



Indian Overseas Bank Officers' Association

(Affiliated to AIBOC)



Hand Book on **DUTIES** & **RIGHTS**



2021



Indian Overseas Bank Officers' Association



**Indian Overseas Bank
Officers' Association**

(Affiliated to AIBOC)



Hand Book on
DUTIES
&
RIGHTS

2021

FOR PRIVATE CIRCULATION ONLY



Hand Book On Duties & Rights
2021

Publisher
Indian Overseas Bank Officers' Association

Fifth Revised Edition : July 2021

Size : 1/4 Demy
No. of Pages : 328

Design Typeset & Printed at :
Krishnaraj Printers

36 Devarajan Street, Royapettah, Chennai 600014.
Ph: 28485938 / 28481125, Email : printers2003@gmail.com

Publisher:
Indian Overseas Bank Officers' Association
763, Anna Salai, Chennai - 600 002
Phone : 044-2852 1925, 2852 5214, 2851 7072
E-mail : ioboa@iobnet.co.in
gs.ioboa@gmail.com
Website : www.ioboa.co.in





PUBLISHER'S FOREWARD & ACKNOWLEDGMENTS FIFTH EDITION (2021)

The backbone of any improvement of governance lies in its protection with a mechanism to place entitlements and responsibilities under constant revision and upgrading until they resonate in tune with the operational advancement and management objectives. Nothing is more disquieting than ignorance of one's duties and rights.

The right clarification at the apt time becomes the best decision. We often will be in search of correct rules and regulations to brace perfection in our interpretation. The painstaking hunt of various rules in short time will end at a good compendium like, "Hand Book on DUTIES & RIGHTS.

This copy of "Hand Book on DUTIES & RIGHTS – 2021 Edition" in your hand has brought out with focus on improvement in service conditions evolved out of the 11th Bi-partite Settlement / 8th Joint Note for bank Officers.

This book will certainly fill the void in the domain of knowledge on serving Officers' entitlements/benefits along with management circulars. This will be an encyclopedia for serving Officers' fraternity of Indian Overseas Bank.

We place our sincere appreciations on record for the exemplary work of our former President - Com. R. Kameswaran for his indefatigable efforts in bringing out this revised compendium. We thank Com. Deepak Shukla, AGS, Bhopal Region for all his support he has extended in the preparation of this edition. We thank all our office bearers at Central Unit who matriculated their toil in proof reading and layout designing.

Our special thanks to designer M/s. Krishnaraj Printers who always extend their support with quality and comply our time norms.

As we await improvement in entitlements of perks and staff welfare schemes, the book is presently released in digital format in our website and hard copy of the same will be released once internal settlement on staff welfare measures are arrived at.

We are for sure that this edition (2021) will serve you as a ready reckoner for your current entitlements and responsibilities.

With regards,

(Bhabani Shankar Mishra)
President

(T. Murali Soundararajan)
General Secretary



ACKNOWLEDGEMENTS



We place our acknowledgements on record by expressing sincere thanks and appreciation to all office bearers at Central Unit who have devoted their valuable time and inputs in bringing out this edition in a record time. Our sincere thanks to Com. Padmanabhan H, Senior Deputy General Secretary, Com.R.Ramesh, Joint Treasurer with additional charge of Senior Deputy General Secretary, Com. Devota Antony Pius, Deputy General Secretary – TN (North) who have contributed in proof reading, Com. Deepak Shukla, Assistant General Secretary, Bhopal for final proof reading and Com.C.Senthil Kumar, Assistant General Secretary of erstwhile Nagapattinam Region for his assistance in carrying out corrections with the designer, without which the book would have not have progressed to print.

Our special thanks to Com. R.Kameswaran, Treasurer with additional charge of Joint General Secretary, Indian Overseas Bank Officers' Association for his pivotal role in bringing out the "Duties and Rights-2017" edition successfully. His indefatigable attitude coupled with commitment in designing, lay out, compilation of all information as per 10th Bipartite Settlement and reference from various circulars and guidelines is beyond description.

Our special thanks to designer M/s. Creative Studio and the printers M/s. Powerfull Printers Pvt Limited, who always extended their constructive support with quality complying with our request to bring to this point of accomplishment.

(T. MURALI SOUNDARARAJAN)
PRESIDENT

(B. SRINIVASAN)
GENERAL SECRETARY

Roll of Honour

Period	President	General Secretary
1967 - 1970	Com. V.S.T. Kumarasamy	Com. K.V. Balasubramanian
1970 - 1981	Com. V.S.T. Kumarasamy	Com. K.V. Balasubramanian
1981 - 1983	Com. P.A. Kumaradevan	Com. T.V. Ramamurthy
1983 - 1987	Com. M.R. Gopinatha Rao	Com. B. Ramji
1987 - 1989	Com. C.R. Chandrasekaran	Com. V.N. Ravindranath Rao
1989 - 1991	Com. M.R. Gopinatha Rao	Com. B. Ramji
1991 - 2002	Com. M.R. Gopinatha Rao	Com. K.V. Acharya
2002 - 2005	Com. K. Ananda Kumar	Com. K.V. Acharya
2005 - 2015	Com. Dr. J.D. Sharma	Com. K. Ananda Kumar
2015 - 2016	Com. Dr. J.D. Sharma	Com. B. Srinivasan
2016 - 2018	Com. T. Murali Soundararajan	Com. B. Srinivasan
2019 - 2020	Com. Abraham Shaji John	Com. T. Murali Soundararajan
June 2020-April 2021	Com. R. Kameswaran	Com. T. Murali Soundararajan
May 2021	Com. Bhabani Shankar Mishra	Com. T. Murali Soundararajan

Roll of Honour



Com. K.V. Balasubramanian



Com. V.S.T. Kumarasamy



Com. P.A. Kumaradevan



Com. T.V. Ramamurthy



Com. M.R. Gopinatha Rao



Com. B. Ramji



Com. C.R. Chandrasekaran



Com. V.N. Ravindranath Rao



Com. K.V. Acharya



Com. K. Ananda Kumar



Com. Dr. J.D. Sharma



Com. B. Srinivasan



Com. T. Murali Soundararajan



Com. Abraham Shaji John



Com. R. Kameswaran



Com. Bhabani Shankar Mishra

Bhubaneswar Guest House



STALWART PALACE
FLAT No. B-112
RATHA ROAD, OLD TOWN,
NEAR GOSAGESWAR CHAWK
BHUBANESWAR - 751 002.

Contents

1	Role functions of Officers at various levels	1
2	Functions of Personnel Administration Department at Regional / Central Office.....	14
3	Take Over of Branch as First Line - Formalities.....	16
4	Promotion Policy.....	20
5	Transfer Policy.....	43
6	Salary Structure & Allowances.....	57
7	House Rent Allowance.....	69
8	Halting Allowance.....	76
	Officiating allowance, Split duty allowance Hill & Fuel allowance,.....	79
9	Deputation allowance, Special area allowance	
10	Travelling Allowance.....	86
11	Reimbursement of Conveyance Expenses	92
12	Reimbursement of Entertainment Expenses and Cost of Newspapers.....	95
13	Leave.....	97
14	Leave Travel Concession.....	107
15	Quarters and Furniture.....	117
16	Welfare Schemes.....	123
17	Staff Welfare Fund.....	126
18	Staff Training.....	130
19	Provident Fund contribution / Loans / Withdrawal.....	135
20	Various Loans to Staff Members.....	137
21	Cash Incentive for Passing Various Hindi Examinations.....	186
22	Medical.....	189
23	Mile Stone Scheme.....	220
24	Terminal Benefits & Calculation of Gratuity.....	221
25	Staff Pension Scheme.....	226
26	Compassionate Appointment / Ex-Gratia Payment.....	246
27	Preventive Vigilance.....	267
28	IOBOA Welfare Scheme.....	299
29	IOBOA Guest House at Chennai & Hyderabad.....	302
30	Indian Overseas Bank Staff Co-operative Credit Society Ltd.....	305
31	New Pension Scheme (NPS).....	310
32	Entitlement of Probationary Officers.....	324

“ Position is not ornamental but a commitment

ASSISTANT MANAGERS

- Will report to : Deputy Manager, Manager (II line) or Manager, as appropriate.
Will Co-ordinate with : Other Assistant Managers in the Branch
Will be assisted by : Clerical personnel attached to the Department.

BASIC FUNCTIONS:

1. To be responsible for the functioning of departments / activities under his control as assigned by the superior (s) from time to time.
2. To implement the instructions of the Branch Management and the Administrative Offices relating to procedure and routine, business development and customer service.
3. Supervising the work of the staff of the departments entrusted to him. Instructing and guiding the staff attached to department(s) in discharging their day-to-day discharge of their duties and ensuring their compliance.
4. To provide an integrated picture of matters relating to the department(s) or function to higher authority.
5. To ensure strict observance of KYC norms under the guidance of Deputy Manager.

RESPONSIBILITIES:

1. To ensure neatness, accuracy and technical correctness of the transactions conducted by the department(s).
2. Obtainment of correct documents relating to the department(s) and ensuring that they are in force.
3. Ensuring that all books of accounts relating to the department(s) are balanced upto date.
4. To ensure timeliness, neatness and accuracy of statements, reminders, returns, statistics, etc. submitted by the department.
5. Ensuring that customers have no occasion to complain regarding the department / function.
6. Bringing any shortcoming / irregularity / discrepancy relating to the department, branch or the bank in general to the notice of the branch management.
7. Observing absolute discipline and maintaining discipline in the department.
8. Keeping a record of and bringing acts of indiscipline / misbehavior, non- performance / under performance as also good behavior, superior performance, evidence of potential, etc, of staff working in the department to the notice of branch management with a view to taking suitable action.
9. The upkeep, safety and security of records, securities, stationery (including security forms), bills, documents, etc, relating to the department and keys entrusted to him.

AUTHORITY:

1. To conduct transactions as per guidelines by the management from time to time.

2. To allocate / re-allocate / distribute work related to the department(s) among the clerical staff assigned to the department.
3. To report on the subordinate attached to the department in the periodical Performance Appraisal Reports.
4. To sanction permission for late attendance or early leaving to the subordinate as per rules in force in consultation with Deputy Manager.
5. Any other authority delegated by branch management from time to time

PERFORMANCE CRITERIA:

1. The knowledge and skill demonstrated in matters relating to the Bank in general and the assignment in particular.
2. Promptitude in handling correspondence pertaining to the assignments and other matters including handling customers in an efficient manner.
3. Degree of planning and judgment that are demonstrated in the day-to-day working of the Officer and the department.
4. Neatness, accuracy, completeness and technical correctness of records (including forms, documents, registers, ledgers, correspondence, etc.) pertaining to the department.
5. The completeness and timeliness of the balancing of accounts and statements, etc.
6. Ability to manage the department and other assignments under normal and crisis conditions.
7. Performance of subordinate in the department matter of discipline, application, courtesy and customer service.
8. Attendance and punctuality demonstrated by the officer and the subordinates.
9. The oral and written communication skills demonstrated in day-to-day activities of the branch.

ROLE FUNCTIONS OF OFFICERS DEPUTY MANAGERS

- Will report to : Manager (II line) / Manager, as appropriate.
- Will co-ordinate with : Other Deputy Managers, if provided.
- Will be assisted by : 1. Assistant Managers
2. Clerical staff attached to departments in their control.

BASIC FUNCTIONS:

1. Ensuring, smooth working of the branch in the area of procedure and routine, customer service industrial relations and security.
2. Assisting the Branch Manager / Manager (II line) in administration and development of the branch.
3. Guiding Assistant Managers and clerical staff in the day-to-day discharge of their duties.
4. To provide an integrated picture of matters relating to the working of the branch to the Branch Manager or Manager (II line) as appropriate.
5. To ensure that discipline, service and efficiency in work is maintained in the branch.
6. To make periodical job allocations for Officers / Clerical staff / Messengers including arranging for leave vacancies.

7. To supervise account maintained with other bank(s) and ensure prompt reconciliation on an ongoing basis.

RESPONSIBILITIES:

1. To ensure through Assistant Managers and other subordinates (wherever applicable) and also through direct periodic checks that -
 - a. all transactions in the branch are conducted as per rules in force, and that all books of accounts are maintained and balanced up-to-date.
 - b. all staff perform their duties entrusted to them and are offered ample opportunities for career development.
 - c. that all correspondence, returns, statistics, etc. relating to the branch are despatched within the prescribed time schedule;
 - d. a high level of customer service is maintained in the branch.
2. To ensure a cordial industrial relations climate in the branch.
3. To ensure observance of security regulations / guidelines in the Branch
4. Keeping a record and bringing any shortcoming, irregularity, discrepancies relating to the branch or the Bank in general to the notice of the Branch Manager or through him to the Regional Manager.
5. Proper custody, security and upkeep of premises, stationery items and old records and to dispose off old records in accordance with the prescribed procedure.
6. Safe keeping of branch keys entrusted to him, either jointly or individually.
7. To ensure attendance and punctuality in the branch (wherever more than one Deputy Manager is provided, responsibilities will relate to the respective area of jurisdiction).

AUTHORITY:

1. To conduct transactions as per guidelines by the Management from time to time.
2. To allocate / re-allocate / distribute work among the staff members from time to time.
3. To report on the staff members attached to the department in the Periodical Performance Appraisal Reports.
4. To sanction / recommend leave or permission to all Assistant Managers and other subordinates, as per rules in force and in consultation with Departmental Officer, wherever applicable.
5. To recommend to the Manager, disciplinary action in respect of any subordinate in the branch, as and when necessary.
6. Any other authority delegated by Branch Management from time to time.
7. Signing routine letters and returns (where another Deputy Manager is posted, this function will be taken up by the Deputy Manager who is senior).

PERFORMANCE CRITERIA:

1. The knowledge and skill demonstrated in matters relating to the Bank in general and his assignment in particular.
2. Promptitude displayed in handling branch correspondence and other matters including handling customers in an efficient manner.

3. Degree of Planning and judgment that are demonstrated in the day-to-day working of the branch and the co-ordination displayed among departments.
4. The completeness and timeliness of the balancing of accounts, submission of statements, etc, by branch.
5. Ability to manage the branch with regard to internal administration under normal and critical conditions.
6. Attendance and punctuality demonstrated by himself and other branch staff.
7. The oral and written communications skills demonstrated in day-to-day activities of the branch.

ROLE FUNCTIONS OF OFFICERS MANAGER (II LINE):

- Will report to : Manager
- Will interact to : Other Managers (II line) if provided.
- Will be assisted by : Deputy Managers, Assistant Managers and Clerks.

BASIC FUNCTIONS

1. To assist the Branch Manager in the day-to-day discharge of his duties.
2. To assume full control of the branch in the absence of the Manager.
3. To be overall charge for the working of the branch in the area of procedure and routine, customer service, security and industrial relations.
4. Overseeing and guiding Deputy Managers and other subordinates in the day-to-day discharge of their duties.
5. To provide an integrated picture of matters relating to the branch to the Manager.
6. To ensure strict observance KYC norms for all borrowers under the guidance of Branch Manager.
7. To attend to Branch Inspection Report and compile FRC.

RESPONSIBILITIES:

1. Ensuring that all advances outstanding in the books of the branch are as per norms / terms of sanction.
2. Ensuring prompt recovery of the Bank's dues.
3. Ensuring that house-keeping and customer service and security are maintained by the Deputy Manager at the full expected level.
4. Ensuring that branch staff perform their duties and are offered ample opportunities for career development.
5. To recommend to Manager, any disciplinary action against any subordinate in the branch, in consultation with the Deputy Manager.

PERFORMANCE CRITERIA:

1. The overall quality of house keeping, customer service and security at the branch.
2. The performance of the branch in extraordinary / crisis situations.
3. Capacity for development of branch personnel working under him.

4. Adherence to norms / terms of sanction / recovery and general control over execution of documents / inspection
5. Ability to assist the Branch Manager in running the branch efficiently.
6. Quality of appraisal and recommendations made to the Branch Manager.
7. Quality of decisions taken within delegated powers.

ROLE FUNCTIONS OF OFFICERS

BRANCH MANAGERS (Of any grade)

Will report to : Regional Manager

- Will be assisted by :
1. Manager (II line)
 2. Deputy Manager
 3. Assistant Manager(s) under his control.
 4. Clerical staff under his control.

BASIC FUNCTIONS:

1. To represent the Bank to the external world and to represent the Management to all staff attached to the branch.
2. To be specifically responsible for the working of the branch in the areas of business development, working results and advances and to have overall responsibilities for the working of the branch in the areas of procedure and routine, customer service, security and industrial relations.
3. Guiding the Manager (II line) / Deputy Manager / Assistant Manager and other staff of the branch in the day-to-day discharge of the duties.
4. To provide an integrated picture on matters relating to the branch to higher authorities and to Reserve Bank when required.
5. To oversee the functioning of the Manager (II line) / Deputy Manager and his subordinates with a view to ensuring high quality in house-keeping, customer service and security and compliance of norms prescribed from time to time, in each functional area.

RESPONSIBILITIES:

1. Implementation of the Bank's policies and plans at the branch level in all areas.
2. Ensuring growth and quality of branch business and profits in accordance with the budgeted goals.
3. Ensuring that all advances outstanding in the books of the branch are as per norms/ terms of sanction.
4. To be responsible for the cash and Bank balances of the Branch and the Securities and Documents, and also to be responsible for the accuracy of the GL balance.
5. Ensuring that the branch staff are able to perform their duties and are offered ample opportunities for career development.
6. Taking appropriate and necessary action on the officers / award staff of the branch for any shortcoming, irregularity, discrepancy, indiscipline etc.
7. Ensuring recovery of the Bank's dues.

8. Prompt submission of FRCs in respect of Branch Inspection Reports.

AUTHORITY

1. Financial and administrative powers as vested by the Management from time to time.
2. Reporting authority / reviewing authority, as appropriate, for performance appraisal.
3. Sanctioning Casual Leave / Permission to Deputy Manager / other Asst. Managers as per rules in force and to recommend to Regional Office for other types of leave.
4. Signing Special Letters, letters to Controlling Offices and important correspondence of non-routine nature and signing on returns and business proposals.
5. To release or withhold, for valid reasons, credit facilities sanctioned at any level.
6. To take disciplinary action within vested powers or to recommend to the Regional Manager, in consultation with the Manager (II line) / Deputy Manager.
7. To recommend to the Regional Manager, in branch interest, transfer of any staff member attached to the branch.

PERFORMANCE CRITERIA:

1. The development of business and working results of the branch.
2. The overall quality of the branch business, house-keeping and customer service
3. The performance of the branch in extra-ordinary / crisis situations.
4. Capacity for development of branch personnel working under him.
5. Development of Priority Sector Advances at the branch and spread of small advances.
6. The quality of branch advances with regard to all sectors, adherence to norms/ terms of sanction, recovery and general command over execution of documents / inspection with particular reference to large / very large advances in relation to size of the branch.

Note :

1. To be read suitably as per proposed change of designations (change of designations is not altering the functions / role / responsibilities / authority).
2. Wherever Managers (II line) have been provided, responsibilities in respect of items 3, 4 & 5 (except GL checking) of the Manager will be secondary in nature for Branch Manager and primary for Manager (II Line).
3. a. The discretionary powers of the Manager (branch heads) cannot be delegated. Hence the Managers (branch heads) should review all such acts of second line officials who would have exercised the discretionary powers of the branch during the temporary absence of the Managers (branch heads)
b. The discretionary powers shall be restricted to the size of the branch or scale of the official whichever is less.
4. Managers (any grade - Head of the branches) shall send all their applications for any loan, entertainment expenses, telephone reimbursement, conveyance allowances etc. to Regional Offices though amount of such loans, entertainment expenses, conveyance allowances etc. may be within Branch discretion.

5. SCRUTINISING OF VOUCHERS BY MANAGERS:

(Ref: Misc. Cir. No.9 (file 7b)-95-96 dt. 1-11-1995)

All the vouchers of the previous day have to be scrutinised by the Manager the next day.

The word “Manager” given in the said para of the Book of Instructions is intended to mean only the person who is in charge of the branch and as such the Branch Manager who is in charge of the branch must verify the vouchers of the previous day to ensure that all transactions have taken place as per the laid down norms. This is applicable to all branch managers of any grade.

6. OBTAINING CERTIFICATE ON DOCUMENTATION FROM SECONDLINE OFFICIAL

All loans should be released only after proper documentation. Before releasing the loans a Certificate should be obtained from the second line official who should verify the correctness of documentation and issue a certificate to that effect. The Certificate should be kept along with the documents. [Branches should not follow the practice of accumulation and periodical obtaining of these Certificates as these Certificates have to be obtained before release of the loan].

7. REPORTING IRREGULARITIES TO HIGHER-UPS

While senior officials of the Bank viz. Deputy Manager and above, are under the superintendence and must ordinarily obey the instructions of their Branch Manager, it is their duty and responsibility to report to the Controlling Authority any departure from the rules and regulations of the Bank which is detrimental to the bank’s interest and any defects in the bank’s security of which the Controlling Authority is unaware. Ordinarily, such matter should be discussed with the Branch Manager in the first instance and the Controlling Authority addressed direct, only in exceptional circumstances!

As such an official is expected to report the irregularities to higher-ups skipping hierarchy. [“When going is good” there is a tendency to ignore, chide, and sometimes victimise the whistle -blowers with C.Rs (Confidential Reports) giving lesser ratings, transfers, rejecting or delaying their bills, leave sanctions, etc. Whereas no one should use this expected duty as a negative tactics to disobey or create trouble, one cannot deny that there is an urgent need for safeguarding the interest of whistle- blowers. Mostly the issue depends on the attitude and disposition of the higher- ups]

8. KEY HOLDING / HANDLING

- a. Due to business compulsions Managers (branches) may not be in a position to hold the keys expected to be held by them. Wherever necessary the Branch Managers may seek other officials especially designated officials to hold the keys subject to permission from respective Regional Offices.
- b. In no situation the key holders shall allow single operation. The keys should be always kept safely under key holders custody either within the branch or while in transit.
- c. All transactions above Rs.5 lacs should be done with the knowledge of Managers.
- d. All transactions relating to suspense, sundry creditors and P & L require counter signature of the Managers.

9. ASSETS & LIABILITY STATEMENT SUBMISSION :

All officers are required to submit details of their Assets & Liability by way of a Statement as on 31st March of every financial year, through IOBONLINE, before 30th June.

NON SUBMISSION OF THE ABOVE STATEMENT WILL ATTRACT THE FOLLOWING :

- (i) Withholding of Annual Increment due from July onwards.
- (ii) Withholding of permission for issue of NOC to visit abroad, to avail loan from other bank, to stand as co-borrower for ward's Education Loan, disbursement of gratuity on retirement.
- (iii) Issuance of charge sheet for non submission.

Hence, members are advised to submit the return without fail.

10. INSTALATION OF CLOSE CIRCUIT TV IN ALL BRANCHES AND MONITORING :

- CCTV installed in all branches should be functional and the custodian / the Manager is responsible to check and supervise the functioning of CCTV and also previous day's recording.
- If the system has any defects, same may be entered in a Register with date and time from when the CCTV system is non functional and any of the camera is not functioning.
- Defects , if any , noticed need to be communicated to the Vendor / Servicing Agency over phone and also in writing with a copy to Regional Office.
- The CCTV besides being a deterrent against commitment of crimes inside our branch premises, also provides valuable evidence / lead for investigation of the crime.
- The CCTV will be operated by the authorized officer/s and will be protected by a PASSWORD.

VERIFICATION OF CC EXCEPTION REPORTS :

SUPPLEMENTARY CHECKING :

FIRST LINE MANAGER'S TA BILL

11. JOINT RESPONSIBILITY FOR LOANS & ADVANCES

1. APPRAISAL OF THE PROPOSAL :

- A. **First** Line Manager of the branch, Second Line Manager in charge of advances and the officer who had prepared the proposal will be jointly responsible for the appraisal content of the proposal.
- B. In a branch where no separate advances officer is functioning and the portfolio is looked after by the Second Line Manager , that fact should be recorded in the proposal itself.
- C. All parties including the guarantors to a borrowal account should be **subjected to KYC procedure and due diligence. Failure to do so** ,will attract joint responsibility of First Line Manager, Second Line Manager in charge of Advances Department and the officer who had prepared the proposal.
- D. The certificate of compliance with the Terms and conditions shall be signed by the 1st Line Manager of the branch, 2nd Line Manager in charge of advances department and the officer who has prepared the proposal / the officer who is disbursing the facilities. The certificate should be without any qualifying clauses.

2. DEFICIENCY IN DOCUMENTATION

- A. The Second Line Manager of the branch in charge of the advances department i.e. Assistant Manager / Deputy Manager / Senior Manager / Chief Manager / Assistant General Manager as the case may be, should give a certificate to the Branch Manager before disbursement of loans/ advances that all the relevant documents for releasing the facility have been obtained, duly filled in and completed and signed by the Executants in the capacity intended.

- B. This certificate should be obtained by 1st Line Branch Manager in respect of each loan/ advances from the 2nd Line Manager of the branch in charge of the advances department or in his absence from the advances department officer who is authorized to release the facility. 1st Line Branch Manager should not disburse the loan /credit facility without obtaining this certificate.
- C. In case of any non co-operation by the 2nd Line Manager or the advances department officer as the case may be the 1st Line Manager should file a report with Regional Office, A copy of such reporting should be held with the documents and be made available to visiting officials from Regional Office / Inspectors.
- D. If the branch is manned by only one Manager, the Manager should himself send the certificate to Credit Department, Regional office keeping the copy with the documents.
- E. Documentation Execution Register with perforated sheet should be maintained by branch as per instructions in force. The perforated sheet should be sent along with the appraisal note, sanction endorsement to Credit Monitoring Department, Regional office along with CAF-1 control return. Failure to do so, will attract joint responsibility of the First Line Manager, Second Line Manager in charge of Advances Department and the officer who had prepared the proposal / officer who had disbursed the loan / facility.

3. ASSETS NOT CREATED:

- A. All loan vouchers should be countersigned by the 1st Line Branch Manager and the 2nd Line Manager in charge of advances department along with the officer releasing the loan.
- B. Any withdrawals of more than Rs.5 lakhs from Cash Credit accounts or Current Accounts where Packing Credit loan proceeds are credited(if specifically permitted) should be countersigned by the 1st Line Manager of the branch and the 2nd Line Manager in charge of the advances dept along with the cash credit / current account department officer ensuring that such withdrawals are made only for creation of working capital assets as envisaged in the business proposal.
- C. Subsequently if it is found that no assets had been created or funds had been diverted for purposes other than the purpose for which the loan / facility had been sanctioned, the 1st Line Manager, the 2nd Line Manager in charge of advances department and the officer who had permitted such withdrawals will be held jointly responsible

4. PRIME / COLLATERAL SECURITY OF IMMOVABLE PROPERTIES:

The inspection of the property should be jointly carried out by the Branch Manager and Second Line Manager in charge of advances department or the officer who had made the proposal. The Pre inspection report and F 337 should be signed by the Branch Manager and the official who had accompanied the Branch Manager. In case of any lacunae in the property taken as security, both of them would be jointly held responsible.

5. MONITORING OF ACCOUNTS:

Monitoring of the borrowal accounts should be done by the 1st Line Manager of the branch, 2nd Line Manager in charge of advances department and the advances department officer who is in charge of the particular account.

**** Public Sector Banks can not to engage probationary / junior officers of less than two years service for processing / recommending Loans:MoF,Gol**

** All the Zonal, Regional and Branch Heads to ensure that newly recruited officers who are under probation or with a service of less than two years are not asked to recommend / process loans, unless it forms part of their learning process.

12. APAR : (Annual Performance Appraisal Report) :

Reference:-

- Circular 19 of 2012-13 dated 23.06.2012 by PAD Supervisory Department
- Circular 107 of 2018-19 dated 18.02.2019 by HRDD Department
- Circular no 05 of 2019-20 dated 11.04.2019 by HRDD Department
- Circular 42 of 2020-21 dated 20.06.2020 by HRDD Department
- Circular 159 of of 2020-21 dated 12.03.2021 by HRDD Department.

In order to have uniformity in performance appraisal of all officers, Government of India has modified the nomenclature of the Annual Confidential Report (known as CR) as Annual Performance Appraisal Report (APAR) with effect from 31.03.2012.

In order to include and involve all the staff members towards contribution for our Bank's growth, and also to quantify the contribution made at an individual level it has been decided to make the modification with immediate effect.

1. Introduction of Budgetary KRAs as a part of Critical Areas, in the NoN- Budgetary Formats for II Line Functionaries & Other officers.
2. Making "Promotion of Digital Payments" a mandatory parameter for all officers, with quantifiable sub- parameters.
3. Display of Budgetary KRAs as well as critical / non critical areas to officers.

The APAR has to be submitted ONLINE by all confirmed officers.

APAR FOR PROBATIONARY OFFICERS :

If an officer is on probation during the reporting period , the member need not submit APAR for that reporting year. However, branch should ensure ONLINE submission of Confidential Report every month for the officer on probation and the same will be taken as APAR for that year.

APAR FOR PROMOTEE OFFICERS :

All promotee officers have to submit APAR as being done by the confirmed officer of the bank.

SOME OF THE SALIENT FEATURE OF APAR ARE AS FOLLOWS:-

- All officers who shall be submitting their Self Appraisal, Reporting, Reviewing and Accepting cum Appellate authority are advised to adhere to the time frame strictly. As per the guidelines of Ministry of Finance, the reporting / Reviewing Authority shall report on / review only those officers who have worked under them for a period of at least 90 days. If the appraisee has worked during the period of review, under two or more officers for a period of more than 90 days, the reporting is to be done by the officer under whom the officer has worked for the maximum period of the time during the year of review.
- In the event that an APAR cannot be recorded for a certain period for the above reason, a NO report certificate shall be issued and placed in the appropriate coloum.

- Key responsibility Areas (KRAs) will include the primary responsibilities assigned to the appraisee which the Reporting / Reviewing / Accepting cum Appellate Authority are advised to go through and award marks.
- In case of submission of Budgetary Form, the Reviewing / Reporting / Accepting cum Appellate Authority is required to cross verify the targets vis a vis achievements before final submission.
- APAR also envisage a grading system which is based on the marks given by the Reporting / Reviewing authority which will be automatically displayed in the Screen.
- The grading of the accepting cum Appellate Authority shall be final and any moderation of marks by any other authority is not permitted. Any modification of marks (by Accepting cum Appellate Authority) should be substantiated with reasons. The accepting cum appellate Authority is required to furnish his / her comments and assign marks as prescribed in the menu.
- As per the guidelines of Ministry, in order to have transparency the Marks awarded by the respective layer of authority will be displayed in the system. The aggrieved officer may prefer an appeal within the stipulated time frame which will be disposed of as per the guidelines in force and decided on the merits of the case and advised accordingly.
- Please note that in the absence of the Self Appraisal by the appraisee it should be ensured that the Reporting / Reviewing / Accepting is completed within the stipulated time frame by the concerned authorities. The Regional Heads have to ensure completion of the APAR process before the time frame fixed, by involving themselves personally.

LAYER OF AUTHORITIES FOR APAR :

In the new APAR there are three layers of Authority namely, the Reporting Authority who shall be one grade above the appraisee. The Reviewing Authority shall be one grade above the Reporting Authority and finally the Accepting Authority who shall be one grade above the Reviewing Authority.

MODIFICATION IN REPORTING / REVIEWING/ ACCEPTING / APPELLATE AUTHORITIES

On account of closure of Zonal officers and consequent of “Guardian General Manager “concept, the Reporting / Reviewing Authorities in APAR System will stand revised as under:

GRADE	REPORTING AUTHORITY	REVIEWING AUTHORITY	ACCEPTING AUTHORITY
First Line Managers upto Scale III	II Line Functionary of Regional office. Chief Manager/ AGM	Regional Head. SRM/ CRM	Guardian GMs at CO
First Line Managers in Scale IV	Regional Heads. SRM / CRM	Guardian GMs at CO	ED Incharge
AGM of Branches	Regional Heads	Guardian GMs at CO	ED incharge
II Line of ROs	Regional Heads.	Guardian GMs at CO	ED Incharge
Regional Heads (SRM/ CRM)	Guardian GMs at CO	ED Incharge	MD & CEO

Role functions of Officers at various levels

1

Accordingly, the present Appellate Authority (A “Three – Member Committee”, constituted for the purpose) shall also undergo modifications as under:

	Existing Appellate Authority (three- member Committee)	Modified Appellate Authority (three- member Committee)
All officers upto Scale III (other than First Line Functionaries)	Respective Regional Head; Nearby Regional Head and AGM HR, CO.	Respective Regional Head; Nearby Regional Head and AGM/ DGM HR, CO.
First Line Managers upto Scale III	Respective Regional Head; GM Planning and GM HR.	Guardian GM at CO, GM planning and GM HR (In case Guardian GM is either GM Planning or GM HR, then, Senior most GM)
Officers upto Scale III in CO	Not defined Specifically as of now.	2 General Managers along with GM HR (shall be assigned by ED)
Officers upto Scale III in Overseas Branches	Not defined specifically as of now.	GM International, GM HR and senior most GM.
Officers in Scale IV (Other than First Line Functionaries)	MD & CEO, Executive Director and GM HR	MD & CEO, Executive Director and GM HR.
First Line Managers in Scale IV / CMs at CO, Overseas Branches	MD & CEO, Executive Director and GM HR	MD & CEO, Executive Director and GM HR.
AGMs / DGMs of Branches, Overseas Centres and CO	MD & CEO, Executive Director and GM HR	MD & CEO, Executive Director and GM HR.
SRM/ CRM/ Country Heads	MD & CEO, Executive Director and GM HR	MD & CEO, Executive Director and GM HR.

TIME FRAME FOR SUBMISSION BY EACH LAYER :

Time frame has been stipulated and the same has to be adhered to by all the officers while submitting the APAR. The following are the time frame stipulated :

Appraiser is required to submit the completed APAR forms to the Reporting Authority within 10 days from the close of period of review.

Reporting Authority to complete the reporting within 15 days from the close of review.

Reviewing Authority to review and complete the same within 30 days of close of the period of review.

Accepting Authority to review and complete the same within 45 days of close of the period of review.

On completion of the exercise by the Accepting Authority, the marks will be displayed in CHRIS and a week's time will be provided to the members for appeal. Those aggrieved can appeal and the Appellate Authority will review and do the needful, wherever necessary.

DISPLAYING OVERALL ASSESSMENT:

At present, the Final APAR marks are displayed to the respective officer. In order to put in place an effective feedback mechanism, the following "Overall Assessment / Remarks" of reporting Authority and Reviewing Authority will also be displayed to the respective officer, in addition to Final Marks"

Overall Assessment (Remarks)			
S.No.	Rating Description	Reporting Authority Remarks	Reviewing Authority Remarks
1	Business Performance / KRAs		
2	Qualitative Aspects		
3	Attribute based appraisal		
4	General Comments		
5	Comments on area of disagreement if any		
6	Potentiality		
7	Training Needs		

“ Employees are Customers here

P A D AT REGIONAL OFFICE/S

1. **TA Bills** : Sanction of LFC/LTC and also scrutiny of TA Bills in respect of the same pertaining to award staff and supervisory staff. Extension of LTC Block.
2. **Sanction of Staff Loan** (within RM's powers - Any scale)
 - a. Staff Consumer Loan
 - b. Vehicle Loan
 - Two Wheeler
 - Four Wheeler
 - c. Staff Housing Loan
 - d. Festival Advance
 - e. DPN Loan/CC for staff
 - f. Jewel Loan
3. **Approving of Annual Increment / PQA / FPA / Stagnation increment**
4. **Sanction of 150% HRA** to officers of branches in the respective region .
5. **Issuing of No objection Certificate to employees**
 - a) for pursuing further studies
 - b) for obtaining passport
 - c) for attending examination/ interviews for various posts in Civil Services/ RBI/SIDBI and other public sector enterprises.
6. **Identification of special allowance vacancies** and sanction of all special allowances as per Bipartite Settlement and strictly as per the guidelines issued by Central Office from time to time.
7. **Transfer of officers within the Region.**
8. **Leave** :
 - a) Sanctioning of PL/SL to staff of RO/ Branches.
 - (b) Sanctioning of Maternity leave to women staff of RO/ Branches.
 - (c) Forwarding sabbatical leave application of women employees to IR Department, Central Office.
 - (d) Forwarding NOC request of officers going abroad to HRMD, Supervisory Section, Central Office.

HUMAN RESOURCES MANAGEMENT DEPARTMENT AT CENTRAL OFFICE :

Human Resources Management Department at Central Office functions as two segment Viz. HRMD (Clerical) and HRMD Supervisory.

HRMD (CLERICAL) WING:

In addition to posting & transfer matter of Clerks & Substaff, all other matters relating to all cadres except posting and promotion of Supervisory staff are taken care of at this Department in addition to the personnel matters of Central Office staff members Viz.

- a) Staff Housing Loan for Central Office Staff / Regional Head.
- b) Reimbursement of Education Fees
- c) Provident Fund Loan and Withdrawal
- d) Settlement of terminal benefits
- e) Payment of Pension / Commutation
- f) Sanction of Exgratia (or) Compassionate appointment as applicable
- g) Sanction of 1st and 2nd Milestone Award
- h) Sanction of SSBS / group insurance benefit on demise of an employee
- i) Sanction of distress relief on SHL.
- j) Payment of LTC/Leave encashment on LTC and on superannuation Pan India. (Ref. HRMD Cir. Transient Series File (7f) Cir. 46 dted 17.07.2019 and No.64 dated 14.08.2019.

HRMD (SUPERVISORY) WING :

The following matters of Supervisory staff alone are being attended by this wing.

- Posting of Probationary Officers & Officers on Promotion from Clerical cadre.
- Sanction of Increment entry approved by ROs for Officers Pan India.
- Approval of FPA & PQP for Officers Pan India, on reaching final stage in basic pay.
- Conducting of Promotion from JMG I scale to TMG Scale VII.
- Inter Region Transfer of Officers.
- All miscellaneous matters of Officer employees viz. updating educational qualification of Officers, issuing NOC for foreign visit, decrement and restoration of increment on account of punishment order received for any commission or omissions and Approval for request for resignation
- Sanctioning of 150% HRA and NOC to apply for employment in other organization for Officers attached to Central Office.

INDUSTRIAL RELATIONS DEPARTMENT:

- 1) Permission to stand as Co-borrower / Co-obligant to the Education / Subha Gruha Loan sanctioned to the wards of staff members.
- 2) Permission to extend the residual value of SHL property as collateral security to Education Loan, wherever the sanction terms stipulates so.
- 3) Sanctioning of sabbatical leave to women employees.
- 4) Permission to issue NOC to officers availing Home loan / Educational loan with other banks/ financial institutions.

To be a first line is always a pride

Anything if done first would arouse anxiety in the mind of the doer and in that course some omission may occur. Proper prediction and planning about the job to be done is to be done with the knowledge of experience from the experienced.

When the anxiety level is minimized, the degree of perfection in doing the job may be maximized. In banking career, taking charge is a vital exercise to be commenced earnestly. Be it a section, department or a branch, the following tips would be of help to the charge taking officer for his/her smooth sailing as also effective functioning of the section / department or branch.

The tips are only illustrative for take-over of a branch and not exhaustive. An officer need not be complacent by the mere awareness of the following tips. Prudent approach on the part of the charge taking official is the essential requirement in this exercise.

1. Managing a branch is a typical example of team work. It has to be carried out with the cooperation and involvement of all the staff members of the branch. Proper introduction to all the staff members and making known the feeling of importance of each staff member for the routine functioning and progress of the business of the branch is the starting point. Emphathising with their work will enhance their involvement in house keeping. This is so even for a section officer or a department officer.
2. The incoming Manager / officer may get introduced to all the important customers of the branch comprising deposit, advances, segments and ancillary services. The Manager / officer may also explicitly show his/her concern and commitment for effective customer new incumbent is concerned and capable of taking effective care of the interest of customers and they can look to him/her for any help.
3. The officer, especially the Manager must familiarise himself/herself with the functional environment viz. the business potential, business practices, competition from other quarters, communication facilities, availability and reliability of relevant market information, types of organised markets in the place, leading business houses etc. Relationship with the fraternal bankers, Local bodies, Government offices etc. will be of much value and facilitate smooth deliverance of our services in an effective manner.

MECHANICS OF TAKE OVER: (DEPARTMENT-WISE)

CASH: Cash must be checked physically and tallied with the closing balance. Availability of mutilated or defaced coins, soiled and non-issuable currency notes must be indicated in the Relieving Officer's Certificate (ROC) for follow up. The new incumbent must be thorough with the procedure relating to accounting of cash in the Teller counter, petty cash, Extension Counter, ATM etc.

TOKENS: The total number of tokens supplied to the branch should be physically verified. In case of missing tokens (if any), reporting to CO/RO must be verified.

DUPLICATE SAFE KEYS: The lodgement of duplicate safe keys with the nearby branch or bank must be evidenced by safe custody receipt. It is advisable to withdraw the duplicate keys and to lodge the existing keys in use during the take over period.

STAMPS & SECURITY FORMS: To do checking of stamps, stamped security forms, postal stamps and other things which are found equivalent to cash or security.

LOAN DOCUMENTS: Physical existence of all loan documents and its enforceability must be checked taking in to account the outstanding in loan / cash credit accounts. Details of documents time barred and likely to get time barred can be segregated for the immediate follow up action.

JEWEL AND OTHER SAFE CUSTODY ITEMS: Physical verification of all the jewel packets and its contents, held as security should be made with the help of other branch's appraiser and fineness of jewels should be checked. (100% quantitative and qualitative verification).

TITLE DEEDS, LIC POLICIES AND OTHER SECURITIES: Physical verification of these items to be done and any discrepancy, should be recorded in ROC for verification and follow up action. Title deeds must be checked with Title deeds register (covering deposits made by non-notified centre branches) and respective loans accounts of the taking over branch.

GUN, FIRE ARMS etc: Besides the physical examination of these items, the gun license must be verified for the validity. The license will stand in the name of the branch manager and the armed guard will hold the retainer license. Change in the name of the licensee consequent to change of the branch manager should be made immediately. Fire extinguishing equipment held by the branch must be verified for its working conditions.

BANK'S LOCK, ITS DUPLICATE KEYS, SAFE DEPOSIT LOCKER KEYS: Ensure that lockers if any and its keys (original and duplicate) are available physically and peruse the key movement register to ensure holding of original keys by authorised officials. In respect of safe deposit locker, key acknowledgement from hirers should be checked to ensure that there are no missing keys or unauthorised hiring without proper records.

PREMISES, FURNITURES & FIXTURES: The safety and security of the branch premises is to be examined and if improvement or modification is required it has to be recommended to CO/ RO, In respect of rented premises, the original lease deed must be verified for its validity. The premises plan if not available, must be drawn. Any inherent risk threatening safety of cash, facilitating runaway theft, if found, change in layout of branch may be thought of. Wooden furniture, metal furniture and electrical fittings should be physically verified. Library books register must be verified and tallied with the issue register.

STATUTORY LICENCE, PERMISSION ETC.:

- A. The branch license issued by the RBI should be verified and should be properly displayed prominently in the banking hall.
- B. Shops and Establishment Act license should be perused and renewal date, to be diarised.

- C. Notices as required by Statute and as per guidelines of CO/RO should be exhibited prominently (like missing token display, tender of cash to the cashier against proper acknowledgement and counter signature, acceptance of soiled notes etc.)
- D. Licenses, RC books, insurance documents etc. of Banks car and other vehicles, if any, should be verified.
- E. Service contracts, if any, for the Computer System, typewriter, accounting machines, air conditioner etc should be verified and renewal date to be diarised.
- F. RBI specimen signature book should be called for and verified.
- G. It should be ensured that the insurance on bank property, insurance on cash at counter, cash in transit, etc, have been done in accordance with the procedure prescribed and that the amount of cover is adequate and properly noted for confining actual cash holding within such limits.
- H. As per the requirements of the Weights and Measurements Act, the weighing balance and the weigh measures used by the branch should be got approved by competent authority every year. The certificate should be checked.
- I. Bank's cheque cypher, secret code, agency arrangement and specimen signature booklets and cheque cypher of overseas correspondents, if any etc, should be called for, verified and kept in proper custody in fire proof cabinets.
- J. Security deposit receipts like telephone deposit, post office deposit for box/bag & receipt for advance paid to landlord of premises should be verified and relative entries in suspense account checked.

Please refer - CO-Circular issued by inspection department Ref.No: MISC/137/2020-21 dt : 02.03.2021 for SOP on relieving officer certificate.

IMPORTANT SANCTIONS: Following are few examples of important sanctions for which maintenance of files / register is considered absolutely necessary. They should be called for and verified by the incoming official.

- a. Discounting facility with RBI or State Bank
- b. Cash holding
- c. Service contracts
- d. Payment of entertainment allowance
- e. Drawing arrangement with other banks
- f. Payment of petrol bill (ceiling)
- g. List of approved lawyers/engineers/appraisers
- h. Holding of branch keys by second line Manager/Deputy Manager where Manager is exempted
- i. Payment of certain special allowances to the staff

- j. Certain concessional terms like reduced interest rates, reduced commission/ exchange of DDs to certain special customers.
- k. Change in periodicity of submission of stock statement to certain customers.
- l. Waiver of display of bank's name to certain special customers.
- m. Exemption from insurance in respect of certain specified items to certain special customers.
- n. Permitting the manager or other officers, in exceptional cases, to stay outside the place of the branch.
- o. Appointment of a temporary messenger panel and to pay certain allowances like transport, conveyance, clearing allowance etc.

MISCELLANEOUS REGISTER

It is also required to ensure availability of certain registers/records/lists like

- a. Seniority of the staff
- b. Loan Application received and disposed Register.
- c. Trade, industries and commerce register
- d. Manager's workbook brought out by the bank.

It should be verified that the data relating to the branch have been properly filled in. The incoming manager should take possession of this book, study it and keep it updated on an on going basis.

Important:

- 1) Those officers who take over sections / departments / branches which are computerised they should sensitise themselves to the extant instructions given in Book of instructions Vol.VI and T.B.A manual. Change all related passwords and cancel / block related menus to avoid access by the previous incumbent into the system.
- 2) In case of taking over by Managers, the Relieving officers Certificate should be submitted in its entirety before the incoming Manager relieves the outgoing Manager. If incoming Manager is put in a situation that he / she had to take over without the submission of ROC, he/she should take prior permission from the RO / CO. He / She should submit the ROC generally within one month.
- 3) The official taking over the Department/Branch may please verify all loans against deposits with respective deposit accounts to ensure existence of deposits in the books of the bank. (One should not go merely on the deposit receipts available with the documents.)

Such caution should be exercised while verifying the loan against deposits in the extension counters also.



Timely Recognition of one's performance by the Organisation

REFERENCE CIRCULARS:

- a) PAD circular No. 7(f) 31 of 2001-2002 dated 01.06.2001
- b) Transient series (File F) circular No. 25 of 2004-2005 dated 16.07.2004,
- c) Circular No. 7(f) 75 of 2004-2005 dated 29.12.2004,
- d) Transient series (file F) circular No.88 of 2004-2005 dated 03.02.2005
- e) Transient Series (File-F) circular No.6 of 2006-07 dated 07.04.2006
- f) EST./22/2008-2009 dated 8.8.2008
- g) EST. /68/ 2010-11 dated 27.01.2011
- h) EST. /53/ 2013-14 dated 3.6.2013
- i) EST. /006/2016-17 dated 10.5.2016
- j) EST. /13/2016-17 dated 22.12.2016
- k) EST / 39/2018-19 dated 25.04.2018
- l) EST / 74/2019-20 dated 20.12.2019
- m) EST/85/2020-21 dated 17.03.2021

PROMOTION POLICY :

Regulation 17 of Indian Overseas Bank (Officers) Service Regulation, 1979 provides that “the promotions to all grades of officers in the Bank shall be made in accordance with the policy laid down by the Board from time to time having regard to the guidelines of the government if any.”

- 1.1 The Board has been empowered to formulate the Promotion Policy for officers in the bank, based on the guidelines issued by the Government of India as per regulations contained in the Officers' Service Regulations and also keeping in mind the overall objective of meeting the requirements of the bank and the legitimate aspirations of officers to positions of higher responsibilities in the Bank.
- 1.2 The policy has been designed in such a manner as to provide a good mix between performance, potential, willingness to accept responsibility, to take up postings in rural, semi urban and hardship centres. The weightages for the various factors have been fixed to observe this basic principle.

2. OBJECTIVES

- 2.1 The following factors have been identified as relevant for promotion. They are:
 - a. Banking knowledge
 - b. Performance
 - c. Potential

- d. Role function
 - e. Rural and Semi Urban service wherever required
 - f. Professional qualifications
- 2.2 With a view to fulfilling organisational needs as well as aspirations of officers of the bank for career growth and for proper Succession planning, the existing Promotion policy has been redefined in tune with the Government guidelines.
- 2.3 The Policy has been designed in tune with the revised guidelines issued by the Government of India, Ministry of Finance, Department of Financial Services vide their letter F.No.4/11 /1/2011-IR dated 14th March, 2012, 3rd May, 2012 and F.No. 4/11 /3/2013-IR dated 4th April, 2013, F.NO. 4/11/3/2013-IR dated 7th January, 2016, F.No. 16/20/2019-BOI dated 30.08.2019 and suitably adjusted to meet the Bank’s specific needs.

3. SERVICE ELIGIBILITY

3.1 The channel of promotion and minimum experience requirement at various levels shall be as follows:

Scale	Promotion Channel	Minimum Experience requirement (in years)	Maximum Permissible relaxation by Board (in years)	Minimum length of services (in years)
I to II	Interview / Seniority Channel	5	1 year and 3 months	NA
	Test / Fast Track Channel	3	1 year and 3 months	NA
II to III	Interview / Seniority Channel	5	1 year and 3 months	NA
	Test / Fast Track Channel	3	1 year and 3 months	NA
III to IV	Interview / Seniority Channel	5	1 year and 3 months	NA
	Test / Fast Track Channel	3	1 year and 3 months	NA
IV to V	Interview /Seniority Channel	5	1 year and 3 months	12 (*)
	Test / Fast Track Channel	3	1 year and 3 months	12 (*)
V to VI	Merit Channel	3	1 year and 3 months	15 (*)
VI to VII	Merit Channel	3	1 year and 3 months	18 (*)

(*) As per Department of Financial Services, Ministry of Finance, Government of India guidelines F.No. 4/11/1/2011-IR dated 14th March 2012.

The specialist officers joining at a Scale higher than scale I, the minimum service requirement would be reckoned from the level at which they enter the service. For example, if an officer enters at scale II, the minimum length of service for promotion from Scale IV to Scale V will be 9 years instead of 12 years.

- 3.1 For promotions from TEG VI to TEG VII, the Executive should have a minimum residual service of 2 years for considering them for promotion, as on the cut of promotion i.e 1st April.
- 3.2 The introduction of the concept of minimum length of service for promotion from one scale to another ensures career movement for Officers in the Bank. Once an officer completes the required length of service in any particular scale, he/ she becomes eligible for promotion to the next higher scale and his promotion will depend on passing of a written test (where applicable) and his/ her performance, potential and other parameters stated elsewhere. Even though the number of promotions will continue to be linked to the vacancies available in the next higher scale, there would always be opportunities for promotion to officers who have a proven record of performance and who have the necessary potential for shouldering higher responsibilities in the Bank. The policy is so framed to evolve an effective succession planning at various levels of hierarchy.
- 3.3 The level of knowledge of banking possessed by the officers at the stage of promotions from JMG Scale I to MMG Scale II , from MMG Scale II to MMG Scale III and from MMG III to SMG IV and SMG IV to SMG V needs to be ascertained and is a relevant factor for promotions at these levels. It is generally possible to ascertain this by means of a written test/ online test. Thus the eligible officers have to appear for a written /online test.
- 3.4 The potential of officers for shouldering higher responsibilities in the Bank is sought to be assessed through a process of interview instead of relying solely on Annual Performance appraisal. However, for promotions from MMG scale III to SMG IV and SMG IV to SMG Scale V, these officers will be required to have a Group discussion for better assessment of communication, conceptual and leadership capabilities. The Group discussion will be in addition to written / online Test or Personal interview or both for promotion to SMG IV and SMG Scale V as the case may be.
- 3.5 For assessment of performance of officers a reporting system is in vogue, which is sufficiently data based and objective. The rating given to each officer in the Annual Performance reports under different parameter will form the basis of evolution of performance. Bank will also revisit the parameter for Appraisal from time to time based on
 - a) The existing system and developments in the industry
 - b) Utility value
 - c) Directive received from Government from time to time and
 - d) Directive given by Board or any of its committee from time to time,

4. GRADE PROMOTIONS - PROCESS

The grade promotion of Officers up to MMG Scale III shall be by way of two processes, viz., Seniority/Interview Channel and Fast Track/Test Channel.

The grade promotions of Officers to SMG Scale IV and SMG Scale V shall be by way of Test, Interview and potentiality. They have to score the minimum stipulated marks in the Test and Interview to qualify for the promotion.

For promotion to SMG Scale IV and SMG Scale V, it shall be mandatory to have a Group Discussion to assess the communication, conceptual and leadership capabilities, in addition to Online test and / or Interview and potentiality.

The grade promotions for Officers to TEG Scale VI & VII shall be by way of Interview process and potentiality.

4.1 SENIORITY / INTERVIEW CHANNEL

Interview for assessment of potential and suitability will be conducted by the competent authority for promotion to all scales/grades wherever applicable and the eligible officers shall be interviewed generally in respect of the Personality, Power of Expression, Emotional Stability, Job knowledge, General knowledge & intelligence, Initiative, Leadership quality, Decision making ability, Problem solving ability, Inter personal competence, Commitment of social objective, Potential and suitability, Conceptual clarity and Overall assessment.

4.2 TEST/ FAST TRACK CHANNEL

The candidates eligible under the Test Channel have to appear for an online test conducted by an outside agency like IBPS.

The test will cover Banking Law and Practice, Book of Instructions and other guidelines issued by Central Office and on matters / developments connected with Banking from time to time.

The selection of candidates under both Channels shall be on the basis of order of aggregate marks obtained in the Interview and / or Test together with the marks allotted for other parameters as prescribed in this Policy.

4.3 POTENTIALITY

For promotions to Scale V, Scale VI and Scale VII, weightage will also be given to the following: -

- a. Work exposure in different specialized areas of the bank.
- b. Mobility factors based on postings to different locations of India.
- c. Experience in working in the field as well as working in administrative offices viz. Regional and Central Office.
- d. Other additional qualifications acquired after joining the service.

Sl No	Parameters	JMG Scale I to MMG Scale II	MMG Scale II to MMG Scale III	MMG Scale III to SMG Scale IV	SMG Scale IV to SMG Scale V	SMG Scale V to TEG Scale VI	TEG Scale VI to TEG scale VII
1	Minimum No. of years of service in the current Grade as on the cutoff date viz. 1 st April						
	Seniority/ Interview Channel	>= 5 years	>= 5 years	>= 5 years	>= 5 years	3 Yrs	3 Yrs
	Fast Track/ Test Channel	3 to 5 Yrs	3 to 5 Yrs	3 to 5 Yrs	3 to 5 Yrs		
2	Minimum No. of years of service in the Bank(*)	Not applicable	Not applicable	Not applicable	12 Yrs (\$)	15 Yrs	18 Yrs (#)
3	Residual Service as on 1 st April	Not applicable	Not applicable	Not applicable	Not applicable	Not applicable	2 yrs on the cutoff date
4	Minimum APAR marks for each of the latest 3 yrs	60	60	60	60	60	60
5	Mandatory to apply for Promotion Online I**I	Yes	Yes	Yes	Not applicable	Not applicable	Not applicable
6	Computer Literacy Test	Not applicable	Not applicable	Mandatory to pass with 40%(@)	Mandatory to pass with 40% (@@)	Not applicable	Not applicable
7	Selection Process						
	Interview /Seniority Channel	Potential Interview	Potential Interview	Both On-line Test & Interview	Both On-line Test & Interview	Potential Interview	Potential Interview
	Test /Fast Track Channel	Online Test	Online Test				
	Group Discussion	Not applicable	Not applicable	Yes	Yes	Not applicable	Not applicable
8	Minimum Marks to be obtained out of the stipulated marks						
	Interview	50%	50%	50%	50%	50%	50%
	Online Test	50%	50%	35%- Seniority 50%- Fast Track	35%- Seniority 50%- Fast Track	Not applicable	Not applicable

- (*) The Specialist Officers join at a Scale higher than Scale I, the minimum service requirement would be reckoned from the level at which they enter the service. For example, if an officer enters at Scale II, the minimum length of service for promotion from Scale IV to Scale V will be 9 years instead of 12 years.
- (\$) The officer should have served as a Branch Head for at least 3 years out of the 12 years of service as Officer.
- (#) The Officer should have worked as Regional Head or must have worked in Regional Office for 2 years in Scale III to Scale V cadre. The experience as Chairman of RRB would be treated as equivalent to experience as Regional Head. (Any deviation has to be approved by the Board of the Bank).
- (**) The members on deputation outside the Bank / under suspension should take up with concerned Regional Office / Central Office for applying for Promotion Online.
- (@) Officers who have passed the examination for Computer Literacy and Computer Knowledge already conducted in this regard need not appear for the same again.
- (@@) Applicable only for those Officers recruited directly in SMG Scale IV.

5. SPECIALIST OFFICERS:

- 5.1 The following officers stated in Para 5.2 recruited as specialist officers and continuing as such as on the cut-off date of annual promotion process shall be treated under specialist category in our Bank.
- 5.2 Law officers, IT Officers, Engineers, Architects, Security officers, Economists, Official Language Officers, Chartered Accountants, Cost Accountants, Financial Analysts, Sports Officers, Marketing Officers, HR/ IR Officers, Investigating officers, Wealth Management Officers, Rural Development Officers, Information System Officers, Information System Audit Officers.
- 5.3 The Board of Directors may modify these categories having regard to the Bank's needs from time to time.

6. EXPATRIATE OFFICERS

- 6.1 The eligibility criteria and selection process for promotion of India based expatriate officers working at overseas offices of the Bank will be the same as given above or as decided from time to time.
- 6.2 The expatriate officers eligible for promotion from one grade / Scale to another will be called to appear for the test / interview before the competent authority prescribed in this policy.
- 6.3 Expatriate officers, on Promotion, may be retained at their existing place of posting or may be repatriated to India at the discretion of the Bank.

7. DECLARATION OF VACANCIES

The declaration of vacancies for the grade promotions to Scale V, VI & VII is based on the DFS guidelines.

For other scales from Scale I to IV, based on the need and availability of resources to manage business of the bank, vacancies will be arrived at and will be declared after the approval by Bank’s Board.

8. DISTRIBUTION OF VACANCIES

The bank will call for application from the eligible candidates (for promotions up to Scale IV), who are interested in Promotion, since submission of application is a mandatory one. The applications will be received under Seniority/Interview Channel and Fast Track/Test Channel.

Further, at the time of application, a declaration shall be obtained that even on non-acceptance or opting reversion after promotion, staff members are liable to be transferred as per Transfer Policy for Officers in force.

Option will be given to staff members who have completed 5 years of service to choose either Interview or to appear through Test process for grade promotions from JMG I to MMG II, MMG II to MMG III.

Likewise, option will be given to staff members who have completed 5 years of service to choose either Seniority Channel or Fast Track Channel for grade promotions from MMG III to SMG IV.

The following is the proportion for distribution of vacancies out of the declared vacancies under Seniority/Interview Channel and Fast Track / Test Channel.

Grade	Seniority /Interview Channel	Fast Track/Test Channel
SMG Scale IV to SMG Scale V	30%	70%
MMG Scale III to SMG Scale IV	30%	70%
MMG Scale II to MMG Scale III	30%	70%
JMG Scale I to MMG Scale II	30%	70%

MD & CEO is authorised to modify the distribution of vacancies between Seniority/Interview and Fast Tract/Test Channels for all the grade promotions detailed above.

9. ZONE OF CONSIDERATION

The number of candidates to be considered (zone of consideration) for promotion from one scale to another shall be

- to the extent of three times the number of vacancies.
- number of fresh candidates should not be less than the number of identified vacancies.

The zone of consideration is in line with Govt. guidelines.

9.1 DEVIATIONS / RELAXATIONS THAT CAN BE ALLOWED

- In case fresh candidates equal to the number of anticipated vacancies are not available by keeping zone of consideration at 3 times the anticipated vacancies, the zone of consideration may be extended, with the prior approval of the Board. However, such extension of zone of consideration will include all officers promoted on the same date/batch.
- Also, when the required zone of consideration is not being met for a particular scale(s), the zone of consideration may be relaxed for that specific scale(s) with the approval of the Board.

9.2 OTHER CONDITIONS

- If sufficient number of officers are not available after such relaxation, the competent authority may keep the vacancies unfilled in any year.
- The minimum length of service referred to in all the cases above may be relaxed by one year and three months in each scale, if required, with the prior approval of the Board.

9.3 PERIOD OF SERVICE/ CUT-OFF DATE FOR IDENTIFYING THE VACANCY

- The cut-off date for determining eligibility as well as completed years of service will be as on the 1st of April of the financial year (April-March) in which the vacancies arise.
- The eligible period of service for this purpose shall mean actual service in the bank, including the probation period, as on the cut-off date, but shall exclude the following:
 - i. leave on loss of pay including extra ordinary leave on loss of pay
 - ii. Sabbatical leave
 - iii. The period of suspension for members currently on suspension
 - iv. The period of suspension, if any, which has not been treated as period spent on duty by the Disciplinary / Appellate Authority
- All vacancies likely to arise in the financial year shall be taken into account for the purpose of promotion exercise.
- Vacancies due to deputation of officers for a period of one year and more (Residual Service) will be treated as a vacancy during the year.

10. EFFECTIVE DATE OF PROMOTION

The promotion of Officers will be effective from a specified date, provided the Officers join the place of posting. On failure to report for duty at the place of posting on the specified date, the Officer will forfeit promotion. Availment of leave shall not provide them additional time to join.

The Competent Authority to permit additional time on genuine medical grounds/reasons beyond the control of the officer which compels him/ her to avail leave will be GM(HR) up to Scale IV promotee officers and MD & CEO and in his absence ED in charge of HR for Executive Promotions.

11. WAIT LIST

A wait list would be drawn up consisting of 10% of the declared vacancies with a minimum of one vacancy under each channel, wherever applicable, in all promotion process up to TEG Scale VII. The officers from the waiting list would be awarded promotion prospectively as per panel merit order, if and when vacancy arises due to non-acceptance of promotion or becoming ineligible for promotion for reasons stated elsewhere in this Policy before the month of March of the relevant year of the promotion process.

The waiting list shall remain in force for twelve months or till the date of initiation of the next promotion process, whichever is earlier.

Promotions declared from waiting list shall take effect from the date of declaration of promotion from the waiting list for all purposes.

12. MEMBERS NOT ELIGIBLE FOR PROMOTION PROCESS

An Officer, in respect of whom a major penalty has been awarded during the last 12 months under review preceding the cut-off date or between the cut off date and date of finalization of promotion by DPC, would not be eligible to appear for the Promotion Process for a period of one year from the date of punishment or for the first Promotion Process immediately after the date of punishment whichever is earlier.

Provided further that if it had taken more than 3 years for a disciplinary case to be completed and penalty awarded and the delay is not attributable to the officer, such officers will be eligible to appear for next promotion process and the bar of one year would not operate, unless the punishment itself precludes promotion for a longer period under I.O.B. Officer Employees' (Discipline and Appeal) Regulations, 1976.

13. SEALED COVER PROCEDURE

13.1 At the time of considerations of the cases of Officers for promotions, details of officers in the consideration zone for promotion falling under the following categories should be specifically brought to the notice of the Departmental Promotion Committee:

- a) Officers under suspension
- b) Officers in respect of whom a charge sheet has been issued and the disciplinary proceedings are pending and
- c) Officers in respect of whom prosecution for a criminal charge is pending.

Officers falling under the categories mentioned in para 13.1 above will be included in the process if otherwise eligible and will be assessed but the findings of the DPC will be recorded in a separate sheet and kept in a sealed cover till the final outcome, which shall be superscribed as

“Recommendations of the Competent Authority in respect of Shri / Smt

For Promotion (Specify grade and Scale) :

Date of DPC Proceedings :”

In the main evaluation sheet, entry against the name of the Officer falling under the above categories will be recorded as 'Evaluation sheet kept under sealed cover'.

With regard to procedure to be followed in case of promotion of officers against whom disciplinary / criminal proceedings are pending or under investigation, the relevant Government guidelines issued may be followed.

13.2 ACTION AFTER COMPLETION OF DISCIPLINARY PROCEEDINGS / CRIMINAL PROSECUTION

In case of Exoneration / Dropped:

13.2.1 If the Officer, in respect of whom the DPC has kept its findings regarding his/her suitability for promotion to next Scale in sealed cover, is exonerated / dropped from the internal Disciplinary proceedings / criminal proceedings, the sealed cover kept in respect of him/her will be opened and the findings of the DPC will be operated upon.

13.2.2 On opening of the sealed cover, if the concerned Officer has been found suitable for promotion to the next Scale, promotion will be given with retrospective effect for seniority purposes

13.2.3 For salary, emoluments, any perquisites etc., benefit will be given from the date of such exoneration, on notional basis with reference to the date on which he/she would have been normally promoted .

13.2.4 No arrears would be payable in such cases for the period prior to the date of actual promotion i.e. the date of exoneration.

IN CASE OF PENALTY:

13.2.5 If any penalty is imposed on the officer as a result of the disciplinary proceedings or if he/she is found guilty in the criminal prosecution against him/her, the findings of the sealed cover/ covers shall not be acted upon.

13.2.6 If minor penalty has been imposed by the Disciplinary Authority, the concerned Officer will be eligible for the next Promotion Process which takes place immediately after such punishment is imposed unless the punishment itself precludes promotion for a longer period under the IOB Officer Employees' Discipline and Appeal Regulations, 1976.

13.2.7 If major penalty has been imposed by the Disciplinary Authority, the concerned Officer will not be eligible to appear for the Promotion Process for a period of one year from the date of punishment or for the first Promotion Process immediately after the date of punishment, whichever is earlier (to be read along with para 12).

Provided further that if it had taken more than 3 years for a disciplinary case to be completed and penalty awarded and the delay is not attributable to the officer, such officers will be eligible to appear for next promotion process and the bar of one year would not operate, unless the punishment itself precludes promotion for a longer period under I.O.B. Officer Employees' (Discipline and Appeal) Regulations, 1976.

13.3 SEALED COVER OPENING PROCEDURE

The sealed cover of the Officers exonerated / dropped in the Disciplinary proceedings / criminal proceedings, will be opened in the presence of General Manager (HR), DGM / AGM of HR, one more Executive of Central Office and will be witnessed by them.

On opening of the sealed cover, if the concerned officer has been found suitable for promotion to next scale, his promotion will be declared with the approval of the Competent Authority.

The Competent Authority for declaring the results:

Up to SMG Scale IV : General Manager (HR)

For SMG Scale V : Executive Director (in charge of the portfolio)
: and in his absence, MD & CEO

For TEG Scale VI & VII : MD & CEO and in his absence all the Executive Directors serving the Bank at that time.

The sealed covers will be valid- till the conclusion of the departmental proceedings or the criminal case, initiated against the member, for which the results have been kept under sealed cover.

If more than one recommendations of DPC has been kept in sealed covers for the same person, on conclusion of the Disciplinary proceedings / criminal proceedings, which result in exonerating / dropping the allegations against the member, the results kept in the sealed cover will be opened and the findings of the DPC will be operated upon in year-wise chronological order.

The sealed cover holds good for opening till the reckoning date for the next promotion process is announced or one year whichever is earlier.

14. PROCEDURE ON DISCIPLINARY PROCEEDINGS AFTER DPC BEFORE PROMOTION

Where an officer is recommended for promotion by the DPC and in whose case any of the circumstances mentioned in para 13.1 above arise after the recommendations of the DPC but before the Officer is actually promoted, his/her result will be withheld. He/she will not be promoted until he/she is completely exonerated / dropped of the charges against him/her and the provisions contained in para 13.2 above will be applicable.

The Competent Authority for declaring the results :

Up to SMG Scale IV : General Manager (HR)

For SMG Scale V : Executive Director (in charge of the portfolio) and in his absence, MD & CEO

For TEG Scale VI & VII : MD & CEO and in his absence all the Executive Directors serving the Bank at that time.

15. SELECTION AREA

The selection area for promotion to all scales will be All India inclusive of the India based expatriate staff whether working at Overseas Offices of the Bank or on deputation to other Banks/ Institutions.

RELAXATIONS IN PROMOTION GUIDELINES

Relaxations, if any may be taken up with the Board for approval, with appropriate justification on case to case basis within the broad framework laid down by the Ministry of Finance, Government of India.

16. WEIGHTAGE FOR VARIOUS FACTORS

The weightage for various factors in the promotions are indicated in the following chart.

16.1 FOR BOTH GENERAL & SPECIALIST OFFICERS FOR PROMOTIONS TO MMG II TO SMG IV

SI No	Parameters	JMG I TO MMG II		MMG II TO MMG III		MMGIII TO SMG IV	
		Interview /Seniority	Test / Fast Track	Interview /Seniority	Test / Fast Track	Seniority	Fast Track
						(Test & Interview)	
		>= 5 yrs	3 to< 5 yrs	>= 5 yrs	3 to< 5 yrs	>= 5 yrs	3 to< 5 yrs
1	Professional Qualification	5	5	5	5	5	5
2	Written Test (Online)	0	50	0	50	20	20
3	Potential Interview	50	0	50	0	25	25
4	Role Function	20	20	20	20	20	20
5	Performance (APAR)	25	25	25	25	25	25
6	Group Discussion	NA	NA	NA	NA	5	5
7	Total	100	100	100	100	100	100

16.2 FOR PROMOTIONS TO SMG V TO TEG VII

Sl No	Parameters	SMG IV to SMG V		SMG V to TEG VI	TEG VI to TEG VII
		Seniority	Fast Track		
		Test & Interview		Interview	Interview
		>= 5 yrs	3 to < 5 yrs	>= 3 yrs	>= 3 yrs
1	Role Function	5	5	0	0
2	Certificate Courses under capacity building	3 (2+ 1 (or) 1 + 1 + 1)	3 (2+1 (or) 1 + 1 + 1)	3 (2+1 (or) 1 + 1 + 1)	3 (2+ 1 (or) 1 + 1 + 1)
3	Performance (APAR)	30	30	47	47
4	Online Test	20	20	0	0
5	Potential Interview	35	35	50	50
6	Group Discussion	7	7	0	0
	Total	100	100	100	100

16.3 PROCEDURE FOR AWARDING MARKS

16.3.1 WRITTEN/ONLINE TEST

A written/online examination is purely objective. The written/online test carries 100 marks. A relaxation of 5% in qualifying marks is prescribed for SC/ST officers for the above promotions.

16.3.2 QUALIFICATION MARKS

Marks will be awarded for professional qualification as indicated below:

	JMG Scale I to MMG Scale II	MMG Scale II to MMG Scale III	MMG Scale III to SMG Scale IV
CAIIB Part I/ JAIB	1	1	1
CAIIB Part II / CAIIB	1	1	1
Certificate Courses under capacity building	3 (2+1 (or) 1 + 1 + 1)	3 (2+1 (or) 1+1+1)	3 (2+1 (or) 1+1+1)
Total	5	5	5

16.3.3 CERTIFICATION COURSES UNDER CAPACITY BUILDING COURSES

The Certification courses under capacity building courses carry the following marks.

- a) Mandatory Course / Certification - 01 mark
- b) Advanced Course / Certification - 02 marks
- c) Prerequisite Course / Certification - No marks
- d) Requisite Course / Certification in General Banking / Additional certifications for which staff members are being reimbursed - 0.5 Marks

Marks will be awarded for the courses completed in the preceding 3 years only, from the reference date i.e. 1st April.

The list of Certification Courses under Capacity Building and the nature of the certification course along with course wise weightage of marks are given in Annexure.

16.3.4 ROLE FUNCTION AND EXPOSURE

The following factors besides the other parameters, used to be taken into consideration by the DPC for selection. It has been decided to concretize the weightage to be given to each of these factors to make the assessment of these factors transparent. Marks will be awarded for these factors as evidenced by the service record of the concerned Officers.

Marks will be awarded per year of service for the above factors as detailed below:

Designation of Officer	I to II	II to III	III to IV	IV to V
First line Managers of the Branches / CBO / Currency Chest / Faculty / Lead District Managers	4	4	4	2
Designated second line managers of branches / CBOs, Officers in charge of Extension Counter/ Sports persons currently playing (representing) for Bank, Inspectors, Dealers and Officers recruited as Specialist	2	2	2	-
All other Officers	1.5	1.5	1.5	-
Maximum Marks	20	20	20	5

For JMG Scale I : Additional 0.5 marks per year of service in rural branches for a maximum of 2 years (maximum of 1 mark)

For JMG Scale I to MMG Scale III : For Role Functions, full marks will be given for every completed year of service on the appointed date, in the stated positions in the particular grade.

For SMG Scale IV: 2 marks per year of service as Branch Manager. The eligibility for this role function marks, is subject to following conditions.

- **THOSE WHO HAVE WORKED AS BRANCH HEAD BEFORE BEING PROMOTED TO SCALE IV**

Every year service as Branch Head will be given 2 marks per completed year, reckoning Branch Head service from Scale I, excluding the minimum qualification period of 3 years, i.e. in case candidate worked as Branch Head for 5 years, deducting 3 years minimum qualified services, member will get the marks for two years.

- **THOSE WHO HAVE WORKED AS BRANCH HEAD ONLY AFTER PROMOTED TO SCALE IV**

Only after member completes 3 years as Branch Head in Scale IV, for the subsequent years only, member will be awarded 2 marks for every completed year of service.

- **IT IS TO ENCOURAGE BRANCH HEAD ROLE**

Proportionate marks will be given for every completed month of service.

17. POTENTIALITY

The interview will be conducted by the panel specified in this policy. The rating will be given in the form of marks by the interview panel members individually, the same would be aggregated and average worked out.

18. PERFORMANCE APPRAISAL

For the purpose of assessing performance of individual officers, the performance review system designed by the Bank will be followed. The system of appraisal may be reviewed at Bank's discretion from time to time depending upon the trend and circumstances in the Banking Industry and the needs of the Bank.

The computation of marks for performance appraisal will be arrived at by taking the average of the preceding three years' performance appraisal (APAR) marks.

In case officer does not submit APAR within the cut-off date for consideration to Promotion, Ex-parte reporting is to be done by the reporting officer and submitted for review.

19. PREPARATION OF FINAL MERIT LISTS

The marks obtained by the officers on various factors will be aggregated and the final merit list will be prepared by the DPC. If two or more officers rank equally at the cut off point for selection for promotion, their promotions will be determined in order of their seniority in the present grade. In the event of Officers having equal Bank seniority, the Officer who is senior in age shall have the preference.

- Both under Interview/Seniority Channel and Test/Fast Track Channel only those who have scored more than the minimum marks prescribed for the written test and Interview will be considered for promotion.
- In the case of promotion to MMG Scale II, MMG Scale III, SMG Scale IV and SMG Scale V separate merit list will be drawn for Seniority/Interview Channel and Fast Track/Test Channel.
- From the merit list drawn under Interview Channel and Test Channel as the case may be the Competent Authority will make the promotions to the extent of vacancies allotted for the respective processes.
- For the Promotions from SMG Scale IV to SMG Scale V

- o Panel Merit Order will be arrived at combining the list of promotees both under Seniority and Fast Track Channel in the descending order of Total Marks scored by each member.
- o If two members scored equal total marks, then member selected from the Seniority Channel will be listed first in the Merit Order.
- o If any of the member in the Panel is not eligible for promotion in due course, waitlisted member from the respective channel will be promoted.

20. COMPETENT AUTHORITY

	LEVEL	GROUP DISCUSSION	INTERVIEW PANEL	DPC
1	JMG I to MMGII	NA	One DGM +2 AGMs	1 DGM + 2 AGMs
2	MMG II to MMG III	NA	One DGM + 2 AGMs	1 GM+ 2 DGMs
3	MMG III to SMG IV	1 GM+ 1 External Expert	1 GM + 2 DGMs	ED+ 2 GMs
				MD & CEO + 2 GMs (in the absence of ED)
4	SMG IV to SMG V	1 GM+ 1 External Expert	ED+ 2 GMs + 2 External Experts	MD & CEO+ 2 EDs
				MD & CEO+ ED (in the absence of one ED)
				MD & CEO + 2 GMs (in the absence of both the EDs)
	LEVEL	GROUP DISCUSSION	INTERVIEW PANEL	DPC
5	SMG V to TEG VI	NA	MD& CEO+ 2 EDs + 2 External Experts	MD & CEO+ 2 EDs
			MD& CEO+ ED+ 2 External Experts (in the absence of one ED)	MD & CEO+ ED (in the absence of one ED)
6	TEG VI to TEG VII	NA	DPC + 2 External Experts	Committee of Directors as Prescribed by the Govt. (Normally, MD & CEO+RBI Nominee Director + Govt. Nominee Director

For promotions from JMGS I to MMG II and MMG II to MMG III, the composition of the committee would be as mentioned above. However, if a SC/ST Officer of the required grade as per Government guidelines is available within the Bank he/she would be included as a member of the Committee. If no SC/ST Officer of the required grade is available any other suitable person from outside the Bank belonging to SC/ST may be co-opted as a member of the Committee. In that case the composition of the committee will be 4 members instead of 3 members. MD & CEO is authorized to form the Interview Panel, Group Discussion Panel and DPC.

21. MEMBER SECRETARY

One Executive/ Officer from HR Department, CO would be Member Secretary from HR in DPC. MD & CEO is authorised to nominate the Member Secretary from HR.

ROLE FUNCTION OF MEMBER SECRETARY:

Member Secretary will consolidate and issue a certificate listing the names of the staff members whose results are to be kept under Sealed Cover based on the Clearance reports received from IRD, CDAC, FMC, CRMD & Vigilance.

