



## INDIAN INSTITUTE OF BANKING & FINANCE

Professional Development Centre – Eastern Zone (PDC EZ), Kolkata

### Programme on **Customer Grievance & Redress Mechanism** in Banks (Virtual Mode)



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.

<b><u>Date &amp; Time:</u></b> <b><u>03<sup>rd</sup> June, 2023</u></b> <b><u>(10.00AM to 5.30PM)</u></b>	<b><u>METHODOLOGY</u></b> 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.	<b><u>FEE</u></b> Rs.2000/- per participant plus GST@18% /- aggregating to <b>Rs.2360/-</b> (In case of TDS deduction, please send us TDS certificate)
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**Address**: Indian Institute of Banking & Finance, PDC-EZ, Avani Heights, 2<sup>nd</sup> Floor, 59A, Jawaharlal Nehru Road, Kolkata – 700020

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

**Programme Title: Customer Grievance & Redress Mechanism in Banks**

**Mode of Programme: Virtual Mode Date: 03rd June, 2023**

**LAST DATE TO APPLY : 01<sup>st</sup> June, 2023**

**NOMINATION FORM**

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. 2,000/- per participant plus GST @ 18% i.e. Rs360/- aggregating to Rs. 2,360/- (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:**

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**CORRESPONDENCE ADDRESS** : Indian Institute of Banking & Finance, PDC-EZ, Avani Heights,  
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 : Customer Grievance & Redress Mechanism in Banks**

**Mode of Programme: Virtual Mode Date: 03rd June, 2023**

**LAST DATE TO APPLY : 01<sup>st</sup> June, 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. 2,000/- per participant plus GST @ 18% i.e. Rs360/- aggregating to Rs. 2,360/- (In case of TDS deduction, please send us the TDS certificate).**

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