

Minutes of the Special SLBC Meeting on
Sampoorn Vittiya Samaveshan, held on
06/08/2014

A Special meeting of State Level Bankers Committee was held on 06/08/2014 in the Conference Hall of Central Bank of India, Zonal Office, Bhopal, to discuss the strategies for implementation of Sampoorn Vittiya Samaveshan.

The meeting was co-chaired by Shri. Anthony De'Sa, Chief Secretary Govt. of Madhya Pradesh, along with Shri. Animesh Chauhan, Executive Director, Central Bank of India, Shri. Anurag Jain, Joint Secretary, Ministry of Finance, Deptt. of Financial Services, GOI also participated in the meeting. Other officials present in the meeting were:

1. Shri. M.M. Upadhyaya, Additional Chief Secretary & Agriculture Production Commissioner, Govt. of M.P.,
2. Shri. Ajay Nath, Additional Chief Secretary, Finance, Govt. of Madhya Pradesh.
3. Smt. Aruna Sharma, Additional Chief Secretary, Panchayat & Rural Development and Social Justice., Govt. of M.P.,
4. Shri. Rakesh Agrawal, Additional Chief Secretary, Cottage & Village Industries. Govt. of M.P.,
5. Shri. Ashish Upadhyaya, OSD cum Commissioner, Institutional Finance Govt. of M.P.,
6. Shri Anurag Shrivastava, OSD cum Commissioner, Horticulture, Madhya Pradesh.
7. Shri. V.L. Kantharao, Commissioner, Industries. Govt. of M.P.
8. Shri. Sanjay Shukla, Commissioner, UADD, Govt. of M.P.
9. Shri. Manish Shrivastava, Commissioner Cooperative Societies. Govt. of M.P.
10. Smt. Jaishree Kiyavat, M.D. M.P. Dugdh Mahasangh.
11. Shri. Murlī Radhakrishnan, Regional Director, Reserve Bank of India.
12. Shri. S.S. Gupta, Dy. General Manager, Reserve Bank of India,
13. Shri. N. Pradhan, General Manager, NABARD.

and other officers from Reserve Bank of India, various Banks and Govt. Departments.

Shri. Umesh Kumar Singh, Convener & Field General Manager, Central Bank of India welcomed all the dignitaries on behalf of the State Level Bankers Committee.

The objective of calling the Special meeting was conveyed to the House. The shift of the approach of Financial Inclusion programme, "Sampoorn Vittiya Samaveshan", from Village to Household, with implementation envisaged in Mission Mode was focused upon by him. A brief overview with targets was given by him with request to all banks to wholeheartedly participate in the implementation of the mission. Thereafter, he requested Shri. Animesh Chauhan, Executive Director, Central Bank of India to address the House.

Shri. Animesh Chauhan welcomed all Dignitaries from the Govt., Banks and Reserve Bank of India. He extended his regards to Shri. Anurag Jain, whom he addressed as “Author” of the programme. All Banks were requested to participate and clear all reservations in the meeting so that after the meeting concludes, all banks should engage its machinery for implementation of this programme with no hesitations. Shri. Chouhan spelt out the issues that required to be addressed:

1. At many of the centers there is no track of the appointed BCAs. There may be cases of non-payment by the Service Providers. This issue had to be addressed by the Banks.
2. Telecom connectivity for bio-metric transaction was not available at several centers.
3. Accounts have been opened in large numbers, but the transaction part has not taken place.

Shri. Chauhan expressed that unless all the stake-holders coordinate with each other, the program will not be able to reach its logical end. He invited Shri. Anurag Jain to share his views with the House.

Shri. Anurag Jain enlightened the House about the objective of the program with focus on the prescribed time-line. He also informed that the name of the program and schedule date of launch will be decided shortly.

The objective of the program envisaged availability of basic financial services to the very remotest point of the State. Merely opening of accounts did not serve the purpose of Financial Inclusion. It was necessary that there should be availability of Financial Services where it was required by the citizen. The basic banking services identified by the GOI were 1. Deposit and withdrawal accounts 2. Credit Delivery 3. Micro Insurance and Pension. These were the basic needs of each Household . Each branch was required to hold camps in its SSA with combination of the UID enrolment camps on the launch day. E-KYC should be adequate document for opening of accounts. Financial Literacy was also an important part of the programme, which had to be ensured by banks.

