

BCSP

The Challenge

Servicing rural areas is not viable using a conventional retail banking approach. A 2012 CGAP study revealed that average transactions per day for customer service points were about 25 per day in 2010. To increase the transaction rate banks need local agents who can act on behalf of the bank for conducting such transactions. **A large private sector bank in India wanted to establish several Business Correspondent Service Points in various states across India to enable its customers to conduct cash transactions.** The bank wanted a reliable local agent to act as its agent. The bank opted to partner with Centillion to take care of their business correspondent services.

C-SPEED Solution

The BCSP model has helped banks cover more than 200,000 villages in just 8 years. **Centillion set up service points in several states in less than three months by utilizing its pan-India presence, completed back-office operations in less than six months and provided trained manpower for cash transaction and an IT tool, Service Point System[®], for effective cash monitoring and reconciliation.** Centillion provided the required manpower and adequate training in cash transactions and cash reconciliation, thereby reducing the lead time in recruitment and training. Centillion also provided supervisors to manage the productivity of field resources, and provided the stakeholders with MIS and real-time reports on daily cash transaction and reconciliation, productivity, and Turn-Around-Time. Centillion's used its IT platform SPS to capture the customers' daily cash transactions and conduct cash reconciliation and trend analysis. When the bank scaled up its operations, Centillion was also able to provide the required manpower and operational set up.

The Benefits

Centillion has helped the partner to

- Perform daily reconciliation of cash balances with bank account statement
- Setup and manage the Service Points operation and helped it grow multi fold in just one and a half years
- Reduce the cost of infrastructure set up and management and manpower hiring and training significantly
- Reduce the lead time for manpower recruitment and training substantially
- Most importantly, enable the bank to expand into unbanked areas and provide banking services to the rural population in quick time