

राज्य स्तरीय बैंकर्स समिति , पश्चिम बंगाल : STATE LEVEL BANKERS' COMMITTEE , WEST BENGAL

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Ref. No: SLBC/WB/158th SLBC Meeting/ 384 /2022

Date: 26.12.2022

- 1) The Member Banks of SLBC, West Bengal,
- 2) The LDMS in West Bengal,
- 3) Line Departments, Govt. of West Bengal

Re: Proceedings of the 158th SLBC, West Bengal meeting held on 23.12.2022

The 158th SLBC meeting for the state of West Bengal was held on 23.12.2022 at The Lalit Great Eastern, Kolkata to review the progress made in various banking parameters till quarter ending September 2022. At the outset, Sri Shio Shankar Singh, General Manager, SLBC, WB expressed his heartfelt thanks & gratitude to all the distinguished guests for participating in the meeting. After the welcome address by Sri Sumanta Mohanty, CGM-PNB and Convener, SLBC West Bengal, Sri M Paramasivam, Executive Director, Punjab National Bank outlined the keynote address covering the quintessence of banks' performance till September' 2022.

The meeting was graced by the kind presence of Dr. Amit Mitra - Hon'ble Principal Chief Advisor to the Hon'ble Chief Minister and Finance Department, GoWB; Smt Chandrima Bhattacharya, Hon'ble Minister of State, Finance Department, GoWB; Shri.Pradip Majumdar, Hon'ble Minister-in-charge, Department of Panchayat and Rural Development, GoWB; Dr. Manoj Pant, Hon'ble ACS, Finance Department, GoWB and Sri M Paramasivam, Executive Director, Punjab National Bank, RD-RBI Kolkata and other dignitaries (list enclosed) representing various Banks and Line Departments of the State Government.

In his welcome address, Sri M Paramasivam, Executive Director, Punjab National Bank highlighted Banks' performance upto the second quarter of FY 2022-23 on various parameters with special mention on disbursement of fresh credit of Rs.2.58 Lakh Crore upto September' 22 quarter, thereby achieving 75% of the target under Annual Credit Plan, percentile achievement under Agriculture and MSME segment to the extent of 40% and 64% respectively of the annual target, achievement under Priority Sector at 49% and Non-Priority Sector at 143%, increase in CD ratio to 61.02% as on 30.09.2022 from 60.83% as on 30.06.2022, disbursement of more than 15.33 lakh Kisan Credit Cards (KCCs) to the eligible farmers and sanctioning of more than 35,000 loans under WB Student Credit Card scheme. He thanked all member banks for exerting cumulative efforts in each parameter leading to satisfactory performance.

Welcoming all the participants, Dr. Amit Mitra, Principal Chief Advisor to The Hon'ble Chief Minister and Finance Department, Govt. of West Bengal commenced his deliberations on some pertinent aspects of customer services before going into point wise discussion on implementation of various flagship government schemes. Followings are the excerpts of observations made during his brief deliberations along with responses received from the dignitaries -

1. Know Your Customer (KYC)

Dr. Amit Mitra mentioned that many customers in the state were facing issues relating to periodical updation of KYC to keep their bank accounts in active status. Apart from branch concerned, often central offices/ hubs of banks also call customers for KYC documents, by which customers get confused. He urged the Banks to



consider for putting in place a system of making the branch concerned as **single point of contact** between the Banks and their customers for all KYC related matters. Sri R. Kesavan, Regional Director, RBI commented that intention of RBI always had to make the KYC process simpler through changes/modifications in related guidelines from time to time, which had provisions also for periodical KYC updation by the customers depending upon their risk categorization. He mentioned that no outsourcing had so far been allowed by the RBI to the Banks for undertaking KYC verification process. Dr. A Mitra requested RBI and member banks for rationalization and simplification of KYC process to minimize customers' agony and suggested for exploring the possibilities of organizing camps for mass KYC compliance. Dr. Mitra also emphasized the need of utilization of the Central KYC Registry, which is a centralized repository of KYC records of customers in the financial sector with uniform KYC norms and inter-usability of the KYC records across the sector as it has the potential to reduce the burden of producing KYC documents and getting those verified every time when the customer creates a new relationship with a financial entity.

