



SUPVOICE



Special Issue
January 2023

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A News Bulletin of State Bank of India Officers' Association (Bengal Circle)

From Editor's Desk

Trade Union – As It Works



A trade union often simply referred to as a union, is an organization of workers intent on “maintaining or improving the conditions of their employment.”

In early 19th century, the Luddite movement emerged during the harsh economic climate of the Napoleonic Wars, which saw a rise of difficult working conditions in the new textile factories. The Luddites were a secret oath-based organization of English textile workers who formed a radical faction which destroyed textile machinery. The British Army clashed with the Luddites on several occasions.

Nowadays, the term “luddite” is often used to describe someone who is opposed or resistant to new technologies.

Labor rights or workers' rights are both legal rights and human rights relating to labor relations between workers and employers. These rights are codified in national and international labor and employment law. In general, these rights influence working conditions in relations of employment. One of the most prominent is the right to freedom of association, otherwise known as the right to organize. Workers organized in trade unions exercise the right to collective bargaining to improve working conditions. Trade unions have a long history of advocating for workers' rights and protecting their interests.

Trade unions:

- *negotiate agreements with employers on pay and conditions*
- *discuss major changes to the workplace such*

as large scale redundancy

- *discuss members' concerns with employers*
- *accompany members in disciplinary and grievance meetings*
- *provide members with legal and financial advice*
- *provide education facilities and certain consumer benefits such as discounted insurance*

In the Banking Sector in India, Trade Unions have been playing most effective role in clinching various rights that started from 17 days' Strike to achieve Casual Leave. Thereafter, many more benefits including improvement of pension, salary & wages, medical facilities, service conditions could be clinched so far. Still many issues are yet to be achieved which need strong collective bargaining, solidarity and above all militancy, in the event of any call for trade union movement.

Trade unions can also play a key role in improving the economic situation in the country. We had showcased our militancy in many occasions to protect our rights, to save the country against draconian policies of the ruling power particularly in case of freezing the FRDI Bill. Earlier, due to trade union persuasions, India could avoid the effect of the global economic meltdown of the year 2008. Presently, the big challenge before us is to save the Public Sector Banks from being handed over to the crony corporate houses by the present government. The “Bank Bachao Desh Bachao” campaign needs to be intensified to garner public support in continuing this movement until the government withdraws its agenda of privatization of Public Sector Banks.

Jogesh Chandra Sahu
General Manager, NW – III, SBI, Kolkata Circle

COMPLIANCE

Being a part of team of biggest financial conglomerate of the country, we are always exposed to myriads of risk elements that need to be mitigated on a regular basis, so as to keep the organization moving. Regulatory authorities keep on coming out with regulatory guidelines to mitigate those risks as well. It's incumbent upon us to ensure 100% compliance of those regulatory guidelines so as to uphold the trust of all the stakeholders.

Introduction

Compliance has emerged as an essential element of corporate governance in banks and financial institutions. The Compliance Function has received a high level of attention from regulators worldwide. Compliance is an integral feature of a well-managed business, capable of creating value through enhanced reputation, investor confidence and lower cost of capital.

The Basel Committee in Banking Supervision issued its paper on "Compliance and the Compliance function in Banks" in April 2005. The Basel Committee paper lays down broad principles for establishment and functioning of an effective Compliance Function and independence of the compliance function. Based on the principles enunciated by the Basel Committee, the Reserve Bank of India (RBI) issued guidelines on "Compliance Function in Bank's" in April 2007. The compliance function was further augmented by RBI vide its circular on "Compliance functions in Banks" issued in March 2005 and on 11th September 2020 to meet the requirements arising out of revised supervisory approach.

Compliance risk

Compliance risk is the risk of legal or regulatory sanctions, financial loss, damage to reputation or impairment of integrity that arises when a Bank fails to comply with laws, directives, rules, regulations, prescribed practices, internal policies and procedures, or the standards or codes of conduct of self-regulatory organisations applicable to all of that Bank's varied business activities and functions.

Applicability of the Compliance Policy

This policy provides governing principles for managing the compliance framework and shall be further supported with relevant procedures and methodologies for identification, assessment, control and monitoring of Compliance risk. Accordingly, this policy outlines the compliance philosophy of the Bank, compliance structure, roles and responsibilities, measures to ensure independence of compliance function, etc.

The contents of this policy are mandatory for the whole Bank covering both Domestic and Overseas Operations and represent minimum standards of guidance. It contains the basic

principles to be followed by all staff of the Bank. In case of overseas operations, the resident country's regulatory requirements should also be adhered to.

Given the complexity of the businesses and geographic reach of the Bank, oversight of the compliance activities at the whole bank level is critical. Compliance risk is inherent in all the businesses across the Bank and the jurisdictions in which it operates. A Bank-wide Compliance risk management framework, therefore, would assist the Bank in addressing and managing Compliance risk across the Bank as a whole.

Our Foreign Offices while adopting the policy will also ensure that they also fully abide by local Regulatory regime, adopting rigorous of the two.

Sharing of compliance responsibility

Compliance is the responsibility of every individual in the organisation. This implies demonstration of a strong commitment to compliance, good corporate citizenship and responsible corporate behaviour. To fulfil this responsibility, it is required of all personnel to: a. possess a good understanding of the relevant compliance requirements applicable to the discharge of their duties; and b. ensure adherence to the applicable laws, regulations and standards.

Staff members may consult the Compliance Function for assistance with any questions regarding the Compliance policy or any aspect of his/her compliance responsibility. Monitoring of Compliance risks

The Compliance Function of the Bank shall monitor Compliance risks through suitable monitoring mechanisms such as Compliance certificates, MIS reports, incidents reported Compliance based metrics etc. The compliance function shall assess the control framework for ensuring/monitoring adherence to regulatory directives. Compliance Function will also conduct independent testing of compliance obligations arising out of regulatory guidelines.



Organisational structure

At the Circle level, the Deputy General Manager (Compliance & Risk) would be the nodal officer for all compliance related matters. DGM (Compliance & risk) shall directly report to GM (Compliance & risk) at Corporate Centre (a new position created). He will also act as MLRO (Money Laundering Reporting Officer) with AML-CFT Cell Jaipur. Other Compliance functionaries at RBO/AO/LHO & Corporate Centre shall report to Compliance functionaries only instead of the existing reporting system of Business Heads.

DMD & GCO will review the Circle compliance function by way of periodical meetings.

MD in charge of Compliance would be having the necessary discretion to amend the structure of Compliance department, as the situation requires.

Compliance breaches

Compliance breaches are incidents that may lead to legal or regulatory sanctions, financial loss or damage to reputation or impairment of integrity, as a result of a failure to comply with applicable laws, regulations and standards.

