



# AGVB BARTA

Quarterly Bulletin : July -September, 2013

ASSAM GRAMIN VIKASH BANK

## *From the Chairman's Desk*



**K**eeping pace with the rapidly changing customer behaviour and demand, technological innovations are replacing the conventional banking operations. Studies reveal that use of modern technologies for performing banking operations are increasing in a very fast pace. People irrespective of ages and occupations prefer to use alternative delivery channels like Net banking, ATMs, Phone Banking, Points of Sales/Service, etc. which they find very much convenient and time and cost saving. These are becoming mainstream for the present day bank customers, although till now, banks classify these as alternative channels and continue to maintain the conventional brick & mortar structures.

To cope up with the trend, Assam Gramin Vikash Bank has also brought in large scale changes in its operations by putting in place a good nos. of technology based solutions like Core banking, ATMs, Smart Cards, Customer Service Points, etc. during the recent past. There should not be any doubt that if we do not respond to the changing customer behaviour and market needs timely, it may cause an irreversible damage to the organization which we cannot afford at any cost.

But, what concerns me most is the poor level of implementation/utilisation of these technology based solutions and services by some of the branches of the Bank. Although, it is over 2 years, we have been migrated to CBS platform, yet we have failed to take full advantage of it due to non-completion of 100% data cleaning which results in inaccurate generation of data and reports at the concerned branches as well as corporate level. In the case of distribution and activation of ATM cards also, the desired enthusiasm is lacking which is evident from the log received from the PMO. Bank had put in place a dedicated server for taking care of FI transactions and also made FI transactions on real time basis through Customer Service Points, transaction of which is carried out through Smart Cards. But, our branches are yet to take the fullest advantage of the same. You would appreciate that by availing optimum benefits out of the above technology based services, branches not only can improve its customer service standards, but can also reduce the manual efforts considerably.

In a complex economic environment, it is imperative that banks maintain strong and mutually beneficial relationship with their customers. Time saved by the branches by using as well as popularising the modern technology services, can be utilised by the branches for enhancing customer relationship and productivity.

I am very much optimistic that all AGVBians would put in all possible efforts to ensure optimum utilisation of the available technology based services in the interest of our beloved organization, its customers and also in the interest of every AGVBian.

Before I conclude, I appeal to all my colleagues for a reenergised approach leveraging the technological advantages to ensure achievement of business targets for 2013-14, as well.

My warm 'Sharadiya' wishes to all the readers of AGVB Barta.

(Shio Shankar Singh)  
Chairman

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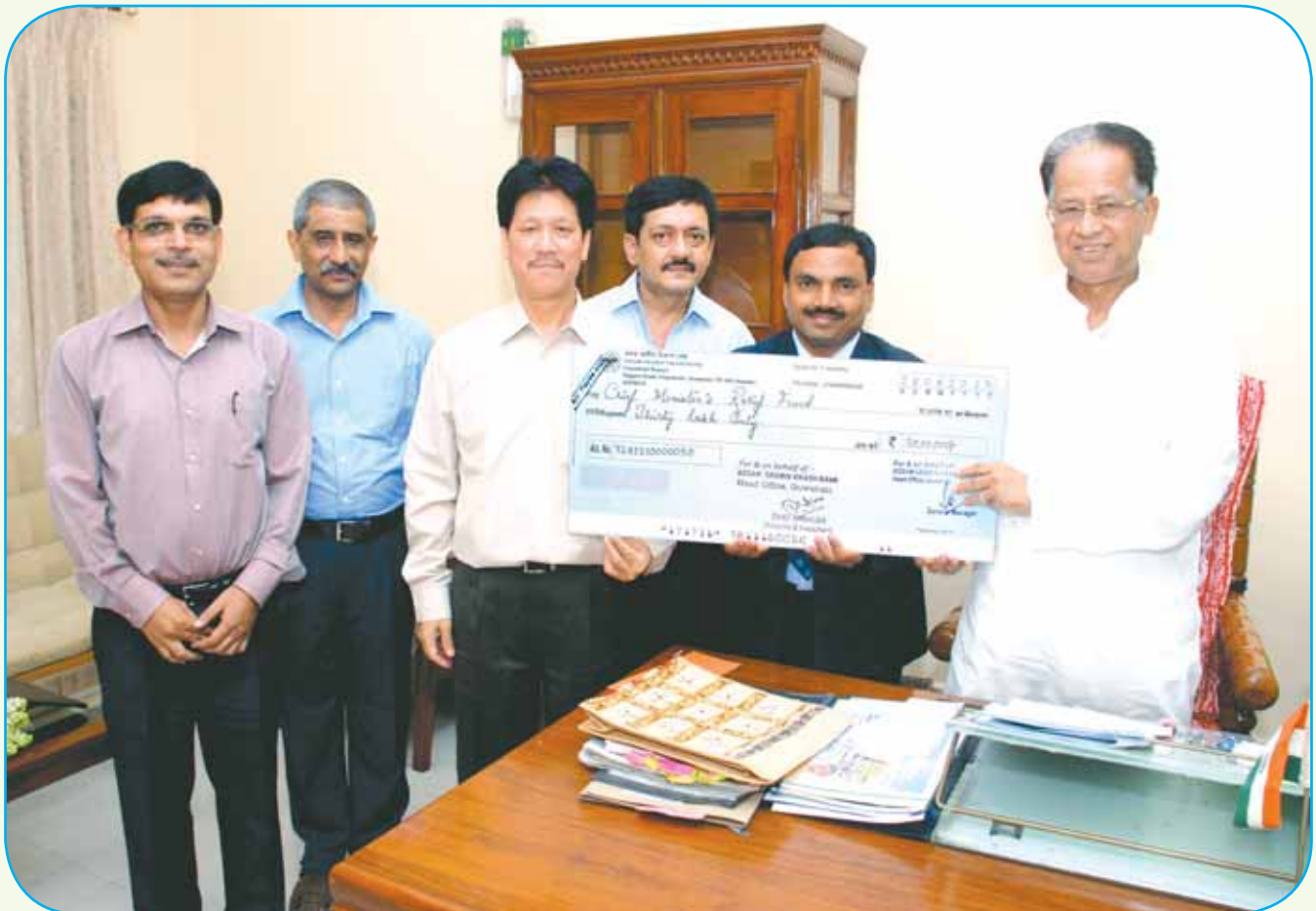
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## Contents :

- From the Chairman's Desk
- Donation to Chief Minister's Relief Fund
- Sponsor Bank CMD praises Assam Gramin Vikash Bank
- Bank opens its 377<sup>th</sup> Branch –Gharowa Sonapur
- State Level Fair for Sale cum Exhibition of SHG products
- MoU with Agriculture department, Govt. of Assam
- Welcoming new Directors on the Board
- Staff meeting organised at Head Office
- Release of AGVB Barta April-June, 2013
- Nalbari Regional Office organised Staff meeting
- Revision of Bank Rate
- Staff meetings of P&D and CS department
- Holding of Staff meetings by Bhadoi Panchali Branch
- Review of Performance and Functioning of Scale IV and Scale V branches
- Workshop for Chairmen of RRBs
- Workshop on Banking Ombudsman Scheme
- Workshop on NPS – Lite (Swavalamban) Scheme
- Bank's Recovery scenario and Recovery Camps
- Co-ordination for improved performance- Meeting with a difference
- Govt. of Assam engages AGVB as Aggregator
- Bank organises Financial Literacy Camp - cum-SHG Credit Camp at Rangia
- AGVB renews tie-up with Maruti Suzuki India Ltd (MSIL)
- New Governor of Reserve Bank of India
- Training programme on "Credit appraisal and Monitoring"
- National Urban Livelihood Mission (NULM)
- Solar Energy Scheme for Singri area of Sonitpur district
- New Chairperson of NABARD
- Staff Welfare scheme for Officers and Employees
- Retirement & Condolences
- Academic Achievements by members of AGVB family
- Bank declares result of the Performance Linked Scheme for June, 2013
- Bakijai Deptt. extends help in recovery
- New Retail Loan products of Assam Gramin Vikash Bank
- Banking Ombudsman Scheme, 2006-Meeting of Nodal Officers of Banks
- Customers' Meet at Mangaldoi
- Current Policy Rates
- Launching of Smart Card based payment system to MGNREGA beneficiaries
- Visit of dignitaries to Sualkuchi
- Training and Human Resource Development
- Training programmes conducted by AGVB RSETIs
- Success story- from RSETI, Jorhat
- Assam Gramin Vikash Bank-Recruitment of Manpower
- Bank with great values
- Performance of the Bank at a glance as on 30-09-2013(Provisional)
- Performance of banks in Assam as on 30-06-2013 – A comparative postion
- Towards the Dawn of Perfection
- Nobel Prize Winner 2013 – Economics
- FAQs on National Rural Livelihood Mission
- Business Growth of the Bank
- Self Appraisal
- গ্রাহক সেবা আৰু ভণ্টীৰ গামোচা

## DONATION TO CHIEF MINISTER'S RELIEF FUND

Assam Gramin Vikash Bank has always been successful in making a mark in fulfilling its responsibilities towards the society. Since its inception, the Bank has worked for the development of Assam and at present has successfully established itself as the largest Regional Rural Bank embracing almost the whole of Assam with highest number of branches. In yesteryears, the Bank has extended its support towards the people of Assam whenever the state had to tackle tough times. The flood victims of Dhemaji and Lakhimpur along with the victims of ethnic clashes in lower Assam area were helped by contributing an amount of Rs.25,00,000.00 (Rupees Twenty Five Lakh) only to the Chief Minister's Relief Fund on 16-06-2012. This year too, the Bank maintained its noble tradition and with the approval of the Board of Directors, decided to donate an amount of Rs.30,00,000.00 (Rupees Thirty Lakh) only to Chief Minister's Relief Fund as a part of its social responsibility. The gracious gesture of presenting the cheque of Rs.30,00,000.00 (Rupees Thirty Lakh) only was done by Hon'ble Chairman of the Bank, Shri S.S. Singh accompanied by two Hon'ble members on the Board, Shri Anjan Bordoloi and Shri Pankaj Lochan Dev Mahanta besides Shri Ramkrishna Sarma, Chief Manager(P&D and CS), at Hon'ble Chief Minister's Official Residence on 30th August, 2013.



Sjt Tarun Gogoi, Hon'ble Chief Minister, Assam receiving a cheque from Chairman as donation towards Chief Minister's Relief Fund.

The team was also accompanied by Shri Bharat Narah, Press Advisor to Hon'ble Chief Minister of Assam. Hon'ble Chief Minister also interacted with the delegation and expressed happiness for the tremendous progress made by AGVB. He also assured the delegation that the Government of Assam will extend all possible help to AGVB to foster the economic development of Assam.



## SPONSOR BANK CMD PRAISES ASSAM GRAMIN VIKASH BANK

Smt. Archana Bhargav, who has taken over as the new CMD of United Bank of India on 23rd April, 2013 visited Guwahati recently to attend the Governing Council meeting of the Indian Institute of Bank Management held on 26-08-2013.

During the course of her visit, the Guwahati Regional Office of United Bank of India organised one staff meeting in the evening of 26th August, 2013 at Hotel Brahmputra Ashoka, Guwahati, wherein representatives from all cadres of staff and officers of United Bank of India were present. A group of officials of Assam Gramin Vikash Bank headed by Shri Shio Shankar Singh, Chairman was also invited to the meeting to be addressed by the Hon'ble Chairperson and Managing Director of the Sponsor bank.

Smt. Archana Bhargav, CMD, United Bank of India unveiled her dreams to lift the ranking of the Bank which is passing through in a descending trend during the last few decades and appealed all sections of UBI officials to rise to the occasion. She asserted that the Bank can very soon regain its past glory, provided the staff members extend their whole hearted support and are ready to shoulder a little bit of extra pain for the cause of the Bank.



Smt. Archana Bhargav, CMD, UBI (centre) with AGVB officials

The CMD expressed satisfaction over the performance of Assam Gramin Vikash Bank and advised Sri Shio Shankar Singh to keep it up. She also informed that the Hon'ble Chief Minister of Assam, whom she called on in the early evening, also praised Assam Gramin Vikash Bank for its role in the economic development of the State. Smt. Bhargav advised the higher officials of United Bank of India present on the occasion, to extend all possible support to Assam Gramin Vikash Bank and to work hand in hand for the mutual interest of both the organisations.

Earlier, the Hon'ble CMD, United Bank of India was given a warm traditional felicitation by the Chairman, General Manager and the Chief Manager (P&D and CS) of Assam Gramin Vikash Bank. Smt. Bhargav also joined the AGVB officials for a group photograph.

Sri Hiranya Borah, Hon'ble Director, UBI, Sri Satya Narayan Sahu, General Manager and Sri Dinesh Chandra Musahary, DGM and CRM, United Bank of India and Director on the Board of Assam Gramin Vikash Bank were also present on the occasion.



## BANK OPENS ITS 377<sup>TH</sup> BRANCH – GHAROWA SONAPUR

Assam Gramin Vikash Bank, the largest Regional Rural Bank of North East Region opens its 377<sup>th</sup> branch at Gharowa Sonapur in Darrang district on 25<sup>th</sup> September, 2013. The auspicious occasion was graced by the General Manager, RPCD, Reserve Bank of India, Mr. D. Sethy as the Chief Guest, Deputy Commissioner of Darrang district, Md. Sohruh Ali as the Guest of Honour and other distinguished dignitaries including Mr. Monomoy Mukherjee, DGM, NABARD, Guwahati, Mr. R.C. Bal, AGM (RPCD), Reserve Bank of India, Mr. Tuleswar Nath, LDM, Darrang, Mr. Brajendra Ch. Nath, Principal, Pokadoli H.S. School and Mr. Anupam Deka, noted industrialist from Mangaldoi. The function was also attended by Senior Govt. and Bank Officials with a huge gathering of local public.



