



INDIAN INSTITUTE OF BANKING & FINANCE

(An ISO 21001:2018 Certified)

TRAINING PROGRAMME ON

Grow Bank: Retail Business & Digital Acceleration for Banks/NBFCs/FIs/SFBs (VIRTUAL MODE)



20.08.2026 & 21.08.2026 (Thursday & Friday)

Coordinated by:

**Indian Institute of Banking & Finance,
Professional Development Centre (PDC), South Zone,
94, Jawaharlal Nehru Road
Vadapalani, Chennai - 600 026**

For Details & Nomination, please contact:

Individuals can also register for the programme at their own cost

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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BACKGROUND

During its 98 years of service, IIBF which is an "Institute of the Bankers, for the Bankers and by the Bankers", has emerged as a premier institute in banking and finance education. Considering the emerging requirements of the bankers in the ever changing dynamic environment, IIBF has been providing training to bankers in select areas. IIBF has world class training facilities at its Leadership Development Center, Mumbai. It also has seven Professional Development Centres (PDCs) at Chennai, Delhi, Kolkata, Mumbai, Guwahati, Lucknow & Bengaluru.

PROGRAMME OVERVIEW

The banking landscape is rapidly evolving with a strong shift towards retail banking and digital delivery channels. Banks are increasingly focusing on customer-centric retail products while leveraging digital platforms for growth, efficiency, and enhanced customer experience.

This two-day intensive programme is designed to equip bankers with practical insights into retail banking products, digital offerings, effective marketing strategies, and robust assessment techniques to ensure profitable and compliant growth.

PROGRAMME OBJECTIVES

- To provide a comprehensive understanding of retail banking products
- To enhance skills in marketing retail and digital banking offerings
- To develop competency in credit and risk assessment of retail products
- To understand digital banking ecosystem, products, and security concerns
- To align retail strategies with regulatory guidelines and customer expectations

KEY COVERAGE AREAS

- Retail Banking Landscape in India
- Liability & Asset Products
- Digital Banking Products & Platforms
- Customer Acquisition & Cross-Selling
- Retail Credit Appraisal Techniques
- Risk Management in Retail Lending
- Regulatory Guidelines & Compliance
- Customer Experience & Service Excellence

DURATION

20.08.2026 & 21.08.2026 (Thursday & Friday), from 09.45 AM to 5.30 PM.

METHODOLOGY

- Interactive Lectures
- Case Studies & Practical Examples
- Group Discussions
- Role Plays (Marketing & Customer Handling)
- Product Assessment Exercises

TARGET GROUP

- Branch Managers / Operations Heads
- Officers handling Retail Banking / Advances
- Marketing & Sales Teams
- Digital Banking / Alternate Channel Officers
- Newly promoted officers handling retail portfolios

TRAINING PERIOD

Date : 20.08.2026 & 21.08.2026
(Thursday & Friday)

Timings: 09.45 AM to 5.30 PM

FEES

Rs.5,000/- plus GST @18% aggregating to **Rs.5,900/- per participant**
(In case of TDS deduction, please 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(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)

For further details and nomination please contact:

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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Nomination Form (for Banks/FIs & Other Organisations)

Programme Title: Grow Bank: Retail Business & Digital Acceleration for Banks/NBFCs/FIs/SFBs

Date: 20.08.2026 & 21.08.2026 (Thursday & Friday)

Programme Type: Virtual 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	:

Please send your nominations at the earliest to:

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INDIAN INSTITUTE OF BANKING & FINANCE
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Nomination Form (for Self-Sponsored Candidates)

Programme Title: Grow Bank: Retail Business & Digital Acceleration for Banks/NBFCs/FIs/SFBs

Date: 20.08.2026 & 21.08.2026 (Thursday & Friday)

Programme Type: Virtual Mode

Details of the candidate:

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

FEES

Rs.5,000/- plus GST @18% aggregating to **Rs.5,900/- per participant**

(In case of TDS deduction, please send us TDS certificate)

Please send your nominations at the earliest to:

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