Analysis of breaches

The identified compliance breaches should be analysed and resolved in an appropriate manner. The objective of the analysis is to identify areas of weakness in the Control environment and take necessary action to mitigate and correct the deficiency. Systemic measures should be taken to prevent recurrence of such incidents in the future.

Review of the Compliance Policy

An annual review of the policy shall be submitted to the Board by the Compliance Department for approval. However, the Compliance Policy may be updated with the approval of DMD & GCO in case a need arises due to changes in regulatory environments including amendments to laws, rules and regulations, as applicable.

Chairman Sir's Message on Compliance

We operate on the principle of "zero tolerance" to regulatory compliance failures as compliance failures carry serious all-round consequences which cannot be wished away or ignored. In this context, I would personally urge each one of you to be risk conscious and to be actively aware of regulatory guidelines in respect of every business line and transaction undertaken by us. In particular, adherence to customer identification procedures, monitoring of transactions under the anti-money laundering regulations, fair treatment of the customers, redressing customer grievances promptly would demand your greater attention. It is also important to be up to date in your knowledge with all compliance requirements.

Compliance function in banks has come into sharp focus on account of developing regulatory expectations and enhanced rigor.

Over a period of time, its scope has gradually evolved, and it is considered a valuable support to the bank to avoid the risk of legal and regulatory and potential loss to reputation. I expect all the operating units to adhere to the guidelines and develop a compliance culture for preventing our banking channels from being misused for money laundering and terror financing activities.

All the controllers should embed a culture of compliance, strengthen monitoring and reduce frauds through better control systems.

First Time Right Campaign Launched By Chairman Sir & Its Relevance

Data Quality is of prime importance in current scenario. It is valued more than the Oil. Today 50% of the Top 10 companies are Data-based platforms – Google, Facebook, Alibaba, Tencent – it is a fundamental shift in terms of the way the market views the value of data. To ensure data quality & early debit activation of accounts, it is very important that the new accounts opened are approved in one go adopting First Time Right (FTR) approach at all levels without to & fro movement between Branches and LCPC. To propagate the culture of doing it first time right, the competent authority did decide to launch a campaign on "First Time Right & Always" on the occasion of Bank Day i.e., 1st July 2022. The campaign promotes Data Enrichment & saving precious time & money. We have to make FTR a matter of daily drill without fail and carry out all our businesses with full compliance achieving operational excellence. The same will help us to avoid customer complain, improving data quality thus helping to generate analytical leads targeting niche customer group.

Conclusion

Policies, guidelines, circulars, products alone cannot form a strong compliance culture. Actual performance of banks depends on its quality service, which is ensured by skilled, efficient and honest staff personnel. Bankers should keep in mind that compliance is not just a duty rather it is a tool for value creation which helps to improve service quality and reputation of an institution. I hope with increasing concerns of respective regulatory bodies, officials and every individual banker and also customers will definitely create a robust compliance culture which will help India to be the best performing economy in global market.

SME's In India



The Ministry of Micro, Small & Medium Enterprises considers the MSME sector to have excellent growth potential and a vital role in India's economic development. A small and medium-sized enterprise (SME) is just as capable of generating revenues, assets, and employment opportunities for its owners or employees as a large corporation—albeit on a smaller scale. SMEs are defined differently in every country, and each has its own rules about what constitutes an SME.

However, overall size is generally considered the best indicator to assess which sector a company belongs to. The financing of small and medium-sized enterprises is a vital market function. It is a way capital can be provided, acquired, or cost—for different types of companies made available on the market. The growing number of Small and Medium Enterprises (SMEs) in India reflects a highly valued demographic dividend. As defined by Section 7 of the Micro, Small and Medium Enterprises Development Act, 2006.

Classification of MSMEs in India:

Type of enterprise	Investment	Turnover
Micro	Rs 1 crore	Rs 5 crore
Small	Rs 10 crore	Rs 50 crore
Medium	Rs 50 crore	Rs 250 crore

They are, therefore, so important to the economy that they make up significant components of all four major sectors—manufacturing and service industries as well as secondary and tertiary occupations.

These points can be further expanded upon as follows:

These criteria make it difficult for small and medium enterprises (SMEs) to access credit from banks, especially in the early years. Owing to their flexibility, SMEs can take many forms. There are varieties such as proprietorships, corporations, cooperatives, and HUFs (Hindu Undivided Families). An essential element of these provisions in India is that enterprises are not classified as small or medium-sized based on factors like the number of employees or how much electricity they use.

The Present Scenario of The Sme Sector In India

India's Small and Medium Enterprises contribute nearly half of India's industrial output, 40% of the country's exports—and create one million jobs annually. In addition, these enterprises produce over 8,000 quality products that are exported to overseas markets. Small and Medium Enterprises (SMEs) have grown to over 48 million in recent years, with a 4.5% growth rate. But raising funds for these businesses can be difficult due to the limited resources available to

small companies. As a result, the government continues to ignore the importance of this sector in boosting GDP, though it provides an impetus for overall economic growth.

Importance of SMES In India

- Producing goods and services in a way that employs more people than larger enterprises, thus creating additional jobs and helping to spread income more evenly.
- SMEs create more opportunities for employment and business in an agricultural economy than any other enterprise by providing a range of simple to complex services.
- Support entrepreneurship: Small and medium-sized enterprises (SMEs) contribute to entrepreneurial development.
- SMEs can leverage the strengths of large and small enterprises to create a productive capacity that contributes to strong economic systems.

Why SMES Often Complain About Finances ?

Small and medium-sized enterprises often complain that the lack of financing prevents them from capturing lucrative investment opportunities and growing. In addition, starting a small business that is successful from the outset is extremely difficult, no matter how good an entrepreneur's idea or product may be. Small and medium-sized enterprises (SMEs) struggle to get banks' finances because these companies are just starting. As a result, an insufficient supply of credit is available for SMEs in India. Small businesses have trouble obtaining financing, especially if they only need a small amount of money.

Investors are limited in their available funds. As a result, they tend to spend most of what they have and pay taxes before investing any more money. Second, the limited funds available to investors can result in a competitive market. In addition, governments and large companies obtain many allocated funds from banks and other sources (such as grants) that are then used for projects or purchased machinery. This leaves less money for small businesses seeking start-up capital (or any other purpose). Thirdly, smaller firms suffer because they are perceived to be riskier and less predictable than larger enterprises, making them unattractive investment targets. The following reasons can contribute to this:

- Investors do not always receive the returns they expect from investing in small and medium-sized enterprises.
- Large corporations often fail to internalize and take responsibility for the external consequences of their

actions seriously. Additionally, large corporations are so influential in our culture that it is unlikely they will be held accountable by the media or other watchdog organizations.