Shri S.S.Singh, Chairman speaking on the occasion



Shri D.Sethy, GM, RBI, speaking at the inaugural ceremony

Welcoming the guests and public, the Chairman of the Bank, Shri Shio Shankar Singh explained the growth of the Bank and its commitment to the rural people. Inaugurating the new branch, Mr. Sethy hoped that the Bank would facilitate savings from rural poor, students, petty businessman, etc, and would accelerate the Financial Inclusion programme of Govt. of India and Reserve Bank of India. The Deputy Commissioner of Darrang district in his speech explained different schemes of the Govt. and appealed to all concerned to take benefit from the banking system. The programme was anchored by Sri Prabin Kalita, Senior Manager, Nalbari Regional Office.



Shri Sohruh Ali, IAS, DC, Darrang speaking at the function



Audience present at the opening ceremony

Sri Brajendra Ch. Nath, Principal of Pokadoli H.S. School narrated how fake financial institutions duped a section of public of the area and called upon the public to keep their hard earned savings in banks only. Sri Anupam Deka, a leading industrialist also spoke on the occasion. The branch was opened in the village as an Ultra Small Branch on 22<sup>nd</sup> December, 2012 during the Financial Outreach Programme organised by RBI but subsequently in order to meet the increasing banking needs of the local people and as advised by Reserve Bank of India, the branch was converted to a full-fledged branch on CBS platform from 25<sup>th</sup> September, 2013. Vote of thanks was offered by Sri Debi Prasad Adhikary, Regional Manager of Nalbari Region.



## STATE LEVEL FAIR FOR SALE CUM EXHIBITION OF SHG PRODUCTS

A State Level Fair for Sale cum Exhibition of SHG Products was organised by the Bank at NEDFi Haat, Ambari, Guwahati-1 from 28th to 30th September, 2013 in association with NABARD, Assam Regional Office, Guwahati. The purpose of the fair was to boost up the morale of the SHGs, to expose the products of the SHGs in an organized platform and to assist the SHG borrowers by arranging marketing of their products. Altogether 30(Thirty) SHGs of different districts of Assam participated in the fair and sold their products in their respective stalls at NEDFi Haat.



Shri Rockybul Hussain, Hon'ble Minister, Panchayat & Rural Development, Forest & Environment, Govt. of Assam delivering inaugural speech



Shri Rockybul Hussain, Hon'ble Minister visiting one of the stalls

Shri Rockybul Hussain, Minister of Panchayat & Rural Development, Forest & Environment, Govt. of Assam inaugurated the SHG Fair on 28th September, 2013 and visited each stall of the SHGs and interacted with them. In his inaugural speech, the minister applauded the performance shown by Assam Gramin Vikash Bank in micro-finance sector including Financial Inclusion Programme. Shri Shio Sankar Singh, Chairman of the Bank in his welcome address, highlighted the Bank's position in various parameters such as Deposit, Advance, disbursement in KCC, SHG accounts, Financial Inclusion etc. Shri Satya Narayan Sahu, General Manager (Development), United Bank of India, North Eastern Region and Mrs. Rajashree Baruah, Deputy General Manager, NABARD, Assam Regional Office, Guwahati also attended the inaugural function of the SHG Fair. Mrs. Baruah, DGM, NABARD has also recognised the performance exhibited by the Bank, especially in micro finance and Financial Inclusion programme. Ms Gitarthi Baruah of Head Office anchored the inaugural programme.



Stalls of participating SHGs



Dignitaries on the dais

It is noteworthy that the SHGs participated in the fair could sell their products for an amount of Rs.5,75,205/- (Rupees Five lakh seventy five thousand two hundred and five) only during the period of the fair. Due to heavy rains in the early evening on 28th Sept, 2013, although sales of almost all stalls were not satisfactory, on 29th Sept, 2013 (Sunday), customers including our Bank staff took pain to purchase the SHG products, right from Handloom products, Silk clothes of Sualkuchi, Muga weaves of Lakhimpur, Cane & Bamboo products of Barpeta Road, Nalbari, Curd & Sweet cream of Hajo-Ramdia, 'Sital Paati' of Dubapara (Goalpara), Assamese Ornaments of Sivasagar, etc. to 'Laddo-Pitha', 'Gura-Chira' as prepared by the SHGs coming from Rangia, Changsari and Uzan Bazaar (Guwahati) area.



## MoU WITH AGRICULTURE DEPARTMENT, GOVT OF ASSAM

Assam Gramin Vikash Bank entered into an MoU with Agriculture Department, Govt of Assam on 12.09.2013 for the purpose of implementing the various schemes relating to mechanisation of agriculture in the state of Assam under RKVY, Agro Service Centre and various other schemes. The schemes shall envisage certain percentage of the total cost as subsidy from Govt of Assam and remaining amount of the unit cost will be KCC loan from the bank to the applicants selected by the Agriculture Department, Govt of Assam.



Shri Nilamoni Sen Deka, Hon'ble Minister, Agriculture, Govt. of Assam addressing media persons after signing of MoU



## WELCOMING NEW DIRECTORS ON THE BOARD

Two new Directors, Shri Dinesh Musahary, DGM & CRM, United Bank of India, Guwahati Regional Office and Shri R.R.Hazarika, Director, Institutional Finance, Govt. of Assam have joined on the Board on 19-09-2013 in place of Shri Gauri Prasad Sharma, DGM, United Bank of India and Shri Anjan Chakraborty, Director, Department of Tourism, Govt. of Assam, respectively.



Shri Dinesh Musahary, DGM & CRM, UBI  
Guwahati Regional Office



Shri R.R. Hazarika, Director  
(Institutional Finance), Govt. of Assam

Both the newly appointed Directors were welcomed in the Board meeting held on 26-09-2013.



## STAFF MEETING ORGANISED AT HEAD OFFICE

Assam Gramin Vikash Bank, one of the most prominent banks of Assam, has recently adopted a policy of organizing weekly staff meetings for performance evaluation, better co-operation among various departments / functionaries and effective planning of future activities. These meetings are proposed to be organized at all branches and offices of the Bank. Keeping this policy in view, a meeting of the Head Office staff was organized on 5th August, 2013. The meeting was presided over by the Chairman of the bank and was attended by all Head office staff including the Chief Managers of various departments.

The Chief Manager (P&D and CS), in his welcome speech briefly explained the purpose of organizing the meeting with prime focus on monitoring the NPAs and Stressed accounts which have increased alarmingly. Mr Shio Shankar Singh, the Chairman of the Bank, then explained in detail the need for monitoring the NPAs and the Stressed accounts and urged each individual staff to take effective measures to tackle them in their own capacity. He also reviewed the activities of various departments one by one and suggested necessary actions to the Chief Managers. In his interactive speech, he also pressed for deposit mobilization. Finally, the Chairman asked every staff and department to undergo self-evaluation of performance on daily basis. After this, the Chief Manager (P &D and CS) summarized the future activities suggested by the Chairman. Smti. S.B. Ojah, the General Manager of the Bank, then addressed the staff and urged everyone for optimum performance so that the business of the bank continues to grow. She also stressed upon improving the monitoring activities carried out by various Head Office departments as the Head office, along with the branches and Regional Offices has also been empowered with new workforce. The meeting was concluded after a vote of thanks offered by the Chief Manager (Personnel).



Shri S.S.Singh,Chairman addressing H.O. staff members in staff meeting



Members of staff present at the Staff meeting



## RELEASE OF AGVB BARTA: APRIL-JUNE, 2013

April - June, 2013 issue of 'AGVB Barta', a quarterly bulletin of the bank was released at Head Office on 08<sup>th</sup> August, 2013.



Chairman releasing AGVB Barta - April -June, 2013 issue





## NALBARI REGIONAL OFFICE ORGANISED STAFF MEETING

A Staff Meeting with the officials of Nalbari Regional Office was held at Regional Office, Nalbari on 27.08.2013. The meeting was presided over by the Hon'ble Chairman of the bank, Sri S.S.Singh. Other members present were Sri D.P. Adhikary, Regional Manager, Nalbari region and Sri R.K.Sarma, Chief Manager (P&D and CS), Head Office and the RO officials. The programme was anchored by Sri Prabin Kalita, Senior Manager, Nalbari Regional Office.



Welcoming Chairman and others by Sri D.P. Adhikary, Regional Manager, Nalbari

Sri D.P. Adhikary, Regional Manager welcomed the Chairman of the bank and all the participants and explained the objective of the meeting. Hon'ble Chairman of the bank during his deliberation stressed on the following issues:-

1. Pre-sanction inspection and post disbursement verification by Regional Office as well by branches are to be made and a report must be maintained along with the loan documents.
2. An additional business of Rs.150.00 crore is to be mobilised by Regional Office within Sept, 2013 and accordingly, targets must be allocated to the branches.
3. 20% NPA reduction is to be made.
4. Stressed accounts must be regularised immediately.
5. All NPA accounts are to be followed up maintaining continuity.
6. A Notice Board highlighting "Information at a glance" must be displayed by Regional Office.
7. All circulars are to be discussed in staff meeting.
8. The mentor should shoulder all responsibility of the branches properly and must obtain prior information of holding a FLC.
9. Every week, branch officials of base branch must visit USBs.
10. DP Statements are to be submitted properly and regularly.
11. Thrust must be given to increase SHG finance by enhancing the limit of SHGs, which are already credit linked with the bank.
12. Every Saturday, branches are to conduct more than one FLCs. BDOs and Gaonburah are to be invited to the FLCs, where accounts are to be opened and loan proposals are to be initiated.

The meeting was also addressed by Sri Ramkrishna Sarma, Chief Manager (P&D and CS), Head Office. Vote of thanks was offered by Sri Jatindra Nath Bhattacharya, Senior Manager, Nalbari Regional Office.



### REVISION OF BANK RATE

As announced in the Press Release 2013-2014/728 dated October 07, 2013 of Reserve Bank of India, the Bank Rate stands adjusted by 50 basis points from 9.5 per cent to 9.0 per cent with effect from October 07, 2013.

## STAFF MEETINGS OF P&D AND CS DEPARTMENT

The Hon'ble Chairman of the bank has been consistently advising the Regional Offices and branches of the bank to conduct Staff Meetings to analyse the functioning of the Regional Office and branches as well as evolving of action plans for all round development of the bank. In order to initiate the process, P&D and CS department, Head Office has decided to hold Staff meetings on every Saturday of the week. The first meeting was held on 25.07.2013 and since then, the department has been successful in regularly holding of such meetings.



Photo of a weekly staff meeting organised by P&D and CS deptt., Head Office

In the staff meetings, review of the activities of the preceding week is done and also plans are chalked out for the next week. Apart from that, discussion on the recent circulars issued by the bank as well as current economic affairs, etc also take place in the staff meetings.



## HOLDING OF STAFF MEETINGS BY BHADOI PANCHALI BRANCH

Bhadoi Panchali Branch under Dibrugarh Regional Office is conducting staff meeting regularly and reports are forwarded to Head Office. The major discussion points in this meeting are-review of weekly progress of the branch, chalking out strategies for deposit mobilization, opening of accounts, sanction and recovery of loans and advances, etc. Targets are allocated to every member of staff of the branch and achievement there against is reviewed in the staff meetings. Further, issues which the employees face on day to day basis are also discussed in this meeting and also solutions are worked out. As per information received, such regular holding of staff meetings have contributed a lot in enhancing the performance and team spirit of the branch.



## WORKSHOP FOR CHAIRMEN OF RRBS

In order to ensure more comprehensive support, including refinance to RRBs and also to enable them to significantly upscale their MSME lending, SIDBI organised a one and half day workshop for the RRB Chairmen from 3rd to 4th October, 2013 in Mumbai. Shri S.S. Singh, Chairman of the Bank participated in the workshop and gave a presentation covering areas such as financials of the Bank, break-up of advances, current lending to MSME sector, innovative approach adopted by the Bank and issues confronting growth of MSME advances. The presentation was highly appreciated by the participants.

## REVIEW OF PERFORMANCE & FUNCTIONING OF SCALE IV AND SCALE V BRANCHES

The 4th Meeting for Review of performance & functioning of Scale IV and Scale V branches headed by was held on 26-08-2013 at Hotel Grand Starline, G.S.Road, Guwahati -5.

The Chairman and the General Manager of the Bank were present in the meeting besides the Heads of Departments from Head Office. Shri Ramkrishna Sarma, Chief Manager (P&D and CS), Head Office initiated and anchored the review process. The branches reviewed were Nalbari, Ganeshguri, Kokrajhar, Tezpur, Guwahati, Mangaldoi, Fancy Bazar, Nagaon, Golaghat, Morigaon, Barpeta, Pathsala Town, Silchar, North Lakhimpur, Panjabari, Dhubri, Bongaigaon, Dharapur, Chandmari, Rangia, Dhemaji and Goalpara.



Chairman interacting with Branch Heads of Scale IV and V branches

These branches headed by Scale III and Scale IV Officers are the most important branches of the bank. Performance of these branches in respect of mobilizing Deposits and Advances, NPA reduction, regularization of stressed accounts, mobilization of Insurance business, holding of FLCs, Staff meetings, proper and timely submission of documents should set example for other branches. The Chairman of the bank deliberated on the following issues:-

- Each branch head should visualize their goal and act accordingly to achieve the goal.
- Chief Manager/Senior Manager should acquaint their staff about Branch targets, roles and responsibilities.
- Staff Meetings should be held on every Saturday.
- Customer Service Committee should not be mere in name, it should act in real sense and Branch Heads should co-ordinate with the Committee and meetings should be held regularly.
- Ambience of the branches should be kept tidy.
- Branch Heads should be aware of the market share of their branch in comparison to other banks' branches of that particular area. In order to gather information, they can solicit information from Lead Bank. This will help them in formulating strategies for achieving the targets as well as increase their market share.
- Branch Heads should focus more on mobilizing "Current Deposit Plus Account".
- All impaired loan accounts, i.e. NPA, Stress, Shadow accounts must be distributed amongst staff for close monitoring and follow- up. Whenever any staff visits any borrower for follow – up, they should bring atleast some amount of recovery by all means.
- Branch Heads should mobilize more no. of Compromise Proposals for NPA reduction.
- Ready Reckoner must be kept ready in the branches and it must be updated regularly. Accounts falling under Shadow should be marked as 'S', accounts under NPA should be marked as 'N' and accounts that are running should be marked as 'R'.
- Staff accountability will be examined for NPA accounts.

