



बैंक ऑफ बड़ौदा
Bank of Baroda



Appointment of Business Correspondent Coordinator on contractual basis at New Delhi Zone

Bank of Baroda a Government of India Enterprise invites applications from interested candidates for post of Business Correspondent Coordinator on contractual basis in New Delhi Zone.

Details of the Vacancies

Sr. No.	Vacancy Name	No. of Vacancies	Regional Office	Regional Office Address
1	BC Coordinator	-03-	East Delhi Region	Regional Office North Delhi Region- 16, Parliament Street, 01 st Floor, New Delhi-110001
2	BC Coordinator	-02-	Gurgaon Region	Regional Office, 1 st Floor, Tower-1, Plot No. 16, IRCON International Tower, Sector-32, Gurgaon-122001
3	BC Coordinator	-03-	Noida Region	Regional Office North Delhi Region- 16, Parliament Street, 13 th Floor, New Delhi-110001
4	BC Coordinator	-04-	North Delhi Region	Regional Office North Delhi Region- 16, Parliament Street, 03 rd Floor, New Delhi-110001
5	BC Coordinator	-02-	South Delhi Region	Regional Office North Delhi Region- 16, Parliament Street, 11 th Floor, New Delhi-110001
6	BC Coordinator	-01-	West Delhi Region	Regional Office North Delhi Region- 16, Parliament Street, 12 th Floor, New Delhi-110001

The application form should be submitted in hard copies on above address either through speed post/registered post/courier or in person. The last date/time of submission of duly filled application is **15.09.2024/5.00 PM**. Applications received after last date and time shall be summarily rejected. The Regional Office will thoroughly scrutinize the application forms and based on the eligibility of the candidates' short list them for interview process. The Regional Office will sent intimation to the short listed candidates **through e-mail only** giving details about the date, time and venue of the interview.

Bank reserves the right to reject any/all the applications/offers at any stage without assigning any reason whatsoever in the interest of bank.

1. ELIGIBILITY CRITERIA:

For Retired Bank Employees

- Retired officers (including voluntarily retired) of any PSU bank up to the rank of Chief Manager may be appointed for the purpose.

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Zonal Office (New Delhi Zone), Bank of Baroda Bldg., 16, Sansad Marg, New Delhi-110 001,

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- Retired clerks and equivalent of Bank of Baroda having passed JAIB with good track record.
- All retired bank employees applicants should have rural banking experience of at least 3 years.
- The maximum age for continuation of BC supervisors will be 65 years.

For Young Candidates

- Minimum qualification should be graduate with Computer knowledge (MS Office, email, Internet etc.), however qualification like M.Sc. (IT)/ BE (IT)/ MCA/MBA will be given preference.
- Should be in the age group of 21-45 years at the time of appointment.
- The maximum age for continuation of BC supervisors will be 65 years.

2. GEOGRAPHICAL LOCATION OF THE CANDIDATES

The candidates shall be selected from District covering respective Region Area 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 area. Candidate should be proficient in local language & dialect both reading and writing.

UNDER NO CIRCUMSTANCES THE CANDIDATES WILL BE SELECTED FROM OTHER STATES.

3. PERIOD OF CONTRACT

The contract will be initially for a period of 12 months subject to review after every 6 months.

4. ROLE AND RESPONSIBILITIES

- Monitor 50-60 BCs assigned to them.
- Ensure that banking services are available to the identified villages/ SSAs (Sub Service Areas)/ Non-SSAs including communities in urban/metro areas.
- Educate BCs about their roles and responsibilities.
- Ensure redressal of grievances of customers/BCs and submit feedback to link branch with copy to Regional Office.
- Conduct meetings in the villages/SSAs/Non-SSAs as well as communities in their operational area to encourage villagers/customers for availing of banking services of our bank and submit the report to Regional Manager.
- Visit to allocated villages/ SSAs/ Non-SSAs as well as communities in their operational area and BC points in the district at least once in 15 days and submit the report to FI coordinators of the Region.
- Monitor & Control the activities of the BCs in coordination with link branch. BC supervisors must ensure that BCs remain active.
- Ensure that the BCs are operational during the working hours as per extant guidelines of the bank. To ensure that the BCs are available on daily basis and transactions in the BC points are taking place as per prescribed norms/guidelines.
- Ensure that BCs are not doing any type of off-line transactions at BC points.
- Ensure that BCs are engaged in cross selling of our bank's and third party products.
- Ensure that BCs are engaged in recovery of our bank's dues.
- Conduct financial literacy sessions with villagers/communities during his visit to the villages/BC points.
- Ensure that BCs have displayed the Dos & Don'ts board at BC points.

