

**INDIAN INSTITUTE OF BANKING & FINANCE**

Professional Development Centre, Northern Zone

**PROGRAMME**

**On**

**“DIGITAL BANKING”**

**From**

**17th to 19th April, 2017**

**Venue:**

**Indian Institute of Banking & Finance,**

**Professional Development Centre, Northern Zone,**

**109-113, 1st Floor, Vikrant Tower,**

**4, Rajendra Place, NEW DELHI-110 008**

**Website:** [www.iibf.org.in](http://www.iibf.org.in)

**Programme Co-ordinator:**

**Mr. J.K. Rajput**

**Zonal Head, IIBF,PDC, Northern Zone**

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TRAINING PROGRAMME ON DIGITAL BANKING

### **BACKGROUND**

During its 89 years of service, IIBF has emerged as a premier institute in banking and finance education. Considering the emerging requirements of the bankers in the ever changing dynamic environment, IIBF has started providing training programmes to bankers in selected areas. IIBF has state-of-the-art training facilities at its Leadership center.

### **PURPOSE**

In the wake up of “De-monetization” and moving towards “Less-Cash Society”, electronic banking has come to stay and digital banking has become very much relevant for the bankers. Standard online & mobile banking services by integrating digital technologies, launch of newer products and services by NPCI and various players has enlarged the reach of digital platforms in financial segment towards cashless arena. Strategic analytics tools, social media integrations, innovative payment solutions, expanding Internet reach, mobile technologies and a focus on user experience have become integral part of modern banking. Integration of online services with various services that affect the customer behaviour and usage patterns is changing. Further, the Government policies and expansion of e-governance, electronic services for various socio-economic causes is playing key role in digital banking.

It is in this back drop, a three day training programme on digital banking has been specially designed for the operational personnel in the banking field.

### **OBJECTIVES**

* To improving the knowledge and skills in digital banking
* To know about various mobile based newer products & services
* To know more about different types of cards
* To know more about ADCs like ATMs, CDMs, Cash recyclers, POS terminals
* To understand various payment systems as pillars of digital banking
* To understand marketing of digital products

### **CONTENT OVERVIEW**

* Overview of digital banking products
* Different types of cards and salient features – Basics of Card Technology & New Developments, Risks & their Mitigations
* ATMS, CDMs and Cash Recyclers – Present & New Advancements in Technologies
* E-banking- Internet Banking and Mobile Banking
* USSD, UPI, BBPS etc. services
* Financial inclusion – impact of digital banking
* Marketing digital banking products
* e Banking as driving force for e-Commerce, Wallets, Other Products
* e KYC, AEPS, Digital Lockers / Vaults etc.

### **METHODOLOGY**

Knowledge inputs and their practical application, Q&A session and Discussion, Interactive lectures by Subject experts.

### **TARGET GROUP**

Officers /Managers currently posted or proposed to be posted in branches, retail banking, marketing & customer relationship /customer service roles and Trainers

### **DATES**

17th to 19th April 2017 (3 Days).The programme starts at 9:30 a.m. on 17th April 2017 and ends at 5:30 p.m. on 19th April 2017.

### **VENUE**

Indian Institute of Banking & Finance,

Professional Development Centre, Northern Zone,

109-113, 1st Floor, Vikrant Tower,

4,Rajendra Place, NEW DELHI-110 008

### **FEE**

Rs.10,000/- per participant plus service tax @ 15% i.e. Rs.1,500/- aggregating to Rs.11,500/-(In case of TDS deduction, please send us TDS certificate)

Programme fees may be remitted to the credit of Institute’s account with Bank of Baroda, details of which are given below:

* Name of the Bank branch: Bank of Baroda, Kurla (West).
* Account no: 19750200000806 IFSC code: BARB0KURLAX(0 is zero)
* **(PAN No: AAATT3309D and Service Tax No. AAATT3309DSD002)**

***The programme is Non residential. However, hotel facility is available in the nearby area, if required.***

**For further details and nomination please contact:**

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| ***Mr. J.K.Rajput******Zonal Head, PDC Northern Zone*** ***Phone: +91-11-2575 2197*** ***Mobile: +91 9967092814*** ***Email: jagdishr@iibf.org.in*** | ***Mr. Sanjay Aggarwal******Officer******Phone: +91-11-25752191/92*** ***Mobile: +91 7838136460*** ***Email: iibfnz@iibf.org.in*** |



**INDIAN INSTITUTE OF BANKING & FINANCE**

**NOMINATION FORM**

Programme Title: Programme on Digital Banking

From: 17th to 19th April 2017 Programme Type: **Non Residential**

PARTICIPANTS NOMINATED:

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Sl.No | Name (Mr./Ms./Mrs.) | Designation | Branch/Office | Mobile No. and Land Line No. | E-mail  |
| 1 |  |  |  |  |  |
| 2 |  |  |  |  |  |
| 3 |  |  |  |  |  |
| 4 |  |  |  |  |  |

Bank/Organisation: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Address:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Pin Code: \_\_\_\_\_\_\_\_\_\_
Phone: \_\_\_\_\_\_\_\_\_\_\_\_\_\_Fax: \_\_\_\_\_\_\_\_\_\_\_\_\_ E-mail: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

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* **Kindly narrate : “Programme on Digital Banking - from 17-19 April 2017”; “<No.of> participants”**

**Please send your nominations to:**

|  |  |
| --- | --- |
| ***Mr. J.K. Rajput******Zonal Head, PDC Northern Zone*** ***Phone: +91-11-2575 2197*** ***Mobile: +91 9967092814*** ***Email: jagdishr@iibf.org.in*** | ***Mr. Sanjay Aggarwal******Officer******Phone: +91-11-25752191/92*** ***Mobile: +91 7838136460*** ***Email: iibfnz@iibf.org.in*** |