



MINUTES OF 98th MEETING OF SLBC-NCT OF DELHI HELD ON 13.03.2020

The 98th Meeting of SLBC-NCT of Delhi was convened by Oriental Bank of Commerce, on 13.03.2020 in New Delhi. The meeting was chaired by Sh. Mukesh Kumar Jain, Managing Director & CEO, Oriental Bank of Commerce, the convenor Bank. The other dignitaries who graced the occasion were Sh. Ajay Kumar, Regional Director, Reserve Bank of India, Ms. Jasmine James, Dy. Secretary, DFS, Ministry of Finance, Govt. of India, Sh. Manoj Kumar, Dy. Secretary, Finance-V- Delhi Government, Ms. Anita Patnaik, GM (FIDD), Reserve Bank of India, Sh. Bhaskar Pant, General Manager, NABARD.

Besides, Sh. Mukesh Sethi, Functional Head, SLBC-Delhi, Controlling Heads/representatives of Member Banks of SLBC-Delhi, LDMs, Senior officials from NABARD, Reserve Bank of India, Central Govt. and Govt. of NCT of Delhi also participated in the meeting.

At the outset, Shri Suresh Gupta, Field General Manager and Convenor SLBC- Delhi welcomed all the dignitaries on the dais and other participants and requested Sh. Mukesh Kumar Jain, MD & CEO, Oriental Bank of Commerce to chair the meeting.

Shri Jain welcomed all participants and congratulated all member banks and LDMs for organising FLC camps with large number of participants. The Banks are also engaged in Expanding and Deepening of Digital Payments Ecosystem – in New Delhi District, a campaign launched by RBI.

Sh. Jain pointed the effect of Corona Virus on human suffering and economic growth. The industries like Chemical, Textile, apparel, Leather etc. have suffered and there is significant slow down of global economy. In view to support economy RBI has announced 6 months USD/INR sell/buy swap auction to build liquidity in the foreign exchange market. For retail and MSE sector, the interest rates are linked with External Bench Mark rate/Policy rates i.e. repo rate/ treasury rate.

Lead Bank Scheme was launched by Reserve Bank of India in December 1969. In April-2018 the scheme was reviewed. He expressed pleasure to note that under Annual Credit Plan for the current FY 2019-20 upto the quarter ended Dec-19, the Banks in Delhi have performed well as they have achieved 99.50 % of Total proposed ACP target for FY 2019-20. In Priority Sector 108.85 % of the Annual targets are achieved. In MSME 103.43% of Annual Targets are achieved till 31.12.2019. In view of the limited scope in agriculture sector in NCT Delhi, the MSME and other Priority Sector Advances are more focused in Delhi, so that overall Priority Sector Targets are achieved.

Banking Business under various segments in Delhi as on 31.12.2019:

- Deposits decreased by 4.69 % on YoY basis over Dec- 2018 and 0.70% over Sept, 2019 level.
- Advances increased by 6.41% on YoY basis and over Sept-19, it increased by 1.72%.

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- Consequently, CD ratio has improved from 99.03% to 110.57% on YoY basis and over Sept-2019, it has increased from 107.94% to 110.57%.
- Priority Sector Advances increased by 4.45% on YoY basis whereas over Sept-2019 improved by 2.63%.

There are 9 Banks (5 Public Sector Banks and 4 Private Sector Banks which have Priority Sector Advances below 10%. These banks are requested to take immediate steps to increase their Priority sector Advances as there is wide gap between the achievement and mandatory target of 40%.

Timely recovery of loans is essential for financial institutions to complete the credit cycle. The increasing NPAs have been a major cause of concern for the banks. In MSME the NPA is at 19.44%, whereas in agriculture the NPA level is 25.05% as on 31.12.2019. The banks shall have to gear up their efforts to check the NPA level.

Sh. Ajay Kumar, Regional Director, Reserve Bank of India, expressed his contentment to see good number of participants. He expressed his thanks to Sh. Mukesh Kumar Jain, Managing Director & CEO, Oriental Bank of Commerce for his presence in all the SLBC Meetings since last year, which made the other member banks to become aware of the importance of SLBC meetings. He also thanked Oriental Bank of Commerce SLBC team for conducting SLBC in Delhi efficiently which shall be remembered for long time.

The impact of Corona Virus on Economy shall be known after the Financial results of June-2020 Quarter. For Yes Bank, the Govt. of India has already approved reconstruction plan and handled by RBI very efficiently.