22. APPELLATE PROCEDURE

- Any Officer who feels that his/ her case for promotion has not been properly dealt with will have a right to appeal to the Appellate Authority within 45 days of the release of promotion list.
- The Appellate Authority for officers at various levels of Management will be as under:

	LEVEL	APPELLATE AUTHORITY
1	JMG I to MMG II	General Manager (HR)
2	MMG II to MMG III	Executive Director (in charge of HR) (or) Managing Director & CEO
3	MMG III to SMG IV & above	Managing Director & CEO

- The Appellate Authority will dispose of the appeals within a reasonable period, after recording the reasons for the decision, which would be conveyed to the officer concerned within a reasonable time, which should be as far as possible, not beyond 45 days.
- The MD & CEO may, within a reasonable time, either refer to a Senior Officer I Executive Director who were not involved in DPC or himself consider and review the representation.
- The appeal will be considered only in cases of DPC not considering the facts stated by the member. Such consideration will be made on procedural issues like disciplinary action, etc.
- Representation cannot be made on the decision of DPC or Interview Panel or on APAR marks awarded.
- The decision of the Appellate Authority in respect of appeals will be final.

23. FILLING UP OF VACANCIES IN SMG SCALE V, TEG SCALE VI AND TEG SCALE VII

Bank reserves the right to keep the vacancies unfilled and carry over the same to next year if suitable candidates are not available for considering for promotions to SMG Scale V, TEG Scale VI and VII.

24. REFUSAL TO ACCEPT PROMOTION / OPTION FOR REVERSION

- **Refusal to accept promotion or opting for reversion is applicable only for Promotions from JMG Scale I to MMG Scale 11, MMG Scale II to MMG Scale III and MMG Scale III to SMG IV.**
- No reversion to the original grade is permissible after 30 days from the date the officer reports at his new place of posting after taking up promotion.
- Officers who do not accept promotion or forgone promotion are not eligible to appear for promotion **for the subsequent 2 promotion process.**
- Also, for non-acceptance of promotion and forgone promotion when offered the provisions of Regulation 5 of Indian Overseas Bank Officers' Service Regulation will apply.

25. INTERPRETATION OF PROMOTION RULES

Managing Director & CEO's decision will be final in respect of any differences or disputes in regard to the interpretation of clauses in this Policy.

26. EFFECTIVE DATE

The revised Policy will come into effect from the date of its approval by the Bank's Board. Future promotions irrespective of the cut-off date will be made as per the provisions of this Policy on its being approved by the Board.

27. GOVERNMENT GUIDELINES

Any guidelines/directives issued by the Government of India from time to time in regard to promotion of officers will be deemed to be a part of this promotion policy.

Any guidelines contained in brochure on reservations for Scheduled Castes and Scheduled Tribes officers in services or any other guidelines issued by the Department of Financial Services, Ministry of Finance, Government of India from time to time relating to the services of Scheduled Castes and Scheduled tribes officers in the bank will also be deemed to be a part of this promotion policy.

28. VALIDITY PERIOD

The validity of the policy would be for a period of three years from 09.02.2021 and the validity period shall align with the end of the month in which the validity period of three years expires, i.e. 29.02.2024. The policy should be reviewed on an annual basis. MD&CEO is authorized to extend the validity of the Policy for a further period of six months on its expiry, in case of exigency.

29. REPEAL AND SAVING

The Board reserves its right to change, alter, amend or vary from time to time any rule or rules incorporated herein

ANNEXURE – I

LIST OF CERTIFICATION COURSES IDENTIFIED UNDER CAPACITY BUILDING, WITH NATURE OF COURSE/ TARGET GROUP & WEIGHTAGE IN GRADE PROMOTION

S.No.	Certification Courses under Capacity Building	Nature of Course / Target Group	Weightage for members who possess the certification
1.	Certified Treasury Professional – IIB&F, Mumbai	Base Course, Mandatory for Officers working in Treasury Dept.	01 Mark
2.	Treasury Management -NIBM, Pune	Base Course, Mandatory for Officers working in Treasury Dept	01 Mark
3.	NISM - Series VII - Securities Operations and Risk Management Certification Examination.	Prerequisite Certification as required under SEBI for staff dealing in Securities Markets	No Marks as the same is a requisite for Officers working in Security / Capital Markets.
4.	NISM - Series III A Securities Intermediaries Compliance (Non - Fund) Certification exam	Prerequisite Certification as required under SEBI for staff dealing in Securities Markets.	No Marks as the same is a requisite for Officers working in Security / Capital Markets.
5.	Certificate in Foreign Exchange - IIB&F Mumbai	Base Course, Mandatory for Officers working in Forex Dept. / verticals/ ADBranches	01 Mark
6.	Certified Credit Professionals - IIB&F, Mumbai	Base Course, Mandatory for Officers working in Credit Dept./ verticals/ Large Corporate/ SME Branches/ Retail Marts	01 Mark
7.	Credit Management- NIBM, Pune	Base Course, Mandatory for Officers working in Credit Dept./ verticals/ Large Corporate/ SME Branches/ Retail Marts	01 Mark
8.	Certificate in Commercial Credit (CICC) - Moody's Analytics	Base Course, Mandatory for Officers working in Credit Dept./ verticals/ Large Corporate/ SME Branches/ Retail Marts	01 Mark
9.	Credit skills for Bankers - SME Credit Certification (SME) - Moody's Analytics	Base Course, Mandatory for Officers working in Credit Dept./ verticals/ Large Corporate/ SME Branches/ Retail Marts	01 Mark

10.	Credit skills for Bankers - Retail Credit Certification (Retail) - Moody's Analytics	Base Course, Mandatory for Officers working in Credit Dept./ verticals/ Large Corporate/ SME Branches/ Retail Marts	01 Mark
11	Certificate in Risk in Financial Services - Level 1 - IIB&F, Mumbai	Base Course, Mandatory for Officers working in Risk Dept., as Risk Managers	01 Mark
12	CISI Certificate in Risk in Financial Services – Level 2 - IIB&F, Mumbai	Advanced level course in Risk Management	02 Marks
13	Risk Management – NIBM, Pune	Base Course, Mandatory for Officers working in Risk Dept., as Risk Managers	01 Mark
14	Diploma in Treasury Investment & Risk Management Advanced Course in Both Treasury Management & Risk Management - IIB&F, Mumbai	Advanced level course in Treasury Management and Risk Management	02 Marks
15	Certified Accounting & Audit Professional - IIB&F, Mumbai	Base Course, Mandatory for Officers working in Accounts Dept.	01 Mark
16.	Accounts & Audit - NIBM, Pune	Base Course, Mandatory for Officers working in Accounts Dept.	01 Mark
17.	NSEIT - UIDAI Certification for Supervisor - Operator	Prerequisite Certification for staff working in AADHAR Centres.	No Marks as the same is a pre- requisite for Officers working in AADHAAR Centres
18.	Certificate in KYC/ AML - IIB&F, Mumbai	Requisite Certification for all staff members	0.5 Mark
19.	Certified Banking Compliance Professional - IIB&F, Mumbai	Base Course, prescribed as a requisite certification for Officers working in Compliance Dept.	01 Mark
20	CISA- Certified Information System Auditor - ISACA	Advanced Course in IT Security	02 Marks
21	CISSP – Certified Information System Security Professional - IISCCI, USA	Advanced Course in IT Security	02 Marks

22	Advanced Wealth Management -IIB&F, Mumbai	Advanced Course	02Marks
23	NISM - Series VI - Depository Operations Certification Examination (DOCE) - NISM	Prerequisite Certification as required under SEBI for staff dealing in Capital Market	No Marks as the same is a requisite for Officers working in Security / Capital Markets
24.	a) Certificate in IT Security*- IIBF, Mumbai	Base Course, prescribed as a requisite certification for officers working in IT area.	02 Marks#
	b) Certificate in Prevention of Cyber Crimes and fraud management*- IIB&F, Mumbai		01 Marks##
	c) Certified Information Security banker*- IIB&F, Mumbai		0.5 Marks**
	* on Completion of the above three certificates, Staff will be provided a DISA certificate (Diploma in Information System Audit) (w.e.f. May 2017)		
	#If the member is acquiring all the three certifications, DISA certificate will be awarded along with 02 Marks. ## If the member is acquiring certifications in any two, 01 mark will be provided. ** If the member is acquiring certifications in any one, 0.5 mark will be provided.)		
25	Certified Bank Trainer Course - IIB&F, Mumbai	Base Course. Mandatory for Faculty in STCs & Staff College, Chennai	01 Mark

26	SHRM - Certified Professional (CP) - By Society for Human Resource Management	Advanced Course in HR Management. Preferred Certification for HR Officers.	02 Marks
27	SHRM - Senior Certified Professional (SCP) - By Society for Human Resource Management	Advanced Course in HR Management. Preferred certification for HR Officers	02 Marks
28	CHRMP (Certified Human Resource Management Professional) – Advanced - By Pearson Vue	Advanced Course in HR Management. Preferred Certification for HR Officers.	02 Marks

S.No.	Other Certification Courses (NOT DEFINED UNDER CAPACITY BUILDING)	Nature of Course / Target Group	Weightage for members who possess the certification
1.	Diploma in Banking Technology	Additional Certification. Staff members obtaining the same are reimbursed one time exam fees	0.5 Mark
2.	Certificate in International Trade Finance	Additional Certification. Staff members obtaining the same are reimbursed one time exam fees	0.5 Marks
3	Diploma in International Banking and Finance	Additional Certification. Staff members obtaining the same are reimbursed one time exam fees	0.5 marks
4	Certificate in Credit Card for Bankers	Additional Certification. Staff members obtaining the same are reimbursed one time exam fees	0.5 marks
5	Customer Service and code and banking standards	Additional Certification. Staff members obtaining the same are reimbursed one time exam fees	0.5 marks
6.	CAIIB electives i.e Risk Management, HRM, Corporate Banking, Rural Banking, International Banking, Retails Banking, Co-operative Banking, Financial Advising, IT, Central Banking & Treasury Management	Additional Certification. Staff members obtaining the same are reimbursed one time exam fees	No Marks since CAIIB is bearing individual weightage in Promotion Process.

7.	Certificate in Corporate BANKING	Additional Certification. Staff members obtaining the same are reimbursed one time exam fees	0.5 marks
8.	Certificate Course in MSME	Additional Certification. Staff members obtaining the same are reimbursed one time exam fees	0.5 marks

TRANSFER POLICY

TRANSFER POLICY FOR OFFICERS - 2021

Transfer Policy for Officers — 2018 was reviewed annually and a fresh Transfer Policy - 2021 has been approved by our Bank's Board in its meeting held on 09.02.2021.

(Cir. No.EST/86/2020-21 dated 17.03.2021 issued by HRMD)

1. GENERAL

The entry of younger generation and the increasing attrition rate of experienced officers in the Bank have necessitated the requirement of new skill sets especially for the managerial cadre employees of the Public Sector Banks. The skill sets of managerial cadre employees are required to be upgraded and updated through trainings and by giving them exposure in different verticals and geographical locations to have a proper career path. It calls for suitable placements and redeployment of officers depending on the organizational requirements and exigencies of services.

Broadly the transfers, wherever possible the Bank would match organizational requirements with individual needs of the officers. All efforts will be made to maintain a harmonious climate in the Bank to ensure that the motivation level of the officers is high and every officer gives his best in performance of his official duty assigned to him from time to time. However, transfer is the prerogative of the Management and it cannot be sought as a matter of right and Management reserves its right to transfer any Officer to any other place at their discretion for business benefit, on non-performance, on exigencies etc.

Apart from Officer's Service Regulations, the guidelines for transfers from a sensitive post in the branches and Administrative Offices are issued by Central Vigilance Commission which provides that the officers posted on sensitive post should be rotated every three years to avoid developing vested interest. The officers in sensitive posts should not be retained for unduly long periods in the guise of indispensability etc. and the same in case of officers recruited as specialists. Similarly, the Ghosh Committee has also recommended that the transfer of all categories of staff members from a branch should be made compulsory once in 3/5 years. These factors have been incorporated in the Policy taking the guidelines and business needs.

Specialist Officers can opt to general stream after completing 5 years, at the sole discretion of Bank. However, specialist officers recruited on rolls can be retained in their stream till they complete 5 years or till they become Chief Manager, whichever is earlier. Chief Manager Category onwards, all the employees will be considered as general category officers. However, at least one month on the job training (OJT) will be provided to such specialist officers on their shift to General category.

Keeping the above in view, the following guidelines are given which are applicable only to officers in JMG Scale I, MMG Scale II and MMG Scale III, subject to Regulation 47 of IOB Officer's Service Regulations, 1979 / 1982 which stipulates that every officer is liable for transfer to any office or branch of the Bank or to any place in India and also the Govt. Guidelines / instructions received from time to time. Officers in Scale IV and above are not covered by this policy and they will be transferred to places as per the requirement of the Bank.

2. OBJECTIVES

The following shall be the objectives of the Banks' transfer policy:

- To develop officers through exposure to meet operational needs of the Bank of having officers with varied experience and enriched job knowledge by exposing to different functional areas
- To provide broad frame work for career path progression
- To meet Bank's business growing requirement commensurate with technological advancements
- To ensure safety of operations
- To improve general efficiency
- To achieve corporate objectives
- To facilitate Management to ensure gainful utilisation, improvement and retention of effective and efficient Human Resources.

3. BASIC PRINCIPLES

- a. The annual transfer in the ordinary course will be considered in the first quarter of respective financial year and the cut-off date for request eligibility will be 31st March of that financial year and request not to be considered normally after June of every year, unless on promotion or other exigencies. All such cases are to be documented and justified by the Competent Authority and to be reported to Central Office. The transfers made after the June quarter are to be consolidated and placed to the Bank's Board along with review / renewal of the Policy on annual basis. The officers will be relieved to the extent possible before the month of May / June to coincide with the academic year for schools / colleges.
- b. Normally, routine transfers shall not be effected after the month of June of the respective Financial Year to ensure uninterrupted functioning of the branch during the Financial Year. However, transfer / movement / deployment of officers may be effected at any time during the year considering business needs, administrative exigencies and on promotion.
- c. Ordinarily postings in a Region shall be for a period of minimum of one term i.e. three years of effective service. However, in North East / hardship centres the term may be 2 years of effective service.
- d. Transfers on compassionate grounds, medical grounds, spouse joining etc. will be considered as a request transfer at the sole discretion of the Bank and subject to availability of vacancy at the place of request, on case to case basis, by ED/MD & CEO
- e. Exemption to the broad basis specified in the Policy will be made by ED/MD&CEO, on case to case basis, with proper justification.

4. TRANSFER OF OFFICERS - GENERAL

- a. The tenure shall not be more than 3 years in a Branch/Office, i.e., one term. The cut-off date for arriving at the tenure will be 31st March of every year.

- b. Ordinarily no person should be transferred out of a branch before 3 years and in case of exigencies the reason is to be recorded in the Office Note / in the order by the appropriate transferring authority. This is to be subject to scrutiny at next higher level.
- c. The tenure shall not be more than 6 years in a Region, i.e., 2 terms or 10 years in a State. The cut-off date for arriving at the tenure will be 31 St March of every year. Thereafter the members are to be posted in other Regions but not in the same centre from which they are transferred.

(Centre for the purpose of this policy, shall mean the places in the same urban agglomeration / NCR / City, etc. Example for this category: the branches situated in different Regions but in the same city or urban agglomeration, like Delhi / NCR Delhi, Chennai I / Chennai II / Vellore / Kancheepuram, etc. This is only illustrative.)
- d. Effective Service: The period spent on temporary transfer to other Regions, sabbatical leave and leave availed in excess of Privilege leave/ Sick leave earned during the period of stay in the Region, if any, shall be excluded while calculating the tenure in the particular Region.
- e. Officers posted in the Administrative offices may be retained for more than 3 years at Management's discretion and the need and justification are to be made available. However, such retention period may be about another two years (totalling 5 years) to enable the department to groom a successor.

5. TRANSFERS OF OFFICERS - ON REQUEST

1. Request for transfer to another place is to be registered through online and it is mandatory.
2. Officers who have completed 30 months of service in the present region may apply for request transfer.
3. Officers requesting for transfers can give 3 choices of preferences for posting which is optional.
4. The cut-off date for considering request transfers would be 31st March of every year. By that time, the members should have completed 3 years in the present region.
5. On submission of application, a Registration number will be generated for reference purpose.
6. Regional Office should maintain Register for transfers within the Region. Additional list is to be maintained for Medical, Spouse joining, Compassionate grounds requests within the Region.
7. Request transfers will be considered subject to availability of vacancies at the requested place and on the order of tenure completed by the respective member in the present Region.
8. Compassionate ground requests & Spouse joining request shall supersede the seniority list even if their request is subsequent, to other officers, subject to availability of vacancies and at the discretion of the Management.
9. Requests for transfer back to the original place of posting will not be normally entertained before completion of one term in the new place of posting (minimum of 3 years) except under the grounds such as Medical, Compassionate and Spouse Joining and solely at the discretion of the Management.

6. TRANSFER OF OFFICERS - SENSITIVE POST

Officers holding the posts which are declared as sensitive by the Bank from time to time to be transferred / shifted after completion of one term, i.e., 3 years in accordance with Bank's Staff Rotation Policy for transfer of Officers on Sensitive Posts and CVC guidelines. Any exception is to be recorded with justification and subject to scrutiny at next higher level.

7. TRANSFER OF OFFICERS - ON PROMOTION

The transfer of Officers on promotion will be in accordance with the Promotion Policy.

On promotion, the officers will be posted to the branches as per their cadre in a Region or at Administrative Offices, wherever vacancy exists.

On promotion, where the spouse belongs to our bank, option will be given to both the IOB officers to choose (self & spouse) a Region where shortage exists, to utilise their services effectively for Bank growth.

8. TRANSFER OF OFFICERS - ON JOINING JMG SCALE I

1. The Officers joining in JMG Scale I directly, may be, as far as possible, posted to rural centres for a minimum of 2 years after completion of their probation period or at a place of business needs.
2. Those promoted from clerical cadre to officer's cadre, have to undergo 2 years rural service at allotted region / state, as far as possible.
3. The above clauses are not pre condition for promotion and the tenure completed by them in the rural postings will be given weightage for the next grade Promotion, as per the Promotion Policy.

9. TRANSFER ON OFFICERS - ON COMPASSIONATE GROUNDS / MEDICAL GROUNDS

1. The following shall normally be the grounds for considering the transfer on compassionate grounds:
 - a) A prolonged illness of a serious nature of the employee or spouse or children or dependent parents etc. for which the request should be supported by medical certificates.
 - b) Any other ground which deserves extreme compassion including death / serious accident of a dependent family member etc.
 - c) Officers who have spent earlier part of their service in one place, may be considered at the discretion of Management only.
2. In such cases on being satisfied about the need for compassionate transfer the Bank may transfer the concerned officer to the requested place for a term of 3 years without Transfer Allowance and other allowances related to transfer.
3. Such transfer shall be made solely at the discretion of the Management, based on the seriousness / necessity of the transfers, on case to case basis, subject to availability of vacancy, not to be quoted as precedence.
4. The Competent Authority for the transfers of officers on the above grounds is ED/MD&CEO.

10. TRANSFERS OF OFFICERS - ON SPOUSE GROUNDS**A. WHERE THE SPOUSE BELONGS TO OUR BANK**

The spouse will be posted, as far as possible, to an office / branch within the same city / town but not at the same office / branch. Where there is only one office / branch at that centre, the posting of the spouse will be considered nearer to the place / city where the spouse is working, subject to availability of vacancies.

Any change is to be considered at ED/MD&CEO level with proper justification.

B. WHERE THE SPOUSE BELONGS TO ANOTHER PUBLIC SECTOR BANK / GOVERNMENT

Joining Spouse means lady staff members joining their Husband's place other than IOB Spouse.

If the spouse is employed in another Public Sector Bank or Government, Bank may, to the extent possible consider posting the said officer to the office / branch of the Bank at the station where the spouse is working in the other Bank and if there is no office / branch of the Bank at the station / centre, then to the State / City / Centre where spouse is posted.

However, in any case, such transfers on joining the spouse will be allowed maximum of two times during service. Any change is to be considered at ED/MD&CEO level with proper justification recorded in writing.

The guidelines issued by Govt. Of India from time to time will be followed, subject to availability of vacancies.

11. TRANSFER OF WOMEN OFFICERS

Save as stated elsewhere in the Policy, the transfer of women officers will be considered as per the Govt. Guidelines on transfers, as far as possible. Bank can accommodate women officers according to availability of vacancies.

Transfer of Women employees on promotion will be considered as per the Promotion policy. However, the Govt. guidelines will be considered as far as possible in posting, in case of promotion.

12. TRANSFERS OF SPECIALIST OFFICERS

- Officers recruited / joining specialized cadres, viz. Forex, credit, technology, HR, Wealth Management etc. will be posted to any of the regions keeping in view the administrative requirements and the objectives of the policy.
- Specialist officers should necessarily remain in that stream for five completed years of service. Thereafter, such officers may be considered to join the General stream.
- Specialist Officers can opt to General stream after completing 5 years, subject to acceptance of the same by the Management. Such request will be considered for the General stream depending on the Bank's requirement or they will continue to be in the respective Specialist cadre at the Bank's discretion.
- However, all specialist officers irrespective of their category, on elevation to Chief Manager, will be considered and treated at par with other general category officers, as they fall under general category automatically on their elevation, and posted accordingly.

- i.e., Specialist recruited on rolls can be retained in their stream till they complete 5 years or till they become Chief Manager, whichever is earlier.
- Such officers will be provided with one month on the job branch routine training, on their joining main stream banking.
- Bank reserves the right to move the Specialist Officers on completion of their tenure of 5 years in the respective specialist category or retain the officers in the specialist cadre even after the stipulated period and also have the right to bring them back to the specialist stream, even if they have been posted as the general line officers, in case of exigencies.

13. TRANSFER OF OFFICERS POSTED OF NORTH EASTERN REGION AND JAMMU & KASHMIR

- Ordinarily postings shall be for a period of one term i.e. three years. However, the requisite tenure for officers posted in hardship centres viz. North East., Jammu & Kashmir, the term may be 2 years of effective service.
- Preferential transfer to any place of his/her choice, out of 3 places to be indicated by them, on completion of tenure of two years of stay in NER & Jammu & Kashmir.

14. TRANSFER OF PHYSICALLY CHALLENGED OFFICERS

Transfer policy shall apply to them subject to Government guidelines on transfers of such persons.

In terms of the Government of India guidelines, as far as possible, the person with disabilities may be exempted from the rotational / routine / periodic transfers subject to administrative exigencies.

Normally such members should not be transferred on promotion if a vacancy exists in the same Region. However, if the transfer of a physically challenged employee becomes inevitable on promotion due to non-availability of vacancy, it should be ensured that such employee is kept close to his original place of posting.

Any such transfer may not be quoted as precedence as it purely depends on availability of vacancy at the requested place.

This concession would not be available to such of the challenged employees who are transferred on grounds of disciplinary action or are involved in fraudulent transactions. Also this exemption may be granted keeping in view the nature of disability and based on whether it is possible or not for them to serve in other Regions, on case to case basis.

15. TRANSFER OF SPORTSMEN OFFICERS

- Transfer policy shall apply to them subject to the guidelines from the Government during the period they are associated with the sports / team of the Bank.
- Active Sports persons i.e., officers associated with the team are posted in Chennai centre only, i.e., posted in Central Office or Chennai I or Chennai II as long as they play for the Bank's team.
- Active sports persons are exempted from rural posting as long as they play for the Bank's team.

- Thereafter, the period of their stay at the centre will be reckoned (for the purpose of transfer) from the date of their relief from the team.
- After relief from the team, member will continue at Chennai at his request or posted to his place of choice for a maximum period of two terms, from the date of joining general stream. The cut-off date for arriving at the tenure will be 31st March of every year.
- If such officers, after relief from the team, opt for promotion to next higher cadre, he will be treated at par with other General line officers for transfers and postings.
- After joining the main stream, if sports person is promoted, then posting will be based on promotion policy.

16. TRANSFERS TO RURAL / SEMI - URBAN CENTRES

Officers shall be transferred to Rural / Semi Urban centres as per the transfer policy subject to Government guidelines issued from time to time in regard to such postings.

The maintenance of Registers and postings to Rural / Semi Urban centres will be audited by the Inspection Department, Central Office during the Management Audit.

17. TRANSFER OF OFFICERS WHO ARE CORE GIVERS OF DEPENDENTS WITH SPECIFIED DISABILITY:

In terms of the Government of India guidelines, the officer who is a care giver of dependent daughter/son/parents/spouse/brother/sister with specified disability as certified by the certifying authority may be exempted from the rotational / routine / periodic transfers subject to administrative constraints, for on additional period of one term i.e. 3 years.

The word “differently abled” includes (i) Locomotor disability including leprosy cured person, cerebral palsy, dwarfism, muscular dystrophy and acid attack victims (ii) blindness (iii) low vision (iv) deaf (v) hard of hearing (vi) speech and language disabilities (vii) intellectual disability including specific learning disabilities and autism spectrum disorder (Viii) mental illness (ix) disability caused due to: (a) neurological conditions such as multiple sclerosis and Parkinson’s disease (b) blood disorder- Haemophilia, Thalassaemia and Sickle cell disease and (x) multiple disabilities (more than one of the above specified disabilities) including deaf blindness and any other category of disabilities as may be notified by the Central Government.

It is at the sole discretion of the Management to consider any other cases apart from the cases mentioned above, based on the seriousness or necessity, on a case to case basis.

This exemption will be granted solely at the discretion of the Management.

Any such transfer may not be quoted as precedence as it purely depends on availability of vacancy at the requested place.

This concession would not be available to such employees who are transferred on grounds of disciplinary action or are involved in fraudulent transactions.

If the posting / transfer is necessitated on account of promotion, effort may be made to post the officer to a place where appropriate medical and educational facility would be available.

18. OVERSTAY TRANSFERS

Subject to the provisions of this policy, the Bank shall carry out transfers of those officers whose stay in a centre / region exceeding the permissible limit of Two terms in the Region or 10 Years in the State. However, the Bank shall continue to grant normal exemptions to the officers falling under the following categories, for an additional period of one term ie., 3 years. The cut-off date for arriving at the tenure will be 31st March of every year.

- a) Officers having spastic / mentally retarded child / brother / sister / problem child dependent on the officer up to Scale III, subject to dependent on the officer
- b) Officers who have undergone open heart / bypass / angioplasty surgeries in the last one year
- c) Kidney / renal failures (self / dependent)
- d) Chronic ailment like paralysis / cancer (self / dependent)
- e) Officers who are care givers of dependents with specified disability.

19. TEMPORARY TRANSFER & DEPUTATION:

Request for temporary transfer on account of health ground/ family circumstances for a temporary period can be considered for a maximum period of 6 months. Such temporary transfer is to be effected at Central Office level. GM (HR) is the competent authority to effect temporary transfers based on the recommendations of concerned Regional Head.

In such case, it will be considered as temporary transfer instead of deputation, without any allowance and the date of reporting back to the parent branch duly mentioned in that order. Such requests will be considered only once in the entire career. In exceptional cases, General Manager is authorised to consider it more than once by justifying the grounds.

Deputation guidelines are given in SOP- Standard Operating Procedure, separately.

MD & CEO is empowered to review / add / modify any clause / conditions specified in the SOP on Transfers and Deputation in case of requirement.

20. LAST LEG SERVICE

The bank may consider the request of officers who have completed 57 years of age for a transfer to one of the 3 centres of their choice. Last 3 years, to be posted either in place of domicile or to his/her choice, as far as possible and practicable, subject to exigencies of service.

21. POSTING OF OFFICE BEARERS OF TRADE UNIONS / ASSOCIATIONS:

Office Bearers of the representative forums should not be posted to any administrative offices (Regional / Central Office) or in any office / branch situated within the premises of administrative offices.

22. CANCELLATION OF TRANSFER ORDERS

Officers cannot seek cancellation of their request once the orders have been issued as the orders are issued keeping in view the manpower requirement at the requested places.

Officers can cancel their requests only till the time their orders have not been issued. Once orders issued, cancellation of the orders will not be entertained.

23. T.A. ELIGIBILITY

For request transfers: No TA / DA or any other allowance is payable.

24. RECORDING OF TRANSFERS

All transfer activities at each level, including issue of transfer order, relieving and reporting etc. shall be recorded in HRMS package.

25. EXTERNAL INFLUENCE FOR TRANSFERS

As per IOB Officer Employees' (Conduct) Regulations, 1976 "No officer employee shall bring or attempt to bring any political or other outside influence to bear upon any superior Authority to further his interests in respect of matters pertaining to his service under the Bank."

Further, this shall be noted in personal records as well as in CHRIS database which will be viewed as a "Mobility Constraint".

26. TRANSFER OF OFFICERS ON SPECIAL CIRCUMSTANCES

On completion of Manpower planning exercise the sanctioned staff strength of each branch for Scale I, Scale II, Scale III and Scale IV will be fixed on annual basis. Excess or shortage of Officers, grade wise will be identified for each branch/office. In order to ensure optimum level of staff strength for the branch/office, the additional officers will be transferred from / to such excess or shortage unit.

For effecting such a transfer, the staff member in the respective grade, who have served more number of years in the Region will be first transferred (i.e. Senior most member of the Region will be transferred and not those based on service seniority).

27. GOVERNMENT GUIDELINES

Any guidelines / directives issued by the Government of India from time to time with respect to the transfer of officers shall be deemed to be a part of this transfer policy and shall substitute conflicting provisions if any.

28. VALIDITY PERIOD

The validity of the policy would be for a period of three years from 09.02.2021 and the validity period shall align with the end of the month in which the validity period of three years expires, i.e. 29.02.2024. The policy should be reviewed on an annual basis. In case of exigency, MD&CEO is authorized to extend the validity of the Policy for a further period of six months on its expiry.

29. REPEAL AND SAVING

i. The Bank reserves its right to change, alter, amend or vary from time to time any term / condition incorporated in the transfer policy.

- ii. Exceptions / aspects not covered in the policy, shall be decided by the Management appropriately and their decision in the matter shall be final.**

SOP - Standard Operating Procedure - For Transfers**TRANSFER OF OFFICERS – GENERAL**

- a. The tenure shall not be more than 3 years in a Branch/Office, i.e., one term. The cut-off date for arriving at the tenure will be 31st March of every year.
- b. Ordinarily no person should be transferred out of a branch before 3 years and in case of exigencies the reason is to be recorded in the Office Note/ in the order by the appropriate transferring authority. This is subject to scrutiny at next higher level.
- c. The tenure shall not be more than 6 years in a Region, i.e., 2 terms or 10 years in a State. The cut-off date for arriving at the tenure will be 31st March of every year.
- d. Effective Service: The period spent on temporary transfer to other Regions, sabbatical leave and leave availed in excess of Privilege leave/ Sick leave earned during the period of stay in the Region, if any, Shall be excluded while calculating the tenure in the particular Region.
- e. Officers posted in the Administrative offices may be retained for more than 3 years at Management's discretion and the need and justification are to be recorded. However, such retention period may be for another two years (totalling 5 years) to enable the department to groom a successor.
- f. Officers holding the posts which are declared as sensitive by the Bank from time to time to be transferred / shifted after completion of one term, i.e., 3 years in accordance with Bank's Staff Rotation Policy for officials working in Sensitive Posts and CVC guidelines. Any exception is to be recorded with justification and subject to scrutiny at next higher level.

TRANSFER OF OFFICERS - ON REQUEST UP TO MMG SCALE III

1. Request for transfer to another place is to be registered through online and it is mandatory up to MMG Scale III (However, the portal is enabled for Officers up to SMG Scale IV.)
2. Officers who have completed 30 months of service in the present region may apply for request transfer.
3. Officers requesting for transfers can give 3 choices of preferences for posting which is optional.
4. The cut-off date for considering request transfers would be 31st March of every year. By that time, the members should have completed 3 years in the present region.
5. On submission of application, a Registration number will be generated for reference purpose.
6. Regional Office should maintain Register for transfers within the Region. Additional list is to be maintained for Medical, Spouse joining, Compassionate grounds requests within the Region.

TRANSFERRING POWERS OF REGIONAL MANAGERS - UP TO MMG SCALE III

Regional Managers are empowered to transfer the Officers up to the grade of MMG Scale III within the Region.

TRANSFERRING POWERS OF GM - HR

- All other transfers up to the grade of Scale IV.
- All transfers / postings within Central Office up to the grade of Scale IV.

OTHER CONDITIONS

- Generally; the transfer of officers / supervisory staff should be completed within the first quarter of each financial year.
- Only in case of exigencies / non-performance, transfers can be effected after First Quarter.
- Transfer of supervisory staff of all category for Non-performance should be justified and should have been recorded, before effecting such transfers. Regional Heads are empowered to transfer the Officers within the Region, after giving reasonable opportunity to the members to improve their performance.
- The reason/justification for transfer must also be entered in CHRIS in the REMARKS column while entering the transfer order.
- Monthly report in the following format is to be submitted by Regional Offices to Central Office on transfers effected under their powers during the month. • Before issuing transfer order to a member for posting him/her as First Line Managers, Vigilance Clearance to be obtained, through HRMD, Supervisory, Central Office.

SOP - STANDARD OPERATING PROCEDURE - FOR DEPUTATION

Time period/ norms

- All deputation should be made strictly on the requirement of the bank.
- Such deputation should be arranged locally as far as possible.
- In case of deputation for any special assignment/ work, the deputation period will be restricted to the assignment and shall be time bound.
- Deputation of any member, in normal case, should not be beyond 2 weeks.
- RO should ensure that deputation of a member to a particular branch is for a maximum period of 2 weeks only on a continuous basis.
- The same person should not be given deputation again and again.
- If the deputation is required for the same place for more than 2 weeks, RO/CO can either depute another person for deputation with the permission of the Authorities or to consider for a temporary/ permanent posting in that place /branch, as the case may be.
- Justification of deputation has to be made for each deputation made by the Competent Authority.

TEMPORARY TRANSFERS

- Deputations beyond 2 weeks' time will be considered as temporary transfers only.
- The deputation period beyond 2 weeks will not be reckoned as part of service conditions like I Line Manager/ 2 years in administrative office in scale III to V / Regional Manager post, for eligibility criteria for promotion.
- Request for deputation on account of health ground/ family circumstances for a temporary period can be considered for a maximum period of 6 months.
- In such case, it will be considered as temporary transfer instead of deputation, without any allowance and with date of reporting back to parent branch duly mentioned in that order.

COMPETENT AUTHORITIES

Deputations should be done only with the prior approval of the Competent Authorities.

The Competent Authorities for various places and the Authorities to whom the same is to be reported for information /confirmation are as follows:

Nature of deputation	Competent Authority to permit deputation	Reporting Authority for information/confirmation
For Award staff and officers upto Scale III		
Movement within Region for a period less than two weeks	Regional Head "	NA
Deputation beyond two weeks' time by RO.	Regional Head	RO should take permission from HRMD,CO.
For officers from Scale IV and above & for all the staff members on special circumstances not mentioned above		
For all officers from Scale IV and above	GM(HR), CO	ED/ MD&CEO
Temporary Transfers On request of the staff members on Compassionate grounds / medical etc., for a maximum tenure of 6 months	GM HR with recommendation of RO	

Upto Scale III	ED/ MD & CEO
Scale IV and above	

ALLOWANCE

- For deputations at the request of the members, if considered, no TA/DA payable.
- For deputation at the Bank’s instance,

Within the city limit/municipal/ corporation limit/urban agglomeration or within a distance of 8 kms, whichever is less, no conveyance / Halting allowance is payable. Conveyance allowance payable is within his overall eligibility.

Beyond 8 kms but within the city limit/ municipal/ corporation limit/Urban agglomeration, the conveyance from the present branch to the deputed branch will be payable.

Outside the city limit/ municipal/ corporation limit/urban agglomeration/ Region, the eligible conveyance, Halting Allowance and Hotel accommodation (if required- with the permission of Competent Authority) will be payable.

MARKING OF DEPUTATION IN CHRIS

- Regional Office / Central Office, should mark the deputation of the staff in the CHRIS module under Bio-data - Employee Deputations provided specifically for that purpose.
- Non marking of deputations in CHRIS will be viewed seriously and the concerned officer handling HRMD at the respective RO / CO will be held accountable for the same.

GENERAL CONDITIONS:

- Deputation on request will not be treated as matter of right, and it is prerogative of the management to consider the request for deputation/ temporary transfer, for deserving candidates, on case to case basis.
- Refusal to Local/Outstation deputations by a staff member shall be treated as insubordination and necessary action would be initiated for such refusal.
- Regarding deputation allowance viz. halting allowance, hotel accommodation, the industry level settlements viz., Bipartite settlements for award staff and Service Regulations for Officers and guidelines for drawing monthly conveyance allowance shall apply.

SOP - STANDARD OPERATING PROCEDURE - FOR DEPUTATION OUTSIDE THE BANK

- Staff members should apply for the vacancies on deputation basis only in response to the Official Circular issued by Central Office. Such applications only will be considered for issuing NOC. (Reference — Transient Series (File F) Circular No.115 dated 06.02.2018).

- MD & CEO or ED (in the absence of MD & CEO) is authorised to depute the staff members outside the Bank.
- Deputation outside the Bank will normally be permitted for staff members up to MMG Scale III only.
- The period of deputation outside the Bank, for any Officer, will be for a maximum period of three years only and no further extension will be considered.
- The officer will be repatriated immediately on completion of their tenure of three years.
- On promotion of the deputed officers from MMG Scale III to SMG Scale IV, such of those officers will be repatriated to our Bank immediately, even if the staff member has not completed the 3 years' tenure on deputation.
- MD & CEO or ED (in the absence of MD & CEO) is authorized to permit any exemptions in the above clause.

Reward for the Committed Work

(REVISION EFFECTIVE FROM 1.11.2017)

8th Joint Note for Officers under the 11th Bipartite Settlement was signed on 11.11.2020. This Joint Note is dearer to us because IOBOA had been actively involved in the process right from preparation of Charter of Demand with Com.Dr.J.D.Sharma, former President in the Sub-Committee formed by AIBOC for the purpose and on his retirement Com.B.Srinivasan, former General Secretary was inducted in the committee which finally submitted the Charter well in time. The long drawn struggle for 36 months came to an end with the 8th Joint Note signed on 11.11.2020 by your General Secretary Com.T.Murali Soundararajan being one of the signatory to the 8th Joint Note with the legacy continued from Com.K.V. Acharya and Com. K. Anandakumar, former General Secretary of IOBOA. But for the support and co-operation from all of you, we could not have arrived at a respectable settlement with an increase of 15% on pay slip amidst Covid 19 pandemic situation and also introduced of new concept of Location Allowance to officers working in Non- CCA centres and Learning Allowance with applicable DA to all officers.

Comrades, the difficult task of finalizing the settlement was made easy with the support of each and every comrade and valuable contribution and secretarial support extended by IOBOA. We were able to contribute our mite and keep IOBOA flag fly high.

On 11th November 2020, the respectable settlement was reached by signing of 8th Joint Note for 11th Bipartite Settlement between the negotiating committee of the Indian Banks' Association (IBA) representing the management of participating banks and the representatives of the four Officers' Association lead by All India Bank Officers' Confederation (AIBOC).

The four Officers' Organisation to the Joint Note have requested IBA that pending formal amendments to OSR (Officers' Service Regulations) they should take up with the Government for their "No objection" to be given to banks to disburse immediately an ad-hoc amount equivalent to net arrears payable for the period from 1st November 2017 to 30th November 2020 and continue to pay the revised salary & allowance on ad-hoc basis to serving officers and arrears of salary, pension, revised pension to those who opted pension and retired on or after 01.11.2017 pending amendment to OSR/Pension Regulations. The arrears for such of those retirees who retired after 01.11.2017 will include arrears of Gratuity, Commutation, Leave Encashment, Medical Aid wherever applicable.

The Department of Financial Services, Ministry of Finance, Government of India have conveyed their "No objection" to IBA authorizing the banks to pay the revised salary and arrears of pay & allowances to serving officers and revised pension and arrears to the existing pension optees retired on or after 01.11.2017 as per the provisions of Joint Note pending amendment to Officers' Service Regulations / Pension Regulations.

It was a proud moment that our Bank exhibited best HR governance by effecting the revised pay scale for the month of December 2020 and paid arrears as the first bank in the industry.

REF : EST/81/2020-21, DATED 28.12.2020, ISSUED BY HRMD IR SECTION

A. SCALE OF PAY: THE REVISED SCALES OF PAY ARE EFFECTIVE FROM 01.11.2017.

The pre-revised and corresponding revised Pay scales are given in the annexe.

(A) JUNIOR MANAGEMENT GRADE :

Scale I	36000	1490	46430	1740	49910	1990	63840
		7		2		7	
Automatic Movement	63840	1990/3	69810				
Stagnation	69810	1990/2	73790	2220/3	80450		

(B) MIDDLE MANAGEMENT GRADE :

Scale II	48170	1740	49910	1990	69810
		1		10	
Automatic Movement	69810	1990/2	73790		
Stagnation	73790	2220/5	84890		

Scale III	63840	1990	73790	2220	78230
		5		2	
Automatic Movement	76010	2220	78230		
Stagnation	78230	2220	87110	2500	92110
		4		2	

(C) SENIOR MANAGEMENT GRADE:

Scale IV	76010	2220	84890	2500	89890
		4		2	
Stagnation	89890	2500/1	92390	2730/1	95120

Scale V	89890	2500	94890	2730	100350
		2		2	
Stagnation	100350	2970/1	103320		

Scale VI	104240	2970	116120		
		4			
Scale VII	116120	3220	129000		
		4			

Scales were drawn after merging 47.80% of DA (i.e at 6352 points) with pre revised basic pay and uniform loading of 2.5% thereon, and thus the new pay structure is Rs.36,000/- to Rs. 1,29,000/- covering all the seven scales with effect from 01.11.2017.

Annual increment is drawn by merging 47.80% of DA of the pre revised increment and thereafter loading 2.5% uniformly.

One additional stagnation increment introduced from Scale I and IV with effect from 01.11.2017 and for the first time in the industry, Scale 5 officers will get one stagnation increment with effect from 01.11.2020. The periodicity of such increment will be two years.

Note: Stagnation increment/s received by the officers from Scale I to IV who are/were in service of the bank as on 01.11.2017 as per periodicity herein before would be readjusted from 3 year to 2 years from the date of reaching their maximum and shall be notionally eligible for stagnation increment w.e.f. 01.11.2017 as per the revised periodicity and the same will qualify for superannuation benefits. However, monetary benefit on account of such revised and readjusted periodicity of stagnation increment/s shall be payable from 01.11.2020 OR the actual date of entitlement whichever is later.

FITMENT ON REVISION

FITMENT shall be stage to stage basis i.e. on corresponding stages from 1st Stage onwards and the increments shall fall on the anniversary date as usual.

AUTOMATIC MOVEMENT

1. Officers in Scale I and Scale II - one year after reaching the maximum in their respective scales, can earn further increments including stagnation increments in the next higher scale subject to crossing Efficiency Bar.
2. Earning of increment in the next higher scale shall not amount to promotion in that scale and the officers in receipt of such increments shall not be eligible for any privileges, perquisites, duties, responsibilities of posts in higher scales.

A) GUIDELINES FOR CROSSING EFFICIENCY BAR

The movement of officers in Scale I and Scale II to the higher stages in the next scale after reaching the maximum in their respective scales shall be subject to their crossing the efficiency bar which applies only in the following cases:

- i) Where an officer employee is under Suspension.
- ii) Where a disciplinary action has been initiated against an Officer employee.
- iii) Where an Officer employee has earned an adverse remark from the reporting authority in the Reporting year preceding the date on which the officer employee is due to cross the E.B. and the same has been conveyed to the employee.

Note

- 1) Where the efficiency bar operates in terms of (ii) above, the case of the concerned officer employee shall be reviewed every year well before the next due date for crossing the efficiency bar. The delay in crossing the Efficiency Bar under this provision shall not be more than three years after which, if the disciplinary proceedings are still not concluded, the increments shall be released with retrospective effect even during the pendency of disciplinary proceedings.
- 2) Where the efficiency bar has been applied in terms of (iii) above, but the rating improved subsequently, the increment shall be released after one year. Average remark or rating shall not be treated as adverse for this purpose.

- 3) Officers in Scale I & II who are at the maximum of the scale i.e., Rs.63840/- for JMG I and Rs.69810/- for MMG II and due for movement to the next scale should ensure that their Annual Performance Appraisal Report (APAR) as on 31st March of the preceding Financial Year (Latest Confidential Report) gets updated in CHRIS in time.
- 4) To further explain the position relating to crossing of EB Stage by officers facing disciplinary action we give below provision as per Government Guidelines.

Under similar situations the Government Guidelines also show that all such cases should be reviewed for crossing Efficiency Bar on a date immediately following the date of the order of Penalty and if he is found fit to cross the efficiency bar, the increments withheld during the pendency of disciplinary proceedings should be released and his pay be re-fixed. Then the penalty is to be enforced.

If the disciplinary proceedings against an officer who is not allowed to cross EB stage is concluded before 3 years, first the officer shall be allowed to cross EB stage subject to APARs (i.e. the officer should not have adverse remarks) and then the penalty under the disciplinary proceedings will be effected.

B) STAGNATION INCREMENT:

- 1) Officers in JM Grade Scale I who have moved to scale of pay for MMG Scale II in terms of Regulation 5 (b) after reaching maximum of the higher scale shall be eligible for four stagnation increments. **With effect from 1st November, 2017, these officers will be eligible for five stagnation increments.** The first four stagnation increments will be released after every two completed years of services, of which first two shall be Rs. 1990/- each and next two shall be Rs. 2220/- each. The fifth stagnation increment of Rs. 2220/- will be released two years after the receipt of fourth stagnation increment (or) w.e.f 1st November 2017, whichever is later.
- 2) Officers in MMG Scale II who have moved to scale of pay for MMG Scale III in terms of Regulation 5 (b) after reaching maximum of higher scale are presently eligible for four stagnation increments. **With effect from 1st November 2017 these officers will be eligible for five stagnation increments.** First four stagnation increments of Rs. 2220/- will be released after two completed year of services reaching the maximum on the higher scale. The fifth stagnation increment of Rs. 2220/- will be released two years after the release of fourth Stagnation (or) w.e.f 1st November 2017, whichever is later.
- 3) Officers in substantive MMG Scale III i.e. those who are recruited in or promoted to MMG Scale III are presently eligible for five stagnation increments. **These officers shall now be eligible for total six stagnation increments.** First four stagnation increments of Rs. 2220/- after every two completed years and next two increments of Rs. 2500/- each, two years after receipt of the fourth stagnation increment. The sixth stagnation of Rs. 2500/- will be released two years after release of fifth stagnation increment or w.e.f 1st November 2017, whichever is later
- 4) Officers in SMG IV are presently eligible for one stagnation increment of Rs. 2500/- two years after reaching maximum of scale. **These officers will now be eligible for one additional stagnation increment of Rs. 2730/- after two years of receipt of first stagnation increment or w.e.f 01.11.2017, whichever is later.**
- 5) Provided further that the stagnation increment/s received by the officers from scale I to scale IV who are / were in service of the banks as on 1st November 2017 as per periodicity hereinbefore

would be readjusted from three year periodicity to two year periodicity from the date of reaching their maximum and officer shall be notionally eligible for stagnation increments w.e.f 01.11.2017 in terms of this Joint Note as per the revised periodicity which will qualify for superannuation benefits. However, monetary benefits on account of such revised and readjusted periodicity of stagnation increment/s shall be payable from 1st November, 2020 or the actual date of entitlement whichever is later.

- 6) Officers in SMG-V shall be eligible for one stagnation increment of Rs. 2970/- two years after the maximum of scale or w.e.f. 01.11.2020, whichever is later.

C) Fixed Personal Pay (FPP) This is a pay payable to an officer after reaching maximum in the pay scale in lieu of the computer increment. This becomes payable one year after reaching the maximum in the scale with effect from and on 1st November, 2017.

Fixed Personal Pay together with House Rent Allowance shall be at the following rates and shall remain frozen for the entire period of service.

Increment Component (`)	DA as on 01.11.2017 (`)	Total FPP payable where bank's own accommodation is provided (`)
A	B	C
1990	53	2043
2220	59	2279
2500	66	2566
2730	73	2803
2970	79	3049
3220	86	3306

NOTE

- (i) F.P.P. indicated in "C" above shall be payable to those officer employees who are provided with leased quarters / bank's accommodation.
- (ii) F.P.P. for officers eligible for House Rent Allowance shall be A+B plus House Rent Allowance payable on the last increment of the relevant scale of pay.
- (iii) The increment Component of F.P.P. shall rank for superannuation benefits.
- (iv) **Only officers who were in the service of the bank on or before 01.11.1993 will be eligible for FPP one year after reaching the maximum scale of pay they are placed.**

NOTE: If an officer refuses promotion after selection, he / she will not be eligible for further increment beyond automatic movement to next scale (EB Stage) in the respective grade till he/ she gets next promotion. This is inclusive of Stagnation Increment, FPA and PQP.

(Pending Amendments to Service Regulations the difference between old salary scales and new salary scales are being paid as adhoc payment).

(D) CAIIB INCREMENTS

1. Officers are eligible for one increment in the scale for passing CAIIB part I / JAIIB and another increment for passing CAIIB-II/CAIIB.
2. Increment shall be paid from the date of memorandum issued by the Indian Institute of Bankers for passing JAIIB/CAIIB.
3. With effect from 07.11.2017 (PAD CO Cir. No.7 (f) 77 of 2016-17 dated 07.11.2017), members have to upload the memorandum of IIB with the signature of branch head mentioning his/her S.S. No. in CHRIS approved by Br/RO for sanction of the increments.

(E) PROFESSIONAL QUALIFICATION PAY (PQP) (W.E.F. 01.11.2017)

A. officer shall be eligible for professional qualification pay as under

- (i) Those who have passed only CAIIB Part I / JAIIB: Rs.1020/-p.m. one year after reaching top of the scale.
- (ii) Those who have passed both parts of CAIIB-
 - (a) Rs.1020/ p.m. one year after reaching top of the scale
 - (b) Rs.2550/ p.m. two years after reaching top of the scale.

B. An officer employee acquiring JAIIB/CAIIB (either or both parts) qualifications after reaching the maximum of the scale of pay, shall be granted from the date of acquiring such qualification the first installment of PQP and the release of subsequent installments of PQP shall be with reference to the date of release of first installment of PQP.

(F) DEARNESS ALLOWANCE

On and from **01.11.2017**, Dearness Allowance shall be payable for every rise or fall of four points over 6352 points in the quarterly average of the All India Average Working Class Consumer Price Index (General) Base 1960 = 100 at 0.07% of pay.

(G) CITY COMPENSATORY ALLOWANCE: (W.E.F. 01.11.2017)

Area	Rate	Maximum Amount
(i) Places in Area I and above: and in the State of Goa	4% of Basic Pay	Rs.1400/- p.m.
(ii) Places with population of Five lakhs and over and State capitals and Chandigarh, Puducherry & Port Blair	3% of Basic Pay	Rs.1150/- pm

(H) SPECIAL ALLOWANCE (W.E.F. 01.11.2017)

With effect from **01.11.2017**, officers shall be paid special allowance as under:-

- Scale I to III :** 16.40% of Basic Pay + applicable Dearness Allowance thereon .
- Scale IV to V :** 19% of Basic Pay + applicable Dearness Allowance thereon.
- Scale VI to VII :** 20% of Basic Pay + applicable Dearness Allowance thereon.

Note: This special allowance with applicable D.A. thereon shall not be reckoned for superannuation benefits Viz. Pension including N.P.S., P.F. and Gratuity.

- (i) **Provident Fund (w.e.f. 01.11.2017)** 10% of pay.
- a) While the Officers who are presently covered under the pension scheme and those who join the pension scheme in terms of option being made available under Joint Note dated 27.04.2010 , shall continue to contribute 10% of the Pay towards Provident Fund/ The matching contribution by bank will go to Pension Fund.
- b) Officers who are presently covered under Contributory Provident Fund Scheme, who did not opt for Pension Scheme being made available under Joint Note dated 27.04.2010 shall continue under the Contributory Provident Fund Scheme as hitherto.
- c) There shall be no Provident Fund to Officers joining the services of the Bank on or after 01.04.2010. They shall be covered by a defined Contributory Pension Scheme, where the officer will contribute 10% of Pay + Dearness Allowance and the Bank will make a 14% of Basic Pay + D.A contribution. The scheme shall be governed by the provisions of the Contributory Pension Scheme as introduced for employees of Central Government with effect from 01.01.2004 and modified from time to time.

PLEASE ENSURE THAT YOU HAVE UPDATED YOUR NOMINATION IN PROVIDENT FUND, GRATUITY AND SSBS. THE NOMINATION DETAILS WILL BE REFLECTED IN YOUR PF STATEMENT ISSUED EVERY YEAR.

OCCASIONS NEED CHANGE OF NOMINATION :

On joining the Bank service members are supposed to give names for nomination to PF, Gratuity and SSBS. Occasions may arise on account of marriage, child birth, remarriage on the demise of spouse etc., where members may wish to change the earlier names nominated. Please exercise the same without fail

PS: 1) In case one requires PF nomination form he/she may seek the same from PAD/ Central Office or seek assistance of your organisation for obtaining the same.

J) LOCATION ALLOWANCE (NON- CCA CENTRES W.E.F. 01.11.2017)

Effective from 01.11.2017 a fixed allowance of Rs. 700/- is payable to all officers posted in areas other than the areas that are eligible for CCA. The fixed allowance shall not be reckoned for payment of DA, superannuation benefits, viz, pension including NPS, PF and Gratuity.

K) LEARNING ALLOWANCE

With effect from 01.11.2017, officers shall be paid learning allowance of Rs. 600/- together with applicable Dearness Allowance thereon.

ANNEXURE - I

SCALE-I		SCALE-II		SCALE -III		SCALE — IV		SCALE — V		SCALE- VI		SCALE- VII	
EXISTG	REVD	EXISTG	REVD	EXISTG	REVC	EXISTG	REVD	EX-ISTG	REVD	EXISTG	REVD	EXISTG	REVD
B.P.	B.P.	B.P.	B.P.	B.P.	B.P.	B.P	B.P.	B.P.	B.P.	B.P.	B.P.	B.P.	B.P.
23700	36000	31705	48170	42020	63840	50030	76010	59170	89890	68680	104240	76520	116120
24680	37490	32850	49910	43330	65830	51490	78230	60820	92390	70640	107210	78640	119340
25660	38980	34160	51900	44640	67820	52950	80450	62470	94890	72600	110180	80760	122560
26640	40470	35470	53890	45950	69810	54410	82670	64270	97620	74560	113150	82880	125780
27620	41960	36780	55880	47260	71800	55870	84890	66070	100350	76520	116120	85000	129000
28600	43450	38090	57870	48570	73790	57520	87390		103320*				
29580	44940	39400	59860	50030@	76010	59170	89890						
30560	46430	40710	61850	51490	78230	60820	92390*						
31705	48170	42020	63840	52950	80450*		95120*						
32850	49910	43330	65830	54410	82670*								
34160	51900	44640	67820	55870	84890*								
35470	53890	45950@	69810	57330	87110*								
36780	55880	47260	71800	58790	89610*								
38090	57870	48570	73790		92110*								
39400	59860	50030	76010										
40710	61850	51490	78230										
42020@	63840	52950	80450*										
43330	65830	54410	82670*										
44640	67820	55870	84890*										
45940	69810	57330	87110*										
47260	71800		89330*										
48570	73790												
50030	76010												
51490	78230												
	80450												
*E B;		*STAGNATION INCREMENT											

COMPARATIVE CHART

JUNIOR MANAGEMENT GRADE SCALE I

Note: From 01.11.1987 officers JMG I are allowed for automatic movement to Scale II Pay but without any benefits applicable to Scale II pay.

01.2.1978	01.2.1984	01.11.1987	01.11.1992	01.4.1998	01.11.2002	01.11.2007	01.11.2012	01.11.2017
700	1175	2100	4250	7100	10000	14500	23700	36000
740	1235	2200	4480	7440	10470	15100	24680	37490
780	1295	2340	4710	7780	10940	15700	25660	38980
820	1355	2460	4940	8120	11410	16300	26640	40470
860	1415	2580	5290	8460	11880	16900	27620	41960
900	1475	2700	5520	8800	12350	17500	28600	43450
950	1545	2820	5750	9140	12820	18100	29580	44940
1000	1615	2940	--	--	--	18700	30560	46430
1050	1685	2940	5980	9480	13320	--	--	
1100	1755	3060	--	--	--	--	--	
1200	1825	3060	6210	9800	13820	19400	31705	48170
1260	1895	3180	6440	10160	14320	20100	32850	49910
1320	1990	3300	6670	10500	14880	20900	34160	51900
1380	2085	3420	6900	10840	15440	21700	35470	53890
1440	2180	3540	7130	11180	16000	22500	36780	55880
1500	2275	3660	7360	11520	16560	23300	38090	57870
1560	2375	3780	7590	11860	17120	24100	39400	59860
1620	2475	3780	---	----	----	----	----	
1680	2575	3900	7820	12200	17680	24900	40710	61850
1740	2675	4020	8050	12540	18240	25700	42020	63840 EB
1800	2675	4020	---	----	----	----	----	
						26500	43330	65830
						27300	44640	67820
						28100	45950	69810
						28900	47260 ¹	71800¹
						29700	48570 ²	73790²
						30600	50030 ³	76010³
						31500	51490 ⁴	78230⁴
							---	80450⁵

COMPARATIVE CHART

MIDDLE MANAGEMENT GRADE SCALE II

01.2.1978	01.2.1984	01.11.1987	01.11.1992	01.4.1998	01.11.2002	01.11.2007	01.11.2012	01.11.2017
1200	1825	3060	6210	9820	13820	19400	31705	48170
1270	1925	3180	6440	10160	14320	20100	32850	49910
1340	2025	3300	6670	10500	14880	20900	34160	51900
1410	2125	3420	6900	10840	15440	21700	35470	53890
1480	2225	3540	7130	11180	16000	22500	36780	55880
1550	2325	3660	7360	11520	16560	23300	38090	57870
1625	2425	3780	7590	11860	17120	24100	39400	59860
1700	2525	3900	7820	12200	17680	24900	40710	61850
1775	2625	4020	8050	12540	18240	25700	42020	63840
1850	2725	4140	8280	12880	18800	26500	43330	65830
1925	2825	4260	8510	13220	19360	27300	44640	67820
2000	2925	4390	8740	13560	19920	28100	45950	69810
						28900	47260	71800
						29700	48570	73790
						30600	50030	76010 EB
						31500	51490	78230
						32400	52950 ¹	80450¹
						33300	54410 ²	82670²
						34200	55870 ³	84890³
							57330 ⁴	87110⁴
							---	89330⁵

Note: From 01.11.1987 officers in MMG II are allowed for automatic movement to Scale III Pay but without any benefits.

COMPARATIVE CHART

MIDDLE MANAGEMENT GRADE SCALE III

01.2.1978	01.2.1984	01.11.1987	01.11.1992	01.4.1998	01.11.2002	01.11.2007	01.11.2012	01.11.2017
1800	2650	4020	8050	12540	18240	25700	42020	63840
1875	2750	4140	8280	12880	18800	26500	43330	65830
1950	2850	4260	8510	13220	19360	27300	44640	67820
2025	2950	4390	8740	13560	19920	28100	45950	69810
2100	3050	4520	8970	13900	20480	28900	47260	71800
2175	3150	4650	9200	14240	21040	29700	48570	73790
2250	3250	4780	9450	14620	21660	30600	50030	76010 EB
-	-	4910	9700	15000	22280	31500	51490	78230
-	-	STG 5050	STG I - 9950	15380	22900	32400	52950 ¹	80450¹
-	-	-	STG II-10200	15760	23520	33300	54410 ²	82670²
					STG III	34200	55870 ³	84890³
					STG IV	35100	57330 ⁴	87110⁴
					STG V	-	58790 ⁵	89610⁵
							---	92110⁶

COMPARATIVE CHART

SENIOR MANAGEMENT GRADE SCALE IV

1.2.1978	1.2.1984	1.11.1987	1.11.1992	1.4.1998	1.11.2002	1.11.2007	1.11.2012	01.11.2017
2000	2925	4520	8970	13900	20480	30600	50030	76010
2100	3030	4650	9200	14240	21040	31500	51490	78230
2200	3135	4780	9450	14620	21660	32400	52950	80450
2300	3240	4910	9700	15000	22280	33300	54410	82670
2400	3345	5050	9950	15380	22900	34200	55870	84890
-	3450	5200	10200	15760	23520	35200	57520	87390
-	-	5350	10450	16140	24140	36200	59170	89890
-	-	-	-	-	-	-	60820 ¹	92390¹
-	-	-	-	-	-	-	-	95120²

SENIOR MANAGEMENT GRADE SCALE V

01.2.1978	01.2.1984	01.11.1987	01.11.1992	01.4.1998	01.11.2002	01.11.2007	01.11.2012	01.11.2017
2500	3575	5350	10450	16140	24140	36200	59170	89890
2600	3685	5500	10700	16520	24760	37200	60820	92390
2700	3800	5650	10950	16900	25380	38200	62470	94890
–	–	5800	11200	17280	26000	39300	64270	97620
–	–	5950	11450	17660	26620	40400	66070	100350
								103320¹

COMPARATIVE CHART

TOP EXECUTIVE GRADE SCALE VI

01.2.1978	01.2.1984	01.11.1987	01.11.1992	01.4.1998	01.11.2002	01.11.2007	01.11.2012	01.11.2017
2750	3850	5950	11450	17660	26620	42000	68680	104240
2875	3975	6100	11750	18080	27300	43200	70640	107210
3000	4100		12050	18500	27980	44400	72600	110180
–	–	6250	–	–	–	-	-	-
3125	4225	6400	12350	18920	28660	45600	74560	113150
3250	4350	6550	12650	19340	29340	46800	76520	116120

COMPARATIVE CHART

TOP EXECUTIVE GRADE SCALE VII

01.2.1978	01.2.1984	01.11.1987	01.11.1992	01.4.1998	01.11.2002	01.11.2007	01.11.2012	01.11.2017
3000	4100	6400	12650	19340	29340	46800	76520	116120
3125	4225	6400	–	–	–	--	-	-
3250	4350	6550	12950	19760	30020	48100	78640	119340
3375	4475	6700	13250	20180	30700	49400	80760	122560
3500	4600	6850	13600	20700	31600	50700	82880	125780
–	–	7000	14000	21300	32600	52000	85000	129000

“ Allowance to live in a better Accommodation

WITH EFFECT FROM 01.11.2017, OFFICERS ARE ELIGIBLE TO CLAIM HRA AS FOLLOWS

1. Standard HRA is payable on the basis of classification of Area of member's place of posting.
2. HRA on declaration basis is payable for those who reside in own house/rented house @ 150% of standard HRA.

I. STANDARD HRA:

- (i) The rates of HRA are fixed as per classification of area Viz.
 - a) Major A Class cities and Project Area centres in Group A
 - b) Other places in Area I and Project Area centres in Group B and
 - c) Other places.
- (ii) There is no need of submitting rent receipt/ lease agreement for standard HRA. With effect from 01.11.2017, the rates of standard HRA for the above category are as under:

(i) Major "A" class cities and Project Area Centres in Group "A"	- 9% of pay
(ii) Other places in Area I and Project Area centres in Group "B" & State of Goa	- 8% of pay
(iii) Other places	- 7% of pay

(III) HRA ON DECLARATION BASIS:

Officers who stay

- a) In their own house (OR)
- b) in a rented house by paying a rent higher than the standard HRA, can claim HRA on declaration basis.

Provided that if an Officer produces a rent receipt, the House Rent Allowance payable to him / her for the residential accommodation in excess over 0.50% of Pay in the first stage of the scale of Pay in which he / she is placed with a maximum of 150% of the House Rent Allowance payable as per aforesaid rates.

For sanction of 150% HRA in the above category, a declaration as per the format "Form B" should be submitted to the sanctioning authority. Now the officer has to apply online in Staff Corner ---CHRIS 3 --- under employee portal. The sanctioning authority is respective Regional Office for Officers attached to branches and HRMD, Supervisory Section, Central Office for Officers attached to C.O. Department.

NOTE:

150% HRA will be paid only from the date when an officer submits Declaration.

Whenever capital appreciation of the property takes place (for own house) by way of additional construction / repairs & renovation, officer should submit a revised Declaration form to ensure getting 150% HRA on continuous basis. Such regular submission details on capital appreciation, irrespective of immediate improvement in quantum of HRA, will enable the officer to claim 150% of Standard HRA without break and enhanced HRA in case of salary revision also with retrospective effect if the capital appreciation satisfies norms applicable to 150% HRA.

Similarly, Officer on transfer to place where he/she owns a house / takes house for rent has to submit fresh Declaration form to the sanctioning authority.

Likewise, as and when rent is enhanced by the Landlord, fresh Declaration form should be submitted.

This will enable the officer to claim 150% of standard HRA amount WITHOUT BREAK.

(a) OWN HOUSE: The claim of Officer Employees for House Rent Allowance linked to the cost of their ownership accommodation shall be restricted to 150% of Standard House Rent Allowance.

The details of Capital Cost of the land and building along with municipal taxes must be submitted in Declaration 'B'. Now the details are submitted online in Staff Corner --CHRIS 3 under Employee Portal. The capital cost does not mean the present market value, but refers to the original investment made at the time of buying the land/building and additional construction or on repairs and renovation. Whenever capital appreciation of the property takes place by way of additional construction or repairs and renovation, officer should submit revised declaration form to the sanctioning authority to get 150% HRA on continuous basis.

EXAMPLE:

Scale I officer with a basic pay of Rs.36000 owning a house in Major 'A' class city, with a Capital cost of Rs.20 lacs and municipal taxes of Rs.5000/ per annum.

	BP =Rs.36000	BP =Rs. 71800
Annual Rental value (12% of capital cost of land and building and municipal taxes i.e. (Rs.240000 + Rs.5000)	245000	245000
1. Monthly rental value (annual rental value divided by 12) (245000/12)	20416	20416
LESS 0.50% of first stage of scale ie. s.36000/-	180	180
	20236	20236
2. Standard HRA ie 9.0% of basic pay	3240	6462

3. 150 % of standard HRA(13.5% of basic pay)	4860	9693
Eligible HRA = (least of (1) & (3))	4860	9693

(B) RENTED HOUSE

Rental receipt or agreement entered into (either stamped rental receipt or original rental agreement entered into) should be submitted for claiming HRA for rented house. Particulars should be furnished in declaration A. Whenever there is a change or variation in the amount of rent payable it should be advised to the sanctioning authority (Regional Office).

CALCULATION OF HOUSE RENT ALLOWANCE**EXAMPLE: I**

Scale I officer drawing basic pay of Rs.55880/- produces a rent receipt for Rs.12000/- per month in Major A class city.

	BP =Rs.55880
1. Actual Rent paid	12000
Less: 0.50% of the first stage in the scale i.e. Rs.36000/-	180
	11820
2. Standard HRA i.e 9%% of pay	5029
3. 150% of standard HRA	7543
Eligible HRA (least of (1) & (3))	7543

EXAMPLE : II

Scale II Officer whose Basic Pay is Rs.51900/- Produces rent receipt of Rs. 15,000/-, Rs. 10,000/-, Rs. 7,000/-, depending on the area as below :

	(A)	(B)	(C)
	Major 'A' class Cities	Area I	Other Places
(1) Actual Rent Receipt	15000.00	10000.00	7000.00
Less 0.50% of the first stage i.e. Rs. 48170/-	241.00	241.00	241.00
TOTAL	14759.00	9759.00	6759.00

(2) Standard HRA @	4671.00 (9% of Pay)	4152.00 (8% of Pay)	3633.00 (7% of Pay)
(3) 150% of Standard HRA	7006.00	6228.00	5449.00
Eligible HRA (least of 1 & 3 above)	7006.00	6228.00	5449.00

EXAMPLE: III

Scale II Officer whose Basic Pay is Rs.71800/- produces rent receipt of Rs. 15,000/-, Rs. 10,000/-, Rs. 7,000/-, depending on the area as below :

	Major 'A' class Cities	Area I	Other Places
(1) Actual Rent Receipt	15000.00	10000.00	7000.00
Less 0.50% of the first stage Rs.63840/-	319.00	319.00	319.00
TOTAL	14681.00	9681.00	6681.00
(2) Standard HRA @	6380.00 (9% of Pay)	5671.00 (8% of Pay)	5026.00 (7% of Pay)
(3) 150% of Standard HRA	9570.00	8506.00	7539.00
Eligible HRA (least of 1 & 3 above)	9570.00	8506.00	7539.00

PAPERS TO BE SUBMITTED FOR CLAIMING 150% HRA

OWN HOUSE :

1. Copy of estimate for house/flat constructed / purchased
2. Housing loan sanction details attested by the sanctioning authority
3. Sale deed in favour of member if loan is not in force
4. Copy of latest Corporation/ Municipal tax paid receipt - to support cost of construction/ownership.

RENTED HOUSE :

1. Latest stamped receipt for rent paid.
2. Copy of latest Corporation tax paid receipt to ascertain ownership of house.

NOTE : 100% exemption from Income Tax is available for those who receive 150% HRA by producing Rent Receipt under Section 10 (13 A) of Income Tax Act subject to the following norms.

- a) Actual HRA received OR

- b) Excess of Rent paid over 1/10th of the salary OR
- c) An amount equal to 50% of the salary if accommodation is at four Metros Viz. Delhi, Mumbai, Kolkata and Chennai Or 40% of the salary if the accommodation is in other areas.

WHICHEVER IS LESS.

- For the above purpose, salary means Basic Pay only.

F A Q ON 150% HRA : (REF. CIRCULAR 7(F) 49 OF 1995 DATED 12.8.1995 :

QUERY	REPLY
Whether members who are staying in their parent's/brother's/sister's/children's / spouse's houses are also eligible to claim HRA of 150% on declaration basis if they produce documentary evidence.	NO. Members are eligible to claim HRA of 150% on declaration basis, if it is self owned accommodation only and not in the names of their spouse/ parents/ brothers/ sisters/ children etc.
Member is working and staying in one centre and the family is residing in rented / self owned accommodation at another place. Whether the member can claim 150% HRA on declaration basis.	NO. Officers are eligible to claim HRA of 150% for rented or ownership accommodation only at the place of work and occupied by the member and family.
Member is working in one centre but living with family in a different centre away from the place of work in rented / self owned accommodation. Whether the member can claim 150% HRA.	NO. Refer to reply to query No.2 above.
Member is working in one place (x) but staying with family in rented accommodation in another place (y). He also owns a house at place (y). Whether he claim 150% HRA .	NO. Refer to reply to query NO.2 above.
Member is staying in place of work in hostel/ bachelor accommodation. Spouse and children occupy the own house at a different centre. Member goes to family's place and stays for weekends and holidays. Whether the member can claim 150% HRA.	NO. Refer to reply to query NO.2 above.
Whether the place of work and residence (rented or own) have to be the same place to become eligible to draw 150% HRA	YES

<p>An officer in MMII and above and those eligible in JMG I are permitted to fix up Quarters anywhere in India 9 (i.e other than the place of work) as per C.O. Cir 7(f) of 1994-95 dated 15.04.1995.</p> <p>If so. An officer working in one center and family living in another place, (rented or own house) can draw 150% HRA</p>	<p>Permission to fix the Quarters anywhere in India is a facility extended by the Bank. It is not applicable for payment of HRA.</p> <p>HRA is paid on norms fixed by the Bipartite settlement.</p>
--	---

PAYMENT OF ENHANCED (150%) HRA- ONLINE MODULE

REF:NO. EST /68/ 2019-2020 DATED 05.07.2019

W.e.f. 05.07.2019 a module has been created in CHRIS for application and payment of enhanced HRA for officer and the status of application can be tracked by the applied members.

PROCESS FLOW

(FOR OFFICERS NOT AVAILING QUARTERS / LEASE ACCOMMODATION)

FOR OFFICERS ATTACHED TO THE REGION / REGIONAL OFFICE

Officers attached to the Region / Regional office has to enter the requisite details in the online application format. Dept / Branch in charge will view the same through online menu for recommendation. On recommendation, it will be forwarded to RO- HRMD and the Desk officer will generate the office note after verification for the eligibility of the officer. On verification, office note will be submitted to Regional Head for final sanction.

FOR OFFICERS ATTACHED TO ZONAL AUDIT AND REGIONAL HEADS

Officers attached to Zonal Audit and Regional Heads has to enter the requisite details in the online application format. Dept in Charge will view the same through online menu for recommendation. On recommendation, it will be forwarded to CO - HRMD and the Desk officer will generate the office note after verification for the eligibility of the officer. On verification, office note will be submitted to HRMD, AGM / DGM / GM for final sanction.

FOR OFFICERS ATTACHED TO THE CENTRAL OFFICE AND ZONAL HEADS

Officers attached to Departments of Central office and Regional Heads has to enter the requisite details in the online application format. Dept in Charge will view the same through online menu for recommendation. On recommendation, it will be forwarded to CO- HRMD and the Desk officer will generate the office note after verification for the eligibility of the officer. On verification, office note will be submitted to AGM/ DGM/ GM for final sanction.

GENERAL INSTRUCTIONS :

1. Recommending authority should verify that the officer applying for enhanced HRA should not avail any other accommodation facilities such as quarters/leased accommodation.
2. If the member has availed quarters / leased accommodation previously, the member should also enclose the copy of the termination letter.
3. Capital cost / Rent declared should tally with the amount mentioned in the documents produced.
4. On transfer/shifting to any other accommodation facilities such as quarters and leased accommodation, the member should inform HRMD – Salary Section.

CALCULATIONS

Total cost of Construction (original investments AND constructions - if any -)

12% of total cost of construction
 ADD Corporation tax
 Annual Rental value
 Monthly Rental value
 Less 0.75% of 1st stage in Scale

(B.P. Rs.)

..... A

STD - HRA @ 8.5%* of present Basic pay B.....B

(i.e.9%* of Rs.)

150% of STD - HRA

(i.e.150% of 'B' Rs.).....C

RENTED HOUSE :

Actual Rent receipt

Less 0.75% of 1st Stage in scale.....(B.P.)

..... A

STD - HRA @ 9%* of present Basic pay.....B

(i.e. 9%* of Rs.)

150% of STD - HRA.....C

(i.e. 150% of 'B' Rs.)

The eligible amount of 150% HRA is least of A & C. Hence, we may sanction 150% HRA of Rs. as per member's request with effect from

As applicable to the place of posting of the member (ie. 9% or 8% or 7%)

(A) OFFICERS SHALL BE ENTITLED TO HALTING ALLOWANCE (PER DIEM = PER DAY) at the following rates.

w.e.f. 01.11.2020 when they are deputed to outstation branches and are not producing boarding or lodging bills.

Grade/Scale	Metro	Major A Class Citties	Area I	Other Places
Scale VI & above	2700	1950	1650	1425
Scale IV & V	2250	1950	1650	1425
Scale I to III	1950	1650	1425	1200

i) For the purpose of computing Halting Allowance, “per diem” shall mean each period of 24 hours or if any subsequent part thereof”.

ii) Where the total period of absence is less than 24 hours “per diem” shall mean: (a) 8 Hours to 24 Hours - Halting Allowance at Full Rate shall be payable.

(b) less than 8 Hours but more than 4 Hours - Halting Allowance at Half the above rates shall be payable.

(c) Less than 4 hours – No halting allowance is payable.

(B) HALTING ALLOWANCE WITH PRODUCTION OF BILLS FOR LODGING EXPENSES:

Officers are eligible for reimbursement of the actual boarding and lodging expenses incurred by them while on official visit to outstation branch/offices at the following rate w.e.f. 01.03.2007 for lodging expenses.

Scales of Officer	Major ‘A’ Class Lodging	Area I Lodging	Other areas Lodging
Scale I	1500	1250	1000
Scale II and III	2500	1500	1300
Scale IV and V	3000	2000	1800
Scale VI	6000	3500	2500
G M	7000	4000	3000

Note: If the member produce bills for both boarding and lodging expenses, he /she is also eligible for additional 1/4th of the Halting allowance.

BOARDING EXPENSES ON DECLARATION BASIS

An officer can claim boarding expenses on declaration basis without production of bill. In such cases he/she is eligible only for Halting Allowance stipulated in para 'A' above and not entitled to for additional 1/4th of HA.

Note :

1. In addition to the limits specified for lodging expenses, luxury tax, if any, levied by hotel is also eligible for reimbursement.
2. If the member makes his own lodging arrangements, he / she will be reimbursed lodging expenses and Halting Allowance, as per the rates stipulated under Para B and A respectively, subject to production of Bills.
3. Sanctioning authority for Halting allowances will be Regional Offices. Regional Manager's bills will be sanctioned at Central Office.

BOARDING EXPENSES : (REGULATION 41(4) C, D , E & F :

Lodging provided by Bank : While lodging is provided at Bank's cost or arranged through bank free of cost, 3/4th Halting Allowance is admissible.

Boarding provided by Bank : Where boarding is provided at Bank's cost or arrangement through Bank free of cost, 1/2 of Halting Allowance is admissible.

Lodging and Boarding provided by Bank : Where lodging and boarding is provided at the bank's cost or arranged through bank free of cost, 1/4th of Halting Allowance is admissible.

ALLOWANCES FOR INSPECTORS ON INSPECTION DUTY.

Lodging and Halting Allowances for Inspectors on inspection duty are as applicable to any officer on official visit to outstation as mentioned under Point A and B above.

FOLLOWING ARE THE OTHER ALLOWANCES ELIGIBLE FOR INSPECTORS.

