

Darjeeling - 734 101, West Bengal, INDIA.

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**Dated**: 29<sup>th</sup> May 2023

### Report on Certificate Programme in Banking, Finance, and Insurance (CPBFI)

Program Coordinator- Prajjawal Pradhan, W.B.E.S Assistant Professor, H.O.D Department of Commerce Darjeeling Government College

**Introduction:** The Certificate Programme in Banking, Finance, and Insurance (CPBFI) conducted in our college, in collaboration with Bajaj Finserv Limited, aimed at providing comprehensive training to graduates, especially first-generation graduates, across India. The programme, spanning from September 6th, 2021, to October 21st, 2021, and from August 23rd, 2022, to October 6th, 2022, was designed to enhance employability for the Banking, Financial Services, and Insurance (BFSI) sector.

**Programme Overview:** CPBFI, a 100-hour training programme, was meticulously structured by Bajaj Finserv to equip participants with the necessary skills and knowledge required for various roles in banks, finance companies, and insurance companies. The programme focused on preparing participants for customer-facing roles in sales, service, and operations, which offer substantial career opportunities and growth prospects.

#### **Course Structure:**

### Course 1: Managing Self - SwaRoop

- Self-awareness and self-belief
- Emotion regulation and decision-making
- Rational and irrational beliefs
- Coping with daily challenges

### **Course 2: Communication and Workplace Skills**

- Communication fundamentals and barriers
- Listening, empathy, and non-verbal expression
- Effective verbal, telephonic, and written communication
- Giving and receiving feedback, persuasion, and influencing skills
- Working in teams and job interview techniques

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### **Course 3: Overview of Retail Banking**

- Introduction to banking and branch banking
- Understanding customer needs and banking products
- Transaction processing, customer service, and compliance
- Future trends in banking and inclusive banking
- Introduction to Non-Banking Financial Companies (NBFCs) and corporate banking

### **Course 4: Overview of Insurance**

- Importance and evolution of insurance
- Insurance products, distribution channels, and selling techniques
- Insurance operations, customer service, and ethics
- Future trends in insurance and inclusive insurance
- Profitability drivers for insurance companies

**Mock Interviews:** The programme also included mock interviews conducted by corporate recruiters, providing participants with invaluable practical experience and feedback to enhance their interview performance and readiness for the job market.

Serial NO.	Batch No	Period from	Period to	No of students enrolled	No of students completed
1.	1 <sup>st</sup> Batch (303) online 2021-2022	06.09.2021	21.10.2021	52	09
2.	2 <sup>nd</sup> Batch (545) offline 2022-2023	23.08.2022	06.10.2022	54	22

**Outcomes:** The CPBFI programme yielded significant outcomes, including:

- Enhanced employability of participants for roles in the BFSI sector
- Improved skills in communication, teamwork, and customer service

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- Comprehensive understanding of banking, finance, and insurance operations
- Practical experience and feedback from mock interviews to boost confidence and readiness for job interviews.

Conclusion: The Certificate Programme in Banking, Finance, and Insurance conducted in our college, in collaboration with Bajaj Finserv Limited, proved to be an invaluable opportunity for participants to enhance their employability and skills for the BFSI sector. By providing comprehensive training and practical experience, the programme contributed to the professional development and career advancement of participants, thereby fulfilling its objective of making graduates job-ready for the dynamic field of banking, finance, and insurance.



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## Some photos of 2<sup>nd</sup> offline batch of students attending the programme







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### Samples of Certificate of Completion







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### Notice of the skill development Programme



GOVERNMENT OF WEST BENGAL OFFICE OF THE PRINCIPAL DARJEELING GOVERNMENT COLLEGE DARJEELING-734101 Phone:0354-2254078 0354-2254019 Fax :0354-2254078

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**NOTICE** 

Date: 23.8.2021

Dear Students,

We are pleased to inform you that Bajaj Finserv Limited is organizing an online Certificate Programme in Banking, Finance, and Insurance (CPBFI).

#### **Programme Details:**

- Title: Certificate Programme in Banking, Finance, and Insurance (CPBFI)
- **Duration:** From 06.09.2021 21.10.2021 (100 hours)
- Mode: Online

### **Course Offerings:**

- Course 1: Managing Self SwaRoop
- Course 2: Communication and Workplace Skills
- Course 3: Overview of Retail Banking
- Course 4: Overview of Insurance

Who Can Participate: This programme is open to all final year male and female students who wish to enhance their knowledge in Banking, Finance and Insurance.

