



**Minutes of the Special SLBC Meeting held on August 14, 2015 at Pune**

A Special SLBC meeting was convened on 14.08.2015 at Pune. The meeting had a focused agenda to sensitise members about the facilitation drive with Suraksha Deposit Scheme, Jeevan Suraksha Deposit Scheme & Jeevan Suraksha Gift Cheques for enrollments under PMSBY, PMJJBY, APY and PMMY.

Shri Jiji Mammen, CEO, Micro Units Development & Refinance Agency (MUDRA) attended the meeting as a Special Invitee.

The Reserve Bank of India was represented by Shri C. Patnaik, General Manager. Other senior officials of Reserve Bank of India, NABARD, various member banks, Lead District Managers in the State, Insurance Companies and UIDAI also attended the meeting.

Shri C.B. Arkatkar, Dy. General Manager, Bank of Maharashtra and Member Secretary, SLBC, Maharashtra, welcomed the participants and thanked the members for utilizing the SLBC forum actively.

Shri L.M. Deshmukh, General Manager, Bank of Maharashtra and Convener, SLBC, Maharashtra while welcoming the participants initiated the discussions and informed the house that focus of the discussions during the meeting would be on the facilitation drive with Suraksha Deposit Scheme, Jeevan Suraksha Deposit Scheme & Jeevan Suraksha Gift Cheques for enrollments under PMSBY, PMJJBY, APY and PMMY. He gave a brief background on launch of Pradhan Mantri Jan Dhan Yojana (PMJDY) in August 2014 as first part of an ambitious plan of the Government for inclusive financial growth of the nation. As mentioned in the Mission Document of PMJDY, 3 social security schemes viz Pradhan Mantri Jeevan Jyoti Beema Yojana (PMJJBY), Pradhan Mantri Suraksha Beema Yojana (PMSBY) and Atal Pension Yojana (APY) were launched in May 2015 as a second part of PMJDY. He informed that to facilitate PMJJBY and PMSBY, 3 new schemes viz Suraksha Deposit Scheme (Rs.201/-), Jeevan Suraksha Deposit Scheme (Rs.5001/-) & Jeevan Suraksha Gift Cheques (Rs.351/-) were launched wherein interest on the deposits of Rs. 201/- and Rs.5,001/- would take care of future payments in respect of PMSBY and PMJJBY respectively and the Gift Cheque for Rs. 351/- was a one time gift scheme. He urged all banks to arrange for display of related banners at their branches and sensitization of branch staff for awareness as DFS officials were directly calling / visiting branches to check penetration. He expressed concern over poor



performance under APY and appealed the members to boost up their efforts in popularizing the scheme. He informed the house about the recently launched Pradhan Mantri MUDRA Yojana (PMMY) and introduced Shri Jiji Mammen, CEO, MUDRA who was the special invitee for the meeting. He requested Shri Mammen to guide the participants about PMMY.