PARTICULARS	@ Metro Cities Rs.	@ Major Cities Rs.	@ Urban/ Semi Urban Rs.	@ Rural Centres Rs.
Taxi fare from Residence/Lodge to Airport and / or Airport to Residence/Lodge	150	100	NA	NA
Taxi / Auto fare from/to Railway /Bus station to/from Residence /Lodge* (* this includes expenses at Chennai also while proceeding on Rota from H.Q>)	100	75	50	35

Taxi/Auto fare for opening cash checking on the opening day of Inspection (not eligible for if Closing cash is taken for checking)	75	60	40	25
Porterage / Coolie charges	40	30	25	20
Per diem allowance (on all days of Rota)	30	30	30	30

LOCAL CONVEYANCE : (On working days only and not eligible at Headquarters) :

1. Metro Cities Rs.40/-
2. Major cities / State capitals / Dt. Head Quarters Rs.30/-
3. Urbanb/Semi Urban Centres / Rural places Rs.20/-

Additional Responsibility when done Recognised by Additional Allowance

OFFICIATING ALLOWANCE L (REGULATION 23 (VI))

Officiating allowance is payable only when a junior level officer officiates in a higher grade/ post categorised as such. The staffing pattern of branches, depending upon its categorisation is furnished in the annexe.

Officiating allowance is linked to the categorised post (refer staffing pattern) and NOT to the grades of officers occupying such posts.

For example, in a LARGE branch if an MMG II officer officiates as Senior Manager, he will be eligible for officiating allowance. Likewise if a JMG Scale I officer is officiating in the place of first line Manager in the large branch, he will be eligible for officiating allowance.

ILUSTRATIONS

1. MMG Scale III officer attached / posted to a branch if officiates as Senior Manager, he is not eligible for officiating allowance since he is not officiating in a post higher than his grade.
2. In the case of Small branches (to be headed by JMG I) where MMG II or MMG III has been posted as Manager, if they go on leave and JMG I officers will not be eligible for officiating allowance since as per the categorisation JMG I officer can be Manager of the branch.
3. When an officer in a higher grade/post goes on leave, officiating allowance is payable to the officer in lower grade who holds additional charge during the leave period and it will not have telescopic effect.

For example: If Chief Manager of very large branch goes on leave, the Senior Manager in Scale III who holds the additional charge as Chief Manager is eligible for this allowance. But the deputy manager of the branch cannot claim this allowance on the plea that he is officiating as Senior Manager as the Senior Manager is officiating as Chief Manager. In otherwords, it has no chain effect.

ELIGIBILITY CRITERIA

- a. The officer must officiate in a post in a higher scale for a continuous period of not less than seven days at a time or an aggregate of 7 days during a calendar month.
- b. The amount of allowance payable is 6% of his pay w.e.f. 01.11.1999 pro rata for the period for which he/she officiates during a calendar month.
- c. The officiating allowance shall rank as pay for the purpose of provident fund and pension and not for other purposes.

EXPLANATORY NOTE

An MMG II officer is working as Manager in a branch, say of Medium size from 01.01.2005 and the branch gets upgraded. The eligibility for officiating allowance is as under:

Date of reporting of the Manager at that branch	Date of upgradation	Date of eligibility for officiating allowance.
01.01.2005. (Reported before upgradation) A*	31.03.2005	01.04.2006
01.01.2005 (Reported after upgradation) B*	31.03.2004	01.01.2005

A*) Management reserves the right to post Manager within one year from the date of upgradation and hence Officiating allowance will be paid only on expiry of one year from the date of upgradation.

B*) Though one year period is not over from the date of upgradation, Officiating allowance is due from the date when the junior level Manager reports to the branch to head the senior level Manager's position.

SPLIT DUTY ALLOWANCE (REGU.23(VIII))

If the total business / working hours during a day are split with a minimum interval of two hours, the officers are eligible for split duty allowance of Rs.300/- p.m. w.e.f. 01.11.2017 i.e. If the banks have working hours split into Morning / Evening hours, this allowance is payable to officers.

HILL AND FUEL ALLOWANCE (REGU.23(X)) WEF.01.11.2020

Sl.No.	Place	Rate
1.	Place with an altitude of 1000metres and above but less than1500 metres and Mercara Town.	2% of the revised pay subject to a maximum of Rs.1125/- per month
2.	Place with altitude of 1500 metres and above but less than 3000 metres.	2.5% of the revised pay subject to a maximum of Rs.1500/- per month
3.	Place with an altitude of 3000 metres and above.	5% of the revised pay subject to a maximum of Rs.3000/- permonth

Note :

Officers posted at places with an altitude of not less than 750 metres which are surrounded by Hills with higher altitudes and which cannot be reached without crossing an altitude of 1000 metres or more, will be paid an Hill & fuel allowance at the same rate as is payable at centres with an altitude of 1000 metres and above.

Officiating allowance, Split duty allowance Hill & Fuel allowance, Deputation allowance Special area allowance

DEPUTATION ALLOWANCE : [REGU.23(V)]. WEF 01.11.2020

This allowance is payable if an officer is deputed to serve outside the bank.

Place deputed	Amount
To a place other than the place of present posting Or deputed to serve outside the Bank.	7.75% of pay with a maximum of Rs.6,000/- per month
To an organisation which is located at the same place or to the training establishment of the Bank.	4% of Pay with a maximum of Rs.3,000/- per month

MID ACADEMIC YEAR TRANSFER ALLOWANCE:

With effect from 01.11.2020, Mid academic transfer allowance shall be payable at Rs.1100/- per month subject to other conditions.

PROJECT AREA ALLOWANCE:

On and from 01.11.2017, Project area compensatory allowance, shall be payable at the following rates.

Project Areas falling in Group A - Rs.600/- p.m.

Project Areas falling in Group B - Rs.525/- p.m.

SPECIAL AREA ALLOWANCE:

Sl. No.	AREA	ALLOWN. Basic Pay below Rs.36,001/-	ALLOWN. Basic Pay above Rs.36,001/-
1.	Mizoram : a) Chimpluipui district and areas beyond 25 kms. from lunglei town in Lunglei district b) Entire Lunglei district excluding areas beyond 25 kms from Lunglei town c) Entire Aizwal district	Rs. 4000 3200 2400	Rs. 5200 4200 3000
2.	Nagaland	3200	4200
3.	a) Andaman & Nicobar Islands: North Andaman, Middle Andamans, Little Andaman, b) Nicobar & Narcondum Islands South Andaman (including Port Blair)	4000 3200	5200 4200
4.	Sikkim	4000	5200
5.	Lakshadweep Islands	4000	5200
6.	Assam	640	800
7.	Meghalaya	640	800

Officiating allowance, Split duty allowance Hill & Fuel allowance, Deputation allowance Special area allowance

Sl. No.	AREA	ALLOWN. Basic Pay below Rs.36,001/-	ALLOWN. Basic Pay above Rs.36,001/-
8.	Tripura a) Difficult areas of Tripura b) Throughout Tripura except difficult areas	3200 2400	4200 3000
9.	Manipur	2400	3000
10.	Arunachal Pradesh Difficult areas of Arunachal Pradesh Throughout Arunachal Pradesh other than difficult areas	4000 3200	5200 4200
11.	Jammu & Kashmir		
	1) Kathua District: Niabat Bani, Lohi, Malthar & machhodi	4000	5200
	2) Udhampur District :		
	a) Dudu Basantgarh, Lander Bhamag Illaqa, other than those included in Part 2(b)	4000	5200
	b) Areas upto Goel from Kamban side and areas upto Amas from Keasi side in Tehsil Mohre	3200	4200
	3) Doda District : Illaquas of Padder and Niabat Nowgam in Kishtwar Tehsil	4000	5200
	4) Leh District :All places in the District	4000	5200
	5) Barmulla District:		
	a) Entire Gurez-Nirabat, Tangdar Subdivision and Keran illaqua	4000	5200
	b) Matchill	3200	4200
	6) Poonch and Rajouri District: Areas in Poonch & Rajouri District excluding the towns of Poonch and Rajouri and Secunderbani and other areas in the two Districts.	2400	3600
	7) Areas not included in (1) to (6) above, but which are within the distance of 8 kms. From the line of Actual Control or at places which may be declared as qualifying for border allowance from time to time by the State Government for their own staff	2400	3600

Sl. No.	AREA	ALLOWN. Basic Pay below Rs.36,001/-	ALLOWN. Basic Pay above Rs.36,001/-
12.	Himachal Pradesh		
	1) Chamba District :	4000	5200
	a) Pangi Tehsil, Bharmour Tehsil, Panchayats : Badgaun, Bajol, Deol Kugti, Nayagam & Tundah, Villages: Ghatu of Gram Panchayat Jagat, Kanarsi of Gram Panchayat Chauhata		
	b) Bharmour Tehsil, excluding Panchayats and villages included in (a) above.	3200	4200
	c) Jhandru Panchayat in Bhatiyat Tehsil, Churah Tehsil, Dalhousie Town (including Banikhet proper)	2400	3000
	2) Kinnaur District :	4000	5200
	a) Asrang, Chitkul and Hango Kuno/Charang panchayats, 15/20 Area comprising the Gram panchayats of Chhota Khamba, Nathpa and Rupi, Pooch Sub division, excluding the panchayat areas specified above.		
	b) Entire district other than areas included in (a) above.	3200	4200
	3) Kullu District :		
	a) 15/20 Area of Nirmand Tehsil, comprising the Gram Panchayats of Kharga, Kushwar and Sarga	4000	5200
	b) Outer – Saraj (excluding villages of Jakat – Khana and Burrow in Nirmand Tehsil) and entire district excluding outer Seraj area and pargana of Pandrabis but including villages Jagat – Khana and Burrow of Tehsil Nirmand	2400	3000
	4) Lahaul and Spiti District :	4000	5200
	Entire area of Lahaul and Spiti		
	5) Shimla District :		
	a) 15/20 area of Rampur Tehsil comprising of Panchayats of Koot, Labana – Sadana, Sarpara and Chadi – Branda	4000	5200
	b) Dora Kwar Tehsil, Gram Panchayat of Darkali in Rampur, Kashapath Tehsil and Munish, Ghorl Chaibis of Pargana Sarahan	3200	4200

Officiating allowance, Split duty allowance Hill & Fuel allowance, Deputation allowance Special area allowance

Sl. No.	AREA	ALLOWN Basic Pay below Rs.36,001/-	ALLOWN Basic Pay above Rs.36,001/-
	c) Chopal Tehsil and Ghoris, Panjgaon, Patsnau, Naubis and Teen Koti of Pargana Sarahan, Deothi Gram Panchayat of Taklesh Area, Pargana Barabis, Kasba Rampur and Ghori Nog of Pargana Rampur of Rampur Tehsil, Simla Town and its suburbs (Dhalli, Jatog, Kasumpti, Mashobra, Taradevi and Tutu)	2400	3000
	6) Kangra District : a) Areas of Bara Bhangal and Chhota Bhangal b) Dharamshala Town of Kangra District and the following offices located outside the Municipal limits but included in Dharamshala Town :	3200	4200
	Women's ITI, Dari, Mechanical Workshop, Ramnagar, Child Welfare and Town and Country Planning Offices, Sakoh, CRSF Office at Lower Sakoh, Kangra Milk Supply Scheme, Sugiari, HRTC workshop, Sadher, Zonal Malaria Office, Dari, Forest Corportion Office, Shamnagar, Tea Factory, Dari, IPH Sub Division, Dan Settlement Office, Shamnagar, Hinwa Project, Shamnagar	2400	3000
	Palampur Town of Kangra District including HPKVV Campus at Palampur and the following offices located outside its municipal limits but included in Palampur Town – H.P. Krishi Vishwavidhalaya Campus, Cattle Development Office / Jersey Farm, Banuri, Sericulture Office/Indo German Agriculture workshop / HPPQS Division, Bundla, Electrical Sub Division, Lohna, DPO Corporation, Bundla, Electrical HESEE Division, Ghuggar	2400	3000
	7) Mandi District : Chhuhar Vallery of Jogindernagar Tehsil, Panchayats in Thunag Tehsil of Bagraa, Chatri, Chhotdhar, Garagushain, Gatoo, Garyas, Janjehli, Jaryar, Johar, Kalhani, Kalwan, Kholanal, Loth, Silibagi, Somachan, Thachdhar, Tachi, Thana, Panchayatas of Dharnpur Bloc – Binga, Kamlah, Saklana, Tanyar and Tarakholah, Panchayatsof Karsog Tehsil – Balidhar, Bagra, Gopalpur, Khajol, Mahog, Mehudi, Manj, Pekhi, Sainj, Sarahan and Teban, Panchayats of Sundernagar Tehsil – Bohi, Batwara, Dhanyara, Paura - Kothi, Seri and Shoja.	2400	3000

Officiating allowance, Split duty allowance Hill & Fuel allowance, Deputation allowance Special area allowance

Sl. No.	AREA	ALLOWN. Basic Pay below Rs.36,001/-	ALLOWN. Basic Pay above Rs.36,001/-
	8) Siramur District : Panchayats of Bani, Bakhali (Pachhad Tehsil), Bharog Bheneri (Paonta Tehsil), Birla (Nahan Tehsil), Dibber (Pachhad Tehsil) and Thana Kasoga (Nahan Tehsil) and Thansgin Tract	2400	1500
	9) Solan District : Mangal Panchayat	2400	1500
	10) Remaining areas of Himachal Pradesh not included in (1) to (9)	640	800
13.	Uttar Pradesh : Areas under Chamoli, Pithoragarh and Utrtar Kashi Dts.	4000	5200
14.	Uttarakhand : Areas under Chamoli, Pithoragarh and Uttar Kashi, Rudraprayag and Champavat dt	4000	5200
15	West Bengal South 24 Parganas District. Sunderban Areas (south of Dampier Hodge's line), namely, Bhagatush Khali (Rampura), Kumirmari (Banga) Jhinga Khali, Sajnakhali, Gosaba, Amlamathi (Bidya), Canning, Kultali, Piyali, Nalgaraha, Raidighi, Bhanchi, Pathar Pratima, Bhagabatpur, Saptamukhi, Namkhana, Sikarpur, Kakdwip, Sagar, Musini, Kalinagar, Haroa, Hingalganj, Basanti, Kuemari, Kultola, Ghushighata (Kulti)	1000	1000



Caring for Expenses on Travel and Transfer

Travelling allowance is payable to Officers on transfer, deputation, to attend training, any other official duties/outside the branch/office etc.

On transfer an officer is entitled to the following

- i) TA from the present place of work to the new place of posting for self and family as per eligible class of travel.
- ii) Freight charges for transporting his/her baggage and other household articles by goods train.
- iii) Fixed allowance for packing
- iv) Joining time
- v) Halting allowance
- vi) Mid-academic year transfer allowance - If the officer is transferred in the middle of the academic year (after opening of schools/college for their wards).

I. TRAVELLING ALLOWANCE:

GRADE OF OFFICER

ELIGIBLE CLASS OF TRAVEL

JMG I

1st class or II A/C sleeper by train. He/she may, however, travel by air (economy class) if so permitted by the Competent Authority, having regard to the exigencies of business or public interest.

MMG II & MMG III

1st class or II A/C sleeper by train or by air (economy class) if the distance to be travelled is more than 1000 kms. He/she may, however, travel by air (economy class) even for a shorter distance if so permitted by the Competent Authority having regard to the exigencies of business or public interest.

Scale IV and above

A/C 1st class by train or by air (economy class).

Entitlement by Steamer :

Delux Cabin

Note:- An officer in Senior Management or Top Executive Grade may travel by car between places not connected by air or rail provided that the distance does not exceed 500 kms. However, when a major part of the distance between the two places can be covered by air or rail, only the rest of the distance should normally be covered by car.

Any other officer may be authorised by the Competent Authority having regard to the exigencies of business, to travel by his own vehicle or by taxi or by the Bank's vehicle.

OUTSTATION TRAVEL BY OWN VEHICLE :

1. Prior permission from Competent Authority (RO/CO) is necessary
2. Shortest route from the place of work to the new place of posting / duty /training.
3. Suitable proof should be submitted as on date of use of own vehicle and our bank relies on petrol bills enroute / toll tax receipts etc.
4. Reimbursement is as follows:
(w.e.f. 30.09.2011 Ref. IR Dept. Cir. EST/17/2011 - 12 dated 10.02.2012

CATEGORY	ELIGIBLE RATE
a) 4 wheelers engine capacity 1000cc or More	Rs.9.00 per km
b) 4 wheelers less than 1000cc	Rs.7.00 per km
c) Motorcycles / scooters	Rs.4.50 per km
d) Mopeds	Rs.3.00 per km

TRAVEL BY TOURIST TAXI:

1. Prior permission from Regional Office is necessary
2. Reimbursement is restricted to actual charges incurred by taxi or eligible class fare from place of work to the place of posting whichever is less.
3. Copy of the RC book, taxi permit, trip sheet, stamped receipt detailing hire charges, rate charged per km., driver batta etc.

DEFINITION OF FAMILY : (AS PER 8TH JOINT NOTE / 11TH BIPARTITE SETTLEMENT)

Clause 14 (vii) of Joint Note dated 25.05.2015 is modified as under :

Family for the purpose of transfer medical facilities and leave fare concession means and includes the employee’s spouse, wholly dependent Unmarried children (including step children & legally adapted children), wholly dependant Physically and mentally challenged brother / sister with 40% or more disability, widowed daughters and dependant divorced / separated daughters, sisters including unmarried / divorced / abandoned or separated from husband / widowed sisters as also parents wholly dependant on the employee.

DEPENDANT/S : Dependant/s shall mean, such member of family having monthly income not exceeding Rs.12,000/- per month. If income of one of the parents exceed Rs.10,000/- per month OR the aggregate income of both parents exceed Rs.12,000/- per month, then both parents **SHALL NOT BE CONSIDERED AS WHOLLY DEPENDANT ON THE MEMBER.**

II. FREIGHT CHARGES :

Baggage if transported by train :

Officer on transfer will be reimbursed expenses incurred for the transporting of household articles by goods train. The reimbursement is as follows:

Basic pay	Where he has family	Where he has no family
Upto Rs.48,170 /-	3000 Kg.	1500 Kg.
Above Rs.48,170 /-	6000 Kg.(full wagon)	2500 Kg.

GOODS TRAIN TARIFF:

With effect from 01.04.2011, the following rates are applicable for transporting house- hold goods of an Officer on transfer from one place to another.

Upto 1000 kms.	Beyond 1000 kms.	Upto 300 kms.	Hilly terrains
Rs.2.80 per tonne per kilometre	Rs.2.00 per tonne per kilometre	Officers transferred to shorter distance upto 300 kms, the reimbursement may be permitted upto the amount chargeable for 300 kms. i.e. 300 x weight x Rs.2.80	Officers transferred into and out of hilly terrains may be reimbursed two times the applicable rate for the distance covered in hilly terrain and the balance distance at normal rates.

FULL VAGON FACILITY :

If an officer eligible for full wagon facility (ie. Above Rs.48,170/- basic pay), he can avail container service facility by Railways as under:

Grade	Container service eligibility
JMG-I, MMG II & MMG III OFFICERS	ONE CONTAINER CHARGES
SENIOR MANAGEMENT/ TOP MANAGEMENT	TWO CONTAINER CHARGES

BAGGAGE IF TRANSPORTED BY ROAD (LORRY) :

- i. If the baggage is transported by road between places connected by rail, the reimbursement is restricted to actual freight charges by road or maximum eligible charges by rail whichever is less.
- ii. If there is no railway station or railway out agency at the old or new place of posting, the officer will be paid actual cost of transporting the baggage by road upto nearest railway station or railway out agency.

- iii. If both the places do not have railway station or out agency, the officer will be paid actual cost of transporting the baggage by road upto the stipulated weight by an approved transport operator.
- iv. Transporting of car, scooter, motor-cycle or any other vehicle :

MODE OF TRANSPORT	ELIGIBILITY FOR REIMBURSEMENT
(a) Transported by TRAIN	Motor Car : as per coaching tariff, No.24Table I Part IV for Motor.
	2 Wheeler : rate charged by rail authorities as per RR issued.
(b) Transported by LORRY	Actual lorry charges or coach tariff charges by the railway, whichever is less.
(c) Driven by Road	As applicable for 'Travel by own vehicle'. Prior permission from RO is a Must.

FIXED TRANSFER ALLOWANCE FOR PACKING ON DECLARATION BASIS:

An officer on transfer is eligible to draw a lump sum amount for packing, local transportation, insuring the baggage etc. as under : (w.e.f. 01.11.2020)

GRADE	LUMPSUM
Top Management and Senior Management(Scale IV & above)	Rs.30,000/-
JMG-I, MMG-II & MMG III	Rs.25.000/-

- a) Transfer allowance is paid on declaration basis.
- b) This amount can be claimed even if the member is not shifting his family to the new place of posting.
- c) On transfer the member should shift himself to the new place of posting.

IV. JOINING TIME:

An officer shall be eligible for joining time on one occasion not exceeding 7 days exclusive of the number of days spent on travel to enable him to join at new place of posting. Please refer "Chapter 12" on Leave for further details.

15 DAYS HALTING ALLOWANCE (ON TRANSFER)

As per regulation 42(4) of IOB Officers' Service Regulations, officers are eligible for payment of residential accommodation is made available to them on their reporting.

With effect from 1.4.1989 all officers including promotee officers on their transfer are eligible for 15 days Halting Allowance at the eligible rates applicable to the new place of posting subject to the following conditions.

1. The officer should be eligible for quarters at the new place of posting.
2. Officers who are allotted with quarters on their reporting, but do not occupy the same for any reason are not eligible for halting allowance.
3. This allowance is payable only for a maximum period of 15 days or till the officer is provided with Bank quarters / fix leased accommodation as quarters whichever is earlier.
4. Officers who are transferred at their request before completion of a term are not eligible for this Halting Allowance.

NO BOARDING EXPENSES WILL BE PAID

6. Officers who are eligible for Bank quarters but have no intention of fixing up quarters at the transferred place of posting are not eligible for Halting Allowance.
7. Officers transferred at the middle of the academic year and permitted to retain quarters at the earlier place of posting till the end of the academic year are also eligible for 15 days Halting Allowance at the new place of posting subject to the above conditions.

THREE WAY FARE ON TRANSFER

The officer must apply to the present Regional Office for sanction of three way fare facility before relief.

Eligibility conditions:

1. The distance between present place of posting and transferred branch/office should be 400 kms and above.
2. If quarters are made available to the eligible officers at the place of posting on or before their reporting at the new place of posting they are not eligible for Three Way Fare.
3. If the officers take their family in the first instance itself, then they will not be eligible for three way fare.
4. The facility should be availed within 3 months from the date of reporting at the transferred branch. Extension of period of availment at the request of the officer will be decided by the sanctioning authority (RO) on merits of each case. In any case it will not be extended beyond 6 months.
5. Officers transferred at their request before completion of a term are not entitled to TA/ HA and Three way fare.
6. Other attendant benefits like joining time, journey period will be allowed only once.

7. The eligible class of travel for JMG I to MMG III officers will be as follows:
 - a. One first class train fare for self from present place of work to transferred place, when he/she goes to the transferred place for the first time. Where there is no first class coach in the train the member will be permitted to travel by AC Two Tier Sleeper.
 - b. One second class train fare for self from transferred place to present place of work.
 - c. One 2nd AC class fare for self and family when the officer takes the family to the transferred place.

V. MID ACADEMIC YEAR TRANSFER ALLOWANCE (MAYTA) : (JOB OSR. 23(IV))

MAYTA is payable

1. When the Officer is transferred in the middle of academic year
2. Academic year is from June to April. Wherever sufficient proof regarding academic year beyond this period is available, they can take up with RO for sanction for the extended period.
3. Eligible only when children studying in school/college are left behind at the earlier place of work.
4. MAYTA is payable from the date of reporting of the officer at the new place till the end of that academic year.
5. Those officers whose children studying in kinder garden class are not eligible for MAYTA.
6. If both husband and wife are working in our Bank as officers and both of them are transferred, only one will be eligible to claim MAYTA.

Amount eligible: Rs.1650/ per month, per officer irrespective of the number of children studying at the earlier place of posting. (w.e.f. 01.11.2020).

P.S. : Respective Regional Offices are sanctioning authorities for all the above allowances.

Officers who do not own vehicle: Reimbursement by declaration (w.e.f. 1.10.2011). Ref. IR Department Circular No. Misc. EST/007/2011-12 dated 16.09.2011.

Grade/Scale	Metro		Area I		Area II	
	General Officer	1st Line Manager	General Officer	1st Line Manager	General Officer	1st Line Manager
Junior Management I	600	950	550	900	525	875
Middle Management II	650	1000	600	950	575	925
Middle Management III	650	1150	600	1100	575	1075
Senior Management IV	800	1150	750	1100	725	1075

ii. Confirmed Officer owns vehicle - Production of petrol bills (in litres) (with effect from-01.01.2010) :

From 01.01.2010 (payable in February, 2010) onwards, all confirmed Officers drawing Basic Pay of Rs.31,705/- (as per X bipartite settlement) and less are eligible to get reimbursement of petrol Eligibility for Officers in JMG Scale I, MMG III and SMG Scale IV w.e.f. 01.10.2011 :

Confirmed Officers Attached to	PETROL LIMITS PER MONTH
Ahmedabad, Bangalore, Hyderabad, Delhi, Mumbai, Kolkata & Chennai	40 litres
Other centres	15 litres

Eligibility for Officers in JMG Scale I, MMG III and SMG Scale IV w.e.f. 01.10.2011 :

The limits / ceilings for petrol bill reimbursement to Officers drawing Basic Pay more than Rs.48,170/- in MMG Scale II, MMG Scale III and SMG Scale IV have been revised and enhanced with effect from 01.10.2011 (payable in November, 2011), as detailed below :

(QUANTUM IN LITRES)

GRADE	2 WHEELERS			4 WHEELERS		
	METRO	AREA I	AREA II	METRO	AREA I	AREA II
First Line Branch Managers in MMG II	48	43	38	65	60	55
Other Officers in MMG II	43	38	33	55	50	45

GRADE	2 WHEELER			4 WHEELER		
	Metro	Area I	Area II	Metro	Area I	Area II
First Line Branch Managers in MMG III	48	43	38	85	80	75
Other Officers in MMG III	43	38	33	75	70	65
First Line Branch Managers in SMG IV	48	43	38	85	80	75
Other Officers SMG IV	43	38	33	75	70	65
First Line Branch Managers in JMG I	48	43	38	50	45	40
Scale I * - other officers	40	35	30	45	40	35

* For JMG Scale I Officers the above mentioned limit under 4 Wheeler will be applicable if Basic pay is Rs.49,910/- and above.

CONVEYANCE – GENERAL

- A. The vehicle should be in the name of member.
- B. If husband and wife are employed in our Bank and the vehicle is in the name of the member or his/her spouse, only one can claim.
- C. If the member owns a diesel vehicle, the consumption of diesel is reimbursable upto the monetary amount equivalent to the petrol eligibility.
- D. The option can be exercised for claiming reimbursement of conveyance reimbursement (i.e.) either production of bills or monetary reimbursement only once. Option once exercised cannot be changed unless there is change in the type of the vehicle or change of place of posting or change of residence in the same centre.
- E. Officers on training or on deputation will be treated as on duty. Joining time is not be treated as on duty. If the member has taken leave (PL/SL) exceeding four days, reimbursement will be made on pro-rata basis.
- F. Since the members are getting monthly reimbursement of conveyance expenses on official duties for a travel upto a place within 8 Km. from place of work, they are not eligible for reimbursement if the distance of deputed branch is less than 8 Km. from the member's branch/ office.
- G. Branch Managers shall send their bills to RO for sanction/confirmation. With effect from 1.12.2004, Area II and Area III have been merged.

CONVEYANCE ALLOWANCE TO PHYSICALLY HANDICAPPED OFFICERS :

- a) Conveyance allowance to physically handicapped Officers will be paid as per Government guidelines.
- b) An employee with a minimum of 40% permanent / partial disability will come under physically handicapped category.
- c) Certificate issued by the Head of the Department of a Government Hospital should be produced

by the concerned Officer/s to Industrial Relations Department, Central Office to obtain sanction for Conveyance allowance to the Blind and Physically Handicapped employee.

- d) 5% of the member's Basic Pay with upper limit of Rs.400/- per month shall be payable with effect from 28.03.2009 (ref. IR Department Circular No. EST/38/2009-10 dated 6.4.2009).
- e) With effect from 11.04.2014, the above allowance is extended to Deaf and Dumb employees at par with Blind and Orthopaedically Handicapped employees at the same rate i.e. 5% of basic pay, subject to maximum of Rs.400/- per month. (Ref. IR DEPT. CIR. EST. /77/ 2014-2015 DATED 28.06.2014).
- f) The above allowance is paid in addition to regular conveyance allowance.

LOCAL DEPUTATION:

Officers who are deputed to local branches within the same city or within the urban agglomeration are eligible for local deputation allowance (out of pocket expenses) of Rs.25/- per day for metro branches and Rs.20/- per day for non metro branches. This is applicable for local training also.

Category of Vehicle	Amount eligible for reimbursement
i. 4 wheeler engine capacity 1000 CC or more	Rs.9.00 per k.m.
ii. 4 wheeler engine capacity Less than 1000CC	Rs.7.00 per k.m.
iii. Motor Cycle/Scooter	Rs.4.45 per k.m.
iv. Moped	Rs.3.00 per k.m.

The above rates are also applicable for using the own vehicle for official duty and or on transfer. Prior permission from Regional Office is necessary for using the own vehicle for outstation trips.

Reimbursement of Mobile / Telephone Charges

(Ref. Cir. No. EST/007/2011-12 dated 16.09.2011) issued by IR Department, Central Office.

With effect from 01.10.2011, all officers are eligible for mobile / telephone charges upto Scale III working in branches / offices

ON DECLARATION BASIS AS FOLLOWS :

- a) JMG Scale I : Rs.100/- per month
- b) MMG Scale II : Rs.300/- per month
- c) MMG Scale III : Rs.400/- per month

Note: All SMG Scale IV officers and first line managers upto MMG Scale III are eligible for reimbursement of landline telephone expenses which they are already receiving on production of bills and mobile charges which is to be paid on declaration basis subject to overall ceiling as follows :

- a) Branch Managers in JMG Scale I and MMG Scale II : Rs.500/- + Tax per month
- b) Branch Managers in MMG Scale III : Rs.600/- + Tax per month
- c) All Chief Managers : Rs.850/- + Tax per month

“ Allowance in our hand to keep Customers in our Band

In terms of Regulation 29 of the IOB Officers' Service Regulations, Government of India have issued certain guidelines regarding reimbursement of the entertainment expenses.

The quantum payable in respect of Entertainment Expenses has been enhanced with effect from 01.01.2010. The revised limits of reimbursement of Entertainment Expenses are given below :

Cir. Transient Series (File F) Circular No.63/2009 – 10 dated 08.01.2010.

GRADE	W.E.F. 01.01.2010 Amt. in Rupees
JMG I - FIRST LINE in Branches	4200
JMG I - OTHERS	1800
MMG II – I LINE in Branches	5500
MMG II - OTHERS	2400
MMG III - I LINE in Branches	6500
MMG III - OTHERS	3000
SMG IV - I LINE in Branches	7500
SMG IV - OTHERS	5000
SMG V – I LINE in Branches	9000
SMG V – OTHERS	6000
DGM I LINE	15000
DGM – OTHERS	12000
GENERAL MANAGERS	20000

* For Scale IV & above - reduced by 50% w.e.f. Nov. 2016 (Circular No. 88 of 2016-17 dated 21.11.2016

* For upto scale III reduced by 40% w.e.f. 1.5.2019 (Cir. No.28, dt : 18.5.2018 - IR Dept.)

PROCEDURE :

- (a) The quantum stipulated are for regulating the normal entertainment expenses incurred by eligible officers.

- (b) 50% of the quantum is reimbursable against simple declaration and the balance 50% is reimbursable against production of bills.
- (c) Since the amount is fixed for the whole year, the reimbursement could be made on a monthly pro-rata basis also.
- (d) When any Officer is officiating in a post which carries the facility or reimbursement of entertainment expenses he or she shall be eligible for such reimbursement strictly on a pro-rata basis for the period for which he/she has officiated subject to overall ceiling fixed for the branch. In other words entertainment expenses paid to the permanent incumbent as well to the Officer who has officiated in that post should not exceed the maximum ceiling fixed for the branch.
- (e) Sanctioning Authority:
 - For Officers - Managers of Branches
 - For First Line Branch Managers - Regional Offices
 - For Officers at Central Office - PAD, Central Office.

REIMBURSEMENT OF COST OF NEWS PAPER/S : All Officers are eligible for reimbursement of cost of one general daily newspaper and the cost of an additional daily newspaper (Financial), for their residence. Alongwith bill the cost has to be claimed every month from

For Officers of branches : Branch Head (Approving Authority)
For First Line Branch Managers & Officer of R.O : Regional Office
For Officers of Central Office : Dept.Head

On approval credits are triggered by HRMD, CO

Ref : Circular No. MISC. 242 Dt. 09.12.2005 issued by M S D., C.O.

JMG I - Monthly Subscription rate notified by the newspaper publisher or amount claimed by the climant which ever is less.

MMG II - Onwards two papers. For 1st paper - monthly subscription rate notified by the newspaper publisher or amount claimed by the climant which ever is less and for 2nd paper - maximum upto Rs. 120/-



Leave Rules

All kinds of leave are calculated as per calendar year i.e. January to December and credit is given on the first day of January every year.

Casual Leave: (Regu.32): 12 working days in a calendar year. This leave can be availed for a maximum of four working days at a time, excluding intervening public holidays and Sundays.

It can also be prefixed and suffixed with holidays.

Casual leave cannot be combined with any other leave except joining time leave.

During the first calendar year of service, an officer is entitled to casual leave proportionately at one day per month of service.

Casual leave not availed of in any year is allowed to be carried over to the next 3 calendar years and the same should be availed by producing Medical Certificate only.

SPECIAL CASUAL LEAVE :

- a) **With effect from 01.11.2020**, Special Casual Leave may be granted to an employee on occasions when the branch where the employee is working or the place where the employee is residing is affected by curfew, riots, prohibitory orders, natural calamities, floods etc.
- b) **With effect from 01.11.2020**, 4 days special casual leave shall be granted to all physically/orthopedically handicapped employees each year.

PRIVILEGE LEAVE: (REGU.33)

ELIGIBILITY :

- a. One day for every eleven days of service on duty.
- b. During the first year of service, it can be availed only after completion of 11 months of service.

Calculation : Total number of days leave (except casual leave and leave encashed) availed during the year is deducted from the total number of days in the year. The period so arrived at, is divided by 11. Residual fraction will be taken as one full day.

Accumulation : On and from 01.11.2020, Privilege Leave accruing to an employee shall be allowed to be accumulated beyond 240 days up to a maximum of 270 days. However, encashment of privilege leave shall be restricted to a maximum of 240 days.

Notice period : On and from 01.11.2020, Privilege Leave other than for the purpose of availing the Leave Fare concession should be applied not less than 10 days before proposed date of commencement of such leave.

Privilege Leave taken on sick grounds when there is no credit in the sick leave account of the employee, will not be counted as an occasion of availing Privilege Leave.

Periodicity : Availment restricted by exigencies of service.

Annual encashment of Privilege Leave: (as per 8th Joint Note)

From the calendar year 2020, Privilege Leave encashment shall be permitted at the rate of 5 days for each calendar year at the time of any festival of the employee's choice.

Employees who have completed 55 years age as on 01.01.2020 and above shall be entitled to encash at the rate of 7 days for each calendar year, till retirement as a one-time measure.

SICK LEAVE: (REGU.34)**Eligibility :**

- a. 30 days (on half pay basis) for each completed year of service subject to a maximum of 18 months during the entire service. Maximum sick leave accumulation can be upto 540 days (half pay).
- b. Can be availed after completion of one year of service.
- c. No credit is eligible after 18 years service (including service as Award staff).
- d. Sick leave can be availed on half pay basis. However, it can also be availed on full pay basis by debiting twice the number of days of leave availed.
- e. Generally medical certificate must be submitted for availing sick leave. However for availing sick leave upto 2 days medical certificate is waived, twice in a year.

ADDITIONAL SICK LEAVE: (REGU. 35)

The provisions of the Regulation No. 35 of Indian Overseas Bank Officers' Service Regulations 1979, reads as follows.

“On and from 01.01.1989, where an officer has put in a service of 24 years, he shall be eligible to additional sick leave at the rate of one month (half pay) for each year of service in excess of 24 years subject to a maximum of 3 months (half pay) additional sick leave.

Now additional sick leave also can be availed on full pay basis by debiting twice the number of days of leave availed.

ON AND FROM 01.11.2020,

- a) **An officer employee upon completion of 30 years of service, shall be eligible for further additional sick leave of 3 months at the rate of one month for each year of service in excess of 30 years, subject to a maximum of 720 days.**
- b) **Women officer employees can avail sick leave for the sickness of their children of 8 years and below subject to production of medical certificate.**

SPECIAL SICK LEAVE :

With effect from 01.06.2015 confirmed officers are eligible for Special Leave upto 30 days only once during his / her entire period of service for donation of kidney / organ. (as per 7th Joint Note dated 25.05.2015 – Xth Bipartite).

Maternity Leave (Regu. 36) (Sanctioning authority is respective RO) (As per 8th Joint Note)

- a) Maternity Leave, which shall be on substantive pay, shall be granted to a female employee generally for a period not exceeding 6 months on any one occasion and 12 months during the entire period of her service.

NOTE:

- 1) In case of delivery of twins, the period of Maternity Leave shall be 8 months.
 - 2) Maternity Leave may be availed combining with any other kind of leave except casual leave.
- b) In case of miscarriage/MTP/abortion, maternity leave maybe granted as a rule upto 6 weeks on the basis of medical certificate/advice of a competent medical practitioner, i.e. a qualified gynaecologist. In special/exceptional cases involving medical complications, associated with miscarriage/MTP/abortion, maternity leave may be granted beyond 6 weeks if advised by a competent medical practitioner (qualified gynaecologist) but upto 6 months only on any one occasion, within the overall limit of 12 months during the entire period of service.
 - c) Within the overall period of 12 months, leave may also be granted in case of hysterectomy upto a maximum of 60 days.

NOTE:

- 1) In the case of employees who have availed and exhausted Maternity Leave of 12 months, leave of 15 days shall be sanctioned over and above the same, subject to production of Medical Certificate.
- d) Leave may also be granted once during service to a childless female employee for legally adopting a child who is below one year of age, for a maxium period of nine months, subject to the following terms and conditions:-
 1. Leave will be granted for adoption of only one child.
 2. The adoption of a child should be through a proper legal process and the employee should produce the adoption deed to the Bank for sanctioning such leave.
 3. The permanent part-time employees are also eligible for grant of for adoption of a child.
 4. The leave shall also be available to biological mother in cases where the child is born through surrogacy.
 5. The leave shall be availed within overall entitlement of 12 months during the entire period of service.
 - e) Within the overall period of 12 months, leave may also be granted in case of Hospitalization on account of the following gynaecological ailments/treatments upto a maximum of 30 days.
 1. AUB (Abnormal uterine bleeding)
 2. Ovarian Tumor
 3. Tubectomy/Tubectomy reversal
 4. Post-Partum Depression (PPD)
 5. Post-Partum Hemorrhage (PPH)

6. Acute Pelvic Inflammatory Disease (Acute PID)
 7. Dysfunction Uterine Bleeding; Dysfunction (DUB)
- f) Female officers on probation are also eligible for the maternity leave. (though salary will be paid for their probation period & confirmation will get extended to that extent)
- (i) The leave shall also be available to biological mother in case where the child is born through surrogacy.
 - ii) The leave shall be availed within overall entitlement of 12 months during the entire period of service.

Paternity Leave : (as per Xth Bipartite Joint Note dt 25.05.2015)

With effect from 01.06.2015, male officer employees with less than two surviving children shall be eligible for 15 days paternity leave during the wife's confinement. This leave may be combined with any other kind of leave except Casual leave. The leave shall be applied upto 15 days before or upto 6 months from the date of delivery of the child.

NOTE: Paternity Leave as above shall be allowed to employees with upto two surviving children for legally adopting a child who is below one year of age.

HOLIDAYS :

In terms of understanding dated 23rd February 2015, reached between IBA and Officers' Associations, every second and fourth Saturday of the month will be a holiday and other Saturdays will be full working days. It has come into effect from 01.09.2015.

EXTRA ORDINARY LEAVE ON LOSS OF PAY : (REGU.37) ELIGIBILITY :

- a. Should have completed a minimum of 5 years of service in our bank.
 - b. Can be availed up to 90 days at a time under normal circumstances.
 - c. Can be availed upto 360 days in case of ;-
- (i) higher studies
 - (ii) on sick grounds needing prolonged treatment and
 - (iii) to join the spouse abroad
- d. Under very special circumstances it can be availed upto 720 days with approval of the Board. Production of adequate proof is essential in all the above cases.
 - e. This can be availed only after exhausting all other kinds of leave.
 - f. The period of extraordinary leave shall not be counted as active service. Execution of bond is essential before availment.
 - g. With effect from 01.11.2020, in partial modification of Clause 36 of Settlement dated 25th May 2015, in exceptional circumstances, Extraordinary Leave may be sanctioned (without wages) not exceeding 3 months on any one occasion (up to 4 months in extreme medical circumstances) and upto a maximum of 24 months during the entire period of an employees' service.

NOTE : The employees will not be losing any seniority on account of availing extraordinary leave on Medical grounds.

UNAVAILED CASUAL LEAVE:

- i) Casual Leave not availed of in the year 2017 or in any subsequent years shall lapse in the following five years.
- ii) On and from 01.11.2020, although the availment of unavailed casual leave (UCL) by the officers in the following years shall continue to be permitted only on medical grounds, production of medical certificate need not, henceforth, be insisted upon in case the period of such unavailed casual leave at a stretch not exceeding four days.

CLARIFICATIONS**1. Combining of Leave:**

THERE IS NO RESTRICTION REGARDING COMBINING OF PRIVILEGE LEAVE, SICK LEAVE, UNAVAILED CASUAL LEAVE WITH EACH OTHER. HOWEVER, THESE LEAVE CANNOT BE COMBINED WITH CASUAL LEAVE.

2. Leave eligible during first year of service in the bank as officer:

- i. Casual leave : One day per month for the remaining number of months during the first calendar year.
- ii. Privilege Leave : Can be availed only after completion of eleven months of services
- iii. Sick Leave : Can be availed after completion of one year of service.

3. Leave Eligibility During the year of Retirement:

- i. Casual leave : 12 days irrespective of month of retirement.
- ii. Privilege leave : Proportionate credit will be given
- iii. Sick Leave : Not eligible for credit (as he would have already completed 18 years of service)

4. Availment of leave on Resignation / voluntary Retirement :

Leave can be availed during the notice period subject to exigencies of service. Notice period will not be extended by such availment.

5. Position of UCL of the Clerical period on Promotion to Officer Cadre:

UCL outstanding as on the date of promotion to officer cadre to be availed within One year. This can be availed on the same lines as Sick leave.

6. Joining Time eligibility :

Joining time can be availed only on transfer involving posting to a different place upto 7 days including intervening holidays and Sunday.

This must be availed within 3 months from the date of reporting at the new place of posting. It can be availed within 6 months by obtaining prior permission from the sanctioning authority.

Application for obtaining such permission should be submitted within 3 months from the date of reporting.

No joining time can be availed on temporary transfer. Any type of leave can be combined with joining time.

7. Special leave for voting in General Election.

Every citizen in this country is entitled to be registered in the electoral roll of a constituency in which he ordinarily resides. Officers working in a place of posting other than the place where their name is registered in the voters list, are eligible for special Casual Leave on the day of polling to exercise their franchise.

For Example: An Officer is working in Delhi. His name appears in the voters list of Ghaziabad. He is entitled for a day's Special Casual Leave on the day of polling in Ghazibad to exercise his franchise, provided it is not a Holiday in Delhi.

For this purpose, the member should give a declaration stating that he has actually cast his vote on the election day.

8. LAPSE OF LEAVE (REGU. 38) :

- All leave to the credit of an officer shall lapse on resignation, retirement, death, discharge, dismissal or termination;
- However leave encashment upto 240 days of privilege leave is allowed on retirement (including voluntary retirement and compulsory retirement under regulation 19 of OSR) and death.
- In case of 'resignation' encashment of privilege leave upto 50% of leave balance standing to the credit of the officer is allowed subject in maximum of 120 days.

P.S.: Respective Regional Offices will be the sanctioning authority for all kinds of leave excepting casual leave. In case of casual leave for Managers (head of the branches) respective ROs will be the sanctioning authority.

DUTY LEAVE / SPECIAL LEAVE TO EMPLOYEES

DUTY LEAVE is normally sanctioned to those sportsmen employees who are presently attached to our Bank team and actively representing the Bank team / state team / Indian team in various state / National / International level tournaments.

Besides this, in order to encourage employees (other than active sportsmen currently representing our Bank team) **SPECIAL LEAVE** is granted to those selected as sports officials.

- ♦ who are representing the state/country in national/international events in India/ abroad
- ♦ Solely at the discretion of the Bank taking the merits of each case into consideration
- ♦ for a period not exceeding 30 days, in a calendar year
- ♦ at absolutely no cost to the Bank
- ♦ subject to obtainment of prior approval from the Bank and
- ♦ submission of participation certificate from a competent authority/Federation, on completion of the event.

The members sustaining injury, if any, while on special leave, are entitled to medical reimbursement only as per existing Bipartite settlement / service regulations and not 100% as applicable to injury sustained while on duty.

SPECIAL LEAVE FOR TREKKING / MOUNTAINEERING EXPEDITION

Special leave is considered for sanction to those members participating in Trekking and Mountaineering expeditions organised/approved by Indian Mountaineering Foundation or the Youth Hostels Associations of India.

Special leave is sanctioned for the maximum of 30 days on any one occasion and not more than three occasions in the employees entire service career with the gap of atleast two years between two expeditions and subject to all the conditions stipulated above for sanction of special leave being fulfilled.

SABBATICAL LEAVE TO WOMEN EMPLOYEES:

In terms of the guidelines issued by the Ministry of Finance, Government of India, our Bank in its Board Meeting held on 8th December 2012 has approved the scheme for Sabbatical Leave for eligible women employees of our bank with effect from 8.12.2012 .

(Ref. Cir. IR Department, Central Office EST/48/2012-13 dated 07.01.2013).

ELIGIBILITY :

- ◆ All confirmed Women Officers working in India with a minimum of 5 years of service in the Bank.
- ◆ For officers who are confirmed but not completed 5 years of service, sabbatical leave can be considered only in exceptional circumstances.
- ◆ Officers during probation period are not eligible.
- ◆ Officers against whom Disciplinary action / Vigilance / CBI court cases are pending are not eligible.

PURPOSE :

- ◆ Any purpose like :-
 - A) Medical grounds for self and other family members,
 - B) To take care of family members or children,
 - C) To pursue higher studies,
 - D) To visit spouse etc.

PERIOD OF LEAVE :

- ◆ Up to 2 years during the entire service of a female officer. Minimum permissible leave per occasion is 3 months.

- ♦ Only once in a year.
- ♦ Entire 2 years can be taken on a single occasion also.

COMPETENT AUTHORITY FOR SANCTIONING OF LEAVE AND APPELLATE AUTHORITY FOR APPEAL WHERE THE LEAVE IS REJECTED :

GRADE	COMPETENT AUTHORITY	APPELLATE AUTHORITY
Officers in JMG Scale I, MMG Scale II , III, SMG Scale IV & above	General Manager, Industrial Relations Department, Central Office	Executive Director

APPEAL AGAINST REJECTION OF REQUEST :

Where the application of an officer is rejected by the Competent authority, the officer has to submit an appeal to the prescribed Appellate Authority within 15 days of rejection of the request. The decision of the Appellate Authority shall be final and binding.

TERMS AND CONDITIONS :

- Officer sanctioned with Sabbatical Leave have the right of lien on the bank's service.
- Unless permitted by the Competent Authority or when specifically recalled with instruction to rejoin duty, the officer cannot rejoin duty before the expiry of the sanctioned Sabbatical Leave period.
- Officer sanctioned with Sabbatical Leave shall be governed by the provisions of service rules, IOB Officer Employees (Conduct) Regulations, IOB Officer Employees (Disciplinary & Appeal) Regulations, as amended from time to time and all other rules / which are in vogue and come into effect during the period of Sabbatical Leave.
- During the Sabbatical Leave period, the officer is not eligible for Pay, Salary, Allowances and any consequential monetary and non-monetary benefits except Medical Aid and reimbursement of medical expenses on hospitalisation.
- Not eligible for any increment during the sabbatical leave period.
- Not eligible to participate in any promotion exercise during the sabbatical leave period even if otherwise eligible.
- Not eligible for loans/advances/withdrawal of PF / other facilities like LFC/LTC, leave encashment, festival advance, staff welfare measures etc., during the sabbatical leave period.
- In LFC block falling due and expiring during the sabbatical leave period shall lapse and the officer will not be eligible to avail the same on resumption of duties.
- The Officer should maintain in her SB account , instalment amount for the loan/s availed , equivalent to the number of months of sabbatical leave , before availing the leave.
- If the Officer resides in leased accommodation, she has to pay the leased rent directly to the land lord by her own means.

- If the Officer resides in Bank's owned quarters, she has to pay the rental amount to Bank, as applicable to eligibility for leased accommodation at the Centre where the quarters is situated.
- If the officer has availed furniture facility, usual applicable recovery for the same will be made from the Officer's SB account.
- The Sabbatical Leave period will not be considered as active service for any purpose and also shall not be counted as service for the purpose of calculation of terminal benefits.
- Effect of wage revision, if any, during the period of sabbatical leave will be given only from the date of rejoining service on expiry of the sabbatical leave.
- The officer availed sabbatical leave should not take up any employment/vocation/business/profession elsewhere during the leave period.
- During the Sabbatical Leave period, the officer is permitted to submit request for resignation / voluntary retirement from the bank's service and the same shall be considered as per the extant rules prevalent at that time.
- Sabbatical leave can be availed even when some other leave is available / in credit.
- Sabbatical leave can be sanctioned in continuation of any other type of leave standing to the credit of the officer.
- PL accrued and balance of Sick Leave as on the date of proceeding on Sabbatical Leave will be protected.
- No leave of any kind will accrue / be earned during the Sabbatical Leave period.
- Before proceeding on Sabbatical leave, the officer should settle IOB Visa Card dues, if any.
- Before proceeding on Sabbatical Leave, the officer should submit her Return on Assets and Liabilities as at 31st March.
- Placement of the officer on rejoining duty after expiry of sabbatical leave will be at the sole discretion of the bank, as per bank's requirement.
- The officer should undertake to keep the competent authority informed of her latest address / change of address for communication during the period of sabbatical leave.
- The officer on sabbatical leave can be recalled by the Bank at any time for any reasons whatsoever, by giving one month notice and the decision to recall shall be binding. The officer recalled so shall be reimbursed travelling expenses from her place of stay to the place of her resuming duties.
- The officer shall make herself available in connection with any departmental / outside enquiry as an when called by the Bank during the sabbatical leave period. Failure to do so will make her liable for administrative action.
- In the unfortunate event of death of the officer during the sabbatical leave period, superannuation benefits and financial relief as per rules of the respective scheme of the bank will be paid to the legal heirs.

GENERAL :

- Application in the prescribed format ,as annexed to the circular cited above, should be submitted to I R department , Central Office through the Regional Office to which the officer is attached alongwith RO recommendations, one month before the date of availment of the leave. The decision of Competent authority will be conveyed within 30 days of receipt of the application.
- If the request of officer for sabbatical leave is not accepted by the bank for any reason, she shall not be eligible to apply before expiry of a period of one year from the date of such rejection.
- The officer sanctioned sabbatical leave shall be relieved subject to Vigilance / IR clearance as on date of relieving. Except for unforeseen circumstances, an officer can be relieved for proceeding on Sabbatical leave within one week of communication of acceptance of the officer's request.
- Bank reserves the right to reject any application for sabbatical leave and also the right to recall the officer at any time during the sabbatical leave period at its absolute discretion without assigning any reasons therefor.

MANDATORY LEAVE POLICY:

(IRD circular EST /66/ 2013-2014 dated 14.12.2013, IRD circular EST /110/ 2015-2016 dated 23.03.2016).

Further to Board dated 14.10.2013, As per the directives of RBI, vide their Notification No. DBR No. BP.BC. No.88/21.04.048/2014-15 dated 23.04.2015, an amended Mandatory leave policy has been framed and approved by our Bank's Board in its meeting held on 31.10.2015. Accordingly, all confirmed employees / staff at all level, except Messengers, Sweepers and Armed Guards have to be on continuous leave for a minimum period of 10 days in a calendar year by availing Privilege / Sick leave, without production of Medical Certificate / Fitness Certificate.

The Officer should apply for Mandatory Leave by giving 15 days' notice period.

If an officer has already availed leave continuously for 10 days or more, during the year, he / she need not avail this Mandatory leave.

If an officer has not availed the Mandatory Leave before the end of the month of October of every year, the Bank has to grant leave (mandatory) of 10 days to the officer to be availed on or before 31st December of that particular year.

COMPETENT AUTHORITY:

For staff at Branches / R O Regional Head of the respective Region

For CRM / SRM Central Office

For GMs & staff at Central Office Personnel Administration Department, Central Office.

Mandatory Leave has to be availed continuously for a period of 10 days before October every year compulsorily without any purpose.

The Manadatory leave should be availed on a single occasion for a continuous period of 10 days. If availed under Sick Leave, Medical /Fitness certificate need not be submitted.

“ L.T.C

ELIGIBILITY

After completion of eleven months of active service, Supervisory staff are eligible to avail Leave Travel Concession facility for self/family to visit Home town / any place in India within the block.

SANCTIONING AUTHORITY :

Respective Regional Office for Officers attached to branches / Regional Offices. PAD, Central Office for Officers attached to Departments at Central Office.

TERM OR BLOCK :

An LTC term or Block consists of FOUR years duration and is divided into TWO SUB BLOCKS of 2 years each.

LTC term for officers commence from the date of joining. However, in case of promote officers who have joined the bank before 1.10.1979 the block will commence as follows.

- a. If the member availed LFC as per old block, the four year block commences from the date of joining
- b. If the member has not availed LFC , the 4 year block commences either from the date of joining or from 1.10.1979 as per option exercised by the member at that time.
- c. If the member had neither availed LTC nor exercised option till that date, the four year block will be reckoned from 1.10.1979.

FOR ERSTWHILE BANK OF TAMIL NADU / BHARAT OVERSEAS BANK OFFICERS :

The block will commence from the date of amalgamation i.e from 1.2.1990 for erstwhile BOT Employees. For erstwhile Bhub Employees, date of joining in Bhub Limited.

ENCASHMENT BLOCK - REGU. 44(I):

Encashment block will run concurrently with that of LTC block.

LEAVE TRAVEL CONCESSION (W.E.F. 1.6.2015) : (NO CHANGE IN XI BP / 8TH JT NOTE:

1. During each block of 4 years, an officer shall be eligible for leave travel concession for travel to his place of domicile once in each block of two years. Alternatively, he may travel in one block of two years to his place of domicile and in another block of two years to any place in India by the shortest route.
2. The mode and class by which an officer may avail of Leave travel Concession shall be the same as the officer is normally entitled to travel on transfer (please refer chapter 9) and other terms and conditions subject to which the Leave Travel Concession may be availed of by an officer, shall be as decided by the Board from time to time.
 - a) With effect from 01.05.2010, an Officer in JMG Scale I, while availing LTC is entitled to travel by air in the lowest fare economy class, in which case, the reimbursement will be actual fare OR the fare applicable to AC Ist Class fare by train for the distance travelled, whichever is less.

- b) The same rule shall apply when an Officer in MMG Scale II & III avail LTC, where the distance travelled is less than 1000 kms.

ENCASHMENT OF LTC FACILITY IN LIEU OF UNDERTAKING JOURNEY:

- 3. Alternatively, an officer, by exercising an option anytime during a 4 year block or two year block, as the case may be, surrender and encash his LTC (other than travel to place of domicile) upon which he shall be entitled to receive an amount equivalent to 100% of the eligible fare for the class of travel of which he is entitled to upto the distance as below :

GRADE	DISTANCE ELIGIBLE (in Kms)
JMG I, MMG II & III	9000 kms (both way)
SMG IV & ABOVE	11000 kms (both way)

An officer opting to encash his LTC shall prefer the claim for himself/ herself and his/her family members only once during the block/ term in which such encashment is availed of.

The facility of encashment of privilege leave while availing of Leave Fare Concession is also available while encashing the facility of LFC.

NOTE :

- 1) Total encashment allowed is reckoned at 9000 kms or 11000 kms as per the grade of the member. As per Memorandum of Understanding signed between Officers Organisation (Association) and Indian Bank’s Association encashment of LTC (other than place of domicile) is allowed, subject to the following guidelines.
 - a) Officers have to submit a declaration to the effect that they may be reimbursed an amount equivalent to the eligible fare for the class of travel for which he is entitled.
 - b) They are entitled for reimbursement of AC 2 Tier Sleeper class train fare up to MMG Scale III and AC 1st class for officers in SMG Scale IV and above.
 - c) The extant rules for officers regarding availment of leave while availing LTC will apply.
 - d) There is no need for production of bills, tickets etc, since this encashment is available on declaration basis.
 - e) The reimbursement of encashment of LTC will not be available for travel to place of Domicile.
 - f) The officers will also be entitled to surrender of Privilege Leave for encashment of leave under LTC as per the existing rules as per regulation 44 (ii). [Refer ‘encashment of leave under LTC’ in this chapter].
 - g) The LTC encashment and leave encashment are subject to deduction of Income Tax as per rule.
 - h) Presently the bank is reimbursing (w.e.f. 1.6.2015)

A/C 2 tier fare for distance 9000 kms both ways - (one adult fare) - Rs.8,664/- Upto MMG Scale III level.

Officer in SMG scale IV and above (Ac first class) for distance of 11000 kms - both ways (one adult fare) Rs.17,672/-

- 2) The encashment of LFC facility shall be for self and whole of the family and it is not allowed selectively.
- 3) Officers on probation are also eligible for the LTC facility.

ELIGIBILITY FOR FEMALE OFFICER EMPLOYEES:**a. Unmarried Female Officer Employees:**

Unmarried female Officer can claim for parents wholly dependent on her and ordinarily residing with her.

b. Married Female Officer Employees:

Married Female Officer can claim for spouse, dependent children, either dependent parents or parents in law, (BUT NOT FOR BOTH).

The option for married female employees to claim LFC are as follows:

- a. Female employee can claim for self and wholly dependent parents while her husband will claim for self, his children, his parents.
OR
- b. The husband will claim for self, spouse, member's own children his wholly dependent parents.
 - (i) In either case of (a) and (b), male member's LTC term only will be reckoned for both.
 - (ii) If the option (b) is exercised the married female employee's parents are not eligible
 - (iii) For the purpose of calculation of eligible amount under LTC, either husband's eligibility or wife's eligibility whichever is beneficial will be considered.
 - (iv) Married female employee can avail leave encashment facility also once in 2 or 4 years not exceeding 15 days in the case of 2 year term or 30 days in the case of 4 years term. Leave Encashment block will run concurrently with that of her husband.

DEFINITION OF FAMILY: (CLAUSE 14 (VII) OF JOINT NOTE DATED 25.05.2015 IS MODIFIED AS UNDER:

- (i) For the purpose of medical facilities and for the purpose of leave fare concession, the expression "Family" of an officer shall mean : -
 - a) the officer's spouse, wholly dependent unmarried children (including step children and legally adopted children), wholly dependent physically and mentally challenged brother / sister with 40% or more disability, widowed daughters and dependent divorced / separated daughters, sisters including unmarried / divorced / abandoned or separated from husband / widowed sisters as also parents wholly dependent on the officer.

- b) The term wholly dependant child/parent shall mean such member of the family having a monthly income not exceeding Rs.12,000/- per month. If the income of one of the parents exceeds Rs.12,000/- per month or the aggregate income of both the parents exceeds Rs.12,000/ - per month , both the parents shall not be considered as wholly dependent on the officer employee.
- c) A married female employee may include her natural parents or parents-in-law under the definition of family, but not both, provided that the parents / parents-in-law are wholly dependent on her.

NATURE OF LEAVE TO BE AVAILED FOR LTC :

- LTC can be availed under any type of leave including leave on loss of pay.
- LTC cannot be availed on duty leave, joining time and on any public holidays.

COMMENCEMENT OF JOURNEY :

1. Journey under LTC should be commenced on or before the expiry of the LTC block. Leave may be commenced even after the expiry of the block.

Example: Block expires on 31.12.2011 journey should be commenced on or before 31.12.2011 for the leave to be availed after 31-12-2011 i.e. on or after 1.1.2012.

2. The onward and return journey should be within four months from the date of commencement of journey.
3. After commencement of journey the Officer or dependents can touch the place of work but should not stay overnight in the place of work. If the member or dependent stays overnight in the place of work it is deemed that his/her LTC has come to an end. (However the cases of any delay in departure of train/other public transports due to unforeseen circumstances may be considered by the Bank on merits on case to case basis.)

DEPENDENT'S TRAVEL :

Supervisory staff can avail LTC for self and their dependents separately within the block. To clarify further an Officer can avail LTC for self and for the dependents (severally also) at a later date or vice-versa within the currency of the block.

Officer and his/her dependents may travel on two different dates and to two different destinations; but eligibility is restricted to farthest place of visit by the shortest route as separately applicable for self and dependent. In the case of dependents the travel should be either from the "Place of work of staff member", or from the "Place of home town" only.

Member should inform the sanctioning authority about the separate travel by the dependent at the time of availing LTC.

This facility of availing LTC separately by self and dependent is not applicable in case of 100% encashment of LTC facility on declaration basis, as encashment of LTC is not allowed partially but only fully for self and family under that facility.

REIMBURSEMENT OF LTC CLAIM :

1. Reimbursement amount is calculated based on the eligible class fare for place of visit viz. Home town or any place in India.

2. There is no restriction on the distance travelled.
3. Members are permitted to break the journey enroute and to travel to Home Town in circuitous route.
4. Members can travel in a lower class than the class for which they are eligible to keep the claim within the overall eligibility.
5. Even though the distance covered by other mode of travel under LTC is less than the direct shortest route by train the eligibility is calculated by eligible class of travel by train only by direct shortest route.

For example, an Officer can claim for a place of visit from Tirunelveli to Goa by Train eligibility by direct shortest route even though the distance by other mode of travel (Bus) is shorter than the train route. Eligibility will be calculated as per travel by train only.

Home Town

Reimbursement is restricted from place of work to place of home town by direct/ shortest route to his/ her home town OR actual claim whichever is less.

ENCASHMENT OF LEAVE UNDER LTC - REGU. 44 (II)

1. Supervisory staff are entitled for encashment of privilege leave upto a maximum of 30 days in a four year block or maximum of 15 days in each 2 year block.
2. Salary for the purpose of leave encashment means total emoluments payable for the month of commencement of journey.
3. For staff staying in bank quarters notional Standard HRA will be added.
4. Leave Encashment is allowed at the time of arriving LTC and not at the time of dependents travel.
5. Leave Encashment block will run concurrently with LTC block.
6. Leave Encashment can be made 7 days before the commencement of Leave.
7. This is available in addition to Encashment of LTC.
8. Leave encashment under LTC is a taxable income.

EXEMPTION UNDER I.T. RULES

- As per Rule 2(B) of I.T. Rules under sec. 10(5), the amount reimbursed for LTC/LFC is fully exempt, in respect of the following :
 - i) For the journey performed on or after 1.10.1997 by air, an amount not exceeding the air economy fare of the National carrier by the shortest route to the place of destination.
 - ii) Where places of origin of journey and destination are connected by rail and the journey is performed on or after 1.10.1997 by any mode of transport other than by air, an amount not exceeding the air conditioned first class rail fare by the shortest route to the place of destination.

- iii) Where the places of origin of journey and destination or part thereof are not connected by rail and the journey is performed on or after 1.10.1997, the amount of exemption will be
 - a) where a recognised public transport system exists, an amount not exceeding the I class or deluxe class fare as the case may be, on such transport by the shortest route to the place of destination.
 - b) where no recognised public transport system exists, an amount equivalent to the air-conditioned I class railway fare by the shortest route as if the journey had been performed by rail.
- iv) The above exemption shall be available in respect of two journeys performed in a block of four calendar years.

The above tax exemption will not be available to more than two surviving children of the staff after 1.10.1998.

However restriction of two surviving children will not apply in respect of children born before 1st October 1998 and also in case of multiple births after one child.

REIMBURSEMENT FOR CHILDREN

Mode of Travel	Less than 5 years	5 years and above and below 12 years	12 years and above
TRAIN	Nil	Actual fare	Actual fare
BUS, SHIP & AIR	Actual fare incurred or full Adult eligible Class of fare whichever is less	Actual fare or full Adult eligible class of fare whichever is less	Actual fare

NOT ELIGIBLE FOR REIMBURSEMENT:

- a. Local sightseeing expenses within city/center
- b. Local transportation charges enroute
- c. porterage/ coolie charges
- d. Travel agent booking charges

However supervisory staff are additionally eligible for local conveyance to/from railway station/ airport/ bus stand both at starting place and at final point of destination.

MODE OF TRAVEL - REGU. 44 (III)

Documents to be submitted with BILL

- 1. BY TRAIN :
Train number, Ticket Number / PNR number and Date of journey.
- 2. BY BUS :
Original Ticket
- 3. BY AIR :
Utilised Air Ticket / Boarding pass

4. CIRCULAR TOUR :

- i. By Train :
Photo copies of the ticket or consolidated Money receipt issued by Railways authorities.
- ii. Conducted tour by Government agencies/undertaking/government authorised tourist operators
 - a. A certificate from agencies covering place visited / distance covered. Actual cost of travel, actual cost of boarding / lodging service charges, if any.
 - b. Stamped receipt.
 - c. List of passengers travelled.

5. TRAVEL BY TOURIST TAXI :

- a. Member should mention in the LFC application to sanctioning authority (RO) about his travel by Taxi/Car.
- b. RC book copy.
- c. Photo copy of RTO permit
- d. Extract of Trip sheet with opening closing Meter reading on a day to day basis for the Journey period.
- e. Stamped receipt covering rate/km driver batta, night halt etc.

6. BY VAN :

- a. Prior permission from sanctioning authority (RO only).
- b. Reason for travel by Van.
- c. Copy of proof of dependents as more than five. (say ration card.)

7. BY SHIP :

All travel documents to be produced.

8. BY CAR :

- a. Car should be registered in the name of member or spouse.
- b. Prior approval from sanctioning authority (RO).
- c. Proof of travel (Bank generally accepts petrol bills enroute as proof).

9. BY PONY / BULLOCK CART / FERRY BOAT / CAMEL:

- a. Permitted to places not connected by any other mode of travel.
- b. stamped receipt
- c. Satisfactory evidence for travel to be produced.

NOTE: The reimbursement of LTC is restricted to actual bills as above or his overall eligible fare whichever is less.

PHYSICALLY HANDICAPPED PERSONS:

Such staff drawing permanent allowance for their disability are eligible to take one companion along with them when they avail LTC alone (without family/dependent).

CHANGE OF PLACE OF HOME TOWN:

- a) For Female officers the place of Home Town changes to that of her husband immediately after marriage.
- b) Other Officers are eligible to change the place of domicile once in their service for which one of the criterion to be followed :
 1. Member requires his/her physical presence for discharging various domestic and social obligation and if so, the member has been visiting that place frequently.
 2. Member owns residential property in the place or he/she is a member of a joint family having such property there.
 3. His/Her near relatives are permanently residing there.
 4. Prior to this service the member had been living there for some years.
 5. Member should forward his/her request for change of place of domicile through CHRIS menu to CO.

Only HRMD, C.O. can permit change of place of domicile.

TRAVEL OUTSIDE INDIA

As per the latest communication received from the Department of Financial Services, Ministry of Finance, Government of India and the Circular Letter issued by PAD, Overheads Section, Central Office, dated 15.05.2014:

1. Travel to foreign destinations, including travel via foreign destinations while availing LTC facility is not permitted.
2. Reimbursement of fare should be based on actual expenditure which in turn should not be beyond the entitled class of travel.
3. In case the officer travels in a class lower than his entitled class, then his entitlement would be limited to the class of travel. If part of the journey is through a lower class, then the entitlement would be proportionately reduced.
4. IBA has advised us that Officers / Employees shall not be entitled to visit overseas countries / centres as part of LTC / Home Travel Concession.

However, AIBOC, our parent organisation has opposed the above guidelines and filed a writ in the High Court of Chennai and we shall advise the outcome as and when judgement is passed.

Sanction of LTC/submission of bill under LTC

1. Prior sanction should be obtained from sanctioning authority (RO / CO) for availing leave with LTC, encashment of Privilege Leave. The actual mode of travel like travel by Taxi/Van etc, must be intimated in advance.
2. LTC bills should be submitted within 30 days of reporting back for duty.

3. In respect of dependents travel separately without the accompaniment of the member LTC bill should be submitted within 10 days of their return.

HOLIDAY HOME / GUEST HOUSE

For the use of Staff members who avail LTC facility presently our bank has got Holiday Homes / Guest Houses at the following places.

1. OOTY

Devi Illam
Near TWAD Board Office
HBR Colony, Mount Pleasant
Ootacamund 643 001
Telephone No.0423 - 244 0335
Contact Office for Reservation : Ooty Branch.

HOTEL ORCHID INN
4-C, Coonoor Road,
Near Eye Foundation Hospital
OOTY - 643 091
Telephone No.
Contact Office for Reservation : Ootacamund Branch [0786].

2. SIMLA

OMNIVAS
' Behind Anils' Cottage
Long Wood, Shimla.
Telephone No. : 0177 - 208 999
Contact Branch for Reservation: Shimla Branch.

PROCEDURE FOR RESERVATION

- a. Holiday home / Guest house is allotted on first come first served basis.
- b. Officers who wish to avail the accommodation facilities should write to the 'contact branch' through the branch office where employee works well in advance giving three or four convenient dates.
- c. The contact branch will accordingly book the accommodation and reply to the officer about accommodation.
- d. Rent payable is Rs. 100/- per day.
- e. Normal period of stay permitted is two days only from the time of check in and rent should be remitted by Draft in advance after hearing from contact branch as to the date of availability.
- f. Employee shall proceed to respective place after getting confirmation from the contact branch about the date of availability and reservation pass.
- g. Member has to carry identify card / identify letter issued by the Bank.

Application form available at IOBONLINE.

TERMS AND CONDITIONS FOR AVAILING HOLIDAY HOME / GUEST HOUSE ELIGIBILITY :

All our permanent / part time employees and their family members are eligible.

Duration of stay

Normal period of stay permitted is 2 days from the time of check-in.

Rent Rs. 100/- per day.

RESERVATION

- a) Only one room per staff member will be allotted at the holiday home on first come first served basis.
- b) The employees who want to avail holiday home facility should write to respective 'contact Regional Office / Branch' well in advance giving 2 or 3 convenient dates along with the DD favouring respective contact Regional Office / Branch towards the rent payable for the stay at Holiday Home.
- c) The letter of the employee will have to be forwarded to respective contact Regional Office / Branch, through the branch / Office where the employee is attached.
- d) Contact Regional Office / Branch, will reserve the accommodation depending upon the availability of holiday home and advise the concerned employee duly mentioning the available date of accommodation.
- e) Members are advised not to proceed to the holiday home in anticipation of the availability / reservation.
- f) While going to holiday home/guest house, the employee has to carry identity letter / identity card issued by the Bank.



Wherever you go, a home is provided for You”

ELIGIBILITY

Quarters : (Sanctioning Authority :Regional Office for Officers attached to branches and RO. GAD, Central Office for Officers attached to Central Office)

All Confirmed Officers are eligible.

However, Officers who own residential accommodation in their place of posting, in their name or in the name of their spouse or dependent children are not eligible to have bank’s quarters.

SECURITY OFFICERS are eligible for quarters even during the period on probation.

Probationary Officers are not eligible for quarters facility during probation. However, they may be allowed to claim reimbursement of an amount equivalent to 150% of HRA against production of rent receipt, wherever bachelor accommodation is not provided.

(Ref. Cir. Transient Series File F No.73/2005 – 06 dated 01.10.2005). allowed to claim HRA @150% against rent receipts as per applicable rules given under Chapter II.

A. FURNITURE

The following Officers provided with Bank Quarters are eligible for furniture:-

- a. All Officers in Scale IV and above.
- b. All DCOs/ACOs of Regional Offices/Central Office
- c. All Senior Managers, Managers, Senior Deputy Managers of Branches and Assistant Managers in charge of Extension counters.
- d. All Officers transferred outside the home state and posted to branches at District Head Quarters or at places where Regional Office is situated

II. RECOVERY (WITH EFFECT FROM 01.11.2017)

- A. Towards Quarters: 0.50% of the first stage of the scale of pay in which the Officer is placed OR STANDARD RENT, whichever is less.
- B. Towards Furniture: 0.10% of the starting basic pay of the scale which the Officer is drawing

CALCULATION OF STANDARD RENT (REF CIR. 7(F) 64 OF 1997-98 DT. 17.9.97)

The standard rent applicable depending on the living area is furnished in the chart below:

LIVING AREA (in sq. mtrs)	EQUIVALENT (in sq. ft.)	STD. RENT (Rs.)
UPTO 50	UPTO 538	113
51 TO 60	548 to 645	135
61 TO 75	656 to 807	157
76 TO 90	817 to 968	209
91 TO 105	979 to 1129	252
106 TO 120	1141 to 1291	296
121 TO 150	1302 to 1614	362
151 TO 180	1625 to 1937	433
181 TO 225	1948 to 2421	510
226 TO 300	2432 to 3228	728
301 TO 400	3239 to 4304	901
401 TO 550	4315 to 5918	1073
Beyond 550	beyond 5918	1250

(conversion table 1 Sq. Mtr = 10.76 Sq. ft.)

THE BASIS FOR DETERMINING LIVING AREA IS AS UNDER:

1. Main Building:
 2. Rooms, Kitchen, bath, latrine, store and Enclosed veranda 100% of floor area
 - a) Veranda corridors and Barsati 25% of floor area
 - b) Porch 12.50% of floor area
 - c) Court-yard pucca 5% of floor area
3. Out House
 - a) Rooms 20% of floor area
 - b) Veranda 12.5% of floor area

4. If the accommodation includes servant quarters and garages independent of the regular accommodation, the following flat rates should be recovered.

- | | |
|---------------------|--------------|
| a. Servant Quarters | Rs.10/- p.m. |
| b. Garages | Rs. 5/- p.m. |

FIXING OF QUARTERS AT ANY PLACE IN INDIA

(Circular Memo No.7 of 7(f) 1994-95 dated 15.4.1995)

With effect from 15.4.1995, all Officers eligible for quarters facility are permitted to fix up quarters in **ANY PLACE OF CHOICE IN INDIA** subject to the following conditions:-

1. Rent payable for the quarters will be least of the Rent payable at the place of posting or rent applicable to the place where the quarters are fixed.
2. The Officers and Managers should stay in the place of work irrespective of their option for quarters facility elsewhere.
3. The Officers are not eligible for fixing quarters at the place where the Officer or his/her spouse or dependent children owns a house/flat
4. Bank's own quarters will not be allowed to Officers under the category of fixing quarters anywhere in India.
5. No furniture/fixtures will be provided to Officers who opt for quarters outside the place of posting.
6. If the Officer vacates the quarters at short notice, he is responsible for recovering the rental advance from the landlord. The Bank will be recovering the advance from the member's salary. The member should give an undertaking letter in this regard at the time of fixing of quarters itself.

SANCTIONING AUTHORITY AND PROCEDURE

- a. Regional Office under whose jurisdiction the Officer is presently attached is empowered to sanction the quarters facility to the Officer, at a place of choice other than the place of work, **IRRESPECTIVE OF THE PLACE** where the quarters is situated. GAD, C.O. for officers attached to central office.
- b. The papers relating to quarters facility be kept in the personal file of the officer by the branch to which the officer is attached.
- c. The rent should be paid by the branch/office to which the Officer is attached, even if he/she opts for quarters at a place of his/her choice, other than his/her place of posting.

