

Submission of pre-qualification queries (EOI) by the Banks on 14-09-2012

S.No.	Name of Bank	Queries	Replies
1	ICICI BANK	<p>For E Pension System</p> <p>a. Is there pension disbursement pay & claim basis or funds would be parked in advance.</p> <p>b. If any calculation will be required at the bank's end or the final disbursement file will be received by the bank.</p> <p>c. There is no cut off time defined as to the transaction received by the bank so as to carry on the transaction on the same day.</p> <p>d. T basis to be the initiation of the transaction from the bank for RTGS/NEFT/ECS and not the credit to the pensioner's account.</p> <p>e. If the banks would be liable as per the commission fees according to RBI for Pension disbursement.</p> <p>For Cyber Receipt</p> <p>a. The details of the process currently followed in the physical mode. What are the expectations on the electronic platform and how the two would be integrated ?</p> <p>b. For physical collection if there is requirement of the appointment of the nodal branch for that particular treasury; or all the branches would be authorised and the reporting would happen through the nodal branch.</p>	<p>In the ePension system the pensioners are allowed to draw their pension through any bank authorized for the purpose. Under the e-pension system the Pension Pay Order (PPO) will be maintained at the treasury/sub-treasury and monthly electronic pay order will be issued by the treasury to the treasury bank. The treasury bank will transfer the funds through RTGS/NEFT/ECS for direct credit to pensioner's account held in any bank branch in India. The banks participating will not be eligible for any commission/charges. However, the treasury bank is eligible for commission as per RBI guidelines. The banks are also not required to collect life certificate/any other certificate from the pensioners. E-pension enables the pensioner to draw his pension through any empanelled bank instead of current limited option of the few specified banks.</p> <p>In the current physical mode, hereinafter referred to as the traditional method, the citizen is required to fill in the challan in duplicate (two copies) and get it verified from the treasury office before payment at the treasury bank. The treasury bank retains one copy of the challan and returns the other copy duly acknowledged to the citizen. At the end of the day, the treasury bank sends the copy of challans alongwith scrolls to the treasury office. In the proposed electronic mode, the payment can be made by three modes viz. (i) Internet Banking, (ii) Debit Card and (iii) Physical mode. The bank shall have a nodal office for interaction with Cyber Treasury Cell and Director, Treasuries and Accounts and the nodal officer will be stationed in Chandigarh/ Panchkula/ Mohali or within a distance of not more than 100 Kms from the tricity. The user of the Cyber Treasury System, can also opt to make the payment at any designated Bank by producing the filled in challan generated through the system. The banks will enter such payments made in the Cyber Treasury System, the interface for which will be provided by the department. The nodal branch of the banks are required to send all the challan copies (physical and e-mode) to the Cyber Treasury office to be located in Chandigarh/Panchkula. For the time being both the traditional method and the proposed Cyber Treasury system will co-exist although traditional method will be handled only by the treasury bank branches.</p>

c.	The types of receipt heads to be covered under Cyber Treasury Haryana.	All types of Govt. Receipts.
d.	Process for downloading the challans	The banks will be provided interface to the proposed system.
e.	EPS via branch will be considered offline by RBI, therefore remittance will be on T+3 basis & different commissions. Plz clarify.	As per RBI guidelines.
For Treasuries Receipt & Payment		
a.	As per the EOI, a bank who wants to participate in treasury Receipt and payment, <u>“it should be present within 1-2 km in atleast 10 locations”</u> , however, in case the concerned bank is present in 10 or more locations, but not within a periphery of 1-2 Km, will the bank be still eligible to submit a proposal / EOI and how would the scoring/point system work theron.	As per the evaluation criteria specified in page number 12 of EOI, the banks are required to offer for atleast 10 locations situated within 2 kms. However, offer can also be made by banks, if they propose to open branches in such locations. So if a bank is not having a branch within a distance of 2 km then it will be not considered as eligible to be offered unless bank proposes to open a branch within such distance. Thus all ten locations should either have branches within 2 km or officer to open branch within such distance.

