

INDIA NON JUDICIAL



सत्यमेव जयते

Government of National Capital Territory of Delhi

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Certificate No. : IN-DL49133768788089X
Certificate Issued Date : 12-Mar-2025 12:11 PM
Account Reference : IMPACC (IV)/ dl939303/ DELHI/ DL-DLH
Unique Doc. Reference : SUBIN-DL93930340515846476142X
Purchased by : STATE BANK OF INDIA
Description of Document : Article Others
Property Description : Not Applicable
Consideration Price (Rs.) : 0
(Zero)
First Party : INDIAN COAST GUARD
Second Party : STATE BANK OF INDIA
Stamp Duty Paid By : STATE BANK OF INDIA
Stamp Duty Amount(Rs.) : 100
(One Hundred only)

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₹100

Please write or type below this line

IN-DL49133768788089X

MEMORANDUM OF UNDERSTANDING

This Memorandum of Understanding (MOU), is executed on 19th March 2025 between



नरेन्द्र सिंह / Narendra Singh
उपमहानिरीक्षक / Deputy Inspector General
प्रधान निदेशक (प्रशासन)
Principal Director (Adm)

Rangine Luke



The banker to every Indian

1. The authenticity of this Stamp certificate should be verified at www.shclstamp.com or using e-Stamp Mobile App of Stock Holding. Any discrepancy in the details on this Certificate and as available on the website / Mobile App renders it invalid.
2. The onus of checking the legitimacy is on the users of the certificate.
3. In case of any discrepancy please inform the Competent Authority.

Indian Coast Guard, represented by DIG Narendra Singh, TM, Principal Director (Administration), Coast Guard Headquarters at National Stadium Complex, New Delhi (hereinafter called the "Indian Coast Guard" which expression shall unless the context otherwise requires, include its successors and permitted assigns of the ONE PART

AND

State Bank of India (SBI), a statutory body constituted under the State Bank of India Act 1955 and carrying on the business of banking, having its Corporate Centre at State Bank Bhavan, Madame Cama Road, Nariman Point, Mumbai (hereinafter called 'SBI' and / or the "Bank" which expression shall unless the context otherwise requires, include its successors in business) **through Ms Ranjana Sinha, General Manager (NRI & SP)**, Corporate Centre, Mumbai of the OTHER PART

WHEREAS

- a) **State Bank of India (SBI)** possessing technologically advanced infrastructural facilities has offered to provide banking services as detailed in the MoU and Annexures to the Indian Coast Guard personnel maintaining their salary accounts with the Bank.
- b) The Indian Coast Guard in its efforts to make available modern banking facilities to its personnel has decided to accept the proposal submitted by SBI.

SBI and Indian Coast Guard may be individually referred to as "Party" and collectively as "Parties".

Now therefore this Memorandum of Understanding witnessed as under:

Both parties have agreed as follows:


1. Period of MOU:

This MOU shall be operative for a period of three years w.e.f. 19.03.2025 and will be in force till 18.03.2028, unless terminated earlier or till the next MoU is signed, as mutually agreed by both parties. However, the MOU shall be reviewed by SBI every year for any amendment/ addition/ deletion of features of the Salary package.

2. Salary Accounts:

- (a) Existing salary accounts of officers and below Officers Rank and Pensioners of Indian Coast Guard will be converted under Indian Coast Guard Salary Package (ICGSP)/ ICGSP-Pension subject to an application-cum-undertaking to be submitted by the respective account holder as per specimen attached in **Annexure-I**.




नरेन्द्र सिंह / Narendra Singh
उपमहानिरीक्षक / Deputy Inspector General
प्रधान निदेशक (प्रशासन)
Principal Director (Adm)
तटरक्षक मुख्यालय, नई दिल्ली-110001
Coast Guard HQrs, New Delhi-110001



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(b) The Account holders should check whether their account is properly categorized as per their eligibility, as Salary Package benefits are linked to product code of Salary Package accounts. Discrepancy observed, if any, should be brought to the notice of concerned Branch immediately.

(c) A 'No Dues Certificate' subject to the extant norms of SBI, will be issued by SBI in the event of a ICGSP Account holder is desirous of changing his/ her account to another Bank for credit of salary. Specimen of application for 'No Dues Certificate' is as per **Annexure- II**. Indian Coast Guard shall entertain such request for change to another Bank only upon submission of the SBI's "No Dues Certificate" by the personnel.

3. **Improvement/ Upgradation of Campus Branches** : SBI will endeavor to establish/ renovate Indian Coast Guard Campus or nearby Branches as and when required and provide latest technology to facilitate simple and efficient operation of accounts. Indian Coast Guard will provide sufficient space and necessary permission, wherever required.