Shri Jiji Mammen extended his warm greetings to the participants on behalf of MUDRA. He informed that MUDRA was launched on 08.04.2015 by Hon'ble Prime Minister as a separate financial institution for supporting micro enterprises. Though launched as MUDRA Bank, it had not acquired the status of a Bank and was presently working as a Non Banking Financial Company (NBFC). He assured that over a period of time all the formalities would be completed. He informed that there were 5.7 crore micro enterprises in the country with investment less than Rs. 10 lakh. Most were proprietorship concerns with a staff of one or two persons. However, these enterprises were capable of providing employment to more number of persons provided they were properly nurtured by providing adequate financial support which was expected to come from banks. He assured that MUDRA will support banks with refinance and credit guarantee for which adequate provision was being made. He urged to identify MUDRA as a new segment other than micro, medium and large enterprises. He informed the house about a versatile portal developed for entering data by the banks. This portal can be accessed by MUDRA and Department of Financial Services (DFS) for extracting data in various forms for which it is utmost necessary that the data being entered is accurate. He explained the concept behind the three categories of finances under MUDRA viz Shishu (finance up to Rs.50,000/-), Kishore (finance from Rs.50,001 to Rs.5 lakh) and Tarun (finance from Rs.5,00,001/- to Rs.10 lakh) showing the slow graduation of a small enterprise into a bigger one. He informed that all PSBs and most of the Private Sector Banks were eligible for MUDRA refinance. In case of RRBs in Maharashtra, Maharashtra Gramin Bank was eligible and Vidarbha Konkan Gramin Bank to provide eligibility details at the earliest. He thanked Reserve Bank of India for giving permission for allocating refinance corpus. He urged the participants to look at finance under MUDRA as business opportunity as the refinance was available at 6.72% whereas banks may lend at base rate. He informed the house about MUDRA card which was designed to provide flexible credit available to small vendors. Banks were free to issue their own MUDRA cards for their own borrowers. On a query from member banks about inability to assess the credit flow of small vendors, he replied that an IT platform could be developed for that purpose where National Payments Corporation of India could join and then it would be possible to ascertain the credit flow of small vendors. He urged the bankers about using the simplified common loan application form, display of banners in branches and



sensitization of branch staff. He thanked SLBC for giving the opportunity to interact with the bankers.

Shri Philip D'Silva, General Manager, Priority, Bank of Maharashtra briefed the house about MUDRA schemes, steps taken by Bank of Maharashtra and designing of a separate product to be offered at base rate. He opined that credit to micro finance was not new for bankers but now the focus had changed. He felt that people availing finance from institutions other than banks must be targeted and as such huge scope was available in this segment.

Shri Rajesh Aggarwal, Joint Secretary, Department of Financial Services, Ministry of Finance, Government of India and Nodal Officer for SLBC Maharashtra joined the meeting via Video Conferencing along with Dr. Alok Pande, Additional Mission Director (PMJDY), DFS. They briefly advised the participants as under:

- 30 to 40 lakh accounts of left out families can still be opened in Maharashtra. Banks to continue opening PMJDY accounts.
- It is to be strictly ensured that Bank Mitras are not charging any amount to customers for services provided; Reserve Bank of India guidelines in this respect being very clear.
- Maharashtra lagging behind in cash payouts by the Bank Mitras and it is to be ensured that enough cash is available with Bank Mitras for cash payments as more and more benefits like NREGA / DBT would flow into the accounts.
- It is to be ensured that every bank branch has an onsite ATM which is available 24 X 7.
- Bank Mitras to popularize insurance products especially PMSBY in rural areas.
- Financial Literacy to pick up for utilizing various benefits like RuPay card by the rural illiterate customers.
- Opening of bank branches as requested by VIPs in their constituencies by keeping in mind extant guidelines issued by DFS and RBI. At least feasibility report about opening of branches must be sent in a time bound manner.
- Adequate awareness, publicity and readiness of infrastructure for launch of schemes under Suraksha Bandhan.

Shri C. Patnaik, General Manager, Reserve Bank of India, briefly summarized the proceedings of the meeting. He thanked SLBC for arranging the special meeting where various issues could be discussed in depth rather than in regular SLBC meeting. He briefly advised the participants as under :



- Timely and accurate data submission.
- Calendar for DLCC meetings to be finalized at the beginning of the year. Meetings must be held within 45 days after a quarter is over. Developing a good rapport with district administration for smooth conduct of meetings. Bank to ensure their participation in the meetings without fail.
- Holding of at least 1 financial literacy camp per month by each rural bank branch.
- Improvement in Aadhaar seeding, increase in transactions under Aadhaar Enabled Payment System (AEPS) and reduction in number of zero balance accounts.
- Strengthening of BCs as they were the pillars of Financial Inclusion Programme.
- Opening 25% of branches in rural areas under branch expansion programme and providing banking services to all.
- Restructuring of eligible accounts and providing data to SLBC. Creating awareness among farmers for the same.
- Finance under MUDRA to be undertaken as a social obligation as well as a good commercial proposition.

