

Two-day Workshop on
EASE Reforms Agenda
for Nodal Officers
and Operational Heads

July 19 – 20, 2019

Coordinators
Dr G Nagaraju
Dr Tasneem Chherawala



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

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Introduction

In January 2018, the Government of India and Public Sector Banks (PSBs) jointly committed to and launched a common PSB Reforms Agenda for Enhanced Access & Service Excellence (EASE), comprising 30 Action Points across six reform themes. In the first round (EASE 1.0), the focus of the reforms was to ensure that PSBs set up all the internal processes and systems that would aide them in achieving higher standards in terms of CLEAN and SMART banking. The progress of the banks on each of the themes was rigorously monitored through an objective EASE Reforms Index, comprising 140 metrics. The quantified evaluation, benchmarking, ranking and inter-bank comparison built into the EASE Index spurred a healthy competition amongst the PSBs and the average scores across all six themes showed marked improvement in December 2018 vis-à-vis March 2018. Leading PSBs became the pace-setters for accelerated reforms and the best practices among PSBs were available for peer learning. The transformation of the systems and processes of PSBs under EASE 1.0 has already started reflecting in improved business performance and customer feedback.

With one year of EASE implementation experience in place, the reforms agenda has shifted gears with the launch of EASE 2.0 applicable for FY 2019-20. The focus of EASE 2.0 reforms is on fewer parameters (107 metrics) which emphasize business outcomes with increased weightage for metrics with higher business impact.

The Department of Financial Services, Government of India continues to drive PSBs to maintain the momentum of EASE reforms. While earlier, only the Executive Directors of PSBs had their appraisal linked to performance on EASE Index, under EASE 2.0, the entire senior managements' performance evaluation will depend on EASE Index results. At the bank level, capital infusion by the Government will also be based on successful roll-out of the reforms.

Considering the magnitude of work involved in such large scale implementation of the evolving EASE reforms, sustained efforts will be required by PSBs before they see tangible results on the ground. Effective and continuous performance on EASE parameters entails a systematic strategy and all round efforts, right from top management level to branch level. Bank executives need to be fully aware of the reforms agenda and participate in its implementation at strategic, tactical and operational levels.

Objective of the Workshop

The objective of this Workshop is to aid the PSBs in building an EASE implementation strategy and road-map to maximize their performance across all the reform themes.

Contents

- ❑ Comprehensive account of EASE Reforms Agenda with focus on EASE 2.0
- ❑ Bank-level plan of EASE reforms implementation
- ❑ Strategies for implementing the EASE plan
- ❑ Communicating the EASE reforms agenda within the bank for wider and fuller participation of all bank personnel
- ❑ Conducting internal assessment within the bank regarding the progress made in reforms implementation
- ❑ Effective liaison with Top and Senior Management on EASE performance

Pedagogy

The Workshop will focus on learnings through participation in panel discussions, case discussions, views of industry experts and experience sharing.

Faculty

Apart from NIBM faculty, professionals and experts from IBA, DFS and other leading Banks and Institutions will be involved.

Mode of Workshop

The workshop would be conducted using a combination of class-room based lectures as well as panel / group discussions. Faculty resources will be drawn from relevant sources such as IBA and Government (DFS).

Target Group

- EASE Nodal Officers
- Business Heads and Operational Heads who will drive the EASE reforms strategies and their implementation in the Bank

Dates

July 19–20, 2019

The Workshop will commence at 9:00 am on July 19 and concluded by the evening of July 20, 2019. Participants are expected to reach the NIBM campus positively by the evening of July 18 and plan for their return journey after 5:00 pm on July 20, 2019

Venue

NIBM Campus, Kondhwe Khurd
Pune, India.

Accommodation

The Workshop 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.

Workshop Coordinators

Dr G Nagaraju
Associate Professor

Dr Tasneem Chherawala
Assistant Professor

Last Date for Receiving Nominations:

July 9, 2019

Last Date for Availing Early Bird Incentive of 5%:

July 4, 2019

(See fee structure on
home page of the website)

Nominations and Enquiries

Please address your enquiries and
nominations to:

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Dr Tasneem Chherawala
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Website : www.nibmindia.org

Workshop Fee (per participant)

	Fee	GST	Fee+GST	TDS
Member Banks	: 16800	3024	19824	1680

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

- 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.
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- **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 Workshop fee structure on home page of the website for early bird incentive, Pune City route map and local conveyance.