- The information / action points discussed in the meeting must be percolated down to the staff members.
- Branch Heads should put all out efforts to achieve the targets set for Sept, 2013.
- Lending in SHG should be given weightage.

The heads of the participating branches were also given the opportunity to place suggestions for development of business of their respective branches, which were incorporated in the action points of Head Office.

The meeting ended with a vote of thanks offered by Sri Ramkrishna Sarma, Chief Manager (P&D and CS), Head Office.



## WORKSHOP ON BANKING OMBUDSMAN SCHEME

Assam Gramin Vikash Bank, committed for the overall development of Assam, is always in pursuit of providing better services to the customers in the region. Keeping this in mind, the Bank organized a workshop on Banking Ombudsman Scheme on 4th September, 2013 at Hotel Grand Starline, G.S. Road, Guwahati. The General Manager, Chief Manager (P&D and CS), Chief Manager (Personnel), Chief Manager (Accounts & Investment) and Chief Manager (IT, MIS & FI) attended the workshop along with the Branch Managers of Ganeshguri, Panjabari and 24 district head quarter branches of the bank.



Shri Anand Prakash, Banking Ombudsman, NE Region deliberating on Banking Ombudsman Scheme

The workshop started at 9-00 AM after breakfast. The Chief Manager (P&D and CS) and Nodal Officer, Banking Ombudsman Scheme delivered the opening speech and welcomed Shri Anand Prakash, Hon'ble Banking Ombudsman, North Eastern states and Shri A.K. Kureel, Secretary, Office of the Banking Ombudsman as the resource persons for the workshop. A veteran in the field of Banking, Shri Anand Prakash gave a brief idea of the evolution of Banking Ombudsman scheme, its development, various intermediate stages and the current set-up. He also asked the Bank's officials to handle the customers' complaints with utmost care and efficiency so that the number of cases registered against the bank gets reduced. After his insightful deliberation, Shri A.K. Kureel explained in detail the various technical issues associated in dealing with customer complaints. He also discussed about the fraudulent ATM transactions, which is going to be a major challenge as the Bank has recently started its ATM services. Vote of thanks was offered by Ms. S.B.Ojah, General Manager of the bank.



## WORKSHOP ON NPS-LITE (SWAVALAMBAN) SCHEME

Assam Gramin Vikash Bank, one of the leading banks in Assam, has recently been registered as an Aggregator for the NPS-Lite (Swavalamban) scheme under Pension Fund Regulatory and Development Authority (PFRDA). For capacity building of the Bank officials on the subject, the Bank organized a workshop on NPS-Lite (Swavalamban) Scheme on 4th September, 2013 at Hotel Grand Starline, G.S Road, Guwahati. The Chairman, General Manager, Chief Manager (P&D and CS), Chief Manager (Personnel), Chief Manager (Accounts & Investment) and Chief Manager (IT, MIS & FI) attended the workshop along with the Branch Managers of Ganeshguri, Panjabari and 24 district head quarter branches of the bank.

Shri Achal Roy, Assistant General Manager, Govt. Business, United Bank of India graced the occasion as the resource person for the workshop on NPS-Lite (Swavalamban) scheme. The Hon'ble Chairman of the Bank, Shri S.S. Singh welcomed him and thanked him for his co-operation. After a brief felicitation ceremony, Mr. Roy took over the house. Taking into account the fact that the Bank has recently been registered as an Aggregator for the NPS-Lite scheme under PFRDA, he started with the very basic issues related to pension system and then went on to explain almost all the aspects related to the NPS-Lite scheme. Through a power point presentation, he explained in detail the various activities to be performed by the Bank in carrying out the duty of an Aggregator. His lucid presentation prompted the participants to actively engage in the session thus making it interactive. In the interactive session, Mr. Achal Roy responded to various issues and concerns raised by the participants with utmost interest and patience. In his concluding speech, he praised the Bank officials for their active participation in the workshop and hoped that the Bank would be able to provide effective services to the customers through NPS-Lite scheme. Finally the daylong event came to an end after a vote of thanks by Sri Ramkrishna Sarma, Chief Manager (P&D and CS).



Participants of NPS-Lite workshop



Presentation by Shri Achal Roy, AGM, Govt. Business, UBI on NPS-Lite



## BANK'S RECOVERY SCENARIO AND RECOVERY CAMPS

Handling of loan delinquencies and controlling the menace of NPAs have become a major concern for the bank as most of the branches are having large volume of potential NPAs which are being marked as Stressed account besides existing NPA of Rs.190.47 crore as on 31.03.2013. Reserve Bank of India, Sponsor Bank as well as the Hon'ble Board of Directors are insisting on utilising the various measures effectively for recovery of these NPAs as well as the Stressed assets. The deterioration in asset quality has impacted the profitability of the bank in many ways. So, the Competent Authority of the bank calls for an urgent attention to equip the Recovery & Credit Monitoring (RCM) Deptt. along with the Regional Managers, Senior Managers (Credit) and Recovery Officers of the bank with necessary skills, strategy and expertise to handle the recovery of NPAs, Stressed accounts and Shadow accounts effectively to avoid risk of



Borrowers present in a Recovery Camp at Gauripur



mounting pressure of fresh generation of NPAs and to maximise the profitability of the Bank by restricting the gross NPA level at 1% of outstanding Advances as on 31.03.2014.

Accordingly, the bank has adopted the following action points / strategies to accomplish the above task:

- ❖ Monthly District Level Recovery Camps.
- ❖ Special Recovery Camps for NPA and Stressed accounts under tie-up arrangement.
- ❖ Joint Recovery Drives with Govt. Officials, Sponsoring Agencies and Line Deptts.
- ❖ Coverage of all eligible accounts under SARFAESI within August, 2013.
- ❖ Organisation of Lok- Adalat with the help of District Judge within 25th Sept. 2013 in each district.
- ❖ Follow-up with Govt. Deptts. against wilful defaulter Govt. employees.
- ❖ Data cleaning of all Stressed accounts within Sept. 2013.
- ❖ Proper maintenance of Shadow accounts and periodic reconciliation for uploading in Finacle within Dec'13.
- ❖ Allotment of 500 high-value NPA accounts and 2000 Stressed accounts of Rs.5.00 lakh and above limit among staff members of Head Office for constant follow-up and monitoring. Regional Offices were also advised for similar action for accounts below Rs.5.00 lakh limit.

The outcome of the recovery camps organised by Regional Offices and branches have been found encouraging. The region-wise performance as on 30-09-2013, is furnished below:-

(Amount in Lac)

Sl. No.	Name of Region	District Level Recovery Camps Organised		Branch Level Recovery Camps Organised		Total NPA Recovery	
		No.	NPA Recovery	No.	NPA Recovery	A/C	Amount
1	Nalbari	3	74.49	12	7.00	458	81.49
2	Golaghat	1	0.17	71	51.09	604	51.26
3	Guwahati	6	21.94	30	49.56	374	71.50
4	Lakhimpur	6	15.86	11	2.60	140	18.46
5	Silchar	3	47.84	Nil	Nil	144	47.84
6	Kokrajhar	4	8.26	11	32.01	398	40.27
7	Dibrugarh	5	3.39	29	3.37	93	6.76
<b>TOTAL</b>		<b>28</b>	<b>171.95</b>	<b>164</b>	<b>145.63</b>	<b>2211</b>	<b>317.58</b>

- ❖ Total NPA Reduction: Rs. 21.25 crore.
- ❖ Recovered Rs.398.21 lac under SARFAESI during the first half of the current year.
- ❖ Shadow Recovery: Rs. 44.16 lac upto 30.09.2013 (Rs. 15.45 lac in Sept, 13 alone).
- ❖ Recovered Rs. 139.11 lac under SARFAESI in Nalbari Region.
- ❖ Recovered Rs. 3.70 lac through Bakijai Adalat in Golaghat Region.
- ❖ Recovered Rs. 2.81 lac against 49 cases through Lok Adalat in Dibrugarh Region.
- ❖ Recovered Rs. 1.29 lac from Shadow accounts by Mohura Mukh branch under Golaghat Region.
- ❖ Recovered Rs. 44.07 lac NPA by Nalbari branch individually in District Level Recovery Camp.
- ❖ Recovered Rs. 13.30 lac against 97 accounts in Special Recovery Camp for Tractors/ Autos under Tie-up arrangement organised by Gossaigaon Branch.
- ❖ Salaries of 661 defaulting govt. employees were withheld by Principal Secretary, BTC, Kokrajhar for recovery and regularisation of the accounts.

**It is expected that with the involvement of all concerned, bank will be able to reach the desired target**



## COORDINATION FOR IMPROVED PERFORMANCE - MEETING WITH A DIFFERENCE

Co-ordination between the Govt. implementing agencies and the financing banks is a pre-condition for successful implementation of any scheme. Keeping view on this and as suggested by Dr. J. Balaji, IAS, Deputy Commissioner, Kamrup, Bank organised one 'Co-ordination Meeting' with the Govt. Line departments of Kamrup District, on 21st September, 2013 at Guwahati. From the Govt. Line departments' side, the meeting was attended by the Block Development Officers / Extension Officers (Credit) of almost all Development Blocks of the District, the Agricultural Development Officers, representative officials of Assam State Rural Livelihood Mission (ASRLM), etc. From the Bank's side, all the heads of branches of Assam Gramin Vikash Bank in Kamrup District were present in the meeting besides the Regional Manager of Guwahati Regional Office and the senior level officials of Head Office including the Chairman and the General Manager. Following District level officials of Kamrup district, viz. Dr. J. Balaji, IAS, Deputy Commissioner, Sri Gautam Talukdar, Project Director, DRDA, Sri P. Choudhury, District Agriculture Officer and Mr. R. Handique, Addl. Deputy Commissioner attended the function as dignitaries.

The programme which was initiated as well as anchored by Sri Ramkrishna Sarma, Chief Manager (P&D and CS) was addressed by the dignitaries, who put emphasis on necessity of working hand in hand by the banks and the implementing agencies, for the progress and economic development of the district.

Dr. J. Balaji, Deputy Commissioner, lauded the performance of the Bank and urged upon the officials to keep close contact with the bank branches for smooth roll out of the schemes. He also advised the Govt. officials to extend all possible support and cooperation to the Bank, since Govt. of Assam is one of the stake holders of the Bank. He also told that the next such meeting will be hoisted by the district administration.

Sri S.S. Singh, Chairman of the Bank, thanked Dr. Balaji for conceiving the idea of holding such co-ordination meeting, which appeared to be the first of its kind in the State. He also advised branch heads present, to work in harmonization with the Govt. Line Departments, which would not only ensure proper implementation of the schemes, also ease up the recovery process of bad loans. The meeting was also addressed by Sri Gautam Talukdar.

Sri Ramkrishna Sarma, Chief Manager (P&D and CS) made a brief power point presentation in the meeting highlighting the events and activities of Assam Gramin Vikash Bank, while the Regional Manager, Guwahati Region, proposed the vote of thanks.



Dr. J. Balaji, IAS, DC, Kamrup speaking as Chief Guest



Govt. and bank officials present at the meeting



### GOVT. OF ASSAM ENGAGES AGVB AS AGGREGATOR

Govt. of Assam vide its notification no. FEB 154/2013/402 dated 21st September, 2013 engages Assam Gramin Vikash Bank as aggregator for implementation of NPS – Lite Scheme, a social security scheme introduced for the benefit of workers/wage earners under various Govt. departments/undertakings. The scheme has been made operational w.e.f. 01-10-2013.

## BANK ORGANISES FINANCIAL LITERACY - CUM - SHG CREDIT CAMP AT RANGIA

Rangia branch of the bank under Guwahati Regional Office successfully organised a Financial Literacy Camp cum SHG Credit Camp at Hardatta Biradatta Bhawan, Rangia on 11-09-2013. The highlight of the programme was that the branch sanctioned Rs.3.50 crore to 409 no. beneficiaries, out of which Rs.2.21 crore was sanctioned to 168 no. SHG groups, 107 no. of KCC loans were sanctioned to beneficiaries amounting to Rs.7.40 crore and 134 no. of SCC were sanctioned amounting to Rs.0.33 crore.

The function was attended by Mr.P.K.Jena, Regional Director, Reserve Bank of India as Chief Guest, Dr.J.Balaji, Deputy Commissioner, Kamrup(R) as Guest of Honour, Shri S.S.Singh, Chairman of the bank as distinguished guest. Mrs. Rajashree Baruah, DGM, NABARD and Mrs. Manisha Cheleng SDO(C) Rangia Sub Division graced the occasion as distinguished guests.

At the outset, Sri Babul Borah, Regional Manager, Guwahati Regional Office welcomed the dignitaries and the people and explained the objective of the meeting. The programme was anchored by Sri RamKrishna Sarma, Chief Manager (P&D and CS), Head Office

The dignitaries were delighted to see the presence of huge crowd of more than 800 participants, especially women participants. They also were happy with the arrangement of the programme. Further, they applauded the efforts of the bank for uplift of the rural poor by sanctioning loans to micro finance sector.



Dignitaries present at the dais



Shri P.K.Jena, Regional Director, RBI delivering sanction letter to a beneficiary

Vote of thanks was given by Sri Paban Ch.Adhikary, Senior Manager, AGVB, Rangia branch.



Financial Literacy Camp organised by RBI at Sualkuchi on 29-08-2013



## AGVB RENEWS TIE-UP WITH MARUTI SUZUKI INDIA LTD (MSIL)



Shri S.S.Singh, Chairman and Shri A Dutta, RM, MSIL exchanging MoU

The Bank renewed its tie-up with Maruti Suzuki India Ltd (MSIL) on 18.09.2013 for car loan financing for customers and its employees in a glittering function held at India Club, Guwahati. The MoU were exchanged between Shri Shio Shankar Singh, Chairman, AGVB and Shri Anindya Dutta, RM, MSIL. Top executives of UBI and AGVB accompanied by MSIL officials were present during the programme. Shri Ramkrishna Sarma, Chief Manager (P&D and CS) gave an impressive presentation regarding the business position of the bank in the state of Assam as well as the loan portfolio it is currently holding. AGVB is having the largest network of branches in the entire state whereas MSIL is the market leader in its category with highest no. of dealership units and touch points in Assam. So, both the organization is expected to leverage each other's capabilities via this tie-up in the days to come.

