



Process Note for Issuance and use of BOI-NSDC Multi- Wallet Debit Card



Banking Partner



Network Scheme



Program Manager

Version 1.0

DISCLAIMER

NSDC has signed a Memorandum of Understanding (MoU) with Bank of India on 30.12.2013. The MoU signed between NSDC and BOI will entail opening of bank accounts for candidates, with a linkage to Aadhaar to enable disbursement of funds.

The solution proposed by Bank of India is expected to foster higher level of transparency and has been formulated to encourage workforce to enhance their efficiencies and employment prospects, along with financial rewards to complete vocational training of their choice. The process flows in this document have been defined by the Bank of India to provide services under the STAR Scheme in line with the solution proposed.

It is up to the **discretion** of Training Partners to opt for the solution proposed by Bank of India and follow the processes defined in this document. NSDC shall not be held liable directly or indirectly for any arrangement/contract between the Bank of India and the Training Partner or Training Center.

CONTENTS

Disclaimer	2
Training Centre Enrolment.....	4
Beneficiary Account opening	6
Funds Disbursement to trainee account.....	8
Funds credit to training partner account	9
Flowchart	10
Annexure I – KYC Documents for Current Account.....	11
Annexure II – KYC Documents to be submitted with Savings Bank Account Opening Form	15

TRAINING CENTRE ENROLMENT

Step Number	Activity Brief	Responsibility	Timelines	Remarks
1	Training Partner will open Corporate Current A/c with Bank of India	Training Partner	7 days after all documents are submitted along with the Account Opening Form (AOF)	<ul style="list-style-type: none"> In case the Training Partner already has a Current Account with BOI, the same can be used for this program. The training partner can email at BoiStarNsdC@bankofindia.co.in to know more about the account opening process and the nearest branch where the account can be opened. The BOI branch nearest to the Training Partner/ Center can be searched at www.bankofindia.co.in List of documents to be submitted with the AOF is provided in Annexure I For any further query please contact our nodal officer: Nodal Officer Name- Mr Amar Singh Contact Details-011-24364800 011-24392200 Mobile No: +91 9910589632 Designation- Staff Officer Nodal Branch- CGO Complex Branch Address- Electronic Niketan CGO Complex, Plot No. 6, Lodhi Road, Pin Code-110 003
2	Open separate Current Account in the Name of Training Partner for each Training Center/ Location	Training Partner	7 days after all documents are submitted along with the Account Opening Form	<ul style="list-style-type: none"> The mapping of Training Centers of the Training Partner will be done by Bank of India once they initially approach BOI Current Account will be opened in the name of Training Partner for each Training Center or, if a location has more than one training center, one current account may be opened per location. Such current accounts will be linked to the Customer ID of the parent current account opened by the Training Partner and will not have any operational authority at the local level and will be operated centrally. The current account(s) will be used to transfer NSDC funds allocated to Training Partner. Hence, Training Partner will have the option to receive funds centrally (through auto debit or BOI POS machines) in a single account or receive it center wise or location wise. This option is left to the discretion of the Training Partner.
3	To partner with BOI for this program, Training Partner will fill	Training Partner		<ul style="list-style-type: none"> In order to facilitate the process of opening bank accounts for trainees, authorized personnel of the Training Center / Training

