

Appointment of Business Correspondent (BC) Supervisors on contract basis at Indore Region

Bank of Baroda, a Government of India Enterprise, invites applications from interested candidates for appointment of Business Correspondent (BC) Supervisors on contract basis at **Indore Region** in the state of Madhya Pradesh.

Details of the Vacancies

Sl. No	Name of Centre	Name of Regional Office	District to Cover	State	No. of vacancy
1	Indore	Indore Region	Indore	Madhya Pradesh	Five
2	Khargone and Sanawad	Indore Region	Khargone	Madhya Pradesh	Two

Criteria for Engagement of Business Correspondent (BC) Supervisors

S.No	Particulars	Proposed Criteria
1	Mode of selection	Interview Only
2	Eligibility	<p><u>For Retired Bank Employees</u></p> <ul style="list-style-type: none"> Retired officers (including voluntarily retired) of any PSU bank up to the rank of Chief Manager. Retired clerks and equivalent of Bank of Baroda having passed JAIIB with good track record. All retired bank employees applicants should have rural banking experience at least 3 years. The maximum age for continuation of BC supervisors will be 65 years. <p><u>For Young Candidates</u></p> <ul style="list-style-type: none"> Minimum qualification should be graduate with Computer knowledge (MS Office, email, Internet etc.), however qualification like M.Sc. (IT)/ BE (IT)/ MCA/MBA will be given preference. Should be in the age group of 21-45 years at the time of appointment. The maximum age for continuation of BC supervisors will be

		65 years.
3	Geographical Location Of The Candidates	<p>Preference will be given to the candidates 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.</p> <p>UNDER NO CIRCUMSTANCES THE CANDIDATES WILL BE SELECTED FROM OTHER STATES</p>
4	Period Of Contract	The contract will be initially for a period of 36 months subject to review after every 12 months
5	Roles & Responsibilities	<ul style="list-style-type: none"> • Monitor BCs assigned to them. • Ensure that banking services are available to the identified villages/ SSAs (Sub Service Areas)/ Non- SSAs including communities in urban/metro areas. • Educate BCs about their roles and responsibilities. • Ensure redressal of grievances of customers/BCs and submit feedback to link branch with copy to Regional Office. • Conduct meetings in the villages/SSAs/Non-SSAs as well as communities in their operational area to encourage villagers/customers for availing of banking services of our bank and submit the report to Regional Manager. • Visit to allocated villages/SSAs/Non-SSAs as well as communities in their operational area and BC points in the district at least once in 15 days and submit the report to FI coordinators of the Region. • Monitor & Control the activities of the BCs in coordination with link branch. BC supervisors must ensure that BCs remain active. • Ensure that the BCs are operational during the working hours as per extant guidelines of the bank. To ensure that the BCs are available on daily basis and transactions in the BC points are taking place as per prescribed norms/guidelines. • Ensure that BCs are not doing any type of off-line transactions at BC points. • Ensure that BCs are engaged in cross selling of our bank's and third party products.

		<ul style="list-style-type: none"> • Ensure that BCs are engaged in recovery of our bank's dues. • Conduct financial literacy sessions with villagers/communities during his visit to the villages/BC points. • Ensure that BCs have displayed the Dos & Don'ts board at BC points. • Ensure that BCs are issuing only system generated slips to customers. • Ensure that BCs are not using any stationery of the bank. • BC Supervisor must take feedbacks from local customers regarding functioning of the BC agent during his visit and submit the feedback/Report to Regional Office. • Plan and organize camps in consultation with the link branch /Regional Office from time to time for achieving various targets. • Coordinate with the branch and service provider for appointment of BCs for suitably identified locations. In case of attrition of BCs, coordinated action should be taken for substitution of BCs at the earliest to ensure that continued banking services are available to customers. • To identify BCs for uncovered villages allotted by DFS. • Ensure that the details of field BC and officer visiting the village are displayed in the village. • Coordinate and interact with link branch, Regional Office and Corporate BCs and submit the suggestions for improvement of BC activities, if any. • Arrange for locational training programs on technical updates, operational guidelines etc for BCs. • The BC Supervisor will monitor the performance of each BC through dash board. • The BC Supervisors will be responsible for fixation of targets and monitoring the progress vis-à-vis target. BC Supervisor will be evaluated based on the performance and achievement of various targets of BC agents.
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6	Remuneration	<p>The BC Supervisors will have a mixed structure of monthly remuneration comprising of both fixed and variable components.</p> <table border="1"> <thead> <tr> <th>Fixed Component</th> <th>Variable Component</th> </tr> </thead> <tbody> <tr> <td>Rs. 15,000/-</td> <td>Rs. 10,000/-</td> </tr> </tbody> </table> <p>The variable components will be ascertained based on the score secured by each BC agent on various parameters.</p>	Fixed Component	Variable Component	Rs. 15,000/-	Rs. 10,000/-
Fixed Component	Variable Component					
Rs. 15,000/-	Rs. 10,000/-					
7	Discontinuation/ Termination of services	<ul style="list-style-type: none"> Bank has the right to initiate 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. The authority for deciding such cases will be Regional Head. Bank should blacklist the Supervisor who has been involved in fraud and a list should be circulated to Zones/Regions at regular intervals to avoid engagement in any other Zone/Regions. The BC Supervisor can also initiate for termination of contract by giving 30 days' notice 				

8	Interview Process	<ul style="list-style-type: none">Based on the eligibility, candidates will be shortlisted for interview process.Shortlisted candidates will be called for interview in due course.
9	Last date of application	Last date of application received to our office is 05.10.2024. *The application form (Annexure-I) should be submitted in hard copies to the Regional Office Indore either through speed post/registered post/courier or in Person on or before 05.10.2024.

Duly filled Application with enclosure of Education Qualification and other relevant Document sent in Hard copy only will be considered valid.

Please send the application on below mention address with title on envelope stating as "APPLICATION FOR THE POST OF BC SUPERVISOR ON CONTRACTUAL BASIS".

Address for Application to be sent:

**To,
The Regional Manager,
Bank of Baroda
Regional Office- Indore
Baroda Complex
Plot no 12, RC, 1ST Floor,
Scheme 134, Nipania, Indore
Madhya Pradesh
452010**