(Action: RBI & Member banks)

2. Submission of Life certificates by pensioners:

Dr. A Mitra highlighted the issues of pensioners in submitting their life-certificates attending the branches owing to their old age/ health conditions which often result into delayed credit of the pension amount. Sri M. Paramasivam highlighted that to mitigate such problems, all Banks have adopted various digital means, thereby giving scope to the pensioners to do the job from their positions of comfort without attending to the branches. Doorstep Banking had also already been implemented by every bank in this direction. Acknowledging initiatives of the Banks, Dr. A Mitra stressed upon the need of sensitizing the branch people in this regard to extend their helping hands to the aged pensioners considering their difficulties in getting conversant with the updated digital methods put forth by the Banks. Dr. M. Pant, ACS (Finance) also stressed upon the need of sensitizing branch people appropriately in this regard by the Banks to mitigate the problems faced by the Pensioners.

(Action: Member banks)

3. Duare Sarkar Campaign:

Dr. A Mitra apprised the house that apart from delivering citizen- centric services at the doorstep, a significant number of savings bank accounts were opened along with submission of quite a number of credit proposals at these camps. He congratulated the collective endeavor of both the bankers and the state government officials for the success of the Duare Sarkar Campaigns. He also requested the Bankers to undertake suitable measures for disposal of the credit proposals received through Duare Sarkar camps in a time bound manner.

(Action: Member banks)

4. Financing of Commercial Electric Vehicles:

Replacing the conventional vehicles with renewable non-conventional vehicles is a global challenge. Dr. A Mitra emphasized on the importance of commercial e-vehicle both in logistic services and public transportation in the state. Sri. Manas Dhar, Director, Institutional Finance informed the house that although there were schemes for financing private e-vehicle by banks, but there was no specific scheme for financing commercial e-vehicle by any bank so far. Raising concern over this, Dr. A Mitra requested SLBC to formulate an appropriate financing scheme for commercial e-vehicle in assistance with the concerned line department, member banks and RBI for its adoption in the next SLBC Meeting.

(Action: SLBC & Member banks)

5. MSME:

While making the observation, Dr. Amit Mitra applauded and congratulated the bankers for exerting special focus in MSME sector resulting in good performance in disbursement of fresh credit of Rs.70658 Crore upto 2nd quarter of FY 2022-23 thereby achieving 64% of the ACP target under MSME. Sri Shio Shankar Singh,



General Manager, SLBC, WB apprised the house that the achievement had increased to 79% upto November' 2022. Dr. A. Mitra requested all member banks to surpass the allocated target by March' 2023.

Dr. A. Mitra stressed on the need for more focused attention from Bankers for sanctioning of Weavers Credit Card (WCC) and Artisan Credit Card (ACC) proposals. He requested banks to take the benefit of additional 4% interest subvention for Weaver loans. Sri M Dhar apprised the house that only 9724 and 2781 no of proposals so far had been sanctioned out of 48153 and 15298 no of the sponsored applications under ACC and WCC respectively and so many proposals rejected by banks. Dr. Manoj Pant, ACS, Finance Department requested member banks to share the SOP & checklist of financing ACC & WCC proposals and to instruct the officials to minimize Sponsor-Sanction gap in order to increase sanction percentage. Sri Sandeep Nag, Jt. Director, Directorate of Textiles highlighted that some bank branches were rejecting proposals for want of trade license, though Weaver's Card, Certificate issued by the government or Weaver Card issued by GOI was attached with the loan applications. He also informed the house that line department was in process to rectify the rejected proposals and would be re-sponsored to bank branches for reconsideration.

