

Self appraisal report for Year (2022-23)

Auditor Agency: Dr Jaya Bhalla(Arun Jaitley National Institute of Financial Management)

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	Fully Met	1.28	Fully Met
1.1.2	Head of the organization	Fully Met	1.28	1.28	https://www.bankofbaroda.in/about-us/board-of-directors	Fully Met	1.28	Fully Met
1.1.3	Vision, Mission and Key objectives	Fully Met	1.28	1.28	https://www.bankofbaroda.in/about-us/overview	Fully Met	1.28	Fully Met
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 Please refer	Fully Met	1.28	Fully Met

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					point 4.b.i on RTI Page- https://www.bankofbaroda.in/customer-support/particular-details-about-the-bank			
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 Please refer point 4.b.i on RTI Page- https://www.bankofbaroda.in/customer-support/particular-details-about-the-bank	Fully Met	1.28	Fully Met
1.1.6	Any other details-the genesis, inception, formation of the department and the HoDs from time to time as well as the committees/ Commissions constituted from time to time have been dealt	Fully Met	1.28	1.28	https://www.bankofbaroda.in/corporate-governance.htm	Fully Met	1.28	Fully Met
1.2	Power and duties of its officers and employees[Section 4(1) (b)(ii)]							
1.2.1	Powers and duties of officers (administrative,	Fully Met	1.54	1.54	Please refer	Fully Met	1.54	Fully Met

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	financial and judicial)				point 4.b.ii on RTI page- https://www.bankofbaroda.in/customer-support/particular-details-about-the-bank			
1.2.2	Power and duties of other employees	Fully Met	1.54	1.54	Please refer point 4.b.ii on RTI page- https://www.bankofbaroda.in/customer-support/particular-details-about-the-bank Please refer point 4.b.ii on RTI page- https://www.bankofbaroda.in/customer-support/particular-details-about-the-bank	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	Please refer point 4.b.ii on RTI page- https://www.bankofbaroda.in/customer-support/particular-details-about-the-bank	Fully Met	1.54	Fully Met

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					t/particular-details-about-the-bank			
1.2.4	Exercised	Fully Met	1.54	1.54	Please refer point 4.b.ii on RTI page- https://www.bankofbaroda.in/customer-support/particular-details-about-the-bank	Fully Met	1.54	Fully Met
1.2.5	Work allocation	Fully Met	1.54	1.54	Please refer point 4.b.ii on RTI page- https://www.bankofbaroda.in/customer-support/particular-details-about-the-bank	Fully Met	1.54	Fully Met
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	Please refer point 4.b.iii on RTI page- https://www.bankofbaroda.in/customer-support/particular-details-about-the-bank	Fully Met	1.54	Fully Met
1.3.2	Final decision making authority	Fully Met	1.54	1.54	https://www.b	Fully Met	1.54	Fully Met

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					ankofbaroda.in/customer-support/compliance-of-direction-issued-by-cic			
1.3.3	Related provisions, acts, rules etc.	Fully Met	1.54	1.54	Please refer point 4.b.iii on RTI page- https://www.bankofbaroda.in/customer-support/particular-details-about-the-bank	Fully Met	1.54	Fully Met
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	Please refer point 4.b.iii on RTI page- https://www.bankofbaroda.in/customer-support/particular-details-about-the-bank	Fully Met	1.54	Fully Met
1.4	Norms for discharge of functions[Section 4(1)(b)(iv)]							

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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	Please refer point 4.b.iv on RTI page- https://www.bankofbaroda.in/customer-support/particular-details-about-the-bank	Fully Met	1.54	Fully Met
1.4.3	Process by which these services can be accessed	Fully Met	1.54	1.54	Services can be accessed by following segregation & path provided at website at - https://www.bankofbaroda.in/	Fully Met	1.54	Fully Met
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/grievanc	Fully Met	1.54	Fully Met

