



वित्तीय समावेशन प्रभाग/ एफआईडी, प्रधान कार्यालय

FINANCIAL INCLUSION DIVISION/ FID, HEAD OFFICE

चतुर्थ तल/FOURTH FLOOR, प्लाट न०/PLOT NO -4, सेक्टर/SECTOR-10 द्वारका/DWARKA,
नई दिल्ली/NEW DELHI – 110075

CHECK LIST FOR BUSINESS CORRESPONDENTS

DO'S

1. The BC should identify customers with strict adherence to KYC norms.
2. BC should serve the clients irrespective of class, creed and religion and its activities should be available to all eligible citizens of India.
3. BC should be able to isolate and clearly identify the Bank's customer information, documents, records and assets to protect the confidentiality of the information.
4. System generated on-line receipt shall be issued to the customer invariably for all transactions carried out by him/ her.
5. BCs to guide customer to provide masked (XXXX XXXX 1598) Aadhar Number while submitting the Documents for Account Opening.
6. BC to maintain Register for recording of all transactions with customer signature & contact number and preserve copy of computer-generated receipt.
7. BC to maintain Customer Feedback Register to record the feedback of customer.

DON'Ts

1. The BC should not collect any service charges directly or indirectly from the customers.
2. The BC is not vested with any powers for sanction of any loan.
3. BC should not do any exploitation of ill-informed poor people.
4. Should not give any scope for customer complaints and grievances affecting the image of the bank.
5. Should not be affiliated to any political/ religious organizations.
6. There should not be any criminal record/adverse reports.
7. Should not use any sub contracts unless and otherwise stipulated in the agreement.
8. Should not resort to intimidation or harassment of any kind either physical or verbal against any person in their debt collection efforts.