

# Branch Banking Operations

## Trainer



**Mr. Ejaz Ali Khan**

Mr. Ejaz is a very senior banker with experience of more than 40 years in Branch Banking and Professional Trainings. He has been associated with a number of famous organizations in various positions during his long professional career, these include, Habib Bank Limited, Askari Bank Limited etc. His last association was with Askari Bank Limited as Assistant Vice President, where he imparted various trainings at the bank's training academy. Mr. Ejaz is one of the senior trainers in the industry and has conducted many workshops in the areas of Account Opening, Remittances, AML/CFT etc. from the platform of various renowned training organizations as well as universities. He holds a Masters in Economics from Punjab University and DAIBP from the Institute of Bankers Pakistan.

**Training Fee  
Rs. 20,000/- Plus Tax**

## Target Audience

The target participants of the course include, but not limited to, Account Opening Officers, Officers/Executives from Centralized Account Processing Units, Branch Managers/ Branch Operations Managers, General Banking Officers/ Customer Service Officers, Auditors, Internal Control & Compliance Professionals.

## For Queries and Registration

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**December 20, 2022**

**9:30am-5:00pm**

**F2F, Muzaffarabad AJK**

## Contents

### **A: Job Description of Operations Manager**

Transaction Processing, Risk and Control Management, Compliance, Staff Supervision & Coaching, Administration, Internal controls, Fraud Risk Management

### **B: Ensuring Consumer Protection (SBP Guidelines)**

Complaint Handling Mechanism at Banks, Grievance Commissioner Cell for Overseas Pakistanis, Guidelines for Banking Services to Visually Impaired/Blind Persons, Senior Citizens & Pensioners, Statement of account

### **C: AML/CDD Compliance**

SBP Regulations on AML/CDD, Basic understanding of Anti money laundering and banking transactions

### **D: General Branch Banking Operations**

Account Opening and Operations, Currency Management, Cheque Handling, Remittances Business, Branch Keys Management, Lockers, Safe Custody and Strong Room Management, Understanding Operational risks

### **E: Selected sections from**

- Negotiable Instruments Act 1881
- Anti-Money Laundering Act
- SBP Prudential Regulations
- AML Regulations
- Zakat and Ushr Ordinance, Zakat Collection and Refund Rules 1981

### **F: Payment systems**



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