

April 22 – 25, 2019

Programme on Enhancing Branch Performance

Coordinators
Prof Anjan Roy
Prof Ateeque Shaikh



**National Institute of
Bank Management
Pune, India**

Programme on Enhancing Branch Performance

Despite the increase in variety of technology channels, branches still form the most important customer contact point for banks. For the customers, branches are banks. It is here that banks grow their core franchise and develop as strong and stable businesses. Undoubtedly, therefore, branch performance matters heavily for bank performance.

Even after being the foremost channel for business enablement, branches often struggle to deliver on growth and profit targets due to various reasons. Under-performing branches not only fail to support the banks bottom-line, they also diminish the bank's capacity and outreach and ultimately affect the brand image.

Branch management, therefore, is the most important leadership role in the bank at the level of local market. Smart and dedicated branch managers are the key differentiators leading to the strong positioning and success of a bank.

This programme is to motivate branch managers to think innovatively about their business challenges and form strategies for enhancing their branch performance.

Target Group

Branch managers (Scale III/V) and their deputies of large/very large branches with diversified mix of businesses.

Content

The broad content of the program include:

- Business environment challenges for branch performance;**
- Business potential assessment and branch planning;**
- Branch marketing and business development;**
- Customer relationship management for increasing share of wallet;**
- Promoting alternative delivery channels;**
- Business mix, cost structure and break-even analysis for a bank branch;**
- Regulatory compliance and risk management;**
- Branch leadership and staff motivation for performance achievement;**
- Branch as brand ambassador of the bank.**

Pedagogy

Sessions will be based on case studies and inputs provided by faculty as well as sharing of best practices in branch management by senior bankers. Group exercises will be held to enable participants conceptualize and formulate strategies for achieving high performance.

Dates

April 22 – 25, 2019

The programme will commence at 9:00 am on April 22, 2019 and conclude by the evening of April 25, 2019. Participants are expected to reach the NIBM campus positively by the evening of April 21 and plan for their return journey after 5.00 pm on April 25, 2019.

Venue

NIBM Campus, Kondhwe Khurd
Pune, India.

Accommodation

The programme is fully residential. Participants will be provided well-furnished single room AC accommodation in the Institute's hostel complex on the campus. However, they will not be permitted to bring their family members to stay on the campus. In case any Officer/Executive with physical/medical disability is being nominated, kindly inform us in advance with particulars of disability to facilitate necessary arrangements.

The Institute has facilities for outdoor and indoor games and a large walking/jogging trail for physical fitness besides a yoga centre. Participants are therefore encouraged to bring appropriate clothes/ gear.

Programme Coordinators

Prof Anjan Roy

Associate Professor

Prof Ateeque Shaikh

Assistant Professor

Last Date for Receiving

Nominations:

April 12, 2019

Last Date for

Availing Early Bird Incentive of 5%:

April 6, 2019

(See fee structure on home page of the website)

Nominations and Enquiries

Please address your enquiries and nominations to:

Prof Anjan Roy

Prof Ateeque Shaikh

Programme Coordinators

National Institute of Bank Management

NIBM Post office, Kondhwe Khurd

Pune 411 048, India

Tel : 0091-20-26716000 (EPABX)
26716344/26716115 (Direct)

Fax : 0091-20-26834478

E-mail : aroy@nibmindia.org
a.shaikh@nibmindia.org

Web : www.nibmindia.org

Programme Fee (per participant)

US \$ 1600 for foreign participant

(See fee structure on home page of the website for incentive)

	Fee	GST	Fee+GST	TDS
Member Banks :	36000	6480	42480	3600
Non-Member Banks :	42000	7560	49560	4200

The fee includes the cost of tuition, board and lodging facilities, teaching material, etc. (Goods and Services Tax (GST) @ 18% and TDS @ 10%. Kindly send the TDS Certificate on priority to NIBM).

Mode of Payment for Indian Participants

- The fee may preferably be transferred by RTGS/NEFT/ECS to our A/c No. 20002400021 with Bank of Maharashtra, NIBM Branch, Pune (IFSC Code MAHB0001124). NIBM PAN No. AAATN0040P and GSTIN No. 27AAATN0040P1ZJ.
- National Institute of Bank Management
NIBM Post Office, Kondhwe Khurd, Pune 411 048, INDIA.

Mode of Payment for Foreign Participants

Mode of Remittance: SWIFT*

- Name & Address of our Bankers : Oriental Bank of Commerce
C-2, Shop No. 4-5, Bramha Estate
Kondhwe Khurd, Pune 411 048
Maharashtra, India
- Name of the Account : National Institute of Bank Management
- NIBM's Bank Account No. : Current A/C 11281131004402
with Oriental Bank of Commerce
- Bank's Swift Code : ORBCINBBFCP
- Oriental Bank of Commerce A/c No. : 36152559
with Correspondent Bank
- Preferred currency : USD
- Correspondent Bank : CITIBANK N.A.
- Swift code for Citi Bank : CITIUS33

*** The Foreign Bank Charges/ SWIFT charges/Commission is to be borne by the remitter. The fees mentioned in the invoice/brochure is to be paid to NIBM, net of all bank charges.**

***Payments will be accepted only through electronic mode.
Cheques/DDs/Pay Orders will not be accepted.**

- For all electronic remittances, kindly send a confirmatory e-mail at: accounts@nibmindia.org giving details of the remitter and participant, name and dates of programme, etc.

Please see programme fee structure on home page of the website for early bird incentive, incentives for SAARC and other developing countries, mode of remittance, Pune City route map and local conveyance.