- In such a business, the owner has to accept full responsibility for their decisions.
- Collateral for a loan can be almost any valuable asset, but small businesses rarely have such assets.

The Government of India And RBI's Initiative To Eradicate Challenges of SME Finance:

The Reserve Bank of India (RBI) has mandated all banks to provide a single platform for trade financing for Micro, Small, and Medium Enterprises (MSMEs). The mandate came into effect from 1st April 2018. This mandate aims to help MSMEs gain access to credit from banks quickly. It also aims to reduce non-performing assets (NPAs) in bank books by providing timely payment solutions to MSMEs. It has been observed that many MSMEs are unable to get loans from banks because they do not have enough collateral or credit history. Therefore, they often resort to informal sources such as moneylenders who charge high-interest rates. However, providing a centralized platform for trade financing through TReDS will make it easier for SMEs and MSMEs to get finance from banks without any collateral or credit history. The Overseas Branch of SBI is doing it. Though it is mandatory yet fewer Corporates are doing it. Both Govt and Banks should encourage this platform to popularise it.

Standard Operating Procedure For Sanction of SME Loans

(Including takeover of loans from other banks)

The five Cs of credit is a system used to gauge the creditworthiness of potential borrower. The system weighs five characteristics of the borrower and conditions of the loan, attempting to estimate the chance of default and, consequently, the risk of a financial loss for the lender. The five Cs of credit i.e. character, capacity, condition, capital & collateral are to be examined before taking credit decision.

1. **Character:** Bank need to know the borrower and guarantors are honest and have integrity. Additionally, the Bank needs to be confident the applicant has the background, education, industry knowledge and experience required to successfully operate the business. Lending institutions may require a certain amount of management and/or ownership experience. They will also ask about your licensing and whether or not you have a criminal record. As history is the best predictor of the future, a banker will examine the personal credit of all borrowers and guarantors involved in the loan. Sound business and personal credits are a must. Check both reports before calling your lender; if there are any delinquencies, be prepared to explain. The lender may be able to make exceptions for low credit scores.
2. **Capacity (Cash flow):** The Bank wants to know that business is able to repay the loan. The business should have sufficient cash flow to support its business expenses and debts comfortably while also providing principals' salaries sufficient to support personal expenses and debts. Examining the payment history of current loans and expenses is an indicator of the borrower's reliability to make loan payments.
3. **Condition:** The Bank will need to understand the condition of the business, the industry, and the economy. The Bank will want to know if the current conditions of the business will continue, improve or deteriorate. Furthermore, the Bank will want to know how the loan proceeds will be used- working capital, renovations, additional equipment, etc.
4. **Capital:** The Bank will ask about personal investment planned in the business. Not only does injecting capital decrease the chance of default, but contributing personal assets also indicates that borrower is willing to take a personal risk for the sake of your business; it shows that borrower have 'skin in the game.'
5. **Collateral:** A Bank will consider the value of the business' assets and the personal assets of the guarantors as a secondary source of repayment. Collateral is an important consideration, but its significance varies depending on the type of loan.

STAGE-1		
SL.	Topic	Particulars
1	Lead Generation	Generate own leads / CLP / leads given by Corporate Centre/LHO etc. Only such accounts should be targeted for Takeover where the unit is in commercial operations for at least two years (one year in case of Infrastructure projects) and no major green field / brown field project is under implementation. Takeover not permitted if of ABS is more than 18 months old. • Enter the lead in CRM. PABL leads generated by Analytics Department are also very useful.
2	Preliminary KYC	• Basic KYC details required for the due diligence to be taken viz. PAN No., GST Return, IT Return, MSME Registration No., EXIM Registration, Udyam Aadhar etc.
3	Market Reputation	Do due diligence on market reputation / standing of borrowing entity.

		Verify CIBIL (CIC), RBI Defaulter list, Wilful defaulter list, Caution list, I-probe, CRILC, Loan rejection / slippage list, Banned list of promoters of SEBI, ECGC caution list, ROC site (financials and details of existing charges), CRILC for fraud, Central Fraud Registry (CFR), CubicTree, Cogencis etc.
4	Customer contact	• Initiate contact over phone to convene a meeting with the promoters, directors, partners, proprietor, etc.
5	Customer meeting	Meet the customer on the appointed day / visit to factory / office • A presentation on entire products / services offered by the Bank be made. Explain the sanction process All the charges and interest rate (indicative). Handover the check list of documents required. Documents to be obtained from the customer
6	Application form/ KYC Documents	• Obtain Bank's prescribed application form from the customer along with documents as mentioned in application form.
7	Sanction Letter (only in case of takeover of loan)	• Obtain sanction letter of existing bank(s) to know the terms and conditions particularly to know the details of primary & collateral security.
8	External Rating letter	• Obtain ECR letter, if applicable.
9	Statement of accounts	Obtain statement of accounts for past 12 months of unit's existing bank(s) for determining the conduct of account.
10	Securities	• In case, customer requires CGTMSE/ CGFMU/ CGSSI etc coverage, customer to be advised of the fees payable. Details of securities offered. It must be ensured that the existing security with the Bank (from where the account is being taken over) is maintained and no dilution in existing security coverage is permitted for the amount taken over, by releasing the existing security charged to the existing banks.

The applicant to be advised that the application received will be processed further if prima facie found in line with the bank's loan policy/ norms and decision in this regard will be communicated verbally to the applicant within 7 working days.

Activities to be performed by Official

11	Scrutiny	• Scrutinize the application form and enter the application form in the Loan Application Received and Disposal Register / IT Tool and to be branded with the reference number / CRM.
12	KYC	• Do KYC of the promoters, activity, borrowing entity, group companies, group, guarantors etc. based on documents provided by the customer.
13	Address	• Verify Address & Locations of the company/unit/ firm, promoters, and guarantors based on documents submitted by the applicant.

On the basis of above documents, conduct a preliminary assessment of the proposal, take a view, whether proposal is as per bank's loan policy and other circular instructions / guidelines issued by the bank from time to time and if found acceptable move to stage -2; otherwise suitably advise the customer and controllers, our inability to consider the application, within 7 working days of meeting with the customer.

