

Self appraisal report for Year (2021-22)

Auditor Agency: National Institute of Financial Managememe

Ministry Name: Ministry of Finance

Department Name: Department of Financial Services

Public Authority Name: Bank of Baroda

Sr. No	Details of disclosure	Category	Marks	Obtained Mark	Remarks	Auditor Category	Auditor Marks	Auditor Remarks/URL
1	Organisation and Function							
1.1	Particulars of its organisation, functions and duties[Section 4(1)(b)(i)]							
1.1.1	Name and address of the Organization	Fully Met	1.28	1.28	https://www.bankofbaroda.in/contact-us.htm	Fully Met	1.28	Fully Met
1.1.2	Head of the organization	Fully Met	1.28	1.28	https://www.bankofbaroda.in/board-of-directors.htm	Fully Met	1.28	Fully Met
1.1.3	Vision, Mission and Key objectives	Fully Met	1.28	1.28	https://www.bankofbaroda.in/overview.htm	Fully Met	1.28	This information may be linked to RTI page also .
1.1.4	Function and duties	Fully Met	1.28	1.28	https://www.bankofbaroda.in/writereaddata/images/pdf/citizens-charter-2019-20-01-06-2020.pdf ht	Fully Met	1.28	Fully Met

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					tps://www.bankofbaroda.in/customer-support/particular-details-about-the-bank Please refer point 4bi " https://www.bankofbaroda.in/writereaddata/images/pdf/citizens-charter-2019-20-01-06-2020.pdf https://www.bankofbaroda.in/customer-support/particular-details-about-the-bank Please refer point 4bi			
1.1.5	Organization Chart	Fully Met	1.28	1.28	https://www.bankofbaroda.in/-/media/Project/BOB/CountryWebsites/India/pdfs/org-structure-2022-08-23-01-18.pdf	Fully Met	1.28	Fully Met
1.1.6	Any other details-the genesis, inception, formation of the department and the HoDs from	Fully Met	1.28	1.28	https://www.bankofbaroda.in	Fully Met	1.28	This information

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	time to time as well as the committees/ Commissions constituted from time to time have been dealt				n/corporate-governance.htm			may be linked to RTI page also.
1.2	Power and duties of its officers and employees[Section 4(1) (b)(ii)]							
1.2.1	Powers and duties of officers (administrative, financial and judicial)	Fully Met	1.54	1.54	https://www.bankofbaroda.in/customer-support/particular-details-about-the-bank Please refer point 4bii	Fully Met	1.54	Fully Met
1.2.2	Power and duties of other employees	Fully Met	1.54	1.54	https://www.bankofbaroda.in/customer-support/particular-details-about-the-bank Please refer point 4bii	Fully Met	1.54	Fully Met
1.2.3	Rules/ orders under which powers and duty are derived and	Fully Met	1.54	1.54	https://www.bankofbaroda.in/customer-support/particular-details-about-the-bank Please refer point 4bii	Fully Met	1.54	Fully Met
1.2.4	Exercised	Fully Met	1.54	1.54	https://www.bankofbaroda.in/customer-support/particular	Fully Met	1.54	Fully Met

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					r-details-about-the-bank Please refer point 4bii			
1.2.5	Work allocation	Fully Met	1.54	1.54	https://www.bankofbaroda.in/customer-support/particular-details-about-the-bank Please refer point 4bii	Fully Met	1.54	Link of work allocation may be provided on the RTI page.
1.3	Procedure followed in decision making process [Section 4(1)(b)(iii)]							
1.3.1	Process of decision making Identify key decision making points	Fully Met	1.54	1.54	https://www.bankofbaroda.in/customer-support/particular-details-about-the-bank Please refer point 4biii	Fully Met	1.54	Fully Met
1.3.2	Final decision making authority	Fully Met	1.54	1.54	https://www.bankofbaroda.in/customer-support/compliance-of-direction-issued-by-cic	Fully Met	1.54	Fully Met
1.3.3	Related provisions, acts, rules etc.	Fully Met	1.54	1.54	https://www.bankofbaroda.in/customer-support/particular	Fully Met	1.54	Fully Met

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					r-details-about-the-bank Please refer point 4biii			
1.3.4	Time limit for taking a decisions, if any	Fully Met	1.54	1.54	https://www.bankofbaroda.in/writereaddata/images/pdf/citizens-charter-2019-20-01-06-2020.pdf	Fully Met	1.54	Fully Met
1.3.5	Channel of supervision and accountability	Fully Met	1.54	1.54	https://www.bankofbaroda.in/customer-support/particular-details-about-the-bank Please refer point 4biii	Fully Met	1.54	Link may provide on the RTI page about Channel of supervision and accountability
1.4	Norms for discharge of functions[Section 4(1)(b)(iv)]							
1.4.1	Nature of functions/ services offered	Fully Met	1.54	1.54	https://www.bankofbaroda.in/	Fully Met	1.54	Fully Met
1.4.2	Norms/ standards for functions/ service delivery	Fully Met	1.54	1.54	https://www.bankofbaroda.in/customer-support/particular-details-about-the-bank Please refer point 4biv	Fully Met	1.54	Fully Met
1.4.3	Process by which these services can be	Fully Met	1.54	1.54	Services can	Fully Met	1.54	Fully Met