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					e-redressal			
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	Please refer point 4.b.v on RTI page- https://www.bankofbaroda.in/customer-support/particular-details-about-the-bank	Fully Met	1.92	Fully Met
1.5.2	List of Rules, regulations, instructions manuals and records.	Fully Met	1.92	1.92	Please refer point 4.b.v on RTI page- https://www.bankofbaroda.in/customer-support/particular-details-about-the-bank	Fully Met	1.92	Fully Met
1.5.3	Acts/ Rules manuals etc.	Fully Met	1.92	1.92	Please refer point 4.b.v on RTI page- https://www.bankofbaroda.in/customer-support/particular-details-about-the-bank	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	Fully Met	1.92	Fully Met GUIDELINES ON

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					at management call/ as per banks requirements and as per CVC guidelines at decentralized structure level. Hence transfer order cannot be uploaded			TRANSFER POLICIES MAY BE DISPLAYED. HOWEVER, ORDERS ARE AT THE DISCRETION OF THE BANK
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	Please refer point 4.b.vi on RTI page- https://www.bankofbaroda.in/customer-support/particular-details-about-the-bank	Fully Met	3.85	Fully Met
1.6.2	Custodian of documents/categories	Fully Met	3.85	3.85	Please refer point 4.b.vi on RTI page- https://www.bankofbaroda.in/customer-support/particular-details-about-the-bank	Fully Met	3.85	Fully Met

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					bank			
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-governance.htm	Fully Met	0.96	Fully Met
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	Fully Met	0.96	Fully Met

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					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 4.b.viii on RTI page)			
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,	Fully Met	0.96	Fully Met

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					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 4.b.viii on RTI page)			
1.7.8	Place where the minutes if open to the public are available?	Fully Met	0.96	0.96	Customer Service Department, Head Office, Baroda. https://www.bankofbaroda.in/customer-support/particular-details-about-the-bank (Please refer point	Fully Met	0.96	Fully Met

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					4.b.viii on RTI page)			
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/pdfs2/2023/28-10/WEBSITE-DATA-SIPT-23-03-08.pdf	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	Please refer point 4.b.x on RTI page- https://www.bankofbaroda.in/customer-support/particular-details-about-the-bank	Fully Met	3.85	Fully Met
1.9.2	System of compensation as provided in its regulations	Fully Met	3.85	3.85	Please refer point 4.b.x on RTI page- https://www.bankofbaroda.in/cu	Fully Met	3.85	Fully Met

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					stomer-support/particular-details-about-the-bank			
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	PIO- https://www.bankofbaroda.in/contact-us/public-information FAA- https://www.bankofbaroda.in/contact-us/first-appellate-authorities	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	PIO- https://www.bankofbaroda.in/contact-us/public-information FAA- https://www.bankofbaroda.in/contact-us/first-appellate-authorities	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	Not Met Details of employees against whom disciplinary action has

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								been taken or Pending for Minor penalty or major penalty proceedings may be disclosed on the RTI page if any.
1.11.2	(ii) Finalised for Minor penalty or major penalty proceedings	Not Applicable	0	0	empty	Not Met	0	Not Met It is Applicable in a sense that if some disciplinary action has been pending against any employee then that information may be given.
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	Fully Met	1.92	Fully Met
1.12.2	Efforts to encourage public authority to participate in these programmes	Fully Met	1.92	1.92	https://www.bankofbaroda.in/customer-support/right-to-i	Fully Met	1.92	Fully Met

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1.12.3	Training of CPIO/APIO	Fully Met	1.92	1.92	Information-act 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	Fully Met The details of such programs may be provided on the RTI page.
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 CIC - https://cic.gov.in/rti-notifications (Available on RTI page of Bank of Baroda on https://www.bankofbaroda.in/customer-support/right-to-information-act)	Fully Met	1.92	Fully Met

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					support/right-to-information-act)			
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 decentralized structure level. Hence transfer order cannot be uploaded.	Fully Met	7.69	Fully Met
Total			92	92		100	92	
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 Applicable0	0	0	empty	Not Applicable0	0	NA
2.1.2	Budget for each agency and plan & programmes	Not Applicable0	0	0	empty	Not Applicable0	0	NA
2.1.3	Proposed expenditures	Not Applicable0	0	0	empty	Not Applicable0	0	NA
2.1.4	Revised budget for each agency, if any	Not Applicable0	0	0	empty	Not Applicable0	0	NA

