

NOTICE INVITING APPLICATION FOR POST OF BUSINESS CORRESPONDENT SUPERVISOR ON CONTRACTUAL BASIS

Bank of Baroda invites application for post of Business Correspondent Supervisor on contractual basis in Bhilwara Region (Bhilwara & Chittorgarh District).

1. Duly filled & signed application shall be submitted to the address:-

**The Regional Manager
Bank of Baroda
Regional Office Bhilwara
First floor, 7B, 49 to 54, Chandrashekhar Azad Nagar,
Bhilwara - 311001**

The application form should be submitted in hard copies to the concerned Regional Office either through speed post/registered post/courier or in person. The last date/time of submission of duly filled application is **02.09.2022 till 5.00 PM**. Applications received after last date and time shall be summarily rejected. The Regional Office will thoroughly scrutinize the application forms and based on the eligibility of the candidates' short list them for interview process. The Regional Office will send intimation to the short listed candidates **through e-mail only** giving details about the date, time and venue of the interview.

Bank reserves the right to reject any/all the applications/offers at any stage without assigning any reason whatsoever in the interest of bank.

SETTLEMENT OF DISPUTE:

All disputes and differences of any kind whatsoever arising of or in connection with the contract whether during or after completion of contract shall be deemed to have arisen at Bhilwara Regional Office and only court in Bhilwara shall have jurisdiction to determine the same.

The salient features of the scheme and Standard Operating Procedure for engaging BC Supervisor is as under:

1. ELIGIBILITY CRITERIA:

For Retired Bank Employees

- Retired officers (including voluntarily retired) of any PSU bank up to the rank of Chief Manager may be appointed for the purpose.
- Retired clerks and equivalent of Bank of Baroda having passed JAIB with good track record.
- All retired bank employees applicants should have rural banking experience at least 3 years.
- The maximum age for continuation of BC supervisors will be 65 years.

For Young Candidates

Regional Office Bhilwara, First floor, 7B, 49 to 54, Chandrashekhar Azad Nagar, Bhilwara-311001
☎ 01482- 297343, 9116647311
9116647311

- Minimum qualification should be graduate with Computer knowledge (MS Office, email, Internet etc.), however qualification like M.Sc. (IT)/ BE (IT)/ MCA/MBA will be given preference.
- Should be in the age group of 21-45 years at the time of appointment.
- The maximum age for continuation of BC supervisors will be 65 years.

2. GEOGRAPHICAL LOCATION OF THE CANDIDATES

The candidates shall be selected from Bhilwara and Chittorgarh district where they will be assigned to function and if suitable candidates are not available in the same district, the candidates may be selected from the adjoining area. Candidate should be proficient in local language & dialect both reading and writing.

UNDER NO CIRCUMSTANCES THE CANDIDATES WILL BE SELECTED FROM OTHER STATES.

3. OTHER ELIGIBILITY CRITERIA

- Due diligence will be followed at the time of appointment (In case of retired bank employees, those who are having adverse record, or terminated/ dismissed from past service etc. will not be considered). Proper verification of KYC, CIBIL Score, other enquiries etc will be done.
- Police verification will be arranged and conducted in respect of each selected applicant before assignment of duty by the Regional Office.
- Applicants should be willing and in a position to visit villages in the district for supervision and other activities as and when assigned on periodic intervals.
- Should have accommodation near the Regional office/Nodal branch and not in any case outside the district for which selection is to be made.
- No BC agent should be related to the supervisor as a family member, blood relation, close relative or having any business relations.

4. ASSIGNING BCs TO SUPERVISOR

BC Supervisors will be allotted 45-55 BC Agents. The number of BCs to be monitored by BC supervisors may be escalated on higher side but not more than 15-20 % of allotted numbers of BCs.

5. PERIOD OF CONTRACT

The contract will be initially for a period of 12 months subject to review after every 6 months.