**Contact Information:** For any queries or assistance regarding the programme, please feel free to contact Mr. Prajjawal Pradhan, (8637326214) Assistant Professor, Program Coordinator.



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### **GOVERNMENT OF WEST BENGAL** OFFICE OF THE PRINCIPAL DARJEELING GOVERNMENT COLLEGE DARJEELING-734101

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Date: 03.8.2022

### NOTICE

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#### **Programme Details:**

- Title: Certificate Programme in Banking, Finance, and Insurance (CPBFI)
- **Duration:** From **23.08.2022**–**06.10.2022** (100 hours)
- Mode: Offline

#### **Course Offerings:**

- Course 1: Managing Self SwaRoop
- **Course 2: Communication and Workplace Skills**
- Course 3: Overview of Retail Banking
- **Course 4: Overview of Insurance**

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### <u>LIST OF STUDENTS ATTENDING $1^{ST}$ BATCH WITH THEIR RESULTS (06.09.2021-21.10.2021)</u>

To be eligible for certificates students need to have minimum 75% attendance AND minimum 50% scores in online assessments.

- If a student gets more than 50% marks, she get certificate even if attendance is lower than 75% but higher than 65%.
- If a student has more than 75% attendance, she gets a certificate even if marks are lower than 50% but higher than 40%.

Sl. no	BFS Batch Number	Display Name	Login ID	Attendance %	Percent POST	RESULT 2
1	303	Amisha Rai	BFS302210	Attenuance /6	1 ercent 1 OS1	FAIL
2	303	Amit Bamiki	BFS302211	9.52	,	FAIL
3	303	Anisha Rai	BFS302212	59.52		FAIL
4	303	Anupa Chettri	BFS302213	76.19	41.00	PASS
5	303	Arjoo Gajmer	BFS302214	45.24		FAIL
6	303	Bhawani Mukhia	BFS302215	54.76	58.00	FAIL
7	303	Bijeta Rai	BFS302216	45.24	-	FAIL
8	303	Bikram Chhetri	BFS302217			FAIL
9	303	Bishaka Tamang	BFS302218	16.67		FAIL
10	303	Chandana Tamang	BFS302219	61.90	1.00	FAIL
11	303	Debika Adhikari	BFS302220	26.19		FAIL
12	303	Dihang Limbu	BFS302221	30.95		FAIL
13	303	Diki Lhamu Tamang	BFS302222	11.90		FAIL
14	303	Dipeshna Sharma	BFS302223	26.19		FAIL
15	303	Dipshika Rai	BFS302224	4.76		FAIL
16	303	Esha Lowagun	BFS302225	35.71		FAIL
17	303	Hitesh Rai	BFS302226	2.38		FAIL
18	303	Ishnita Tamang	BFS302227	4.76		FAIL
19	303	Jasoda Pradhan	BFS302228	92.86	80.00	PASS
20	303	Joyita Ghorai	BFS302229	95.24	73.00	PASS
21	303	Kriti Subba	BFS302230	80.95	17.00	FAIL
22	303	Lakpa Diki Sherpa	BFS302231	23.81		FAIL