4. **Indian Coast Guard Salary Package (ICGSP):**

The facilities will be provided under Indian Coast Guard Salary Package (ICGSP) to Indian Coast Guard personnel as per attached **Annexure-III** depending upon the variant of account. Benefits of Indian Coast Guard Salary Package will not be available in cases where salary being credited, however the accounts are not categorised as ICGSP (Gold / Diamond / Platinum).

5. **Loan facilities:**


(a) State Bank of India will provide loans to eligible Indian Coast Guard Salary Package account holders. Loan will be sanctioned solely at the discretion of the Bank and will be subject to fulfillment of conditions as laid down by the Bank from time to time.

(b) Indian Coast Guard does not undertake any liability for loans given by SBI to Indian Coast Guard personnel in their individual capacities. However, Indian Coast Guard will provide information about defaulters as regards their current posting/ postal address maintained in the records.

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

7. **Termination:** This MOU may be terminated by either party by giving three months' notice of termination in writing to the other party. In the event of termination or expiry of the term of the MOU, the disbursement of salaries to the individual account holders may be done through the same account, but without the Salary Package benefits as offered through this MoU.




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उपमहानिरीक्षक / Deputy Inspector General
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Principal Director (Adm)
तटरक्षक मुख्यालय, नई दिल्ली-110001
Coast Guard HQrs, New Delhi-110001

8. The Indian Coast Guard Salary Package will also be extended to the pensioners of Indian Coast Guard in case they choose to draw their pensions through SBI. The features of the Personal Accident Insurance cover will be different from serving Personnel, as explained in Annexure-III (A).

9. Family Pensioners of Indian Coast Guard are also extended various features as explained in Annexure-III (B).

10. Awareness and engagement : The Bank is committed to create awareness amongst the Coast Guard Personnel at various establishments/ locations about Banks' products, investment opportunities through engagement programmes. Such programmes will be anchored by Defence intensive branches, Relationship Manager (Defence Banking), Defence Banking Advisors etc.

11. Defence Banking Complaint Redressal and Review Mechanism:


A Complaint Redressal Mechanism has been structured for Indian Coast Guard and the Bank has appointed a Defence Banking Advisor (Navy & CG) to co-ordinate. The DBA will act as a conduit between the Indian Coast Guard establishments and the Bank and ensure that complaints are passed on/ directed to the concerned Circle and shall monitor the same until resolution.

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

12. Personal Accident Insurance (Death) {PAI}/ Total Permanent Disablement (PTD)/ Permanent Partial Disablement (PPD) Cover / Air Accident Insurance (Death) {AAI} Cover :

All Personal Accident Insurance (Death / Disablement) claims of the Indian Coast Guard Salary Package account holders should be submitted by the claimant in the proper forms along with the relevant documents as prescribed by the Insurance Company with whom SBI has a tie-up; the tie-up being subject to annual review and renewal. The details of the appointed insurance company with which bank has arranged the accidental insurance policy, have been placed by SBI on Bank's website <https://bank.sbi/web/salary-account/accident-insurance> which can be accessed by the personnel of Indian Coast Guard for getting know how of terms and condition of personal accidental insurance benefits and related claim process / grievance mechanism thereon. The Insurance Company, after receipt of claim papers from the claimant, will initiate the process of claim settlement. All the correspondence related to claim will be directly taken up between the Insurance Company and the claimant. All the settlement/ disputes will be between the claimant and the insurance company, and the Bank will not be a party to such disputes arising out of claim settlement process or the decision of the insurance company on any of the claims. Claims will be settled by the Insurance Company independently as per




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Terms and Conditions of the Insurance Policy. A Broker hired by SBI will monitor and assist in early settlement of all legitimate claims the detail of which are also placed on bank's website. General term and conditions of Personal Accident Policy, in brief, placed as **Annexure-IV**.


