

दिल्ली DELHI

AA 473616



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AA 473615

MEMORANDUM OF UNDERSTANDING

This memorandum of understanding (MOU) is made on 09th day of April 2012 between the President of India acting through the Ministry of defence, Indian Coast Guard Headquarters through Commandant Rajveer Singh, Director (Administration) Indian Coast Guard having its office at National Stadium Complex, New Delhi-110001 (hereinafter called the Indian Coast Guard which expression shall unless the context otherwise requires include its successors/legal heirs/administrator/Executors and permitted assigns)

AND

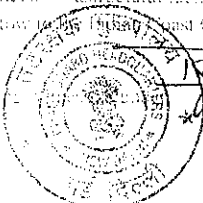
(IDBI BANK, constituted under the companies act 1956 and carrying on the business of banking under the Banking Regulation Act 1949, having its registered office at IDBI Tower WTC Complex Cuffe Parade Mumbai through Ms Bhawana Kumar, Deputy General Manager (hereinafter called 'IDBI BANK' which expression shall unless the context otherwise requires include its successors in business);

IDBI Bank and Indian Coast Guard are collectively referred to as the "the parties"

And Whereas

The Indian Coast Guard in its efforts to simplify and streamline the salary disbursement procedure and to make available modern banking facilities to its personnel has called for and evaluated proposals from various banks has decided to accept the proposals submitted by IDBI BANK as one of the Bank among others.

IDBI Bank possessing technologically advanced infrastructural facilities having offered to provide the services as detailed herein below to the Indian Coast Guard personnel and to enter into an agreement with the Government of India.



1. Period of MOU

This MOU shall commence as of the effective date and shall be operative for a period of 3 years till 31 March 2015 , which period may be extended for a further period of 3 to 5 years of longer, as mutually agreed by both the parties.

2. Credit to Salary

The Bank undertakes to credit into account of all Indian Coast Guard personnel who may be holding their accounts in the various branches at various station of the Bank, their salary by last working day of the month of on dates communicated in writing by the Coast Guard Section, Mumbai subject to receipt of prior payment by the bank from Indian Coast Guard within 3 days before the due date of credit of salary.

Indian Coast Guard undertakes to issue a consolidated cheque through PCDA(N), Coast Guard Section, Mumbai payable at Mumbai towards total salary of Indian Coast Guard personnel having their accounts in the bank and the bank will make arrangements to collect from PCDA (N), Coast Guard Section, Mumbai, a consolidated cheque in advance together with salary details of personnel on media and format mutually decided by both the parties. The consolidated salary cheque as well as the bank account/details is to be collected by the bank from the PCDA (N), Coast Guard Section, and Mumbai two or three working day before the date of actual disbursement of salary. The bank will arrange timely clearance of the cheque from the Reserve Bank of India and ensure that the salary is credited to respective accounts and is available for withdrawal at the start of the normal banking hours on the scheduled date of disbursement of salary.

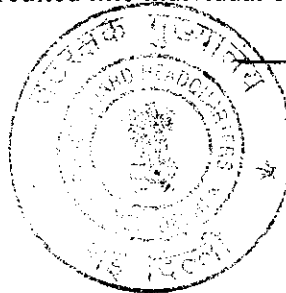
Indian Coast Guard staff will mention their personnel number on the account opening form at the time of opening their salary account with the bank. The Bank will not charge any commission or service charges either from the individual or Indian Coast Guard for these services.

3. Facilities to Account Holders

The Bank undertakes to provide following facilities/services to Indian Coast Guard personnel drawing their salary through Indian Coast Guard Salary Package account through any of its branches as per annexure I

4. Continuation of Facilities after retirement

The bank will continue to extend facilities mentioned above to the account holders of Indian Coast Guard even after their retirement at the option of the concerned retired coast guard personnel. All instruments issued by Indian Coast guard/PCDA(N) for payment of retirement benefits including fund withdrawals will be credited into individual's account within 24 hours of realization of cheque.