RENTAL LIMITS FOR BANK QUARTERS: WITH EFFECT FROM 01.10.2014 :

REF. CIR NO. EST/84/2014-15 DATED 11.10.2014

CENTERS	JMG I	MMG II	MMG III	SMG IV
Special Centres Delhi & Mumbai	12500	12800	13500	15000
Metro I Ahmedabad, Bangalore, Chandigarh, Chennai, Hyderabad & Kolkata	11500	12000	12700	14000
Metro II (1st Category) Coimbatore, Ernakulam, Jaipur Kanpur, Lucknow, Pune & Trivandrum	11000	11300	11800	13000
METRO II (2nd Category) Agra, Baroda, Bhopal, Bhubaneswar, Goa, Indore, Nagpur, Patna, Ranchi, Tirupur, Ludhiana, Varanasi & Centres in Project Area 'A' as overleaf	8500	9000	9500	10000
Area I (1st Category) Jalandhar, Kozhikode, Madurai, Pondicherry, Salem, Tirupathi, Trichy & Vijayawada	7000	7500	8000	9000
Area I (Others) Other State Capitals, Project Area Centres 'Group B' and List of Identified Centres as overleaf	5500	6100	6500	7500
Area II All Other Cents	4500	4800	5300	6000

LIST OF EXISTING PROJECT AREA CENTRES : (W.E.F. 01.10.2014)

GROUP " A "

Bheemarayangudi	Jamshedpur
Bhilali	Pong Dam (Punjab)
Bokaro	Rajghat (M P)
Burnpur (West Bengal)	Ramagundam (A P)
Chas	Reasi (Jammu & Kashmir)
Dapchari (Thane Dt., Maharashtra)	Rourkela
Durg (M P)	Sundar Nagar (Mandi Dt H P)
Durgapur	Tirthapuri (Aurangabad Dt)
Heavy Electricals, Kailasapuram (Trichy)	Visakhapatnam (A P)

GROUP “ B ”

Agali Attapady Irrigation Projefect	Hatia
Almatti Dam (Karnataka)	Idikki
Ambikanagar (Kaarnataka)	Jagadalpur
Ankleshwar (Gujarat)	Jeypore (Koraput Dt., Orissa)
Balimela (Koraput Dt., Orissa)	Jog Falls (Karnataka)
Bhadravati (Charapur Dt)	Jyotipuram (Salal Hydro Electric Project, Jammu& Kashmir)
Bhopal Heavy Electricals (M P)	Kalpakkam (Tamil Nadu)
Cambay (Gujarat)	Kanker (Bastar District)
Chakranagar (Shimoga Dt.)	Kashipur (Koraput Dt., Orissa)
Charrargarh (Rajasthan)	Kasimpur (Aligarh, U P)
Dandeli (Karnataka)	Kargal (Mysore)
Deola (Chankapur Project, Nasik)	Khetri
Dharoi Village (Ahmedabad Circle)	Koraput (Koraput Dt, Orissa)
Donimalai (Karnataka)	Kotpad (Koraput Dt, Orissa)
Dhurva	Kundremukh Iron Ore Project (Malleswara)
Farakka Barrage	Kulamavu
Gajuvaka	Machhakund (Koraput Dt, Orissa)
Ganeshgudi (Giant Kali Proj. Supa Dam	Mahi (Rajasthan – Dam project)
Gunupur (Koraput Dt., Orissa)	Maithon (West Bengal DVC Project
Haldia (West Bengal)	Malkangiri (Koraput Dt, Orissa)
Mandi (H P)	Rawat Bhata
Munsar (Pench Electric Project Maharashtra)	Rayaguda (Koraput Dt Orissa) Nagarjunasagar Sileru (A P)
Nangal Tiowship	Supa, Karnataka
Nawrangpur (Koraput Dt, Orissa)	Sunabeda (Koraput Dt, Orissa)
Neyveli	Surangani (H P)
Pandoh	Talwara
Pochampadu (A P)	Umarkote (Koraput Dt Orissa)
Pophali (Maharashtra)	Wadigodri (Jayakwadi Project Aurangabad)
Ramachandrapuram	Obra (U P)

IDENTIFIED CENTRES: (UPGRADED FOR ALL LEASED ACCOMMODATION FACILITY – CONSIDERED AS AREA I):

Alahabad	Gorakhpur	Jodhpur	Aligarh	Ooty
Jhansi	Udaipur	Meerut	Quilon	Ambala Cant
Jabalpur	Ajmeer	Moradabad	Davangere	Mysore
Surat	Hubli- Dharwad	Amritsar	Trissur	Aurangabad
Roorkee	Rajkot	Gwalior	Gandhidham	Nasik
Tinsukia	Sholapur	Belgaum	Guntur	Palakkad
Dhanbad	Mangalore	Alleppey	Siliguri	Cuttack
Dibrugarh	Sivakasi	Paradee		

SHIFTING CHARGES

The shifting charges for quarters will be reimbursed only once in a centre with a maximum of Rs.5000/- w.e.f. 01.10.2011, only once in 3 years in a centre.

RENTAL ADVANCE :

Rental Advance payable to the following centres, has been revised with effect from 01.10.2014 as below.

Centres	Existing	Revised
Special Centre & Metro I	10 Months	12 Months
Metro II Centres	3 Months	10 Months
All other Centres	3 Months	6 Months

BROKERAGE:

The quantum of reimbursement of brokerage paid to brokers for fixing leased / rental accommodation has been enhanced to the extent of an amount equivalent to one month rent for all centres with effect from 01.10.2014.

“ When Employees fare well; Bank care them well

Welfare Schemes are schemes formed by the Bank providing coverage to the life of employees while in service and in the event of demise also.

1. GROUP INSURANCE WITH SBI LIFE INSURANCE CO. LTD.,

- a. Policy covers all the staff members in India (those on rolls as on First August every year) round the clock.
- b. The Premium for policy is shared by bank and staff equally. The portion payable by staff is recovered automatically through salary.
[50% by staff, 25% to bank's P & L and 25% to welfare fund] Premium now per head is Rs.377/- p.a. including GST @ 18 % Service Tax.
- c. (i) On normal death of staff members Rs.1 lac will be paid by SBI Life Insurance.
ii) On accidental death of staff members Rs.2 lacs will be paid by SBI Life Insurance.
- d. Branch should obtain CLAIM FORM from Welfare Section, PAD, C.O. advising the death of the member & resubmit the FORM with attested copy of death certificate. In case of death due to accident the claim form should be submitted along with attested copies of Death Certificate, Additional Documents Viz., FIR, Post Mortem Report, Police Inquest Report and Final Investigation Report.
- e. On receipt of the FORM, C.O. will prefer the claim with SBI Life Insurance and on receipt of settlement from them, the amount will be paid to PF nominees/legal heirs as the case may be.
- f. Bank has since introduced nomination facility for this facility.

2. GROUP PERSONAL ACCIDENT INSURANCE WITH M/S IFFCO TOKIO GENERAL INSURANCE CO. LTD. (Ref. Transient Series (File : 7F) Circular No.10 of 2020-21 dated 21.04.2021 by HRMD, welfare Section)

- a. (i) Policy covers death due to accident only of all the staff members in service round the clock.
(ii) The amount of insurance cover under the policy is different for every category of employees and also for different grades of officers. The details of the same are given below.
(iii) Premium for the Group policy is fully borne by the bank.
- b. The claim amount is paid to PF nominees/legal heirs on settlement of the claim.
- c. The insurance cover is also available to the members who become partially/ permanently disabled, claim amount is settled to the member depending upon the percentage of disability.
- d. The cover is in addition to accidental death cover available under Group Insurance with SBI Life Insurance Co.Ltd.

SUM ASSURED:

CATEGORY / GRADE	AMOUNT OF INSURANCE [Rupees in Lac]
Award Staff members	1.00
Officers - JMG - I to MMG III	2.00
Officers posted in North Eastern Region	2.50
Ist Line Managers upto Scale III	3.00
Senior Management Scale IV	4.00
Senior Management Scale V (AGM)	5.00
Senior Management Scale VI (DGM)	10.00
Senior Management Scale VII (GM)	15.00
Executive Director	25.00
Chairman & Managing Director	40.00

PROCEDURE FOR CLAIM

- a. On receipt of the information regarding death of the member by accident, C.O. will send the claim forms directly to the branch for re-submission along with attested copies of death certificate, First Information Report (FIR), Post Mortem Report, Police Inquest Report and Final Investigation Report to PAD, Welfare Section, Central Office.
- b. For partial disability / permanent disability, the necessary certificate, from the bank and from the Doctor concerned advising the percentage of disability, also to be forwarded.

3. SOCIAL SERVICE BENEFIT SCHEME (SSBS)

- a. This scheme is a welfare measure aimed at benefiting the families of staff who die while in service.
- b. The scheme is optional but not open forever for enrollment (except for new recruits). The scheme was reopened for existing staff upto 30.09.2005 and again re-opened during May 2011 while enhancing the contribution as given below. Again a chance was given to staff members who have joined / confirmed on or after 01.08.2011 to join the scheme Vide PAD Transient Series (File 7F) Cir. No.30 dated 13.06.2014. Once the option is exercised, it is irrevocable.
- c. Whenever a member dies, an amount of Rs.20/- (per deceased member) is collected from members of this scheme.

- d. Amount collected from the salary of SSBS members will be divided equally and paid to the Nominees / legal heirs .
- e. On death of a member, the branch should inform welfare section, PAD C.O., that the deceased member was a regular contributor of SSBS and should submit copy of Authorization Form, last 12 months of salary extract to C.O.
- f. On receipt of the authorisation letter, Personnel Administration Department will issue 7(f) circular for collection of contribution from other members.
- g. Within 3 months from the issuance of circular amount will be settled to nominee/legal heirs.
- h. The members should ensure that deduction towards SSBS Collection is Regularly made from their salary as any discontinuance for more than 3 months will lead
- i. SSBS deductions are not made for suspended employees. Situation of any suspended employee dying during suspension period arise rarely. However, Suspended employees are advised to ensure continuity of SSBS Contributions from the Subsistence Allowance by remitting to PAD, Central Office by IBSA ascertaining the amount for the respective month.

STAFF DISPENSARY

At present bank is running a staff dispensary at Central Office, Staff College, Chennai and Delhi.

Medical facilities are available for minor ailments at free of cost.

CANTEEN SUBSIDY

Central Office is sanctioning canteen subsidy to the branches/R.O. @ Rs.40/- per member/per month if the staff strength is 15 and above.

For other branches, Rs.30/- per member per month.

“ Staff Welfare Fund

As per Government guidelines, 3% of declared Net Profit of the Bank with a maximum of Rs. 20.00 crores can be transferred to Staff Welfare Fund every year.

In our Bank, in the year 1994, an initial amount of Rs.50.00 lacs was transferred to this fund by the bank and over a period it has grown well. The fund is invested in Fixed Deposit of our Bank. Interest earned on the investment along with the contribution received every year, the fund is being utilised for disbursement under various welfare schemes detailed below. The fund is managed by Welfare Committee comprised of representative from Management, Officers' Association and Employees' Union.

Under the fund, the following new welfare schemes have been formulated which are on annual basis.

EDUCATIONAL SCHEMES TO WARDS OF STAFF :

A) Scheme for reimbursement of school fee :

- the scheme provide reimbursement of school fees, cost of text books to the wards of staff studying from I Standard to XII Standard.
- Maximum amount reimbursable is Rs.1700/ per academic year or the actual expenses whichever is less.
- For wards of employees joining Polytechnic Diploma courses after completion of X std, Reimbursement will be provided @ Rs.1700/ per year for the first two years.

B) Scheme for reimbursement of college fees (Graduation, Post graduation, Professional and career oriented courses).

- For graduation and post graduation courses Rs.3500/ per Academic Year or actual expenses whichever is less.
- Maximum duration for Graduation course will be 3 years and for Post Graduation course will be for 2 years.
- Maximum duration for Professional and career oriented course will be for 5 years. For professional and career oriented courses Rs.5500/- or the actual expenses whichever is less.

C. INCENTIVE FOR EXCELLENCE IN EDUCATION

I) EMPLOYEE:

In case of employee passing London AIB, O level computer courses conducted by DOE ACC society, the entire expenses incurred by the employee towards examination fees to be reimbursed only once on completion, in one attempt.

II) WARDS OF STAFF MEMBERS – AWARD FOR EXCELLENCE IN LANGUAGE TEST:

A sum of Rs.2500/ would be awarded to the son or daughter of the employee who has secured 95% of marks in any of the original language (as mentioned in the eighth Schedule of the Constitution of India – ie Assamese, Bengali, Gujarati, Hindi, Kannada, Kashmiri, Malayalam, Marathi, Oriya, Punjabi, Sanskrit, Sindhi, Tamil, Telugu, Urdu, Konkani, Manipuri and Nepali.) in the X std / matriculation or in any university level examination of an university approved by UGC.

III. AWARD FOR SECURING HIGH MARKS:

Employees' sons/ daughters who secure a place in the FIRST TEN RANKS of any public examinations starting from X std conducted by State/Central Board/ or any university as approved by UGC will be granted a sum of

Rs.5000/ for FIRST FIVE RANKS.

Rs. 2500/ for NEXT FIVE RANKS (i.e 6th – 10th)

Employees son/daughters who secure a place in the first 5 ranks in IIT /ICWA/ CA/ ACS and MBA (only in IIM's, XLRI, Jamshedpur, JBIM Mumbai) will be presented a sum of Rs.5000/. For determining the award for ICWA/CA/ACS, the rank obtained on All India Basis will be considered.

II. INCENTIVE AND MOTIVATION SCHEMES.**A. HONORARIUM TO “IOBIAN’S YOUNG’**

The scheme will be applicable to the wards of all full time award staff and officer employees of our Bank. The scheme will not be applicable to the employees whose wards are gainfully employed.

I. QUANTUM OF HONORARIUM:

Rs.2500/ to those who have excelled in the State Level Competition(1st Rank only) Rs.5000/ to those wards who have excelled in National Level Competition (I,II and III ranks only)

Rs.10000/ to those wards who have excelled in International Level Competition (I, II and III ranks only).

III. FINANCIAL ASSISTANCE TO EMPLOYEES FOR PURCHASE OF SPECTACLES.

Reimbursement of the cost of eye testing and purchase of spectacles to staff members who are in the age group of 50 and above, once in their service, subject to a maximum of Rs.750/ or the claim, whichever is less.

IV. FINANCIAL ASSISTANCE TO EMPLOYEES WHO ARE ON LEAVE ON LOSS OF PAY ON ACCOUNT OF HOSPITALISATION**OBJECTIVE :**

To provide financial Assistance to employees who are on leave on loss of pay on account of Hospitalisation / Convalescence due to prolonged ailments viz., Cancer, Kidney Transplantation, Coronary Artery disease and major accidents involving multiple fractures / fire accident , paralysis and other major illness of serious nature.

The relief will be extended subject to 50% of the last drawn basic pay with a minimum of Rs.3000/- per month, subject to a maximum of 12 months in one's entire service.

The member should have exhausted all permissible leave and is on loss of pay. Applications should be forwarded by the Branch / Office to the General Manager, PAD.

V. STAFF FUNERAL EXPENSES

With effect from 01.04.2013, the family of the staff member is eligible for a funeral expenses of Rs.7,500/- if the member dies, while in service. This is also extended to family of staff member retired on superannuation.

When a staff member dies in harness, the concerned Branch Manager / Head of the Department will immediately sanction / disburse a sum of Rs. 7,500/- to the wife / husband / parents / children as the case may be, after getting a request letter from the deceased member's nearest relative. **The amount will be paid to the debit of Suspense account and subsequently claim the same from Welfare Section, PAD, Central Office, under Staff Welfare Fund through CHRIS - ONLINE**

VI. LODGING EXPENSES FOR STAFF PROCEEDING ON LFC / LTC.

The objective of the scheme is to reimburse the lodging expenses incurred by staff members who proceed on LFC/LTC subject to the following terms and conditions:-

The facility is restricted to once in four years on actual avaiement.

The scheme is restricted to LTC/LFC to visit anywhere in India (other than Home town)

It is not applicable in the case of encashment of LTC/LFC.

The reimbursement will be made on declaration basis as under:

Category of Staff	Maximum limit of reimbursement -(Rs).
Sub - Staff	2000
Clerical	2400
Supervisory	3000

The claim for reimbursement should be made as per form available in IOBONLINE to respective Regional Offices.

VII. DISTRESS RELIEF TOWARDS STAFF HOUSING LOAN LIABILITY OF DECEASED STAFF MEMBERS.

The objective of the scheme is to provide relief in respect of Staff Housing Loan liability of the deceased staff member. Accordingly monetary compensation / distress relief will be made towards Staff Housing Loan liability, if any, of the deceased staff members with a ceiling of 50% of loan outstanding or Rs.2,00,000/- whichever is less.

Branches should take up with the Staff Welfare Section, PAD, Central Office directly for sanction under the scheme by submitting form available in IOBONLINE.

VIII. SCHEME FOR REIMBURSEMENT OF ADDITIONAL MEDICAL EXPENSES INCURRED

Reimbursements of cost of consultation and medicines put together for a maximum of Rs. 500/- per month will be paid on declaration basis every month by the Regional Office concerned.

For CO Staff, PAD, Welfare section, CO is the sanctioning authority.

The reimbursement expenses incurred during the month will be sanctioned during first week of the succeeding month on submission of reimbursement claim as per form available in IOBONLINE.

All confirmed employees of the Bank are eligible for benefits under the above scheme.

IX. SCHEME FOR REIMBURSEMENT UNDER TRAINING / TREATMENT IN NATUROPATHY CENTRES APPROVED BY THE BANK.

Expenses incurred for undergoing training/treatment in naturopathy centres is reimbursable subject to a maximum of Rs.2000/- once in two years.

For reimbursement of expenses incurred under training / treatment in naturopathy centers, claim should be supported by payment receipt of naturopathy centres approved by the Bank.

Staff Training

A vibrant training system forms an integral part of banking institutions. The banking in India has been undergoing lots of changes in last two decades after the process of globalization and financial sector reforms undertaken by the Government. The business of banking is highly skilled and it also requires the capabilities of dealing with human beings within and outside the bank. It is very important for every banker to possess and equip himself with excellent communication skills in different languages to meaningfully transact business with the customers of different parts of the country. It is the responsibility of Human Resources Development Department at Central Office to ensure that the training system of the bank is so managed that it remains not only vibrant but also relevant in today's context. It is also expected to conduct sectoral research and look beyond today to be in readiness for the banking of tomorrow. The training system which follows this approach shall stand apart and the manpower of such institutions will be a different class with capabilities to deliver the best to its customers.

Our bank has a well-organized training system functioning under the Human Resources Development Department, Central Office. The broad policy guideline for the staff college is formulated as per the directions of the governing body which comprises of the members of top management of the bank. The governing body meets at regular intervals to evaluate and review the performance of the entire training system of the bank. It also imparts suitable guidance for making the training system and its functioning more effective and meaningful and while doing so the overall Corporate Objectives are kept in mind. It helps the training system to evolve suitable training programme to achieve such ends.

STAFF COLLEGE AT CHENNAI

Our bank has a Staff Training College, which is located at Chennai and is currently headed by a Principal who is in the Top Executive Grade VI/ Deputy General Manager. The college caters to the training needs of Supervisory staff of the bank. The college is also assisted by the other Staff Training Centers at different places imparting training to officers and award staff at their respective ends. The specialized programs are essentially conducted for officers only at Staff College. Apart from conducting in campus programs, the college and training centers also undertakes field level programs by going to different centers and imparting training to local staff.

STAFF TRAINING CENTRES

Our bank has 12 Staff Training Centres at the following location:

- 1) STC, Chennai
- 2) STC, Delhi
- 3) STC, Kolkata
- 4) STC, Bhubaneshwar
- 5) STC, Mumbai
- 6) STC, Hyderabad
- 7) STC, Madurai

- 8) STC, Thanjavur
- 9) STC, Thiruvananthapuram
- 10) STC, Lucknow
- 11) STC Mangalore
- 12) RUBTEC, Coimbatore

Apart from 11 Staff Training Centre, our bank also has RUBTEC at Coimbatore where exclusive rural banking training programmes are conducted.

RURAL TRAINING CENTRES

We are having Rural Training Centre at Karaikudi which is set up by our bank in collaboration with Indian Bank and NABARD. It is a residential training centre to impart training to public from the nearby areas to enable them to acquire capabilities for improving the quality of their output and produce. The centre is not used for imparting trainings to our bank's staff. The administration and management of RTC is done by IOB, Indian Bank and NABARD on a rotation basis every two years. The expenses are shared by all the three institutions. It is headed by a Director deputed from IOB, Indian Bank and NABARD in rotation.

RURAL SELF EMPLOYMENT TRAINING INSTITUTES (RSETIS)

Our bank has also set up thirteen Rural Self Employment Training Institutes at the following Centre wherein different kinds of skilled training programme are administered to enable the eligible candidates from the area to set up their small enterprises and become entrepreneurs. After imparting training our bank also extends the needed financial assistance in the form of credit facilities to help them set up and run their own enterprises. These institutes are also meant to impart training to the candidates from public. Bank staff are not trained at these centres.

- 1) Thanjavur
- 2) Tirunelveli
- 3) Trichy
- 4) Mayiladuthurai
- 5) Tiruvarur
- 6) Pudukottai
- 7) Ramnathpuram
- 8) Nagercoil
- 9) Perambalur
- 10) Karur
- 11) Thiruvananthapuram
- 12) Virudhunagar
- 13) Kothagiri

LIST OF TRAINING PROGRAMMES

A list of various training programmes for officers conducted by our bank's training system is given below:-

- 1 Basic Credit Programme for all officers (BCPO)
- 2 Intensive Credit for Officers handling credit at branches (ICPO)
- 3 Advanced Credit Management Programme (ACMP) for RO / ZO / CO / LCBs
- 4 Basic Forex Programme
- 5 Intensive Forex Training Programme
- 6 Programme for First time First line Managers (FTFL)
- 7 Programme for Second Line Managers
- 8 Submission of Business Proposals
- 9 Programme on MSME Financing
- 10 Programme on Retail Credit financing
- 11 Rural Credit and Financial Inclusion
- 12 KYC, Customer Service and Preventive Vigilance
- 13 Credit Monitoring, Legal Aspect of documentation and NPA Recovery
- 14 Audit, Inspection and Preventive Vigilance
- 15 Legal Aspect on Documentation
- 16 Marketing of Bank Products (CASA/Retail/Digital)
- 17 Marketing of Retail Products
- 18 Personal Effectiveness and Team Building for Officers
- 19 FEDAI Programme on FOREX
- 20 Administrative Officers Program on Effective Functioning
- 21 Branch Banking for CO Officers
- 22 Induction Programme for Probationary Officers
- 23 Orientation Course for Probationary Officers
- 24 Pre-confirmation training program
- 25 Pre-Promotion Training for SC/ST Clerks / Officers
- 26 Pre-retirement Programme for Awards Staff / Officers

27 Pre-retirement Counselling Programme

28 Programme on Decision Making

The nomination for training programs are normally done by concerned Regional Offices based on the requests received from the staff members of their region. So the members are advised to choose their training programs according to their aptitude and requirement of their job profile and request through Chris 3.

HRDD, CENTRAL OFFICE NOMINATES OFFICERS FOR SELECT PROGRAMS VIZ.

- ICPO
- OCPO PCPO
- Pre promotion training
- Pre-Retirement Counseling

EXTERNAL TRAINING PROGRAMMES

Our bank also nominates the officers of different grades to several other specialized training institutions in the country. Such nominations are for specialized programs. Some of the important institutes to which our bank deutes the officers for training outside the bank are as follows.-

- 1) National Institute of Bank Management, Pune
- 2) Administrative Staff College of India, Hyderabad
- 3) College of Agricultural Banking, Pune
- 4) Bankers Institute of Rural Development
- 5) Management Development Institute, Gurgaon
- 6) Indian Institute of Management – different centres
- 7) Indian School of Business, Hyderabad
- 8) Institute for Development and Research in Banking Technology, Hyderabad
- 9) Southern India Banks' Staff Training College, Bangalore (SIBSTC)
- 10) BQ Global, Mumbai
- 11) CISCO, Chennai
- 12) CAFRAL, RBI

Apart from this, our bank has also taken initiative to organize training programs for developing future leaders through external faculty for Branch Managers and Top Executive Grade Officials.

Our bank has also been nominating officers of different grades for seminars, conferences and trainings in several Foreign Institutes of international fame. The training activities of our bank as enumerated above make our training system quite comprehensive. The members and the Management of Training System must exploit these facilities and opportunities for the ultimate benefit of the customers of the bank.

Our bank has also been conducting workshops/ Seminars/ Department training programmes for staff working in Retail marts/ Inspection Departments/ Vigilance Officers at Regional Office level.

Besides this, Region Specific Programmes (RSPs) are conducted by respective STCs as per the requirement of the Region after consulting the Regional Manager of the Region.

OTHER LEARNING PLATFORMS:

VIDYA DEEPAM

Vidya Deepam is a quarterly in-house magazine published by our staff college which covers all the financial news and updates during the quarter.

CAREER GUIDE:

Career Guide is published by staff college every year before the promotion exam which helps the Promotion appearing candidates for preparation for the exam. This book not only helps in promotion exam but also helps during the branch routine.

1000+ MCQS:

Whatever preparation one does, if he/she doesn't evaluate himself or herself, it is very difficult to know where one stands. So our staff college releases 1000+ MCQs every year for self-assessment after studying from career guide.

The college also undertakes online e-learning programme for the benefit of all IOBians. Knowledge hub, Study Circle, Study Corner, Retail Products, Career Guide are being posted online and updated regularly by STC for the benefit of the staff members. STC also posts the training calendar (quarterly) at their page.

E-PAATASHALA :

Online learning module E-Paatashala has been updated every year by staff college. It is also made compulsory to all officers to pass the mandatory modules. The marks obtained by the member in E-Paatashala is also linked to APAR.

ASK US - HELP DESK:

In order to provide better banking service by addressing the knowledge gap, our bank has launched Ask-Us online help desk portal where the staff members can put their queries related to General Banking, Deposits, Advances & Foreign Exchanges. Queries raised through this portal are addressed by resource personnel at respective RO, Tagged STC Faculties, Staff College and respective department at CO. The online help desk is available in Chris-3.

Provident Fund

CONTRIBUTION :

All Officers who have joined before 01.04.2010 are permitted to contribute 10% of their Pay towards provident fund. This is named as Contributory Provident Fund Scheme.

Officers who are presently covered under the Pension Scheme and those joined the Pension Scheme in terms of one more option given under Joint Note dated 27.04.2010 between IBA and the Officers' Organisations, shall continue to contribute 10% of the Pay towards Provident Fund. There shall be matching contribution from Bank's side which will go to the Pension Fund Account.

Officers who are presently covered under Contributory Provident Fund Scheme and who do not opt for Pension Scheme available under Joint Note dated 27.04.2010 between IBA and the Officers' Organisations, shall continue under the Contributory Provident Fund Scheme as hitherto and there will be a matching contribution from Bank's side.

All Officers who have joined on or after 01.04.2010 are covered by a Defined Contributory Pension Scheme. Hence, they have to contribute 10% of Pay + Dearness Allowance and the bank will make a contribution of 14%. The scheme shall be governed by the provisions of the Contributory Pension Scheme as introduced for employees of Central Government with effect from 01.01.2004 and modified from time to time. The scheme shall be regulated by Pension Fund Regulatory & Development Authority (PFRDA).

Officers who have joined on or after 01.04.2010 are not eligible for Loan / Withdrawal from their contribution since the amount so contributed goes to Contributory Pension Scheme referred to in the above paragraph and the funds would be managed by the external Fund Managers approved by IBA.

V C P F : (VOLUNTARY CONTRIBUTION TO PROVIDENT FUND) :

Officers who joined on or before 01.04.2010 are permitted to contribute upto 90% of their Basic Pay and Special Allowances towards VCPF. There will not be a matching contribution from Bank side for this. Rate of interest as applicable to Provident Fund contribution is available to VCPF also.

RATE OF INTEREST PAYABLE TO PF / VCPF CONTRIBUTION :

At present 8.00% p.a. is the rate of interest payable on member's contribution held under PF / VCPF.

P F LOAN : (AVAILABLE TO OFFICERS WHO HAVE JOINED ON OR BEFORE 01.04.2010 ONLY) :

Purpose	:	To perform marriage of dependent sister/s Or To meet out medical expenses of self / dependents.
---------	---	--

Quantum of Loan	:	For marriage of dependents or Medical purpose : 6 times of Basic Pay and Special Allowances OR 100% of Contribution available WHICHEVER IS LESS
Rate of Interest	:	9.00% p.a. (at present) (i.e. 1% more than the interest payable on Contribution)
Repayment period	:	Maximum 48 Months + 12 Months towards interest.

NOTE : There should be a minimum gap of 6 months between two PF loans. In Other words, member should have remitted 6 instalments through salary for the first loan availed at the time of applying for next loan.

P F WITHDRAWAL : (NON REFUNDABLE) (OFFICERS JOINED ON OR BEFORE 01.04.2010)

Eligibility	:	Eligible after 15 years of service only. In the case of Ex-servicemen, the left over service should be less than 10 years. Eligible to withdraw twice in their career irrespective of the purpose.
Purpose	:	a) To meet out marriage expenses of children, dependent sister/s. b) For purchase of Plot / Flat / House c) For repair / renovations / Additional construction to the existing house property in the name of the Officer.
Documents to be	:	a) Marriage Invitation (in original) and copy of Advance paid Submitted Receipt to the marriage hall for the purpose of Marriage. b) Sale agreement (copy) and Valuation Report (in original) for purchase of plot. c) Estimate and Valuation Report (in Original) from bank's Approved Engineer for additional construction / repairs.
Quantum	:	100% of VCPF contribution, if any, + 100% of the Officer's contribution standing to the credit of the Officer's PF account Less PF loan availed and outstanding, if any (OR) Amt. Required by the Member
Rate of interest	:	N I L (as this is a non refundable withdrawal)
Repayment Period	:	N I L

NOTE: From 1.8.2011 onwards officers have to apply in the prescribed application form only along with stamped receipt (available in IOBONLINE - print your form option) as loan is credited by means of e-ibsa.

I) STAFF CONSUMER LOAN :

Our bank is the pioneer in Consumer Loan market. The purpose of the loan is for purchase of consumer articles (as per list below) for Officers' use.

ELIGIBILITY:

With effect from 01.10.2011, all confirmed Officers are eligible to avail Staff Consumer Loan. The earlier embargo on officers joined or confirmed after 01.04.1991 is lifted. **If an Officer has availed Cash Credit Limit, he / she is not eligible for Consumer Loan.**

QUANTUM OF LOAN:

5 times of gross salary or 90% of the cost of articles to be purchased whichever is less.

If the member has availed DPN Loan , the quantum under Consumer Loan will be 5 times of gross salary less the actual loan amount of DPN LOAN availed (not the outstanding) even If it is foreclosed whichever is less.

Margin: 10%

Rate of Interest: 10% p.a. w.e.f. 1.10.2005 (compounded monthly)

Repayment Period: 6, 12, 24 and maximum of 30 monthly instalment.

STAFF CONSUMER LOAN – GENERAL POINTS TO NOTE :

1. Application in duplicate duly filled up with all the details should be submitted directly to Regional Office in the case of Officers attached to branches and HRMD, Central Office in the case of Officers attached to C.O. Departments.
2. Invoice for the articles to be purchased from the reputed dealers with the state and central sales tax registration number and GST Number is a must.
3. Inspection report for the existing SCL account, if any.
4. Details regarding DPN Loan even if it is foreclosed viz. date of availment, loan amount.
5. Staff Consumer Loan is subject to officer satisfying 50% norms of take home salary including the proposed loan instalment.

LIST OF CONSUMER ARTICLES/ITEMS COVERED UNDER STAFF CONSUMER LOAN SCHEME:

1. Radio/two-in-one/three-in-one (CD Player),Power Systems/Stereo Systems/Record Player/ Music Systems.
2. Refrigerator of any capacity
3. Television sets with Trolley /Stand, Booster, TV Cabinet exclusive of stabilizer

Note: The above accessories will not be sanctioned separately

4. Washing Machine
5. Water Heater
6. Desert Cooler/Room heater only to those Regions where it is warranted
7. Sofa-cum-Bed/Wooden/Steel cot (specifications should be mentioned)
8. Cotton/Foam Mattresses(pillows are not permissible)
9. Wooden & Metal Furniture (Specifications should be mentioned)
10. Steel cupboard/wooden cupboard/Almirah(specification should be mentioned)

NOTE: Scheme permits only for readily available furniture from shop to a maximum of 2 Nos.

11. Sewing Machine/Electric Sewing Machine/Knitting Machine and Fashion Maker
12. Ceiling Fan (Maximum 4 Nos. only)/Exhaust Fan(No other electrical fittings are permissible)
13. Pressure Cooker/Pressure Pan/Food Processor/Bread Toaster/Cooking Range
14. Wet Grinder to the maximum of 2 litres
15. Domestic baking Oven/Micro Oven/Solar Cooker
16. Vacuum Cleaner/Water Filter/Mixie/Iron Box/Infra Red Lamp
17. Electrical Cooking Range/Hot Plate
18. Gas Stove inclusive of Deposit Amount subject to Gas connection being registered and allotted in member's name
19. Air Conditioner
20. 1 HP Motor exclusive of pipe fittings
21. Personal Computer with Printer
22. Air Cooler/Water Cooler
23. Portable Generator set
24. Power Invertor and
25. Aqua Guard

II) JEWEL LOAN :

As available to general public, loan against Pledge of Gold Ornament/s is available to Officers to meet out their personal commitment.

Eligibility : Applicable rate per gram of jewel pledged subject to Maximum Rs.150,000/-

Margin : NIL Interest : 10% (Compounded Monthly)

Repayment : Maximum 36 months

Valuation of Jewel: Based on rate per gram, loan amount will be fixed. This has to be ascertained from Circular in force at the time of availment.

Officer should satisfy 50% norms of take home salary including the proposed loan instalment.

III) D P N LOAN / CASH CREDIT FACILITY :

This loan facility is available to Officers to meet out their personal commitments / reasons. This loan facility can be availed as DPN Loan Or Cash Credit Limit with effect from 05.06.2008. (Ref. Cir. I.R. Department Cir. Transient series File F No.20 dated 28.07.2010.)

The total quantum of the loan and eligibility per year of service are enhanced with effect from 18.12.2018 (Ref.HRMD IR , CO Circular No.EST/52/ 2018-19 dated 18.12.2018 & Master Cir No. EST/69/2019-20 dt 06.08.2019).

NORMS	QUANTUM OF LOAN (Rupees in Lacs)
ELIGIBILITY	All confirmed officers
PURPOSE	Any bonafide purpose relating to the staff member. The loan should be need based and not for speculative purposes.
QUANTUM	Two and half months gross salary for every completed year of service subject to a maximum of Rs.13.00 lacs
NATURE OF FACILITY	The loan can be availed either as Cash Credit Or as DPN Loan
MARGIN	N I L
RATE OF INTEREST	DPN LOAN / CC FACILITY : 1 year MCLR +0.50% (with rest to be made annual) (MCLR prevailing at the time of availment).
REPAYMENT PERIOD	DPN LOAN : 120 Months OR left over service whichever is less. In case of employees who are having less than 120 months of service, the period and amount of recovery shall be so fixed that the entire loan along with interest shall be recovered within the service period of the staff member. CC Facility : Monthly interest to be serviced. The salary of the member should be routed through the Cash Credit Account only. The entire outstanding, if any, will be adjusted from the terminal benefits of the Officer.
RENEWAL	Once in 3 years

SANCTIONING AUTHORITY	<p>R.O. : For branch, RO staff members, staff attached to other administrative office under the control of ROs</p> <p>C.O. : For CO staffmembers.</p>
------------------------------	---

IMPORTANT NOTE:

- a) The enhanced quantum can be availed either as DPN Loan or Cash Credit facility.
- b) In the case of enhancement, if the officer opts for availing DPN Loan, the existing CC limit / DPN Loan should be adjusted through the proceeds of the new Loan to be sanctioned for the enhanced amount.
- c) If the officer opts for availing Cash Credit facility, then the existing DPN Loan, Staff Consumer Loan (if any) should be adjusted through the proceeds of the new enhanced CC facility to be sanctioned.
- d) As a one time measure, all those members who have not completed 3 years from the date of last availment of DPN Loan are permitted to avail the enhanced DPN Loan / CC facility.
- e) Once an Officer avails Cash Credit facility, he /she is not eligible for Staff Consumer Loan. If availed earlier , the outstanding should be adjusted from the Cash Credit Limit sanctioned now.
- f) Once Cash Credit Limit is sanctioned, Officers' salary should be routed through the CC account only to enable recovery of interest every month.
- g) If DPN Loan is availed for the purpose of construction of house / repairs or additional construction to the existing house, the interest debited during the financial year can be claimed Income Tax exemption while filing IT Return. This is not applicable to those who have availed the facility as Cash Credit Limit.
- h) W.e.f. 1.10.2011 all promotee officers are eligible to avail DPN loan / CC for the difference in eligibility on promotion without waiting for lock in period of 3 years.

OTHER CONDITIONS:

- 1. The total deduction including the proposed EMI under the DPN Loan should not exceed 40% of the Gross Salary of an officer.
- 2. Officers who have availed DPN Loan may exercise their option to avail CashCredit Facility by adjusting the existing DPN Loan out of the proceeds of the Fresh Cash Credit facility to be sanctioned.
- 3. Staff Consumer Loan and DPN Loan can be availed simultaneously subject to satisfaction of 40% norms.
- 4. Conversion from Cash Credit facility to DPN Loan or Vice versa is permitted only at the time of enhancement.

5. The officer should not be on loss of pay for the past 12 months.
6. Officer/s who are debarred from availing loans are not eligible for this loan.
7. There should not be any IR / Vigilance Case pending against the officer.
8. For officer/s who are reinstated, after any nature of punishment, he / she is eligible to avail this loan after one year from the date of reinstatement only subject to satisfying the other conditions applicable to this scheme.

MODIFICATIONS TO DPN /CC LIMIT (HRMD - IR SEC CIR 7(F) NO.177/2019-20 DT 31.03.2020

1. **Staff members are permitted to avail enhancement in CC Limit without wait-in period of 3 years from the date of earlier availment. However, such permission will be granted only once a year.**
2. **Conversion from CC facility to Term Loan OR Vice Versa is permitted without any wait-in period.**

IV) TERM LOAN (WEDDING) :

Term Loan (Wedding) facility is available to perform marriage of wards of Officer employees. With effect from 05.12.2013, this facility is extended to staff members also for conducting his/her marriage. Further, sanctioning of this facility is decentralized to respective Regional Office to which the officer is attached. (Ref. IR Dept. CO Circular Letter dated 05.12.2013 to all Regional Offices).

The loan should be applied & availed before the date of marriage.

NORMS	REMARKS
Eligibility	All officers confirmed in bank's service.
Quantum	75% of <ol style="list-style-type: none"> a) The residual value of property acquired under SHL /Subha Gruha Housing Scheme. OR b) The value of House property in the name of the officer without encumbrance OR c) Unencumbered portion of officer's contribution to PF in the case of officers who have joined the bank before 01.04.2010 and have not availed SHL or do not possess any immovable property to offer as security OR d) Rs.2.00 lacs whichever is less.
Margin	N I L
Rate of Interest	10% p.a. compounded monthly

Repayment period	<p>Maximum of 84 monthly instalments OR left over service whichever is less.</p> <p>Officers who have less than 3 full years of remaining service can pay only the interest and the principal to be recovered from their terminal benefits Security Immovable property standing in the name of the officer.</p> <p>If encumbered to SHL or Subha Gruha Loan, the residual value of the property should cover the existing</p> <p>Loan and the proposed Wedding Loan by a margin of not less than 30% to 40%.</p> <p>Officers who have joined the bank's service on or after 01.04.2010 should also provide immovable property only as security.</p>
50% norms	<p>The officer should comply with 50% norms. If not, the loan amount should be reduced accordingly. In case the spouse of the officer is employed, her/his income to be given due weightage while determining 50% norms. The income of spouse can be reckoned only if person in Government / Public Sector / reputed company in permanent service on production of acceptable proof.</p> <p>Other income like rental etc., will not be considered.</p>
Sanctioning authority	<p>RO for officers attached to RO and branches in the Region.</p> <p>CO for Officers attached to Central Office.</p>

V) CONVEYANCE (VEHICLE) LOAN : IR Dept. Cir. EST/70/2019-2020 dt. 06.08.2019 & 7(f) cir No.176 of 2019-20 dt 31.03.2020

STAFF VEHICLE LOAN : For purchase of two / four wheelers for own use.

I) FOR PURCHASE OF TWO WHEELER (NEW) :

Eligibility	:	On confirmation in service
Quantum of loan	:	90% of cost of the vehicle subject to maximum of Rs.1,00,000/-
Rate of Interest	:	Upto Rs.30,000/- : 7.5% per annum (simple interest) From Rs.30,001 : Rs.1,00,000 - 10% (simple interest)
Margin	:	10%
Repayment	:	Maximum of 84 months Or Left over service whichever is less (inclusive of interest) with the ratio of (5 : 1) (Principal & Interest)
Procedure	:	Application in duplicate to be submitted directly to the sanctioning

Authority (respective RO for Officers attached to branches and PAD,C.O. for Officers attached to Central Office departments.

II) FOR PURCHASE OF FOUR WHEELER (NEW) :

- Eligibility** : All confirmed Officers with 3 years completed service (OR) Officers who are drawing a basic pay of Rs.48,170/- and above whichever is **earlier**.
- Quantum of Loan Margin** : 90% of cost of the vehicle subject to a maximum of Rs.9,00,000/-
: 10%
- Interest** : 8.5% per annum (simple) - Upto Rs. 2,40,000/-
10% per annum (simple) - for Rs. 2,40,001/- to Rs.9,00,000/-
- Repayment** : Principal repayable in Maximum of 120 Monthly instalments. Interest repayable in maximum of 80 monthly instalments.

In case, the service of the officer is less than 200 months, the Period of repayment will be reduced and fixed in 3:2 ratio.

In case, the service of the Officer is less than 5 years, His repayment will be fixed to recover only the principal amount during the period of service and the interest amount will be recovered from the Terminal Benefits subject to member giving undertaking letter to this effect.
- Collateral Security** : **NIL (The condition of Lien on PF to be marked is removed vide cir dt 06.8.2019)**
- Procedure** : Application in duplicate to be submitted directly to Regional Office / PAD, C.O. for Officers attached to branches / C.O. respectively enclosing the following:

LIST OF DOCUMENTS FOR PURCHASE OF NEW CAR:

- i) Pro-forma invoice from the dealer of the vehicle mentioning the normal delivery period.
- ii) Copy of valid driving license (permanent Learner’s License) authorizing to drive Light Motor Vehicle duly attested. In the case of lady Officers, Driving license of self / spouse to be submitted.
- iii) Source for margin money.

III FOR PURCHASE OF SECOND HAND VEHICLE :

Particulars	Two Wheeler	Four Wheeler
1. Eligibility	On confirmation of service	On confirmation of service
2. Quantum	90% of the value of vehicle subject to a maximum of Rs. 60,000/-	90% of the value of vehicle subject to a maximum of Rs. 3,50,000/-
3. Margin	10%	10%
4. Rate of Interest	upto Rs.15,000/- : 7.5% simple from Rs.15,001 - 60,000 - 10% simple	upto Rs2,40,000/- : 8.5% simple from Rs.2,40,001 - 3,50,000-10% simple
5. Repayment	4 months (principal and interest Accrued in the ratio of 5:1	84 months (principal and interest accrued in the ratio of 3:2

A. LIST OF DOCUMENTS TO BE SUBMITTED FOR PURCHASE OF NEW VEHICLE:

- i) Pro-forma invoice from the dealer of the vehicle mentioning the normal delivery period.
- ii) Copy of Driving License / (Permanent / Learner’s License)
- iii) Inspection report for the existing SCL.
- iv) Declaration should be given regarding details of earlier vehicle loan availed. If so, the date of sale. Proof of sale of vehicle, date of availment of earlier loan.

B. LIST OF DOCUMENTS TO BE SUBMITTED FOR PURCHASE OF SECOND HAND VEHICLE:

- i) Consent letter from the Owner of the vehicle (age of the vehicle should not be more than 5 years)
- ii) Two valuation certificates from the automobile engineers, mentioning, model, road- worthy, Mileage, etc.
- iii) Copy of RC Book
- iv) Copy of Driving Licence (Permanent or Learner’s Licence)
- v) Copy of Comprehensive / Third Party Insurance Policy

LIST OF DOCUMENTS FOR PURCHASE OF SECOND HAND CAR

- i) Consent letter from the Owner of the vehicle (vehicle should not be aged more than 5 years). If the age of the vehicle is more than 5 years, comprehensive insurance cover on the vehicle is not available for the owner of the vehicle and exposed to greater risk. Hence always go for second hand vehicle of recent models rather than old models.
- ii) Two valuation certificates from the automobile engineers mentioning Road Worthy, Model, Mileage etc.
- iii) Copy of all pages, of RC book, even though if it is blank. The pages where the description of the vehicle and the name of the subsequent owners, and hire purchase clause normally entered and lifted should necessarily be enclosed.
- iv) Copy of driving license (Permanent / Learner's License)
- v) Copy of valid comprehensive / third insurance cover of the vehicle in the name of the seller.

GENERAL

- i) In case of second hand cars, age of the vehicle should not exceed 5 years
- ii) After deducting 20% margin, either from the sale value as per C.O. records or from the sale price quoted by the seller, the least will be taken as quantum of loan, subject to 50% norms.
- iii) Declaration should be given regarding details of earlier vehicle loan availed irrespective of two-wheeler / four wheeler.
- iv) Inspection reports should be enclosed for the existing SCL.
- v) Three years time gap between availment of two successive loans should be maintained. (However switch over from vehicle loan for 2 wheeler to vehicle loan for 4 wheeler is allowed).
- vi) OFFICERS ARE NOW ELIGIBLE FOR LOAN UNDER BANK'S PUSHPAKA LOAN SCHEME to purchase a car. But Staff Vehicle Loan and Pushpaka Loan cannot be combined to purchase a car.
- vii) The existing Pushpaka vehicle loans availed by the staff members from our bank can be converted into Staff Vehicle Loan subject to satisfying the terms and conditions of Staff Vehicle Loan.

- viii) There should not be any IR/CDAC/Vigilance case pending against the member. Clearance from IR/CDAC/Vigilance Departments, CO are to be obtained before sanction of loans.
- ix) The vehicle loans cannot be availed for repairs or conversion of fuel-kits. (petrol to diesel or to environmental friendly approved gas-kits.)
- x) **Time gap between two vehicle loans:**
 - a) There should be a time gap of 3 years between the availment of two successive vehicle loans (same type of vehicle), i.e. 3 years from the date of availment of first loan. In such cases the vehicle already purchased should be disposed.
 - b) When the member sells his vehicle already purchased with bank's loan and applies for a fresh loan for purchase of another vehicle before the normal repayment period, apart from fully liquidating the old loan, the member should produce the copy of RC Book evidencing transfer of ownership.
 - c) However, the stipulation of three years may be waived in case of loan for change over to another type of vehicle, i.e., from Two Wheeler to car. The sale of the two wheeler need to be insisted.
 - d) If the member repays the vehicle loan granted to him in the normal course and then apply for fresh loan for purchase of another vehicle (either two wheeler/four wheeler), the sale of the old vehicle need not be insisted.
 - e) Branches should ensure that the earlier loan is liquidated completely by the member before release of the second vehicle loan and that no outstanding is available against the earlier loan. In other words, only one staff vehicle loan should be in force at any time.

VI) N.S.C. LOAN

- Eligibility : All Officers can avail NSC Loan
- Quantum of Loan : There are two types of NSC Loans, viz Scheme A & B Scheme A - Maximum Loan Amount 1,50,000 Scheme B – Maximum Loan Amount 1,50,000 But Maximum Loan Amount under Scheme 'A' & 'B' Put together should not exceed Rs.1,50,000 at any point of Time.
- Margin : 5% of the face value of NSCs plus accrued interest on NSCs.
- Interest : 1% over the yield rate of NSC.
- Repayment : Under Scheme : A :

Loan should be repaid with interest in equated monthly Instalments and also the repayment period should not exceed 60 months or 6 months prior to the date of maturity of NSCs whichever is earlier

Under Scheme : B

Interest alone should be paid till the maturity of NSCs and the loan amount should be adjusted only with the maturity proceeds of NSCs.

DISCRETIONARY POWERS

Aggregate loan amount	Discretionary Limit
Loan amount up to Rs.1lac	Branch Manager
Above Rs.1 lac up to 1.5 lac	Regional Manager

VII) LOAN AGAINST L.I.C. POLICY

Eligibility	All officers can avail Loan against LIC policy	
Quantum of loan	Rs.1,50,000/-	
Margin	5% on surrender value of the LIC policies	
Repayment	Max. of 60 EMI or 6 months prior to the date of maturity of LIC.	
Rate of Interest	10% p.a. from 1-10-2005 (Compounded monthly)	
Eligible Policies	Policies should have completed 3 years from the of commencement.	
Discretionary powers	Branch	Rs.50,000/-
	Regional Office	Rs.1,50,000/-

VIII) SALARY ADVANCE / FESTIVAL ADVANCE :

Eligibility	All confirmed officers in Bank's service irrespective of date of joining
Quantum of loan	One month gross pay excluding HRA
Repayment	10 equal monthly instalments.
Rate of interest	Nil (interest free Loan)

Housing Loan

HOUSE BUILDING ADVANCE (STAFF HOUSING LOAN)

Our Bank was following a self designed scheme since inception due to historical reasons and switched to IBA Model scheme in the year 1988.

On our repeated persuasion, Bank has enhanced the loan quantum under this scheme and also brought in various changes to the Scheme as per details below :

Further , the scheme has been decentralised to Regional Office and all matters related to SHL of Officers to be handled by the respective Regional Office to which the member is attached. HRMD, CO has issued Master Circular in this regard vide their Transient Series 7 (f) 16 of 2014 – 15 dated 17.05.2014.

From our last edition in the year 2017 to date, the SHL scheme guideline undergone changes of has been modified to suit the need of the officers and fit in to the facilities available in the peer banks.

The following are the reference circulars for the modifications effected so far:

7(f) No.67 of 2017-18 dated 12.09.2017

7(f) No.97 of 2018-19 dated 05.01.2019

7(f) No.178 of 2019-20 dated 31.03.2020

7(f) No. 7 of 2021-22 dated 12.04.2021

LATEST CHANGES TO SHL GUIDELINES :

- a) Increase in quantum of loan amount
- b) Reduction in Rate of Interest
- c) Extension of time for commencement of construction of House after availing loan for purchase of Plot
- d) Modifying the restrictive clause relating to purchase/sale of property from Relatives and limiting the same only to Spouse and Children
- e) Staff members absorbed from Erstwhile Shree Suvarna Sahakari Bank Limited, are also now permitted to avail all loan facilities, including SHL; subject to the condition that they do not have any loan except SHL availed from SSSBL as outstanding.

IMPORTANT ASPECTS OF THE SCHEME :

- Eligibility** : a) Officers on confirmation in our bank's service are eligible for Staff Housing Loan.
- b) **Combined eligibility for husband and wife working in IOB** : SHL will be considered for husband and wife working in our bank on a combined eligibility basis to acquire a single property and maximum loan as per the eligibility to their cadre will be sanctioned. Recovery of monthly instalment will be made from the respective member's salary complying 40% norms.
- c) **In the case of spouse working in other organization** : Wherever the spouse of our employee work in other bank/organization/ not employed and availed similar facility, our staff member is also eligible for one SHL during his / her service.
- In brief, every staff member is eligible for one Staff Housing Loan in his / her career even if their spouse had availed similar facility in our bank / other banks / other institutions.**
- d) **Staff members are eligible for Second SHL for Second property, anywhere in India, even by keeping the first loan property/loan to continue without /with disposal.**
- Purpose** : For purchase of Plot first and construction of a house on the same plot within 6 months from the date of availment of plot loan.
- For construction of house on a plot already owned by the Officer in his name / wife's name or jointly with his / her spouse name.
- For purchase of ready built house / second hand house / flat under construction or completed.
- For enlargement of self owned property by way of inheritance.
- Quantum of Loan** : **90% of the cost of project subject to a maximum of Rs.67,00,000/- for upto Scale III and Rs.80,00,000/- lacs for Scale IV and V**
- Of the above, maximum amount for purchase of plot is 40% of the limit or 90% of the agreement value plus registration charges for sale deed, whichever is less (balance for construction to be applied within 6 months from the date of availing plot loan).**
- For the purpose of enlargement of self owned house by way of inheritance, the maximum loan quantum is restricted to 25% of the limit.**
- Margin** : 10% of the project cost.
- Rate of Interest** : up to Rs.1,10,000/- 5% (simple)
- Above 1,10,000/- 8% (simple)

With effect from 14.12.2013, interest for Staff Housing Loan to be charged at the above rates for the existing and fresh loans including additional loans).

WITH EFFECT FROM 12.04.2021, THE INTEREST RATE HAS BEEN REVISED TO 6.75% (SIMPLE) FOR FRESH/EXISTING LOANS WITH AN OPTION TO STAFF MEMBERS TO OPT FOR THE REVISED RATE FOR THE EXISTING LOAN/S. (INTEREST RATE WITH SLAB SYSTEM WITHDRAWN FOR THE FRESH LOANS)

Holiday period : Maximum 18 months or completion of construction whichever is earlier in the case of construction.

3 Months for purchase of plot / Second hand house /ready built house.

For Government project maximum of 36 months or completion time as per allotment, whichever is less.

Repayment period : Maximum 25 years OR attaining 70 years of age whichever is earlier.

Instalment : The number of instalment towards principal and interest is fixed in the ratio 3:1 of the repayment period.

The principal is adjusted in full first and the interest accrued during the period will be adjusted next.

Wherever slab rate system continues, the monthly recovery fixed will be credited to the loan account carrying higher rate of interest first and then to the next loan. In this process, the principal under each loan will be closed first and then the instalment will go to interest outstanding in each account.

40% norms : Officer should satisfy 40% norms including the proposed instalment. Items under Salary recovery Viz PF, LIC premium, Professional Tax, Income tax, thrift deposit in Society Loan recovery and contribution to VCPF are considered as Savings nature and will be added to net salary while computing 40% norms.

In the case of availing additional loan, the existing SHL instalment is not considered as Savings Nature.

ADDITIONAL LOAN UNDER STAFF HOUSING LOAN SCHEME :

1). Additional Loan for repairs and renovation to the SHL property :

Officer/s who have already availed SHL and acquired a property and the account is in force are eligible to avail additional loan for repairs and renovations to their existing SHL property.

Loan quantum	:	90% of cost of estimate subject to a maximising of Rs.20 Lacs for scale V to VII, Rs.13.50 Lacs for scale I to IV and subject to within overall limit of respective cadres.
Rate of interest	:	6.75% Simple.
Repayment	:	5 Yrs OR attaining 70 years of age whichever is earlier
Papers to be submitted	:	SHL Application, Pay slip, Estimate from approved engineer and Annexure I for the present loan outstanding (In 2 Sets).
	:	Same type of work should not be repeated within 5 years.

***For 40% norms, the existing SHL instalment is not treated as Savings Nature**

2) ADDITIONAL LOAN FOR FURTHER CONSTRUCTION :

Officer/s who have already availed SHL are eligible to apply additional loan for the purpose of further construction resulting in increased built up area with approved plan for construction.

Quantum of Loan	:	90% of estimate cost subject to a maximum of balance of loan quantum available (total eligible limit (-) Loan availed earlier)
Rate of Interest &		
Repayment period	:	6.75% Simple & Maximum 25 years OR attaining 70years of age whichever is earlier.
Papers to be submitted	:	SHL application, pay slip, approved plan, estimate from approved Engineer and Annexure I for the present Loan outstanding (2 sets).

***Same type of work should not be repeated within 3 years.**

***For 40% norms, the existing SHL instalment is not treated as Savings nature.**

DISTRESS RELIEF : With effect from 01.04.2006, in the case of Officer who is deceased while in service, the outstanding under SHL account will receive Distress Relief up to “ 50% of the outstanding under SHL at the time of death of the Officer Or Rs.2.00 lacs whichever is less”.

Distress relief has to be claimed from HRMD, Welfare Section, Central Office by the branch where the loan account is outstanding at the time of death.

Outstanding over and above Distress Relief Scheme, if any, should be adjusted from the deceased Officer’s terminal benefits. Balance , if any, should be remitted by the legal heir/s / The Compassionate appointee can take over the loan as per his / her eligibility.

CHECK LIST WHILE APPLYING SHL :

PURCHASE OF PLOT	PURCHASE OF FLAT/HOUSE UNDER CONST./ FOR CONSTN.	PURCHASE OF SECOND HAND HOUSE
SHL application Latest Payslip with CC limit if availed.	SHL application Latest payslip with CC limit, if availed.	SHL application Latest Payslip with CC limit, if availed.
Agreement for sale between the Seller and our Member. (English translation required wherever the agreement is in other language)	Agreement for sale between the Seller and our Member. (English translation required wherever the agreement is in other language)	Agreement for sale between the Seller and our Member. (English translation required wherever the agreement is in other language)
Legal opinion on the property from Bank's approved Lawyer	Legal opinion on the property from Bank's approved Lawyer.	Legal opinion on the property from Bank's approved Lawyer.
Valuation report on the property from Bank's approved Valuer/	Valuation report on the property from Bank's approved Valuer/	Valuation report on the property from Bank's approved Valuer/ Government
Government Regd. Valuer (where bank's valuer is not available)	Government Regd. Valuer (where bank's valuer is not available)	Regd. Valuer (where bank's valuer is not available)
	In the case of Flat, the value of Undivided share of land and the proposed const. as per builder's specification to be provided.	
Approved lay out plan marking the plot proposed to be purchased	Approved plan from concerned authority for constn. of individual house / flat marking the member's flat. Indemnity and Undertaking letter from the Builder in the case of purchase of flat (as per format appended below)	Approved plan from the concerned authority obtained at the time of construction. Latest Property tax paid receipt. Latest EB paid receipt.

FOR PURCHASE OF FLAT

In the case of purchase of Flat under construction / yet to commence, the following documents are to be submitted in addition to the documents mentioned above.

1) UNDERTAKING LETTER FROM THE BUILDER :

This has to be obtained from the Builder in his Letterhead furnishing the following details with regard to the property to be purchased by our Officer, addressed to the Branch Manager of the branch where Officer is availing the loan.

- a) The number of flats to be constructed as per the entire plan of the Building
- b) Who are the sole builder/contractor for all the flats.
- c) Period within which the constructions are proposed to be completed.
- d) Whether the builder has borrowed from any financial institution / Government agency against the scheduled property, for the project.

2) INDEMNITY : This has to be provided by the Builder in Rs.50/- stamp paper, (value as applicable to respective State govt. stamp act rule) furnishing the following details with regard to the property to be purchased by our Officer, addressed to the branch manager of the branch where Officer is availing the loan.

“ That the Builder will be liable for all damages that the member / his or her assigns suffers for not completing the construction within the stipulated time”.

SHL IN GENERAL :

1. Total limit to acquire a property is Rs.30.00 lacs.
2. Limit for purchase of a plot is 20% of the total limit. Subject to a maximum of Rs. 6.00 lacs. Balance to be availed for construction. Within 3 months from the date of availing plot loan, proposal for construction should be submitted. Otherwise, the plot loan availed will be recalled.
3. Additional Loan is available for repairs and renovation and further construction to the existing SHL property, where the account is in force.
4. Substitution of security facility is available once in service to purchase another property by disposing the property already purchased under SHL.
5. Permission to be obtained from PAD, Regional Office for pre closure, disposal and substitution of security under SHL by applying in the prescribed format available in IOBONLINE. (for members attached to branches) (this is applicable to loans availed before and after decentralisation). For CO staff at PAD, CO.
6. Even in the case of normal closure / pre closure, permission should be obtained from PAD, Regional Office for release of title deeds of the SHL property. Branch where the loan account is closed, has to confirm closure details to PAD, Regional Office confirming the branch where the title deeds are deposited and no second charge on the property.

7. Residual value of SHL property can be offered as collateral security for Term Loan (Wedding) and for Term Loan (Education) only if the sanction terms stipulates.
8. To be a co-obligant/guarantor for Education Loan and for offering residual value of SHL property as collateral security to Term Loan (Education), member has to take permission from Industrial Relations Department, Central Office.
9. SHL proposals should contain papers (as per checklist) IN DUPLICATE
10. Deficiency in Legal Opinion :
 - a) Lawyer is expected to verify chain of documents and EC for a minimum period of 13 years.
 - d) Lawyer has to verify the original documents related to the property and give his opinion.
 - e) c) Point No.24 and 25 of legal opinion should be correctly filled in certifying the genuineness of the latest sale deed favouring the vendor and not the agreement.

11. VALUATION REPORT :

Valuation report from our approved Engineer is a must in the case of fresh loan only. In the case of purchase of flat, the valuer must give valuation for the undivided share of land and the value of construction of super built up area as per specification of construction with regard to the flat our member purchases. Valuation Report with Photograph of the property, in all cases, is a must.

12. ALLOTMENT OF PLOT / FLAT BY GOVERNMENT :

In the case of allotment of plot / flat by Government, the allotment letter, payment schedule, no objection certificate for mortgaging the property to Bank are additional documents required in addition to regular document.

13. EQUITABLE MORTGAGE FOLLOWED BY REGD. MEMORANDUM OF DEPOSIT OF TITLE DEEDS :

As per revision to Stamp Act, wherever equitable mortgage is created for advances, the document should be stamped at Rs.500/- per lac subject to a maximum of Rs.25000/- followed by registered memorandum of deposit of title deeds (rates as applicable to respective state government stamp act).

In the case of advances to staff members also involving equitable mortgage, stamping and REGISTERED MEMORANDUM OF DEPOSIT OF TITLE DEEDS is must if the Stamp Act of the respective State Government stipulates so.

14. BENEFITS OF INCOME TAX FOR SHL AVAILED :

- a) Repayment made towards the Principal for the first SHL is eligible for exemption under Sec. 80 C . Instalments paid for the additional loan/s are not eligible.
- b) Repayment made towards Interest for original as well additional loan and subagraha loan availed for another property is/are eligible for 100% exemption subject to a maximum of Rs.2.00 lacs.

PERQUISITE VALUE IN RESPECT OF INTEREST FREE OR CONCESSIONAL LOANS

Currently I.T. Act provides for calculating perquisite valuation of benefit expected to have resulted to a taxable employee due to interest free or concessional interest rate loans. The SBI interest rates applicable to third parties as on first April of every financial year are taken as the basis for calculating the difference to arrive at perquisite valuation. Netting of differences within loans of same type or purpose is allowed but not between all loans. For example. If one has car loan @ 8.5% interest and @ 12% netting of difference between these two loans is allowed but not between car loans and housing loans.

STAFF HOUSING LOAN SCHEME GUIDELINES (HRMD - IR Section Cir No.7/2021-22, dated 12/04/2021)

1. PURPOSE:

Loans under SHL scheme can be sanctioned for

- Purchase of Plot and construct a house
- Purchase of a ready-built House or Flat
- Construction of House on already owned Residential Plot
- Enlargement of existing house
- Reconstruction after demolition of a house acquired by way of inheritance or by self-acquisition
- Takeover of loan availed under Bank's Subhagruha scheme or Housing loan availed from other Banks/Financial Institutions

In all these cases, the property can be either owned/purchased in the name of the staff member singly or Jointly with his/her spouse. Loan can be considered even if the property is in the single name of member's spouse. However, wherever the property is in joint names or in the name of the spouse, spouse should be included as Co-obligant and loan documents should be jointly executed by both the staff member and his/her spouse.

- a) For purchase of a plot and construct a house thereon, the area of the plot proposed to be purchased should be restricted to a maximum of 3000 sq.ft. In case both husband and wife are employed in our bank and avail combined limit for a single property, the area of the plot to be purchased is permitted upto a maximum of 4500sq.ft.
- b) The above restriction on size of Plot is not applicable in case of already owned plot.
- c) For purchase of a second hand house / flat, the residual life of the building as per valuation report should be more than the repayment period.
- d) For demolition and reconstruction of house acquired by way of inheritance or self acquisition ,it should be certified that presently the house is not fit for occupancy.

- e) Loans may also be considered for purchase of plot/house/flat from State Housing Boards or similar Government controlled bodies and outright purchase of new ready built house or flat from Government, semi- government or local bodies, Housing Boards, Development Authorities or underselffinancinghousing scheme / Co-operative Group Housing Societies.

2. ELIGIBILITY:

- a) Staff Members, on confirmation of service in the bank, are eligible to avail loan under the SHL scheme.
- b) If both Husband and wife are employed in our Bank, they can avail either as First or Second SHL combined limit for a single property as per their eligibility of their cadre. Recovery of monthly installments shall be made from the respective member’s salary complying 40% norms.
- c) Every staff member is eligible for Staff Housing Loan in his/her career even if their spouse had availed similar facility in our bank/ other banks/ other institutions.
- d) Members of erstwhile Shree Suvarna Sahakari Bank Ltd. Are also eligible for loans under the present SHL scheme by treating the earlier SHL availed by them from erstwhile SSSBL as First Housing Loan.
- e) Officers on deputation to other Banks/ Agencies/ Institutions are also entitled for all the benefits covered under the SHL scheme.
- f) Part time sweepers drawing 1/3rd wages are not eligible for Staff Housing Loan.
- g) Staff Members on loss of pay under non-medical grounds during the past one year are not eligible for availing SHL.
- h) Staff members on whom CDAC, IR or Vigilance case is pending are not eligible for Staff Housing Loan, unless clearance is given by the respective departments.

3. QUANTUM OF LOAN (AS AMENDED IN MARCH2021):

A. FRESH LOAN:

The maximum quantum of loan eligible for sanction under the scheme for different cadres of staff members is as follows subject to 90% of the project cost (including Registration cost and GST if any).

CADRE	QUANTUM (Rs. In lakhs)
Executives (Scale V to VII)	80.00
Supervisory Staff (Scale I to IV)	67.00
Clerical Staff	47.00
Messengers & Full Time Sweepers-	27.00
Part Time Sweepers-3/4 th wages	20.00
Part Time Sweepers-1/2 wages	15.00

- For any shortfall in the Project cost, staff members may avail Subhagruha Loan as per existing norms.
- The above revision in loan quantum is extended to all fresh loans and also for existing loans which were already sanctioned, but where repayment has not commenced/ construction in progress/ under Holiday Period of repayment, subject to the condition that the project cost as per loan application was more and eligible for consideration under the revised limit.
- For staff members who have already availed Subhagruha Loan along with SHL for difference in project cost, the Subhagruha Loan portion can be converted to SHL scheme within the member's over all eligibility.

B. ADDITIONAL LOAN FOR FURTHER CONSTRUCTION:

- Staff members who have already availed Staff Housing Loan and now wish to carry out further construction on the existing Staff Housing Loan property, resulting in increased built up area with approved plan from the competent Government authority are eligible for additional loan under Staff Housing Loan Scheme within the overall limit.
- The eligible loan amount for this purpose will be the difference between 'the maximum loan quantum as applicable to their present Cadre' and 'the loan quantum already availed by the staff member' subject to a maximum of 90% of the estimate.

C. ADDITIONAL LOAN FOR REPAIRS/ RENOVATION (AS AMENDED IN MARCH 2021)

Staff members who have already availed Staff Housing Loan and wish to carry out repairs or renovation work to the existing Staff Housing Loan property are eligible for additional loan under Staff Housing Loan as under within the overall limit. To become eligible for this category of additional loan, the SHL account of the staff member should be in force and the proposed work should not have been done in the past five years by availing any type of loan under the scheme.

GRADE	QUANTUM(Rs.In lacs)
Executives (Scale V to VII)	20.00
Officers (Scale I to IV)	13.50
Clerical Staff	10.00
Messengers/ Full Time Sweepers	4.00
Part Time Sweeper ³ / ₄ wage	3.00
Part Time Sweeper ¹ / ₂ wage	3.00

D. FOR PURCHASE OF PLOT (AS AMENDED IN MARCH 2021):

Wherever staff members purchase a plot and subsequently construct a house on the plot, the limit eligible for loan will be as follows:

50% of the eligible limit (or) 90% of the agreement value plus registration cost, whichever is lower.

- The repayment of the plot loan should commence from the 3rd month of disbursement of this loan.
- The member has to apply loan for construction with approved building plan in his/ her name, detailed estimate and/ or construction agreement **within 6 months** from the date of availment of plot loan. Otherwise the advance shall be recovered immediately at commercial rate of interest treating this instance as a case of one SHL availment.
- Request received from staff members for further extension of time may be considered for a **maximum additional period of 3 months** at the discretion of the Sanctioning Authority, on a case to case basis and on merits.

E. FOR ENLARGEMENT OF SELF ACQUIRED PROPERTY:

Incase of an existing house acquired by the staff member by way of inheritance/ gift and not through any loan from any financial institution, the quantum of loan eligible for sanction is 25% of the limit applicable to the respective cadre of the staff member.

F. FOR DEMOLITION AND RECONSTRUCTION/ CONSTRUCTION OF SELF ACQUIRED PROPERTY:

Staff members owning house by inheritance or self acquisition without availing any housing loan from any financial institution and if such houses are not fit for occupancy at present, are eligible for Staff Housing Loan upto the maximum of their cadre eligibility or 90% of the- estimate for the proposed construction which ever .is lower. Member should submit Certificate from the Bank's approved Engineer along with the latest photograph of the property to the effect that the house is not fit for occupancy and approved plan from the competent Government authority for demolition and reconstruction.

G. ON PROMOTION:

Staff members who are promoted from one cadre to another are eligible for the difference amount as eligible loan quantum between the two cadres on account of such promotion as detailed below.

- (i) **For additional Construction:** Entire amount of difference between the two cadre's eligibility subject to 90% of cost of construction and for the work not carried out earlier under SHL / addition al loan.
- (ii) **For repairs & renovation:** Difference in quantum for Repairs & Renovation as applicable to the promoted cadre subject to not carrying out the same work within five years.

H. SECOND HOUSING LOAN:

All Staff members can avail second Staff Housing Loan after 3 years from the date of last disbursement of the First Loan or Additional Loan, for purchase another housing unit irrespective of whether the first property acquired under the first SHL, is disposed/proposed to be disposed or retained and irrespective of the location of the first property. The other conditions for availing Second SHL are as follows:

A. FIRST PROPERTY ACQUIRED UNDER SHL ALREADY DISPOSED/RETAINED:

1. The maximum loan amount eligible for acquiring second property will be the difference between the eligible limit under SHL for the present cadre and the limit already availed. For any shortfall member can avail Subhagruha loan as per existing norms.
2. The rate of interest for the entire loan will be as applicable under the SHL scheme [Presently 6.75%p.a. (simple)].
3. In addition to monthly installment applicable to the second loan, the member shall be required to pay 50% of surplus of the monthly rental income, if earned from the first property less monthly installment for that loan, towards additional repayment of the instalment of the second loan.
4. Staff members who have already availed loan under Shubagruha scheme in his/her name or jointly with spouse or in the name of spouse for purchase of second property are also permitted to convert their Shubagruha loan into SHL, subject to fulfillment of all other conditions for Second Housing loan.
5. Similarly staff members who have availed loans in his/her name or jointly with spouse name or in the name of spouse, for purchase of property from other Banks/Financial Institutions with Bank's permission (NOC), are also permitted to avail Second SHL by takeover, subject to fulfillment of all other conditions for Second Housing loan.

B. BY DISPOSING THE EXISTING PROPERTY AVAILED UNDER FIRST SHL:

- a. Staff members should obtain prior permission from the sanctioning authority for disposal of the existing SHL property and agree to deposit the surplus of sale proceeds with the bank after liquidating the SHL dues.
- b. The eligible loan amount shall be restricted to the lowest of the following, within the overall ceiling of the respective cadres.
 - i) Cost of the new house/flat/construction.
 - ii) Cost of the new house less surplus deposited from the sale proceeds of the old house/flat should be taken as project cost for the second loan.

- iii) The difference between the present eligibility and the amount of principal loan availed earlier ADD Balance outstanding in the earlier loan account including interest at the time of disposal of the house will be the loan quantum for the second loan subject to point I & ii above.

EXAMPLE:

An Officer has applied for a housing loan of Rs. 50.00 lacs (in case of officers) for purchase of a second house under the Second Loan facility. Earlier the member had availed a loan of Rs.25.00 lacs and the outstanding in the existing loan including interest is Rs.20.00 lacs. The existing property is sold for Rs.50.00 lacs and the surplus amount available on the disposal of the old property and after adjusting the outstanding in the existing loan amount is Rs.30.00 lacs. The eligible loan amount for the second loan under the scheme shall be computed as under:

(a)	Cost of the new house	80.00 lacs
	Less: Surplus available from sale of first property	30.00 lacs
	Project Cost or eligible loan under II SHL	50.00 lacs
(b)	Eligible Loan amount (Max. eligibility)	67.00 lacs
	Less: Amount availed under First SHL	25.00 lacs
	Add: Outstanding under First SHL on closure	20.00 lacs
	Eligible Quantum under Second Loan	62.00 lacs
(c)	Maximum eligible loan for Officers	67.00 lacs

The member is eligible for second SHL of Rs.50.00 lacs, which is the least of a, b &c. Surplus amount available can be treated as margin for the Second SHL.

- (c) Surplus amount, if any, generated out of the sale proceeds over and above the outstanding amount of the first housing loan, should have been kept with the branch as a deposit continuously from the date of disposal of the property. No loan should be allowed against such a deposit. This surplus can be utilized by the member before availing the second loan with the prior permission from RO concerned for acquiring the new property.
- (d) The property which was acquired earlier should not be sold to spouse or children of the staff member.
- (e) While applying for the second loan, members of staff should enclose the following with the prescribed application form:

- (i) A copy of the registered sale deed of the house/flat/plot sold by the member.
- (ii) A declaration stating the Buyer of the House which was sold is neither his/her spouse nor children.
- (iii) A certificate from the Branch Manager, where the first housing loan is availed stating:
 - a. The dates and amount of loan installments released, stage-wise;
 - b. the date of closure of the loan account and the amount outstanding as on the date of closure;
 - c. surplus amount details deposited by the member.
 - d. That the earlier loan account was regular.

4.MARGIN:

A Uniform margin of 10% is stipulated for all Fresh Loans/ Additional Loans / Second SHL (margin as a Percentage of total project cost including Registration cost and GST, if any).

5. REPAYMENT:

Loan amount along with interest thereon should be repaid within a maximum period of 30 years excluding the holiday period or upto attaining the age of 70 years by the member, whichever is less. The number of instalments towards Principal and Interest should be in the ratio of 3:1. For example where repayment period is eligible for 30 years or 360 months, the principal is to be repaid first in 270 months (i.e. 3/4th of 360 months) and the interest charged during these period should be recovered in remaining 90 equal monthly instalments thereafter. The number of instalment towards Principal and Interest should be calculated based on the total eligible repayment period as mentioned above. However, for loans continuing beyond the retirement of the staff member, it should be ensured that at the time of member's superannuation/VRS, the LTV ratio is not more than 75%.

6. RATE OF INTEREST: (AS AMENDED IN MARCH 2021)

The Rate of Interest for all loans under SHL scheme shall be charged at 6.75% p.a. at Simple Rate under reduced balance method for all the new loans.

The revised reduced rate will be applicable to all existing loans also, based on an exercise of option by the respective staff members.

The same concessional rate of interest as per SHL scheme shall continue till the entire repayment sanctioned period, even if the same is beyond member's retirement.

7. COMMENCEMENT OF RECOVERY:

- a. Recovery of Loan sanctioned for construction of a new house/flat, recovery from salary shall commence from the month following the completion of construction or 18 months after the date of release of first stage of the loan whichever is earlier.
- b. If the loan is taken for purchase of a plot/ ready built house/flat or second hand house, recovery shall commence from the third month after the date of release of the loan.
- c. Interest will be charged from the date of release of the loan or the first stage of release of the loan where such loan is released in stages.
- d. Staff members should ensure repayment of monthly instalments promptly as per the sanction terms and avoid slippage of loans under SINPA.
- e. If the member decides to continue SHL accounts with differential interest (of 5%, 8% etc.) sanctioned earlier, the portion of the loan carrying higher rate of interest shall be recovered first. i.e. all the SHL instalments recovered from a member's salary should be credited to the Principal portion of the loan carrying higher rate of interest first and on liquidation of that loan the entire instalments should be credited to the loan carrying lower rate of interest. Once the Principal portion is closed, the entire interest outstanding under all portions of the loans shall be recovered in equal monthly installments, based on the repayment schedule sanctioned. For this purpose, branches should obtain Form "C" from the member (format enclosed).
- f. Outstanding if any at the time of exit of the member from the bank's service for any reason other than normal superannuation or VRS i.e. Resignation/ Dismissal etc., shall be adjusted out of the terminal benefits settled to the member. Shortfall, if any, over and above the terminal benefits, shall be recovered from the member immediately.
- g. In case of resignation, the member may convert the SHL outstanding to Subhagruha Housing Loan which will be processed as applicable to a third party customer.

8. SECURITY:

The security for the advance under the scheme shall be the property purchased by way of equitable mortgage by deposit of title deeds favouring the member followed by Registered Memorandum of deposit of title deeds wherever applicable. Mortgage to be registered with CERSAI also.

9. MAXIMUM QUANTUM OF LOAN ELIGIBILITY:

In case of staff members who have already availed Staff Housing Loan, the aggregate availment (not the outstanding amount) of all the loans availed by the member under Staff Housing Loan scheme viz. First SHL / Additional Loan either for further construction or repairs & renovation / conversion of Shubagruha loan to SHL availed under the amalgamation Scheme for the project cost difference or escalation in cost / the proposed Second Housing loan for purchase of another property, all together should not exceed the present maximum eligible limit for the respective cadre of the member.

10. MINIMUM TAKE HOME PAY NORMS:

40% take home pay norms inclusive of the proposed loan instalments should be ensured while sanctioning any type of loan under SHL (First Loan/Second Loan/ Additional Loans). For calculation of take home pay norms, all liabilities upto the current month shall be taken.

However, the following deductions may be excluded for the purpose of arriving at 40% norms:

- (i) Provident Fund contribution
- (ii) Voluntary Contribution to Provident Fund
- (iii) Unencumbered Recurring Deposit/s instalment
- (iv) LIC premia
- (v) Thrift deposit of IOB Staff Co-operative Society.
- (vi) Income Tax.
- (vii) Professional Tax.

11. SANCTIONING AUTHORITY:

The layer of authorities for sanction of all loans under SHL scheme will be as hereunder.

Category of staff.	Sanctioning Authorities
Staff members attached to Branches/ Regional Office/ Other administrative office under the control of ROs.	Respective Regional Heads
Regional Heads/Staff members attached to Central Office	HRMD-SHL Section, CO

12. DISBURSEMENT OF LOAN AMOUNT:

Disbursement of loan amount is related to the purpose for which the loan is sanctioned.

- (i) For Loans sanctioned for purchase of plot/ready built house/ second hand house, the balance of consideration as per Sale Agreement along with member’s share, if any required, should be released in one stage on the date of registration of the sale deed. The sale consideration should be released in favour of the Seller of the property only, by means of Demand Draft. Balance of loan quantum, if any, towards registration cost should be released for that purpose only. If the advance money already paid by the member is within the loan limit, the same should be credited to the member’s account on production of proof for advance payment.
- (ii) For construction of house on a plot already owned by the staff member, the loan should be released only on completion of mortgage formalities. The loan should be released in three stages with proper pre-sanction inspection by the Branch Manager/disbursing official before release of each stage for the level of construction made/to be made.

