



सत्यमेव जयते

INDIA NON JUDICIAL

Government of National Capital Territory of Delhi

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 Purchased by : STATE BANK OF INDIA
 Description of Document : Article 5 General Agreement
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 (Zero)
 First Party : INDIAN COAST GUARD HEADQUARTERS
 Second Party : STATE BANK OF INDIA
 Stamp Duty Paid By : STATE BANK OF INDIA
 Stamp Duty Amount(Rs.) : 100
 (One Hundred only)



MEMORANDUM OF UNDERSTANDING

This Memorandum of Understanding (MOU) ("**Renewal of MOU**") is made on **12th November 2018** between Indian Coast Guard, represented by **Deputy Inspector General N. K. Kaul, TM, Principal Director (Administration)** having its headquarter at Coast Guard Headquarter, National Stadium Complex, New Delhi- 110011 (hereinafter called the "**Indian Coast Guard**" which expression shall unless the context otherwise



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NK Kaul
 Deputy Inspector General
 Principal Director (Administration)
 Coast Guard HQrs / N. Delhi



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requires include its successors/legal heirs/administrators/Executors and permitted assigns).

AND

State Bank of India (SBI), a Body Corporate incorporated under the State Bank of India Act 1955 and carrying on the business of banking, having its Central Office at Madame Cama Road, Mumbai (hereinafter called 'SBI' which expression shall unless the context otherwise requires include its successors in business) **through Shri Ajay Kumar Jha, Deputy General Manager, Govt. & Institutional Tie- Ups, Personal Banking Business Unit, Corporate Centre, Mumbai** with reference to the following fact and circumstance;

WHEREAS

- a) Indian Coast Guard and SBI ("the parties") are parties to that Indian Coast Guard Representation Agreement dated 24th October 2011, first renewal dated 23rd September 2015 respectively (all agreements including Amendment and Riders collectively referred to as the "**Agreement**")
- b) The Parties desire to mutually renew the Agreement by revising the Term of agreement.
- c) The Indian Coast Guard in its efforts to simplify and streamline the salary **and pension** disbursement procedure and to make available modern banking facilities to its personnel has decided to accept the proposal submitted by State Bank of India.
- d) **State Bank of India (SBI)** possessing technologically advanced infrastructural facilities having offered to provide banking services as detailed herein below to the Indian Coast Guard personnel operating their salary accounts with the Bank.

Now therefore this Memorandum of Understanding witnessed as under:

Both parties have agreed as follows:

1. Period of MOU

This MOU shall be operative initially for a period of three years w.e.f. **12th November 2018** and will be in force till the next MoU is signed, as mutually agreed by both parties. However, there shall be a review every year for any amendment/ addition/ deletion of features of the Salary package.



2. Credit of Salary:

- (a) The Bank undertakes to credit into the account of all Indian Coast Guard personnel who may be holding their accounts in the various branches at various stations of the Bank, their salary by last working day of the month or on the dates which may be communicated in writing by the Paying Authority. The salary cheque(s)/ advice as well as the Bank account details are to be furnished by the Paying Authority three working days before the date of actual disbursement of salary, as per the medium and format acceptable to the bank. The Bank will arrange timely clearance of the cheque (s) 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.
- (b) **Sundry Payments during the Month.** All other sundry payments during the month are also to be remitted to individual account holders as per details provided by Paying Authority. For all non-salary payments, money will be transferred to respective accounts within 24 hours/ one working day of realization of cheque. For postings done by Paying Authority through Corporate Internet Banking, the transactions will be carried out as scheduled at the time of upload. In case of failed transaction(s), details of the accounts along with amount where money could not be transferred will be intimated in writing to the Paying Authority within 02 working days by the Bank. State Bank of India will not charge any commission or service charges for the services rendered at 2 a) and/ or 2 b) above. SBI will also arrange for credit of salaries and sundry payments to account holders of other Banks through RBIs platforms, Real Time Gross Settlement (RTGS) and National Electronic Funds Transfer (NEFT). SBI will however not be held liable for any delay/ non-credit of salaries and sundry payments on time for reasons attributable to other parties.
- (c) Existing salary accounts of officers, JCOs and below Officers Rank and Defence pensioners will be converted to Indian Coast Guard Salary Package (ICGSP)- Indian Coast Guard accounts subject to an application-cum-undertaking to be submitted by the account holder as per specimen attached in **Annexure-I**. **A 'No Dues' Certificate will be issued by SBI in the event of a ICGSP Account-Indian Coast Guard holder is desirous of changing his/ her account to another Bank for credit of salary.** Specimen 'No Dues Certificate is as per **Annexure- II**.
- (d) All new accounts being opened by the SBI in the training academies/ centers will be opened as ICGSP account on receipt of temporary numbers (for training) by training academies/ centers and on receipt of service numbers the requisite amendments in the numbers will be undertaken by SBI.



