



बैंक ऑफ़ बड़ौदा Bank of Baroda



**APPOINTMENT OF BUSINESS CORRESPONDENT SUPERVISOR ON CONTRACT BASIS IN THE STATE OF UTTARAKHAND**

Bank of Baroda, one of India's largest Public Sector Bank invites offline applications from interested candidates who are ex-bankers in any PSU Bank up-to the rank of Chief Manager, retired clerks and equivalent of Bank of Baroda belonging to Uttarakhand, any graduates with Computer knowledge (MS Office, email, Internet etc.), However, qualification like M.Sc. (IT)/ BE (IT)/ MCA/MBA is preferable. The candidates should be proficient in reading and writing local language.

The candidates should be resident of the same District or adjoining District where the vacancy is declared and proficient in local language.

| Sr. | District | District under Regional Office of BOB | Number of Vacancies | Last date of Submission of offline application | Regional office Address for submission of Application                                                                                                    |
|-----|----------|---------------------------------------|---------------------|------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------|
| 2.  | Nainital | Haldwani                              | 3                   | 19-07-2024                                     | Bank of Baroda Regional Office Haldwani, kathgariya, First Floor Mehraz Hotel opp Geetanjali Banquet Hall ,District- Nainital , Uttrakhand, Pin - 263139 |

Bank will be hiring BC Supervisors for above mentioned district in the Uttarakhand state where Business Correspondents Agents are functioning.

**BEFORE FILLING THE APPLICATION**

PLEASE GO THROUGH BELOW MENTIONED DETAIL GUIDELINES REGARDING ROLE & RESPONSIBILITY ALONG WITH ELIGIBILITY CRITERIA/QUALIFICATION AND REMUNERATION OF THE CANDIDATES PROPOSED TO BE RECRUITED ON CONTRACT BASIS AS BC SUPERVISORS BY BANK OF BARODA.

| Particulars | Criteria                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |
|-------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Eligibility | <p><b><u>For Retired Bank Employees</u></b></p> <ol style="list-style-type: none"> <li>Retired Officers (including voluntarily retired) of any bank (PSU/RRB/Private Banks/Co-operative Banks) upto the Rank of Chief Manager / equivalent may be appointed for the purpose.</li> <li>Retired clerks and equivalent of Bank of Baroda having passed JAIIB with good track record.</li> <li>All Applicants should have rural banking experience at least 3 years.</li> <li>The maximum age for continuation of BC supervisors will be 65 years.</li> </ol> <p><b><u>For Other Candidates</u></b></p> <ol style="list-style-type: none"> <li>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.</li> </ol> |

क्षेत्रीय कार्यालय : (हल्द्वानी क्षेत्र) प्रथम तल, मेहराज होटल, गीतांजलि बैंक्रेट हाल के सामने, कटघरिया हल्द्वानी - (नैनीताल) 263139, भारत  
 Regional Office (Haldwani Region) : First Floor, Mehraz Hotel, opposite Geetanjali Banquet Hall, Katghariya Haldwani-263139  
 फोन/Ph : 91 5946 222157 फैक्स/Fax 91 5946 222178 ई/मेल-e-mail : [rm.haldwani@bankofbaroda.com](mailto:rm.haldwani@bankofbaroda.com)

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| Particulars                                    | Criteria                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |
|------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|                                                | <ol style="list-style-type: none"><li>2. Should be in the age group of 21-45 years at the time of appointment.</li><li>3. The maximum age for continuation of BC supervisors will be 65 years.</li></ol>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |
| Geographical location of the candidates        | <ol style="list-style-type: none"><li>1. The candidates should be selected from the same District where they will be assigned to function and if suitable candidates are not available in the same district, the candidates may be selected from the adjoining districts. Candidate should be proficient in local language &amp; dialect both reading and writing. Under no circumstances the candidates will be selected from other states.</li><li>2. Applicants should be willing and in a position to visit villages in the district for supervision and other activities as and when assigned on periodic intervals.</li><li>3. Should have accommodation near the nodal branch and not in any case outside the district for which selection is to be made.</li></ol> |
| Period of Contract                             | The contract will be initially for a period of 36 months subject to annual review.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |
| Assignment of BC Agents / Conflict of Interest | BC supervisors will monitor about 35 BCs mapped to them. The number of BCs mapped to the supervisors can be increased or decreased in case of exigencies.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |
| Selection and Approval of BC Supervisor:       | The selection will be held through an interview process by a committee headed by Regional Head. The concerned Regional Head and the Chief Manager/ officer incharge of Financial Inclusion in the Region will be the committee members. Based on the recommendations of the committee, the Regional Head would approve the appointment and/or renew the contract of individual BC Supervisor.                                                                                                                                                                                                                                                                                                                                                                              |
| Reporting Authority & Performance Review:      | The BC supervisors will report directly to the FI Coordinators at Regional Offices. Deputy Regional Heads, looking after financial Inclusion activities, will review the performance of the BC supervisors on half-yearly basis. Based on the recommendation of the Dy. Regional head and after assessing performance of the BC Supervisors, the Regional Heads will accord approval for further continuation/ termination of the BC Supervisor.                                                                                                                                                                                                                                                                                                                           |
| Termination of services:                       | <ol style="list-style-type: none"><li>1. Either party can initiate for termination of contract by giving 30 days' notice. However, in case of non-satisfactory conduct /misbehavior, bank reserves the right to terminate the contract instantly without any prior notice.</li><li>2. Bank should blacklist the Supervisor who has been involved in fraud and a list should be circulated to Zones at regular intervals to avoid engagement in any other Zone.</li></ol>                                                                                                                                                                                                                                                                                                   |

