

# Virtual Program on Customer Education & Protection: Issues & Challenges

📅 May 27 2026

🕒 09:45 AM to 05:45 PM

🖥️ CISCO WebEx

₹ Rs. 15,000 + 18% GST

## Background:

In a service-oriented industry like BFSI, no service is deemed complete unless it is accompanied by complete satisfaction of the customers who avail the service. The regulatory focus had always centered around on the quality of customer service and customer protection. All the Regulated Entities (REs) are striving hard to provide excellent customer service with clear, transparent and consistent communication about their products, services and charges. REs are mandated to ensure protection of customers by putting in place a robust, well-defined structure of grievance redressal mechanisms as enshrined under the regulation. The regulator has also taken a number of measures, like laying down an elaborate framework on Internal Grievance Redress mechanism in REs by revamping the Integrated Ombudsman framework to address customer grievances. Apart from these, a lot of customer education interventions also have been initiated by both the regulator and the REs for dissemination of information to protect the customers from frauds, mis-selling and unexpected losses. Despite all these measures, there is a need for the REs to improve consumer protection and grievance redressal mechanism.

## Objective:

This program seeks to enable the participants to enhance their understanding with the institutional framework required for better customer service, customer protection and time-bound grievance redressal. The program will also provide opportunities to enhance the understanding of the emerging challenges from new digital banking products and services while ensuring protection of customers.

## Program Highlights

- Customer Service and Consumer Protection – Regulatory perspective
- Analysis of Customer Complaints and Grievance Redressal
- Financial Education – Need, Strategy and Approach
- Leveraging of Technology for enhanced Customer Service with Security
- Customer Service Excellence in the Financial Services

## Participant Profile:

- Board Members of Banks and NBFCs
- Heads of Customer Service of Banks & NBFCs and their team members

## Program Conditions

- Program fees must be paid before the program.
- Banks may depute another officer if the nominated officer is unable to attend.
- Nomination may be cancelled up to five days prior to the program.

[Click here to Nominate](#)

**Last date for filing nomination**  
May 25, 2026

## For more details, contact:

**Shri C. Sankaranarayanan**  
Senior Program Director  
Mob: +91 89399 00235  
Email: [sankara.narayanan@cafral.org.in](mailto:sankara.narayanan@cafral.org.in)

**Ms. Charulatha Ramesha**  
Program and Relationship Manager  
Mob: +91 91360 65827  
Email: [charulatha.ramesha@cafral.org.in](mailto:charulatha.ramesha@cafral.org.in)