- (iii) For purchase of Flat to be constructed / under construction, the loan amount should be released in stages as per the Agreement submitted by the Builder, with proper pre-sanction inspection by the Branch Manager/disbursing official before release of each stage for the level of construction made/to be made on receipt of demand letter from the builder. Wherever possible loan should be released only after completion of mortgage formalities.
- (iv) If part of loan is sanctioned for additional works like wood work or modular kitchen etc, the loan should be released after completion of all mortgage formalities. Branch to inspect the property and ensure completion of works and to hold necessary invoices on record for verification.

13. PERMISSION FOR PRECLOSURE/ DISPOSAL OF PROPERTY:

Staff members who wish to pre-close their SHL, through own source of funds, should take prior permission from the sanctioning authority by applying in the prescribed form before closure of the loan account.

14. RELEASE OF TITLE DEEDS:

- (i) Permission for release of title deeds of the SHL property should be obtained from the sanctioning authority once the SHL account is closed either in the normal course or by pre-closure with prior approval.
- (ii) Confirmation regarding closure of all dues under SHL as well as the other loans availed by taking the residual value of the SHL property as collateral security Viz. Education Loan, Marriage Loan etc. should be obtained.
- (iii) The Sanctioning Authority shall also obtain clearance from Vigilance/ CDAC/ IR Departments that the property is not required to be held towards any unrecovered loss caused by the member on account of Fraud/ Misappropriation of Bank's money.
- (iv) The Title deeds should be released only against proper acknowledgment of the staff members.
- (v) In the case of deceased staff members, release of Title deeds shall be against the acknowledgement of all the legal heirs of the deceased member.

15. RATE OF INTEREST TO BE CHARGED ON EXIT OF MEMBER FROM BANK'S SERVICE:

The rate of interest to be charged on Staff Housing Loan accounts from the date a staff member ceases to be employed on account of his death, resignation, dismissal, etc., is as below:

- (i) The entire amount of Terminal benefits shall be adjusted towards the loan dues including all SHL accounts.
- (ii) Interest for the balance amount i.e. over and the above the terminal benefits, will be charged at Commercial rate of interest, from the date the member ceased to be employed till the date of liquidation.

- (iv) However, overdue interest need not be charged.
- (iv) The commercial rate of interest will be the rate applicable to third party housing loan prevailing at that time.
- (v) For those who have been re-instated in service with/without any back wages on account of Appeals/Court orders etc., interest may be charged at Staff rate itself instead of commercial rate of interest, for the period treated not in service.
- (vi) As per Recovery Policy, in respect of loans in the name of Ex-staff members who have deceased / retired or no more in the service of bank, compromise proposals may be considered on merits by the respective layer of authorities as per the discretionary powers.
- (vii) In case of unfortunate demise of the staff member, the outstanding under the SHL accounts shall be adjusted out of the Terminal Benefits/Distress Relief received from HRMD, Welfare Section, Central Office.

16. DISTRESS RELIEF IN THE UNFORTUNATE EVENT OF DEATH OF THE STAFF MEMBER:

As a welfare measure, Distress Relief to staff members who decessed while in service is provided by way of sanctioning 50% of the outstanding under the SHL accounts of the staff member subject to a maximum of Rs.2 lacs. Branches are required to intimate to HRMD - Welfare Section, Central Office about the demise of the staff member with details of loan outstanding under SHL scheme as on the date of member's demise, as per format provided in Circular No. 44 dated 17.07,2006 to receive the Distress Relief and credit to the loan account.

17. MAINTENANCE OF SHL FILE:

A separate file should be maintained at the Sanction Level i.e. RO/ CO for every staff member, along with one set of loan application and connected papers submitted by the staff members along with office note for sanction. The file should be continued for further sanction of additional/ second loan under the Scheme. (For every staff member, there should be only one single SHL file maintained).

18. APPLICALLON FOR LOAN:

Staff Members desirous of availing loan under SHL scheme, should submit their applications in the prescribed form, complete in all respects and duly certified by the Branch Manager, with the following enclosures, in duplicate to Regional Office to which they are attached even if property is situated in some other place. RO will process and advise sanction of the loan to the branch nearest to the property.

Staff members attached to Central Office Departments shall submit their application through their Department Head, to HRMD, SHL Section, Central Office for sanction.

19. DOCUMENTS REQUIRED TO BE SUBMITTED ALONG WITH SHL APPLICATION**(I) FOR PURCHASE OF PLOT**

- a. Lay-out plan duly approved by competent authority/ no objection certificate from the competent authority.
- b. Valuation report from the Bank's approved engineer or Registered Government Valuer in the Bank's approved format.
- c. Legal Opinion in the format prescribed by Legal Services Department, from the Bank's approved panel lawyer. The lawyer should verify the root document and chain of documents along with the NIL encumbrance certificates for the past 13 years and recite the history and flow of title to the property for the past 13 years in the opinion. It should also be specifically stated that the title to the property is clear.
- d. Branch should obtain documents as per legal opinion.
- e. Copy of the sale agreement between the seller of the property and the staff member. Sale Agreement to be registered wherever the State Government Notification stipulates so.
- f. If the Sale Agreement is in vernacular language, the same has to be translated in English, attested by the branch manager and submitted.

(II) FOR CONSTRUCTION OF HOUSE/FLAT:

Besides the above documents stated in earlier Para, the following documents should also be submitted.

- a. Building plan approved by the competent authorities.
- b. Detailed estimate showing item-wise rate, quantity.
- c. Abstract estimate based on the current schedule of market rates of all materials including cement, steel and labour etc.
- d. Agreement with the Builder/Contractor

Approximate estimates based merely on plinth area rates should not be considered.

(III) FOR PURCHASE OF READY BUILT HOUSE:

- a. Building plan duly approved by the competent authority at the time of construction.
- b. Valuation report in the bank's prescribed format from the bank's approved engineer/ Registered Government Valuer. The report should, inter alia, contain the information relating to the age of the building, specification of materials used, condition of walls, roof, floor etc., visible defects, if any, future life expectancy of the building, depreciation provided and the rate at which the depreciation is provided etc.
- c. Legal opinion, as stated in "Para I" above.
- d. NIL encumbrance certificates for the past 13 years.

- e. Copy of the Sale agreement between the vendor and the staff member.
- f. Latest property tax paid receipts.
- g. Member should submit a declaration that the seller is not his/ her Spouse or child.
- h. Declaration from the member for sources of the balance cost. The declaration should clearly state how and where from the difference between the estimate and the eligible loan amount would be met. In the case of borrowing from relatives, the member should declare the relationship and the details of the loan amount etc.
- i. Branch Manager should invariably state in the forwarding letter whether any enquiry proceedings are in progress against the member under IR/ Vigilance angle.

20. DEVIATIONS IN PLAN:

Applications received from members of staff for purchase of flats/ construction of houses with any deviations should not be generally considered for sanction. The following are to be treated as major deviations:

- a. violation of Floor Space Index - increase in number floors/ increase in plinth area of the building;
- b. the required space for side and rear set backs not being provided;
- c. increase in the number of dwelling units than those originally approved etc.
- d. Staff members should, therefore, ensure that the plans submitted strictly conform to the plans approved by the Competent Authorities.
- e. If any deviations from plans are observed, members are advised not to make any advance payment to the builders towards purchase of flats. It should be noted that applications received with deviations in the plans and not approved by, proper authority will be rejected even if advance payment has been made to the builders by the staff members.
- f. Where there is more than one agency involved in the sanctioning of plans like, Metropolitan/ Urban Development, Authority, Municipality, Panchayat; Highways Department etc., it should be ensured that the plans are sanctioned by ALL the competent authorities and the officials forwarding the Loan Applications should certify in the application to that effect.
- g. Branches and controlling offices should get themselves familiarized with the local house building laws, by obtaining the notifications/rules and regulations from the local offices of the sanctioning bodies. They should, also, in consultation with the bank's approved engineer/lawyer, find out who are all the local competent authorities for approving house building plans.

21. RECOVERY OF INSTALMENTS FROM SUSPENDED EMPLOYEE:

- a. When any staff member is placed under suspension and hence is paid only subsistence allowance instead of salary, the housing loan instalments should be recovered as under:
- b. When the suspended employee receives only 1/3rd of the salary as subsistence allowance NO deductions shall be made.

- c. When the subsistence allowance paid is half of the salary, the housing loan instalments should be recovered in the following manner-
 - I. Full instalment should be recovered when the employee is receiving rental income from the house, either from the bank or from a third person.
 - II. When no rental income is received from the house, and if the, subsistence allowance is 50% of the salary, then 50% of the instalment amount should be recovered.
 - III. When the member is paid full salary as subsistence allowance, instalments should be recovered in full.
 - IV. When the suspended employee is reinstated with back wages; if any, then the arrears of instalments should be deducted from the arrears if paid to the employee.
 - V. Similarly, if arrears are paid on account of wage revision etc., then also the arrears of loan instalments should be deducted from such arrears payable to the employee.

22. PLACE OF AVAILING THE LOAN:

Staff Members will be permitted to avail the housing loan through the nearest branch where the property is situated. If there are more than one branch in that area, the nearest branch to the property should be mentioned in the application by the member, with details of distance of the property to that branch.

23. PROCEDURE FOR DISBURSEMENT

Branches should adopt the following procedure for releasing the advance after the loan is sanctioned by RO/CO.

A. IN THE CASE OF PURCHASE OF PLOT/HOUSE/FLAT:-

- (i) The loan disbursement by way of Stage Release should be made against the written request of the member and as per agreement terms entered between the member and seller/ builder. Branches should also verify the agreement of sale/contract between the seller/builder and the staff member, for the terms of payment, before releasing the instalments. Branch Manager/ Disbursing Officer should inspect the property at every stage before release of the loan and the inspection report should be kept along with the loan documents.
- (ii) Payment should be made directly to the builders/ vendors by Account payee crossed Demand Drafts/ NEFT/ RTGS to their accounts. Branches should ensure that all the payments, as far as possible, are made in this way and if it is not possible to make direct payment, branches should call for the paid bills/ receipts to verify the end use.
- (iii) Apart from the housing loan documents, branches should obtain a letter of undertaking from the member stating that the title deeds would be deposited as soon as they are received from the Sub-Registrar's office after registration of the sale of the property.
- (iv) Branches should also follow up and ensure that equitable mortgage is created at the earliest opportunity. Branches should follow the instructions laid down in the Chapter 10 of Volume 2 of Book of Instruction for creating equitable mortgage.

- (v) Branches should strictly comply with the terms of sanction before releasing the advance and submit a compliance certificate within 10 days from the date of first release to Regional Office/ Central Office, as the case may be.

B. IN CASE OF CONSTRUCTION/ADDITIONAL CONSTRUCTION/RENOVATION-

- (i) The loan amount should, generally, be released in 3 stages. At the time of releasing the first installment, branches should ensure that the title deeds relating to the site are deposited and equitable mortgage is created with all the relevant documents, as laid down in Chapter-10 Volume II of 'Book of Instruction.
- (ii) The second stage of the loan amount should be released only against the written request of the member that the construction has reached basement level and the balance when the construction has reached roof level. Branches should release the second and third stage installments only against production of the Engineer's certificate about the progress of the construction and after ensuring that the construction has reached the required level. An inspection certificate from a branch official should be kept with the loan documents along with the Engineer's certificate.
- (iii) In the absence of submission of such certificate or when the construction work is not entrusted to any engineer, the Branch Manager should visit the site and inspect the construction and satisfy himself that the construction has reached the required level before the next stage of advance is made. Record of such inspections should be kept with the loan documents with inspection report duly signed by the Branch Manager. If any deviations are observed in the construction, branch should immediately report the same to the sanctioning authority for further action.
- (iv) Branches should call for the paid bills/receipts/vouchers to verify wherever payments are not made directly by the bank. In the case of additional construction/renovation, the loan amount should be released in instalments as per sanction terms and depending upon the progress of the work.
- (v) Branches should ensure that the members bring in the shortfall Margin amount over and above the loan amount sanctioned, at the time of release of each stage of loan in instalments.
- (vi) Branches should scrupulously comply with the sanction terms and should not deviate from any of the conditions laid down by the sanctioning authority. Wherever any special conditions are stipulated, such conditions should be advised to the branches where the member is attached to or transferred subsequently.
- (vii) Branches should diarise the commencement of recovery of loan installments and arrange for recovery of the same without fail.
- (viii) Equitable mortgage created already on the property should be extended to the additional loans, by obtaining Confirmation letters from the members' of staff and by arranging to 're-record the supplementary narration in the Title Deeds Deposited Register, before disbursing the advance. Like in the case of any other advance made against the security of immovable property, the title deeds should be redeposited by the members within 12 years from the date of original deposit of title deeds in order to save the limitation period as required in law.

- (ix) Branches, hence, should diarise the dates for such redeposition and arrange for the same without fail, wherever necessary. It is preferable to have the title deeds re-deposited by the member personally and obtain confirmation as prescribed in Para 17 of Chapter 10, of Volume 2 of Book of Instruction. Where this is not possible, branches should get the Balance and Securities confirmation letter as prescribed, from the member, within 12 years from the date of original mortgage; Branches should scrupulously follow the instructions contained in Chapter 10, Volume 2 of Book of Instruction while the title deeds are being re-deposited.

24. INSPECTION

Branches disbursing the loan should conduct inspection of the construction / additional construction / house purchased at every stage of release of installments and submits a comprehensive report to sanctioning authority. Deviations/ omissions, and non-adherence of terms of sanction, if any, should be brought out in the Inspection reports submitted to Regional Office. In addition, branches should obtain a completion certificate from the member and forward the same to the Sanctioning Authority, along with the Inspection reports.

25. REIMBURSEMENT OF ADVANCE MADE TO BUILDERS

The advance amount paid by the members of staff in purchasing flat/ house/ plot may be reimbursed subject to the following conditions:

- (i) The advance should have been paid by the member through cash/cheque/DD.
- (ii) The reimbursement of advance should be done only after the sanction of the housing loan for purchase of the flat/ house /plot.

26. INSURANCE AND TAXES

The property acquired under the Staff Housing Scheme should be insured at the cost of the employee/officer, against the risks of fire, lightning, floods etc. for full value of the property with the Bank Clause attached. Further it should be ensured that staff Members availing the loan pay all the Municipal, Corporation and other taxes promptly. Branches where the loan is maintained should call for the latest tax receipts and hold them with the loan documents.

27. DOCUMENTS TO BE OBTAINED:

- I. DPN -Form "A"
- II. Letter of Undertaking-Form "B"
- III. Form "C"
- IV. Sale Agreement (Registered agreement wherever the Stamp Act stipulates so).
- V. Legal Opinion by the approved panel Lawyer
- VI. Approved Plan of the construction/flat
- VII. Estimate/ Valuation Report from the approved panel Engineer

- VIII. Latest Property Tax paid receipts/other tax paid receipts, wherever applicable.
- IX. Fire Insurance Policy with Bank clause attached, wherever applicable.
- X. Title Deeds mentioned in the Legal Opinion with up-to-date NIL Encumbrance Certificate.
- XI. Form 379,379 A as per sanction terms.
- XII. Broken Period NIL Encumbrance Certificate, after mortgage.
- XIII. Any other document to be specified by RO/CO.

28. EQUITABLE MORTGAGE / DEPOSIT OF TITLE DEEDS FOLLOWED BY REGISTERED MEMORANDUM

Branches should follow the instructions given by Law Department, Central Office from time to time with regard to deposit of title deeds followed by Registered Memorandum, duly observing the procedures regarding stamping/ registration prevalent in the State in which the disbursing branch is situated.

29. EXTENSION OF MORTGAGE ON SHL PROPERTY:

Apart from Additional loan availed under SHL, extension of mortgage on residual value of the SHL property is permitted as collateral security for availing Education Loan and Wedding Loan for self/wards of the staff members.

30. DEVIATIONS:

Any deviation violating the above norms will be viewed seriously and concerned officials will be held responsible.

FORM A

Date :

On demand, I _____

S/o, D/o, W/o. _____, Roll No. _____

promise to pay Indian Overseas Bank or order the sum of Rs. _____

(Rupees _____ only

With interest thereon from this date until payment in full at the rate of **6.75% per annum** (Simple) for value received as advance for construction/ further construction/ purchasing a House property under the Staff Housing Loan Scheme of the Bank.

Signature on Revenue Stamp

FORM B

To
The Branch Manager
Indian Overseas Bank
_____Branch

In consideration of your having at my request granted me a loan/further Loan of
Rs. _____(Rupees _____
_____ Only) under the Staff Housing

Loan Scheme, I,----- s/o -----

Here by agree and undertake that:

1. I will repay the principal amount of the loan and interest by monthly instalments as per the scheme.
2. In pursuance of my undertaking in clause 1 above, I hereby irrevocably authorize you to deduct from the salary payable to me every month the said monthly instalments as per the scheme and to recover from Gratuity, if any, payable to me, until the full sum of the loan and interest as aforesaid are fully paid.
3. If I shall:
 - a. Commit any act of insolvency or
 - b. enter into any composition or arrangement with or for the benefit of any creditors involving the property concerned or
 - c. cease to be employed by you under any circumstances whatsoever or die or
 - d. mortgage or otherwise charge or encumber the property to third parties then, in any of such events, the whole of the said loan or such part thereof as is still outstanding together with interest shall become due and payable to you at your option.
4. Interest from the date of happening of such event shall become payable on all sums due from me at such rate as is charged for any other borrower from time to time for advances made against immovable properties till such time the entire loan is repaid to you.
5. The date of availment of the first installment and further undertake to inform you of completion of the construction /purchase.

Dated this-----day of-----

From C

Dated:

From:

To

The Branch Manager

Indian Overseas Bank

_____Branch

Sir,

My Staff Housing Loan/Additional Loan/s

With reference to the housing loan /additional loan/s granted to me under Staff Housing Loan Scheme, in addition to the undertaking letter given by me for payment of instalment, I would like to place it on record that each deduction from my salary and appropriation made towards repayment of the housing loan /additional housing loan shall be treated as an acknowledgement for the purpose of limitation act, both for the original housing loan as well as the additional housing loan.

Thanking you,

Yours faithfully,

PUSHPAKA VEHICLE LOAN FOR STAFF MEMBERS :

(Ref. Retail Banking & Marketing Department Cir. No.ADV/304/2012-13 dated 16.02.2013)

Since the quantum of loan under Staff Vehicle Loan scheme is not sufficient to purchase two / four wheeler of latest segments, on our taking up, bank has agreed to extend the Pushpaka Loan scheme to staff members. The salient features are as below :

1.PURPOSE :

- a) For purchase of new or used cars. The used cars should not be more than 5 years old.
- b) For purchase of new two wheelers.

2. ELIGIBILITY : STAFF MEMBERS

- a) who are not eligible for loan under Staff Vehicle Loan Scheme OR
- b) who wish to buy vehicle of higher cost above the limit under SVL OR
- c) who already availed loan under SVL and wish to buy another vehicle for own use or his/ her dependant son /daughter/spouse.
- d) Officers confirmed in the service with net take home pay of not less than 40% of gross salary, including the proposed instalment.
- e) If spouse is employed, the net income of the spouse, rental income from the properties already owned, agricultural income, if any, of the applicant / his / her spouse are also to be included for arriving at the loan eligibility.

3. QUANTUM :

90% of the cost of the vehicle without any ceiling.

Though no upper ceiling is fixed, repayment capacity will be the basis for fixing the loan quantum.

4. MARGIN & REPAYMENT PERIOD

For new Cars	:	10%	72 Months
For used cars	:	25%	36 Months
For new two-wheelers	:	10%	72 Months

5.RATE OF INTEREST :

Base Rate + 0.50%

6. SECURITY :

Hypothecation of vehicle purchased.

Lien on terminal benefits if the loan term extends after retirement.

7. SANCTIONING AUTHORITY :

For all retail loans to staff members either as borrower or co borrower, the application must be submitted to the salary drawing branch only, irrespective of the place the member is attached.

Branch has no discretionary power to sanction such loans to any staff member.

These applications must be scrutinised and forwarded to the Regional Office to which salary drawing branch is attached.

Loan applications involving any staff member as one of the borrowers need not be routed through the Rapid Retail Centre.

The Regional Office concerned shall sanction the loan as per their discretion.

Branches / Regional Offices need not insist for prior clearance from Industrial Relations Department, Central Office to avail Pushpaka Vehicle loan by staff members.

OTHER CONDITIONS :

1. The tenure of loan (repayment period) is restricted upto the age of 65 years.
2. Sanctioning authorities should ensure sufficient income is available for payment of EMI even after the retirement. Apart from pension, proof of additional income like house rent, interest from deposit, etc., to be obtained and enclosed along with the documents.
3. Staff members should also give an undertaking to recover the entire amount outstanding in the loan account from his / her terminal benefits , in case of death, premature retirement or termination of borrower staff during the currency of loan.
4. Members are permitted to Close the loan with lump sum payment of amount outstanding (or) depositing an amount equivalent to the loan outstanding at the time of retirement under lien to the bank accepting to keep the deposit till closure of the loan.
5. Proposals involving purchase of vehicle from another staff / ex-staff member of our bank is not entertained.
6. Vehicle purchased out of the loan should be made available by the staff member for inspection at any time during the tenure of the loan.
7. The monthly instalment under Pushpaka Loan need not be reckoned for arriving 40% take home pay norms while applying for other staff loans.

IOB SURYA (SCHME A) LOAN TO STAFF MEMBERS :

(Ref. Retail Banking & Marketing Department, Central Office Circular ADV / 304 / 2012-13 dated 16.02.2013).

In view of the present power crisis and shortage of power supply compelling member to buy solar power products, Bank has extended IOB Surya Scheme to staff members also with effect from 16.02.2013.

The salient features of the scheme are as below :

Purpose	To purchase off grid renewable solar energy equipments in India as below : Solar Cookers, Solar Heaters and Home / Indoor Lighting systems.
Eligibility	a) Officer confirmed in the service with net take home pay of not less than 40% of gross salary, including the proposed instalment. b) The net salary of the spouse if employed, rental income from properties already owned, agricultural income of the applicant/his/ her spouse may also be included for arriving the loan eligibility.
Quantum	85% of the project which includes cost of the system, accessories, transportation & installation with a Minimum of Rs.30,000/- and maximum of Rs.10.00 lacs.
Margin	15% of the project cost
Security	Hypothecation of Solar Energy Equipments financed by the bank. Extension of mortgage on the residual value of the house property purchased under our Bank's SHL / Subha Gruha Housing Loan Scheme (OR) Lien on terminal benefits where the member has no Housing loan with the bank.
Interest Rate	Base Rate + 1.50% (Floating) Concession of 0.50% shall be given to those staff members who have availed Housing Loan from our Bank either under SHL or under Subha Gruha Housing Loan scheme and the accounts are Standard one.
Repayment	Maximum upto 5 years without holiday period subject to the total loan term does not go beyond the age of 65 years of the staff member. Processing Fee Waived for staff members.

The monthly instalment under Surya Loan need not be reckoned for arriving 40% take home pay norms while applying for other staff loans.

EDUCATIONAL LOAN TO WARDS OF STAFF MEMBERS

PREAMBLE:

Educational Loan is extended to wards of staff member to pursue studies in India or abroad. The loan will be considered for payment of tuition fees, hostel fees, cost of books, examination fee etc. For studies abroad, Air-fare also can be considered for the entire duration of the course.

ELIGIBLE COURSES OF STUDY:

A. STUDIES IN INDIA: (INDICATIVE LIST)

- ◆ Approved courses leading to graduate/post graduate degrees and PG diplomas conducted by recognized colleges/ universities recognized by UGC/ Govt./ AICTE/ AIBMS/ICMR etc.
- ◆ Courses like ICWA, CA, CFA etc.
- ◆ Courses conducted by IIMs, IITs, IISc, XLRI, NIFT, NID etc.
- ◆ Regular courses in Aeronautical, pilot training, shipping etc., approved by Director General of Civil Aviation, if the course is pursued in India.
- ◆ Approved courses offered in India by reputed foreign universities.
- ◆ Other job oriented courses leading to technical/ professional degrees, post graduate degrees/P.G diplomas offered by recognized institutions.
- ◆ Nursing courses pursued under Management Quota. (However, the funding is restricted to fee structure as approved by the State Government or regulatory body).

B. STUDIES ABROAD:

- ◆ Graduation: For job oriented professional/ technical courses from reputed universities.
- ◆ Courses offered by reputed universities.
- ◆ Post graduation: MCA, MBA, MS, etc.
- ◆ Courses conducted by CIMA- London, CPA in USA etc.
- ◆ Degree/Post graduate diploma courses like aeronautical, pilot training, shipping etc provided these are recognized by competent regulatory bodies in India/abroad for the purpose of employment in India/abroad.
- ◆ PG diploma from reputed universities also eligible.

2. EXPENSES CONSIDERED FOR LOAN

- i. Fee payable to college/ school/ hostel *
- ii. Examination/ Library/ Laboratory fee
- iii. Travel expenses/ passage money for studies abroad
- iv. Insurance premium for student borrower, if applicable
- v. Caution deposit, Building fund/refundable deposit supported by Institution bills / receipts **
- vi. Purchase of books/ equipments/ instruments/ uniforms ***

- vii. Purchase of computer at reasonable cost, if required for completion of the course***
- viii. Any other expense required to complete the course - like study tours, project work, thesis, etc. ***

NOTES:

- * Reasonable lodging and boarding expenses, if the student opts for outside accommodation, shall be considered.
- ** These expenses could be considered subject to the condition that the amount does not exceed 10% of the total tuition fees for the entire course.
- *** It is likely that expenditure under Item Nos. vi, vii & viii above may not be available in the schedule of fees and charges prescribed by the college authorities. Therefore, a realistic assessment may be made of the requirement under these heads. However, the maximum expenses included under vi, vii & viii may be capped at 20% of the total tuition fees payable for completion of the course.

3. QUANTUM OF FINANCE:

Need based finance is to be worked out as per expenses eligible above with applicable margin and within the following ceilings.

Category	Loan Amount
Studies in India	Rs.30.00 Lakhs
Studies abroad	Rs.40.00 Lakhs

4. MARGIN:

Upto Rs 4.00 lacs	Nil
Above Rs. 4.00 lacs :	
Studies in India	5%
Studies Abroad	15%

- ◆ Scholarship/ assistantship to be included in margin.
- ◆ Margin may be brought-in on year-to-year basis as and when disbursements are made on a pro-rata basis.

5. SECURITY:

- ◆ Upto Rs 4 lacs : Co-obligation of parents or Guardian. No security
- ◆ Above Rs.4 lacs and upto Rs7.50 lakhs : Co-obligation of parents / Guardian together with collateral security in the form of suitable third party guarantee.
- ◆ Above Rs.7.50 lakhs : Co-obligation of parents together with tangible collateral security of suitable value, along with the assignment of future income of the student for payment of installments.

NOTE:

- o The loan documents should be executed by the student and the parent/ guardian as joint-borrower.
- o The security can be in the form of land/ building/ Govt. securities/ Public Sector Bonds/ Units of UTI, NSC, KVP, LIC policy, gold, shares/ / mutual fund units/debentures, bank deposit in the name of student/ parent/ guardian or any other third party with suitable margin.
- o Wherever the land/ building is already mortgaged, the unencumbered portion can be taken as security on second charge basis provided it covers the required loan amount.
- o In case the loan is given for purchase of computer, the computer has to be hypothecated to the Bank.

6. RATE OF INTEREST:

The present rate of Interest is as under. However the interest rates are subject to change as and when advised by the Asset Liability Management Committee of the Bank.

- For wards of staff members irrespective of the amount 8.75%

NOTE:

- ◆ Simple interest to be charged during the Repayment holiday/ Moratorium period.
- ◆ Penal interest @ 2% to be charged for above Rs.4 lacs for the overdue amount and overdue period.
- ◆ 1% concession if interest is serviced during the study period and subsequent moratorium period prior to commencement of repayment will continue.
- ◆ The Interest concession of 0.5 % given to the Girl students at the time of disbursement of loan to continue. If interest is serviced as per the above condition by a girl student, she will be eligible for 1.5% interest concession in total.

- ◆ Servicing of interest during study period and the moratorium period i.e. till commencement of repayment is optional for students. Accrued interest to be added to the principal amount borrowed while fixing EMI for repayment.

8. REPAYMENT

Holiday/ Moratorium period Course period + 1year or 6 months after getting job, whichever is earlier.

- ◆ Repayment of the loan will be in equated monthly instalments for periods as under: For loans upto ` 7.5 lakhs - upto 10 years For loans above ` 7.5 lakhs - upto 15 years

NOTE:

- ◆ If the student is not able to complete the course within the scheduled time, extension of time for completion of course may be permitted for a maximum period of 2 years.
- ◆ If the student is not able to complete the course for reasons beyond his control, sanctioning authority may at his discretion consider such extensions as may be deemed necessary to complete the course.
- ◆ In case the student discontinues the course midway, appropriate repayment schedule will be worked out by the bank in consultation with the student/parent
- ◆ The accrued interest during the repayment holiday period to be added to the principal and repayment in Equated Monthly Instalments (EMI) fixed.
- ◆ 1% interest concession may be provided by the bank, if interest is serviced during the study period and subsequent moratorium period prior to commencement of repayment.

11. PROCESSING CHARGES

No processing / upfront charges can be collected on Educational Loan for studies in India. For Study abroad 0.57 % processing charges may be collected while considering the loan. The fee would however, be refunded upon the student taking up the course.

13.3.TOP UP LOANS

Banks may consider top up loans to students pursuing further studies within the overall eligibility limit, if such further studies are commenced during the moratorium period of the first loan. The repayment of the loan will commence after the completion of the second course and further moratorium period, as provided under the scheme.

EDUCATIONAL LOAN – GENERAL

- ◆ Multiple loans – for same family

- ◆ The educational loan is given for individual and the limit of Rs.4 lacs also for individual and not a loan for family as unit. Any number of applicants belonging to same family may be sanctioned loan upto Rs.4 lacs individually without insisting for any security/ third party guarantee and need not be referred to IR Department for clearance.
- ◆ The documents for Educational Loans should be executed by the Parent/ Guardian of the student, which will make them as co-obligor.
- ◆ In case of Educational Loans exceeding Rs.7.50 lacs; the security can be in the form of Land/ Building / Government Securities/Public Sector Bonds/ Units of UTI / NSC / KVP / LIC Policy. Gold / Shares/Debentures/ Bank Deposits in the name of Student/ Parent/ Guardian or any other Third Party with suitable margin.
- ◆ Wherever Land/ Building offered as collateral security is already mortgaged for any other loan, the unencumbered portion can be taken as security on second charge basis for the proposed loan, provided the value covers the proposed loan amount.
- ◆ In case the Education loan is given for purchase of Computer / Lap top the same should be hypothecated to the bank.
- ◆ If the security coverage is adequate i.e., 100% or more than the loan amount of Rs.7.50 lacs and above lien need not be marked on the terminal benefits of the staff members for the Educational Loans sanctioned to wards of our Staff. In other words, lien should be marked on the terminal benefits of the staff only in cases where shortfall in security is envisaged for the Educational Loan sanctioned to wards of staff.
- ◆ It is observed that the Regional Office as a matter of routine stipulating a condition that the branch should take up with PAD, Central Office for marking lien on terminal benefits of staff and obtain confirmation even though loan amount are less than Rs.4 lakhs. If the loan amount is less than Rs.4 lacs no need to stipulate such a condition to mark lien on terminal benefits.
- ◆ The future accruals of gratuity and commutation of pension cannot be reckoned for arriving at the security coverage since these amount accrues to the member only on retirement.

1.CAREER DREAM

S.No	Subject	Features
1	Eligibility	Students preparing for professional courses entrance examinations, civil services examinations and various career & skill development courses.
2	Quantum	Minimum of Rs.25,000/- and maximum of Rs.2,00,000/-
3	Rate of Interest	MCLR + 3.25% under floating rate (Loan secured by NSC,LIC,KVPetc) and for others MCLR + 3.75% under floating rate (Loan without security / against immovable property).
4	Security	No security is required as salary / Pension is routed through our Bank. But TPG is mandatory.
5	Margin	i) 5% of the tuition fee as per the fee structure. ii) 25% for immovable property, 10% for movable.
6	Holyday Period	Nil
7		Repayment Period Within 3 years.

2. VIDYA JYOTHI

S.No	Subject	Features
1	Eligibility	To pursue higher education course through merit channel selection process after completion of HSC and in the states where there is no common entrance test (CET) the applicant must secure 60% if from General Category and 55% if from SC/ ST in the qualifying examination as cut off marks.
2	Maximum Loan	Studies in India Rs.30.00 Lac. Studies Abroad Rs.40.00 Lac.
3	Security	i. For loans up to Rs.4 Lac : Nil ii. Above Rs.4 Lacs to Rs.7.50 Lacs : Guarantee. iii. Above Rs.7.50 Lacs : Tangible security.
4	Rate of Interest	i. Ward of Staff : MCLR + spread as applicable at the time of availing
5	Margin	i. For loans up to Rs.4 Lac : Nil ii. Above Rs.4 Lacs to Rs.7.50 Lacs : 5% iii. Above Rs.7.50 Lacs : 15%
6	Repayment holiday	Course period + 1 year or 6 months after getting job, whichever is earlier

7	Repayment Period	For Loans up to Rs.7.50 Lakhs - up to 10 Years. For Loans above Rs.7.50 Lakhs - up to 15 Years.
8	Interest Subsidy	Eligible for loans up to Rs.10 Lacs, if pursuing any technical/professional courses in India and parental annual income is less than Rs.4.50 lacs.

3. VOCATIONAL EDUCATION AND TRAINING

S.No	Subject	Features
1	Eligibility	Vocational/Skill development courses of duration from 2 months to 3 years to those who have the minimum educational qualification
2	Maximum Loan	For courses duration upto 3 months Rs. 20,000 For courses of duration 3 to 6 months Rs. 50,000 For courses of duration 6 months to 1 year Rs. 75,000 For courses of duration above 1 year Rs.1,50,000
3	Security	No collateral or third party guarantee. Parent will be joint borrower.
4	Rate of Interest	ii. Rate of Interest: MCLR + 3%
5	Margin	iv. Nil
6	Repayment	For courses of duration up to 1 year : 6 months from the date of holiday Completion of the course For courses of duration above 1 year : 12 months from the date of Completion of the course
7	Repayment	Courses upto 1 year : in 2 to 5 years Period Courses above 1 year : in 3 to 7 years

1. IOB SCHOLAR

S.No	Subject	Features
1	Eligibility	Students who want to pursue courses that are kept outside the model scheme (VJEL) or any other course which are having employability on completion and who got admission in approved colleges and secured minimum of 60% marks (if belong to General category) and 55% (If belong to Sc/ST) in the plus 2 or equivalent exam.
2	Purpose of Loan	Expenses towards persecution of higher studies + living expenses (like hostel fees, bus fare etc.,).
3	Quantum	Loan for inland studies up to Rs.30lacs. Loan for studies abroad up to Rs.40lacs.

4	Rate of Interest	Ward of staff :BR + 1.75%
5	Security	Loans to be secured fully in the form of collateral security acceptable to the bank with suitable margin.
6	Margin	25% for all the loans.
7	Repayment after holiday	Repayment holiday/ Moratorium course period + 6months or getting job, whichever is earlier.
8	Repayment	For loans up to 7.5lakhs – up to 10 years. Period For loans above 7.5lakhs – up to 15 years.

👏 Recognition to our National Language

CASH INCENTIVE IS AVAILABLE FOR PASSING THE FOLLOWING EXAMINATIONS:

1. Prabodh 2. IOB Praveen 3. Banking Pragya 4. Banking Oriented Paper in Hindi.

ELIGIBILITY CRITERIA FOR JOINING VARIOUS HINDI COURSES::-

1. PRABODH (Equivalent to Primary School level i.e. V Std.) : Members who have absolutely no knowledge of Hindi.
2. IOB PRAVEEN & BANKING PRAGYA :
 - a) Officers / Employees of the Central Government who have passed Matric level examination from the University/ Education Board of non-Hindi speaking States/ Union Territories with Hindi as a Second or Third Language or as a combined subject with any other language, but have not obtained minimum pass marks in Hindi prescribed by the concerned Education Board/University of the State shall be deemed to have acquired the knowledge of Hindi up to PRAVEEN level, but not up to PRAGYA level.

PRAGYA level training in Hindi will be mandatory for such officers/employees and they can be admitted to PRAGYA classes provided PRAGYA is a course prescribed for them as per eligible criteria.

- b) Officers/Employees who have passed the examination up to Matric level or equivalent or any other examination higher than Matric level with Hindi as a Second or Third Language or as combined subject with any other language from the Education Board / University of non-Hindi Speaking States / Union Territories and have passed securing prescribed pass marks in Hindi as prescribed by the concerned Education Board or University of that State, it will be presumed that they have passed the PRAGYA level Examination or have knowledge of Hindi up to Prgagya level or have acquired the Working Knowledge of Hindi according to the Official Language Rules. PRAVEEN or PRAGYA level training in Hindi will not be obligatory for such Officers/Employees.
- c) In addition, if an Officer/Employee declares in the prescribed form, as per sub-rule 10 (1)(b) of the Official Language Rules, 1976 that he /she has acquired the Working Knowledge of Hindi, training of Praveen or Pragya level in Hindi will not be obligatory for him/her.

CLASSIFICATION OF MEMBERS:

Members are classified into four categories based on their mother tongue and whether a member is eligible for a particular course or not should be decided based on the Hindi qualifications already possessed by him/her as well as the mother tongue of that member.

For the purpose of incentive to be given on passing various Hindi Examinations, the employees have been categorized as under:-

- Category "A" : Employees whose mother tongue is Hindi and who can express themselves well in Hindi.
- Category "B" : Employees whose mother tongue is one of the following languages: Urdu, Punjabi, Kashmiri or other allied language.
- Category "C" : Employees whose mother tongue is one of the following languages: Marathi, Gujarati, Bengali, Oriya, Assamese and other allied languages and Sindhi.
- Category "D" : Employees whose mother tongue is any South Indian Language or English.

BANKING ORIENTED HINDI EXAMINATION:

Members irrespective of their qualification in Hindi and mother tongue are eligible for a cash incentive of Rs.3,000/- for passing Banking Oriented Hindi Examination conducted by Indian Institute of Bankers, Bombay.

Members are not eligible for reimbursement of examination fee, conveyance etc.

Cash Incentive amount for passing various Hindi examinations w.e.f. 1.7.2010

Examination	Cash incentive for passing examination by attending classes during office hours		Cash incentive for passing examination on one's own efforts outside office hours		Cash incentive for passing examination by attending classes during office hours & securing 70% or more		Cash incentive for passing examination on one's own efforts outside office hours & securing 70% or more	
	Existing	Approved	Existing	Approved	Existing	Approved	Existing	Approved
Prabodh	1000	4000	1500	6000	1500	6000	2000	8000
IOB Praveen	1000	5000	1500	7500	1500	7500	2000	10000
Banking Pragya	1200	6000	1800	9000	1800	9000	2400	12000

DETAILS REGARDING EXAMINATIONS ETC.,

- The examination fee of Rs. 100/- for Prabodh/Praveen/Banking Pragya/Hindi Typing and Rs.100/- for Banking Pragya/ Hindi Shorthand will be reimbursed by the Regional Office to both clerical and supervisory staff attached to branches CBO, etc. only if they attend the exam and the hall ticket attested by the invigilators as proof of their having appeared in the examination. Regarding staff of RO and CO., reimbursement will be made by RO concerned and CO respectively.

2. Conveyance/Halting Allowance, if any will be reimbursed by Regional Office in accordance with the following norms.
 - a. Actual Bus fare subject to a maximum of Rs.10/- will be paid for attending for examinations in case of local centre.
 - b. In case of outstation centre, T.A., & Halting allowance will be paid as per existing norms of the Bank.
 - c. Members are permitted to write the examination only at their place of work. Where there is no examination centre at their place of work, they may be permitted to appear for the examination at the nearest District head quarters where examination centre is available. T.A. and H.A. will not be given to members appearing for the examination at any other centre.
3. Full day duty leave may be given by the concerned Branch / Manager/RO/CO Departments for attending the examination.
4. For members enrolled in the Correspondence Course of Central Hindi Directorate, enrolment fee will be reimbursed only once for a course as the lessons received during any year would be the same.
5. In all above cases, Regional Office may take decisions/give their sanctions as per norms and based on the recommendations of their Official Language Cells. In case of Central Office Staff, Official Language Department will recommend for reimbursement of enrolment/examination fee and conveyance expenses for writing the examination.

An officer will be eligible for reimbursement of medical expenses actually incurred by him in respect of self and family.

Reimbursement of hospitalization expenses as per Regulation 24 (1) (b) (i) of the officers' Service Regulation 1979 / 1982 has undergone a change with the introduction of Medical Insurance Scheme as per X Bipartite Settlement. The same has been effected in our Bank with effect from 01.10.2015.

The revised Service Regulation for Officers with regard to Medical Aid and Expenses / Reimbursement of Hospitalisation expenses are given below.

Medical Aid (w.e.f. 01.11.2017)

l) Annual medical aid on declaration basis has been revised as follows:

Officers in JMG I – MMG III Rs.10,300/- per annum

Officers in SMG IV and above Rs.12,300/- per annum.

Term II – Reimbursement of Hospitalisation Expenses : On and from 1st October 2015 (in our bank) , the reimbursement of hospitalisation expenses under Regulation 24(1) (b) (I) of Officers Service Regulations, 1979/1982, shall be in terms of New Insurance Scheme laid down under Bipartite Settlement dated 25th May 2015, for Workmen/ Officer employees. The details of the scheme are as below :

DEFINITION OF FAMILY :

For the purpose of medical facilities and for the purpose of leave fare concession, the expression "family" of an employee shall mean :

- a) The officer's spouse, wholly dependent unmarried children (including step children and legally adopted children) wholly dependent physically and mentally challenged brother / sister with 40% or more disability, widowed daughters and dependent divorced / separated daughters, sisters including unmarried / divorced / abandoned or separated from husband / widowed sisters as also parents wholly dependent on the officer.
- b) The term wholly dependant child/parent shall mean such member of the family having a monthly income not exceeding Rs.12,000/- per month. If the income of one of the parents exceeds Rs.12,000/- per month or the aggregate income of both the parents exceeds Rs.12,000/ - per month , both the parents shall not be considered as wholly dependent on the officer employee.
- c) A married female employee may include her natural parents or parents-in-law under the definition of family, but not both, provided that the parents / parents-in-law are wholly dependent on her.

Note : For the purpose of medical expenses reimbursement , for all employees, any two of the dependent parents / parents-in-law shall be covered. The officer employee will have the choice to substitute either of the dependents or both. Physically challenged children of employees to be defined as dependents irrespective of age or marital status, subject to income criteria.

MEDICAL INSURANCE SCHEME

Having regard to the need to extend better coverage and reimbursement of hospitalization and medical expenses incurred by the officers / employees/dependent family members, the demand for full reimbursement of expenses connected with hospitalization and medical treatment including domiciliary hospitalization and domiciliary treatment was discussed by and between the parties and a new scheme for reimbursement of medical expenses has been formulated.

The salient features of the Scheme are as under:

The scheme shall cover expenses of the officers / employees and dependent family members in cases he/she shall contract any disease or suffer from any illness (hereinafter called DISEASE) or sustain any bodily injury through accident (hereinafter called INJURY) and if such disease or injury shall require any employee/ dependent family member, upon the advice of a duly qualified Physician/ Medical Specialist/Medical practitioner (hereinafter called MEDICAL PRACTITIONER) or of a duly qualified Surgeon (hereinafter called SURGEON) to incur hospitalization/ domiciliary hospitalization and domiciliary treatment expenses as defined in the Scheme, for medical/surgical treatment at any Nursing Home/ Hospital / Clinic (for domiciliary treatment)/ Day care Centre which are registered with the local bodies in India as herein defined (hereinafter called HOSPITAL) as an inpatient or otherwise as specified as per the scheme.

The Scheme covers Employee + Spouse + Dependent Children + any two of the dependent Parents /Parents-in-law.

- No age limit for dependent children (including step children and legally adopted children).
- A child would be considered dependent if his/her monthly income does not exceed Rs.10,000/- per month;
- Widowed Daughter and dependent divorced / separated daughters, sisters including unmarried / divorced / abandoned or separated from husband/ widowed sisters and Crippled Child shall be considered shall be considered as dependent for the purpose of this policy.
- Physically challenged Brother / Sister with 40% or more disability shall also be covered as Dependent.
- No Age Limits for Dependent Parents. Any two, i.e. either dependent parents or parents-in- law will be covered as dependent.
- Parents would be considered dependent if their monthly income does not exceed Rs.10,000/- per month or as revised by Indian Banks' Association in due course, and wholly dependent on the employee as defined in this scheme.

All the existing permanent officers / employees of the Banks which are parties to this Settlement shall be covered by this Scheme from the date of introduction/implementation of this Scheme. All New Officers / employees shall be covered from the date of joining as per their appointment in the bank.

Till the new scheme is made effective and gets implemented, the existing provisions as per Bipartite Settlement/ Joint Note dated 27.4.2010 will continue to operate.

The new Scheme as applicable to the officers/ employees in service would be continued beyond their retirement/superannuation/resignation, etc. subject to payment of stipulated premium by them.

The new Scheme would also cover the existing retired officers/ employees of the Banks and dependent spouse subject to payment of stipulated premium by them.

In the event of any claim becoming admissible under this scheme, the Bank will reimburse the amount of such expenses as would fall under different heads mentioned below and as are reasonably and medically necessary incurred thereof by or on behalf of such employee.

Reimbursement shall cover Room and Boarding expenses as provided by the Hospital/Nursing Home not exceeding Rs.5000 per day or the actual amount whichever is less. Intensive Care Unit (ICU) expenses not exceeding Rs.7500/- per day or actual amount whichever is less. Surgeon, team of surgeons, Assistant surgeon, Anaesthetist, Medical Practitioner, Consultants, Specialists Fees, Nursing Charges, Service Charges, IV Administration Charges, Nebulization Charges, RMO charges, Anaesthetic, Blood, Oxygen, Operation Theatre Charges, surgical appliances, OT consumables, Medicines & Drugs, Dialysis, Chemotherapy, Radiotherapy, Cost of Artificial Limbs, cost of prosthetic devices implanted during surgical procedure like pacemaker, defibrillator, ventilator, orthopaedic implants, Cochlear Implant, any other implant, Intra-Ocular Lenses, infra cardiac valve replacements, vascular stents, any other valve replacement, laboratory/ diagnostic tests, X-ray CT Scan, MRI, any other scan, scopies and such similar expenses that are medically necessary or incurred during hospitalization as per the advice of the attending doctor.

Hospitalization expenses (excluding cost of organ) incurred on donor in respect of organ transplant to officers/ employee/dependent would also be covered for reimbursement.

Pre and Post Hospitalization expenses payable in respect of each hospitalization shall be the actual expenses incurred subject to 30 days prior to hospitalization and 90 days after discharge.

Alternative systems of treatments other than treatment under Allopathy or modern medicine shall include Ayurveda, Unani, Siddha, Homeopathy and Naturopathy in the Indian context, for Hospitalization and Domiciliary treatment.

CASHLESS FACILITY:

The scheme also includes the benefit of cashless treatment facility in hospitals under a scheme worked by the Banks and the hospitals under a common insurance scheme.

CONTRIBUTION:

The officers / employees shall not be required to share the cost of such benefits under the new scheme. However, in the case of officers / employees retiring from the Banks after the scheme is introduced and those who are already retired from the services of the banks and who opt to avail the benefits of the scheme, the amount of contribution by such persons shall be decided at the respective Bank level.

Day care Treatments shall be covered under the scheme and would refer to medical treatment and or surgical procedure which is

- i.undertaken under general or local anaesthesia in a hospital/day care centre in less than a day because of technological advancement, and
- ii which would have otherwise required hospitalisation of more than a day. Treatment normally taken on an out patient basis is not included in the scope of this definition.

DOMICILIARY HOSPITALIZATION: Domiciliary Hospitalization shall be covered under this scheme and would mean medical treatment for an illness/disease/injury which in the normal course would require care and treatment at a hospital but is actually taken while confined at home under any of the following circumstances :

- a) The condition of the patient is such that he/she is not in a condition to be removed to a hospital or
- b) the patient takes treatment at home on account of non-availability of room in a hospital.

DOMICILIARY TREATMENT: shall also be covered under this scheme i.e. treatment taken for specified diseases which may or may not require hospitalization as mentioned herein below.

Domiciliary Hospitalization / Domiciliary Treatment : Medical expenses incurred in case of the following diseases which need Domiciliary Hospitalization /domiciliary treatment as may be certified by the recognized hospital authorities and bank's 'medical officer shall be deemed as hospitalization expenses and reimbursed to the extent of 100%. Cancer, Leukemia, Thalassemia, Tuberculosis, Paralysis, Cardiac Ailments , Pleurisy , Leprosy, Kidney Ailment, All Seizure disorders, Parkinson's diseases, Psychiatric disorder including schizophrenia and psychotherapy, Diabetes and its complications, hypertension, Asthma, Hepatitis –B, Hepatitis - C, Hemophilia, My asthenia gravis, Wilson's disease, Ulcerative Colitis, Epidermolysis bullosa, Venous Thrombosis (not caused by smoking) Aplastic Anaemia, Psoriasis, Third Degree burns, Arthritis, Hypothyroidism, Hyperthyroidism, expenses incurred on radiotherapy and chemotherapy in the treatment of cancer and leukemia, Glaucoma, Tumor, Diphtheria, Malaria, Non-Alcoholic Cirrhosis of Liver, Purpura, Typhoid, Accidents of Serious Nature, Cerebral Palsy, Polio, all Strokes leading to Paralysis, Haemorrhages caused by accidents, all animal/reptile/insect bite or sting, chronic pancreatitis, Immuno suppressants, multiple sclerosis / motor neuron disease, status asthmaticus, sequela of meningitis, osteoporosis, muscular dystrophies, sleep apnea syndrome(not related to obesity), any organ related (chronic) condition, sickle cell disease, systemic lupus erythematosus (SLE), any connective tissue disorder, varicose veins, thrombo embolism venous thrombosis/ venous thrombo embolism (VTE), growth disorders, Graves' disease, Chronic Pulmonary Disease, Chronic Bronchitis, Physiotherapy and swine flu shall be considered for reimbursement under domiciliary treatment.

The cost of medicines, investigations, and consultations, etc.in respect of domiciliary treatment shall be reimbursed for the period stated by the specialist in Prescription. If no period stated, the prescription for the purpose of reimbursement shall be valid for a period not exceeding 90 days.

HOSPITAL / NURSING HOME: A Hospital under this scheme would mean any institution established for in-patient care and day care treatment of illness and/or injuries and which has been registered as a Hospital with the local authorities under the Clinical establishments (Registration and Regulation) Act, 2010 or under the enactments specified under the Schedule of Section 56(1) of the said Act OR complies with all minimum criteria as under:

- Has qualified nursing staff under its employment round the clock.
- Has at least 10 in-patient beds in towns having a population of less than 10 lacs and at least 15 in-patient beds in all other places;
- Has qualified medical practitioner(s) in charge, round the clock;
- Has a fully equipped Operation Theatre of its own where surgical procedures are carried out;
- Maintains daily records of patients and makes these accessible to the insurance company's authorized personnel.

This clause will however be relaxed in areas where it is difficult to find such hospitals. The term ' Hospital / Nursing Home ' shall not include an establishment which is a place of rest, a place for the aged, a place for drug-addicts or place for alcoholics, a hotel or a similar place.

HOSPITALIZATION: Hospitalization would mean admission in a Hospital/ Nursing Home for a minimum period of 24 consecutive hours of inpatient care except for specified procedures/ treatments, where such admission could be for a period of less than a day,

ID CARD: In terms of the scheme arrived at between the Banks and insurance companies, ID Cards would be issued to all the officers / employees/ dependent family members/retired officers / employees/ their dependents for the purpose of availing cashless facility in network hospitals.

PRE-EXISTING DISEASE: Pre Existing Diseases would be covered for reimbursement under this scheme.

PRE-HOSPITALISATION MEDICAL EXPENSES : Medical expenses incurred immediately 30 days before the insured person is hospitalized will be considered as part of a claim provided that such medical expenses are incurred for the same condition for which the insured person’s hospitalization was required.

POST HOSPITALISATION MEDICAL EXPENSES: Relevant medical expenses incurred immediately 90 days after the employee/ dependent/ retirement employee is discharged from the hospital provided that such medical expenses are incurred for the same condition for which the Insured Person’s Hospitalization was required.

Additional Ex-Gratia for Critical Illness : In addition to the reimbursement covered under this scheme, officers / employees (only officers / employees and not their dependents or retired officers / employees) shall be provided additional ex gratia of Rs. 1,00,000/- . In case an employee contracts a Critical Illness as listed below, the sum of Rs.1,00,000/- shall be paid. This benefit shall be provided on first detection/ diagnosis of the Critical Illness.

- Cancer including Leukemia
- Stroke
- Paralysis
- By Pass Surgery
- Major Organ Transplant/Bone marrow transplantation
- End Stage Liver Disease
- Heart Attack
- Kidney Failure
- Heart Valve Replacement Surgery

Hospitalization is not required to claim this benefit.

Expenses on Hospitalization for minimum period of a day are admissible. However, this time limit shall not be applied to specific treatments, such as:

1	Adenoidectomy	5	Coronary angioplasty
2	Appendectomy	6	Dental surgery
3	Auroplasty not Cosmetic in nature	7	D&C
4	Coronary angiography /Renal	8	Excision of cyst/granuloma/lump/tumor

9	Eye surgery	24	Inguinal/ventral/umbilical/femoral
10	Fracture including hairline fracture	25	hernia Parenteral chemotherapy
11	Radiotherapy	26	Polypectomy
12	Chemotherapy including parental	27	Septoplasty
13	Lithotripsy	28	Piles/ fistula /dislocation
14	Incision and drainage of abscess	29	Prostate surgeries
15	Varicocelectomy	30	Sinusitis surgeries chemotherapy
16	Wound suturing	31	Tonsillectomy
17	FESS	32	Liver aspiration
18	Operations/Micro surgical operations on the nose, middle ear/internal ear, tongue, mouth, face, tonsils & adenoids, salivary glands & salivary ducts, breast, skin & subcutaneous tissues, digestive tract, female/male sexual organs.	33	Sclerotherapy
19	Haemo dialysis	34	Varicose Vein Ligation
20	Fissurectomy / Fistulectomy	35	All scopies along with biopsies
21	Mastoidectomy	36	Lumbar puncture
23	Hysterectomyl	37	Ascitic Pleural tapping22 Hydrocele

This condition will also not apply in case of stay in hospital of less than a day provided the treatment is undertaken under General or Local Anesthesia in a hospital / day care centre in less than a day because of technological advancement and which would have otherwise required hospitalization of more than a day.

MATERNITY EXPENSES BENEFIT EXTENSION : Hospitalization expenses in respect of the new born child can be covered within the Mother’s Maternity expenses. The maximum benefit allowable under this clause will be up to Rs. 50000/- for normal delivery and Rs.75,000/- for Caesarean Section.

BABY DAY ONE COVER: New born baby is covered from day one. All expenses incurred on the new born baby during maternity will be covered in addition to the maternity limit and up to Rs, 20,000/-.

AMBULANCE CHARGES: Ambulance charges are payable up to Rs 2500/- per trip to hospital and

/ or transfer to another hospital or transfer from hospital to home if medically advised. Taxi and Auto expenses in actual maximum up to Rs750/- per trip will also be reimbursable.

Ambulance charges actually incurred on transfer from one center to another center due to Non availability of medical services/ medical complication shall be payable in full.

CONGENITAL ANOMALIES: Expenses for Treatment of Congenital Internal / External diseases, defects anomalies are covered under the scheme.

PSYCHIATRIC DISEASES: Expenses for treatment of psychiatric and psychosomatic diseases shall be payable with or without hospitalization.

ADVANCED MEDICAL TREATMENT: All new kinds of approved advanced medical procedures for e.g. laser surgery, stem cell therapy for treatment of a disease is payable on hospitalization /day care surgery.

Treatment taken for Accidents can be payable even on OPD basis in Hospital.

TAXES AND OTHER CHARGES : All Taxes , Surcharges , Service Charges , Registration charges, Admission Charges , Nursing , and Administration charges to be payable.

Charges for diapers and sanitary pads are payable, if necessary, as part of the treatment.

Charges for Hiring a nurse / attendant during hospitalization will be payable only in case of recommendation from the treating doctor in case ICU / CCU, Neo natal nursing care or any other case where the patient is critical and requiring special care.

Treatment for Genetic Disorder and stem cell therapy shall be covered under the scheme.

Treatment for Age related Macular Degeneration (ARMD), treatment such as Rotational Field Quantum magnetic Resonance (RFQMR), Enhanced External Counter Pulsation (EECP), etc. are covered under the scheme. Treatment for all neurological/ macular degenerative disorders shall be covered under the scheme.

Rental Charges for External and or durable Medical equipment of any kind used for diagnosis and or treatment including CPAP, CAPD, Bi-PAP, Infusion pump etc. will be covered under the scheme. However purchase of the above equipment to be subsequently used at home in exceptional cases on medical advice shall be covered.

Ambulatory devices i.e., walker, crutches, Belts, Collars, Caps, Splints, Slings, Braces, Stockings, elastocrepe bandages, external orthopaedic pads, sub cutaneous insulin pump, Diabetic foot wear, Glucometer (including Glucose Test Strips)/ Nebulizer/ prosthetic devise/ Thermometer, alpha / water bed and similar related items etc., will be covered under the scheme.

Physiotherapy charges: Physiotherapy charges shall be covered for the period specified by the Medical Practitioner even if taken at home.

While reimbursement to the officers / employees shall be made by the Banks as hitherto, the Scheme shall be administered by the Banks through a scheme worked out between IBA/Banks and Insurance companies and officers / employees would in no way be directly bound by the terms and conditions of such scheme or arrangements.

However, for the purpose of clarity and information, the details of the Scheme worked out between IBA/Banks and insurance companies is appended below.

The above stated scheme would not supersede the continuation of any bank-level arrangement or scheme providing for reimbursement of medical expenses, which is not covered herein, that may be in operation in any Bank.

Medical Scheme for the Officers/ Employees of IBA Member Banks, parties to the Bipartite Settlement/ Joint Note dated 25th May 2015 in lieu of the Existing Hospitalization Scheme

The scheme covers expenses of the officers / employees and dependent in cases he/she shall contract any disease or suffer from any illness (hereinafter called DISEASE) or sustain any bodily injury through accident (hereinafter called INJURY) and if such disease or injury shall require any such insured Person, upon the advice of a duly qualified Physician/Medical Specialist/Medical practitioner (hereinafter called MEDICAL PRACTITIONER) or of a duly qualified Surgeon (hereinafter called SURGEON) to incur hospitalization/domiciliary hospitalization and domiciliary treatment expenses as defined in the Scheme, for medical/surgical treatment at any Nursing Home/ Hospital / Clinic (for domiciliary treatment)/ Day care Centre which are registered with the local bodies, in India as herein defined (hereinafter called HOSPITAL) as an inpatient or otherwise as specified as per the scheme, to the extent of the sum insured + Corporate buffer.

1.1. The Scheme Covers Employee + Spouse + Dependent Children + 2 dependent Parents / parents-in-law.

- No age limit for dependent children. (including step children and legally adopted children) A child would be considered dependent if their monthly income does not exceed Rs. 10,000/- per month; which is at present, or revised by Indian Banks' Association in due course. Widowed Daughter and dependant divorced / separated daughters, sisters including unmarried / divorced / abandoned or separated from husband/ widowed sisters and Crippled Child shall be considered as dependent for the purpose of this policy. Physically challenged Brother / Sister with 40% or more disability.
- No Age Limits for Dependent Parents. Either Dependent Parents or parents-In-law will be covered. Parents would be considered dependent if their monthly income does not exceed Rs. 10,000/- per month, which is at present, or revised by Indian Banks' Association in due course, and wholly dependent on the employee as defined in this scheme.

(The definition of family shall undergo a change as decided in due course in the negotiations)

1.2.1 All New Officers / employees to be covered from the date of joining as per their appointment letter. For additions /deletions during policy period, premium to be charged /refunded on pro rata basis.

1.2.2 Continuity benefits coverage to officers / employees on retirement and also to the Retired Officers / employees, who may be inducted in the Scheme.

Sum Insured: Hospitalization and domiciliary Treatment coverage as defined in the scheme per annum

Officers : Rs.400000

Clerical Staff : Rs.300000

Sub Staff : Rs.300000

Change in sum insured after commencement of policy to be considered in case of promotion of the employee or vice versa.

1.4 Corporate Buffer : Rs. 100,00,00,000/- Corporate buffer may be appropriated as per the premium of the bank. If the Corporate buffer of one bank is exhausted, the remaining amount can be claimed from the unutilized corporate buffer of the other banks. Corporate Buffer can be authorized by the Management, through an Authorized person / Committee as decided by IBA / Bank, and informed directly to the THIRD PARTY ADMINISTRATOR by keeping the insurance company in the loop.

1.5 In the event of any claim becoming admissible under this scheme, the company will pay through Third Party Administrator to the Hospital / Nursing Home or insured the amount of such expenses as would fall under different heads mentioned below and as are reasonably and medically necessary incurred thereof by or on behalf of such insured but not exceeding the Sum Insured in aggregate mentioned in the schedule hereto.

- A. Room and Boarding expenses as provided by the Hospital/Nursing Home not exceeding Rs. 5000 per day or the actual amount whichever is less.
- B. Intensive Care Unit (ICU) expenses not exceeding Rs. 7500 per day or actual amount whichever is less.
- C. Surgeon, team of surgeons, Assistant surgeon, Anesthetist, Medical Practitioner, Consultants, Specialists Fees.
- D. Nursing Charges , Service Charges, IV Administration Charges, Nebulization Charges, RMO charges, Anaesthetic, Blood, Oxygen, Operation Theatre Charges, surgical appliances, OT consumables, Medicines & Drugs, Dialysis, Chemotherapy, Radiotherapy, Cost of Artificial Limbs, cost of prosthetic devices implanted during surgical procedure like pacemaker, Defibrillator, Ventilator, orthopaedic implants, Cochlear Implant, any other implant, Intra-Ocular Lenses, , infra cardiac valve replacements, vascular stents, any other valve replacement, laboratory/diagnostic tests, X-ray CT Scan, MRI, any other scan, scopies and such similar expenses that are medically necessary, or incurred during hospitalization as per the advice of the attending doctor.
- E. Hospitalization expenses (excluding cost of organ) incurred on donor in respect of organ transplant to the insured.

1.6 Pre and Post Hospitalization expenses payable in respect of each hospitalization shall be the actual expenses incurred subject to 30 days prior to hospitalization and 90 days after discharge.

2. DEFINITIONS:

2.1 ACCIDENT: An accident is a sudden, unforeseen and involuntary event caused resulting in injury -

2.2

- A. "Acute condition" – Acute condition is a disease, illness or injury that is likely to respond quickly to treatment which aims to return the person to his or her state of health immediately before suffering the disease/illness/injury which leads to full recovery.

- B. "Chronic condition" – A chronic condition is defined as a disease, illness, or injury that has one or more of the following characteristics –
- i. It needs ongoing or long-term monitoring through consultations, examinations, check-ups and/or tests –
 - ii. It needs ongoing or long-term control or relief of symptoms
 - iii. It requires your rehabilitation or for you to be specially trained to cope with it
 - iv. It continues indefinitely
 - v. It comes back or is likely to come back.

2.3 ALTERNATIVE TREATMENTS:

Alternative Treatments are forms of treatment other than treatment "Allopathy" or "modern medicine and includes Ayurveda, unani, siddha homeopathy and Naturopathy in the Indian Context, for Hospitalisation only and Domiciliary for treatment only under ailments mentioned under clause number

3.1 (Ref: 3.4 Alternative Therapy)

2.4 ANY ONE ILLNESS:

Any one illness will be deemed to mean continuous period of illness and it includes relapse within 45 days from the date of last consultation with the Hospital / Nursing Home where treatment has been taken. Occurrence of the same illness after a lapse of 45 days as stated above will be considered as fresh illness for the purpose of this policy.

2.5 CASHLESS FACILITY:

Cashless facility "means a facility extended by the insurer to the insured where the payments, of the cost of treatment undergone by the employee and the dependent family members of the insured in accordance with the policy terms and conditions, or directly made to the network provider by the insurer to the extent pre-authorization approved.

2.6 CONGENITAL ANOMALY:

Congenital Anomaly refers to a condition(s) which is present since birth, and which is abnormal with reference to form, structure or position.

- a. Internal Congenital Anomaly which is not in the visible and accessible parts of the body
- b. External Congenital Anomaly which is in the visible and accessible parts of the body

2.7 CONDITION PRECEDENT:

Condition Precedent shall mean a policy term or condition upon which the Insurer's liability under the policy is conditional upon.

2.8 CONTRIBUTION:

The Officers / employees will not share the cost of an indemnity claim on a ratable proportion from their personal Insurance Policies.

2.9 DAYCARE CENTRE:

A day care centre means any institution established for day care treatment of illness and/ or injuries or a medical setup within a hospital and which has been registered with the local authorities, wherever applicable, and is under the supervision of a registered and qualified medical practitioner AND must comply with all minimum criteria as under;-

- has qualified nursing staff under its employment
- has all qualified medical practitioner(s) in charge
- has a fully equipped operation theatre of its own where surgical procedures are carried out.
- maintains daily records of patients and will make these accessible to the insurance companies authorised personnel.

2.10 DAY CARE TREATMENT:

Day care Treatment refers to medical treatment and or surgical procedure which is

- iii. undertaken under general or local anesthesia in a hospital/day care Centre in less than a day because of technological advancement, and
- iv. Which would have otherwise required a hospitalisation of more than a day.

Treatment normally taken on an out patient basis is not included in the scope of this definition.

2.11 DOMICILIARY HOSPITALIZATION:

Domiciliary Hospitalization means medical treatment for an illness/disease/injury which in the normal course would require care and treatment at a hospital but is actually taken while confined at home under any of the following circumstances:

- a) The condition of the patient is such that he/she is not in a condition to be removed to a hospital or
- b) The patient takes treatment at home on account of non-availability of room in a hospital.

2.12 DOMICILIARY TREATMENT

Treatment taken for specified diseases which may or may not require hospitalization as mentioned in the Scheme under clause Number 3.1

2.13 HOSPITAL / NURSING HOME:

A Hospital means any institution established for in-patient care and day care treatment of illness and/or injuries and which has been registered as a Hospital with the local authorities under the Clinical establishments (Registration and Regulation) Act, 2010 or under the enactments specified under the Schedule of Section 56(1) of the said Act OR complies with all minimum criteria as under

- Has qualified nursing staff under its employment round the clock.
- Has at least 10 in-patient beds in towns having a population of less than 10 lacs and at least 15 in-patient beds in all other places;
- Has qualified medical practitioner(s) in charge round the clock;
- Has a fully equipped Operation Theatre of its own where surgical procedures are carried out;
- Maintains daily records of patients and makes these accessible to the insurance company's authorized personnel.

The term ' Hospital / Nursing Home ' shall not include an establishment which is a place of rest, a place for the aged, a place for drug-addicts or place for alcoholics, a hotel or a similar place.

This clause will however be relaxed in areas where it is difficult to find such hospitals.

2.14 HOSPITALIZATION:

Hospitalization means admission in a Hospital/Nursing Home for a minimum period of 24 consecutive hours of inpatient care except for specified procedures/treatments, where such admission could be for a period of less than a day, as mentioned in clauses 2.9 and 2.10

2.15 ID CARD:

ID Card means the identity card issued to the insured person by the THIRD PARTY ADMINISTRATOR to avail cashless facility in network hospitals.

2.16 ILLNESS:

Illness means a sickness or a disease or pathological condition leading to the impairment of normal physiological function which manifests itself during the policy period and requires medical treatment.

2.17 INJURY:

Injury means accidental physical bodily harm excluding illness or disease which is verified and certified by a medical practitioner.

However all types of Hospitalization is covered under the Scheme.

2.18 IN PATIENT CARE:

In Patient Care means treatment for which the insured person has to stay in a hospital for more than a day for a covered event.

2.19 INTENSIVE CARE UNIT:

Intensive Care Unit means an identified section, ward or wing of a Hospital which is under the constant supervision of a dedicated medical practitioner(s) and which is specially equipped for the continuous monitoring and treatment of patients who are in a critical condition, or require life support facilities and where the level of care and supervision is considerably more sophisticated and intensive than in the ordinary and other wards.

2.20 MATERNITY EXPENSES:

Maternity expenses/treatment shall include:

- a) Medical treatment expenses traceable to childbirth (including complicated deliveries and caesarean sections incurred during hospitalization).
- b) Expenses towards medical termination of pregnancy during the policy period.
- c) Complications on Maternity would be covered up to the Sum Insured plus the Corporate Buffer.

2.21 MEDICAL ADVICE:

Any consultation or advice from a medical practitioner/doctor including the issue of any prescription or repeat prescription.

2.22 MEDICAL EXPENSES:

Medical Expenses means those expenses that an insured person has necessarily and actually incurred for medical treatment on account of illness or accident on the advice of a medical practitioner, as long as these are no more than would have been payable if the insured person had not been insured.

2.23 MEDICALLY NECESSARY:

Medically necessary treatment is defined as any treatment, test, medication or stay in hospital or part of a stay in a hospital which

- is required for the medical management of the illness or injury suffered by the insured;
- must not exceed the level of care necessary to provide safe, adequate and appropriate medical care in scope, duration or intensity;
- must have been prescribed by a medical practitioner;
- must conform to the professional standards widely accepted in international medical practice or by the medical community in India.

2.24 MEDICAL PRACTITIONER:

Medical Practitioner is a person who holds a valid registration from the Medical Council of any State or Medical Council of India or Council for Indian Medicine or the homeopathy set up by the Government of India or a State Government and is thereby entitled to practice medicine within its jurisdiction; and is acting within the scope and jurisdiction of his license. The term medical practitioner would include physician, specialist and surgeon.

(The Registered practitioner should not be the insured or close family members such as parents, parents-in-law, spouse and children.)

2.25 NETWORK PROVIDER:

Network Provider means hospitals or health care providers enlisted by an insurer or by a Third Party Administrator and insurer together to provide medical services to an insured on payment by a cashless facility.

The list of network hospitals is maintained by and available with the THIRD PARTY ADMINISTRATOR and the same is subject to amendment from time to time.

2.26 NEW BORN BABY:

A new born baby means baby born during the Policy Period aged between one day and 90 days, both days inclusive.

2.27 NON NETWORK :

Any hospital, day care Centre or other provider that is not part of the network.

2.28 NOTIFICATION OF CLAIM

Notification of claim is the process of notifying a claim to the Bank, insurer or Third Party Administrator as well as the address/telephone number to which it should be notified.

2.29 OPD TREATMENT:

OPD Treatment is one in which the insured visits a clinic/hospital or associated facility like a consultation room for diagnosis and treatment based on the advice of medical a practitioner. The insured is not admitted as a day care or in-patient.

2.30 PRE-EXISTING DISEASE:

Pre Existing Disease is any condition, ailment or injury or related condition(s) for which you had signs or symptoms, and/or were diagnosed, and/or received medical advice/treatment, prior to the first policy issued by the insurer.

2.31 PRE – HOSPITALISATION MEDICAL EXPENSES:

Medical expenses incurred immediately 30 days before the insured person is hospitalized will be considered as part of a claim as mentioned under Item 1.2 above provided that;

- i. such medical expenses are incurred for the same condition for which the insured person's hospitalization was required and
- ii. the inpatient hospitalization claim for such hospitalization is admissible by the insurance company.

2.32 POST HOSPITALISATION MEDICAL EXPENSES:

Relevant medical expenses incurred immediately 90 days after the Insured person is discharged from the hospital provided that;

- a. Such Medical expenses are incurred for the same condition for which the Insured Person's Hospitalization was required; and
- b. The In-patient Hospitalization claim for such Hospitalization is admissible by the Insurance Company.

2.33 QUALIFIED NURSE:

Qualified Nurse is a person who holds a valid registration from the Nursing Council of India or the Nursing Council of any state in India and/or who is employed on recommendation of the attending medical practitioner.

2.34 REASONABLE AND CUSTOMARY CHARGES:

Reasonable Charges means the charges for services or supplies, which are the standard charges for the specific provider and consistent with the prevailing charges in the geographical area for identical or similar services, taking into account the nature of the illness/injury involved.

2.35 ROOM RENT:

Room Rent shall mean the amount charged by the hospital for the occupancy of a bed on per day basis.

2.36 SUBROGATION:

Subrogation shall mean the right of the insurer to assume the rights of the insured person to recover expenses paid out under the policy that may be recovered from any other source. It shall exclude the medical / accident policies obtained by the insured person separately.

2.37 SURGERY:

Surgery or surgical procedure means manual and/or operative procedure(s) required for treatment of an illness or injury, correction of deformities and defects, diagnosis and cure of diseases, relief of suffering or prolongation of life, performed in a hospital or day care Centre by a medical practitioner.

2.38 THIRD PARTY ADMINISTRATOR

Third Party Administrator means a Third Party Administrator who holds a valid License from Insurance Regulatory and Development Authority to act as a THIRD PARTY ADMINISTRATOR and is engaged by the Company for the provision of health services as specified in the agreement between the Company and Third Party Administrator.

2.39 UNPROVEN/EXPERIMENTAL TREATMENT:

Unproven/Experimental treatment is treatment, including drug Experimental therapy, which is not based on established medical practice in India.

3. COVERAGES:

- 3.1 Domiciliary Hospitalization / Domiciliary Treatment : Medical expenses incurred in case of the following diseases which need Domiciliary Hospitalization /domiciliary treatment as may be certified by the attending medical practitioner and / or bank's 'medical officer shall be deemed as hospitalization expenses and reimbursed to the extent of 100% Cancer , Leukemia, Thalassemia, Tuberculosis, Paralysis, Cardiac Ailments , Pleurisy , Leprosy, Kidney Ailment , All Seizure disorders, Parkinson's diseases, Psychiatric disorder including schizophrenia and psychotherapy , Diabetes and its complications, hypertension, Hepatitis –B , Hepatitis - C, Hemophilia, Myasthenia gravis, Wilson's disease, Ulcerative Colitis , Epidermolysis bullosa,

Venous Thrombosis(not caused by smoking) Aplastic Anaemia, Psoriasis, Third Degree burns, Arthritis, Hypothyroidism, Hyperthyroidism expenses incurred on radiotherapy and chemotherapy in the treatment of cancer and leukemia, Glaucoma, Tumor, Diptheria, Malaria, Non- Alcoholic Cirrhosis of Liver, Purpura, Typhoid, Accidents of Serious Nature, Cerebral Palsy, Polio, All Strokes Leading to Paralysis, Haemorrhages caused by accidents, All animal/reptile/ insect bite or sting, chronic pancreatitis, Immuno suppressants, multiple sclerosis / motorneuron disease, status asthmaticus, sequela of meningitis, osteoporosis, muscular dystrophies, sleep apnea syndrome(not related to obesity), any organ related (chronic) condition, sickle cell disease, systemic lupus erythematosus (SLE), any connective tissue disorder, varicose veins, thrombo embolism venous thrombosis/venous thrombo embolism (VTE)], growth disorders, Graves' disease, Chronic obstructive Pulmonary Disease, Chronic Bronchitis, Asthma, Physiotherapy and swine flu shall be considered for reimbursement under domiciliary treatment.

The cost of Medicines, Investigations, and consultations, etc.in respect of domiciliary treatment shall be reimbursed for the period stated by the specialist and / or the attending doctor and / or the bank's medical officer, in Prescription. If no period stated, the prescription for the purpose of reimbursement shall be valid for a period not exceeding 90 days.

3.2 Critical Illness : To be provided to the employee only subject to a sum insured of Rs.1,00,000/- . Cover starts on inception of the policy. In case an employee contracts a Critical Illness as listed below, the total sum insured of Rs.1,00,000/- is paid, as a benefit. This benefit is provided on first detection/diagnosis of the Critical Illness.

- Cancer including Leukemia
- Stroke
- Paralysis
- By Pass Surgery
- Major Organ Transplant
- End Stage Liver Disease
- Heart Attack
- Kidney Failure
- Heart Valve Replacement Surgery

Hospitalization is not required to claim this benefit. Further the Employee can claim the cost of hospitalization on the same from the Group Mediclaim Policy as cashless / reimbursement of expenses for the treatment taken by him.

3.3 Expenses on Hospitalization for minimum period of a day are admissible. However, this time limit is not applied to specific treatments, such as

1	Adenoidectomy	20	Haemo dialysis
2	Appendectomy	21	Fissurectomy / Fistulectomy
3	Ascitic / Plueral tapping	22	Mastoidectomy
4	Auroplasty not Cosmetic in nature	23	Hydrocele
5	Coronary angiography /Renal	24	Hysterectomy

6	Coronary angioplasty	25	Inguinal/ ventral/ umbilical/ femoral hernia
7	Dental surgery	26	Parenteral chemotherapy
8	D&C	27	Polypectomy
9	Excision of cyst/ granuloma/lump/tumor		
10	Eye surgery	28	Septoplasty
11	Fracture including hairline fracture /dislocation	29	Piles/ fistula
12	Radiotherapy	30	Prostate surgeries
13	Chemotherapy including parental chemotherapy	31	Sinusitis surgeries
14	Lithotripsy	32	Tonsillectomy
15	Incision and drainage of abscess	33	Liver aspiration
16	Varicocelectomy	34	Sclerotherapy
17	Wound suturing	35	Varicose Vein Ligation
18	FESS Operations/Micro surgical operations on the nose, middle ear/internal ear, tongue, mouth, face,	36	All scopies along with biopsies
19	tonsils & adenoids, salivary glands & salivary ducts, breast, skin & subcutaneous tissues, digestive tract, female/male sexual organs.	37	Lumbar puncture

This condition will also not apply in case of stay in hospital of less than a day provided :

- a. The treatment is undertaken under General or Local Anesthesia in a hospital / day care Centre in less than a day because of technological advancement and
- b. Which would have otherwise required hospitalization of more than a day.