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	accessed				be accessed by following segregation & path provided at website at https://www.bankofbaroda.in/			
1.4.4	Time-limit for achieving the targets	Fully Met	1.54	1.54	https://www.bankofbaroda.in/writereaddata/images/pdf/citizens-charter-2019-20-01-06-2020.pdf	Fully Met	1.54	Fully Met
1.4.5	Process of redress of grievances	Fully Met	1.54	1.54	https://www.bankofbaroda.in/customer-support/grievance-redressal	Fully Met	1.54	Fully Met
1.5	Rules, regulations, instructions manual and records for discharging functions[Section 4(1)(b)(v)]							
1.5.1	Title and nature of the record/ manual /instruction.	Fully Met	1.92	1.92	https://www.bankofbaroda.in/customer-support/particular-details-about-the-bank Please refer point 4bv	Fully Met	1.92	Fully Met
1.5.2	List of Rules, regulations, instructions manuals and records.	Fully Met	1.92	1.92	https://www.bankofbaroda.in/customer-support/particular	Fully Met	1.92	Fully Met

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					r-details-about-the-bank Please refer point 4bv			
1.5.3	Acts/ Rules manuals etc.	Fully Met	1.92	1.92	https://www.bankofbaroda.in/customer-support/particular-details-about-the-bank Please refer point 4bv	Fully Met	1.92	Fully Met
1.5.4	Transfer policy and transfer orders	Fully Met	1.92	1.92	Transfer orders are being issued at management call/ as per banks requirements and as per CVC guidelines at decentralised structure level. Hence transfer order cannot be uploaded.	Fully Met	1.92	Fully Met
1.6	Categories of documents held by the authority under its control[Section 4(1)(b) (vi)]							
1.6.1	Categories of documents	Fully Met	3.85	3.85	https://www.bankofbaroda.in/customer-su	Fully Met	3.85	Fully Met

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					pport/particular-details-about-the-bank Please refer point 4bvi			
1.6.2	Custodian of documents/categories	Fully Met	3.85	3.85	https://www.bankofbaroda.in/customer-support/particular-details-about-the-bank Please refer point 4bvi	Fully Met	3.85	Fully Met
1.7	Boards, Councils, Committees and other Bodies constituted as part of the Public Authority [Section 4(1)(b)(viii)]							
1.7.1	Name of Boards, Council, Committee etc.	Fully Met	0.96	0.96	https://www.bankofbaroda.in/corporate-governance.htm	Fully Met	0.96	Fully Met
1.7.2	Composition	Fully Met	0.96	0.96	https://www.bankofbaroda.in/corporate-governance.htm	Fully Met	0.96	Fully Met
1.7.3	Dates from which constituted	Fully Met	0.96	0.96	https://www.bankofbaroda.in/corporate-governance.htm	Fully Met	0.96	Fully Met
1.7.4	Term/ Tenure	Fully Met	0.96	0.96	https://www.bankofbaroda.in/corporate-g	Fully Met	0.96	Fully Met

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					overnance.htm			
1.7.5	Powers and functions	Fully Met	0.96	0.96	https://www.bankofbaroda.in/corporate-governance.htm	Fully Met	0.96	Fully Met
1.7.6	Whether their meetings are open to the public?	Fully Met	0.96	0.96	Yes, Quarterly meeting of CSCB and Half yearly meeting of standing committee, are in the bank where customers are invited & participate, who represents public. Details can be accessed under https://www.bankofbaroda.in/customer-support/particular-details-about-the-bank Please refer point	Fully Met	0.96	Fully Met

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					4bviii			
1.7.7	Whether the minutes of the meetings are open to the public?	Fully Met	0.96	0.96	Yes, Minutes are open to the public. Quarterly meeting of CSCB and Half yearly meeting of standing committee, are in the bank where customers are invited & participate, who represents public. Details can be accessed under https://www.bankofbaroda.in/customer-support/particular-details-about-the-bank Please refer point 4bviii	Fully Met	0.96	Fully Met
1.7.8	Place where the minutes if open to the public are available?	Fully Met	0.96	0.96	Customer Service Deptt,	Fully Met	0.96	Fully Met

