

ENGAGEMENT OF BUSINESS CORRESPONDENT SUPERVISOR ON CONTRACT BASIS IN BARODA DISTRICT UNDER BARODA CITY REGION

Bank of Baroda, one of India's largest Public Sector Bank invites offline applications from interested candidates who are ex-bankers in any PSU Bank up-to the rank of Chief Manager, retired clerks, any graduates with Computer knowledge (MS Office, email, Internet etc.), however qualification like M.Sc (IT)/ BE(IT)/ MCA/MBA will be given preference . The candidates should be proficient in *reading and writing English and Hindi language*.

The candidates should be selected from the same 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 districts. Candidate should be proficient in local language & dialect both reading and writing.

DISTRICT	NUMBER OF VACANCIES	LAST DATE OF SUBMISSION OF OFFLINE APPLICATION	REGIONAL OFFICE ADDRESS FOR SUBMISSION OF APPLICATION
BARODA	1	20.01.2024	FI Department, Bank of Baroda, Regional Office, Baroda City Region, 5th Floor, Suraj Plaza-3, Sayajiganj, Vadodara-390005

BEFORE FILLING THE APPLICATION

PLEASE GO THROUGH BELOW MENTIONED DETAIL GUIDELINES REGARDING ROLE & RESPONSIBILITY ALONG WITH ELIGIBILITY CRITERIA/QUALIFICATION AND REMUNERATION OF THE CANDIDATES PROPOSED TO BE ENGAGED ON CONTRACT BASIS AS BC SUPERVISORS BY BANK OF BARODA.

Anexure-1

Particulars	Criteria
Eligibility	a) For Retired Bank Employees: i. Retired Officers (including voluntarily retired) of any bank (PSU/RRB/Private Banks/Co-operative Banks) upto the Rank of Chief Manager / equivalent may be appointed for the purpose. ii. Retired clerks and equivalent of Bank of Baroda having passed JAIIB with good track record. iii. All Applicants should have rural banking experience at least 3 years. iv. The maximum age for continuation of BC supervisors will be 65 years.

	<p>b) For other Candidates:</p> <p>i. 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.</p> <p>ii. Should be in the age group of 21-45 years at the time of appointment.</p> <p>iii. The maximum age for continuation of BC supervisors will be 65 years.</p>
Due diligence	<p>i. Due diligence including KYC & CIBIL reports should be followed at the time of appointment (Those who are having adverse record, or terminated/ dismissed from past service etc. should not be considered).</p> <p>ii. Police verification must be arranged and conducted in respect of each selected applicant before assignment of duty.</p>
Period of Contract	The contract will be initially for a period of 36 months subject to annual review.
Assignment of BC Agents	BC supervisors will monitor about 35 BCs mapped to them. The number of BCs mapped to the supervisors can be increased or decreased in case of exigencies.
Review of performance	<p>i. BC Supervisors will report directly to the FI coordinators at Regional Offices. Deputy Regional Head, looking after FI activities, will review the performance of BC Supervisors on Monthly basis.</p> <p>ii. FI coordinators at Regional Offices shall place a review proposal before Regional Head on Yearly basis immediately after completion of financial year 31st March duly recommending for continuation / termination based on the performance of BC Supervisors during the previous financial year.</p> <p>iii. Regional Heads may recommend to Zonal Heads to renew the contract proposal on/or before completion of 3 years based on the performance of BC Supervisors during the previous financial years.</p> <p>iv. Renewal of the BC supervisors' contract will be based on their performance in the preceding years. Scoring Matrix is based on parameters fixed by Financial Inclusion Department from time to time.</p>

