



झारखण्ड ग्रामीण बैंक
Jharkhand Gramin Bank
Scheduled Bank Owned by Government

TENDER NOTICE
FOR
EMPANELMENT OF ELIGIBLE ENTITIES AS
CORPORATE BUSINESS CORRESPONDENTS (CBCs)

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Tender No. : FI/002/2026-27

Dated : 08.06.2026

**JHARKHAND GRAMIN BANK
HEAD OFFICE**

Market Complex, 3rd Floor, Zila Parishad Office Premises, Kutcher Road, Ranchi-
834001

NOTICE FOR INVITATION OF TENDER
EMPANELMENT OF ELIGIBLE ENTITIES AS
CORPORATE BUSINESS CORRESPONDENT (CBCs)

Sealed Tenders are invited for supply of reputed firms for Empanelment of Eligible Entities as Corporate Business Correspondent (CBCs) for Jharkhand Gramin Bank. Tender Documents may be downloaded from our site www.jrgbank.bank.in and has to be submitted as per below schedule:

Date of commencement : **08.06.2026**

Issue of tender forms : **08.06.2026**

Last Date for Submission of Tender : **30.06.2026, 1600 hrs.**

Address for submission : Jharkhand Gramin Bank, F I Department,
Head Office: *Market Complex, 3rd Floor, Zila Parishad*
Office Premises, Kutchehry More, Ranchi-834001

Date & Time of Opening of Tender : **01.07.2026, 1500 hrs.**

The Bank also reserves the right to accept or reject summarily any or all the tenders without assigning any reason whatsoever.

ASSISTANT GENERAL MANAGER

JHARKHAND GRAMIN BANK

HEAD OFFICE

Market Complex, 3rd Floor, Zila Parishad Office Premises, Kutchery Road, Ranchi-834001

NOTICE

INVITATION FOR EMPANELMENT AS CORPORATE BC

बैंक की कुल 462 शाखाओं (जिसमें से 439 शाखाएं ग्रामीण क्षेत्रों में स्थित हैं) के अधीन वित्तीय समावेशन योजना के अंतर्गत आबंटित गाँवों में सीधे बैंकिंग सेवाएँ प्रदान किये जाने हेतु CSPs की नियुक्ति कर बैंकिंग सुविधाएँ घर-घर तक पहुँचाने के लिए बैंक द्वारा नए कार्पोरेट BCs को सूचीबद्ध करने हेतु निविदा आमंत्रित की जाती है ।

The BCs and their agents will render services to the Bank on contract basis with commission depending on work/performance and there will be no employer-employee relationship between the Bank and the BC or its agents.

Eligible entities:

- a. NGOs / MFIs set up under Indian Societies/Trust Acts and Section 25 companies Act.
- b. Co-operative Societies registered under mutually aided Cooperative Societies Acts/Cooperative Societies Acts of States / Multi State Cooperative Societies Act.
- c. Post Offices.
- d. Payments Bank
- e. Companies registered under the Indian Companies Act, with large and widespread retail outlets, other than Non-Banking Financial Companies (NBFCs). Preference to be given to companies whose network is largely in rural areas and are willing to cover the unbanked areas.
- f. Non-Deposit taking NBFCs (NBFCs-ND): RBI registered NBFC (Non-Depositing taking) entities with asset size of Rs.50 crore and above.

Experience:

All applicants should have work experience of minimum 2 year in BC fields.

Scope of Activities

The Scope of activities to be undertaken by the Business Correspondents will include:

- a. Opening of deposit accounts and RD Accounts.
- b. Receipt and payment of small value deposits and withdrawals (not exceeding Rs.40,000/- per day) using kiosk-based transactions, card-based Micro ATM Transactions and AEPS transactions with customers' consent.
- c. Receipt and delivery of small value remittances to the accounts of beneficiaries' viz., Inter-Bank and Intra Bank.
- d. Educate customers about Aadhar seeding and Aadhar linking for benefit like DBT and Collection of Aadhar number seeding / mobile number seeding from customers for DBT benefits and AEPS transactions.
- e. Acceptance of deposit in loan accounts (Max Rs. 20,000/- in a day).
- f. Providing mini account statements and other account information.
- g. Promoting and creating awareness about saving and other products, collecting forms and enrolling customers under Social Security Schemes viz. PMJJBY, PMSBY, APY and 3rd party products.
- h. Cross selling activities viz. Bank's mutual funds, life insurance and general insurance products subject to SEBI and IRDA guidelines.
- i. Identification of borrowers and fitment of activities, collection and preliminary processing of loan applications including verification of primary information/data and submission of applications to branches and post-sanction monitoring.
- j. Promotion and nurturing of SHG/JLG.
- k. Recovery of principal loan amount and interest thereon in respect of NPA accounts, only after complying with RBI instructions.
- l. Record, track & satisfactorily resolve customer complaints.
- m. Any other service on behalf of the Bank duly authorized by the appropriate authority.