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					Head office, Baroda https://www.bankofbaroda.in/customer-support/particular-details-about-the-bank Please refer point 4bviii			
1.8	Directory of officers and employees[Section 4(1) (b) (ix)]							
1.8.1	Name and designation	Fully Met	3.85	3.85	https://www.bankofbaroda.in/-/media/Project/BOB/CountryWebsites/India/pdfs/website-data-aug-22-02-12	Fully Met	3.85	Fully Met
1.8.2	Telephone , fax and email ID	Fully Met	3.85	3.85	https://www.bankofbaroda.in/locate-us/branches	Fully Met	3.85	Fully Met
1.9	Monthly Remuneration received by officers & employees including system of compensation[Section 4(1) (b) (x)]							
1.9.1	List of employees with Gross monthly remuneration	Fully Met	3.85	3.85	https://www.bankofbaroda.in/customer-support/particular-details-about-the-bank Please refer point 4bx	Fully Met	3.85	Fully Met

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1.9.2	System of compensation as provided in its regulations	Fully Met	3.85	3.85	https://www.bankofbaroda.in/customer-support/particular-details-about-the-bank Please refer point 4bx	Fully Met	3.85	Fully Met
1.10	Name, designation and other particulars of public information officers[Section 4(1) (b) (xvi)]							
1.10.1	Name and designation of the public information officer (PIO), Assistant Public Information officer (APIO) & Appellate Authority	Fully Met	3.85	3.85	https://www.bankofbaroda.in/public-information-officers.htm https://www.bankofbaroda.in/first-appellate-authorities.htm	Fully Met	3.85	Fully Met
1.10.2	Address, telephone numbers and email ID of each designated official.	Fully Met	3.85	3.85	https://www.bankofbaroda.in/public-information-officers.htm https://www.bankofbaroda.in/first-appellate-authorities.htm	Fully Met	3.85	Fully Met
1.11	No. Of employees against whom Disciplinary action has been proposed/ taken(Section 4(2))							
1.11.1	No. of employees against whom disciplinary action has been (i) Pending for Minor penalty or major penalty proceedings	Not Applicable	0	0	empty	Not Met	0	Details of employees against whom disciplinary

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								action has been taken or Pending for Minor penalty or major penalty proceedings may be disclosed on the RTI page.
1.11.2	(ii) Finalised for Minor penalty or major penalty proceedings	Not Applicable	0	0	empty	Not Met	0	The details may be provided
1.12	Programmes to advance understanding of RTI(Section 26)							
1.12.1	Educational programmes	Fully Met	1.92	1.92	https://www.bankofbaroda.in/customer-support/right-to-information-act	Partially Met	0.96	Bank of Baroda should have education programs about RTI or should identify such educational programs and sponsor its officers to participate in educational program relating to RTI.
1.12.2	Efforts to encourage public authority to participate	Fully Met	1.92	1.92	https://www.bankofbaroda.in/customer-support/right-to-information-act	Partially Met	0.96	Bank of

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	in these programmes				ankofbaroda.in/customer-support/right-to-information-act			Baroda should make efforts to encourage public authority to participate in these programs.
1.12.3	Training of CPIO/APIO	Fully Met	1.92	1.92	Bank is regularly conducting online webinars to train the CPIO at Corporate office & Head Office and PIO's working in Regions & zones. This process also covers Appellate authorities.	Fully Met	1.92	The details of such programs may be provided on the websites.
1.12.4	Update & publish guidelines on RTI by the Public Authorities concerned	Fully Met	1.92	1.92	https://www.bankofbaroda.in/customer-support/right-to-information-act https://cic.gov.in/rti-notifications	Fully Met	1.92	The relevant information may be put on RTI page.

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1.13	Transfer policy and transfer orders[F No. 1/6/2011- IR dt. 15.4.2013]							
1.13.1	Transfer Policy And Transfer Orders[F No. 1/6/2011- IR Dt. 15.4.2013]	Fully Met	7.69	7.69	Transfer orders are being issued at management call/ as per banks requirements under obligation of banks transfer policy and as per CVC guidelines at decentralised structure level. Hence transfer order cannot be uploaded.	Partially Met	3.85	The transfer policy of the bank may be put on the RTI page
Total			92	92		100	87	
2	Budget and Programme							
2.1	Budget allocated to each agency including all plans, proposed expenditure and reports on disbursements made etc.[Section 4(1)(b)(xi)]							
2.1.1	Total Budget for the public authority	Not Applicable	0	0	empty	Not Applicable	0	Not Applicable.
2.1.2	Budget for each agency and plan & programmes	Not Applicable	0	0	empty	Not Applicable	0	Not Applicable.
2.1.3	Proposed expenditures	Not Applicable	0	0	empty	Not Applicable	0	Not Applicable.
2.1.4	Revised budget for each agency, if any	Not Applicable	0	0	empty	Not Applicable	0	Not Applicable.

