



भारतीय रिज़र्व बैंक

RESERVE BANK OF INDIA

www.rbi.org.in

PUN.CAB.APTP.No. S1034/ 09.06.002 /2023-2024

September 12, 2023

The Managing Director/Chief Executive Officer
Non-Bank PPI Issuers

Madam/Sir,

Programme on Consumer Protection for Officers of Non-Bank PPI Issuers (Online Mode) (October 16 to 18, 2023)

Reserve Bank of India, CAB, Pune is conducting a Programme on Consumer Protection for Officers of Non-Bank PPI Issuers from October 16 to 18, 2023.

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

1. 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
2. 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 all 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. Course Contents: The broad course content of the programme is given in an Annex I.

5. We request you to nominate Officers / Nodal Officers working in customer service/complaint handling department from your organisation for this programme. Nominations may please be sent to nomination.ami@rbi.org.in on or before October 06, 2023. For fees related information, kindly refer to the Annex II. Since this is an online programme, there is no restriction on nomination officers to the programme.

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

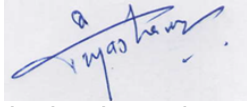
College of Agricultural Banking, University Road, Pune - 411 016, (Maharashtra), INDIA
Phone : (91-020) 25582361 Fax : (91-020) 25537756E-mail : principalcab@rbi.org.in

हिंदी आसान है, इसका प्रयोग बढ़ाइये

6. For nomination related enquiries, you may please contact the Nomination Desk (Shri. Prathamesh Patil – Telephone No. 020 2558 2396) or through e-mail to nomination.ami@rbi.org.in

IMPORTANT DATES TO REMEMBER	
Programme Dates	October 16-18, 2023
Timings	9.45 a.m. to 5.30 p.m
Last date for receipt of nomination	October 06, 2023
Completion of Programme	05.00 pm on October 18, 2023

Yours sincerely



(Puja Sharma)
Assistant General Manager
Programme Director
Contact : 9425015082

Encl.: As above

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

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 PPIs
- 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

**Programme on Consumer Protection for Officers of Non-Bank PPI Issuers
(Online Mode) (October 16 to 18, 2023)**

Fee Structure

Sr. No	Group	Total Tuition Fees per participant including GST (in Rs.) (Total number of hours = 13)
1	NBFCs and Companies	3835

PLEASE DON'T REMIT THE PAYMENT THROUGH RTGS. PLEASE MAKE THE PAYMENT BY NEFT ONLY

In terms of section 48 of RBI Act 1934, RBI is exempted from payment of Income Tax or Super Tax on any of its Income, Profits or Gains. Nominating institutions should therefore not deduct TDS on the Programme Fees.



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, Consumer Protection, 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 various institutions. . 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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