STAGE -2 [In case the proposal is found bankable then proceed to STAGE-2]

Sl no.	Topic	Particulars
Obtain the following documents from the customer		
1	Financials	• Complete set of Audited financials and Tax audit report for the last 3 years, CMA (I, II, III, IV & V) data duly signed by the promoters/directors, partners, proprietor, etc, Provisional Balance sheet where ever required. In case of green field units, the project report to be taken from the applicant.
2	Ownership documents	Memorandum & Article of Association/ Partnership deed / Trust deed/ Byelaws of society, as the case may be.
3	Profile of the unit	• Brief write up on management, key persons, industry etc.
4	Associate Concerns	Details of associates, brief profile of associates, their banking arrangements & financials of associates, for the last year
5	Statutory approvals	Udyam registration, License / approval from regulatory authority, Pollution control certificate, GSTN / VAT registration, etc. and confirmation from the customer that statutory dues are regularly paid.
6	If Term Loan	• Project report, sources of promoter's contribution with supporting documents, evidence of investments made so far, project implementation schedule, etc.
7	Other Borrowing declaration	• A declaration from the prospective borrower about the existing banking/ borrowing arrangements, if any.

8	IT return	• IT returns for the last 2 years.
9	GSTN/VAT return	• GSTN / VAT return for the last year.
10	Rented premises	• Copy of Lease agreement(s).
11	A & L Statement	• Obtain Assets & Liability statement of the promoters / guarantors as per bank's instructions.
12	Capital structure	• Details of shareholding pattern.
13	Processing fee	• Obtain applicable processing fees, along with GST,
•		Full processing fee along with GST to be recovered at the time of conveying sanction, after adjusting the amount already recovered.
Activities to be performed by Branch Officials		
14	Queries (applicable only in case of takeover of loan)	Discreet enquiries should be made for cross checking the reasons given by the borrower for moving the account.
15	Financials verification	Get independent confirmation of audited financials from the company's auditors / ROC. Use of tools like PROBE 42 will be also useful.
16	CIR	• Obtain CIR from the existing bankers on the borrowing entity & its associates, if applicable. As additional due diligence go through the CRILC report wherever applicable.
17	Others	• Obtain other information, documents, etc., if any, required to proceed to arrive at the CRA / CUE.
18	CRA / CUE	• Do the CRA / CUE, if applicable.
19	Pricing	• Negotiate pricing, other concessions, etc. with the customer
20	Inspection	• Inspect the unit, manufacturing activities/ showroom, godown, collaterals, etc.
•		
		Enquires to be done to capture risks involved viz Concentration Risk, Bargaining power with buyers and suppliers, etc
inability to consider the proposal. Time allowed 8-10 working days from the receipt of above data/information. Rejection to be approved by Branch Head.		
STAGE -3 [If the proposal is found acceptable in stage 2 then proceed to stage-3]		
S.No	Topic	Particulars
Documents to be obtained from the customer		
1	TL with other banks	If term loan has been tied up with any FI or other lender(s), obtain the details along with a copy of the sanction letter.
2	Title documents	Obtain original title deeds/certified copies (in case of takeover of limits), prior deeds, Land tax receipt, Building tax receipt, possession certificate, Location sketch and other relevant papers for TIR of the properties.
3	Investments made so far	If some portion of expenditure has already been incurred, obtain the necessary proof.
4	Other documents	Obtain letter of allocation of power supply, certificates of utilities availability, any other documents required to process the proposal, etc.
Activities to be performed by RMSME/Branch		
5	Term Loan requirement	In respect of suppliers of machinery, obtain opinion report from their bankers; obtain original copies of invoices, quotations, arrangement of after sales service etc. Have reports from D&B/any other accredited agency of repute on the suppliers.
6	TIR of the securities	Arrange TIRs of the immovable properties as per bank's extant norms.
7	Valuation of securities	Arrange valuation report of the properties as per bank norms.
8	TEV Study, etc.	Arrange for TEV Study & cost verification, in case of term loan as per the extant instructions / requirements.
On the basis of above documents, prepare appraisal note within 10-12 days and put up to Sanctioning Authority through CMC.		
On the basis of documents received so far, CRA / CUE, interest rate, securities offered, Banks Loan policy, CRMD norms, etc., if the proposal is found to be acceptable and a broad agreement has been reached on pricing & other terms & conditions with the borrower, move to Stage-3; otherwise advise the customer of our		
STAGE - 4 [If the proposal is sanctioned in stage 3 then proceed to stage - 4]		
Sl.	Topic	Particulars
Activities to be performed by RMSME/Branch/SME/C&D Cell at ZO		

1	Sanction letter	<ul style="list-style-type: none"> Advise the sanction to the unit incorporating all the terms & conditions and observations of the sanctioning authority, if any on SME-1 with necessary modifications to Charges, interest rate, terms and conditions, etc <p>The sanction letter would be handed over, in duplicate, to the customer and customer will return one signed copy.</p> <p>Discuss with the customer regarding Interest Rate, documentation formalities/ requirements fulfilment of terms & conditions stipulated in the sanction letter and likely time for completion of the formalities.</p> <p>Share the formats viz, Stock Statement, FFR-I, FFR-II, End use certificate.</p> <p>Processing fee should be recovered at the time of issuance of sanction letter.</p>
2	Documentation	<ul style="list-style-type: none"> The RMSME to ensure fixing of timeline for execution of SME Series of documents or scheme specific documents. Preparation and execution of documents will be done by RMSME <p>Post execution of documents by RMSME including EM and the recital, Operating staff will verify all the original collateral papers and executed documents before disbursement.</p> <p>Key fact statement (Annexure – III) should be made as per the documentation. (RBI Circular No. DBR No. Leg. BC.21/09.07.006 / 2015-16 dated 01.07.2015 on Master Circular on Customer Service in Banks)</p>
3	Disbursement	<ul style="list-style-type: none"> Disbursement by RMSME on completion of all the formalities including requisite certificates viz, pre disbursal compliance certificate, and approval of Branch Head. <p>Account opening form for CC accounts to be made part of documentation at the time of first disbursement and confirmation of operation instructions at the time of renewal (account opening form as per the Circular No. NBG/TBU-LTP/16/2019-20 dated 01.10.2019 to be used with “Type of account (point no. 7) to indicated as cash credit).</p>
4	Charge Creation	Charge creation (e.g. Mortgage, CERSAI, ROC, etc.) to be completed by the RMSME team. Document storage and archival will happen in the Branch.
The above activities may go simultaneously. Disbursal exercise to be completed within 5-7 days. Closure of current account with other Banks		
Perfection of securities under takeover to be completed within 90 days.		
Stagewise TAT:		
Stage	Particulars	Days
Stage -I	Lead Generation, meeting the customer & making preliminary assessment of the proposal	7 days
Stage-II	Collection of documents, doing CRA/CUE and taking a view to go ahead or otherwise.	8-10 days
Stage-III	Collection of additional documents, preparation of appraisal notes and put it up to the Sanctioning authority	10-12 days
Stage-IV	Collateral verification/ Documentation/ Disbursement of limits.	5-7 days
STAGE-5: Monitoring, Follow Up and Supervision Activities		
i)	Account should be closely monitored. As a trigger, when there are no credits in a calendar month & when account turns to SMA 0, immediate follow up with borrower to be done to regularize the irregular portion in the account.	
ii)	Inspection to be done on monthly/ quarterly basis for standard accounts and monthly for accounts in SMA 1/ 2 category till account turns standard.	
iii)	Comprehensive insurance to be obtained for Stocks/Equipment etc. with Bank's clause.	
iv)	Sales realization of the unit should mandatorily be routed through our Bank account maintained at the Branch. During the annual review/ renewal, if the credit summation is less than 75%, then a repayment schedule should be fixed for the outstanding in suitable monthly instalments.	
v)	Arrangement letter with suitable modifications should be shared with borrowers and obtain the accepted/ signed copy of the document.	
vi)	Stock statement should be obtained & updated in CBS on monthly/ quarterly basis. Value of stocks/ receivables less margin should support the DP. If not, drawings over & above DP will be treated as irregular.	
vii)	Annual review/ renewal of all the credit facilities should be ensured & details of review done should be updated in CBS. Processing charges for CC facility to be collected every year during review/ renewal. Arrangement letter at the time of review / renewal should be shared with the borrower. Other follow up, monitoring, supervision guidelines to be followed as per extant instructions.	