		b.	The document/information highlighting the process and structure of receipts and payments at the sub-treasuries	Receipts and payments process is the same in the treasuries and sub treasuries. Receipt process has already been explained above. As regards payment process, the messenger/DDO prepares and submits physical bills at the treasury office. The treasury office generates an electronic pay order through the system and issues hardcopy to the messenger/DDO. Simultaneously, the treasury office sends the digital copy of EPS to the treasury bank through electronic mode. The DDO endorses the EPS to the treasury bank for payment. The Treasury bank verifies the hardcopy of EPS with the digital copy sent by the treasury office, using the software provided by the treasury. Upon verification, the treasury bank credits the funds to the beneficiaries account through RTGS/ NEFT/ECS'. Whenever failure of transactions occur an RTR is issued in the name of beneficiary and handedover to the DDO. At the end of the day, the treasury banks are required to send the electronic scroll and the details of issue of RTR by using the system provided by the treasury. Also, the banks are required to send hardcopy of scroll alongwith the physical copy of EPS duly paid to the treasury.
2	AXIS BANK	Pension Disbursements:		
		a.	Cut off time for Receipt of transaction from treasury bank for pension disbursements.	Same day
		b.	To confirm responsibility of our bank for collecting certificates (Life Certificate, Non Employment Certificate, Re-Marriage Certificate) is limited only to pensioners having accounts with us or are we responsible for obtaining these certificates from pensioners having accounts with other banks.	Not required

c.	The treasury bank will transfer the fund through RTGS/NEFT/ECS to pensioner's account held in any bank branch in India. The banks participating will not be eligible for any commission/charges. Since there will be no commission to be paid. We understand that it will be prefunded. If yes, how many days, before, will the govt. give us the funds. Further, for remitting the Pension through ECS, the Govt. will have to give us the details in a particular format i.e. Issue File at least 4-5 days before.	Refer to reply given under ICICI Bank queries for e Pension System
<u>Govt Receipts through Cyber Treasury</u>		
a.	Cut off time for collections.	As per the RBI guidelines
b.	Mode of payments: Physical/e- payment/Cards	Physical/e- payment/ Debit card(SBI)
c.	Transactional details to be shared to the Bank.	To be shared with the Cyber Treasury cell and RBI
d.	Mode of fund remittance and to RBI / Agency Bank.	As per the RBI guidelines
e.	Cut off time for remitting funds to RBI and submission of scrolls and reports to RBI.	T+1 basis / as per RBI guidelines
f.	Reports and formats required by Treasury or RBI and mode of submission (Physical/E mode)	Both physical and e-mode along with copy of challans
g.	URL for file upload of RBI /Treasury.	Will be shared as and when necessary
h.	What will be selection Criteria ? Selection Criteria is stated in Section 3 and Section 5 but not in Section 4	Eligibility criteria as given in the EOI documents
<u>Treasury Receipts and Payments:</u>		
a.	Can we offer our services to the locations specified in the document even if we donot have branches and do not intend to open new branches at these locations.	No
b.	Is it mandatory that Banks are required to pick atleast 10 locations or can the number of locations chosen by the Bank be less than 10.	The Banks are required to pick atleast 10 branches
c.	Can a branch which is located within 5 Kms in the location be considered? (wrt eligibility Criteria page 10 point No. V : Distance should be within 2 Kms)	No. However, an offer can be made by the bank to open a branch within 2kms.

		d.	Is the time frame for opening of branches i.e. within 2 months is fixed as there are lot of formalities involved in opening of a branch	The time frame for opening of branches has been modified to 90 days. Refer to corrigendum
		General		
			As per RBI timelines, the terms of remittance are as follows:	
		a.	Physical Collections: T+3 (including holidays) based remittance to RBI	As per RBI guidelines
		b.	E-collections: T+1 based remittance to RBI.	As per RBI guidelines
		c.	In brief, the settlement with RBI will be as per the norms by RBI. Please clarify the same .	As per RBI guidelines
		d.	Please confirm that no collections are through IPG mode.	No. The portal will be provided by the State Govt.
		e.	Indemnity: There is no indemnity to the Bank for failure to remit the funds on the due date with the failure being on account of no response from the Receiving Bank, Server delays at RBI, or anyother reason not pertaining to the Sending Bank. Please see Form F page 8 :	As per RBI guidelines
3	KOTAK MAHINDRA BANK	Form 'B' – Pre-qualification Crriteria		
			Bank should have an existing network of minimum of 25 branches in	Through this EOI, the govt. intends to empanel only those banks who are having minimum of 25 branches accorss the State of Haryana .
		a.	KMBL's Submission: We would like to submit that, currently Kotak Mahindra Bank has 19 branches in the state of Haryana and we are in process of expansion to serve the Government and people in the progressive state of Haryana. Further with the state treasury moving from the physical to the e platform, the necessity of having branches in every location may please be relooked. We also assure you that with the advanced technology platform connected through core banking solution , we promise to deliver the best in class services.	