5. Reconciliation statement

Bank undertakes to provide to PCDA (N) Coast Guard Section, Mumbai Reconciliation statement of salary disbursed by following month

6. Confidentiality

Each party shall treat as confidential all information obtained as a result of entering into or performing this MOU but shall be bound to disclose if needed by operation of law or by judiciary authorities.

7. Termination

In any case of discounting the MOU, the bank will not withdraw the facilities of salary disbursement for three month, to enable the Indian coast guard to make alternate arrangements.

This MOU may be terminated with immediate effect by either party giving notice of termination to the other party ("The Defaulting Party")

If the defaulting party has committed a material breach of any term of this MOU and has failed to remedy such breach (If capable of remedy) within thirty (30) days after notice from the other party to do so

Or

If the defaulting party repeatedly commits the same breach of any of the term of MOU then the contract may be terminated without any further notice

If the defaulting party shall cease to carry on its business or substantially the whole of its business

Or

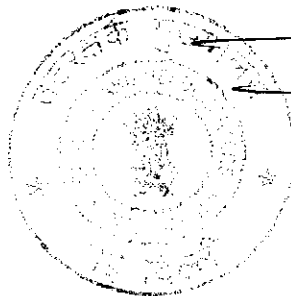
If there is a material adverse change in any applicable law affecting banks generally.

8. Publicity

IDBI BANK May Publish/Market about its services extended to Indian Coast Guard personnel under this MOU and/or promotes its business objectives from time to time subject to confidentiality clause mentioned in para 6 above

9. Amendments

Any provisions of this MOU may be amended, Waived, Discharged or terminated (in each case) only by an instrument in writing signed by or on behalf of the party against whom enforcement of the amendment, waiver, discharge or termination is sought. No breach of or default under any of the provisions of this MOU by Either party may be waived or discharged without the other party's written MOU therto.



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6/19/93



10. Resolution Mechanism

A standing one point team comprising a special relationship Manager from IDBI BANK and Accounts Officer EDP Section/Accounts Officers Indian Coast Guard section from the PCDA (N), Mumbai will be constituted to resolve all operational issues.

In the odd occasion of a dispute or a difference of opinion between the parties, the same one point team can address and resolve the issue at hand

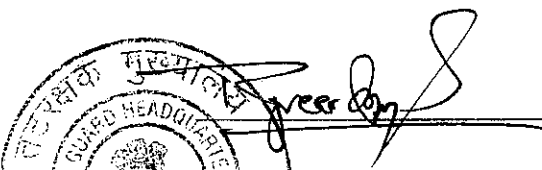
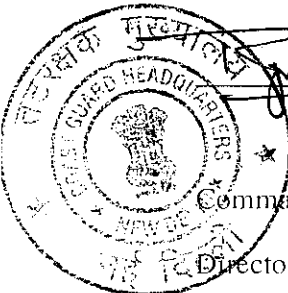
Escalation Matrix for Service Request:

Delhi:

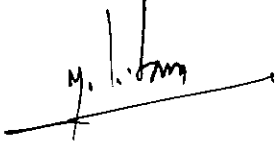
1. First Level- Mr Vikram Yadav, Relationship Manager-IB, IDBI Bank, Sirifort Branch, 1/6 Sirifort Institutional Area, Khel Gaon Marg, Delhi-49; PH:011-26499681 upto 85 ext 302, 9560525858; email: vikram.yadav@idbi.co.in
2. Second Level- Ms Bhawana Kumar, Branch Manager, IDBI Bank, Sirifort Branch, 1/6 Sirifort Institutional Area, Khel Gaon Marg, Delhi-49; PH:011-26499681 upto 85 ext 302; email: bhawana.kumar@idbi.co.in

11. Notices

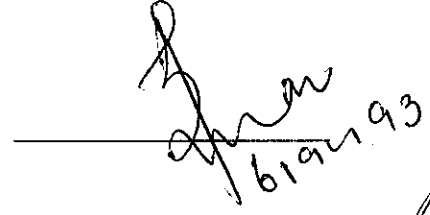
Each Notice, Demand or other communication to be given or made hereunder shall, except as otherwise provided herein, be given or made in writing and may be sent by one party to the other party by registered post, telex, facsimile or hand to the address or numbers mentioned above or such address and numbers as one party may inform the other in writing.



