



22<sup>ND</sup>  
elets  
**NBFC 100**  
**TECH SUMMIT**  
12 June 2026 | New Delhi

India's **Biggest** and  
**Longest-Running**  
NBFC  
Congregation

Catalyzing India's Digital Credit Revolution



DRAFT  
**AGENDA**

## Timings

## Session Flow

08:15 AM - 09:00 AM

Registration

9:15 AM - 9:30 AM

Welcome Address by **Dr. Ravi Gupta**, Founder & CEO, Elets Technomedia & Editor-in-Chief, The Banking & Finance Post Magazine

Lamp Lighting & Launch of "The Banking & Finance Post" Magazine

09:30 AM - 09:40 AM

Keynote Address

09:40 AM - 10:20 AM

**Inaugural Panel Discussion**

Topic: The Future of NBFCs in India: Driving Digital Credit, Financial Inclusion & Technology Growth

As India's digital financial ecosystem rapidly evolves, NBFCs are playing a transformative role in expanding credit access, driving financial inclusion, and enabling technology-led lending innovation. This session will explore how NBFCs are leveraging AI, digital infrastructure, fintech partnerships, and customer-centric models to build agile, resilient, and future-ready lending ecosystems while balancing growth, compliance, and trust. financial institutions

10:20 AM - 10:35 AM

**Case Study Presentation**

10:35 AM - 11:15 AM

**Panel Discussion**

Topic: AI-First NBFCs: Unlocking the Next Decade of Intelligent Automation

AI is rapidly transforming the NBFC landscape by enabling smarter underwriting, faster decision-making, intelligent collections, and enhanced customer experiences. As NBFCs embrace GenAI, Agentic AI, predictive analytics, and automation at scale, the focus is shifting toward building agile, data-driven, and future-ready lending ecosystems. This session will explore how AI-powered innovation is reshaping operations, risk management, fraud prevention, and digital lending while ensuring governance, compliance, and responsible AI adoption.

**11:15 AM – 11:35 AM** Coffee & Networking Break**11:35 AM – 12:15 PM****Panel Discussion**

## Next-Gen Digital Lending: Seamless Onboarding, Smart KYC &amp; Intelligent Collections

Digital lending is evolving rapidly with the rise of AI, automation, APIs, and digital identity frameworks that are transforming the customer journey from onboarding to collections. NBFCs are increasingly focusing on creating frictionless, secure, and customer-centric lending experiences through smart KYC, intelligent collections, and integrated digital ecosystems. This session will explore how next-generation technologies are enabling faster credit delivery, operational efficiency, and enhanced customer engagement while ensuring compliance and data security.

**12:15 PM – 12:30 PM****Case Study Presentation****12:30 PM – 12:45 PM****Case Study Presentation****12:45 PM – 01:25 PM****Panel Discussion**

## Financial Inclusion 2.0: Expanding Digital Credit for MSMEs, Affordable Housing &amp; Bharat

Financial inclusion in India is entering a new phase driven by digital lending, alternative data, and technology-led credit models that are expanding access to underserved segments across MSMEs, affordable housing, and Bharat. As NBFCs and MFIs play a critical role in bridging the credit gap, the focus is shifting toward building scalable, sustainable, and impact-driven lending ecosystems. This session will explore how innovation, data intelligence, and inclusive finance models are unlocking growth opportunities while driving profitability and economic empowerment.

**01:25 PM – 02:10 PM****Networking Lunch & Expo Walkthrough****02:10 PM – 02:50 PM****Panel Discussion**

## UPI, Digital Public Infrastructure &amp; the Future of Intelligent Payments Ecosystems

India's digital payments ecosystem is entering a transformative phase powered by UPI, Digital Public Infrastructure (DPI), AI-driven innovation, and embedded finance. From credit-on-UPI and conversational payments to Account Aggregator and OCEN-led lending frameworks, digital infrastructure is redefining how consumers and businesses access financial services. This session will explore the future of intelligent payments ecosystems and how NBFCs, fintechs, and financial institutions can leverage DPI to drive financial inclusion, secure digital transactions, and scalable innovation.

**02:50 PM – 03:05 PM****Case Study Presentation****03:05 PM – 03:20 PM****Case Study Presentation****03:20 PM – 03:40 PM****Triologue Session**

## Driving Agile &amp; Compliant NBFCs in the Era of Digital Transformation

As digital transformation reshapes the financial services landscape, NBFCs are striving to build agile, technology-driven, and compliant operating models that can adapt to evolving customer expectations and regulatory requirements. From AI governance and risk management to ecosystem collaboration and customer-centric innovation, the focus is on creating resilient and future-ready institutions. This session will explore how NBFCs can accelerate digital transformation while balancing innovation, compliance, operational efficiency, and trust.

**03:40 PM – 04:00 PM****Coffee & Networking Break**

**04:00 PM – 04:40 PM****Panel Discussion****Cybersecurity, DPDP Readiness & Digital Trust: Building Resilient NBFC Infrastructure**

As NBFCs accelerate digital transformation, AI-driven lending, and cloud adoption, cybersecurity, data privacy, and DPDP readiness have become strategic business priorities. From managing consent governance, RoPA, data discovery, and DSR rights to strengthening cyber resilience and fraud intelligence, financial institutions are increasingly focused on building secure, compliant, and trusted digital ecosystems. This session will explore how NBFCs can balance innovation with regulatory compliance while safeguarding customer data, strengthening governance frameworks, and enhancing digital trust in the AI era.

**04:40 PM – 05:15 PM****Panel Discussion****GenAI in Customer Experience: Humanising Digital Finance**

GenAI is redefining customer engagement in the financial sector by enabling hyper-personalised experiences, intelligent virtual assistants, and seamless omnichannel interactions. As NBFCs increasingly adopt AI-driven customer intelligence and predictive servicing, the focus is shifting toward building trust, loyalty, and human-centric digital experiences at scale. This session will explore how GenAI is transforming customer experience strategies while enhancing engagement, responsiveness, and brand value in the digital finance ecosystem.

**05:15 PM – 06:00 PM****Elets 11th NBFC Excellence Awards Ceremony****06:00 PM Onwards****Closing Note**