

**United Bank of India
Lead Bank Division
Head Office: Kolkata**

**Proceedings of the Special SLBC Meeting on Implementation of
“Comprehensive Financial Inclusion (CFI) Plan” held at
“SUCHINTAN” , United Bank of India (UBI), Head Office on 06.08.2014.**

Special State Level Bankers' Committee (SLBC) meeting for West Bengal on Implementation of Comprehensive Financial Inclusion in mission mode (Sampoorn Vittiyea Samaveshan) was held on 06th August 2014 at SUCHINTAN, 4th floor, United Bank of India, Head Office at Kolkata. The meeting was attended by **Shri Deepak Narang, Executive Director, United Bank of India, Shri Sanjay Arya, Executive Director, United Bank of India, Shri H.K.Dwivedi, Principal Secretary, Finance Department, Govt. of West Bengal, Ms. Anna Roy, Director, Department of Financial Services, Ministry of Finance, Govt. of India & Nodal Officer of SLBC, West Bengal, Sm. Nandana Munshi, Dy. Director General of Unique Identification Authority of India.** Among other dignitaries **Shri Anurag Srivastava, Joint Secretary, Finance, Govt. of West Bengal, Shri Manas Dhar, General Manager & Convener SLBC West Bengal, Shri A. Majhi, Senior General Manager, Eastern Telecom Region, BSNL, Shri A.K.Das, Special Secretary & Director of Institutional Finance, Govt. of West Bengal** and other top executives of State Government, Banks, RBI, NABARD were present in the meeting.

This Special SLBC meeting was called in the backdrop of launching of Comprehensive Financial Inclusion across the country in mission mode. Hon'ble Prime Minister is expected to launch the Scheme on 15th August 2014.

Shri Manas Dhar, General Manager, United Bank of India & Convener of SLBC (West Bengal) while welcoming the participants explained the objective of holding such meeting and impressed upon the Banks and LDMs to put all out efforts for ensuring smooth implementation of Comprehensive Financial Inclusion **in Mission Mode, keeping** close liaison with the Govt. Depts and other stake holders. Shri Dhar then requested **Shri Deepak Narang, Executive Director of United Bank of India** to deliver his inaugural address.

Shri Deepak Narang, ED, UBI prior to delivering his welcome address, greeted all the dignitaries of State Government, RBI, NABARD, Banking fraternity and Lead District Managers. He specially greeted Shri H.K. Dwivedi, Principal Secretary, Finance , GoWB, , Ms. Anna Roy, Director, Deptt.of Financial Services, Ministry of Finance, Gol and Nandana Munshi, DDG, UIDAI for their kind presence in the meeting.

His brief speech inter alia touched the following points :

- i) Exclusion of large segment of the society from financial services, is affecting the overall economic growth of the country.
- ii) Background for launching of Sampurn Vitteeyea Samaveshan (SVS) or Comprehensive Financial Inclusion Plan(CFI) in mission mode.
- iii) Ensuring access to financial services at the last mile and adequate credit to the excluded section in every nook and corner of the country.
- iv) Penetration of the rural area through banking outlets in synchronization with rising population and genuine need for accessible financial services for all.

Shri Narang , then requested **Shri Sanjay Arya, Executive Director, UBI** who attended the meeting of Finance Minister with CEOs of the Bank on 31.07.2014, to describe briefly the salient points of “**CFI Plan in mission mode**”.

Shri Sanjay Arya, ED, UBI described the highlights of the **Comprehensive Financial inclusion (CFI) plan as under.**

Phase –I

- i) The very object of the Plan is Universal access to banking facilities.
- ii) At least one account would be opened for every uncovered household both in Urban & Rural Area with RuPay card within time lines.(starting from 31.08.2014)
- iii) Account opening has to be followed by Aadhaar seeding for routing of all DBT, loan, insurance and pension related transactions.
- iv) Financial Literacy Programme is to be given a push and to be extended upto the Block level. The standardized financial literacy materials as per RBI design & specification are to be used at the time of holding Financial Literacy Camp.
- v) There is a provision of granting Rs 5000/- overdraft facility in savings Bank account step by step after evaluating satisfactory transaction in the savings bank account and credit worthiness.
- vi) RuPay Kishan Credit Card is to be issued to eligible cases .
- vii) Timelines should be strictly maintained for every activity for all stake holders.

Phase –II

In the 2nd phase ,three other sectors viz. Credit Guarantee Fund , Micro insurance and Micro Pension are to be implemented.