Sri. S. J. Gaware, CGM, Canara Bank highlighted that for any MSME Proposals, Udyami Registration was mandatory but the weavers and artisans were unaware of the same. To this Smt. Rina Chakraborty apprised that PAN was essential for the said registration, but most of the weavers and artisans were not in possession of PAN Card. Sri M Dhar apprised the house that the issue of Udyami Registration surfaced earlier also in previous meetings where it was decided that Banks and line department would extend their helping hands to the entrepreneurs in getting the required registration done. Dr. Amit Mitra suggested for adopting two parallel measures to mitigate the problem, one through correspondence with the Gol by the Finance Department for considering waiver of PAN as mandatory document for Udyami Registration and another through handholding the borrowers by the Banks and line department in the process for issuance of PAN Card and Udyami Registration.

(Action: Member banks, Finance Dept. & Line Dept.)

6. Agriculture & KCC:

Dr. A. Mitra praised Banks for achievement in incremental disbursements in Agriculture. Acknowledging the same, Sri Onkar Singh Meena, Principal Secretary, Agriculture also congratulated banks for posting a good Y-o-Y growth in Agriculture disbursement. He was very much optimistic on further incremental agriculture credit outflow on account of high potato sowing in the current Rabi season. However, he instructed member banks to follow the below mentioned points/ suggestions for improving the agriculture advance portfolio.

- i) Though farm credit disbursement of the state is satisfactory, Bandhan Bank is lagging behind and it should make good in coming quarters.
- ii) SBI and UCO Bank should take necessary action for improvement in KCC disbursement.
- iii) Since new applications under KCC are becoming saturated, banks should thrive upon KCC renewal. Dormant KCC list to be shared to line department for getting necessary assistance from department people for renewal in this Rabi season. Credit camps to be organized for fresh KCC and renewal as well.
- iv) Banks should follow updated scale of finance to increase Average ticket size under KCC.
- v) Performance under AIF remained more than satisfactory. Banks should disburse all the sanctioned proposals by 31.12.2022. Branch staff to be sensitized to reduce TAT and rejection rate accordingly.
- vi) All banks to attend all DCC and BLBC meetings invariably to sort out the problems that are being faced by bankers. Decisions arrived at must be percolated to the downline.

(Action: Bandhan Bank, SBI, UCO Bank and other member banks, LDMS and Agriculture Department)



7. West Bengal Student Credit Card (WBSCC):

Dr. A Mitra acclaimed the banks for their performance under the scheme. Acknowledging the same, Sri Manish Jain, Principal Secretary-HED expressed his concern over high rejection percentage of WBSCC proposals. He apprised the house that around 21000 proposals had been sent to different bank branches after completion of documentation. He urged upon banks to sanction and disburse these loan proposals by 31.12.2022. He also requested the Banks to sanction leftover and pending 15000 applications by 15th January 2023. All member banks assured to exert their best effort to complete the task by the specified dates. Dr. A Mitra expressed his concern over non-confirming of recent changes made by HED in WBSCC sanction letter by some member banks and requested such banks to comply at the earliest.

(Action: Member banks)

8. Self Help Group:

Dr. A Mitra congratulated all member banks over outstanding performance under SHG. He requested member banks to clear the SB account opening and credit linkage of the proposals received in Duare Sarkar camps to improve the performance to a new height. Sri Vibhu Goel, SMD & CEO, WBSRLM also congratulated PNB & other member banks over achieving more than 100% of the physical target in number of SHGs as on date and requested the banks to achieve the disbursement target also increasing the average ticket size from Rs.1.87 lakh/ SHG to at least national level of Rs.2.48 lakh/ SHG. He also urged the member Banks for proactive steps to engage the IIBF certified 2900 number of BC Sakhi through their Corporate BCs to facilitate smooth SHG functioning.