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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	NA
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	NA
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 Applicable	0	NA The information may be given
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	BOB may examine if they are running any subsidy programs of any state government or Central Government of India as Banks are

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2.3.2	Objective of the programme	Not Applicable	0	0	empty	Not Applicable	0	NA
2.3.3	Procedure to avail benefits	Not Applicable	0	0	empty	Not Applicable	0	NA
2.3.4	Duration of the programme/ scheme	Not Applicable	0	0	empty	Not Applicable	0	NA
2.3.5	Physical and financial targets of the programme	Not Applicable	0	0	empty	Not Applicable	0	NA
2.3.6	Nature/ scale of subsidy /amount allotted	Not Applicable	0	0	empty	Not Applicable	0	NA
2.3.7	Eligibility criteria for grant of subsidy	Not Applicable	0	0	empty	Not Applicable	0	NA
2.3.8	Details of beneficiaries of subsidy programme (number, profile etc)	Not Applicable	0	0	empty	Not Applicable	0	NA
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	NA
2.4.2	Annual accounts of all legal entities who are provided grants by public authorities	Not Applicable	0	0	empty	Not Applicable	0	NA
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	NA
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	NA
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	NA
Total			17	17		17	17	
3	Publicity Band Public interface							

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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 there of [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 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	Fully Met	12.50	Fully Met

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					<p>by Board of Directors of the Bank. Public consultation is required However Member of public get participate Quarterly & half yearly basis in the meeting of CSCB & Standing committee on customer service. Since, policies are internal to Bank, no public consultation is required. However Member of public get participate Quarterly & half yearly basis in the</p>			

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					meeting of CSCB & Standing committee 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 rights etc are also displayed on Bank's website, which can be downloaded by the customers free of charge. The Bank also	Fully Met	12.50	Fully Met

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					<p>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. (Please refer point 4.b.viii on RTI page) https://www.bankofbaroda.in/contact-us/public-information https://www.bankofbaroda.in/customer-support/particular-details-about-the-bank (Please refer point 4.b.xv on RTI page)</p>			
3.1.3	Public- private partnerships (PPP)- Details of Special Purpose Vehicle (SPV), if any	Not Applicable	0	0	empty	Not Applicable	0	NA

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3.1.4	Public- private partnerships (PPP)- Detailed project reports (DPRs)	Not Applicable	0	0	empty	Not Applicable	0	NA
3.1.5	Public- private partnerships (PPP)- Concession agreements.	Not Applicable	0	0	empty	Not Applicable	0	NA
3.1.6	Public- private partnerships (PPP)- Operation and maintenance manuals	Not Applicable	0	0	empty	Not Applicable	0	NA
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	NA
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	NA
3.1.9	Public- private partnerships (PPP) -Information relating to outputs and outcomes	Not Applicable	0	0	empty	Not Applicable	0	NA
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	NA
3.1.11	Public- private partnerships (PPP) - All payment made under the PPP project	Not Applicable	0	0	empty	Not Applicable	0	NA
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 information at - https://www.bankofbaroda.in/media 1. Website: https://www.bankof	Fully Met	16.67	Fully Met

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					baroda.in/ 2. Facebook: https://www.facebook.com/bankofbaroda/ 3. Twitter: https://twitter.com/bankofbaroda 4. YouTube: https://www.youtube.com/bankofbaroda 5. Instagram: https://www.instagram.com/officialbankofbaroda/ 6. 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	Not Met Mechanism may be designed to outline the Public consultation process BOB should publish all relevant

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								facts while formulating important 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	Not Met 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	1. Website: https://www.bankofbaroda.com	Fully Met	50.00	Fully Met

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					kofbaroda.in/ 2. Facebook: https://www.facebook.com/bankofbaroda/ 3. Twitter: https://twitter.com/bankofbaroda 4. YouTube: https://www.youtube.com/bankofbaroda 5. Instagram: https://www.instagram.com/officialbankofbaroda/ 6. 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 Interest/Ap	Fully Met	25.00	Fully Met

Sr. No	Details of disclosure	Category	Marks	Obtained Mark	Remarks	Auditor Category	Auditor Marks	Auditor Remarks/URL
					<p>plication 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 at https://www.bankofbaroda.in/customer-support/right-to-information-act "Information about Bank under Section 4 of RTI Act at </p>			

