

# “SANDIPANI” ONE PAGE MANAGER

(For Internal Circulation Only)



| <b>‘SANDIPANI’</b>                      |  |          |     |
|---|--|----------|-----|
| One Page Manager (OPM) as on 30.06.2020 |  |          |     |
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**DISCLAIMER**

We have made all our efforts to give you the updated material on the topics covered in the Handbooks, users are requested to refer to the various circulars/guidelines/ instructions issued by HO on the subject. Readers are requested to inform us if any discrepancy is observed in any of the topics covered in the Handbook.

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**“टीम सांदीपनि”**

प्रस्तुति

**“TEAM SANDIPANI”**

**Presentation**

**AFD/01**  
**FARM MECHANISATION**

**Purpose**

Purchase of new or second hand tractor, power tiller, power thresher, power sprayers, power dusters, **chaff cutter other equipments** pickup van, Jeep, **two wheeler, bullock-cart** etc. To transport agricultural inputs & farm products. Loan is also available for repair or renovation of vehicles.

**Eligibility**

Individual farmers having 8 acres of perennially irrigated land for tractor and 5 acres of perennially irrigated land for power tillers. Depending upon the scope of custom hiring and cropping pattern, land holding criteria may be considered at 5 acres and 3 acres for tractors and power tillers respectively with prior permission of Zonal Managers.

**Agro Service Centres run by technically qualified entrepreneurs for acquiring farm machinery.**

**Quantum of Finance**

As per cost of the vehicle (It is to be ensured that the Tractor/ Power Tiller has necessary commercial test report as per BIS Code issued by the Central Farm Machinery Training and Testing Institute (CFMTTI), Budni, Madhya Pradesh. The Power Tillers meeting the Minimum Performance Standards (MPS) alone will be considered eligible for refinance from NABARD).

**Margin**

(a) New Vehicle - Loan upto Rs. 1,60,000- Nil Margin

Loan above Rs. 1,60,000/- 15% to 25%

(b) Second hand tractor - 33.33%

(c) Repair / renovation - 25%

**Rate of Interest:** Please refer to the H.O. Br. Circular issued from time to time.

**Repayment:**

| <b><u>Type of Machine</u></b> | <b><u>Maximum Repayment Period</u></b> |
|-------------------------------|--|
| New Tractor                   | 9 years                                |
| New power tiller              | 7 years                                |
| Second hand tractor           | 4 years                                |
| Other Machinery               | 3 to 5 years                           |
| Repair, Renovation            | 3 to 5 years                           |

**Security**

Loan upto Rs. 1,60,000/- Hypothecation of machinery & Bank charge to be registered with RTA.

Loan above Rs. 1,60,000/-

(i) Hypothecation of Machinery & Bank charge to be registered with RTA.

&

(ii) Mortgage of land or Declaration as per Agril. Credit Act or collateral security of adequate worth.

**Document to be obtained from the Borrower:**

- (i) Photograph
- (ii) Proof of identification
- (iii) Land Record
- (iv) Quotation of approved tractor/implements/ vehicle

NABARD guidelines for selection of make, minimum performance standards/ commercial test report you may refer *B.C No 101/104 Dt 31.08.07*

*Some Other General Agriculture Circulars:-*

*SLBC- HO BC 110/119 dtd.5.10.2016.Natural Calamities-Relief Measures- HO BC 110/202 dtd.23.1.2017, Margin & Security norms – HO BC 107/18 dtd. 27.4.2013. KCC Insurance Cover Br. Cir: 110/141 dated 21.10.2016, KCC & Term Loan Fraud- Cir. No.2016-17/124 dtd.13.2.2017 &2016-17/111 dtd. 3.1.2017.. Agriculture Loan Products- HO BC -106/117 dtd. 1.11.2012. Agriculture Loan Application/Proposal Forms- HO BC 110/192 dtd. 3.1.2017. Financing Bee keeping BC 111/23 dt.8.5.2017 HO, BC 111\92 dtd.04.09.2017 Clarifications on interest subvention: IOM - HO/BU-Rural/DSR/939 dated 24.01.2018 "HO: BU-FI IOM No. 2018-19/05 dated 10.04.2018 on "Gram Swaraj Abhiyan" HO, BC 112/55 dtd. 17.7.2018 Master circular on KCC, HO BC 112/48 dtd. 6.7.2018 & 112/53 dtd. 16.7.2018 Priority Sector Targets, May2018 Advance Copy of BC on CPS-Rural as Agricultural Banking Centre (ABC) Circular letter*

2018-19/102 dtd. 17.12.2018 on PM Fasal Bima Yojana, Cir. letter 2018-19/97 dtd.15.12.2018 on Area Based scheme for financing farmers for purchase of milch cattle under tie-up arrangement with Dairy Units, under MOU, HO BC 112/127 dtd 07.12.2018 on financing for (a) Cultivation of sugarcane (Basal Dose) (b) Harvesting and Transportation (H&T) of sugarcane- under tie-up arrangements with sugar factories, RBI's master circular ref. 2019-20/05 dtd. 01.07.2019 on Deendayal Antyodaya Yojana-National Urban Livelihoods Mission (DAY-NULM- for latest reference). 113/60 dtd. 25.06.2019 DAY-NULM. 113/81 dtd. 18.07.2019-Soft Loan to Sugar Mills. 113/71 dtd. 10.07.2019 Credit facilities to Minority Communities. 113/72 dtd. 10.07.2019 SHG-Bank Linkage Programme. 113/75 dtd. 10.07.2019 Credit facilities to SC/ST. 113/73 dtd. 10.07.2019 Lead Bank Scheme. 113/74 dtd. 10.07.2019 DAY-NRLM. Cir 2019-20/34 dtd. 05.07.2019 Star Sugar Pledge Scheme. Cir 2019-20/35 dtd. 05.07.2019 Campaign to saturate farmers with KCC. Cir 2019-20/71 dtd. 27.09.2019 Submission of online subsidy applications under AMI. BC 113/128 dtd. 27.9.2019 Priority Sector Lending-Exports Credit. BC 113/150 dtd.14.11.2019 Product Innovation & Growth Promotion Cell for Agriculture at identified centres of NBGs. BC 113/181 dt.9.1.2020 Priority sector, 113/182 dt.9.1.2020 Food Credit, 113/210 dt.15.2.2020 Policy-Lending to Sugar Industry.BC 114/11 dt.07.04.2020 Kisan Tatkal Loan Scheme-Covid19, valid upto 30.06.2020. Cir.2020-21/15 dtd.05.06.2020 Intt. Subvention, extended upto August 2020. Cir. 2020-21/16 dtd.05.06.2020 Star-GECL-Allied Agriculture Activites (PMMY) also covered. Cir.2020-21/19 dtd.15.06.2020 NABARD-ENSURE Portal.

