



PRESENTS

RISK IN DOCUMENT HANDLING

For financial institutions, to identify the person and their intention is always key issue. For this, knowing the customer is always essential. And upgrading this mechanism NRB is regularly monitoring and circulating new guidelines. But how we can observe all these things to implement all those properly is still a major problem. This program will fully support to apply those technical events with cross-check manner.

Session 1 9:00am to 10:30am	<ul style="list-style-type: none"> • Concept of fraud and basic grounds. • Behavioral events regarding fraud cases. • Concept of Suspicious events. • Best method to observe and secure various types of account opening document and related documents. • Handling properly; the different types of forms. 	<p>Trainer's Profile</p> <p>Mr. Mukul pradhan Senior Scientist National Forensic Science Laboratory Ministry of science and Technology, government of Nepal.</p> <p>Head of Department: Questioned document and Criminalistic.</p> <p>Working expertise: Signature, Fingerprint, Currency Verification, passport, other Ids, document, tool marks, tire marks, fraud psychology etc.</p> <p>Working experience: Working as a forensic expert for last eighteen years.</p> <p>Expert opinion: more than three thousand cases.</p> <p>Conducting training: for judges, law makers, lawyers, police, CDOs, bankers etc. for last twelve years.</p> <p>Training field: Signature, fingerprint, Id and other document verification, currency verification, Overall fraud in bank with prevention policy.</p>
Tea Break (15 minutes)		
Session 2 10:45am to 12:15pm	<ul style="list-style-type: none"> • Study of security features of different types of IDs. • The easily observed features of citizenship, certificates, foreign Ids, Common and special security features of Nepalese as well as foreign passports. • The best way of collection of fingerprint in signature card and other documents (as NRB is circulating Fingerprint is necessary while opening literate accounts as well). • Simple verification approach for Fingerprint analysis so that collection would be more appropriate. • Use of fingerprint in various sectors of financial transactions. 	
Lunch Break (45 minutes)		
Session 3 1:00pm to 2:30pm	<ul style="list-style-type: none"> • Different critical issues while verifying cheque (like always problem in signature, self-presence and signature not matched, Illness person and signature deviation, high profile and not like returning cheque, Fingerprinted cheques although self-presence risk in handling process and various other issues) and solution besides phone call and IDs verification i.e. best Handling Techniques. 	
Tea Break (15 minutes)		
Session 2 2:45am to 4:30pm	<ul style="list-style-type: none"> • Techniques of phone handling, SMS handling, Email handling, Fax handling and other critical scenarios. • Some simple rules that bank can apply for Risk minimization approach. 	

Target Group : For all staffs of Operation department, Cash departments & CSD.
Date, Time & Venue: 8th April 2017 (9:00am to 4:30pm), Hotel Samana, Hetauda