3.4 Alternative Therapy : Reimbursement of Expenses for hospitalization or domiciliary treatment (under clause 3.1) under the recognized system of medicines , viz, Ayurvedic ,Unani, Sidha, Homeopathy , Naturopathy , if such treatment is taken in a clinic /hospital registered, by the central and state government .

3.5 MATERNITY EXPENSES BENEFIT EXTENSION

The hospitalization expenses in respect of the new born child can be covered within the Mother’s Maternity expenses. The maximum benefit allowable under this clause will be up to Rs. 50000/- for Normal Delivery and Rs. 75,000/- for Caesarean Section.

Special conditions applicable to Maternity expenses Benefit Extension:

- I. 9 months waiting period under maternity benefit will be waived from the policy.
- II. Pre-natal & post natal charges in respect of maternity benefit are covered under the policy up to 30 days and 60 days only, unless the same requires hospitalization.
- III. Missed Abortions , Miscarriage or abortions induced by accidents are covered under the limit of Maternity
- IV. Complications in Maternity including operations for extra uterine pregnancy ectopic pregnancy would be covered in the up to the Sum Insured + Corporate Buffer
- V. Expenses incurred for Medical Termination of Pregnancy
- VI. Claim in respect of delivery to be given irrespective of the number of children

3.6 Baby Day one Cover: New born baby is covered from day one. All expenses incurred on the new born baby during maternity will be covered in addition to the maternity limit up to Rs, 20000/-.

However if the baby contacts any illness the same shall be considered in the Sum Insured + Corporate buffer. Baby to be taken as an additional member within the normal family floater.

3.7 Ambulance Charges: Ambulance charges are payable up to Rs 2500/- per trip to hospital and / or transfer to another hospital or transfer from hospital to home if medically advised. Taxi and Auto expenses in actual maximum up to Rs750/- per trip. Ambulance charges actually incurred on transfer from one center to another center due to Non availability of medical services/ medical complication shall be payable in full.

3.8 Pre- Existing Diseases / Ailments: Pre-existing diseases are covered under the scheme.

3.9 Congenital Anomalies: Expenses for Treatment of Congenital Internal / External diseases, defects anomalies are covered under the policy

3.10 Psychiatric diseases: Expenses for treatment of psychiatric and psychosomatic diseases be payable with or without hospitalization.

3.11 Advanced Medical Treatment: All new kinds of approved advanced medical procedures for e.g. laser surgery, stem cell therapy for treatment of a disease is payable on hospitalization /day care surgery.

3.12 Treatment taken for Accidents can be payable even on OPD basis in Hospital up to Sum Insured.

3.13 Taxes and other Charges : All Taxes , Surcharges , Service Charges , Registration charges, Admission Charges , Nursing , and Administration charges to be payable.

- Charges for diapers and sanitary pads are payable if necessary as part of the treatment
- Charges for Hiring a nurse / attendant during hospitalization will be payable only in case of recommendation from the treating doctor in case ICU / CCU, Neo natal nursing care or any other case where the patient is critical and requiring special care.

3.14 Treatment for Genetic Disorder and stem cell therapy is covered under the scheme.

- 3.15 Treatment for Age related Macular Degeneration (ARMD), treatment such as Rotational Field Quantum magnetic Resonance (RFQMR), Enhanced External Counter Pulsation (EECP), etc. are covered under the scheme. Treatment for all neurological/ macular degenerative disorders shall be covered under the scheme.
- 3.16 Rental Charges for External and or durable Medical equipment of any kind used for diagnosis and or treatment including CPAP, CAPD, Bi-PAP, Infusion pump etc. will be covered under the scheme. However purchase of the above equipment to be subsequently used at home in exceptional cases on medical advice shall be covered.
- 3.17 Ambulatory devices i.e., walker, crutches, Belts, Collars, Caps, Splints, Slings, Braces, Stockings, elastocrepe bandages, external orthopaedic pads, sub cutaneous insulin pump, Diabetic foot wear, Glucometer (including Glucose Test Strips)/ Nebulizer/ prosthetic devise/ Thermometer, alpha / water bed and similar related items etc., will be covered under the scheme.
- 3.18 Physiotherapy charges: Physiotherapy charges shall be covered for the period specified by the Medical Practitioner even if taken at home.
All claims admitted in respect of any/all insured person/s during the period of insurance shall not exceed the Sum Insured stated in the schedule and Corporate Buffer if allocated.

4. EXCLUSIONS:

The company shall not be liable to make any payment under this policy in respect of any expenses whatsoever incurred by any Insured Person in connection with or in respect of:

- 4.1 Injury / disease directly or indirectly caused by or arising from or attributable to War, invasion, Act of Foreign enemy, War like operations (whether war be declared or not).
- 4.2 a. Circumcision unless necessary for treatment of a disease not excluded hereunder or as may be necessitated due to an accident.
 - b. Vaccination or inoculation.
 - c. Change of life or cosmetic or aesthetic treatment of any description is not covered.
 - d. Plastic surgery other than as may be necessitated due to an accident or as part of any illness.
- 4.3 Cost of spectacles and contact lenses, hearing aids. Other than Intra-Ocular Lenses and Cochlear Implant.
- 4.4 Dental treatment or surgery of any kind which are done in a dental clinic and those that are cosmetic in nature.
- 4.5 Convalescence, rest cure, Obesity treatment and its complications including morbid obesity, treatment relating disorders, Venereal disease, intentional self-injury and use of intoxication drugs/ alcohol.
- 4.6 All expenses arising out of any condition directly or indirectly caused to or associated with Human T-Cell Lymphotropic Virus Type III (HTLB - III) or lymphadinopathy Associated Virus (LAV) or the Mutants Derivative or Variation Deficiency Syndrome or any syndrome or condition of a similar kind commonly referred to as AIDS.

- 4.7 Charges incurred at Hospital or Nursing Home primarily for diagnosis x-ray or Laboratory examinations or other diagnostic studies not consistent with or incidental to the diagnosis and treatment of positive existence of presence of any ailment, sickness or injury, for which confinement is required at a Hospital / Nursing Home, unless recommended by the attending doctor.
- 4.8 Expenses on vitamins and tonics unless forming part of treatment for injury or diseases as certified by the attending physician
- 4.9 Injury or Disease directly or indirectly caused by or contributed to by nuclear weapon / materials.
- 4.10 All non-medical expenses including convenience items for personal comfort such as charges for telephone, television, /barber or beauty services, diet charges, baby food, cosmetics, tissue paper, diapers, sanitary pads, toiletry items and similar incidental expenses, unless and otherwise they are necessitated during the course of treatment.

5. CONDITIONS:

- 5.1 Contract: the proposal form, declaration, and the policy issued shall constitute the complete contract of insurance.
- 5.2 Every notice or communication regarding hospitalization or claim to be given or made under this Policy shall be communicated to the office of the Bank, dealing with Medical Claims, and/or the THIRD PARTY ADMINISTRATOR office as shown in the Schedule. Other matters relating to the policy may be communicated to the policy issuing office.
- 5.3 The premium payable under this Policy shall be paid in advance. No receipt for Premium shall be valid except on the official form of the company signed by a duly authorized official of the company. The due payment of premium and the observance and fulfillment of the terms, provisions, conditions and endorsements of this Policy by the Insured Person in so far as they relate to anything to be done or complied with by the Insured Person shall be a condition precedent to any liability of the Company to make any payment under this Policy. No waiver of any terms, provisions, conditions and endorsements of this policy shall be valid unless made in writing and signed by an authorised official of the Company.
- 5.4 Notice of Communication: Upon the happening of any event which may give rise to a claim under this Policy notice with full particulars shall be sent to the Bank or Regional Office or THIRD PARTY ADMINISTRATOR named in the schedule at the earliest in case of emergency hospitalization within 7 days from the time of Hospitalisation/Domiciliary Hospitalisation .
- 5.5 All supporting documents relating to the claim must be filed with the office of the Bank dealing with the claims or THIRD PARTY ADMINISTRATOR within 30 days from the date of discharge from the hospital. In case of post-hospitalisation, treatment (limited to 90 days), (as mentioned in para 2.32) all claim documents should be submitted within 30 days after completion of such treatment.

Note: Waiver of these Conditions 5.4 and 5.5 may be considered in extreme cases of hardship where it is proved to the satisfaction of the Bank that under the circumstances in which the insured was placed it was not possible for him or any other person to give such notice or deliberate or file claim within the prescribed time-limit. The same would be waived by the TPA without reference to the Insurance Company.

- 5.5.1 The Insured Person shall obtain and furnish to the office of the Bank dealing with the claims / THIRD PARTY ADMINISTRATOR with all original bills, receipts and other documents upon which a claim is based and shall also give such additional information and assistance as the Bank through the THIRD PARTY ADMINISTRATOR/Company may require in dealing with the claim.
- 5.5.2 Any medical practitioner authorised by the Bank / Third Party Administrator / shall be allowed to examine the Insured Person in case of any alleged injury or disease leading to Hospitalisation, if so required.
- 5.6 The Company shall not be liable to make any payment under this policy in respect of any claim if such claim be in any manner fraudulent or supported by any fraudulent means or device whether by the Insured Person or by any other person acting on his behalf.

5.7 DISCLOSURE TO INFORMATION NORM

The claim shall be rejected in the event of misrepresentation, mis-description or non-disclosure of any material fact.

- 5.8 Claims will be managed through the same Office of the Bank from where it is managed at present. The Insurance Companies third party administrator will be setting up a help desk at that office and supporting the bank in clearing all the claims on real time basis.
- 5.9 In case of rejection of claims it would go through a Committee set up of the Bank, Third Party Administrator and IBA Designated Insurance Company unless rejected by the committee in real time the claim should not be rejected.
- 5.10 There would be a continuity of this Scheme / benefits to the Retiring Officers / employees and their family and also to the Retired Officers / employees and their family.

Process, servicing and claims for the Medical Scheme of the Employees and their family members of Member Banks of Indian Banks' Association

- 1. The policy will be issued in the name of Indian Banks' Association Member Banks and the list of the member banks would be mentioned giving the data of the employees bifurcated into:-
 - a) Officers with the data of their dependent family members.
 - b) Clerical staff with the data of their dependent family members.
 - c) Sub staff with the data of their dependent family members.

The premium is decided by the number of employees uniformly but not based on the number of dependent family members. The collection of data of dependent family members at the initial stage may take long time. In such cases claims pertaining to dependent family members of employees pending collection of data may be settled on certification and recommendation of the appropriate authority of the respective bank.

- 2. The policy will commence on a uniform date for all the member banks to ensure they get the benefit of the large number of employees which has been instrumental in the procurement of the most competitive premium quote and would eventually also reflect in a positive claim ratio.
- 3. The member banks will submit their data and pay the premium to the lead Insurance Company viz. IBA Designated Insurance Company, in proportion to their employee strength.

4. The insured name of Indian Banks' Association is used for getting the benefit of mass scale underwriting and a positive claim ratio that would benefit all the member Banks. All underwriting, process and claim servicing will be done by the member Banks' directly with IBA Designated Insurance Company.
5. The Corporate Buffer of all the member banks will be in proportion to the percentage of their premium contribution.
6. The allocation and use of this Corporate Buffer would rest with the individual management of the member bank. At the end of the year we would have a joint review on how many banks have totally utilized their Corporate Buffer and how many other member banks have not utilized their Corporate Buffer totally. The unutilized Corporate Buffer of the member banks would now be proportionately available to the member banks whose Corporate Buffer has been totally utilized. This would be one of the major benefits of the Group underwriting of all the member banks under one policy and at the same time individual underwriting of each member banks for data processing, servicing and claims.
7. The claim settlement of the member banks would be done in the same process as followed in the past, by each individual member banks.
8. The Third Party Administrator, appointed by the lead insure viz IBA Designated Insurance Company, will station their representative at the banks regional/ nodal offices from where these banks have been settling medical claims of their employees.
9. The Third Party Administrator, would have a Dedicated Office, Server and a 24 X 7 Call Centre for the Member Banks of the Indian Banks' Association.
10. The employees would submit the claims to the same regional / nodal offices where they have been submitting in the past and the Third Party Administrator representative will be the backup support and ensure claim settlement is completed in thirty minutes.
11. (The Third Party Administrator should ensure placement of representative in all the regional/ nodal offices of the member banks where the employees have been submitting their claims in the past)
12. No claims would be rejected by the insurance company/ Third Party Administrator unless the same is rejected by the committee comprising of the Bank management, Insurance Company Third Party Administrator.
13. All the employees and their family members would be issued ID cards by the Third Party Administrator, of the Insurance Company ie. IBA Designated Insurance Company. In case the employee or his family member gets admitted in any of the preferred Provider Network of hospitals on production of ID card, the hospital authority in turn shall notify by fax / mail the details of hospitalisation along with ID card number and Name of the employee to the Third Party Administrator, who would again revert by fax / mail a confirmation to the hospital to proceed with the claim. This would even enable them to claim from anywhere in India and they would be able to admit themselves in hospitals anywhere in India by merely calling the dedicated call centres of the Third Party Administrator, which would be working on a 24x7 basis. The Third Party Administrator, would even be able to advise the employees on the nearest hospital available in their area. In case of an emergency admission to a hospital which is not in PP Network, the employees also have a benefit to get himself admitted on a cashless basis by intimating the Third Party Administrator, call centre number, mentioning his ID card No and name. The hospital authority would fax / mail the details of hospitalisation to the Third Party Administrator, who would again revert by fax / mail a confirmation to the hospital to proceed with the claim.

14. Most of the claims would be cashless; which would be paid directly to the hospital concerned.
15. The reimbursement claims of pre and post hospitalisation or in a few cases of actual hospitalisation would be paid to the employees through the banks regional/ nodal offices or directly credited to the employees account.
16. In case of reimbursement claim where the employee has not informed the banks Regional / Nodal offices; they may phone the 24 X 7 call centre of the Third Party Administrator giving the details of their card ID number and name. In such cases the reimbursement claim should be submitted on completion of hospitalisation and not later than 30 days of discharge from the hospital. In case of post-hospitalisation treatment, all claim documents should be submitted within 30 days after completion of such treatment. Wherever the hospitals are not in the approved list of Third Party Administrator, the Third Party Administrator should take necessary action for addition of those hospitals on their network hospital list in consultation with bank. In an emergency the claim payment would be paid to the hospital account and empanelment of the hospital would be considered.
17. All the addition and deletion of the employees and dependents of the various member banks would be done on a monthly basis. A newly recruited employee would automatically be admitted in the medical scheme from the date of his appointment letter. This has to be reflected in the addition / deletion statement to be sent to the Third Party Administrator before the 10th of the beginning of every month.
18. ID cards will be prepared within 10 working days from the date of receipt of data. These cards can be couriered to the respective branch office in which the employee is located. The cards can be distributed by at the branch office by the bank's branch manager / any other person who is made responsible for the same. Corrections in cards, if any can be e-mailed to an exclusive id which will be exclusive for cards correction errors. These cards will be corrected and resent within 2 working days from the receipt of correction mail.
19. An adequate deposit premium have to be placed by the member banks for this addition, as this is a regulatory compliance under section 64 V B of the Insurance Act; wherein no insurance can be initiated without the payment of the premium.
20. At the same time refund premium of all deletions would be credited in the deposit account of the member banks.
21. All additions / deletions of employees and family members would be on prorata basis. In case, some member banks joined the scheme sometime after the main master policy has been incepted, they would also be joining on a prorata premium.

CHAPTER - 21(2)

REIMBURSEMENT OF HOSPITALISATION EXPENSES UNDER EX-GRATIA SCHEME

Reference Circular No.

7(f) 13 of 2000-2001 dated 17.04.2000

7(f) 145 of 2003-2004 dated 16.08.2003

7(f) 107 of 2006- 2007 dated 06.01.2007

7(f) 67 of 2011-2012 dated 10.02.2012

Effective from 24.03.2000, our bank has introduced the Ex-gratia scheme for Major ailments towards reimbursement of hospitalisation expenses incurred for certain Major ailments after our Bank's Board giving approval.

The scheme was first implemented from 17-04-2000 (w.e.f. 24.3.2000), there after the same was reviewed and revised w.e.f. 16-8-2003.

As per the scheme, exgratia is being reimbursed to all confirmed, full time, part time employees including the officers of all grades against hospitalisation expenses over and above the normal eligibility for treatment of certain Major ailments, provided the difference between the amount reimbursable as per the Hospitalisation scheme and the cost as per the Bill is more than Rs.10000/-

100% of such difference amount to the staff members (ie self) and 85% to the dependents will be sanctioned as Ex-gratia payment, subject to a maximum of Rs.2.00 lacs.

The eligible expenses are given here under:

- A) 1. The difference between the amount reimbursable and the actual cost as per paid bills should be more than Rs.10000/ (i.e. medical expenses like Ventilator charges, Monitor charges, ICU charges, Special Nursing etc, incurred towards the Major ailments/ Special surgeries which are Disallowed in the Hospitalisation Scheme as per settlement service regulations, may be considered under Exgratia scheme)
2. 100% of the excess amount to the staff members and 85% of the excess amount to the dependent members may be reimbursed as Ex gratia payment subject to a maximum of Rs.2,00,000/-
3. Ailments to be covered under the amended scheme.
1. Heart ailment/ surgery
 2. Brain ailment/ surgery / tumors
 3. Fractures
 4. Cancer treatment
 5. Kidney ailment/surgery

6. Thallassaemia
7. Hepatitis B & C
8. Tuberculosis
9. Leprosy
10. Paralytic attack/stroke
11. Parkinson's disease
12. Major Operations of spinal cord/ disc. prolapse
13. Accidents (Road/ Fire/ any other accident involving huge medical expenses)
14. Bone marrow surgeries
15. Liver transplantation / surgery
16. Detachment of retina/retinal surgery
17. Amputation of any limb of the body/Ex plant/ artificial leg.
18. Hip replacement/ knee replacement involving special surgery
19. Hysterectomy
20. Evan's syndrome (Blood related diseases)
21. S.L.E. Systemic Lupus Erythematosus
22. Splenectomy (Removal of Spleen)
23. Lobectomy – Removal of Lung – Partial / Full
24. Cholecystectomy
25. Hernia with mesh implant
26. Thyroidectomy
27. Pancreatis – Removal of Pancreas
28. Septicemia with multi organ failure – Blood poisoning due to Bacterial infection which lead to death.
29. Deep vein thrombosis – Blood clot in veins.
30. Pulmonary Embolism – Obstruction / clot in veins.
31. Gullain Barea Syndrome – Multi organ failure.
32. Myopathy – Muscular weakness (both limbs) .
33. Cirrhosis of Liver.
34. H I V
35. Pre – term baby care involving hospitalisation.
36. ACL reconstruction
37. Any other major ailment which Medical experts certify as that of a serious nature, the relative Eligible Reimbursement plus Exgratia may be passed at the Discretion Of GM (P.A.D.).

PROCEDURES

If the disallowed portion is more than Rs.10,000/- for the ailment covered under ex-gratia scheme, members can apply as per format to central office for reimbursement under ex-gratia scheme. The application should be routed through respective Regional Office along with the following.

1. Copy of the Regional Office sanction for medical reimbursement (Allowed/Disallowed).
2. Photo copies of the Bills / Receipt etc.

B. inclusion of investigations which may or may not require hospitalisation under the revised ex gratia scheme for major ailments.

The following investigations which involve huge amount of medical expenditure but may or may not require hospitalization, are included for reimbursement under ex-gratia scheme.

- a. investigations for Coronary Artery Disease (CAD) (except angiogram which is already covered under ex gratia scheme), 64/128 CT Angio, Doppler Test.
- b. investigations to rule out breast cancer/ mammography/ biopsy
- c. investigations to rule out Gynaecological related cancer, cervical cancer, papsmear, ovarian cancer etc.
- d. High tech diagnostic investigation for Hepatitis B to J
- e. MRI / Computer Tomography CR scan for any diagnostic purpose CECT (contrast enhanced computer tomography), Pet scan, Nuclear Scan, whole body scan, Bone Density study, Doppler study.
- f. Medical expenses involving normal delivery.
- g. Expenses incurred towards Endoscopy, Colonoscopy, Oesophagoscopy and Bronchoscopy.

ELIGIBILITY FOR REIMBURSEMENT

Investigations prescribed by a Cardiologist/Oncologist/ Gastro Enterologist./ Gynaecologist and other specialists on a definite clinical evidence of the concerned ailment, with or without hospitalisation.

AMOUNT OF REIMBURSEMENT

The amount incurred towards the above mentioned investigations may be reimbursed @ 100% to the staff members and 85% to the dependents, under ex-gratia scheme for major ailments provided such expenses incurred are above Rs.1000/ subject to an overall ceiling of Rs.10,000/-.

- C) All other conditions as applicable under hospitalisation scheme will apply for this scheme also.
- D) All claims are to be authorized by the Head of the Branch/ Office/ Department and to be submitted in the prescribed form along with the copies of discharge summary, hospital bills etc, duly forwarded with the recommendations of the concerned Regional Office.
- E) The modified ex-gratia scheme was implemented with effect from 01.02.2012.

Inspite of reimbursements for medical expenses available to officers and their families from the bank, the members are forced to bear good portion of medical expenses themselves. Hence we advise members to take Traffic Accident Policies and medi-claim policies (The premium payable under IOB Health care - a family medi-claim policy - is very attractive compared to other forms of medi-claim policies - IOB Health Care Policy can be suggested widely for friends / relatives / patrons also.

CHAPTER – 21 (3)**REIMBURSEMENT OF MEDICAL EXPENSES TOWARDS
MASTER HEALTH CHECKUP**

Circular No.7(f) 23 of 2002-2003 dated 01.06.2002

7(f) 40 of 2003-2004 dated 01.08.2003

7 (f) 44 of 2006-2007 dated 17.07.2006

The salient feature of the welfare scheme for the reimbursement of medical expenses incurred towards Master Health Check up under Staff Welfare Fund are as follows.

All our staff members, irrespective of cadre who have completed 41 years of age but less than 50 years of age are entitled for Master Health Check up once in two years and staff who have completed 50 years of age are entitled for Master Health Check up every year as detailed below.

Age of the Staff	Master Health Check up Facility – Periodicity
Completed 41 years but less than 46	Master Health Check up once in 2 years for self only with a ceiling of Rs. 2000/- (w.e.f. 1.10.2011) OR **Essential Pathological tests only every year with a ceiling of Rs. 500/- self only.
Completed 46 years but less than 50	Master Health Check up Once in 2 years either for self or spouse with a ceiling of Rs. 2000/- (Irrespective of age of the spouse) (w.e.f. 1.10.2011) OR **Essential Pathological tests only every year with a ceiling of Rs. 500/- either for self or spouse.
Completed 50 years ♦	Master Health Check up Every year for both self and spouse with a ceiling of Rs.2000/- each (w.e.f. 1.10.2011) OR **Essential Pathological tests only every year for both self and spouse with a ceiling of Rs. 500/- each (Irrespective of age of the spouse)

** Staff members/their spouse to undergo only 5 essential pathological tests (EPT) as mentioned below in lieu of comprehensive Master Health Check Up with the maximum cost ceiling of Rs.500/- every year (reimbursement cost).

- ◆ The periodicity of Master Health Check up once in two years / once in a year will be determined with reference to the date of birth of the member / spouse. i.e. Block for Master Health Check up is decided based on the date of birth of the member / spouse.

For Example

Date of Birth : 15.8.1964

Every year Block after 50 years will be 15.08.2014 to 14.08.2015 for 51st year

15.08.2015 to 14.08.2016 for 52nd year and so on.

List of mandatory Essential Pathological tests (EPT)

1. Erythrocytes Sedimentation Rate (ESR)
2. Blood Glucose F and PP
3. Serum Cholesterol
4. Serum Creatinine, Serum Uric Acid and SGOT
5. Urine Routine
6. Evaluation of Investigations and report by the Physician

The staff members should undergo Master Health Check up in the reputed hospitals having such facilities and submit the certificate / reports from the hospital authority along with the original bills and copies of the lab reports / test.

Individual pathological investigation/lab tests which are not covered under Master Health Check up are not eligible for reimbursement under the scheme.

Staff members are not eligible for any special leave / travelling allowance for undergoing this medical check up / Master Health Check up and they have to avail appropriate category of leave and make their own arrangement for their convenience.

The medical expenses incurred under Health Check up Scheme will not be considered for reimbursement under Hospitalisation Scheme.

No separate room rent / bed charges will be reimbursed under the scheme and excess amount of medical expenses towards any special / additional health checkup should be borne by the employee himself / herself.

Normally a person going for Master Health Checkup, is required to undergo the following tests :

1. Haematology profile
2. ESR
3. Urine Routine
4. Stool Routine
5. Glucose F & PP
6. Urea Nitrogen (BUN)

7. Creatinine
8. Cholesterol
9. HDL Cholesterol
10. Triglycerides
11. ECG
12. X-Ray - Chest
13. Sodium
14. Potassium
15. Chloride
16. Bicarbonate
17. Acid Phosphatase
18. Alkaline Phosphatase
19. SGOT
20. SGPT
21. LDH
22. GGTP (Gamma GT)
23. Uric acid
24. Proteins
25. Albumin
26. Bilirubin total
27. Bilirubin Direct
28. Phosphorus
29. Calcium
30. PSA for male or ECHO
31. Treadmill test

Any employee claiming reimbursement has to undergo atleast a minimum of 20 tests among various tests mentioned above. Tests mentioned under 1 to 12 are compulsory.

Female employees, over and above 41 years of age are eligible for reimbursement of investigation charges incurred towards mammography once in two years in addition to the charges incurred for master health checkup. The maximum permissible charge for this test is Rs.500/- Spouse of male officers are also eligible for this test.

Reimbursement claims in the respective Form available in IOBONLINE has to be submitted to the respective regional offices only for members attached to branches and PAD, Welfare Section,C.O. for members attached to Central Office.

ACCOMMODATION FOR STAFF AND STAFF'S FAMILY – WHILE ON TREATMENT AT CHENNAI.

As part of staff welfare measure, our bank has allotted a flat at Chennai to provide accommodation facility to staff members who are required to stay at Chennai for the purpose of medical treatment to self / dependent family members at hospitals in Chennai.

The address of the accommodation is:

VED NIVAS,

Flat No.3A,

No.52, Taylors Road,

Kilpauk (Near Pachiappa's College)

Chennai - 600 010.

PROCEDURE FOR RESERVATION

The allotment is on priority of reservation made by the member. However, allotment can be considered for emergency requirements also, subject to the following terms and conditions:

- ❖ Only one room will be allotted to a staff member.
- ❖ Besides the patient, only one attendant /dependent will be allowed to stay.
- ❖ Staff members who intend to take accommodation should contact the Staff Welfare Department, Central Office over phone for availability and confirm prior allotment.
- ❖ A nominal fee of Rs.50/- per day will be charged as rent and maintenance.
- ❖ After obtaining prior confirmation from Welfare Section, Personnel Administration Department, C.O., as regard to availability of accommodation, member should mail the request in the enclosed format together with rent payable by way of Demand Draft drawn on Chennai favouring IOB, StaffWelfare
- ❖ The maximum number of days of stay is restricted to 4 days only and will be extended on need based and exceptional circumstances subject to availability of room.
- ❖ Members are advised not to proceed to the accommodation directly in anticipation of the availability without prior allotment / reservation .
- ❖ There is no provision of furnished kitchen in the flat and member should make their own arrangement for catering.
- ❖ It is mandatory on the part of the members to carry the photo identity card and allotment letter issued by the Bank.

**REQUEST FOR ACCOMMODATION FOR STAFF AND STAFF'S FAMILY
WHILE ON TREATMENT AT CHENNAI.**

- 1. Name : Mobile No:
- 2. Roll No. :
- 3. Designation :
- 4. Branch :
- 5. Treatment for Self/Dependent :
- 6. If treatment is for dependent,
State Name and relationship :
- 7. Nature of ailment :
- 8. Name of the hospital where
Treatment is to be undergone :
(copy of documents to be enclosed)
- 9. No. of days accommodation
is required :
- 10. Period of Stay : From _____ to _____
- 11. Prior confirmation of allotment
obtained from Staff Welfare
Department, C.O. on :
- 12. Details of DD enclosed :

Date:

Signature of Staff

Recommendations of the Branch:

Date:

Senior Manager / Chief Manager /
Assistant General Manager

Your Unblemished Service Identified

This Scheme is formulated by Government of India. Under this scheme, the unblemished service of an employee is recognized twice in his career by way of reward on each occasion.

The First Milestone Award is considered on a member completes 25 years of unblemished service in the Bank. The eligibility criteria and other information are as below:

ELIGIBILITY:

1. The honour should be bestowed on an employee on completion of 25 years of service, provided no penalty/punishment (other than censure/warning) has been imposed upon him during the immediately preceding three years or the rigour of penalty was in operation, which ever was longer. The Award could be released after the debarment period is over.
2. The leave record of the employee should be non-assailable in the sense that all leave availed by him should be duly sanctioned by the concerned authorities.
3. Where an employee is imposed punishment of withholding of increments with cumulative effect, the rigour of punishment would be over after the employee reaches the maximum in the scale of pay.
4. Further in the Central Consultative Council meeting on 26.2.1997, it was decided that the members on loss of pay may also be considered, if the loss of pay is an authorized one and also after completing active service of 25 years.
5. Moreover IBA vide their letter dated 19.11.1997 had clarified that members who had gone on voluntary retirement (normal VRS) after putting in 25 years of unblemished service in our Bank are also eligible for the above award.
6. In the case of deceased employees the award may be presented to the heirs of deceased employee.

At present, in our Bank, the gift of value worth Rs.2000/- towards First Milestone Award, is provided to the Officers by way of a Wrist Watch with IOB emblem.

SECOND MILESTONE AWARD : The service of Members who retires on superannuation only, are recognized by way of Second Milestone Award, with effect from 29.03.2008. This award is being given by way of presenting 4 gms of Bank's gold coin.

ELIGIBILITY :

1. Second milestone award is eligible for members who retire on Superannuation only.
2. Those members who have not completed 25 years also, if retire on superannuation, will be eligible for Second milestone award.
3. In the case of deceased members, if confirmed in service, the second milestone award will be awarded to his/her nominee as per PF/Gratuity, provided the deceased member should have been confirmed in the service at the time of death.
4. The Second milestone award is not applicable to members who quit service on VRS/ Resignation / Dismissal and or CRS.

Presently both the schemes are kept in abeyance due to our Bank placed under PCA.

We pursue Bank to implement the above mentioned schemes in future.

🌱 Delivery of Fruit for Good Seed sown years back

An Officer is eligible to receive terminal benefits in the event of anyone of the following occasion.

1. **RESIGNATION** : At any time submitting three months notice.
2. **PREMATURE RETIREMENT** : Permitted only on medical grounds due to mental ;or physical disability or whose service are terminated on medical grounds before completion of 55 years of age subject to production and verification of certificate from a Government / Bank's Doctor certifying that the Officer will be unable to perform his normal official duties.
3. **VOLUNTARY RETIREMENT UNDER OFFICERS' SERVICE REGULATION** : At the request of the Officer on or after completion of 55 years of age or 30 years of service, whichever is earlier. (under Pension Regulation, an Officer who have opted for pension is eligible to apply for Voluntary Retirement after completion of 20 years of service).
4. **SUPERANNUATION RETIREMENT** : In the normal course, on completion of 60 years of age.

ENTITLEMENTS ON RETIREMENT / RESIGNATION :

1. PROVIDENT FUND (THOSE WHO JOINED BEFORE 01.04.2010):

Member's Contribution : Member's contribution is payable in case of exit Viz. RESIGNATION, PREMATURE RETIREMENT, VOLUNTARY RETIREMENT UNDER OSR, SUPERANNUATION RETIREMENT, DEATH OR ANYOTHER MANNER - subject to adjusting the liability under PF Loan, if any availed by him.

A) Bank's Contribution :

a) Resignation:

- i) In the case of Officer resigning before completion of 5 years of service, No bank's contribution is payable.
- ii) In the case of Officers resigning after 5 years of service, Bank's contribution available as below :

10% of contribution of each completed years of service with proportionate interest as detailed below :

5 Years	6 Years	7 Years	8 Years	9 Years	10 Years
50%	60%	70%	80%	90%	100%

- b) **Premature Retirement** : 100% of bank's contribution is available.
- c) **Voluntary Retirement Under OSR** : 100% of bank's contribution.
- d) **Superannuation Retirement** : 100% of Bank's contribution available. Those who have opted for Pension, bank's contribution is not available.
- e) **Deceased members** : There is no restriction of minimum service requirement for payment of PF, Gratuity, Leave Encashment and Group Insurance benefits in the case of deceased Officers.

Those who have opted for pension, Bank's contribution to PF is not available.

2. GRATUITY : An Officer is eligible for Gratuity in the event of exit from bank's service. Two alternate methods are available for calculation of eligible gratuity.

1. Bank's Scheme
2. Gratuity Act.

WHICHEVER IS BENEFICIAL TO THE OFFICER WILL BE CONSIDERED.

GRATUITY ELIGIBLE AND PAYABLE UNDER DIFFERENT TYPE OF EXIT :

RESIGNATION

- a. Before completion of 5 yrs. – NIL
- b. On or after completion of 5 yrs and before completion of 10 yrs of service, gratuity will be paid as per Gratuity Act only.
- c. On or after completion of 10 years – either as per Gratuity Act or Bank's scheme whichever is beneficial.

PREMATURE RETIREMENT

Gratuity is payable as per Bank's Scheme or Gratuity Act, whichever is beneficial to the Officer.

VOL. RETIREMENT UNDER ORS

- Do -

SUPERANNUATION

Gratuity is payable as per Bank's scheme or Gratuity Act whichever is beneficial to the Officer. In the case of Ex-servicemen, there is no minimum service requirement to be entitled to Gratuity.

DEATH

Gratuity is payable as per Bank's scheme or Gratuity Act whichever is beneficial to the officer. There is no restriction as to the minimum service requirement for payment of Gratuity.

PUNISHMENT

Refer chart enclosed.

COMPASSIONATE GRATUITY :

This is payable in addition to Gratuity in the case of deceased members while in service only.

Minimum Service : 5 years

Amount eligible : Difference between Gratuity paid and Rs.20.00 lacs subject to a maximum of Rs.10,000/-.

GRATUITY PAYABLE UNDER BANK'S SCHEME :

Under this method, the minimum service of an Officer should be 10 years.

Amount payable is :

- a. Last drawn basic pay and special allowances multiplied by completed years of service subject to a maximum of 15 months.
- b. For those who have completed more than 30 years of service, an addition of half month's pay for every completed year of service after 30 years will be calculated.
- c. Any amount received under Scheme is taxable if it is in excess of what the Officer would have received as per Gratuity Act i.e Rs.20.00 lacs.

EXAMPLE : (BANK'S SCHEME)

If an Officer has completed 37 years , 9 months and 16 days at the time his retirement and drawing a Basic Pay of Rs.87,110/- + DA of Rs.23,472.88 + PQP of Rs.2,550/- + FPA of Rs.2,220/- then Gratuity payable under Bank's scheme will be as below:

Basic Pay	87110
P Q P	2550
FPA	2220
Total	91880
$91880 \times 37/2 + 286/720$	$1699780 + 36608 = 17,36,388/-$

Since the gratuity amount is within 20.00 lacs, there is no taxable portion.

GRATUITY PAYABLE UNDER GRATUITY ACT :

Under this method, the gratuity payable is :

Basic Pay + D A + Special Allowances ranking for PF should not exceed 15 days of a month (half a month), multiplied by number of years of service divided by 26 days of a month (excluding 4 Sundays) subject to maximum of Rs.20.00 lacs (not taxable).

EXAMPLE : If an Officer has completed 37 years , 9 months and 16 days at the time of retirement and drawing a Basic Pay of Rs.87110/- + PQP of Rs.2550/- + FPA of Rs.2220/- + applicable DA Rs.23472.88 , the eligible gratuity will be as under :

Gratuity payable under Act :

Basic Pay	87110
PQP	2550
FPA	2220
D A	23472.88
Total	115352.88
So, $115352.88 \times 15/26 \times 38$	Rs.25,28,890.06 But Maximum Gratuity payable Rs.20,00,000/-

Calculation will be made under both Gratuity Act and Scheme. Sanction will be given for the amount which is beneficial to the member as per the calculation.

Under the Act, the maximum amount of Gratuity payable is Rs.20.00 lacs even if the calculation amount is more than Rs.20.00 lacs.

Under Scheme, if the amount calculated is more than Rs.20.00 lacs, exact amount will be given but the amount above Rs.20.00 lacs will be taxable

LEAVE ENCASHMENT : Encashment of Privilege Leave available to an Officer's credit is permitted upto 240 days on Superannuation / under Regulation 19 of OSR Voluntary Retirement (either under OSR or Pension regulation) or to the legal heirs in the case of demise.

In the case of Resignation, 50% of balance available in P L only can be encashed subject to a maximum of 120 days.

TAXABLE PRIVILEGE LEAVE ENCASHMENT AMOUNT :

The Privilege Leave encashment received by an Officer, whether on superannuation or otherwise, is exempted subject to the condition the Privilege leave entitlement should not exceed 30 days for every year of actual service rendered.

Under Sec.10 (10AA) of Income Tax, the least of the following is exempted:

- Actual Leave Encashment (subject to a maximum of 8 months of pay) received by the Officer.
- Leave salary for 10 months, based on average salary drawn by the Officer during ten months immediately preceding his retirement. For this purpose of arriving at average salary, HRA & CCA should be excluded.
- Leave salary for the actual number of days of PL at credit at the time of retirement, calculated at the 10 months' average salary.
- Maximum ceiling of Rs.3,00,000/- (Tax Exemption limit)

EXAMPLE :

An Officer whose Basic Pay is Rs.80,450/-, DA Rs.21729.40/-, HRA Rs.7240.50/-, CCA Rs.1400/-, PQP Rs.2550/- and FPP Rs.2220/-, retires on 31.03.2021 and has 240 days of Privilege Leave to his credit and he has served for 36 years.

The taxable encashment is to be calculated as under :

1	Actual Leave encashment paid (80450+21729.40+7240.50+1400+2550+2220) i.e. Rs.1,15,589.90 X 240 / 30	Rs.9,24,719.20
2	10 months' average pay (BP 80450 + (DA on BP & PQP = 18737/25) + FPP 2220 + PQP 2550 i.e. Rs.103957.25 X 10 months	Rs.10,39,572.50
3	10 months' average pay X actual number of days PL i.e. Rs.103957.25 x 8 months	Rs.8,31,658.00
4	Maximum Amount exempted from I T	Rs.3,00,000.00
5	Actual Leave Encashment Paid	Rs.9,24,719.20
6	LESS : Exempted (least of 1, 2, 3, 4)	Rs.3,00,000.00
7	TAXABLE LEAVE ENCASHMENT (5 – 6)	Rs.6,24,719.20

Note: In case of Officers staying in Quarters, Notional (standard) HRA has to be taken for the above calculation.

OTHER FACILITIES AT THE TIME OF RETIREMENT :

	TA/HA to settle at place of his/her choice	Retention of quarters facility	Transfer of furniture at concessional rate
RESIGNATION	NOT AVAILABLE	NOT AVAILABLE	NOT AVAILABLE
PREMATURE RETIREMENT	NOT AVAILABLE	NOT AVAILABLE	NOT AVAILABLE
VOLUNTARY RET. UNDER OSR	AVAILABLE	AVAILABLE	AVAILABLE
SUPERANNUATION	AVAILABLE	AVAILABLE	AVAILABLE
ON DEMISE	NOT AVAILABLE	NOT AVAILABLE	NOT AVAILABLE

“ To avoid Old Age Tension Income by way of Pension

INDIAN OVERSEAS BANK (EMPLOYEES’) PENSION REGULATIONS 1995

The Pension Scheme in our Bank is introduced under Indian Overseas Bank (Employees’) Pension Regulations, 1995, which has been approved by Our Board of Directors and published in the Official Gazette on 29.09.1995 as per Section 19(1) of the Banking Companies (Acquisition & Transfer of Undertakings) Act, 1970. These regulations are effective from the Notified date, i.e.29.09.1995.

I. DEFINITIONS:

- In these Regulations, unless the context otherwise requires.
- Act means the Banking Companies (Acquisition and Transfer of Undertakings) Act, 1970.
- Average Emoluments means the average of the pay drawn by an employee during the last ten months of his service in the Bank.
- Bank means the Board of Director of the Bank.

COMPETENT AUTHORITY means the authority appointed by the Board for the purpose of these Regulations.

CONTRIBUTION means any sum credited by the Bank on behalf of employee to the Fund, but shall not include any sum credited as interest.

DATE OF RETIREMENT means the last date of the month in which an employee attains the age of superannuation or the date on which he is retired by the Bank or the date on which the employee voluntarily retires; or the date on which the officer is deemed to have retired.

DEEMED TO HAVE RETIRED means cessation from service of the Bank on appointment by Central Government as a whole – time Director or Managing Director or Chairman in the Bank.

EMPLOYEE MEANS any person employed in the service of the bank on full time work on permanent basis or on part-time work on permanent basis on scale wages and who opts and is governed by these Regulations, but not include a person employed either on contract basis or daily wages basis or on consolidated wages.

FAMILY MEANS

- (a) wife in the case of a male employee or husband in the case of a female employee;
- (b) a judicially separated wife or husband such separation not being granted on the ground of adultery and the person surviving was not held guilty of committing adultery.
- (c) Son or unmarried daughter or widowed/divorced daughter, was not attained age of 25 years including such son or daughter adopted legally.

- (d) Parents who were wholly dependent on the employee when he/she was alive, provided the deceased employee had left behind neither a widow/ widower nor a child.
- (e) on or after 01.11.2007.

FUND means the Indian Overseas Bank (Employees') Fund

NOTIFIED DATE means the date on which these Regulations are published in the official Gazette i.e. 29.09.1995.

PAY includes.

- (a) in relation to an employee who has either retired or died on or after 01.01.1986 but before 01.11.1992 in case of workman and for officers on or after 01.01.1986 but before 01.07.1993.
 - (i) The Basic Pay including stagnation increments, if any and
 - (ii) all allowances counted for the purpose of making contribution to the Provident Fund and for the payment of dearness allowance.
- (b) in relation to an employee who retires or dies while in service or dies while in service on or after 01.11.1992 since for OFFICERS on or after 01.07.1993.
 - (i) the Basic Pay including stagnation increments PQA if any, and
 - (ii) all allowances counted for the purpose of dearness allowance; and
 - (iii) increment component of Fixed Personnel Allowance.
- (c) on or after 01.04.1998
- (d) on or after 01.11.2002

PENSION includes the basic pension and additional pension.

PENSIONER means an employee eligible for pension under these Regulations.

QUALIFYING SERVICE means the service rendered while on duty or otherwise which

shall be taken into account for the purpose of pension under these Regulations. **RETIREMENT** means cessation from Bank's service.

- (a) on attaining the age of superannuation.
- (b) On voluntary retirement
- (c) On premature retirement by the Bank before attaining the age of superannuation. **SERVICE REGULATIONS** means Indian Overseas Bank (Officers') Service Regulations 1979. **TRUST** means the trust of the Indian Overseas Bank (Employees') Pension Fund.

II APPLICATION AND ELIGIBILITY

These Regulations shall compulsorily be applicable to all employees who joined the bank on or after the notified date, i.e.29.09.1995.

However, an employee who joins the service of the Bank on or after the notified date at the age 35 years or more, may, within a period of ninety days from the date of his/her appointment, elect to forego his/her right to pension, whereupon these Regulation shall not apply to him/her.

For those employees who are in the service before the notified date, i.e.29.09.1995 the pension is optional. If they opt for pension, they are not eligible for Bank's contribution to the Provident Fund as their retirement benefit. Instead, their share of Bank's contribution to the Provident Fund will be transferred to the Pension Fund along with interest accrued thereon.

III PENSION FUND

Pension will be disbursed to the pensioner from the Indian Overseas Bank (Employees') Pension Fund constituted under an irrevocable trust. The Bank shall be a contributor to the Fund and ensure the Trustees to disburse pensions. The accounts of the Fund is subject to audit.

ONE MORE OPTION FOR PENSION (SECOND OPTION)

Another option for joining existing pension scheme has be extended to officers who :

- a) Were in the service of the Bank prior to 29.09.1995 and continue in the service of the bank on the date of Joint Note dated 27.04.2010.
- b) Were in the service of the bank prior to 29.09.1995 and retired / deceased after that date and prior to the date of joint note dated 27.04.2010.

To become member of pension fund, they have to refund the bank's contribution of PF along with 56% of the amount settled to them on retirement / quitting the service.

Pension / Family pension to those who opt to join the pension scheme second time shall be payable from 27.11.2009 or the next date of retirement / deceased whichever is later.

IBA vide its communication dated November 9, 2012 have advised all the banks to extend the benefit of exercising another option to join the existing pension scheme to those officers who took voluntary retirement within the meaning and provision of Regulation 19 (1) of Officers' Service Regulation, 1979 subject to the terms and conditions laid down in the Joint Note dated 27.04.2010.

Accordingly, our Board has accorded its approval and extended another option to join the Pension Scheme for those who have taken voluntary retirement from bank's service on or after 29.09.1995 in the case of Nationalised Banks , in terms of Regulation 19(1) of Officers' Service Regulation and to the family of those officers who were in service prior to 29.09.1995 and voluntarily retired under OSR after that date and dies thereafter.

IV TYPES OF PENSION :**1. SUPERANNUATION PENSION:**

This is a pension granted to an officer who is compelled to retire from service on attaining a particular age, i.e.60 years. Superannuation pension will be allowed for a minimum service of 10 years of qualifying service.

2. PENSION ON VOLUNTARY RETIREMENT:

- (1) On or after 01.11.1993, at any time after an employee has completed 20 years of qualifying service he may, by giving notice of not less than three months in writing to the appointing authority, retire from service, under Regulation 29 of Indian Overseas Bank (Employees') Pension Regulations, 1995.

Provided that this sub-regulation shall not apply to an employee who is on deputation or on study leave abroad unless after having been transferred or having returned to India he has resumed charges of the post in India and has served for a period of not less than one year. Provided that this sub – regulation shall not apply to an employee who is deemed to have retired.

- (2) The notice of voluntary retirement shall require acceptance by the Appointing Authority. Provided that where the appointing authority does refuse to grant the permission for retirement before the expiry of the period specified in the said notice, the retirement shall become effective from the date of expiry of the said period.
- (3) (a) An employee referred to in sub-regulation (1) above, may make a request in writing to the appointing authority to accept notice of voluntary retirement of less than three months giving reasons thereof.
- (b) On receipt of such request, the appointing authority may subject to the provisions of sub-regulation (2), consider such request for the curtailment of the period of notice of three months on merits and if it is satisfied that the curtailment of the period of notice will not cause any administrative inconvenience, the appointing authority may relax the requirement of notice of months on the condition that the employee shall not apply for commutation of a part of his pension before the expiry of the notice of three months.
- (4) An employee, who has elected to retire under this Regulation and has given necessary notice to that effect to the appointing authority, shall be precluded from withdrawing his notice except with specific approval of such authority; provided that the request for such withdrawal shall be made before the intended date of his retirement.
- (5) **ADDITIONAL WEIGHTAGE:** The qualifying service of an employee retiring voluntarily under this Regulation shall be increased by period not exceeding five years, subject to the condition that the total qualifying service rendered by such employee shall not in any case exceed thirty-three years and it does not take him beyond the date of superannuation.

Weightage allowed based on service		Weightage allowed based on age	
Between 20-28 years	- 5 years	53 years and below age	- 5 years
For 29 years	- 4 years	54 years age	- 4 years
For 30 years	- 3 years	55 years age	- 3 years
For 31 years	- 1 years	56 years age	- 2 years
For 32 years	- 1 years	57 years age	- 1 year

(6) The pension of an employee retiring under this Regulation shall be based on the average emoluments and the increase, not exceeding 5 years in his qualifying service, shall not entitle him to any notional fixation to pay for the purpose of calculating his pension.

3. INVALID PENSION: ON OR AFTER 01.11.1993

Invalid pension may be granted to those who has rendered 10 years of service and retires due to mental infirmity or physical injury, which permanently incapacitates him for the service.

Commutation is payable only after Medical examination by the Government Civil Surgeon/ Bank's Doctor.

4. PREMATURE RETIREMENT PENSION:

Premature retirement pension may be granted to an employee who:

- (a) has rendered minimum ten years of service and
- (b) retires from service on account of orders of the Bank to retire prematurely in the public interest or for any other reason specified in service Regulation or Settlement, if otherwise he was entitled to such pension on superannuation on that date.

5. COMPULSORY RETIREMENT PENSION

Compulsory retirement pension is granted to an officer where he is made to retire compulsorily as a measure of penalty by the Competent Authority. This is applicable only for those who retired under compulsory retirement on or after 01.11.1993.

Whenever the Competent Authority passes an order (whether original, appellate or exercise of power of review) awarding a pension less than the full compensation pension admissible under these Regulations, the Board of Directors shall be consulted before such order is passed.

Commutation payable only after Medical examination by the Government. Civil Surgeon/ Bank's Doctor if it is more than one year from the date of order.

6. COMPASSIONATE ALLOWANCE:

Such dismissal, removal or termination is on or after 01.11.1993. Compassionate allowance is granted to an officer who is dismissed or removed from service and in the case deserving special consideration, the Competent Authority sanction the allowance, not exceeding two-thirds of the pension which would have been admissible to him on the basis of the qualifying service rendered upto the date of his dismissal, removal or termination. The Compassionate Allowance sanctioned, however, shall not be less than the minimum pension.

Commutation is payable only after Medical examination by the Government. Civil Surgeon/ Bank's Doctor.

V. QUALIFYING SERVICE**1. QUALIFYING SERVICE:**

Subject to the other conditions contained in these Regulations, an employee who has rendered a minimum of ten years of service in the Bank on the date of his retirement or the date on which he is deemed to have retired shall qualify for pension.

2. COMMENCEMENT OF QUALIFYING SERVICE:

Subject to the provisions contained in these Regulations, qualifying service of an employee shall commence from the date he takes charge of the post to which he is first appointed on a permanent basis.

3. COUNTING OF SERVICE ON PROBATION:

Service on probation against a post in the Bank if followed by confirmation in the same or any other post shall qualify.

4. COUNTING OF PERIODS SPENT ON LEAVE:

All leave during service in the Bank for which leave salary is payable shall count as qualifying service.

Provided that extraordinary leave on loss of pay shall not count as qualifying service except when the sanctioning authority has directed that such leave not exceeding twelve months during the entire service, may count as service for all purposes including pension.

5. BROKEN PERIOD OF SERVICE OF LESS THAN ONE YEAR:

If the period of service of an employee includes broken period of service less than one year, then if such broken period is more than six months, it shall be treated as one year and if such broken period is six months or less, it shall be ignored. For example, if the service of an employee is 26 years and 7 months, then his qualifying service will be taken as 27 years. If the service is 26 years and 5 months, then the qualifying service will be 26 years only.

6. COUNTING OF PERIOD SPENT ON TRAINING:

Period spent by an employee on training in the Bank immediately before his appointment shall count as qualifying service.

7. COUNTING OF PAST SERVICE IN THE ERSTWHILE BANK:

In the case of an employee who is permanently transferred to a service in the Bank from any other Bank on merger, amalgamation of any other Bank with the Bank to which these Regulations apply, the continuous service rendered by such an employee in any other Bank on permanent basis, if any, followed without interruption, by permanent appointment, or the continuous service rendered under that Bank in a permanent capacity, as the case may be shall qualify; provided that nothing contained in the Regulation shall apply to any such employee who is appointed on contract basis or on daily wage basis or on consolidated wages.

8. PERIOD OF SUSPENSION:

Period of suspension of an employee pending enquiry shall count for qualifying service where, on conclusion of such enquiry, he has been fully exonerated or the suspension is held to be wholly unjustified, and in other cases the period of suspension shall not count as qualifying service unless the Competent Authority passing the orders under the Service Regulations or Discipline and appeal Regulations or Settlements governing such cases expressly declares that it shall count in such a manner as such Authority may declare.

9. FORFEITURE OF SERVICE:

- i. Resignation or dismissal or removal or termination of an employee from the service of the Bank shall entail forfeiture of his entire past service and consequently shall not qualify for pensionary benefits
- ii. An interruption in the service of a Bank employee entails forfeiture of his past service, except in the following cases, namely;-
 - a. authorized leave of absence;
 - b. suspension, where it is immediately followed by reinstatement, whether in the same or a different post, or where the bank employee dies or is permitted to retire or is retired on attaining the age compulsory retirement while under suspension.
 - c. Transfer to non-qualifying service in a establishment under the control of the Government or Bank if such transfer has been ordered by a Competent Authority in the public interest.
 - d. Joining time while on transfer from one post to another.
- iii. notwithstanding anything containing in sub-regulation (ii), the appointing authority may, order, commute retrospectively the periods of absence without leave as extraordinary leave.

- iv. a. In the absence of a specific indication to the contrary in the service record, an interruption between two spells of service by a bank employee shall be treated as automatically condoned and the pre-interruption service treated as qualifying service.
- b. Nothing in clause (a) shall apply to interruption caused by resignation, dismissal or removal from service.

10. PERIOD OF DEPUTATION TO FOREIGN SERVICE:

An employee deputed on foreign service to the United Nations or any other foreign body or organisation may at his option.

- a. Pay pension contribution in respect of his foreign service and count such services as qualifying service under these Regulations; or
- b. Avail of the retirement benefits admissible under the rules of the foreign employee and not count such service as qualifying service under these Regulations; provided that where an employee opts for clause (b), retirement benefits shall be payable to him in India in rupees from such date and in such manner as the Bank may, by order specify.

11. MILITARY SERVICE

An employee who has rendered military service before appointment in the Bank shall continue to draw the military pension, if any, and military service rendered by the employees shall not count as qualifying service for pension.

12. PERIOD OF DEPUTATION TO AN ORGANISATION IN INDIA

Period of deputation of an employee to another organisation in India will count as qualifying service provided the organisation to which he is deputed or the employee pays the pensionary contributions at the rates specified by the Bank.

13. ADDITION TO QUALIFYING SERVICE IN SPECIAL CIRCUMSTANCES

An employee, appointed under special circumstances, shall be eligible to add to his service qualifying for superannuation pension (but for any other class of pension) the actual period not exceeding one fourth of the length of his service or the actual period by which his age at the time of recruitment exceeded the upper age limit specified by the Bank for direct recruitment or a period of five years, whichever is less.

14. ADDITION UNDER VOLUNTARY RETIREMENT

The qualifying service shall be increased by a period not exceeding five years.

VI. RATE OF PENSION

1. Various elements required for calculating pension are;

- i. Gross service : calculation of the total number of years of service rendered by an employee from the date of his appointment on permanent basis to the date of retirement. This is Gross service.
- ii. Non qualifying service : period under suspension, leave on loss of pay, etc will be treated as non qualifying service.
- iii. Net qualifying service : if you deduct the period of non qualifying service from the Gross service, we get Net qualifying service. To this, we may add the weightage of service, if any, given for voluntary retirement and for appointment under special circumstances.
- iv. Total Basic Pay : Basic pay received by the member during the last 10 months period preceeding the date of retirement.

If during the last 10 months period, an employee had been on leave and drawing leave salary or had been suspended and reinstated without forfeiture of past service, the pay which he would have drawn had he not been on leave or on suspension should be taken into account to determine the Average Emoluments.

If during the last 10 months, an employee had been on extra ordinary leave on loss of pay or had been under suspension (suspension treated as penalty and ordered as such), corresponding back period so as to make up 10 months, should be taken.

- v. Total Allowances Allowances like Fixed Personal Allowance, Professional Qualification Allowance, etc, which count for Provident Fund, drawn by the member during the last 10 months.
- vi. Average Emoluments : Average of the last 10 months Basic Pay and average of the Allowances shall be arrived at separately because pension calculated on Average Basic Pay is treated as Basic Pension, which is eligible for dearness allowance relief.

HOW TO CALCULATE PENSION:

In case of an employee retiring on superannuation after completing 33 years of qualifying service, the amount of Basic pension is calculated on 50% of the Average Emoluments (Basic Pay) and other allowances such as FPA & PQA.

In case of any employee retiring before completing qualifying service of 33 years, but after completing qualifying service of 10 years, the amount of pension shall be proportionate.

The formula is:

$$\frac{\text{Average Emolument} \times 50}{100} \times \frac{\text{No. of years of qualifying service}}{33}$$

ILLUSTRATION:

An officer joined the Bank on 01.08.1995. He takes voluntary retirement from the Bank on 31.03.2021. His Average Basic Pay is Rs.87390/-. He also draws F.P.A. of Rs.2220/- and P.Q.P. of Rs.2550/-. His date of birth is 05.08.1970.

His Pension is Calculated as follows:

Total years of Service

Date of Retirement	31.03.2021
Date of entry in Service	01.08.1995
Gross Service is	26 years
	25 Y 7M 30D
Qualifying Service is	26 years
To Add Additional weightage	5 years
Total qualifying Service	31 years
He has retired at the age of	51 years.

For the Net qualifying service of 31 years, his Basic pension will be

$$\text{Rs. } 87390 + 2220 + 2550 = 92160 \times 50/100 \times 31/33 = 43287$$

Commutation $43287/3 = 14429$

$$\text{Rs. } 14429 \times 12.95 \times 12 = 22,42,266/-$$

Note : Charts shows the basic pension for different periods of qualifying service are given in the table.

2. OTHER SALIENT FEATURES OF PENSION

1. Pension shall become payable from the date following the date on which he retires.
2. Pension will be paid monthly, in arrears, on or after the first day of the following month
3. Pension will be paid in Indian Rupees in India only.
4. Pension will be rounded off to next higher rupee
5. The amount of minimum pension shall be Rs.1060/- in respect of an employee who retires on or after 1-4-98 and for those retired after 1-11-2002 the minimum shall be Rs.1435/ and the minimum pension shall be Rs.1779/- for those who retire on or after 01.11.2007.
6. Pension will be paid for the day of death of the pensioner.

3. ACCOUNTING PROCEDURE

In our bank, pension payments to our ex staff are computerised at Pension cell, Personnel Administration Department, Central Office. The monthly pension will be credited by Central Office to the branch from where the pensioner desires to receive his pension. The monthly pension will be credited to the branch through Finacle on the last working day of the month for March and every year pension will be credited on first working day in April.

Dearness relief shall be granted on basic pension or family pension or invalid pension or on compassionate allowance as per the rates specified below.

VII. DEARNESS RELIEF

The rate of dearness allowance as a percentage on Basic Pension who retires on or after 01.11.2012 and upto 31.10.2017:

For entire basic pension $0.10 \times \text{No. Of slabs}$

Wef 01.11.2017, in respect of officers who retired or died while in service on or after 1st November, 2017, the Dearness Relief shall be payable at 0.07% per slab on the Basic Pension or Invalid Pension or Compassionate allowances as the case may be. Dearness relief in the above manner shall be paid half yearly for every rise or fall of 4 points over 6352 points in the quarterly average of the All India Consumer Price Index for industrial workers in the series 1960 = 100.

NOTE

Dearness relief shall be payable for the half year commencing from the 1st day of February and ending with 31st day of July on the quarterly average of the index figures published for the months of October, November and December of the previous year and for the half year commencing from the 1st day of August and ending with the 31st day of January on the quarterly average of the index figures published for the months of April, May and June of the same year.

VIII. COMMUTATION

1. An employee shall be entitled to commute (surrender) for a lumpsum payment, a fraction of pension, not exceeding one third of his pension.
2. If fraction of pension to be commuted results in fraction of rupee, such fraction of a rupee shall be ignored for the purpose of commutation.
3. Such commuted portion of pension shall be reduced from pension amount monthly, with effect from the date of commutation / date of payment.
4. The lumpsum payable to an applicant shall be calculated as per table below.

TABLE

Commutation value of pension of Re one per annum

AGE	Commutation value expressed as number of year's purchase	Age next birthday expressed as number of year's purchase	Commutation value
17	19.28	51	12.95
18	19.20	52	12.66
19	19.11	53	12.34
20	19.01	54	12.05
21	18.91	55	11.73
22	18.81	56	11.42
23	18.70	57	11.10
24	18.59	58	10.78
25	18.47	59	10.46
26	18.34	60	10.13
27	18.21	61	09.81
28	18.07	62	09.48
29	17.93	63	09.15
30	17.78	64	08.82
31	17.62	65	08.50
32	17.46	66	08.17
33	17.29	67	07.85
34	17.11	68	07.53
35	16.92	69	07.22
36	16.72	70	06.91
37	16.52	71	06.60
38	16.31	72	06.30
39	16.09	73	06.01
40	15.87	74	05.72
41	15.64	75	05.44
42	15.40	76	05.17
43	15.15	77	04.90
44	14.90	78	04.65

45	14.64	79	04.40
46	14.37	80	04.17
47	14.10	81	03.94
48	13.82	82	03.72
49	13.54	83	03.52
50	13.25	84	03.32
		85	03.13

The table indicates the commuted value of pension expressed as number of years' purchase

with reference to the age of the pensioner as on his next birth day. For example the commuted value in the case of an employee retiring at the age of 58 years is 10.46 years' purchase and if he desires to commute Rs.1000/ from his pension within one year of retirement, the lumpsum amount (commuted value) payable to him is $Rs.1000 \times 12 \times 10.46 = Rs.1,25,520/-$

5. Commuted portion of pension will be restored after a period of 15 years from the date of payment of commuted value.
6. If the commutation is sought after one year of the date of retirement, it will be granted only after medical examination by the Bank's medical officer.
7. Commutation is admissible in respect of superannuation pension, voluntary retirement pension, premature retirement pension, invalid pension Compulsory Retirement pension and Compassionate Allowance.
8. In the case of a pensioner eligible for superannuation pension or pension on voluntary retirement or premature retirement pension, no medical examinations is necessary. If the application for commutation is made within one year from the date of retirement.
9. An employee against whom department or judicial proceedings have been instituted before the date of his retirement or a person against whom such proceedings are instituted after the date of his retirement shall not be eligible to commute a fraction of his provisional pension or pension, as the case may be, authorised under these Regulations during the pendency of such proceedings.

IX. FAMILY PENSION

1. Ordinary rate of family pension

(i). Without prejudice to the provisions contained in these Regulations where an employee dies -

- a. after completion of one year of continue service; or
- b. before completion of one year of continuous service provided the deceased employee concerned immediately prior to his appointment to the service or post was examined by a medical officer approved by the Bank and declared fit for employment in the Bank
- c. after retirement from service and was on the date of death in receipt of a pension or compassionate allowance;

The family of the deceased shall be entitled to family pension, the amount of which shall be determined as follows:

(ii). In respect of employees other than part time employees retired from 1.11.2007.

Scale of pay per month	Amount of monthly Family Pension
Upto Rs.7,090	30 per cent of the PAY shall be the basic family pension plus 30 percent of allowances which are counted for making contributions to Provident Fund but not for dearness allowance shall be the additional family pension. The aggregate of basic and additional family pension shall not be less than Rs.1,779 /- per month.
Rs.7091 to Rs.14180/-	20 percent of the PAY shall be the basic family pension plus 20 per cent of allowances which are counted for making contributions to Provident Fund but not for dearness allowance shall be the additional family pension. The aggregate of basic and additional family pension shall not be less than Rs.2,186/- per month.
Above Rs.,.14,181/-	15 percent of the PAY shall be the basic family pension plus 15 percent of allowances which are counted for making contributions to Provident Fund but not for dearness allowance shall be the additional family pension. The aggregate of basic and additional family pension shall not be less than Rs.2841/- per month and more than Rs.5930/- per month.

(iii) In respect of employees other than part time employees retired or retiring on or after 1.11.2002.

Scale of pay per month	Amount of monthly Family Pension
Upto Rs.5720/-	30 percent of the PAY shall be the basic family pension plus 30 percent of allowances which are counted for making contributions to Provident Fund but not for dearness allowance shall be the additional family pension. The aggregate of basic and additional family pension shall be subject to a minimum of Rs.1435 per month.
Rs.5720 to Rs.11440/	20 percent of the PAY shall be the basic pension plus 20 percent of allowances which are counted for making contributions to Provident Fund but not for dearness allowance shall be the additional family pension. The aggregate of basic and additional family pension shall be subject to a minimum of Rs.1715 per month.

Above 11440/-	15 per cent of the PAY shall be the basic family pension plus 15 percent of allowances which are counted for making contributions to Provident Fund but not for dearness allowance shall be the additional family pension. The aggregate of basic and additional family pension shall be subject to a minimum of Rs.2292 per month and a maximum of Rs.4784 per month.
---------------	--

Note:

1. Dearness relief is not payable on additional family pension.
2. Scale of pay for the purpose of calculation of family pension as above shall be the aggregate of PAY and ALLOWANCES as defined in these Regulations.

For the above two categories, Family pension will be revised from 01-05-2005.

3. Enhanced Rate of Family Pension.

Where at the time of death, the employee has completed 7 years of continuous service, family pensions may be paid at 50% of the pay last drawn or twice the ordinary rate of family pension, whichever is less, for a period of 7 years or till the deceased employee would have attained the age of 65 years had he survived, whichever is less, provided the enhanced family pension shall not exceed the normal pension admissible on retirement.

4. Commencement of family pension

The family pension will become payable from the date following the date of death of the employee/pensioner.

5. Period of payment:

The period for which family pension is payable is as follows:

- a. in the case of widow or widower, upto the date of death or re marriage whichever is earlier
- b. in the case of son, until he attains the age of 25 years or until he get married whichever is earlier.
- c. In the case of unmarried daughter, until she attains the age of 25 years or until she gets married whichever is earlier.
- d. For own sons and daughters, income should not exceed Rs.12,000/- PM
- e. For parents who were wholly dependent on the employee when he / she was alive, provided the deceased employee had left behind neither a widow/ widower nor a child and parents income should not exceed Rs.12,000/- PM

However, family pension shall be payable to the son or daughter for life, if he/she suffers from any disorder or disability of mind or is physically crippled or disabled so as to render him or her unable to earn a living even after attaining the age of 25 years.

6. Order of payment of family pension:

After the death of the employee/pensioner, the family pension will be paid in the following order.

- a. first to the widow or widower, if she/he is not remarried
- b. next to the children the order of their birth, The younger of them is not eligible for family pension until the elder next above him or her has become ineligible for the grant of family pension.
- c. After exhausting all these members, the disabled child will receive family pension for life.

family pension is payable to twins children, it shall be paid in equal shares. Similarly, family pension payable to more than one widow, the same is paid in equal shares.

8. Receipt of two family pensions:

In case both the husband and wife are employees of our bank and in the event of death of both of them, the surviving eligible child be granted two family pensions subject to ceiling on the total amount of pension.

9. Suspension of family pension:

- a. If a person who, in the event of death of an employee while in service, is eligible to receive family pension under these Regulations, is charged with the offence of murdering the employee or for abetting in the commission of such an offence, the claim of such a person, including other eligible member or members of the family to receive the family pension, shall remain suspended till the conclusion of the criminal proceedings institute against them.
- b. If on the conclusion of the original proceedings referred to in clause (a) the person concerned.
 - (i) is convicted for the murder or abetting in the murder of the employee, such a person shall be debarred from receiving the family pension which shall be payable to the other eligible member of the family, from the date of death of the employee.
 - (ii) is acquitted of the charge of murder or abetting in the murder of the employees, the family pension shall be payable to such a person from the date of death of the employee.
- b. The above provisions shall also apply for the family pension becoming payable on the death of an employee after his retirement.

Family Pension Stands revised to 30% of Basic Pay plus allowances ranking for P.F without ceiling with effect from 1.4.2021 is accordance with 8th Joint note and 11th bipartite settlement. The respective communication of IBA and Govt of India is communicated to all Banks.

X GENERAL CONDITIONS

1. Pension subject to future good conduct:

Future good conduct shall be an implied condition of every grant of pension and its continuance under these Regulations.

2. Withholding or withdrawal of Pension:

The Competent Authority may, by order in writing, withhold or withdraw a pension or a part thereof, whether permanently or for a specified period, if the pensioner is convicted of a serious crime or criminal breach of trust or forgery or acting fraudulently or is found guilty of grave misconduct.

Provided that where a part of pension is withheld or withdrawn, the amount of such pension shall not be reduced below the minimum pension per month payable under these Regulations.

3. Conviction by Court

Where a pensioner is convicted of a serious crime by a Court of law, action shall be taken in the light of the judgement of the court relating to such conviction.

4. Pensioner guilty of grave misconduct:

If the Competent Authority considers that the pensioner is prima facie guilty of grave misconduct, it shall, before passing an order, follow the procedure specified in Indian Overseas Bank Officer Employees' (Discipline and Appeal) Regulations, 1976.

5. Provisional Pension:

- a. An employee who has retired on attaining the age of superannuation or otherwise and against whom any departmental or judicial proceedings are instituted or where departmental proceedings are continued, a provisional pension, equal to the maximum pension which would have been admissible to him, would be allowed subject to adjustment against final retirement benefits sanctioned to him upon conclusion of the proceedings but no recovery shall be made where the pension finally sanctioned is less than the provisional pension or the pension is reduced or withheld, etc, either permanently or for a specified period.
- b. In such cases the gratuity shall not be paid to such employee until the conclusion of the proceedings against him. The gratuity shall be paid to him on conclusion of the proceedings subject to the decision of the proceedings. Any recoveries to be made from an employee shall be adjusted against the amount of gratuity payable.

6. Recovery of Pecuniary loss caused to the Bank:

- A. The Competent Authority may withhold or withdraw a pension or a part hereof, whether permanently or for a specified period, and order recovery from pension of the whole or part of any pecuniary loss caused to the Bank if in any departmental or judicial proceedings the pensioner is found guilty of grave misconduct or negligence or criminal breach of trust or forgery or acts done fraudulently during the period of his service.

- B. Provided further that departmental proceedings, if instituted while the employee was in the employment, be deemed to be proceedings under these Regulations and shall be continued and concluded by the authority by which they were commenced in the same manner as if the employee had continued in service.

Provided also that no departmental or judicial proceedings, if not initiated while the employee was in service, shall be instituted in respect of a cause of action which arose or in respect of an event which took place more than four years before such Institution.

- c. where the Competent Authority orders recovery of pecuniary loss from the pension, the recovery shall not ordinarily be made at a rate exceeding one- third of the pension admissible on the date of retirement of the employee.

7. Recovery of Bank's dues:

The Bank shall be entitled to recover the dues to the Bank on account of housing loans, advances licences fees, other recoveries and recoveries due to staff co- operative credit society from the commutation value of pension or the pension or the family pension.

8. Commercial employment after retirement :

If a pensioner takes up any commercial employment at any time before the expiry of one year from the date of his retirement without the prior permission of the Bank or commits a breach of any condition subject to which the permission to take up any commercial employment has been granted to him, it shall be competent for the Bank to declare by order in writing and for reasons to be recorded therein that he shall not be entitled to whole or such part of the pension and for such period as may be specified in the order, provided no order shall be made without giving the employee an opportunity of show cause against such declaration.

9. Nomination:

The pensioner can nominate one or more persons, specifying their share, to receive the amount of pensionary benefits (life time arrears) that may be payable in the event of his death.

Nomination can be modified or revoked by the pensioner at any time after giving a written notice to the Trust.

10. Power to issue instruction:

The Managing Director and CEO of the Bank may from time to time issue instructions as may be considered necessary or expedient for the implementation of these Regulations.

CHART SHOWING BASIC PENSION W.R.T. "AVERAGE EMOLUMENT AND SERVICE

(addition of notional service of 5 years is added for purpose of pension)

SCALE I TO III

AVERAGE EMOLUMENTS	20	21	22	23	24	25	26	27	28
36000	13636	14182	14727	15273	15818	16364	16909	17455	18000
37490	14201	14769	15337	15905	16473	17041	17609	18177	18745
38980	14765	15356	15946	16537	17128	17718	18309	18899	19490
40470	15330	15943	16556	17169	17782	18395	19009	19622	20235
41960	15894	16530	17165	17801	18437	19073	19708	20344	20980
43450	16458	17117	17775	18433	19092	19750	20408	21067	21725
44940	17023	17704	18385	19065	19746	20427	21108	21789	22470
46430	17587	18291	18994	19698	20401	21105	21808	22512	23215
48170	18246	18976	19706	20436	21166	21895	22625	23355	24085
49910	18905	19662	20418	21174	21930	22686	23443	24199	24955
51900	19659	20445	21232	22018	22805	23591	24377	25164	25950
53890	20413	21229	22046	22862	23679	24495	25312	26128	26945
55880	21167	22013	22860	23707	24553	25400	26247	27093	27940
57870	21920	22797	23674	24551	25428	26305	27181	28058	28935
59860	22674	23581	24488	25395	26302	27209	28116	29023	29930
61850	23428	24365	25302	26239	27177	28114	29051	29988	30925
63840	24182	25149	26116	27084	28051	29018	29985	30953	31920
65830	24936	25933	26930	27928	28925	29923	30920	31918	32915
67820	25689	26717	27745	28772	29800	30827	31855	32882	33910
69810	26443	27501	28559	29616	30674	31732	32790	33847	34905
71800	27197	28285	29373	30461	31548	32636	33724	34812	35900
73790	27951	29069	30187	31305	32423	33541	34659	35777	36895
76010	28792	29943	31095	32247	33398	34550	35702	36853	38005

78230	29633	30818	32003	33188	34374	35559	36744	37930	39115
80450	30473	31692	32911	34130	35349	36568	37787	39006	40225
82670	31314	32567	33820	35072	36325	37577	38830	40082	41335
84890	32155	33442	34728	36014	37300	38586	39873	41159	42445
87110	32996	34316	35636	36956	38276	39595	40915	42235	43555
89610	33943	35301	36659	38016	39374	40732	42090	43447	44805
92110	34890	36286	37681	39077	40473	41868	43264	44659	46055

SCALE IV

76010	28792	29943	31095	32247	33398	34550	35702	36853	38005
78230	29633	30818	32003	33188	34374	35559	36744	37930	39115
80450	30473	31692	32911	34130	35349	36568	37787	39006	40225
82670	31314	32567	33820	35072	36325	37577	38830	40082	41335
84890	32155	33442	34728	36014	37300	38586	39873	41159	42445
87390	33102	34426	35750	37075	38399	39723	41047	42371	43695
89890	34049	35411	36773	38135	39497	40859	42221	43583	44945
92930	35201	36609	38017	39425	40833	42241	43649	45057	46465
95120	36030	37472	38913	40354	41795	43236	44678	46119	47560

SCALE V

89890	34049	35411	36773	38135	39497	40859	42221	43583	44945
92930	35201	36609	38017	39425	40833	42241	43649	45057	46465
94890	35943	37381	38819	40256	41694	43132	44570	46007	47445
97620	36977	38456	39935	41415	42894	44373	45852	47331	48810
100350	38011	39532	41052	42573	44093	45614	47134	48655	50175
103320	39136	40702	42267	43833	45398	46964	48529	50095	51660

SCALE VI & VII

104240	39485	41064	42644	44223	45802	47382	48961	50541	52120
107210	40610	42234	43859	45483	47107	48732	50356	51981	53605
110810	41973	43652	45331	47010	48689	50368	52047	53726	55405

113150	42860	44574	46289	48003	49717	51432	53146	54861	56575
116120	43985	45744	47504	49263	51022	52782	54541	56301	58060
119340	45205	47013	48821	50629	52437	54245	56054	57862	59670
122560	46424	48281	50138	51995	53852	55709	57566	59423	61280
125780	47644	49550	51455	53361	55267	57173	59078	60984	62890
129000	48864	50818	52773	54727	56682	58636	60591	62545	64500

SCHEME FOR PAYMENT OF EX-GRATIA

SCHEME FOR PAYMENT OF EX-GRATIA IN LIEU OF APPOINTMENT ON COMPASSIONATE GROUNDS (REF NO. EST / 36 / 2004 -05 DT.04.10.2004.)

1. BACKGROUND

A Scheme for appointment of dependents of deceased employees on compassionate grounds to be uniformly implemented by public sector banks was advised by the banking Division, Government of India, on 12.9.1978. Appointments could be made against specific existing vacancies or in expectation of vacancies. Written tests prescribed for regular recruitment to such posts were waived in these cases. The Government has modified / relaxed the provisions of the Scheme from time- to-time.

In May 1982, Government permitted banks to modify the Scheme so as to extend the benefit of compassionate appointment even to the dependents of those who demit office on medical grounds subject to certain provisions in this regard.

SCHEME FOR COMPASSIONATE APPOINTMENT :

A scheme for appointment of dependents of deceased employees on compassionate grounds to be uniformly implemented by public sector banks was advised by the Banking Division, Government of India, on 12.09.1978. Appointments could be made against specific existing vacancies or in expectation of vacancies. Written tests prescribed for regular recruitment to such ;posts were waived, in these cases. The Government has modified / relaxed the provisions of the scheme from time-to-time.

In May 1982, Government permitted banks to modify the scheme so as to extend the benefit of compassionate appointment even to the dependents to those who demit office on medical grounds subject to certain provisions in this regard.

Government Vide communication dated has withdrawn the Compassionate Appointment Scheme and introduced cash compensation in lieu of Compassionate appointment scheme subject to fulfilling the terms and conditions with regards to economic criteria. Accordingly, an amount of Rs.8.00 lacs is being paid as Ex-gratia to the bereaved family if the monthly income of the family from all sources is less than 60% of the last drawn salary net of taxes.

In other words, an Ex-gratia amount calculated at 60% of last drawn gross salary net of taxes for each month of remaining service of employee at the time of his death subject to maximum amount of Rs.8.00 lacs will be payable to the family of the deceased member.

However, due to our persistent effort Government of India, Ministry of Finance has sent a communication vide its letter dated 19.06.2007 and made modification to the scheme for payment of ex-gratia, by providing scope / eligibility for compassionate appointment in exceptional cases where an officer :

- a) Dies while performing his official duty as a result of violence, terrorism, robbery or decoity : Or
- b) Dies within five years of his first appointment or before he / she reaches the age of 30 years, whichever is later, leaving a dependent spouse / or minor children.

