

STATE BANK OF INDIA OFFICERS' ASSOCIATION

(BENGAL CIRCLE)

(Registered under Trade Unions Act 1926-Regd. No. 6908)

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Circular No. 58/2024

Date: 05.05.2024

To All Members (Please Circulate)

EMPOWERMENT SERIES **WEEKLY KNOWLEDGE UPDATE** **(28.04.2024 TO 04.05.2024)**

As a part of "WEEKLY KNOWLEDGE UPDATE", we have once again compiled gist of e-circulars for the period 28.04.2024 to 04.05.2024. We are delighted to bring out this compilation under **empowerment series** for circulation amongst members.

SYNOPSIS OF CIRCULARS ISSUED BETWEEN 28.04.2024 AND 04.05.2024

SL NO	CIRCULAR DATE	MASTERS SR NO.	DEPARTMENTS NO.	SUBJECT	GIST OF CIRCULAR
1	29.04.24	100/2024-25	RIT&S/COMPOPS/1/2024 - 25	Compliance & Risk: Roles & Responsibilities of C&R officials	Ownership of being in compliance rests with the Business Units / Operating units. Compliance risk management involves three lines of defence: <ul style="list-style-type: none">• First line of defence: Business Units / Departments/ Operating Units are primarily responsible for compliance.• Second line of defence: Compliance Function, together with other risk functions, advises management, assists with policy development, and performs monitoring of compliance risk.• Third line of defence: Audit reviews the Compliance Function and performs testing and provides feedback to management and Compliance Function.
2	29.04.24	101/2024-25	R&DB/BOD-BO/7/2024 - 25	Exclusion of "Kapol Co operative Bank Limited - " from the Second Schedule to the Reserve Bank of India Act, 1934	Reserve Bank of India (RBI) vide their letter No. RBI/2024-25/14 DOR. RET.REC.10/12.07.160/2024-25 dated April 05, 2024 advised that "Kapol Co-operative Bank Limited" is excluded from the Second Schedule to the Reserve Bank of India Act, 1934
3	29.04.24	102/2024-25	NBG/BRNWM-BRANCHES/1/2024 - 25	DISPLAY OF NOTICE BOARDS AT BRANCHES LIST OF SERVICES OF CONTACT CENTRE	It has been decided by the competent authority to display Board enlisting 38 services of the Contact Centre at branches for information to customers on sandwich board / pin up board in the banking hall.
4	29.04.24	103/2024-25	CFO/IT-ALM-FTP/1/2024 - 25	FY 2024-25 MARKET RELATED FUND TRANSFER PRICING (MRFTP) TRANSFER PRICING RATES APPLICABLE FROM 01.04.2024	ALCO in its meeting dated 12th April 2024 has approved the FTP rates applicable for FY 2024-25. The salient features of the FTP methodology and rates for FY 2024-25 are mentioned in the circular.
5	30.04.24	104/2024-25	NBG/PBBU-PMD-GL/5/2024 - 25	Gold Loans Market Value and Advance Value of Gold for Agri, SME & PB Gold Loans Effective from 01.05.2024	As per regular monthly review, revised Market Value and Advance Value per gram of Gold with effect from 01.05.2024.
6	30.04.24	105/2024-25	DB&T/DT & eComm-YONO/2/2024- 25	Campaign- "Protective Summer" SBI General Insurance- New PAI Policies Campaign Period 01.05.2024-30.06.2024	To generate the desired momentum and to achieve the annual budgetary target, a two-month long campaign has been launched for sourcing New PAI policies through YONO (App and Branch Portal) - "Protective Summer" from 01.05.2024 to 30.06.2024.
7	30.04.24	106/2024-25	NBG/PBU/LIMA-SB/3/2024 - 25	Campaign: "TASC Treasure" SAVINGS BANK (SB) ACCOUNTS OF TRUSTS, ASSOCIATIONS, SOCIETIES AND CLUBS (TASC) CAMPAIGN FOR: i. OPENING SB A/C OF TASC WITH VALUE ADDED FACILITIES (SBI E-PAY, POS, CMP, SB COLLECT ETC.) ii. INCREASING PRODUCT PER CUSTOMERS BY SELLING VALUE ADDED PRODUCT (SBI E-PAY, POS, CMP, SB COLLECT ETC.) TO EXISTING TASC CUSTOMERS HAVING SB A/C	To access the adoption / requirement of TASC segment customers and providing a tool to operating functionaries for selling Transaction Banking Product thereby increasing the balance in related SB A/C, competent authority has approved to Strictly For Internal Circulation Only launch a campaign for opening Savings Bank Account of eligible TASC customers and selling of transaction banking products with concession. Details of campaign and concession proposed to be provided in existing charges of transaction banking product is mentioned in the circular.

