

GOVERNMENT OF INDIA
MINISTRY OF FINANCE
DEPARTMENT OF FINANCIAL SERVICES
LOK SABHA

UNSTARRED QUESTION No. 147

ANSWERED ON MONDAY, NOVEMBER 29, 2021/ AGRAHAYANA 8, 1943 (SAKA)

Customer Service Centre of SBI

147. SHRI DINESH CHANDRA YADAV

Will the Minister of FINANCE be pleased to state:

- (a) whether the State Bank of India (SBI) appoints handlers of customer service centre through its nominated agency instead of doing it directly and if so, the details thereof;
- (b) whether the SBI initially transfers commission of the handlers of its customer service centre into the account of the nominated agency instead of giving it directly to them and if so, the details thereof and the reasons therefor;
- (c) whether the nominated agency gives only 45-50 per cent commission to the handlers of customer service centre and exploits them and if so, the details thereof;
- (d) whether any nexus is taking place between SBI and the nominated agency and financial irregularities are taking place in the payment of commission; and
- (e) if so, the details thereof along with the corrective steps taken/proposed to be taken by the Government in this regard?

Answer

The Minister of State in the Ministry of Finance

(DR BHAGWAT KARAD)

(a) to (e) State Bank of India (SBI) has apprised that as per Reserve Bank of India (RBI) policy, Bank engages Business Correspondents (BCs)/nominated agencies for financial inclusion activities, who in turn engages Customer Service Point(s)/Centre(s) (CSPs).

The commission for CSPs is decided by the BCs through an agreement between BCs and CSPs wherein sharing pattern for commission differs from BC to BC. SBI pays the commission amount directly into the account of CSPs through automated process by Centralized Commission Payment Module (CCPM) Portal. There is no nexus between SBI and the BCs (nominated agencies) as all the transactions are done in a transparent manner governed by a Service Level Agreement between the Bank and BCs.
