

RBI Governor asks IDRBT to focus on digital fraud mitigation and banker training

“Operational workflows need to be strengthened for portability and user ownership of their information,” RBI Governor Malhotra said

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Reserve Bank of India (RBI) Governor Sanjay Malhotra | Photo Credit: PTI

[Reserve Bank of India \(RBI\)](#) Governor Sanjay Malhotra has asked the Institute for Development and Research in [Banking](#) Technology (IDRBT) to focus on developing technologies in applied aspects of banking, prioritising security and ease of use for end customers.

“Operational workflows need to be strengthened for portability and user ownership of their information,” he said. The [Hyderabad](#)-based institute was established by the RBI.

Malhotra, who visited the institute’s campus here on Thursday, asked the employees to work on building an efficient strategy to mitigate and minimise digital frauds to help maintain the trust of the general public in the digital banking space.

He said that there was a huge requirement for training bankers to make them IT ready to work in a digital work environment. “The training effort has to be scaled up in a diversified mode of delivery on-campus, online etc to meet such needs,” an IDRBT statement said, quoting the RBI Governor.

He emphasised that in the evolving technology landscape and changing requirements of the banking sector, the institute needs to strategise for scalability and impact to fulfil the sectoral needs.