

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

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Ref. No: SLBC/WB/Special SLBC Meeting on FI / ¹⁷⁶ /2021

Date: 30.09.2021

- 1) The Member Banks under SLBC, West Bengal,
- 2) The LDMs in West Bengal

Re: Minutes of the Special SLBC Meeting on Financial Inclusion held on 27.09.2021.

In accordance with compliance of the instructions vide RBI letter no FIDD.CO.LBS. No.17408/02.13.002/2020-21 dated 05.03.2021 for conduction of Special SLBC meeting to review Financial Inclusion and Financial Literacy initiatives, a Special SLBC Meeting on Financial Inclusion was held on 27.09.2021 to review the progress made in different parameters related to Financial Inclusion as on 30.06.2021 in the state of West Bengal. The meeting was held in virtual mode and was participated through VC by Dr. Monoj Pant, Principal Secretary, Finance Department, Govt of West Bengal; Sri Surendra Kumar Dixit, Chief General Manager, PNB; Smt. Anindita Sinharay, Director & Nodal Officer, SLBC (WB), DFS, Ministry of Finance; Sri Susobhan Sinha, Regional Director, RBI; Dr. A.R. Khan, Chief General Manager, NABARD; Sri Manas Dhar, Special Secretary & Director, Institutional Finance, GoWB, representative of PFRDA, state heads of major member Banks and all Lead District Managers.

At the outset, Sri Nabin Kumar Dash, Chief General Manager & Convener, SLBC West Bengal welcomed all the participants in the meeting and briefly narrated about the major developments related to Financial Inclusion taken place in the state of West Bengal. He appraised the house that enrolment% in 3 social security schemes is good but lower than the national average. Though a total of 7.14 lakh KCCs (fresh+ renewal) have been sanctioned upto 30.06.2021 during this FY out of annual target of 35.00 lakh achieving 20% of target, the average ticket size is only Rs.43840/-. Banks have to strictly follow the revised updated scale of finance while processing the KCCs, as per revised KCC guidelines to achieve the target. In SHG portfolio, the overall performance is satisfactory and banks have managed to disburse Rs.1373.75 Crore (9.14% of financial target) registering a Y-O-Y growth of 35.18%. CD ratio of the state had slightly decreased to 60.58% as on June 2021 against 60.79% as on March' 2021. But, it has increased from June'2020 figure i.e. 60.02%. He also highlighted that, due to 2nd wave of Covid-19 pandemic, FLCs have organised only 95 camps covering 3157 no of candidates. He also appraised the house that 93.27% of SB A/c's in the Nadia district are covered with at least one digital mode, whereas in case of Current A/c's the achievement stands at 93.66% as on 30.06.2021.

Sri Sakshi Gopal Saha, General Manager, SLBC West Bengal requested Sri Susobhan Sinha, Regional Director, RBI to preside over the meeting. Sri Sinha, in his deliberation highlighted that in the central, north-eastern & eastern part of India, the penetration level from financial inclusion point of view is somehow lower than the national average. The agenda wise discussions along with the action points emerged during the meeting are as given below:

1. Banking Outlets in West Bengal:

Smt. M.L. Deng, General Manager, RBI narrated that West Bengal has 8.54 bank branches per lakh of population vs 10.16 all India average and 11.82 ATMs per lakh of population vs 17.25 all India average. Again the state has 78 BC outlets per lakh population vs national average of 130 BC outlets per lakh population. Sri S. Sinha highlighted that this BC statistic includes 55,950 BCs employed by Airtel Payment Bank and India Post Payment bank. He requested all member banks to increase BC access in districts

having low branch, ATM as it will help in further improving the access of banking services in the districts and state as a whole.

Sri M. Dhar also opined that number of rural branches have significantly decreased in the state. Branch concentration is high in metro areas in respect of area it is covering, but it appears to be low to some extent in rural areas which covers a large area of the state. He highlighted that, as per data collated it is revealed that one BC is covering about 1300 no of population in the state as of now. But when for the first time BCs were appointed, it was decided a BC will cover at least 500-750 no of families covering 3000-5000 population in a sub service area. So, in West Bengal the BC concentration is high. He requested RBI & SLBC to relook the position in comparison with National average. Sri S. Sinha & Sri S.G.Saha acknowledged the same and assured the house that the issue will be relooked and discussed separately with Institutional Finance, Finance Department, GoWB soon.