Certain Developments which were pointed by Regional Director, RBI :-

- 1) Incentivise Bank Credit in MSME , Housing & Retail to increase the Credit Flow and to reduce Cost of Funds
- 2) He also urged the banks to take benefit of One time Restructuring of MSME advances which has been extended to 31.12.2020. Last Quarter the performance of Delhi was good where 90% of applications received were approved.
- 3) Digital Payment Index has been launched which shall reflect the progress of Deepening of Digital payment, it should be made accessible to every citizen on affordable rate.
- 4) Cheque Truncation System shall be implemented pan India after Sept.-20
- 5) The theme of Financial Literacy Week during the Month of February was MSME. The purpose is to create awareness among the MSME entrepreneurs about the products and facilities the banks are providing to MSME. In Town Hall Meetings, recently held at Mayapuri, Naraina & Okhla organized by OBC, PNB and PSB , the MSME entrepreneurs were unaware of the schemes/products. It was suggested that the banks may provide training to the Entrepreneurs about their schemes and products, on monthly basis.
- 6) Sh. M.K. Jain, Deputy Governor RBI has recently launched National Strategy for Financial Inclusion. It is part of Financial Literacy Program leading to Financial Inclusion. Every bank with their branches should work for promoting Financial



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Literacy. There are many fictitious complaints and offers appear in media which may affect the public adversely. Due to large number illiterate population, the financial literacy task cannot be accomplished by RBI alone, it is the job of all the stakeholders together to enhance the Financial Literacy among citizen which shall lead to Financial Inclusion.

- 7) There seems to be no slow down as per financial Data of Delhi state. Credit Growth in Public Sector Banks is around 4% and that in Private Sector Banks is 16%. On an average credit growth is around 8 to 9%. In Public Sector Banks the Credit Flow is very low. He gave message that whatever opportunities are available to the banks for business growth must be grabbed by banks. The recent NBFC crisis does not take place often, rather it should be taken as the opportunity to enhance credit flow to boost the economy.

Jasmine James put forward global economic slowdown , but she insisted to help each other to come out of the Crisis. She mentioned about two instances, one pertains to a KCC farmer was given very low amount of loan despite of his land holding. Second was about withdrawal of Rs.80000/- from account of a customer account without even OTP sharing. So she requested that these type of instances should not occur. The Banks should help poor, marginalized and weaker section people SC/ST.

Sh. Bhaskar Pant- General Manager- NABARD,

- 1) Issue of KCC—how to increase KCC saturation. PMKISAN beneficiary are -12500, whereas the number of KCC issued are 3600, so all PMKISAN beneficiaries have not been issued KCC All authorities RBI & DFS and stakeholders should plan to fill /saturate this gap.
- 2) FPO-Farmers produce Organisation- to market the produce of farmers –For this there is Need for aggregation of Farmers. NABARD has formed 4000 FPO- against the target of 10000 fixed by the govt. In Delhi one FPO is established with KVK in Alipore area of Delhi. It has already started and others may also follow the same.
- 3) For CD ratio of 6 districts below the benchmark of 40% LDMs and Banks should make efforts to improve the same.
- 4) Opening of RSETI. Feasibility Report already put up by LDM North Delhi- If approved NABARD shall reimburse 50% of administrative cost.
- 5) Solarisation of Farms- In KVK a group of farmers covered having 1 acre of agriculture land, the solar panel over their land which they have leased out to the vendors for setting up solar panels, under a scheme of Delhi Govt., at a height so that activities at the land can be undertaken smoothly. It will provide additional income to the farmers.

Ms. Anita Patnaik, General Manager, FIDD, Reserve Bank of India presented a case of fraudulent offer that was made in PMJDY account. An advertisement appeared in News Paper with name and logo of PMJDY office and photo of



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Honorable PM. A sanction letter has been issued with logo of PMJDY having picture of Honorable PM, address of Mission Office, DFS and Stamp of RBI showing as Branch Manager, RBI. In the Sanction letter the complainant was asked to deposit Rs.3200/ as Agreement Charges. As we all know DFS, Ministry of Finance does not sanction any loan. FIR has been lodged against the fraudster. DFS has intimated to all the banks about above incidence. All the banks should sensitize their branches and BCs to be vigilant against this type of fraudulent activity. SLBC and all the member banks should display disclaimer on their Official website against the fraudulent offer. All the banks are requested to send ATR of the DFS letter.

