



**Seminar on Next Generation Digital Banking
for Digital Banking / IT heads of Commercial Banks, Small
Finance Banks and Payment Banks
(August 05, 2021)**



**College of Agricultural Banking
Reserve Bank of India
Pune**

Introduction

The incredible growth in digital payments, primarily due to the enabling ecosystem created by RBI, supported the country to wade through the Covid-19 crisis by seamlessly putting money in the accounts of a greater population including the migrant workers, and thus has emerged as one of the powerful tools of public policy. The continuous improvisation in banking technology and emergence of FinTechs have also accelerated transformation of the banking landscape with banks adopting to new age technology on a large scale. Needless to emphasise, banks must strengthen their existing infrastructure and introduce robust technology to provide digital financial services securely and efficiently to their customers. It is also imperative for the banks to have an effective consumer grievance redressal mechanism to build confidence among the consumers in the digital banking ecosystem. Against this backdrop, the College of Agricultural Banking (CAB) has scheduled a Seminar on “**Next-Generation Digital Banking**”.

Objectives

The objectives of the seminar are: -

- To deliberate on innovations and good practices regarding Next-Generation Digital Banking
- To provide a platform for IT /Digital Banking Heads to exchange views

Topics of the seminar

- Innovations in Digital Banking
- Digital Banking – A Global Perspective
- Approach to Leveraging Artificial Intelligence in Next-Generation Digital Banking
- Digital Payment Security Controls – Supervisory Perspectives
- Effective Consumer Grievance Redressal in Digital Banking

Training Methodology

Interactive sessions and discussion on Cisco WebEx

Date and timing of Seminar

August 5,2021 (One Day)

Time: - 09.45 hrs – 17:30 hrs

Who should attend seminar

Digital Banking and IT Heads of the commercial banks, small finance banks and payment banks

Fees for the seminar –

No participation fees is payable.

Participation

- The nomination will be on a first-come, first-serve basis.
- A maximum of 60-70 nominations will be accepted.
- The last date for receiving the nomination is **August 02, 2021**.
- Details regarding nomination(s) have to be provided through the following Form:-

<https://forms.office.com/r/Pd1QSBpdsu>

Please save details submitted as pdf files (i.e. after pressing the submit button in these forms).

- The banks are requested to forward the PDF files w.r.t nomination to nomination.itps@rbi.org.in.
- Details of the online seminar link, Seminar ID and password will be shared with the participants at least one day before the scheduled seminar.
- For any nomination related queries, please read the **FAQ** (Annex). You may also contact Smt. Sujata V Ghate on mobile 07841976503, email nomination.itps@rbi.org.in or the programme directors.

Seminar Director (SD)

SD 1	Shri Rajesh Sharma, DGM & MoF	Email: rajeshsharma@rbi.org.in Mobile: +919771431529
SD 2	Shri Anand Upadhyay, DGM & CC	Email: aupadhyay@rbi.org.in Mobile: +918551955355

Frequently Asked Questions
New Nomination Process Through Online Forms

Question 1: Whether multiple nominations are allowed?

Answer: Multiple nominations for this seminar are not permitted to give opportunity to a large number of banks.

Question 2: How to submit the nominations?

Answer: Please fill the form as stated in the brochure. Nominations will be accepted on the "First Come First Serve".

PS: After submitting the details, PDF file should be saved for the nomination. The saved PDF file should be shared with CAB on email ID nomination.itps@rbi.org.in. The bank should correspond with the CAB through email id from their own domain. If the bank does not have an email domain of its own, then the above information may be forwarded along with a signed and sealed letter.

Question 3: When to pay the fees?

Answer: There is no fee for this seminar.

Question 4: Whether details can be entered in parts?

Answer: No, as of now, this feature is not available. The complete Form needs to be filled in without any break.

Question 5: What if the PDF file is not saved for any nomination?

Answer: Submission of the PDF file is compulsory. The banks are requested to take care to save the file.

Question 6: Whether the details provided earlier could be corrected?

Answer: No, it is not possible to do it online. It is not encouraged. However, for exceptional cases, the corrections to be made should be requested through email.

Question 7: Whether there is any limitation in the size of the email?

Answer: Yes, the maximum size allowed for nomination is restricted to 10 MB.

Question 8: Whether nomination could be changed?

Answer: Generally, nominations are not allowed to be changed. However, in emergency /un-avoidable circumstances, it is permitted by the Programme Director on case to case basis.

PS: For such nomination, the details may be provided through Forms only. While entering the bank's name, it should **necessarily** be mentioned in brackets that "**IT IS A CASE OF REPLACEMENT**" after the name of the bank.

Question 9: Whether nomination could be cancelled?

Answer: Yes, it is possible. However, it is advised not to do cancellation.

For more queries, please contact the Programme Support Employee or Programme Director.



Reserve Bank of India established the College of Agricultural Banking (CAB) in 1969 to provide training inputs in Rural and Cooperative Banking. Subsequently, recognising the changing needs of the Indian financial sector, the College has expanded its scope to provide training in other areas like Information Technology, Human Resource Management, General Banking and Non-Banking Financial Services. The College also conducts programmes in collaboration with international agencies like FAO, APRACA, CICTAB, UNDP and the Commonwealth Secretariat. It has earned acknowledgement as an international centre of excellence for development banking. The College also conducts customised training programmes for institutions, both national and international, as per their specific requirements.

The College is committed to enhancing and building capabilities in the financial sector in tune with the changing times.