13. Group Term Life Insurance Cover:

- a) All Group Term Life Insurance (Death) claims of the Indian Coast Guard Salary Package account holders should be submitted by the claimant in the proper forms along with the relevant documents as prescribed by the Insurance Company with whom SBI has a tie-up; the tie-up and continuation of covers being subject to annual review and renewal of the policy.
- b) On receipt of the complete set of claim documents the insurance company will settle the life insurance claims independently. All the settlement / disputes will be between the claimant and the insurance company; and the Bank will not be a party to any disputes arising out of claim settlement process or the decision of insurance company on any of the claims. The brief details of insurance policy has been placed as **Annexure-V**.
- c) Parties understand and agree that the personal data of the salary package account holders will be shared by SBI with the third-party companies/entities offering the special features or complimentary benefits related to the said Indian Coast Guard Salary Package accounts and also that such sharing will be in accordance with the applicable laws on sharing of personal data (including the Digital Personal Data Protection Act, 2023, as and when the same is made effective).
- d) A list of all such employees who are eligible for Group Life Insurance Cover under Indian Coast Guard Salary Package will be shared by Indian Coast Guard with designated office of SBI for onward sharing with insurance provider appointed by SBI. Further, a list containing of all new personnel eligible for such coverage and removal of employees becoming ineligible for coverage on account of salary stopped crediting in account/ death/retirement / loss of employer-employee connection due to any reason with Indian Coast Guard, will be shared by Indian Coast Guard, by 5th of every month, for sharing with Insurance Company. The life insurance cover will be applicable with effect from date of addition of accounts with the appointed insurance company and not from the date of providing data by the Indian Coast Guard.

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

15. Amendment: Any provisions of this MOU may be amended, waived, discharged or terminated by an instrument in writing.




नरेन्द्र सिंह Narendra Singh
उपमहानिदेशक Deputy Inspector General
प्रधान निदेशक (प्रशासन)
Principal Director (Adm)
तटरक्षक मुख्यालय, नई दिल्ली-110001
Coast Guard HQrs, New Delhi-110001

16. **Notices:** Each notice, demand or any other communication to be given or made hereunder shall, except as otherwise provided herein, be given or made in writing and may be sent by one party to the other party by Registered Post, hand or official e-mail to the address or such other address and email ID as one party may inform the other in writing.

17. **Miscellaneous:**

a) As the benefit of the Indian Coast Guard Salary Package Account variant are linked to rank, Indian Coast Guard Head Quarter will communicate to all the Indian Coast Guard personnel that as and when there is a change in the rank, the individual will intimate the new rank (with Service Certificate) to the SBI branch where his/ her ICGSP account is maintained.

b) In the event of non - credit of salary / Pension / Family Pension for more than three months in the ICGSP/ ICGSP-Pension/ Shaurya Family Pension account or default in loan accounts, Bank has the discretion to convert such account to normal Saving Bank account and shall withdraw all benefits extended to such account holders, without any communication.

c) Benefits to eligible family account holders will be available only to the accounts which will be categorized as "SBI Rishtey" accounts in banks system. This needs to be verified by the eligible Family members through Passbook / Internet Banking / Branch. However, benefits attached to family account are also subject to fulfilment of all other conditions related to maintenance of Indian Coast Guard Salary Package account. If account is not categorized properly, Serving personnel and Family members have to submit application with required documents at their Branch of the Bank for categorization of the account properly.

d) Benefits of Salary Package Accounts are available only to ICGSP categorized accounts. The Personnel of Indian Coast Guard to verify / ensure from their Pass Book / Internet Banking/ Branch that their account are categorized under ICGSP (Gold / Diamond / Platinum) as per their ranks. Same way, benefits of Coast Guard – Pensioners will be available only to the Pension Accounts which are categorized as ICGSP – Pension (Gold / Diamond / Platinum) as per their ranks at the time of retirement. This needs to be verified by the Pensioner through Pass Book / Internet Banking/ Branch.

e) Benefits to Family Pensioners will be available only to the accounts which will be categorized as "Shaurya Family Pensioner" accounts. This needs to be verified by the Family pensioner through Pass Book / Internet Banking/ Branch.

f) If account is not categorized properly as mentioned in (d) and (e) above, Serving Personnel / Pensioner / Family Pensioner of Indian Coast Guard has to submit his / her application with required documents at their Branch of the Bank for categorizing the account properly.

g) The Bank will consider installation of ATMs and setting up of branches at locations that are mutually convenient. The Indian Coast Guard on its part will make efforts to provide



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space for setting up ATMs and Branches which is suitable for the Bank's requirements. The space, if available, will be provided on rent as mutually agreed by both the parties. If **Indian Coast Guard** is unable to provide so, **State Bank of India** shall try to find the suitable place to set up its ATMs.


h) As regards "**Know Your Customer norms**" as per RBI guidelines, PAN /Form-16 (mandatory) and one Officially Valid Documents (OVDs) to be provided for opening of Bank accounts. These instructions will be governed by directions issued by RBI/ Bank from time to time. Along with PAN and OVD, a Service certificate issued by the authorized signatory from the individual's office, certifying his identity and present address will be acceptable to the Bank.

i) This MOU will be governed by the Laws of India and will be subject to the jurisdiction of the competent courts in New Delhi.

j) The Salary Package is being offered to the Personnel of Indian Coast Guard by the Bank as a comprehensive solution for the purpose of providing various banking services and associated features, are not intended for mobilization of deposits from them.

