



PRESENTS

BRANCH OPERATION EXCELLENCE



Background

The program is aimed at imparting practical plus theoretical knowledge with regard to several aspects of operation functions. We are confident that the program will be indeed beneficial for the staffs working in institution. The course structure is designed to acquaint participants with various facets of modern banking and includes more practical issues such as customer service excellence, account opening procedures, cash and vault management, Negotiable Instruments and many more.

This training helps to develop the skills and knowledge required in professional delivering in with a belief of creating more knowledge acquired by the bankers. We, NBI with our innovative course structure and the state of the art classrooms coupled with quality resource person promise to provide your staffs with a training that will boost their knowledge and confidence regarding teller operation. Upon, completions of these training participants have a solid foundation in their job responsibilities.

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NBI Mobile App, now available on Android: NBI Nepal

Duration (in Days)	1 day
Target Audience	Assistant Levels
Program delivery	Power point, Audio Visual demonstration, Interaction, Case studies, discussions
Date, Venue & Time	25th May 2019, 8:30 am to 3:30 pm at Hotel Flora, Dhangadhi
Program Objectives	<p>Through lecture presentation, open discussion, case studies and practical exercises this course aims to help participants to</p> <ul style="list-style-type: none"> * Build a solid foundation about the basic banking operational issues. * Know the techniques of protecting banks and its customers. * Identify the differences between cheque and how they are used. * Understand account opening, closing and KYC procedures as per the compliance regulations. * Efficient handling of cash and vault and remittance operation incorporating the knowledge ensuring safety * Acquaint the participants with the different dimensions of operational risks faced by BFIs * Enhance knowledge and skills of the participants for efficient management of operational risk in BFIs. * Enable the bank to conduct clean, commercial business conforming to standards set by the industry
Program Content	<ul style="list-style-type: none"> * Account operations from account opening to account closing * Cash Operations * Remittance Operations * Customer Service * Operational Risk Overview
Facilitator/s	<p>Mr. Raju Nepal</p> <p>Mr. Raju Nepal have over 20 years of professional banking experience. He started his career from Nepal Grindlays Bank Limited (now Standard Chartered Bank Nepal Limited) . Then, he joined Himalayan Bank Ltd. in 1992. During the tenure he worked in various departments such as Treasury, Operations, Finance & Administration Department and Internal Audit in Himalayan Bank Ltd. In 2007, he joined as a Chief Operating Officer in Citizens Bank International Ltd and left the bank in 2013.</p>