

MINUTES OF 91st MEETING OF SLBC-NCT OF DELHI HELD ON 04.06.2018

The 91st Meeting of SLBC-NCT of Delhi was convened by Oriental Bank of Commerce, the convenor Bank on 04.06.2018 at Hotel Le Meridien, Janpath, New Delhi-110001. The meeting was chaired by Sh. Himanshu Joshi, Executive Director, Oriental Bank of Commerce, the convenor Bank. The other dignitaries who graced the occasion were Sh. Eugene E.Karthak, Regional Director, Reserve Bank of India, Sh. Rajendra Pal Gautam, Hon'ble minister of Social welfare, Govt. of NCT of Delhi, Ms. Anita Patnaik, GM, RBI; Sh. H.K.Batra, GM, Oriental Bank of Commerce, Corporate Office, Gurugram and Sh. Naveen Dhingra, Dy. Gen. Manager, NABARD and Sh. Madan Chandra, Dy. Gen Manager, SLBC.

Besides, representatives of all Member Banks of SLBC-Delhi, LDMs, Senior officials from NABARD, RBI, CGTMSE, Central Govt. and Govt. of NCT of Delhi also participated in the meeting as per list of participants attached.

At the outset, Shri Surender Singh, New Convenor and General Manager, SLBC- Delhi welcomed all the dignitaries on the dais and other participants. Thereafter, he requested Shri Himanshu Joshi, Executive Director of OBC for his keynote address.

Shri Himanshu Joshi, Executive Director, Oriental Bank of Commerce congratulated all Member Banks of SLBC-Delhi & LDMs for their active participation in 'Gram Swaraj Abhiyan' launched from 14.04.2018 to 05.05.2018 and achieving the allocated targets under Govt. Social Security Schemes in all the 11 districts of Delhi. He also congratulated them for organizing Financial Literacy Camp successfully on 05.03.2018 on the occasion of opening ceremony of 'नमो योजना सहायता केंद्र' for the Govt. Social Security & Welfare Schemes in which more than 2000 persons visited the stalls of banks during the camp.

He highlighted the need of developing a standardized approach by all the member banks for generation of LBS related data through CBS for correct reporting and smooth functioning. (Action: All Member Banks and LDMs)

He expressed pleasure that under Annual Credit Plan for the year 2017-18, Member Banks had achieved their Annual target. The Financial Year 2017-18 was a crucial year for entire banking industry. However, Banking Business under various segments in Delhi as on 31.03.2018 showed improvement. The Deposits increased by 5.67% on YoY basis, Advances increased by 11.35% on YoY basis hence, CD ratio increased from 94.53% to 99.61% on YoY basis. Priority Sector Advances increased by 5.83% on YoY basis whereas over December 2017, Priority sector advances increased by 7.63%. More concerted efforts were required at all levels to increase the credit flow to Priority Sector particularly to MSME segment as the scope for agricultural lending was limited in Delhi. (Action: All Member Banks and LDMs)

He requested all the stake holders to gear up all their efforts towards digitization and expressed that there was a need to popularize and maximize the use of different modes of alternate delivery channels for making less cash economy as well as cutting operating cost of banks. (Action: All Member Banks and LDMs)

Under Direct Benefit Transfer, Member Banks were requested to educate their branches/field functionaries on proper Aadhaar Seeding to ensure that Aadhaar linkage of their customers was done with both the sites of KYC and NPCI in order to avoid



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inconvenience to the beneficiaries of various Social Welfare Schemes of the Govt.
(Action: All Member Banks and LDMs)

Under Pradhan Mantri Jan Dhan Yojana (PMJDY) more than 43 lakh accounts were opened in Delhi and the task before bankers was seeding/mapping of Aadhaar as well as issuance & activation of RuPay cards. Under PMSBY & PMJJBY annual renewal was to be done through Auto Debit. Member banks were requested to sensitize their branches/field functionaries to make all efforts for renewal in all the exiting cases and maximize the fresh enrolments. (Action: All Member Banks and LDMs)

Thereafter, Sh. Surinder Singh requested Sh. Karthak, Regional Director, RBI to address the house.

Shri Karthak, RD, RBI welcomed all members of SLBC for the 91st SLBC meeting. He expressed that it should be a fruitful deliberation for contribution to the development of Delhi State. As per the data available, State had never been able to achieve the lending targets of 40% and as far as agriculture was concerned, there was limited scope. Therefore, to achieve priority sector target an attempt for other avenues like MSME, Housing, Education, Renewable Energy and Social Infrastructure be explored.

He congratulated all SLBC members to provide banking services in all villages of Delhi having population of more than 5000 by either opening brick & mortar branch or CBS enabled outlet and no village having population of more than 5000 had been left uncovered under the scheme.