Smt. -A. Singharay in her deliberations highlighted the following points:

- i) Out of 19339 BCs, 14503 no of BCs doing less than 50 online transactions per day. BCs to be sensitized for doing more online transactions at their point.
- ii) Bharat Bill Payment System (BBPS) may be activated at BC point. It will help many rural & semi-urban people to make their regular bill payments through BCs. BCs will also get some commissions out of that.
- iii) BCs are giving banking facilities to many people in some remote area where branch personnel are not visiting regularly. BCs can be used for credit sourcing of these section of people.
- iv) SHG members may be appointed as BCs. They, by using of AEPS, Micro ATMs can do transactions for individual members and the credit worthiness of these individual members may be assessed from these transactions.
- v) Flexi Recurring Deposit scheme to be introduced at BC point.
- vi) BC concentration at urban & semi urban areas may be increased.
- vii) Strict Grivenance Redressal system in local language to be introduced to redress complaints related to BCs.

Sri S. G Saha responded that the number of rural branches in the state has increased from March 2020 to March 2021. Sri Saha apprised the house that owing to rationalization of branch network on account of amalgamation of some major banks, the no of rural branches as well as total branches have decreased. He also highlighted that, SLBC have disseminated the list of Financial Literacy Community Resource Persons (FLCRPs) trained by RSETIs for appointing them as BCs. The possibility of appointing them may again be explored by banks in this regard.

(Action Point 1: Member Banks, SLBC & RBI)

2. Pradhan Mantri Jan Dhan Yojana:

Smt. M.L. Deng highlighted that total 4.07 Cr PMJDY accounts opened in the state of West Bengal having 0.25 Cr number of zero balance accounts as on June 2021. Total Number of Rupay card issued is 2.59 Cr no of accounts and aadhaar seeding has been completed in 3.27 Cr accounts upto 30.06.2021.

3. Social Security Schemes (Micro Insurance & Micro Pension):

Smt. M.L. Deng informed the house that out of all PMJDY Accounts, PMSBY has a coverage of 34.24% (54.24% national), PMJJBY has a coverage of 9.68% (23.97% national) and APY has a coverage of 5.92% (7% national). She requested all member banks to put their best effort to enrol maximum number of customers in 3 social security schemes in order to achieve at least the national average. Sri S.Sinha also highlighted that PMJDY accounts per lakh population in some districts viz. Kalimpong (20,877), Alipurduar (14,471) and Paschim Burdwan (11,982) is very low in comparison to districts like Uttar Dinajpur (73,833), Malda (67,000) and Purulia (57,019). He requested SLBC to examine the reasons for such variance to ascertain the steps that can be taken to improve the PMJDY coverage in the aforementioned districts. Sri S. G. Saha apprised the house that PMSBY & PMJJBY coverage % has increased to 58.62% & 10.09% respectively. He also highlighted that target under 3 Social security schemes have been prepared by SLBC and will be distributed amongst member banks very shortly.



Smt. A. Singharay requested member banks to make the BCs well acquainted so that they can help in nominee related claim settlement procedure at their BC point.

Sri. Mohit Yadav, PFRDA highlighted that, the performance of West Bengal state as a whole in APY campaign remains very impressive for last few years and achieved its annual target as well rather than surpass the target. However, enrolment % is below the national target level. He suggested the following points for better APY enrolment:

- i) Recognition of SHGs as BC for better outreach.
- ii) Gap analysis and targeted approach vis-a-vis coverage of PMJDY accounts under APY.
- iii) Engagement of Bankers in upcoming Gram Panchayat Development Plan (GPDP) for achieving saturation at grass root level.

(Action Point 2: Member Banks & SLBC)

4. Kisan Credit Card:

Sri S.Sinha highlighted that performance of some banks viz. UCO Bank, Indian Overseas Bank, Canara Bank and State Bank of India etc. in agriculture credit disbursement is not at par with other banks. He also highlighted that average KCC ticket size in KCC is very low. Special focus needs to be placed by lead banks in Bankura, Dakshin Dinajpur, Darjeeling, Paschim Medinipur, Kalimpong, Coochbehar, Hooghly and Alipurduar districts to improve disbursement of KCC loans.