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Regional Office (Haldwani Region) : First Floor, Mehraz Hotel, opposite Geetanjali Banquet Hall, Katghariya Haldwani-263139

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| Particulars                                               | Criteria                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |
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| <p><b>Roles and Responsibilities of BC Supervisor</b></p> | <ol style="list-style-type: none"> <li>1. Monitor BCs agents assigned.</li> <li>2. Ensure that banking services are available to the identified villages/ SSAs (Sub Service Areas)/ Non-SSAs including communities in urban/metro areas.</li> <li>3. Educate BCs about their roles and responsibilities.</li> <li>4. Ensure redressal of grievances of customers/BCs and submit feedback to link branch with copy to Regional Office.</li> <li>5. Conduct meetings in the villages/SSAs (Sub Service Areas)/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.</li> <li>6. Visit to allocated villages/ SSAs (Sub Service Areas)/ Non-SSAs as well as communities in their operational area and BC points in the district at least once in a month and submit the report to Dy. Regional Manager.</li> <li>7. Monitor &amp; Control the activities of the BCs in coordination with link branch. BC supervisors must ensure that BCs remain active.</li> <li>8. 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.</li> <li>9. Ensure that BCs are not doing any type of off-line transactions at BC points.</li> <li>10. Ensure that BCs are engaged in cross selling of our bank's and third party products.</li> <li>11. Ensure that BCs are engaged in recovery of our bank's dues.</li> <li>12. Conduct financial literacy sessions with villagers/communities during his visit to the villages/BC points.</li> <li>13. Ensure that BCs have displayed the Dos &amp; Don'ts board at BC points.</li> <li>14. Ensure that BCs are issuing only system generated slips to customers</li> <li>15. Ensure that BCs are not using any stationary of the bank.</li> <li>16. 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.</li> <li>17. Plan and organize camps in consultation with the link branch /Regional Office from time to time for achieving various targets.</li> <li>18. Coordinate with the branch and service provider for appointment of BC for identified location. 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.</li> <li>19. Ensure that the details of field BC and officer visiting the village are displayed in the village.</li> </ol> |

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| Particulars                                       | Criteria                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |                 |                    |             |         |
|---------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------|--------------------|-------------|---------|
|                                                   | <p>20. Coordinate and interact with link branch, Regional Office and Corporate BCs and submit the suggestions for improvement of BC activities, if any.</p> <p>21. Arrange for locational training programs on technical updates, operational guidelines etc. for BCs.</p> <p>22. The BC Supervisor will monitor the performance of each BC through dash board.</p> <p>23. 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.</p> <p>24. Region should allocate village/ SSA(Sub Service Areas)/ Non-SSA wise monthly targets for business development under financial inclusion to link branches. The BC supervisors would monitor the business development in village vis-à-vis targets. In the case of non-achievement of targets of financial inclusion in case more than 50% of BCs under particular supervisor for consecutive 2 months or any 2 quarters, the performance will be reviewed for continuation of service by Regional Head and if deemed fit, he/she can be discontinued with prior approval of Zonal Head.</p> <p>25. Perform quarterly Verification of Cash with BCs and submit report to the link branch.</p> <p>26. Any other duties, as and when, assigned by the bank.</p> |                 |                    |             |         |
| <b>BC Supervisors As Brand Ambassador of Bank</b> | The BC supervisors should act as brand ambassadors of the Bank. They will be provided Badge and other bank stationaries and will be give training to develop sense of belongingness.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |                 |                    |             |         |
| <b>Remuneration:</b>                              | <p>Monthly remuneration of BC Supervisor shall comprise 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. 15000/-</td> <td>10000/-</td> </tr> </tbody> </table> <p>The evaluation of the BC supervisors will be carried out based on their performance on these parameters on monthly basis and accordingly variable remuneration will be paid to BC supervisors. Committee on Financial Inclusion shall fix the parameters depending on the business requirement from time to time.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  | Fixed Component | Variable Component | Rs. 15000/- | 10000/- |
| Fixed Component                                   | Variable Component                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |                 |                    |             |         |
| Rs. 15000/-                                       | 10000/-                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |                 |                    |             |         |