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2.1.5	Report on disbursements made and place where the related reports are available	Not Applicable	0	0	empty	Not Applicable	0	Not Applicable.
2.2	Foreign and domestic tours(F.No. 1/8/2012- IR dt. 11.9.2012)							
2.2.1	Budget	Not Applicable	0	0	empty	Not Applicable	0	Not Applicable.
2.2.2	Foreign and domestic Tours by ministries and officials of the rank of Joint Secretary to the Government and above, as well as the heads of the Department.- (a) Places visited, (b) The period of visit, (c) The number of members in the official delegation, (d) Expenditure on the visit	Not Applicable	0	0	empty	Not Met	0	Not Met
2.2.3	Information related to procurements- (a) Notice/tender enquires, and corrigenda if any thereon, (b) Details of the bids awarded comprising the names of the suppliers of goods/ services being procured, (c) The works contracts concluded – in any such combination of the above-and, (d) The rate/ rates and the total amount at which such procurement or works contract is to be executed.	Fully Met	16.67	16.67	https://www.bankofbaroda.in/tenders/corporate-office	Fully Met	16.67	Fully Met
2.3	Manner of execution of subsidy programme [Section 4(i)(b)(xii)]							
2.3.1	Name of the programme of activity	Not Applicable	0	0	empty	Not Applicable	0	Not Applicable.
2.3.2	Objective of the programme	Not Applicable	0	0	empty	Not Applicable	0	Not Applicable.
2.3.3	Procedure to avail benefits	Not Applicable	0	0	empty	Not Applicable	0	Not Applicable.
2.3.4	Duration of the programme/ scheme	Not Applicable	0	0	empty	Not Applicable	0	Not Applicable.
2.3.5	Physical and financial targets of the programme	Not Applicable	0	0	empty	Not Applicable	0	Not Applicable.
2.3.6	Nature/ scale of subsidy /amount allotted	Not Applicable	0	0	empty	Not Applicable	0	Not

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								Applicable.
2.3.7	Eligibility criteria for grant of subsidy	Not Applicable	0	0	empty	Not Applicable	0	Not Applicable.
2.3.8	Details of beneficiaries of subsidy programme (number, profile etc)	Not Applicable	0	0	empty	Not Applicable	0	Not Applicable.
2.4	Discretionary and non-discretionary grants [F. No. 1/6/2011-IR dt. 15.04.2013]							
2.4.1	Discretionary and non-discretionary grants/ allocations to State Govt./ NGOs/other institutions	Not Applicable	0	0	empty	Not Applicable	0	Not Applicable.
2.4.2	Annual accounts of all legal entities who are provided grants by public authorities	Not Applicable	0	0	empty	Not Applicable	0	Not Applicable.
2.5	Particulars of recipients of concessions, permits of authorizations granted by the public authority[Section 4(1) (b) (xiii)]							
2.5.1	Concessions, permits or authorizations granted by public authority	Not Applicable	0	0	empty	Not Applicable	0	Not Applicable.
2.5.2	For each concessions, permit or authorization granted - (a) Eligibility criteria, (b) Procedure for getting the concession/ grant and/ or permits of authorizations, (c) Name and address of the recipients given concessions/ permits or authorizations, (d) Date of award of concessions/ permits of authorizations	Not Applicable	0	0	empty	Not Applicable	0	Not Applicable.
2.6	CAG & PAC paras [F No. 1/6/2011- IR dt. 15.4.2013]							
2.6.1	CAG and PAC paras and the action taken reports (ATRs) after these have been laid on the table of both houses of the parliament.	Not Applicable	0	0	empty	Not Applicable	0	Not Applicable.
Total			17	17		33	17	
3	Publicity Band Public interface							
3.1	Particulars for any arrangement for consultation with or representation by the members of the public in relation to the formulation of policy or implementation thereof [Section 4(1)(b)(vii)] [F No 1/6/2011-IR dt. 15.04.2013]							
3.1.1	Relevant Acts, Rules, Forms and other documents which are normally accessed by citizens	Fully Met	12.5	12.50	Various policies of the Bank having direct	Fully Met	12.50	Fully Met

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					<p>relevance to the customers are displayed on Bank's website at following link. (https://www.bankofbaroda.in/customer-support/policy-documents.htm)The formulation of policies by the Bank for conducting its day to day affairs is an internal process that is undertaken as per a well defined process. All the policies are approved by Board of Directors of the Bank. Since, policies are internal to Bank, no</p>			