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


Signed on behalf of
Indian Coast Guard


(DIG Narendra Singh, TM)
Principal Director (Administration)

Signed on behalf of
State Bank of India


(Ranjana Sinha)
General Manager (NRI & SP)

Witness :


(Comdt Manish Kumar)
Joint Director (Administration)


(Pankaj Kumar Jha)
Deputy General Manager (SPA-Govt.)



Application–cum-undertaking to be taken from all account holders new / existing / applying for conversion

The Branch Manager
State Bank of India...
.....Branch

Dear Sir,

Indian Coast Guard Salary Package

(1) Request For Conversion of Saving Bank Account To Salary Package Account & (2) Undertaking from New / Existing Salary Package Account Holders for Sharing of Personal Data with third parties

1. I maintain a SB account with your branch / I intend to open a new Salary Package Account. My account number is *(Strike out whichever is not applicable)*.
2. I am presently employed/ retired from Indian Coast Guard as at my mobile number is My present address is appended below which may please be incorporated in your records for which I am enclosing..... I request you to accept it for satisfying KYC norms as prescribed by your bank along with other KYC document(s) as prescribed by RBI.
3. I am also enclosing Service Certificate/ copy of PPO issued from the office and request you to accept it for satisfying the norms as prescribed by the Bank.
4. In this connection, I request that my existing SB account be converted into eligible Salary Package account. I understand that auto sweep facility can be provided in this account and the special request is being submitted for the same separately *(strike out if not applicable)*.
5. Since I am presently posted at / being posted to I request that my account should be transferred to Branch of SBI for ease of operation. *(Strike out if not applicable)*.
6. I hereby undertake that I shall obtain a 'No Dues Certificate' from SBI in case I desire to shift my account to any other Bank for credit of Salary. I further undertake that I shall not seek to change my Salary Bankers from SBI unless I have liquidated all loans outstanding with SBI.
7. I hereby give my consent to SBI to share my personal data with the companies/ entities offering the complimentary benefits/ special features related to the salary package account for the purposes of availing such benefits/ features.


Yours faithfully,

(Signature)

Date :
Place :
Address:

Name :
Mob. No. :




नरेन्द्र सिंह / Narender Singh
उपमहानिरीक्षक / Deputy Inspector General
प्रधान निदेशक (प्रशासन)
Principal Director (Adm)
तटरक्षक मुख्यालय, नई दिल्ली-110001
Coast Guard HQrs, New Delhi-110001

Annexure-II

The Branch Manager
State Bank of India
_____ Branch

Acknowledged Receipt

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

Date of Receipt
.....

Dear Sir,

INDIAN COAST GUARD SALARY PACKAGE (ICGSP) REQUEST FOR ISSUANCE OF NO DUES CERTIFICATE TO TRANSFER ICGSP ACCOUNT WITH SBI TO ANOTHER BANK

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

2. I request you to issue me a No Dues Certificate as I desire to change my salary bank from where I draw my monthly salary i.e. SBI _____ Branch to _____ Bank for the following reason: _____

3. I further declare that I have no loan(s) outstanding with SBI nor I have stood as guarantor for any loans sanctioned by SBI at my request to others.

Yours faithfully,

Date:

Place:

Name:
(with Rank)
Address

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



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Coast Guard HQrs, New Delhi-110001

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**FEATURES OF INDIAN COAST GUARD SALARY PACKAGE (ICGSP) - FOR
SERVING PERSONNEL OF INDIAN COAST GUARD w.e.f. 04.04.2025**

Eligibility/ Features	Gold	Diamond	Platinum
Eligibility – Indian Coast Guard	Naviks, Uttam Naviks, Pradhan Naviks, Adhikari, Uttam Adhikari, Pradhan Adhikari, Yantrik, Uttam Yantrik, Pradhan Yantrik, Sahayak Engineer, Uttam Sahayak Engineer, Pradhan Sahayak Engineer, Enrolled Followers	Deputy Commandant, Assistant Commandant	Director General, Additional Director General, Inspector General, Deputy Inspector General, Commandant, Commandant (JG)
Min. Balance	NIL (No monthly average balance required)		
Passbook	- Available, - Free Updation		
Auto Sweep Facility	Available on request		
ATM cum Debit Card	International Gold Debit Card	International Platinum Debit Card	
	Issue without charges on request		
	No annual maintenance charges		
	Free Debit card for joint account holder		
	Unlimited free number of transactions across SBI ATMs in India and 10 transactions free per month in other Bank ATMs in India		
Multi City Cheques	- 25 cheque leaves free per month		
Concession in annual locker rent	10% of applicable rate	15% of applicable rate	25 % of applicable rate
Setting up of Standing Instructions wtihin SBI	Free		
RTGS/NEFT Charges	Unlimited Free		
Drafts issue Charges	Free (no restriction on number of free drafts and amount, if issued through Salary Package account)		