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- Ensure that BCs are issuing only system generated slips to customers.
- Ensure that BCs are not using any stationery of the bank.
- BC Coordinators must take feedbacks from local customers regarding functioning of the BC agent during his visit and submit the feedback/Report to Regional Office.
- Plan and organize camps in consultation with the link branch /Regional Office from time to time for achieving various targets.
- Coordinate with the branch and service provider for appointment of BCs for suitably identified locations.
- In case of attrition of BCs, coordinated action should be taken for substitution of BCs at the earliest to ensure that continued banking services are available to customers.
- To identify BCs for uncovered villages allotted by DFS.
- Ensure that the details of field BC and officer visiting the village are displayed in the village.
- Coordinate and interact with link branch, Regional Office and Corporate BCs and submit the suggestions for improvement of BC activities, if any.
- Arrange for locational training programs on technical updates, operational guidelines etc for BCs.
- The BC Coordinators will monitor the performance of each BC through dash board.
- The BC Coordinators will be responsible for fixation of targets and monitoring the progress vis-à-vis target. BC Coordinators will be evaluated based on the performance and achievement of various targets of BC agents.
- Region shall allocate village wise monthly targets for business development under financial inclusion to link branches. The BC Coordinators 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 Coordinators 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. BC wise target has been allotted to all the corporate BCs by FI department HO.
- Perform quarterly Verification of Cash with BCs and submit report to the link branch.
- BC Coordinators should submit a monthly report of their performance to Regional FI Coordinator in the prescribed format devised by respective Regional Offices.
- Any other duties assigned by the bank as and when assigned.

5. ASSIGNMENT OF JOB ROLE

- The Coordinators will be provided space in the nearest Branch/ Regional Office for discharging their daily assigned activities.
- The FI Coordinator/Branch has to maintain a separate register for marking the attendance of Coordinators.
- BC Coordinators will be allotted maximum 35 BC agents and the number of BCs to be monitored may be escalated on higher side but not more than 15-20 % of maximum numbers of BCs. While assigning BC agents to a Coordinators, it will be ensured that No BC agent is related to the supervisor as a family member, blood relation, close relative or having any business relations.
- The BC Coordinators will act as brand ambassadors of the Bank. They shall be provided Badge/identity card and other bank stationeries and imparted training to develop sense of belongingness.

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6. PAYMENT OF MONTHLY REMUNERATION:

The BC Coordinators will have a mixed structure of monthly remuneration comprising of both fixed and variable components.

Fixed Component	Variable Component
Rs. 15,000/-	Rs. 10,000/-

The variable components will be ascertained based on the score secured by each BC agent on various parameters.

7. MONITORING AND REVIEW

- Regional Office should closely monitor and review the performance of BC Coordinators on monthly basis. The FI Coordinators should be the direct reporting authority of the BC Supervisors.
- FI coordinator will assign roles and responsibilities to BC Coordinators and monitor the activities regularly.
- FI Coordinators will ensure that BC Coordinators are assigned targets and monitor the progress regularly.
- BC Coordinators should submit their monthly performance report as per Point No.8 (Roles and Responsibilities).
- Deputy Regional Heads, looking after financial Inclusion activities, will review the performance of the BC Coordinators on half-yearly basis.

8. TERMINATION OF SERVICES:

- Bank reserves the right to 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. The authority for deciding such cases will be Regional Head.
- Bank should blacklist the Coordinators who has been involved in fraud and a list should be circulated to Zones/Regions at regular intervals to avoid engagement in any other Zone/Regions.
- The BC Coordinators can also initiate for termination of contract by giving 30 days' notice.

9. Interview Process

- Based on eligibility, candidates will be shortlisted for interview
- Shortlisted candidates will be called in due course.

Duly Filled Application with enclosure of Educational Qualification and other relevant Document sent in Hard Copy only be considered valid.

##Please send the application with title on envelope as "APPLICATION FOR THE POST OF BC COORDINATOR ON CONTRACTUAL BASIS."

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