Our bank has adopted the above amendment.

MODIFIED COMPASSIONATE APPOINTMENT SCHEME W.E.F. 05.08.2014

United Forum of Bank Union has taken up with IBA and Government for re-introduction of Compassionate Appointment Scheme in all Public Sector Banks. We have reiterated to the Government that an employment if given to the spouse / dependent of the officer dying in harness will alone give relief to the family of the deceased employee to tide over the sudden crisis brought about by his / her premature death.

We are glad to advise that Compassionate Appointment Scheme is re-introduced in line with Central Government Scheme in all Public Sector Banks with effect from 05.08.2014.

The scope of the Scheme has been enlarged to include employees who dies while in service and also retires on medical grounds due to incapacitation before reaching the age of 55 years.

Detailed guideline is furnished as below :

1. COVERAGE

1.1 To a dependent family member of permanent employee of a Public Sector Bank(PSB) who-

- a) dies while in service (including death by suicide)
- b) is retired on medical grounds due to incapacitation before reaching the age of 55 years.

(incapacitation is to be certified by a duly appointed Medical Board in Government Medical College/Government District Head Quarters Hospitals/Panel of Doctors nominated by the Bank for the purpose.)

1.2 For the purpose of the Scheme, employee” would mean and include only a confirmed regular employee who was serving full time or part-time on scale wages, at the time of death/retirement on medical grounds, before reaching age of 55 years and does not include any one engaged on contract/temporary/causal or any person who is paid on commission basis.

2. DEPENDENT FAMILY MEMBER

2.1 Spouse; or

2.2 Wholly dependent son(including legally adopted son); or

2.3 Wholly dependent daughter(including legally adopted daughter); or

2.4 Wholly dependent brother or sister in the case of unmarried employee

3. AUTHORITY COMPETENT TO MAKE COMPASSIONATE APPOINTMENT

3.1 Managing Director and CEO.

3.2 Executive Director holding current charge of Managing Director and CEO.

3.3 Board of Directors in special types of cases.

3.4 While dealing with proposal for appointment on compassionate grounds in otherwise eligible cases, where disciplinary action was pending against the deceased employee/employee retired on medical grounds or if the deceased employee was involved in serious financial irregularities, embezzlement of funds, committing frauds, etc., banks will continue to abide by the guidelines issued by the Government of India, requiring consideration and decision in each case by the Board of the Bank/ Authority appointed by the Board.

4. POSTS TO WHICH APPOINTMENTS CAN BE MADE

4.1 The appointment shall be made in the clerical and sub-staff cadre only.

5. ELIGIBILITY

- 5.1 The family is indigent and deserves immediate assistance for relief from financial destitution; and
- 5.2 Applicant for compassionate appointment should be eligible and suitable for the post in all respects under the provisions of the relevant Recruitment Rules.

6. EXEMPTIONS

- 6.1 Compassionate Appointment under the Scheme are exempted from observance of the following requirements:
- 6.1.1 Normal Recruitment Procedure i.e., without the agency of selection like IBPS/Employment Exchange, Recruitment Board of Bank, etc.
- 6.1.2 The ban orders on filling up of posts issued by Government of India or any controlling authority.

7. RELAXATIONS

7.1 Upper age limit could be relaxed wherever found to be necessary. The lower age limit should, however, in no case be relaxed below 18 years of age.

(Note-1: Age eligibility shall be determined with reference to the date of application and not the date of appointment;)

(Note-2: Authority competent to take a final decision for making compassionate appointment in a case shall be competent to grant relaxation of age limit also for making such appointment).

8. TIME LIMIT FOR CONSIDERING APPLICATIONS

- 8.1 Application for employment under the Scheme from eligible dependent should normally be considered upto five years from the date of death or retirement on medical grounds and decision to be taken on merit in each case.
- 8.2 However, Bank can consider request for compassionate appointment even when the death or retirement on medical grounds of the employee took place long back, even five years ago. While considering such belated requests, it should, however, be kept in view that the concept of compassionate appointment is largely related to the need for immediate assistance to the family of the employee in order to relieve it from economic distress. The very fact that the family has been able to manage somehow all these years should normally be taken as adequate proof that the family had some dependable means of subsistence. Therefore, examination of such cases would call for a great deal of circumspection. The decision to make appointment on compassionate grounds in such cases may, therefore, be taken only at the Board level.

9. DETERMINATION/AVAILABILITY OF VACANCIES

9.1 Appointment on compassionate grounds should be made only on regular basis and that too, only if regular vacancies meant for that purpose are available.

- 9.2 Compassionate appointment can be made upto a maximum of 5% of vacancies falling under direct recruitment quota in clerical or vacancies identified in the sub-staff category. The Bank may hold back 5% of vacancies in the aforesaid categories to be filled by appointment on compassionate grounds. A person selected for appointment on compassionate grounds, viz., Sc/ST/OBC/General Category, depending upon the category to which he/she belongs.
- 9.3 Widow appointed on compassionate ground upon re-marriage will be allowed to continue in service, even after re-marriage.

10 WHERE THERE IS AN EARNING MEMBER

- 10.1 In deserving cases, even when there is already an earning member in the family, a dependent family member may be considered for compassionate appointment is justified, having regard to the number of dependents, assets and liabilities left by the employee, income of earning member as also his liabilities including the fact that the earning member is residing with the family of the employee and whether he should not be a source of support to other members of the family.
- 10.2 In cases where any member of the family of the deceased or medically retired employee is already in employment and is not supporting the other members of family of the deceased employee, extreme caution has to be observed in ascertaining the economic distress of the members of the family of the deceased employee so that, the facility of appointment on compassionate ground is not circumvented and misused by putting forward the ground that the member of the family already employed is not supporting the family.

11 MISSING EMPLOYEE

Cases of missing employee are also covered under the scheme for compassionate appointment subject to the following conditions:-

- 11.1 A request to grant the benefit of compassionate appointment can be considered only after a lapse of at least 2 years from the date from which the Employee has been missing, provided that:
- (i) an FIR to this effect has been lodged with the Police,
 - (ii) the missing person is not traceable, and
 - (iii) the competent authority feels that the case is genuine;
- 11.2 This will not be applicable to the case of an Employee:-
- (i) who had less than two years to retire on the date from which he has been missing; or
 - (ii) who is suspected to have committed fraud, or suspected to have joined any terrorist organization or suspected to have gone abroad.
- 11.3 Compassionate appointment in the case of a missing employee also would not be a matter of right as in the case of others and it will be subject to fulfilment of all the conditions, including the availability of vacancy, laid down for such appointment under the scheme;
- 11.4 While considering such a request, the results of the Police investigation should also be taken into account; and
- 11.5 A decision on any such request for compassionate appointment should be taken only at the level of the "Managing Director and CEO of the Bank."

12. PROCEDURE

- a) The prescribe proforma may be used by the bank for ascertaining necessary information and processing the cases of compassionate appointment.
- b) The Officer from the Staff Welfare Department of the Bank should meet the members of the family of the employee in question immediately after his death to advise and assist to them in getting appointment on compassionate ground.

The applicant should be called in person at the very first stage and advised in person about the requirements and formalities to be completed by him/her.

- c) An application for appointment on compassionate ground should be considered by the Committee of officers consisting of three officers; one Chairman and two members in the rank of Deputy General Manager/Assistant General Managers. The Officer from the staff welfare department may also be made one of the members of the Committee, depending upon his rank. The Committee may meet during the second week of every month to consider cases received during the previous month. The applicant may also be granted personal hearing by the committee, if necessary, for better appreciation of facts of the case. The recommendation of the committee should be placed before the Competent Authority for a decision. If the Competent Authority disagrees with the committee's recommendation, the case may be referred to the higher authority for a decision.

13. UNDERTAKING FOR MAINTENANCE OF THE FAMILY OF THE DECEASED EMPLOYEE

The person appointed on compassionate grounds under the Scheme, should give an undertaking in writing (as in Annexure) that he/she will maintain properly the other family members who were dependent on the deceased employee in question, and in case it is proved subsequently (at any time) that the family members are being neglected or are not maintained properly by him/her, his or her appointment may be terminated forthwith. This clause should be incorporated as one of the conditions in the offer of appointment applicable only in the case of appointment on compassionate ground.

14. REQUEST FOR CHANGE IN POST/PERSON

When a person has been appointed on compassionate ground to a particular post, the set of circumstances, which led to such appointment should be deemed to have ceased to exist. Therefore—

- a. He/she should strive in his/her career like his/her colleagues for future advancement and any request for appointment to any higher post on considerations of compassionate should invariably be rejected.
- b. An appointment on compassionate ground cannot be transferred to any other person and any request for the same on consideration of compassion should invariably be rejected.

15. SENIORITY

A person appointed on compassionate ground in a particular year may be placed at the bottom of all the candidates recruited /appointed through direct recruitment, promotion, etc. in that year, irrespective of the date of joining of the candidate on compassionate ground.

16. TERMINATION OF SERVICE

The compassionate appointment can be terminated on the ground of non-compliance of any condition stated in the offer of appointment after providing an opportunity to the compassionate appointee by way of issue of show cause notice asking him/her to explain why his/her services should not be terminated for non-compliance of the condition(s) in the offer of appointment and it is not necessary to follow the procedure prescribed in the Disciplinary Action and procedure therefor.

With the re-introduction of Compassionate Appointment Scheme, the existing Ex-gratia in lieu of Compassionate Appoint Scheme is withdrawn.

PROFORMA REGARDING EMPLOYMENT OF DEPENDENTS OF BANK EMPLOYEE DYING WHILE IN SERVICE/RETIRED ON MEDICAL GROUNDS

PART – A

- I. (a) Name of the employee _____
(Deceased /retired on medical grounds)
- (b) Designation _____
- (c) Date of birth of the deceased/retired employee _____
- (d) Date of death/retirement on medical grounds _____
- (f) Whether permanent or temporary _____
- (h) Whether belonging to SC/ST/OBC _____
- II. (a) Name of the candidate for appointment _____
- (b) His/Her relationship with the deceased/retired employee _____
- (c) Date of birth _____
- (d) Educational Qualifications _____
- (e) Whether any other dependent family member has been
Appointed on compassionate grounds _____
- III. Particulars of total assets left including amount of
 - (a) Family Pension _____
 - (b) Gratuity _____
 - (c) Provident Fund Balance _____
 - (d) Life Insurance Policies (including Postal Life Insurance) _____
 - (e) Movable and Immovable properties and
annual income earned therefrom by the family _____
 - (f) Insurance _____
 - (g) Encashment of leave _____
 - (h) Any other assets _____
- IV. brief particular of liabilities, if any _____

V. Particulars of all dependent family members of the deceased employee

(If some are employed, their income and whether they are living together or separately)

Shri/Smt/Kum _____ is known to me and the facts

- 1.
- 2.
- 3.
- 4.
- 5.

VI. DECLARATION/UNDERTAKING

- 1. I hereby declare that the facts given by me above are, to the best of my knowledge, correct. If any of the facts herein mentioned are found to be incorrect or false at a future date, my services may be terminated.
- 2. I hereby also declare that I shall maintain properly the other family members who were dependent on the deceased employee mentioned against 1 (a) of Part-A of this form and in case it is proved at any point that the said family members are being neglected or not being properly maintained by me, my appointment may be terminated.

Date:

Signature of the candidate

Name : _____

Address : _____

Shri/Smt/Kum _____ is known to me and the

facts mentioned by him/her are correct and verified by me.

Date:

Signature of witness*

Name : _____

Address : _____

*either any employee in the Senior level of Bank or Gazetted rank official from State/Central Government.

**SCHEME FOR PAYMENT OF EX-GRATIA AMOUNT
IN LIEU OF APPOINTMENT ON COMPASSIONATE GROUNDS
(REF NO. EST / 36 / 2004 - 05 DT. 04.10.2014)**

The Supreme Court of India in a landmark judgment concerning Shri. Umesh Kumar Nagpal Vs State of Haryana and others (JT 1994(3) SC 525) has laid down the following principles:

- “....As a rule, appointment in the public services should be made strictly on the basis of open invitations of applications and merit. However, to this general rule, there are some exceptions carved out in the interest of justice and once such exception is in favour of the dependents of an employee dying in harness and leaving his family in penury and without any means of livelihood. The whole object of granting compassionate employment is thus to enable the candidate to tide over the sudden crisis. The object is not to give a member of such family a post much less a post for post held by the deceased. What is further, mere death of an employee in harness does not entitle his family to such source of livelihood. The Government or the public authority concerned has to examine the financial condition of the family of the deceased, and it is only if it is satisfied, that but for the provision of employment, the family of the deceased will not be able to meet the crisis, that a job is to be offered to the eligible member of the family.”
- Compassionate employment can only be offered in posts in Class III and IV.
- Compassionate employment cannot be granted after a lapse of a reasonable period which must be specified in the Rules.

The Government has advised all the public sector banks in August 1996 to keep the above principles in view while deciding compassionate appointments in the banks.

Notwithstanding the objective of the Scheme, over a period of time, banks have been facing several difficulties in administering the Scheme, some of which are mentioned here below:

- (a) Building up of excess manpower due to appointment on compassionate grounds in supernumerary positions.
- (b) Compulsion to appoint dependents despite their not possessing the minimum academic / technical qualifications required on the job in the emerging competitive and technological environment when business models and strategies are undergoing constant change.
- (c) Litigations for employment of dependents, even from those who have opted for pension and who take voluntary retirement on medical grounds.
- (d) Practical difficulties in determining indigent condition of the family of the deceased employee.

2. Objective

In the light of the principles laid down by the Supreme Court in its judgement concerning Shri. U.K. Nagpal Vs State of Haryana and others, it may be observed that the Court while stating that the object is not to give a member of such family a post, much less a post for a post held by the deceased, was laying stress on the need to provide relief to the family of a deceased employee to tide over the sudden crisis brought about by his / her premature death. The relief envisaged could be of a nature which would provide the distressed family immediate succour and financial assistance to recover from the unexpected deprivation of the income of the sole bread-winner of the family.

Keeping this in perspective and with a view to bringing about a balance between the business objectives of banks and their social obligations towards the families of employees dying in harness, a Scheme is being proposed or grant of ex- gratia amount to the family of the deceased employee in lieu of appointment on compassionate grounds.

3. For the purpose of the proposed Scheme, “employee” would mean and include only a confirmed regular employee who was serving full time or part-time on scale wages, at the time of death / premature retirement and does not include any one engaged on contract / temporary / casual / part-time on consolidated wages or any person who is paid on commission basis.

4. The Scheme will be applicable in the following cases of employees:

- (i) Employee dying in harness (other than due to injury while performing official duty).
- (ii) Employee dying due to injury sustained while performing official duty within or outside office premises (excluding travel from residence to place of work and back).
- (iii) Employee dying while performing official duty within or outside the office premises (excluding travel from residence to place of work and back) due to dacoity / robbery / terrorist attack.
- (iv) Employee seeking premature retirement due to incapacitation before reaching the age of 55 years.

5. In the above cases, ex-gratia amount will be paid to the family of the employee if eligible and if request for within twelve months from the date of the death of the employee. “Family” for this purpose would mean and include spouse, wholly dependent children (son, including legally adopted son/unmarried daughter including legally adopted unmarried daughter). In case of unmarried employee, parents who are wholly dependent on the employee will constitute “family”.

6. Ex-gratia may be granted to the family of the employee in the manner and subject to the ceilings specified below, if the monthly income of the family from all sources is less than 60% of the last drawn salary (net of taxes) of the employee.

Calculation of monthly income

<p>(1) Terminal Benefits</p> <ul style="list-style-type: none"> (i) Provident Fund (ii) Gratuity (iii) Leave Encashment (iv) Any other amount paid under Bank’s 	<p>Scheme (s)</p> <p>Sub-total (A)</p>
<p>(2) Liabilities</p> <p>Loans taken from bank and / or other financial institutions with the prior approval of the bank</p>	<p>Sub-total (B)_____</p>
<p>(3) Net corpus of terminal benefits (C=A-B)</p>	

- (4) Investments
 Deposits NSCs PPF
 LIC Policies
 Others
 Sub-total (D) _____
- (5) Details of movable property, if any, held and monthly income derived therefrom.
- (6) Details of immovable property, if any, held and monthly income therefrom.
- (7) Monthly income of the family from all sources-
- (i) Monthly interest at the bank's maximum term deposit rate on the net corpus of terminal benefits (C)
 - (ii) Monthly income from investments
 - (iii) Monthly income from movable and Immovable property
 - (iv) Monthly income of dependent family Members excluding major children
 - (v) Any other monthly income
- Total monthly income of the family _____
7. If the total monthly income of the family arrived at as above is less than 60% of the last drawn gross salary (net of taxes) of the employee, ex-gratia amount as under will be payable.
- (i) The cadre wise ceiling on ex-gratia amount payable will be as follows:
- | Category | Maximum Amount |
|-------------------|----------------|
| Officers | Rs.8 lacs |
| Clerical Staff | Rs.7 lacs |
| Subordinate Staff | Rs.6 lacs |
- (ii) In case the monthly income of the family as calculated above is less than 60% of the last drawn gross salary (net of taxes) of the employee, an ex- gratia amount calculated @ 60% of the last drawn gross salary (net of taxes) for each month of remaining service of the employee (i.e. up to the age of superannuation in terms of extant service rules / conditions) at the time of his death / incapacitation subject to the cadre-wise ceiling of "Maximum Amount" mentioned under (i) above, will be payable.
- (iii) In case of death of an employee performing official duty within or outside the office premises (excluding travel from residence to place of work and back) due to dacoity / robbery / terrorist attack, the family is also eligible to receive, additionally, the one-time monetary compensation in terms of extant government guidelines depending on the cadre of the employee.
8. In case of an employee seeking premature retirement due to total incapacitation for work, the ex-gratia is payable only if all the extant provisions for such retirement are fully satisfied and the retirement has been approved by the competent authority specified therefor.

9. While dealing with proposals for grant of ex-gratia as above, in cases where disciplinary action has been taken / was pending against the employee dying in harness or the deceased employee was involved in financial irregularities, embezzlement of funds, committing frauds etc., banks will continue to abide by the guidelines issued by the Government of India requiring consideration and decision in each case by the Board of the bank.
10. The ex-gratia amount in eligible cases will be paid within 3 months of receipt of application, complete in all respects.
11. The ex-gratia relief under the above scheme is not an entitlement but may be granted at the sole discretion of the Bank looking into the financial conditions of the family and in deserving and eligible cases only.
12. The Board of the bank reserves its right to substitute, amend or vary from time-to-time any provision of the Scheme mentioned above.
13. The new scheme approved by the board comes into effect immediately. However, all pending applications (which are under various stages of processing) of such of those cases where the deaths of the employees have taken place on or before 31.03.2004 will be dealt with, in accordance with the existing compassionate appointment norms.

INDIAN OVERSEAS BANK
HUMAN RESOURCES MANAGEMENT DEPARTMENT CENTRAL OFFICE

.....

Application for payment of ex-gratia in lieu of appointment under Compassionate grounds. Please read instructions given in page No.7 before filling up application.

1. PARTICULARS OF THE DECEASED / PREMATURELY RETIRED EMPLOYEE DUE TO TOTAL INCAPACITATION FOR WORK

a.	Name	Sh./Smt.
b.	Roll Number	
c.	Designation	
d.	Branch/Office last attached	
e.	PAN No. of the deceased	
f.	Date of birth	
g.	Date of joining the Bank	
h.	Date of death/Premature retirement	
i.	Cause of Death/premature retirement	
j.	Marital status	Single/Married

2. PARTICULARS OF LEGAL HEIRS/DEPENDANTS:

S. No.	Name and Address Sri/Smt/Ms	Relationship to the de- ceased/ Retiree	Date of birth & age	Edu. Qualfn.	Marital Status	Employment particulars	Income p.m. Rs.

(Legal heirship certificate issued by Revenue Authorities not below the rank of Tahsildar to be enclosed)

3. DETAILS OF ASSETS OF THE DECEASED/PREMATURELY RETIRED EMPLOYEE

- a. Whether the deceased employee/spouse has a house in his/spouse name? : Yes/No
- b. If yes, whether the house is self occupied or let out. :

- c. If the house is let out, then rent received per month : Rs.
 - d. Whether the employee had other immovable properties in his name? : Yes/No
(such as land, building, agricultural lands, other ancestral properties etc.)
 - e. Monthly income from immovable properties : Rs.
 - f. Details of movable properties in the name of the deceased :
 - g. Monthly income from movable properties : Rs.
 - h. Income from any other source (Specify) : Rs.
 - i. Monetary value of savings : Face Value Date of Maturity
Rs. Maturity value Rs.
1. LIC Policies
(Amount settled/likely to be settled)
 2. National Savings Certificates
 3. PPF
 4. Deposits
 5. Shares, Debentures, Bonds, etc.
 6. Any others (Specify)

4. LIABILITIES OF THE DECEASED/PREATURELY RETIRED EMPLOYEE :

- a. Details of all loans outstanding (as on date of death/premature retirement of the employee with interest)
- b. Details of loans taken from other financial Institutions with the prior approval of the Bank (as on date of death/premature retirement of the employee, with up to date interest)

5. PARTICULARS OF FAMILY MEMBERS :

- 1. Whether the spouse or any children are having house in their names? If so, give details such as in whose name, the rent, if any, being received etc.
- 2. Details of movable property, if any, held and monthly income derived.

I hereby declare that all the information and particulars given by me in this form are true and correct. I also note that if any of the above statements/information are incorrect or false or if any material information of particulars has been found to be suppressed or omitted therefrom, am liable to refund the entire ex-gratia amount to the Bank.

Place :

Date :

Signature of the Claimant

(Claimant should be Spouse in the case of married deceased/prematurely retired employee & Parents in the case of unmarried deceased/prematurely retired employee)

TO BE VERIFIED AND CERTIFIED BY THE BRANCH MANAGER/CHIEF OFFICER WITH OFFICE SEAL

1. Last drawn salary of the deceased/prematurely retired employee, when he had drawn full salary Rs.
 Basic Pay
 DA
 HRA
 Notional HRA (in case deceased/retired was staying in Bank quarters)
 CCA PPA
 Conveyance allowance
 Others (Any allowance of permanent nature)
2. Was the employee a pension optee? : YES / NO
3. Was he a member to the SSBS? : YES / NO
4. Details of loans outstanding in the name of the deceased/prematurely retired employee :
 (Even if all the loans are closed from the terminal benefits, the details as on date of death/premature retirement of the employee, with interest are to be furnished)

S.No.	Particulars of the loans	Amount outstanding (with interest) Rs.
1.	Staff Housing loan	
2.	Staff Consumer Loan	
3.	Vehicle Loan	
4.	Term Loan	
5.	Jewel Loan	
6.	Festival Advance	
7.	Demand Loan	
8.	DL (NSC)	
9.	DL (LIC)	
10.	DL (Jewel)	
11.	DPNL	
12.	DL (Share)	
13.	Flood Loan	
14.	Winter Loan	
15.	Others (specify)	

5. (i). Details of Assets of the deceased/prematurely retired employee

S.No.	Particulars	Amount (Rs.)
i.	NSC	
ii.	LIC (SSS)	
iii.	LIC (Direct)	
iv.	Bank Shares	
v.	Other Shares/Debentures/Bonds	
vi.	PF	
vii.	PPF	
viii.	VCPF	
ix.	Deposits	
x.	Gratuity	
xi.	Compassionate Gratuity	
xii.	Group Insurance	
xiii.	Accident Insurance	
xiv.	Income from Movable Property	
xv.	Income from Immovable Property	
xvi.	Any other Income	

(ii). Details of amount, if any held in suspense/sundry creditors accounts :

6. Details of encashable leave/amount paid/likely to be paid :

7. Whether the deceased member has been punished for any minor or major misconduct? If so, the details may be furnished :

Verified that Shri/Smt was in active service of this office / branch at the time of his/her death/premature retirement. The above particulars have been verified and found correct. Also it is confirmed that no disciplinary proceedings were pending or were being contemplated at the time of death/premature retirement of the employee nor was there any disciplinary proceedings against his/ her before his/her death/premature retirement.

Date :

Chief/Senior Manager
(Name & designation of the
signatory with office seal)

REGIONAL OFFICE

We certify the following:

1. The employee was not proceeded against in any manner during his service.
2. No disciplinary proceedings were pending or were being contemplated at the time of the death/retirement of the employee under Vigilance angle/IR angle.
3. The member has not remained on absence/leave/on loss of pay during the last one year

Date :

Deputy Chief Officer/Chief Officer

RECOMMENDATIONS

Date :

Chief/Senior Regional Manager

INSTRUCTIONS FOR FILLING UP THE APPLICATION:

1. The ex-gratia relief under the above Scheme is not an entitlement but may be granted at the sole discretion of the Bank having regard to the financial conditions of the family and in deserving and eligible cases only.
2. The Scheme will be applicable in the following cases of employees:
 - i. Employee dying in harness (other than due to injury while performing official duty).
 - ii. Employee dying due to injury sustained while performing official duty within or outside office premises (excluding travel from residence to place of work and back).
 - iii. Employee dying while performing official duty within or outside the office premises (excluding travel from residence to place of work and back) due to dacoity/ robbery/terrorist attack.
 - iv. Employee seeking premature retirement due to incapacitation before reaching the age of 55 years.
3. Ex-gratia amount will be paid to the family of the deceased if eligible and if requested for within six months from the date of the death of the employee.
4. Family for this purpose would mean and include spouse, wholly dependent children (son, including legally adopted son/unmarried daughter including legally adopted unmarried daughter). In case of unmarried employee, parents who are wholly dependent on the employee will constitute "family".
5. Affidavit duly notarised as per annexure II (format enclosed) has to be submitted by the claimant of deceased employee.
6. Death Certificate to be enclosed.
7. Proof for cause of death to be enclosed.
8. Legal Heirship Certificate from the appropriate revenue authority to be submitted.

ANNEXURE I

LIST OF DOCUMENTS/CERTIFICATES/LETTERS TO BE FORWARDED ALONGWITH THE APPLICATION FORM. ALL CERTIFICATES IN VERNACULAR ARE TO BE TRANSLATED INTO ENGLISH AND ATTESTED COPIES OF THE SAME ALSO TO BE ENCLOSED. TO BE ATTESTED BY THE BRANCH MANAGER

1. DEATH CERTIFICATE

2. APPLICATION FORM

3. LEGAL HEIRSHIP CERTIFICATE

4. IN CASE MINOR CHILDREN (ARE NOT REPRESENTED BY NATURAL GUARDIAN)
COURT ORDER FOR GUARDIANSHIP

5. COPY OF LAST PAY SLIP

6. COPY OF LATEST FORM 16

TO BE ATTESTED BY NOTARY PUBLIC

1. Consent letter from all legal heirs (guardian to sign on behalf of minors) to appropriate terminal benefits of the deceased towards outstanding liabilities and also to pay the balance amount if any still outstanding from their own sources.

ANNEXURE II

Non Judicial Stamp Paper

AFFIDAVIT

(To be submitted by claimant)

I/We _____ W/o _____

children of _____ aged _____

years residing at _____

_____ do hereby solemnly affirm and state as follows :

My husband/our father Sh. _____ died on _____ and has not left any will.

**His/Her Will dated _____ is the last Will left by the deceased.

THAT the deceased died as a # bachelor/spinster/married/widower/widow and the mother of the deceased # is alive/pre-deceased.

I/We state that the particulars furnished in the Application for payment of ex-gratia in lieu of appointment under compassionate grounds are true and correct. We have not suppressed any material information in the Application Form. If it is found at any time later on that any information furnished to Bank by me/us is/are incorrect or untrue and any information is suppressed/ omitted in the Application Form, I/We undertake to refund the entire ex-gratia payment and agree that I am/we are also liable for criminal action.

The above statements are true.

Place : _____ 1.

Date :

(Claimant)

* On proper stamp paper as applicable to the State where it is being executed.

** Omit this sentence if not applicable.

Delete whichever is not applicable.

Affidavit should be attested by a Notary Public/Magistrate.

REVISED MODEL SCHEME FOR COMPASSIONATE APPOINTMENT / EX GRATIA PAYMENT IN LIEU OF COMPASSIONATE APPOINTMENT :

Government of India, vide its letter dated 19.06.2007 has made modifications to the existing Scheme for payment of ex-gratia , by providing for Compassionate appointment in exceptional cases where an Officer :

- a) Dies while performing his official duty as result of violence, terrorism, robbery or decoity ; OR
- b) Dies within five years of his first appointment or before he/she reaches the age of 30 years, whichever is later, leaving a dependent spouse / or minor children.

The above amendment is adopted by our Bank also.

CHECK LIST WHILE APPLYING FOR EX-GRATIA PAYMENT :

1. Applicant (the legal heir) should submit his request in the prescribed application form only, duly filling all the columns with required details.
2. Outstanding under all the loan accounts of the deceased Officer, at the time of death, even if the loan account/s is/are closed out of terminal benefits at the time of applying.
3. Full particulars of NSC in the name of the deceased Officer Viz. Face value, Maturity value, Maturity date, outstanding under NSC loan, if availed, should be furnished.
4. Number of Bank Shared held.
5. LIC claim amount settled or to be settled to the family of the deceased out of policy/ ies held in the name of the deceased Officer.
6. INDIVIDUAL DECLARATION LETTER FROM ALL MAJOR LEGAL HEIRS, with regard to their present employment details.
7. Notarised Consent Letter (IN NON-JUDICIAL STAMP PAPER) from all legal heirs (in the case of minor legal heir/s Guardian has to sign) to appropriate the terminal benefits of the deceased Officer towards outstanding liabilities / bank dues , if any, Further consent to pay the dues to the bank over and above terminal benefits, if any.
(Xerox copy is not acceptable)
8. Latest (i.e. last) Pay Slip of the deceased officer.
9. Leave encashment payment (Not LFC encashment) details paid/to be paid to the family of the deceased Officer.
10. Receipt for House Rent paid, if any.
11. Death certificate of the deceased Officer.
12. Original Legal Heirship Certificate from the Competent Authority (NOT BELOW THE RANK OF THASILDAR) to be submitted.
13. Affidavit in original to be submitted (Xerox copy not acceptable)
14. Latest (last) Form 16 issued by the bank of the deceased Officer to be submitted.
15. Salary arrears (gross arrears) received, if any, and tax recovered on arrears.
16. Permanent address of the legal heir with pin code and also telephone number with STD code (landline and mobile)

17. If the spouse has opted for pension under second option, the amount remitted for the same.
18. Respective Regional Office of the branch where the deceased Officer worked last has to submit their clearance with CRM/SRM recommendations.
19. EXGRATIA APPLICATION TO BE SUBMITTED WITHIN 12 MONTHS FROM THE DATE OF DEMISE OF THE OFFICER.

COMMON LAPSES IN THE APPLICATION SUBMITTED :

- a) Intimation regarding death of the Officer is not advised by the branch / RO to Personnel Administration Department, (Clerical Section, who are handling exgratia for all)
- b) Residential address of the legal heir not provided in full with pin code, phone number for fast and prompt communication.
- c) Consent Letter available in Ex gratia application not signed by all the legal heirs.
- d) Latest available Form 16 (issued by the bank for income tax recovered from the deceased Officer) not submitted.
- e) Leave encashment received along with terminal benefits is not furnished. Instead LFC encashment is furnished.
- f) Outstanding under all loan accounts of the deceased Officer at the time of death is not furnished (this is must even if the loan accounts are closed out of terminal benefits at the time of applying ex gratia).
- g) Details of amount paid towards second option to pension is not furnished.
- h) ENSURE TO SUBMIT APPLICATION WITHIN 12 MONTHS FROM THE DATE OF DEATH.



Preventive Vigilance

VIGILANCE

Administration of Vigilance in the bank is under the control of the Chief Vigilance Officer / GM (Vigilance) who is a representative and an extended arm of Central Vigilance Commission. The CVO exercises overall superintendence on vigilance machinery of the bank. There are broadly two issues namely Preventive Vigilance and Punitive Vigilance in the bank. Preventive Vigilance mainly deals with imparting proper education, training, bringing about improvement in the systems and procedures and imparting guidance to the employees of the bank while Punitive Vigilance encompasses taking disciplinary action against the erring employee. The erring employees can be broadly classified into those involved in the frauds and those accountable for non-compliance.

The business of banking is commercial in nature and involves decision making which is largely influenced by the circumstances prevailing at that point of time. Since perfect objectivity in decision making is not feasible and practicable, risk taking becomes an integral part of our business. It at times may lead to the decisions going wrong and our credit slipping into the sticky advances. The assumptions made at the time of taking a decision may not come true due to various external factors which are often beyond the control of the human beings. The scheme of Vigilance Administration in the bank provides protection to such officers for taking decision provided the decisions were taken in an objective and transparent manner with bonafide intentions. The underlined spirit of vigilance administration in the bank is dictated by the principle of not making the staff accountable for such accounts turning NPA due to reasons beyond their control lest the decision takers are put to a disadvantageous position vis-à-vis those who do not take decision at all. It becomes easy for the administration to use hindsight to penalize the staff by resorting to microscopic scrutiny of credit decisions with an obsessive pre-occupation to fix staff accountability but we should not be oblivious to the counter-productive effects of such accountability on business of the bank where lending is the main activity to earn profit. While saying so we should also remember that bank can ill-afford to be lax on officials who indulge in motivated and reckless decisions, flagrantly violating the rules and policy of the bank and thereby causing damage to the bank.

VIGILANCE ANGLE

In every scrutiny or investigation it has to be seen whether the cases under question have any vigilance angle as far as the staff is concerned. The banks has got an Internal Advisory Committee consisting of three General Managers to decide about the existence of vigilance angle or otherwise in the case. Even Central Vigilance Commission opines that formulating precise definition of vigilance angle is not possible. However, such an angle should be perceptible in cases characterized by the following:-

- i) Commission of criminal offences like demand and acceptance of illegal gratification, possession of disproportionate assets, forgery, cheating, abuse of official position with a view to obtaining pecuniary advantage for self or for any other person; or
- ii) Irregularities reflecting adversely on the integrity of the staff; or
- iii) lapses involving –

- a) gross or willful negligence
- b) recklessness
- c) failure to report to competent authorities, exercise of discretion without or in excess of powers/ jurisdiction; and
- d) causing undue loss to the bank or concomitant gain to an individual or a set of individuals / a part or part as; and
- e) flagrant violation of systems and procedures.

The absence of the foregoing should ordinarily be classified as Non-Vigilance. The positive aspect of vigilance activity in the bank is not to reduce but to enhance the level of managerial efficiency and effectiveness. Since risk taking is an integral part of our business, there has to be an allowance for some losses which are beyond the control of staff. It therefore logically calls for that every loss caused to the bank either in pecuniary or in non-pecuniary terms need not necessarily become the subject matter of a vigilance enquiry. The CVC guidelines also provide that it would be quite unfair to use the benefit of hindsight to question the technical merits of managerial decisions from the vigilance point of view. Similarly it would be unfair to ignore motivated or reckless decision which have caused damaged to the interest of the bank. These two opposite propositions make the job of Internal Advisory Committee quite skilful. The committee should draw a distinction between the business loss which arose as a consequence of bonafide business decision and an extraordinary loss which occurred due to any malafide, motivated or reckless performance of duties.

Though there is no precise definition of 'bonafide', it is understood that the cases of bonafide can be distinguished by putting it to test whether a person of common prudence working within the ambit of prescribed rules, regulations and instructions would have taken the decision in the prevailing circumstances in the commercial interest of the bank. A positive response to this would indicate the existence of bonafide and a negative response might indicate the existence of 'malafide'. It is also important to understand that a mere difference of opinion / perception or an error of judgement or lack of efficiency or failure to attain exemplary devotion in the performance of duties may be matters of serious concern as far as need to enhance skill level of the staff is concerned but should not be seen from a vigilant point of view. It is also important to note that the cases of misdemeanors in personal life are excluded from the purview of vigilance angle. For cases involving an amount of Rs. 5 crore and above, the accountability is examined by an Accountability Committee constituting 4 General Mangers headed by G.M. (Credit Monitoring).

SUSPENSION

The cases of staff involvement in frauds and other cases of reckless or motivated decision making causing monetary loss or reputational loss to the bank invariably end up in the concerned officer being placed under suspension. Our discipline and appeal regulations provide that an officer may be placed under suspension by the Competent Authority where a disciplinary proceeding against him is contemplated or is pending or where a case against him in respect of any criminal offence is under investigation, enquiry or trial. An officer employee shall also be deemed to have been placed under suspension by an order of the Competent Authority with effect from the date of his detention if he is detained in custody whether on a criminal charge or otherwise for a period exceeding 48 hours. Similarly if an official is convicted for an offence and he is sentenced for a term of imprisonment exceeding 48 hours and is not forthwith dismissed or removed or compulsorily retired consequent to such conviction he shall be deemed to have been placed under suspension by the Order of the Competent Authority with effect from the date of such conviction.

An order of suspension made or deemed to have been made under Discipline and Appeal Regulation shall continue to remain in force until it is modified or revoked by the authority competent to do so. The order of suspension or deemed suspension may at any time be modified or revoked by the authority which made or deemed to have made the order. If the request of the officer for revocation of suspension order is declined by the authority who made it the officer may prefer an appeal against such decision within 45 days from the date of receipt of the order appealed against. Such appeal should be addressed to Appellate Authority and submitted to the authority whose order is appealed against. The authority whose order is appealed against shall forward the appeal together with his comments and the records of the case to the Appellate Authority for its consideration. There is also a provision for submitting a review petition against the order of the Appellate Authority.

SUBSISTENCE ALLOWANCE

Once an officer is placed under suspension he ceases to draw his salary and allowance with immediate effect. However during the period of such suspension he shall be entitled to receive payment from the bank by way of subsistence allowance on the following scale:-

A) BASIC PAY:

- i) For the first three months of suspension 1/3rd of the Basic pay which the officer employee was receiving on the date prior to the date of suspension irrespective of the nature of the enquiry.
- ii) For the subsequent period after 3 months from the date of suspension:-
 - Where the enquiry is held departmentally by the bank, ½ of the basic pay the officer employee was drawing on the date prior to the date of suspension and
 - Where the enquiry is held by an outside agency, 1/3rd of the basic pay which the officer employee was drawing on the date prior to the date of suspension for the next three months and ½ of the basic pay which the officer employee was drawing on the date prior to the date of suspension for the remaining period of suspension.

B) ALLOWANCES:

- i) For the entire period of suspension, dearness allowance, and other allowances excepting conveyance allowance, entertainment allowance and special allowance will be calculated on the reduced pay as specified in items (i) and (ii) of clause (a) and as the prevailing rates or at rates applicable to similar category of officers.
- ii) During the period of suspension an officer employee shall not be entitled to occupation of a rent free house or free use of the bank's car or receipt of conveyance or entertainment allowance or special allowance.
- iii) No officer employee of the bank shall be entitled to receive payment of subsistence allowance unless he furnishes a certificate that he is not engaged in any other employment, business profession or vocation.
- iv) If, during the period of suspension an officer employee retires by reason of his attaining the age of superannuation, no subsistence allowance shall be paid to him from the date of his retirement.

TREATMENT OF SERVICE ON REVOCATION OF SUSPENSION

If the Competent Authority holds to exonerate an officer or concludes that his suspension was unjustifiable, the period of suspension shall be treated as one spent on duty and shall entail payment of full salary to which he would have been entitled to had he not been placed under suspension. He shall also be entitled to the allowances which he was in receipt immediately prior to his suspension or may have been sanctioned subsequently and made applicable to all other officers.

In all other cases the period of suspension shall not be treated as a period spent on duty unless the Competent Authority specifically directs for reasons to be recorded in writing that it shall be so treated for any specific purpose.

CONSEQUENCES OF CONVICTION BY A COURT OF LAW

Section 10 (i) b (i) of Banking Regulation Act, 1949; provides that no Banking Company shall employ or continue the employment of any person who is or has been convicted by a Criminal Court of an offence involving 'moral turpitude'.

But ironically our Conduct, Discipline and Appeal Regulations do not define as to what constitutes moral turpitude. In view of the onerous nature of the job of bank officer who is susceptible to false complaints and traps the officers become unwary victims of these provisions and suddenly lose their job with no recourse available internally to reclaim the lost job. Such officer once terminated will have judicial recourse with no provision for getting back the full wages if the conviction is set aside at a later date. The provisions of Banking Regulation Act are summary in nature and dispense with the procedures laid down in our Discipline and Appeal Regulations for conducting enquiry before imposing major penalty. In the event of conviction being set aside at a later stage the intervening period is at best treated as deemed suspension for payment of subsistence allowance and thus denies an officer the payment of backwages.

Moral turpitude in American law refers generally to conduct that shocks the Public conscience. Offences such as murder, voluntary manslaughter, kidnapping, robbery, aggravated assaults, bribery and fraud committed by officers involve moral turpitude. It should normally take us to logical conclusion that in case of bank officers the offence of bribery and fraud alone should constitute moral turpitude while discharging his duties. Hence the conviction for offences like bouncing of cheques (under Section 138 to 143 of Negotiable Instruments Act) should not be a cause for termination of service. But it has been seen that various normal and seemingly innocuous banking acts have been routinely covered by the Trial Court under Section 120 B or Section 420 of IPC resulting in termination of job of a bank officer.

Article 311 (2) (a) of the Constitution of India provides that no public servant shall be dismissed or removed or reduced in rank without conducting an enquiry excepting where such person is dismissed or removed or reduced in rank on the ground of his conduct which had lead to his conviction on a criminal charge.

It naturally follows from this article that the Competent Authority should decide whether the conduct which lead to the officer's conviction on a criminal charge was such as to warrant the imposition of a penalty and if so what the penalty should be. For this purpose the Competent Authority should consider the case with regard to the following:-

- i) the entire conduct of the officer
- ii) gravity of the offence committed by him

- iii) likely impact of misconduct on the organization
- iv) nature of offence for which he is convicted
- v) extenuating circumstances if any present in the case
- vi) past track record of service

CONVICTION AND SENTENCE

Conviction of an officer is invariably followed by sentence for a specified period simultaneously granting leave to appeal against the order of the Court. In many cases the higher courts while considering the appeals against conviction and sentence do suspend the sentence without interfering with the conviction and the appeals are admitted for reexamination. There are judicial pronouncement to the effect that the pendency of the appeal against conviction renders the conviction as not absolute. In law an appeal is a continuation of the proceedings in the trial court and the order of the appeal court sweeps away the order of the trial court. But the bank has not been accepting this legally settled issue while dealing with the cases of conviction where appeals are admitted and sentence suspended.

LENDING AND BORROWINGS BY OFFICERS

No officer employee shall in his individual capacity borrow or permit any member of his family to borrow or otherwise place himself or a member of his family under a pecuniary obligation to a broker or a money lender or a subordinate employee of the Bank or any person, association of persons, firm company or institution whether incorporated or not, having dealings with the bank. He shall also not lend money in his private capacity to a constituent of the bank or have personal dealing with such constituent in the purchase or sale of bills of exchange, government papers or any other securities. The officers are not to guarantee in their private capacity the pecuniary obligation of another person or agree to indemnify another person from loss except with the previous permission of the competent authority. The Regulations provide that an officer employee may, give to or accept from a relative or personal friend, a purely temporary loan of a small amount free of interest or operate a credit account with a bonafide trades man or make an advance of pay to his private employee. The availment of loan from a cooperative society of which an officer is a member is allowed and the officer is also allowed to stand as the surety in respect of a loan taken by another member from a Cooperative Credit Society of which he is a member.

INDEBTEDNESS

The Regulations provide that an officer should avoid to be in habitual indebtedness or insolvency. An officer against whom legal proceedings are instituted for recovery of a debt due from him or adjudging him as an insolvent shall report full facts of the legal proceedings to the bank.

MOVABLE, IMMOVABLE AND VALUABLE PROPERTY

Every officer on his first appointment and every other officer on promotion to a post of officer in the bank shall submit a return of his assets and liabilities giving full particulars of the immovable property inherited by him or owned or acquired by him or held by him on lease or mortgage either in his name or in the name of any member of his family / other persons. He should also furnish the details of shares, debentures, cash, bank deposits owned or other movable properties acquired, held or inherited by him. The debts and other liabilities incurred by him directly or indirectly should also be furnished by him.

Our bank has started online submission of these details from 31st March 2011. Failure to submit these details in time is fraught with risk of Disciplinary Action.

PROSECUTION BY CBI

The cases of fraud involving an amount of Rs.300/500 lakhs and above are invariably referred to the Central Bureau of Investigation. Threshold limit of Rs. 300 lakhs applies to cases of corruption which are required to be registered with Anti Corruption branch of CBI. For cases of Economic Offences, the threshold limit is Rs. 500 lakhs. Such cases are registered with Economic Offences Wing of CBI. The CBI would generally launch prosecution in cases of bribery, corruption or other criminal misconduct. However to prosecute a Public Servant (bank officer) CBI is required to obtain the sanction of the Competent Authority / Disciplinary Authority. For this purpose the CBI forwards a copy of SP's report to the CVO of the bank who coordinates with the Competent Authority on behalf of CBI. Such sanction should be granted within a period of 30 days. However, in case of difference of opinion about the grant of sanction or otherwise the matter may be referred to CVC for its advice irrespective of the level of the official involved.

The Competent Authority should examine the technical requirements laid down by the Court before granting sanction for prosecution. Apart from adequate evidence to establish that offence has been committed under the relevant provisions of law, there should be some facts on record from which it is possible to infer or presume a criminal or guilty intention behind the omission or commission of the offence. In the absence mens rea violation of rules or codal formalities could at worst be considered as transgressions of systems and procedures and the same should be borne in mind to treat such cases as the subject matter of Regular Department Action rather than criminal prosecution. The Supreme Court has ruled that the irregularities per se may not amount to indication of criminal intent even if third parties had benefited.

It is also important to note that once a Competent Authority comes to a conclusion to decline sanction to prosecute, he becomes functus officio and is precluded from reviewing his own decision unless fresh evidence is made available to him.

PENALTIES

Discipline and Appeal Regulations provide for minor and major penalties to be imposed on an officer for the acts of misconduct or for any other good and sufficient reason. These penalties are as follows:

MINOR PENALTIES:

- a. Censure.
- b. Withholding of increment of pay with or without cumulative effect;
- c. Withholding of promotion;
- d. Recovery from pay or such other amount as may be due to him of the whole or part of any pecuniary loss caused to the bank by negligence or breach of orders;
- e. Reduction to a lower stage in the time-scale of pay for a period not exceeding 3 years, without cumulative effect and not adversely affecting the officer's pension.

MAJOR PENALTIES

- f. Save as provided as in (e) above, reduction to a lower stage in the time-scale of pay for a specified period, with further directions as to whether or not the officer will earn increments of pay during the period of such reduction and whether on the expiry of such period the reduction will or will not have the effect of postponing the future increments of his pay.
- g. Reduced to a lower grade or post
- h. Compulsory retirement;
- i. Removal from service which shall not be a disqualification for future employment.
- j. dismissal which shall ordinarily be a disqualification for future employment.

The disciplinary authority is competent to determine and impose any of the above penalties on an officer depending on the gravity of the charge held proved. However the penalties so imposed should be concurred by the CVO in the cases of officers upto SMG Scale IV while in respect of officers in SMG Scale V and above the penalties proposed by the Disciplinary Authority are required to be referred to Central Vigilance Commission for their secondary stage advice. However, if the penalty proposed by the Disciplinary Authority is in conformity with the first stage advice, reference to CVC for second stage advice is not required irrespective of the grade of the officer. A copy of CVC's advice is required to be made available to the concerned officer and his representation, if any obtained before taking a final decision. The cases of difference of opinion between the Disciplinary Authority and the CVO are referred to the Managing Director and CEO for arbitration. The cases of non-compliance of CVO's advice by the Disciplinary Authority are put up to the Board for information. Similarly the cases of non-compliance of CVC's second stage advice are reported to CVC and such non-compliance forms part of the annual report of CVC.

STAFF ACCOUNTABILITY FOR NPAS

Our bank has formulated a Staff Accountability policy for non-performing credits to determine the accountability on different layers of authorities and the same was circulated to all the branches and Regional Offices vide Circular No.EST/42/2009-10, dated 19.6.2009. The policy has been modified and circulated to all the branches / office vide circular No. ADV/589/2015-16 dt. 29.06.2015. The officers are advised to refer to the Staff Accountability policy wherever necessary.

PREVENTIVE VIGILANCE

Preventive Vigilance is an important activity of not only the Vigilance Department, but there are many other departments which contribute to make the systems and procedures foolproof to prevent and reduce the occurrence of frauds. The training system of the bank plays a vital role in enhancing the skills of the people in the organization and bridge the skill gaps which emerge with the fast changing environment in the banking industry. Adequate and simplified systems and procedures coupled with proper training of the manpower are largely responsible for bringing down the number of frauds in the bank. However some of the common factors which are important from the Preventive Vigilance angle are mentioned hereunder:-

1. **KYC Norms** - 'Know Your Customer' is an important aspect of the Bank Officers' job and should be strictly adhered to. In normal circumstances due verification of ration card/ PAN Card/ driving licence/ passport/voters card / Unique Identification Card (UID) should constitute adequate compliance of KYC norms. The officers should verify the photocopy with the originals and attest the same for having done so.

2. **Issuance of Cheque Book** - The cheque book should be issued only to the account holder against the requisition slip. In case a cheque book is sought to be obtained by a third person the account holder should specify the name of the person and attest his signature in their requisition slip. In the case of the request for issuance of cheque book by means of a letter, the cheque book may be issued only after verifying the genuineness of the request and the cheques book should be dispatched to the recorded address of the account holder.
3. **Inoperative accounts** - There is need to deal with inoperative account more carefully. No operations should be allowed in any inoperative account without the written request of the account holder. The operations in the inoperative account can be permitted only by the Branch Head / second line functionary. Proper enquiry should be made with the person who seeks to operate an inoperative account.
4. **Key Movement Register** - Key Movement Register is an important register and should be maintained properly and meticulously. Whenever there is an occasion to handover the keys of cash / vault / strong room it should be duly entered in the Key Movement Register the concerned officials handing over and taking over the keys should sign therein.
5. **Jewel Movement Register** - Under no circumstances the keys for jewels held at the branch be parted with to an unauthorized person (staff). Every lodgement or withdrawal of jewel packet should be entered in Jewel Movement Register and should be authenticated by the Competent Official. The jewels should be delivered to the borrowers only after ensuring that the credit vouchers are duly posted in the account and the account is closed. Treating such accounts alive with zero balance are fraught with the risk of some unscrupulous staff misusing the same for committing fraud.
6. **Guarantor** - There is need to identify the guarantor properly. The adequate proof of identity should be insisted upon and held with the document after due verification with the original. Without due verification of identity of the guarantor we should not get the guarantee bond executed.
7. **End Use Verification** - It is an important aspect to be ensured at the time of disbursement of credit facilities sanctioned to a borrower. Depending on the nature of credit facilities there are different ways to verify the end use of bank's advance. Some such methods are – to make direct payment to the suppliers, to obtain receipts for such payments or towards supply of goods / machineries, ensure that payments made by the cheque through the account of the borrower relate to genuine trade transactions etc. to mention a few. Post disbursement unit inspection must be done meticulously to ensure that the proceeds of bank finance had been utilized for the intended purposes. The scrutiny of stock statements with regard to the purchases and sales during the month should also involve cross checking the details with underlying invoices and challans. The unit price wherever applicable should also be examined carefully.
8. **Acting on email / fax** - There are occasions when the branches had acted on emails or fax messages for transfer of funds from the account of non-resident Indians or repatriation of the proceeds of FCNR / NRE deposits. This is against the guidelines issued by the bank. The officers are therefore advised not to act on email / fax messages for transfer of funds.
9. **Granting Excess** - Branch Managers should be selective in granting excess or temporary overdrafts to the parties. Whenever there is need to grant excess or TODs the efforts should be made to take prior permission from the Competent Authorities. Whenever there is genuine reason to exceed the discretionary powers, the same should be reported to Regional Office / Central

Office by way of excess reports and also CAF returns. The CVC manual provides that there may be occasions to exceed the Discretionary Powers in organizational interest. But it should be immediately reported to Controlling Authority for confirmation. The Controlling Authorities will grant / reject such request for ratification within 15 days of the receipt of the report. In case queries / clarifications are necessary for grant of confirmation, the Controlling Authority may take another 15 days for taking a final decision in this regard. It should however in all circumstances should ensure that such decision is taken within a period of one month of the receipt of the original report from the branch. Otherwise the sanction in question shall be deemed to have been ratified by it. The cases falling under powers of the board must be put up to the Board in its next meeting for decision. No excess beyond the discretionary power should go unreported to Regional Office.

- 10. Credit Reports** - In respect of all new proposals the branches should obtain credit reports from the existing bankers of the party and satisfy themselves about such reports before recommending / sanctioning credit facilities. It is also important for the branches to obtain atleast two market reports from the parties in same line of activity or to respectable persons. Apart from obtaining formal reports it is desirable to have some credibility check on the potential borrower by making discreet enquiries.
- 11. Appraisal** - In respect of schematic loans and large borrowers the bank has standardized the format of appraisal note. However, it is important for the credit officers and branch managers to analyse the ratios and have proper interpretation thereof. They should be convinced about technical feasibility and economic viability of the proposition. In case of working capital requirements the single most important aspect to be seen is as to how realistic the sales projections are. The quantum of permissible bank finance is directly related to the projected sales. If higher projection is accepted we will end up in over financing and if the projections are unrealistically scaled down, it will be leading to under-financing thereby making the party suffer from liquidity crunch. Such a situation will result in default on the part of the borrower to meet the business commitment in time. As regards assessment of term loan is concerned the credit officer must see the debt equity ratio, debt service coverage ratio and also the cash accruals to ensure that party generates enough cash to service the interest and pay the principal instalment. In case of new projects of large size, it is also desirable to have sensitivity analysis and provide for cushion to meet such eventualities.
- 12. Mortgage** - It is a very important area from bankers point of view. It provides security cover for the loans and advances sanctioned by the bank. Eventhough no bank loan is given with the understanding that it will become NPA and we need to have adequate security cover for that, the availability of security does provide comfort to the sanctioning authority. But mortgage of immovable property is the single most important factor for prevention of frauds. Most of the frauds in loans and advances are attributable to the defective mortgage on account of fake title deeds, inflated valuation, impersonation while creating mortgage, non-existence of property, defects and gaps in the title of the owners, unauthorized construction, pending litigations, multiple sales of the same property and so on. It is therefore important to look into all these aspects before accepting an immovable property as a prime or collateral security. It has to be ensured by proper scrutiny of title deeds and related documents suggested by the lawyer to be deposited with the bank, independent inspection of the property without being accompanied by owner/borrower/guarantor or their representatives, enquiries in the neighbourhood, identification of property, position of tenants, if any.

- 13. Valuation of the property** – The valuation of the property should be got done through the valuer empanelled by our bank. Form 337 should also contain an independent assessment of the value of the property. In case of agricultural land offered as security, the valuation report should be obtained from Revenue Authorities and not from bank approved valuers.
- 14. Inland Letters of Credit** - Inland Letters of Credit issued by other banks are a potential source of fraud, if not handled as per laid down guidelines of the bank. Before negotiating the bills under inland LC the branches should first obtain confirmation about the authenticity of the Letter of Credit from a branch of the LC issuing bank other than the one which has issued the LC. The branch should also obtain counterparty clearance from Treasury Forex, Central Office before negotiating the bill.
- 15. Password sharing** - Innumerable number of frauds have been committed by our own staff by misusing the password of others. It is therefore a very serious area of concern to bank and also to us. Sharing of password is akin to handing over a blank signed letter since we are dealing with public money and being officers holding power of attorney we have the authority to enter, pass and verify transactions in the accounts maintained with the bank, sharing of password exposes us to unlimited risk at the hands of unscrupulous staff. The officers are advised to change their password frequently to minimize its misuse by others. It is also desirable that each officer should check daily the list of transactions entered, passed or verify under his password. Such exercise would help detect the misuse or unauthorized use of the password same day.
- 16. Checking of Supplementary** - Taking print out and checking of supplementary with the transaction log / vouchers is a perfect check system for detecting any fraudulent entry in the accounts under those heads for which there is a provision for taking print out of supplementary. The excess work load should not be taken as excuse for not checking supplementary on daily basis.
- 17. Loose leaf** - There may be occasions for a customer to request for issue of single cheque leaf to meet out his urgent requirements of drawing money through cash, transfer or clearing from his account when he doesn't have easy access to his cheques book. Under such circumstances, he may request to the bank for issuing for a single cheque leaf. Such single cheque leaf can be issued only by the authorized official and the particulars of such cheques must be entered in the respective account of the customer to whom it is issued. Since the single cheque leaf is issued on the strength of a request letter in the absence of formal cheque requisition slip, it should be issued only to the account holder who is authorized to operate the account.
- 18. Cash Shortage** - Cash shortage / theft in a branch or currency chest exceeding Rs.100000/- should be intimated to the Chief Vigilance Officer / General Manager – Vigilance immediately through a flash report. Cash shortages or theft are considered as fraud as per RBI guidelines and hence must be viewed with urgency and seriousness.
- 19. Cash Verification at counter** – Verification of cash at the counters of the cashier in the branch can be carried out only by the authorized officials of the bank/ branch. If any inspecting official from RO / CO / RBI intends verifying cash at the counter of the cashier during the day, it should be allowed only under the instructions of Branch Manager or any other authorized officer of the branch. Such verification should under no circumstances be allowed to a person without insisting for his identity to the satisfaction of cashier / branch officials handling the cash.
- 20. NPA Recovery** - The officials should maintain due diligence and transparency in respect of OTS / OCS of NPA accounts as these are subject to Management Audit and post sanction scrutiny. All attempts should be made to recover maximum amount towards the dues of the bank, keeping in view the realizable value of the securities charged to the bank.

- 21. Suspense, Sundry Creditors and Profit & Loss Account** - All the vouchers relating to Suspense, Sundry Creditors and Profit & Loss account should be countersigned by the branch head irrespective of the amount of the voucher. The officials signing such vouchers should ensure that the said vouchers contain adequate details and narration about the underlined transaction before they subscribe the signature to the voucher.
- 22. ATM FRAUDS** - Many cases have come to light where some unscrupulous staff - both permanent and temporary - have stolen the new ATM / Debit Cards and have also managed to get the related PIN numbers. Thereafter, the cards have been misused not only in our ATMs but also in the ATMs of other banks to fraudulently withdraw money from the accounts of the customers. We need to guard against such theft of cards and misuse of the same. The cards must be kept separately in dual lock and key after entering them in records / register. No Pin - mailer can be received at branch. Please destroy any available Pin mailers. The branches should ensure that the close circuit cameras are kept in good working conditions at the Branch and also at our ATMs. Periodical checking of the cameras must be undertaken to ensure that these are in working conditions.
- 23. Eligible & Non-eligible facilities during suspension -**
- Continuance of rent free accommodation if they were already enjoying such facilities before suspension, unless the management has reasonable ground to believe that the concerned officer is deliberately delaying the disciplinary proceedings with a view to retaining the quarters.
 - Not eligible for fresh rent free accommodation. However, renewals of existing facility can be carried out subject to the condition a stated above.
 - House rent recovery should be at 6% or 7½% of the subsistence allowance for unfurnished or furnished quarters provided by Bank OR 6% or 7½% of the pay in the first stage of the scale of pay in which the officer is placed or the standard rent for the quarters, whichever is less.
 - Not eligible for Bank's telephones, car, conveyance and entertainment allowance.
24. While taking up with parties for confirming any of their communications, please do not be carried away by the contact numbers or mail addresses given in such communications.
25. Unlimited delegation of Manager's Menu is fraught with risk and hence avoid such activations by higher menus for junior level officials.
26. Please ensure regular job rotations for officers and staff.
27. Please ensure monthly inspection of units and godowns issuing regular office orders for the same. Please ensure that relevant inspection reports are made, verified and filed properly after acting upon them. For any longer time gap instead of monthly unit inspection please inform Regional Office for their concurrence.
28. Our Book of Instruction seeks that introducers of new accounts shall call on us to introduce. However, in exceptional cases branches may waive this requirement but shall send a thanks letter to the introducer. Branches should also follow the extant rules which seek to send thanks letters to all new accounts opened. Though the Book of Instructions is not seeking to keep a copy of thanks letters on record it is advisable to keep such copies along with account opening form for verification at a later date.

ADDITIONAL POINTS :

KNOW YOUR CUSTOMER

- ✓ Open accounts only for genuine persons and requirements.
- ✓ Do not accept proof of identity or address for compliance of KYC formalities, without verifying the originals and its genuineness.
- ✓ Obtain Xerox copies of the documents duly attested by the applicant. Ask him to make a mention in the document for which purpose the document was provided.
- ✓ If it is joint account, please meet ALL the persons without fail.
- ✓ Meet the Operators such as POA Holder /Mandate Holder / Authorised persons to operate the entity accounts.
- ✓ Verify the original documents and examine the genuineness using ordinary prudence.
- ✓ Verify the Xerox with originals and ensure that they are true copies of the originals without any tampering.
- ✓ Do not open accounts who do not wish to disclose the true identity of the applicant / beneficial owner.
- ✓ Do not entertain the applications which are handed over with copies of documents without production of originals for verification.
- ✓ Obtain the latest photograph of the applicant(s) / operator (s) and verify with the concerned persons.
- ✓ The signature / thumb impression of the applicant (s) / operator (s) should be affixed only in the presence of the Bank official.

SAVINGS/CURRENT ACCOUNT

- ✓ All account openings should be confirmed by the Branch Manager.
- ✓ Request for addition / deletion of names should contain signature of all the account holders and should be properly scrutinized for genuineness.
- ✓ Alerts generated based on the Single Transaction Threshold Limit (STTL) should be properly enquired into and decisions recorded.
- ✓ Do not issue cheque books in bulk without proper enquiry and authorisation.

ISSUE OF CHEQUE BOOK

- ✓ The Cheque Requisition Slip should be affixed with the Account number, branch stamp and the signature of the official who has issued the Cheque Book.
- ✓ Signature of the customer in Cheque Requisition Slip should be verified with the specimen available on record.
- ✓ If more than one cheque book is issued, all the other requisition slips except the one contained in the last cheque book should be torn and destroyed.
- ✓ If a cheque book is requisitioned to be handed over to a third party by making the request through prescribed Cheque Requisition Form, care must be taken to ascertain genuineness. Customer may be contacted and ascertained the genuineness.

- ✓ If Cheque Book is requested through a letter, it should be ascertained as to why the Cheque Requisition Slip is not submitted. Only on satisfactory explanation, the request may be considered.
- ✓ If the cheque book is requested to be handed over to a third party, the signature of such party should be attested by the Account Holder.
- ✓ The cheque requisition slips, request letters and acknowledgement for receipt of cheque books should be stitched and preserved along with the day's vouchers.

SB/CD ACCOUNT

- ✓ Huge value transactions should be enquired into before passing in newly opened accounts.
- ✓ Instruments with date prior to the date of account opening when deposited should be scrutinized before giving effect the credit.
- ✓ Do not affix your second signature / second approval in the system without understanding the nature of transaction and verification.
- ✓ Transaction of inconsistent / suspicious /unnatural / huge values / unusual /unjustified complexity should be recorded in Suspicious Transaction Index Book (STIB) and brought to the notice of the Branch Manager.

PASSING OF TRANSACTIONS IN SB / CD

- ✓ Verify the signature before passing a cheque for payment.
- ✓ Even in case of small doubt, understand the transaction by talking to the customer before passing.
- ✓ Withdrawal slips should always be accompanied with the Passbook.
- ✓ Ascertain and understand the reason for operation through withdrawal slip where cheque book is issued.
- ✓ Do not affix your second signature / second approval in the system without understanding the nature of transaction and verification.

MONITORING OF TRANSACTIONS

- ✓ Transaction of inconsistent / suspicious /unnatural / huge values / unusual /unjustified complexity should be recorded in Suspicious Transaction Index Book (STIB) and brought to the notice of the Branch Manager.
- ✓ Branch Manager should immediately make necessary enquiries about such transactions and if not satisfied with genuineness of the transaction, he should make a Suspicious Transaction Report (STR) to the Regional Office.
- ✓ Regional Office should immediately act upon such reports and take decision as to whether to report to Central Office.
- ✓ If you are urged by your colleague to pass a transaction urgently, ascertain the nature of transaction before doing so.

DORMANT/INOPERATIVE A/C

- ✓ When a cheque / Withdrawal Slip is tendered is person, make enquiries as to why the account was not operated and record at the back of the instrument.

- ✓ Refer to Branch Manager for passing.
- ✓ Do not mention the balance in the account in any of your communications either through letter or e- mail.
- ✓ Do not issue cheque book to these accounts without the approval of Branch Manager.
- ✓ Transfer of Inoperative Account to Operative Account to be done only with the approval of Branch Manager.

STAFF ACCOUNTS MONITORING

- ✓ Branch Manager should scrutinize the vouchers relating to staff accounts
- ✓ Branch Manager to check and ensure that the transactions have relation to the known means and social status on daily basis.
- ✓ Branch Manager has to ensure that the account is not used for the purpose not connected with his personal transactions.
- ✓ Branch Manager has to ensure that frequent credit other than salary related transactions.
- ✓ Do not open Current Accounts to staff without permission of Regional Office to genuine transactions.
- ✓ Do not collect third party cheques / drafts in staff accounts without the permission of the Branch Manager.
- ✓ Do not allow overdraft without the sanction of the appropriate authority.
- ✓ Do not allow the staff member to post or pass any voucher and withdrawals in his own account. It should be done by another member wherever necessary.

PASSBOOK

- ✓ Endeavour to update the passbook and return to the customer on the same day.
- ✓ Passbook should be updated only through the printer.
- ✓ Whenever passbooks are required to be held in the branch overnight, it should be held in proper custody.
- ✓ Do not update the passbooks manually.
- ✓ Do not keep all the passbooks in open tray and place it in a common place to enable anyone to have access to collect the book.
- ✓ Do not issue duplicate pass book to third parties without approval of the Manager and in such cases, dispatch pass book directly to depositor by Registered Post.

PRESERVATION OF CHEQUES /WITHDRAWAL SLIPS / VOUCHERS

- ✓ All vouchers pertaining to Current Account and Saving Bank accounts after they have been checked with the day's computer pullouts, should be retained in daily packets in the strong-room or in a fire-proof safe. On the last day of each month the vouchers shall be handed over to the Daftary after proper initials.

- ✓ Daftary should stitch the Cash Paid vouchers relating to customers, Suspense Account, Sundry Creditors Account and Profit & Loss Account as separate bundles and hand over to the joint custodians of cash for safe keep.
- ✓ Joint Custodians to maintain a Register labeled “Cash Paid Voucher Bundle Movement Register” and after due verification enter the details of cash vouchers in the Register.
- ✓ As and when any request for cash voucher is received, the Custodians should record and obtain acknowledgement from the receiver in the ‘Cash Paid Voucher Bundle Movement Register’ before handing-over the same. It is the responsibility of the Joint Custodians to ensure adequate follow-up until the voucher bundle taken-out is returned in-tact.
- ✓ The other vouchers relating to Suspense Account and Sundry Creditors Account shall be bundled separately date-wise on monthly basis and held under lock and key.
- ✓ The other Profit and Loss Account vouchers shall be bundled separately date-wise on monthly basis and held.
- ✓ Daftary before stitching the bundles shall count the vouchers physically and verify its agreement with the number of vouchers entered in a work-book.
- ✓ Do not delegate daily voucher verification job to the second line officials.
- ✓ Do not leave the voucher bundles in the open hall giving access to customers.

CLOSURE OF ACCOUNTS

- ✓ Ensure that the letter seeking closure is signed by ALL the joint holders irrespective of the mandate for operation.
- ✓ Circulate the letter to all the departments in the branch to ascertain any dues / liabilities before permitting closure of the account.
- ✓ After closure of the account, ensure that the account is removed from the Account Master.

PREMATURE CLOSURE OF DEPOSIT

- ✓ Insist for production of original deposit receipt.
- ✓ If deposit receipt is reported lost, formalities for issue of duplicate deposit should be observed before renewal of the deposit.
- ✓ While issuing duplicate receipt, ensure that the same is not under lien to the base branch or any other branch of the Bank by verifying in CBS.
- ✓ The proceeds of the deposits should be credited to the account of the depositor or a DD should be issued in the name of the depositor. {Cash can be paid only up to Rs.20,000}.

LOAN AGAINST DEPOSITS

- ✓ Mark lien on the deposit both in the physical receipt as well as in CBS system by incorporating both the deposit account number & printed number.
- ✓ Obtain signatures of ALL deposit holders before release of the loan.
- ✓ In respect of corporate deposits, ensure that the request is genuine and the proceeds of the loan should be credited only to the existing account of the corporate depositor.

HANDLING OF INWARD CLEARING

- ✓ Clearing cheques received should be branded with special crossing stamp immediately to prevent theft of these cheques and fraudulent encashment.
- ✓ Such cheques should not be left on the table, but to be held securely held in a clip inside the drawer.
- ✓ Cheques should be transported to CBO /Clearing House in a closed box.
- ✓ Wherever Cheque Truncation mode of clearing is adopted, branches should ensure that the cheques collected are free from any defect and no corrections are made in the cheque.
- ✓ Do not leave the cheques on the table giving access to public and other staff.

CHEQUE DROP BOX

- ✓ Ensure that the mouth of the box is not big enough for any person to remove the instruments from the box.
- ✓ While opening the box, ensure that all the instruments dropped in the box are removed and safely taken. Ensure that no instrument has fallen down during transit.
- ✓ The Cheque Drop Box should always be kept locked.
- ✓ Ensure that the Cheque Drop Box is secured properly to avoid lifting the box by unauthorised persons.
- ✓ Do not keep the Bank's Round stamp and the stamp pad near the box to enable the customers to affix the same in the counterfoil. You will not be able to ensure that the cheques were in fact dropped after affixing the bank seal in the counterfoil.
- ✓ Do not locate the box in a seclude place or at a place which does not have direct visibility to the staff members.
- ✓ Do not compel the customers to drop the cheques only in the Cheque Drop Box.

HANDLING CASH IN BRANCHES

- ✓ Only cash sufficient for the day's requirements should be withdrawn in the morning from joint custody.
- ✓ The bulk of the cash balance should always be in the strong room / safe under joint custody.
- ✓ The cash amount so withdrawn from / deposited in the joint custody portion of the bank should be entered immediately in the vault register under the initials of the joint custodians.
- ✓ The vault register must always remain in the strong room .
- ✓ Observe the sanctity of the dual custody of cash in true letter and spirit.
- ✓ Maintain the cash in branches at optimal level. (within the retention limit).
- ✓ While bringing the cash from the Vault to the cash cabin in the morning, keep the main gate locked.
- ✓ Whenever there is a change of the joint custodians, the new custodians will only check the correctness of the loose cash and number of sections of notes and the balance.
- ✓ Currency slips of other banks/parties must be removed by the receiving cashier after due counting and the same replaced with our Bank's currency slip and pasted with the security sticker and checked, initialled / signed by the joint custodians.

- ✓ The Cashier should not leave the cash counter without keeping the cash inside the table drawer under lock and key and also without locking the cash cabin door.
- ✓ The officers in charge of Cash Department should ensure that the cashiers keep their cabins locked at all times.
- ✓ Whenever there is problem in the lock provided to the cabin door or to the table drawer, the cashier should report the matter to the Manager and ensure that the cash cabin door lock/ Table drawer lock is repaired or changed immediately.
- ✓ Whenever the cashier is making payment of cash to the illiterate customers he should ensure the identity of the customer by verifying the photograph attached to the passbook and ensure that the cash is only handed over to the illiterate customer in person.

HANDLING OF KEYS

- ✓ Maintain the sanctity and spirit of Dual Custody in letter and spirit.
- ✓ Ensure that ALL the keys are recorded in Key Register.
- ✓ Keys of the premises should be held in the custody of supervisory staff only.
- ✓ Duplicate keys are to be held in safe custody in nearest branch/bank.
- ✓ The joint custodian should ensure that the key movement register is properly maintained by them and whenever there is a change in the joint custodians, the same should be recorded immediately. The keys also should not be parted with by the joint custodians to cashier / officer (Other joint custodian) or any other officer / staff.
- ✓ Whenever the keys relating to the cash safe are handed over to another officer/cashier, the officer/cashier assuming joint custody must check the entire vault balance by counting the number of bundles and packets and checking such numbers with the entries in the Vault Balance Book. Such checking must be done in the presence of the other joint custodian.
- ✓ Do not leave the keys in your drawer and leave the place. It should be in your physical possession always.
- ✓ Do not hand over the keys to Sub Ordinate staff / Appraiser / Casual Worker at any point for any reason.

CASH IN TRANSIT

- ✓ The hired vehicle should be a closed vehicle and use of auto rickshaws and other modes of transport should be resorted to only in exceptional cases.
- ✓ Small suitcases / leather bags etc. should not be used for remittance / withdrawals.
- ✓ In case the distance covered is short and no mode of transport is available, cash may be sent on foot. In such cases, remittance should not exceed Rupees Two lakhs. The escort should walk a few paces behind the carrier.
- ✓ At least two confirmed employees must accompany all remittances.
- ✓ Number of armed guards norms for escorting the cash should strictly be followed.
- ✓ Under no circumstances, the armed guard should carry the cash box.

- ✓ Taxis when hired should be rotated among two/three agencies with known antecedents.
- ✓ Cash Inward Register and Cash Remittance Register should be maintained.
- ✓ Cash should not be sent out of the branch until the entries in the Cash Remittance Register are made with due authentication.
- ✓ Details of the vehicle including the name of the driver, make and registration number of the vehicle and time of departure should be entered in the cash remittance / withdrawal register.
- ✓ Before the cash is removed from the strong room, the main entrance of the bank should be locked and the armed escort should be ready with the loaded gun
- ✓ If there are two armed guards, one guard should sit in the front of the cash van with the driver and the other should sit with the cash box in the rear. If there is only one guard, he should sit in front with the driver.
- ✓ The vehicle must be capable of locking from inside.
- ✓ The amount of cash sent from one place to another should not exceed the limit for which transit insurance cover has been arranged.
- ✓ Absolute secrecy should be maintained and remittances should be sent only during daytime.
- ✓ Care should be taken to ensure that the timing of the remittances, routes taken and the vehicles used are changed frequently.
- ✓ During civil unrest or disturbed conditions transportation of cash may be avoided or kept to the minimum. Similarly, care should be taken during rainy season to ensure that routes are safe and are not flood affected / flood prone.
- ✓ Armed Guards to be briefed to react immediately without hesitation when threatened with weapon.
- ✓ Cash remittance vehicle to avoid roads with low density of traffic / isolated motorway/ narrow village road and prefer highway with good traffic, Police patrol and check posts.

FORGED / COUNTERFEIT NOTES

- ✓ If a note is found, which is suspected to be forged, it should be impounded by the Branch Manager (prescribed officer) and action has to be taken as prescribed.
- ✓ Do not hand over the forged note to the customer for any reason.
- ✓ Do not load the forged note in ATMs
- ✓ Do not send the forged notes in remittance to other branches / Currency Chest / other banks / RBI.

PREVENTIVE VIGILANCE-LOANS & ADVANCES

- ✓ KYC--You must first identify the customer.
- ✓ It is better to approach the customer rather customer approaches you.
- ✓ Sometimes borrower is not selected properly he is either new customer or introduced by another stranger or middlemen. Never involve middlemen, talk to customers directly.
- ✓ Avoid giving multiple loans to single party/ family or a group, to minors, lunatics or insolvents. It is compulsory to complete all the KYC norms before even thinking of giving loan.
- ✓ For KYC the following things are to be taken care of-

- a) Proof of Identity
 - b) Proof of residence
 - c) Proof of business address
 - d) PAN number
 - e) Photocopies of all these must be verified with original and also get them signed by the borrower and kept on record.
- ✓ While accepting any credit proposal Branch should adhere the following practices:
- 1) Observance of systems and Control mechanisms by the Branches.
 - 2) Credit investigation through CIBIL enquiry, RBI defaulter list, CERSAI search are pre Condition for loan sanction.
 - 3) Maintain Arms length distance from Borrower.
 - 4) Not accepting Gift from Customer.
 - 5) Scrutiny of Associate/Sister Concern financials, Bills Accommodation, if any.
 - 6) KYC Compliance, Viability of Project, Antecedents and merits of the Borrower.
 - 7) CIBIL/Credit Reports/ Precaution in Takeover accounts/ Physical inspection of the Unit.
 - 8) Securities Offered/Proforma Invoice/Quotations has to be checked.
 - 9) Credentials of the Supplier has to be cross verified.
 - 10) The rate quoted, validity of the quote, their GST/VAT no., Opinion report on the supplier.
 - 11) Cross verification of Projected Financials.
 - 12) Discreet Inspection of Immovable properties offered as security, Map sketch, Photograph, Landmark, Legal Opinion/Valuation report process. Precautions while taking mortgage of immovable properties.
 - 13) In case of retail loans, salary certificate and undertaking letter to pay the dues to the Bank issued by the Employer should be scrutinized.
 - 14) Discreet enquiries of the capacity and authority of the certificate issued by Official, the details of salary, deductions and net salary are to be ascertained.
 - 15) Scrutiny of Legal opinion and Valuation reports.
 - 16) Check the black listed Third Party Entities (TPEs).
 - 17) Lawyer and Valuer should complete their work without the influence and involvement of the Customer.
 - 18) Cross verification of Certificate issued by TPEs through online verification (UDIN portal etc.) or manual letter of confirmation.

