

Draft for Discussion on
COURSE CONTENTS FOR INDUCTION TRAINING FOR
BUSINESS CORRESPONDENTS (BCs)/ BUSINESS FACILITATORS (BFs)

A. Course Objectives

To develop the identified BC/ BF to work as
Extended arm of the branch
Counselor to fellow villagers
Teller for account holders.

B. Broad Areas of training

1. **Soft Skills**
2. **Banking Overview**
3. **Functional Competencies**
4. **Technical & Operational Skills**

1. Soft Skills

- i. To create acceptance of BC/BF by villagers.
- ii. Basic Interpersonal Communication Skills for public speaking and interaction with fellow villagers, account holders, bank & government officials.
- iii. Customer Management : How to provide services to customers e.g. Savings, loan/ overdraft, NREGA, recurring account holders.
- iv. Time Management : Keeping in view that BC work is an add on activity to supplement his/her earnings.
- v. Borrower Profiling Skills
- vi. Empathy
- vii. Counseling techniques and financial advising skills.
- viii. Marketing skills.
- ix. Mathematical ability.
- x. Personal Development : etiquettes and mannerism, etc.
- xi. Behavioral Traits : attitude, motivation, etc.
- xii. Self motivation.
- xiii. Conflict Management.
- xiv. Ethical issues.
- xv. Administering oath

2. Banking Overview

- i. Basic Principles of Banking
- ii. Structure of Indian Banking System
- iii. Functions of Banks
- iv. Indian Banking: Recent trends
- v. e-Banking
- vi. KYC Norms
- vii. Various types of deposits and products offered by the bank.

- viii. Procedure for Account Opening, operation & Closing of Accounts
- ix. Various types of customers and operation of their accounts
- x. Loan against Deposits
- xi. Basic information on cheque
- xii. Electronic transfer of Funds/ remittances.
- xiii. Banker's secrecy of accounts

Rural and Retail Lending Briefing

- i. Loans and Advances – Guiding Principles of Lending
- ii. Different Categories of Loans
- iii. Agricultural Finance including Kisan Credit Cards and Gold Loans -
- iv. Lending to other Priority Sectors
- v. Repayment Terms and how to read EMI table.
- vi. Legal aspects of recovery of bank loans

Financial Inclusion and Role of Business Correspondent

- i. Micro Finance and its importance in Financial Inclusion
- ii. Channels for delivering micro credit –
- iii. SHG-Bank Linkages –
- iv. Group Dynamics and peer pressure in SHG Model -
- v. Need for and Role of Business Facilitators and Business Correspondents in Financial Inclusion
- vi. Different activities outsourced by banks -
- vii. Monitoring and control of BC/ BF.

3. Functional Competencies

- i. Scope of activities and responsibilities to be performed by Business Correspondent
- ii. Area of operations
- iii. Planning for business development - preparation of Business Plan.
- iv. Awareness creation about the services extended by BC to villagers
- v. Working out interest using calculator and use of EMI table.
- vi. OD account
- vii. Cash management including input on fake notes.
- viii. Knowledge about important bank and government schemes
- ix. Records to be maintained.
- x. Reporting to Bank Branch and Technical Service Provider (TSP).
- xi. To extend support to TSP / Branch for enrollments of new accounts
- xii. Remuneration / payment system for BC/ BF by branch/ TSP
- xiii. Dos' & Don'ts for Business Correspondents

4. Technical & Operational Skills (to be provided by Technical Service Provider)

- i. Introduction to the devices and smart cards.
- ii. System being followed for the transactions
- iii. Upkeep and maintenance of the devices and smart cards
- iv. How to operate the devices.

- v. Connectivity, its importance and how to ensure uninterrupted connectivity
- vi. Trouble shooting.

C. Other Related Aspects

- i. Duration of the programme : 3 days.
- ii. To provide hands on experience on hand held devices, etc.
- iii. Experience sharing with trainees by existing BCs/ BFs.
- iv. Engagement of professional institutions for trainers' training
- v. Preparation of illustrated training manual
- vi. The programme needs to be conducted in local language
- vii. Regular updation of course contents
- viii. Conduct of refreshers courses for up scaling the business
- ix. Insurance, small ticket mutual funds, etc can be taken up in subsequent high level refresher courses.

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