	an online form at Bank of India Program Manager's online website capturing the contact details, address and bank account number			<p>Partner will be appointed as Business Correspondent (BC) for Bank of India.</p> <ul style="list-style-type: none"> Bank of India has appointed TranServ as their Program Manager and Corporate BC, and have authorized Transerv to appoint Training Partners/ Training Center as BC's for the NSDC program. A representative from TranServ will visit the Training Partner representative within a week and a Business Correspondent agreement will be executed between Training Partner/Training Center and TranServ (as Bank of India Corporate BC) to establish this relationship.
4	<p>Once the Training Partner is successfully registered in the system, the linked Training Center Details will be provided by the Training Partner.</p> <p>This can be provided in two methods.</p> <ol style="list-style-type: none"> 1. Training Partner can fill the Training Center details through the online portal. or 2. Training Partner can provide the list of Training Centers in the file format specified by TranServ which will be shared separately. 	Training Partner		<ul style="list-style-type: none"> The Training Center details provided by the Training Partner will enable Bank to capture certain basic details of the Training Center in the system. This will include, <ul style="list-style-type: none"> Providing details of the existing POS terminal i.e. share the Merchant ID (MID)/ Terminal ID (TID) of the POS machine where the trainee could swipe his card for transferring the amount earmarked for TP (in restricted wallet). (Training Center is free to use its existing POS terminal for this program.) Training Partner's BOI A/c number where auto debit money will get credited. NOTE: In case the Training Center does not have a POS terminal, BOI will provide a POS terminal to the Training Center as per BOI's existing policies. The commercial arrangement for deployment of BOI terminals will be agreed at the time of agreement signing between the Bank and the Training Partner
5	The training center will be configured in the Bank's system. The Training Center authorized user (BC) will now have the access to the system to fill trainee's account opening form on screen	Bank/ TranServ	3 days after the data is provided by Training Partner	<ul style="list-style-type: none"> Once the BC is approved, an email will be sent to the authorized BC containing the instruction to log into the system and change password.

BENEFICIARY ACCOUNT OPENING

Step Number	Activity Brief	Responsibility	Timelines	Remarks
1	The Training Center personnel who would be appointed as a BC will be trained on Account Opening process by the Bank/ TranServ	Bank/ TranServ		<ul style="list-style-type: none"> List of KYC and other documents to be attached with the Account Opening Form (AOF) is provided in Annexure II TranServ will appoint a program coordinator for all BCs appointed for NSDC program and the email ID and Phone Number of the coordinator will be provided to all BCs for handling queries from BCs
2	Physical AOF and Debit Mandate form will be provided to Training Centers	Bank		<ul style="list-style-type: none"> TranServ's Coordinator/ BC will coordinate with the linked Bank branch to ensure that sufficient number of AOFs are available in the Training Center.
3	Training Center will get the AOF (along with KYC) filled by the trainee only after the trainee has been registered in SDMS	Training Partner		<ul style="list-style-type: none"> SDMS Enrollment Number will have to be generated before the account opening process is initiated.
4	Training Center will advise the trainee to fill the debit mandate as per the amount due from the trainee. The debit mandate will be endorsed by the training partner	Training Partner		
5	<p>Training Center BC will collect the completed application forms and capture the AOF in the Bank of India the online BC system. The Debit Mandate amount filled by the trainee and endorsed by Training Partner will also be captured in the system.</p> <p>Once the application is submitted successfully, a Reference Number will get displayed on screen. This reference number has to be written on top of the physical application form. Physical application forms will be deposited at the linked BOI branch.</p>	Training Center BC		<ul style="list-style-type: none"> The training partner will also be required to provide details of authorized personnel at local training centers, along with their signatures, for endorsing auto debit mandate from beneficiaries.

6	The beneficiary details, including the debit mandate amount and NSDC Enrollment Number, as entered in the system will be provided to Training Partner/ Training Center.	BoI Program Manager (TranServ)	2 days after the application is successfully submitted in system	
7	The Training Partner will endorse the system captured Debit Mandate and get the Bank Branch's endorsement before the trainee's application form can be further processed	Training Partner	2 days after the data is provided to Training Partner	<ul style="list-style-type: none"> The Bank will finalize the mandated amount as per the data entered by BCs, which should be validated by Training Partner. This mandate will be used to create the restricted wallet for the BOI NSDC Debit Card The endorsed copy of the system generated report will be scanned and sent to an email ID (to be provided later).
8	Bank official will scrutinize the AOF and if found to be OK will activate the account for the trainee	Bank	7 Days	<ul style="list-style-type: none"> In case the AOF is not accepted, the BC/ Training Center will be instructed to get the same corrected by coordinating with the Training Center/ Trainee. This activity is expected to be performed once in 2 weeks.
9	Once the Account is opened, the same will be communicated to the BC/ Training Center and trainee	Bank	1 day	<ul style="list-style-type: none"> SMS will be sent to the trainee intimating the opening of account
10	Training Center will advise the trainee to go to the linked branch and collect his/ her debit card and passbook	Training Partner		<ul style="list-style-type: none"> In exceptional cases (Branch in not in close proximity of the training center), a Bank official may visit once in 2 weeks to the Training Center for distributing the Card Kits and Passbook
11	On request from the Trainee, the Bank official will provide the Card Kit containing the Debit Card and Passbook after scrutinizing the original KYC as captured in AOF	Bank		<ul style="list-style-type: none"> Cards will be activated in 48 hours of delivery of Card Kits.