Common ATM Frauds And How To Prevent

- **Card Swapping / Card Exchange:**

In this fraud, the fraudster replaces your original ATM card with a dummy and withdraws money. They normally target ATMs in areas where there are less Tech-Savvy people, bank ATMs without guards and even non-functioning ATMs. Fraudsters wait for the target and enter the ATM cubicle with them. While the victim is carrying out the transaction, they note down the PIN number. If the transaction fails, fraudsters offer to help complete the transaction. Somehow, they replace the original ATM card with a fake one without the victim's knowledge.

- **Card trapping:** Card trap is the placement of a device in an ATM card reader that prevents the cardholder from receiving the card after the machine transaction. The fraudster usually obtains the PIN number by means of a hidden video camera embedded inside a panel on the ATM. If the customer leaves without retrieving the card, the fraudster removes the payment instrument and then uses someone else's card to make payments or withdraw cash.

- **Cash Trapping:** Fraudsters place a strip of adhesive tape/ metal strip in the cash withdrawal slot of the ATM. When the user approaches the ATM and starts the transaction procedure, the cash is trapped and the cardholder cannot retrieve it. The ATM tells the customer that cash is being dispensed, but because it does not appear from the ATM, the cardholder may think that the ATM is malfunctioning. If the

cardholder walks away thinking there has been a malfunction, the fraudster goes to the ATM and removes the fake trap along with the money glued to it.

- **Phishing:** Phishing means stealing card details from the cardholder. This type of scam involves stealing passwords, credit card numbers, bank accounts, and other sensitive information. Cybercriminals use personal information to gain access to accounts to which bank cards are linked, allowing them to steal money from their accounts. Quite often, fraudsters send official looking emails on behalf of banks, government agencies or well-known companies to steal personal data. The purpose of such emails is to make recipients follow the link provided in the email to a fake company website and enter their personal data.

- **Smishing (SMS Fraud):** With this method user receive SMS-message suspicious content. The purpose of such a message is to make a person tell the fraudster the card details. The message may contain information about blocking the card. To unblock it, the fraudster may ask for detailed card details. Another way is to send a life-threatening message to a relative or friend of the cardholder. In this case the fraudster can get both money and card data.

- **Screen Sharing (Quick Support / Team Viewer) Fraud (UPI/ INB/ATM):** Screen-sharing fraud is a type of social engineering (phishing) fraud where hackers impersonate an employee of a bank

or payment app and ask people to download a screen-sharing app to gain remote access. They then deceive people by making them believe that screen sharing provides them with easy access to the bank or payment app-related information for quickly resolving their issues, as there is a complex process of multiple clicks and confirmations to be made by the victim. They prompt customers to let them access it via screen-sharing applications.

How to prevent ATM fraud:

1. Choose ATMs that are well-lit and equipped with surveillance cameras. Avoid abandoned ATMs and terminals that have been vandalized.
2. Before using a machine, inspect it, paying special attention to the presence of peripheral devices. Pull the card reader to make sure there are no additional devices. If you notice a suspicious device, you should not remove it yourself. It is best to call the bank. If you have already used the ATM, and only after that suspect something, go to a safe place, report the incident to the bank and block the card.
3. When entering the PIN-code, cover the keyboard regardless of the queue near the ATM.
4. If you notice a suspicious person near the machine, do not confront him/her. If the behavior of the person caused concern, contact the police.
5. After withdrawing money from the ATM, you should quickly and

discreetly remove the card, cash, and receipt.

6. If you see that the person has forgotten to remove the card from the ATM, do not remove it yourself, as the scammer may later try to accuse you of theft.
7. Never walk away from the ATM if it does not dispense cash to you. If you move away, the offender will take your money.
8. If the cash dispenser does not dispense cash, call the bank

at the phone number on the cash dispenser and tell them what happened. Then follow the instructions of the bank employee.

9. Never install apps while on call
10. Never do transactions while on call
11. All apps installed on smartphones should be password protected
12. Don't entertain suspicious calls or messages requesting to download apps or to update apps/accounts
13. Never share OTP or scan QR

codes with anyone. Sharing OTP and scanning QR codes means money is getting debited from your account

14. Don't click on short links and messages without verifying

SBI Helpline Numbers in case of any incident of Fraud:

1. 800 1234 / 1800 2100
2. 800 111109 (Dedicated No. for reporting Fraudulent transaction)
3. 1800 112211 / 18004253800
4. unauthorisedtransactions@sbi.co.in;



Prabir Sorkhel
RBO – 1, Burdwan

Desh Ki Azadi Desh Ka Bank

SBIOA (Bengal Circle) is observing its 57th Annual General Meeting this year. This year the Circle Association has launched a new slogan, “Desh Ki Azadi Desh Ka Bank,” the theme of the Annual General Meetings from the Regional Committee to the Circle Committee. Through this article, we are trying to throw some light on the theme.

