

**SERVICE AGREEMENT FOR BOB KIOSK BANKING
CUSTOMER SERVICE POINT (CSP)**

The terms for service agreement for Bank of Baroda-SRPS Customer Service Point (hereinafter referred as BC/CSP) executed at SRPS office on date of

Between

M/s. SRPS Fintech Pvt. Ltd. is incorporated under Company's Act 2013 Ministry of corporate affairs Gov. of India.

AND

Mr./ Ms./Mrs. _____ S/o, / D/o, /W/o _____

having their Center at _____ in the Village/town of _____

_____ Dist. _____ State _____ of (here

in after referred as CSP) (Kiosk ID _____) which expression shall unless to

the context or meaning thereof include its successors and assigns of the other part.

The terms of service agreement between CSP and SRPS is being agreed today through their mutual consent after being fully satisfied with credentials of each other. The engagement of CSP by the SRPS is under the terms and conditions as mentioned hereunder and will be binding on the either party unless otherwise stated. All disputes arising out of this engagement and any document related hereto shall be subject to the exclusive jurisdiction of the courts of Bhopal only. In furtherance to the preceding sentence, the CSP hereby waives any objection it may have against the jurisdiction of the courts of Bhopal over this engagement and any document related hereto.

TERMS OF ENGAGEMENT

1. That the agreement will be valid for a period of (05) Five calendar year from the date of its execution unless stated otherwise.
2. That the renewal of the agreement would be at the sole discretion of SRPS after reviewing the performance of the CSP and other related aspects.
3. That the CSP at all times will have to comply with the basic conditions of this agreement which include the following: -
 - ☐ Maintaining an office.
 - ☐ Having a computer with printer in operational condition
 - ☐ Having a net connection.
 - ☐ CSP activate the Kiosk within one week after generation of CSP Code ailing which SRPS shall be at liberty to initiate appropriate steps including the cancellation of the Kiosk Banking code and engagement of another suitable CSP to carry on Banking business.

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Signature.....

for BC/CSP
Signature.....

- CSP to ensure working from the allotted location only failing which SRPS shall be at liberty to initiate appropriate steps including the cancellation of the Kiosk Banking code and engagement of another suitable CSP to carry on Banking business.
- 4. That the documents given in support of the address and ID proof will be an integral part of this agreement and in case of any discrepancy found in the same the decision of SRPS/Bank will be final and binding to all concerned.
- 5. That the agreement is being executed only for sourcing of business on behalf of the SRPS and receiving remuneration thereof on pure contractual basis and no claim as to any benefit what so ever will ever be payable to the CSP nor any claim in the regard will be entertained at any instance whatsoever.
- 6. That the responsibility/liability of the SRPS will be limited only to the CSP and not to any of his associates/ partners/ employees of any sort in any manner what so ever.
- 7. That SRPS will be at liberty to engage any number of CSP & at any locations.
- 8. That the CSP in any case will not disclose or part with any information as to modus operandi, business generation, business details to any person, institution or other service provider in any manner whatsoever. In case of any such act the same would be termed as a breach of contract and make the concerned liable for action against him.
- 9. That the CSP is Require to deposit 3 Blank Cheque duly signed of his A/c in favour of SRPS Fintech Pvt. Ltd. for security purpose to prevent any frauds /Loss occurred to SRPS/Bank. Mention Cheque No. 1. _____, 2. _____, 3. _____,**

SCOPE OF ACTIVITIES

- 10. Opening of no frill deposit accounts and other accounts following KYC norms as stipulated by the Bank and the CSP shall be accountable for any lapses in this regard.
- 11. Collection and payment of small value deposits and withdrawals. The customers should only be given system generated receipts for carrying out banking transactions and any other form of receipt will not be acceptable.
- 12. Receipt and delivery of small value remittances / other payment instruments.
- 13. In respect of all such transactions, the CSP will be authorized to accept / deliver cash either at his place of work.
- 14. Furnishing of mini account statements and other account information.
- 15. Implementing other schemes introduced by Bank from time to time.
- 16. Identification of potential customers and activities.
- 17. Collection and preliminary processing of loan applications / account opening forms for deposits including verification of primary information.
- 18. Filling of loan applications/account opening forms including nomination clause and submission to the Bank.
- 19. Assisting in post-sanction monitoring and follow-up for loan recovery.
- 20. Cross-selling of other financial products like PMJJY/PMSBY/insurance/mutual fund products / pension products / any other third party products.
- 21. Promoting and nurturing Self Help Groups (SHGs) wherever relevant.