<p>Termination of services</p>	<p>i. Either party can initiate for termination of contract by giving 30 days' notice. However, in case of non-satisfactory conduct /misbehaviour, bank reserves the right to terminate the contract instantly without any prior notice.</p> <p>ii. Bank should blacklist the Supervisor who has been involved in fraud and a list should be circulated to Zones at regular intervals to avoid engagement in any other Zone.</p>
<p>Roles and Responsibilities of BC Supervisor</p>	<p>i. Monitor BCs agents assigned.</p> <p>ii. Ensure that banking services are available to the identified villages/ SSAs (Sub Service Areas)/ Non-SSAs including communities in urban/metro areas.</p> <p>iii. Educate BCs about their roles and responsibilities.</p> <p>iv. Ensure redressal of grievances of customers/BCs and submit feedback to link branch with copy to Regional Office.</p> <p>v. Conduct meetings in the villages/SSAs(Sub Service Areas)/Non-SSAs as well as communities in their operational area to encourage villagers/customers for availing of banking services of our bank and submit the report to Regional Manager.</p> <p>vi. Visit to allocated villages/ SSAs (Sub Service Areas)/ Non-SSAs as well as communities in their operational area and BC points in the district at least once in a month and submit the report to Dy Regional Manager.</p> <p>vii. Monitor & Control the activities of the BCs in coordination with link branch. BC supervisors must ensure that BCs remain active.</p> <p>viii. Ensure that the BCs are operational during the working hours as per extant guidelines of the bank. To ensure that the BCs are available on daily basis and transactions in the BC points are taking place as per prescribed norms/guidelines.</p> <p>ix. Ensure that BCs are not doing any type of off-line transactions at BC points.</p> <p>x. Ensure that BCs are engaged in cross selling of our bank's and third party products.</p>

	<p>xi. Ensure that BCs are engaged in recovery of our bank's dues.</p> <p>xii. Conduct financial literacy sessions with villagers/communities during his visit to the villages/BC points.</p> <p>xiii. Ensure that BCs have displayed the Dos & Don'ts board at BC points.</p> <p>xiv. Ensure that BCs are issuing only system generated slips to customers</p> <p>xv. Ensure that BCs are not using any stationary of the bank.</p> <p>xvi. BC Supervisor must take feedbacks from local customers regarding functioning of the BC agent during his visit and submit the feedback/Report to Regional Office.</p> <p>xvii. Plan and organize camps in consultation with the link branch /Regional Office from time to time for achieving various targets.</p> <p>xviii. Coordinate with the branch and service provider for appointment of BC for identified location. In case of attrition of BCs, coordinated action should be taken for substitution of BCs at the earliest to ensure that continued banking services are available to customers.</p> <p>xix. Ensure that the details of field BC and officer visiting the village are displayed in the village.</p> <p>xx. Coordinate and interact with link branch, Regional Office and Corporate BCs and submit the suggestions for improvement of BC activities, if any.</p> <p>xxi. Arrange for locational training programs on technical updates, operational guidelines etc for BCs.</p> <p>xxii. The BC Supervisor will monitor the performance of each BC through dash board.</p> <p>xxiii. The BC Supervisors will be responsible for fixation of targets and monitoring the progress vis-à-vis target. BC Supervisor will be evaluated based on the performance and achievement of various targets of BC agents.</p> <p>xxiv. Region should allocate village/ SSA(Sub Service Areas)/ Non-SSA wise monthly targets for business development under financial inclusion to link branches. The BC supervisors would monitor the business development in</p>
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	<p>village vis-à-vis targets. In the case of non-achievement of targets of financial inclusion in case more than 50% of BCs under particular supervisor for consecutive 2 months or any 2 quarters, the performance will be reviewed for continuation of service by Regional Head and if deemed fit, he/she can be discontinued with prior approval of Zonal Head.</p> <p>xxv. Perform quarterly Verification of Cash with BCs and submit report to the link branch.</p> <p>xxvi. Any other duties, as and when, assigned by the bank.</p>				
BC Supervisors as Brand Ambassador of Bank	The BC supervisors should act as brand ambassadors of the Bank. They will be provided Badge and other bank stationaries and will be give training to develop sense of belongingness.				
Remuneration	<p>(Monthly remuneration of BC Supervisor shall comprise both fixed and variable components).</p> <table border="1"> <thead> <tr> <th>Fixed Component</th> <th>Variable Component</th> </tr> </thead> <tbody> <tr> <td>Rs. 15,000/-</td> <td>Rs. 10,000/-</td> </tr> </tbody> </table>	Fixed Component	Variable Component	Rs. 15,000/-	Rs. 10,000/-
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Duly Filled Application with enclosure of Educational Qualification and other relevant Documents sent in hard copy only will be considered valid.

Please send the application on below mention address with Title on envelop stating as “APPLICATION FOR THE POST OF BUSINESS CORRESPONDENCE SUPERVISOR ON CONTRACTRUAL BASIS”

Address for application to be sent:- As specified above