

Programme on Cyber Frauds and Digital Banking – Session Objectives

Day	Session	Topic	Session objective, Thrust /Focus /Must cover areas
	1	Registration and Inauguration	Ice Breaking, understanding the profile of participants and
	2	Entry level participants	Creation of learning environment
I	3	Changing Banking Scenario in IT Era from Manual Banking to CBS	Brainstorming of participants regarding new developments taking place from traditional banking to modern banking
	4	Concept and Overview of eKYC and cKYC	To sensitise the participants about new processes in KYC
	5	Various e-banking Products and services of our bank	To discuss various products of Bank like Mobile Banking, POS, Internet Banking etc.
	6	Concept of ATM and Reconciliation of ATM entries	To sensitize the participants about preventive measures against frauds in banking
II	1	Electronic Payment System and e-banking	To explicate participants about different modes of payment in digital era (RTGS, NEFT, Plastic Mobile, Criteria of RBI for Mobile and Internet Banking, National Mobility Card, QR Code, Electronic Toll Collection, UPI, Vision Document of RBI, Regulation of Payment System)
	2	Concept and Overview of of Information Technology Act, 2000	Review important provisions w.r.t. cyber crimes in IT Act
	3	Preventive Vigilance vis-à-vis e-banking	To sensitize the participants about Do's and dont's in making digital payments
	4	Cyber crime Penetration in banking sector	To make participants aware about different crimes prevailing in cyber world
III	1	Customer Liability in The Age of Digital Banking	To make participants aware about customer's liability in digital transactions
	2	Ombudsman Scheme for Digital transactions	Briefly explain the salient features of Banking Ombudsman Scheme
	3	Action Planning, Evaluation and Feed Back.	