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					public consultation is required. However Member of public get participate Quarterly & half yearly basis in the meeting of CSCB & Standing comiitte on customer service.			
3.1.2	Arrangements for consultation with or representation by - (a) Members of the public in policy formulation/ policy implementation, (b) Day & time allotted for visitors,(c) Contact details of Information & Facilitation Counter (IFC) to provide publications frequently sought by RTI applicants	Fully Met	12.5	12.50	The features of various products and services offered by the Bank are displayed on Bank's website. Similarly, policies having implication on customer service/transparency/customer	Fully Met	12.50	Fully Met

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					<p>rights etc are also displayed on Bank's website, which can be downloaded by the customers free of charge. The Bank also displays contact numbers of its call centers and all its branches where customers can obtain information on any products and services offered by the Bank. https://www.bankofbaroda.in/public-information-officers.htm https://www.bankofbaroda.in/customer-support/particular-d</p>			

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					etails-about-the-bank Please refer point 4bviii			
3.1.3	Public- private partnerships (PPP)- Details of Special Purpose Vehicle (SPV), if any	Not Applicable	0	0	empty	Not Applicable	0	Not Applicable.
3.1.4	Public- private partnerships (PPP)- Detailed project reports (DPRs)	Not Applicable	0	0	empty	Not Applicable	0	Not Applicable.
3.1.5	Public- private partnerships (PPP)- Concession agreements.	Not Applicable	0	0	empty	Not Applicable	0	Not Applicable.
3.1.6	Public- private partnerships (PPP)- Operation and maintenance manuals	Not Applicable	0	0	empty	Not Applicable	0	Not Applicable.
3.1.7	Public- private partnerships (PPP) - Other documents generated as part of the implementation of the PPP	Not Applicable	0	0	empty	Not Applicable	0	Not Applicable.
3.1.8	Public- private partnerships (PPP) - Information relating to fees, tolls, or the other kinds of revenues that may be collected under authorisation from the government	Not Applicable	0	0	empty	Not Applicable	0	Not Applicable.
3.1.9	Public- private partnerships (PPP) -Information relating to outputs and outcomes	Not Applicable	0	0	empty	Not Applicable	0	Not Applicable.
3.1.10	Public- private partnerships (PPP) - The process of the selection of the private sector party (concessionaire etc.)	Not Applicable	0	0	empty	Not Applicable	0	Not Applicable.
3.1.11	Public- private partnerships (PPP) - All payment made under the PPP project	Not Applicable	0	0	empty	Not Applicable	0	Not Applicable.
3.2	Are the details of policies / decisions, which affect public, informed to them[Section 4(1) (c)]							
3.2.1	Publish all relevant facts while formulating important policies or announcing decisions which affect public to make the process more interactive - Policy decisions/ legislations taken in the previous one year	Fully Met	16.67	16.67	Bank publish all public relevant materialistic event and	Fully Met	16.67	Fully Met

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					information at https://www.bankofbaroda.in/media Website: https://www.bankofbaroda.in/ Facebook: https://www.facebook.com/bankofbaroda/ Twitter: https://twitter.com/bankofbaroda YouTube: https://www.youtube.com/bankofbaroda Instagram: https://www.instagram.com/officialbankofbaroda/ LinkedIn: https://www.linkedin.com/company/bankofbaroda/			
3.2.2	Publish all relevant facts while formulating important policies or announcing decisions which affect public to make the process more interactive - Outline the Public consultation process	Not Applicable	0	0	empty	Not Met	0	BOB should publish all relevant facts while formulating important

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								policies or announcing decisions which affect public and make arrangements for interaction with members of public.
3.2.3	Publish all relevant facts while formulating important policies or announcing decisions which affect public to make the process more interactive- Outline the arrangement for consultation before formulation of policy	Not Applicable	0	0	empty	Not Met	0	BOB should publish all relevant facts while formulating important policies or announcing decisions which affect public and make arrangements for interaction with members of public.
3.3	Dissemination of information widely and in such form and manner which is easily accessible to the public [Section 4(3)]							
3.3.1	Use of the most effective means of communication - Internet (website)	Fully Met	50	50.00	Website:https://www.bankofbaroda.in/ Face book: https://www.face	Fully Met	50.00	Fully Met

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					book.com/bankofbaroda/ Twitter: https://twitter.com/bankofbaroda YouTube: https://www.youtube.com/bankofbaroda Instagram: https://www.instagram.com/officialbankofbaroda/ LinkedIn: https://www.linkedin.com/company/bankofbaroda/				
3.4	Form of accessibility of information manual/ handbook[Section 4(1)(b)]								
3.4.1	Information manual/handbook available in Electronic format	Fully Met	25	25.00	All the information manual/Handbook related to RTI/CIC/Sec 4-RTI compliance/service charges/Rate of Intt/Application forms and other relevant information are available on bank	Fully Met	25.00	Fully Met	

