

Rajasthan Marudhara Gramin Bank

Head Office, Jodhpur

-: Roles & Duties of BC Supervisor :-

1. Inspect and monitor the activities at CSPs/BCs at regular intervals i.e. at monthly intervals, BC Supervisors are supposed to do one financial/Non-financial transaction through AEPS or Micro ATM and will submit the report through online portal.
2. Provide guidance and training to the CSPs on banking practices and improve compliance report of BCs/CSPs to higher authority.
3. Ensure resolution of CSPs issue quickly.
4. Provide feedback to Manager (FI) team to improve efficiency of BC channel.
5. Send alerts to link branches on critical issues.
6. To ensure issuance of printed receipts to the customers and oversee the fund handling at CSP outlets.
7. Ensure maintenance of registers.
8. Improve Financial Literacy training to BCs/CSPs in handling of new products.
9. Conducting due diligence on intending BCs/CSPs.
10. Activating Inactive BCs/CSPs.
11. Report instances of CSPs marketing products that are compelling with ours.
12. Accelerate linking of Aadhaar and mobile seeding in FI Accounts.
13. Monitor activation of Micro ATM supplied to BCs for activation of Rupay cards.
14. Encourage CSPs to go for IIBF Certification and participation of CSPs in NPA reduction and collection of loan repayment.
15. Ensure Monthly visit of CSPs and ensure corrective action to be taken in case of irregularities.
16. Marketing of liability products through CSPs, Activation of Rupay Cards, driving remittance business in BC/CSP, Flexi RD, STDR, follow up of zero balance accounts, average balance and funding of accounts, marketing of gold loans.
17. Achievement of targets set in the Financial Inclusion plan PMJDY, PMSBY, PMJJBY, APY etc. through the CSPs.
18. Follow up of NPA, SMA and AUCA through the CSPs.
19. Any other jobs assigned by the Bank.