Sri M. Dhar highlighted that in the last KCC Saturation Campaign commenced by GoWB in June' 2020, a target was fixed to bring 20 lakh new non-loanee farmers mainly oral lessees, share croppers and tenant farmers under the ambit of KCC. In the FY 2020-21, banks have sanctioned 14.41 lakh fresh KCC as per KCC IMS portal. He requested member banks to complete disbursement in all the sanctioned cases. Again he requested member banks to relook the pending proposals lying at different bank branches.

Sri S. G. Saha highlighted that all the banks operating in the State have disbursed 713972 KCCs including renewal cases during the June quarter of FY 2021-22 registering 20.40 % achievement of annual target of 35.00 lacs. Total amount disbursed for KCC stood at Rs. 3130.97 crore as on 30.06.2021 which account for 32.67 % of the farm credit.

Dr. A.R. Khan, CGM, NABARD suggested the member banks to concentrate on (a) Animal Husbandry, (b) Fishery, (c) Tea Garden, (d) Farm mechanization, (e) Food processing & (f) Farmer Producer Organizations (FPOs), as these sectors have immense potentiality and there is ample scope to grow.

(Action Point 3: Member Banks & LDMs of selected districts)

5. Self Help Groups:

Sri S.Sinha highlighted that banks have managed to disburse Rs.1373.75 Crore (9.14% of financial target) upto June 2021 in this financial year. Banks have to strive best to achieve the stipulated target in coming quarters. Sr S. G. Saha updated the house that banks have already disbursed Rs.4248.76 cr in 323702 number of accounts upto August 2021, thus achieved 28.29% and 55.03% in disbursement amount and number of SHGs respectively. He assured the house that this year all banks will again excel in SHG performance and not only achieve the target but also surpass the target. Sri M. Dhar requested banks to share the month wise SHG data in the specified template to WBSRLM for updation of data in the separate SHG portal developed by Govt. of West Bengal.

Smt. A. Singharay appraised the house that limit of collateral free loans to SHGs under DAY-NRLM has increased from Rs.10.00 lakh to Rs.20.00 lakh and requested member banks to take a note of that and to act upon it.

(Action Point 4: Member Banks)

6. CD Ratio:

Sri S. Sinha raised the issue of low CD ratio particularly in North 24 Pargana and Hooghly. He also pointed out that SBI, CBI, Indian Bank and UCO Bank had CD ratios below 40%. These four banks were requested

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to analyse the reasons for low CD ratio and take steps to improve the same. Further, some more districts had witnessed decline trend in their CD ratios particularly Murshidabad. He requested all member banks to focus on CD ratios by increasing credit offtake in the state.

Sri M.Dhar highlighted that high institutional deposit in North 24 Parganas is one of the main reason of low CD ratio. Again being very adjacent to Kolkata district, most of the advances utilised in different units at Hooghly & North 24 Parganas are being sanctioned from Kolkata district. Thus the CD ratio of these two districts are always in lower side. He requested LDMs of these two districts to discuss this low CD ratio issue in upcoming DCC meetings and to formulate a monitorable action plan to make good in this particular area.

Smt. A. Singharay inquired the reason for low CD ratio of 41.73% in Alipurduar district whereas in adjacent Coochbehar district it is as high as 72.76%. Sri M. Dhar appraised the house that, a large number of tea gardens are present in Alipurduar district and the majority of advances are being sanctioned from Kolkata district. However, he requested member banks to explore the possibility of credit disbursement to tea garden workers and SHG members to increase the CD ratio.

(Action Point 5: LDMs of Hooghly, North 24 Parganas, Murshidabad & Alipurduar and Member banks)

7. Financial Literacy Centre:

Sri S. Sinha pointed out that the camps conducted by both FLCs and rural branches are very low and they have been way behind their annual target during the last three years. Lead banks in the districts were requested to take effective steps to ensure regular conduct of FL camps by the rural bank branches and FLCs to meet the prescribed target. He also apprised the house that 58 Centres for Financial Literacy (CFLs), by Crisil Foundation, would be set up in the state, which will serve 174 blocks and will be operationalised by 01.12.2021. He requested Sponsor banks (PNB, UCO and Central Bank) to release the advance capital and operational amount at the earliest and extend all cooperation to Crisil Foundation to achieve the deadline.

Dr. A.R. Khan briefly enumerated the benefits of Financial Inclusion Fund (FIF) for better synergy in fulfilling the objective of Financial Inclusion and requested banks to take prior approval from NABARD to seek admissible grant assistance from FIF in respect of identified schemes/activities.

