



# Manual of Instructions

May 2021

**बैंक बोर्ड ब्यूरो**  
**Banks Board Bureau**

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## Banks Board Bureau

### Introduction

Central Government notified the amendment to the Nationalised Banks (Management and Miscellaneous Provisions) Scheme, 1980 providing the legal framework for composition and functions of the Banks Board Bureau on March 23, 2016. The Bureau accordingly started functioning from April 01, 2016 as an autonomous recommendatory body. The functions of the Bureau outlined in the Section 7(C) of the Scheme and in subsequent amendments as per orders of Appointment Committee of the Cabinet are :-

- a) To recommend the selection and appointment of Board of Directors in Nationalised Banks, Financial Institutions and Public Sector Insurance Companies (Whole Time Directors and Chairman);
- b) To advise the Central Government on matters relating to appointments, confirmation or extension of tenure and termination of services of the Directors of mandated institutions;
- c) To advise the Central Government on the desired management structure of mandated institutions, at the level of Board of Directors and senior management;
- d) To advise the Central Government on a suitable performance appraisal system for mandated institutions;
- e) To build a data bank containing data relating to the performance of mandated institutions and its officers;
- f) To advise the Central Government on the formulation and enforcement of a code of conduct and ethics for managerial personnel in mandated institutions.
- g) To advise the Central Government on evolving suitable training and development programs for managerial personnel in mandated institutions.
- h) To help the banks in terms of developing business strategies and capital raising plan and the like;
- i) Any other work assigned by the Government in consultation with Reserve Bank of India.

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### Meetings of the Boards

1. The Secretary shall decide on the agenda and the range of dates for the Board meeting.
2. The Board meeting dates shall be sought from the Board members either through email or on Survey floated on survey monkey.
3. Once the dates are decided, the Members shall be intimated of the date and agenda by email.
4. The detailed agenda papers are printed, bound and sent by courier.
5. One copy the agenda shall be filed.
6. The Board minutes shall be finalised after obtaining approval of all Board members and the Chairman.
7. Action points in the Board minutes shall be communicated to the relevant persons for actions.
8. Action Taken Report shall be submitted to the Secretary, if so required.

### Protocol for conduct of Meetings / Interactions through Video Conferencing Mode

1. Chairman shall decide on the Panel Compositions and inform the Secretary
2. The Three Panels shall be hosted by three different officers of the Bureau.
3. The Officer hosting the panel shall initiate a meeting link that shall be received over email. The Panel Members shall join their meeting Room.
4. The Meeting Room shall be Locked by the Host thereafter and only candidates shall be permitted as per the schedule.
5. The Host Officer from the Bureau shall always remain in the Host Room, as the meeting cannot be hosted without it. However, the Bureau officer shall not communicate with the panel members unless they ask him to enter.

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6. The Panel members shall mute their microphones after each interactions and discuss the scores with each other over Mobile/Alternate modes only.
7. As and when the interactions are over, the panel members can disconnect from the meeting room and finalize their results by communicating over mobile phone. Once the results are finalised, the scoring sheet shall be scanned and sent to the Secretary for compilation.
8. A Common meeting room shall be opened after the interactions that shall be hosted by the Secretary. Link to this room shall be sent to all the members where they can join to discuss the agenda items.
9. The Secretary shall compile the results and present it in this common meeting room thereafter.
10. The final results shall also be displayed in the room and concurrence obtained from the members. Thereafter, the same shall be sent to the members to obtain their concurrence over email.
11. All Material for the meetings shall be sent over email / courier.

### **Standard Operating Procedure (SOP) for appointment of Whole Time Directors (WTDs) in Public Sector Banks, Public Sector Insurance Companies and Financial Institutions in public sector in India**

Any upcoming/ existing vacancy of WTDs in any of the institution under the Bureau's mandate is notified by Department of Financial Services (DFS) to the Banks Board Bureau (BBB). The vacancy could be filled either by floating an open advertisement or through

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the promotion of the internal candidates as per the extant Appointments Committee of Cabinet (ACC) criteria.

