



INDIAN INSTITUTE OF BANKING & FINANCE

(ISO 21001:2018 Certified)

PROFESSIONAL DEVELOPMENT CENTRE LUCKNOW

Launches training programme on

“TRANSFORMING BRANCH PERFORMANCE THROUGH EFFICIENT BRANCH MANAGEMENT”

In Physical/Virtual Mode

**TRANSFORMING
BRANCH PERFORMANCE
THROUGH
EFFICIENT BRANCH
MANAGEMENT**

Branch Performance Dashboard

- More Accounts
- Higher Deposits
- Growth in Loans
- Customer Satisfaction

- FOCUS ON CUSTOMER SERVICE
- EFFECTIVE TEAM MANAGEMENT
- OPTIMISED PROCESSES
- BETTER BRANCH PERFORMANCE

- IMPROVE CUSTOMER EXPERIENCE
Build trust. Increase loyalty.
- STREAMLINE OPERATIONS
Work smarter. Save time.
- DRIVE PRODUCTIVITY
Do more. Achieve more.
- ACHIEVE SUSTAINABLE GROWTH
Stronger branches. A bigger tomorrow.

BETTER MANAGEMENT | STRONGER BRANCHES | GREATER SUCCESS

Date: 7th and 8th December 2026

Programme Coordinator: Mr. Abhay Kumar, Mr. Udit Negi

PDC LUCKNOW, IIBF, Mob- 9340666010, 8077847373

Mail IDs: head-pdclko@iibf.org.in, se.pdclko1@iibf.org.in

Website: www.iibf.org.in

**Address: 3rd Floor, Bhavya Corporate Tower, Vibhuti Khand, Gomti Nagar
Lucknow- 226010**



“TRANSFORMING BRANCH PERFORMANCE THROUGH EFFICIENT BRANCH MANAGEMENT”

BACKGROUND

The Indian Institute of Banking & Finance (IIBF) is a professional body founded in 1928, now in its 97th year of service to the banking fraternity in India, has always strived to pursue its mission of developing professionally competent bankers and financial services professionals. The flagship courses of the Institute, JAIIB and CAIIB and RBI mandated capacity building courses in the specialized domains of Treasury, Credit Management, Risk Management, Foreign Exchange and Accounting & Audit are presently offered to Banking & Finance professionals. Indian Institute of Banking & Finance is an ISO 21001:2018 Certified Institute.

The Institute has also been focusing on developing customised Certifications for banks for upskilling and cross skilling of Bankers, depending on the knowledge and skill-gap identified in consultation with the bank itself. Also Diploma and Certification courses are offered to upgrade the competencies of the Banking and Finance Professionals in specialized fields like Credit Management, MSME, Compliance, KYC/AML, Digital Banking, Cyber Security, Advance Wealth Management, Risk Management, NPA Management etc.

IIBF also has state-of-the-art training facilities at its Leadership Centre at Mumbai. It also has seven Professional Development Centres (PDCs) at Chennai, Delhi, Kolkata, Mumbai, Guwahati, Lucknow and Bangalore conducting training sessions in virtual mode and physical training classes, covering all topics related to Banking & Finance.

PROGRAMME OVERVIEW AND PURPOSE

The banking sector is changing rapidly due to changing customer needs, new technologies, innovative banking products, and increasing expectations for better service. In this fast-changing environment, branch managers are the engines of growth and contribute not only in achieving targets of the Bank but also play a key role in ensuring smooth branch operations,

delivering quality customer service, managing business growth, and achieving compliance. To perform these responsibilities effectively, they need the right knowledge and practical skills.

Keeping these requirements in mind, the Indian Institute of Banking & Finance (IIBF), PDC Lucknow has developed a specialized training programme on **TRANSFORMING BRANCH PERFORMANCE THROUGH EFFICIENT BRANCH MANAGEMENT**. The programme is designed to help branch managers strengthen their managerial capabilities and improve their understanding of credit-related functions.

The programme aims to:

- Build a clear understanding of responsibilities and functions of a Branch Manager and role as a frontline leader of the Bank.
- Strengthen leadership and managerial skills for efficient branch administration.
- Build expertise in credit appraisal, including financial statement analysis and credit risk assessment.
- Enhance communication & decision making skills.
- Understand the importance of achievement of Priority Sector Targets & Targets under other parameters as per directions of the Bank.

Overall, this programme will equip participants with the practical knowledge and skills required to manage branch operations effectively, make sound credit decisions, provide better customer service, and contribute to the growth and profitability of their organisation.