Two basic infrastructure needs were essential for execution of the above were:

- a). use of technology and
- b) Fixed Point BCAs.

Shri. Jain requested banks to make a meaningful discussion and was ready to clarify any issues during the discussion.

Shri. Umesh Kumar Singh requested Chief Secretary of the State, Shri. Anthony De’ Sa for his key-note address.

Shri. De’ Sa in his address informed that in Madhya Pradesh, the exercise undertaken by banks in the last two years had been appreciated in the country and the Madhya Pradesh Model of Financial Inclusion had been polished and expanded in the new form and given to the country. He reiterated that all Govt. remittances should flow through the accounts opened under the program. He informed that during the last two years 60 lac transactions have been successfully executed through these accounts.

The previous exercise was now bearing fruits. In the First quarter of the FY 2014-15 itself 27 Lac transactions have been recorded .

Madhya Pradesh had experienced a good example of Aadhar Based Direct Benefit Transfer for LPG. There was a fall in demand of subsidized gas cylinders and no complaints have come into record so far for DBTL, which was 100% Aadhar based. Out of the 7.50 crore population in the State, around 4.50 crore have been enrolled for Aadhar. Shri. De'Sa was of the view that Aadhar will give a big dividend in the SVS program. Hence Banks should begin seeding AADHAAR in accounts in a big way in the campaign.

Commissioner, Institutional Finance was nominated as the State Mission Director by the Chief Secretary in the State for implementation of Sampourn Vittiya Samaveshan.

In keeping with the sequence of the events, discussion on SVS was initiated, keeping the presentation on display. After detailed discussions, the following emerged:

- The survey of the Sub Service Area for complete details of Households shall be completed by banks with the help of the District Administration.
- The account opening process will be 100% on-line.
- Where Mobile Connectivity is available, mobile hand sets can be used by the BCAs. 5 Banks have executed MOU with the USSD platform by NCPI. All banks were expected to adopt the same.
- Shri. Anurag Jain expressed that the Primary Agriculture Cooperatives at present could not be included as they did not have a banking license. If the accounts with PACs could be opened in Cooperative Banks, the program could be implemented at a faster pace.

After threadbare discussions on the role of the PACs of DCCB and Post Offices as SVS outlet, it was decided that commercial banks and RRBs will cover the entire geographical area based on SSA allotment till the PACs and Post Offices are not on CBS platform.

- Employment of the The Gramin Dak Sevaks as BCAs was a good proposition for banks and could be considered.
- The account opening camps should necessarily be combined with with Aadhar Enrolment Camps.
- E-KYC will be considered sufficient Identification for opening of accounts.
- All accounts opened will be flagged with Aadhar number. Aadhar seeding will not be a separate exercise. In case of non – availability of UID number. EID will be considered sufficient Identification for KYC purpose of the account.
- Banks will monitor that the accounts are not dormant for the purpose of Credits in accounts.
- A Rupay Card should be issued to all accountholders, preferably a personalized one. The Chief Secretary categorically mentioned that the card should have the name of the card holder. The card may be delivered subsequently instead of instantly. All banks have agreed to it.
- The Rupay Card should have an interoperability feature at ATMs of all banks at any point of time.

- Service Providers who have been in operation should also be retained with timely payment of fixed and variable remuneration.
- Financial Literacy also formed an important part of the program. It now requires to be shifted to Block Level from the present District Level. Each Rural branch of a bank will form a Cell for “Financial Literacy” and literacy camps are to be held as per the calendar prepared by them.
- For visibility of the Mission, GOI is in the process of Branding the program with Logo, etc. through crowd sourcing.
- All banks except Madhyanchal Gramin Bank confirmed that they have initiated necessary action and are putting in place all deliverables like engaging BCAs, order for HHD, supply of HHDs, and other infrastructure required for USBs and SSAs as per the time line stipulated by Ministry of Finance, Govt. Of India. Madhyanchal Gramin Bank mentioned that they would be able to commence the program by 31st August 2014 in view of the technical issues.
- Banks may also explore possibilities to install POS machines in post offices.
- Banks should also plan in advance for installation of VSAT, so that supplies may be effected in timely manner.