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Coast Guard HQrs, New Delhi-110001



Family Savings Account – SBI Rishtey	Spouse, Children, Parents and Sibling are eligible to open “SBI Rishtey” – Family Savings Bank Account. Maximum 4 accounts may be opened under this facility. Following Benefits are available under these accounts:- (i) Zero Balance (ii) Issuance of Debit Card free, AMC free, Unlimited free number of transactions across SBI ATMs in India and 10 transactions free per month in other Bank ATMs in India (iii) Demand Draft Issuance charges free (iv) Auto Sweep facility available (on request) (v) 10% concession in Annual Locker Rent (vi) ₹ 5 lakh Personal Accidental (Death) Insurance cover (Except minors)
Complimentary Insurance Cover (For Serving Personnel) **	
Personal Accident Insurance (Death) Cover	₹ 1 Cr.
Permanent Total Disablement Cover	Maximum up to ₹ 1 Cr.
Permanent Partial Disablement Cover	Maximum up to ₹ 1 Cr.
Group Term Life Insurance Cover	₹ 10 Lakh {Available as per Clause 13 (a,b,c & d) of the MoU}
Additional Covers applicable in case of accidental death, if Personal Accident Insurance (Death) claim is found admissible	<ul style="list-style-type: none"> i. Cost of Plastic Surgery in Burn cases: Maximum up to ₹10 Lakh ii. Transportation of Imported Medicine: Maximum up to ₹5 Lakh iii. Death in coma (more than 48 hours) after accident: Maximum up to ₹ 5 lakh iv. Air Ambulance: Maximum up to ₹ 10 Lakh v. Child Higher Education Cover (for Graduation) age between 18-25 Year, 25% of entitled PAI cover. : Maximum up to ₹ 8 lakh (For Girl child Maximum up to ₹10 lakh) vi. Girl Child Cover for Marriage (Age 18-25 Years) – 20 % of entitled PAI Cover. Maximum up to ₹10 Lakh for two girl children (Maximum up to ₹5 lakh each) or Maximum up to ₹ 5 lakh for 1 Girl Child vii. Family Transportation (cost of travel incurred by immediate 2 family members to reach place of accident): Maximum up to ₹ 50,000 viii. Repatriation of mortal remains: Maximum up to ₹ 50,000 ix. Ambulance charges: Maximum up to ₹ 50,000 x. Personal Loan (Xpress Credit Loan) insurance cover for SBI loan accounts for death in action against Anti National Activities/Terrorist /Naxalite/ Foreign enemy/Ambush: Maximum up to ₹ 10 lakh xi. Additional PAI cover for death in action against Anti National Activities/Terrorist /Naxalite/ Ambush/Foreign enemy : Maximum up to ₹ 10 lakh



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Air Accidental Insurance (Death) cover*	<p style="text-align: right;">₹1.50 Crore</p> <p>i. If Air ticket have been purchased by debit to Indian Coast Guard Salary Package Account through Debit Card/ Cheque / Internet Banking or</p> <p>ii. where ticket is not required to be purchased by the account holder (service/combat/chartered aircrafts of Defence Forces) or</p> <p>iii. ticket is provided by the department for official duty.</p>
** Terms and Conditions apply	
Concession in Processing Charges on Loan for ICGSP Account holders (Serving Personnel) - valid up to 30.06.2027, subject to renewal thereafter	
Home Loan	<input type="checkbox"/> 100% processing fee waived (Property search and valuation fee etc. will be payable)
Car Loan	<input type="checkbox"/> 100% processing fee waived
SBI Personal Loan (Xpress Credit)	<input type="checkbox"/> 100% processing fee waived





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 Coast Guard HQrs, New Delhi-110001

