



भारतीय रिज़र्व बैंक RESERVE BANK OF INDIA

PUN.CAB.APTP.No.S605/09.06.002/2025-26

August 12, 2025

The Chairman/Managing Director/Chief Executive Officer
Urban Cooperative Banks

Madam/ Dear Sir,

**Management Development Programme for Branch Managers of Urban
Cooperative Banks (In Campus)
(September 08-11, 2025)**

Branch managers in banks have to deal with a variety of challenges from achieving business goals to managing customer expectations to resolving interpersonal conflicts among staff members. This Management Development Program is designed to help participants improve their self-awareness, exercise leadership required at branch level, resolve conflicts, manage stress, provide better customer service and lookfor strategies to grow business in the area of operation for the branch. It will aid branch managers make a successful transition to the higher ranks, honing their leadership potential. The programme focuses on Branch Managers' most critical development areas and is based on a simple learning approach – Learn-Practice-Apply.

2. Keeping above in mind, Reserve Bank of India's College of Agricultural Banking (CAB), is offering a four day **(in-campus) Management Development Programme for Branch Managers of Urban Cooperative Banks** during **September 08-11, 2025.**

3. **Date and timing of programme :** Four Days: September 08-11, 2025
Time: 10.00 am to 05.30 pm

4. **Venue: In-campus Programme:**
College of Agricultural Banking, University Road, Pune - 411 016

5. **Who should attend:** Officers (Branch Managers) of Urban Cooperative Banks

कृषि बैंकिंग महाविद्यालय, विद्यापीठ मार्ग, पुणे - 411 016 (महाराष्ट्र) भारत
फोन : (91-020) 25538392 ई-मेल: principalcab@rbi.org.in

College of Agricultural Banking, University Road, Pune - 411 016 (Maharashtra) INDIA
Phone : (91-020) 25538392 E-mail : principalcab@rbi.org.in

हिंदी आसान है, इसका प्रयोग बढ़ाइये



- 6. Fee, Objectives, Course Content and other details of the programme:** are given in the Annex I.
- 7. Last date for sending nominations:** Nominations may kindly be sent on or before August 28, 2025 to enable smooth conduct of the programme.
- 8. Nomination form:** For sending nominations, you are requested to use the format given in Annex II. Please send nominations by e-mail to: nomination.gl@rbi.org.in
- 9. Queries:** In case of any queries, you may contact Smt. Rajashri Kulkarni (rajashrikulkarni@rbi.org.in) or the undersigned (shubhabrat@rbi.org.in).

Yours faithfully

(Capt. Shubhabrat Agrawal)

Programme Director

8085120868

Encl: As above



Annex 1

1. **PARTICIPANT PROFILE:** Officers (Branch Managers) of Urban Cooperative Banks

2. **PROGRAMME OBJECTIVES:**

1. To help participants gain knowledge and insight about their own personality.
2. To help participants understand how personality orientation manifests in one's own behaviour in relation to others.
3. To develop appropriate soft skills like inter-personal communication, influencing ability, capacity for conflict resolution, team work, etc., required for delivering superior performance.

3. **PROGRAMME CONTENTS:**

Module I: Inter-Personal Effectiveness

Module II: Exercising Effective Leadership

Module III: Conflicts, Handling Difficult Conversations and Stress Management

Module IV: Customer Service

Module V: Strategic Orientation

4. **VENUE AND ACCOMMODATION:**

The Programme will be held at College of Agricultural Banking, Reserve Bank of India, Pune. The Programme is residential and arrangements for lodging and boarding will be made in the College. You may report to CAB on the **evening of September 07, 2025**.

5. **PEDAGOGY:**

A mix of pedagogical tools will be used – cases, lectures, discussions, presentations, audio-visuals, experiential exercises, psychometric tests and its debriefing, role play, audio-visual resources and management games.

6. **DURATION:** September 08-11, 2025 (Time: 10.00am to 05.30pm)

7. **FEE:** Fee has to be paid as per following table for each participant:

Sr.	Group Wise Fee Details	Tuition Fees	GST @18%	Total Fee including GST
1	Group 2: Scheduled UCBs, Non-Scheduled UCBs with deposit base	Rs. 17300/-	Rs. 3114/-	Rs. 20414/-

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	of more than Rs.100 crore			
2	Group 3: Non-Scheduled UCBs with deposit base of less than Rs.100 crore	Rs. 11500/-	Rs. 2070/-	Rs. 13570/-
* In terms of section 48 of RBI Act 1934, RBI is exempted from payment of Income Tax or Super Tax on any of its Income, Profits or Gains. Nominating institutions should therefore not deduct TDS on the Programme Fees.				
Please use the programme code – HRL/08092025/01 in Sender to Receiver Information while remitting the fee through NEFT.				
GST (Reg. No. 27AAIFR5286M1ZG)				

*Account Details for remittance of Fees will be shared with confirmation of nomination by CAB.

8. PROGRAMME DIRECTOR:

Capt. Shubhabrat Agrawal, GM & Member of Faculty, E-mail: shubhabrat@rbi.org.in

9. CONTACT PERSONS FOR NOMINATION RELATED QUERIES:

In case of any queries regarding nomination, you may contact Shri Prathmesh Patil, Tel.: 020-25582396 & E-mail: nomination.gl@rbi.org.in during Monday to Friday (10:00am to 05:00pm).

10. IMPORTANT DATES TO REMEMBER:

Programme Dates	September 08-11, 2025
Nominations to be received by	August 28, 2025
Reporting at CAB	September 07, 2025 (evening)
Completion of programme	05.30 pm on September 11, 2025

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