In the Pre-Independence era, there were almost 600 banks present in the country. After 1947, i.e., the Post-Independence phase of the banking industry, India underwent a sea change. The Union Govt had nationalised 14 banks in 1969 and another 6 banks in 1980. Before that State Bank of India was established in 1955 with a sovereign guarantee. The factors which led to the bank nationalisation were:

1. **To protect public money:** Between 1947 and 1955, around 360 banks failed, and the depositors lost their total money with no chance of recovery.
2. **To stimulate the agricultural sector:** Banks prioritised providing financial assistance to the big industries and business houses and neglected the agricultural sector.
3. **Vast unbanked area:** The banks were mainly

running their businesses from metros and big cities, thus neglecting the need and desires of Rural India. In contrast, most citizens needed to get the advantage of banking.

4. **Mobilisation of savings:** A considerable number of citizens needed to get the advantage of banking but, had no contribution to the country's economy by saving their excess earnings.
5. **The Burden on the Economy:** The 1962 the war against China and the 1965 war against Pakistan had a humongous burden on the country's economy. Most of the population could not contribute to the economy due to the non-availability of banking.

The then government was seriously thinking about the banking system in India. It had taken many new initiatives to explore the banking system to contribute to the country's economic development. Accordingly, constituted four new banks for specialised activities, viz.

1. **NABARD** – To promote the agricultural sector and boost the rural economy
2. **EXIM** – To promote export and import business

3. **NATIONAL HOUSING BOARD** - To finance housing projects

4. **SIDBI** - To promote small-scale industries

This has made a revolution in the country. The RRBs were established in the year 1975 to cater the banking activities in rural India. It was constituted to develop the rural economy by providing financial support for developing agriculture, trade, commerce, industry, and other productive activities in rural areas, particularly to small and marginal farmers, agricultural labourers, artisans, and small entrepreneurs.

The country, which got its political independence in 1947, became independent economically in 1969. The Govt. has also taken many initiatives and programs for the actual development of the country. In a true sense, the then Govt. established the dictum *Desh Ki Azadi Desh Ka Bank* during that time.

But in 1991, the LPG (Liberalisation, Privatisation, and Globalisation) policy of the govt came into being. The Market was made free for all in every sphere. The govt invited private investors to invest in banking also. Ten private banks were given licences to open their branches in India, followed by another four banks that consecutively opened. Foreign Banks also opened their branches, and the government and RBI treated the public and private sectors equally. The Nationalisation of Banks came to a standstill. The licence was given to Payments Banks. Small finance banks were allowed to open their branches. With this, the wheel of the economy, which was running positively and uplifting the citizens above the poverty line, began to reverse. The difference between the Haves and the Have-nots becomes wider and wider with time. The country in various indexes had gone towards the descending order viz. Happiness index, Hunger index, Social Security Index, etc. Slowly but gradually, economic independence started diminishing.

As we have discussed earlier, the Nationalisation of Banks in India was one of the most revolutionary phenomena after independence. The nationalisation has benefitted the Indian Economy in the following ways amongst the others:

- **Financial Inclusion:** The overall statistics of the banking sector and the Indian economy showed a stiff improvement. The parameters like the share of Bank deposits and advances to GDP, gross savings rate, and gross investment rate have been showing magical increases up to 1991.

- **Opening of New Branches:** To reach out to the entire populace of the country, the government had directed the banks to open more and more branches in rural areas. Accordingly, all banks opened plenty of new branches. RRBs opened their branches in most rural and difficult areas across the country.
- **Increased Savings:** With the opening of new branches, there was a sharp increase in savings. With the rise in national income, gross domestic savings almost doubled post-nationalisation.
- **Improved Efficiency:** The efficiency of the banks improved substantially with the nationalisation of banks with additional accountability. Public confidence also increased due to the sovereign guarantee.
- **Empowering Priority Sector:** With the nationalisation of banks, priority sector business increased like anything. The agriculture sector, small-scale industries, export businesses with other allied activities grow with proportionate increases in public deposits.
- **Green Revolution, Blue Revolution, White Revolution, etc.:** All the revolutions in agriculture and allied activities had been achieved due to the support of Public Sector Banks, who had boosted the economy.
- Over the years, Indian Banks have transformed the bleak financial image of the country to feed its growing economy. The Global Banking scenario has been affected drastically due to the recession over the past few years. However, due to the Public Sector character of Indian Banks, Indian Economy is still not submerged.

SBIOA (Bengal Circle), through its slogan of this year *Desh Ki Azadi Desh Ka Bank*, has rightly flagged the issue while the entire country is celebrating *AzadiKaAmritMahotsav*.

(Source : *Jupiter Money*)

Are you Aware ???