**FEATURES OF INDIAN COAST GUARD SALARY PACKAGE (ICGSP) - FOR
PENSIONER OF INDIAN COAST GUARD W.E.F. 04.04.2025**

PENSIONER OF INDIAN COAST GUARD W.E.F. 04.04.2025

Eligibility/ Features	Gold	Diamond	Platinum
ICGSP – Retired Personnel of Indian Coast Guard (Retired in the Rank)	Naviks, Uttam Naviks, Pradhan Naviks, Adhikari, Uttam Adhikari, Pradhan Adhikari, Yantrik, Uttam Yantrik, Pradhan Yantrik, Sahayak Engineer, Uttam Sahayak Engineer, Pradhan Sahayak Engineer, Enrolled Followers	Deputy Commandant, Assistant Commandant	Director General, Additional Director General, Inspector General, Deputy Inspector General, Commandant, Commandant (JG)
Min. Balance	NIL (No monthly average balance required)		
Passbook	<div>- Available</div> <div>- Free Updation</div>		
Auto Sweep Facility	Available on request		
ATM cum Debit Card	International Gold Debit Card	International Platinum Debit Card	
	Issue without charges on request		
	No annual maintenance charges		
	Free card for joint account holders		
	Unlimited free number of transactions across SBI ATMs in India and 10 transactions free per month in other Bank ATMs in India		
Multi City Cheques	<div>- 25 cheque leaves free per month</div>		
Concession in annual locker rent	10% of applicable rate	15% of applicable rate	25 % of applicable rate
Setting up of Standing Instructions within SBI	Free		
RTGS/NEFT Charges	Unlimited Free		
Drafts issue Charges	Free (no restriction on number of free drafts and amount, if issued through Salary Package account)		




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 उपमहानिरीक्षक / Deputy Inspector General
 प्रधान निदेशक (प्रशासन)
 Principal Director (Adm)
 तटरक्षक मुख्यालय, नई दिल्ली-110001
 Coast Guard HQrs, New Delhi-110001

Complimentary Insurance Cover (For Pensioner) **	
Personal Accident Insurance (Death) Cover	₹ 50 Lakhs
Additional Covers applicable in case of accidental death, if Personal Accident Insurance (Death) claim is found admissible	i. Cost of Plastic Surgery in Burn cases: Maximum up to ₹10 Lakh ii. Transportation of Imported Medicine: Maximum up to ₹5 Lakh iii. Death in coma (more than 48 hours) after accident: maximum up to ₹ 5 lakh iv. Air Ambulance: Maximum up to ₹ 10 Lakh v. Child Higher Education Cover (for Graduation) age between 18-25 Year –25% of entitled PAI cover : Only one child maximum up to ₹ 5 lakh vi. Girl Child Cover for Marriage (Age 18-25 Years) – 20 % of entitled PAI Cover. For only one girl Child maximum up to ₹ 5 lakh. vii. Family Transportation (cost of travel incurred by immediate 2 family members to reach place of accident): Maximum up to ₹ 50,000 viii. Repatriation of mortal remains: Maximum up to ₹ 50,000 ix. Ambulance charges: Maximum up to ₹ 50,000
** Terms and Conditions apply	
Concession in Processing Charges on Loan to Indian Coast Guard Pensioners (valid up to 30.06.2027, subject to renewal thereafter)	
Home Loan	<input type="checkbox"/> 100% processing fee waived (Property search and valuation fee etc. will be payable)
Car Loan	<input type="checkbox"/> 100% processing fee waived
Pension Loan	<input type="checkbox"/> 100% processing fee waived



नरेन्द्र सिंह / Narendra Singh
 उपमहानिरीक्षक / Deputy Inspector General
 प्रधान निदेशक (प्रशासन)
 Principal Director (Adm)
 तटरक्षक मुख्यालय, नई दिल्ली-110001
 Coast Guard HQrs, New Delhi-110001


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FEATURES OF SHAURYA FAMILY PENSION ACCOUNT FOR {FAMILY PENSIONERS OF INDIAN COAST GUARD}

Features	Particulars
Eligibility	Family Pensioner of Indian Coast Guard
Min. Balance	NIL (No monthly average balance required)
Passbook	- Available - Free Updating
Auto Sweep Facility	Available on request
ATM cum Debit Card	Gold Debit Card
	Issue without charges on request
	No annual maintenance charges
	Free Debit card for joint account holders
	Unlimited free number of transactions across SBI ATMs in India and 10 transactions free per month in other Bank ATMs in India
Multi City Cheques	- 25 cheque leaves free per month
Concession in annual locker rent	10% of applicable rate
Setting up of Standing Instructions within SBI	Free
RTGS/NEFT Charges	Unlimited Free
Drafts issue Charges	Free (no restriction on number of free drafts and amount, if issued through Shaurya Family Pension Account)
Pension Loan Processing fee	100% waived for pension loan (valid up to 30.06.2027, subject to renewal thereafter)




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**GENERAL TERMS AND CONDITIONS OF PERSONAL ACCIDENT INSURANCE (PAI)
DEATH / PERMANENT TOTAL DISABLEMENT / PERMANENT PARITAL
DISABLEMENT AIR ACCIDENT INSURANCE (AAI) DEATH**

