



# AGVB BARTA

Quarterly Bulletin : October - December, 2013



ASSAM GRAMIN VIKASH BANK

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## From the Chairman's Desk



Banks being business organisations, it is very much likely the Bankers need to face many challenges while maneuvering the business operations for continuity and growth of the institution. This is natural for any business organisation, since numerous external factors influence the functioning of the business entities, over which there is almost no or very little control of the insiders. Nevertheless, the most common and key factor influencing any business entity is its customers and luckily, the control over this factor rests with the business entities and their constituents.

Customer satisfaction is essential for the growth and success of any organisation. Post liberalization and economic reforms and more particularly after launching of 'Financial Inclusion' programme by the Government, Banks, both public as well as private sector have been expanding their branch network drastically. These banks, which in comparison to RRBs are much larger in terms of size, are even penetrating in the remote rural areas, which, hitherto were mostly served by the RRB branches. During the recent past, it has been seen that multiple bank branches are coming up even in the rural centres. Entry of new service provider would undoubtedly bring enormous competitions in to the market. However, you would be relieved to learn that a recent study reveals **"Excellent Customer Service"** is replacing **"Financial Stability"** or **"Size"** of the Banks, as the principal reason for maintaining banking relationships. Customers are now putting service quality at the top of their banking relationship agenda. The importance of quality customer service for sustainability and growth of a bank, particularly for a Regional Rural Bank, can easily be figured out from the above research findings.

In this competitive atmosphere, it becomes essential to understand the factors that might affect customer satisfaction. More the competition, higher is the necessity to keep the customers satisfied. Keeping the importance of customer satisfaction in mind, branches need to maintain stable and close relationships with their customers. Customers prefer personalised service and attention and bank's frontline staff play a pivotal role in perking up customer's experience with the Bank. Taking proper care of the following factors by the front desk officials can help improving the customer experience radically:

1. Proper knowledge about the products and services of the bank and dissemination thereof to the customers
2. Friendly and courteous behaviour with the customers
3. Try to reduce the waiting time of customers by promptly attending to their needs
4. Honour commitments/promises made to the customers and lastly -
5. Leave no scope for customer complaints or even there is any, try to resolve the same promptly.

I am optimistic that AGVBians, particularly those working in the branches, would think over the above aspects and bring in necessary changes in their functioning, wherever necessary, to offer a wonderful customer experience to our valued clients, whose support and patronage are essentials for the sustainability and growth of the Bank. Let it happen from the beginning of this New Year.

Wishing you all a very Happy and Prosperous New Year-2014.



(Shio Shankar Singh)  
Chairman

## BANK OPENS ELEVEN NEW BRANCHES IN THE STATE



Dignitaries lighting the lamp at the central function for opening of 11 new branches

Assam Gramin Vikash Bank, the largest Regional Rural Bank of North East Region and the third largest bank in the State opened 11 (eleven) new branches electronically on 31.12.2013 in a centrally organised colourful programme held at Rang Bhawan Auditorium, N F Railway, Maligaon, Guwahati. The new branches were opened at Uparhali, Chandrapur, Raha, Rupahi, Kathiatoli, Segunbari, Sadiya, Rajgarh, Namkhola, Sirajuli and Bangalmara, thereby increasing the branch network to 388.



Sri N.S.Deka, Hon'ble Minister, Agri and Parliamentary Affairs, Govt. of Assam addressing the audience

Sri Nilamoni Sen Deka, Hon'ble Minister, Agriculture & Parliamentary Affairs, Assam graced the occasion as the Chief Guest. Sri P.K.Jena, Regional Director, Reserve Bank of India, Guwahati, Sri Monomoy Mukherjee, Deputy General Manager, National Bank for Agriculture and Rural Development, Assam Regional Office and Sri S.N.Sahu, General Manager, United Bank of India graced the occasion as Guests of Honour. Welcoming the dignitaries, public and bank officials, Sri Shio Shankar Singh, Chairman presented a picture of the progress made by the Bank.





Borgeet being performed by Ghana Kanta Bishaya and his troupe at the function

The branches were inaugurated by the Chief Guest and in his speech, Sri Deka showered praise on the Bank for this branch expansion initiative. Sri Deka mentioned that due to this effort, the rural people will be able to avail the benefits of banking services close to their homes. He also expressed his thankfulness to the Bank for extending different types of credits including Kisan Credit Cards (KCCs) to the farmers of the State and hoped that the Bank would continue to flourish in future. The Guests of Honour also spoke on the occasion.

The central function was anchored by Sri Ramkrishna Sarma, Chief Manager (P&D and CS), Head Office. A beautiful Borgeet was performed by Ghana Kanta Bishaya and his troupe. The programme was widely covered in both print and electronic media.

In addition to the central function, opening ceremony were also observed in all the newly opened branches involving local public and dignitaries.



Sri N.S.Deka, Hon'ble Minister and Sri S.S.Singh, Chairman delivering sanction letter to the members of a Self - Help Group



A view of the audience at the central function



## CHIEF MINISTER LAUNCHES NPS (LITE) SWAVALAMBAN SCHEME IN ASSAM



Hon'ble Chief Minister launching National Pension Scheme (NPS-Lite) Swavalamban

the aggregators approved by the Govt. of Assam for enrollment under NPS Lite – Swavalamban Scheme.

Legislators and Government officials which included Sri Mansingh Rangpi and Sri Sarat Saikia, Parliamentary Secretaries (Finance), Govt. of Assam, Sri Jitesh Khosla, IAS, Chief Secretary, Assam, Sri Himangshu Shekhar Das, IAS, Addl. Chief Secretary (Finance), Govt. of Assam, Sri Yogesh Agarwal, Chairman, Pension Fund Regulatory Development Authority (PFRDA), New Delhi and Sri Padma Iyer Kaul, Executive Director, PFRDA were also present in this event and explained before the gathering the benefits of the scheme.

Chairman of the Bank, Sri S.S Singh, Chief Manager (P&D and CS), Sri R. K. Sarma and other senior officials of the Bank were also present on this gracious occasion.



## AGVB - RSETI TEZPUR AND JORHAT AWARDED CERTIFICATE OF EXCELLENCE

Ministry of Rural Development (MoRD) conducted a grading exercise to grade all the RSETIs as A,B,C and D and AA,AB,AC,BA, etc for the financial year 2012-13 under Category "RSETIs aged less than three years" (Category I) and Category "RSETIs aged over three years" (Category II) respectively. In this regard, grading exercises were conducted for Jorhat RSETI under Category I and Tezpur RSETI under Category II.

After completion of grading exercise, Jorhat RSETI was graded as 'A' under Category I and Tezpur RSETI as 'AA' under Category II. MoRD organised RSETI Diwas at Vigyan Bhawan in New Delhi on 21.11.2013, wherein the RSETIs graded as A and B and AA and BB were awarded. The Chairman, Sri S. S. Singh, Sri R. K. Sarma, Chief Manager (P&D and CS) and Nodal Officer of AGVB - RSETIs and the Directors of AGVB - RSETI Tezpur and Jorhat were invited to the RSETI Diwas function. In the award ceremony, AGVB - RSETI Tezpur and Jorhat were awarded with **Certificates of Excellence** for being graded as **AA** and **A** respectively for their outstanding rating under the relevant category.



AGVB Chairman, Sri S.S. Singh and the Director, AGVB RSETI Jorhat, Sri M.S. Pujari receiving "Certificate of Excellence" in RSETI Diwas held at Vigyan Bhawan, New Delhi





## NATIONAL LOK-ADALAT

As per directives of Hon'ble Supreme Court, all the District Legal Service Authorities of the State organised National Lok-Adalat against all pending Money Suit, Bakijai and NPA cases. Accordingly, the National Lok Adalat was held on 23.11.2013 all over Assam.

To facilitate speedy settlement of the cases, our Regional Offices and District Head Quarter Branches took initiatives in co-ordinating with the concerned authority for disposal of the cases.