The activities to be undertaken by the Business Correspondents would be within the normal course of the Bank's banking business but conducted through and by the entities (Customer Service Points). The CSPs of Business Correspondents will be linked to an identified base branch which is called "Link Branch". The activities of the BCs / CSPs will be scrutinized by the bank as per laid down guidelines issued by the Bank from time to time.

During account opening journey for customers, KYC, AML norms and due diligence is to be ensured by the BCs/CSPs for strict compliance under BC Model. However, the ultimate responsibility for KYC and AML/CFT, compliance and opening of the account would continue to rest with the bank i.e. Link Branch.

Selection Criteria of BCs

The selection will be done at Head office covering the following aspects: -

- (i) Reputation, Market standing.
- (ii) Financial soundness.
- (iii) Management and Corporate Governance.
- (iv) Cash handling ability.
- (v) Well established, significant rural presence, enjoying good reputation and confidence of the local people.
- (vi) Should not be defaulter to any Bank / Financial Institution.
- (vii) Promoters should not be in the CIBIL defaulters' list.
- (viii) The company should not be affiliated to any political party.
- (ix) Past dealing if any should be satisfactory.
- (x) The organization / Directors / promoters should not have any criminal record (Police verification must be arranged conducted in respect of each applicant found suitable). The selection may however not be withheld for delay in receipt of the police verification (say 7 days from the date of application).
- (xi) Should not be owned or controlled by Director or officer/employee of the Bank or a relative having the same meaning under Section 6 of the Companies Act 1956 or such person(s). "Relative", with reference to any person, means anyone who is related to another, if-
 - they are members of a Hindu Undivided Family;
 - they are husband and wife; or
 - one person is related to the other in such manner as may be prescribed Vide Rule 4 of the Companies (Specifications of Definitions Details) Rules, 2014 definition of Relative is further expanded as under:
-Father (including step-father)/Mother (including step-mother)/Son (including step-son)/Son's wife/Daughter/Daughter's husband /Brother (including step-brother) /Sister (including step-sister)
- (xii) Preference should be given to well-regulated entities having existing relationship with Bank in FI initiatives.
- (xiii) Should satisfy the norms of due diligence.
- (xiv) Scoring sheet for selection of eligible entities of BCs to be used for selection process. The entity needs to score minimum 50% of the aggregate score to be eligible for engagement.
- (xv) In case duly appointed BCs of the Banks, desire to appoint sub-agents at the grass root level to render the services of a BC, Corporate BCs have to ensure that:
 - a) The sub agents of BCs fulfill all relevant criteria stipulated for BC in terms of the extant guidelines.
 - b) BC appointed carries out proper due diligence in respect of sub- agents to take care of the reputational and other risks involved.

Selection Process for of Corporate BCs

Interested firms needs to satisfy following criteria :

- (i) National/Circle Level BC engaged by State Bank of India and providing services through more than 200 CSPs
- (ii) National/Circle Level BC engaged by Banks other than SBI and providing services through more than 200 CSPs
- (iii) Firm having existing relationship with Jharkhand Gramin Bank in FI initiatives.

- (iv) Firm having existing relationship with Scheduled Commercial Bank/Regional Rural Bank in at least 03 states in FI initiatives.
- (v) Firm having experience with SBI/other Banks either as Corporate BC or engaged by Corporate BC for assistance in BC operations
- (vi) Firm having fully functional office at Ranchi for more than one year.

Display at Kiosk Outlets

Each Business Correspondent will install the uniform standard signage in the local language (vernacular), prescribed by Bank at customer service point (CSP) indicating their status as service provider for the Bank and displaying our logo, PMJDY logo, name of bank & contact details of the link branch.

Each Kiosk outlet is also required to put up a signboard in the local language (vernacular) indicating telephone numbers of Banking Ombudsman and the fees for all services available at the kiosk outlet.

