

ONLINE PROGRAMME

Branch Managers' Programme on Enhancing Efficiency and Effectiveness

September 14 – 18, 2020

(Online course duration:15 hours)

Coordinator

Dr Kaushik Mukerjee

Associate Professor

(Strategic Planning, Marketing and Control Area Group)



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

Background

In the current context, the banking industry is facing unprecedented challenges and threats. On the other hand, the growth rate of financial services has been expanding through new opportunities and banks can also capitalize on these opportunities. Therefore, the role of Branch Managers becomes very crucial for ensuring the success of the bank. The NIBM's 'Branch Managers' Programme – enhancing efficiency and effectiveness' is designed to ensure a comprehensive learning opportunity for branch managers and prepare them for driving efficiency and effectiveness in their branches.

Contents

- Focused approach for enhancing customer share of wallet
- Service quality and customer-oriented culture in bank branches
- Designing business plans and strategies
- Customer relationship management in banking
- Customer analytics
- Business mix and profitability management in bank branches
- Operational excellence in branches
- SME Lending - issues and perspectives
- Strategies for Retail lending
- Lending to micro and informal enterprises
- Credit monitoring and NPA management
- Operational risk management
- Preventive vigilance
- Performance management and team excellence

Target Group

Branch Managers, Zonal, Regional and Circle Heads and Officers from Planning Departments

Dates: September 14 - 18, 2020

Duration

5 days (15 hours online engagement including workout sessions for participants)

Modalities

This online course will have 15 hours of engagement time spread over 5 days, which includes several self-paced study materials and live interactions of participants. The courseware will include the following:

- I. Reading material for self-study, Case study or exercise material and Online references
- II. Video sessions comprising of:
 - i. Pre-recorded videos sessions on several topics.
 - ii. Live video sessions by faculty or guest lecturers, for discussions, clarification of doubt, etc.
- III. Self-completion exercises will be given to participants.

Participants enrolled to the program will be provided with login id and password to enter into the learning management platform of the institute. Guidance will be provided for navigating through the various activities in the platform such as accessing courseware, viewing video sessions, participating in live sessions, taking quizzes, etc. The programme window will be open for maximum 5 days including date of commencement.

The session schedule will be provided at the start of the programme which will mention the live session timings and the schedule to be followed for watching the pre-recorded sessions.

Executives attending the programme would need internet access on a desktop or laptop with Google Chrome to enable access to live and recorded sessions.

Completion Certificate

A completion certificate will be given to the participant at the end of the programme. Participant has to remain logged in for at least the total number of engagement hours within the duration of the programme for being considered to have completed the same.

Nominations and Enquiries

Nominations are invited from both Institutions and Individuals from India and Abroad. Executives working in Banks/Financial Institution/Consulting Firms/Technology Firms in the Banking and Financial Services Domain can apply for the program in their individual capacity.

Please address your enquiries and nominations to:

Dr Kaushik Mukerjee
Programme Coordinator
National Institute of Bank Management
Kondhwe Khurd
Pune 411 048, India

Tel. : 0091-20-26716000 (EPABX)
E-mail : kaushikmukerjee@nibmindia.org
Website : www.nibmindia.org

Last Date for Receiving Nominations: September 12, 2020

Programme Fee (per participant) for 15 hours programme

US \$ 600 for foreign participant

	<i>Fee</i>	<i>GST</i>	<i>Fee+GST</i>	<i>TDS</i>
Member Banks :	13200	2376	15576	1320
Non-Member Banks :	15500	2790	18290	1550
Individual Nominee :	15500	2790	18290	----

The fee includes the cost of tuition, access to reading material and recorded videos, etc. (Central 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. with Oriental Bank of Commerce : Current A/C 11281131004402
- Bank's Swift Code : ORBCINBBFCP
- Oriental Bank of Commerce A/c No. with Correspondent Bank : 36152559
- 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.