Sri S.G. Saha requested member banks to explore innovative ways, during this pandemic situation, for conducting Financial Literacy Camps so that the FLC target of rural branches and FL Counsellors can be achieved.

(Action Point 6: LDMs & Member Banks)

8. Skill Development initiatives of RSETIs:

Sri S. Sinha highlighted that no of trainings conducted by RSETIs during this quarter is very low, may be due to 2nd wave of pandemic. He highlighted that, many of the RSETIs are still functioning from rented premises. Again there is no RSETIs in Alipurduar, Paschim Burdwan, Kalimpong, Kolkata and Jhargram.

Sri S.G. Saha highlighted that in many districts final allotment of land is pending with State Govt. authority or allotted land had been encroached. Sri M. Dhar requested SLBC to send the updated land status for necessary follow up with concerned department of GoWB. Sri S.G. Saha also appraised the house that the issue of setting up of new RSETIs have already been taken up with lead banks of those districts.

(Action Point 7: SLBC)

9. Enabling Infrastructure for furthering Financial Inclusion and digital payment ecosystem:

Smt. A. Singharay noted that internet connectivity in many GPs are poor, again frequent disruptions in connectivity persist throughout the State, adversely affecting customer services of banks. She



requested all member banks to provide branch/ GP wise report of such poor internet connectivity to SLBC and SLBC to send the consolidated report to DFS. The same report will be sent to Deptt. of Telecom for necessary action.

(Action Point 8: All member banks &SLBC)

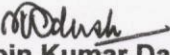
10. Expanding and Deepening of Digital Payments:

Sri S. Sinha highlighted that 93.27% of SB A/c's in the Nadia district are covered with at least one digital mode, whereas in case of Current A/c's the achievement stands at 93.66% as on 30.06.2021. He was very much hopeful that by December' 2021 end Nadia district may achieve the 100% digitization target. Smt. A. Singharay highlighted that progress in Nadia is very impressive, but from the report it is revealed that all the current account customers have yet not been onboarded with merchants. Until the process is completed, the digitization movement in Nadia district is to be carried on. Sri Sinha noted her concern and requested banks to explore every opportunity to make those customers onboarded with merchants.

Sri Sinha requested the house for adoption of Howrah district for further expanding and deepening of Digital Payments and to complete the process by September 2022. The proposal was adopted unanimously in the meeting.

(Action Point 8: All member banks)

There being no other point of discussion, the meeting ended with vote of thanks to the chair & other participants.


(Sri Nabin Kumar Dash)
Chief General Manager &
Convener, SLBC West Bengal



List of participants in Special SLBC Meeting on Financial Inclusion held on 27.09.2021