He said that instructions had been issued by RBI for revamp of Lead Bank Scheme. Many changes had taken place in financial sector and RBI had constituted a committee of its Executive Directors to review the Lead Bank Scheme. Action points and committee recommendations had been forwarded to NABARD, SLBC vide RBI circular dated 6.4.2018 and also to all CMDs, MD and CEO of Banks. SLBC primarily to focus on policy issues with participation of senior functionaries of Banks and Govt. Deptts. All routine issues might be delegated to sub committees of SLBC and agenda for SLBC meeting had to be revised. (Action: SLBC and other members of Committee)

To solve issues of data submitted by banks, a standardized system would be developed to be displayed on website which should be maintained by SLBC to enable banks to upload and download the data pertaining to district and states.

RBI and field functionaries were celebrating a financial literacy week from 4 to 8th June 2018 on consumer protection and the theme was on awareness among consumers rights, responsibilities, good practices and redressal of complaint mechanism..

Publicity materials namely posters and flyers etc. had been prepared and delivered to banks controlling offices to ensure to display at prominent places for at least 6 months.
(Action: All Member Banks and FLCs/LDMs).



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RBI brought into operations Ombudsman Scheme to non banking financial companies, w.e.f. 23.2.2018 as till then only banks were covered under the scheme but going forward NBFCs would also be covered under Ombudsman Scheme. Suitable mechanism would be fixed for receiving and addressing complaints in transparent manner .

For MSME in view of the increasing importance of service sector economy, RBI decided to remove current loan limit (For inclusion in Priority Sector) of Rs.5 crore and 10 crore for borrowers to micro and small medium enterprises under service sector respectively. For classification under priority sector all loan under MSME engaged in providing or rendering of services as defined in equipment under MSME would qualify under priority sector without any credit cap.

RBI in March 2018 discontinued practice of issuance of Letter of undertaking, letter of comfort for trade credits letter by category 1.A.D.

After that Sh. Surender Singh requested Sh.Rajinder Pal Gautam, Hon'ble Minister Social Welfare to address the meeting.

He appreciated all bankers for doing hard work and focused on following points :

Main point emphasized was that Pension related to Old Aged, Widow and disabled was not being paid as per new rates because of non linkage/mapping of adhaar card with NPCI. Trainings and sensitization of the bankers was required in that regard. (Action: All Member Banks and LDMs)

Old age pension was being given to 4,50,000 persons out of which pension of 1,04,468 beneficiaries had not been upgraded because of unmapped aadhaar number. 18560 handicapped people were also facing that problem. Same was the case with widows & handicapped pensioners as they were getting pension -as per old rate. (Action: All Member Banks and LDMs)

Another issue was that Airtel had seeded the aadhaar number of its customers to their Airtel account. Consequently the DBT amount had gone to Airtel account instead of earlier accounts of beneficiaries. The beneficiaries were unaware of that type of account and transactions. He requested RBI to take appropriate action against Airtel for the irregularities committed by Airtel.

Shri Himanshu Joshi, Executive Director, Oriental Bank of Commerce, suggested that members from Delhi Govt, SLBC and 4 big banks to form a committee and monitor progress periodically so as to finish the work of Aadhaar seeding and mapping with NPCI before next SLBC meeting. (Action: SLBC and All Member Banks and LDMs)

Shri Naveen Dhingra, Dy. Gen. Manager, NABARD highlighted following issues ;

1. CD Ratio was very low in north east district i.e. 16.41% and needed to be addressed.
2. Priority sector advances and agriculture advances overall percentage was less than the benchmark 40% and needed to be improved.



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3. The Agriculture advances in rural branches should be increased to the optimum level.
4. Self help groups and the credit linkages with SHGs, performance had been very low and needed to be improved.
5. Scheme of NABARD on "Bhoomi Heen Kisan" and formation of JLG groups. If data not available, then a Survey might be conducted to assess the requirement and then the scheme be implemented. (Action: All Member Banks and LDMs)

Shri Himanshu Joshi expressed that there was a need to re-check the data and a proper validation of data through CBS be done. (Action: All Member Banks and LDMs)

On automation of State Treasury, GNCTD officials from Principal Account Office explained that system had already been implemented and work was almost completed except the salary of employees. Shri Joshi said that issue should be closed as most of the work was completed.

As per RBI circular dated April 6, 2018, regarding revamp of Lead Bank scheme, Shri Joshi desired that nominated Bank be requested to provide conformation of necessary infrastructure to LDMs as soon as possible. (Action: Banks-Canara Bank, SBI, PNB BOB, OBC, and LDMs)

On activation of Rupay Card in PMJDY accounts, Shri Joshi advised that if account holder was not traceable, their card might be blocked /destroyed and for all other accounts of PMJDY the Rupay cards should be activated. This issue be addressed at the earliest as it was long pending and there was a chance of frauds also. (Action: All Member Banks and LDMs)

While deliberating, all member banks were advised to dispose of the pending insurance claims in PMJJBY and PMSBY especially 9 cases which were pending for more than 3 months. PMSBY-4 (Indian Bank-1, HDFC-2, SIB-1) PMJJBY-5 (IDBI-1, Syndicate-2, HDFC-1 & SIB-1). (Action: Member Banks)

The timely submission of data to DCOs/LDMs by member banks for timely compilation at SLBC for onward submission to authorities was also emphasized. (Action: All Member Banks and DCOs/LDMs)

On uploading of digital content, SLBC convenor desired that the exercise be completed by 15.06.2018.