The particulars of the cases taken up by the Bank in the Lok Adalat and outcome thereof are furnished in the following table-  
(Amount in Rs.lakh)

SI No.	Region	No. of a/c referred to Lok-Adalat		Settlement		Spot recovery		Bank's sacrifice	
		A/C	Book Dues	A/C	Amt.	A/C	Amt.	Write-off	Waiver
1	Guwahati	220	267.94	64	83.78	77	7.33	10.66	16.84
2	Kokrajhar	1208	476.39	222	79.32	315	16.22	5.51	4.62
3	Nalbari	73	120.11	63	99.56	51	8.19	20.54	0.00
4	Lakhimpur	292	215.67	219	112.14	177	20.25	41.97	1.54
5	Dibrugarh	483	246.09	237	91.94	218	13.43	0.38	0.06
6	Golaghat	1259	227.43	563	55.47	441	24.38	0.81	1.62
7	Silchar	366	169.29	210	128.21	198	12.12	37.34	17.36
<b>Total</b>		<b>3901</b>	<b>1722.92</b>	<b>1578</b>	<b>650.42</b>	<b>1477</b>	<b>101.92</b>	<b>117.21</b>	<b>42.04</b>



## OBSERVANCE OF VIGILANCE AWARENESS WEEK

The bank observed **Vigilance Awareness Week-2013** from 28<sup>th</sup> October, 2013 to 2<sup>nd</sup> November, 2013. The Vigilance Awareness week is celebrated in accordance with the guidelines issued by Central Vigilance Commission.

The Chairman of the bank along with the officials of Head Office participated on the first day of Vigilance Awareness week. While initiating the occasion, Sri Ajit Kumar Neog, Chief Manager (Vigilance) informed the gathering that the theme of Vigilance Awareness Week for 2013 is **"Promoting Good Governance - Positive Contribution of Vigilance"**. In his deliberation, Sri Neog stressed upon the immense importance of observance of the Vigilance Awareness week and also mentioned about the growing menace of corruption in the national as well as global scenario which has been retarding the overall development process.



Staff members at Head Office taking a pledge on the first day of Vigilance Awareness Week

Sri S. S. Singh, in his deliberation gave an understanding as to the scope, spirit and relevance of observance of the Vigilance Awareness week vis-à-vis its practical impact in the process of development for an institution in particular and the Nation in general. With an objective to formalize the idea of much needed attachment of all concerned towards commitment for eradication of the corruption menace, the Chairman administered a pledge to the participants and stressed upon the need of upholding the integrity, transparency and value based services to our countrymen without fear and favour.



## LAUNCHING OF RuPay KISAN CARD



General Manager, Smt S.B.Ojah delivering AGVB RuPay Kisan Card to a Farmer

Assam Gramin Vikash Bank's RuPay Kisan Card was launched in a meeting held at Sahitya Sabha Bhawan, Mangaldoi on 28.11.2013. The meeting was attended by Sohrab Ali, Deputy Commissioner, Darrang District, Smt. Rajashri K Baruah, Deputy General Manager, NABARD, Guwahati, Smt. S. B. Ojah, General Manager, Assam Gramin Vikash Bank, Sri. A. Ganguly, Lead District Manager, Darrang District, Sri D. P. Adhikari, Regional Manager, Assam Gramin Vikash Bank, Nalbari Region and officials of Mangaldoi and Sipajhar College Chowk branches, besides a host of customers.

In his speech, Md. Sohrab Ali, Deputy Commissioner, Darrang district expressed happiness for issuance of RuPay Kisan Cards

to the borrowers and applauded the steps taken by Assam Gramin Vikash Bank for the benefits of the farmers and their active participation in implementation of different Govt. Schemes. He requested the farmers to take full advantage of RuPay Kisan Cards and to repay their bank loans regularly.

While addressing the gathering, Smt.Sharmista Bhattacharjee Ojah, General Manager stated that Assam Gramin Vikash Bank has launched the RuPay Kisan Card for the benefit of the customers and requested the KCC borrowers to take full advantage of the new scheme. She also added that the Card can be used in all ATMs under NFS Network throughout the Country.

In her speech, Smt. Rajashri K Baruah, DGM, NABARD, Guwahati stated that NABARD has been working for implementation of RuPay Kisan Card for the last one year and thanked AGVB for finally launching the Card, which will benefit the customers a lot. She requested the farmers to come forward and avail the facility of RuPay Kisan Cards for their own benefit.

Sri D P Adhikari, Regional Manager, AGVB, Nalbari Region expressed his happiness for huge attendance of customers in the meeting and requested all the customers /prospective borrowers to avail the RuPay Kisan Card facility from the bank. He requested the borrowers not to take help from any middlemen in getting loan from the Bank and to repay bank loans regularly.

Sri A. Ganguly, LDM, Darrang also requested the borrowers to use the RuPay Kisan Card properly and to repay the bank loan on time.

A few borrowers also spoke in the meeting and thanked the Bank authorities for extending the facility of RuPay Kisan Card to the borrowers. Amongst them, Md. Kasem Ali and Md. Kafiluddin shared their experiences about the benefits received from the Bank by availing KCC loans.

The AGVB RuPay Kisan Cards were then distributed to the borrowers of Mangaldoi and Sipajhar College Chowk branches by the dignitaries on the dais.



### NEW DIRECTOR ON THE BOARD OF AGVB

Sri Rama Chandra Bal, Assistant General Manager, Rural Planning and Credit Deptt., Reserve Bank of India, Guwahati joined as a new Director on the Board of Assam Gramin Vikash Bank on 11-11-2013.



## PERFORMANCE REVIEW MEETING OF THE REGIONS FOR THE QUARTER ENDED 30<sup>th</sup> September, 2013

The Review of performance of the regions for the quarter ended September 30, 2013 was held on 21-10-2013 at Hotel Grand Starline, G. S. Road, Guwahati. The Review meeting was attended by Sri S. S. Singh, Chairman, AGVB, Smt. S.B.Ojah, General Manager, AGVB, Chief Managers of Head Office, Regional Managers and Senior Managers looking after Credit and Planning and Development portfolios of seven Regional Offices.



Sri S.S.Singh, Chairman addressing the participants of Review Meet

At the outset, Sri R.K.Sarma, Chief Manager (P&D and CS) welcomed the participants and requested the Chairman to inaugurate the meeting. In his inaugural speech, the Chairman mainly urged upon the Regional Managers to work as a team and chalk out strategies to achieve the business targets of the year. His speech was based on sharing of certain information and action points that are to be implemented for the growth and development of the Bank.



Participating Officials in Review Meeting

Thereafter, Chief Manager (P&D and CS) reviewed the performance of each of the region. The review was also taken up by Chief Managers of Accounts & Investment, Personnel, IT, MIS and FI, Credit, Recovery & Credit Monitoring, Vigilance and Inspection & Audit departments of the Bank.

A short presentation on NPS-Lite (Swavalamban) scheme, for which the Bank has been appointed as an Aggregator by PFRDA, was given by Chief Manager (P&D and CS) in order to brief the house about the scheme. Towards the end of the meeting, Smt S.B.Ojah, General Manager, summarised all the action points emerged in the meeting and earnestly requested all the regions to work towards achievement of the business targets for the year.



## DISTRICT LEVEL CREDIT CAMPS ORGANISED BY REGIONAL OFFICES

The seven (07) Regional Offices of the bank conducted District Level Credit Camps during the month of Nov, 2013 in 25 districts of the State to give a much needed boost to the credit dispensation mechanism of the Bank. Each of the Credit Camp was a great success, wherein an aggregate 30364 loan proposals worth Rs 256.35 crore were sanctioned.



Chief Guest Dr. J. Balaji, D.C. Kamrup delivering his speech in the district level credit camp held at Amingaon

The summarised position of loans sanctioned region wise are given as follows:-

Region	Nalbari	Golaghat	Silchar	Lakhimpur	Guwahati	Dibrugarh	Kokrajhar	Total
No. of a/c	3260	5658	1120	2903	7066	7706	2651	30364
Amount (in Rs/Crore)	27.37	48.31	7.33	26.05	73.40	51.02	22.84	256.35



## DISTRICT LEVEL CREDIT CAMP ORGANISED AT DIBRUGARH

Regional Office, Dibrugarh organised a District level Credit Camp on 28-11-2013 at District Library, Dibrugarh. The Chief Guest for the programme was Shri. Paban Singh Ghatowar, Hon'ble DoNER Minister, Govt. of India, who inaugurated the Camp. Shri Ghatowar appreciated the role of Assam Gramin Vikash Bank towards economic growth of the State. Ms. Aruna Rajoria, IAS, Deputy Commissioner, Dibrugarh, who was Guest of Honour of the programme also spoke on the occasion and stated that Assam Gramin Vikash Bank has been extending satisfactory credit delivery since its inception. On the event, the Chairman of the bank, Sri S. S. Singh pleaded for everyone's effort to achieve the bank's mission to make rural Assam a prosperous Assam. Sri Girish Dutta, Regional Manager, Dibrugarh Region, Sri R. K. Sarma, Chief Manager (P&D and CS), Head Office and officials from NABARD and United Bank of India and Bank's Regional Office, Dibrugarh were also present in the Credit Camp. In the camp, an amount of Rs.51.02 crore was disbursed to 7706 nos. of beneficiaries. Vote of thanks was offered by Sri Girish Dutta, Regional Manager, Dibrugarh Region.



