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.

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 out sourced 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
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/ BF’s.
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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