



INDIAN INSTITUTE OF BANK MANAGEMENT

"A Centre of Excellence in the Service of Banks, FIs and their Customers"

(An Institute sponsored by RBI, NABARD and five PSU Banks)

Two-Day Training Programme on Integrated Branch Banking: Credit Management, Risk Control & Service Excellence **26th October to 27th October, 2026**

Focus:

The Branch Manager is no longer merely an administrator of branch operations. Today, the role requires simultaneous attention to business growth, credit quality, customer relationships, compliance, operational controls, fraud prevention, asset quality and people leadership.

A successful Branch Manager must therefore combine commercial orientation with sound judgement, strong controls and effective leadership.

This Programme has been designed as a practical and contemporary development programme to strengthen the managerial capabilities required for running a profitable, compliant, customer-focused and risk-resilient branch.

Programme Objectives:

This programme has been designed to:

- **Strengthen Credit Skills:** Improve appraisal, sanction, documentation, monitoring and early identification of stress in credit accounts.
- **Develop Branch Leadership:** Build effective teams, improve staff performance, strengthen delegation, motivation, accountability and day-to-day branch leadership.
- **Improve Business Performance:** Identify market opportunities, acquire and retain customers, deepen relationships and grow profitable business without compromising credit quality.
- **Strengthen Risk Management:** Develop greater awareness of credit, fraud, cyber, operational and compliance risks arising at branch level.
- **Improve Asset Quality & NPA Management:** Recognise early warning signals, prevent slippages and understand recovery, resolution and emerging concepts
- **Enhance Legal & Documentation Awareness:** Strengthen understanding of banking securities, documentation, enforceability and important legal provisions relevant to lending and recovery.
- **Build a High-Performance Branch:** Integrate **business, customer service, people, risk and controls** into effective branch management.

Key Takeaways:

At the end of the programme, participants should be better equipped to:

• Grow Business • Appraise Credit • Monitor Loans • Prevent NPAs • Manage Risk • Strengthen Compliance • Prevent Frauds • Lead People • Improve Customer Relationships • Run a High-Performance Branch

Pedagogy:

This course will be covered over a period of two days i.e. Monday and Tuesday. The programme will follow an **interactive and practitioner-oriented approach** through focused Experience sharing and participant interaction on Credit and branch-management situations, Fraud and operational-risk caselets, Regulatory and legal perspectives.

For whom:

The programme is intended for officials working in:

- Branch Managers of Commercial Banks
- Senior Branch Managers

- Managers identified for taking over branch leadership roles
- Officials handling branch business, credit, operations and compliance functions
- Accountant, Service managers

Where?

IIBM Campus (Near Kendriya Vidyalaya, Khanapara), Jawahar Nagar, Guwahati-781022.

When?

The programme will commence on 26th October, 2026 (Monday) and conclude on 27th October, 2026 (Tuesday).

Registration:

Participant shall be nominated by his/her organization through email: programme@iibm.ac.in. Online nomination is accepted through our website www.iibm.ac.in. The last date for receiving nomination is **October 21st, 2026**. Nominating Authority shall send mobile number (WhatsApp) & email id of the nominee.

Fee:

The all-inclusive fee per participant is as below:

	Fee	GST 18%	Total
Sponsor Banks/ institutions of IIBM viz. RBI, NABARD, SBI, UCO Bank, Union Bank of India, Indian Bank, Central Bank of India and Punjab National Bank	₹9,000/-	₹ 1,620/-	₹10,620/-
Non-Sponsored Banks/ Commercial Banks	₹ 9,600/-	₹ 1,728/-	₹ 11,328/-

Payment of fees for all employees of RBI shall be borne by RBI, Guwahati. A copy of nomination letter may be sent to RBI, Guwahati for facilitating payment on time.

a. Details of our Bank Account are as follows :

Beneficiary Name	INDIAN INSTITUTE OF BANK MANAGEMENT
Bank A/c No	10821418158
A/c Type	S B A/c
MICR Code	781002037
IFS Code	SBIN0010669
Name of the Branch	IIBM Branch

b. While remitting online programme participation fee kindly advise us the following particulars through the email address mentioned above under registration.

Title of Programme including Commencement Date	Name of the Participant/s	Name of Bank/ Organisation	Amt. of Fee	EFT/ NEFT UTR No.	EFT/NEFT Date

Program Directors:

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