<u>Annexure</u>

1. **Name of SOP**: BC Coordinator Selection

2. **Unique ID of SOP**: Financial Inclusion & CSR/BC Coordinator Selection /

3. **Detail of recommending & approving authority**

	Name	Designation	Signature
Reviewed & Recommended By		Asst. General Manager	
Approved By		Dy. General Manager	
		General Manager	

बैंक ऑफ़ बड़ौदा Bank of Baroda

SOP for BC Coordinator Selection

1. PURPOSE:

The key objective of the SOP document is to create the systematic process ensuring the BC Coordinator selection process.

2. SCOPE:

Business Correspondent Coordinator is engaged on contractual basis for effective monitoring of BC Agents. They are engaged by the Bank, based on the requirement of different Zones/ Regions.
This SOP document covers the parameters pertaining to BC Coordinator Eligibility, Selection process, review of performance etc.

3. STAKEHOLDERS INVOLVED:

3.1 Zonal Office Financial Inclusion Coordinator: Responsible for BC coordinator onboarding target achievement of their regions by implementation of guidelines mentioned in BC Engagement policy.

3.2 Regional Office Financial Inclusion Coordinator :Responsible for onboarding of BC Coordinator to achieve target given to their region

4. WORKFLOW:

4.1 Eligibility Criteria:

4.1.1 Retired Bank Employees of any Bank (PSU/RRB/Private Banks/Co-operative Banks) up to the Rank of Chief Manager / equivalent.

4.1.2 Retired clerks and equivalent of Bank of Baroda having passed JAIIB with good track record.

4.1.3 In case of retired Bank employees, minimum rural banking experience of -03- years and maximum age for continuation will be -65- years.

4.1.4 For candidates other than retired Bank employees, minimum qualification should be graduate with Computer knowledge. He/ she should be in the age group of 21-45 years at the time of appointment and maximum age for continuation will be -65- years.

4.2 Geographical location of the candidates: 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.

4.3 Due diligence: Due diligence including KYC, CIBIL reports, satisfactory Police Verification report and past track record should be followed at the time of appointment.

4.4 Selection and Approval of BC Supervisor: Respective Regional Office shall invite applications for engaging BC Supervisors on contractual basis, through various

Newspapers and Bank's website depending on the requirement. The selection will be held through an interview process by a committee headed by Regional Head. The concerned Regional Head and the Chief Manager/ officer in-charge of Financial Inclusion in the Region will be the committee members.

4.5 Period of Contract: The contract of BC Supervisor will be initially for a period of 36 months subject to annual review.

4.6 Assignment of BC Agents / Conflict of Interest: Every BC supervisor to monitor about 35 BCs mapped to them. While assigning BC agents to a supervisor, it should be ensured that No BC agent is related to the supervisor as a family member, blood relation, close relative or having any business relations.

4.7 Review of performance:

4.7.1 BC Supervisors will report directly to the FI coordinators at Regional Offices.

4.7.2 Monthly review of performance of BC Supervisors to be carried out by Deputy Regional Head and annual review to be done by Regional Head recommending for continuation / termination based on the performance of BC Supervisors during the previous financial year.

4.7.3 Proposal for renewal of contract to be submitted to Zonal Heads on/or before completion of 3 years based on the performance of BC Supervisors during the previous financial years.

4.8 Termination of services:

4.8.1 Either party can initiate for termination of contract by giving 30 days' notice. However, in case of non-satisfactory conduct /misbehavior, bank reserves the right to terminate the contract instantly without any prior notice.

4.8.2 BC Supervisor involved in fraud shall be blacklisted and a list to be circulated to Zones at regular intervals to avoid engagement in any other Zone.

4.9 Remuneration:

4.9.1 The remuneration Structure has both fixed and variable components as Rs. 15,000/- and Rs. 10,000/- respectively.

4.9.2 The evaluation of the BC supervisors will be carried out based on their performance on these parameters on monthly basis and accordingly variable remuneration will be paid to BC supervisors. Committee on Financial Inclusion shall fix the parameters depending on the business requirement from time to time.

4.9.3 Payment of Allowances:
Each BC Supervisor is paid conveyance allowance of Rs.2000/ per month (Fixed). BC Supervisors should compulsorily complete inspection of all his/her BC locations in the month to be eligible for reimbursement.

a. 75% of the BC Agents allocated to a BC Supervisor should be active for 21 days (SSA locations) / 24 days (Non-SSA locations) in the month.
b. Minimum of 90% of the BC locations should be active for at least 15 days in a month.
c. 50% of the BC Agents allocated to a BC Supervisor should have minimum "Satisfactory" grading. This proportion shall be increased to 60% from April 2023 onwards.

4.9.4 Each BC Supervisor is paid Mobile Expenses of Rs.200/ per month (Fixed).

4.9.5 The monthly remuneration of BC Supervisor to be paid by the respective Regional Offices as per data available/ uploaded on FI Dashboard by debiting the P/L A/c – Remuneration to BC Supervisors (A/c No. – xxxx0054511094).

4.10 Provision of TDS: Regional Offices while paying remuneration to BC Supervisors shall follow the Income Tax Department guidelines on TDS.

4.11 IIBF – BC certification: BC supervisors need to obtain IIBF BC certification within 2 months from the date of joining. Upon non-compliance, from 3rd month to 6th month - Rs.1000/-, from 7th to 12th Month - Rs.2000 from the fixed component and after 12 months, the contract will not be renewed. Retired Bank staffs who already have completed JAIIB/CAIIB are excluded from IIBF BC certification.

4.12 Issuance of ID card: The ID card for BC Supervisors to be issued under the signature of Deputy Regional Manager/Other Official not below the rank of Chief Manager. ID cards should be collected back by respective RO and destroyed in the event of termination of BC Supervisor.

4.13 Provision of leave and maintenance of leave records: BC Supervisors shall be eligible to avail 30 days of paid leave in a calendar year. Leave entitlement will be calculated at the rate of 2.5 days leave for each completed month from the date of joining. BC Supervisor desirous to avail more than 3 days' of leave shall give not less than 7 days' notice. Intervening weekly off or any other public holiday will be counted as a part of leave period.

5. COMPLAINT REDRESSAL:

Financial Inclusion & CSR Department: fic.bcc@bankofbaroda.co.in

6. Escalation matrix for Resolution of technical/non-technical:

Financial Inclusion & CSR Department: fic.bcc@bankofbaroda.co.in

बैंक ऑफ़ बड़ौदा Bank of Baroda