

IMPORTANT DATE

Registration Starts : 11th November 2025
Last Date of Registration : 15th November 2025

NO REGISTRATION FEE

Registration Link: <https://forms.gle/BZsHtmJzi9x27H4k9>

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A Banking Conclave
on

THE HUMAN FACE OF INDIAN BANKING:

Balancing Technology with Trust & Empathy

21 & 22 Nov 2025



ASTHA
School of Management
NAAC Accredited
www.asthaeducation.in



About The Institute:

Established in 2008, ASTHA School of Management is a NAAC Accredited & ISO 9001 :2015 Certified B –School in the State of Odisha. This Institute is approved by All India Council for Technical Education (AICTE), Govt. of India & affiliated to Biju Patnaik University of Technology (BPUT), Odisha. It offers a two-year full-time MBA program & is recognized for its modern educational framework. The institute transforms students into industry-ready professionals. ASTHA excels in teaching-learning process, training, innovation, and outreach activities, fostering entrepreneurial spirit through its Business Incubation Cell. Facilitating 50 successful entrepreneurs within a decade, the institute integrates experiential learning, competency-building programs, and value-added courses. Awarded the Best Academic Institution and other accolades, ASTHA also prioritizes universal human values, shaping socially responsible leaders and contributing to management education in Odisha.

Overview:

The Indian banking system is rapidly transforming through digital innovation, automation, and artificial intelligence. While technology enhances efficiency and convenience, it must coexist with the human values of trust, empathy, and relationship-building. Banking is not merely transactional—it is emotional and inclusive, especially in a diverse nation like India. The real challenge lies in balancing automation with compassion to ensure customer satisfaction and financial inclusion. The future of Indian banking depends on harmonizing technology with human touch, creating a system that is efficient, ethical, and empathetic—truly reflecting the human face of modern banking.

Objectives:

- To explore how the Indian banking system is integrating digital technology while maintaining human values of trust, care, and relationship-building.
- To analyze the impact of automation, AI, and digital platforms on customer experience, employee engagement, and service delivery.
- To understand the importance of empathy, ethics, and emotional intelligence in enhancing customer trust in the digital banking ecosystem.
- To examine the initiatives taken by Indian banks to promote financial inclusion, literacy, and social responsibility through technology.

Outcomes:

- The conclave will encourage the participants to be more aware about the banking system & norms for fraud-free environment.
- Participants will gain deeper insights into how Indian banks can integrate empathy, ethics, and human values into digital banking.
- The conclave will enable participants to explore strategies for balancing automation, AI, and digital transformation with customer trust, emotional intelligence, and personalized service delivery.
- The discussions will result in actionable recommendations for policymakers, bankers, and financial institutions to strengthen human connections in a technology-driven banking ecosystem.

Sub themes :

- Cyber security & Data Privacy
- Financial Inclusion
- Fintech
- Ethical Banking
- Upskilling Human Workforce
- Redesigning customer experience with human Touch

Program Details:

Day 1 : 21 November 2025

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|-------------------|---|
| 2.00 PM - 2.30 PM | : Registration |
| 2.30 PM - 4.00 PM | : Inauguration and Address by Chief Guest / Keynote Speaker |
| 4.00 PM - 5.30 PM | : Poster Presentation and Exhibition by Students |
| 5.30 PM | : Closure of the Session followed by National Anthem |

Day 2 : 22 November 2025

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|---------------------|---|
| 10.30 AM - 12.00 PM | : Symposium on Ethics & Empathy in Banking: Innovation Crafting a Responsive Digital Future |
| 12.00 PM - 12.15 PM | : TEA BREAK |
| 12.15 PM - 1.30 PM | : Panel Discussion on “Trust, Transparency and Technologies: Rebuilding Human Relationships in Banking” |
| 1.30 PM – 2.30 PM | : Valediction, Certificate Distribution & Closure of the session |