

# Canara Bank forays into paperless banking; launches first digital branch in Bengaluru

ANIL URS

PRINT · T+

Share

Share 2

**Bengaluru, July 27:** Canara Bank, which has set an ambitious target of moving to 'paperless' futuristic banking, launched its first 'Digital Banking Branch' at Spencer Towers in MG Road, Bengaluru.

Titled 'CANDI', the branch will provide an end-to-end digital experience to customers. The bank, as part of the run-up to its digital foray, has introduced customer-friendly mobile apps which help customers get most of the information related to their accounts from the app without the need to visit the branch.

The most attractive feature of the Digital Branch is a humanoid robot that addresses basic queries of customers on banking products and services. This is a first-of-its kind initiative by a public sector bank in the country.

"The bank is in the process of re-inventing branch strategy and moving towards more digitisation and self-service channels," said MG Ajayan, GM-IT & CIO of Canara Bank.

"The bank, to push its digital agenda, has equipped itself with a suite of next-generation banking tools which use advanced technology to streamline services and improve efficiency," he said.

The tools and devices include Customer On-Board Application which facilitates instant opening of Savings Bank account by the customer himself using fingerprint/ IRIS authentication, printing of personalised debit card, cheque book, mobile/ Internet banking registration, generation of e-Passheet and issuance of virtual welcome kit.

There is an app-based token and queue management system to facilitate paperless appointment system using cloud technology and Digital Challan to facilitate filling up challans digitally by customers at their own convenience for services like cash deposit, fund transfer and cheque clearing. There is a Digital Feedback System to get feedback from customers on the services availed by them and video banking to facilitate interaction with remote-site Subject Matter Experts on various categories of retail loans and corporate advances. The branch works from 8 am to 8 pm on business working days.

There is also an interactive touchscreen-based 'Touch Banking' to enable the customers understand banking products like car loan, home loan, education loan, mutual fund, life/health insurance and apply online for the products.

(This article was published in the Business Line print edition dated July 28, 2017)