

10

Programme on KYC, Prevention of Money Laundering & Customer Protection	
Duration	3 Days
Target Group	Clerks of StCBs & DCCBs
Objectives	At the end of the training programme the Participants would be able to: <ul style="list-style-type: none">• Explain different types of Bank Customer• Concept, need, importance & salient features of KYC norms• Describe the importance of Customer relationship & Management• List out the various position of Anti Money Laundering Act relevant to Banks
Programme Contents	<ul style="list-style-type: none">• Emerging challenges in Banking sector & expectations of customer• Anti-Money Laundering Act and its implications on Bankers• Concept, need & importance of KYC norms• Prevention of Money Laundering Act, 2002• Role of RBI in KYC, AML, etc.• Customer Acceptance Procedures in respect of the customer relationship in the bank.
Methodology	Online Training Programme

Day to day Schedule

Date	Session	Session/Topic
Day I	I	Emerging Challenges in Banking Sector and expectations of the Customer.
	II	Different Types of Bank Accounts & Customer
Day -II	I	Customer Relationship Management
	II	Prevention of Money Laundering Act 2002
Day III	I	Know Your customer norms- Key elements
	II	Consumer Protection & BCSBI