**TOP**

**AFD/02**  
**MINOR IRRIGATION**

**Purpose:-**

Lift irrigation, well irrigation, electric motor & pump set, diesel engine, construction of pump house, construction of water delivering channel, payment of deposits to state electricity board, sprinkler irrigation, drip irrigation. Any other type of need based facility/construction suitable to the topography of the agricultural field

**Eligibility:**

Individual farmers, Group of farmers, co- operative societies of farmers.

**Quantum:**

As per unit cost approved by NABARD.

**Margin:**

Loans up to Rs. 1,60,000 NIL

Loans above Rs. 1,60,000 15% to 25%

**Rate of Interest:** Please refer to the H.O. Br. Circular issued from time to time

**Repayment:**

| <b><u>Activity</u></b>      | <b><u>Repayment Period</u></b> | <b><u>Moratorium</u></b> |
|-----------------------------|--------------------------------|--------------------------|
| Dugwell with Pump set       | 11-15 Years                    | 23 Months                |
| Deepening of Well           | 5 Years                        | 11 Months                |
| Pumpset / Oil Engine        | 9 Years                        | 11 Months                |
| Bore Well                   | 11-15 Years                    | 11 Months                |
| Sprinkler / Drip Irrigation | 10-15 Years                    | 11 Months                |

(Repayment in Yearly Installment as per cropping Pattern)

**Security:**

Loan up to Rs. 1,60,000/- Hypothecations of assets purchased out of banks finance.

Loan above Rs. 1,60,000/- :-

- i) Hypothecation of assets purchased out of bank finance.
- ii) Mortgage of land or declaration as per Agri. credit act. or collateral security of adequate worth.
- iii) Third Party Guarantee, if stipulated.

**Document to be obtained from the Borrowers:-**

1. Photograph
2. Project Report
3. Land records
4. Proof of Identification

For financing pump set under minor irrigation, it may not be necessary for submission of project report by the proponent as under schematic lending; branches to follow the scheme approved by the NABARD for that region.

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**AFD/03**  
**DAIRY DEVELOPMENT**

**Purpose:**

- (1) To establish small dairy unit with 2 to 4 milch cattle.
- (2) To establish new medium /large unit.
- (3) Collection, processing, distribution of milk & manufacturing of milk products.
- (4) Purchase of improved/crossbred milch cattle.
- (5) Construction of cattle shed.

**Eligibility**

Farmer, Agriculture labours, registered partnership firm, limited companies, dairy co-operative societies, SHGs (For Commercial Dairy, submission of project report is necessary).

**Quantum of finance:** As per unit cost approved by NABARD / Project Cost.

**Type of facility:** Term Loan/ Working Capital.

**Security**

Loan upto Rs. 1,60,000/- = Hypothecation of live stocks etc.

Loan above Rs. 1,60,000/- = (i) Hypothecation of live stocks (ii) Mortgage of land or declaration as per agri. Credit act or collateral security of adequate worth. Third party guarantee if stipulated.

**Margin**

Loan upto Rs. 1,60,000/- = NIL

Loan above Rs. 1,60,000 = 15% to 25%

**Rate of Interest:** As per interest rate decided by the Bank from time to time.

**Repayment**

To be repaid within 5 to 6 years with 2 to 3 months moratorium period.

**Documents to be obtained from the Borrower:-**

- (a) Photograph
- (b) Project report
- (c) Land records
- (d) Proof of identity

For financing to establish a small dairy unit with 2 or 4 milch cattle, it may not be necessary for submission of project report by the proponent as under schematic lending, branches to follow the scheme approved by the NABARD for that region. For commercial dairy, submission of project report is necessary.

**Note: Please also refer to NABARD – Dairy Entrepreneurship Development Scheme (DEDS) – NABARD ref. no. NB (DoR)/GSS/319 DEDS-4/2016-17 dtd. 18.05.2016** Cir. letter 2018-19/97 dtd.15.12.2018 on Area Based scheme for financing farmers for purchase of milch cattle under tie-up arrangement with Dairy Units, under MOU

**TOP**

**AFD/04**  
**POULTRY DEVELOPMENT**

**Purpose**

Establishment of small poultry (layer or broiler) units of 200 to 500 birds as subsidiary occupation by the farmers and agricultural labourers.

Individual registered partnership firms, limited companies and registered co-operative societies having necessary trained and technical personnel and management experts for running following commercial poultry units –

- ✓ Establishment/ expansion of layer farm/ broiler farm.
- ✓ Establishment/ expansion of hatchery farm.
- ✓ Establishment/expansion of production-cum-processing units.

**Eligibility:**

Individual Farmers, Agricultural Labours who are experienced/ trained in poultry management, Individual Registered Partnership Firms, Limited Companies, etc., are eligible for bank credit for large poultry units. These units should have trained/ technically qualified personnel for running the unit.

**Quantum**

Amount of finance depends upon the type and size of the poultry farm.

**Margin**

Loan upto Rs. 1,60,000/--- Nil

Loan above Rs.1,60,000/-- 15% to 25%

**Type of Loan**

Term Loan & working capital

**Security**

Loan upto Rs. 1,60,000/- ---Hypothecation of live stocks & others.

Loan above Rs.1,60,000/- -- (i) Hypothecation of live stock & others.

(ii) Mortgage of land.

**or**

Declaration as per Ag. Credit Act. **or** Collateral security of adequate worth Suitable Third Party Guarantee if stipulated.

