



PHD CHAMBER
OF COMMERCE AND INDUSTRY
VOICE OF INDUSTRY AND TRADE



TOWNHALL PROGRAMME ON **FINANCIAL FRAUDS**

&

INTRODUCTION TO RESERVE BANK INTEGRATED OMBUDSMAN SCHEME 2021 (RB-IOS 2021)

30th May 2024 | 02:30 PM to 05:00 PM
PHD House, New Delhi



**RBI Kehta Hai...
Jaankaar Baniye,
Satark Rahiye!**

Overview

During the past few years, digital Transactions in our Country have been increasing by leaps and bounds putting our Country at the forefront of the world in 'digital payments' arena. While this trend offers unparalleled convenience to the customers in their access to banking services, these conveniences come along with a lot of risks of cyber frauds as well.

It has been observed that fraudsters are becoming more sophisticated and are ever evolving novel methodologies in order to gain people's trust and then defraud them. Some of the most common forms of financial fraud in the banking industry are Phishing, Vishing, ATM card Skimming, QR code scam, SIM swapping, juice jacking, Identity theft, Credential theft, Biometrics spoofing, impersonation, lottery frauds, investment frauds, job scams, etc.

Following the philosophy of 'Prevention is better than Cure', it is imperative that users of the financial services be made aware about the various types of frauds and precautions to be adopted for safeguarding against them.

The RBI has been at the forefront of carrying out awareness campaigns through various modes directly and through Regulated Entities like banks and NBFCs. It has roped in some distinguished sportspersons and Bollywood celebrities for the purpose and has also published two booklets by the name "BE(A)WARE" and "Raju & the Forty Thieves" on prevention and Modus Operandi of Financial Frauds.

To address the consumers' grievances, RBI has launched Reserve Bank Integrated Ombudsman Scheme 2021 (RBIOS- 2021) which was inaugurated by our Hon'ble Prime Minister Shri Narendra Modi on November 12, 2021. The Scheme adopts 'One Nation One Ombudsman' approach by making the RBI Ombudsman mechanism jurisdiction neutral. The scheme provides a cost free alternate grievance redressal mechanism for all the users of banking services. The scheme covers complaints against a plethora of regulated entities like banks, NBFCs, PPI's etc., related to any service deficiencies including financial frauds.

With this backdrop, In a bid to create awareness on RB- IOS 2021 and Financial frauds, their nature, challenges & prevention, the Banking, Financial Services & Insurance (BFSI) Committee of the PHD Chamber of Commerce and Industry collaboratively with Reserve Bank of India, Ombudsman's Office, New Delhi is organizing a "Townhall Programme on Financial Frauds and Introduction to Reserve Bank Integrated Ombudsman Scheme 2021 (RB- IOS 2021)" on Thursday, 30th May 2024 at PHD House, New Delhi.



Who should attend?

- In general, any member of public
- Businessmen
- Professionals
- Industry Stakeholders
- Students
- Bureaucrats & Regulators
- Regulated Entities - Banks & NBFCs
- Fin-techs
- Academics & Researchers
- Consultants & Analysts
- Technology Providers
- Financial Services Advisers



Why attend?

- Need to learn safe banking habits and become aware of the various modus operandi used by fraudsters
- It helps customers understand how they can safeguard themselves against financial fraud
- It reminds customers that there are many situations in which it is better not to disclose information, especially when it comes to banking details.
- Understand the mechanism of RB- IOS, 2021 to know when and how to approach the Regulated Entity and the RBI Ombudsman.
- Build trust and confidence in the banking system & regulatory framework.

Topics to be covered in the Awareness Programme:

- Digital Banking Landscape
- Types of Financial Frauds
- Prevention of Financial frauds
- Safe Digital banking practices
- Reserve Bank Integrated Ombudsman Scheme 2021
- Q & A Session

CHIEF GUEST



Shri Satwant Singh Sahota
Chief General Manager & RBI Ombudsman
Reserve Bank of India, New Delhi

Banking, Financial Services & Insurance Committee

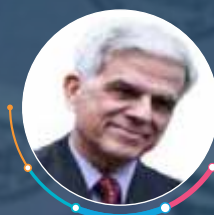
CHAIR / CO-CHAIRS



Mr. Shachindra Nath
Chair



Mr. Sanjeev Gupta
Co-Chair



Mr. S K Sethi
Co-Chair

About Banking, Financial Services & Insurance Committee

The Banking, Financial Services & Insurance Committee is the largest & most preferred Committee at PHD Chamber of Commerce and Industry. BFSI Committee continuously endeavours to actively participate and deliberate on emerging issues of importance and policy advocacy in the BFSI sector and it plays an important role for the mutual benefit of the industry and the BFSI sector.

Some Select Contributions of the Banking, Financial Services & Insurance Committee focused on "Industry Interactions" with "Bank's & Institutional Leadership" are listed below.

- "POWER LUNCH"** - A program that targets to cater to the Industry's ardent requirement of interacting with the Leading Banks - understanding their products & services as also the possible solutions for the ever- expanding Indian Industry needs including MSME, Retail, Emerging Corporate & others. Besides, the program aims to provide excellent networking opportunities between the leading bankers and the representatives of industry, trade and profession.
- "KNOWLEDGE BASED PROGRAMMES"** – On various topics such as Innovative Financing , Export Financing, Renewable Energy Financing, MSME Financing, Infrastructure Financing, Rural and Agrifinancing, Need of Insurance in MSMEs and Start-ups etc.
- "KNOW YOUR BANKER"** – With an Objective to help PHD members understand the "Outlook of Leading Banking Personalities" like yourself, an "Interview Based Article" titled as "KNOW YOUR BANKER" is being published as the 'Centre Spread' of the PHD Chamber's Monthly Bulletin.



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About Us

PHD Chamber of Commerce and Industry (PHDCCI) has been working as a catalyst for the promotion of Indian industry, trade and entrepreneurship for the past 119 years. It is a forward looking, proactive and dynamic PAN-India apex organization. As a partner in progress with industry and government, PHDCCI works at the grass roots level with strong national and international linkages for propelling progress, harmony and integrated development of the Indian economy.

PHDCCI, acting as the “Voice of Industry & Trade” with a large membership base of 1,50,000 direct and indirect members consisting of large, medium and small industries, has forged ahead leveraging its legacy with the industry knowledge across multiple sectors to take Indian Economy to the next level.

At the global level, we have been working with the Embassies and High Commissions in India and overseas to bring in the International Best Practices and Business Opportunities.

PHD Chamber has special focus on the following thrust areas:

- Economic & Business Policy Advocacy
- Industry
- Infrastructure
- Housing
- Health
- Education & Skill Development
- Agriculture & Agri-business
- ICT
- International Trade
- Defence & HLS
- Banking, Financial Services and Insurance

DIAMOND PARTNERS

PLATINUM PARTNERS

GOLD PARTNERS

SILVER PARTNERS

For More Details, Please Contact:

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