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22. Creating financial literacy awareness about savings and other products and advice on managing money and debt counseling.
23. Providing permitted Banking Services on behalf of the Bank.
24. Submission enrollment data including photograph and fingerprint. It will be responsibility of the CSP to ensure correctness of the enrollment data.
25. Forwarding of completed Account opening form with related documents to the identified link branch of the Bank for opening of the account.
26. Disbursement of cash to the Account holder only by the Kiosk Operator.
27. All Deposit account opening forms sourced by CSP should bear the rubber stamp of CSP CODE No.”.
28. CSP is require to have a OD A/c in the Link Branch to facilitate all types of transactions at his centre. It is the responsibility of the CSP to ensure that he shall arrange for requisite funds &/or limit to meet out all types of transactions i.e. deposits & payments etc. feed them daily failing which SRPS shall be at liberty to take on appropriate action against the CSP.
29. If the CSP is found to be indulging in any unfair practices including any fraud committed in the accounts of the customers, the concerned CSP shall be responsible and accountable for the amounts involved in such a unfair practice and SRPS in no way shall be held responsible /accountable for such acts. The CSP will have to adhere to the instructions as specified in Bank's fair practice code and will refrain from action that could damage the integrity and reputation of the Bank.
30. CSP will not handle any transaction for which they are not authorized as per the agreement.
31. Produce the Identity Card / Authority letter issued to CSP by the Bank to the prospective customer or other Authorities on demand.
32. CSP to ensure that Indication Board, Standard Sign Board, Do's & Don'ts board, boards displaying various services/products/charges for various services and also the board displaying name and contact details of designated official of the link branch, name of BC/Technical officer, name of the link branch/RBO/FIC in-charge and CM Rural is properly displayed.
33. CSP to maintain Daily transaction register, Complaint register, Account opening register, ID card issue register and visiting official register and produced whenever asked by visiting officials.
34. CSP to ensure that printer and computers etc are in working condition.
35. The customer shall be charged only as per the prescribed rates by the Bank & displayed in the KIOSK for providing various services. SRPS/Bank shall be within their rights to recover any unauthorized and excess charging from the CSP.

CONFIDENTIALITY

36. **CSP** is aware that all information records, accounts, documents maintained by CSP are confidential in nature and having regard to the sensitive nature of the information & records, specifically agrees to maintain secrecy and confidentiality of all such matters.

COMPLIANCE WITH LAWS

37. CSP hereby agrees and declares that it shall be the sole responsibility of CSP to comply with the provisions of all applicable laws. CSP hereby also agrees and declares that there are no

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cases pending against him for any unlawful activities and if later found to be indulging in any unlawful activities, SRPS shall be at liberty to take suitable administrative and legal action in this regard.

FEES TAXES DUTIES & PAYMENTS

38. CSP shall be paid commission as decided by the Bank from time to time subject to the deduction of Income Tax, Service Tax, Duties & other charges as applicable.

GENERAL INDEMNITY

39. CSP agrees & hereby keeps the SRPS indemnified against all claims, actions, loss,damages, costs, expenses, charges which SRPS may suffer or incur on account of any deficiency in services rendered by CSP.

BC Registry Clause

40. CSP Hereby confirm that I am not and will not get on boarded as a field BC agent for some other bank during my tenure as an agent of Bank of Baroda.

IN THE WITNESS WHEREOF, the parties hereto have executed this agreement the day & year first hereinabove written

**For SRPS Fintech Pvt. Ltd.
Authorized Signatory**

For the CSP

Witness: (Company)

Witness: (CSP)

Name:

Name:

Mobile No.:

Mobile No.:

Address:

Address:

for SRPS Fintech Pvt. Ltd.
Signature.....

for BC/CSP
Signature.....