Sh. Sukesh Gupta, General Manager & Convenor deliberated the Agenda. While deliberating on the agenda/ presentation, the following points were highlighted:

- Member banks and LDMs are requested to actively monitor the progress in order to achieve the priority sector targets as per RBI Guidelines especially in MSME sector where potential for growth is more in Delhi. (Action by all member banks).
- The banks are requested to utilise psbloansin59minutes.com portal for increasing their advances in MSME sector.
- Geographical information system-On this issue Dy. Secretary, Finance explained that their Revenue department has completed the task of digitization of land records. The representative from SDM-Revenue Department informed the house that there is a website called DORES- for all stakeholders- where all land records/ mortgage/ Sale Deeds of all the properties for last 30 years is accessible to all and also downloadable. Also the Certified Copies may also be downloadable as are given by SR office. There is website dlrc.delhigovt.nic.in –which is hyperlinked to Geospatial site and Revenue Deptt. Site where mortgage properties under CERSAI can be seen. On GSDL Website a very popular website, has land records of Rural Villages in Delhi which can be downloaded. **(Action – GNCTD)**
- On timely and accurate submission of data , RD RBI instructed to give accurate data and timely submission of Data. **(Action - All banks)**
- On the issue of Automation of state Treasury RD advised GNCTD to be in touch with Concerned GM of RBI to sort out the matter. Madam Anita Patnaik informed the house that upgrading eKuber as per GePG system is already under process, There has to be structural changes in eKuber. The DIT office at Central Office of RBI is also studying the impact of these changes in operations of other State Treasuries. **(Action – RBI/GNCTD)**

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- Delhi Govt. should consider, as had been done by various states for simplification of procedure for creation of charge/ mortgage of land to boost advance in agriculture sector. ShManojkumar informed that after digitization of the land record the simplification for creation of charge will also be done. **(Action – GNCTD)**
- On levy of stamp duty on agriculture loans Sh Manoj Kumar updated the members that Data received from SLBC has been sent to Revenue Department and we are taking up the matter and will resolve the same with a suitable solution at the earliest. **(Action – GNCTD)**
- Implementation of Recovery Certificate . The data required by GNCTD for five years have been submitted by SLBC. Sh Manoj Kumar told that for this a law will have to be enacted and they are examining the matter in detail. **(Action – GNCTD)**
- The member banks with low CD ratio are requested to take steps for improvement of CD ratio. The six LDMs with low CD ratio are requested to take steps for improvement of CD ratio in their district. **(Action- All Member Banks & LDMs)**
- Banks are requested to activate all the Rupay Cards issued. Aadhar seeding is also mandatory for DBT. The account holders should be persuaded to keep balance in their accounts so that number of zero balance accounts are reduced. **(Action : All member banks).**
- The LDMs and Member Banks are requested to increase the enrolment under APY Scheme. All member banks are requested to put in efforts in achieving APY targets **(Action- All Member Banks & LDMs)**
- There is concern with regard to gap in Aadhar seeding in bank accounts. Aadhar seeding in bank accounts is base for DBT and amount remitted by the govt. does not reach the beneficiary if accounts are not Aadhaar seeded. Hence the Aadhar seeding is mandatory in DBT/other accounts. **(Action : All member banks)**
- PMSBY & PMJJBY;-All Member banks to ensure that existing subscribers renew their policy and all uncovered account holders are also brought under insurance cover of these schemes. The concerned banks are requested to get all the pending applications disposed of at the earliest . **(Action : All member banks)**
- BC Certification: All the banks are once again requested to confirm that all the BCs have been duly certified from IIBF. As per guidelines, BCs need to be certified before allowing them for banking operation All member banks and LDMs are requested to review the operations of BCs and if there is any issue that should be

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resolved on priority. LDMs are requested to discuss on the matter in DCC/DLRC meetings..(Action: All member banks having BCs & LDMs)

