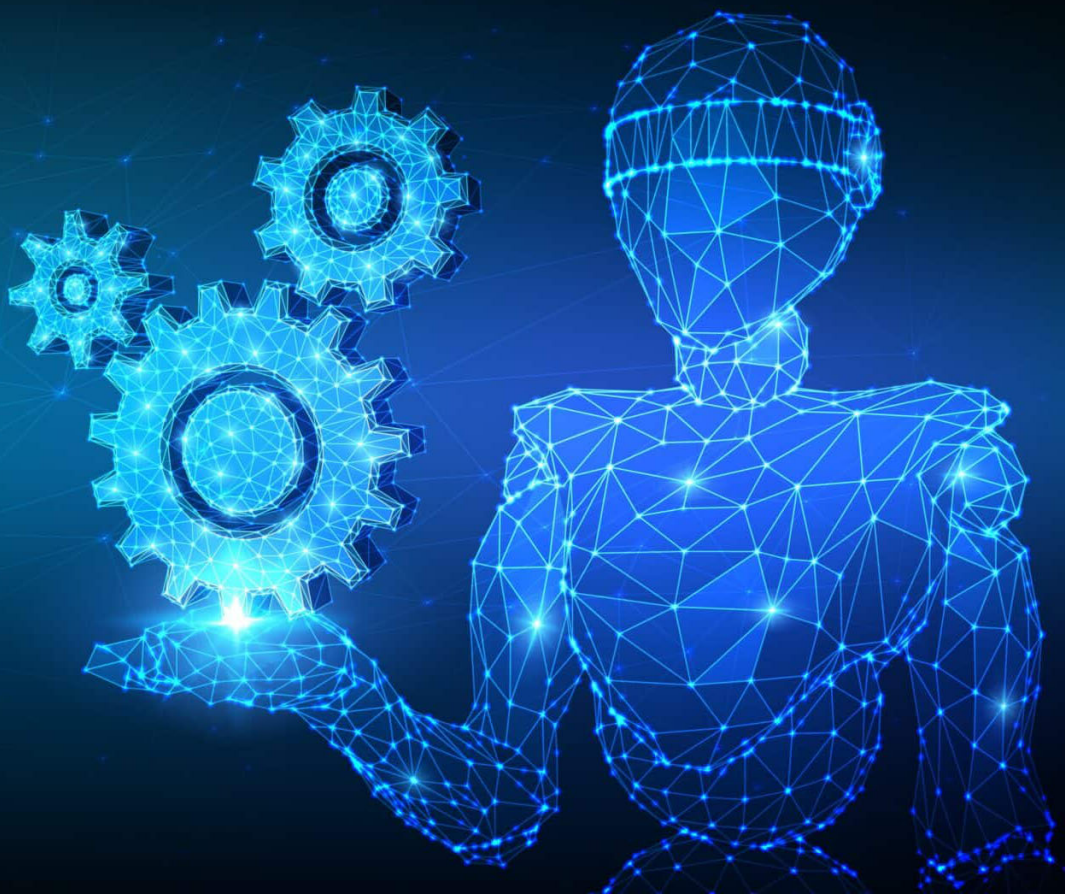


Programme on

# INTELLIGENT PROCESS AUTOMATION

Programme Coordinators: **Dr. Mridula Verma**

**NOVEMBER 24 - 28, 2025**



INSTITUTE FOR DEVELOPMENT AND RESEARCH IN  
BANKING TECHNOLOGY, HYDERABAD  
(ESTABLISHED BY RESERVE BANK OF INDIA)



## Introduction

The financial landscape is changing with FinTech and start-ups that are highly agile and cloud-enabled putting enormous pressure on FIs to transform their business models and at the same time drive cost efficiency, customer-centricity, trust and compliance. Artificial Intelligence (AI) is now seen as a catalyst in digital transformation, creating new operating models and customer experiences amid shifting competitive dynamics. Intelligent Automation for FSIs is a new bundled offering that consists of 'RPA + AI' enabling customers in banking, capital markets, and insurance to accelerate their digital transformation. Today many FSIs are investing in innovation and are working on ways to include RPA with machine learning, virtual agents (bots), cognitive services and analytics. Their role has been to improve process efficiency, drive workplace productivity and lower costs. There is a growing need for a much more holistic approach, one where RPA and AI combine to drive better employee and customer experiences. Thus, it is a must for Financial and Banking institutions that they know what they can deploy now and understand future challenges. This will allow them to work toward redesigning their businesses. This program is one step in this direction.