Commandant Rajveer Singh
Director (Administration)

Indian Coast Guard



समादेशक एम श्रीवास्तवा
Commandant M Srivastava
रायकुल निदेशक (प्रशासन)
Joint Director (Administration)
समादेशक मुख्यालय / Commandant Headquarters
1/6 सिरीफोर्ट इन्स्टीट्यूशनल एरिया, खेल गाँव मार्ग, दिल्ली-49
फोन: 011-26499681 (उपरोक्त 85 तक) / 9560525858


619493

Ms Bhawana Kumar

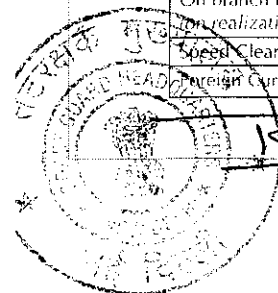
Dy. General Manager (PBG)

IDBI Bank



भावना कुमार/BHAWANA KUMAR
शाखा प्रमुख/Branch Head
सिरी फोर्ट-010/SIRI FORT-010
फ.सं.-619493/EIN-619493

	Pride	Pride-Crown	Pride-Imperia
Eligibility-Indian Coast Guard	Enrolled Follower, Naviks, Uttam Naviks, Pradhan Naviks, Adhikari, Uttam Adhikari, Pradhan Adhikari, Yantrik, Uttam Yantrik, Pradhan Yantrik, Sahayak Engineer, Uttam Sahayak Engineer, Pradhan Sahayak Engineer	Deputy Commandant, Assistant Commandant, Commandant(JG) Commandant	Director General, Inspector General, Deputy Inspector General
Account Balance requirement	Nil	Nil	Nil
Lifetime Unique Account Number.	Available	Available	Available
Saving Account with Flexi-fixed deposit	NA	Sweep out to Fixed Deposit available over savings balance of ₹25000. In multiples of ₹10,000 for a tenure of min 6 months.*	Sweep out to Fixed Deposit available over savings balance of ₹25000. In multiples of ₹10,000 for a tenure of min 6 months.*
		*On customer specific request	*On customer specific request
Cheque Book Charges			
Free personalized PAP (multicity) OR local cheque book available	Free	Free	Free
Payable at Par Charges (PAP utilization)	Free without limits	Free without limits	Free without limits
ATM cum Debit card and other facilities			
Domestic / International transactions at all bank ATMs	Free. Unlimited	Free. Unlimited	Free. Unlimited
	Free International Debit cum ATM card. Unlimited number of transactions.	Free International Debit cum ATM Gold card. Unlimited number of transactions.	Free International Debit cum ATM Platinum card. Unlimited number of transactions.
International Debit Cum ATM Card features	No Annual Maintenance Charges Daily limits Any number of transactions subject to a maximum limit of ₹40,000/- per day. Free at all bank ATMs subject to RBI regulations as applicable from time to time. ₹25,000/- limit for point of Sale/Merchant establishments For further details on your Debit card, please refer to usage guide	No Annual Maintenance Charges Daily limits Any number of transactions subject to a maximum limit of ₹75,000/- per day. Free at all bank ATMs subject to RBI regulations as applicable from time to time. ₹75,000/- limit for point of Sale/Merchant establishments For further details on your Gold Debit card, please refer to usage guide	No Annual Maintenance Charges Daily limits Any number of transactions subject to a maximum limit of ₹1,00,000/- per day. Free at all bank ATMs subject to RBI regulations as applicable from time to time. ₹2 Lacs limit for point of Sale/Merchant establishments For further details on your Platinum Debit card, please refer to usage guide
One/Additional add-on card per account (International debit cum-ATM card)	Free	Free	Free
Replacement of damaged/lost/stolen card	Free	Free	Free
Re-generation of PIN	Free	Free	Free
Any Branch Banking			
Transactions at non home branches	Free	Free	Free
Transfer of funds between IDBI Bank Branches.	Free without limit	Free without limit	Free without limit
Any Branch Cash Deposit / Any Branch Cash Withdrawal.	Free	Free	Free
<p>1. The services allow you to operate your account from any IDBI bank branch across India.</p> <p>2. This service is not available encashing FD and third party bearer cheque.</p> <p>3. Third party cash withdrawal is not allowed. Third party cash deposit is allowed to the maximum of ₹1 lac per day per account.</p>			
Remittances			
Demand Drafts on branch / Non branch locations	Free without any limit	Free without any limit	Free without any limit
Drafts applied for by Nepali Gorkha soldiers of Indian Army for bonafied family remittances.	Free	Free	Free
Remittances by Nepali Gorkha soldiers under Nepal Express Remittances Scheme (NERS) and Indo Nepal Remittances Scheme (INRS) #Subject to conditions as stated below	Free	Free	Free
Pay Orders (PO)	Free	Free	Free
RTGS & NEFT	Free without any limit	Free without any limit	Free without any limit
Foreign currency demand drafts & international money orders	Free without any limit	Free without any limit	Free without any limit
DD/PO - Cancellation/Revalidation			
Local / Foreign currency	Free	Free	Free
Issue of duplicate drafts	Free	Free	Free
Cheque Transaction Charges			
Out Station Cheque Collection On branch locations	Free	Free	Free
(On realization basis)			
Speed Clearing	Free	Free	Free
Foreign Currency cheque collection	Free	Free	Free



