

Referance no/CRGB/Notice- /2023

Dt. 10.01.2023

## **NOTICE**

**कॉर्पोरेट बीसी के रूप में नियुक्ति के लिए निमंत्रण**

### **Invitation for appointment as Corporate BC**

वर्तमान में हमारे बैंक की कुल 613 शाखाएं कार्यरत है जिसमे से 490 शाखाएं ग्रामीण क्षेत्रों में स्थित है और वित्तीय समावेशन योजना के आबंटित गावों में सीधे बैंकिंग सेवायें प्रदान कर रही है। तथापि भारत सरकार, राज्य सरकार एवं प्रायोजित बैंक की नीतियों के तहत दूरस्थ ग्रामों जो बैंकिंग सुविधाओं से वंचित है उसमे BC की नियुक्ति कर बैंकिंग सुविधाएँ घर घर तक पहुँचाने के लिए बैंक ने नए कॉर्पोरेट BC नियुक्त करने का निर्णय लिया है ।

#### **Eligible entitles:**

- a) NGOs MFIs set up under Indian Societies/Trust Acts and Section 25 companies.
- b) Co-operative Societies registered under mutually aided Cooperative Societies/ Cooperative Societies Acts of States/ Multi State Cooperative Societies Act.
- c) Companies registered under the Indian Companies Act, with large and widespread retail outlets, excluding Non-Banking Financial Companies (NBFCs-Deposit taking). Preference to be given to companies whose network is largely in rural areas and are willing to cover the unbanked areas.

**Experience : All applicants should work experience Minimum 3 year in BC fields .**

#### **Selection Criteria of Corporate BCs:**

The selection will be done at Head office level covering the following aspects: -

1. BCs should be appointed, as approved by the sponsored bank.
2. Reputation, Market standing.
3. Financial soundness.
4. Management and Corporate Governance.
5. Cash handling ability.
6. Well established, significant rural presence, enjoying good reputation and confidence of the local people.
7. Should not be defaulter of any Bank./ Financial Institution.

8. Promoters should not feature in the CIBIL defaulter's listThe company should not be affiliated to any political party.
9. The organization / Directors / promoters should not have any criminal record. (Police verification must be arranged in respect of each applicant found suitable). The selection may however not be withheld for delay in receipt of the police verification (delay beyond 2 weeks).
10. Should not be owned or controlled by Director or officer/employee of the Bank or a relative having the same meaning under Section 6 of the Companies Act 1956 or such person(s). 'relative', with reference to any person, means anyone who is related to another, if-
  - they are members of a Hindu Undivided Family;
  - they are husband and wife; or
  - one person is related to the other in such manner as may be prescribed Vide Rule 4 of the Companies Specifications of Definitions Details) Rules, 2014 definition of Relative is further expanded as under: -

Father (including step-father)/ Mother (including step- mother) on (including step-son)/ Son's wife/ Daughter/ Daughter's husband/ Brother (including step-brother)/ Sister (including step-sister)

#### **Constitution of the Selection Committee:**

Corporate BC selected by Sponsor Bank will be engaged or Constituents of the Selection Committee for engagement of BCs will be as under:-

- a) During the selection process, it would be made clear to the selected entities that they/ their agents will render services to the Bank on contract basis with commission depending on work / performance and that there will be no employer-employee relationship between the Bank and the BC or its agents. Suitable clause to this effect is to be included in the Agreement with BC
- b) On selection, the BCs will be enrolled by the Chairman of the Committee and an agreement entered into with the Bank. The agreement will be signed by the Chairman of the Committee on behalf of the Bank and will contain the terms & conditions, commission, incentives, structure and such other details of the engagement. Apart from the agreement, an engagement letter is also to be exchanged with the BC and suitable fidelity/ secrecy under taking will be obtained from the BC

#### **Scope of Activities**

The scope of activities to be undertaken by the Business Correspondents will include:

- a) Opening of deposit accounts (BSBD accounts).
- b) Receipt and payment of small value deposits and withdrawals (not exceeding Rs.20,000/-) using kiosk based transactions, card-based Micro ATM

- c) Aadhar number seeding and capturing Finger Prints, on voluntary basis, of customers for DBT benefits and AEPS transactions.
- d) Transactions and AEPS transactions with customers' consent.
- e) Receipt and delivery of small value remittances to the accounts of beneficiaries viz., Inter-Bank and Intro Bank
- f) Acceptance of deposit in loan accounts
- g) Providing mini account statements and other account information.
- h) Printing of passbooks issued to customers
- i) Distribution of Coins and Bank Notes.
- j) Promoting, collecting forms and Enrolling customers under Social Security Schemes viz. PMJJBY, PMSBY and APY and 3rd party products.
- k) Cross selling activities viz. mutual funds, life insurance and general insurance products subject to SEBI and IRDA guidelines.
- l) Payment and Receipt in respect of e-Governance activities
- m) Railway Ticketing & bill payments using Bharat Bill Payment System
- n) Recovery of principal loan amount and interest thereon in respect of NPA accounts, only after complying with RBI instructions
- o) Any other service on behalf of the Bank duly authorized by the appropriate authority

The activities to be undertaken by the Business Correspondents would be within the normal course of the Bank's banking business, but conducted through and by the entities (Customer Service Points), at places other than the Bank's premises. The CSPs of Business Correspondents will be linked to an identified base branch which is called 'Link' Branch. The activities of the BCs / CSPs will be scrutinized by the bank as per laid down guidelines issued by the FI department from time to time.