For Direct Benefit Transfer (DBT), Shri Joshi suggested that bank wise with beneficiary name pendency from Delhi Government should be provided to SLBC (Action: GNCTD)

Regarding non mapping of Aadhar Seeding, official from Deptt. of Social welfare explained that almost, 26000 cases were not uploaded on PFMS because of merger of 5 associate banks of SBI, as IFSC code of those banks got changed, and there was a need of updation of new IFSC code. SBI official assured that the list of new IFSC codes would be



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provided to them within 2 days and the matter should be resolved. (Action: GNCTD and SBI)

On MSE advances Shri Joshi desired that with the proposed changes in MSE and MSME guidelines, development of progress should be visible in the current quarter.

Regarding Housing finance, Shri Joshi highlighted that was a serious issue and banks were receiving complaints regarding non claim of subsidy from NHB/HUDCO which was not appreciated and emphasised that subsidy claims should be submitted well in time. (Action: All Member Banks)

On PMEGP, it was desired that nothing should be kept pending and all pending applications should be disposed of by 30.06.2018

On recovery of dues in agriculture and PMEGP, it was desired that presence of Delhi Government was needed and Delhi govt. was requested to extend support to the banks to organise recovery camps as it was a big issue. (Action: GNCTD)

Shri Joshi emphasised that it was in the interest of banks to keep functioning of CCTV at ATMs up to date as almost in 50% of claim cases CCTV footage was not available. (Action: All Member Banks)

On CERSAI, uploading of collateral security details was reaching almost 100% but in primary security updation in CERSAI, was lagging behind. It was emphasised that primary security data be also uploaded on the website. (Action: All Member Banks and LDMs)

While deliberating on the agenda/ presentation, the following points were also highlighted:

- Requirement of concerted efforts to increase the Credit Deposit ratio in the Districts having ratio less than 60%
- Need of sustained efforts on Social Security Scheme to cover maximum persons mainly from unorganised sector to maximize enrolments.
- Un-certified BCs, required to get themselves certified within six months. By then, IIBF was the only institute entrusted to provide certification so as to maintain credibility, uniformity, standard and quality.
- Member Banks were requested to ensure that all BSBD (Basic Saving Bank Deposit) Accounts opened by them, remained operational.
- To organise maximum Camps for spreading Financial Literacy in their respective area/district by FLCs/FLCC and Member Banks/LDMs
- To open maximum accounts of migrant labourers and street vendors/ hawkers on priority basis by member banks and report the same to SLBC timely.
- LDMs to cover the remaining skilling centres of their respective districts and also upload the digital contents in the remaining centres.
- Aadhaar Enrolment and updation facility in Banks' Branches and Digitization: LDMs to include the above as an agenda in all DCC/DLRC meetings so that progress, on the above could also be monitored at district level.

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- Member Banks to take further steps to achieve the annual targets regarding Education loan
- Delhi Govt. had launched Higher Education and Skill Development Guarantee Scheme for pursuing higher education in Delhi. Member Banks were requested to follow up with their branches for disposal of all applications within the stipulated period and also for updation of the same on portal. Member Banks are also requested to inform the progress to Directorate of Higher Education Delhi Govt. about the sanctions/ disbursements on regular basis.
- Member Banks were requested to follow up with their branches/field functionaries to popularize the scheme; also to submit their subsidy claim to HUDCO & NHB invariably to mark their progress and send quarterly progress in time.
- NULM: All Member Banks to submit their progress to NABARD under copy to SLBC as per revised format.
- SHG; Concerned Banks to take up the matter with their branches for credit linkage in all pending cases to achieve its purpose.
- DRI: Member banks to intensify the efforts for increasing their DRI advances.
- To Report and take appropriate action on detection of counterfeit notes and comply with RBI's instructions
- Green Initiatives: To ensure strict compliance of the MoF directions by member banks
- General Grievances: To dispose of all the remaining grievances at the earliest by member banks
- To initiate action for entering into agreement with NHFDC for flow of concessional credit to PwDs by member banks
- Stand-Up India; to give focused attention to improve the progress under the scheme by LDMs and Member banks
- Skill Loan Financing; To follow up with their branches/field functionaries to accelerate the progress and ensure submission of the quarterly progress under the scheme in time by all member banks.

Meeting was concluded with vote of thanks by Shri Shankar, General Manager, State Bank of India.


General Manager & Convenor
SLBC-Delhi