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Cheque stop payment instructions			
Single cheque Range of cheques	Free	Free	Free
Cheque issued and returned (I/w Cheque)			
Financial	₹200	₹151	₹151
Technical	Free	Free	Free
Cheque deposited and returned (O/w cheque)			
Local	₹53	Free	Free
Outstation	₹102	₹102	₹102
Unarranged overdraft / Cheque Purchase (A + B) (Subject to approval)			
Per occasion (A)	₹102	₹102	₹102
Interest (B)	19.75%	19.75%	19.75%
Statement			
Statement frequency	Free quarterly	Free Monthly	Free Monthly
Monthly by email	Free	Free	Free
Passbook	Available	Available	Available
Standing Instructions (Set up) and execution	Free	Free	Free
Request for duplicate statement through Phone banking / ATM	Free	Free	Free
Alternate Channel Banking			
Internet Banking, Utility Bill payments through Internet	Free	Free	Free
Phone Banking	Free	Free	Free
Mobile Banking	Free	Free	Free
Mobile payment service (PayMate)	Free	Free	Free
SMS Alerts	Free	Free	Free
Easy Overdraft Facility			
Overdraft Amount	Upto ₹1.5 Lacs, max to three months net salary	Upto ₹2 Lacs, max to three months net salary	Upto ₹5 Lacs, max to three months net salary
Rate of Interest	Base Rate + 3.00%	Base Rate + 3.00%	Base Rate + 3.00%
Other benefits			
Insurance Cover : on your account	₹3 lac for death on personal accident & ₹50000 purchase protection upto 90 days* Debit card has to be swiped atleast once for the insurance claim to be eligible.	₹3 lac for death on personal accident & ₹50000 purchase protection upto 90 days* Debit card has to be swiped atleast once for the insurance claim to be eligible.	₹3 lac for death on personal accident & ₹50000 purchase protection upto 90 days* Debit card has to be swiped atleast once for the insurance claim to be eligible.
Loans			
Interest concession on loans i.e. Home Loan * (Home Loan Amount upto 75 Lacs)	0.50% on card rate An additional discount of 25 bps for gallantry award winners, war widows and war disabled.	0.50% on card rate An additional discount of 25 bps for gallantry award winners, war widows and war disabled.	0.50% on card rate An additional discount of 25 bps for gallantry award winners, war widows and war disabled.
Auto Loan, Personal Loan, Educational Loans *	0.50% discount on card rate	0.50% discount on card rate	0.50% discount on card rate
Concession in Margin Requirement on Home Loan (upto ₹50 Lacs only) and Car Loan (for new car only)	5%	5%	5%
Processing Charges on Personal Segment Loans	Waived	Waived	Waived
*(All Loans will be sanctioned at the discretion of the Bank)	* Conditions on loan apply	* Conditions on loan apply	* Conditions on loan apply
3-in-one account:	First year charges waived \ (AMC of demat)	First year charges waived \ (AMC of demat)	First year charges waived \ (AMC of demat)
Lockers			
Preferential allotment of Lockers	Available	Available	Available
Concession in Locker Charges	NA	25% concession on card rate.**	50% concession on card rate.**
		** Based on availability.	** Based on availability.