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[Signature]



3. Facilities to Account holders

The Bank undertakes to provide following facilities/ services to Indian Coast Guard personnel drawing their salary through any of its branches:

- Usage of the largest ATM network of SBI Group free of charge.
- Usage of other banks ATMs free of charges.
- Anywhere Banking via ATM or Internet
- Free Shopping -cum-ATM Card
- Free Supplementary Shopping-cum-ATM Card for Joint Account holders.
- Free additional Shopping-cum-ATM Cards for PBORs on their single accounts subject to their undertaking that the 'additional card will be issued at their risk and responsibility'. The Bank will not be held responsible for any cost or consequence that may arise out of misuse of the additional Card.
- Instant credit of outstation cheques up to Rs. 20,000/-.
- Free Facility for setting up of Standing Instructions.
- Preferential allotment of safe deposit lockers, subject to availability.
- Free Financial Advisory Service wherever **SBI** has such facility.
- Loans will be disbursed to the eligible personnel upon fulfilment of eligibility criteria by the Indian Coast Guard personnel and on meeting of Bank's terms and conditions, including establishing of the applicant's creditworthiness as per the Bank's guidelines.
- All other facilities being provided to Bank's normal customers operating salary accounts, subject to the discretion of the bank.

4. Improvement/ Upgradation of Campus Branches. SBI will renovate all Campus Branches and provide latest technology to facilitate simple and efficient operation of accounts.

5. Indian Coast Guard Salary Package (ICGSP)-

The facilities will be provided under Indian Coast Guard Salary Package (ICGSP) to Indian Coast Guard personnel as per attached **Annexure-III** depending upon the variant of account.

6. Loan facilities:

- (1) State Bank of India will provide the Xpress Credit Personal Loan to eligible Indian Coast Guard Salary Package account holders. The Xpress Credit Loan will be *sanctioned* solely at the discretion of the Bank and will be subject to the fulfillment of conditions as laid down by the Bank from time to time.



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(2) State Bank of India will provide concessional housing loan under '**SBI Shaurya Home Loan Scheme**' to ICGSP account holders of Indian Coast Guard.

(3) Indian Coast Guard does not undertake any liability for loans given by SBI to Indian Coast Guard personnel in their individual capacities. The Indian Coast Guard will not be impleaded in any claim, action, lawsuit which an account holder may file against SBI or vice versa i.e. which SBI may file against the account holder. However, Indian Coast Guard will provide information about defaulters as regards their current postal address maintained in the records subject to denial due to exigencies of service/ security considerations.

7. **POS Machines in CSD Canteens and Indian Coast Guard Institutions.** The SBI will provide POS Machines to CSD Canteens and Indian Coast Guard Institutions whose accounts are with the SBI free of any rental charge. In addition, there will be no transaction charges from card holders irrespective of the bank which has issued the card.

9. **Dissemination** The MoU, once entered into by both Parties, will be widely disseminated to all ranks, pensioners by means of service letters, Indian Coast Guard Data Network, Internet and any other means.

