



Branch Operation Management

Background

We are pleased to announce our Branch Operations Management Training Program, aimed at equipping participants with comprehensive knowledge and skills in managing day-to-day operational activities at the branch level of financial institutions. This program is essential for professionals working in branch operations management roles, as it ensures smooth and efficient functioning of banking operations, compliance with regulations, and optimal resource utilization.

By participating in this program, you will gain a thorough understanding of branch operations, including teller cash operations, vault cash management, account service operations, and interbank payment operations. Through interactive sessions, case studies, and quizzes, you will enhance your problem-solving skills and stay updated with the latest industry practices. Join us to advance your career, achieve operational excellence, and contribute to customer satisfaction in your financial institution.

Objectives of the program:

- Equip participants with a comprehensive understanding of branch operations management.
- Provide necessary knowledge and skills for effective branch-level operational activities.
- Familiarize participants with functions, logistics, and responsibilities in branch operations.
- Educate on cash management, including deposits, withdrawals, and handling shortages.
- Highlight importance of secure cash vaults and transit operations.
- Address account service operations, including opening, maintenance, and handling of minor accounts.
- Clarify procedures for dormant/blocked accounts, deceased accounts, safe deposit lockers, and premature fixed deposits.
- Provide insights into interbank payment operations, such as payment collection, clearing house functions, and RTGS/remittance processes.
- Assess understanding through quizzes and case studies.
- Promote compliance with regulations and best practices.
- Enhance efficiency, effectiveness, and customer service in branch operations.

Program Details

Date: 23rd (3:00pm to 6:16pm) & 24th (8:30am to 3:15pm) July, 2023

Target Audience: Branch Operation, Teller, Customer Service, Remittance Department.

Venue: Hotel Vishal Pvt. Ltd., Lahan

Course Content & Trainer's Profile

1. Teller Cash Operation

- Functions of a Teller
- Logistics required for a Teller
- Cash Deposit and withdrawals
- Cash short and over
- Bait Notes
- Mentimeter Quiz

2. Vault Cash Operation

- Cash Vault Management
- Cash Transit Management
- Clean Note Policy of NRB
- Cash Insurance
- Case Studies
- Mentimeter Quiz

3. Account Service Operation

- Account Opening and Maintenance
- KYC and CDD
- Cheque Books and Debit Cards
- Handling of Minor Accounts
- Mentimeter Quiz

4. Account Service Operation

- Dormant and Blocked Accounts
- Deceased Account
- Operation of Safe Deposit Locker
- Fixed Deposit Premature
- Mentimeter Quiz

5. Interbank Payment Operation

- Collection of Payment
- Clearing House Function
 - ⇒ ECC Operation
 - ⇒ Different Clearing Sessions
 - ⇒ Clearing Settlement
 - ⇒ Roles and Responsibilities of ECC Members
- Quiz

6. Interbank Payment Operation

- RTGS
 - ⇒ High Value Gross Payment System
 - ⇒ Process of RTGS transaction
 - ⇒ Settlement Mechanisms
 - ⇒ Roles and responsibilities
- Remittance
- Quiz



Mr. Puspa Raj Bhandari

Former Chief Business Officer, Bank of Kathmandu

Mr. Bhandari has more than 25 years of experiences in Banking Sector. Previously he was associated with Bank of Kathmandu as Chief Business Officer. Prior to this he was the Chief Executive Officer of Birgunj Finance Ltd. for 7 years. He started his career from Nepal Rastra Bank and worked for 6 years in different department. He also worked in Nepal SBI Bank for 8 years in multiple depart as a Department head, Branch Manager, & Assistant Manager. Mr. Bhandari was also a representative of Forex and Treasury Department while in NSBI Bank where he attended various meetings of the FEDAN (Foreign Exchange Dealers Association of Nepal). He was also a part of the Consortium Financing Committee.

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