FUNDS DISBURSEMENT TO TRAINEE ACCOUNT

Step Number	Activity Brief	Responsibility	Timelines	Remarks
1	NSDC will instruct BOI to disburse funds to trainees Account Number.	NSDC		<ul style="list-style-type: none"> This instruction will come in a format as prescribed by BOI and in consultation with NSDC separately
2	As per data collected from Training Partners, BOI will credit funds to the trainee's account number and move a part of fund to the restricted wallet of the account as per the debit mandate data recorded in the online system and endorsed by Training Partner and Bank Branch.	Bank		<ul style="list-style-type: none"> Bank will link the Aadhaar number of the candidate with their account number

FUNDS CREDIT TO TRAINING PARTNER ACCOUNT

Step Number	Activity Brief	Responsibility	Timelines	Remarks
1	Trainee will offer to pay the Training Center by swiping his card and providing PIN which is captured in the terminal	Bank		<ul style="list-style-type: none"> The funds in restricted wallet can only be used at the terminal of the training center as per details provided by Training Partner. These payments will get credited to the current account linked to the POS terminal deployed at the training center. The Training Center will pay the charges (MDR) as per the existing arrangement of the POS terminal with the acquiring bank. Trainee may wish to use his card at any other POS machine/ ATM, in which case the payment will be made from the trainee's bank account (as open wallet).
2	In case the trainee does not offer his card for payment at training center or if there are residual balance on the restricted wallet for more than 15 days, the same will get credited to the linked Training Center's bank account automatically	Bank	Within 2 days of completion of 15 days limit.	Over and above acquirer charges additional charges will be paid by TPs for managing auto debit.

FLOWCHART



Flowchart.xlsx

ANNEXURE I – KYC DOCUMENTS FOR CURRENT ACCOUNT

Sr.No.	Particulars
1.	<p>As a proof of identity, at least one of the following documents is obtained for verification along with a copy in respect of Individual, Proprietor, each Jointaccount holder / each Partner / each Director / each Trustee / each HUF Member, each other Authorized signatory/PA holder, if any,in every new account:</p> <ul style="list-style-type: none"> • Passport [within validity period]; • PAN Card; • Voter’s Identity Card; • Driving Licence [within validity period]; • Identity Card issued by Employer/Photo Credit Card [Credit Card to be within the validity period] (subject to Bank’s satisfaction)(For accounts of salaried employees, please refer to separate guidelines as per Br. Cir. 104/93 dated 13.11.2010; please also refer Sr.No.4 below); • Job Card issued by NREGA duly signed by on officer of the State Govt. (Please see Para XII of KYC/AML/CFT policy on “small accounts”); • Letter issued by the Unique Identification Authority of India (UIDAI) containing details of name, address and Aadhaar number (alongwith proof of the <u>current</u> address); • Letter from a recognised public authority or public servant (e.g. gazetted officer) verifying the identity and residence of the customer to the satisfaction of the bank; • Pension Payment Orders (PPOs) issued to the retired employees by the Central/State Government and Public Sector Undertakings; • Photo identity issued to a bonafide student ((i))by a University (approved by the University Grants Commission) and / or an Institute approved by the All India Council for Technical Education(AICTE)OR(ii)student identity card with photo issued by reputed colleges; {with validity during the course period for both (i) and (ii)}; • Married woman identity proof with maiden name, if supported with a verified true copy of the marriage certificate;
2.	<p>Recent photograph (passport size) of Individual / Proprietor / each Joint account holder / each Partner / each Director / each Trustee / each HUF Member, each other Authorized signatory/ PA holder, if any, should be obtained in every new account.</p>
3.	<p>As a proof of <u>current address</u>, at least one of the following documents is obtained for verification along with a copy in respect of Individual, Proprietor, each Joint account holder / each Partner / each Director / each Trustee / each HUF Member, each other Authorized signatory/ PA holder, if any, in every new account:</p> <ul style="list-style-type: none"> • Telephone bill (not more than 2 months old); • Passport; • Driving Licence; • Voter card; • Aadhaar card; • Electricity bill; (not more than 2 months old);