10.Termination:

In the event of termination of the MOU before its term as per **Para 1** earlier, the disbursement of salaries to the individual account holders may be done through the same account, but without the special ICGSP benefits.

This MOU may be terminated by either party by giving three months' advance notice of termination in writing to the other Party (the "Defaulting Party") provided that-

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 terms of this MOU, then the MOU may be terminated without any further notice.

or

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



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11. Recall of Salary Disbursed

In exceptional circumstances, the Indian Coast Guard may recall the salary erroneously disbursed to deserters or delinquent personnel. Upon written request of the Indian Coast Guard communicating specific details of personnel, bank account, period and amount, and further subject to written consent of the account holder and availability of funds in the specified account, the State Bank of India will comply with the request and refund the amount by a Bank Draft to the Indian Coast Guard for crediting into the Indian Coast Guard account. The SBI will not be liable or be held accountable for any consequential or related action arising from the act of debiting the specified amount and refund of amount to the Indian Coast Guard.

12. The Indian Coast Guard salary package will also be extended to the pensioners of Indian Coast Guard in case they choose to draw their pensions through SBI. The features of the Personal Accident Insurance cover and overdraft facility as explained in Paras 4 above will however not be applicable to the pensioners. SBI on its part will arrange to make pension disbursements in compliance with instructions issued by Government of India from time to time, according to due priority.

13. Defence Banking Complaint Redressal and Review Mechanism

A Complaint Redressal Mechanism has been structured for ICGSP which has been named as "Defence Banking Complaint Redressal Cell" (DBCRC). The team will comprise inter alia of a special Relationship Manager along with other Officer of SBI and will be constituted to resolve all operational issue. Bank has appointed Defence Banking Advisor (DBA). The DBA will act as a conduit between the Defence Establishments and the Bank and ensure that complaints are passed on/ directed to the concerned Circle and shall monitor the same until resolution. In the occasion of a dispute or a difference of opinion between the parties, the same team can address and resolve the issue.

A Review Mechanism is in place for review of complaints and other pending issue. All pending issue will be revived on a quarterly basis. The Review Committee will consist of the Complaint Redressal Committee of the Bank and include an official duty appointed by the Indian Coast Guard Head Quarter.

Apart from the above, bank also has a very well laid down policy on Customer Grievance Redressal. This policy covers all types of customers including pensioners. It also covers the timeframe for redressal as well as the various channels available for lodging the complaints. The policy details is available at Bank's website for public information. The ICGSP account holders have the additional option to use such channels for redressal of their individual grievances/ complaints.



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In the event that a dispute remains unresolved, it may be referred to the Banking Ombudsman appointed by RBI under the Banking Ombudsman Scheme, if the same can be entertained by the Banking Ombudsman as per the scheme.

14. Personal Accident Insurance (Death) (PAI)/ Total Permanent Disability/ Partial Disability Cover

All Personal Accident Insurance (Death) claims of the deceased ICGSP account holders should be submitted by the claimant in the proper forms along with the relevant documents as prescribed by the Insurance Company with whom SBI has a tie-up; the tie-up being subject to annual review and renewal under intimation to Indian Coast Guard. Proposals/ views/ recommendations from Indian Coast Guard will be asked for three months prior to the agreement of SBI with the Insurance Company. The Insurance Company, after receipt of the application of the claimant, will initiate the process of claim settlement. All the correspondence related to claim will then be directly taken up between the Insurance Co and the claimant. All the settlement/ disputes will be between the claimant and the insurance company and the Bank will act as a facilitator for resolution of disputes. The claim settlement will be entirely the responsibility of the Insurance Company and Bank will act as facilitator for any claim/dispute. The Terms & Conditions for Personal Accident Insurance (Death)/ Total Permanent Disability/ Partial Disability Cover claim is appended as **Annexure-V & VI**. A Broker hired by the SBI will monitor all cases and assist in early settlement of all legitimate claims.