Sl	Date	E-Circular No.	Gist of E-Circular
1	02/03/2022	CDO/P&HRD-PM/107/2021 - 22	Staff: Miscellaneous: Scheme Of Cash Compensation To Bank Employees In The Event Of Death / Disability / Serious Injury While On Duty Death Due To Covid-19 Disease: Cash Compensation Of Rs. 20 Lacs
2	04/03/2022	CDO/P^HRD-PPFG/108/2021 - 22	Staff Pensioners: New Section 194 (P) Of Income Tax For Specified Senior Citizen, Age 75 Years And Above
3	05/03/2022	CDO/P&HRD-PM/109/2021 - 22	Strengthening Discipline Management Eco-System Centralisation Of Appeals And Review Mechanism Re-Constitution Of Appellate And Review Committees
4	08/03/2022	CDO/P&HRD-IR/110/2021 - 22	Introduction Of Nutrition Allowance For Pregnant Employees
5	08/03/2022	CDO/P&HRD-IR/111/2021 - 22	Increase In Scholarship Amount For Female Students
6	08/03/2022	CDO/P&HRD-IR/112/2021 - 22	Revision In Incentive Amount For Female Students
7	14/03/2022	CDO/P&HRD-PM/113/2021 - 22	Staff: Officers Reimbursement Of Expenses Towards Transport Of Personal Effects On Transfer / Retirement Of An Officer (Up To Tegn- Vii) Clarification On Reimbursement Of Transfer To Hilly Terrain
8	19/03/2022	CDO/P&HRD-PM/114/2021 - 22	Staff: Miscellaneous Extension Of Ltc/Htc Block Period, Leave Encashment And Advance Under Ltc/Htc
9	19/03/2022	CDO/P&HRD-PM/115/2021 - 22	Availing Of Ltc/Htc Facility Beyond Date Of Retirement Clarification
10	19/03/2022	CDO/P&HRD-PM/116/2021 - 22	Tds On Salaries Of Employees Financial Year 2021-22 (Assessment Year 2022-23) Provisional Circular
11	21/03/2022	CDO/P&HRD-IR/117/2021 - 22	Notice Of Two-Days' Nationwide Bank Strike On 28th & 29th March 2022
12	25/03/2022	CDO/P^HRD-PPFG/118/2021 - 22	Sbi Employees' Defined Contribution Pension Scheme (Sbiedcps) Centralization Of Nps Architecture And Maintenance Of Legacy Fund
13	25/03/2022	CDO/P&HRD-PM/119/2021 - 22	Staff: Award Revamping The Disciplinary Authority (Da) Structure
14	01/04/2022	CDO/P&HRD-IR/1/2022 - 23	Staff: Award Dress Code For Pharmacists Provision Of Apron With Washing Allowance
15	04/04/2022	CDO/P^HRD-PPFG/2/2022 - 23	Medical Benefit Scheme For Retired Chief General Managers (Cgms) Extension Of Medical Benefits To Cgms Who Retired On Completion Of 58 Years Of Age And 30 Years Of Service
16	06/04/2022	CDO/P&HRD-CM/3/2022 - 23	Summary Of E-Circulars Issued- Fy 2021-22 Human Resources Department
17	07/04/2022	DO/P&HRD-PM/4/2022 - 23	Tds On Salaries Of Employees Financial Year 2021-22 (Assessment Year 2022-23)
18	13/04/2022	CDO/P&HRD-PM/5/2022 - 23	Staff: Miscellaneous: Project - Hrms: Roll Out Of New Service: 'My Profile'
19	19/04/2022	CDO/P&HRD-IR/6/2022 - 23	Staff : Award Uniform Transfer Policy 2022
20	29/04/2022	CDO/P&HRD-PM/7/2022 - 23	Staff: Miscellaneous Issuance Of Experience Certificate To Staff/Ex-Staff Of The Bank
21	02/05/2022	CDO/P&HRD-CM/8/2022 - 23	Staff: Supervising Promotion Year 2022-23 - Promotion To Smgs-Iv & V (General Cadre) Appeal Submission
22	02/05/2022	CDO/P&HRD-IR/9/2022 - 23	Industrial Disputes Act, 1947 Declaration Of Banking Industry As A Public Utility Service
23	04/05/2022	CDO/P&HRD-PM/10/2022 - 23	Staff: Officers Fitment On Promotion From One Scale To A Higher Scale Upto Tegn-Vii
24	05/05/2022	CDO/P&HRD-IR/11/2022 - 23	Payment Of Dearness Allowance For The Months Of May, June & July 2022
25	05/05/2022	CDO/P&HRD-PHRD/12/2022 - 23	Staff: Supervising Specialist Cadre Promotion Year 2022-23 Promotion To Mmgs-Ii /Mmgs-Iii Final Result
26	05/05/2022	CDO/P&HRD-CM/13/2022 - 23	Staff: Supervising Specialist Cadre Promotion Year 2022-23 Promotion To Smgs-Iv /Smgs-V Final Result
27	10/05/2022	CDO/P&HRD-PM/14/2022 - 23	Home Travel Concession (Htc) & Leave Travel Concession (Ltc) - Clarifications

Sl	Date	E-Circular No.	Gist of E-Circular
28	18/05/2022	CDO/P&HRD-IR/15/2022 - 23	Staff: Miscellaneous Housing Loan To Staff On Commercial Terms Clarification On Rate Of Interest
29	18/05/2022	CDO/P&HRD-IR/16/2022 - 23	Offline Pre School Program Tie-Up With Eurokids And Kangaroo Kids
30	15/06/2022	CDO/P&HRD-PM/17/2022 - 23	Revised Scheme For Compassionate Appointment Modifications In The Scheme
31	17/06/2022	CDO/P&HRD-IR/18/2022 - 23	Notice Of One-Day Nation-Wide Bank Strike On 27th June 2022 Given By United Forum Of Bank Unions (Ufbu)
32	20/06/2022	CDO/P&HRD-PM/19/2022 - 23	Staff: Sensitive Positions / Posts W.E.F. FY 2022-23
33	21/06/2022	CDO/P&HRD-PM/20/2022 - 23	Scheme For Extending Miscellaneous Benefits / Facilities To Officers / Employees On Voluntary Retirement Clarification
34	24/06/2022	CDO/P&HRD-PM/21/2022 - 23	Staff: Supervising Review Of Provisions For Availing Joining Time
35	05/07/2022	CDO/P&HRD-PM/22/2022 - 23	Staff: Officers Extension Of Last Date Of Submission For Assets And Liabilities Statement As On 31st March 2022
36	18/07/2022	CDO/P&HRD-CM/23/2022 - 23	Promotion Year 2022-23: Promotion To Mmgs-Ii/ Mmgs-Iii (General Cadre) Against Unfilled Vacancies: Posting In Deficit Circles
37	20/07/2022	CDO/P&HRD-PM/24/2022 - 23	Staff: Supervising Availing Ltc/Htc Visiting Foreign Destination Enroute Judgement Of Hon'ble Madras High Court Dated 24.06.2022
38	20/07/2022	CDO/P&HRD-PPFG/25/2022 - 23	Sbi Employees' Defined Contribution Pension Scheme (Sbiedcps) Refund Of Monthly Contributions Of The Retiring/ Retired/ Separated Employees Not Uploaded In Nps Architecture
39	20/07/2022	CDO/P&HRD-IR/26/2022 - 23	Payment Of Boarding And Lodging Expenses To Defence Representatives Attending Disciplinary/ Criminal Proceedings
40	02/08/2022	CDO/P&HRD-PM/27/2022 - 23	Strengthening Discipline Management Eco-Systemcentralisation Of Appeals And Review Mechanismre-Constitution Of Appellate And Review Committees
41	04/08/2022	CDO/P&HRD-IR/28/2022 - 23	Payment Of Dearness Allowance For The Months Of August, September & October 2022
42	04/08/2022	CDO/P&HRD-PM/29/2022 - 23	Staff: Officers Reimbursement Of Out Of Pocket Expenses For Journey Completed On The Same Day
43	04/08/2022	CDO/P&HRD-PM/30/2022 - 23	Staff: Miscellaneous Scheme For Grant Of Study Leave For The Officers Revision Of The Provisions
44	05/08/2022	CDO/P&HRD-IR/31/2022 - 23	Staff: Miscellaneous Review Of Bank's Medical Reimbursement Schemes For Officers And Award Staff
45	05/08/2022	CDO/P&HRD-CM/32/2022 - 23	Promotion Year 2022-23 Promotion To Mmgs-Ii/ Mmgs-Iii (General Cadre) Against Unfilled Vacancies: Posting In Deficit Circles
46	05/08/2022	CDO/P&HRD-PM/33/2022 - 23	Dearness Relief Payable To Bank's Pensioners And Family Pensioners For The Months August 2022 To January 2023
47	23/08/2022	CDO/P&HRD-CM/34/2022 - 23	Staff: Supervising Specialist Cadre Officers (Scos) Review Of Transfer Policy Up To Scale- V
48	24/08/2022	CDO/P&HRD-PM/35/2022 - 23	Staff: Supervising Bank Medical Officers Revision Of Non-Practicing Allowance
49	30/08/2022	CDO/P&HRD-IR/36/2022 - 23	Revised Guidelines For Holiday Homes
50	09/09/2022	CDO/P&HRD-PPFG/37/2022 - 23	Sbi Health Care/ Sbi Retired Employees' Medical Benefit Scheme (Sbi Rembs) Revised Procedure For Registration Of Membership
51	14/09/2022	CDO/P&HRD-PM/38/2022 - 23	Staff: Supervising Availing Ltc/Htc Visiting Foreign Destination Enroute Judgements Of Hon'ble Madras High Court : Clarification
52	14/09/2022	CDO/P&HRD-CDS/39/2022 - 23	Career Development System- Changes For 2022-23
53	26/09/2022	CDO/P&HRD-PM/40/2022 - 23	Staff: Miscellaneous Performance Linked Incentive (Pli) Based On Cds Grading For Financial Year 2021-22
54	27/09/2022	CDO/P&HRD-PM/41/2022 - 23	The Payment Of Bonus (Amendment) Act, 2015 Payment Of Bonus For The Accounting Year 01.04.2021 To 31.03.2022