Grievance Redressal

A Toll- Free Call Centre has been established by the Convenor of SLBC for complaint redressal. Weekly monitoring should be made by SLBC Convenor. Adequate publicity should be made for the Toll Free Call Centre.

Regarding BSNL connectivity, Shri. Anurag Jain informed that 26000 villages have been identified and the list has been given to BSNL, where connectivity is a problem. Commissioner, Industries mentioned that about 1,500 villages are having connectivity problem in the state.

Monitoring:

Implementation Committees have been formed and Mission Director has been designated. Responsibilities have been defined.

Out of the 10567 SSAs, 5394 are covered by BCAs. The rest 5173 have to be covered by BCAs. In the initial stage, Banks should initiate appointment of BCAs in the areas where connectivity is not a problem. Updation of the SSA portal of the NIC should be carried on side by side by LDMs.

Issuance of Micro Insurance policy also required a Fixed Point (For printing of the Insurance document). The Fixed Point BCA will serve the purpose well.

Banks are following the Time-Line given by the GOI. Opening of one account per Household would be taken up in Camp Mode. The UID Registration Agencies should be appropriately instructed by the administration. Appointment of BCAs in underway and will be in readiness on due date.

Shri. Anurag Jain advised all banks to follow the time schedule. He advised Banks to participate in monitoring meetings with updated information of their SSAs. The LDMs should be instructed to coordinate with the District Collectors. He was also of the view that LDM's Office should be strengthened so that he does not have to get approval of higher offices for his requirements with regard to organizing camps etc.

At the later part of the meeting, the Industries Deptt., Govt. of M.P. Informed the bankers about the merger of 13 schemes of Swarozgaar Yojna into 3 Schemes. The SLBC decided to adopt the new schemes. The circular regarding the same has been forwarded to all banks by the Deptt. The following clarifications were given by them:

- The sanctioning cut-off date for old cases was fixed for 1.08.2014
- The old sanctioned cases will have to be disbursed in the new scheme as per the eligibility of the scheme.
- Cases Pending for sanction can be returned to the Deptt. as on date.
- Sponsoring Agencies will remain the same.
- Banks can also identify cases under the schemes and send to sponsoring agencies.
- The Pvt. Banks should be on Board and activated for lending under Govt. Sponsored schemes.
- Claim of subsidy should be regular by banks.

All banks were requested to inform the fresh guidelines to their branches.

Shri. Rajeev Gupta, Zonal Manager, Bank of India proposed the Vote of thanks. He expressed his thanks to Shri. Anurag Jain and to all other dignitaries for the informative deliberations and expressed that the Road-map was now clear for implementation of Sampoon Vittiya Samaveshan.

(Umesh Kumar Singh)

Field General Manager/Convener

LIST OF PARTICIPANTS:

DEPTT.	PARTICIPANT
GOVT. OF INDIA.	Ministry of Finance
	1. Shri. Anurag Jain, Jt. Secretary
GOVT. OF MADHYA PRADESH	
	1. Shri. Anthony De'Sa, Chief Secretary, Govt. of M.P.
	2. Shri. Ajay Nath, Addional Chlef Secretary, Finance
	3. Shri. M.M. Upadhyay, Agriculture Production Commissioner, ACS, Agriculture
	4. Smt. Aruna Sharma, Additional Chief Secretary, Panchayat & Rural Development
	5. Shri. Rakesh Aggrawal, ACS Rural Industries.
	6. Shri. Ashish Upadhyaya, Commissioner, Institutional Finance
	7. Smt. Jayashree Kiyawat, M.D., M.P. Dugdhamahasangh
	8. Shri. V.L. Kantha Rao, Commissioner Industries, Govt. of M.P.
	9. Shri. Sanjay Shukla, Commissioner, UADD, Govt. of M.P.
	10. Smt. Veena Ghanekar, M.D., MP State Tribal Finance Corporation.
	11. Shri. Anurag Shrivastava, Commissioner Horticulture, Govt. of M.P.
	12. Smt. Sudha Choudhary, MD, MP State Khadi Board
	13. Shri. Manish Shrivastava, Commissioner Coop Societies.
Reserve Bank of India	14. Shri. Murli Radhakrishnan, Regional Director, Reserve Bank of India
	15. Shri. S.S. Gupta, Dy. General Manager, RBI
	16. Shri. P. Srinivasrao, AGM, Reserve Bank of India
	17. Shri. Deepak Choudhary, AGM, RBI
NABARD	18. Shri. N. Pradhan, General Manager,
	19. Shri. P.G. Joshi, Dy. General Manager
BANKS	20. Shri. Animesh Chouhan, Executive Director, Central Bank of India
	21. Shri. Umesh Kumar Singh, CONVENOR/Field General Manager
	22. Ajit Jain, Astt. General Manager, SBI

	23. Shri. Rajeev Gupta, Zonal Manager, BOI
	24. Shri. Nagesh Shrivastava, General Manager, BOB
	25. Shri. G.R. Padalkar, Field General Manager UBI
	26. Shri. Vikas Kumar, General Manager, Allahabad Bank
	27. Shri. Himanshu Joshi, Field General Manager, Punjab National Bank
	28. Shri. Sanjay Rudra, Zonal Manager, Bank of Maharashtra.
	29. Shri. B.N. Jha, Dy. General Manager
	30. K.G. Aggarwal, Dy. General Manager
	31. Shri. Sushil Kumar, Zonal Manager, Dena Bank
	32. Shri. S. Jaya Kumar, Dy. General Manager, Canara Bank
	33. Shri. A.V.R. Reddy, Dy. General Manager, UCO Bnk
	34. Manjunath D. , Dy. Zonal Head, Corporation Bnk
	35. Shri. Abhay Dandwate, DVP, Axis Bank
	36. M/s Perizad Ghoshal, General Mnager, IDBI BNK.
	37. Shri. A.S. Manchnada, Chief Manager, Punjab & Sindh Bank
	38. Manoj Nema, Sr. Manager, Indian Overseas Bank
	39. Shri. G.C. Majhi, Sr. Manager, Indian Bank
	40. Shri. Amit Patni, Zonal Head, ICICI Bank
	41. Shri. Sudesh Jaisinghani, Zonal Head, HDFC Bnk.
	42. Shri. Harish Gidwani, Sr. Mgr. South Indian Bank
	43. Shri. Vishwanath S.R., Sr. Manager, Karnataka Bank Ltd.
	44. Shri. Mandar, Kotak Mahindra Bnk, UP
	45. Shri. Raza Khan, Circle Head, Ing Vyasya Bnk.
	46. Shri. Sujatinder Singh, Asso. Executive, J & K Bank
	47.. Shri. Deepak Sharma, Circle Head, Ratnakar Bank 11. Ltd.
	48.. Shri. Vikrant Gandhi, Astt. Manager, Lakshmi Vilas Bank.

	49.. Shri. S. Bhatnagar, NJGramin Bank, Chief Manager
	50.. Shri. Vivek Kumar, Chairman, CMPGramin Bnk.
	51. Shri. R. Rajshekharan , Chairman Madhyanchal GB
	52.. Shri.S.K. Gupta, General Manager, Apex Coop. Bank
Insurance Companies, BSNL	
	53. Shri. Alok Saxena, AS, LIC
	54. Shri. B.K. Singh, A.O., LIC
	55. Shri. B.N. Naik. Sr. Div. Mgr, New India Assurance Co. Ltd.
	56. Shri.M.S. Kumar, DGM, Oriental Insurance Co.Ltd.
	57.Shri. Madhu Bisai. Sr. Div. Mgr., Oriental Insurance Co.Ltd.
	58. Shri. S.K. Gupta, Regional Mgr. United India Assurance Co.
PFRDA	
	60. Shri. Rakesh Sharma, General Manager