15. Publicity. State Bank of India may publish/ market about its services extended to Indian Coast Guard personnel under this MOU and / or promote its business objectives from time to time.

16. Amendment. 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 consent thereto.

17. Notices. Each notice, demand or any 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, hand or official e-mail to the address or numbers mentioned above or such other address and numbers as one party may inform the other in writing.



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Principal Director
Coast Guard



[Signature]



18. Miscellaneous.

- a) The Bank at its discretion, will appoint Defence Banking Advisor of SBI (DBA of SBI)/ Circle Defence Banking Advisor of SBI (CDBAs of SBI) at the Corporate level and at the Circle levels, depending upon the density of Indian Coast Guard Personnel, from among the rank of senior and middle level retired Navy officers as per the requirement of the Bank. The term of contract of appointment of DBAs/ CDBAs will be at the sole discretion of the Bank.
- b) As the benefit of the salary account variant are linked to rank, Indian Coast Guard HQ will communicate to all the Indian Coast Guard personnel that as and when there is a change in the rank, the individual will intimate the new rank (with Service Certificate) to the SBI branch where his/her ICGSP account is maintained.
- c) In the event any ICGSP account holder desires to change his salary account from SBI to some other Bank, a 'No Dues' Certificate will be issued by SBI to ICGSP account holder. The 'No Dues' Certificate will be issued within 3 working days. If the branch fails to issue the NOC within the stipulated time of 72 hours, the ICGSP Account holder will assume that SBI has no dues and will be at liberty to change his salary account from SBI to some other Bank.
- d) In the event of non - credit of salary for more than three months in the ICGSP account and default in loan accounts of any personnel, Bank has the discretion to convert such account to normal Saving Bank account and shall withdraw all benefit extended to the ICGSP account holders.
- e) The Bank will consider the installation of ATMs, and setting up of branches at locations that are mutually convenient. The Indian Coast Guard on its part will make efforts to provide space for setting up ATMs and Branches which is suitable for the Bank's requirements. The space, if available, will be provided on rent as mutually agreed by both the parties. If **Indian Coast Guard** is unable to provide so, **State Bank of India** shall try to find the suitable place to set up its ATMs. In such an event, if **State Bank of India** is also unable to get such space, State Bank of India shall not be liable to set up ATMs as contained above. State Bank of India shall use its best efforts to procure such space should Indian Coast Guard fail to provide the space.



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- f) As regards "Know Your Customer norms", a certificate/ letter issued/ countersigned by the authorized signatory from the individual's unit, certifying his identity and present address, will be acceptable to the Bank. In addition, as per recent RBI guidelines, Aadhaar & PAN are no longer in the list of Officially Valid Documents (OVDs) but these two documents have been made mandatory for opening of Bank accounts.

In witness whereof, each Party has scribed their respective hands through its duly authorized representative.

Signed on behalf of
Indian Coast Guard Head Quarters

(N. K. Kaul, TM)
Dy. Inspector General (Admin)

Signed on behalf of
State Bank of India

(Ajay Kumar Jha)
Dy. General Manager (GITU)

Witness

(1)

(Upasna Kaushik)
Dy. Commandant (Admin)

(Shri Shyam Singh Tomar)
Chief Manager (G&ITU)



ARE: APPLICATION –CUM-UNDERTAKING TO BE TAKEN FROM ALL ACCOUNT HOLDERS, WHETHER NEW OR CONVERTED

Annexure-I

The Branch Manager

State Bank of India.....Branch

Dear Sir,

INDIAN COAST GUARD SALARY PACKAGE (ICGSP)

