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professional excellence

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

VIRTUAL TRAINING PROGRAMME ON

GRIEVANCE REDRESSAL MECHANISMS IN BANKS

from 21st to 22nd MAY 2026 (02 Days)



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.

Registration Start Date: 08.05.26

Registration End Date: 19.05.26

Training Start Date: 21.05.26

Training End Date: 22.05.26

For Nomination, Please Contact:

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BACKGROUND OF THE PROGRAMME: 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. Bankers are required to interact with diverse stakeholders including customers, regulators, and internal teams, where precision and professionalism in communication play a vital role. In today's dynamic banking environment, effective communication and professional writing skills are critical for ensuring clarity, compliance, and customer satisfaction. Communicating navigating challenging and complicated regulations, identifying growth opportunities, and understanding the ebb and flow of the markets. Lingering lack of consumer trust and the conservative nature of interpersonal communication make it difficult to be creative and engage an audience. Convincing another to trust you with their money is one of the most difficult tasks

in the professional world. 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/FIs encompassing various aspects of operations that impact customers. Given this background, IIBF has designed this special programme on Customer Grievance Redress Mechanism in Banks.

OBJECTIVES:

The objective of the Programme is to develop skills in the following aspects:

- ❖ To understand the relevance of Customer Relations & Service Excellence
- ❖ To improve the knowledge and skills in bringing in new customers with emphasis on relevant topics like segmentation, positioning, business etiquette, moments of truth, push and pull style.
- ❖ To understand the need to focus Customer Centric Model
- ❖ To improve the skills required in the day-to-day Banking with special emphasis on Customer Relations & Service Excellence
- ❖ 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, Responsiveness, Active listening & Decision-Making Skills

CONTENT OVERVIEW:

- ✚ Grievance Redress Mechanism in Banks-RBI Guidelines
- ✚ Banking Ombudsman & COPRA: Background, Highlights of the Act
- ✚ Key Aspects of the Internal Ombudsman:
- ✚ Unfair trade practices, Penalties for Misleading Advertisement
- ✚ Fair Practices Code: Avenues available for Bank's customers
- ✚ Key aspects of The Right to Information (RTI) Act, 2005
- ✚ Types of communication e.g. Internal -External, Formal-Informal, Written-Verbal-Non-Verbal
- ✚ Listening Etiquette
- ✚ Protocol of Corporate Communication, Communication with Higher / Government Authorities
- ✚ How to structure a content / Message/ Mail
- ✚ Common Mistakes made during communication
- ✚ Practice Sessions/Mock sessions

TARGET GROUP FOR THE PROGRAMME: Officers, frontline staff, and newly recruited employees who regularly interact with Customers, Colleagues, Higher Officials and Regulatory authorities. Also suitable for employees engaged in drafting emails, reports, and official correspondence, and for those who wish to enhance their communication effectiveness and professional writing skills in a banking environment. Open to both Members & Non-Members of IIBF/Individuals may also register for this programme at their own cost /Organizations may send their nominations in bulk.

<u>DATE & TIME:</u> 21st to 22nd May 2026 (10.00AM to 5.30PM)	<u>METHODOLOGY:</u> Virtual (Online) interactive lectures, Case Studies, presentations and sharing of experiences on ZOOM through IIBF LMS. 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.	<u>FEE:</u> Rs.5000/- per participant plus GST@18% aggregating to Rs.5900/-
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CORRESPONDENCE ADDRESS: Indian Institute of Banking & Finance, PDC-EZ, Avani Heights,
2nd Floor, 59A, Jawaharlal Nehru Road, Near Ravindra Sadan Metro Station, Kolkata – 700020.



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

Programme Title: GRIEVANCE REDRESSAL MECHANISMS IN BANKS

Mode of Programme: Virtual Mode Date: 21st to 22nd May 2026

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. 5,000/- per participant plus GST 18% i.e. Rs.900/- aggregating to Rs. 5,900/- (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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INDIAN INSTITUTE OF BANKING & FINANCE
Professional Development Centre – Eastern Zone, Kolkata

NOMINATION FORM FOR SELF-SPONSORED CANDIDATES

Programme Title: GRIEVANCE REDRESSAL MECHANISMS IN BANKS

Mode of Programme: Virtual Mode Date: 21st to 22nd May 2026

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. 5,000/- per participant plus GST 18% i.e. Rs.900/- aggregating to Rs. 5,900/- SELF-SPONSORED PARTICIPANTS ARE REQUESTED TO KINDLY CONTACT THE NUMBERS GIVEN 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
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CONTACT DETAILS:

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