6. SELECTION PROCEDURE:

- a) The BC Supervisor will be engaged by concerned Regional Office for monitoring the performance of field BCs.
- b) The application form should be submitted in hard copies to the concerned Regional Office either through speed post/registered post/courier or in person.
- c) The Regional Office will thoroughly scrutinize the application forms and based on the eligibility of the candidates' short list them for interview process.
- d) The Regional Office will send intimation to the short listed candidates **through email only** giving details about the date, time and venue of the interview.
- e) Based on the suitability of the candidates, Regional Office will shortlist the final candidate/s and intimate them within 15 days from the date of interview.
- f) The interested candidate/s have to report to the Regional Office on a predetermined date (as mentioned in the intimation letter) with all the required documents (both original and photo copy) for verification.
- g) Bank will verify all the criteria as mentioned in Point No.1, Point No.2 & Point No.3 at the time of engagement.
- h) The selected candidates have to finally execute an agreement with the Bank for a period 12 months before commencing their roles & responsibilities. The agreement will be signed by selected BC supervisors and bank official.
- i) The Regional office will decide the place for sitting of BC supervisors depending upon their area of operations. The sitting place can be Regional office or any branch of the Region.

7. TRAINING AND CAPACITY BUILDING AFTER RECRUITMENT

- The Regional Office will conduct a comprehensive -1- day training program for the BC Supervisors.
- All the topics related to day to day activities will be covered in the training program.
- The following topics should be covered in the training programs of BC Supervisors
 - About the Bank.
 - What is Financial Inclusion and its Importance?
 - Financial Inclusion Products and Credit Products.
 - BC Model – Working, Functioning & Technology in detail.
 - Products and Services offered at BC points.
 - Roles and Responsibilities of BC Agents.
 - Monitoring the BC agents.

8. ROLE AND RESPONSIBILITIES

- Monitor 50-60 BCs assigned to them.
- Ensure that banking services are available to the identified villages/ SSAs (Sub Service Areas)/ Non-SSAs including communities in urban/metro areas.
- Educate BCs about their roles and responsibilities.

with prior approval of Zonal Head. BC wise target has been allotted to all the corporate BCs by FI department HO.

- Perform quarterly Verification of Cash with BCs and submit report to the link branch.
- BC Supervisor should submit a monthly report of their performance to Regional FI Coordinator in the prescribed format devised by respective Regional Offices.
- Any other duties assigned by the bank as and when assigned.

9. ASSIGNMENT OF JOB ROLE

- The Supervisors will be provided space in the nearest Branch/ Regional Office for discharging their daily assigned activities.
- The FI Coordinator/Branch has to maintain a separate register for marking the attendance of Supervisors.
- BC supervisor will be allotted 50-60 BC agents and the number of BCs to be monitored may be escalated on higher side but not more than 15-20 % of maximum numbers of BCs. While assigning BC agents to a supervisor, it will be ensured that No BC agent is related to the supervisor as a family member, blood relation, close relative or having any business relations.
- The BC supervisors will act as brand ambassadors of the Bank. They shall be provided Badge/identity card and other bank stationeries and imparted training to develop sense of belongingness.

10. PAYMENT OF MONTHLY REMUNERATION:

The BC Supervisors will have a mixed structure of monthly remuneration comprising of both fixed and variable components.

Fixed Component	Variable Component
Rs. 15,000/-	Rs. 10,000/-

The variable components will be ascertained based on the score secured by each BC agent on various parameters as per scoring matrix given in **Annexure II**.

The variable component of the commission will be decided as per the slab given below

S.No.	Scoring	Variable Component
<u>1</u>	>=30 _ 39	Rs.4000/-
<u>2</u>	>=40 _49	Rs.5000/
<u>3</u>	>=50 _ 59	Rs.6000/

<u>4</u>	>=60 – 69	Rs.7000/
<u>5</u>	>=70 – 79	Rs.8000/
<u>6</u>	>=80 – 89	Rs.9000/
<u>7</u>	>=90 – 99	Rs.10000/

11. MONITORING AND REVIEW

- Regional Office should closely monitor and review the performance of BC Supervisor on monthly basis. The FI Coordinators should be the direct reporting authority of the BC Supervisors.
- FI coordinator will assign roles and responsibilities to BC Supervisors and monitor the activities regularly.
- FI Coordinators will ensure that BC supervisors are assigned targets and monitor the progress regularly.
- BC Supervisors should submit their monthly performance report as per Point No.8 (Roles and Responsibilities).
- Deputy Regional Heads, looking after financial Inclusion activities, will review the performance of the BC supervisors on half-yearly basis.

12. TERMINATION OF SERVICES:

- Bank reserves the right to initiate for termination of contract by giving 30 days' notice. However, in case of non-satisfactory conduct /misbehavior, bank reserves the right to terminate the contract instantly without any prior notice. The authority for deciding such cases will be Regional Head.
- Bank should blacklist the Supervisor who has been involved in fraud and a list should be circulated to Zones/Regions at regular intervals to avoid engagement in any other Zone/Regions.
- The BC Supervisor can also initiate for termination of contract by giving 30 days' notice.