The meeting concluded with vote of thanks proposed by Shri D.B. Deshmukh, Chief Manager, SLBC.

Agenda Item-wise discussions and action points are given in the **Annexure – I**

The list of officials who participated in the meeting is given in the **Annexure – II**



Annexure – I

Sr. No.	Agenda Item	Discussions Held	Action Point	Action by
1	Facilitation drive with Suraksha Deposit Scheme, Jeevan Suraksha Deposit Scheme & Jeevan Suraksha Gift Cheques for enrollments under PMSBY, PMJJBY and APY	<p>Convener, SLBC explained about the facilitation drive with Suraksha Deposit Scheme, Jeevan Suraksha Deposit Scheme &amp; Jeevan Suraksha Gift Cheques for enrollments under PMSBY, PMJJBY and APY. He advised all banks to arrange for display of related banners at their branches and sensitization of branch staff for awareness as DFS officials were directly calling / visiting branches to check penetration.</p> <p>He also advised the Lead District Managers to collect forms at the time of town hall meetings which would then be collected by respective bank representatives.</p> <p>He felt that all banks must have suitable product in their CBS for smooth implementation of the schemes</p>	<p>All Bank branches to display banners related to Suraksha Deposit Scheme, Jeevan Suraksha Deposit Scheme &amp; Jeevan Suraksha Gift Cheques and sensitise staff.</p> <p>All Lead District Managers to collect forms at the time of town hall meetings. All banks to arrange for collection of forms from Lead District Managers.</p> <p>All Banks to develop suitable product/s in CBS.</p>	<p>All Member Banks</p> <p>All LDMs &amp; Member Banks</p> <p>All Member Banks</p>
2	Minutes of the Meeting of the IBA Standing Committee on Financial Inclusion held on 7.7.2015 at IBA Office, Mumbai	Member Secretary, SLBC informed that the minutes of the IBA Standing Committee on Financial Inclusion held on 7.7.2015 at IBA's Mumbai Office were enclosed in the Agenda notes and explained certain points in respect of the same.	All banks to note the action points emanating from the minutes for implementation.	All Member Banks



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3	Key Takeaways emanating from Financial Inclusion Conference held by RBI dated 2.4.2015	Shri C. Patnaik, General Manager, FIDD, MRO, Reserve Bank of India informed about the Key Takeaways emanating from Financial Inclusion Conference held by RBI in April 2015.	All banks to note the takeaways for guidance to formalize strategies for achieving all targets set under their Financial Inclusion Plan.	All Member Banks
4	List of BC Coverage where the coverage is 100%	<p>Member Secretary, SLBC reminded the member Banks to submit the centre-wise lists BCs appointed by them as Department of Financial Services was following up the matter in a continual manner.</p> <p>Convener SLBC advised member banks to keep a check on BC points to ensure whether the BCs were active or not and were providing proper service as per guidelines. He related an incidence from Chandrapur district where a surprise checking was done and it was found that BCs were charging heavy sums for services rendered when they were not supposed to charge any amount.</p> <p>He also advised to ensure increase in AEPS transactions by the BCs.</p>	<p>Banks to submit list of BCs appointed by them to SLBC urgently.</p> <p>Banks to ensure that BCs were not charging any amount for providing service.</p> <p>Banks to depute personnel to check activities of BCs and to make transaction for multipoint checking that would ensure that BCs were active, were equipped with proper devices and were knowledgeable about the use of the same.</p>	<p>All Member Banks</p> <p>All Member Banks</p> <p>All Member Banks</p>



