



“Welcome to Change Management.
We’ll start with some free falls!”

image source: depositphotos

29 - 30 July, 2015 | Mumbai

Program Schedule

**Program on Effective Change Management, its
Impact on Performance & Future of Banking
in Changing Marketplace**

**TURN OVER
FOR CHANGE**

Change before you
have to.

~Jack Welch

Change management
needs ownership.

~Anonymous

Change has
its enemies.

~Robert Kennedy

Excellent firms
don't believe in
excellence - only in
constant improvement
and constant change.

~Tom Peters

Change is
such hard work.

~Billy Crystal

The greatest danger in times of
turbulence is not the turbulence
- it is to act with yesterday's logic!

~Peter Drucker

The Dialectic of Change -

Thesis - Anti-thesis - Synthesis
by Immanuel Kant

Change in all
things is sweet.

~Aristotle

Time	Day 1 - June 29, 2015
9:20 AM	Program Introduction and Inauguration
9:30 AM	Keynote Address: Effective Change Management & Future of Banking in Changing Marketplace: Shri S S Mundra, Deputy Governor, Reserve Bank of India
10:45 AM	Tea Break
11:00 AM	Presentations: Change Management - Experience Sharing & Learnings - Public Sector Banks
11:00 AM	Presentation on Bank of India: Shri Rajiv Saxena, former CGM, Change Management, Bank of India
11:30 AM	Presentation on Punjab National Bank: Shri K R Kamath, former CMD, Punjab National Bank
12:00 PM	Presentation on Bank of Baroda: Shri M D Mallya, former CMD, Bank of Baroda
12:30 PM	Q & A
1:00 PM	Lunch
1:45 PM	Presentations: Change Management - Experience Sharing & Learnings - Private Sector Banks
1:45 PM	Presentation on ICICI Bank: Shri T K Srirang, HR Head & Sr GM, ICICI Bank
2:30 PM	Presentation on IndusInd Bank: Shri Sanjay Mallik, GM, IndusInd Bank
3:15 PM	Q & A
3:30 PM	Tea Break
3:45 PM	Responding & Redesigning Banks with fast changing Financial Inclusion Challenges: Shri A P Hota, MD & CEO, NPCI
4:45 PM	Keynote Address: Change Management: Experiencing Sharing & Learnings Shri Rana Kapoor, MD & CEO, Yes Bank
Time	Day 2 – July 30, 2015
9:30 AM	Keynote Address: Change Management Initiatives & Implementation at State Bank of India - Experiencing Sharing & Learnings: Smt. Arundhati Bhattacharya, Chairman, State Bank of India
10:45 AM	Tea Break
11:00 AM	Change Management Practices in Banks – Lessons, Opportunities and Threats: Shri Saurabh Tripathi, Partner & Director, Boston Consulting Group
12:30 PM	Shri Naveen Surya, Managing Director, Itz Cash Card and Chairman, IMAI
1:00 PM	Lunch
1:45 PM	Responding to New Opportunities for Change - Aadhaar Enabled Services: Shri Rajesh Bansal, GM, Reserve Bank of India , ADG UIDAI Speaker
2:45 PM	Presentations: Responding & Redesigning Banks with Changing Digital Challenges: Shri Nath Parameshwaran Director, Corporate Affairs, Paypal Shri Srikanth Rajagopalan, Head-Strategy & Products - India, Amazon Payments
3:45 PM	Tea Break
4:00 PM	Big Data Analytics: How It can Impact Bank's Retail Business: Shri Kaushik Gopalakrishnan, GCP Business Consultant, Tata Consultancy Services
4:30 PM	Presenters: Breaking the Banking Barriers: Ideas from cross-section of Customers Shri Dnyaneshwar Bodke, Abhinav Farmers Club Shri Satish Kalamkar, Co-ordinator, Rural Development Center, Bank of Maharashtra Pradeep Krishnakumar, IIM-A Student Raghunandan Bokare & Shruti Aran, Interns, CAFRAL
5:30 PM	Wrap-up and Concluding Remarks: Shri G Gopalakrishna, Director, CAFRAL

About CAFRAL

The Centre for Advanced Financial Research and Learning (CAFRAL) is an independent body set up by the Reserve Bank of India (RBI) in the backdrop of India's evolving role in the global economy, in the financial services sector and its position in various international fora, and to develop into a world class global institution for research and learning in banking and finance. CAFRAL became operational in January 2011 and is now headed by Shri G Gopalakrishna as its Director.

The Governor of RBI is the Chairman of the Governing Council of CAFRAL. CAFRAL's learning arm is engaged in conducting seminars, conferences and other learning programs that serve as a platform for exchange of high-level policy dialogues between the various stakeholders by bringing together regulators, policy makers, bankers, academicians, researchers and practitioners. It also conducts advanced programs for enhancing professional capabilities of senior executives in the financial sector.

CAFRAL's research focus is on the areas of banking and finance. Within these broad areas, our interests include financial institutions, financial markets, behavioural finance, corporate finance, household finance and related areas of macro-finance such as monetary economics or international finance. CAFRAL aims to build intellectual capacity in these areas through its own staff, by hosting researchers of international repute and facilitating collaborative research by building data resources and analytical capabilities.

About the Program

Fast changing socio economic fabric is outpacing accessibility and reach of banking. For paradigm shift in approach for enhanced accessibility and increased efficiency of banking, study of change management initiatives of various banks is essential. It would help in evolving a better framework for tackling today's and tomorrow's fresh challenges.

The objective of the program is to discuss the key aspects of change management programs being implemented in various banks and encourage formulating strategy to ensure optimum and sustainable outcome. This would be a very important program for all the stakeholders as it will not only focus on cross learnings from various bank's approaches to change management, but also deliberate on need to think afresh for future change management programs in view of new challenges like digitisation, democratisation (financial inclusion) and opportunities like big data analytics.

It will offer an opportunity to examine how the banking industry is being shaped by disruptive forces unleashed by digital technologies, regulation, regional economics and competition and offer platform for discussing future of banking in changing marketplace.

About the Program Director

Shri Ravi Sangvai holds an MSc, an MBA from Pune University and is also CAIIB certified. He has been working with Reserve Bank of India (RBI) for past 25 years under various capacities. He is currently serving as a General Manager, RBI. He has experience of working with RBI departments like Banking Operations & Development (DBOD), Foreign Exchange (Forex), Urban Banks Dept. and Dept. of Expenditure & Budgetary Control. He was Faculty Member at College of Agricultural Banking of RBI, Pune. He joined CAFRAL in June, 2014 as Program Director.

Some of Ravi's upcoming programs below, **for program details visit www.cafral.org.in:**

Upcoming Programs	
Workshop on Forensic Audit & Digital Forensic	Mumbai
Program on Operational Risk Management	Mumbai