(Action: Member banks)

9. Animal Husbandry & Fishery:

While commenting on the performance in Animal Husbandry (AH) and Fishery sectors, Dr. A. Mitra pointed out striking imbalance between the performances of Banks in crop loan vis-à-vis AH & Fishery segments. He reiterated that upto Rs.1.60 lakh collateral free loan could be disbursed to agril allied sectors as per RBI circular, hence there was enough scope to improve the performance. Smt. Joyoshi Das Gupta, Special Secretary, ARD department informed the house that there was very good response from the bankers regarding funding of egg production units under WB Incentive Scheme 2017. Such 84 units had started producing eggs on commercial level. Discussing the issue of rejection or pendency of AH proposals with the bankers, she apprised that the proposals were rejected on frivolous ground and no guideline in this regard was percolated to bank branches as yet. She requested the member banks to sensitize the branch officials accordingly to increase the sanction rate of the AH proposals scouted by the line department and in Nation-wide AHDF weekly camps as well.

Sri Pradip Majumdar, Hon'ble Minister-in-charge, Department of Panchayat and Rural Development, GoWB, requested the concerned line department to formulate necessary SOP & Check-list and percolate the same to the member banks for necessary guidance.

(Action: Member banks and Line Department)

10. CD Ratio:

Dr. A Mitra congratulated all banks and LDMs for achieving the CD ratio of all districts in the state above 40% of minimum bench mark target. He also expressed that though the CD ratio of the state had improved to 61.02% as on 30.09.2022, it was still lagging behind the national CD ratio of 73%. Reiterating that the loan sanctioned from outside the state but the fund being utilized in the state should mandatorily be considered for computation of the CD ratio of this state, Sri M. Dhar requested member banks to check their portfolio meticulously and report the same to SLBC from next quarter to increase the CD ratio of the state.

(Action: Member banks)

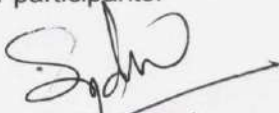


6. Miscellaneous:

Sri Narayan Chandra Sarkar, MD, WBSCL apprised the house that they had been assigned the job of nurturing of Male SHGs including SB & Credit linkage, where member banks had to take a pivotal role. Dr. A. Mitra requested him to discuss the matter separately in next SLBC Sub-Committee meeting on SHG.

(Action: WBSCL)

The meeting ended with vote of thanks by Sri Shio Shankar Singh, General Manager, SLBC to the chair & other participants.