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5	Connectivity issues if any	Convener, SLBC informed that complaints regarding connectivity were being received by SLBC. He advised to ensure the areas where BCs were really deprived of connectivity and to check whether proper SIM cards were selected by them. He also informed that Department of Telecommunications (DoT) was keen to address connectivity issues and according to data available with them, only 900 villages from Maharashtra faced the problem of no or low connectivity.	Banks to inform area wise connectivity issues faced by BCs appointed by them to SLBC so that the matter can be taken up with DoT.	All Member Banks
6	Difficulties in Aadhar Seeding	Member Secretary, SLBC informed that during the weekly Video Conferences, Department of Financial Services has observed that Maharashtra is one of the laggard States in respect of Aadhaar Seeding.	All the member Banks are requested to step up efforts in this area and inform the difficulties if any in Aadhar Seeding so that the matter can be taken up with appropriate authorities.	All Member Banks
7	Remuneration to BCs & agreements with them	Member Secretary, SLBC observed that there was no uniformity across the Banks regarding payment to BCAs and in some cases the payments made to BCAs were even less than the norms suggested by Department of Financial Services viz. a minimum payment of Rs. 5000/- per month per BC and out of 100% payments made to nominated Service Providers / Corporate BCs, 80% commission to be passed on to BCs and remaining 20% to be retained by the Service Providers / Corporate BCs.	All member Banks to inform the present system of payment to BCAs prevailing in their Banks and observe guidelines issued by Department of Financial Services scrupulously.	All Member Banks



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		<p>He further observed that most of the agreements by Banks with BCs were signed before the launch of Pradhan Mantri Jan Dhan Yojana (PMJDY) and the agreements that were signed after the launch of PMJDY do not cover all the guidelines of PMJDY. During discussions with the Banks in weekly VCs by DFS, the participants were of the view that some certain minimum uniform standards of service delivery and code of conduct are needed to be built into Bank – BC Corporate and BC Corporate - BC Agent MOU / Agreements. As such, an indicative list of some of the points which can be incorporated in the agreement entered between Bank and BC Corporates so as to accomplish the goal under Pradhan Mantri Jan Dhan Yojana through effective utilization of BC Agents / Bank Mitras was included in the agenda notes.</p>	<p>All member banks to examine the feasibility of incorporation of suggested clauses in the agreement between Bank &amp; BC Corporates and send comments to SLBC at the earliest for onward submission to Mission Office, Department of Financial Services.</p>	<p>All Member Banks</p>
8	Capacity building of BCs	<p>Convener SLBC informed that SLBC has already conducted trainers' training programme in March 2015. In respect of queries regarding training of BCs, he clarified that concerned member Banks should pay the amount of Rs. 200/- per day per BC to concerned RSETIs and so also the examination fees to IIBF. He advised that Bank-wise batches of BCs be called / nominated at RSETIs so as to maintain</p>	<p>All the member Banks and Lead District Managers to follow the DFS, RBI and IBA guidelines in respect of capacity building of BCs.</p>	<p>All Member Banks LDMs RSETI Director</p>





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		uniformity in guidelines. He further directed that training programmes should be organized by RSETIs to train the BCs preferably on Saturdays and Sundays on continuous basis. He felt that while conducting the trainings of BCs, the representative of concerned Bank should invariably be present at the RSETI centres for support and on technical and other matters.		
9	Position of Town Hall Meetings under MUDRA and Social Security Schemes	<p>Convener, SLBC informed that Department of Financial Services has expressed displeasure on the number of camps held and number of participation level for the town hall meetings conducted so far. He further informed that DFS has extended the dates of conducting these meetings up to 30.9.2015.</p> <p>Representative of LIC informed that various committees have been formed at divisional offices of LIC for the specific purpose of Town Hall Meetings and explained the procedure for seeking support from them.</p>	Lead District Managers to cover the left out centres and collect maximum enrollments during these meetings. The figures collected and the meetings held to be informed to SLBC on Top Priority basis for onward submission to DFS. Support from LIC / SIDBI to be sought for conduct of the meetings.	LDMs LIC
10	Issues if any for implementation of the aforesaid schemes	Covered under appropriate agenda item.	--	--
11	Details of Pending Claims under	Details of Pending Claims under PMJJBY & PMSBY as on date were given in the agenda	Bankers to exercise due care while submitting claim forms so that claims can	Member Banks