### **Recommendations for WTD positions where vacancies are filled by the promotion of internal candidates**

1. The respective vacancy/ vacancies are notified to the Bureau along with the list of candidates who are eligible for the said vacancy. The list of candidates is then independently verified by the Bureau, to ensure that they fulfill the extant ACC criteria.
2. The Bureau then collects the annual performance appraisal reports (APARs) of the eligible candidates for the last five years.
3. A self-assessment questionnaire and a resume, duly attested by the respective institution, is collected from each of the eligible candidates.
4. A self-declaration, related to the vigilance records, which is to be duly attested by the Competent Authority is also collected from all the eligible candidates.
5. The vigilance details of the candidates are also collected from the CVO of the respective organization.
6. The next steps in the selection process entail the Behavioral Assessment Round, which is conducted by an external agency hired by the Bureau for conducting behavioral assessments. As part of this process, the candidates undergo a psychometric assessment (via a ~60-minute Online Survey) followed by an 'In-Person' interview, entailing one-to-one assessment with a behavioral expert.

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7. All the reports/ documents collected by the Bureau Secretariat are made available to the Board of the BBB before the interactions.
8. Thereafter the call letters are issued to the candidates and the interaction with the Board Members is conducted at the scheduled time and date.
9. Since the onset of the pandemic, the interactions are being held in online mode. A test VC is conducted with all the stakeholders before the interactions.
10. For the interactions, three panels are formed, with two members in each panel. The constitution of panel members is decided by the Chairman, BBB.
11. After the interactions of each of the panel with the candidates, the scores awarded by all the three panels to each of the candidates. Taking into consideration the scores of all the panels along with the other extant ACC criteria, the final score is arrived at, on the basis of which the recommendations to the respective positions are made by the Bureau.
12. The recommendations made by the Bureau are published on the Bureau's website as well the twitter handle of the Bureau.

### **Recommendations for WTD positions where vacancies are filled by open advertisement**

1. The respective vacancy/ vacancies are notified to the Bureau.

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2. The Bureau then invites online applications from the eligible candidates for the respective positions. The advertisement for the same is published in major newspapers and also on the Bureau's website.
3. Amongst other things, all applicants are required to furnish a self-assessment questionnaire and their resume. If an applicant is working in a public-sector organisation, a No Objection Certificate (NOC) from their employer is also required.
4. The applications are then scrutinized by the Bureau to determine the eligibility of the candidates for the said position as per the ACC criteria.
5. The candidates, whose candidature is not found in order, are advised by an email with the reasons for rejection of their candidature and are provided a time frame to provide any additional documents in support of their candidature for the said position. If the applicants are not able to furnish the satisfactory documents in support of their candidature, their candidature for the said position is rejected.
6. From the eligible candidates, a self-declaration, related to the vigilance records, is collected from all the eligible candidates.
7. The vigilance details of the candidates working in the Public Sector organisations are also collected from the CVO of the respective organization.
8. The next steps in the selection process entail the Behavioral Assessment Round, which is conducted by an external agency hired by the Bureau for conducting behavioral assessments. As part of this process, the candidates undergo

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- a psychometric assessment (via a ~60-minute Online Survey) followed by an 'In-Person' interview, entailing one-to-one assessment with a behavioral expert.
9. A background check of the eligible candidates is conducted by an agency hired by the Bureau for providing the said services.
  10. All the reports/ documents collected by the Bureau Secretariat are made available to the Board of the BBB before the interactions.
  11. Thereafter the call letters are issued to the candidates and the interaction with the Board Members is conducted at the scheduled time and date.
  12. Since the onset of the pandemic, the interactions are being held in online mode. A test VC is conducted with all the stakeholders before the interactions.
  13. For the interactions, three panels are formed, with two members in each panel. The constitution of panel members is decided by the Chairman, BBB.
  14. After the interactions of each of the panel with the candidates, the scores awarded by all the three panels to each of the candidates. Taking into consideration the scores of all the panels along with the other extant ACC criteria, the final score is arrived at, on the basis of which the recommendations to the respective positions are made by the Bureau.
  15. The recommendations made by the Bureau are published on the Bureau's website as well the twitter handle of the Bureau.