Shri Arya, ED, UBI emphasized on Banks, Lead District Managers and Govt. Departments to play their respective roles at this juncture for ensuring smooth implementation of the CFI Plan in mission mode.

Shri Deepak Narang, ED ,UBI then requested **Shri H.K. Dwivedi , Principal Secretary, Finance, GoWB** and **Mission Director for CFI** in the State to address the house and guide them for successful implementation of of the CFI.

While deliberating, **Shri Dwivedi** inter alia highlighted the following points.

i) All support from all levels, from State Government is assured. The District Magistrates would be instructed to call meetings with Banks , LDMs and other stake holders should chalk out plan for implementing the mission according to timelines and provide all kinds of support.

ii) Having a bank account without any transaction is not supposed to derive any benefit. If the bank account is not operational, it will not serve any purpose. The Banks have to develop monitoring mechanism on this aspect. Financial Literacy camps can also play an important role in this regard. All dormant Savings Account have to be activated.

iii) Opening of accounts through camp mode can be successful if local administration (Panchayet Pradhan/members) can be motivated and involved.

iv) As Opening of Banking outlets in all unbanked Gram Panchayats (GP) is a pre-requisite for the financial inclusion, as perceived by the State Government, stationing at least one CSP at the GP office level may serve the purpose to great extent.

Thereafter, Ms Anna Roy, Director, Deptt.of Financial Services Gol, was requested to place the Comprehensive Financial Inclusion Plan in mission mode before the house through power point presentation, prepared by the Department of Financial Services, Gol.

Before going to Power Point presentation, **Ms. Roy** emphasized on few check points as under:

i) OD facility not to be granted to the account holders instantly. The transaction in the account is to be studied for ,say, 6 months and if it seems to be satisfactory, only then initial limit of Rs.1000 may be allowed on the basis of the banking habit of the beneficiary. The limit will be enhanced subsequently in consideration of satisfactory transaction of the account.

ii) After opening of the account, seeding of Aadhaar number is essential for interoperability and payment under DBT.

iii) On introduction & use of e-KYC, no other document is to be sought from the account holder, for making the account fully KYC compliant.

iv) All the bank accounts to be opened should be simultaneously issued RuPay Debit Card. In fact all the existing FI Savings Accounts holder, should be provided with RuPay Debit Cards also.

v) In order to make the BC viable and to retain them, minimum remuneration of Rs.5000/- p.m. is to be ensured by the Banks. Corporate BC will be monitored by the Banks so that BC at ground level can get remuneration at right time and right amount. NBFC can also be considered for BC.

v) LDM's office needs to be strengthened. Infrastructural facilities are to be improved in the office of LDMS. LDMS should not be involved in the routine banking jobs. They are required to be involved in monitoring works. For regular monitoring of account opening by the Banks, conducting Financial Literacy Camps at the Block level, and by the rural branches of the Bank, meetings are to be conducted at District level and Block level by the LDMS.

(vi) Formation of the State level Implementation Committee for CFI should be finalized and notified to all concerned.

Then , **Ms Roy**, described the salient features of the CFI Plan through Power Point Presentation. Major items, narrated through this presentation were as under.

- i) Background of SVS
- ii) Financial Inclusion-Current Status.
- iii) Mission Mode Objectives.
- iv) Strategy for achievement of Objectives.
- v) Opening of Basic Savings Accounts.
- vi) Suggested variants of the BC structure.
- vii) Administrative Structure for Monitoring.
- viii) Summary of action points.

Shri Manas Dhar, GM, UBI & Convener of SLBC, then went through another Power point presentation from SLBC desk with exhaustive description on the parameters as under :

- a) Highlights, Targets, Tasks ahead and Timelines.
- b) Role of SLBC
- c) Role of Banks
- d) Role of Lead District Managers.
- e) Role of State Government.
- f) Challenges ahead
- g) Monitoring Mechanism & MIS.

In every segment he pointed out the action points and role to be played by the different stake-holders, specially the Banks and the LDMs.

The decisions emerged from the aforesaid power point presentations and discussions are included in the Action Points.

