



Committed to
professional excellence

INDIAN INSTITUTE OF BANKING & FINANCE
Professional Development Centre – Eastern Zone (PDC-EZ), Kolkata

ONE DAY PHYSICAL MODE CLASSROOM BASED TRAINING PROGRAMME ON

BANKING OMBUDSMAN & COPRA for Frontline Officials

28th July 2026 (Tuesday)



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”. Indian Institute of Banking & Finance has been awarded the ISO 21001:2018 Standard. This standard is for Educational Institutes who have achieved the required level of excellence in their academic offerings. IIBF is among the few institutes to have been conferred upon this standard

For Nominations Please Contact:

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BACKGROUND OF THE PROGRAMME: 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. The Reserve Bank - Integrated Ombudsman Scheme, 2021 (the Scheme) was launched to provide cost-free redress of customer complaints involving deficiency in services rendered by entities regulated by RBI, if not resolved to the satisfaction of the customers or not replied within a period of 30 days by

the regulated entity. The Consumer Protection Act is a law in India that aims to protect the rights of consumers and ensure fair trade practices. COPRA provides for the establishment of consumer protection councils and other authorities for the settlement of consumer disputes and specifies penalties for manufacturers or service providers who engage in unfair trade practices. It empowers consumers to protect their rights and interests by providing them with legal remedies against unfair trade practices and defective goods or services. Bank's performance in different banking services like withdrawal of cash, collection of cheques, quality and adequacy of infrastructural facilities available to customers, attitudes of bank employees towards customers, promptness, and general attitude have to be analysed and evaluated before strategy formulation.

OBJECTIVE:

- ✓ To understand the relevance of Customer Relations & Service Excellence
- ✓ To improve knowledge and skills such as Conflict Resolution Skills, Responsiveness, & Decision-Making Skills
- ✓ To build skills to connect with your customers can help in building trust with them so that Customers are safeguarded from deficient services.

CONTENT OVERVIEW:

- Consumer Protection Act: Background, Comparison with earlier Act, Highlights of the Act,
- Unfair trade practices, Penalties for Misleading Advertisement
- Fair Practices Code: Avenues available for Bank's customers
- Integrated Ombudsman Scheme, 2021 - the existing three Ombudsman schemes of RBI namely, the Banking Ombudsman Scheme, 2006
- The Ombudsman Scheme for Non-Banking Financial Companies, 2018
- the Ombudsman Scheme for Digital Transactions, 2019.
- Key Aspects of the Internal Ombudsman

TARGET GROUP FOR THE PROGRAMME: Officers from Scale-1 & up to Scale IV or equivalent in Banks/ FIs currently posted or proposed to be posted in Branches, Cos, Zos, Hos of PSU Banks/Private Sector Banks/SFBs/RRBs/Payments Bank/Cooperative Banks/Local Area Banks. Open to both Members & Non-Members of IIBF Individuals may also register for this programme at their own cost. Banks may send their nominations in bulk

<u>DATE & TIME:</u> 28th July 2026 - One Day (10.00AM to 5.30PM)	<u>METHODOLOGY:</u> Physical classroom-based training. Interactive lectures, Case Studies, presentations and sharing of experiences	<u>FEE:</u> Rs. 3500/- per participant plus GST@18% aggregating to Rs.4130/- (IIBF shall provide fully equipped classroom facility with days' lunch and two-time tea/coffee with snacks during the Training.)
REGISTRATION START DATE: 08.07.26 REGISTRATION END DATE: 24.07.26		TRAINING START DATE: 28.07.26 TRAINING END DATE: 28.07.26
<ul style="list-style-type: none"> • THE PROGRAMME IS NON-RESIDENTIAL. TRAVELLING/LODGING ARRANGEMENTS TO BE MADE BY PARTICIPANTS ON THEIR OWN / BY THEIR RESPECTIVE BANKS. • IIBF shall also issue Certificate of Participation to the Participants after successful completion of the training programme. 		
<u>VENUE:</u> 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: TRAINING PROGRAMME ON BANKING OMBUDSMAN & COPRA

Mode of Programme: Physical Mode Date: 28th July 2026 (Tuesday)

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					
Add rows as required					

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. 3500/- per participant plus GST@18% aggregating to Rs.4130/- (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, 2nd Fl., 59A, Jawaharlal Nehru Road, Nr. Ravindra Sadan Metro Station, Kolkata – 700020



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Professional Development Centre – Eastern Zone, Kolkata

NOMINATION FORM FOR SELF-SPONSORED CANDIDATES

Programme Title: TRAINING PROGRAMME ON BANKING OMBUDSMAN & COPRA

Mode of Programme: Physical Mode Date: 28th July 2026 (Tuesday)

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. 3500/- per participant plus GST@18% aggregating to Rs.4130/- SELF- SPONSORED PARTICIPANTS ARE REQUESTED TO KINDLY CONTACT THE NUMBERS GIVEN BELOW BEFORE MAKING THE PAYMENT

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

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