The function was also graced by Shri Satya Narayan Sahu, General Manager (Development), NER, United Bank of India and Shri Dinesh Musahary, CRM & DGM, United Bank of India, Guwahati region.



## NEW GOVERNOR OF RESERVE BANK OF INDIA

Raghuram Govinda Rajan is the current and the 23rd Governor of Reserve Bank of India, having taken charge of India's Central banking institution on 4th September, 2013 succeeding Shri Duvvuri Subbarao. Rajan was Chief Economic Advisor to India's Ministry of Finance during the previous year and Chief Economist at the International Monetary Fund from 2003 to 2007. In 2003, he won the Fisher Black Prize awarded by the American Finance Association for contributions to the theory and practice of finance by an economist under the age of 40. He was awarded the fifth Deutsche Bank Prize for Financial Economics 2013 on 26 September, 2013 for his ground-breaking research work which influenced financial and macro-economic policies around the world.



## TRAINING PROGRAMME ON “CREDIT APPRAISAL AND MONITORING”

The Credit department of the bank had organized a 3-day long training programme at AGVB-RSETI Kamrup(M), Chandmari campus for the Officers of the Bank looking after credit portfolio in Branches as well as Regional Offices. The Bank invited Shri Shambhunath Maitro, AGM, United Bank of India, Regional Inspection Unit at Guwahati to be the Chief Faculty for the 3-day programme. The Chairman of the Bank, Shri Shio Shankar Singh inaugurated the training programme and stressed on the importance of a strong credit delivery mechanism in the bank. Shri Rukunuddin Ahmed, Chief Manager, Credit Deptt , Head Office briefly addressed the participants and sensitized them about the ambitious disbursement target that bank has targeted for financial year 2013-14. Shri Jagat Ch Mali and Shri Hriday Dewri, both Senior Managers of Credit deptt, Head Office assisted the Chief Faculty in carrying out the programme. Shri Ramkrishna Sarma, Chief Manager (P&D and CS) and Shri Ahad Hussain, Chief Manager(Recovery and Credit Monitoring), Head Office also addressed the participants on the last day of the programme. Smt. Sharmista B. Ojah, General Manager offered vote of thanks on behalf of the bank. Shri Himangshu Sarma, Asstt. Manager, Guwahati Branch offered vote of thanks on behalf of the participants of the programme.



Shri Shambhunath Maitro, AGM, UBI taking session on Credit Appraisal



View of a section of the participants

### NATIONAL URBAN LIVELIHOODS MISSION (NULM)

The Government of India has approved the National Urban Livelihoods Mission (NULM) which will replace the existing Swarna Jayanti Shahari Rojgar Yojana (SJSRY). The NULM will emphasis on organising urban poor in Self Help Groups, creating opportunities for skill development leading to market base employment and helping them to set up self employment ventures by ensuring easy access to credit.

## SOLAR ENERGY SCHEME FOR SINGRI AREA OF SONITPUR DISTRICT

Shri Tanka Bahadur Rai, Minister, P&D, Law & PPG, Govt. of Assam organized a meeting on 7th September, 2013 at Singri centre with all the beneficiaries of riverine areas(Char Area) of 72 Barchalla constituency under Sonitpur District in connection with providing Solar Power System through Assam Gramin Vikash Bank. On this auspicious occasion, the Hon'ble Minister invited Chairman, Shri Shio Shankar Singh as Chief Guest and Shri Lalit Ch. Gogoi, Deputy Commissioner, Sonitpur District as Co-ordinator. The SDC, Dhekiajuli Circle, BDOs of Dhekiajuli, Bihaguri and Borchala Development Blocks, Regional Manager, AGVB, Lakhimpur Regional Office and Chief Manager, Credit, AGVB ,Head Office. Branch officials of nearby branches of Assam Gramin Vikash Bank were also present in the meeting.



Shri S.S Singh, Chairman, AGVB addressing the gathering at Singri

The meeting was presided over by the Hon'ble Minister of P&D & PPG, Govt. of Assam. The Chairman in his speech thanked the Hon'ble Minister and other Govt. Officials and the people attending in the meeting for taking initiative for the uplift of the helpless inhabitants. He highlighted the position of the Bank in various parameters like deposit, financing in KCC, SHGs, JLGs, etc. to the rural people of Assam and achievement thereof in comparison to other Banks functioning in the State. He also gave thrust in financing Solar Energy Scheme to the rural masses of that area for better development. Sri R. Ahmed, Chief Manager, Credit, had explained elaborately regarding the implementation of the scheme of different modules as per NABARD guidelines and its need in present scenario for rural development. Deputy Commissioner, Mr. Gogoi requested the Bank to assist the rural people through Bank's different schemes and to encourage the rural people in participating in developmental activities of the area. Bank is planning to cover the area shortly within bank's norms.

In his presidential address, Shri Tanka Bahadur Rai, Hon'ble Minister appealed the bank to come forward to provide power to the rural people of Singri area through Solar Energy system. The efforts of the Minister have been hailed by the people of the area.



## NEW CHAIRPERSON OF NABARD

Smt. Snehlata Shrivastava, IAS, Additional Secretary, Deptt. of Financial Services, Govt. of India has been given additional charge of the post of Chairman, National Bank for Agriculture and Rural Development. Smt. Srivastava is also a Director on the Board of IDBI Bank Ltd., IDFC Ltd., and GIC of India. She has also been instrumental in framing various regulations under FEMA when it was enacted. In the State of Madhya Pradesh, she has dealt with the sectors like education, mining, land management, power and industry including law and order related assignments as District Magistrate and Sub-Divisional Magistrate. She has been Director, Budget in the Finance Department of State of Madhya Pradesh for three years.

## STAFF WELFARE SCHEME FOR OFFICERS AND EMPLOYEES

The Bank has introduced the scheme for providing daily newspaper/magazine to officers and employees of the Bank as a welfare measure. The scheme applicable to various categories of officers/employees is mentioned hereunder:

Category of Staff	Newspapers/Magazines reimbursable
Office Attendant (M)	➤ One regional language daily newspaper
Office Assistant (M)	➤ One regional language or one English daily newspaper
JMG Scale I, MMG Scale II & III	➤ One regional language or one English or one financial daily newspaper
SMG Scale IV	➤ One regional language or one English daily newspaper ➤ One financial daily newspaper (compulsory) ➤ One financial or general magazine

Assam Gramin Vikash Bank family wishes happy and peaceful retired life to the retired staff

### ACADEMIC ACHIEVEMENTS BY THE MEMBERS OF AGVB FAMILY



**Smt. Sharmishta Bhattacharjee Ojah**  
General Manager, Head Office  
(Cleared CAIB exam on 25-07-2013)



**Shri Rukunuddin Ahmed**  
Chief Manager(Credit), Head Office  
(Cleared JAIB exam on 25-07-2013)

Both CAIB and JAIB examinations are conducted by Indian Institute of Banking and Finance, Mumbai.

*Desire is the starting point of all achievement, not a hope, not a wish, but a keen desire which transcends everything...*

**Congratulations**



### RETIREMENT

The following members of the staff have retired during the period from 01-07-2013 to 30-09-2013

Name	Sri Rajmohan Das	Sri Biren Ch Bhuyan
Designation	Office Assistant(M)	Office Assistant(M)
Date of Joining	02-04-1990	13-12-1990
Date of Retirement	31-07-2013	30-09-2013

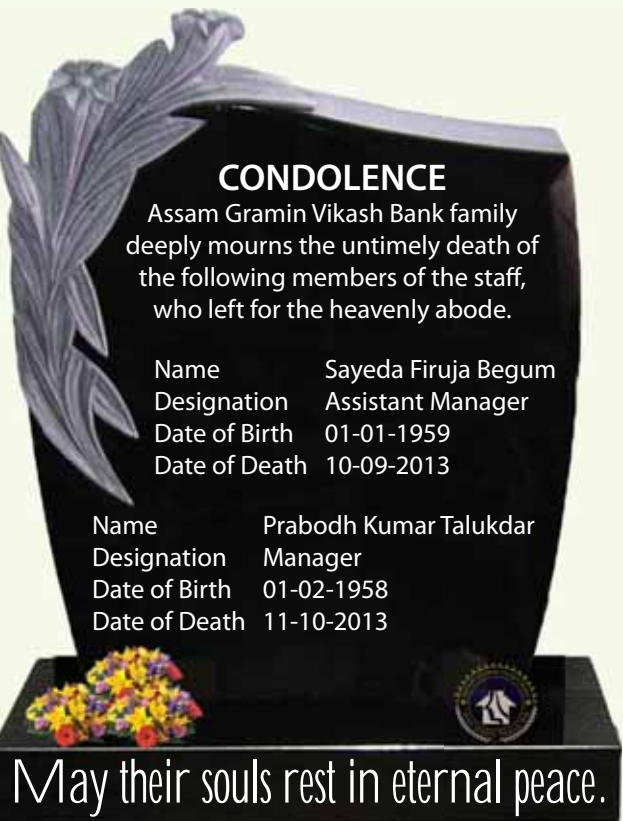
Assam Gramin Vikash Bank family wishes happy and peaceful retired life to the retired staff.

### CONDOLENCE

Assam Gramin Vikash Bank family deeply mourns the untimely death of the following members of the staff, who left for the heavenly abode.

Name Sayeda Firuja Begum  
Designation Assistant Manager  
Date of Birth 01-01-1959  
Date of Death 10-09-2013

Name Prabodh Kumar Talukdar  
Designation Manager  
Date of Birth 01-02-1958  
Date of Death 11-10-2013



May their souls rest in eternal peace.

## BANK DECLARES RESULT OF THE PERFORMANCE LINKED INCENTIVE SCHEME FOR JUNE, 2013

The Bank vide Circular no. AGVB/P&D/09/OM-30/2013-14 and AGVB/P&D/16/OM-63A/2013-14 dated 26-06-2013 and 02-09-2013 respectively, introduced a Performance Linked Incentive Scheme to promote competitiveness and encourage participation of the branches in the growth process of the Bank. The branches were divided into four groups viz.

a) Branches within 2 years of opening	Group 1
b) 'A' category (Scale I) branches over two years old + 'B' category (Scale II) branches	Group 2
c) 'C' category (Scale III) branches	Group 3
d) 'D' & 'E' category (Scale IV & V) branches	Group 4

The cash incentive as declared is of Rs.5000.00, Rs.3000.00 and Rs.2000.00 for 1st, 2nd and 3rd prizes respectively.

The Bank is pleased to declare the results of for the quarter ended June, 2013, as given below:

GROUPS	POSITION	BRANCH	REGION	SCORES OBTAINED	CASH INCENTIVE
GROUP 1	1st	New Market	Dibrugarh	70	Rs.5000.00
	2nd	Narikalguri	Golaghat	52	Rs.3000.00
GROUP 2	1st	Jharobari	Guwahati	59	Rs.5000.00
	2nd	Melamati	Golaghat	56	Rs.3000.00
	3rd	Amguri	Dibrugarh	55	Rs.2000.00
GROUP 3	1st	Tinsukia	Dibrugarh	58	Rs.5000.00
	2nd	Bamundi	Guwahati	50	Rs.3000.00

There were no qualifying branches for the 3rd position in Group 1, and Group 3 and 1st, 2nd and 3rd position in Group 4, as branches scoring less than 50 marks were not considered for prizes.

Bank congratulates all the winners and hopes new winners to emerge in subsequent quarters.



### BAKIJAI DEPT. EXTENDS HELP IN RECOVERY

AGVB Golaghat R.O. has organised 18 no. of Recovery Camps exclusively for Bakijai cases where Bakijai departments of Golaghat and Jorhat districts extended full support led by the Bakijai Officers, who even joined Bank's staff in door to door recovery drives. Thus, the ventures became successful in recovering Rs.6.99 lac from Shadow Register against 371 no. of accounts. Moreover, Shadow Register recovery touches Rs.8.62 lac till 30.09.2013 as against Rs.7.80 lac recovered during 2012-2013 for the region as a whole.

### BANKING OMBUDSMAN SCHEME, 2006 - MEETING OF NODAL OFFICERS OF BANKS

A meeting of Nodal Officers of banks having operations in North East was held on 27-08-2013 at Reserve Bank of India, Regional Office, Guwahati. Shri Ramkrishna Sarma, Chief Manager (P&D and CS) and Nodal Officer, Banking Ombudsman for AGVB represented the bank in the meeting.

