

Bank Mitra

Introduction

SHG formation, capacity building and bank linkage is an important aspect for creation of sustainable SHGs. In Orissa there are about 1684 rural and semi urban branches catering to 5.23 lac SHGs. The share of each branch is about 195. The women are from very poor and poorest category and mainly engaged in agriculture, allied activities and non farm sector. Barring a few, most of the women are illiterate and visit to branches for various works of SHGs. The SHG business portfolio as regards to advance is about 4.32 % of the total advance, 7.54% of the priority sector advance and 28.78 % of the weaker section advance. The deposit portfolio is very negligible to the tune of 0.36%

The staffing pattern of rural and semi urban branches are more or less inadequate to handle the day to day business of the regular customers. The SHG customers due to their ignorance and illiteracy find it difficult to receive the attention of branch staff and at times are trapped by the clutches of unwanted mediators and are exploited.

To obviate the troubles and inconvenience faced by women SHG members and streamlining easy access to banking, it is conceptualized to identify bank Mitra and avail their services for hassle free availability of bank products to SHG members.

1-Who is a Bank Mitra?

A Bank Mitra is a person selected by the GPLF and attached to a bank branch and helps SHGs to avail different services from bank by managing the help desk.

2-Eligibility for Bank Mitra

- The Bank Mitra must be a woman
- May preferably be a member in SHG
- May preference be given to differently abled person
- If SHG member, should not have hold any office bearer post
- If SHG member or differently abled person is not available, must be a women family member of SHG
- Age must be between 18 to 35 years
- Must be resident from service area of Branch
- Must have passed minimum 10th. class
- Should have the ability to write in clear and with good handwriting.
- Should have good communication and liaison skill.

Important. It will be all endeavors to select a woman. When all endeavors exhausted, selection committee may go in for Very Exceptional case as indicated above.

3-Duties and Responsibilities of Bank Mitra

- Will manage the Help desk
- Opening of bank Accounts
- Support in documentation process to both SHGs and bank
- Facilitating credit linkage
- Monitoring SHG loans
- Financial Inclusion
- Credit Counseling and Financial Literacy

Any other work relating to SHG member at the branch at the time of need.

4-Area of operation of Bank Mitra

- The bank Mitra will operate from a particular branch
- All SHGs within the service area and operational area are to be served by bank Mitra.

5-Selection Process

Wide publication of notice by pasting at CLF, GPLF, and Bank branch and other prominent places.

- The selection committee consists of President Secretary and any one other member of GPLF nominated by RGB. In case of Service area of the branch is more than one GP, and then all the service area GPs will have a common selection committee constituting members from different GPLFs.
- For a common selection committee comprising of all service area GPs. Either the President or the secretary will be nominated to the selection committee equal to the number of service area GPs
- The application in prescribed format will be submitted to Selection committee. and copy of application will be given to own GPLF
- Selection committee will scrutinize and shortlist the candidates
- Arrange written test and interview if application received are more than one
- The BPFT will facilitate for scrutiny, examination, and interview but will not be member of selection committee.
- One Bank Mitra will be for one branch.
- There will be Nodal GPLF preferably the Branch head Quarters GPLF or nearer to Bank GPLF for monitoring purpose.

6-Training of Bank Mitra

- The bank Mitra will be trained on SHG bank linkage, financial inclusion etc. by the project at district level in suitable batches.
- RSETIs at the district will be the training place.
- Local bankers will be resource persons.
- TRIPTI will design training module on financial literacy and credit counseling. Bank products, Savings and loan suitable for SHGs, procedures, and documents required for SB accounts. KYC norms, Credit linkage, Appraisal, MIP based linkage, repayment, application of interest; micro insurance, grading etc. will be the topics for training.
- Local bankers may be the resource person

- Course design will be same for which one day TOT to director of RSETIs
- Duration of training –Two days

7-Incentive

Incentive will be paid to Bank Mitra on performance incentive basis.

The Bank Mitra will attend the branch and manage help desk on a daily allowance basis of Rs 50 per day for the working days of the bank and perform the following activities at the branch and at his area of operation.

- i- She will manage the helpdesk
- ii- She will attend the branch every working day during business hours.
- iii- She will prepare bank vouchers of SHGs and other women costumers
- iv- She will facilitate to collect all documents for KYC compliance
- v- She will arrange for required documents for bank linkage
- vi- She will collect the data of House Holds those who have no bank accounts and arrange to open accounts of all households
- vii- Take proactive role in total financial inclusion
- viii- She will arrange recovery camps through bank linkage committee for recovery of bank loans

In addition to daily allowance of Rs.50/- performance incentive will be given as follows

- Opening of a SB account individual Rs 20/-
- Opening of SHG SB account Rs200/-
- Facilitating grading of SHGs for bank linkage Rs.50/-

The incentive will be paid on receipt of data in monthly report as per the annexure from Bank Mitra duly countersigned by Branch Manager. The payment will be made by the Nodal GPLF

8-Mode of payment- Nodal GPLF will make payment to the Bank Mitras. The amount will be paid by GPLF after receipt of the co signed statement by Branch Manager and authorized signatories of GPLF through a/c payee cheque.

9-Control .

For all purposes the GPLF will be the controlling authority of Bank Mitra. They can remove the Bank Mitra on receipt of unsatisfactory reports from most of the CLFs

10-Monitoring.

- Bank Mitra will submit an attendance sheet and work done report
- The Report is at annexure
- The statement will be countersigned by Branch manager.
- CLF will scrutinize the statement and recommend to GPLF for payment on a resolution and may randomly verify from the pass books of SHGs
- The bank mitra will also provide data to BPFT on bank linkage related aspects.

11-Bank Linkage committee-

There will be a bank linkage committee at each GPLF. The Bank Linkage Committee will keep direct contact with banks and facilitate for bank linkage. Bank linkage committee will also formally request the Branch Managers to attend few GPLF meetings.

12-Grievance Handling-Any unlawful behavior towards the Bank Mitra will be protected through CLF and GPLF and a suitable mechanism to be developed at SPMU for redressal of such grievances. A Women staff member of the District will be designated to handle the cases.

13-Timing- The Bank Mitra will attend the branch every working day from 10 AM to 3 Pm. In the afternoon she will meet the SHG members for grading, collecting documents for KYC and other related works .

14-General Principles.

- Bank Mitra will not handle any cash
- Bank Mitra covertly or overtly will not impose her desire on the SHG members.
- SHGs are free to avail bank products of their own if they so desire.
- Bank Mitra will act as friend, philosopher and guide to the SHG as regards to banking relationship.

15-Role out

Since bank Mitra is a new concept for the banks in Odisha and a good number of Branches are in the SHG bank linkage business for the last one decade it is necessary that the new concept is to be conceptualized among the bankers for which the following role out plan to be made

- Conceptualization workshop with the controlling heads of banks and NABARD, SLBC
- Memorandum Of understanding with selected banks initially with SBI ,NGB, KGB, UCO bank.
- Selection of Bank Mitra
- TOT for trainers of Bank Mitra
- Training of Bank Mitra.
- Exposure visit of bankers to other states where bank mitra concept is successfully working.
- There will be review committee at state level with the bankers which may sit quarterly to review the activities and progress

Annexure

Date	Name of SHG	village	Purpose of visit to bank	Amount of Withdrawal	Amount of deposit.	Any other work

Signature of Bank Mitra

Countersigned by Branch Manager

Scrutinised by CLF- 1

Approved by GPLF

2

3