



Centum Learning to Train Punjab National Bank Employees

New Delhi, 6th August'12: Centum Learning, a leading training and development multinational organization, has signed a contract with a major public sector undertaking, Punjab National Bank (PNB) to provide training to 30,000 employees across the country.

Centum Learning will conduct a customer service sensitisation programme for a period of 10 months to improve the customer service levels in nearly 65 circles comprising a total of 5,247 branches spread across the country. With more than 1,000 certified trainers, Centum Learning will roll out the programme simultaneously across all circles. It will conduct about 1,000 batches with each batch training 30 employees. The programme will engage both external and internal customer-facing employees at various levels, including branch managers as well.

Speaking on the announcement Mr. Sanjeev Duggal, CEO & Director, Centum Learning Limited said, "Centum Learning has been selected for a countrywide contract in the area of customer service for PNB, which involves providing an effective training solution for 25,000 to 30,000 front line employees working in various customer service branches in the bank. Besides, helping staff communicate better with customers, it will also enhance team bonding between officers, clerical staff and sub-staff. The programme will equip the workforce with the necessary soft-skills to better serve the Bank's customers."

The programme would focus on necessary soft-skills required to better serve the Bank's end-customers, through initiating a set of actions around external customer service and putting an effective coordination mechanism in place for internal customers while ensuring consistent quality and uniform messaging. Centum Learning will design the content in consultation with PNB. It will conduct the programme through instructor-led-training mode while developing appropriate methodologies to monitor impact of the training solution.

In the BFSI sector, Centum Learning has already been working with many other companies of repute like American Express, Deutsche Bank, HSBC, Axis Bank, Bajaj Finance, UCO Bank, Allahabad Bank.

About Centum Learning Limited www.centumlearning.com

Centum Learning, with more than 1000 learning & development specialists, provides end-to-end training and skill-building solutions to 350 global firms, central and state ministries, PSUs across 20 countries. Its training solutions aim at enhancing productivity and business outcomes.

Centum Learning has set up more than 278 learning centres in rural and urban locations to provide employability skills to youth in tandem with industry requirements to enable sustainable transformation. In the skill building domain, in association with National Skill Development



Corporation, it has also established Centum WorkSkills India Limited to skill 1.2 crore people and make them employable by providing livelihood opportunities.

Centum Learning's accomplishments in training & skill building have been recognized in several domestic and global platforms.

Incase of further queries, please contact

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