13. RENEWAL OF CONTRACT

- Deputy Regional Heads, looking after financial Inclusion activities, will review the performance of the BC supervisors on half-yearly basis.
- Based on the recommendation of the Dy. Regional Manager and after assessing performance of the BC Supervisors, the Regional Heads will accord approval for further continuation/ termination of the BC Supervisor.

- The migration of the existing BC Supervisors to new modified policy will be done at the time of their review.

Application for the Business Correspondent Supervisor

To
The Regional Manager
Bank of Baroda
_____ Region



With reference to you advertisement dated....., I submit my application and details for the assignment of Business Correspondent Supervisor as given below:

<u>1</u>	NAME (IN FULL)		
<u>2</u>	FATHER'S/HUSBAND'S NAME		
<u>3</u>	GENDER (MALE/FEMALE)		
<u>4</u>	DATE OF BIRTH		
<u>5</u>	ADDRESS	CURRENT	
		PERMANENT	
<u>6</u>	CONTACT DETAILS	MOBILE NO	
		E-MAIL ID	
<u>7</u>	EDUCATIONAL QUALIFICATION		

cancelled/disengaged at any stage. I will not claim any employment in the bank, based on this engagement.

I hereby agree that any legal proceedings in respect of any matter of claims or disputes arising out of this application and/or out of the content of the advertisement will be instituted by me only at Vadodara and Courts/tribunals/forums at Vadodara will have jurisdiction to try the same. I undertake to abide by all the terms and conditions mentioned in the advertisement dated

Place :

Date :

(Signature of Applicant)

Enclosure:

1. Copy of Aadhaar Card & PAN Card.
2. Copy of document with current Address (applicable if current address is different from Aadhaar)
3. Copy of 10th, 12th, Graduation and Post-Graduation Certificates (as applicable)
4. Copy of employment proof in the previous organization.

Sr. No	Parameter	Criteria	Marks	Max marks	Score
<u>1</u>	Status of Active BC Agents	90% - 100%	10	10	
		80% - 90%	8		
		70% - 80%	6		
		60% - 70%	4		
		< 60%	0		
<u>2</u>	Growth in average deposit mobilized in PMJDY accounts over previous month	> 10 %	9	9	
		> 8 % to 10%	7		
		> 6 % to 8 %	5		
		4 % to 6 %	3		
		Less than 4%	0		
<u>3</u>	No of PMJDY accounts opened (% Growth over previous month)	> 10 %	9	9	
		> 8 % to 10%	7		
		> 6 % to 8 %	5		
		4 % to 6 %	3		
		Less than 4%	0		
<u>4</u>	Growth in Micro Insurance policies enrolled over previous month	> 15 %	9	9	
		> 10 % to 15%	7		
		> 5 % to 10 %	5		
		1 % to 5 %	3		
		Less than 1%	0		
<u>5</u>	% of Zero balance A/c to total A/cs	<2%	9	9	
		2% & less than 4%	7		
		4% & less than 6%	5		

		6% & less than 8%	3		
		>8%	0		
<u>6</u>	PMJDY OD / Agri/Gold/Retail Loans	>=30	9	9	
		20-29	7		
		10-19	5		
		01-09	3		
		Less than 1	0		
<u>7</u>	Activation of Dormant Accounts	>=50	9	9	
		35-49	7		
		20-34	5		
		05-19	3		
		<05	0		
<u>8</u>	Unfreezing of Accounts opened during the month.	100%	9	9	
		90-99%	7		
		80-89%	5		
		70-79%	3		
		<70%	0		
<u>9</u>	Adverse reports/Complaints against any BC agents	Less than 2 complains	9	9	
		Less than 4 complains	7		
		Less than 6 complains	5		
		Less than 8 complains	3		
		Less than 9 complains	0		
<u>10</u>	Indulgence in round tripping	Less than 2 cases	9		
	transactions / frauds by agents of	Less than 2 cases	7		

	CBC	Less than 2 cases	5	9	
		Less than 2 cases	3		
		Less than 2 cases	0		
<u>11</u>	Customer Satisfaction Index Feedback from BM, FI Coordinators regarding qualitative aspect of BC supervisor such as their behaviour, communication with BC agents & Customers, handling Situations.	Excellent	9	9	
		V Good	7		
		Good	5		
		Satisfactory	3		
		Poor	0		
TOTAL					