1. Personal Accident Insurance (Death / Disablement) Cover (PAI) will be available only in case of death / Disablement resulting solely and directly from accident caused by external, violent, and visible means. Accidental death is defined as per IRDA norms/ guidelines. Death / Disablement due to direct war / circumstances traceable to declared war will not be covered.
2. The Personal Accident Insurance Cover will be available to Indian Coast Guard Salary Package customers (Serving and Regular Pensioners).
3. Only Primary Salary Package Account holder will be eligible for coverage under policy (i.e. account holder for whom salary/ pension is being credited). **There should be minimum one Salary/ pension Credit within 90 days prior to the date of accident for claims being eligible.**
4. In case of death / Disablement by accident of a newly recruited Coast Guard Personnel, he /she will be eligible for Insurance benefits immediately after opening of ICGSP Account. However, if salary / Stipend is not being credited in this ICGSP Account after one month from opening of the account, then such customer will not be eligible for Insurance Claims.
5. The benefit of Personal Accident Insurance (Death) Cover {PAI} and Air Accident Insurance (Death) Cover {AAI} will be available to the claimant only if the account is under the Indian Coast Guard Salary Package with appropriate product code as per terms and conditions of Insurance.
6. In case of multiple accounts related to a single CIF, only one account where salary is credited will be taken into consideration.
7. Joint account holders of Salary Package Accounts opened under Indian Coast Guard Salary Package are not included under Free Personal Accident Insurance (Death) Cover {PAI} /Air Accident Insurance (Death) {AAI} Cover.
8. The Personal Accident cover will be available for the beneficiaries even in case of death in a Terrorist/ Naxalite action.
9. Payment of Insurance will not be eligible in respect of death / Disablement:
 - a. from intentional self-injury, suicide, or attempted suicide
 - b. whilst under the influence of intoxicating liquor or drugs
 - c. directly or indirectly caused by venereal disease or insanity
 - d. arising or resulting from the insured committing any breach of the law with criminal intent.



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10. Insurance in respect of death due to bodily injury or any disease or illness of the insured persons is not payable, if :

a) Directly or indirectly caused by or contributed to by or arising from ionising radiation or contamination by radioactive substance from any nuclear fuel or from any any nuclear waste from the combustion of nuclear fuel.

b) Directly or indirectly caused by or contributed to by or arising from nuclear weapon materials.

11. The insurance under this policy shall not extend to cover death disablement resulting directly or indirectly from pregnancy or in consequence thereof.

12. Death due to snake bite will be covered under Personal Accident Insurance (PAI) Policy.

13. Death of Indian Coast Guard Personnel, including their pilots & co-pilots crew members, resulting directly & solely from an injury sustained because of an aircraft accident, in situation which is not declared war, including while conducting rescue operations for civilians during natural disasters like flood, and other such civilian operation, to be covered under the Policy.

14. The Air Accident Insurance (Death) Cover [AAI] claim will be treated as valid claim only if, **Air ticket have been purchased by debit to Salary Package Account using Cheque / Debit Card / Internet Banking, or where ticket is not required to be purchased by the account holder (service/combat/chartered aircrafts of Defence forces) or is provided by the department for official duty.** However, it is noted that total claims under this category will be limited to ₹ 25 Crore for any one Air Accident incident and maximum ₹ 50 crore in one policy year for all SBI Salary Package Accounts.


15. Claimants will submit claims directly to the Insurance Company. The Insurance Company will settle claims independently, as per the Policy terms and conditions. Bank will not be a party to any dispute between the claimant and insurance company.

16. All the eligible claims will be payable by the insurance company and Bank/Broker shall have no liability whatsoever in respect thereof.

17. Claimants or their representatives have to send intimation of insurance claim to the concerned Insurance Company directly. Intimation may be sent by email/ letter within 90 (ninety) days of the death of the Salary Package Account Holder. However, for settlement of claims, the relevant supportive documents as per the arrangement have to submitted by the claimant subsequent to submission of intimation of claim within 180 days of the date of death of salary package account holder. Insurance company will settle the claim as per IRDA guidelines.

18. Death occurred due to High Altitude Condition on duty at High Altitude areas will be eligible for Personal Accidental Insurance (PAI) cover.




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19. In case of Indian Coast Guard Personnel serving in North Eastern states, death due to poisonous insect bite in North Eastern states will be covered under Personal Accident Insurance policy (Mosquito bite is excluded).