	<u>Form 'D' – Eligibility criteria for Government Receipts through Cyber Treasury</u>	
		No
	The bank should be handling Government receipt business of any State/ Central Govt. or their department for a period of not less than one year;	
b.	KMBL's Submission: RBI has allowed all private sector banks to handle government business through its circular # DGBA GAD No H -5029/42.01.033/2011-12 dated 31 st Jan, 2012 Since the regulator has allowed private sector banks to undertake government business(other than the banks allowed in the year 2001) only on 31 st January, none of the other private sector banks shall be able to meet this criteria. Post 31 st Jan,2012, we have been empanelled by other state governments to handle their receipt business like VAT. Government of NCT of Delhi , Andhra Pradesh Government & Gujrat Government to name a few have already empanelled us for collecting their taxes. We request you to please relook at this criteria thereby providing an opportunity to other private sector banks.	

Form 'E' – Eligibility cum selection criteria for Treasury Payment and Receipts		
	The Bank should be handling Govt Business of receipt and disbursement of any state/ central govt or their department	
c.	KMBL's Submission: RBI has allowed all private sector banks to handle government business through its circular # DGBA GAD No H -5029/42.01.033/2011-12 dated 31 st Jan, 2012 Since the regulator has allowed private sector banks to undertake government business(other than the banks allowed in the year 2001) only on 31 st January, none of the other private sector banks shall be able to meet this criteria. Post 31 st Jan,2012, we have been empanelled by other state governments to handle their receipt business like VAT. Government of NCT of Delhi , Andhra Pradesh Government & Gujrat Government to name a few have already empanelled us for collecting their taxes. We request you to please relook at this criteria thereby providing an opportunity to other private sector banks.	No
	Criteria of having a branch or ready to open a new branch within 2 kms of treasury office	
d.	KMBL's Submission: Since Haryana Treasury is also moving to cyber treasury, we would like to submit here that each and every branch at Kotak Mahindra Bank can handle the transactions even of a far-fetched branch of any other state as well. The technology platform we use helps us improving our efficiency levels and Turn Around Time (TAT). We assure you that any branch of Kotak Mahindra Bank Ltd. shall deliver above the expected levels by the Haryana Treasury Office as well as Treasury Department.	No

4	HDFC BANK	a.	As per EOI, all banks meeting eligibility will be empanelled , Hence the system that is being evolved may not require payment through NEFT/RTGS/ECS as the same will be applicable only in many to one situation, please clarify? Will the bank(s) be permitted to claim agency commision from RBI as applicable to these patments?	Refer to reply given under ICICI Bank queries for e Pension System	
		b.	Can the Bank issue DEBIT/ATM card in the pension account to be opened?	No such restrictions has been kept.	
5	YES BANK	E-Pension Disbursements:			
		a.	We would require a detailed process flow/ document with roles & reaponsibility of the bank for online pension distribursements for further review at our end.	Refer to reply given under ICICI Bank queries for e Pension System	
		Government Receipts through Cyber Treasury:			
		a.	We have reviewed the brief process on the documents. We are okay with the suggested aproch/process. We would be glad to submit the EOI for the same.	No	
		b.	With respect to Eligibility criteria (point 3)- "Banks should be handling govt. receipts for a period not less than a year" :	No	
c	We would like to clarify that RBI has issued circular/ guideline for appointmenta of all private sector banks for govt. agency business in January 31st 2012. Accordingly, we have enteres to agency business agreement with RBI on Aug 2012. Hence, we request you to consider our banks as a special case whilst considering the EOI scores for this point.	No			