



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

Virtual Open Training Programme on
CUSTOMER SERVICE EXCELLENCE & GRIEVANCE REDRESS
PROCEDURE IN BANKS
29th to 30th April, 2024
(Self-Sponsored Candidates are Encouraged to Apply)



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 Service Excellence & Grievance Redress Procedure in Banks

Objectives:

The objectives of the Programme is to develop skills on the following aspects:

- Interpersonal skills to connect with your customers can help in building trust with them.
- Empathy: Listening to customers' concerns and answer their questions clearly
- Conflict Resolution Skills and responsiveness
- Active listening and Decision-Making Skills

Content Overview:

- ✓ Effective Communication: An essential skill for good customer service
- ✓ Complaint is a Gift: Critical Issues/Analysis
- ✓ Banking Ombudsman & COPRA: Avenues available for Bank's customers
- ✓ Grievance Redress Mechanism in Banks-Procedural Guidelines

Target Group: Officers from Scale-1 & up to Scale IV or equivalent in Banks/ FIs currently posted or proposed to be posted in Branches, Branch Managers & Trainers can also attend this programme.

<p><u>Date & Time</u> <u>29th to 30th April,</u> <u>2024 (10.00AM to</u> <u>5.30PM)</u></p>	<p><u>METHODOLOGY</u> 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.</p>	<p><u>FEE</u> Rs.4000/- per participant plus GST@18% /- aggregating to Rs.4720/- (In case of TDS deduction, please send us TDS certificate)</p>
---	---	--

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

LAST DATE TO APPLY: 25th April, 2024

Contact Details:

<p>Mr Tusharendra Barpanda Head – PDC-EZ, IIBF, Kolkata Mob. No.9717005551 Email Id. headpdcez@iibf.org.in</p>	<p>Ms Sneha Datta Jr. Executive, PDC-EZ, IIBF Email : je.pdcez3@iibf.org.in Mob. No. 9831637175</p>	<p>Ms. Samriddhi Guha Jr. Executive, PDC-EZ, IIBF Email :je.pdcez2@iibf.org.in Mob. No. 8420475917</p>
--	---	--

Correspondence Address: Indian Institute of Banking & Finance, PDC-EZ, Avani Heights, 2nd Floor, 59A, Jawaharlal Nehru Road, Kolkata – 700020



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

Programme Title: Customer Service Excellence & Grievance Redress Procedures

Mode of Programme: Virtual Mode Date: 29th to 30th April, 2024

LAST DATE TO APPLY : 25th April, 2024

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. 4,000/- per participant plus GST @ 18% i.e. Rs720/- aggregating to Rs. 4,720/-
(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:

Mr Tusharendra Barpanda Head – PDC-EZ, IIBF, Kolkata Mob. No.9717005551 Email Id. headpdcez@iibf.org.in	Ms Sneha Datta Jr. Executive, PDC-EZ, IIBF Email : je.pdcez3@iibf.org.in Mob. No. 9831637175	Ms. Samriddhi Guha Jr. Executive, PDC-EZ, IIBF Email : je.pdcez2@iibf.org.in Mob. No. 8420475917
--	---	---

CORRESPONDENCE ADDRESS : 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

Programme Title: Customer Service Excellence & Grievance Redress Procedures

Mode of Programme: Virtual Mode Date: 29th to 30th April, 2024

LAST DATE TO APPLY : 25th April, 2024

NOMINATION FORM FOR SELF SPONSORED CANDIDATES

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. 4,000/- per participant plus GST @ 18% i.e. Rs720/- aggregating to Rs. 4,720/-
(In case of TDS deduction, please send us the TDS certificate).

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:

Mr Tusharendra Barpanda Head – PDC-EZ, IIBF, Kolkata Mob. No.9717005551 Email Id. headpdcez@iibf.org.in	Ms Sneha Datta Jr. Executive, PDC-EZ, IIBF Email : je.pdcez3@iibf.org.in Mob. No. 9831637175	Ms. Samriddhi Guha Jr. Executive, PDC-EZ, IIBF Email : je.pdcez2@iibf.org.in Mob. No. 8420475917
--	---	---

CORRESPONDENCE ADDRESS : Indian Institute of Banking & Finance, PDC-EZ, Avani Heights,
2nd Fl., 59A, Jawaharlal Nehru Road, Nr. Ravindra Sadan Metro Station, Kolkata – 700020