Sl	Date	E-Circular No.	Gist of E-Circular
55	03/10/2022	CDO/P&HRD-PM/42/2022 - 23	Amendment In Sbiosr No. 68 (8) (Ii) For Constitution Of Internal Appellate Committees (Iacs) Under Garima Policy On Sexual Harassment Of Women At Workplace (Prevention, Prohibition And Redressal)
56	15/10/2022	CDO/P^HRD-PPFG/43/2022 - 23	Iba Sponsored Group Mediclaim Policy For Retirees Of E-Abs Renewal Of Policy With Effect From 1st Nov 2022
57	15/10/2022	CDO/P^HRD-PPFG/44/2022 - 23	Sbi Staff Pensioners/Family Pensioners Standardization Of Identity Cards
58	27/10/2022	CDO/P&HRD-IR/45/2022 - 23	Fitment On Promotion From Clerical Cadre To Officers' Cadre On Or After 01.11.2017
59	27/10/2022	CDO/P&HRD-IR/46/2022 - 23	Fitment On Promotion From Subordinate To Clerical Cadre On Or After 01.11.2017
60	03/11/2022	CDO/P&HRD-IR/47/2022 - 23	Payment Of Dearness Allowance For The Months Of November, December 2022 & January 2023
61	04/11/2022	CDO/P&HRD-PM/48/2022 - 23	Staff: Miscellaneous Review / Revision Of Vacation Policy For Fy. 2022-23
62	05/11/2022	CDO/P&HRD-CM/49/2022 - 23	Staff: Supervising Promotion Year 2023-24 Promotion To Mmgs-Ii/ Mmgs-Iii (General/ Specialist Cadre) Option To Opt Out Of Promotion Process
63	05/11/2022	CDO/P&HRD-PM/50/2022 - 23	Staff: Officer - Revision Of Monetary Ceiling For Residential Furniture & Fixtures Provided To Executives / Officers Of All Grades
64	15/11/2022	CDO/P&HRD-PM/51/2022 - 23	Staff: Officer Revision Of Scheme For Providing Residential Furniture And Fixtures To Executives / Officers Clarification
65	17/11/2022	CDO/P&HRD-IR/52/2022 - 23	All India Bank Strike On 19th November 2022
66	08/12/2022	CDO/P&HRD-PM/53/2022 - 23	Extending Legal And Financial Support To Serving-Retired Employees And Officers, Past-Present Directors-Non-Executive Directors And Their Family Members – Modified Policy
67	09/12/2022	CDO/P&HRD-PM/54/2022 - 23	Strengthening Discipline Management Eco-System Centralisation Of Appeals And Review Mechanism Re-Constitution Of Appellate And Review Committees
68	17/12/2022	CDO/P^HRD-PPFG/55/2022 - 23	Project Sbi Cares Automation Of Family Pension Proposal In Hrms
69	22/12/2022	CDO/P&HRD-CM/56/2022 - 23	Staff: Supervising General Cadre Officers (Gcos) Model Transfer Policy Review 2022
70	23/12/2022	CDO/P&HRD-IR/57/2022 - 23	Industrial Disputes Act, 1947 Declaration Of Banking Industry As A Public Utility Service
71	31/12/2022	CDO/P&HRD-CM/58/2022 - 23	Online Options Smgs Iv / V Officers For Fy 2023-24
72	04/01/2023	CDO/P&HRD-CM/59/2022 - 23	Ss : Py 2023-24 - Promotion To Smgs-Iv/ Smgs-V (General/ Specialist Cadre) Option To Opt Out Of Promotion Process
73	07/01/2023	CDO/P^HRD-PPFG/60/2022 - 23	Medical Benefit Schemes For Retirees Renewal Of “Sbi Health Assist (Policy ‘B’)” & “Sbi Health Care (Policy ‘A’)” On Modified Terms & Conditions
74	07/01/2023	CDO/P^HRD-PPFG/61/2022 - 23	Medical Benefit Scheme For Retired Wtds/Dmds/Cgms And Family Pensioners Of Ex-Wtds/Dmds/Cgms (Fp)
75	10/01/2023	CDO/P&HRD-IR/62/2022 - 23	Staff Housing Loan Schemes Deceased Employees :Write-Off Of Ihl Npa Accounts And Waiver In Standard Acct: One Time Goodwill Package For Bereaved Family
76	10/01/2023	CDO/P&HRD-CM/63/2022 - 23	Staff: Award Out Of Cadre Promotion - Amendment In Eligibility Criteria Under Different Channels
77	11/01/2023	CDO/P&HRD-PM/64/2022 - 23	Staff: Miscellaneous Change Of Name/Surname In Service Records
78	18/01/2023	CDO/P^HRD-PPFG/65/2022 - 23	Project Sbi Cares Online Air Ticket Booking Facility In Hrms
79	23/01/2023	CDO/P&HRD-IR/66/2022 - 23	Staff: Miscellaneous Individual Housing Loan Scheme (Ihls) Group Term Life Insurance Policy (01.11.2022 - 31.10.2023) Coverage Of All Accounts Of Staff Members/Retired Employees



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