



**INDIAN INSTITUTE OF BANKING & FINANCE**  
**Professional Development Centre – Eastern Zone, Kolkata**

**VIRTUAL TRAINING PROGRAMME**  
**Role and Functions of Second Persons in Branches**  
**11<sup>th</sup>-12<sup>th</sup> September, 2024**

*Self- Sponsored candidates may also Participate in the Programme*



IIBF has emerged as a premier institute on banking and finance education. It is the largest institute of its kind in the world and is working with a Mission to “develop professionally qualified & competent bankers and finance professionals primarily through a process of education, training, examination, consultancy/ counselling and continuing professional development programmes”. Indian Institute of Banking & Finance has been awarded the ISO 21001:2018 Standard. This standard is for Educational Institutes who have achieved the required level of excellence in their academic offerings. IIBF is among the few institutes to have been conferred upon this standard

**FOR NOMINATION PLEASE CONTACT:**

Mr Tusharendra Barpanda Head – PDC-EZ, IIBF, Kolkata Email Id. <a href="mailto:head-pdcez@iibf.org.in">head-pdcez@iibf.org.in</a>	Ms. Samriddhi Guha Jr. Executive, PDC-EZ, IIBF Email : <a href="mailto:je.pdcez2@iibf.org.in">je.pdcez2@iibf.org.in</a>	Ms. Sneha Datta Jr. Executive, PDC-EZ, IIBF Email : <a href="mailto:je.pdcez3@iibf.org.in">je.pdcez3@iibf.org.in</a>
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**PROGRAMME BACKGROUND**

In past few years, the landscape of banking industry has undergone significant change. Changing profile of customers, fast moving technology, innovation in products, rising expectations from the service sector. The Assistant Manager is the bridge that connects top management with employees. They ensure operational excellence by performing managerial tasks such as scheduling, maintaining inventory and evaluating employee performance. The Second Person plays a critical role in the efficient and effective operation of a bank or financial services branch. They must possess strong leadership, communication, and customer service skills, as well as knowledge of banking and financial services products and regulations. The Assistant Branch

Manager will be the on-site Manager at the branch and will manage the day-to-day operations and complete all duties as assigned by the Regional Manager. This position will ensure that the branch meets or exceeds our goals in customer service, safety, and profitability. The Assistant Branch Manager must maintain and champion a culture that values people and customers and above all else empowers teams to build sustainable, profitable growth.

## TARGET GROUP:

Junior and Middle level executives/officers Up to Scale III, Officials working in Large Branches. Programme is suitable for existing as well as newly appointed Officers of Rural/SU/Urban and Metro branches (General and Specialized Branches).

- ✓ **Open to both Members & Non Members of IIBF**
- ✓ **Individuals may also register for this programme at their own cost.**
- ✓ **Banks may send their nominations in bulk**

## CONTENT OVERVIEW:

- ✓ Preparation of Branch Business Plan
- ✓ Strategies for handling campaigns for Deposit/ Retail/SME Credit
- ✓ Leveraging Information Technology to increase business
- ✓ Strategies to build up quality Credit Portfolio (Retail & SME)
- ✓ Loan Documentation, Different types of charges on security
- ✓ Maintaining Customer oriented work culture in the Branch
- ✓ Compliances- PML/KYC, Regulatory Returns
- ✓ Team Building and Time Management

**Date & Time:**  
**11th-12th**  
**September 2024**  
**(10.00AM to**  
**5.30PM)**

**METHODOLOGY**  
Programme can be attended from anywhere by using devices with Internet like PC, Laptop, Tablet or Mobile. Internet connection with good speed is required to stream live Virtual sessions through ZOOM

**FEE**  
Rs.4000/- per participant plus GST@18% /- aggregating to **Rs.4720/-** (In case of TDS deduction, please send us TDS certificate)