Sr.No.	Particulars
	<ul style="list-style-type: none"> • Gas connection receipt; • Ration card; • Bank account statement / Post Office Saving Bank pass book; • Letter from Employer (subject to Banks' satisfaction) (For accounts of salaried employees, please refer to separate guidelines as per Br. Cir.104/93 dated 13.11.2010; please also refer Sr.No. 4 below); • Letter from any recognised public authority; • Any document which provides current address information (subject to Bank's satisfaction); • In case of individual who does not have address proof in his/her name, a declaration from <u>close relative like husband, wife, son, daughter, parents, etc.</u> with whom he/she resides that the prospective customer is a relative and is staying with him/her and whose identity proof and address proof are obtained; • Pension Payment Orders (PPOs) issued to the retired employees by the Central/State Government and Public Sector Undertakings, if they contain current address; • Duly registered leave and licence agreement / sale deed / lease deed with the current address;
4.	<p>In respect of bank accounts of salaried employees, Identity Card from Employer and/or Employer Letter is/are obtained only from corporate and other entities of repute and the same is/are obtained <u>in addition to</u> at least one of the remaining documents listed above.</p>
5.	<p>In case of every <u>Proprietorship Firm</u> account, the following documents are obtained, in addition to documents listed above in Sr. Nos. 1,2 & 3:</p> <ol style="list-style-type: none"> a. Proprietorship letter in Banks' format; b. Power of attorney <u>if any granted by the Proprietor;</u> c. Telephone bill for verification with a copy; <p><u>Additionally, in case of every Proprietorship Firm</u> account, <u>ANY TWO</u> of the following documents should also be obtained, in addition to documents listed above:</p> <ol style="list-style-type: none"> i. Registration Certificate in case of a registered concern; ii. Certificate/Licence issued by the Municipal Authorities under Shops & Establishment Act; iii. Sales & income-tax returns; iv. CST/VAT certificate; v. Certificate/registration document issued by Sales Tax/Service Tax/Professional Tax authorities; vi. Licence issued by any registering authority like Certificate of Practice issued by the Institute of Chartered Accountants of India, Institute of Cost Accountants of India, Institute of Company Secretaries of India, Indian Medical Council, Food and Drug Control Authorities, etc.; vii. Any Registration/Licensing document issued by the Central Government or State Government Authority/Department; viii. Importer Exporter Code issued to the proprietary concern by the Office of the Directorate General of Foreign Trade; ix. The complete Income Tax return <u>(not just the acknowledgement) in the name of the sole proprietor</u> where the firm's income is reflected, duly authenticated/acknowledged by the Income Tax authorities;

