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# **INDIAN INSTITUTE OF BANKING & FINANCE**

(ISO 9001:2015 Certified)

**Train the Trainers' Programme  
for  
Officials of Banks/FIs  
on  
Training of Business Correspondent Agents  
On 7<sup>th</sup> & 8<sup>th</sup> June, 2018**

**Venue:**

**Leadership Center,  
Indian Institute of Banking & Finance,  
Kohinoor City, Commercial II, Tower 1, 3<sup>rd</sup> floor,  
Off LBS Marg, Kiroli Road,  
Kurla (W), Mumbai – 400070.  
Website: [www.iibf.org.in](http://www.iibf.org.in)**

**For Details & Nomination, please contact:**

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## **Train the Trainers' Programme for Officials of Banks/FIs on Training of Business Correspondent Agents(BCAs)**

### **BACKGROUND**

During the course of 90 years, IIBF has emerged as a premier Institute in banking and finance education. Considering the emerging requirements of the Banks/Institutions in the ever changing dynamic environment, IIBF is providing training programmes in selected areas. It has state-of-the-art training facility at its Leadership centre.

### **PURPOSE**

The proposed training is Train the Trainers' Programme for Officials of Banks/FIs on Training of Business Correspondent Agents(BCAs) has been designed considering the bankers' need in the area. BCAs have been supporting banks in identifying potential customers, advising people about appropriate bank products and services, helping to complete formalities needed to transact with banks, educating customers.

IIBF has been involved in capacity building of BCs through its Accredited Training Institutes, Bank Training Institutes, RSETIs and FLCs. IIBF has initially introduced a training cum examination oriented Certificate Course for Business Correspondents/Facilitators with emphasis on basics of banking. In order to provide more viability to the operations of BCs, the Institute has introduced the Certificate Examination for Business Correspondents/Facilitators (PMJDY) with focus on PMJDY scheme, Micro insurance, PMJJBY, PMSBY and APY etc. Large number of BCs/ BCAs have been trained and certified under this mode.

In the context of IBA implementing the framework on BC Certification, the Department of Financial Services, Ministry of Finance had advised IBA, vide its letter F.No.1/1/2017-PR dated 8<sup>th</sup> February 2018 that the framework shall take into cognizance the existing courseware and training programmes of banks and other sectoral regulators including PFRDA to make the training programme for BCs more comprehensive. In order to equip BCs to perform effectively, increasing awareness among banks and BCs regarding Pension Schemes administered and implemented by PFRDA is needed.

IBA has advised member banks recently to nominate their officials for the training at IIBF. In these training programmes, emphasis is given on the pension schemes to create more awareness among bankers/BCs on the pension funds administered and implemented by PFRDA for social security. The officials so trained can disseminate the training inputs down the line to the BCs through their staff colleges / RUDSETIs.

## OBJECTIVES

- To understand Financial Inclusion and BC model in particular
- To examine the Roles and Responsibilities of BCs to make it viable operation
- To create/enhance the awareness of bank officials on the pension funds administered and implemented by PFRDA
- To learn various government schemes like PMJDY, PMJJBY, PMSBY and APY
- To share experiences and explore successful models

## CONTENT OVERVIEW

- Overview of BFSI Sector, Financial Inclusion: Challenges and Opportunities
- Roles and Responsibilities of BCs in Financial Inclusion and Financial Literacy
- Basic Business Etiquette including Communication
- Soft Skills with emphasis on Insurance & Pension Products.
- Features of PMJDY, Micro Insurance–PMJJBY, PMSBY
- Pension Schemes of PFRDA: as a social security measure–Role of BCs.
- National Pension System and Atal Pension Yojana

**METHODOLOGY:** Talks, Discussions, presentations on various schemes.

## TARGET GROUP

Faculty Members of Banks/FIs, Directors/Trainers of RUDSETIs/RSETIs and Counsellors of Financial Literacy Centers.

## DURATION

7<sup>th</sup> & 8<sup>th</sup> June, 2018 (two days) Programme commences at 9.30 a.m. on 07/06/2018.

## VENUE:

Leadership Center,  
Indian Institute of Banking & Finance,  
Kohinoor City, Commercial II, Tower 1, 3<sup>rd</sup> floor,  
Off LBS Marg, Kiroli Road, Kurla (W), Mumbai – 400070.

**FEE:** Rs.6000/- per participant plus GST @18% i.e. Rs.1080/- aggregating to Rs.7080- (In case of TDS deduction send us TDS certificate)

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

- Name of the Bank branch: State Bank of India, Vidya Vihar Branch
- Account no: 36919200263 (Savings A/c) IFSC code: SBIN 0011710
- PAN No: AAATT3309D and GSTN. 27AAATT3309D 1ZS

## **The programme is Non-residential.**

In case the participants require, the Institute, on specific request, will arrange for stay in Kohinoor Elite within 5 minutes walking distance from the Institute) at a price of Rs.6000 per day plus taxes for double occupancy and Rs.5000 plus taxes for single occupancy exclusive for IIBF trainees and include breakfast, lunch, evening tea and dinner, 4-hour internet and laundry for four pieces of clothing.

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

**Mr. Prabhakara. S**  
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### NOMINATION FORM

Programme Title: **Train the Trainers' Programme for Officials of Banks/FIs on Training of Business Correspondent Agents (BCAs)**

Date: 7<sup>th</sup> & 8<sup>th</sup> June 2018

Programme Type: **Non Residential**

THE PARTICIPANTS NOMINATED:

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

Bank/Organization: \_\_\_\_\_ GSTN: \_\_\_\_\_

Address: \_\_\_\_\_

\_\_\_\_\_ Pin Code: \_\_\_\_\_

Phone: \_\_\_\_\_ Fax: \_\_\_\_\_ E-mail: \_\_\_\_\_

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**Kindly Send Nominations (please mention your GSTN.) on above mentioned address or email to:**

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