4000 per delegate

For second delegate from the same organisation Rs. 2500.

Package for 3 delegates: Rs 8000

Academic and non-profit organisation Rs. 2500 per delegate.

Payment: -

I enclose a draft or cheque of Rs. _____ payable to **VOICE Society,**
payable in Delhi

Name: _____

Organization: _____

Please send completed form and payment to:

**Paramjeet Singh,
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