



भारतीय रिज़र्व बैंक
RESERVE BANK OF INDIA

www.rbi.org.in

PUN.CAB.APTP.No. S354 / 09.06.002 /2022-2023

May 25, 2022

The Managing Director/Chief Executive Officer
Banks (As per the list)

Madam/Sir,

**Programme on Consumer Protection for Officers in the Office of Nodal Officers,
Principal Nodal Officers & Internal Ombudsman – July 18 - 20, 2022**

Reserve Bank of India, College of Agricultural Banking (CAB), Pune is conducting a residential Programme on Consumer Protection for Officers in the Office of Nodal Officers, Principal Nodal Officers & Internal Ombudsman of banks from July 18 to 20, 2022.

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

- i. To impart knowledge about
 - The extant regulatory guidelines on customer service and consumer protection
 - The Integrated Ombudsman Scheme
 - Complaint Management System
 - Digital Payment Products & Consumer protection
- ii. To provide soft skill inputs on customer service & consumer protection

3. Venue and accommodation

The programme is residential. The arrangements regarding lodging and boarding will be done at the CAB campus, Pune. Participants may report to the College in the evening of the day preceding the programme and may vacate on conclusion of the programme.

4. Course Contents: The broad course content of the programme is given below:

- **Module I – Regulatory Guidelines on Customer Service and Consumer Protection**
 - Consumer Education and Protection – An overview
 - RBI guidelines on KYC and Customer Service
 - RBI Integrated Ombudsman Scheme

कृषि बैंकिंग महाविद्यालय, विद्यापीठ मार्ग, पुणे - 411 016 (महाराष्ट्र) भारत
फोन : (91-020) 25582361 फैक्स : (91-020)25538959 ई-मेल: principalcab@rbi.org.in

College of Agricultural Banking, University Road, Pune - 411 016, (Maharashtra), INDIA
Phone : (91-020) 25582361 Fax : (91-020) 25538959 E-mail : principalcab@rbi.org.in

हिंदी आसान है, इसका प्रयोग बढ़ाइये

- **Module II – Digital Financial Services and consumer protection**
 - Digital Payment Products - Overview, Features & Safeguards
 - RBI Guidelines on Digital Payment Services & Products – A Consumer Protection Perspective
- **Module III – Grievance Redress – Operational Aspects**
 - Resolution of complaints relating to Electronic Banking Transactions
 - Root Cause Analysis of Complaints
 - Complaint Management System – Functionalities & demonstration
- **Module IV – Behavioural Perspectives**
 - Role of effective communication in providing customer service and handling customer grievances

5. We request you to nominate suitable officers from your bank for this programme. Nominations may please be sent to nomination.ami@rbi.org.in on or before July 8, 2022. **For fees related queries, kindly refer to the attached document.**

6. For nomination related enquiries, you may please contact the Nomination Desk (Smt. Khushboo – Telephone No. 020 2558 2398) or through e-mail to nomination.ami@rbi.org.in.

IMPORTANT DATES TO REMEMBER	
Programme Dates	July 18-20, 2022
Last date for receipt of nomination	July 8, 2022
Reporting at CAB	July 17, 2022, Evening
Completion of programme	4:30 p.m. on July 20, 2022

Yours sincerely

(Abhishek Kumar)
Programme Director
Contact : 9601451181

Encl.: As above



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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