

INFRASTRUCTURE AT BC LOCATIONS

(1) DISPLAYING OF SIGN BOARDS

The SSAs must have the following signage to depict the working on behalf of Punjab National Bank.

- (i). Sign Board as per standard specification
- (ii). List of products and services
- (iii). DO's and DON'Ts at SSAs
- (iv). Service charges

(2) HARDWARE:

- (i) BCA /VLE will be required to own a PC / laptop at the BC/CSC location.
- (ii) **Finger Print Scanner:** The Finger Print scanner must be STQC certified.
- (iii) **Web Cam:** - Minimum resolution of the webcam must be 640 X 480 pixels and the recommended resolution be 1.3 Megapixels.
- (iv) **Printer:** - As per the availability (any).
- (v) All hardware to be used by the BCA / VLE must conform to the hardware specifications prescribed by the Bank.

(3) SOFTWARE

- (i) The software to be deployed at the BC location shall be Bank's software.
- (ii) The device to be used by the BCA would be configured to work as per the Bank's on-line system to ensure uniformity of application throughout the Bank.

- (4) All BC Agents should be in **proper uniform** and wear Photo **Identity Card**.

(5) MICRO ATM

Every Bank Mitra to have a Micro ATM standard 1.5.1 for undertaking both inter and intra-operable transactions.