**Rate of Interest:** Please refer to the H.O. Br. Circular issued from time to time.

**Repayment**

|               | <b>Repayment</b> | <b>Moratorium</b> | <b>Installment</b> |
|---------------|------------------|-------------------|--------------------|
| Layer Unit    | 6 to 7 years     | 6 to 7 months     | Monthly            |
| Broiler Unit  | 6 to 7 years     | 3 months          | Monthly/ Quarterly |
| Hatchery Unit | 6 to 7 years     | 7 to 8 months     | Monthly            |

**Document to be obtained from the Borrower:-**

1. Photograph, 2. Project report, 3. Land records, 4. Proof of identity

**Security Documents to be obtained by the Branch:-**

(1) Composite Hypothecation Agreement (CHA-1) (CHA-1 should contain **clauses on non-diversion of funds and securitisation**, otherwise annexure (Br Cir No 97/186 dated 8.3.2004 is to be obtained).

(2) L-515

(3) Equitable or Legal Mortgage or Deed of Declaration of charge on land wherever stipulated.

(4) Third Party Guarantee (OD-194), where stipulated.

**AFD/05**

**TOP**

**SCHEME FOR FINANCING COMMODITIES HELD  
IN THE FORM OF WARE HOUSE RECEIPTS**

|                           |   |
|---------------------------|---|
| <b>Objective</b>          | To provide farmers an opportunity to realize a fair price on seasonal crops by providing sufficient cash for their farm/off farm needs during storage of farm produce until better market price is available within a period of one year. Sector: Direct Agriculture Scheme Code : 116  |
| <b>Eligibility</b>        | Individual farmers (owner/tenant farmer, sharecropper, etc.), group of farmers (JLGs) not exceeding four, engaged in production. Of crops suitable for storage in warehouse/godown/cold storage/regulated market yards/farm house etc., Farmers enjoying KCC facility as well as non-borrower farmers are eligible. ZO to decide the branches authorized to finance under the scheme. |
| <b>Facility</b>           | Demand Loan/cash credit to be repaid within 12 months from the date of disbursement generally against Warehouse receipts issued by WDRA. But now the scheme is applicable even for warehouse receipt issued by non-approved warehouses. (Please see Br. Circular letter <u>2013-14/154</u> dated 14.11.2013.  |
| <b>Quantum of finance</b> | Margin at 30% of the market value of the farm produce for WDRA accredited warehouse & 40% for non-accredited, Max. Rs.50.00 lakh. The value to be worked out on the basis of cropped area, average yield in the district and prevailing market rates at the time of sanction.   |

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|                         |   |
|-------------------------|---|
| <b>Rate of interest</b> | Please refers or Br. Cir. Issued from time to time. Small/ Marginal Farmers – who are enjoying KCC facility may get Interest subvention for maximum period of 6 months – upto a limit of Rs. 3 lakh.  |
| <b>Disbursement</b>     | Upon execution of security documents and deposit of ware house/cold storage receipts and after Bank’s Lien /charge, registration with authorized warehouse and cold storage.  |
| <b>Security</b>         | A. Against Pledge of warehouse receipt: DP Note, AG 15, L516, Pledge of WHR duly discharged by the borrower with Bank’s Charge/lien, OD 159 (letter of Pledge) or Where Pledge attracts advalorem stamp duty undertakings/agreement devised by HO., Legal Dept. (copies available with Br.Cir.106/136 dated 05.12.2012, Letter from borrower authorizing Bank to engage services of Collateral Management Agencies (expenses in this regard to be borne by the borrower).<br>Undertaking from the borrower to maintain stipulated margin at all times and deposit necessary amount in case of shortfall in the value of security stored in the warehouse.<br>B. Against hypothecation of farm produce stored in the premises of the farmer (only in the case of existing borrowers enjoying Crop Loan facility): DP Note, AG 15, CHA1, Third party Guarantee (OD 194), Extension of EQM (value of security (RVS) should be 200 % of the total loan given to the borrower. |
| <b>Risk Mitigation</b>  | Business to be undertaken by branches authorized by Zonal Manager. The authorised branches have to obtain the signatures of authorised officials of the warehouses in their area of operations to verify the authenticity of the warehouse receipt/ noting of our charge on the commodities covered.<br>B. Similarly the branches have to send the signatures of authorised officials of the bank who would be signing the letters authorising release/ sale of the commodities stored to facilitate prompt action.<br>Warehouse/Godown should get accredited with WDRA within three years from considering loan against its warehouse receipts failing which further finance should not be considered.   |

There can be instances where the Warehouse Receipts are in non-physical form, generally when the lodger of commodities desires to trade through the Commodity Exchange. Such receipts are also acceptable and lent against subject of course to the condition that Bank’s pledge rights are recorded with the issuer of such receipt. (Please also refer HO BC 107/188 dtd. 11.01.2014).

**TOP**

**AFD/06**

**KISAN CREDIT CARD**

*HO BC 112/55 dtd 17.7.2018*

**ELIGIBILITY:-**All farmers –Individuals/Jt. Borrowers who are owner cultivator, tenant farmers, Oral Lessees, Share croppers, SHG/JLG of farmers, tenant farmers, oral lessees, share croppers from the operational area

**PURPOSE:-** a) Short Term Credit for crop production, b) Post harvest activities, c) Produce Marketing Loan, d) Consumption Credit Requirement, e) working capital requirement for repairs and maintenance of farm equipments and for allied activities and also for f) investment credit requirement for agriculture and allied activities. For activities, “a” to “e” will form short-term credit and the activity “f” will form long-term credit requirement.

**QUANTUM OF FINANCE:**

For All farmers other than Marginal farmers:

**A.** Short Term Credit Needs: First year: Scale of finance X (multiplied by) Extent of Cultivated area + 10 % for post harvest + 20 % for repairs and maintenance of farm assets, insurance, etc. Please note the first year limit is the base for next 4 years. Hence care should be taken to work out the first year limit for all crops and for all seasons i.e. amount as per scale finance multiplied by acres plus another 30 % on it for post harvest and repairs of farm assets.

For Second and next 3 subsequent years (upto 5 years): The amount arrived in earlier year + 10 % for cost escalation for every year. The 5th year limit will be cumulative limit arrived by adding stepwise every year limit. *(See the illustrations annexed to Br. Cir. 107/16 dated 16.04.2013).*

**B. Long term for capital Assets:** The farmer needs to Plan next 5 years investment (for land development, minor irrigation, purchase of farm equipments and allied agricultural activities). The total for the current year plus all the subsequent 4 years for investment in capital assets will be taken as funds needed under Long Term Credit Needs.