CONTENT OVERVIEW

- Introduction to Branch Management
- Leadership, Team Building & Communication Skills
- Importance of credit in profitability of the Branch.
- Branch Operations and Administration
- Regulatory and Compliance Frameworks
- Importance of participation in Government Schemes & achieving Priority Sector Targets.
- Capacity building in Credit Management.
- Attending to risk based internal audit, statutory audit & closure of report.

- Understanding Financial Statement and their analysis for safe & profitable finance decisions.
- Achieving excellence in customer service.
- Importance of Non-Interest Income
- Handling Customer Complaints and Grievances.
- Branch Manager to ensure best performance not only of himself but also his subordinate staff.
- A penny saved is a penny earned.
- Importance of Retail Loans in Branch Portfolio.

METHODOLOGY

Lecture sessions, real case studies, classroom exercise, discussions & sharing of experiences by industry experts/ practicing professionals.

TARGET GROUP: Branch Managers, Credit Officers, Internal Auditors, Officers working in ZO/RO, Credit Departments.

DURATION

2 Days: 7th to 8th December 2026

Timings: 9:30 AM to 5:30 PM

FEES: Participants can join the training either physically at our Professional Development Centre at Lucknow or they may join virtually through Zoom. The fees for both is as below:

Physical (Offline) Training at our Lucknow centre- Vibhuti Khand	Virtual (Online) Training
₹7000/- + 18% GST= ₹ 8260/-	₹5000/- + 18% GST= ₹ 5900/-

Accommodation (if required) will be provided to participants at Rs. 2500/- + GST per person per day on twin sharing basis. Single occupancy accommodation will also be provided is required.

Programme fees may be remitted to the credit of Institute's account as given below:

Particular	Account Details
Account Name	Indian Institute of Banking & Finance
Virtual Account No.	IIBF28TRGLUCKNOW
IFSC	SBIN0004266

BANK	STATE BANK OF INDIA
Bank Branch Address	Kurla West

PAN No: AAATT3309D and GST No. 09AAATT3309D1ZQ

(Kindly provide your GST Number in the nomination letter to facilitate raising of invoice)

For more details Kindly contact Programme Co-ordinators:

1- Mr. Abhay Kumar: Email ID- head-pdclko@iibf.org.in; Contact No- 9340666010

2- Udit Negi: Email ID- se.pdclko1@iibf.org.in, Contact No: 8077847373

Participants will be provided with a Participation Certificate upon successful completion of the training programme.



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NOMINATION FORM FOR ORGANIZATION NOMINATING THE PARTICIPANTS

Programme title: “TRANSFORMING BRANCH PERFORMANCE THROUGH EFFICIENT BRANCH MANAGEMENT”

Date: 7th – 8th December 2026

Programme type: Physical/Virtual Mode

Details of nominee(s):

Sr.	Name	Designation	Contact Whatsapp	Email

Name of Bank/FI: _____

Address: _____

GST Details of nominating Bank/FI: _____

Name, Designation of nominating official: _____, _____ **Email and Phone** _____

FEES

Participants can join the training either physically at our Professional Development Centre at Lucknow or they may join virtually through Zoom. The fees for both is as below:

Physical (Offline) Training at our Lucknow centre- Vibhuti Khand	Virtual (Online) Training
₹7000/- + 18% GST= ₹ 8260/-	₹5000/- + 18% GST= ₹ 5900/-

Accommodation (if required) will be provided to participants at Rs. 2500/- + GST per person per day on twin sharing basis. Single occupancy accommodation will also be provided is required.

(Kindly provide your GST Number in the nomination letter to facilitate raising of invoice)

For Registration, kindly contact Programme Co-ordinators:

1- Mr. Abhay Kumar: Email ID- head-pdclko@iibf.org.in; Contact No- 9340666010

2- Udit Negi: Email ID- se.pdclko1@iibf.org.in, Contact No: 8077847373



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NOMINATION FORM FOR SELF SPONSORED CANDIDATES

Programme title: “TRANSFORMING BRANCH PERFORMANCE THROUGH EFFICIENT BRANCH MANAGEMENT”

Date: 7th – 8th December 2026

Programme type: Physical/Virtual Mode

Details of nomination:

Sr.	Name	Designation	Contact Whatsapp	Email

Name of Bank/FI employed with: _____

Address of Bank/FI: _____

UTR No. with date of payment: _____

FEES

Participants can join the training either physically at our Professional Development Centre at Lucknow or they may join virtually through Zoom. The fees for both is as below:

Physical (Offline) Training at our Lucknow centre- Vibhuti Khand	Virtual (Online) Training
₹7000/- + 18% GST= ₹ 8260/-	₹5000/- + 18% GST= ₹ 5900/-

Accommodation (if required) will be provided to participants at Rs. 2500/- + GST per person per day on twin sharing basis. Single occupancy accommodation will also be provided is required.

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