(1) REQUEST FOR CONVERSION

OF SAVING BANK ACCOUNT TO ICGSP ACCOUNT AND

(2) UNDERTAKING FROM ALL ICGSP ACCOUNT HOLDERS, NEW AND CONVERTED

1. I maintain a ICGSP SB account with your branch and the account number is _____ / I intend to open a new ICGSP SB Account. I am presently employed as _____ with Indian Coast Guard, my personal Number is _____ and my Date of Birth is _____. My mobile number is _____. My present address is appended below which may please be incorporated in your records for which I am enclosing a certificate issued from the unit and request you to accept it for satisfying the KYC norms as prescribed by your bank, along with other document(s) as prescribed by the RBI.
2. In this connection, I request that my existing account be converted into a Indian Coast Guard Salary Package (ICGSP) account with all its special features.
3. I understand that the account can be converted into a Savings Plus account and the special request is being submitted for the same separately.
4. Since I am presently posted at / is being posted to _____ I request that my account should be transferred to _____ Branch of SBI for ease of operation.
5. I hereby undertake to apply for a 'No Dues' Certificate from SBI and in the event of failure to issue the NOC within 72 hours, I will assume that SBI has no dues and will be at liberty to change my salary account from SBI to another Bank.

Address: _____

Yours faithfully,

Date :

Place :

Name :

(with Rank and Decoration/ Address



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 Deputy Inspector General
 Principal Director (Administration)
 Coast Guard HQrs / N. Delhi



Annexure-II

The Branch Manager
State Bank of India
_____ Branch

Acknowledged Receipt

.....
(Signature of Branch Manager with
Signature Number and Branch Stamp)

Date of Receipt
.....

Dear Sir,

**INDIAN COAST GUARD SALARY PACKAGE - REQUEST FOR ISSUANCE OF
NO OBJECTION CERTIFICATE TO TRANSFER SALARY FROM
ICGSP ACCOUNT WITH SBI TO ANOTHER BANK**

1. I maintain a ICGSP SB account with your branch and the account number is _____ . I am presently employed as _____ with Indian Coast Guard and my service Personal Number is _____. My present _____ address _____ is _____

2. I request you to issue me a No Dues Certificate as I desire to change my salary bank from where I draw my monthly salary

3. In the event of failure to issue the NOC within 3 working days, I will assume that SBI has no dues and will be at liberty to change my salary account from SBI to another Bank.

Yours faithfully,

Date:

Place:

Name:
(with Rank)
Address

To be submitted to the Bank in duplicate and acknowledgement obtained from the Branch Manager/ Authorised signatory of SBI on the second copy, duly stamped including date of receipt by the Bank and signature number of the Bank signatory.



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Annexure- III

Features of Indian Coast Guard Salary Package (ICGSP)

Features	Silver	Gold	Diamond	Platinum
Eligibility	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, Additional Director General, Inspector General, Deputy Inspector General
Min. Balance	NIL (No monthly average balance requires)			
Lifetime Unique Account Number	Available			
ATM cum Debit Card	1 Domestic Classic Debit Card 2 Free issue at all SBI branches 3 No annual maintenance charges 4 Add on card for spouse free of cost for joint account holder.	International Gold Debit Card Free issue at all SBI branches No annual maintenance Charges Add on card for spouse free of cost for joint account holder.	International Gold Debit Card Free issue at all SBI branches No annual maintenance charges Add on card for spouse free of cost for joint account holder.	International Platinum Debit Card Free issue at all SBI branches No annual maintenance charges Add on card for spouse free of cost for joint account holder.
Free Personal Accident Insurance (death) Cover (in addition to	5 --	Rs. 2.00 Lakh	Rs. 2.00 Lakh	Rs. 5.00 Lakh