Sr. No	Details of disclosure	Category	Marks	Obtained Mark	Remarks	Auditor Category	Auditor Marks	Auditor Remarks/URL
					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			
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 Interest/Application forms and other relevant information are available on bank website in electronic	Fully Met	25.00	Fully Met

Sr. No	Details of disclosure	Category	Marks	Obtained Mark	Remarks	Auditor Category	Auditor Marks	Auditor Remarks/URL
					<p>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 Commission U/S 19 (8) (a)</p>			

Sr. No	Details of disclosure	Category	Marks	Obtained Mark	Remarks	Auditor Category	Auditor Marks	Auditor Remarks/URL
					at https://www.bankofbaroda.in/customer-support/compliance-of-direction-issued-by-cic.htm			
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 Interest/Application forms and other relevant information are available on bank's 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
					convenience without any charges. The public is not required to pay even nominal charge for 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	NA
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/	Fully Met	14.29	Fully Met

Sr. No	Details of disclosure	Category	Marks	Obtained Mark	Remarks	Auditor Category	Auditor Marks	Auditor Remarks/URL
					ankofbaroda.in/hi-in			
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 timely on Bank's website as per applicability.	Fully Met	28.57	Fully Met
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 Interest/Application forms and other relevant information are available	Fully Met	9.52	Fully Met

Sr. No	Details of disclosure	Category	Marks	Obtained Mark	Remarks	Auditor Category	Auditor Marks	Auditor Remarks/URL
					on bank website in electronic format, which can be downloaded/printed by any member of public as per 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	Fully Met	7.14	Fully Met

Sr. No	Details of disclosure	Category	Marks	Obtained Mark	Remarks	Auditor Category	Auditor Marks	Auditor Remarks/URL
					information related to facilities/services which Bank provides are made available to public at large.			
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. Further, the list of toll free nos/telephone number has been published on Bank's website on below mentioned link- Please refer to point no 4.b.xv on RTI page- http	Fully Met	7.14	Fully Met In addition to the website and toll free number, arrangements may be made at the Head office and zonal, regional branch level for facilitating information by the public.

Sr. No	Details of disclosure	Category	Marks	Obtained Mark	Remarks	Auditor Category	Auditor Marks	Auditor Remarks/URL
					s://www.bankofbaroda.in/customer-support/particular-details-about-the-bank			
4.4.4	Contact person & contact details (Phone, fax email)	Fully Met	7.14	7.14	https://www.bankofbaroda.in/contact-us/public-information https://www.bankofbaroda.in/contact-us/first-appellate-authorities	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	Please refer point 4.b.xvii on RTI page-https://www.bankofbaroda.in/customer-support/particular-details-about-the-bank	Fully Met	3.57	Fully Met
4.5.3	List of completed schemes/ projects/	Fully Met	3.57	3.57	All govt	Fully Met	3.57	Fully Met

Sr. No	Details of disclosure	Category	Marks	Obtained Mark	Remarks	Auditor Category	Auditor Marks	Auditor Remarks/URL
	Programmes				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.			
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
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/corp	Fully Met	3.57	Fully Met

Sr. No	Details of disclosure	Category	Marks	Obtained Mark	Remarks	Auditor Category	Auditor Marks	Auditor Remarks/URL
4.5.6	Annual Report	Fully Met	3.57	3.57	orate-office https://www.bankofbaroda.in/shareholders-corner/financial-reports	Fully Met	3.57	Fully Met
4.5.7	Frequently Asked Question (FAQs)	Fully Met	3.57	3.57	https://www.bankofbaroda.in/faqs	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	Please refer point 4.b.xvii on RTI page- https://www.bankofbaroda.in/customer-support/particular-details-about-the-bank	Fully Met	14.29	Fully Met
4.6.2	Details of appeals received and orders issued	Fully Met	14.29	14.29	Please refer point 4.b.xvii on RTI page- https://www.bankofbaroda.in/customer-sup	Fully Met	14.29	Fully Met