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	PMJJBY & PMSBY	<p>items. Concerned agencies were requested to do the needful for speedy disposal of the claims.</p> <p>Convener, SLBC opined that success of insurance schemes depends upon fast / proper settlement of claims for which it was necessary to strengthen the claim procedure and to bridge the communication gap between Head Offices of banks and their branches.</p> <p>Representative of LIC explained problems in settling of claims. He urged bankers to fill up all details viz Nominee No. Nominee reference No., Nominee Bank details with correct IFS code etc. so that claim settlement procedure could be smoothly executed. Representatives of insurance companies under GIC concurred with the view and informed that a claim with all paperwork correctly submitted could be sanctioned even in a day.</p>	be settled in a speedy manner.	
12	Any other issue with the permission of Chair	Convener SLBC, took district wise and bank wise review of crop loan disbursements as of 31.07.2015 in the State. Districts that had already achieved kharif targets of the year were appreciated.	Low performing banks in all the districts to boost up efforts. All banks to achieve / exceed the set targets. LDMs to monitor the activity continuously.	Member Banks LDMs



**Annexure II**

**List of Participants of Special SLBC Meeting held on 14.08.2015 at Pune**

Sr. No.	Name of the Participant	Designation / Institution
1	Shri Jiji Mammen	CEO, MUDRA, Special Invitee
2	Shri L.M. Deshmukh	GM, FI, Govt. Business & Convener, SLBC
<b>Reserve Bank of India</b>		
1	Shri C. Patnaik	General Manager, FIDD, Mumbai
2	Shri M.D. Sangavikar	Asstt. General Manager, FIDD, Mumbai
<b>NABARD</b>		
1	Shri Lalit Jadhav	Dy. General Manager, MRO, Pune
<b>Scheduled Commercial / Apex Banks.</b>		
1	Shri H. Ravi	Chief Manager, Allahabad Bank
2	Shri Ashok Tayade	Chief Manager, Andhra Bank
3	Shri S. Suneel Kumar	Manager, Andhra Bank
4	Shri A.S. Joshi	Dy. General Manager, Bank of Baroda
5	Shri A.J. Pande	A.O. Bank of Baroda
6	Shri Vaibhav Mandekar	A.O. Bank of Baroda
7	Shri S.N. Guldagad	Chief Manager, Bank of India
8	Shri P. Bhaskara Rao	Divisional Manager, Canara Bank
9	Shri O.P. Shrivastava	Asstt. Gen. Manager, Central Bank of India
10	Shri V.V. Mainkar	Manager, Central Bank of India
11	Shri Ranjit K	Chief Manager, Corporation Bank
12	Shri Dhirendra Kumar	Dy. General Manager, IDBI Bank
13	Shri N. Anandkumar	Asstt. General Manager, Indian Bank
14	Shri Amit	A.M. Agri, Indian Bank
15	Shri S.K. Srivastava	Dy. Gen. Manager, Indian Overseas Bank
16	Shri N. Narendra Nath	Sr. Manager, Indian Overseas Bank
17	Shri S.N. Gupta	Asstt. Gen. Manager, Oriental Bk of Commerce
18	Shri K.K. Singla	Asstt. General Manager, Punjab National Bank
19	Shri M.C. Kamble	Chief Manager, State Bank of India
20	Shri N. Saxena	Asstt. Gen. Manager, UCO Bank
21	Shri R.K. Walvi	Asstt. Gen. Manager, UCO Bank
22	Shri Kaushik Konwar	Chief Manager, Union Bank of India
23	Shri S.M. Gopale	Sr. Manager, Union Bank of India
24	Shri Vivek Dixit	Asstt. Gen. Manager, United Bank of India
25	Shri Anshul Bhargava	Chief Manager, Vijaya Bank
26	Ms Mohini Kavde	A.M. Vijaya Bank
27	Ms Shraddha Kale	Sr. Manager, Axis Bank
28	Shri Yogesh Varhadpande	Asstt. Manager, Federal Bank
29	Shri R.L. Pawar	Sr. Br. Manager, Karnataka Bank Ltd.
30	Shri Naresh Kumar	Vice President, RBL Bank
31	Shri M.A. Bhavsar	Dy. Gen. Manager, MS Cooperative Bank
<b>Regional Rural Banks</b>		
1	Shri S.T. Sawant	Gen. Manager, Vidharbha Konkan Gramin Bk
<b>Lead District Managers</b>		
1	Shri R.R. Sangale	Officer, LDMO, AHMEDNAGAR