## NEW RETAIL LOAN PRODUCTS OF ASSAM GRAMIN VIKASH BANK

The bank has recently introduced two new retail loan products, details of which are furnished below:-

### AGVB PREMIUM PERSONAL LOAN SCHEME

<b>Purpose</b>	Term Loan to “high salaried persons/ individuals” to meet their family & personal expenses
<b>Target group</b>	a) Permanent employees of Central and State Govt. Offices, PSUs, Reputed Companies, Educational Institutions, Corporations. b) AGVB Employees are also eligible for finance under the scheme provided the applicant has not availed clean over draft facility for staff.
<b>Eligibility</b>	1. Minimum Gross Annual Salary of Rs. 5 Lac (as per FORM-16 of the salaried individual) 2. Minimum 3 years of permanent service (RO empowers to consider 1 year completed service) 3. Salary of the applicant is either disbursed through the branch or employer ensures remittance of EMI by deducting from applicant's salary.
<b>Quantum of loan</b>	Max Rs 5.00 lac or 36 months' net salary, whichever is less
<b>Security</b>	1. Undertaking from the borrower authorising his/her employer to pay EMI by direct deduction from salary bill & to remit to the branch or from Salary payment a/c maintained with the branch and the loan outstanding from the terminal benefits in the event of cessation of service due to any reason. 2. Undertaking from the employer to pay EMI by direct deduction from salary bill & to remit branch or to continue disbursement of Salary in Salary payment a/c maintained with the branch and to pay the loan outstanding from the terminal benefits in the event of cessation of service due to any reason. 3. The borrower will provide 3 undated cheques for three EMIs for use of the branch when necessity arises.
<b>Rate of interest</b>	14.25% p.a. Fixed (0.25% concession for Salary Payment a/c holders) (Refer HO Circular on interest time to time for current rate)
<b>Repayment</b>	a) Maximum 60 months in all cases but before superannuation. b) Provided take home pay should not go below 40% of the gross salary after all deductions including proposed EMI and adequate length of service shall remain to cover the repayment period.
<b>Processing Fees</b>	1% of the loan sanctioned
<b>Sanctioning Authority</b>	Head office functionaries under their delegated discretionary powers.
<b>Command Area</b>	The loan shall be serviced by the bank branch nearest to the place of posting or place of domicile (preferable is branch nearest to the place of posting)
<b>Deviation</b>	Deviation in any feature will be allowed by the General Manager of Head Office on recommendation of concerned Regional Head.
<b>Group credit Life Insurance Coverage</b>	Mandatory. Branch should ensure that the borrower (s) covers the loan under Group credit life insurance & single premium will be borne by the borrower. Such insurance policy should be assigned in favour of the bank till the entire term loan with the bank is fully liquidated.

### Other Terms & Conditions :

- Borrower-employee should have SB / CD a/c with branch (opened with KYC compliance) & loan will be disbursed through such a/c.
- Identity & permanent address of borrower-employees should be verified by branch through proper documents and a record of the same is to be kept in branch file.
- Loan a/c would be preferably in joint name of spouse (wherever available) .

## AGVB CAR LOAN FESTIVAL BONANZA SCHEME

### Period of the Scheme

27th Sept, 2013 to 26th April, 2014

### Objective

- To aggressively boost up Car Loan portfolio.
- To undertake extensive marketing drive in growing cities & satellite towns.
- To explore opportunities for the cross selling of products.

### Eligibility

- All customers of the bank permanently residing in Assam (within service area of the Bank) and within age group of 21 to 60 years are eligible under the Scheme.
- The total deduction from the salary/income including the EMI of this Loan does not exceed 60% of gross salary/ income of the Borrower. Minimum Gross salary/income of the applicant(s) should not be less than Rs.3.60 lac.

### Loan Limit & Rate of Interest

Special offer under this scheme in respect of loan limit and interest rate as follows- :

Sl.	Maximum Loan Limit	Maximum Repayment Period	Proposed Interest rate	
			Repayment up to 3 years	Repayment above 3 years
1	Rs 30.00 lac	7(seven) years	10.50% (fixed rate)	11.00%(fixed rate)

### Borrower's Margin

10% of the On Road Price of the Vehicle

### Processing charge

0.50% of the loan amount

### Security

- Primary: Hypothecation of the Vehicle
- Additional: (i)Salary Undertaking(In case of Service holders)  
(ii) 10% Liquid Security & two Guarantors with net worth of 200% of the loan limit(In case of others) .

### For staffs

All confirmed officers and employees of the bank are eligible to avail Car Loan under this scheme

### Other terms & conditions

- The Scheme is applicable for purchase of new car only.
- The Scheme is purely periodic and it will be valid w.e.f. 27th Sept, 2013 to 26th April, 2014. Accordingly Special offer extended under the scheme will remain valid for the said period only.

However, normal Car Loan scheme as circulated vide Head Office circular no. AGVB/CR/20/OM-74/2010-11 dated 26.11.2010 will remain in force.



## CURRENT POLICY RATES

Bank Rate :	9%	Reverse Repo Rate :	6.50%
Repo Rate :	7.50%	Marginal Standing Facility Rate :	9%

## CUSTOMERS' MEET AT MANGALDOI

Mangaldoi Branch of the bank organized a Customers' meet in the evening of 14th September, 2013 at Youth Club, Mangaldoi. The meeting started with a Bhajan presented by the members of the Youth Club. Chairman of the Bank Shri Shio Shankar Singh welcomed the customers and well wishers who attended the meeting with inspiring and graceful words. He highlighted the mission and vision of the bank and also cited that AGVB is the biggest bank in Assam in terms of Branch network, giving more employment opportunity thereof in comparison to any other Banks in Assam. Thereafter, Sri R.K. Sarma, Chief Manager (P&D and CS), AGVB, Head Office gave an elaborate presentation regarding the position of the Bank in various parameters like Deposit, Advance, financing to KCC, SHGs JLGs, MSME, etc. and achievement thereof in comparison to other Banks functioning in the State. He also highlighted about the new initiatives of the bank such as introduction of RTGS/NEFT, ATM, etc.

In the meeting, customers also expressed their views on the services of the bank. Shri Pradip Das, a well known business man of Mangaldoi, had expressed his happiness for the services and behaviour received from the staff of AGVB, Mangaldoi Branch. Mr. Anupam Deka, an industrialist of repute also expressed his sincere gratitude towards AGVB as he had achieved remarkable progress with the help of this Bank. Mr. Juel, a very old customer of the bank urged Government departments to park their deposits with AGVB. Sri Ramesh Ghosh and Sri Hahiram Nath also praised AGVB, Mangaldoi Branch for their customer friendly services. The programme was also attended by Sri D.P Adhikary, Regional Manager of Nalbari Region.

Sister of Brahmakumari created a peaceful environment by delivering a lecture on peace and harmony. Moving towards the end of the meeting a cultural programme was organised by the participants of the meeting along with the Bank's staff. The programme was also anchored by Sri Manash Sarma, Senior Manager of Mangaldoi Branch. The meeting ended with a vote of thanks from Sri Bishnu Prasad Das, Chief Manager of Mangaldoi Branch.



Shri S.S.Singh, Chairman addressing the customers



Shri Pradip Kumar Das addressing the audience



Sri R. K. Sarma with his power point presentation



A Bhajan being performed by the members of Youth Club



View of the audiences





## LAUNCHING OF SMART CARD BASED PAYMENT SYSTEM TO MGNREGA BENEFICIARIES

The Bank launched Smart Card based MGNREGA wages payment mechanism, in Bongaigaon district on 16-09-2013. A launching ceremony was organised on the occasion at Dhantola Bazar which was inaugurated by Sri Shio Shankar Singh, Chairman of the Bank. In the programme which was attended by over 400 local public, wages were released to the eligible MGNREGA beneficiaries through Smart Cards under Business Correspondent mode. Sri H Das, B.D.O., Dangtola Development Block, Sri D R Borah, Chief Manager (IT, MIS and FI) and Sri H P Debnath, Regional Manager, Kokrajhar region of the Bank were also present on the occasion.



Sri Hem Ch Haloi, Manager, Dhantola Bazar Branch speaking on the occasion



A section of the participants

On the same day another meeting was organised at Bongaigaon Town to discuss as well work out strategies for smooth implementation of MGNREGA wages payment mechanism in the entire district. Representatives of Govt. line departments of the district, heads of AGVB branches under Bongaigaon district, BC Agents, etc. attended the meeting. Sri S P Nandy, IAS, Deputy Commissioner, Bongaigaon, who graced the meeting as the Chief Guest, elaborated the role of the Bank branches and the BC Agents for successful implementation of the Smart Card based wage payment mechanism and emphasized on a well coordinated approach of all the entities involved. Sri Shio Shankar Singh, Chairman of the Bank highlighted Bank's plan and strategies in this regard and appealed all concerned to work dedicatedly, so that the same can be a role model for the other districts.

It is mention worthy that Govt. of Assam has executed an MoU with the Bank for implementation of Smart Card based MGNREGA wage payment system in twelve districts of the State. In the meeting, Sri Shio Shankar Singh, Chairman welcomed and felicitated Sri S P Nandy, IAS, Deputy Commissioner, Bongaigaon.



## VISIT OF DIGNITARIES TO SUALKUCHI

Shri Sanjay Arya, Executive Director, United Bank of India accompanied by the General Manager (Development), N E Region, Shri S. N Sahu dropped in Bank's Sualkuchi branch during their visit to Sualkuchi, the hub of Assam's traditional weaving industry on 25th of July, 2013. The dignitaries were received by our Bank's staff and were given a warm and hearty welcome. They visited two weaving units and were enchanted by the flourishing industry which is achieving greater heights with every passing day. During their visit to the branch, they had an interaction with all our staff including the marketing team from the Regional Office, Guwahati. They shared their ideas to improvise the service and achieve substantial success in the banking sector. The young members were motivated to involve themselves in the bank with utmost sincerity and enthusiasm. Their encouraging speech served as a great source of inspiration for all.



Shri Sanjay Arya, Executive Director, UBI alongwith Shri S.N.Sahu, GM, UBI interacting with members of staff of Sualkuchi Branch

## TRAINING AND HUMAN RESOURCE DEVELOPMENT

Bank has been giving priority to upgrade the knowledge and skills of its workforce by deputing them to various training programmes, both within and outside the State. During the period from 01.07.2013 to 20.09.2013, altogether 278 Officers and Employees have been attended such training, the detailed particulars of which are as under:

Name of Institute/Organisation	No. of Staff Trained	
	Officer	Office Assistant (M)
IIBM, Guwahati	19	-
STC, UBI, Kolkata	0	-
BIRD Lucknow	0	-
RBI, Guwahati	0	-
NABARD, Guwahati	0	-
UBI	3	-
Others	53	-
AGVBCBTL, Guwahati	0	-
AGVBCBTL, Guwahati (CBS)	83	120
<b>Total</b>	<b>158</b>	<b>120</b>



### TRAINING PROGRAMMES CONDUCTED BY AGVB RSETIs

AGVB RSETI Jorhat, Tezpur, Bongaigaon and Kamrup(M) has been successfully imparting training to the rural youths / women of various parts of the state of Assam since its establishment till date. The training programmes organised by each RSETI upto September 2013 are given below:-

#### AGVB RSETI Tezpur

Sl. No.	Name of the programme	Duration of the programme	No. of trainees
1	Dairy Farming	22.04.2013 to 27.04.2013	17
2	Dairy & Vermi Compost	14.05.2013 to 23.05.2013	21
3	Poultry Farming	25.05.2013 to 30.05.2013	18
4	Piggery	10.06.2013 to 15.06.2013	23
5	Goat Farming	17.06.2013 to 22.06.2013	19
6	Pisciculture	08.07.2013 to 13.07.2013	18
7	Dairy Farming	15.07.2013 to 20.07.2013	22
8	Piggery	23.09.2013 to 28.09.2013	24
9	Goat Farming	30.09.2013 to 05.10.2013	22
<b>TOTAL</b>			<b>184</b>

#### AGVB RSETI Kamrup(M)

Sl. No.	Name of the programme	Duration of the programme	No. of trainees
1	Dairy Farming	20.5.2012 to 25.5.2013	22
2	Poultry Farming	27.5.2013 to 1.6.2013	17
3	Pisciculture (Inland Fisheries)	10.6.2013 to 15.6.2013	21
4	Plant Nursery Management (Banana Cultivation)	17.6.2013 to 23.6.2013	20
5	Dairy Farming	24.6.2013 to 29.6.2013	28
6	Dairy Farming	8.7.2013 to 13.7.2013	27

7	Dairy Farming	15.7.2013 to 20.7.2013	26
8	Goat Rearing	24.7.013 to 30.7.20123	29
9	Piggery	19.8.2013 to 24.8.2013	25
10	LMV Driving	2.9.2013 to 18.9.2013	24
11	Poultry Farming	9.9.2013 to 14.9.2013	25
12	Piggery	24.9.2013 to 29.9.213	27
13	Poultry Farming	05.10.2013 to 11.10.2013	28
<b>TOTAL</b>			<b>319</b>

### AGVB RSETI Bongaigaon

Sl. No.	Name of the programme	Duration of the programme	No. of trainees
1	Dress designing for women	27.05.13 to 19.06.13	23
2	Comprehensive Agriculture & Allied Activities	05.06.13 to 20.06.13	24
3	Beauty parlour management	20.06.13 to 24.07.13	29
4	Light Motor Vehicle	20.06.13 to 06.07.13	29
5	Light Motor Vehicle	08.07.13 to 22.07.13	32
6	Basic photography & Videography	01.07.13 to 23.07.13	19
7	Dairy Farming	25.07.13 to 31.07.13	34
8	Light Motor Vehicle	01.08.13 to 26.08.13	28
9	Comprehensive Agriculture & Allied activities	01.08.13 to 25.08.13	29
<b>TOTAL</b>			<b>247</b>

### AGVB RSETI Jorhat

Sl. No.	Name of the programme	Duration of the programme	No. of trainees
1	Poultry Farming	25.04.2013 to 30.04.2013	32
2	Goatery	13.05.2013 to 18.05.2013	31
3	Pig Farming	03.06.2013 to 08.06.2013	44
4	Dress Designing For Women	24.06.2013 to 14.07.2013	29
5	Paper cover, bags, envelop and File making etc	14.07.2013 to 01.08.2013	23
6	Mushroom Cultivation	05.08.2013 to 10.08.2013	18
7	Pisciculture	02.09.2013 to 07.09.2013	30
<b>TOTAL</b>			<b>207</b>



LMV Driving trainee of AGVB RSETI-KAMRUP (M) on the road

## SUCCESS STORY-FROM RSETI, JORHAT

Ms Runu Borah, wife of Sri Babul Borah and mother of three children is a resident of Nowsolia NEFA gate, Borbheta, Jorhat (Assam). The small income from the grocery shop run by her husband was not enough to meet the household needs for her family. While thinking about additional source of income to supplement the family income, Ms Borah came to know about the training programmes on various income generating activities organized by Assam Gramin Vikash Bank, Rural Self Employment Training Institute, Jorhat. After getting information about various training programmes and rules & regulations regarding the programmes from the Director, AGVB-RSETI, she chose to apply for the training programme on Food Processing & Preservation. Eventually Ms. Borah got selected for the programme and attended the training at RSETI- Jorhat from 07th February, 2013 to 13th February, 2013.