(Sumanta Mohanty)
Chief General Manager &
Convener, SLBC West Bengal



List of participants in 158th SLBC Meeting held on 23.12.2022

Sl No	Name	Designation	Organisation
Dignitaries from Govt. of West Bengal and different Line departments			
1	Dr. Amit Mitra	Principal Chief Advisor to The Hon'ble Chief Minister and Finance Department	Government of West Bengal
2	Smt Chandrima Bhattacharya	Hon'ble Minister of State, Finance Department	Government of West Bengal
3	Sri Pradip Kumar Majumder	Hon'ble Minister-in-Charge	Panchayats & Rural Development, GoWB
4	Dr. Manoj Pant	Additional Chief Secretary	Finance Dept, GoWB
5	Sri Onkar Singh Meena	Principal Secretary	Agriculture Department, GoWB
6	Sri Manish Jain	Principal Secretary	Higher Education Department, GoWB
7	Sri Jagdish Prasad Meena	Secretary	Department of Cooperation, GoWB
8	Sri Narayan Chandra Sarkar	Secretary & Managing Director	West Bengal Swarojgar Corporation Limited
9	Dr. P. Ulaganathan	Secretary	Panchayats & Rural Development, GoWB
10	Sri Tanmoy Ghosh	Chairman	WBSCL, GoWB
11	Smt. Joyoshi Dasgupta	Special Secreary	ARD Department, GoWB
12	Sri Manas Dhar	Special Secretary & Director	Institutional Finance, GoWB
13	Sri Vibhu Goel	SMD & CEO	WBSRLM, GoWB
14	Sri Arindam Roy	Joint Sectreary	SHG & SE Department, GoWB
15	Sri Soumya Bhattacharya	Additional Secretary	Food & Supplies Department, GoWB
16	Sri T. Balasubramanian	IGR & CS	WBRIS
17	Sri Sandeep Nag	Joint Director	Directorate of Textiles
18	Sri Parthasarathi Datta	Deputy Director	Institutional Finance, GoWB
19	Sri Argha Ghosh	Dy Director	SUDA, GoWB
20	Sri Jaydip Mukhopadhyay	Special Commissioner	Higher Education Department, GoWB
21	Sri Anup Kumar Mandal	Deputy Commissioners of Revenue	WBRIS
22	Sri D. Mitra	Joint Director	MSME DFO KOLKATA
23	Smt Rina Chakraborty	Assistant Director	MSME DFO KOLKATA
24	Sri Anup De	DOCRT	KVIB
25	Sri Debesh Chakraborty	Regional Chief	HUDCO
26	Dr. Tushar Kumar Sinha	Assistant General Manager	HUDCO
27	Sri Alok Sharma	Assistant General Manager	National Hosing Bank
28	Sri Debasish Maity	Banking Consultant	Institutional Finance, GoWB
29	Sri Soumitra Dasgupta	Banking Consultant	Institutional Finance, GoWB
30	Sri Bibnekananda Biswas	Banking Expert	Agriculture Department, GoWB
31	Sri Sandip Bairagi	SMM (FI & ME)	SUDA, GoWB
32	Sri Kunal Rane	Relationship Manager	NESL
33	Sri L. S. Ramanuj	Regional Manager	LICI
34	Sri G. Murli Rao	State Director	RSETI, WB
Dignitaries from RBI & NABARD			
35	Sri R. Kesavan	Regional Director	RBI, Kolkata RO
36	Smt. Mary L. Deng	General Manager	RBI, Kolkata RO
37	Sri Kamalesh Kumar	General Manager	NABARD, Kolkata RO
Dignitaries from Commercial Banks			
38	Sri M. Paramasivam	Executive Director	Punjab National Bank
39	Sri Sumanta Mohanty	Chief General Manager & Convener	SLBC, West Bengal
40	Sri Prem Anup Sinha	Chief General Manager	State Bank of India
41	Sri S. J. Gaware	Chief General Manager	Canara Bank
42	Sri Shio Shankar Singh	General Manager	SLBC, West Bengal
43	Sri Prabir Kumar Tah	General Manager	Punjab National Bank
44	Sri Ajay Kumar Singh	General Manager & Zonal Head	Central Bank of India
45	Sri Joseph Lawrence Tobias	Chairman	BGVB (PNB)
46	Sri Debasish Nayek	General Manager	PBGB (UCO)
47	Sri D. S. Rathore	Chairman	UBKGB (CBI)
48	Sri Manasij Mukhopadhyay	Managing Director	WB State Co-Op Bank Ltd.
49	Sri Prasenjit Maity	General Manager	WB State Co-Op Bank Ltd.
50	Sri G. K. Sudhakar Rao	Field General Manager	Union Bank of India