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account level PAI) @ Free Personal Air Accident Insurance Cover @ Purchase protection for theft and burglary	6	--	Rs.4 Lakh	Rs.4 Lakh	Rs.10 Lakh
	7	Rs. 2,00,000/-	Rs. 2,00,000/-	Rs. 2,00,000/-	Rs.2,00,000/-
# to be issued to those ICGSP account holders who consent to issuance of International Debit Card @ in case of the debit cards active over PoS/e-Com/ATM					
Transactions at ATM	1	Any number of transactions subject to a maximum limit of Rs.40,000/- per day.	Any number of transactions subject to a maximum limit of Rs.50,000/- per day in India and Foreign Currency equivalent of Daily Rupee limit abroad	Any number of transactions subject to a maximum limit of Rs.50,000/- per day in India and Foreign Currency equivalent of Daily Rupee limit abroad	Any number of transactions subject to a maximum limit of Rs.1,00,000/- per day in India and Foreign Currency equivalent of Daily Rupee limit abroad
	2	Unlimited free transactions across all Bank ATMs	Unlimited free transactions across all Bank ATMs	Unlimited free transactions across all Bank ATMs	Unlimited free transactions across all Bank ATMs
	3	Rs 50,000 limit for Point of Sale/ Merchant Establishments	Maximum Rs 2 lacs limit for Point of Sale/ Merchant Establishments	Rs 2 lacs limit for Point of Sale/ Merchant Establishments	Rs 2 lacs limit for Point of Sale/ Merchant Establishments
	4	Free uses at POS Debit card on-us/off-us and credit card transactions	Free uses at POS Debit card on-us/off-us and credit card transactions	Free uses at POS Debit card on-us/off-us and credit card transactions	Free uses at POS Debit card on-us/off-us and credit card transactions
Complementary Insurance Cover/ Benefits					
Personal Accident Insurance (death) Cover*	Rs 30 lakh (wef 04 Jan 19)				
Air Accidental Insurance (death) cover*	Rs.1 Crore (wef 04 Jan 19)				



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Permanent/ Total Disability Cover*	Rs. 30 Lakh (wef 04 Jan 19)			
Partial Disability Cover*	Rs 10 lakh (wef 04 Jan 19)			
Add on Cover (Applicable in case of Accidental Death) *	i. Cost of Plastic Surgery / Burn– maximum Rs. 2 lakh ii. Transportation of Imported Medicine- maximum Rs. 1,00,000/- iii. Death after Coma after accident (more than 24 hrs) - Rs. 2 lakh iv. Air Ambulance – maximum Rs.5 lakhs v. Higher Education (only Graduation)- 10% of PAI cover, maximum Rs. 2 lakh vi. Girl Child Cover Marriage (18-25 age) – 10% of PAI cover, maximum Rs. 2 lakh vii. Family Transportation - Rs.20,000/- (cost of travel incurred by immediate 2 family members to reach place of accident) viii. Repatriation of mortal remains – maximum Rs.10,000/- ix. Ambulance charges: Rs.1,500/-			
	*Available w.e.f. 04.01.2019 to 03.01.2020 and continuation thereafter will be subject to review/ renewal.			
Internet Banking	<ul style="list-style-type: none"> - Free facility offered from SBI (Charges applicable to third party sites like IRCTC etc payable.) - Free payment of utility bills - Free Unlimited online transactions i.e. NEFT/RTGS/Fund transfer etc. 			
Multi City Cheques (Payable at par at all Branches)	<ul style="list-style-type: none"> - Unlimited free - Cheque Leaf charges: NIL - Payment Charges : NIL - Request for Issue cheque book at all SBI branches 			
Easy Overdraft up to 2 Month's Net salary, subject to min residual service of 6 months. (applied on annexure-IV)	Overdraft limited to 2 month's Net Salary with a maximum of Rs.40,000/-. Adjusted from the next salary within a period of 6 months.	Overdraft limited to 2 month's Net Salary with a maximum of Rs.75,000/-. Adjusted from the next salary within a period of 6 months.	Overdraft limited to 2 month's Net Salary with a maximum of Rs 1,50,000/-. Adjusted from the next salary within a period of 6 months.	Overdraft limited to 2 month's Net Salary with a maximum of Rs 2,00,000/- Adjusted from the next salary within a period of 6 months.
Concession in locker charges	Nil	Nil	15% of applicable rate	25 % of applicable rate
Savings Plus (Auto Sweep Facility)	-Threshold Amount: Rs.35,000/- -TDRs/STDRs to be created for a minimum amount of Rs.10,000/- (and in multiples of Rs.1,000/-) in any one instance.			