After completion of the training, Ms. Borah started preparing different types of pickles, jam, jelly, squash, etc. at her home with the help from her elder daughter, a college student. She rightly thought that since they had a grocery shop at home, if she prepared these items, she would not have to worry about marketing and selling her products at least at the initial stage. Since the raw materials required for preparing these items are readily available in the local market and she learnt about bottling and packaging of the products at the training, Ms Borah got good response from the customers and it encouraged her enough. She told that her monthly sell about Rs.3000/-and her net income after all expenditure is about Rs.1000.00 to Rs.1200.00 per month from the new venture.



Ms Runu Borah drying the chopped mangoes



Ms Runu Borah with some of her products

While visiting her home by Director, RSETI, Ms. Runu Borah expressed the following “I am grateful to AGVB-RSETI, Jorhat for their effective training and encouragement to start an income generating activity. Though I have not taken any bank loan at this stage I am planning to avail of a bank loan to expand my business. I have taken food processing as a business and I am confident that gradually I shall be able to increase my business and stand on my own feet.”



Dr. S. Das, Station Director, All India Radio addressing the audience on the valediction programme of “Piggery” training



Sri S.S.Singh, Chairman delivering training certificate to a trainee on the closing ceremony of “Piggery” training programme

## ASSAM GRAMIN VIKASH BANK: RECRUITMENT OF MANPOWER

The Bank has initiated necessary steps for recruitment of Officers in Scale-I, Scale-II, Scale-III, Office Assistants and also promotion of all categories of staff as per provisions of the Regional Rural Banks (Appointment and promotion of Officers and other employees) Rules 2010.

The list of new recruits, who has joined between 14-07-2013 to 20-09-2013, is furnished below.

### RECRUITMENT:

OFFICER SCALE –II	
Sl. No.	NAME
1	Biplab Dey



OFFICE ASSISTANT(MULTI PURPOSE)	
Sl. No.	NAME
1	Tanushree Paul
2	Ripon Choudhury
3	Arup Kalita
4	Dhruba Jyoti Das
5	Kuldip Barbaruah
6	Niladri Sarkar
7	Manoj Das
8	Janmayjoy Ch. Sarkar
9	Priyakshi Parashar
10	Chandan Hazarika
11	Basudev Pathak
12	Sibasish Roy
13	Ritwik Kumar Medhi
14	Bhaskarjyoti Barman
15	Jibon Kr. Rajbongshi
16	Roopam Barman
17	Sujata Saikia
18	Surajit Nath Mazumdar
19	Sanjib Gogoi
20	Podma Jyoti Mili
21	Manash Jyoti Mahanta
22	Papi Das
23	Swapan Deb
24	Lani Deka

OFFICER SCALE –I	
Sl. No.	NAME
1	Jwngsar Basumatary
2	Trishna Das
3	Mallika Boruah
4	Subha Nandy
5	Sofur Ahmed
6	Surujmoni Gogoi
7	Dipak Kumar Roy
8	Rajarshi Baruah
9	Hiranya Mili
11	Jagadish Bharadwaj

### BANK WITH GREAT VALUES...

It is my privilege that I have got a chance to state my experience with AGVB. To start up with, I joined the bank as an Asst. Manager on 22nd July, 2013. This is my first exposure to the financial sector and it has offered me tremendous training both on the products and on sales. Everyday dealing with different customers is a rich experience. Most enjoyable part of this job is to make them (customers) feel really special. Management allowed me to expand my views and abilities.

AGVB is a great organization to work for. A bank with great values. Emphasis on work/life is very balanced. It is a local community bank so you really get to know all your clients very well. Management is great in the sense that they are very understanding and accommodating when it comes to work and personal life.

Another enjoyable part of the job is being around my Managers and co-workers, who have abundance of experience. There was not a situation that they could not overcome. The lines of communications were always open to help brainstorm. In short, I have learned a lot throughout the time since my joining and the experience that I have gathered till now is very motivating, driving and very positive.

**Mallika Boruah, Asstt. Manager, Head Office**

**PERFORMANCE OF THE BANK AT A GLANCE**  
**AS ON 30-09-2013(PROVISIONAL)**

(AMOUNT IN RS. THOUSAND)

Sl.No.	PARAMETERS	31.03.2011	31.03.2012	31-03-2013	30-09-2013
<b>KEY PERFORMANCE INDICATORS</b>					
1	No. of District Covered	25	25	25	25
2	No. of Branches	362	369	374	377
3	Total Staff	1733	1748	1884	2070
	Of which - Officers	761	797	974	1151
4	Deposits	43764005	48831890	55313008	59233643
5	Borrowings Outstanding	762204	1322633	1444041	1792454
6	Gross Loans & Advance outstanding	20728263	26015645	31135260	33648136
	Of which (6) above				
	i) Loans to Priority Sector	16517834	21723383	26181658	28595822
	ii) Loans to Non-Priority Sector	4210429	4292262	4953602	5052314
7	Credit Deposit Ratio	47.36	53.28	56.29	56.81
8	Investments Outstanding	25027897	25680436	26444116	31654510
	Loans issued during the year				
9	Loans issued during the year	7434979	7424468	7041506	3329818
	- Of 9 above, loans to Priority Sector	5887797	6243579	5610429	2827315
	- Of 9 above, loans to Non-Priority Sector	1547182	1180889	1431077	502503
10	Productivity				
	Per Branch	178155	202839	231145	246370
	Per Employee	37214	42819	45885	44892
11	A) Demand*	4906613	6025082	6737246	7023100
	b) Recovery*	3456449	4222529	4928170	5198500
	c) Over dues*	1450164	1802553	1809076	1824600
	Recovery % *	70.44	70.08	73.15	74.02
12	a) Standard	19549069	24462967	29230496	31905478
	b) Sub – Standard	495098	631252	628393	575467
	c) Doubtful	664902	910313	1266494	1156548
	d) Loss	19194	11113	9877	10643
	T o t a l	20728263	26015645	31135260	33648136
	Standard Assets as % Gross Loans & Adv. outstanding	94.31	94.03	93.88	94.82
13	Profit (Before Tax)	510081	781642	1078003	825331
14	Share capital deposit	856325	856325	856325	856325
15	Accumulated loss	Nil	Nil	Nil	Nil
16	Reserves	736367	1276482	2020304	2020304

\* position as on 30<sup>th</sup> June 2013

**PERFORMANCE OF BANKS IN ASSAM AS ON 30-06-2013**  
**A COMPARATIVE POSITION**  
**ASSAM STATE: ACHIEVEMENT VERSUS NATIONAL NORMS AS ON 30-06-2013**

Parameters	National Norms (%)	State Position (%)	Position of AGV Bank (%)
CD Ratio	60	40.22	57.52
Pri. Sec. Adv. to Total Adv.	40	54.59	84.37
Agl. Adv. to Total Adv.	18	18.65	35.29
Lending to Weaker Section	10	24.62	41.72

**PERFORMANCE OF BANKS IN ASSAM AS ON 30-06-2013**  
**A COMPARATIVE POSITION OF BANKS IN ASSAM**

(AMOUNT IN RS. THOUSAND)

Banks in Assam as on	Total Banks	Comm. Banks	RRBs	AAB	Total Branches	Com. Bank Branches	RRBs Branches	Of RRBs, Branches of AGVB	AAB Branches
31.03.2013	35	32	2	1	1804	1306	427	374	67
30.06.2013	35	32	2	1	1804	1322	429	376	67

**TOP 5 BANKS IN THE STATE IN RESPECT OF DEPOSIT AND ADVANCES**

DEPOSIT				ADVANCES			
Position as on 31-03-2013		Position as on 30-06-2013		Position as on 31-03-2013		Position as on 30-06-2013	
Rank	Bank	Rank	Bank	Rank	Bank	Rank	Bank
1	SBI	1	SBI	1	SBI	1	SBI
2	UBI	2	UBI	2	UBI	2	UBI
3	AGVB	3	AGVB	3	AGVB	3	AGVB
4	UCO	4	UCO	4	PNB	4	PNB
5	ALB	5	CBI	5	UCO	5	UCO

**SHG CREDIT LINKED CUMULATIVE**

As on 31-03-2013			As on 30-06-2013		
Gross	Assam Gramin Vikash Bank		Gross	Assam Gramin Vikash Bank	
	Amount	Share (%)		Amount	Share (%)
151909.96 (259548 Groups)	50266.20 (129895 Groups)	33.09 (50.04)	143303.56 (243777 Groups)	51384.42 (131599 Groups)	35.86 (53.98)



## TOP 5 BANKS IN THE STATE IN RESPECT OF SHG CREDIT LINKAGE, CUMULATIVE

Position as on 31-03-2013				Position as on 30-06-2013			
Bank	Amount	Share (%)	Rank	Bank	Amount	Share (%)	Rank
<b>AGVB</b>	<b>50266.20</b> (129895 Groups)	<b>33.09</b> (50.04)	<b>1</b>	<b>AGVB</b>	<b>51384.42</b> (131599 Groups)	<b>35.86</b> (53.98)	<b>1</b>
SBI	24645.31 (35325 Groups)	16.22 (13.61)	2	SBI	24929.75 (35541 Groups)	17.40 (14.58)	2
PNB	7532.17 (19579 Groups)	4.96 (7.54)	3	PNB	18209.74 (13212 Groups)	12.71 (5.42)	3
UCO	11118.35 (13858 Groups)	7.32 (5.36)	4	UCO	12764.95 (19600 Groups)	8.91 (8.04)	4
UBI	18161.83 (13132 Groups)	11.96 (5.06)	5	UBI	11729.7 (14509 Groups)	8.19 (5.95)	5

## KCCs ISSUED DURING THE YEAR

As on 31-03-2013			As on 30-06-2013		
Gross	Assam Gramin Vikash Bank		Gross	Assam Gramin Vikash Bank	
	Amount	Share (%)		Amount	Share (%)
265797	75261	28.32	42881	11044	25.75

## TOP 5 BANKS IN THE STATE IN RESPECT OF ISSUANCE OF KCCs DURING THE YEAR

Position as on 31-03-2013				Position as on 30-06-2013			
Bank	Amount	Share (%)	Rank	Bank	Amount	Share (%)	Rank
<b>AGVB</b>	<b>75261</b>	<b>28.32</b>	<b>1</b>	<b>AGVB</b>	<b>11044</b>	<b>25.75</b>	<b>1</b>
SBI	54561	20.52	2	SBI	8859	20.66	2
UBI	31236	11.75	3	LDRB	5443	12.69	3
UCO	28862	10.86	4	UBI	4958	11.56	4
CBI	26891	10.12	5	UCO	3846	8.97	5

## KCCs ISSUED CUMULATIVE

As on 31-03-2013			As on 30-06-2013		
Gross	Assam Gramin Vikash Bank		Gross	Assam Gramin Vikash Bank	
	Amount	Share (%)		Amount	Share (%)
1329203	428544	32.24	1312296	439588	33.5

## TOP 5 BANKS IN THE STATE IN RESPECT OF ISSUANCE OF KCCs CUMULATIVE

Position as on 31-03-2013				Position as on 30-06-2013			
Bank	Amount	Share (%)	Rank	Bank	Amount	Share (%)	Rank
<b>AGVB</b>	<b>428544</b>	<b>32.24</b>	<b>1</b>	<b>AGVB</b>	<b>439588</b>	<b>33.5</b>	<b>1</b>
SBI	391689	29.47	2	SBI	343098	26.14	2
UBI	186099	14.00	3	UBI	191057	14.56	3
CBI	76293	5.74	4	CBI	79228	6.04	4
UCO	73149	5.50	5	UCO	76995	5.87	5

Source: SLBC, Assam, June'13



## TOWARDS THE DAWN OF PERFECTION

Sri Srivats Singh

It's difficult envisaging a life that is devoid of a target. Target in a broader sense implies the definition of a goal. Something that visibly motivates our mind to attain itself is a target but the latent synergy which mysteriously and continuously propels our subconscious self to behold that aura means goal. Intricacies initiate when the goals become persuasive, when you start visualizing the unseen finish. Dreams, or so they are called, tend to get impulsive, an infinite positivity seems to blind you with repeated strokes of coruscating fortitude. We tend to get smug with just the belief of achieving our coveted desire. The lucky ones reach the fire point; the ignition takes them to auto-burn mode, while the majority ends up with the flash point; once the ignition is gone, so does the desire.

The latter ones are the people who have cornucopia of goals, but unfortunately they lack plans. Such goals are termed as wish.

"We must build castles in air but also we need to construct ships to carry us there."

Since we have a platform to explore and refine our potentials, we must take the onus of bringing out the best in us. Three years and off we move to the market, a pandemonium which has no respect for potential energy. It's time for the bathroom singers to prepare for the stage; for the amateur players to sincerely take their skills to a conspicuous level; for the so called geeks to transform into charming boffins. In other words hobbies and self-kept practices should be improved to add laurels to our personality, after all an engineer should know something about everything and everything about something. With unflinching attitude and a persistent positive self talking, we can elevate ourselves to an astonishing level of market and social acceptability.

We must remember that even the lungs of Michael Phelps would have tasted water before he became worth mentioning here. Dilatoriness, cynicism and negativity will try to pull us back into the hole of ignorance, but vivacity, optimism and self-belief can work wonders.

Let's start our journey towards excellence looking at the words of John Barrymore-

"A man is not old until regrets take the place of dreams"

& believe my friends; the journey will itself be more memorable than the comfort of our accomplished goal.

Sri Srivats Singh is a student of BITS, Mesra and son of Shri S.S. Singh, Chairman, AGVB



### Nobel Prize Winner 2013 – Economics

Eugene Fama, Lars Peter Hansen and Robert Shiller from U.S have been awarded the 2013 Nobel Prize in Economic Sciences for their "empirical analysis of asset prices". Research by Eugene F. Fama, Lars Peter Hansen and Robert J. Shiller had helped to understand price-setting in financial markets like stocks and bonds, and prices used for index funds.

