



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

VIRTUAL TRAINING PROGRAMME

“Effective Communication & Customer Grievance Redressal”

1st & 2nd December, 2023

Self- Sponsored candidates are encouraged to apply

LAST DATE TO APPLY: 29th November, 2023



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”.

PROGRAMME BACKGROUND

Communication skill is of the utmost importance in BFSI sector. Professionals working in this sector deal with a lot of customers and other employees. Communicating in the financial services industry is consistently challenging. It requires navigating challenging and complicated regulations, identifying growth opportunities, and understanding the ebb and flow of the markets. Lingering lack of consumer trust and the conservative nature of interpersonal communication make it difficult to be creative and engage an audience. Convincing another to trust you with their money is one of the most difficult tasks in the professional world. Having good communication skills will help in completing the tasks with ease and also get along with people in a better way.

Reserve Bank of India has taken various initiatives over the years for improving customer service and grievance redress mechanism in banks. Detailed guidelines on customer service were issued to banks encompassing various aspects of operations that impact customers. The Banking Ombudsman Scheme was introduced in 1995 to serve as an alternate grievance redress mechanism for customer complaints against banks. In 2019, Reserve Bank also introduced the Complaint Management System

(CMS), a fully automated process-flow based platform, available 24x7 for customers to lodge their complaints with the Banking Ombudsman (BO). To further strengthen grievance redress mechanisms, banks were mandated to appoint an Internal Ombudsman (IO) to function as an independent and objective authority at the apex of their grievance redress mechanism. Given this background, IIBF has designed this special programme on Customer Grievance & Redress Mechanism in Banks.

OBJECTIVES

The objectives of the Programme is to develop skills on the following aspects:

- ✚ Interpersonal skills to connect with your customers can help in building trust with them.
- ✚ Empathy: Listening to customers' concerns and answer their questions clearly
- ✚ Conflict Resolution Skills
- ✚ Responsiveness
- ✚ Active listening
- ✚ Decision-Making Skills

CONTENT OVERVIEW

- ✚ Stages of Communication: Written & Verbal
- ✚ Listening Etiquette
- ✚ Protocol of Corporate Communication
- ✚ Effective Communication: An essential skill for good customer service
- ✚ Complaint is a Gift: Critical Issues/Analysis
- ✚ Banking Ombudsman & COPRA: Avenues available for Bank's customers
- ✚ Grievance Redress Mechanism in Banks-Procedural Guidelines

<u>Date & Time:</u> <u>1st-2nd December,</u> <u>2023</u> <u>(10.00AM to 5.30PM)</u>	<u>METHODOLOGY</u> 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.	<u>FEE</u> Rs.4000/- per participant plus GST@18% /- aggregating to Rs.4720/- (In case of TDS deduction, please send us TDS certificate)
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Kindly provide your GST Number in the nomination letter to facilitate the raising of Invoice

LAST DATE TO APPLY: 29th November, 2023

CONTACT DETAILS

Mr Tusharendra Barpanda Head – PDC-EZ, IIBF, Kolkata Mob. No.9717005551 Email Id. headpdcez@iibf.org.in	Ms Sneha Datta Jr. Executive, PDC-EZ, IIBF Email : je.pdcez3@iibf.org.in Mob. No. 9831637175	Ms. Samriddhi Guha Jr. Executive, PDC-EZ, IIBF Email : je.pdcez2@iibf.org.in Mob. No. 8420475917
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CORRESPONDENCE ADDRESS : Indian Institute of Banking & Finance, PDC-EZ, Avani Heights, 2nd 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

Programme Title: -Effective Communication & Customer Grievance Redressal

Mode of Programme: Virtual Mode Programme Date & Time 1st & 2nd December, 2023

LAST DATE TO APPLY : 29th November, 2023

Details of Nomination (to be filled by the Bank/FI/Individuals):

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

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)

Program fees may be remitted to the credit of Institute's Bank Account as given 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

Nomination details may be submitted at the below mentioned address or by e-mails to:

Mr. Tusharendra Barpanda Zonal Head, PDC-EZ, IIBF Email: head-pdcez@iibf.org.in Mob. No. 9717005551	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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Correspondence Address: Indian Institute of Banking & Finance, PDC-EZ, Avani Heights, 2nd Floor, 59A, Jawaharlal Nehru Road, Near Rabindra Sadan Metro Station, Kolkata – 700020



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

NOMINATION FORM FOR SELF-SPONSORED CANDIDATES

LAST DATE TO APPLY : 29th November, 2023

Programme Title Effective Communication & Customer Grievance Redressal

Mode of Programme: Virtual Mode Date: 1st & 2nd December, 2023

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).

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