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42         303         Rithik Tamang         BFS302251         52.38         FAIL           43         303         Ritu Tamangv         BFS302252         FAIL           44         303         Riya Gurung         BFS302253         61.90         68.00         FAIL           45         303         Salma Khatoon         BFS302254         92.86         80.00         PASS           46         303         Sandeep Tamang         BFS302255         FAIL           47         303         Sangam Limbu         BFS302256         FAIL           48         303         Santi         BFS302257         4.76         FAIL           49         303         Sayujya Rai         BFS302258         16.67         FAIL           50         303         Shahil Ansari         BFS302259         16.67         FAIL           51         303         Shankar Chettri         BFS302260         7.14         FAIL	40	303	Reena Subba	BFS302249	38.10		FAIL
42       303       Rithik Tamang       BFS302251       52.38       FAIL         43       303       Ritu Tamangy       BFS302252       FAIL         44       303       Riya Gurung       BFS302253       61.90       68.00       FAIL         45       303       Salma Khatoon       BFS302254       92.86       80.00       PASS         46       303       Sandeep Tamang       BFS302255       FAIL         47       303       Sangam Limbu       BFS302256       FAIL         48       303       Santi       BFS302257       4.76       FAIL         49       303       Sayujya Rai       BFS302258       16.67       FAIL         50       303       Shahil Ansari       BFS302259       16.67       FAIL         51       303       Shankar Chettri       BFS302260       7.14       FAIL	41	303	Reshub Mangar	BFS302250	38.10		FAIL
43       303       Ritu Tamangv       BFS302252       FAIL         44       303       Riya Gurung       BFS302253       61.90       68.00       FAIL         45       303       Salma Khatoon       BFS302254       92.86       80.00       PASS         46       303       Sandeep Tamang       BFS302255       FAIL         47       303       Sangam Limbu       BFS302256       FAIL         48       303       Santi       BFS302257       4.76       FAIL         49       303       Sayujya Rai       BFS302258       16.67       FAIL         50       303       Shahil Ansari       BFS302259       16.67       FAIL         51       303       Shankar Chettri       BFS302260       7.14       FAIL	42	303		BFS302251	52.38		FAIL
45         303         Salma Khatoon         BFS302254         92.86         80.00         PASS           46         303         Sandeep Tamang         BFS302255         FAIL           47         303         Sangam Limbu         BFS302256         FAIL           48         303         Santi         BFS302257         4.76         FAIL           49         303         Sayujya Rai         BFS302258         16.67         FAIL           50         303         Shahil Ansari         BFS302259         16.67         FAIL           51         303         Shankar Chettri         BFS302260         7.14         FAIL	43	303		BFS302252			FAIL
45       303       Salma Khatoon       BFS302254       92.86       80.00       PASS         46       303       Sandeep Tamang       BFS302255       FAIL         47       303       Sangam Limbu       BFS302256       FAIL         48       303       Santi       BFS302257       4.76       FAIL         49       303       Sayujya Rai       BFS302258       16.67       FAIL         50       303       Shahil Ansari       BFS302259       16.67       FAIL         51       303       Shankar Chettri       BFS302260       7.14       FAIL	44	303	Riya Gurung	BFS302253	61.90	68.00	FAIL
46       303       Sandeep Tamang       BFS302255       FAIL         47       303       Sangam Limbu       BFS302256       FAIL         48       303       Santi       BFS302257       4.76       FAIL         49       303       Sayujya Rai       BFS302258       16.67       FAIL         50       303       Shahil Ansari       BFS302259       16.67       FAIL         51       303       Shankar Chettri       BFS302260       7.14       FAIL	45	303		BFS302254	92.86	80.00	PASS
47       303       Sangam Limbu       BFS302256       FAIL         48       303       Santi       BFS302257       4.76       FAIL         49       303       Sayujya Rai       BFS302258       16.67       FAIL         50       303       Shahil Ansari       BFS302259       16.67       FAIL         51       303       Shankar Chettri       BFS302260       7.14       FAIL	46					,	
48       303       Santi       BFS302257       4.76       FAIL         49       303       Sayujya Rai       BFS302258       16.67       FAIL         50       303       Shahil Ansari       BFS302259       16.67       FAIL         51       303       Shankar Chettri       BFS302260       7.14       FAIL	47						
49       303       Sayujya Rai       BFS302258       16.67       FAIL         50       303       Shahil Ansari       BFS302259       16.67       FAIL         51       303       Shankar Chettri       BFS302260       7.14       FAIL	48				4.76	_	
50         303         Shahil Ansari         BFS302259         16.67         FAIL           51         303         Shankar Chettri         BFS302260         7.14         FAIL	49						
51         303         Shankar Chettri         BFS302260         7.14         FAIL	50						
	51					-	
	52	303	Shreya Barman	BFS302261	35.71		FAIL



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## <u>LIST OF STUDENTS ATTENDING $2^{ND}$ BATCH WITH THEIR RESULTS (23.08.2022 - 06.10.2022)</u>

To be eligible for certificates students need to have minimum 75% attendance AND minimum 50% scores in online assessments.

- If a student gets more than 50% marks, she get certificate even if attendance is lower than 75% but higher than 65%.
- If a student has more than 75% attendance, she gets a certificate even if marks are lower than 50% but higher than 40%.
- As you are aware we issue a joint "certificate of completion" and hence adherence to both criteria is important.

