

CAB No. S173 /09-06-002/ 2022-23

April 28, 2022

The Managing Director/Chief Executive Officer  
Principal of Training Institutions of Banks  
Banks as per list

Madam/Sir

**Training of Trainers Programme on Financial Consumer Protection (Online mode)  
(June 13 to 14, 2022)**

Reserve Bank of India, College of Agricultural Banking (CAB), Pune is conducting an **online Training of Trainers Programme on Financial Consumer Protection from June 13 to 14, 2022** for Trainers of Banks' training establishments.

**2. Programme Objectives:** The objectives of the programme are

- i. to equip the trainers of banks' training establishment to conduct training programmes for frontline Officers of banks in the area of consumer protection.
- ii. to impart knowledge about
  - the extant regulatory guidelines on customer service and consumer protection
  - the Integrated Ombudsman Scheme
  - Complaint Management System
- iii. to provide soft skill inputs on customer service & consumer protection

**3.** The programme will be conducted on **CISCO WebEx platform from 9.45 a.m. to 5.30 p.m. on both the days**. The participants can join from any device with a camera (laptops, PC, Smartphones etc.) and a stable internet connection with good bandwidth. The details regarding joining the WebEx platform will be intimated to the participants in due course.

**4. Programme contents:** The course content of the programme will include the following:

**Module I – Regulatory Guidelines on Customer Service and Consumer Protection**

- Consumer Education and Protection – An overview
- RBI guidelines on KYC and Customer Service
- Digital Payment Products
- Recent guidelines of RBI on Consumer Protection
- Integrated Ombudsman Scheme

## Module II – New approaches in Customer Service and consumer protection

- Complaint Management System
- Consumer Protection and Digital Financial Services

## Module III – Behavioural Perspectives

- Behavioural Perspective on Customer Service and Grievance Redressal

5. You may nominate trainers in your bank's training establishments who conduct programmes in the area of Financial Consumer Protection for the programme. The nomination forms may please be sent to [nomination.ami@rbi.org.in](mailto:nomination.ami@rbi.org.in) on or before June 3, 2022. **There is no participation fee for this programme.**

6. For nomination related enquiries, you may please contact the Nomination Desk – Smt Sowmyashree S, Telephone no. 020-25582382 or through e-mail to [nomination.ami@rbi.org.in](mailto:nomination.ami@rbi.org.in)

IMPORTANT DATES TO REMEMBER	
Programme Dates	June 13 to 14, 2022
Timings	9.45 a.m. to 5.30 p.m.
Nominations to be received by	June 3, 2022

Yours faithfully

(Puja Sharma)  
Programme Director  
Encl.: As above  
Contact : 9425015082



*Reserve Bank of India established the College of Agricultural Banking (CAB) in 1969 to provide training inputs in Rural and Cooperative Banking. Subsequently, recognizing the changing needs of the Indian financial sector, the College expanded its scope to provide training in other areas like agricultural banking, MSME financing, Financial Inclusion & Literacy, Human Resources & Leadership, etc. From the Academic Year 2021, the College has further identified four focus areas (4 Cs), namely, Corporate Governance, Cyber Security, Customer Service, and Compliance Management, to build capacity amongst the bankers and financial professionals to enhance the robustness and service standards in the financial system.*

*The College also conducts programmes and research conferences in collaboration with international agencies like FAO, APRACA, CICTAB, UNDP and the Commonwealth Secretariat. The College further conducts customized training programmes for institutions, both national and international, as per their specific requirements.*

*The College has been nominated as the 'Nodal Institution' for imparting training to various stakeholders of UCBs on cyber security under the Mission 'AVTU' in 2021, apart from being nominated as the Nodal Institution to impart specialised NAMCABs workshops in the area of MSME financing, since 2015.*

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