A sanction letter being delivered to a beneficiary by the Hon'ble Union Minister Shri Paban Singh Ghatowar





## 5<sup>th</sup> REVIEW MEETING OF SCALE IV & V BRANCHES OF THE BANK

A meeting to review the performance of Scale IV and Scale V branches of the Bank at the end of quarter September 30, 2013, was organised on 06<sup>th</sup> November, 2013 at Hotel Grand Starline, Guwahati. Sri S. N. Sahu, General Manager (Development) North Eastern Region, United Bank of India, Chairman of the Bank, Sri S. S. Singh, General Manager of the Bank, Smt S. B. Ojah, Chief Managers of Head Office and the Heads of twenty two (22) participating branches were present in the Review meet. The participating branches were Nalbari, Barpeta, Kokrajhar, Mangaldoi, Goalpara, Ganeshguri, Guwahati, Fancybazar, Dhemaji, Pathsala Town, Nagaon, Golaghat, Silchar, North Lakhimpur, Tezpur, Chandmari, Rangia, Morigaon, Dharapur, Bongaigaon, Dhubri and Panjabari.

Welcoming the participants, Sri Ramkrishna Sarma, Chief Manager (P&D and CS) requested the Chairman to inaugurate the meeting. In his inaugural speech, the Chairman highlighted the vital responsibilities of these key branches of the bank. The Chairman's speech was followed by the review process initiated by the Heads of all the Departments from Head Office. Other relevant topics of the Bank were also discussed in the meeting.

Sri S.N. Sahu enlightened the participants with his motivating speech. He briefly narrated the present banking picture of the state and strategies to handle the competitions in the banking sector, so as to up keep the name and fame of the organisation.



Sri S. N. Sahu, General Manager (Development), NER, United Bank of India being felicitated with a " Phulam Gamocha"

The General Manager, Smt. S.B. Ojah also stressed on putting efforts towards few important issues of the bank.

Vote of thanks was offered by Chief Manager (P&D and CS).



### NEW CHAIRMAN OF NABARD

Dr Harsh Kumar Bhanwala has taken over charge as the Chairman of NABARD with effect from December 18, 2013.

# RESULTS OF PERFORMANCE LINKED INCENTIVE SCHEME FOR THE QUARTER ENDED SEPTEMBER 30, 2013



Knowledge + Incentives  
**GET RESULTS**

Bank encourages competitiveness amongst the branches for overall growth and development of the Bank. There is a provision for cash incentives to the branches on the basis of their performance under selected parameters during a quarter, under the Performance Linked Incentive Scheme introduced by the Bank.

The results of the Performance Linked Incentive scheme for the quarter ended September 30, 2013 were announced and the winners were :-

GROUPS	POSITION	BRANCH	REGION	SCORES OBTAINED
GROUP 1	1st	UPAR NAZIRA	DIBRUGARH	72
	2nd	KHETRI	GUWAHATI	71
	3rd	ADABARI	GUWAHATI	70
GROUP 2	1st	No branch scored 70 or more, hence not qualified.		
	2nd	NETAIPUKHURI	DIBRUGARH	66
	3rd	JHAROBARI	GUWAHATI	65
GROUP 3	1st	No branch scored 70 or more, hence not qualified.		
	2nd	KUKURMARA	GUWAHATI	69
	3rd	DHING	GOLAGHAT	65
GROUP 4	1st	RANGIA	GUWAHATI	73
	2nd	GANESHGURI	GUWAHATI	65
	3rd	KOKRAJHAR	KOKRAJHAR	60

The 1st, 2nd and 3rd prize winners will receive cash incentives for an amount of Rs.5000.00, Rs.3000.00 and Rs.2000.00 respectively.

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



## GOVT. OF INDIA ESTABLISHES COUNTRY'S FIRST ALL-WOMEN BANK

Prime Minister, Shri. Manmohan Singh and UPA Chairperson, Smt. Sonia Gandhi inaugurated country's first all-women Bharatiya Mahila Bank (BMB) in Mumbai on November 19, 2014. In the first phase, seven branches, one each in Kolkata, Mumbai, Lucknow, Guwahati, Chennai, Bengaluru and Ahmedabad have been opened. BMB has been set up with an initial paid-up capital of Rs 1,000 crore.

Smt. Usha Ananthasubramanian is the New Chairperson and MD of Bhartiya Mahila Bank (BMB). The Executive Director of Punjab National Bank, Smt. Usha Ananthasubramanian is the first Chief Executive Officer of Bhartiya Mahila Bank.



## OPENING OF ULTRA SMALL BRANCH AT MOLAPINDHA CHILAKOLA MIRIGAON AND FINANCIAL LITERACY CUM SHG LOAN DISBURSEMENT CAMP AT MAJULI

Majuli, the largest river island in the world situated in the heart of the mighty Brahmaputra, is a region ravaged by perennial floods. Communication and transport networks are in primitive state in the area. Though there are four branches of Commercial Banks and two branches of AGVB, viz. Garmur and Nayabazar, Financial Inclusion is yet to see the light of the day in the largest river island.

During the course of an official visit to Majuli in the month of August, 2013, the Chairman of the Bank received a request from Solanki V. V., IAS, Deputy Commissioner, Jorhat to implement Financial Inclusion Plan at Majuli, so that the people can receive MGNREGA and other Govt. benefits through Smart Cards.

Accordingly, the Chairman initiated action to implement Financial Inclusion Plan (FIP) at Majuli and M/s Senrysa Technologies Pvt. Ltd., Technology Service Provider of the Bank for FIP, was advised to deploy Customer Service Points (CSPs) at Majuli. Accordingly, four CSPs were deployed at Majuli to start the enrollment and transaction processes. Within a span of two and a half months, the CSPs along with the support from officials of Garmur and Nayabazar branches of the bank opened 12789 no. of accounts. The residents of Majuli have appreciated the initiative taken by the Bank.



Dignitaries present on the inaugural ceremony of Ultra Small Branch at village Molapindha Chilakola Mirigaon



To provide personalised banking services, the Bank opened an Ultra Small Branch (USB) at village Molapindha Chilakola Mirigaon on 06th December, 2013. The venue for the occasion was the Office of the Chilakola Gaon Panchayat. The Ultra Small branch was inaugurated by Sri P.K. Jena, Regional Director, Reserve Bank of India, Regional Office, Guwahati. Other dignitaries present on the occasion were Shri Solanki V. V., IAS, Deputy Commissioner, Jorhat, Ms Laya Madduri, IAS, SDO (Civil), Majuli, Ms. Roshni Korati, SDO (C), Titabor, Sri Niraj Kumar, Assistant General Manager, Reserve Bank of India, Guwahati.

Dignitaries present at Financial Literacy Cum SHG Loan Disbursement camp held at Garmur



Deputy Commissioner, Jorhat addressing the audience at the Financial Literacy camp

The function was also attended by Sri Dina Ram Bora, Chief Manager (IT, MIS and FI), Head Office, Sri H. S. Upadhaya, Regional Manager, Golaghat region and few senior officials of Golaghat Regional Office.

On the same day, Regional Office Golaghat organised a Financial Literacy cum SHG Loan Disbursement camp at Garmur, Majuli.

Reserve Bank of India, District and Sub Divisional Administration and the people of Majuli have appreciated the initiatives taken by the Bank in spreading Financial Literacy in the area.



## JANIA BRANCH ORGANISED FINANCIAL LITERACY CAMP



Sri S.S.Singh, Chairman and bank officials present at Financial Literacy camp at Jania

In a bid to promote financial awareness among the people, Jania Branch of AGVB organised a financial literacy camp at Jania on 09-11-2013. From the Bank's side, the event was attended by Sri S.S.Singh, Chairman, Sri R. K. Sarma, Chief Manager (P&D and CS), Sri D. P. Adhikari, Regional Manager and senior officials from Nalbari Regional Office and staff of Jania Branch. The local people turned up in large numbers to attend the camp indicating a positive response to Bank's initiative. The meeting was anchored by Sri Prabin Kalita, Senior Manager (P&D), Regional Office, Nalbari.

The Chairman of the Bank, Sri Shio Shankar Singh greeted the assembled public and explained the need for financial awareness among the people. Keeping in view of the various chit fund scams that has affected a large number of people of the State, he requested everyone to refrain from financial dealings with suspicious or unknown organizations. He insisted that through proper knowledge of financial activities, anyone can safely save a portion of his income and also earn dividend / interest on the same.