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					<p>website in electronic format, which can be downloaded/printed by any member of public as per his convenience without any charges at https://www.bankofbaroda.in/customer-support/right-to-information-act" Information about Bank under Section 4 of RTI Act at https://www.bankofbaroda.in/customer-support/particular-details-about-the-bank Compliance of Direction Issued by the Central Information</p>			

Sr. No	Details of disclosure	Category	Marks	Obtained Mark	Remarks	Auditor Category	Auditor Marks	Auditor Remarks/URL
					Commission U/S 19 (8) (a) at https://www.bankofbaroda.in/customer-support/compliance-of-direction-issued-by-cic.htm			
3.4.2	Information manual/handbook available in Printed format	Fully Met	25	25.00	All the information manual/Handbook related to RTI/CIC/Sec 4 -RTI compliance/service charges/Rate of Intt/Application forms and other relevant information are available on bank website in electronic format, which can be downloaded/printed by any member of public as per his	Fully Met	25.00	Fully Met

Sr. No	Details of disclosure	Category	Marks	Obtained Mark	Remarks	Auditor Category	Auditor Marks	Auditor Remarks/URL
					<p>convenience without any charges at https://www.bankofbaroda.in/customer-support/right-to-information-act" Information about Bank under Section 4 of RTI Act at https://www.bankofbaroda.in/customer-support/particular-details-about-the-bank Compliance of Direction Issued by the Central Information Commission U/S 19 (8) (a) at https://www.bankofbaroda.in/customer-support/compliance-of-direction-issued-by-cic.htm</p>			

Sr. No	Details of disclosure	Category	Marks	Obtained Mark	Remarks	Auditor Category	Auditor Marks	Auditor Remarks/URL
3.5	Whether information manual/ handbook available free of cost or not [Section 4(1)(b)]							
3.5.1	List of materials available Free of cost	Fully Met	25	25.00	All the information manual/Handbook related to RTI/CIC/Sec 4 -RTI compliance/service charges/Rate of Intt/Application forms and other relevant information are available on bank website in electronic format, which can be downloaded/printed by any member of public as per his convenience without any charges. The public is not required to pay even nominal charge for	Fully Met	25.00	Fully Met

Sr. No	Details of disclosure	Category	Marks	Obtained Mark	Remarks	Auditor Category	Auditor Marks	Auditor Remarks/URL
					acquiring any information relevant to public at large, including various application forms. Hence 3.5.2 is not applicable for bank. https://www.bankofbaroda.in/index.htm			
3.5.2	List of materials available At a reasonable cost of the medium	Not Applicable	0	0	empty	Not Applicable	0	Not Applicable.
Total			167	167		200	167	
4	E-Governance							
4.1	Language in which Information Manual/Handbook Available [F No. 1/6/2011-IR dt. 15.4.2013]							
4.1.1	English	Fully Met	14.29	14.29	https://www.bankofbaroda.in/	Fully Met	14.29	Fully Met
4.1.2	Vernacular/ Local Language	Fully Met	14.29	14.29	https://www.bankofbaroda.in/hi-in/index-hi.htm	Fully Met	14.29	Fully Met
4.2	When was the information Manual/Handbook last updated?[F No. 1/6/2011-IR dt 15.4.2013]							
4.2.1	Last date of Annual updation	Fully Met	28.57	28.57	Information Manual/ Handbook gets update	Fully Met	28.57	Fully Met

Sr. No	Details of disclosure	Category	Marks	Obtained Mark	Remarks	Auditor Category	Auditor Marks	Auditor Remarks/URL
					timely on bank website as per applicability.			
4.3	Information available in electronic form[Section 4(1)(b)(xiv)]							
4.3.1	Details of information available in electronic form	Fully Met	9.52	9.52	Various kind of bank's products, services, duties , functions, All the information manual/Handbook related to RTI/CIC/Sec 4 -RTI compliance/service charges/Rate of Intt/Application forms and other relevent information are available on bank website in electronic format, which can be downloaded/printed by any member of public as per	Fully Met	9.52	Fully Met

Sr. No	Details of disclosure	Category	Marks	Obtained Mark	Remarks	Auditor Category	Auditor Marks	Auditor Remarks/URL
					his convenience without any charges			
4.3.2	Name/ title of the document/record/ other information	Fully Met	9.52	9.52	Information at bank's website is provided under well defined structure of each kind of information	Fully Met	9.52	Fully Met
4.3.3	Location where available	Fully Met	9.52	9.52	https://www.bankofbaroda.in/	Fully Met	9.52	Fully Met
4.4	Particulars of facilities available to citizen for obtaining information[Section 4(1)(b)(xv)]							
4.4.1	Name & location of the faculty	Fully Met	7.14	7.14	https://www.bankofbaroda.in/contact-us/public-information	Fully Met	7.14	Fully Met
4.4.2	Details of information made available	Fully Met	7.14	7.14	All kind of information related to facilities/services which bank provides is made available to public at large.	Fully Met	7.14	Fully Met