Sl. no	BFS Batch Number	Display Name	Login ID	Attendance %	Percent POST	RESULT 2
1	545	Aachal Pradhan	BFS314060	90.48		FAIL
2	545	Abinay Chettri	BFS314061	100.00	67.00	PASS
3	545	Aditya Pradhan	BFS314062	71.43	62.00	PASS
4	545	Aditya Rai	BFS314063	4.76		FAIL
5	545	Akil Gurung	BFS314064	85.71	58.00	PASS
6	545	Akriti Sharma Khanal	BFS314065	90.48	53.00	PASS
7	545	Alpha Mangar	BFS314066	28.57		FAIL
8	545	Anjali Sharma	BFS314067	100.00	43.00	PASS
9	545	Anurag Chettri	BFS314068	85.71	69.00	PASS
10	545	Awesh Rai	BFS314069	23.81		FAIL
11	545	Azad Khan	BFS314070	9.52		FAIL
12	545	Bhumika Chettri	BFS314071	57.14	49.00	FAIL
13	545	Bikram Prasad	BFS314072			FAIL
14	545	Ghyal Tshering Sherpa	BFS314073	52.38		FAIL
15	545	Madan Tamang	BFS314074	71.43	47.00	PASS
16	545	Mandira Sarkar	BFS314075	52.38		FAIL
17	545	Manoj Kumar Ram	BFS314076	52.38	20.00	FAIL
18	545	Manshi Rai	BFS314077	85.71	21.00	FAIL
19	545	Meena Kumari Karki	BFS314078	4.76		FAIL
20	545	Muskan Ahmed	BFS314079	4.76		FAIL



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21	545	Namit Rai	BFS314080	52.38	38.00	FAIL
22	545	Neha Gurung	BFS314081	90.48	63.00	PASS
23	545	Nima Lakki Tamang	BFS314082	61.90	52.00	FAIL
24	545	Nishal Sharma	BFS314083	42.86	11.00	FAIL
25	545	Nishant Ghatani	BFS314084	95.24	41.00	PASS
26	545	Passang Dupchen Tamang	BFS314085	71.43	42.00	FAIL
27	545	Pema Dorjay Bomzon	BFS314086	66.67		FAIL
28	545	Phuchung Sherpa	BFS314087	85.71	56.00	PASS
29	545	Prabin Tamang	BFS314088	90.48	60.00	PASS
30	545	Pranita Limbu	BFS314089	28.57		FAIL
31	545	Prashant Rai	BFS314090	61.90	52.00	FAIL
32	545	Pratham Lakandri	BFS314091	85.71	69.00	PASS
33	545	Rahul Kumar Sah	BFS314092	85.71	69.00	PASS
34	545	Rahul Prasad	BFS314093	100.00	54.00	PASS
35	545	Ritik Prasad	BFS314094	61.90	58.00	FAIL
36	545	Riwash Rana	BFS314095	33.33	46.00	FAIL
37	545	Riya Yonzon	BFS314096	33.33		FAIL
38	545	Roshika Chettri	BFS314097	85.71		FAIL
39	545	Rushil Gurung	BFS314098	100.00	67.00	PASS
40	545	Sabnam Bano	BFS314099	100.00	61.00	PASS
41	545	Sagar Sarwan	BFS314100	95.24	57.00	PASS
42	545	Sangay Tamang	BFS314101	23.81		FAIL
43	545	Sangay Wangdak	BFS314102	90.48	5.00	FAIL
44	545	Sanker Rasaily	BFS314103	95.24	61.00	PASS
45	545	Satyendra Rai	BFS314104	52.38	50.00	FAIL
46	545	Sewang Rai	BFS314105	42.86	31.00	FAIL
47	545	Shahnawaz Sheikh	BFS314106	85.71	63.00	PASS
48	545	Sharup Chettri	BFS314107	66.67		FAIL
49	545	Sneha Mandal	BFS314108	71.43	51.00	PASS
50	545	Sonam Bordoloi	BFS314109	23.81	20.00	FAIL
51	545	Soumi Chakraborty	BFS314110	80.95	39.00	FAIL
52	545	Subam Chhetri	BFS314111	80.95	48.00	PASS
53	545	Suvektsha Pokhrel	BFS314112	11.42	<del>.</del>	FAIL
54	545	Urvashi Raj Gupta	BFS314113			FAIL



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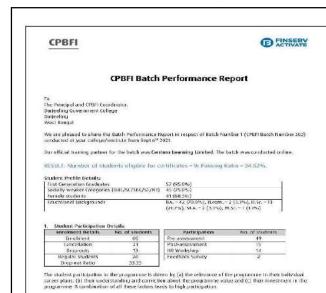


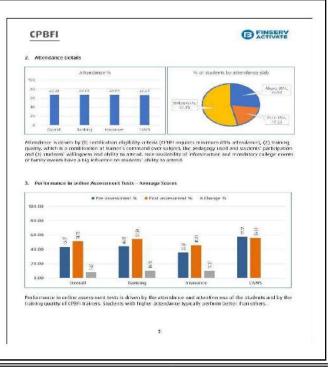
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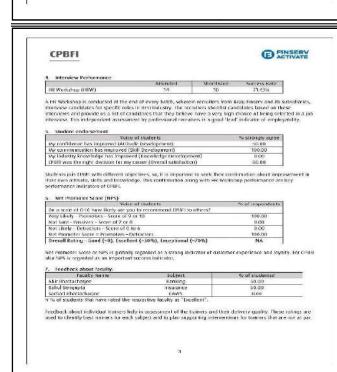
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### PERFORMANCE REPORT OF 1ST BATCH OF CPBFI