Sr. No	Details of disclosure	Category	Marks	Obtained Mark	Remarks	Auditor Category	Auditor Marks	Auditor Remarks/URL
					port/particular- details-about- the-bank			
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" which is given on RTI Page of Bank's website on below mentioned link- https://www.bankofbaroda.in/custom	Fully Met	28.57	Fully Met

Sr. No	Details of disclosure	Category	Marks	Obtained Mark	Remarks	Auditor Category	Auditor Marks	Auditor Remarks/URL
					er-support/particular-details-about-the-bank			
Total			200	200		200	200	
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]							
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 on below mentioned link- CPIO- https://www.bankofbaroda.in/contact-us/public-information and FAA- https://www.bankofbaroda.in/contact-us/first-appellate-authorities (a) Earlier Corporate Office CPIO were - Shri A K Gupta (DGM Compliance), Shri C L Gupta (DGM-	Fully Met	20.00	Fully Met

Sr. No	Details of disclosure	Category	Marks	Obtained Mark	Remarks	Auditor Category	Auditor Marks	Auditor Remarks/URL
					Recovery), Shri. Anup Kumar(DGM-NRI), Shri. Chinnaswamy(DGM-Recovery) (b)Earlier Corporate Office FAA -Shri. M L Sharma (GM-Recovery) , Shri. P N Mehrotra (GM-Recovery) , Shri A N Gupta (GM-Recovery)			
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	Fully Met	20.00	Fully Met

Sr. No	Details of disclosure	Category	Marks	Obtained Mark	Remarks	Auditor Category	Auditor Marks	Auditor Remarks/URL
					of the FY 2021-22 has been already uploaded at banks website. The same can be accessed on RTI page on Bank's website at Third Party Audit Report and Certificate at below mentioned link- https://www.bankofbaroda.in/customer-support/right-to-information-act			
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 every Regional/ Zonal/ Corporate	Partially Met	10.00	Partially Met The name and contact details of Nodal officer may be given

Sr. No	Details of disclosure	Category	Marks	Obtained Mark	Remarks	Auditor Category	Auditor Marks	Auditor Remarks/URL
					level for information disseminations & Appeal. Current PIO/CPIO & FAA may be accessed at CPIO- https://www.bankofbaroda.in/contact-us/public-information FAA- 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	Not Met 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 RTI to identify frequently sought information under RTI - (a) Dates from which constituted, (b) Name & Designation of the Officers	Not Applicable	0	0	empty	Not Met	0	Not Met BOB should constitute committee of

Sr. No	Details of disclosure	Category	Marks	Obtained Mark	Remarks	Auditor Category	Auditor Marks	Auditor Remarks/URL
								PIOs/FAAs with rich experience in RTI to identify frequently sought information under RTI.
Total			60	60		100	50	
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	Fully Met
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	Fully Met	12.5	12.50	Bank had	Fully Met	12.50	Fully Met The

Sr. No	Details of disclosure	Category	Marks	Obtained Mark	Remarks	Auditor Category	Auditor Marks	Auditor Remarks/URL
	validity				<p>initiated the process of getting the certification . However, during the preparation of the documents for the certification, Bank staff got in touch with the STQC officials and they had informed us that this particular certification is for GOI websites only. In other words, the websites with domain names ending with gov.in or nic.in or edu.in or similar domains are</p>			<p>relevant security certificate may be obtained</p>

Sr. No	Details of disclosure	Category	Marks	Obtained Mark	Remarks	Auditor Category	Auditor Marks	Auditor Remarks/URL
					<p>eligible for the certification. And since our Bank's website is having .in, .com, .co.in domain names, we are not eligible for the same. The same is mentioned in the Guidelines for Indian Govt Websites - GI GW2018_Released version.pdf under point 2 (page no 23 to 31). The document is linked here - https://www.stqc.gov.in/sites/default/files/Guidelines%20for%20Indian%20Govt%20</p>			

Sr. No	Details of disclosure	Category	Marks	Obtained Mark	Remarks	Auditor Category	Auditor Marks	Auditor Remarks/URL
					Websites%20-%20GIGW2018_Released%20version.pdf			
6.2.2	Does the website show the certificate on the Website?	Not Applicable	0	0	empty	Not Applicable	0	The same may be displayed on the website
Total			38	38		38	38	
Grand Total			573	573		654	563	