Sr. No	Details of disclosure	Category	Marks	Obtained Mark	Remarks	Auditor Category	Auditor Marks	Auditor Remarks/URL
4.4.3	Working hours of the facility	Fully Met	7.14	7.14	Information on bank website is available to public irrespective to any specific time, it is available 24*7*365	Not Met	0	The bank should also provide facilities to citizens to contact them for accessing information and contact details and working hours for visitor may be chalked out and put on the website.
4.4.4	Contact person & contact details (Phone, fax email)	Fully Met	7.14	7.14	https://www.bankofbaroda.in/contact-us/public-information	Fully Met	7.14	Fully Met
4.5	Such other information as may be prescribed under Section 4(i) (b)(xvii)							
4.5.1	Grievance redressal mechanism	Fully Met	3.57	3.57	https://www.bankofbaroda.in/customer-support/grievance-redressal	Fully Met	3.57	Fully Met
4.5.2	Details of applications received under RTI and information provided	Fully Met	3.57	3.57	https://www.bankofbaroda.in/customer-support/particular-details-about-the-bank	Fully Met	3.57	Fully Met

Sr. No	Details of disclosure	Category	Marks	Obtained Mark	Remarks	Auditor Category	Auditor Marks	Auditor Remarks/URL
					Please refer point 4bxvii			
4.5.3	List of completed schemes/ projects/ Programmes	Fully Met	3.57	3.57	All govt sponsored schemes/ Programmes are being implemented in true spirit by the bank for the public benefit and being monitored by bank's financial inclusion dept.	Fully Met	3.57	Fully Met
4.5.4	List of schemes/ projects/ programme underway	Fully Met	3.57	3.57	All govt sponsored schemes/ Programmes are being implemented in true spirit by the bank for the public benefit and being monitored by bank's financial inclusion dept.	Fully Met	3.57	Fully Met

Sr. No	Details of disclosure	Category	Marks	Obtained Mark	Remarks	Auditor Category	Auditor Marks	Auditor Remarks/URL
4.5.5	Details of all contracts entered into including name of the contractor, amount of contract and period of completion of contract	Fully Met	3.57	3.57	https://www.bankofbaroda.in/tenders/corporate-office	Fully Met	3.57	Fully Met
4.5.6	Annual Report	Fully Met	3.57	3.57	https://www.bankofbaroda.in/financial-reports.htm	Fully Met	3.57	Fully Met
4.5.7	Frequently Asked Question (FAQs)	Fully Met	3.57	3.57	https://www.bankofbaroda.in/faqs.htm	Fully Met	3.57	Fully Met
4.5.8	Any other information such as - (a) Citizen's Charter, (b) Result Framework Document (RFD), (c) Six monthly reports on the , (d) Performance against the benchmarks set in the Citizen's Charter	Fully Met	3.57	3.57	https://www.bankofbaroda.in/writereaddata/images/pdf/citizens-charter-2019-20-01-06-2020.pdf	Fully Met	3.57	Fully Met
4.6	Receipt & Disposal of RTI applications & appeals [F.No 1/6/2011-IR dt. 15.04.2013]							
4.6.1	Details of applications received and disposed	Fully Met	14.29	14.29	https://www.bankofbaroda.in/customer-support/particular-details-about-the-bank Please refer point 4bxvii	Fully Met	14.29	Fully Met
4.6.2	Details of appeals received and orders issued	Fully Met	14.29	14.29	https://www.bankofbaroda.in/customer-support/particular-details-about-	Fully Met	14.29	Fully Met

Sr. No	Details of disclosure	Category	Marks	Obtained Mark	Remarks	Auditor Category	Auditor Marks	Auditor Remarks/URL
					the-bank Please refer point 4bxvii			
4.7	Replies to questions asked in the parliament[Section 4(1)(d)(2)]							
4.7.1	Details of questions asked and replies given	Fully Met	28.57	28.57	Details of the questions asked in the parliaments and replies given by bank has been provided under the "Other SUO-MOTO Disclosure by the Bank for general information and convenience of the public at large" https://www.bankofbaroda.in/customer-support/particular-details-about-the-bank	Fully Met	28.57	Fully Met
Total			200	200		200	193	
5	Information as may be prescribed							
5.1	Such other information as may be prescribed [F.No. 1/2/2016-IR dt. 17.8.2016, F No. 1/6/2011-IR dt. 15.4.2013]							