Additional limit may be sanctioned for the purpose of Produce Marketing/storage, but, it should be given within the cap of overall KCC limit. It should be given as a short term loan repayable within 12 months.

**C. Maximum Permissible Limit:** The short-term loan limit arrived for the 5th year (cumulative for all the five years) plus the estimated long term loan requirement for all the five years (minus repayment of TL installments every year) will be the Maximum Permissible Limit (MPL) and treated as KISAN CREDIT CARD LIMIT.

Fixation of Sub-limits: **1.** Short Term Cash Credit Limit (with another sub-limit within the said sub-limit for Produce Marketing Loan) and **2.** Long Term Loan Limit (reducible every year on account of repayment in TL).

Please note while entering the limit in Finacle, year wise limit under short-term credit needs and long-term needs is to be fed properly. *Please refer to Br. Cir. 107/16 dated 16.04.2013 for other details. HO (BU-Rual) IOM No. 33 dtd. 17.4.2014 (For calculation of KCC for Interest subvention purpose), & HO BC 110/141 dtd.21.10.2016.*

**For Marginal Farmers:**

A flexible limit of Rs.10000/- to Rs.50000/- be provided based on the land holding and crops grown including post harvest warehouse related needs and other farm expenses, consumption needs, etc., plus small term loan investments like purchase of farm equipments, establishing mini diary/backyard poultry as per assessment of Br. Manager without relating to the value of land. The composite KCC limit is to be fixed for a period of 5 yrs on the basis of calculation enumerated above for farmers other than marginal farmers. *(see also illustration in Br. Cir. 106/52 dated 25.06.2012).*

**Disbursement and Repayment:** The short-term component of the KCC limit is in the nature of revolving cash credit. There should be no restriction in number of debits and credits. However, each installment of the drawable limit drawn in a particular year will have to be repaid within 12 months without the need to bring the debit balance in the account to zero. The long term loan will be disbursed on the basis of already specified plan as per the need of the borrower with half yearly or annual repayment schedule (maximum repayment period of 9 yrs. depending upon the activity and investment as per the existing guidelines.

**Margin:** For crop loan, there is no separate margin as margin is inbuilt in scale of finance. However, for other term loan – upto Rs.1.60 lakh margin is Nil. Over 1.60/- lakh -15 % to 25% on the merit of each case

**Security:** As per RBI guidelines. Upto Rs. 1.60/- lakh (where tie-up is not available) and Upto Rs.3.00 lakh (where tie-up arrangement is available) No collateral security. In all other cases, collateral security by way of mortgage/ charge over agricultural land to be obtained for aggregate loan amount.

**Rate of Interest:** As applicable from time to time.

**Insurance:**

Available in notified areas for notified crops (BC 101/179 of 31.12.2007& Cir. 2018-19/102 dtd. 17.12.2018).

- Personal accident insurance policy: - Available in case of death/permanent disablement upto Rs.5,00,000/-(Rs. FIVE lakhs) as per Br.Cir. NO-99/193 DT 09-03-2006.

**Documents to be submitted by applicant:**

- Land Ownership /Possession certificate from Govt. Deptt.
- Latest Land Revenue Receipt.
- Photograph of the applicant.

KCC facility extended for short term working capital requirements for “**Animal Husbandry and Fisheries**” for rearing of animal, birds, fish, shrimp, Inland fisheries, Marine fisheries etc. in the form “



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Revolving CC Limit” on the basis of scale of finance, as decided by DLTC. The maximum period for assessment of working capital requirement may be based on cash flow statement or completion of one production cycle. Interest subvention is also available upto Rs 3 Lakhs for all short term loans for Agriculture and Animal Husbandry, Dairy and Fisheries (AHDF) per farmer (upto Rs2 lakh for only AHDF farmers).(Br. Cir. No. 2020-21/15 dtd. 05.06.2020).

(HO BC 112/169 dtd. 11.03.2019). As per Circular letter no. 2019-20/27 dated 10.06.2019 extended for the FY 2019-20. New rate codes for financing animal husbandary, poultry & fishery under KCC scheme are introduced as per cir 2019-20/127 dt.31.03.2020.

a) As per BC 113/45 dated 04.06.2019, Soft loans to Sugar Mills for the current sugar season 2018-19, extended upto 30.09.2019 and modifications in the scheme covered under BC 113/16 dtd. 12.04.2019.

*Please refer to Br. Cir. 107/16 dated 16.04.2013 for other details HO (BU-Rural) IOM No. 33 dtd. 17.4.2014 (For calculation of KCC for Interest subvention purpose), & HO BC 110/141 dtd. 21.10.2016. Ensuring End use of crop loans- Cir. No.2015-16/108 dtd.15.9.2015, Circular letter 2018-19/102 dtd. 17.12.2018 on PM Fasal Bima Yojana, HO BC 112/127 dtd 07.12.2018 on financing for (a) Cultivation of sugarcane(Basal Dose) (b) Harvesting and Transportation(H&T) of sugarcane- under tie-up arrangements with sugar factories.*

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**AFD/07**

**Star Sugar Pledge**

*(HO Cir. 2019-20/34 dtd. 05.07.2019)*

|                                     |   |
|-------------------------------------|---|
| <b>Objective</b>                    | Financing Working Capital requirements to sugar mills by way of pledge of sugar.  |
| <b>Scope/Validity of the scheme</b> | For all sugar mills (both integrated and non-integrated) operating throughout the country.  |
| <b>Eligibility</b>                  | Sugar factory should have completed one full crushing season satisfactorily i.e. achieving minimum 80 % of utilization, with minimum capacity of 5000 TCD are to be referred. However, units with a minimum capacity of 3500 TCD may be considered on case-to-case basis. In exceptional merit cases, units with capacity of 2500 TCD — 3500 TCD may be considered on case to case basis, in terms of HOBC No.109/152 dated 14.10.2015. |
| <b>Nature of Limit</b>              | CC (Pledge) against stock of sugar under control of Collateral Managing Agencies approved by our Bank.  |
| <b>Quantum of Finance</b>           | Less than Rs.25.00 crores (Secured).  |
| <b>Margin</b>                       | Minimum 15% on the moving average price monitored / given by the collateral, Manager, which is to be verified by Zone at monthly intervals.   |
| <b>Validity of the scheme</b>       | 30th June, 2020 and may be extended further after reviewing performance and with the approval of the competent authority.   |
| <b>Note :-</b>                      | For Other details, Please refer to above said circular.   |

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**AFD/08**

**LAND DEVELOPMENT**

**Purpose:** - Land leveling, Reclamation of soil and Bonding and any other soil conservation measures.

**Eligibility:** - Farmers owning land and farmers cultivating registered leased land.

**Quantum:** - Based on estimated cost of the project.

**Margin:** - Loan upto Rs. 1,60,000 - Nil, Loan above Rs. 1,60,000 - 15% to 25%

**Security:** - Loan upto Rs. 1,60,000- Agreement of Term Loan, Loan above Rs. 1,60,000/- (i) Agreement of Term Loan (ii) Mortgage of land or Declaration as per Agrl. Credit Act or Collateral security of adequate worth.