Shubhajyoti Chattopadhyay

General Secretary

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8	30.04.24	107/2024-25	NBG/FI & MM/BC/CSP/5/2024 - 25	ENGAGEMENT OF WOMEN SHG MEMBERS AS BC SAKHIs/CSP OPERATORS RELAXATION IN EDUCATIONAL QUALIFICATION TO 10TH STANDARD	To align with the Ministry of Rural Development (MoRD) guidelines on BC Sakhi programme, competent authority has approved relaxation in education qualification of women SHG member as BC Sakhis/CSP Operators. Now, women SHG member to be appointed as CSP Operator under BC Sakhi should have minimum educational qualification of 10th standard.
9	30.04.24	108/2024-25	NBG/PBU/LIMA-MISC/4/2024 - 25	REVISED DECEASED CLAIM SETTLEMENT PROCESS STANDARD OPERATING PROCEDURE	One of the customer pain points is delay in settlement of deceased constituents' accounts. Bank has issued Circular instructions from time to time for simplification of procedure.
10	30.04.24	109/2024-25	NBG/FI & MM/BC/CSP/6/2024 - 25	Streamlining Functioning of Kiosk Operator (KO) and Sub Kiosk Operator (Sub KO)	With a view to provide uninterrupted service, Bank has permitted appointment of Sub KO to support CSP operator for smooth functioning of CSP outlet as well as to comply with our Business Continuity & Operational Resilience (BC & OR) guidelines.
11	02.05.24	110/2024-25	NBG/TBU-LTP/2/2024 - 25	OPENING OF CURRENT ACCOUNTS OBTAINING ADDITIONAL INFORMATION FROM CUSTOMER & COMPILATION OF REPORT ON CUSTOMER	The monitoring agencies viz. FIU, Indian Cyber Crime Coordination Centre (I4C) have advised all banks to strengthen their due diligence process to avoid banking channels/ accounts being used for carrying out illegal activities. It has therefore been decided to strengthen the customer due diligence (CDD) process at the time of account opening, to mitigate the risk arising out of misuse of banking channels for conducting illegal activities.
12	02.05.24	111/2024-25	R&DB/AGNYBKG-RBI-I/3/2024 - 25	MASTER DIRECTION: RBI SCHEME OF PENALTIES FOR BANK BRANCHES AND CURRENCY CHESTS FOR DEFICIENCY IN RENDERING CUSTOMER SERVICE TO THE MEMBERS OF PUBLIC	RBI has revised Master Circular on the captioned subject vide their notification No. RBI/2024-25/112 DCM (CC) No.G-1/03.44.01/2024-25 dated 01.04.2024, which is placed as annexure. RBI Notification No. RBI/2021-22/84 DCM (RMMT) No. S153/11.01.01/2021-22 dated 10.08.2021 on Monitoring of Availability of Cash in ATMs is annexed as Annexure- I. RBI has also placed the circular on its website www.rbi.org.in .
13	02.05.24	112/2024-25	R&DB/AGNYBKG-RBI-I/4/2024 - 25	MASTER DIRECTION: RBI Framework of Incentives for Currency Distribution and Exchange Scheme for bank branches including currency chests	RBI has revised Master Direction on the captioned subject vide their notification no. RBI/2024-25/113 DCM (CC) No. G-3/03.41.01/2024-25 dated 01.04.2024, which is placed as annexure to the Circular. RBI has also placed the circular on its website www.rbi.org.in .
14	02.05.24	113/2024-25	NBG-AB-IC&GL-INVESTMENT	ABU & GSS DEPARTMENT AGRI-CLINICS AND AGRI-BUSINESS CENTRES (AC&ABC) SCHEME EXTENSION OF SCHEME UP TO 31.03.2025	Bank has to advise that the Ministry of Agriculture & Farmers' Welfare, Govt. of India has approved extension of AC&ABC scheme up to 31.03.2025 from earlier date 31.03.2024. The revised compendium of Instruction for implementation of AC&ABC is enclosed as Annexure.
15	03.05.24	114/2024-25	CCO/CPD-ADV/14/2024 - 25	STANDARD OPERATING PROCEDURE (SOP) ON HANDLING DATA SHARING AND COMPLAINTS RELATED TO CREDIT INFORMATION COMPANIES (CICs)	Reserve Bank of India (RBI) has issued regulatory guidelines on matters pertaining to data submission to Credit Information Companies (CICs), improving data quality (DQI) and strengthening of customer service rendered by CICs & Bank. To facilitate better understanding of regulatory guidelines, SOP has been formulated which comprehensively addresses all the matters related to data submission by the Bank to Credit Information Companies (CICs), handling of data rejection etc.
16	03.05.24	115/2024-25	NBG/AC/GCC/1/2024 - 25	GREEN CHANNEL COUNTER(GCC): STANDARD OPERATING PROCEDURE	Green Channel Counter (GCC) was introduced by SBI, to provide effective service to customers and to avoid manual paper documents. To facilitate operating units a Standard Operating Procedure (SOP) and Process Flow and redressal of customer complaints, has been drawn up and placed as Annexure.
17	03.05.24	116/2024-25	NBG/RE.H&HD-HL/1/2024 - 25	REVISED ROLES & RESPONSIBILITIES OF OFFICERS WORKING AT AMTs & MAINTENANCE WINGS OF SBI HOME LOAN CENTRES (erstwhile RACPCs) and RASMECs	Roles & Responsibilities of AMT Leader, Coordination Desk Officer, Processing Officer and Legal & Technical Evaluation Officer were last Circulated on 15.04.2021. Now after reorganization of CPCs under Project ProMPT, roles & responsibilities of Officers working at various positions in SBI Home Loan Centres (erstwhile RACPCs) & RASMECs have been revisited and revised. Accordingly, revised roles & responsibilities of functionaries working at Home Loan Centres and RASMECs are attached in the circular.
18	04.05.24	117/2024-25	NBG/RE.H&HD-HL/2/2024 - 25	PROJECT "Pro MPT" REVIEWING THE PROCESS STRUCTURE OF RACPCs & RASMECs	To keep pace with the changing market dynamics, guidelines for processes at RACPCs have been issued from time to time. In this connection, a review of RACPCs was carried out, based on the feedback / suggestions received from operating functionaries and revised process structure has been approved under Project ProMPT (Processing in Minimum Possible Time).
19	04.05.24	118/2024 - 25	CDO/P&HRD-CM/8/2024 - 25	STAFF: SUPERVISING PROMOTION YEAR (PY) 2024-25 - PROMOTION TO SMGS-IV & V (GENERAL CADRE) APPEAL AGAINST NON-PROMOTION: ONLINE SUBMISSION	As per the extant instructions, DMD(HR) & CDO has been designated as the Appellate Authority, for the above promotions. Thus, as per procedure for submitting appeal, aggrieved officers may prefer their appeal against non-promotion to SMGS-IV/V (General Cadre) online through HRMS Portal.