Apart from the above, every Kiosk Outlet will have to display the following in their outlets for public information:

- a. Working Hours.
- b. List of products / services available at Kiosk Outlets.
- c. Charges for various services to be recovered from customers.
- d. List of Do's and Don'ts for customers.
- e. List of Do's and Don'ts for CSPs.
- f. Transaction Limits
- g. Instructions regarding Rupay Card.
- h. BC Certification acquired through Indian Institute of Banking & Finance (IIBF).
- i. Display of details of Banking Ombudsman, Regional Office, Link Branch & Respective Corporate BC**
- j. Other display materials advised by Bank from time to time.

Engagement of CSPs by Corporate BCs:

CSP/KO should have a minimum educational qualification of 10th Standard. CSPs are identified and engaged by Corporate BCs with proper due diligence. Additional due diligence to be carried out by the bank official identified for the purpose. Though CSPs are engaged by BCs, a duly certified copy of the agreement between BC and CSP may be obtained by Bank and kept in custody of official identified for the purpose. BC must submit a Police Verification Report (PVR) for each CSP/KO before activation of code to the Link Branch.

Copies of the BC/CSP agreement and Police Verification Report are kept as per the following arrangement:

- a. BC/CSP agreement be kept at concerned CSP.
- b. A copy of BC/CSP agreement be kept with Link branch.
- c. Copy of Police Verification Report be kept with each entity viz BCs, CSPs & Link Branch.
- d. CIBIL Report to be kept with BC & Link Branch.

Agreement:

The Standard Agreement (IBA approved can be considered), to be executed by the BCs and the Bank, has been finalized in consultation with the Law Department. In case of any deviation, the draft copy of Agreement should be vetted by Law department, before execution of the agreement to take care of the deviation or different State laws, if any. The relationship between Bank and BCs will be guided by Service Level Agreements (SLAs) to be executed with BCs and the SLAs will be aligned with other operative regulations / guidelines.

Commission/ fees for engagement of BCs:

- a. In line with RBI guidelines, the agreement with the BCs will specifically prohibit them from charging any fee from the customers directly for services rendered by them on behalf of the Bank.
- b. BCs will be given specific targets for the various products marketed by them and will be eligible for additional incentives for exceeding the targets. The structure of commission payable will be revised, periodically, based on experience gained. The approved structure of commission is advised to all BCs, in case of any revision.

Cash Management:

To have smooth functioning of the Bank and as a risk mitigation measure, our Bank has adopted BC Model, which undertakes all financial transactions using pre funded settlement accounts maintained by CSPs with the Bank. In line with RBI guidelines for ensuring requirement of prefunding of CSPs, link Branch will ensure to arrange adequate cash with the BCA and ensure that at no point of time, kiosk outlet operated by CSPs of BCs remains out of cash and ensure that customers are given uninterrupted service. Similarly, adequate balance is to be maintained in the settlement account of the CSPs.

Fidelity Insurance:

It will be the responsibility of Business Correspondent to obtain fidelity insurance cover for their agents as well as necessary insurance for cash retention, cash in transit etc.

Business Continuity Plan (BCP):

- a. Contingency plans to ensure business continuity is an integral part of our agreement with Corporate Business Correspondent (BC). The BCP will be obtained from Corporate BCs at the time of appointment and subsequently on renewals at regular intervals.
- b. BCs must ensure that the kiosk outlets are manned by reliable and knowledgeable persons (KO) so that business continuity is maintained at CSP. BCs have also to mitigate the Operational Risks arising out of system failure, discontinuation of business due to sudden illness of CSP operator, natural calamities, etc. and submit a viable BCP to our bank as a part of SLA.
- c. Business Continuity Plan for CSPs/Kiosk outlets will be functioning through the Link Branch (as the customers of CSP are customers of Bank), as they are interoperable.
- d. Customer Service Points are operated by a Kiosk Operator (KO). Every CSP is provided with a unique KO code, and the Kiosk can be operated by the Kiosk Operator only. If the CSP is not functioning, for reasons like termination, discontinuation, etc., the customers are required to approach the link branch /nearby CSP until new CSP is appointed.

Security Deposit

Security Deposit in the form of Fixed deposit will be obtained from Corporate BCs as per following: -

A security deposit or Bank Guarantee in lieu thereof may be obtained from Corporate BCs to the tune of Rs. 5.00 Lac. (Note: In case of Corporate BCs, security deposit of Rs. 5.00 lacs for every block of 500 CSP outlets to be obtained. For the next block of 500 CSP outlets additional minimum-security deposit of Rs.5.00 lacs to be obtained.)