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## **Handling of complaints received by the Bureau.**

1. **Receipt:** All complaints received via emails or post are accepted and recorded in the Inward Register.
2. **Verification of authenticity of the complaint by either letter, mail or phone:** If address is mentioned, writing a letter to complainant to ensure, that the complainant as mentioned in the letter has actually sent the complaint. The same step may only be followed once and may not be repeated for recurrent correspondence from the same complainant.
3. If there is no address mentioned, but only a mobile number, the complainant may be /contacted at the same number, and asked to furnish another complaint along with his/her complete address and identity details. The details of the time and number with which the complainant was contacted may be noted down officially.
4. If on contacting the mobile number, it is found that the person at the other end is not the complainant, the letter may be treated as pseudonymous and may be filed without taking any action as per CVC guidelines dated September 24, 2020. Again the details of the call made to the complainant may be mentioned in the official note.
5. **Action to be taken:**
  - No action shall be taken on anonymous complaints.
  - For all genuine complaints, finding out the nature of the complaint, which could be of two types-
    - a) Of a general nature

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b) Against Top Management of the Institution under ambit of the Bureau.

- If a complaint is of a general nature, any of the following steps could be taken-
- Forward the complaint to DFS.
- Forward the complaint to RBI for action at their end
- Forward the complaint to the respective Institution
- The secretariat could write to the complainant informing him/her as to the complaint not falling under the purview of the Bureau and guiding him/her to approach the right authorities.

## Guide for connecting to Banks Board Bureau through Video Conferencing over Internet

The Banks Board Bureau has licensed CISCO WebEx platform for facilitating 24x7 Video conferencing from anywhere as per the convenience of the end user.

### What do you need to join a meeting

1. A laptop / PC connected to high speed Internet
2. A Web Camera connect to it.
3. A microphone and Headphone.
4. Power backup (in case of desktop)

### Backup System

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As a matter of abundant caution, you may download the mobile application on your mobile by searching for WebEx in the appstore. Once installed, you can join in the meeting by clicking on the email link or simply by entering the Meeting Number (Access Code) that shall be provided in the email.

However, you must join the meeting from only one of the devices.

### Software requirement

It is advisable to download and install the “WebEx Meetings” application. This application is available.

<https://www.webex.com/downloads.html/>

You can also watch a detailed YouTube Video on the procedure for installing and connecting to the meeting <https://www.youtube.com/watch?v=fE5FnEUKtaE>

### Testing of equipment

You can test your connectivity with the WebEx platform by using a self test available at <https://www.webex.co.in/test-meeting.html>. Kindly follow the instructions as given on the website.

*Note: You do not need to get a WebEx Account or signup for the meeting.*

### On the Date of the Meeting / Interview

**Step 1.** You shall receive an email from Banks Board Bureau that shall have the following general content:

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Join my Webex meeting in progress.

Test Meeting for PSIC Interviews - Panel A

Host: Shri Vijay Singh Shekhawat  
Wednesday, April 22, 2020  
10:45 am | India Time (Mumbai, GMT+05:30) | 1 hr  
Meeting number (access code): 572 897 582  
Meeting password: pQcYNi6EG23 (77296463 from phones and video systems)

Join meeting

**Join by phone**  
Tap to call in from a mobile device (attendees only)  
+65-6703-6949 Singapore Toll

**Join from a video system or application**  
Dial 572897582@sampark.webex.com  
You can also dial 210.4.202.4 and enter your meeting number.

