

Organizes

ONE DAY ONLINE WORKSHOP ON CUSTOMER SERVICE

Duration: 1 Day (April 3, 2024)

Mode of Conduct: Virtual

Introduction

As one of the fastest-growing economies globally, India's banking and financial landscape is evolving rapidly to meet the diverse needs of its population. In this dynamic environment, where technological advancements, regulatory changes, and shifting consumer preferences shape the industry, the significance of exceptional customer service is pioneer. Customers expect seamless, personalized experiences across all touch-points, whether they're interacting with traditional banks, fintech startups, or digital payment platforms.

Our training program is designed to address the unique challenges and opportunities inherent in the Indian banking and financial sector. We recognize the importance of cultivating trust, transparency, and reliability to succeed in this competitive landscape. Through a combination of theoretical insights and practical case studies, we will explore strategies to enhance customer interactions, streamline processes, and leverage emerging technologies effectively. Our program further emphasizes the integration of compliance practices into customer service protocols to ensure trust and transparency in all stages from onboarding to dispute resolution.

Objectives

The objective of the program is to ensure regulatory compliance by aligning customer service initiatives and imparting the participants with necessary skills to meet customer needs leading to customer delight.

Who should attend?

Junior and Middle Management Grade Officers from banks/financial institutions and public/private sector organizations/institutions

Training Methodology

Interactive sessions with case studies & live examples by industry experts/ practitioners

Key Topics

- Genesis and current trends of Customer Service, Important Policies on Customer Service
- Internal Resolution Mechanisms (through Case Studies and Live examples)
- Policies & Measures to the Customer

Fees

- Rs. 3,000/- plus 18% GST per participant

Discount	No. of nominations	Remarks
10%	3 and above	For nominations from single organization / institute
15%	5 and above	
20%	10 and above	

- Training fee is payable before the program

Mode of payment

Credit to “IDBI Training College” account as per details below in the enclosed

- Bank Name: IDBI Bank, Gachibowli Branch, Hyderabad
- Account No: 79537000010771
- IFSC Code: IBKL0000432
- IDBI Bank PAN No: AABCI8842G
- GST ID: 36AABCI8842G2ZF

Contact details

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NOMINATION FORM

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1. Nominee Details

S. No	TITLE	NAME	GENDER	ORGANIZATION	LOCATION	EMAIL ID	MOBILE
1							
2							
3							
4							
5							

2. Sponsoring Organization Details

Organization Name	
Address	
Telephone No	
Email id	
Contact Name & Mobile No	
TAN No.	
GST No.	

3. Details of Course Fees

Fees amount	
Bank/NEFT details	

Please email the scanned nomination form to contactidbitc@idbi.co.in