Security deposit should be kept in the form of STDR for a period of 5 years and kept under safe custody. Safe custody receipt will be kept with the Head Office after marking a Lien on the STDR.

All applications (complete in all respect) submitted in sealed envelope super scribe as **“APPLICATION FOR EMPANELMENT OF (Name of Corporate BC)”** and must reach below address on or before **30th June, 2026, 04:00 PM**. Application received after that will be rejected.

The Application for empanelment as Corporate BC should be addressed to the General Manager, Jharkhand Gramin Bank, Head Office, 3rd Floor, Zila Parishad Complex, Kutchery Chowk, Ranchi-834001, Jharkhand. The Tender Document can also be downloaded from JRG Bank's website www.jrgbank.in.

Bank reserves the right to reject any/or all the applications without assigning any reasons whatsoever. All legal disputes between the parties shall be subject to the exclusive jurisdiction of the appropriate Courts situated at RANCHI. Eligible applicants will be selected for empanelment and they have to enter in Pre contract agreement with bank.

Place: Ranchi

ASSISTANT GENERAL MANAGER

APPLICATION FOR EMPANELMENT AS CORPORATE BC

Sr. No.	Particulars	Details
1.	Full Name of the applicant/organization /NGO/Trust/Society/Company etc.	
2.	Constitution (attach a copy of the valid document like regd. Trust/society deed, byelaws of the trust/society, memorandum and article of association along with certificate of incorporation)	
3.	Date of establishment	
4.	Registration No (with date of registration) Authorities with whom registered	
5.	Address of the organization	
	Regd. Office	
	Admin. Office	
	Corporate Office	
	Branch Office	
	Website/email address	
6.	Telephone No.	
7.	Contact Person/s Name with Tel/Mobile No. and his/her designation	
8.	Working Experience as Corporate BC or engaged by Corporate BC for assistance in BC operations (Please enclose Supportive Documents)	
9.	Name of the Bank (s) where Services are being provided (Please enclose Supportive Documents)	
10.	National/Circle BC for SBI (Please enclose Supportive Documents with active number of CSPs)	
11.	Services are being provided in any other Bank other than SBI (Please enclose Supportive Documents with active number of CSPs)	
12.	Address of the Office functional in Jharkhand (Please enclose Supportive Documents)	

We hereby undertake / declare that: -

- a) Aforesaid information furnished by us is correct and true to the best of our knowledge and belief and in case found at any stage that the information provided by us is not correct, our engagement as Corporate BC will be cancelled.
- b) Our organization /NGO/ Trust/Society/ company, etc. have never been blacklisted/delisted by any Government/Other Authorities in the past record.

- c) Our organization/NGO/Company is a non-political one and not affiliated to any religious organizations, political parties, etc.
- d) Our organization/ NGO/ trust/ society/ company, etc., persons managing the organization/trust/society/company, or the principal office-bearers etc. are NOT defaulter with any Banks/Societies/Financial Institutions, etc. and also do not have any criminal record registered with any police stations/Govt. authorities etc. or in any court of law.
- e) We have read the details of the scheme for engagement as Corporate BC in the Jharkhand Gramin Bank, eligibility criteria, terms & conditions, scope of the activity and payment of service charges etc.
- f) In case our organization will selected appointment as Corporate BC, we will/shall sign the Agreement-cum-indemnity with Jharkhand Gramin Bank and will deposit the security deposit.
- g) We fully agree that submission of this application to the Bank shall not be construed as a right for selection and Bank reserves its right to select/reject the case on merit.

Yours faithfully,

Signature of the Authorized personnel with seal

Name: _____

Designation: _____

Place: _____

Date: _____

Check List

S. No.	Name of The Document/Annexure	Submitted/ Not Submitted	Page No
1	Duly filled application with seal and sign		
2	Document related to Point Number - 2,8,9,10,11 and 12.		
3	Undertaking on Company's Letter Head regarding applicant/firm not have been blacklisted by any Govt. /Govt. Agency / Bank(s) / Financial Institutions in India in the past.		
4	The memorandum/bye-law/ constitution of eligible entities		
5	Other		

Signature of the Authorized personnel with seal

Name: _____

Designation: _____

Place: _____

Date: _____