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20	04.05.24	119/2024 - 25	CDO/P&HRD-CM/9/2024 - 25	STAFF: SUPERVISING SPECIALIST CADRE PROMOTION YEAR 2024-25 PROMOTION TO MMGS-III /MMGS-II FINAL RESULT & PROVISION FOR APPEAL AGAINST NON-PROMOTION	The Appropriate Authority had decided that 60 officers in JMGS-I and 269 officers in MMGS:III (as per enclosed lists) be promoted to the Middle Management Grade Scale-II/ III respectively, with effect from 29.04.2024, under Rule 17 of State Bank of India Officers' Service Rules, provided no disciplinary proceedings are pending against the officer(s) as on the date of office order and there is nothing else rendering them ineligible for promotio
21	04.05.24	120/2024-25	CDO/P&HRD-CM/10/2024 - 25	STAFF: SUPERVISING SPECIALIST CADRE PROMOTION YEAR 2024-25 PROMOTION TO SMGS-IV /SMGS-V FINAL RESULT & PROVISION FOR APPEAL AGAINST NON-PROMOTION	The Appropriate Authority had decided that 118 officers in MMGS-III and 42 officers in SMGS-IV (as per enclosed lists) be promoted to the Senior Management Grade Scale:IV/V respectively, with effect from 29.04.2024 under Rule 17 of State Bank of India Officers' Service Rules, provided no disciplinary proceedings are pending against the officer(s) as on the date of office order and there is nothing else rendering them ineligible for promotion.
22	04.05.24	121/2024-25	NBG/CVE-BU/GENERAL/5/2024 - 25	CUSTOMER VALUE ENHANCEMENT :CAPACITY BUILDING CAMPAIGN-'SAKSHAM'	With the above objective, appropriate authority has approved launch of capacity building campaign "Saksham" for Q1 FY'25 to have CIF, SP and ACE in all scale III to V branches.
23	04.05.24	122/2024-25	IT/GLOBALIT-ISD/2/2024 - 25	SECURE CONFIGURATION DOCUMENT (SCD) RELEASE OF VERSION 14	RBI in its communication dated June 02, 2016, advised that Banks should document and apply baseline security requirements/configurations to all categories of devices (endpoints/workstations, mobile devices, operating systems, databases, applications, network devices, security devices, security systems, etc.) throughout the lifecycle and carry out reviews periodically. Pursuant to these instructions, Secure Configuration Document (SCD) with latest standards and best practices is published every year by Information Security Department (ISD) for implementation across the Bank.

With revolutionary greetings,



Shubhajyoti Chattopadhyay
(General Secretary)