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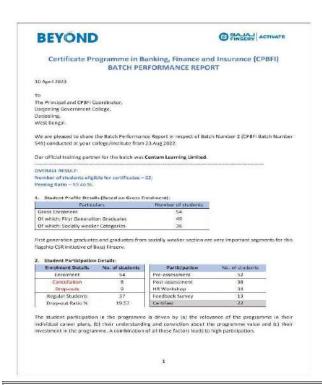


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### PERFORMANCE REPORT OF 2<sup>ND</sup> BATCH OF CPBFI



Attendance Details	ATCH PERFORN			
Course	Attendance %	Attendance Slab	% of students	
Overview of Retail Banking Overview of Insurance	92.66 78.92	8elow 65% 65 – 75%	18.92	1
Detroited of Insurance	78.92	75 - 85%	5.41	-
Norkolace Scills	7,0,00			1
		Above 85%	59.46	
Youd	81.08	Total	4 100.00	
Course Name	Scores before	Scores after training	ng Improveme	
Course Name	CONTRACTOR CONTRACTOR	Scores after training	ng Improveme	110
	training		A CONTRACTOR	17
Course Name.  Overview of Retail Banking  Overview of Insurance	CONTRACTOR CONTRACTOR	Scores after training	8.83 4.14	***
Overview of Retail Banking Overview of Insurance Communication and	training S0.08	58.91	8.83	
Overview of Retail Banking Overview of Insurance Communication and Morkplace skills	training SCLDB 37.81 45.47	58.91 41.95 52.03	8.83 4.14 6.56	
Overview of Retail Banking Overview of Insurance Communication and	training SC.DB 37.81 45.47 44.25	58.91 41.95 52.03 50.75	8.83 4.14 6.56 6.90	
Overview of Retail Banking Overview of Insurance Communication and Workplace skills Total	training SCLDB 37.81 45.47 44.25 44.25 actests is diven by the	58.91 41.95 52.03 50.75 Strong and attents her attendance typically	8.83 4.14 6.56 6.50	and by
Overview of Retail Banking	training S0.08	58.91	8.83	

BEYOND BEALAN ACTIVATE

Certificate Programme in Banking, Finance and Insurance (CPBFI)
BATCH PERFORMANCE REPORT

Voice of students	% strongly agree
My confidence has improved (Attitude Development)	61.54
My communication has improved (Skill Development)	69.23
My industry knowledge has improved (Knowledge Development)	46.15
CPBFI was the right decision for my career (Overall satisfaction)	69.23

Students join CPBP with different objectives, so, it is important to seek their confirmation about improvement in their own attitude, skiels and knowledge. This confirmation along with HR Workshop performance set by performance indication of CPBPI.

Voice of students	% of respondents
On a scale of 0-10 how likely are you to recommend CPBFI to others?	
Very Likely - Promoters - Score of 9 or 10	76.92
Not Likely - Detractors - Score of 6 to 6	0.00
Net Promoter Score = Promoters - Detractors	76.92
Overall Rating - Good (>0), Excellent (>50%), Exceptional (>70%)	Exceptional

Not Promoter Score or NPS is globally regarded as a strong indicator of customer experience and loyalty. For CPSFI also NPS is regarded as an important success indicator.

#### 8. Feechack about faculty:

Faculty Name	Subject	% of students#
ABIR BHATTACHARJEE	Banking	76.92
RAHUL SENGUPTA	Insurance	61.54
ASMITA SEN GUPTA	CAWS	61.54

Feedback about individual trainers help in assessment of the trainers and their delivery quality. These ratings are used to identify best trainers for each subject and to plan supporting interventions for trainers that are not at part.

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Certificate Programme in Banking, Finance and Insurance (CPBFI)
BATCH PERFORMANCE REPORT

We are pleased to note that more than half the students, that provided feedback, 'strongly' agree that pinning CPBB' was a right decision.
 The students have given good feedback to all the faculties.

We place on record our appreciation for the efforts put in by the coordinator Prof. PRAJAWAL PRACHAN, and other staff in making the batch successful. Overall, wome of the students have sincerely completed the program and performed well and we are confident, every one of them has a successful career shaked? Thank youl!

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