**Rate of Interest:** Please refer to the H.O. Br. Circular issued from time to time.

**Repayment:** -

The loan is to be repaid within 9 to 15 years in half yearly /yearly installments based on cropping pattern. Moratorium up to 23 months may be allowed.

**Documents to be submitted by borrower:-**

1. Photograph, 2. Land records, 3. Project report, 4. Proof of identity, 5. Application Form

**Security Documents to be obtained by the Branch:-**

- (1) Term Loan Agreement AG-57., (2) L-515 (3) L-516 (4) AG-15
- (5) Equitable or Legal Mortgage or charge on Land, wherever stipulated.
- (6) Third Party Guarantee (OD-194), where stipulated.
- (7) Declaration to inform the change in proposition to the Bank.

Clarifications on interest subvention: IOM - HO/BU-Rural/DSR/939 dated 24.01.2018

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**AFD/09**

**SCHEME OF FINANCING FOR KISAN SEVA KENDRAS**

The following common terms/concessions are prescribed for our exposure to Kisan Seva Kendras sponsored by the Indian Oil Corporation.

|    | <b>Item</b>  | <b>Remarks</b>   |
|----|--|--|
| a. | <b>Investment</b>  | Fixed Assets Rs. 8.00 lakhs, Stocks- Rs. 12.00 lakhs   |
| b. | <b>Margin</b>  | 15% for both   |
| c. | <b>Quantum of Finance<br/>(Based on 10KL each of Diesel &amp; Petrol as well as stocking other Oil/Non-Oil Products)</b> | Term Loan: Rs. 6.50 lakhs (Max)<br>W/ Capital : Rs. 10.00 lakhs (Max)<br>(Cash Credit)   |
| d. | <b>Repayment</b>   | Term Loan: 60 EMIs from 7 <sup>th</sup> month of commissioning.<br>C/C: Annual Review. Interest to be serviced as per extant guidelines.   |
| e. | <b>Rate of Interest</b>  | As applicable from time to time.   |
| f. | <b>Processing Charges</b>  | As applicable from time to time.   |
| g. | <b>Security</b>  | <b>Primary Security</b> – Assets created out of Bank’s Finance. Equitable/legal Mortgage of outlet land if owned/leased by the borrower. <b>Collateral Security</b> 20% of SL or Third party Guarantee of persons whose worth is at least 20% of SL. |

(Ref: Branch Circular No. 100/110 of 16.10.2006, 100/160 of 10.01.07).

**TOP**

**AFD/10**

**Star Agriculture Infrastructure and Marketing Scheme (Star AIMS)**

This scheme was valid upto 31.03.2020. It has been extended upto 31.03.2021 as per Cir. No. 2020-21/31 dated. 08.07.2020

To provide single window approach and user & investment friendly atmosphere, all the ongoing six Plan Schemes implemented during the XI Plan period have been put under one umbrella “Integrated Scheme for Agricultural Marketing (ISAM). ISAM scheme is having five components, namely: (i) Agricultural Marketing Infrastructure (AMI), the objective of this component is to create market infrastructure including Storage Infrastructure and Integrated Value Chain Projects (ii) the existing schemes of Grameen Bhandaran Yojana (GBY) and Development/ Strengthening of Agricultural Marketing Infrastructure, Grading and Standardization (AMIGS) has been merged as AMI (ii) Marketing research and information Network(MRIN) (iii) Strengthening of Agmark Grading facilities (SAGF) (IV) Agri-Business Development (ABD) through Venture capital Assistance(VCA) (V) Training, research and Consultancy.

**OBJECTIVES:** To promote creation of agricultural marketing infrastructure by providing backend subsidy support to State, cooperative and private sector investments. ii. To promote creation of scientific storage capacity and to promote pledge financing to increase farmers’ income. iii. To promote Integrated Value Chains (confined up to the stage of primary processing only) to provide vertical integration of farmers with primary processors iv. To use ICT as a vehicle of extension to sensitize and orient farmers to respond to new challenges in agricultural marketing. v. To establish a nation-wide information network system for speedy collection and dissemination of market information and data on arrivals and prices for its efficient and timely utilization by farmers and other stake holders. vi. To support framing of grade standards and quality certification of agricultural commodities to help farmers get better and remunerative prices for their graded produce. vii. To catalyze private investment in setting up of agribusiness projects and thereby provide assured market to producers and strengthen backward linkages of Agri business projects with producers and their groups. viii. To undertake and promote training, research, education, extension and consultancy in the agri. marketing sector.

**Eligible Organizations** - Assistance under the sub scheme will be available to: Individuals, Group of farmers/growers, Registered Farmer Producer Organisations. (FPOs), Partnership/Proprietary firms, Companies, Corporations, Non-Government Organizations (NGOs), Self Help Groups (SHGs), Cooperatives, Cooperative Marketing Federations, Autonomous Bodies of the Government, Local Bodies (excluding Municipal Corporations for storage infrastructure projects), Panchayats, State agencies including State Government Departments and autonomous organization/State owned corporations such as Agricultural Produce Market Committees & Marketing Boards, State Warehousing Corporations, State Civil Supplies Corporations etc.