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Setting up of Sis	Free			
Core Power				
i) Transfer of funds between SBI Branches	Free			
ii) Cash Deposit	Waived			
iii) Cash Withdrawal	Free (self only) max. Rs. 50,000/- per day	Free (self only) with no upper cap on amount	Free (self only) with no upper cap on amount	Free (self only) with no upper cap on amount
Passbook	<ul style="list-style-type: none"> - Available - Free Updating at Non- Home Branches 			
eZ trade (3-in-one account: Demat, share trading and Savings A/c)	Available			
RTGS/NEFT	Free			
NPS	SBI is the only Public-Sector Bank which offers National Pension Scheme			
PPF	Available			
Sukanya Sammridhi A/c	Available			
Drafts issue (if issued through Salary Package account)	Unlimited Free (no restriction on number of free draft and amount) at all SBI branches			
Napali Gorkha Solders				
Free drafts applied by Nepali Gorkha solders for bonafide family remittances, payable at Nepal State Bank Ltd				
Free remittances by Nepali Gorkha solders under Nepal Express Remittance Scheme (NERS) and Indo Nepal Remittance Scheme (INRS) # subject to conditions as stated below				
# <i>There will be no charges for any electronic funds transfers through Nepal Express Remit Scheme (NERS) or Indo Nepal Remit Scheme (INRS) provided the beneficiary account is with NSBL. For other beneficiaries not having their accounts with NSBL, as there is currently a requirement of an intermediary, Prabhu Money Transfer (PMT), they will, as per extant instructions, be charged @ 64 paise per Rs 1000, (minimum Rs 64/-), which amount will be recovered from the beneficiary or alternatively from the remitter to be ultimately paid to PMT by NSBL.</i>				



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Concessions on various loans		
1)Margin (Maximum Home loan amount be restricted to the LTV ratio prescribed by RBI)	Card Rate	Concession
Home loan	Loan up to Rs.20 lacs	10%
	Loan above Rs.20 lacs up to Rs.75 lacs	20%
	Loan above Rs.75 lacs	25%
Car Loan	15% of on road price	5%
2)Processing fee	Home Loan	Waived
	Car Loan	
	X- Press Credit Personal Loan	
	SBI Loan to pension scheme	



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Annexure-IV

The Branch Manager
State Bank of India

_____ Branch

Dear Sir,

**INDIAN COAST GUARD SALARY PACKAGE REQUEST FOR
OVERDRAFT FACILITY**

1. I am maintaining a Saving Bank account No. _____ with your branch and my service personal Number is _____. At my request, you have agreed to grant me an overdraft limit (facility) of Rs. _____ (Rupees _____ only) which is approximately equivalent to two months net salary. I am enclosing photocopy of my salary slips for your ready reference. I have represented to you that the said loan is required to meet my urgent personal/domestic expenses.

2. In consideration of your granting me the above facility, I undertake to liquidate the outstanding in the facility with interest from my next salary(ies) within a period of six months from the date of sanction of the facility. I also undertake and agree to pay interest for the above facility, at the rate applicable to clean overdraft i.e _____% above MCLR floating, currently _____ p.a with monthly rests. I also agree that the said rate of interest shall undergo change from time to time as applicable to an overdraft account.

3. I undertake to repay the facility with interest in such installments as mentioned above and to facilitate such repayment, I hereby authorise you to deduct such amount as may be required from my above account. In case, my salary is not credited to the above account for any reason whatsoever, I undertake to pay the monthly installment with interest on or before the due date.

Yours faithfully,

Witness :

Name :

Address :

Name :

Date :

Indian Coast Guard will not be held liable for any default to the bank by the individual account holder.