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|-------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Payment of allowances   | <p>Each BC Supervisor is paid conveyance allowance of Rs.2000/ per month (Fixed). BC Supervisors should compulsorily complete inspection of all his/her BC locations in the month to be eligible for reimbursement.</p> <ol style="list-style-type: none"><li>75% of the BC Agents allocated to a BC Supervisor should be active for 21 days (SSA locations) / 24 days (Non-SSA locations) in the month.</li><li>Minimum of 90% of the BC locations should be active for at least 15 days in a month.</li><li>50% of the BC Agents allocated to a BC Supervisor should have minimum "Satisfactory" grading. This proportion shall be increased to 60% from April 2023 onwards.</li></ol> <p>Each BC Supervisor is paid Mobile Expenses of Rs.200/ per month (Fixed). ERMIC is authorized to approve any revisions in the above allowances in future.</p> <p>Regional Offices while paying remuneration to BC Supervisors will follow the Income Tax Department guidelines on TDS.</p> |
| IIBF – BC certification | <p>BC supervisors need to obtain IIBF BC certification within 2 months from the date of joining. Bank shall reimburse the registration fee one time upon completing the course. (Presently Rs 800/- is the registration fee per candidate) Upon Non Compliance :</p> <ol style="list-style-type: none"><li>From 3rd month to 6th month, Rs 1000/- will be deducted from the fixed component.</li><li>From 7th to 12th Month, Rs 2000 will be deducted from the fixed component.</li><li>After 12 months, the contract will not be renewed.</li></ol> <p>(Retired Bank staffs who already have completed JAIIB/CAIIB are excluded from IIBF BC certification)</p>                                                                                                                                                                                                                                                                                                                      |

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

Please sent the application on below mention address with title on envelope stating as "APPLICATION FOR THE POST OF BUSINESS CORRESPONDENT SUPERVISOR ON CONTRACTUAL BASIS"

Address for Application to be sent:

The Regional Manager,  
Bank of Baroda  
Haldwani Region

First floor Mehraz Hotel opp Geetanjali Banquet Hall kathgariya Haldwani, Dist.- Nainital Pin Code- 263139, Uttarakhand

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**Application for Recruitment of Business Correspondent Supervisor**

To  
The Regional Manager  
Bank of Baroda  
Haldwani Region

Affix Photograph  
And Sign Across

With reference to you advertisement dated \_\_\_\_\_, I submit my application and details for the assignment of Business Correspondent Supervisor as given below:

|   |                         |           |  |
|---|-------------------------|-----------|--|
| 1 | NAME (IN FULL)          |           |  |
| 2 | FATHER'S/HUSBAND'S NAME |           |  |
| 3 | GENDER (MALE/FEMALE)    |           |  |
| 4 | DATE OF BIRTH           |           |  |
| 5 | ADDRESS                 | CURRENT   |  |
|   |                         | PERMANENT |  |
| 6 | CONTACT DETAILS         | MOBILE NO |  |
|   |                         | E-MAIL ID |  |

क्षेत्रीय कार्यालय : (हल्द्वानी क्षेत्र) प्रथम तल, मेहराज होटल, गीतांजलि ब्रेक्फेस्ट हाल के सामने, कटघरिया हल्द्वानी -(नैनीताल) 263139, भारत  
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|    |                                                                                      |  |
|----|--------------------------------------------------------------------------------------|--|
| 12 | ANY OTHER INFORMATION THE APPLICANT WISHES TO GIVE IN SUPPORT OF HIS/HER CANDIDATURE |  |
|----|--------------------------------------------------------------------------------------|--|

**DECLARATION**

I hereby declare that the particulars furnished above are true and correct to the best of my knowledge and belief and I understand that in the event of any information being found false or incorrect at any stage or not satisfying the eligibility criteria according to the requirements of the relative advertisement, my candidature/engagement for the said post is liable to be cancelled/disengaged at any stage. I will not claim any employment in the bank, based on this engagement.

I hereby agree that any legal proceedings in respect of any matter of claims or disputes arising out of this application and/or out of the content of the advertisement will be instituted by me only at \_\_\_\_\_ and Courts/tribunals/forums at \_\_\_\_\_ will have jurisdiction to try the same. I undertake to abide by all the terms and conditions mentioned in the advertisement dated \_\_\_\_\_.

Place:

Date:

(Signature of Applicant)

**Enclosure:**

1. Copy of Aadhaar Card & PAN Card
2. Copy of document with current Address (applicable if current address is different from Aadhaar)
3. Copy of 10<sup>th</sup>, 12<sup>th</sup>, Graduation and Post-Graduation Certificates (as applicable)
4. Copy of employment proof in the previous organization.
5. Copy of the Receipt having applied for the Police Verification Certificate