- BSBD Accounts, Member Banks are requested to ensure that all BSBD Accounts opened by them, remain operational and KYC compliant. (Action: All member banks)
- Financial Literacy Camps - All LDMs/FLCs/ FLCC are requested to hold maximum Financial Literacy Camps in their districts for creating financial awareness in their area/ district. (Action: SBI and all LDMs)
- Member Banks are requested to open maximum number of accounts of migrant labours and street vendors/hawkers..(Action: All member banks)
- LDMs have been advised to cover all the skill centres of their respective districts and also upload the digital contents in the remaining centres.(Action: All LDMs)
- All member banks are requested to take up the matter with all the branches under their control to guide the concerned officials/ persons to link Aadhaar of their customers on both the portals for KYC and NPCI in order to avoid inconvenience being faced by them. This exercise of correct linking will also reflect growth in Aadhaar Transfer Compliant (ATC). (Action: All member banks)
- All the member banks are requested to ensure that all the Aadhar enrolment and updation centres set up by them are operational.(Action: All member banks)
- The details of these centres should also be displayed in other branches & on the website of the respective bank. (Action: All member banks)
- .
 - Banks should ensure that Students accounts are not classified Dormant/ Inoperative. Ministry of Finance has shown concern over the matter and it is requested to accord priority to the matter. Member banks are requested to take immediate action to make all the a/cs of students opened by them as active and also all such a/cs should be seeded with Aadhaar. (Action: All member banks)
 - Banks are to maximize Aadhaar seeding in all the PMJDY and other social welfare scheme accounts for deposit of subsidy/DBT by the Government.(Action: All member banks)
 - As discussed in last meeting, NABARD revised PLP 2019-20 from Rs. 1958.30 Crore to Rs. 38786.74 Crore in Priority Sector Advances.
 - Due to large variation in target for Annual Credit Plan & potential linked plan formulated by NABARD, SLBC Delhi, called for the data of all the Sub-Sectors of Priority Sector, which were utilized outside the NCT of Delhi. Based on the Data of

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Priority Sector Advances utilized in Delhi only, SLBC revised the Target for ACP 2019-20 (as detailed above). These Targets were sent to RBI for their perusal. Revised ACP Targets for the current financial year may be taken as approved by the 98th SLBC Meeting.

- The achievement under Priority Sector up to 31.12.19 of FY 2019-20 is Rs. 75552 Crore against the proposed annual target of Rs.69405 Crore i.e. 108.85%. The achievement under Non-Priority Sector up to 31.12.19 has been Rs. 684205 Crore against the annual target of Rs. 694140 Crore i.e. 98.57%. Achievement under total ACP has been Rs. 759757 Crore against the Annual target of Rs. 763546 Crore i.e. 99.50%.
- **Credit Flow to Education Loan;**
 - ✓ Directorate of Higher Education sent the following mail dated 13.11.2019:
 - ❑ “It is to inform you that several Meetings were conveyed at the different level and Member Banks were requested so many times telephonically as well as by e-Mails for clearance of pending applications where no action has been taken beyond a time limits i.e. 30 days.
 - ❑ Whereas, it has been noticed that “Nodal Officers of the Member Banks are neither taking any positive action nor dispose the applications within the stipulated time provided under the scheme i.e. 30 days after submission of online applications at the e-District portal, with due that pendency has been created at Bank Level.
 - ✓ The member banks are requested to take note of the above instructions for compliance and clear all the applications pending with them. **(Action: Member Banks)**
 - ✓ Banks are requested to ensure to route all education loan applications through VLP only.**(Action: Member Banks)**
 - ✓ Advances under MSME Sector increased by Rs. 2977 Crore on YoY basis. It has decreased by Rs. 880 Crore over the previous Quarter. Over the previous QTR, Percentage of MSME to Priority Sector has decreased from 65.45% to 63.27% and Percentage of MSME to Total Advances has decreased from 9.41% to 9.18%. The Banks are requested to utilise PSBloansin59minutes.com portal for increasing their advances in MSME sector.
- Banks and LDMs are requested to ensure that all the MSME units in unidentified clusters should be provided with banking facilities as per their requirement and procedure.**(Action: All member banks & LDMs)**

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- ✓ Negative Growth of MSME- Sh. Vijay Kumar, The Director, MSME pointed out some of the concerns. First was that banks demand huge collateral for requirement of small loans. The banks should give a serious thoughts to implement all the Govt. Schemes applicable for MSME Sector. RD-RBI also emphasized about credit linkage of MSME units as the Govt. of India is also showing concern over the issue. MSME sector is very important sector of the economy, employs large number of workforce and has a very high contribution in GDP. Role of industry Associations is very important with regard to implementation of govt. schemes. (**Action : Member Banks**)
- Banks are requested to popularize the PMAY scheme. The banks are also requested to lodge their claim timely with NHB/HUDCO. (**Action : Member Banks**)
- The Targets for 2019-20 is 270. Pending Applications-395: Margin Money Claim Target: 2.86 Crores; Margin Money Claimed: Rs.1.02 Crores: Banks are requested to take immediate action to achieve the target and to clear pending applications and update their status on the KVIC portal. in case of any difficulty in the portal they may contact KVIC official for redressal. Dy. Director, KVIC told that level of rejection of applications are very high. Margin Money has not been claimed in 45 applications of last year. All the banks are requested to take care of both the concerns put up by KVIC. For reducing pendency, rejection should not be the solution. (**Action : Member Banks**)
- LDMs and Member Banks are advised to conduct awareness camps among poor and deprived people for formation of selfhelp groups and for earning their livelihood through this scheme. They should be guided about the benefits under the NULM scheme. (**Action : All member banks & LDMs**)
- Banks are advised to follow up for recovery to reduce NPA on regular basis with OTS/ legal remedies as applicable on case to case basis. Further, Delhi Govt. is requested to coordinate with the banks in recovery of NPA in agriculture and Govt. sponsored schemes. (**Action: Member Banks**)
- LDMs are also requested to review position of NPAs of their district in their DCC/DLRC meetings. (**Action: All member banks & LDMs**)
- Weaker Section:-The banks are requested to promote the advances in this sector to achieve the benchmark. The mandatory benchmark for the weaker section is 10% of the priority sector advances. (**Action: All Member Banks**)
- Member Banks are requested to ensure that every branch should have note sorting machine/ fake note detecting machine. The experienced staff should be posted on