## CORRESPONDENCE ADDRESS:

**Indian Institute of Banking & Finance, PDC-EZ, Avani Heights, 2<sup>nd</sup> Floor, 59A, Jawaharlal Nehru Road, Nr. Ravindra Sadan Metro Station, Kolkata – 700020**

**Kindly provide your GST Number in the nomination letter to facilitate the raising of Invoice**

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**INDIAN INSTITUTE OF BANKING & FINANCE**  
**Professional Development Centre – Eastern Zone, Kolkata**

**NOMINATION FORM**

**Programme Title: Role and Functions of Second Persons in Branches**

**Mode of Programme: Virtual Mode Date: 11th-12th September 2024**

**Details of Nomination (to be filled by the Banks/FIs/Other Organizations):**

Sl. No.	Name of Participant	Designation	Branch/Office	Contact No.	E-mail Id.
1					
2					
3					
4					
5					

Fees Paid Rs. \_\_\_\_\_ UTR/Transaction No. \_\_\_\_\_ Date of Payment: \_\_\_\_\_

Name of Sponsoring Bank / FI: \_\_\_\_\_ **GSTN of Bank/FI:** \_\_\_\_\_

Address of the Bank/FI: \_\_\_\_\_ Phone/Mob. No. \_\_\_\_\_

E-mail id.: \_\_\_\_\_

**FEE : Rs. 4,000/- per participant plus GST @ 18% i.e. Rs.720/- aggregating to Rs. 4,720/- (In case of TDS deduction, please send us the TDS certificate). (Kindly provide your GST Number in the nomination letter to facilitate the raising of Invoice)**

**Programme fees may be remitted to the credit of Institute's Bank Account as below:**

- ✓ **Name of Account Holder:** Indian Institute of Banking & Finance
- ✓ **Name of the Bank Branch:** State Bank of India, Vidya Vihar (West), Mumbai.
- ✓ **Savings Account No.** 37067835940 **IFSC:** SBIN0011710
- ✓ **PAN No.** AAATT3309D; **GST No.** 19AAATT3309D2ZO, **State** - West Bengal

**CONTACT DETAILS:**

Mr Tusharendra Barpanda Head – PDC-EZ, IIBF, Kolkata Mob. No.9717005551 Email Id. <a href="mailto:head-pdcez@iibf.org.in">head-pdcez@iibf.org.in</a>	Ms. Samriddhi Guha Jr. Executive, PDC-EZ, IIBF Email:je.pdcez2@iibf.org.in Mob. No. 8420475917	Ms. Sneha Datta Jr. Executive, PDC-EZ, IIBF Email:je.pdcez3@iibf.org.in Mob. No. 9831637175
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2<sup>nd</sup> Fl., 59A, Jawaharlal Nehru Road, Nr. Ravindra Sadan Metro Station, Kolkata – 700020



**INDIAN INSTITUTE OF BANKING & FINANCE**  
**Professional Development Centre – Eastern Zone, Kolkata**

**NOMINATION FORM FOR SELF-SPONSORED CANDIDATES**

**Programme Title: Role and Functions of Second Persons in Branches**

**Mode of Programme: Virtual Mode Date: 11th-12th September 2024**

Sl. No	Name (Mr/Mrs/Ms)	Designation	Contact No. (Mobile)	E-mail (PERSONAL)	Address (personal)	UTR NUMBER
1						

Name of Bank/ FI employed with: \_\_\_\_\_

Address of Bank/ FI employed with: \_\_\_\_\_

**FEE :** Rs. 4,000/- per participant plus GST @ 18% i.e. Rs.720/- aggregating to Rs. 4,720/- (In case of TDS deduction, please send us the TDS certificate). *Self-sponsored participants are requested to kindly contact the numbers given below before making the payment.*

**Programme fees may be remitted to the credit of Institute's Bank Account as below:**

- ✓ **Name of Account Holder:** Indian Institute of Banking & Finance
- ✓ **Name of the Bank Branch:** State Bank of India, Vidya Vihar (West), Mumbai.
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