*Joint Account allowed to be opened with the spouse /parent/Children.

*Insurance facility is available based on regular salary credits and other terms and conditions.

Please read the offer document carefully before accepting it. Any change in the policy or the provider is left at the discretion of the bank.

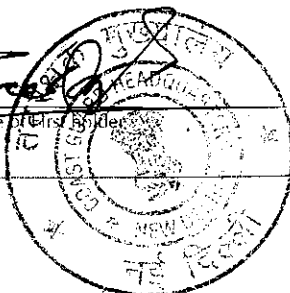
Declaration:-

I/We have read/ understood the terms and conditions as applicable to Account opening/Scheme code upgrade or downgrade and other operational aspect. I/We understand that the terms and conditions may be revised by the Bank from time to time and it will be agreeable to me/us. I/We shall also be responsible for regularly reviewing these terms, including the amendments that are posted on the website. I/We also agree that the special features shall be discontinued in case the account requirement is not met.

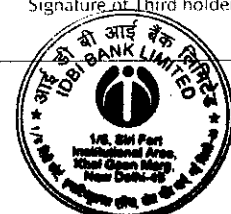
Signature of First holder

Signature of Second holder

Signature of Third holder



Handwritten signature and number 619493



INSURANCE – BAJAJ ALLIANZ GENERAL INSURANCE COMPANY LIMITED

With a view to introducing the insurance feature on your Salary Account, IDBI Bank has tied up with Bajaj Allianz General Insurance Company Limited for the below mentioned Insurance facility on an annual renewal basis.

The coverage of the policy is:

1. **PURCHASE PROTECTION OF UPTO 90 DAYS** – All consumer durable goods purchased using your Debit Card is insured against fire, natural calamities, burglary, and house – breaking. The coverage is valid upto 90 days from date of purchase and for loss arising at the residential / office address as per Bank's records. The Limit is ₹50,000 per card.
2. **PERSONAL ACCIDENT INSURANCE** – You are covered for a sum insured of ₹3, 00,000/- in case of an accident leading to death.
3. The policy is valid on accounts where the first account holder for lifetime is less than 65 years of age.
4. Any change/discontinuation/modification of the Insurance policy or the policy provider is left at the discretion of the bank.
5. Existing policy holders shall continue to receive the benefit for the covered period till the annual expiry and thereafter the changes if any, made in the Insurance policy shall be applicable to them on their account.
6. Insurance cover shall be subject to salary credits in the account for annual renewal purpose. Existing accounts shall be examined for 2 consecutive months' salary credits before renewing the policy for the subsequent year.
7. New accounts shall be examined for maximum 4 consecutive months for salary credits, before making the Insurance policy active in their account. The Insurance shall be activated from the 7th of the succeeding month in which the Salary is credited.
8. You will be covered under the policy only if the assignee details as mentioned below are provided to us.

IMPORTANT:

The coverage would commence from the 7th of the succeeding month in which the account starts receiving salary credits. It is also necessary that at least one transaction using the debit card should be done for the above covers to be effective.

Please note: All claims will be settled at the sole discretion of Bajaj Allianz General Insurance Company Limited and IDBI Bank will not be responsible and/or liable for any unsettled claims.

DECLARATION FOR ASSIGNEE

I agree to the terms & conditions of the Insurance policy.

I, _____ (Name of the insured) hereby assign the money under this policy to be payable in case of liability being admitted to _____ (Name of the assignee.)

(Relationship with the insured)

Signature

Date

Signature of witness

Date