



**INDIAN INSTITUTE OF BANKING & FINANCE**

(An ISO 21001:2018 Certified Institute)

**Professional Development Centre – Guwahati**

**“Program on Effective Branch Management”**

**In Virtual Mode**

**From 19<sup>th</sup> to 20<sup>th</sup> May 2026**



**Open to Members & Non-Members**

**Individual participants can also register for the programme at their own cost**

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Program Co-Ordinators : Mr. Rashmi Ranjan Rath & Nayandeep  
Chatterjee

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Metropolitan, Assam, 781001 Website : [www.iibf.org.in](http://www.iibf.org.in)**

## BRIEF BACKGROUND

Established on 30<sup>th</sup> April 1928, IIBF which is an “Institute of the Bankers, for the Bankers and by the Bankers” has during its 96 years of service been actively involved in examination, training & academics and 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 quality training to bankers in select areas. The training programmes 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 has state-of-the-art training facilities at its Leadership Center at Mumbai and it has four Professional Development Centers (PDCs) at Mumbai, Delhi, Chennai and Kolkata catering to the increasing demand for the focused training programmes.

## ABOUT THE PROGRAMME

In recent years, the banking industry has experienced substantial changes driven by evolving customer profiles, rapid technological advancements, innovative products, and heightened service expectations. To navigate this dynamic environment, branch managers must possess a specific set of skills that are timely acquired and effectively utilized.

Recognizing this need, the Indian Institute of Banking & Finance (IIBF) has designed a specialized training program for branch managers, focusing on effective branch management and basic credit appraisal.

- **Understanding Branch Management:** Provide a thorough understanding of the roles and responsibilities of a branch manager.
- **Leadership and Management Skills:** Enhance leadership and managerial skills to efficiently manage branch operations.
- **Credit Appraisal Skills:** Introduce the principles of credit appraisal, including financial statement analysis and credit risk assessment.
- **Customer Relationship Management:** Develop strategies for effective customer relationship management and business development.
- **Problem-Solving and Decision-Making:** Improve problem-solving and decision-making abilities in a branch management context.

Thus this program aims to equip participants with the necessary tools and knowledge to manage branch operations efficiently, make informed credit decisions, and contribute to the overall profitability and growth of the bank.

## **OBJECTIVES**

The programme aims at developing understanding among participants about:

- Understand the key responsibilities and roles of a branch manager.
- Develop skills in effective branch management and operations.
- Gain insights into basic credit appraisal and risk assessment.
- Apply effective branch management techniques
- Improve customer engagement and service delivery.
- Enhance problem-solving and decision-making skills in branch management.

## **CONTENT OVERVIEW**

- Introduction to Branch Management
- Branch Operations and Administration
- Regulatory and Compliance Frameworks
- Introduction to Credit Principles
- Financial Statement Analysis
- Customer Relationship Management (CRM)
- Handling Customer Complaints and Grievances
- Performance Metrics and Goal Setting

Participants will be equipped with the necessary skills to navigate the evolving banking landscape. They will gain a solid foundation in effective branch management and basic credit appraisal, enabling them to lead their branches towards operational excellence, make sound credit decisions, and drive business growth through superior customer service and relationship management strategies.

## **METHODOLOGY**

- Virtual (Online) interactive lectures, Case Studies, presentations and sharing of experiences on ZOOM.
- Live sessions by Faculties shall be conducted and participants can participate in the sessions from home or office using Laptop/Desktop/iPad/Smart Phones.
- Login details for accessing the sessions shall be shared on registered mail ids of participants 24 hours before the program.

## TARGET GROUP

- Current branch managers
- Aspiring branch managers
- Banking professionals involved in branch operations
- Credit officers and analysts

## DURATION

2 Days - From 19th to 20th May 2026

Timings: 10.00 A.M. to 05.15 P.M. (First day kindly login by 09.45 am)

## FEES

₹ 5000/- (Six Thousand only) plus GST @18% aggregating to ₹ 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:

Beneficiary Name	:	Indian Institute of Banking and Finance
Name of the Bank Branch	:	State Bank of India, Panbazar, Kamarpatty, Baptist Church Complex, Guwahati, Assam 781001
SB Account No	:	44310223983
IFSC Code	:	SBIN0010756
PAN No. : AAATT3309D	GSTN No. :	18AAATT3309D1ZR

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

In case of any quires, kindly contact

Mr. Rashmi Rajan Rath	Mr. Nayandeep Chatterjee
Head PDC	Junior Executive
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**\*\* Last Date of Registration is 18<sup>th</sup> May 2026 \*\***



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**Nomination Form – For Individuals**

Name of the program	: Program on Effective Branch Management
Dates	: From 19 <sup>th</sup> to 20 <sup>th</sup> May 2026– 2 Days
Time	: 10.00 a.m. to 5.15 p.m.
Program Type	: Virtual (Online) mode

Nominee Details

Sr. No.	Name	Designation	Mobile No. (WhatsApp)	E-mail	UTR No.
1					

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**\*Login details of the program shall be shared on personal mail id of nominee.**

Fees - ₹ 5000/- (Six Thousand only) plus GST @18% aggregating to ₹ 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:	
Beneficiary Name	: Indian Institute of Banking and Finance
Name of the Bank branch	: State Bank of India, Panbazar, Kamarpatty, Baptist Church Complex, Guwahati, Assam 781001
SB Account No	: 44310223983
IFSC Code	: SBIN0010756
(PAN No: AAATT3309D and GSTIN NO. 18AAATT3309D1ZR)	



**INDIAN INSTITUTE OF BANKING & FINANCE**  
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**Nomination Form – For Banks & FIs**

Name of the program	: Program on Effective Branch Management
Dates	: From 19 <sup>th</sup> to 20 <sup>th</sup> May 2026– 2 Days
Time	: 10.00 a.m. to 5.15 p.m.
Program Type	: Virtual (Online) mode

Nominee Details

Sr. No.	Name	Designation	Branch/ Office	Mobile No. (WhatsApp)	E-mail (Personal)	E-mail (Official)
1						
2						

Name of Bank/ FI	:
Address	:
GST Details	:
PAN No.	:
Phone/Mobile of Nominating Official	:
E-Mail of Nominating Official	:

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