51	Sri Ram Kumar Das	Field General Manager	Indian Bank
52	Sri B. P. Verma	General Manager	SIDBI
53	Sri S.S. Dash	Deputy General Manager	State Bank of India
54	Sri P. K. Das	Deputy General Manager	Bank of Baroda
55	Sri Alok Kumar	Deputy General Manager	UCO Bank
56	Sri Lalit Kr. Sharma	Deputy General Manager	Punjab & Sind Bank
57	Sri Bichendra Mallik	Deputy General Manager	Bank of Maharashtra
58	Sri S. K. Satapathy	Deputy General Manager	Bank of India
59	Sri Sanjoy Biswas	Assistant General Manager	State Bank of India
60	Sri Vikas Kumar	Assistant General Manager	Central Bank of India
61	Sri Prafulla Kumar Sahoo	Chief Manager	Indian Overseas Bank
62	Sri Pranoy Sinha	Senior Manager	Indian Bank
63	Sri Vishal Sinha	Senior Manager	Union Bank of India
64	Smt. Anvesha Baidya	Senior Manager	Bank of India
65	Sri Abesh Mahalanabish	Senior Manager	Union Bank of India
66	Smt. Sagarika Maity	Manager	UCO Bank
67	Sri Pinaki Chatterjee	Assistant Manager	Indian Overseas Bank
68	Sri Dipesh Chakrabarty	State Nodal Head	Axis Bank
69	Sri Ranjan Gangapadhyay	SVP	Bandhan Bank
70	Smt. Bidisha Chatterjee	Senior Manager	Bandhan Bank
71	Sri Amit Chattopadhyay	LSM	Catholic Syrian Bank Ltd.
72	Sri Jyotiranjana Maharathi	Zonal Head	City Union Bank Ltd.
73	Smt. Puja Shaw	Branch Head	Dhanalaxmi Bank Ltd.
74	Sri Narottam Bhatt	AVP	Federal Bank
75	Sri Jyoti kumar	Assistant Manager	Federal Bank
76	Sri Manik Verma	SVP	HDFC Bank
77	Sri Ripon Golder	Manager	ICICI Bank
78	Sri Sudipta Barua	Deputy General Manager	IDBI Bank
79	Sri Saptarshi Chandra	State Head-Govt. Business Group	Indusind Bank
80	Sri Sukanta Dey Chakraborty	Regional Manager	IDFC First Bank
81	Sri Basavaraj Desalli	AGM Regional Head	Karnataka Bank Ltd.
82	Sri Barun Kumar Tiwary	Manager	Karur Vysya Bak
83	Sri Rahul Saxena	AVP	Kotak Mahindra Bank
84	Smt. Debarpita Ghosh	Senior Manager	Ratnakar Bank Ltd.
85	Sri Subharnshu Chakraborty	Manager	South Indian Bank Ltd.
86	Sri Ambarish Dey	DOSM	Au Small Finance Bank
87	Sri Arindam Naskar	Regional Manager	Jana small Finance Bank
88	Sri Sounak Saha	Area Head Micro Banking	Ujjivan Small Finance Bank
89	Sri Suvajit Ray	Chief Manager	Utkarsh Small Finance Bank
90	Sri Rajeev Kumar	Chief Manager	India Post Payment Bank
91	Sri Amit Kumar Dutta	Senior Manager	Airtel Payment Bank
92	Sri Kaliswaran Mukherjee	Vice President	Yes Bank
93	Sri Sayan Chakraborty	Branch Manager	Tamilnad Mercantile Bank

Lead District Managers of West Bengal

94	Sri Salan Bage	24-Pgs (North)	Indian Bank
95	Sri Rakesh Singha Roy	24-Pgs. (South)	Punjab National Bank
96	Sri Ashok Kumar	Alipurduar	Central Bank of India
97	Sri Tapan Mondal	Bankura	Punjab National Bank
98	Sri Prabir Kumar Ganguly	Coochbehar	Central Bank of India
99	Sri Sayantan Tarafdar	Dakshin Dinajpur	Punjab National Bank
100	Sri Bharat Chandra Tripathi	Hooghly	UCO Bank
101	Sri Sanjay Pradhan	Howrah	UCO Bank
102	Sri Ajay Singh	Jalpaiguri	Central Bank of India
103	Sri Ranjit Dutta	Jhargram	Punjab National Bank
104	Sri Abhijit Mondal	Kolkata	State Bank of India
105	Sri Sushanta Kumar Halder	Malda	Punjab National Bank
106	Sri Sudhir Kumar Rajak	Murshidabad	Punjab National Bank



107	Sri Tapu Dutta	Nadia	Punjab National Bank
108	Sri Jayanta Kumar Auddy	Paschim Burdwan	State Bank of India
109	Sri Subhankar Mahata	Paschim Medinipur	Punjab National Bank
110	Sri Sumit Sharma	Purba Burdwan	UCO Bank
111	Sri Sudip Maity	Purba Medinipur	Punjab National Bank
112	Sri Tapan Mondal	Purulia	Punjab National Bank
113	Sri Sourav Saha	Uttar Dinajpur	Punjab National Bank