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Cash Counter and staff should be provided training on Counterfeit notes. **(Action: All Member Banks)**

- As per policy, in case of deposit of 5 or more fake notes are detected in a single transaction FIR should be registered with the police authorities. if any bank faces any problem in registering FIR, the matter should be reported to SLBC and RBI. **(Action: All Member Banks)**
- Banks are requested to ensure that all their ATMs are working properly and any issue regarding failed ATM transaction should be resolved immediately. As per recent RBI guidelines dated 14.08.19, the failed transactions on account of technical reasons shall not be counted as valid ATM transactions for the customer. Consequently no charges should be levied for these transactions. **(Action: All Member Banks)**
- All Banks are requested to dispose off the pending grievances within prescribed timeframe. 118 grievances out of total 614 are pending for more than one month and should be disposed of on top most priority. YES bank with 101 grievances pending for more than one month is requested to take immediate steps for redressal of grievances. **(Action: Yes Bank)**
- CERSAI Portal. All Member banks are requested to file registration of both moveable and immovable securities within the prescribed period and expedite submission of the information on registration of transactions related to movable and immovable securities on the portal of CERSAI. **(Action: All Member Banks)**
- **Opening of RSETI in North Delhi District:**
As per discussion in 96th SLBC Delhi meeting, it was suggested to open a RSETI in Delhi in the district where the number of villages are maximum. North Delhi is the district where the number of villages are maximum. LDM North Delhi has sent a feasibility report on opening of RSETI in North Delhi. As per feasibility report, there are 69 villages and total population of the district is 883418 as per 2011 census. LDM North has recommended to set up RSETI in the area to give training to the people for improving their skill to start their own units. Same is under process. **(LDM North & SLBC)**
- **MARKET INTELLIGENCE ISSUES** The Member Banks are requested to be vigilant and sensitise their branches/ field functionaries on the above Market Intelligence issues and also share the same with SLBC and LDMs for onward discussion in the DCC/DLRC/State-wise meetings. **(Action: All Member Banks)**
- **Revamp of Lead Bank Scheme-**
RBI has directed “Action Points for SLBC Convenor banks/Lead Banks” Developing a Standardized System for data flow and its management. The new guidelines for



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uploading the data which includes Standard Operating Procedure (SOP) for Data Flow at LBS For-Flow Chart for Data uploading. The member banks are advised to follow/comply all the directions of RBI Circulars. (**All Member Banks**)

- **Deepening of Digitization:-**The member Banks are required to provide the Monthly Data on Digitization of New Delhi District latest by 05th of Next Month. In this regards the Banks are requested to provide Data on time, so that a consolidated data can be submitted on time to RBI. (**Action:All Member Banks**)
- **NATIONAL STRATEGY FOR FINANCIAL INCLUSION (NSFI): 2019-2024:**
- The strategy was issued by RBI through a circular dated 13.01.2020 enclosed at page number 199-200. The NSFI document sets the vision and key objectives of financial inclusion policies in India. The strategy aims to provide access to formal financial services in an affordable manner promoting financial literacy and consumer protection. The aforementioned Circular shall be sent to all member banks for their needful action. In this regard, SLBC Delhi confirms that every village in NCT Delhi within a radius of 5km is provided with banking services access. (**Action: All Member Banks**)
- Sh. Ajay Kumar RD-RBI, and Madam Anita Patnaik showed concern over quality of data uploaded by the banks on SLBC Portal. Banks are requested to take care about the accuracy of their data on top priority. (**Action: All Member Banks**)

Meeting was concluded with vote of thanks by Sh. Ram Kumar, General Manager, Punjab National Bank.

(SUKESH GUPTA)
General Manager & Convenor,
SLBC-Delhi