**Location-** Any place except for the restriction that it would be outside the limits of Municipal Corporation area.

**Size-** Capacity of a godown shall be decided by an entrepreneur. However, subsidy under the scheme shall be restricted to a minimum capacity of 50 tones and maximum capacity of 30,000 tones. No maximum ceiling on subsidy in the case of projects of rural godowns of Co-operatives assisted by NCD. One promoter is now eligible for subsidy claim for more than one godown in different locations. Rural godowns of smaller size up to 50 tones capacity will also be eligible for subsidy under the scheme as a special case based on viability analysis depending on the topography/special requirement of the State/Region. In hilly areas (where the project site is located at a height of more than 1000 meters above mean sea level), rural godowns of smaller size upto 25 tonnes capacity will also be eligible for subsidy.

**Credit Linked Assistance-** Subsidy under the scheme is linked to institutional credit and will be available to only such projects as are financed by Commercial Banks, Regional Rural Banks, State Cooperative Banks (SCBs) etc. Loan to the entrepreneurs from banks for the construction of go downs would carry an adequate long-term repayment period. Assistance under the scheme shall be available on capital cost of construction of go down including the cost of allied facilities like boundary wall, internal road, platform, internal drainage system, weighing, grading, packaging, quality certification, warehousing facilities which are functionally required to operate the go down.

**Pledge Loan Facility** - The farmers keeping their produce in the go downs shall be eligible to avail pledge loan on hypothecation of their produce. The terms and conditions governing pledge loans viz. margin, rate of interest, period of pledge, amount etc. will be as per the guidelines issued by RBI/NABARD and as per normal banking practices followed by the financial institutions.

**Implementation Period-** The modified scheme will be applicable to all new projects for construction / renovations of rural go downs in respect of which loans are sanctioned on or after 01/04/2014.

**Insurance-** It will be the responsibility of the owner of the go down to have the insurance for the go down.

**Subsidy- Rate of subsidy for storage Infrastructure projects.**

(a) 33.33% of the capital cost max Rs 4 crore of the project in case of projects located in North – Eastern States, Sikkim , hilly areas and those belonging to Women Farmers/ their self help groups / co-

operatives and SC/ST entrepreneurs & their self-help groups/ Co-operatives subject to 33.33% of the capital cost max. Rs 3 Crore to such projects located in areas other than north east etc.

(b) 25% for all other categories of beneficiaries' maximum ceiling on subsidy of Rs.2.25 Crore.

**Subsidy- Rate of subsidy for Infrastructure projects other than Storage Infrastructure.**

(a) 33.33% of the capital cost max Rs 5 crore of the project in case of projects located in North – Eastern States, Sikkim , hilly areas and those belonging to **Women Farmers/ their self help groups / co-operatives and SC/ST entrepreneurs & their self-help groups/ Co-operatives** subject to 33.33% of the capital cost max. Rs 5 Crore to such projects located in areas other than north east etc.

(b) 25% for all other categories of beneficiaries' maximum ceiling on subsidy of Rs.4 Crore.

**Capital cost of the project for the purpose of subsidy under the scheme shall be calculated as follows:**

**a) For go downs up to 1000 tonnes capacity** – Project cost as appraised by financing Bank or actual cost or **Rs.3500/-** per tonne of storage capacity, whichever is lower;

**b) For go downs exceeding 1000 tonnes capacity** – Project cost as appraised by Bank or actual cost or **Rs.3000/-** per tonne of storage capacity, whichever is lower. For Ne / Hilly areas this would be Rs.4000/- instead of Rs.3000/- irrespective of go down capacity. However, for godowns exceeding 30,000/- tonnes capacity, the subsidy would be restricted to that admissible for capacity of 30,000/- tonnes only, subject to the relaxations made under para 3 (xviii) above for projects of the co- operatives. For renovation of godowns by cooperatives with assistance from NCDC - project cost as appraised by Bank / NCDC or actual cost or Rs.750/- per tonne of storage capacity, whichever is lower. No beneficiary shall draw subsidy for the go down project or any of its components from more than one source. The capacity of go down shall be calculated @ 0.4 M.T. per cu. mtr. and capacity of silos will be calculated @ 0.62 M.T per cubic meter volume of silo.

**Release of Subsidy-** Subsidy for the projects under the scheme shall be released through NABARD for projects financed by Commercial, Cooperative and Regional Rural Banks etc.

**Adjustment of subsidy in Borrower's Account** - The subsidy release for an individual project will be kept in separate borrower-wise account. The adjustment of subsidy will be back ended. Accordingly, the full project cost including the subsidy amount, but excluding the margin money contribution from the beneficiary, would be disbursed as loan by the banks. The repayment schedule will be drawn on the loan amount in such a way that the total subsidy amount is adjusted after full bank loan component net of subsidy with interest is liquidated but not before 5 years from the date of disbursement of first installment of loan.

**No interest chargeable on subsidy portion** - The subsidy admissible to the promoter under the scheme will be kept in the Subsidy Reserve Fund Account (Borrower-wise) in the books of the financing banks. The Bank would charge no interest on this. In view of this, for purposes of charging interest on the loan component, the subsidy amount should be excluded. The balance lying to the credit of the subsidy reserve fund account will not form part of demand and time liabilities for the purpose of SLR/CRR.

**Term Loan** -

i) Minimum 50% of the project cost (46.67% in case of NE States, hilly areas, Women Farmers/ their self help groups / co-operatives and SC/ST entrepreneurs & their self-help groups/ Co-operatives) is to be raised as term loan from the financing banks. As the subsidy is back-ended, eligible amount of subsidy would be initially allowed as term loan to the beneficiary. The repayment schedule will be drawn on the total loan amount (including subsidy). The subsidy amount will be adjusted after liquidation of bank loan (net of subsidy) but not before 5 years from the date of disbursement of first installment of term loan.

ii) Depending upon the cash flow, the term loan would carry an adequate long term repayment period, not less than 5 years including a grace period of one year.

iii) Rate of interest to borrowers on term loan shall be as per RBI guidelines. Interest will be chargeable from the date of the first disbursement of loan.

iv) The financial institution may also provide working capital separately for undertaking business by entrepreneurs.

**Pattern of Funding:**

|                               | <b>A. North Eastern States, Sikkim, UTs of Andaman &amp; Nicobar and Lakshadweep Islands, Hilly* areas</b> | <b>For all Other categories of beneficiaries</b> | <b>For Registered FPOs, Panchayats, Women**, Scheduled Caste (SC)/Scheduled Tribe (ST) beneficiaries or their cooperatives***/Self-help groups</b> |
|-------------------------------|--|--|--|
| Owner's minimum contribution* | 20%  | 20%  | 20%  |
| Subsidy                       | 33.33%   | 25%  | 33.33%   |
| Term loan (Mini.)             | 50%  | 50%  | 50%  |

@ Farmer is a person whose main source of income is from Agriculture.

