



Digital Financial Services

The Digital Financial Services course looks at how postal operators can play an important role in providing digital financial services to the customers under the digital financial ecosystem, which business models should be made and offered to the customers. Through Case studies, presentations by leading experts in the industry, group exercises, and sharing of best practices the participants will be given a thorough overview on issues involved with initiating and leading the digital financial services by the postal operators.

Role of Postal networks in DFS	Analysis	New Ways of Posts to involve in DFS ecosystem
DFS Business Model	DFS Strategy Formulation	Challenges and Opportunities of Posts in DFS
DFS Case Studies	Exercises	UPU Strategy
Harnessing capabilities	Sharing Experience from outside	DFS Policies and Practices



Ms Padmagandha Mishra, who joined APPC in 2019, will be the Course Director for the DFS course. With a background in India Post she has vast experience working in the operations as well as in Policy making in national and international postal sector. Before joining APPC she was working in India Post as Director International Relations and Global Business. She has very good knowledge of UPU, APPU and other multilateral organisations.