View of Audience present at the camp

He advised the Bank officials to sanction loans as per guidelines of the Bank and show promptness in recovery of the disbursed loans and advances. Sri R.K.Sarma, Chief Manager (P&D and CS) explained the people in detail about the financial inclusion scheme, basic financial activities such as credit, savings etc. with special emphasis on the recently launched NPS-Lite (Swavalamban) Scheme. Md. Billal Hussain, noted citizen of the locality also spoke on the occasion. The school children of Jania performed a chorus synchronizing with the programme. The FLC was concluded with a vote of thanks proposed by Sri Debi Prasad Adhikari, Regional Manager, Nalbari Regional Office.



## FINANCIAL LITERACY CAMPS

Financial Literacy Camp (FLC) is a part of Financial Inclusion Plan to spread awareness among the targeted groups of people about banking and financial services, savings, development through credit, banking operation and procedures etc. In this line, Reserve Bank of India have directed banks to conduct FLCs in unbanked areas. As per the directives, our bank branches are conducting FLCs regularly on every Saturday of the week and 5121 no. of FLCs have been conducted by the Bank till December'2013.



## PERFORMANCE OF BANKS IN ASSAM AS ON 30.09.2013 - A COMPARATIVE STUDY

### Assam State: Achievement Vs. National Norms as on 30-09-2013

Parameters	National Norms (%)	State Position (%)	Position of AGVB (%)
CD Ratio	60	43.09	56.78
Pri. Sec. Adv. to Total Adv.	40	55.28	85.21
Agl. Adv. to Total Adv.	18	20.65	37.10

### Details of Branch Network of Assam as on 30-09-2013

(Amount Rs. in lac)

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
30.09.2013	35	32	2	1	1847	1350	430	377	67

### Top 5 Banks in the State in respect of Deposits

(Amount Rs. in lac)

Position as on 31.03.2013				Position as on 30.09.2013			
Rank	Bank	Amount	Share (%)	Rank	Bank	Amount	Share (%)
1	SBI	3143975.79	41.72	1	SBI	2891604.46	36.58
2	UBI	690213.20	9.16	2	UBI	776607.24	9.82
<b>3</b>	<b>AGVB</b>	<b>553130.08</b>	<b>7.34</b>	<b>3</b>	<b>AGVB</b>	<b>592468.83</b>	<b>7.49</b>
4	UCO	411989.00	5.46	4	CBI	446302.00	5.64
5	ALB	375567.56	4.98	5	UCO	444010.97	5.62

### Total Advances

(Amount Rs. in lac)

As on 31.03.2013			As on 30.09.2013		
Gross	Assam Gramin Vikash Bank		Gross	Assam Gramin Vikash Bank	
	Amount	Share (%)		Amount	Share (%)
3017498.42	311352.60	10.32	3248366.18	336410.11	10.36

### Top 5 Banks in the State in respect of Advances

(Amount Rs. in lac)

Position as on 31.03.2013				Position as on 30.09.2013			
Rank	Bank	Amount	Share (%)	Rank	Bank	Amount	Share (%)
1	SBI	1188446.90	39.38	1	SBI	1136132.37	34.96
2	UBI	375857.38	12.46	2	UBI	401068.51	12.35
<b>3</b>	<b>AGVB</b>	<b>311352.60</b>	<b>10.32</b>	<b>3</b>	<b>AGVB</b>	<b>336410.11</b>	<b>10.36</b>
4	PNB	137785.00	4.57	4	PNB	143358.00	4.41
5	UCO	125249.00	4.15	5	HDFC	140042.96	4.31

### Priority Sector Advances

(Amount Rs. in lac)

As on 31.03.2013			As on 30.09.2013		
Gross	Assam Gramin Vikash Bank		Gross	Assam Gramin Vikash Bank	
	Amount	Share (%)		Amount	Share (%)
1779978.12	261816.58	14.71	1725557.02	286649.43	16.61

### Top 5 Banks in the State in respect of Priority Sector Advances

(Amount Rs. in lac)

Position as on 31.03.2013				Position as on 30.09.2013			
Rank	Bank	Amount	Share (%)	Rank	Bank	Amount	Share (%)
1	SBI	401245.57	27.46	1	SBI	372124.44	21.57
2	UBI	221167.34	15.14	<b>2</b>	<b>AGVB</b>	<b>286649.43</b>	<b>16.61</b>
<b>3</b>	<b>AGVB</b>	<b>217716.41</b>	<b>14.90</b>	3	UBI	281188.77	16.30
4	UCO	97567.25	6.68	4	UCO	124852.96	7.24
5	PNB	79320.37	5.43	5	ALB	96029.34	5.57

### SHG Credit Linked Cumulative

(Amount Rs. in lac)

As on 31.03.2013			As on 30.09.2013		
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)	159824.02 (262177 Groups)	54044.10 (134539 Groups)	33.81 (51.32)

### Top 5 Banks in the State in respect of SHG Credit Linked Cumulative

(Amount Rs. in lac)

Position as on 31.03.2013				Position as on 30.09.2013			
Rank	Bank	Amount	Share (%)	Rank	Bank	Amount	Share (%)
<b>1</b>	<b>AGVB</b>	<b>50266.20</b> <b>(129895 Groups)</b>	<b>33.09</b> <b>(50.04)</b>	<b>1</b>	<b>AGVB</b>	<b>54044.10</b> <b>(134539 Groups)</b>	<b>33.81</b> <b>(51.32)</b>
2	SBI	24645.31 (35325 Groups)	16.22 (13.61)	2	SBI	25160.13 (35744 Groups)	15.74 (13.63)
3	PNB	7532.17 (19579 Groups)	4.96 (7.54)	3	PNB	12908.25 (19663 Groups)	8.08 (7.50)
4	UCO	11118.35 (13858 Groups)	7.32 (5.36)	4	UCO	12029.04 (14833 Groups)	7.53 (5.66)
5	UBI	18161.83 (13132 Groups)	11.96 (5.06)	5	UBI	18286.14 (13349 Groups)	11.44 (5.09)



## KCCs issued Cumulative

As on 31.03.2013			As on 30.09.2013		
Gross	Assam Gramin Vikash Bank		Gross	Assam Gramin Vikash Bank	
	No.	Share (%)		No.	Share (%)
1329203	428544	32.24	1406419	455391	32.37

## Top 5 Banks in the State in respect of issuance of KCCs, Cumulative

Position as on 31.03.2013				Position as on 30.09.2013			
Rank	Bank	No.	Share (%)	Rank	Bank	No.	Share (%)
1	AGVB	428544	32.24	1	AGVB	455391	32.37
2	SBI	391689	29.47	2	SBI	381008	27.09
3	UBI	186099	14.00	3	UBI	210601	14.97
4	CBI	76293	5.74	4	CBI	81247	5.78
5	UCO	73149	5.50	5	UCO	80735	5.74

Source: SLBC data, Sept, 2013



## COMPROMISE FORTNIGHT

The Bank observed a "Compromise Fortnight" from 16.12.2013 to 31.12.2013 for recovery from NPA and Shadow Accounts through Compromise Settlement. Accordingly, 313 no. of branches of the bank participated in the Compromise Settlement Fortnight programme and recovered Rs.187.74 lac through Compromise Settlement of 2508 no. of accounts. The region wise performance is furnished below:-

(Amount in Rs.)

Sl No.	Region	NPA			Shadow		
		No. of a/c	Amt. recovered	Settled amt.	No. of a/c	Amt. recovered	Settled amt.
1	Nalbari	234	4226145	8846182	114	272773	302098
2	Golaghat	160	1776007	4022328	255	561373	769243
3	Guwahati	386	3333356	8876947	325	428582	612679
4	Lakhimpur	204	2573356	4959806	160	406093	440889
5	Silchar	113	1884948	8238502	99	152492	167092
6	Kokrajhar	148	903287	2105225	152	190038	202588
7	Dibrugarh	108	1969886	25826941	50	95353	95353
<b>TOTAL</b>		<b>1353</b>	<b>16666985</b>	<b>62875931</b>	<b>1155</b>	<b>2106704</b>	<b>2589942</b>



## CAPITAL ADEQUACY NORMS FOR RRBs

As per Reserve Bank of India circular no. RPCD.CO.RRB.BC.No. 60 /03.05.33/2013-14 dated November 26, 2013, all RRBs are advised to achieve and maintain a minimum CRAR of 9% on an ongoing basis with effect from March 31, 2014.