Major Action Points emerged in the special SLBC meeting are ::

- In every district Gram Panchayat wise creation of Sub-Service Area (SSA) has been completed and allocated to different Banks. In the form of CD, the district wise mapping of Sub-Service Areas (SSAs) amongst Banks has been distributed to all Banks. If in any district, the same has not yet been approved in DCC meeting, the concerned LDM should convene DCC meeting before 14.08.2014 positively to get the SSA mapping approved. **(Action : LDMs)**
- Allocation of Wards to the Banks in Urban area has been completed and also distributed to member Banks. The same has also been uploaded in the SLBC West Bengal Website. Banks/LDMs should check the same and ensure necessary correction, if required. **(Action LDMs)**
- To ensure coverage of SSAs in rural area by deploying BCAs by the SSA Lead Bank within prescribed time lines. The Banks would cover 400 new SSAs within 31.08.2014, another 700 new SSAs within 31.12.2014 and remaining new SSAs within 30.06.2015 .**(Action: Banks)**
- Timely engagement of BCs, creation of necessary infrastructure for BCs and ensuring payment of minimum remuneration of Rs.5000/- to BCs should be ensured by the Member Banks. **(Action Banks)**
- LDMs should review regularly the coverage of SSAs and households in the DCC and BLBC meetings and report the same to the concerned Banks, District Authority and SLBC. Senior level representative of the Banks should attend DCC meetings to make the decision making at DCC level be more effective.**(Action LDMs/DCs)**
- LDM should hold Special DCC meeting on Comprehensive Financial Inclusion immediately if not already held. All LDMs of the Banks will send the copy of meeting notice and proceedings of DCC to concerned Regional Office of respective Lead Bank and SLBC.**(Action: LDMs)**
- LDMs should collect the household coverage data from all Banks (CBS generated data in respect of Savings accounts) and compile the total coverage

data in respect of their districts before 28.08.2014 and send the report to SLBC. All Banks should provide the correct & accurate data to the LDM in time without delay . (**Action : LDMs/ Banks**)

- Banks/LDMs should undertake adequate publicity campaign for Comprehensive Financial Inclusion Plan (**CFI**) itself and for opening of accounts of uncovered households with the assistance of District Administration and local Panchayets. For sensitization of the bank branch Managers about the programme and its implementation all Banks should advise their Regional Heads/Field functionaries to hold meeting with the Branch Managers and BCAs before 28.08.2014 and explain the role to be played by them. **Action : LDMs / Banks /State Government)**
- A/C opening camps to be utilized for simultaneous holding of the Financial Literacy Camps. LDMs to ensure this aspect. The Banks would ensure to have dedicated Financial Literacy Cell at all their rural branches. SLBC has already distributed the standardized FLC materials prescribed by RBI to all member Banks. IBA is also expected to finalize Financial Literacy materials in the context of Comprehensive Financial Inclusion in mission mode which will be made available to all Banks for use. (**Action: LDMs & Banks**)
- The Banks would furnish requisite data/information on SSA coverage, BC engagements, coverage of households through Accounts opening, generated from their structured MIS mechanism to SLBC for uploading /updating the same in SLBC Website.(**Action: Banks and SLBC**)
- The Banks would report the connectivity problem , if any, in respect of their BC locations to SLBC.The LDMs would also identify BC locations where connectivity problem is persisting and immediately inform it to the District Magistrate with intimation to SLBC.(**Action : Banks and LDMs**)
- Henceforth, in all the DCC meetings, the District Head of BSNL should be invited for discussion of the issue of connectivity as a regular agenda. The discussions on this issue are to be minutised and the ground level problems should be sorted out. (**Action : LDMs**)
- Banks to start account opening camps in the States from 31.08.2014. Accounts to be opened on line with Zero balance and with RuPay card facility and linked with Aadhar. One page A/c opening form devised by DFS is to be used for opening of the account.(**Action : Banks**)
- State Government to pass on instructions to the District Magistrates for providing full fledged support to banks and LDMs in the districts for organizing Camps for account opening. District Magistrates would be adequately briefed by the State Government to sensitise the Panchayat officials to make the account opening Camp successful by bringing all household under its ambit. Gram Panchayets

should also be requested to provide help to the Bankers as far as the data of uncovered families are concerned.(**Action :State Government**)

- The LDMs are to regularly update GIS and Online SSA data in the web portal. In case of any problem faced, that should be referred to SLBC.(**Action: LDMs**)
- The name of Banks, remaining frequently absent from DCC/BLBC meetings are to be referred to SLBC.(**Action : LDMs**)
- LDMs should provide the SSA mapping of the district to all Panchayat Pradhans, Executive Assistant of Panchayats to keep them informed of the SSA creation and for ensuring necessary helps to the Bank for account opening of the uncovered households. (**Action : LDMs**).
- Grievance redressal mechanism should be put in place by the SLBC Convener Bank. (**Action : SLBC**)

The meeting ended with Vote of Thanks extended by the General Manager ,United Bank of India & Convener SLBC, West Bengal.