SI No	Name	Designation	Organisation
Dignitaries from Government and different Line departments			
1	Dr. Manoj Pant	Principal Secretary	Finance Dept, GoWB
2	Smt Anindita Sinharay	Director & Nodal Officer, SLBC (WB)	DFS, Govt. of India
3	Sri Manas Dhar	Director & Special Secretary	Institutional Finance, GoWB
4	Smt Shaon Sen	Addl Director	SUDA, GoWB
5	Sri Sandip Bairagi	SMM (FI & ME)	SUDA, GoWB
6	Sri Ranjit Roy	State Project Manager	WBSRLM
7	Sri Mohit Yadav	Asstt. General Manager	PFRDA
Dignitaries from RBI & NABARD			
8	Sri Susobhan Sinha	Regional Director	RBI, Kolkata RO
9	Dr. A.R. Khan	Chief General Manager	NABARD, Kolkata RO
10	Sri Kamalesh Kumar	General Manager	NABARD, Kolkata RO
11	Smt. Mary Lianlunkim Deng	General Manager	RBI
12	Smt. Shubha Modi	Dy General Manager	RBI
Dignitaries from Commercial banks			
13	Sri Nabin Kumar Dash	Chief General Manager	Convener, SLBC West Bengal
14	Sri Sandeep J Gaware	Chief General Manager	Canara Bank
15	Smt. Ruma Dey	Chief General Manager	State Bank of India
16	Sri Sakshi Gopal Saha	General Manager	SLBC, West Bengal
17	Sri Raj Kishore Sahoo	General Manager	BGVB
18	Sri Kailash Sony	General Manager	UBKGB
19	Sri Debashis Nayek	General Manager	PBGB
20	Sri Prasenjit Maity	General Manager	WB State Co-Op Bank Ltd.
21	Sri P.K Giri	General Manager	Bank of India
22	Sri Sunil Agrawal	General Manager	Punjab National Bank
23	Sri Rajendra Kumar	Field General Manager	Central Bank of India
24	Smt Kuhu Ganguli	Dy General Manager	State Bank of India
25	Sri Prabhakar Sahoo	Dy General Manager	State Bank of India
26	Sri Ambikanand Jha	Dy General Manager	UCO Bank
27	Sri Ramsundar Mahato	Dy General Manager	IDBI
28	Sri P. K. Das	Dy General Manager	Bank of Baroda
29	Sri Ajit Kumar Choudhury	Deputy Zonal Manager	Bank Of Maharashtra
30	Sri Sanjoy Nath	Assistant General Manager	IPPB
31	Sri Sumit Basu	Chief Manager	SLBC, West Bengal
32	Sri Subrata Roy	Chief Manager	Indian Bank
33	Sri Mukesh Ranjan	Chief Manager	Union Bank of India
34	Sri Rajeev Kumar	Chief Manager	IPPB
35	Sri Ramesh Vaidya	Chief Manager	Karnataka Bank
36	Sri Anantha Subakaran	Chief Manager	Tamilnad Mercantile Bank
37	Sri Kishore Chandra Meher	Senior Manager	Indian Oversease Bank
38	Sri Ashwini Kumar	Senior Manager	Punjab and Sindh Bank
39	Sri Ramkrishna K.S	Senior Manager	Dhanlaxmi Bank
40	Sri Santanu Banerjee	Divisional Manager	Canara Bank
41	Sri Dipesh Chakraborty	Asstt. Vice President	Axis Bank



42	Sri Saikat Chatterjee	Regional Head	Bandhan Bank
43	Sri Samrat Guha Niyogi	Government Alliances Banking	Airtel Payment Banks
44	Sri Satinathan	Vice President	ESAF Small Finance Bank
45	Sri Manik Verma	Vice President	HDFC Bank
46	Sri Viswanath A	Deputy Vice President	Federal bank
47	Smt. Taninder Kaur	Circle Head	Catholic Syrian Bank
48	Sri Raj Rai	Zonal Head	ICICI Bank
49	Sri Sourav Rajguru	Regional Chief Manager	ICICI Bank
50	Smt. Koyel Bhattacharya	Senior Relationship Manager	Indusind Bank
51	Sri P V Subhash	Regional Head	DBS Bank Ltd.
52	Sri Sanjèev Sharma	Relationship Manager	Jana Small Finance Bank
53	Sri Jijith J.	Regional Head	South Indian Bank
54	Sri Ayan Kumar Ghosh	Zonal Head	Utkarsh Small Finance Bank
55	Smt Jayati Ghosh	Cluster Head service	Yes Bank
Lead District Managers of West Bengal			
56	Sri Salam Bage	24-Pgs (North)	Indian Bank
57	Sri Rajat Kumar Bala	24-Pgs. (South)	Punjab National Bank
58	Sri Ashok Kumar	Alipurduar	Central Bank of India
59	Sri Tapan Mondal	Bankura	Punjab National Bank
60	Sri Prithwis Das	Birbhum	UCO Bank
61	Sri Prabir Kr Ganguly	Coochbehar	Central Bank of India
62	Sri Raushan Kumar	Darjeeling	Central Bank of India
63	Sri Bharat Chandra Tripathi	Hooghly	UCO Bank
64	Sri M.K.Soni	Howrah	UCO Bank
65	Sri Ranjit Dutta	Jhargram	Punjab National Bank
66	Sri Santanu Chowdhury	Kolkata	State Bank of India
67	Sri Sushanta Kumar Halder	Malda	Punjab National Bank
68	Sri Tapu Dutta	Nadia	Punjab National Bank
69	Sri Dwijendra Kumar Debnath	Paschim Burdwan	State Bank of India
70	Sri Subhankar Mahata	Paschim Medinipur	Punjab National Bank
71	Sri Sumit Sharma	Purba Burdwan	UCO Bank
72	Sri Sudip Maity	Purba Medinipur	Punjab National Bank
73	Sri Tapan Mondal	Purulia	Punjab National Bank
74	Sri Sourav Saha	Uttar Dinajpur	Punjab National Bank