# PERFORMANCE OF THE BANK AT A GLANCE AS ON 31-12-2013

(Amount in Rs. '000)

Sl.No.	PARAMETERS	31.03.2011	31.03.2012	31-03-2013	31-12-2013
1	No. of District Covered	25	25	25	25
2	No. of Branches	362	369	374	388
3	Total Staff	1733	1748	1884	2054
	Of which - Officers	761	797	974	1142
4	<b>Deposits</b>	<b>43764005</b>	<b>48831890</b>	<b>55313008</b>	<b>60992380</b>
5	Borrowings Outstanding	762204	1322633	1444041	1806911
6	<b>Gross Loans &amp; Advance outstanding</b>	<b>20728263</b>	<b>26015645</b>	<b>31135260</b>	<b>34999458</b>
	Of which (6) above				
	i) Loans to Priority Sector	16517834	21723383	26181658	29762889
	ii) Loans to Non-Priority Sector	4210429	4292262	4953602	5236569
7	Credit Deposit Ratio	47.36	53.28	56.29	57.38
8	<b>Investments Outstanding</b>	<b>25027897</b>	<b>25680436</b>	<b>26444116</b>	<b>32028669</b>
9	Loans issued during the year	7434979	7424468	7041506	5527486
	- Of 9 above, loans to Priority Sector	5887797	6243579	5610429	4697111
	- Of 9 above, loans to Non-Priority Sector	1547182	1180889	1431077	830375
10	<b>Productivity</b>				
	Per Branch	178155	202839	231145	247402
	Per Employee	37214	42819	45885	46734
11	A) Demand	4906613	6025082	6737246	5737500
	b) Recovery	3456449	4222529	4928170	4286486
	c) Over dues	1450164	1802553	1809076	1451014
	Recovery %	70.44	70.08	73.15	74.71
12	a) Standard assets	19549069	24462967	29230496	33333625
	b) Sub – Standard assets	495098	631252	628393	549419
	c) Doubtful assets	664902	910313	1266494	1106537
	d) Loss assets	19194	11113	9877	9877
	<b>Total</b>	<b>20728263</b>	<b>26015645</b>	<b>31135260</b>	<b>34999458</b>
	Standard Assets as % Gross Loans & Adv. outstanding	94.31	94.03	93.88	95.24
13	<b>Profit (Before Tax)</b>	<b>510081</b>	<b>781642</b>	<b>1078003</b>	<b>1392815</b>
14	Share capital deposit	856325	856325	856325	856325
15	Accumulated loss	Nil	Nil	Nil	Nil
16	Reserves	736367	1276482	2020304	2020304





## SHG-BANK LINKAGE TRAINING PROGRAMME AT GUWAKUCHI

Ghograpar Branch of the Bank conducted a one day SHG Bank Linkage training programme on 13-12-2013 with assistance from NABARD at Guwakuchi Adam Ali L.P School. There were forty five SHG members from 25 no. of SHGs, who attended the day long training programme. The programme was attended by Sri Tapan Dutta, DDM, NABARD, Nalbari District, Rukunuddin Ahmed, Chief Manager (Credit), Head Office, Sri Prabin Kalita, Senior Manager (P&D) and Sri Dilip Ch. Deka, Senior Manager (C&R), Nalbari Regional Office, Sri Nurul Islam, Retired Principal i/c Extension Training Centre, Kahikuchi and other prominent members of the locality. Sri Nurul Islam, Retired Principal i/c Extension Training Centre, Kahikuchi and Sri Narendra Nath, Faculty delivered lecture as resource persons. The programme was one amongst the twenty five SHG - Bank linkage programmes conducted by the Bank in December, 2013.



SHG Training programme organised at Guwakuchi Adam Ali L.P School



## AGVB RENEWS ITS BANCASSURANCE (LIFE) CORPORATE AGENCY AGREEMENT WITH BALIC LTD.



A function was organized on 18-11-2013 at Hotel Pragati Manor, Guwahati for renewal of Bancassurance (Life) Corporate Agency Agreement between the Bank and BALIC Ltd. In the function, the Corporate Agency of the Bank was renewed for a further period of 3 (three) years from 2013-14 to 2016-17. The function was attended by Sri S.S.Singh, Chairman of the Bank, Chief Managers of Head Office, Sri. Babul Borah, Regional Manager, Guwahati Regional Office, the Corporate Insurance Executive (CIE) and Specified Persons (SPs) of the Bank for Bancassurance business. All the Senior Executives of BALIC including Mr. Rahul Mahajan, Asstt. Vice President and Mr. Biswajit Mishra, Zonal Head (Bancassurance), North Eastern Region of Bajaj Allianz Life Insurance Co. Ltd. attended the function. The Chairman in his address, congratulated BALIC on the renewal of the relationship and emphasized on putting joint efforts for further expanding and strengthening Bancassurance business. Sri R.K. Sarma, Chief Manager (P&D and CS), Sri B. Borah, Regional Manager, Guwahati Regional Office, Sri N.C. Roy, Senior Manager (P&D and CS) and Mr. Rahul Mahajan, Assistant Vice President, BALIC also spoke on the occasion. The event came to an end with Mr. Biswajit Mishra of BALIC proposing vote of thanks.



## V STATUTORY INSPECTION OF THE BANK

A team of officers of NABARD conducted the V Statutory Inspection of the Bank from 4<sup>th</sup>-19<sup>th</sup> November, 2013. The Inspection was carried out with reference to the financial position of the bank as on 31<sup>st</sup> March'2013. Besides Head Office, the Inspection team of NABARD inspected 16 no. of branches of the Bank.

## OPENING OF NAMKHOLA BRANCH

Assam Gramin Vikash Bank inaugurated its 388<sup>th</sup> branch at Namkhola under Darrang district on 31<sup>st</sup> December, 2013. This branch under Nalbari region of the Bank was one amongst the 11 branches centrally inaugurated by Agriculture and Parliamentary Affairs Minister of Assam, Sri Nilamoni Sen Deka at Guwahati.

The inaugural function at Namkhola was attended by Md. Sohrab Ali, Deputy Commissioner, Darrang, Sri P. K. Bhagawati, ADC (Dev), Darrang and Sri B. Dev, DDM, NABARD. Addressing the gathering, Md. Sohrab Ali, DC, Darrang, thanked Assam Gramin Vikash Bank for opening the branch in such a remote area of the district. He said that rural masses of the area will be benefited by this new branch and also urged upon the people

to take advantage of this facility extended to them so that there can be mutual development of the branch and the area. The function was also attended and addressed by Sri D. P. Adhikari, Regional Manager, Nalbari region and was anchored by Sri Prabin Kalita, Senior Manager, Regional Office, Nalbari.

It is noteworthy that in the inaugural ceremony wherein more than 500 local people attended, three meritorious students of the locality were also felicitated.



Md. Sohrab Ali, DC, Darrang addressing the audience at Namkhola

## OPENING OF SEGUNBARI BRANCH

Segunbari Branch, the 384<sup>th</sup> branch of the bank under Dibrugarh region was inaugurated on 31.12.2013 by Adil Khan, IAS, SDO (Civil), Margherita. The inaugural function was also attended by Sri Abinash Saikia, BDO, Margherita, Smt Gitanjali Sonowal, President, Margherita Anchalik Panchayat. In his speech, Mr. Khan, appealed to the people of Margherita to open No-frill accounts in sufficient nos. in the Bank and thus take part in Financial Inclusion programme of Govt of India. The Guest of Honour, Sri Abinash Saikia highlighted the benefits and hassle free customer service provided by the Bank. It may be mentioned that Segunbari branch was one of those eleven branches centrally opened on 31.12.2013 at Guwahati.

## OPENING OF SADIYA BRANCH

The bank opened its 387<sup>th</sup> branch at Sadiya under Dibrugarh region on 31.12.2013, one amongst the eleven branches centrally inaugurated on the same day at Guwahati. The function was attended by Sri Nityananda Kachari, Ex-principal, Sadiya Higher Secondary School, Sri Bolin Chetia, MLA, Sadiya and Parliamentary Secretary, Govt of Assam, Smt Sushila Gurung, Chairman, Sadiya Town Committee, Dr. Lakshmanan Aire, IAS, SDO (Civil). The function was also attended and addressed by Sri Dhiren Saikia, Senior Manager (P&D), Regional Office, Dibrugarh. 350 no. of accounts were opened on the day of opening of the Branch.



A view of opening ceremony of Sadiya Branch



## OPENING OF RAHA, RUPAHI AND KATHIATOLI BRANCHES

Three new branches of the bank were interalia opened at Raha, Rupahi and Kathiatoli under Golaghat region on 31.12.2013 at a central function held at Guwahati. Besides, inaugural functions were also organised locally in the premises of the respective branches. The inaugural function of Raha branch was attended by Sri Hiranya Narayan Bora, Retd. Principal, Raha Higher Secondary School, Dr. Nirala Devi, Principal, Basic Training Centre, Raha, Dr. Beda Kr. Chaliha, Principal, Raha College, Sri Kamal Sarma, Retd. Principal, Raha Higher Secondary School, Smt. Binu Laskar Thakuria, Litterateur and Sri Him Sagar Upadhyaya, Regional Manager, Golaghat region.