Sr. No	Details of disclosure	Category	Marks	Obtained Mark	Remarks	Auditor Category	Auditor Marks	Auditor Remarks/URL
5.1.1	Name & details of - (a) Current CPIOs & FAAs, (b) Earlier CPIO & FAAs from 1.1.2015	Fully Met	20	20.00	Current CPIO & FAA may be accessed at https://www.bankofbaroda.in/contact-us/public-information and https://www.bankofbaroda.in/contact-us/first-appellate-authorities Earlier Corporate Office CPIO -C L Gupta(DGM-Recovery) than Anup Kumar(DGM-NRI) than Mr. Chinnaswamy (DGM-Recovery) Earlier Corporate Office FAA -M L Sharma (GM-Recovery) than P N Mehrotra (GM-Recovery)	Fully Met	20.00	Fully Met

Sr. No	Details of disclosure	Category	Marks	Obtained Mark	Remarks	Auditor Category	Auditor Marks	Auditor Remarks/URL
					than A N Gupta.			
5.1.2	Details of third party audit of voluntary disclosure -(a) Dates of audit carried out , (b) Report of the audit carried out	Fully Met	20	20.00	Third Party Audit of Proactive Disclosure Package Auditors Name: Arun Jaitly National Institute of Financial Management. Audited report from AJNIFM of the FY 20-21 has been already uploaded at banks website. The same can be accessed at Third Party Audit Report and Certificate	Fully Met	20.00	Fully Met
5.1.3	Appointment of Nodal Officers not below the rank of Joint Secretary/ Additional HoD - (a) Date of appointment , (b) Name & Designation of the officers	Fully Met	20	20.00	Senior executives has been nominated as a Nodal officers at	Fully Met	20.00	Fully Met

Sr. No	Details of disclosure	Category	Marks	Obtained Mark	Remarks	Auditor Category	Auditor Marks	Auditor Remarks/URL
					every Regional/ Zonal/ Corporate level for information dissemination & Appeal. Current PIO/CPIO & FAA may be accessed at https://www.bankofbaroda.in/contact-us/public-information https://www.bankofbaroda.in/contact-us/first-appellate-authorities			
5.1.4	Consultancy committee of key stake holders for advice on suo-motu disclosure - (a) Dates from which constituted, (b) Name & Designation of the officers	Not Applicable	0	0	empty	Not Met	0	The consultancy committee of key stake holders for advice on suo - moto disclosure may be constituted.
5.1.5	Committee of PIOs/FAAs with rich experience in	Not Applicable	0	0	empty	Not Met	0	BOB should

Sr. No	Details of disclosure	Category	Marks	Obtained Mark	Remarks	Auditor Category	Auditor Marks	Auditor Remarks/URL
	RTI to identify frequently sought information under RTI - (a) Dates from which constituted, (b) Name & Designation of the Officers							constitute committee of PIOs/FAAs with rich experience in RTI to identify frequently sought information under RTI.
Total			60	60		100	60	
6	Information Disclosed on own Initiative							
6.1	Item / information disclosed so that public have minimum resort to use of RTI Act to obtain information							
6.1.1	Item / information disclosed so that public have minimum resort to use of RTI Act to obtain information	Fully Met	25	25.00	A Well defined & segregated information is being provided by bank so that public have minimum resort to use of RTI ACT to obtain information, at https://www.bankofbaroda.in/customer-support/right-to-information-act	Fully Met	25.00	BOB has suo-moto disclosed detailed information for most of the items as per the section 4 of the RTI Act, 2005). The detailed information provided by SBI on its website will obviate the need to resort to use RTI ACT to obtain

Sr. No	Details of disclosure	Category	Marks	Obtained Mark	Remarks	Auditor Category	Auditor Marks	Auditor Remarks/URL Information.
6.2	Guidelines for Indian Government Websites (GIGW) is followed (released in February, 2009 and included in the Central Secretariat Manual of Office Procedures (CSMOP) by Department of Administrative Reforms and Public Grievances, Ministry of Personnel, Publ							
6.2.1	Whether STQC certification obtained and its validity	Fully Met	12.5	12.50	The corporate website of the bank https://www.bankofbaroda.in/ was revamped recently. As the entire set up of the website was changed, further the bank is already in the process of getting the STQC certification, but yet to receive the same from authority.	Partially Met	6.25	The bank should get the requisite certificate.
6.2.2	Does the website show the certificate on the Website?	Fully Met	12.5	12.50	Since the certification for revamped website is not currently available, the	Partially Met	6.25	It should display it on its website.

Sr. No	Details of disclosure	Category	Marks	Obtained Mark	Remarks	Auditor Category	Auditor Marks	Auditor Remarks/URL
					website does not carry the certification. As soon as the bank receive the STQC certificate, We will display it at prominent place/ Face of website.			
Total			50	50		50	38	
Grand Total			586	586		683	560	