



INDIAN INSTITUTE OF BANKING & FINANCE

(An ISO 21001:2018 Certified)

TRAINING PROGRAMME **on** **EFFECTIVE BRANCH MANAGEMENT**

In VIRTUAL (Online) MODE

15th & 16th July 2025 (Tuesday & Wednesday)



Coordinated by:
Indian Institute of Banking & Finance,
Professional Development Centre, South Zone,
94, Jawaharlal Nehru Road
Vadapalani, Chennai - 600 026

Website: www.iibf.org.in

For Details & Nomination, please contact:

Individuals can also register for the program at their own cost

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BACKGROUND

During its 97 years of service, IIBF has emerged as a premier institute in the banking industry. Considering the emerging requirements of the bankers in the dynamic environment, IIBF has been offering certification courses and training programmes to the banking professionals.

The training programs are designed in consultation with the industry experts and human resources personnel with an endeavour to address the skill gaps on a continuous basis. The regular offerings in varied areas prepare the banking professionals ahead of the impending change.

IIBF offers virtual training programmes for its Blended Certification courses and many other programmes to facilitate learning across the country.

IIBF also has state-of-the-art training facilities at its Leadership Centre at Mumbai. The four Professional Development Centres (PDCs) at Chennai, Delhi, Kolkata & Mumbai cater to the increasing demand for the focused training programmes.

PURPOSE

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 requires Branch Managers to possess certain set of skills. The skills need to be identified, acquired at the right time, and used effectively.

OBJECTIVES

To impart skills related to -

- **Assessment of Branch Business Potential**
- **PML-KYC Compliance**
- **Building up a Credit Portfolio for sustainable profitability**
- **Executing loan documents**
- **Team Building & Time Management**
- **Branch Management:** Understand roles, responsibilities, and key performance metrics
- **Leadership & Management:** Build operational and team leadership capabilities
- **Customer Relationship Management:** Develop strategies to enhance engagement and growth
- **Problem-Solving & Decision-Making:** Strengthen analytical thinking and operational judgment

CONTENT OVERVIEW

- ✓ **Branch Management & Operations:** Overview of branch roles, daily administration, and performance metrics.
- ✓ **Regulatory Compliance:** Understanding key regulatory requirements and compliance frameworks, KYC, AML & CFT guidelines.
- ✓ **Customer Engagement:** Strategies for CRM, handling complaints, and enhancing service delivery.
- ✓ **Leadership & Business Growth:** Setting goals, making informed decisions, driving branch performance, team building and time management.
- ✓ **Business Development & Follow up:** Strategies to build up quality credit portfolio (Retail & SME), loan documentation and different types of charges on security.

DURATION

15th & 16th July'2025 (Tuesday & Wednesday), from 09.45 AM to 5.30 PM.

METHODOLOGY

- ✓ **Mode of Delivery:** The program will be conducted through virtual (online) interactive lectures, case studies, presentations, and experience sharing via the ZOOM platform.
- ✓ **Participation Requirements:** Live sessions will be held by faculty members. Participants can join from their home or office using a laptop, desktop or smartphone supported with audio and video. Login details will be shared via email 24 hours before the program.

TARGET GROUP

This programme is intended for Bank Officers – Scale I to IV, first time Branch Managers, Officials given charge of Large Branches. Programme is suitable for existing as well as newly appointed branch heads of Rural/SU/Urban and Metro branches (General and Specialized Branches).

DURATION

2 Days - from 15th to 16th July 2025 (Tuesday & Wednesday)

Timings: 09.45 A.M. to 05.30 P.M.

TRAINING FEE:

Rs. 5000/- (Five Thousand only) plus GST @18% aggregating to **Rs.5900/- per participant** (In case of TDS deduction, please send us TDS certificate).

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

- ✓ Name of the Bank branch: State Bank of India, Vidya Vihar(West), Mumbai.
- ✓ Account no: **37067835882** IFSC code: **SBIN0011710**
- ✓ PAN No: AAATT3309D and GSTIN No. 33AAATT3309D2ZY

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



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Nomination Form (for Banks/FIs & Other Organisations)

Programme title: Effective Branch Management

Date: 15th & 16th July'2025 (Tuesday & Wednesday)

Programme Type: Virtual (Online) Mode

Participants Nominated:

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

Name of the Bank/FI	:
Address	:
GST No	:
PAN No	:
Phone/Mobile Number of Nominating Official :	
E-Mail ID of Nominating Official	:

Fee

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Please send your nominations at the earliest to:

Mr. G . Padmanaban Head – PDC, South Zone, Chennai Phone: +91- 44 - 23721429 Mobile: 7397240035 E-mail: head-pdcsz@iibf.org.in	Ms. Priya Maria A Senior Executive, PDC-South Zone, Chennai Phone: +91- 44 -24722990 Mobile: +91 9566274128 E-mail: se.pdcsz1@iibf.org.in	Mr Harinadh Nethinti Junior Executive, PDC-South Zone, Chennai Phone: +91- 44 -24722990 Mobile : 8317550652 E-mail : je.pdcsz2@iibf.org.in
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INDIAN INSTITUTE OF BANKING & FINANCE
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Nomination Form (for Self-Sponsored Candidates)

Programme title: Effective Branch Management

Date: 15th & 16th July'2025 (Tuesday & Wednesday)

Programme Type: Virtual (Online) Mode

Details of the candidate:

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

Fee

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