The inaugural function of Rupahi branch was attended by Md. Muklesur Rahman, Principal, Rupahi Higher Secondary School, Md. Safiqul Islam Mamud, Junior Engineer, Rupahi Dev. Block, Sri Anil Sarma, Landlord and Retd. Principal of Rupahi Higher Secondary School and Dilaur Rahman, Senior Manager (C&R), Regional Office, Golaghat.

Inaugural function was also held at Kathiatoli branch, which was attended by Sri Bhisma Durlav Mahanta and Sri Jitendra Nath Hazarika, Retd. Principals, Kathiatoli Higher Secondary School, Sri Biren Mirdha, Adivasi State Leader and Sri A. K. Hazarika, Senior Manager (P&D), R.O., Golaghat.



A view of inaugural ceremony of Kathiatoli Branch

## REVIEW MEETING OF SILCHAR REGION FOR THE QUARTER ENDED SEPTEMBER 30, 2013

The meeting for review of performance of the branches under Silchar Region for the quarter ended September, 2013 was held on 30<sup>th</sup> October, 2013 at Hotel Riya Palace, Silchar.

Sri Kamal Bhowmik, Regional Manager, Silchar region, Sri R.K.Sarma, Chief Manager (P&D and CS), Head Office, Senior Managers of Regional Office, Silchar and the Heads of forty five branches under Silchar region were present in the meeting. The Regional Manager as well as the Chief Manager (P&D and CS) reviewed the performance of the branches and also conveyed expectation of Regional Office to the branches. Thereafter, the compliance on action points emerged in the last quarter meeting were also discussed. The performance of each of the branch was reviewed.

Sri Ramkrishna Sarma, Chief Manager (P&D and CS), Head Office explained in details the salient features of National Pension Scheme (NPS-Lite) to be introduced by AGVB as Aggregator. The Regional Manager during his deliberation in the meeting stressed on certain issues, which were to be complied with by the Branch Heads.

The Branch Heads pledged unanimously to do their best for regaining the glory of this region. The meeting then ended with a vote of thanks offered by Sri Suchitra Kumar Bora, Senior Manager, Planning and Development Department, Regional Office, Silchar.

## KEY INDICATORS-MONETARY POLICY

The prevalent policy rates and Reserve ratios are as under:-

Indicator	Current Rate	Indicator	Current Rate
Bank Rate	9.00%	Repo Rate	8.00%
CRR	4.00%	Reverse Repo rate	7.00%
SLR	23.00%		

## SENSITISATION PROGRAMME ON STRESSED ACCOUNTS

The Bank's position in arresting the slippage of Standard accounts to Stressed accounts has become a matter of great concern. To mitigate the issue, Bank organised a series of Sensitisation Programmes and Workshops with the Branch Managers/Asstt. Managers of branches having highly concentrated no. of Stressed accounts, to discuss various aspects and strategies for immediate regularisation of all Stressed accounts.

The particulars of Sensitisation Programmes / workshops organised during 16<sup>th</sup> Dec, 2013 to 8<sup>th</sup> Jan, 2014 were as under:-

SI No.	Region	Venue	Date	Participants
1	Guwahati	R.O. Guwahati	16.12.2013	40 Branches
2	Golaghat	Jorhat RSETI	22.12.2013	26 Branches from Golaghat Region 14 Branches from Dibrugarh Region
3	Lakhimpur	DRDA Hall, Tezpur	24.12.2013	31 Branches
4	Silchar	R.O. Silchar	28.12.2013	23 Branches
5	Nalbari	R.O. Nalbari	08.01.2014	40 branches from Nalbari Region 10 branches from Kokrajhar Region



Ahad Hussain, Chief Manager, RCM, Head Office addressing the participants of Lakhimpur region

In the workshops, the various factors for which a loan account becomes Stressed e.g. non-issuance of sanction letters, absence of post-disbursement verification/personal contact, non-cleaning of data, non-issuance of demand notice, delay in disbursement or long duration of completion of project, non-recovery of critical amount etc. were discussed and at the end, action points were drawn for strict adherence by the branches.



Sensitisation Programme organised for Branch Heads of Golaghat and Dibrugarh regions



## BANK ORGANISES WORKSHOP ON NPS (LITE) - SWAVALAMBAN WITH BRANCH HEADS OF GUWAHATI AND NALBARI REGIONS

Assam Gramin Vikash Bank, as an "Aggregator" for NPS Lite (Swavalamban) is working its best to implement the scheme in a big way through all its branches. To implement the scheme in an effective way, the bank planned to organize workshops for all the Branch Managers under the seven Regional offices to have a better understanding about the subject.

Keeping this in view, on 16<sup>th</sup> Dec'2013, the first workshop on NPS Lite was organized for forty branches under Regional Office, Guwahati at 'AGVB Centre for Banking and Technology Learning', Rajgarh, Guwahati. Sri R. K. Sarma, Chief Manager (P&D and CS), Sri Babul Borah, Regional Manager, Guwahati region, Branch Heads of branches under Guwahati region and officials from Head Office and R.O.Guwahati attended the workshop.



Chief Manager (P&D and CS), Regional Manager, Regional Office, Guwahati and Senior Manager (P&D), Guwahati Regional Office on the dias



View of a section of the participants at Guwahati

Sri R. K.Sarma, Chief Manager (P&D and CS) started the workshop with a presentation on NPS Lite, covering both the marketing as well as the operational part of the scheme. Sri R. K. Sarma further responded to various issues and concerns raised by the participants.

Another workshop was organised on 18-12-2013 at Regional Office, Nalbari. The Branch Managers of all the Branches under Nalbari Region attended the workshop along with the Regional Manager, Nalbari Region and other officials of Nalbari Regional Office.

Sri Ramkrishna Sarma, Chief Manager (P&D and CS) attended the workshop as the resource person. The event started with the inaugural speech by Sri Prabin Kalita, Senior Manager (P&D), Nalbari Regional Office. Sri Sarma addressed the Branch Heads and explained NPS-Lite Swavalamban scheme in detail. Through a power point presentation, he systematically described various stages of the scheme step by step, so that the branch officials get a clear picture about the operational part of the scheme. He asked the Branch Heads present in the meeting to make people aware of this social security scheme of Govt. of India, so that maximum no. of people from the disadvantaged sections of the society can avail the benefits of the scheme. Sri Sarma also interacted with the participants to clear their confusions about the scheme.



### MEETING OF THE GOVERNING BODY COUNCIL OF ASSAM GRAMIN VIKASH PRASHIKSHAN TRUST

A meeting of the Governing Body Council of Assam Gramin Vikash Prashikshan Trust was held on 27-11-2013 at AGVB Head Office. The meeting reviewed the performance of four RSETIs sponsored by the Bank and also approved the expenditure incurred during the year 2012 to 2013.



## ZONAL WORKSHOP ON GOVT. SPONSORED SCHEMES ORGANISED BY NABARD

The Central Office of NABARD, Mumbai in association with Ministry of Agriculture, Govt of India organised a "Zonal Workshop on Govt Sponsored Schemes" at Hotel Nakshatra, Beltola, Guwahati on 27<sup>th</sup> and 28<sup>th</sup> Nov, 2013. Officials of banks, Regional Offices of NABARD (NER), GoI, MANAGE, etc participated in the event.

Assam Gramin Vikash Bank is a prominent player in the State as far as implementation of Govt Schemes are concerned. Sri S. S Singh, Chairman of the Bank, who was present at the workshop made a brief presentation on Govt sponsored schemes that are implemented by NABARD and are financed by the bank. Priority sector schemes such as Dairy, Agri-clinic and Agri business (ACABC), Rural Godowns etc were discussed at length in the programme. The workshop provided a common platform for the banks as well as NABARD to discuss some intricate issues which pops up every now and then in the branches level, while sanctioning a loan.

The Central team also visited some dairy clusters at Amsing Jorabat financed by Chandmari Branch of the Bank. They also visited some ACABC units, a rice packaging unit financed by Lalganesh Branch of the bank and a Veterinary clinic financed by Dwarkuchi branch of the Bank.