Eugene Fama has designed the Fama-French three-factor model of asset pricing in collaboration with Kenneth French which helps investors determine market prices more accurately than with the more traditional capital asset pricing model. Hansen has worked on a statistical method that tests the theories of asset pricing and has focused on pinpointing linkages between financial and real sectors of the economy. Shiller's work centers on reactions to fluctuations in stock prices and corporate dividend and contributed to closely-watched US home price indices..



## Frequently Asked Questions on (FAQs) on National Rural Livelihood Mission (NRLM)

### What is the future of SHG -2 due to implementation of NRLM?

The guidelines under SHG-2, inter alia, suggested certain product level changes in the existing SHG-BLP to enable the financing banks respond to the changing requirements of the rural poor while keeping the basic tenets of the programme unchanged. The guidelines of NRLM and SHG-2 are in agreement with each other like emphasis on savings, option of cash credit limit / term loan for SHG members, emphasis on economic activities, improving risk mitigation measures, building second tier institutions of the poor, etc. Thus, SHG-2 was primarily a rejig of the financial product making it more client centric and friendly.

### Generally, only women groups can be formed under NRLM except in case of men with disabilities. Does it mean that exclusive men SHGs cannot be formed?

Exclusive men SHGs can also be formed. However, benefits under NRLM shall be available for women SHGs only. NRLM is an inclusive process which aims to cover each and every eligible rural household by forming women SHGs.

### Does SGSY cease to exist after implementation of NRLM?

Yes, the Reserve Bank of India's circular on NRLM dated 27 June 2013 also mentions of NRLM replacing SGSY with effect from 01 July 2013. Further, the SGSY loans sanctioned by Banks on or after 01 April 2013 will be covered under the ambit of NRLM.

### Is NRLM targeted at BPL members only?

No, NRLM plans to do away with BPL and targeting will be based on participatory identification of poor (PIP) at the level of the community which will be vetted by Gram Sabha and approved by Gram Panchayat.

### NRLM speaks of promoting women SHGs consisting of 10-15 members whereas NABARD guidelines say that SHGs may comprise 10-20 members. Which one is correct?

It is enumerated in the guidelines of SHG-BLP that a SHG, with the exception of those in hilly and difficult terrains, may comprise 10-20 members. The available data reveals that the average size of a SHG promoted across the country is about 12 members. Hence, the objective of NRLM to promote SHGs of 10-15 members is in order.

NRLM envisages minimum per SHG loan amount of 4-8 times of the group corpus or Rs.50,000/- whichever is higher at the time of first credit linkage, whereas guidelines state that the SHGs should be given loan upto four times of their corpus at the time of first credit linkage.

The NRLM is a special flagship programme of Government of India which aims at providing higher dosage of credit to SHGs. Many state SLBCs have taken decision to sanction certain minimum quantum of credit assistance to SHGs. The quantum of credit to a SHG should be linked to the corpus of the SHG, but the quantum should be left to the discretion of the financing banks. However, while sanctioning higher dosage of credit to SHGs, the banks may keep in view their ability for financial management, utilization, credit history, repayment of the loan amount of the SHGs.

### NRLM speaks of promoting federations of SHGs. But, it is generally perceived that NABARD does not favour promotion of federations of SHGs. What is NABARD's stand on the subject?

NABARD has not been against promotion of Federations of SHGs. NABARD, vide its circular dated 20 September 2007, and has outlined the support available for promotion of Federations of SHGs. The federations of SHGs should be member driven; member owned and managed entities which can play a role in promotion of SHGs, training, capacity building, livelihood support and similar initiatives undertaken by its members.

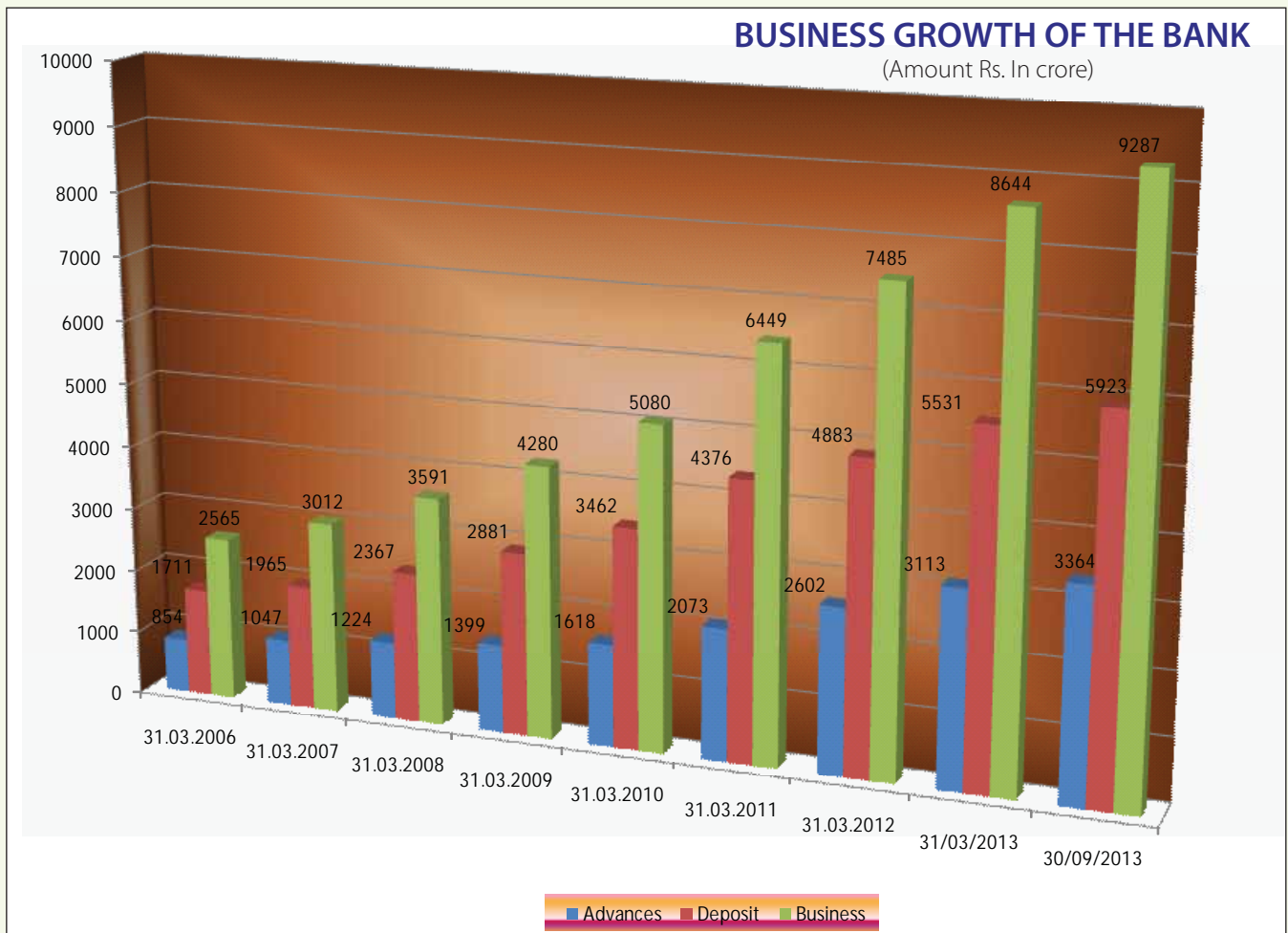
Federations of SHGs may not be allowed to substitute the role of banks when it comes to the issue of extending the financial services to its members. The past experiences on financial intermediation by federations in various states have not shown collective action, greater solidarity, bargaining power, economies of scale and larger linkages, NABARD will not have any problem as long as the federations do not resort to financial intermediation.

**NRLM guidelines say that the groups can be sanctioned either term loan or cash credit limit. But, the guidelines issued by DFS indicate that all SHGs other than cases where back ended subsidy is involved should be sanctioned cash credit only. Then, what type of loan should be sanctioned to a SHG?**

The Banks are free to sanction cash credit limits / term loan to SHGs keeping in view the requirements and convenience of SHGs.

**Groups promoted under NRLM will get loan at 7% p.a. whereas those promoted under our assistance may get loan at normal rates of interest say between 11-15% p.a. how do we convince the SHG members in a village who get credit at two different rates of interest?**

All existing NRLM and NRLM compliant women SHGs shall qualify for coverage under NRLM and they may get credit at 7% p.a. The Union Cabinet has approved the provision of interest subvention to WSHGs enabling them to avail loans upto Rs.3 lakh at an interest rate of 7% p.a. WSHGs that repay loans in time will get additional 3% subvention. This initiative in the first phase would focus on 150 districts which include 80 odd LWE districts. However, the other detailed guidelines from Gol are still awaited.



## -SELF-APPRAISAL-

A little boy went into a PCO and reached for the phone and proceeded to punch in the phone numbers.

The PCO owner observed and listened to the conversation:

Boy: "Lady, can you give me the job of cutting your lawn?"

Woman (At the other end of the phone line): "I already have someone to cut my lawn."

Boy: "Lady, I will cut your lawn for half the price of the person who cuts your lawn now."

Woman: "I'm very satisfied with the boy who is presently cutting my lawn."

Boy: (With more perseverance): "Lady, I'll even sweep your curb and your sidewalk, so on Sundays you will have the prettiest lawn in your neighbourhood."

Woman: "No, Thank You."

With a smile on his face, the little boy replaced the receiver. The PCO owner, who was listening to all this, walked over to the boy.

PCO owner: "Son...I like your attitude; I like the positive spirit and would like to offer you a job."

Boy: "No, thanks."

PCO owner: "But you were really pleading for one."

Boy: "No sir, I was just checking my performance at the job I already have. I am the one who is working for that lady I was talking to!"

This is what we call "Self Appraisal".



# গ্ৰাহক সেৱা আৰু ভণ্টীৰ গামোচা

প্ৰদীপ চন্দ্ৰ কলিতা

ছাৰ-

মাতটো শুনিয়েই মূৰ তুলি চালো। দুৱাৰমুখত শুভ্ৰ বসন পৰিহিতা এগৰাকী মহিলা। মই আহক বুলি কোৱাৰ লগে লগে মোৰ চেম্বাৰলৈ মহিলাগৰাকী সোমাই আহিল। মই বহিবলৈ ক'লো যদিও তেওঁ নবহিল। কওকচোন- মোৰ কথাৰাৰ শুলি তেওঁ উচুপিবলৈ ধৰিলে। ক্ৰমান্বয়ে উচুপনি কান্দোনত পৰিণত হ'ল। মই হতভম্ব হৈ পৰিলো। কওকচোন আপোনাৰ কি সমস্যা হৈছে। মানুহগৰাকী নিৰুত্তৰ। কেৱল কান্দিয়েই আছে। কান্দি কান্দি দুগাল তিয়াই পেলাইছে। এইবাৰ মই অকণমান টান সুৰতেই ক'লো- আপুনি এনেদৰে কান্দি- কাটি থাকিলে মই কেনেকৈ জানিম আপোনাৰ কি সমস্যা হৈছে? কথাটো নকয় কিয়? মানুহগৰাকী কান্দিয়েই থাকিল। মই বিবুধিত পৰিলো।

গ্ৰাহকেৰে বেংকটো ঠাই খাই আছে। মোৰ চেম্বাৰত এগৰাকী মহিলাই কান্দি থকা দেখিলে কাৰ মনত কেনে কৌতুহলৰ সৃষ্টি হয় কোনে জানে? তদুপৰি আমাৰ কৰ্মচাৰীসকলো আছে। তেওঁলোক কোনে কি ভাবে কি ঠিক! মই মহিলাগৰাকীক অনুৰোধৰ সুৰত এইবাৰ ক'লো- চাওক, আপুনি যদি মুখেৰে একো নকয়, তেনেহ'লে আপোনাৰ কি সমস্যা মই কেনেকৈ গম পাম? গম নাপালে মই আপোনাক কেনেকৈ সহায় কৰিম কওকচোন? কান্দোনৰ বাহিৰে মহিলাগৰাকীৰ মুখৰ মাত নাই। এইবাৰ মই চকীৰ পৰা উঠি তেওঁৰ কাষ পাই বুজনিৰ সুৰত ক'লো- আপোনাৰ কথাখিনি মোৰ আগত খোলাখুলিকৈয়ে কওক। একো ভয় বা সংকোচ কৰিব নালাগে। ময়ো তেজ মঙহেৰে গঢ়া মানুহ। মোৰো এখন হৃদয় আছে। মানুহগৰাকী কিছু শান্ত হোৱা যেন লাগিল। তথাপি কিন্তু মুখৰ মাত ওলোৱা নাই। পৰিস্থিতিটোৱে মোকো যথেষ্ট আৱেগিক কৰি তুলিলে। মই পুনৰ ক'লো- কওকচোন, মোক আপোনাৰ নিজৰ দাদা বুলি ভাবি লওক। মই পাৰ্যমানে আপোনাক সহায় কৰিবলৈ চেষ্টা কৰিম।

এতিয়ালৈকে মই তেওঁৰ সমস্যাটোৰ বিষয়ে সামান্যও ভু পোৱা নাই। প্ৰচণ্ড কিবা এটি শোকে যেন মহিলাগৰাকীৰ বুকুখন হেঁচি ধৰিছে, যাৰ বাবে তেওঁৰ কণ্ঠস্বৰ ৰুদ্ধ হৈ পৰিছে। কথা ক'ব বিচাৰিছে, অথচ ক'ব পৰা নাই। কেইটামান মুহূৰ্ত পাৰ হোৱাৰ পাছত তেওঁৰ মুখৰ মাত ওলাল। মই স্বস্তিৰ নিশ্বাস এৰিলো।

নাম তেওঁৰ ইৰাৱতী দাস। স্বামী ডিম্বেশ্বৰ দাস বুনিয়াদী স্কুলৰ শিক্ষক আছিল। ২০০৬ চনত আমাৰ বেংকৰ পৰা গিৰিয়েকে দুই লাখ টকা গৃহ ঋণ হিচাপে লৈছিল। বিনিময়ত নিজৰ ভেটি মাটিখিনি বন্ধকত দিবলগীয়া হৈছিল। বেংকৰ কিস্তি ৫৪ হেজাৰ মান পৰিশোধ কৰাৰ অন্তত দীৰ্ঘদিন কিস্তি আদায় নিদিয়া বাবে মই তেওঁলৈ নোটিচ জাৰি কৰিছিলো। নোটিচ পোৱাৰ পাছত তেওঁৰ উৱাদিহ নোপোৱা অৱস্থা হৈছিল।