SAFETY OF YOUR LOAN

- ✓ Safety of your loan is directly related on the basis on which decision to was taken, type and quantum of credit to be given and terms and conditions of the loan.
 - ✓ But practically no loan is safe as we can't see what is going on in the borrowers mind.
 - ✓ Loans with all proper documentation and all due diligence paid also goes NPA.
 - ✓ But still you can wisely apply points mentioned here and save a going to be NPA loan.
- 1) Pre sanction Visit** - Visit the residence place of borrower, place of unit and property to be mortgaged. Pre sanction visit is basically to determine the “bank- ability” and access related riskiness of the proposal. Identification of borrower and site must be ascertained beyond doubt by inquiring from neighbours and other surrounding people. The whole observations must be noted down and to be placed on the record.
 - 2) Assets and liabilities Reports** - Assets and liabilities statements of all borrowers/ guarantors must be prepared on prescribed format mentioning full detail of assets & liabilities duly signed by borrower/ guarantor and Credit Officer/Manager. You should also take necessary proof of asset and liabilities be taken.
 - 3) Balance Sheets** – In case of working capital limits 3 years balance sheets of the existing unit along with income tax/ Sale tax returns etc.(for Turnover more than Rs.1.00 Crore or loan amount more than Rs.25.00 lac get audited balance sheets).
 - ✓ Projected balance sheets of next 2 years in cases of working capital limits and for the period of loan in case of term loan is mandatory.
 - ✓ The balance sheets must be thoroughly analyzed and sanctionable limits be assessed. You should analyze the following points in balance sheet-
 - a) How capital or fund is utilized?
 - b) Financial stability of firm.
 - c) Profitability?
 - d) Repayment capacity.
 - e) Expenditure analysis.
 - f) Sales achieved.
 - g) Existing loans and liabilities.
 - 4) Project report** - Project report (for the proposed project if term lending is required) containing details of the machinery to be acquired, price, name of suppliers, capacity utilization assumed, production, sales, projected profit and loss and balance sheets for the next 7-8 years till the proposed loan is to be paid. Project report should be analyzed and feasibility be ascertained.
 - 5) Credit Rating** - Credit rating must be done in all the loan cases as per bank's guidelines. Retail loans like Housing Loan, auto loan, and education loan should be done as per bank norms. Rate of interest should be fixed as per credit rating. In agriculture loans there is no need of credit rating. Credit rating should be done judiciously based on analyzing balance sheets.

6) Legal opinion - Verification of title deed of property to be mortgaged is utmost necessary.

- ✓ It must be ascertained that it is original not fake, scanned copy or duplicate one.
- ✓ Must get certified copy of the title deed and tally it with original Title deed. Also take certificate from advocate that certified copy tallies with the original one.
- ✓ Thoroughly read the legal opinion given by the advocate and observe that there is no objectionable Clause which goes against the bank's interest.
- ✓ Also obtain all the documents mentioned in the legal opinion.
- ✓ Here it is also important to personally verify that submitted title deed belongs to the property you visited earlier. Also make sure that SARFAESI act 2002 is applicable on the property. Certificate of change of land must be taken in case unit to be financed is to be built on agriculture land.

7) Preliminary report of inspection of immovable property:

- ✓ Before a mortgage of immovable property is taken, a full report on the title should necessarily be obtained from the Bank's approved local lawyer, through whom a search should be made in the Sub-registrar's office to ensure that no prior mortgage on the property exists.
- ✓ Enquiries must also be made regarding the persons occupying the property and, if they are not the owners, the terms & conditions on which they have possession.
- ✓ A complete record must be kept for all such reports and investigations and a preliminary report must be prepared by the branch giving the following essential particulars among other things:
 - a) Description of the property (Shop, residential house, open site, Agricultural land)
 - b) Boundaries
 - c) Is the land free hold or lease hold? If lease hold, the terms of the lease should be briefly stated.
 - d) Location: Name of the street with municipal number.
 - e) How old is the building and what is the present condition?
 - f) Total area and built area
 - g) Value of land at current market
 - h) Value of construction
 - i) Name of the occupant and if he is not the owner, the terms on which he has possession.
 - j) Market value of the property considering recent sales in that locality.
 - k) Manager's own estimate about the present value of the property.
- ✓ Form 337 to be filled up and held on record.
- ✓ In addition of obtaining legal opinion/valuation report, the branch officials to take a personal visit to the property before preparing the preliminary report/Form 337.
- ✓ During the personal visit, the official should verify the boundaries physically and should ensure that they are in accordance with the valuation report, legal opinion and revenue records.
- ✓ He should also take a photograph of the property and keep it along with the pre sanction inspection.

8) Valuation-

- ✓ Valuation of property to be mortgaged is to be done from valuer on banks panel.
- ✓ For agriculture land the govt. rate fixed by the collector revenue for the area/ Circle. Land revenue Authority/ Tehsildar/ DM/ or any other authority for determining the valuation of land should be considered.
- ✓ Valuation report of the valuer must be thoroughly analyzed that it should not contain any comment which may harm the bank's interest on later stage.
- ✓ The title deed, revenue numbers, area of the land must tally with deed/ legal opinion and valuation report.

9) Appraisal Report

- ✓ Recommendation should be specific
- ✓ Write the positive and negative matters.
- ✓ Confine the sanction within your discretionary powers.
- ✓ Justification for adverse remarks.
- ✓ Report all sanctions through CAF.
- ✓ Don't act on oral sanctions/always in written.
- ✓ Always obtain written confirmation from executives for any ad hoc/ excess given through verbal communication.

Appraisal Report:

- ✓ Do not suppress any information in the appraisal note.
- ✓ Never prepare the appraisal at the time of submission of CAF return after sanctioning & disbursing of loan.

10) Post Sanction

- ✓ Compliance of all terms & conditions.
- ✓ Pre-disbursement compliance
- ✓ End use of Fund
- ✓ Post sanction inspection for verification of vehicle/Machineries
- ✓ Continuous monitoring of accounts for prevention of Fund Diversion.

11) Role of periodic inspections- periodical inspections enables bank to keep check on the stocks hypothecated to bank. Things should be taken care in periodical inspections:

- a) Obtain basic info on the functioning of unit.
- b) Do physical verification of the stock.
- c) Match the stock with the stock statement given.
- d) Do rough valuation of stock on MRP or market price.

- e) Quality of stock hypothecated to bank. It should not be of inferior quality what is charged to bank or obsolete or rejected stock which is of no market value.
- f) The bank's name should be prominently displayed onsite the unit where goods are hypothecated to bank.

E.g. *"OUR BANK-INDIAN OVERSEAS BANK Board like this should be displayed outside.

- g) In case of pledge- ensure that storage area is properly maintained, earthquake and flood resistant, goods are stored in a proper manner, stock audit is regularly conducted and a proper register is maintained.
- h) Also note that the stocks or securities that are offered should be adequately insured and that too on continuous basis.
- i) Branch should maintain an inspection register where all the findings at the site should be noted. It is a good idea to take 2-3 snapshots and paste them on register with signature of visiting officials.
- j) Inspection should be done vigorously and not pre-informing the borrower and telling him to prepare tea/snack. Inspection should be done without even making borrower know that you are going to visit and which date or time. Just caught the borrower red handed only then you will come to know how he behaves and looks in real life.
- k) In case of housing loans, visit office of sub registrar or revenue office to verify charge of bank on the mortgaged property.
- l) Unit / Godown inspection should be conducted at regular interval of time.**
- m) Do not allow the borrower to divert your attention at the time of inspection by offering you refreshments, but conduct your inspection with all due diligence.
- n) While doing post sanction inspection of machineries / vehicles etc. Please match the make, model, capacity, manufacturer etc as per your sanction terms.
- o) Stocks listed in stock statement should be verified with the actual stock present in the godown / unit to the extent possible.

12) Document handling-Documentation

- ✓ Keeping the Document under safe custody
- ✓ Handling of Title deed documents
- ✓ Proper filling up/Second line certificate/Signature obtainment.

Precautions in Documentation-

- 1) Please ensure that the relevant documents are filled in all respect before execution / obtaining signature from the borrower / guarantor.
- 2) Do not handover the loan documents to the customer / third party for getting the documents executed.
- 3) Do not keep the documents on the table or within the reach of the customer / third party as there is possibility for removal of the same.

Five Essential Elements of Documentation

- 1) Legal capacity to execute.
- 2) Prescribed forms / documents to be obtained.
- 3) Properly stamped.
- 4) Properly witnessed wherever required.
- 5) Property registered wherever required.
- 3) Compliances subsequent to sanction
- 1) Obtainment of Non Encumbrance Certificate.
- 2) Registration of Charge with ROC.
- 3) Registration of Charge with CERSAI.
- 4) Compliance with ECGC and CGTMSE.
- 5) Hedging of Forex exposure by borrowers.
- 6) Insurance for full value with Bank Clause.

14. End Use / Continuous Monitoring

- 1) Routing of only genuine business transactions through the account.
- 2) Monitoring of To and fro transfer of funds between associates / allied / group concerns.
- 3) Monitoring of debit entries – payment made to suppliers and other statutory payments.
- 4) Monitoring of Credit entries – Payment received from purchasers.
- 5) Inward cheque returns should be verified.
- 6) Sales Turnover in the account.
- 7) Cheques for round amount have indication of probable non trade transactions.
- 8) Cheques favouring non related business entities / individuals.
- 9) Regulation on Cash payments.

15. Bank Guarantees:

- ✓ **Letter of Guarantees although are Non Fund Based Credit facilities carry the risk of devolvement in case the person/firms on whose behalf the same is issued is not properly carrying out the contract work etc.**
- ✓ Thus the need for proper appraisal including full compliance with KYC guidelines arises.
- ✓ No guarantee in any form should be issued to a non-customer of the bank.
- ✓ The progress of the contracts for which guarantee is issued should be monitored by calling for the statement.
- ✓ In case of Advances payment guarantee issued for procurement of goods on credit, branches should monitor the progress of the contracts by

- a) Periodical site inspection
 - b) Ensuring that the advance payments received for a particular contract are not diverted to other contracts.
 - c) Controlling the end use of funds
 - d) Scrutinizing progress made in collection of bills supported by a confirmation from the client.
- ✓ In case of DPG, the progress of the project should be followed up by submission of Quarterly Progress report to sanctioning authority.
 - ✓ The status of underlying contract between the borrower and the beneficiary, the periodical progress report of the project, the confirmation that no disputes/ litigation is initiated by the beneficiary is to be obtained and kept on records.

Bank Guarantees:

- ✓ Signed by Two officials of the bank Manager & Deputy Manager.
- ✓ NFB facility-Same like FB appraisal, Unit inspection
- ✓ Branch should caution the beneficiaries that they should in their own interest, verify the genuineness of the Guarantee with the issuing Bank.
- ✓ The Guarantee should always for the specific amount.
- ✓ There should not be any onerous clause.
- ✓ All Guarantees must be dispatched only along with the prescribed covering letter in F-591.
- ✓ Obtention of F-286 E from the applicant for each BG application.

Bank Guarantees-More precautions

- 1) Please read the guarantee format given by the customer twice before issuance of the same.
- 2) Do not issue guarantees containing onerous clauses.
- 3) Do not issue bank guarantee for a period more than 10 years and for other tenor guarantees should be issued as per guidelines only.
- 4) Bank Guarantee covering letter (F 591) should be enclosed with each and every bank guarantee.
- 5) All the pages forming part of Bank Guarantee should be signed by two officials as per norms.

16. LETTER OF CREDIT:

- ✓ Monitoring of non-fund based facilities should be given equal importance as that of fund based limits.
- ✓ While considering the ILC/ILG facilities, branches should take into account not only the credit report received on the beneficiary of ILC/ILG from the bankers, but also do their own due diligence through market reports to get themselves that the beneficiary is actually dealing in the commodities, having good reputation in the market and not an associate /group concern of applicant and ensure that the ILC/ILG represents genuine trade transactions.
- ✓ Whenever bills are drawn under LC branches should ensure that they represent genuine trade transactions and are not for accommodation purpose.

- ✓ Some of the possible indications of accommodation bills are
 - a) Bills under LC are for round sums drawn regularly, bills/invoices with consecutive numbers drawn or issued in favour of the same beneficiaries regularly, Usance period of the LC will generally be more than the normal credit period allowed for the goods under LC in the market to get the maximum advantage of accommodation.
 - b) Clean bills/documentary bills drawn on associates/sister concerns.
 - c) Address of the beneficiary giving room for doubt i.e. Where the address is care of hotel/lodge or non-existent address.
 - d) Goods not covered by bills not being surplus are generally not available at the place where the bills are drawn or not having any relevance to the place from which they are consigned or those which are normally consigned to the place mentioned in the bill/documents.
 - e) Where the business of the beneficiary is known to be different from the nature of goods consigned.
 - f) Custom of trade not requiring bills to be drawn (as there may be a custom of “on account settlement” between the seller and the buyer or goods are in demand and hence supplied against immediate payment.
 - g) Sales turnover of the LC opener not being commensurate with the amount of bills tendered till then.
 - h) Delay in payment of bills on due dates or payment by parties other than the LC opener/borrower for liquidating the LC liability.
- i) Frequent remittance between the beneficiary and the LC opener.
- j) Parties to the bills maintaining accounts at various branches /banks and resorting to bi-lateral or multilateral kite flying
- k) Beneficiary of LC opening accounts with their bank at or around the time the first LC is established at the time of commencement of accommodation cycle.
- l) Over invoicing of bills.
- ✓ Branches should ensure that outstanding under acceptance & endorsement (A & E) is adequately covered by the stocks /receivables, even if the borrower is not enjoying any fund based working capital facilities.
- ✓ Unit inspection is a must even in such cases where borrowers are enjoying only non-fund based limits to ensure functioning of the unit , adequacy and movement of the prime securities etc.
- ✓ Whenever goods are released against acceptance, there must be suitable mortization mechanism so that the commitment under the LC is met on due dates.
- ✓ Branches should look into sources from which the LC commitments are being met, whether the entire turnover is being routed through the account, whether goods procured under LC are being sold to different customers by verifying the sales invoice etc. during inspection and get satisfied about the genuineness of the transactions.
- ✓ Whenever Inland LCs are established, branches should ensure that document of title to goods are always insisted. When the documents are received under LC, branches should verify whether the lorry receipts are drawn by the transport company which is under the Approved list of IBA.

- ✓ Verification of sales tax, excise registration number, insisting for transit insurance for the goods are some of the means by which accommodation bills can be avoided.

17. Bills Purchased & Discounted

- ✓ Branches should invariably obtain satisfactory credit reports on all parties from whom bills are received for purchase/discount except in the case of stray bills and cheques purchased from parties well known to the bank.
- ✓ In addition, satisfactory credit reports should be obtained on drawees on whom the bills are drawn frequently or on whom bills for large amounts are drawn. These credit reports should be obtained and reviewed periodically, say, once in 12 months. Such reports are particularly necessary in the case of clean bills and DA bills.
- ✓ When accepted clean Usance bills are to be discounted, it is necessary that the signatures of the drawees are verified by the discounting branches by calling for the signatures of drawees duly attested by their bankers on a separate specimen signature sheet to ensure the genuineness of the signature.
- ✓ Branches should purchase/discount instruments arising out of genuine trade transactions or representing legitimate movement of goods/funds only and should never entertain accommodation bills/cheques under any circumstances.
- ✓ Branches should also satisfy themselves that the bills discounted/purchased have arisen out of the actual movement of goods and for this purpose, verify the relative invoices as also the documents like LR/RR and in respect of local sales, the bills should be supported by either receipted delivery orders/Challans or invoices receipted by the drawees concerned.
- ✓ Some of the possible indications of accommodation are round sums of bills drawn regularly, bills/invoices with consecutive numbers, clean bills /documentary bills drawn on associates/sister concerns., address of the beneficiary giving room for doubt, the business of beneficiary is known to be different from the nature of goods consigned, parties to bills maintaining accounts at various branches /banks and resorting to bi-lateral or multilateral kite flying etc.
- ✓ It should be ensured that the drawers/endorsers of the bills are in a position to repay the amount immediately in the event of the bills being dishonoured by the drawees against whom the Bank has no recourse.
- ✓ Even in case of bills financing alone also, unit visit should be undertaken to ascertain the functioning **of the unit, verify registers and the books of accounts etc.**

18. Packing Credit:

- ✓ Branches should, while verifying the bonafides of the exporter, (to whom Pre-shipment or post shipment advance is to be extended) should ensure that he is not in the Exporter's Caution List of RBI nor is he in the Specific Approval List of Export Credit Guarantee Corporation of India Limited (ECGC).
- ✓ Branches should ensure compliance of ECGC formalities before/at the time of sanction and during the currency of loan outstanding of the exporter constituents.
- ✓ Branches should, as far as possible, ensure that the disbursement under packing credit limits sanctioned are made direct to the suppliers of raw material or other services by means of banker's cheque/demand draft in their favour.

- ✓ Wherever the amount of packing credit disbursed is credited to the exporter's current account with the branch, the operations in the current account should be closely monitored to ensure that the funds are not utilized for purposes unconnected with exports.
- ✓ Branches should ensure that in general the exporter produces valid LC or Order before/at the time of seeking disbursement of packing credit advances. However, branches are permitted to extend packing credit without LC/export order on a case to case basis.
- ✓ In addition to asking the exporter to submit LC or export order within a reasonable period after availing pre-shipment finance, the exporters should also be advised to submit periodical statement of pending LCs or export orders within 30 days. Branches should also insist for submission of stock statements by the exporter borrower within a reasonable period, say 15 days. This facility of extending packing credit without LC or export order should be given only to the borrowers with a proven track record.
- ✓ Whether the PC is to be granted against an order or LC, branches should verify the order/LC and ensure that the item of export is not in the Negative List as per current Export Import Policy, floor price restrictions are not violated and specific conditions are complied with.
- ✓ In respect of PCs to be granted based on export orders, branches should hold satisfactory credit report on the overseas buyer, which should not be more than twelve months old.
- ✓ The order/LC should be verified to ensure that the payment terms do not contravene the Exchange Control guidelines regarding methods and time limit of payment.
- ✓ The time limit for adjustment of packing credit advances should be fixed depending upon the production cycle, seasonality of the availability of raw material or trade practice prevalent in respect of particular commodity or time normally taken etc.
- ✓ Branches should keep a close watch on the end use of funds and monitor the progress made by exporters in timely fulfilment of export orders. Extensions in the period should be allowed only in genuine cases and for valid reasons.
- ✓ Like in domestic advances against pledge/hypothecation of goods, branches should ensure compliance of procedural/follow up aspects like submission/scrutiny of stock statements, drawing power register, fire insurance, inspection, Obtention of revival letter, etc. in respect of PC advances also.

19. MONITORING OF LOAN DISBURSAL - CVC SUGGESTION

The CVC, while examining irregularities to different cases of banking sector has observed some systematic gaps, which includes:

- i) Properties mortgaged to a loan purchased with the disbursed loan amount etc.
- ii) Using of proceeds of the loans to repay over-dues in other borrowing units of the same group.

Operational Guidelines:

- a) Valuation of the properties may be reckoned with reference to their registered price, during first year after the registry has been made.

Though the valuation in respect of these securities must be done, but at least up to 06 months from the date of registry, the value of the registered price should be taken as the value of security to avoid acceptance of inflated values of security in case of new purchased securities.

- b) Purchase of securities should not be allowed after sanction of the loan. Sanctioning authority should not stipulate blanket sanction by quoting only percentage amount of the security vis-à-vis loan amount. In other words, valuation reports must form part of the proposal and valuation details should be duly placed before the sanctioning authority.
- c) End use of the funds sanctioned to the borrowing units must be ensured by conducting post sanction inspection.
- d) Proceeds of the loan should not be used to repay over- dues in other borrowing units of the group concern.
- e) Caution should be exercised that the funds sanctioned are not used for money laundering abroad.

PREVENTIVE MEASURES FOR LOANS UNDER SHUBHGRUHA

- ✓ Branch should not be excess dependent, on the panel valuer report and an independent enquiry should be conducted to verify the deviations in the approved plan.
- ✓ The branch should conduct due diligence of the borrower before sanctioning any loan, including visit to the residence and contacting the employer.
- ✓ Broken period EC to be obtained to periodically verify the encumbrances.
- ✓ Branch to ensure that the sale agreement based on which the loan is sanctioned should have been Registered.
- ✓ Stage level Inspections and regular visits to the site must necessarily be made.
- ✓ Salary amount should be compared with Bank account statement.
- ✓ Verification of salary slips with employer.
- ✓ Cross verification of Balance sheet.
- ✓ Cheques should be issued in the name of the Bankers to the builders with Bank account number on it.
- ✓ Cheque should not be handed over to Agent/Borrower.
- ✓ NEFT/RTGS facilities preferred to be used for disbursement of installments.
- ✓ Tracking and sharing of information among the HFCs and Banks about names of blacklisted builders & developers selling same properties to more than one buyer.
- ✓ In case of large value loans, Branches should approach the sub-Registrar's office to verify the genuineness of stamp paper/documents/registration receipt etc. through our panel lawyers.
- ✓ Managers should cross verify the valuation through discreet enquiry.
- ✓ Branches should scrupulously follow the instructions given with regard to non inclusion of Registrations/Documentation charges and other related expenditures given in our circulars.
- ✓ Branch should insist on the original title deeds of the landed property on which structure is built.
- ✓ Stage level inspections and regular visit to the site must necessarily be made. Also local enquiries must be done regarding owners.
- ✓ While making payment made to builder, a condition in writing to be incorporated that in cancellation, the advance payment done must be returned to the Bank. In this regard, tripartite agreement shall be entered with builder and borrower.

PREVENTIVE MEASURES FOR LOANS UNDER PUSHPAKA SCHEME

Operational guidelines:

- ✓ Branches to consider the proposals under Pushpaka scheme after exercising due diligence with regard to KYC compliance, income proof etc. and after satisfying about the availability of the dealer of the vehicle and getting confirmation from the dealer regarding genuineness of the quotation submitted by the borrower.
- ✓ Demand Draft to be issued favouring the specific dealer as per proforma invoice and the Demand Draft to be sent along with the covering letter (PL 9) to the dealer directly.
- ✓ Receipt to be obtained from the dealer and retained with the documents.
- ✓ RC book with Bank's hypothecation clause to be obtained within a reasonable time.
- ✓ Most of the vehicle loan frauds were reported while extending the credit facilities to customers not having previous history of satisfactory banking relationship with us. Hence, Branches should be more cautious and conduct proper due diligence on the customer as well as the dealer before sanction of the loan.
- ✓ Branches should confirm the employment of the customer by verifying the employment details over phone or visit to the office of the employer and verify the genuineness of PAN and income details through Income Tax website.
- ✓ In most of the fraud cases, Quotation/Pro-forma invoice submitted by the borrower is fake. Hence, branches may use the latest technology viz., verification of dealer name in internet, telephone verification, direct visit to the dealer etc., to ascertain the genuineness of the Quotation/Pro-forma Invoice.
- ✓ Branch should ensure that the borrower has brought the Margin money before extending the loan. In most of the fraud cases, borrowers are submitting the fake cash paid receipts as margin money and are siphoning of the borrowed funds by not including in their margin.
- ✓ In some of the fraud cases, branches are issuing the DD in favour of dealer/supplier and handing over the same directly to the borrower instead of sending to the dealer/supplier.
- ✓ In case of RTGS, Branches should ensure that, the Loan amount is being credited to the dealer's account only and obtain confirmation from the dealer for receipt of the e-mail or phone call.

POST SANCTION:

- ✓ Branches should physically verify the vehicle after delivery and hold documentary evidence by keeping photograph of vehicle along with borrower for records.
- ✓ Further, while inspecting the vehicle the impression of engraved Engine number should be taken by keeping the paper on engraved engine number and rubbing with pencil. The impression of Engine number should be kept with branch records.
- ✓ Further, branches should regularly follow up with the borrower for registration of vehicle with our bank's hypothecation and should ensure to get the RC copy after completion of registration and enter the RC details in Finacle.
- ✓ Branches should ensure that, bank's clause is incorporated while insuring the vehicle.
- ✓ Branches are advised to verify the vehicle details in VAHAN site periodically.

PREVENTIVE MEASURES FOR JEWEL LOAN

JEWEL APPRAISER AND PREVENTIVE MEASURES:

- ✓ The fineness, gross weight and net weight of the ornaments should be appraised by the appraiser in the Bank in the presence of the borrower and official of the Bank and the appraiser signs the appraiser Certificate in the space provided in F-89E which should be countersigned by Branch official.
- ✓ Proper appraisal of the jewels should be done to verify the purity and proper cushion/ allowance for wastages/stones and other related guidelines are to be taken care of.
- ✓ Branch Manager or second line official should cross-verify by calling each borrower and should satisfy himself as the correctness and contents of the documents/jewels pledged.
- ✓ Branch official should make random queries to the prospective borrower about the ownership of jewel, where it was purchased, what was the value, weight, fineness etc., so that the genuineness of the borrower can be ascertained. This will prevent frauds arising out of sanction of loans to fictitious borrowers against jewels.
- ✓ Public should be made to understand that the appraiser is not an employee of the Bank and he is engaged only for the purpose of appraisal of the jewels on commission basis.
- ✓ The appraiser should not be allowed to have any access to Jewel Documents/ Jewel Loan Cards and Safe.
- ✓ A notice should be displayed in the Branch premises in local language to inform the borrowers that they should ensure that Jewel Loan Acknowledgement card given to them is signed by the Branch Manager or Authorized Signatory of the Branch. Jewel appraiser is not authorized to sign the Acknowledgement card.
- ✓ Whenever the jewel packet is taken for renewal, the Branch Manager/officer should again check the jewels to confirm correct weight/fineness of the jewels and thereafter the packet should be wax sealed and to be kept inside the Safe.

General Precautions:

- ✓ Do not accept gifts from the prospective /existing borrower.
- ✓ Do not borrow in personal capacity from any borrower.
- ✓ Before accepting any certificate / financial statements / projections given by a borrower (either prepared by a Chartered Accountant or any third party) make your own assessment / judgement.
- ✓ Do not go by oral instructions of any superiors / outsider, as the due diligence is the responsibility of the processing / recommending officer.
- ✓ Do not allow the borrower to obtain legal opinion / valuation report directly from lawyer / valuer. Please direct the lawyer / valuer to provide the report directly to the Branch Manager either in person or by post.
- ✓ Do not allow valuer to be accompanied by borrower alone while visiting the site. Branch Official should accompany the valuer and ensure that the property identified by him with the help of documents and inspected for valuation.
- ✓ While accepting any invoice / quotation please ensure that the registration number given by Sales Tax, Central Tax or Service Tax Department is mentioned in that.

- ✓ Never outsource preparation of appraisal note.
- ✓ Do not suppress any information in the appraisal note.
- ✓ Do not omit to bring to the notice of Sanctioning Authority, any material information which in your opinion will jeopardize the Bank's interest.
- ✓ Do not recommend a proposal merely because it was referred by a Higher Authority.
- ✓ Do not put your signature in the appraisal note as a mere formality without understanding the contents.
- ✓ All sanctions made by the Branch should be reported to RO – under CAF -1.
- ✓ Do not allow change of supplier without proper reasoning and approval from the Sanctioning Authority.
- ✓ Do not release the loan / limit based on oral sanctions – in extraordinary circumstances, please ensure that confirmation is sought / done immediately.
- ✓ Please ensure end use of funds.
- ✓ High value transactions should be monitored closely.
- ✓ Do not permit excess / entertain enhancement when the account is irregular.

CARE for Comrades

The strength of an Organisation depends on its member's health and welfare taken care of at the right time.

Keeping the above in mind, a welfare scheme was formed in the year 1996, to recognise superannuation with a cash reward and last but not least to extend financial assistance in the event of member's sudden demise while in service.

The Scheme is known as "IOBOA – CARE "(CONTRIBUTORY ASSISTANCE ON RETIREMENT AND IN EMERGENCY).

OBJECTS :

1. To encourage savings and mutual help among the members of IOBOA .
2. To enable a member to subscribe to the scheme with regular annual savings and to get a substantial amount from the scheme at the time of retirement of all kinds, resignation from his/her employment.
3. To render financial assistance as an act of benevolence to the nominee or legal heirs of a subscriber in the event of his/her death while in service.
4. To explore the possibility of extending some pensionary benefits in the event of death to the deceased member's family.

DEFINITIONS

In these rules, unless the context otherwise requires.

- a. The Scheme means IOBOA-CARE
- b. The subscriber means a member of the Association who has paid subscription, wage revision levies in full and opted to make annual contribution as stipulated in the Scheme after admission into the scheme as per rules.
- c. The member has to nominate in order of priority two persons of his family to receive the assistance from the scheme in the event of death of the subscriber.
- d. In the absence of nomination by a subscriber the legal heir is eligible to receive the assistance from the scheme in the event of death of a subscriber on submission of satisfactory evidence of his/her legal heirship to the Association for receiving the assistance.

SUBSCRIPTION

- a. The ADMISSION FEE IS RS.500/- PER MEMBER.
- b. Each member shall pay to IOBOA, on the Salary day of April every year, an amount of Rs.300/- as annual subscription. Failure to contribute to the Scheme will result in cessation of the membership from the scheme. The subscriber shall be responsible for regular payment of annual subscription towards the scheme.

- c. For any unavoidable reason if the annual subscription is not recovered, a penal fee of Rs.10/- per month shall be payable by the subscriber in default along with the annual subscription and to be remitted to IOBOA immediately on noticing non recovery of the subscription in April Payslip. Members to note that maximum delay of two months will only be allowed.

ASSISTANCE**A. i. Retirement:**

- A) Member of the scheme, joined before 01.04.2007, shall be given one time financial assistance of Rs.10000/- on retirement
- B) Members of the Scheme, joined after 01.04.2007, shall be given 150% of contributions paid by him/her with a minimum of Rs.1,000/- and a maximum of Rs.10,000/- at the time of retirement.

B. Resignation/Voluntary Retirement from the Bank:

- i. A member of the Scheme, retiring under VRS shall be given one time financial assistance of Rs.10,000/- provided he had been a member for a minimum period of ten years.
- ii. A member of the scheme, who is RESIGNING shall be given one time financial assistance of Rs.10,000/- provided he had been a member of the Scheme for a minimum period of ten years.

C. Death

The financial assistance in the event of death of a member of the Scheme:

- i. DEATH in harness Rs.30,000/-
- ii. DEATH in harness due to accident Rs.40,000/-

UTILISATION OF SUBSCRIPTION AND INTEREST:

- a. Subscription received from members under this scheme shall be invested in high yield securities of public sector.
- b. The interest earned out of the investment shall be utilised for the financial assistance to the members as detailed above.
- c. The administration of the scheme IOBOA CARE shall be vested with a Committee of 5 members comprising of President, General Secretary, Three Joint General Secretaries and Treasurer of IOBOA. The assistance from the scheme shall be finalised by a minimum of three members of the Committee.
- d. For the assistance from the Scheme the necessary application shall be routed through the AGS of IOBOA of respective regions.

INTERPRETATION OF THE RULES:

Interpretation of these rules by the Executive Committee of IOBOA shall be final and binding on the subscriber to the Scheme.

II. MEDICAL WELFARE FUND

All members of IOBOA are members of Medical Welfare Fund. Rs.20/- per month out of the monthly subscription is earmarked for Medical Welfare Fund.

A. Whenever a member spends heavy amount on Medical Treatment and the reimbursements obtained (from all sources) is fairly less than the medical expenses incurred the member is paid upto Rs.30,000/- (self) and Rs.20,000/- (dependents) subject to certain conditions given below :

1. Copy of sanctions of reimbursements (all sources - which means regular reimbursement from the Bank, ex-gratia reimbursement, claims settled from insurance companies, assistance from any co-operative society or any charitable/ philanthropic organisation/person etc.) along with attested copies of proof of expenditure.
2. The medical expenses met out of member's own pocket should be more than Rs.10,000/- (i.e. upto Rs.10,000/- of net medical expenses there will be no reimbursement).
3. Maximum reimbursement over and above the minimum limit fixed is restricted to Rs.30,000/- (self) and Rs.20,000/- (dependents). However, in the case of members of the Scheme, who have undergone major ailments Viz. Kidney transplant, Heart and Liver transplant, Treatment to COVID-19 , a sum of Rs.50,000/- maximum will be paid to meet out the huge cost involved for such operations/ailment.

B. SCHEME TO ASSIST FAMILY OF MEMBERS DYING IN HARNESS:

The quantum of finance paid to the family of members dying in harness. The assistance which is being provided out of our Medical Welfare Fund was initially Rs.10,000/- and increased to Rs.20,000/- and subsequently enhanced to Rs.50,000/- over the years at periodical intervals.

With effect from 2nd June 2019, commemorating with the foundation day of our esteemed organization – IOBOA -, the following improvements made to the scheme.

The scheme is applicable only to Officers who at the time of demise are members of IOBOA.

Quantum of assistance:

- i. **Assistance in respect of members who are members of IOBOA for less than 7 years – Rs. 2 lakhs.**
- ii. **Assistance in respect of members who are members of IOBOA for 7 years and up to 15 years – Rs. 3 lakhs.**
- iii. **Assistance in respect of members who are members of IOBOA for more than 15 years – Rs. 4 lakhs.**

***In the event of death due to accident, an additional quantum of 25% of the above amount will be paid.**

Proud edifices of IOBOA

IOBOA GUEST HOUSE AT CHENNAI :

Our Association has constructed “SHRAM SHAKTHI BHAVAN” which was inaugurated on 13th July 2002. The building is a sprawling one having:

1. A Hall (Air Conditioned) in the ground floor measuring 3500 sq. ft. with a small dining space.
2. 13 rooms in the first floor consisting of 11 Double Bed rooms, One Room with 4 Beds and another Room with 6 Beds with all the facilities Viz A/c, Television, Telephone etc. Guest House is open only to IOBians or to Guests referred by IOBians.

For further details contact President/General Secretary in the Association.

BOOKING PROCEDURE: Anyone who wishes to avail the facilities has to contact Association office or caretaker - IOBOA House in the address given below. The rooms will be made available subject to availability.

Any member desiring to utilise the facility should give prior intimation to the Care- Taker about their arrival and departure particulars to enable them to be in readiness to provide such facilities. Members are requested to utilise the facility and co-operate in keeping the facilities neat, tidy and clean.

The address of the GUEST HOUSE is as follows:

IOBOA HOUSE

SHRAM SHAKTHI BHAVAN

Plot No.20-A, NEW COLONY MAIN ROAD (Near ST. JOHN SCHOOL)

VIRUGAMBAKKAM

CHENNAI - 600 092.

PHONE NO.044-2377 6477.

DISTANCE :

From Koyambedu Mofussil Bus Stant	:	4 kms
Railway Station Egmore / Central	:	12/13 kms
Central Office (Bus No. 11H, 17M)	:	10 kms
Airport	:	12 kms

Contact Person/s :

Premkumar, AGS - Chennai II & JGS - Chennai, Cell : 95519 55240

IOBOA GUEST HOUSE AT - HYDERABAD

IOBOA has constructed a Guest House at Hyderabad spanning more than 3000 sq.ft. over 2 Floors. The Guest House is situated in the housing project of our Comrades in Andhra Pradesh. Christened "Overseas Gardens" 'Overseas Garden' has 40 odd houses. IOBOA House, Hyderabad has 3 spacious bedrooms with kitchenette and living area on the first floor. A large hall is available in the ground floor.

The facilities are open for all members as similar to our Chennai Guest House.

ADDRESS :**INDIAN OVERSEAS BANK OFFICERS' ASSOCIATION**

IOBOA House ,
"OVERSEAS GARDEN"
Plot No.2, VAMPUGUDA
ECIL POST HYDERABAD.
PIN : 500 062

Guest House Phone No. : 040 - 2714 2662

Contact :

Com. Vijaya Mohan, AGS – Hyderabad (O) 040 - 2322 6016
Mobile - 09440635799

BANGALORE

IOBOA House
Flat No.5, II Floor, 'Sri Guru Vanam'
New No.41/4, I.T.I. Employees Housing Co-operative Society Ltd.,
Chikkamaranahalli, (Near M.S.Ramaiah Hospital, New BEL Road)
Bangalore: 560 054

For Booking Contact:

Com.Nagendra, AGS, Bangalore, Cell : 99869 94799

IOBOA GUEST HOUSE - JAIPUR

G-2 Narviknithi Apartments
C-42-43, Tarun Marg
Opp. Thilak Park
Thilak Nagar
Jaipur 302 004
Contact Com.Neeraj Kachhwaha

-- AGS Jaipur Phone No.97238 47803

IOBOA GUEST HOUSE -- DELHI

'Ayodhya Enclave'

Delhi Niwas Co-op Group Housing Society Ltd.,

Flat No.91-B, Plot No.30/2

Sec 13, Rohini (Near Japanese Park)

New Delhi 110 085

Contact Com. Abhishek Tayal, AGS

Mobile : 97196 30007

IOBOA GUEST HOUSE --

Kolkata Flat - K, Floor 1,

HURON BLOCK MERLIN

WARDEN LAKE VIEW

104, Bidhan Nagar Road (Ultadanga Railway station)

Kolkata

Contact Com. SANDEEP KUMAR DAS

Deputy General Secretary

Mobile : 97333 58444 / 98043 09504

IOBOA GUEST HOUSE - BHUBANESWAR

STALWART PALACE

FLAT NO.B-112

RATHA ROAD, OLD TOWN, NEAR GOSAGESWAR CHAWK

BHUBANESWAR - 751002

Contact : Com. BHABANI SHANKAR MISHRA, PRESIDENT

Com. SAN CHEET PATTNAIK, AGS,

Mobile : 94371 34510 / 99375 38926

“ A Society for the Employees By the Employees; to the Benefit of the Employees

The Society is a registered all India Society which has already completed 62 years of existence in service to the membership. Membership of the Society is open to all serving employees of the Bank. It is run by a Board consisting of eleven Directors (including two women directors) elected once in 5 years. Com. S. Prem Kumar, Joint General Secretary, IOBOA is the Vice-President of the Society, and Com. S. Padmanabhan, Treasurer, AIOBEU is the current President of society.

01. MEMBERSHIP OF INDIAN OVERSEAS BANK STAFF CO-OPERATIVE CREDIT SOCIETY:-

THE FACILITIES AVAILABLE AND THE SELECT RULES OF THE SOCIETY ARE GIVEN BELOW: -

- a) Enrollment of New Membership (Admission Fee) of Rs.30/-
- b) Minimum Share Rs.10/- to be maintained for a Membership.
- c) Maximum Share per member is Rs.15,000/- (Linked to Maximum Loan Amount)
- d) **Monthly Subscription per month for the following: -**
 - 1) Thrift Deposit Rs.700/-
 - 2) Family Welfare Deposit Rs.400/-

Total Monthly Subscription of Rs.1100/- is compulsorily collected from all members.

Thrift Deposit amount can be withdrawn only at the time of cessation of membership that too after 3 years from the date of membership.

02. LOAN ELIGIBILITY: -

- a) Maximum loan amount at present is Rs.4,00,000/-, repayable in 100 monthly instalments or left over service. For availing loan, the member must hold / apply 1/20th of the amount equal to loan amount. Loan amount is permitted not exceeding Rs.270/- for every share held by him or 20 times of Gross Salary whichever is less is permitted.
- b) The member seeking loan should arrange for a Surety who also should be a member with equal amount of the share held by the borrower.
- c) Consolidation loan is permitted once in 3 months from the date of avilment of previous loan or on receipt of 3 monthly instalments whichever is later. A member can seek loan for residual amount of eligibility as compared with loan outstanding.

03. OTHER SALIENT FEATURES: -

Family Welfare Deposit Scheme: -

In the event of Death (Ex-gratia benefit to the nominee with effect from 01/08/2021)

PERIOD OF MEMBERSHIP	(W.E.F 01-03-2020)
MONTHS	AMOUNT
025 - 036 Months	50,000
037 - 048 Months	70,000
049 - 060 Months	1,00,000
061 - 072 Months	1,10,000
073 - 084 Months	1,30,000
085 - 096 Months	1,50,000
097 - 108 Months	1,80,000
109 - 120 Months	2,00,000
121 Months Above	2,50,000

A) MEMBERS MEDICAL WELFARE FUND: -

I) ELIGIBILITY FOR CLAIM: -

The Medical Assistance will be provided by way of grant to the members of the Society those who have completed 2 years of membership.

Members of the Society will be granted a sum of Rs.40,000/- (Rupees forty thousand only) out of this fund in respect of the following ailments requiring hospitalization.

- Brain Tumour
- Kidney ailments viz, Transplantation
- Heart Surgery, viz, Bypass Surgery, Open Heart Surgery, Angioplasty etc.,
- Major Accident involving Surgery.
- Other serious ailments involving hospitalization on case to case basis by the Board of Directors.

II) MEMBERS SHOULD SUBMIT WRITTEN APPLICATION SUPPORTED BY.

- **Hospital Bills / Estimate, Discharge Summary Report**
 - **Date of Surgery.**
- iii) The amount will be directly paid to the Hospital and the official stamped receipt obtained from the hospital should be produced to the Society and in case where the member has met the hospitalization expenses out of the Bank reimbursement / own resources on producing satisfactory evidence

the payment will be reimbursed to the members.

- iv) Reimbursement of the cost of certain treatments for few ailments which are not covered under the Bipartite Settlement. The Board resolves to reimburse to a maximum amount of Rs.20,000/- for all members of our Society subject to production of necessary proof. The reimbursement will be maximum of Rs.10,000/- for Dental Root Canal, Rs.15,000/- for Cataract Eye surgery and Rs.10,000/- for Covid-19 Pandemic Hospitalisation Treatment charges subject to the overall ceiling of Rs.20,000/- to each member.

DEPOSITS: - (DEPOSITS ARE ACCEPTED SUBJECT TO NECESSITY)

- A member can deposit up to a maximum of Rs.15,00,000/-.
- Maximum period 2 years
- Rate of interest at 8.5% per annum.

DEPOSIT PREMATURE CLOSURE:-

- 2% less than from the actual rate of interest.
- Premature closure within 30 Days attracts “NO” interest.

LOAN AGAINST DEPOSITS: -

- Loan up to 90% of the Deposit Amount.
- Interest Rate 1% above on the actual rate of interest.

SOCIETY RATE OF INTEREST ON THE FOLLOWING: -

S.No.	Description	Present Rate of Interest
1	Loans to Members	10.75% (Simple)
2	Thrift Deposit (Paid twice in a year for March & September)	09.00%
3	Family Welfare Deposit	08.00%
4	Fixed Deposits	08.50%
5	Loan Against Deposits	09.50%
6	Current Dividend on Shares Capital	15.00%

- If a member ceases to be member of Society he/she shall not be re-admitted for a period of 1 year from the date of his/her ceasing to be a member.

ANNUAL SMALLER REPRESENTATIVE GENERAL BODY MEETING OF THE SOCIETY: -

- Annual Smaller Representative General Body Meeting is held once in a year.
- Board of Directors Elected once in 5 years.
- Election of new Delegates once in 5 years.
- Delegates will be paid to and fro travelling expenses up to II Class Train fare plus Halting Allowance (presently is Rs.250/- per day)
- On the day of the Meeting Delegates are paid Rs.200/- as Lunch Expenses.

SOCIETY - TRANSIT HOUSE AT CHENNAI: -

The Society is maintaining a premises at No.22, (Old No.32), Pachayappa's College Hostel Road, Chetput, Chennai – 600 031.

LOCATION:-

- Poonamallee High Road
- Near to EGA Theatre
- Railway Station, Chetput
- Bus Stop, Taylors Road, for our members visiting from outstation to Chennai for lodging at a concessional cost for their brief stay.

- | | | |
|--|----------|--|
| a) No of Rooms Available | : | Three A/c Double Bed Rooms |
| b) Maintenance Charges per day for members. | : | 1) Officers Cadre Rs.600/- |
| | | 2) Clerical Cadre Rs.500/- |
| | | 3) Subordinate Staff Cadre Rs.400/- |

TERMS & CONDITIONS:-

- Only Members who are not residing at Chennai and its peripherals alone can avail the facility.
- Maximum number of stay permitted is only three days per Member.
- In case of extension of stay (within a maximum of 3 days), kindly take up with the Society in advance which will be considered depending upon availability of Rooms.
- In case of cancellation, please advise immediately for the benefit of the needy Society members.
- A maximum number of TWO ADULTS can be accommodated in a room, apart from TWO CHILDREN.
- There is no food arrangement in the premises.
- Booking of rooms only during office hours (Office Phone No.044-28419711 / 28550559)
- Smoking & Spitting strictly not allowed inside the premises.

Check out Time : **6.00 am to 6.00 am next day. A member is allowed to stay
Maximum of 3 days.**

Contact Person : **Mr.V.Solomon, Caretaker** **Phone : 8939701337**

The allotment of rooms will be based on first come first served basis.

- Members are requested to contact our Society Office for booking as specified above and book rooms by sending a request letter.
- After confirming the availability of Rooms, please send a Demand Draft payable at Chennai, or credit the amount to our Current Account No.010902000009001 with IOB Cathedral Branch (0109) by mentioning the member name and Roll No., and get an allotment letter from the Society Office.
- Only on production of the allotment letter and the Staff Identity Card issued by the Indian Overseas Bank, the caretaker will permit the member to stay.
- For any further clarification/ assistance please contact Com.R.Ramesh, Treasurer and Com.S.Prem Kumar, Joint General Secretary, of our Central Unit.

New Pension Scheme (NPS)

Pension policy in India has traditionally been based on financing through employer and employee participation. As a result, the coverage has been restricted to the organized sector workers and a vast majority of the workforce in the unorganized sector has been denied access to formal channels of old age financial support. Besides the problem of limited coverage, the existing mandatory and voluntary private pension system is characterized by limitations like fragmented regulatory framework, lack of individual choice and portability, lack of uniform standards and non-compliance with international best practices on regulations. The system also suffers from very high incidence of administrative cost, low real rate of returns and has become unsustainable.

From 2000 to 2007 a marked shift in pension policy in India was witnessed which culminated in introduction of a new pension system. A High Level Expert Group (HLEG) and the Old Age Social and Income Security (OASIS) Project commissioned by the Government were the two initial milestones on the road to pension reforms for the Government employees and the unorganized sector respectively. These efforts culminated in setting up of the Pension Fund Regulatory and Development Authority (in October, 2003), introduction of a NEW PENSION SYSTEM (December 2003), and introduction of the PFRDA Bill in Parliament (March 2005).

The Government of India in exercise of their executive powers adopted a “National Pension Scheme” (N P S) based on defined contributions in respect of all new entrants to Central Government services, excepting the Armed Forces, with effect from 1st January, 2004. Twenty Four State

Governments have since notified a similar pension system for their new entrants and also indicated their willingness to join the Central Recordkeeping arrangements as entered into between PFRDA and the National Securities Depository Limited (N S D L) for Central Government employees.

PFRDA has also made NPS available to all citizens of India, with effect from 1st May, 2009 on a voluntary basis. Since then many public sector undertakings and corporate bodies wanted their existing and prospective employees to be covered under the National Pension System.

In the above background, all Public Sector banks have also adopted and implemented the **New Pension Scheme for employees who have joined on or after 01.04.2010.**

As per 8th joint Note signed on 11.11.2020, employees who are governed by New Pension Scheme w.e.f. 01.04.2010, will continue to contribute 10% of pay plus Dearness Allowance and the bank will make a contribution of 14% of pay plus Dearness Allowance from the date of signing of joint Note i.e 11.11.2020.

The service charges by the Service Provider/ Fund Manager of NPS will be borne by the bank from FY 2021.

INVESTMENT CHOICE :

In NPS, a Corporate would have flexibility to provide investment choice either at subscriber level or decide at corporate level for all its underlying subscribers.

The Pension Fund (PF) will manage 3 separate schemes, each investing in a different asset class, being :

ASSET CLASS E (equity market instruments) : The investment by an NPS participant in this asset class would be subject to a cap of 50%. This asset class will be invested in index funds that replicate the portfolio of either BSE Sensitive index or NSE Nifty 50 index. Index Fund Schemes invest in securities in the same weightage comprising of an index. The PF will have to choose which index they intend to track in advance on a yearly basis.

ASSET CLASS G (Government Securities) : This asset class will be invested in central government bonds and state government bonds.

ASSET CLASS C (credit risk bearing fixed income instruments) : This asset class contains bonds issued by any entity other than Central and State Government. This asset class will be invested in liquid funds of Mutual Funds, credit rated debt securities. This included rated bonds/ securities of Public Financial Institution and Public sector companies, rated municipal bodies / infrastructure bonds and bonds of all firms (including PSU / PSE), subject to certain conditions.

DETAILS OF TWO OPTIONS ARE GIVEN BELOW :

OPTION 1: (Subscriber exercise their own choice)

In this case, a subscriber would have both Active and Auto choice option for schemes across i.e.

- * ICICI Prudential Pension Funds Management Company Limited.
- * IDFC Pension Fund Management Company Limited.
- * Kotak Mahindra Pension Fund Limited.
- * Reliance Capital Pension Fund Limited.
- * SBI Pension Funds Limited.
- * UTI Retirement Solutions Limited

Active Choice : Subscriber will have the option to actively decide as to how your NPS pension wealth is to be invested across Asset Class E, Asset Class C and Asset Class G.

Auto Choice : In this option, the investments will be made in a life cycle fund. Here, the fraction of funds invested across three asset classes will be determined by a pre-defined portfolio (which would change as per age of subscriber). (Table for Life Cycle fund is given at the end of this chapter.

(OR)

OPTION 2 : Corporate default option where corporate decides on behalf of all underlying subscriber. In this case, corporate will be able to select from either of below mentioned options :

- * Schemes defined for Central government employees, in which investments norms are in accordance with Ministry of Finance guidelines for Non Government Provident funds and Superannuation funds. The allocation is across schemes of Government PFMs. Those are:
- * @ LIC Pension Fund Limited @ SBI Pension Funds Limited
- @ UTI Retirement Solutions Limited Current allocation is SBI 33%,
- @ UTI 32% AND LIC 35%

Current allocation is SBI 33% and LIC 35%

Above allocation is reviewed annually by PFRDA / NPS Trust based on performance

* Schemes defined for State governments, where organizations can decide the ratio across various schemes across Government PFMs. Those are

@ LIC Pension Fund Limited @ SBI Pension Funds Limited

@ SBI Pension Funds Limited

@ UTI Retirement Solutions Limited

In this, corporate would have option to select one or more PFMs and their schemes from the schemes defined for government sector. This would be applicable for all its underlying subscribers.

* Schemes available with Unorganised sectors PFMS, as listed below

@ ICICI Prudential Pension Funds Management Company Ltd.,

@ IDFC Pension Fund Management Company Limited.

@ Kotak Mahindra Pension Fund Limited

@ Reliance Capital Pension Fund Limited

@ SBI Pension Funds Limited

@ UTI Retirement Solutions Limited

In this, corporate would have the option to actively decide as to how investment would be done across Asset Class E, Asset Class C and Asset Class G. This would be applicable for all its underlying subscribers.

Table for Life Cycle Fund :

The methodology for allocating funds in the three asset classes are outlined below :

AGE	ASSET CLASS E (Equity Market Instrument)	ASSET CLASS C (Credit risk bearing Fixed Income Instrument)	ASSET CLASS G (Government Securities)
Up to 35years	50%	30%	20%
36 years	48%	29%	23%
37 years	46%	28%	26%
38 years	44%	27%	29%
39 years	42%	26%	32%
40 years	40%	25%	35%
41 years	38%	24%	38%
42 years	36%	23%	41%
43 years	34%	22%	44%

44 years	32%	21%	47%
45 years	30%	20%	50%
46 years	28%	19%	53%
47 years	26%	18%	56%
48 years	24%	17%	59%
49 years	22%	16%	62%
50 years	20%	15%	65%
51 years	18%	14%	68%
52 years	16%	13%	71%
53 years	14%	12%	74%
54 years	12%	11%	77%
55 years	10%	10%	80%

SALIENT FEATURES OF NEW PENSION SCHEME :

- * It is Prudentially Regulated : Transparent investment norms, regular monitoring and performance review of Fund Managers by NPS Trust.
- * Low at Cost : At 0.0009% per annum as fund management fees, NPS is perhaps world’s lowest cost pension scheme. Other handling & administrative charges are also the lowest.
- * Ensures Completely Portable : NPS accounts can be operated from anywhere in the country.
- * It is Flexible : Option available to choose investment option and Pension Fund OR select Auto Option to get better returns and watch money growth.

BENEFIT TO SUBSCRIBER :

- * Cheapest investment product with better growth options through long term market linked saving.
- * Provides choice of various funds with a flexible investment pattern.
- * Individual Retirement Account for record keeping at individual level ensures portability across geographies and employment.
- * Platform to monitor and manage investment to meet subscriber’s diverse financial goals.
- * Provides Tax Saving option towards wealth creation for old age income security.

* Offers Tier II account which is a voluntary savings facility with anytime liquidity / withdrawal option.

New Pension Scheme promises to provide a solution to the problem of inadequate income after retirement. For employees joined on or after 01.04.2010, for whom the scheme is mandatory, it marks a shift from defined benefit to a defined contribution regime.

Individual choice and portability of pension accounts are two distinguishing features of the NPS.

Under the NPS, a subscriber will not only have the option of choosing her fund manager and investment pattern, but also have the choice of switching between fund managers as well as investment options.

No other defined contribution pension scheme offers this flexibility and freedom. There are no entry and exit loads.

Apart from availability of individual choice to account holders under the NPS, the centralized accounting and administrative infrastructure based on a specialized and custom-built IT platform will facilitate quick and seamless movement of funds across fund manager.

A word of caution, however is that, mere availability of a right to exercise individual choice is not a sufficient condition for unshackling the pension sector. The pre-requisite for translation of this vision into reality is that the freedom to choose is exercised in an informed manner.

Introduction of New Pension Scheme in Banks has done away with concept of Provident Fund Scheme for those employees who joined the Bank after 01.04.2010

ABOUT NPS

1. WHAT IS NATIONAL PENSION SYSTEM (NPS)?

The Central Government had introduced the National Pension System (NPS) with effect from January 1, 2004 (except for armed forces). Pension Fund Regulatory and Development Authority (PFRDA), the regulatory body for NPS, has appointed NSDL as Central Recordkeeping Agency (CRA) for National Pension System. CRA is the first of its kind venture in India which is carrying out the functions of Record Keeping, Administration and Customer Service for all subscribers under NPS. CRA shall issue a Permanent Retirement Account Number (PRAN) to each subscriber and maintain database of each Permanent Retirement Account along with recording transactions relating to each PRAN.

As per the Gazette Notification dated January 31, 2019 issued by the Ministry of Finance (Department of Financial Services), the Central Government Subscribers w.e.f. April 1, 2019 have the option of selecting the Pension Funds (PFs) and Investment Pattern in their Tier- I account. The Subscriber can choose any one of the available Pension Funds and Investment Option as per their choice. If the choice is not exercised by the Subscriber, NPS contributions would be invested in the existing default schemes of the 3 Pension Fund Managers (PFMs), viz, LIC Pension Fund Limited, SBI Pension Funds Pvt. Limited and UTI Retirement Solutions Limited in a predefined proportion, as mentioned in the Statement of Transaction (SoT), as per the guidelines issued by PFRDA.

The Subscriber can select any one of the investment schemes as mentioned below:

1. Default Scheme – Investments would be done in defaults schemes of LIC, UTI and SBI in a predefined proportion.

2. Scheme G - 100% of contribution shall be invested in Government Bonds and related instruments.
3. Scheme LC 50 - Life cycle fund where the Cap to Equity investments is 50% of the total asset.
4. Scheme LC 25 - Life cycle fund where the Cap to Equity investments is 25% of the total asset.

2. WHO IS THE REGULATOR FOR NPS?

Pension Fund Regulatory and Development Authority (PFRDA) is the regulator for NPS. PFRDA is an Authority set up by the Government of India through the PFRDA Act, 2013 to promote old age income security by establishing, regulating and developing pension funds to protect the interest of Subscribers to schemes of pension funds and for matters connected therewith or incidental thereto.

3. WHAT IS TIER II ACCOUNT?

Tier II is a voluntary saving Account associated with your PRAN. Tier II offers greater flexibility in terms of withdrawal, unlike Tier I account, you can withdraw from your Tier II account at any point of time.

TAX BENEFIT UNDER NPS

1. What are the tax benefits of NPS?

Income Tax Act allows benefits under NPS as per the following sections:

On Employee's contribution: Employee's own contribution is eligible for tax deduction under sec 80 CCD (1) of Income Tax Act up to 10% of salary (Basic + DA). This is within the overall ceiling of Rs. 1.50 Lacs under Sec. 80 CCE of the Income Tax Act.

On Employer's contribution: Up to 10% of Basic & DA (no monetary ceiling) under 80CCD (2). This rebate is over and above 80 CCE limit of Rs. 1.50 lacs.

Voluntary Contribution: Employee can voluntarily invest an additional amount of Rs. 50,000 (or more) to the NPS Tier I account and claim tax deduction on the same under section 80 CCD 1(B), subject to a maximum of Rs. 50,000.

2. Which document can a Subscriber use as investment proof in order to avail the tax benefit?

A copy of the Annual Transaction Statement (Tier I) can be used as investment proof in order to avail tax benefits.

3. Can a Subscriber get loan under NPS?

No. At present, a Subscriber cannot avail loan against NPS holdings.

FEATURES & OTHER BENEFITS

1. What are the features of NPS?

Transparent: NPS is transparent and cost effective system wherein the pension contributions are invested in the pension fund schemes and the employee will be able to know the value of the investment on day to day basis.

Portable: Each employee is identified by a unique number and has a separate Permanent Retirement Account which is portable i.e., will remain same even if an employee gets transferred to any other office.

Simple: All the subscriber has to do is to open an account with his/ her Nodal Office and get a PRAN.

Safety: NPS is regulated by PFRDA with transparent investment norms & regular monitoring and performance review of fund managers by NPS Trust.

Dual benefit of Low Cost and compounding effect: The pension wealth accumulates over a period of time till retirement; grows with a compounding effect and the account maintenance charges are also low.

2. What are the services offered by CRA?

Following are the services offered by CRA to NPS Subscribers:

CRA registers the Subscribers and allots unique Permanent Retirement Account Number (PRAN) post registration.

Introduction of NPS Mobile App wherein Subscribers can access their NPS accounts from any location. CRA issues a PRAN card and PIN mailers to access Mobile App, CRA website and CRA Call Centre.

CRA maintains the Permanent Retirement Account (PRA) of the Subscribers and facilitates the creation of units in Subscribers account as per the contribution details and funds received from the Nodal Offices.

At the end of every Financial Year, CRA sends a physical Transaction Statement to the Subscriber containing

the details of the transactions in Subscribers Permanent Account.

CRA registers grievances (received through CRA system or through G1 form) and sends the resolution details to the Subscribers by email.

CRA has provided various online functionalities to NPS Subscribers viz; for updation of Mobile No. / Email ID, Seeding of Aadhaar and Address update using Aadhaar.

REGISTRATION

1. What is the procedure to open NPS Tier I account for Govt. employees?

Government employees who are mandatorily covered under NPS are required to submit the duly filled CSRF along with supporting documents to the associated DDO. DDO after authorization of form forwards it to PAO/ CDDO/ DTO for onward submission to CRA-FC for PRAN generation.

2. How can I obtain CSRF (application for allotment of PRAN) for opening NPS Tier I account?

CSRF can be downloaded from the CRA website (www.npscra.nsdl.co.in) at the given link:

<https://npscra.nsdl.co.in/download/government-sector/central-government/forms/Subscriber%20Registration%20Form-CSRF.PDF>

Subscriber can also obtain from the associated Nodal Office.

3. Can I generate PRAN online?

Yes. you can generate PRAN Online using e-NPS (either Aadhaar based or PAN based) and subsequently you are required to shift your PRAN under your associated Nodal Office by submitting Form IIS-1 (Inter Sector Shifting Form).

4. How many nominees are allowed under NPS?

Subscriber is allowed to register up to three nominees in NPS. Subscriber needs to provide name, nominees' relation with Subscriber and Percentage share. Value of Percentage share must be an integer. Sum of percentage share across all the nominees must be equal to 100. If sum of percentage is not equal to 100, entire nomination will be rejected.

5. Who can be a Nominee?

A Subscriber, at the time of joining NPS is required to make a nomination mandatorily in the prescribed form, conferring on one or more persons the right to receive the amount in the unfortunate event of death of a Nominee.

In case of a male Subscriber, his legally wedded wife, his children, whether married or unmarried, his dependent parents and his deceased son's widow and children.

In the case of a female Subscriber, her legally wedded husband, her children, whether married or unmarried, her dependent parents, her husband's dependent parents and her deceased son's widow and children.

If Subscriber has a family at the time of making a nomination, the nomination shall be in favour of one or more persons belonging to his family. Any nomination made by such Subscriber in favour of a person not belonging to his family shall be invalid.

6. Can a minor be a nominee?

Yes, minor can be a nominee. In such a case, Subscriber will be required to provide guardian's details and date of birth of the minor.

7. Is it mandatory to link Aadhaar and update PAN in NPS Account?

Yes. As per the amendment in PMLA rules by the Government, NPS accounts should be linked with Aadhaar.

Based on the notification dated June 1, 2017, issued by the Dept. of Revenue, Ministry of Finance, bearing No. GSR 538 (E) being the Prevention of Money Laundering (Maintenance of Records) Second Amendment Rules, 2017, both Aadhaar and PAN have been made mandatory for existing and new accounts to be opened under NPS.

8. How can a Subscriber update PAN and seed Aadhaar in PRAN?

Subscribers can seed Aadhaar in their PRAN by logging into the CRA System (www.cra-nsdl.com) with the User ID (PRAN) and I-PIN (Internet Password).

The option is available under Menu >> Update Details; Sub-menu >> Update Aadhaar/ Address Details. PAO/ CDDO/ DTO are required to authorise the request in the CRA System.

Subscribers can update their PAN by submitting Form S2 (Subscriber Details Change) to their associated Nodal Office (PAO/ CDDO/ DTO). Nodal Office can carry out necessary changes in the NPSCAN system (www.npscan-cra.com).

SERVICE REQUEST**1. How can a Subscriber change NPS account details?**

A Subscriber can request for change/ correction in personal details, nomination details, bank details, reissue of I-PIN/ T-PIN/ PRAN Card to the associated Nodal Office. A Subscriber can also update photograph and signature by submitting written request to the associated Nodal Office for onward submission to CRA-FC.

Subscriber needs to submit the following forms for change request:

Form S2 - for change in personal or nomination details or request for re-issue of T-PIN/ I-PIN or Reprint of PRAN card.

Form S7 - Request for change in Photograph and/ or Signature.

2. Can I avail NPS related services online?

Yes, certain services related to NPS can be availed online. These are as follows:

Change of address (correspondence and permanent): using Aadhaar based authentication through OTP.

Change of scheme preference: Govt. Subscribers (for Tier II only) can change their Scheme Preference in CRA system.

Change of mobile number and email: Subscriber can change mobile number and email ID directly by logging into

CRA system using I-PIN or through Mobile App.

Instant reset of I-PIN (Internet Password): Subscriber can reset I-PIN instantly in case I-PIN is locked/ forgotten using either Mobile No. or email ID to receive OTP.

Online view of Statement of Holding (SOH) /Transaction (SOT): Subscriber can view SOH as well as SOT online in CRA system, anytime anywhere by using the password (I-PIN) and need not wait for physical SOT sent on yearly basis. Year wise SOT can also be obtained by calling CRA Call Centre using T-PIN (Telephone Password). SOH and recent contributions can also be viewed by using NPS Mobile App.

ePRAN card view: Subscriber can view, download and print ePRAN card from CRA system, in case of loss of PRAN card issued by CRA.

Aadhaar Seeding: Subscriber can add/ update Aadhaar by logging into CRA System using Aadhaar based authentication through OTP. Such requests needs to be authorized by associated Nodal Office.

Reprint of PRAN card: Reprint PRAN card by logging into CRA System using mobile based authentication through OTP.

EXIT / WITHDRAWAL**1. What is an Exit?**

An exit is defined as closure of individual pension account of the subscriber under National Pension System.

2. When can a Subscriber exit from NPS?

As per PFRDA (Exits & Withdrawals under NPS) Regulations 2015, following Withdrawal categories are allowed:

Upon Normal Superannuation – At least 40% of the accumulated pension wealth of the Subscriber has to be utilized for purchase of an Annuity providing for monthly pension to the Subscriber and the balance is paid as lump sum to the Subscriber.

In case the total corpus in the account is less than or equal to Rs. 2 lakh as on the Date of Retirement, Subscriber can avail the option of complete Withdrawal.

Upon Death – At least 80% of the accumulated pension wealth of the Subscriber has to be utilized for purchase of an Annuity providing for monthly pension to the Spouse and the balance is paid as lump sum to the nominee/legal heir.

In case the total corpus in the account is less than or equal to Rs. 2 lakh as on the Date of Death of the Subscriber (Government sector), nominee/legal heir can avail the option of complete Withdrawal.

Further, if family member opts for family pension, as per the Regulations, all the accumulated pension wealth shall be transferred to the bank account of the Nodal Office for further settlement as per Government directives.

Pre-mature Exit – At least 80% of the accumulated pension wealth of the Subscriber has to be utilized for purchase of an Annuity providing the monthly pension to the Subscriber and the balance is paid as a lump sum to the Subscriber.

In case the total corpus in the account is less than or equal to Rs. 1 lakh as on the Date of Resignation, the Subscriber can avail the option of complete Withdrawal.

3. What options for exit from NPS are available for Subscriber at the time of Superannuation/at the age of 60?

Subscriber can decide to remain invested in NPS (Up to 70 years) or can exit from NPS. Following options are available to NPS Subscribers:

Continuation of NPS account: Subscriber can continue to contribute to NPS account beyond Retirement (Up to 70 years) and avail additional tax benefit on the contribution.

Deferment of Withdrawal: Subscriber can defer his/her Withdrawal and stay invested in NPS upto 70 years of age. Subscriber can defer only lump sum Withdrawal, defer only Annuity or defer both lump sum as well as Annuity.

Start your Pension: If Subscriber does not wish to continue/defer NPS account, he/she can exit from NPS. He/she can initiate exit request online and as per NPS exit guidelines start receiving pension.

4. Where shall Subscriber/Nodal Office find the withdrawal forms? What are the different types of Withdrawal Forms?

You can find the withdrawal form of respective sector from “Form” section available on this website. Based on the different types of Withdrawal request, following forms are made available:

- Superannuation
- Premature
- Death

5. Whether voluntary retirement is treated as pre-mature exit or superannuation?

In the context of NPS, voluntary retirement is treated as pre-mature Exit.

6. What is an Exit Claim ID and what is its relevance?

In case of Superannuation, Exit Claim ID is generated 6 months before the Date of Retirement. It enables nodal office or Subscriber to make any changes (like DOB, address etc.) in the system until one day before Date of Retirement. Withdrawal request cannot be raised without generation of Claim ID.

Generation of Claim ID is not required to process death online Withdrawal request. Nodal office can directly raise the Withdrawal request for death cases., the Subscriber needs to contact the Nodal office for generation of Claim ID for Withdrawal of NPS funds. Generation of Claim ID is not required if Withdrawal request is initiated by Nodal Office.

Generation of Claim ID is not required to process death online Withdrawal request. Nodal office can directly raise the Withdrawal request for death cases.

7. When Nodal Office/Subscriber will be able to initiate online Withdrawal request for retired Subscriber?

Claim ID will be generated by the CRA six months before the Date of Retirement. Once the claim ID is generated, Subscriber/Nodal Office will be able to initiate the online Withdrawal request in CRA system.

Withdrawal request will be processed once the nodal office verifies (if initiated by Subscriber) and authorize the Withdrawal request and Subscriber attains his/her Date of Retirement.

8. Who have to initiate the online Withdrawal request in CRA system?

Online Withdrawal request can be initiated by the Subscribers using I-PIN provided to them. Such requests need to be verified and authorized by the nodal office. In case Subscriber is not able to initiate online Withdrawal request, Subscriber need to submit the physical Withdrawal form along with the required documents to the nodal office based on which Nodal Office will initiate online Withdrawal request on behalf of the Subscriber.

9. How can Nodal Office capture an online Withdrawal request?

For Superannuation Withdrawal: In case Subscriber is not able to initiate online Withdrawal request, Nodal Office can capture (on behalf of Subscriber) the online Withdrawal request six months in advance from the date of Retirement. Nodal Office can initiate the request by logging using I Pin provided into the CRA website (www.cra-nsdl.com) under the menu 'Exit Withdrawal Request'. Nodal Office can refer Demo for capturing online Withdrawal request which is available on CRA website (www.npscra.nsdl.co.in).

For Pre-mature Exit & Death Withdrawal: Nodal Office can initiate the request by logging using I Pin provided into the CRA website (www.cra-nsdl.com) under the menu 'Exit Withdrawal Request'. Nodal Office can refer Demo for capturing online Withdrawal request which is available on CRA website (www.npscra.nsdl.co.in).

10. Can a Subscriber claim for 100% Withdrawal in case of Superannuation and Pre-mature Exit?

Advanced stamped receipt needs to be duly filled and cross-signed on the Revenue stamp by the Subscriber.

In case of Superannuation, a Subscriber can claim 100% Withdrawal if the total accumulated corpus is less than Rs. 2,00,000 at the time of Superannuation/attaining age of 60 years.

In case of Pre-mature Exit, if the total accumulated corpus is less than Rs. 1 Lakh, the Subscriber can avail the option of complete Withdrawal.

11. What are the documents to be obtained from nominee/claimant in cases of death Withdrawal request?

Following documents are to be obtained along with the completely filled Withdrawal forms:

Advanced stamped receipt need to be duly filled and cross-signed on the Revenue stamp by the Claimant.

KYC documents (address and photo-id proof)

Cancelled Cheque' (having claimant's Name, Bank Account Number and IFS Code) or 'Bank Certificate' on Bank Letterhead having claimant's name, Bank Account Number and IFS Code required to be submitted as bank proof. 'Copy of Bank Passbook' can be accepted, however, it should have claimant's photograph, Name and Bank IFS Code on it and should be self attested by the claimant.

Copy of Death Certificate issued by the Registrar of birth and death

NO objection Certificate (NOC) is required to be submitted by the mapped nodal office.

After obtaining required documents, Nodal Office should capture the online Withdrawal request through maker and checker concept. Nodal Office should authorize Withdrawal form & supporting documents and attach covering letter and forward the same to CRA for storage purpose.

12. Can Subscriber avail loan against his/her NPS account?

No, NPS Subscriber can't avail loan against his/her NPS account.

13. Can Subscriber opt for Withdrawal during his/her service period?

Yes, Partial Withdrawal facility is available for NPS Subscribers whereby Subscriber can opt for Withdrawal of certain amount out of his own contribution.

14. What are the conditions for Partial Withdrawal?

Following are the conditions of Conditional Withdrawal:

Subscriber should be in NPS system for 3 years

Withdrawal amount will not exceed 25% of the contributions made by the Subscriber

Withdrawal is allowed only against the specified reasons-

1. Higher education of children
2. Marriage of children
3. For the purchase/construction of residential house or flat in his or her own name or in a joint name with his or her legally wedded spouse. In case, the Subscriber already owns either individually or in the joint name a residential house or flat, other than ancestral property, no Withdrawal under these regulations shall be permitted.
4. For treatment of specified illnesses - suffered by Subscriber, his legally wedded spouse, children **including a legally adopted child and dependent parents.**

**** Withdrawal can happen maximum of three times during the entire tenure of subscription.**

SCHEME PREFERENCE & INVESTMENT OPTION IN TIER I ACCOUNT

1. Is the choice of Pension Fund and Investment Pattern available for Subscriber under Tier I?

As per Ministry of Finance Gazette Notification dated January 31, 2019, the Central Government Subscribers, from April 1, 2019, will have the option of selecting the Pension Funds (PFs) and Investment Pattern in Tier I account. A Subscriber can choose any one of the available PFs and Investment Option as per their choice. If the choice is not exercised by the Subscriber, NPS contributions will be invested in the existing schemes – LIC, SBI and UTI will act jointly as default PFs as per the guidelines issued by the Government of India/ PFRDA. For more details on 'Investment Option', please refer 'Information on Scheme Preference' available on CRA website (www.npscra.nsdl.co.in).

2. Is the choice of Pension Fund and Investment Pattern can be exercised at the time of registration under NPS?

Yes, a Subscriber is allowed to select the Pension Fund and Investment Pattern as per his/her choice at the time of registration under NPS. The Subscriber is required to provide the relevant details in the Subscriber Registration Form (CSRF).

3. What are the Investment Options available for Subscriber under Tier I?

The Subscriber can select any one of the following investment schemes:

Scheme G : 100% of contribution will be invested in Government Bonds and related instruments.

Scheme LC 25 : It is the Life cycle fund where the Cap to Equity investments is 25% of the total asset.

Scheme LC 50 : It is the Life cycle fund where the Cap to Equity investments is 50% of the total asset.

If the choice is not exercised by the Subscriber, NPS contributions will be invested in the existing schemes - LIC, SBI and UTI as per the guidelines issued by the Government of India/ PFRDA. For more details on 'Investment Option', please refer 'Information on Scheme Preference' available on CRA Website (www.npscra.nsdl.co.in).

4. How can a Subscriber change a Scheme Preference?

There are two options available to the Subscriber – Online as well as offline.

Online : The Subscriber can change Scheme Preference online through his/her NPS account log-in. Subscriber can follow the simple steps as given below::

- a. Go to his/ her NPS account and log-in. Superannuation
- b. Click on sub menu “Scheme Preference Change” under main menu “Transaction”.
- c. Select Tier type and change the Scheme Preference as you intended to do.

Alternatively, the Subscriber can also submit physical request (Form GOS-S3) to his/her associated Nodal Office. The form GOS-S3 can be freely downloaded from CRA Website. On receipt of physical request, the Nodal Office will update the Scheme Preference in the CRA system.

5. How many times a Subscriber can change ‘Scheme Preference’?

Yes, you have the option to change your Pension Fund Manager. At present, the Subscriber can change the Pension Fund Manager once in a Financial Year.

6. What will happen to the contributions accumulated in NPS account till March 31, 2019?

The legacy contributions i.e. contributions accumulated in NPS account till March 31, 2019 will remain invested in the existing schemes – LIC, SBI and UTI will act jointly as default PFs as per the guidelines issued by the Government of India (GOI)/ PFRDA. Redemption and transfer of accumulated contributions will be carried out once guidelines and modalities are provided by GOI/ PFRDA.

7. Will there be any change in the Transaction Statement?

Yes. Transaction Statement will undergo a change for the PRANs having legacy contributions i.e. contributions accumulated in NPS account till March 31, 2019. For the Subscribers who have opted new schemes, the Investment details of the legacy schemes and of the new scheme will be shown in two separate tables in the Transaction Statement.

New Pension Scheme promises to provide a solution to the problem of inadequate income after retirement. For employees joined on or after 01.04.2010, for whom the scheme is mandatory, it marks a shift from defined benefit to a defined contribution regime.

Individual choice and portability of pension accounts are two distinguishing features of the NPS.

Under the NPS, a subscriber will not only have the option of choosing her fund manager and investment pattern, but also have the choice of switching between fund managers as well as investment options.

Other defined contribution pension scheme offers this flexibility and freedom. There are no entry and exit loads.

Apart from availability of individual choice to account holders under the NPS, the centralized accounting and administrative infrastructure based on a specialized and custom-built IT platform will facilitate quick and seamless movement of funds across fund manager.

A word of caution, however is that, mere availability of a right to exercise individual choice is not a sufficient condition for unshackling the pension sector. The pre-requisite for translation of this vision into reality is that the freedom to choose is exercised in an informed manner.

Introduction of New Pension Scheme in Banks has done away with concept of Provident Fund Scheme for those employees who joined the Bank after 01.04.2010

Entitlement Officers (Direct Recruitment)

DURING PROBATION

Taking into account the increase in retirement and the average age of officer employees, bank has already commenced the process of direct recruitment of Officers under various scale. These officers have to undergo a probation period of one year (reduced from 2 years in vogue earlier) to enrich their knowledge of practical banking.

Following are the list of facilities available and not available to the Officers recruited direct during their probation period.

ELIGIBLE FACILITIES :

1. On completion of training at Chennai, to report at the place of their posting, reimbursement upto the cost of Second A/C train fare for SELF.
2. Halting Allowance for the above journey time, as applicable to respective Scale (Refer Chapter No.8 of this Book).
3. Actual Journey time (duration of journey) permitted as duty.
4. Conveyance Allowance as applicable to respective Scale (Refer Chapter 11 of this Book).
5. Medical Aid as applicable to respective Scale (Refer Chapter No.24 of this Book).
6. 150% of HRA by producing rent receipt.
7. Reimbursement of mobile/cell phone charges on DECLARATION BASIS every month (REF. Chapter 11 of this Book).

LEAVE :

8. Entitled for 12 days Casual Leave in a calendar year which can be availed only on pro- rata basis (eligible month wise) and not in advance.
9. Privilege Leave can be availed only after expiry of 11 months of joining the service.
10. Sick leave can be availed only after expiry of 12 months of joining the service.
11. For officers joined on or after 01.08.2011, the leave records will be maintained at the respective Regional Office/s. For those officers who joined prior to 01.08.2011 the leave records are maintained at PAD (Supervisory Section, Central Office).

FACILITIES NOT ELIGIBLE:

1. Reimbursement of expenses from their home to Staff College, Chennai for joining the Bank service.

2. Joining time after induction course at the place of posting.
3. Halting Allowance for 15 days.
4. Transfer Allowance.
5. Bank owned or leased Quarters / Furniture
6. Reimbursement of House Maintenance Allowance
7. Reimbursement of cost of News Paper.
8. Reimbursement of Entertainment Allowance.

Bank has given approval to extend the facilities during Probation period itself to officers who joined the bank under lateral recruitment (Scale II and above) at par with confirmed officers w.e.f 28.03.2019 **(REF:-EST/60/2019-2020 dated 22.04.2019 issued by HRMD- IR Section).**

1. Reimbursement of Conveyance Expenses
2. Reimbursement of Newspaper cost
3. Reimbursement of Telephone/ Mobile expenses
4. Entertainment Expenses
5. Bank owned quarter or Leased accommodation including Rental advance & Brokerage.

A Members' Contribution to Posterity





Bank Bachhao

DESH BACHHAO