NABARD and GoI officials visiting dairy clusters at Amsing Jorabat financed by Chandmari branch of AGVB



## AGVB SIGNS MoU WITH INDIA FIRST LIFE INSURANCE COMPANY LTD

As a measure of credit risk mitigation, the Bank entered into an MoU with '**India First Life Insurance Company Ltd**' on 17<sup>th</sup> Dec, 2013 for engagement of the Company as Insurance Service Provider for Group Credit Life Insurance products. The loan beneficiaries of the Bank can take advantage of Group Insurance scheme by paying a very nominal premium. The policy ensures liquidation of loan liability of the policy holder in the unfortunate event of his death.

A programme was organised by India First Life Insurance Company Ltd. at Hotel Nakshatra, Guwahati and was attended by bank officials and officials from India First Life Insurance Company Ltd. In the programme, besides signing of MoU, the Chairman of the bank urged upon all the stakeholders to work together for successful execution of the agreement, so that both the parties can be benefitted from the venture.



## SUCCESS STORIES –RSETI TEZPUR



Sri Mahindra Mirdha, trainee of RSETI Tezpur in his piggery unit

**Mahindra Mirdha** of village Bhangamandir was an unemployed youth. He was working as a Siksha sarathi with a monthly remuneration of Rs.1500.00, but he was unable to run his family with this meager income. He was planning to start his own business but was unable to finalize the activity due to lack of proper advice and finance.

At that juncture, he came to know about the training programmes conducted by AGVB RSETI Tezpur, which showed him ray of hope to get rid of his impoverishment. He left his earlier engagement and joined a six day residential training programme on "Piggery", as per the advice of the Branch Manager of Singri Branch of the bank.

He expressed that the training programme of RSETI, which was much intense in nature had ignited his intention to be a self-employed person rather to search for a job. He realized his capability and determined to start by own. After successful completion of the training programme, he got a loan of Rs.1.00 lakh from Singri Branch and started a high breed piggery unit with 12 no. of piglets. Simultaneously, he started the construction of concrete pig sty to rear pig in a more scientific way.

**Narayan Mirdha**, a successful trainee of AGVB RSETI Tezpur, who had undergone a six day residential training programme at AGVB RSETI Tezpur on "Piggery" had started a pig unit by his own without seeking bank finance. He is extremely happy to realize his potential to establish on his own foot through the RSETI training. He has the plan to extend his pig unit to a larger unit in days to come and to engage himself throughout his life as a successful pig rearer.



Narayan Mirdha, trainee of RSETI Tezpur in his piggery unit

**Kokheswar Bhuyan**, an unemployed youth of village Jorabari had undergone a 10 day training programme at RSETI, Tezpur on "Dairy & Vermi Compost". After the training programme, he got a loan of Rupees One lakh from AGVB Niz Baghmari branch and started a dairy unit with 3 no of cross breed cows. His monthly income is around Rs. 10000.00 now.



Kokheswar Bhuyan, trainee of RSETI Tezpur in his Dairy farm



RSETI officials visiting the Dairy unit of Zahangir Hussain

**Zahangir Hussain** an unemployed youth of Nirola basti started a dairy unit, after undergoing training at RSETI, Tezpur on "Dairy Farming" with two no of cross breed cows with loan amount Rupees One lakh only. His net monthly income is approx. Rs 5000.00 now. Moreover, he has taken the initiative to clear the outstanding loans of chronic defaulters of his area under AGVB Niz Baghmari Branch by convincing the defaulter borrowers on benefits of timely repayment of Bank loans.





RSETI Officials visiting Goatery unit of Krishna Saikia

**Krishna Saikia** an unemployed youth of village Jorabari, under Baghmara Development Block has started a Goat farm by his own after getting 6 days training at AGVB RSETI Tezpur on "Goat Farming". He has 20 nos of goats in his farm and planning to construct a big goat farm in near future.



## HELPING CLIMBING THE LADDER



Assam Gramin Vikash Bank always extends its hand in fulfilling its responsibilities towards the society. Sri Umesh Choudhury a resident of Nilpur Village, Ghograpar, Nalbari (Assam) works in a Lubricant shop near

Bhangarh, Guwahati. He has two sons, Mrigen Choudhury (20 years) and Santanu Choudhury (18 years) and both are very brilliant students, but his small income is not enough to meet his sons' educational needs.

Mrigen, elder son, is a very bright student. He passed his matriculation from Banabhatta Higher Secondary School in 2010 with a distinction (88%). After that he completed his Higher Secondary Education from Cotton College, Guwahati with Science background in 2012 with 80%. Now, Mrigen wants to continue his studies and wants to become a doctor. He appeared the Assam Medical Entrance test and got 276th Rank. He got selected in Fakhruddin Ali Ahmed Medical College in Barpeta. To make his son's dream true, Sri Choudhury approached different banks for an Education loan, but was trying his luck hard to receive any financial assistance. Umesh then approached Assam Gramin Vikash Bank, Ghograpar branch for financial assistance for his son's education. Looking through all the grounds, the bank decided to give education loan amounting to Rs.4.00 lakh.

Sri. Umesh Choudhury is very much thankful to AGVB as because of AGVB's assistance, his son is now able to fulfil his dreams of becoming a doctor. He added **"Your generosity is not just about the money, it's about the emotional kindness and the strength you have given by believing in me. There are no words to describe my feelings."**



## CONDOLENCE

We deeply mourn the sad demise of the following staff members of the Bank:-



**Sri Kuntalananda Choudhury**  
Manager  
(30.12.1960 to 13.12.2013)



**Sri Ganesh Ch Sharma**  
Manager  
(01.03.1960 to 28.1.2013)

May their souls  
rest in eternal peace.







## RECRUITMENT OF MANPOWER

The list of new recruits, who have joined between 21.09.2013 to 23.12.2013 is furnished below :-

OFFICER SCALE –I		
Sl No.	Name	Date of joining in the Bank
1	Chinmayee Devi	03.10.2013

OFFICE ASSISTANT(M)		
Sl No.	Name	Date of joining in the Bank
1	Amrit Lal Saha	21.09.2013
2	Anindita Karmakar	03.10.2013
3	Sameer Kumar Bose	03.10.2013
4	Nabajyoti Baishya	11.11.2013
5	Papori Saikia	12.11.2013
6	Partha Pratim Borah	14.11.2013
7	Pulokesh Dowarah	02.12.2013
8	Arup Das	03.12.2013
9	Ashapura Debnath	23.12.2013
10	Saptarshi Das	23.12.2013
11	Pujashree Barman	23.12.2013
12	Dhruba Jyoti Hazarika	23.12.2013
13	Pranay Mazumder	27.12.2013



## TRAINING AND HUMAN RESOURCE DEVELOPMENT

During the period from 01.10.2013 to 31.12.2013, altogether 92 staff members of the Bank have been nominated for undergoing various training programmes conducted by training Institutes both within and outside the State. The details are given as follows:-

Name of Institute / Organisation	No. of staff trained	
	Officer	Office Assistant (M)
Bankers' Institute of Rural Development, Lucknow	8	-
Indian Institute of Bank Management, Guwahati	8	-
Staff Training College, United Bank of India, Guwahati	19	20
National Bank for Agriculture and Rural Development, Guwahati	2	-
Others	35	-
<b>Total</b>	<b>72</b>	<b>20</b>

## RETIREMENT

The following members of the staff have retired during the period from 01-10-2013 to 31-12-2013 :

Name	Designation	Date of joining	Date of retirement
Sri Ratan Kr Roy	Office Assistant(M)	04.11.1991	31.10.2013
Sri Dayal Baruah	Office Assistant(M)	02.04.1990	31.12.2013
Sri Tirtha Gogoi	Office Assistant(M)	02.11.1984	31.12.2013
Sri Gautam Banerjee	Officer Scale –I	02.01.1984	31.12.2013
Sri Nripendra Nath Kalita	Officer Scale –I	20.11.1976	31.12.2013
Sri Rajendra Ch Deka	Officer Scale –I	12.11.1979	31.12.2013
Md Chirafuddin Ahmed	Officer Scale-II	22.06.1982	31.12.2013

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



## SENSITISATION PROGRAMME FOR SHGs AT MAROWA BRANCH

Regional Office, Nalbari conducted a one day Sensitisation Programme for Self Help Groups (SHGs) at AGVB, Marowa branch on 23-12-2013 in collaboration with NABARD. The objective of the programme was to create an awareness amongst the SHG groups about bank procedures and accounting methods.