\* Cost of land not exceeding 10% of the project cost can form part of the owner's contribution. Where the project site is located at a height of more than 1000 meters above mean sea level.

\*\* In case of partnership/ co-ownership, the ownership of women partners/ members shall be to the extent of 50% or more in the project to consider an application under the category of women farmer.

\*\*\*SC/ST Cooperative to be certified by the concerned officer of the State Government.

**Mode of release -**

a) **Advance subsidy:** 50% of the subsidy amount will be released to NABARD by Deptt of Agriculture and Cooperation in advance. Accordingly, NABARD would release subsidy to participating banks in advance for keeping the same in the Subsidy Reserve Fund Account of the concerned borrower. This amount of 50% advance subsidy would be released by NABARD to the participating banks on submission of a project profile-cum-claim form.

b) **Final subsidy:** The remaining 50% of the subsidy amount would be disbursed to the participating bank(s) by NABARD after conduct of an inspection by a Joint Inspection Committee comprising of officers from NABARD, participating bank and Directorate of Marketing & Inspection (DMI) in the concerned State.

**Launch of Portal (ENSURE Portal):** Online Submission of Subsidy Applications for New Agriculture Marketing Infrastructure (AMI):- NABARD is the nodal agency for channelizing subsidy under AMI, has developed an online portal for submission, scrutiny and disposal of subsidy Applications.

(Cir 2019-20/71 dtd. 27.09.2019). (For further details, please refer HO/RURAL/PKS/101 DT. 22.05.2014) NABARD cir. No 71/DOR22/2014 Dt.25.04.2014 for details.

**TOP**

**AFD/11**

**SCHEME FOR FINANCING INSTALLATION OF SOLAR ENERGY HOME LIGHTING SYSTEM**

- i) **Objective** –To provide renewable source of energy to rural/ semi-urban people by using solar energy.
- ii) **Purpose**– To consider finance for installation of Solar Energy Home Lighting System with necessary accessories from reputed manufacturers/ suppliers/ authorized dealers.
- iii) **Eligibility**-
  1. Households in rural/ semi-urban/ urban centres, small business establishments, hotels, hospitals, Restaurants, etc. which have an assured source of income.
  2. Focused attention to be made to make available Solar Energy Home Lighting System to our established Kisan Credit Card/ Kisan Samadhan Card holders from each Branch.
- iii) **Type of Loan** – Medium Term Loan repayable in installments.

- iv) **Project Cost** – As per the specific standards and costs prescribed for the system, since there are various types of indoor lighting systems devised by the various companies. On the basis of the product specifications and requirement of the customer, the system should be selected and project cost should be arrived as per the module.
- v) **Quantum of loan**– 75% to 85% of the project cost which includes costs of the system, accessories, transportation, installation and commissioning.
- vi) **Margin** – 15% to 25% of the project cost.
- vii) **Security**– Upto a limit of Rs.50, 000/- Hypothecation of Solar Energy Home Lighting System.  
Limit above Rs.50, 000/- :
  - a) Hypothecation of Solar Energy Home Lighting System;
  - b) Mortgage of land or collateral security in the form of LIC policy/ NSC/ Term Deposits, etc.
  - c) Suitable third party guarantee wherever necessary.
- viii) **Security Documents** –
  - a) Composite Hypothecation Agreement CHA-1;
  - b) Demand Promissory Note;
  - c) Equitable/ Legal Mortgage of the land where mortgage of property is stipulated as security documents;
  - d) Guarantee Letter OD-194 where 3<sup>rd</sup> party guarantee is proposed in the account;
  - e) Stamped receipts, bills, invoices.
- ix) **Service Charges** – As prescribed by Head Office.
- x) **Repayment** –
  - a) Finance extended to farmers: 5 to 7 yearly installments along with interest.
  - b) Finance made to others: Advance to be repaid in monthly installments in 5 – 7 years. Interest should be serviced as and when applied.
- xi) **Disbursement** – Disbursement should be made directly to the suppliers of solar lighting system after installation of the unit against original invoices, stamped receipts, delivery note duly acknowledged by the borrower. The borrower should confirm to the Bank that he has received the system in good condition and it is working satisfactorily.
- xii) **Rate of interest**– As prescribed by Head Office for agricultural advances, from time to time.
- xiii) **Classification** –
  - a) Advance considered for Solar Energy Home Lighting System should be classified as priority sector advance.
  - b) The limits considered to the farmers as part of KCC/ KSC should be classified as Direct Finance to Agriculture. (BC 103/03 of 08.04.2009).

**TOP**

**AFD / 12**

**SCHEME FOR PURCHASE OF SOLAR WATER HEATERS**

**Purpose:** To purchase brand new solar water heating systems with necessary accessories for usage in Agro processing units of the farmers, integral part of farm activity.

**Eligibility:** Small and Marginal farmers, share croppers/tenant farmers, agri-entrepreneurs.

**Solar Water Heater: Model I: Flat Plate Collector (FPC) based system:**

Project Cost: Rs.22000/- to Rs.88000/- depending upon capacity (liters per day). (Br. Cir.106/117 dated 01.11.2012)

**Model II: Evacuated Tubular Collector (ETC).**

Project Cost Rs. 18000/-to Rs.65000/- depending upon capacity (liters per day) (Details as per Br. Cir. 106/117 dated 01.11.2012).

Please note only MNRE (Ministry of New and Renewable Energy) approved products to be considered including solar P.V. Panel, connecting pipelines, water tank, etc.

**Quantum of Loan:** 75% to 85 % of the project cost including the cost of accessories, installation charges, etc.

**Margin:** 15- 25 % of the cost of equipments including the cost of accessories. If subsidy is available, the same can be considered as margin. (Note-As per Cir 2018-19/120 dtd. 26.02.2019 Agriculture loan upto Rs 1.60 Lakh, Margin is NIL and only hypothecation of assets created out of Bank's finance should be taken).