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Annexure-V

TERMS & CONDITIONS OF PERSONAL ACCIDENT INSURANCE (PAI) DEATH

1. The PAI (Death) Cover will be available ONLY in case of death resulting solely and directly from accident caused by external, violent and visible means. Accidental death is defined as per IRDA norms/ guidelines.
2. ONLY Primary Salary Package Account holders (i.e. account holder for whom salary is being credited) having salary credits for at least 2 consecutive month's salary preceding the date of the incident shall be covered.
3. The benefit of PAI and AAI will be available to the claimant only if the accounts are opened/ converted under the Salary Package with appropriate product code of DSP.
4. The policy will be for existing as well as new Salary Package Account holders.
5. In case of multiple accounts related to a single CIF, ONLY ONE account where salary is credited will be taken into consideration.
6. The Personal Accident cover will be available for the beneficiaries even in case of death in a **Terrorist / Naxalite action**.
7. In case of **Defence, including their pilots and co-pilots, death due to aircraft accident/ship accident other than declared war by Government of India shall also be covered.**
8. Death of Defence personnel, including their pilots & co-pilots crew members, resulting directly & solely from an injury sustained because of an aircraft accident, in situation which is not declared war, including while conducting rescue operations for civilians during natural disasters like flood, and other such civilian operation, to be covered under the Policy.
9. The Salary Account Holders of Commercial Airlines/Ships including crew i.e. pilots/crew members of commercial airlines/ships will be covered under the policy as per PAI cover & APAI cover.
10. The AAI claim will be treated as valid claim only on the precondition that the Air Ticket has been purchased by debit to Salary Account using State Bank Debit Card/ Internet Banking (INB)
11. Claimants will submit claims either directly to the Insurance Company or through Branch of the Bank concerned. The Insurance Company will settle claims independently. Bank will not be a party to any dispute between the claimant and insurance company.
12. All the claims will be payable by the insurance company and Bank/Broker shall have no liability whatsoever in respect thereof.
13. Intimation of claims by claimants/Senders will generally be done through email/ fax/ letter within 90 (ninety) days of the death of the Salary Package Account



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 Deputy Inspector General
 Principal Director (Administration)
 Coast Guard HQrs / N. Delhi



- Holder. The relevant supportive documents as per the arrangement may be submitted by the claimant /branch subsequent to submission of intimation within 180 days of the date of death.
14. On receipt of the claim, the insurance company should send an acknowledgement to the claimant/ sender.
15. The insurance Company shall, on receipt of complete set of documents, process the claim. Any requirement/ deficiencies in the documents submitted shall be sought by the Insurance Company within 10 working days of receipt of the claim. All the documents being in order, the Insurance Company will settle the claim within 15 working days from the date of receipt. **In case of delay beyond 30 days, the Insurance Company shall pay prescribed interest as per the Protection of Policy holders' Interest Regulations, 2017.**
16. The beneficiary on death of Primary Salary Account holder shall be as follows:
- Nominee, registered with the Bank for Salary Package Savings Account held in single name (Bank's role will be limited only to certify the name of nominee as per records of the Bank)
 - In cases where the nominee's name is not available but the bank Salary Package Savings Account is a joint account, then the beneficiary will be the surviving joint account holder(s) for the purpose of insurance claim. (Bank's role will be limited only to certify the names of surviving joint account holder(s) as per Bank records)
 - In cases other than i) and ii) above the claim shall be settled as per the procedure of insurer. The identification of legal heirs and the authenticity of the claim would be the responsibility of Insurer.
17. Similarly, salary accounts where salary credit is not forthcoming for a period of 3 consecutive months, should be converted into regular Savings Bank accounts, as the PAI cover is not available to them.



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Annexure-VI

TERMS & CONDITIONS OF TOTAL PERMANENT DISABILITY COVER

Total / Permanent Disability coverage up to 100% of S.I. under following conditions:

	Type of PTD	Percentage of SI
Total / Permanent Disability*	Loss of sight (both eyes)	100%
	Loss of two limbs	100%
	Loss of one limb & one eye	100%

(*The permanent Total Disability Cover is applicable in case of a Personal Accident and terms and conditions as applicable for PAI cover (as per **Annexure-v**)



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