গৃহ ঋণ লোৱাৰ কিছুদিন পাছতে ডিম্বেশ্বৰ দাস দুৰাৰোগ্য কৰ্কট ৰোগত আক্ৰান্ত হৈছিল। চাৰিমাহ আগতে গিৰিয়েকে ইহ সংসাৰৰ পৰা বিদায় লোৱাত ইৰাৱতী দাসৰ মূৰত যেন সৰগখন ভাগি পৰিছিল। ঘৰৰ একমাত্ৰ উপাৰ্জনশীল ব্যক্তিজনৰ মৃত্যুত পৰিয়ালটোৰ সপোন থানবান হৈ গৈছিল। ন বছৰীয়া ছোৱালীজনী আৰু চাৰি বছৰীয়া ল'ৰাটোক বুকুত সাবটি সিহঁতক মানুহ কৰাৰ দায়িত্বৰ বোজা মূৰ পাতি ল'বলৈও তেওঁ সাহস গোটাৰ পৰা নাছিল। ইফালে বেংকৰ নোটিচ। এটাৰ পাছত আন এটা সমস্যাই মানুহগৰাকীক ভাৰাত্ৰাস্ত কৰি তুলিছিল।

মই গৃহ ঋণ নথি- পত্ৰৰ ফাইলটো তন্ন- তন্নকৈ পৰীক্ষা কৰি চালো। দেখিলো প্ৰায় ৩ লাখ ৩৬ হাজাৰ টকা দিবলগীয়া আছে। লগতে দেখিলো 'লোণ প্ৰটেক্টৰছ স্কিম'ত আমাৰ বেংকৰ লগত বাজাজ এলিয়ান্জ লাইফ ইঞ্চুৰেন্স কোম্পানীত বীমা কৰা আছে আৰু ডিম্বেশ্বৰ দাসৰ নামত জীৱন বীমাৰ পলিচী এখন আছে। মই কিছু সকাহ পোৱা যেন পালো। যাহোক, মানুহগৰাকীৰ অন্ততঃ ঋণমুক্ত কৰাৰ পথ এটা ওলাল। তেওঁৰ হতুৱাই আবেদন পত্ৰ এখন লিখাই বাজাজ এলিয়ান্জৰ দিছপুৰ শাখাত জমা দিবলৈ ক'লো। তাত কৰ্মৰত মোৰ বন্ধু এজনক তেওঁৰ সমস্যাৰ বিষয়ে অৱগত কৰাই সোনকালে কামখিনি কৰি দিবলৈ অনুৰোধ কৰিলো। সেই মতে তেওঁ ১৫ দিনৰ ভিতৰতে জীৱন বীমাৰ দুই লাখ ২৩ হেজাৰ টকা বেংকলৈ পঠিয়াই দিলে।

জীৱন বীমাৰ টকাখিনি পাই মহিলাগৰাকীয়ে নতুন জীৱন বীমা এটি পোৱা যেন পালে। নিজৰ ঘৰ- মাটিখিনি ৰক্ষা কৰিব পৰাৰ কিছু আশা সজীৱ হোৱাত তেওঁৰ জীৱনলৈ সাহস ঘূৰি আহিল। দুটি সন্তানক মানুহ হিচাপে গঢ়ি তোলাৰ আকাংক্ষা যেন পুনৰ লহপহকৈ মনৰ ভিতৰতে বাঢ়িবলৈ ধৰিলে।

কিছুদিন পাছত মহিলাগৰাকী আকৌ আমাৰ বেংকলৈ আহিল। এইবাৰ তেওঁৰ চকুত বিষাদৰ ছাঁ নাই, আছে জীয়াই থকাৰ তীব্ৰ

প্রত্যাশা। কান্দোনত ভাগি পৰা অসহায় মহিলাগৰাকীৰ সলনি আজি জীৱনক প্ৰত্যাহ্বান জনাব পৰা আন দহজনী নাৰীৰ দৰে তেওঁ এগৰাকী সাহসী মহিলা। তেওঁ অকণো সংকোচ নকৰাকৈয়ে মোক ক'লে- ছাৰ, মোৰ স্বামীয়ে চৰকাৰৰ পৰা পাবলগীয়া টকা অলপ আছিল। স্বামীৰ নামত ষ্টেট বেংকত ঋণ এটা আছিল। মই ৭০ হেজাৰ টকা উলিয়ায় লৈ আনিছো। বাকীখিনি বেংকে কাটি ৰাখিছে। মোৰ দিবলৈ আৰু একোৱেই নাই। আপোনাৰ ওপৰতে ভৰসা। কিবা প্ৰকাৰে মোক ঋণমুক্ত কৰি দিব পাৰিলে আপোনাৰ ওচৰত চিৰদিন মই কৃতজ্ঞ হৈ থাকিম।

মই নথি- পত্ৰ উলিয়াই হিচাপ কৰি চালো। দেখিলো আৰু ৪২ হেজাৰ টকা বেংকক দিলেহে তেওঁ ঋণমুক্ত হ'ব। মহিলাগৰাকীক কথাতো কোৱাত তেওঁ হাতযোৰ কৰি ক'লে- ছাৰ, মোৰ আৰু কোনো উপায় নাই। আপুনি কিবা এটা ব্যৱস্থা কৰিব পাৰে যদি অনুগ্ৰহ কৰি...। তেওঁৰ বাক্যটো শেষ হোৱাৰ আগতে মই ক'লো- চাওক, ময়ো এজন চাকৰিয়াল। বেংকৰ নীতি- নিয়মত চলিব লাগে। তদুপৰি মোৰ ক্ষমতাও তেনেই সীমিত। তথাপি নিশ্চয় চেষ্টা এটা কৰি চাম। এই বুলি মহিলাগৰাকীক বিদায় দিলো।

আমাৰ বেংকৰ আঞ্চলিক প্ৰবন্ধক মহাশয়ক মহিলাগৰাকীৰ ঋণ সম্পৰ্কীয় সকলো কথা অৱগত কৰিলো। লগতে তেওঁক এটা সহায় কৰিব পৰা যায় যদি ব্যৱস্থা কৰি দিবলৈ অনুৰোধ জনালো। তেওঁ লগে লগে মোৰ কথাত সন্মতি জনাই বাকী থকা ঋণৰ টকা আপোচ মীমাংসাৰে নিষ্পত্তি কৰাৰ ব্যৱস্থা কৰিলে।

তাৰ কিছুদিন পাছতেই মোৰ বদলিৰ নিৰ্দেশ আহিল। মই মোৰ কাৰ্যভাৰ নতুন শাখা পৰিচালকক দিব লাগিব। তাকে লৈ দিনটো ভীষণ ব্যস্ত হৈ আছে। এনেতে মহিলাগৰাকী আহি উপস্থিত হ'ল। আহিয়েই থোকাথুকি মাতৰে মোক সুধিলে- ছাৰ, আপুনি ইয়াৰ পৰা যাব হেনো। কথাতো শুনিয়েই আপোনাক লগ পাবলৈ আহিলো।

হয়, কাইলৈ নতুন শাখা পৰিচালকৰ হাতত দায়িত্বভাৰ অৰ্পণ কৰি মই যামগৈ। চিন্তা নকৰিব, আপোনাৰ ঋণৰ লেঠা শেষ হৈ গৈছে। বাকী কামখিনিৰ বাবে দুই- চাৰিদিন সময় লাগিব। নতুন পৰিচালকক মই কৈ যাম, আপুনি তেওঁক লগ ধৰি মাটিৰ দলিলখন লৈ যাব।

মই ল'ৰালৰিকৈ কথাখিনি কৈ মহিলাগৰাকীক বিদায় দি পুনৰ কামত মনোনিৱেশ কৰিলো। এঠাইত কিছুদিন কাম কৰাৰ পাছত ঠাইখন আপোন হৈ পৰে। কৰ্মচাৰীসকলৰ লগত হৃদয়তা গাঢ় হয়। গ্ৰাহকসকলৰ লগত ঘনিষ্ঠতা বৃদ্ধি পায়। ফলস্বৰূপে সকলোকে এৰি থৈ আহিবলৈ মনোকষ্ট হয়। লাহে লাহে মোৰো মনটো গধুৰ হৈ আহিব ধৰিলে। মায়ীৰ সাগৰত মই যেন ডুবি গৈ আছো। ব্যস্ততাৰ মাজতো এইবোৰ কথাই মনটোক উদ্বাউল কৰি তোলে।

আজিয়েই এই শাখাটোত মোৰ অন্তিম দিন। দায়িত্বভাৰ অৰ্পণ কৰিবলৈ বেছি সময় নাই। তাৰ পাছতেই মই বিদায় ল'ম। মোৰ সন্মুখত নতুন শাখা পৰিচালকজন চকীত বহি আছে। হঠাৎ দেখিলো দুৱাৰমুখত সেই মহিলাগৰাকী। হাতত পলিথিনৰ এটি টোপোলা। মই তেওঁক মাতি আনি ক'লো- মই দেখোন কালিয়েই কৈছো আপোনাৰ কামটো আৰু দুই- চাৰিদিন সময় লাগিব বুলি। কোৱা নাছিলো নতুন পৰিচালকৰ পৰা মাটিৰ দলিলখন লৈ যাবলৈ ? আজি আকৌ আপুনি কিয় আহিল ?

আপুনি আজি যাবগৈ, সেইবাবেই...। আৰুনো ক'ত লগ পাম আপোনাক ? আপুনি যিখিনি মোক উপকাৰ কৰিলে তাক জানো পাহৰিব পাৰিম ? আপোনালৈ নিজ হাতে বোৱা গামোছা এখন আনিছো। স্মৃতিৰ চিন স্বৰূপ।

মহিলাগৰাকীৰ কথাত মই উচাৎ মাৰি উঠিলো- চাওক, মই আপোনাৰ বাবে একো কৰা নাই। যি কৰিছো বেংকৰ স্বার্থত, মোৰ নিজৰ চাকৰিৰ খাতিৰত। তাৰ বাবে মই দৰমহা লৈছো। বেয়া নাপাব, গামোচাখন মই গ্ৰহণ কৰিব নোৱাৰিম।

লক্ষ্য কৰিলো মানুহগৰাকীৰ চকু দুটা চলচলীয়া হৈ পৰিছে। মোৰ কথাৰ সুৰটোৱে তেওঁৰ মনত আঘাত কৰা যেন লাগিল। মই এইবাৰ অত্যন্ত মৰ্জিতভাৱে ক'লো- চাওক, আপোনাৰ আৰ্থিক অৱস্থাটো মই ভালদৰেই জানো। এইখন বিক্ৰী কৰি দুদিন অন্ততঃ আপুনি চলিব পাৰিব। বেয়া নাপাব, গামোচাখন আপুনি লৈ যাওক।

মোক হতবাক কৰি মহিলাগৰাকী উচুপি উঠিল। থোকাথুকি মাতৰে তেওঁ ক'লে- আপুনি মোক ভণ্টী বুলি ভাবি গামোচাখন গ্ৰহণ কৰিব নোৱাৰেনে ? অন্ততঃ আজিৰ দিনটোৰ বাবে মোক আপোনাৰ ভণ্টী বুলি ভাবিব নোৱাৰেনে ? তেওঁৰ কথাখিনিয়ে মোক আবেগ বিহ্বল কৰি তুলিলে। লগে লগে মই চকীৰ পৰা উঠি গৈ ভণ্টী বুলি তেওঁৰ মূৰত হাত বুলাই দিলো। তেওঁ কান্দি কান্দি মোৰ বুকুত মূৰ গুজি দিলে। মই কৰ্মচাৰীসকলক সাক্ষী কৰি তেওঁক মোৰ নিজৰ ভণ্টী কৰি লোৱাৰ ঘোষণা কৰিলো। দেখিলো তন্দ্রালী, জুলামণি, শিবু আদি কৰ্মচাৰীসকলৰ চকুত চকুপানী। ভণ্টীৰ চেনেহক উপেক্ষা কৰিব নোৱাৰি দুয়োখন হাতেৰে গামোচাখন আঁকোৱালি ধৰিলো।

(শ্ৰী কলিতা বেংকৰ বৰিহাট শাখাৰ পৰিচালক)

# Down the Memory Lane...

Birth of a New Bank- Inaugural Ceremony of Assam Gramin Vikash Bank on 16<sup>th</sup> January, 2006



Dignitaries on the dais



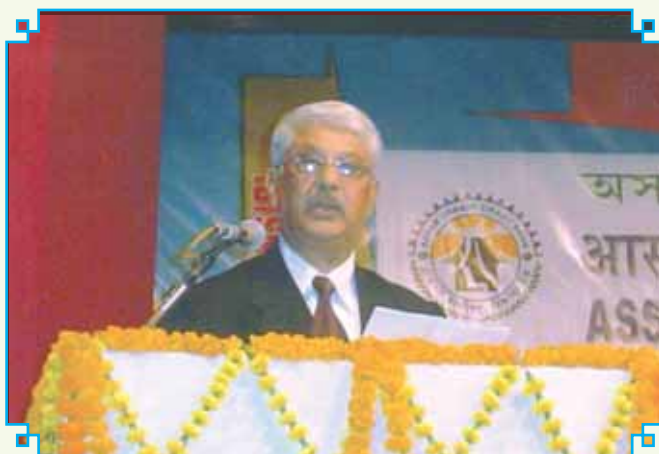
Hon'ble Chief Minister with then CMD, UBI



Hon'ble Chief Minister speaking at the Inaugural function



Sri H B Sarma, then Minister of State, Finance addressing the gathering



Sri G C Sarma, first Chairman of AGVB welcoming the guests



Sri M Baishya, then GM, UBI overseeing the last minute preparation of the Inaugural function



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