20. The beneficiary on death of Primary Salary Account holder shall be as follows: -

i. In case of account opened in single name, the nominee registered in Salary Package account of deceased will be beneficiary for the purpose of insurance claim. (Bank's role will be limited only to certify the names of nominee as per Bank records).

ii. In case, the account is opened as joint account, then the beneficiary will be the surviving account holder(s) for the purpose of insurance claim even if the nominee is available in the account. (Bank's role will be limited only to certify the names of surviving joint account holder(s) as per Bank records).

iii. In case, the account is opened as joint account, in event of death of all the account holders, the nominee, if available, will be the beneficiary for the purpose of insurance claim. (Bank's role will be limited only to certify the names of nominee as per Bank records).

iv. In cases other than i, ii and iii above the claim shall be settled as per the procedure of the insurer. The identification of legal heirs and the authenticity of the claim will be the responsibility of the Insurer.

21. **Permanent Total Disablement (PTD)** : In event of injury occurring solely and directly from accident caused by external, violent and visible means resulting in total permanent disablement, the claim will be settled as per terms and conditions on PTD of Insurance Company.

22. **Permanent Partial Disablement (PPD)** : Where a part of the body becomes permanently disabled (i.e partial loss) due to an accident, the claim will be settled by insurance company as per their terms and conditions.

23. **Payment Of Claim** : Insurance claim amount will be paid in beneficiary's account with State Bank of India only. Claim amount will first be appropriated against loan outstanding with SBI, if loan amount is not covered under another Insurance Policy (Rinn Raksha).

24. **Disclosures** : Details in relation to claim guidelines, escalation matrix of insurance company and insurance brokers, grievance redressal mechanism, claim format etc. have been placed by the bank at bank's website <https://bank.sbi/web/salary-account/accident-insurance> . for information and usage of Personnel of Indian Coast Guard, and also for public at large.




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**GENERAL TERMS AND CONDITIONS OF GROUP TERM LIFE INSURANCE (GTLI)
(DEATH) FOR SERVING PERSONNEL OF INDIAN COAST GUARD**

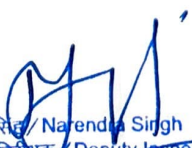
1. **Age Group:** Entry age is 18 years (subject to condition of maintaining Indian Coast Guard Salary Package account with SBI. Maturity Age is 65 years (last birthday) or superannuation whichever is earlier.
2. **All activities** of / at work are covered.
3. The account holders under Indian Coast Guard Salary Package will be covered under the policy on the basis of list of employees provided by the Indian Coast Guard as mentioned under Para 13 of the MoU.
4. 24 hours death risk cover under one-year term insurance plan covering all deaths including suicide is covered from day one subject to addition of the eligible account holder in policy list maintained with the insurance company. The data for which is to be supplied to the insurance company as per the terms of Para 13 of this MoU.
5. No medical examination of individual Salary Package Account holder will be undertaken as it will be a group policy.
6. The claimant of the salary account holder needs to submit claim form along with required documents directly to the Insurance Company.
7. Nominee will not be asked at the time of addition of members or members joining the policy. Claimant / Beneficiary to be decided as under-
 - a) In case of account opened in single name, the nominee recorded in Bank will be beneficiary for the purpose of insurance claim. (Bank's role will be limited only to certify the name of nominee as per Bank records).
 - b) In case, the account is opened as joint account, then the beneficiary will be the surviving account holder(s) for the purpose of insurance claim even if a nominee is available in the account. (Bank's role will be limited only to certify the names of surviving joint account holder(s) as per Bank records).
 - c) In case, the account is opened as joint account, in the event of death of all the account holders, the nominee in salary account in Bank's system, if available, will be the beneficiary for the purpose of insurance claim. (Bank's role will be limited only to certify the names of nominee as per Bank records).
 - d) In case other than A, B, and C, above the nominee shall be the beneficiary in salary account holders service records with the employer, in whose favour terminal dues are paid by the employer, basis certificate issued by the employer to that effect.
 - e) In cases other than A, B, C and D above the claim shall be settled as per the procedure of the insurer. The identification of legal heirs and the authenticity of the claim will be the responsibility of the Insurance Company.




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8. Claims will be processed by the insurance company independently as per the terms and conditions of policy; Bank or Brokers will not be a party to any dispute arising out of claim settlement process at any stage.
9. The Insurance Company should entertain claims where intimation from branch/claimant is received by them by email/ fax/ letter within 90 (ninety) days of the death of the Salary Package Account Holder. The claim will be settled on receipt of required documents at the centralized point of the insurer. All admissible claims where death happens within the Policy period are to be paid by the Insurance Company whether the Policy is subsequently renewed or not.




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