## Objectives

- ★ To make the participants aware of the basic ML pipeline and the set of practices that aims to deploy and maintain machine learning models reliable and efficient.
- ★ To present emerging use cases of AI/ML in BFSI, such as RPA, Digital and Cognitive Agents, and Machine-based Process Execution along with the technological factors and concepts behind them.

## Contents

- ★ Introduction
- ★ Automated Document Analytics
  - Cognitive Document Understanding
  - AI/ML based computer vision technologies for enhanced OCR
  - Intelligent Character Recognition with Multilingual support
  - Intelligent document search / summarization
  - Text-based Risk Prediction
- ★ Multilingual Audio-visual Chatbots
  - Automatic speech recognition (ASR) and synthesis (ASS)
  - Multilingual Support for Chatbots
  - AI/ML for Natural Language engines for better service & insights
  - Intelligent response generator for bots - ChatGPT
  - Context-aware query understanding
  - Self-learning Chatbots for reduced human intervention
- ★ Cybernetics
  - Control Systems
  - Robotics
  - Detection of Threats and Security Enhancements

## Who can Participate?

Officials from IT Divisions of Banks and Financial Institutions, who are involved in projects related to Digital Banking and innovations.

## End Use

Participants will have a better understanding of key factors of advanced machine learning, and various Banking use cases related to process automation.

## Programme Coordinators

★ **Dr. Mridula Verma**, Assistant Professor ([vmridula@idrbt.ac.in](mailto:vmridula@idrbt.ac.in))

## Fee Details

Domestic Participants from:

- ★ RRBs & Coop. Banks : Rs. 50,000/- + Applicable GST
- ★ All other Banks & FIs : Rs. 65,000/- + Applicable GST

The fees for the programme can be remitted through NEFT and the bank account details for fee payment are here under:

Account Name	: IDRBT
Bank	: Axis Bank Limited
Branch	: Humayun Nagar (Mehdipatnam Ring Road) Branch, Hyderabad
Account Number	: 426010100018823
IFSC Code	: UTIB0000426
GSTIN	: 36AAAAI0204K1Z4.

## Nominations

Nominations should be sent to us latest by **NOVEMBER 07, 2025** by email to [hunar@idrbt.ac.in](mailto:hunar@idrbt.ac.in). **Please note that no nominations will be accepted after this date.** This measure is envisaged to further improve the quality and learning outcomes of the programmes based on participants' profile and requirements.

While nominating, please provide the details of the participants (Name, Designation, Bank, Mobile No / Phone No., email address) along with the nominating authority details (Name, Designation, Bank, Mobile No / Phone No., email address, Fee billing address, GST No. of the bank).

## Accommodation

Participants will be provided Air Conditioned Single Occupancy accommodation in IDRBT, Hyderabad, with all cafeteria facilities. The Participants can check-in on the evening of the day before the commencement of the programme and can check-out after completion of the programme on the same day (or) in the morning of the next day of the programme.

## Contact Us

Please contact our Programme Office for organizing Customized Programmes and/or any other queries related to programmes at [hunar@idrbt.ac.in](mailto:hunar@idrbt.ac.in) or call us on **040 2329 4121/61/63/64/65**.



### Forthcoming Programmes of November 2025

S. No.	Programme	Date	Coordinator
1.	Blockchain for CBDC and Beyond	10 - 14	Dr. Susmita Mandal
2.	Customer Identity and Digital Personal Data Protection Compliance for Banks and Financial Institutions	12 - 14	Dr. V. N. Sastry
3.	Advanced AI/ML in Banking	17 - 21	Dr. V. Ravi
4.	Intelligent Process Automation	24 - 28	Dr. Mridula Verma
5.	Data Privacy and Cloud Security	24 - 28	Dr. P. Syam Kumar Dr. Susmita Mandal
6.	Cyber Security for IS Auditors - Level 1	26 - 28	Dr. V. Radha Dr. Susmita Mandal

Please visit our website for more details on programmes at  
<https://www.idrbt.ac.in/executive-development-programmes/>