Sr. No.	Name of the Participant	Designation / Institution
2	Shri T.D. Gaikwad	LDM, AKOLA
3	Shri Anant Khorgade	LDM, AMRAVATI
4	Shri A.R. Ghate	LDM, AURANGABAD
5	Shri G.B. Bokade	LDM, BEED
6	Shri S.M. Pathak	LDM, BHANDARA
7	Shri P.M. Shende	LDM, BULDHANA
8	Shri S.S. Ekhare	LDM, DHULE
9	Shri V.S. Lakhote	LDM, GONDIA
10	Shri Dilip Thakur	LDM, JALGAON
11	Shri P.S. Kutwal	LDM, JALNA
12	Shri M.G. Kulkarni	LDM, KOLHAPUR
13	Shri A.M. Mahajan	LDM, LATUR
14	Shri S.S. Kadam	LDM, MUMBAI CITY
15	Shri Gadadhar Sethi	LDM, MUMBAI SUBURB
16	Shri M.B. Mashankar	LDM, NAGPUR
17	Shri L.R. Khedekar	LDM, NANDURBAR
18	Shri A.D. Chavan	LDM, NASIK
19	Shri B.R. Dupargude	LDM, OSMANABAD
20	Shri Anil Sawant	LDM, PALGHAR
21	Shri Jeevraj Jain	Sr. Manager, LDMO, PUNE
22	Shri T. Madhusudana	LDM, RAIGAD
23	Shri S.S. Bandivadekar	LDM, RATNAGIRI
24	Shri S.S. Wagh	LDM, SATARA
25	Shri R.S. Pujari	LDM, Sangli
26	Shri K.B. Jadhav	LDM, SINDHUDURG
27	Shri S.P. Patki	LDM, SOLAPUR
28	Shri R.G. Joshi	LDM, THANE
29	Shri V.K. Jangda	LDM, WARDHA
30	Shri S.S. Mehta	LDM, WASHIM
31	Shri G.G. Pimpale	LDM, YAVATMAL
<b>UIDAI</b>		
1	Ms Nivedita Golatkar	Dy. Director
<b>Insurance</b>		
1	Shri M.T. Ramteke	Manager, National Insurance
2	Shri S.K. Shende	Manager, National Insurance
3	Shri Avinsh Jha	A.O. New India Assurance
4	Shri Abhishek Shendekar	A.O. Oriental Insurance
5	Shri Ankur Patil	A.O. Oriental Insurance
6	Shri N.S. Shetye	D.M. LIC of India
7	Shri S.N. Degaonkar	B.M. LIC of India
8	Shri A.J. Vaidya	A.O. LIC of India
<b>Convener Bank – Bank of Maharashtra</b>		
1	Shri C.B. Arkatkar	DGM, Member Secretary, SLBC
2	Shri D.B. Deshmukh	Chief Manager, SLBC
3	Shri P.M. Walunjkar	Manager, SLBC