**MINUTES OF THE 3RD MEETING OF THE SUB-COMMITTEE**

**ON DIGITAL PAYMENTS** HELD ON 29.05.2020 AT

STATE BANK OF INDIA, LOCAL HEAD OFFICE, PATNA

The third meeting of the SLBC Sub-Committee on Digital Payments was held through VC on 29.05.2020 and was chaired by Shri Goutam Roy Choudhary, Deputy General Manager, State Bank of India. It was attended by representatives from RBI, NABARD, SBI, PNB, CBI, BoB, BoI, Canara Bank, Bandhan Bank, Axis Bank, HDFC and DBGB.

At the very outset of the meeting, Shri Ajit Kumar Mishra, Assistant General Manager, SLBC welcomed all the participants joining the meeting through VC. He requested Deputy General Manager, RBI to deliver the key note address.

In his address, Shri Shiv Anant Shanker, Deputy General Manager, RBI pin-pointedly explained the importance of going digital and its importance in today’s spread of Corona pandemic and resultant lockdown.

Since members from Govt. department didnot connect to VC, the agenda related to them could not be discussed and a detailed review of the progress made in “Expanding and Deepening of Digital Ecosystem in Jehanabad District” was done.

The meeting ended with a vote of thanks from Shri Goutam Roy Choudhary, Deputy General Manager, SBI.

The following action points emerged from the deliberations carried out in the meeting:

**1.** There was inconsistency in data reported by banks as compared to the base data. Banks should look into it and, as a one time measure, may correct the data and submit the same with April 2020 data. Thereafter, which no change in reported data will be allowed.

**[Action: All banks]**

**2.** New accounts being opened should invariably be given at least one digital product otherwise the backlog will keep increasing. **[Action: All banks]**

**3.** RBI has provided financial literacy material in Hindi and Maghi which have been displayed by banks in Jehanabad district. If any bank still needs these material they should make the requisition to RBI. **[Action: All banks]**

**4.** Banks functioning in Jehanabad would display banners and hoardings on digital products. All bank branches are given a target of displaying 5 (five) banners each featuring their digital products / BHIM / UPI etc. containing operational details as per text provided by RBI.  **[Action: RBI & All banks]**

**5.** PNB has started Mobile ATM Van in Jehanabad District. Other banks may emulate.

**[Action: All banks]**

**6.** Banks have not submitted the Action Taken report on action points of the 1st Implementation Committee on Jehanabad 100% Digitalisation. They should submit the same without further delay. **[Action: All banks]**

**7.** Each branch in Jehanabad district should map the schools / colleges / Govt. institutions in their area to ensure that they and their employees / beneficiaries are all banking through digital mode. **[Action: All banks]**

**8.** Since digitalization in Jehanabad district has been taken up on a pilot basis, RBI / Banks may think over providing concessions to customers taking PoS machines.

**[Action: All banks]**

**9.** Banks should decide their Top 3 branches which have made noticeable progress in digitalization in terms of absolute numbers and percentage and share this list with SLBC.

**[Action: All banks having 3 or more branches]**

**10.** The Zonal / Regional Managers may issue an appeal , preferably through e-mail / message on mobile , to all their branch employees in Jehanabd district to endeavour to increase the digital on-boarding so that the target of 100%. Digitalisation is achieved within the stipulated time frame. **[Action: All banks]**

**11.** The digital on-boarding of illiterate accounts be ensured through ATM cards as envisaged in RBI Master Circular on Customer Service-2015. Policy followed by banks not in line with RBI’s master circular, if any, be brought to their notice.

**[Action: All banks]**

**12.** It was decided that banks would make all out attempt and achieve minimum 75% of their digitalisation targets in Jehanabad district latest by 15th July 2020.

**[Action: All banks]**

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