Sr.No.	Particulars
	<p>x. Utility bills such as electricity, water and landline telephone bills in the name of the proprietary concern; <u>The above mentioned documents { except No.ix} should be in the name of the proprietary concern.</u> <u>In respect of all existing sole proprietary accounts also, Branches should obtain the above documents immediately, in case not obtained earlier.</u></p>
6.	<p>In case of every new Partnership Firm account, the following documents are obtained, <u>in addition</u> to documents listed above in Sr. Nos. 1,2 & 3:</p> <ol style="list-style-type: none"> a. Registration certificate for verification with a copy certified by the Partners (if registered); b. Partnership letter in Bank's format; c. Power of attorney if any granted by the firm for verification with a copy; d. Telephone bill in the name of the firm/partners for verification with a copy;
7.	<p>In case of every new Hindu Undivided Family (HUF) account, the following documents are obtained, <u>in addition</u> to documents listed above in Sr. Nos. 1,2 & 3:</p> <ol style="list-style-type: none"> a. Declaration from Karta b. Joint Hindu Family letter signed by the Karta and all major co-parceners; c. PAN allotment letter for verification with a copy; d. Telephone bill for verification with a copy;
8.	<p>In case of every new Society, Association, Club, School etc. account, the following documents are obtained, <u>in addition</u> to documents listed above in Sr. Nos. 1,2 & 3:</p> <ol style="list-style-type: none"> a. Certificate of registration for verification with a copy certified by the Chairman/Secretary (if registered); b. Memorandum of Association (where applicable) certified by the Chairman/Secretary; c. Rules, regulation, bye laws certified by the Chairman/Secretary; d. Committee resolution for opening and operating the account certified by the Chairman of the meeting; e. A list of authorized signatories with their signatures attested by the Chairman/Secretary; f. PAN allotment letter for verification with a copy ; g. Telephone bill for verification with a copy;
9.	<p>In case of every new Trust account, the following documents are obtained, <u>in addition</u> to documents listed above:</p> <ol style="list-style-type: none"> a. Certificate of registration for verification with a copy certified by the Chairman (for Public Charitable Trust); b. Original Trust deed for verification with a copy certified by the Chairman; c. Resolution for opening and operating the account signed by all the Trustees; d. Any document listing the names of the trustees / settlers / beneficiaries; e. A list of the names of trustees with their signatures attested by the Chairman; f. PAN allotment letter for verification with a copy; g. Telephone bill for verification with a copy;
10.	<p>In the case of every <u>Private Ltd. or Public Ltd. Company</u>, the following documents are obtained, <u>in addition</u> to the documents listed in Sr. No. 1,2 & 3 above:</p> <ol style="list-style-type: none"> a. Certificate of Incorporation for verification, with a copy certified true by the Secretary/Chairman; b. Copy of Memorandum and Articles of Association, duly certified as true and upto date by the Secretary/Chairman;

Sr.No.	Particulars
	<ul style="list-style-type: none"><li data-bbox="272 149 1529 226">c. Board Resolution authorising opening of the account and for operating the account, certified as true by the Secretary/Chairman;<li data-bbox="272 237 976 268">d. Latest audited Balance Sheet and Profit & Loss account;<li data-bbox="272 279 902 310">e. A list of present Directors signed by the Chairman;<li data-bbox="272 321 1203 352">f. Certificate of Commencement of Business (in case of Public Ltd. Company);

ANNEXURE II – KYC DOCUMENTS TO BE SUBMITTED WITH SAVINGS BANK ACCOUNT OPENING FORM

Basic Requirement for account opened for NSDC STAR Scheme is Aadhaar Number. In case Aadhaar No is not available, EID has is mandatory.

In case Aadhaar No is available, no other proof is required from the applicant except of local address proof.

For all other cases, the following proofs are required.

Proof of Identity

- PAN Card
- Voter ID Card
- Passport
- Driving Licence
- Letter from Gazetted officer verifying identity and attesting photo and address
- Job Card issued by NREGA signed by an Officer in State Government

Address Proof

- Ration Card
- Electricity Bill
- Telephone Bill
- Gas connection receipt
- Bank account statement
- Letter from Employer (subject to Bank's satisfaction)
- Letter from recognized Public Authority

NOTE: In case local address proof is not available with the applicant, a letter issued by the Training Partner affiliated under the STAR Scheme will be accepted and the address of the particular Training Center will be recorded as the local correspondence address. Permanent address will be as per the address proof provided by the beneficiary