KYC, AML norms and due diligence is to be ensured by the BCs/CSPs for strict compliance under BC model. However, the ultimate responsibility for KYC / AML, compliance and opening of the account continues to rest with the bank.

#### **Display at Kiosk Outlets**

Each Business Correspondent will install the uniform standard signage in the local language (vernacular), prescribed by Bank at customer service point (CSP) indicating their status as services provider for the Bank and displaying our logo, PMJDY logo, name of bank & contact details of the link branch.

Each kiosk outlet is also required to put up a signboard in the local language (vernacular) indicating telephone numbers of Banking Ombudsman and the fees for all services available at the kiosk outlet.

Apart from the above, every Kiosk Outlet will have to display the followings in their outlets for the information of public:

- a) List of products / services available at Kiosk Outlets
- b) Charges for various services to be recovered from



- c) List of Do's and Don'ts for customers
- d) List of Do's and Don'ts for CSPs
- e) Instructions regarding Rupay Card
- f) BC Certification acquired through Indian Institute of Banking & Finance (IIBF)
- g) Other display materials advised by Bank from time to time

### **Engagement of CSPs by Corporate BCs**

CSPs are identified and engaged by Corporate BCs with proper due diligence. Additional due diligence to be carried out by the bank official identified for the purpose. Though CSPs are engaged by BCs, a duly certified copy of agreement between BC and CSP may be obtained by Bank and kept in custody of official identified for the purpose. Bank will also ensure that a copy of Police Verification Report on each CSP being engaged is invariably obtained within stipulated timeline. Copies of BC/CSP agreement and Police Verification Report be kept as per following arrangement.

- a) BC/CSP agreement be kept at concerned CSP.
- b) A copy of BC/CSP agreement be kept with Link branch and also at DSHs
- c) Copy of Police Verification Report be kept with each entity viz
- d) BCs, CSPs, Link branch & DSHs

### **Agreement:**

The Standard Agreement, to be executed by the BCs and the Bank, have been finalized in consultation with the Law Department. In case of any deviation, the draft copy of Agreement should be vetted by Law department, before execution of the agreement to take care of the deviation or different State laws, if any. The relationship between Bank and BCs will be guided by Service Level Agreements (SLAs) to be executed with BCs and the SLAs will be aligned with other operative regulations guidelines.

### **Commission/ fees for engagement of BCs:**

- a) In line with RBI guidelines, the agreement with the BCs will specifically prohibit them from charging any fee from the customers directly for services rendered by them on behalf of the Bank.
- b) BCs will be given specific targets for the various products marketed by them and will be eligible for additional incentives for exceeding the targets. The structure of commission payable will be revised, periodically, based on experience gained and may be approved by Chairman/Board. The approved structure of commission is advised to all BCs, in case of any revision.

### **Cash Management:**

To have smooth functioning of the Bank and as a risk mitigation measure, our Bank has adopted BC Model, which undertakes all financial transactions using pre funded settlement accounts maintained by BCs with the Bank. In line with RBI guidelines for ensuring requirement of prefunding of Corporate BCs and BCs Agents, our Bank has designed t loan products namely "CRGB OD Product for Business Correspondents" and to provide additional funds to meet their day to day requirement, if BCs require. The cash management would be the responsibility of the BCs.

The BCs need to ensure that at no point of time, kiosk outlet operated by CSPs of BCs remains out of cash, and ensure that customers are given uninterrupted service. Similarly, adequate balance is to be maintained in the settlement account of the BC.

**Banking Outlets:**

In terms of RBI guidelines, all fixed-point service outlets manned by Business Correspondents, which fulfils the following criteria are to be classified as Banking Outlets:

Services of acceptance of deposits, encashment of cheques / cash withdrawal or lending of money are provided.

All applications (complete in all respect] submitted in sealed envelope super scribe as "**APPLICATION FOR EMPANELMENT OF (Name of Corporate BC )**" and must reach below address on or before **25<sup>th</sup> January 2023**. Application received after that will be rejected.

**GENERAL MANAGER (Administration),**

**CHHATTISGARH RAJYA GRAMIN BANK,**

**HEAD OFFICE, MAHADEOGHAT ROAD,**

**SUNDER NAGAR, RAIPUR (C.G.) - 492 013**

Bank reserves the right to reject any/ or all the applications without assigning any reasons whatsoever. Chhattisgarh Rajya Gramin Bank reserves the right to add/ remove in empanelment list if found that it in interest of Bank. All legal disputes between the parties shall be subject to the exclusive jurisdiction of the appropriate Courts situated at RAIPUR. Eligible applicants will be selected for empanelled and they have to enter in Pre contract agreement with bank.

Place : RAIPUR

Date : 10.01.2023

  
**GENERAL MANAGER (Administration)**