**Join using Microsoft Lync or Microsoft Skype for Business**  
Dial 572897582.sampark@lync.webex.com

*IMPORTANT Note: The link may open the default web browser but the webpage may not load. In such a case, please check the URL in the address. The address will generally read as follows:*

<https://sampark.webex.noclick.com/sampark/e.php?MTID=m947563fa48f9344463e5b52230c704c>

This error is due to the highlighted “noclick\_” text that is automatically inserted to enhance cyber security as protection from unknown source. As the link is otherwise secure, kindly remove the “**noclick\_**” from the link. The URL address, after editing, should read as follow

<https://sampark.webex.com/sampark/e.php?MTID=m947563fa48f9344463e5b52230c704c>

Press enter after the edit and the page should open.

**Step 2.** On receipt of the email, the Date and time of the meeting should be carefully noted and preserved. On the mentioned date and time, click on Join meeting.

If the Desktop application is already installed as mentioned above under “Software Requirement”, the desktop application will start and you may be prompted to join the meeting. Click on the Microphone and Camera button so that they are enabled.

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### Step 3

Once the meeting is over and you are asked to wait for further instructions, kindly login to your email account and check your email for new instructions. Click on the new meeting email invitation and follow the same procedure to join the meeting as above.

### Important Tips for the meeting

- 1. Ensure that there are no other applications running on the desktop that may be using the Camera or Microphone or speaker. This may disrupt the call.*
- 2. Please be present 2-3 minutes before the meeting start and connect by clicking on join meeting. The host will let you in once the meeting starts. In case you get a message that the meeting has not started, kindly connect after a few minutes.*
- 3. Please ensure that your mobile phone is on silent mode and kept away from the Microphone to avoid interference.*
- 4. Please ensure that there is no one else in the room to distract / disturb the interactions.*
- 5. As the interviews may last for over 20 minutes, you may like to keep drinking water for yourself in close vicinity.*
- 6. Please do not use any other application / device or audio recorders etc or record (digitally or manually) any proceedings of the Interactions as it violates the Non-Disclosure Agreement Terms.*
- 7. Please be dressed appropriately.*

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## **Work from Home**

1. Work from Home shall be permitted in accordance with instructions from HRMD, Central Office of RBI and with concurrence of Secretary.
2. All the letters that are sent or received by mail should be invariably inwarded by AM in the Inward Register. Thereafter, AM will take print outs and file the letters in the relevant files as and when he is required to come to Office.
3. Accordingly, all the Officers should mark a copy to AM when they are sending out any mail that is to be outwarded.
4. All the Officers to brief the Secretary of the tasks handled by them and the pending position, if any.
5. All notes to be put up using EM Signer for approval of the Reporting Authority.

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### Receipts and Expenditure

1. All expenses of the Bureau shall be incurred with the sanction of the Secretary only.
2. All major expenses shall be incurred with the consent of the Board or with permission of Chairman.
3. The Receipts of the Bureau are inflows from various Public Sector Banks, Insurance companies and Financial Institutions that are currently within the remit of the Bureau. The expenses (both incurred and projected) are divided among the institution categories i.e. Public Sector Banks, Insurance companies and Financial Institutions, in proportion of the vacancies that were serviced by the Bureau. As per the extant directions, the nodal institutions for PSBs is State Bank of India, for Insurance Companies is IRDAI and for Financial Institutions is NABARD.
4. As per the revised ACC guidelines applicable for 2019-20 onwards, the Bureau is required to project its expenses and distribute it among the institutions in proportion of the vacancies as on April 1 of the year.
5. The receipts and payments of the Bureau are routed through an account maintained at Reserve Bank of India.
6. Payments: The major payments related to lease rentals towards hiring of premises at Mumbai and personnel costs that are reimbursed to Reserve Bank of India. These constitute the recurring expenses for the Bureau. The External HR agency charges are incurred for

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assessment and background verification of candidates. There are no fixed assets as majority of the fixtures, furniture and computer hardware etc. are provided by RBI. Minor items of hardware are considered as revenue expense.