## ACADEMIC ACHIEVEMENTS BY THE MEMBERS OF AGVB FAMILY

### Staff clearing CAIIB exam



**Jyoti Prasad Pegu**  
Manager, Guwahati Branch



**Diganta Baruah**  
Asstt. Manager, Golaghat Regional Office

### Staff clearing JAIIB exam



**Dilaur Rahman**  
SM (C&R)  
Golaghat RO



**Ripunjoy Nath**  
Manager  
Golaghat RO



**Sanjib Deka**  
Asstt. Manager  
North Lakhimpur Branch



**Mithusmita Kalita**  
Asstt. Manager  
Borihat branch



**Irshad Alam**  
Asstt. Manager  
Golaghat RO



### Ph.D Degree awarded to AGVBian

Priyanka Goswami, Assistant Manager, Recovery and Credit Monitoring deptt., Head Office has been awarded the degree of Doctor of Philosophy (Ph.D) by Gauhati University for her thesis entitled "Developing Dual Fluorescent and Electrochemical Sensors for Metal Ions and pH-dependent Fluorescent Molecular Switches."



Anupam Choudhury (right) participating in Quiz competition

### AGVBian shines in National Level Quiz competition

Anupam Choudhury, Assistant Manager, (IT, MIS & FI deptt.), Assam Gramin Vikash Bank, Head Office, secured 2<sup>nd</sup> Runners up position at Mahindra AQ, a national level quiz competition organised by Mahindra & Mahindra Industrial and Farm Equipments in collaboration with NDTV. He represented the east zone in the national finals after qualifying from Guwahati city rounds and emerging winners in the zonal finals. He was partnered by his brother Arunabh Choudhury.

# Congratulations

## LEGENDS NEVER RETIRE!!

Sri Srivats Singh

The world bid adieu to two BHARAT RATNAS as it bid farewell to 2013. One left for heavenly abode and the other one retired from a heavenly journey. With the former one dreaming for a never – before- thought world for 27 years in jail and the latter one living a dream for approximately equivalent time, both left the global stage mesmerised with their charismatic fervor and indefatigable spirits.

One brought liberty to the masses while the other one helped them realise their liberty.

Though the magnamity of “MADIBA” and tenacity of “TENDALYA” can’t be jotted under the same flow, yet I find it appropriate to appreciate the paragons collectively as both did the same work: “PUTTING SMILES ON THE DEJECTED FACES.”

Mandela taught the world that: “Forgiveness is the attribute of the strong; the weak can never afford it”. I won’t highlight his life; instead I will express what I am trying to earn from his life.

Let’s answer some questions. As professionals; can we tolerate biased judgment by our bosses? As civilians; can we tolerate bribery by cops? A citizens; can we tolerate terrorist attacks on our country?

Answer is NO.

But do we have the audacity and a heart which permits us shaking hands with those mercy – seeking bosses, cops and terrorists? At least I don’t possess such virtue. But Mandela had. So instead of back- firing on the whites, who mercilessly sabotaged the blacks in South Africa and imprisoned him for nearly 30% of his life; Mandela joined hands humbly and invited them to contest elections.

Revenge would have led to bloody – clashes; and perhaps South Africa would have been paralysed; like observed in counties like Sri Lanka.

Nelson forgave and now South Africa is “Rainbow Nation”; already proud of hosting one of the world’s biggest carnivals – FIFA World Cup.

“I don’t watch him play cricket because I know cricket, but I want to know why my country’s’ production comes down by 5% when he is on the bat” – Barack Obama on Sachin.

God wanted to play cricket; therefore Sachin was born.

Remaining the cynosure of a mercurial country where a child becomes a critic in his mother’s womb; for 24 years is supernatural, but what inspires me the most is his success management. Hi retirement speech was one of the most inspirational and at the same time emotional moment for me.

The child – like innocence; the ever increasing self – improvement; the heart to handle pressure and the benign disposition are some virtues we must try to learn from this Champ; attaining the nanoth part of which would be magical.

Indeed Modern History can’t be complete without these legends!!



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



## SOME AVOIDABLE MISTAKES IN INITIATION, APPRAISAL/PROCESSING, INSPECTION, SANCTION AND DISBURSEMENT OF LOAN PROPOSALS

- 1 **Initiation** - Selection of the borrower is not done properly. Borrower is a new party, introduced by another stranger/new customer/intermediary.
- 2 Many loans for the same/similar/auxiliary activity have been sanctioned at the same branch, within a short span of time.
- 3 So many facilities/loans have been sanctioned to a single borrower/family/group.
- 4 Borrower's credentials like proof of residence, proof of income, proof of ownership of business/ trade etc. were not verified thoroughly and established beyond doubt.
- 5 Pre-Sanction Unit Inspection was not done.
- 6 Borrower's permanent address, landline number and email ID (if it exists) have not been obtained.
- 7 Branch has overlooked glaring dissimilarities and discrepancies between various documents produced by the borrower, at the time of submission of the proposal.
- 8 **Appraisal** – Quality of appraisal is very poor; appraisal was done by the sanctioning authority himself; the person who has sanctioned the loan does not have powers to sanction the loan in question; the manager has exceeded the powers delegated to him while sanctioning the loan and ineligible persons have been sanctioned the loan/s in question.
- 9 Verification of Wilful Defaulters' List, Caution List, CIBIL List and ECGC's Specific Approval List (in case of export advances) has not been done.
- 10 **Sanction Letter** - All the standard terms and conditions have not been incorporated; Borrower and Co-obligants/Guarantors have not acknowledged the receipt of sanction letter and agreed to abide the terms and conditions fully and Sanction letter bears the signature of an officer other than the sanctioning authority, in case of branch sanctions.
- 11 There are conspicuous inconsistencies between (a) the loan application and its annexures (b) the appraisal note and (c) the sanction letter on major counts.
- 12 **Disbursement** – Payment of Borrower's margin is not ensured; Disbursements are not made in accordance with the sale agreement, quotation/invoice and reimbursement has been made on the basis of fake or exaggerated bills/invoices, estimates and claims.
- 13 Disbursement has been made on the basis of lapsed limits.
- 14 Disbursement has been made, without reviewing the progress of the project at each stage.
- 15 Disbursement has been made without prior permission from the controlling office.
- 16 Diversion of funds is evidenced by cash payments/ withdrawals, crediting loan amount to borrower's personal running account (CD/SB) by the bank, transfer of funds to the personal account by the borrower later through a series of inter-related transactions and transfer of funds to the accounts of associate concerns/ close relatives of the borrower.
- 17 **Post Sanction** - Unit Inspection was not conducted at all/conducted cursorily.
- 18 There is some serious defects in the documents of title and the branch has not obtained all the documents mentioned as necessary in the legal opinion, for creating a valid mortgage.
- 19 Branch has not obtained proper documentation and many/all the documents have been left blank or only partially filled in.
- 20 Registration of charge with the appropriate authority has not been done in case of corporate borrowers.
- 21 Continuation E.C. evidencing our charge on the properties not obtained.
- 22 Properties have been over-valued by the bank's engineer/ valuer.
- 23 Compliance Certificate not submitted by the branch.
- 24 Sanctions not reported and reviewed by Concurrent Auditors, in case of branches subjected to Concurrent Audit.
- 25 Insurance of assets financed and charged to the bank has not been done for adequate value, with the bank clause.
- 26 Statement of age-wise Stocks, Sundry Creditors and Book Debts (Trade Debtors) duly certified by a qualified Chartered Accountant is not obtained periodically.
- 27 Drawing Power is calculated wrongly, in violation of sanction terms.
- 28 New limits released without adjusting the adhoc limit, recovering the interest and instalments in Term Loan etc.
- 29 Irregularities pointed out in the latest annual inspection report are allowed to persist.
- 30 Operations are allowed under credit limits that remain overdue beyond a reasonable period.



# I Wonder if I Know Him

Poem by Rabindranath Tagore



*I wonder if I know him  
In whose speech is my voice,  
In whose movement is my being,  
Whose skill is in my lines,  
Whose melody is in my songs  
In joy and sorrow.  
I thought he was chained within me,  
Contained by tears and laughter,  
Work and play.  
I thought he was my very self  
Coming to an end with my death.  
Why then in a flood of joy do I feel him  
In the sight and touch of my beloved?  
This 'I' beyond self I found*

*On the shores of the shining sea.  
Therefore I know  
This 'I' is not imprisoned within my bounds.  
Losing myself, I find him  
Beyond the borders of time and space.  
Through the Ages  
I come to know his Shining Self  
In the life of the seeker,  
In the voice of the poet.  
From the dark clouds pour the rains.  
I sit and think:  
Bearing so many forms, so many names,  
I come down, crossing the threshold  
Of countless births and deaths.  
The Supreme undivided, complete in himself,  
Embracing past and present,  
Dwells in Man.  
Within Him I shall find myself -  
The 'I' that reaches everywhere.*