**Subsidy** as per NABARD guidelines (At present NABARD Cir. No. 245/ICD/45/2011 dated 01.12.2011).

**Security:** Hypothecation of equipments and accessories purchased out of the loan.

**ROI:** As applicable from time to time.

**Repayment:** 3 – 5 yrs in HY/yearly installments.

**Classification:** Under Priority Sector.

**Documents:** CHA 1, D.P. Note, OD 194, extension of collateral security in the form of mortgage of agricultural land already available (where the total credit limit (including other loan ) enjoyed by the farmer exceeds Rs.1.60 lakhs)(For technical details on water heater please go through the Br. Cir. 106/117 dated 1.11.2012).

**TOP**

**AFD / 13**

**SCHEME FOR PURCHASE OF SOLAR ENERGY BASED PUMPSET**

**Purpose:** Under this scheme, loan will be granted for installation of solar water pumping system. The proposed scheme will help in harnessing the solar energy for pumping water.

**Eligibility and Repaying Capacity:** The farmers' land should have adequate source of water. In case any public/Govt. source is being used, water right certificate from the concerned authority should be produced.

In case of wells, the wells should have sufficient recouping capacity to irrigate area proposed to be brought under cultivation. The land holding should be economical. The viability should be ensured and projected DSCR should not be less than 1.6 times. The farmer should be able to repay the proposed installments within 5-7 yrs.

**Components:**

**Solar PV Panel.** One of the following motor pump sets compatible with the photovoltaic array:

- Surface mounted centrifugal pump set.
- Submersible pump set.
- Any other type of motor pump set, approved by MNRE. (Ministry of New and Renewable Energy).

**Project Cost:** Cost in the range of Rs.3 lakh to Rs.5 lakh, depending upon the capacity of solar pump set can be considered provided the project is, as a whole, technically feasible and economically viable.

**Quantum of Loan:** 75% of the cost of the equipment.

**Margin:** 25 %. If subsidy is available, the same can be considered as margin. (Note-As per Cir 2018-19/120 dtd. 26.02.2019 Agriculture loan upto Rs 1.60 Lakh, Margin is NIL and only hypothecation of assets created out of Bank's finance should be taken).

**Security:** Hypn. of equipments and mortgage of agricultural land as per extant guidelines for agri. Advances.

**Repayment:** Minimum of 5-7 years (HY/Yearly as per Cash Flow after harvest of the crops).

*(For other details, please go through the Br. Cir. 106/117 dated 1.11.2012) For Intt (MCLR)-Cir.No.2016-17/42 dtd.17.6.2016.*

**TOP**

**AFD / 14**

**STAR KRISHI VAHAN**

Objective: For purchase of any type of vehicle which is to be used for the transportation of agriculture inputs & farm products. The proponent should come from the operational area of the branch.

**Eligibility:**

| Sr. No. | Type of Borrower | Type of vehicle ( New Only )   | Max. Finance  | Margin                          |
|---------|------------------|--|---|---------------------------------|
| 1.      | Farmers          | Jeeps , SUVs or any other four/ two wheeler / Bullock Cart including animals | Depending upon repaying capacity<br>Max. Rs. 1 lakh for 2 | 5% - 10%<br>on the on road cost |

|  |   |   |   |                                 |
|--|---|---|---|---------------------------------|
|  |   |   | wheelers, Max. Rs. 15 lakhs for others  |                                 |
| 2.                                     | <b>Individuals, SHGs, Cooperatives in rural areas</b><br>(engaged in transportation activity) | Trucks, Mini Trucks, Pick up vans, refrigerated vans, Tractor along with trolley , trailers, semi Trailer, Bullock cart along with animals, for transportation of agriculture inputs / farm outputs | Depending upon surplus generated to meet installment& interest<br>Max. Rs. 25 lakhs | 10 % - 15 % on the on road cost |
| 3.                                     | <b>Corporate, Partnership firms, Institutions</b>   | Trucks, Mini Trucks, Pick up vans, refrigerated vans, trailers, semi Trailers   | Depending upon surplus generated to meet installment& interest<br>Max. Rs. 1 crore  | 25 % on the on road cost        |
| <b>Minimum DSCR SHOULD BE 1 : 1.25</b> |   |   |   |                                 |

Technical feasibility / Economic viability should be taken care of.

**Term loan:** Max. 5 Yrs - for 2 wheelers; 7 Years for others.

**Repayment:** i) Farmers: H/Y installments + intt. (if Rabi & Kharif both crops are taken) Yearly + intt. (if mango crop is taken) ii) Others: H/Y installments + intt.

**Sanctioning Authority:** As per delegation; Service Charges: As per extant guidelines.

**Interest:** as applicable from time to time.

**Security:** Hyp. Of vehicle, Comprehensive insurance, Collateral of equal or more than 125 % (75 % if TDR, LIP, NSC etc.) of loan amount for loans to non-farmers (even in case of farmers if considered under eligibility norms of Sr. 2) for limit > Rs. 3 lakhs. In case of existing customer, conduct of a/c should be satisfactory. Loan to be disbursed directly to the authorized dealer only.

**Third party guarantee :** Not mandatory except: i) while financing to farmers of age exceeding 65 yrs their legal heirs should stand as guarantor/s . ii) If KCC limit (not exceeding Rs. 1.60 lakh) is disbursed within a period of 6 months & the a/c is not a canvassed one.

**Documents :** Application cum proposal , CHA -2 revised , AG-15 , OD -194 , Comprehensive insurance with bank clause , letter addressed to insurance co. , Blank Transfer form in duplicate , Charge with RTA / ROC, L -515 , Debit authority letter. Supervision / follow up as per extant guidelines.

(BC 105 / 182 DT. 14.02.2012). ). For Intt (MCLR)-Cir.No.2016-17/42 dtd.17.6.2016).

**TOP**

### **AFD/15**

#### **ESTATE PURCHASE LOANS**

**Purpose:** To purchase estates (for rejuvenation) growing traditional plantation crops viz. coffee, tea, rubber and cardamom, cashew, pepper, coconut, etc. and for any other perennial orchard crop with the approval from H.O. AFD.

**Eligibility:** The loan applicant should be an existing estate owner having sufficient income from the estate. He should be in a position to rejuvenate the estate proposed to be purchased. He should have satisfactory past dealings with the bank at least for the last 3 yrs. For loans of Rs.10 lakh and above the rating exercise is to be done and minimum entry level rating of SBS 5 should be achieved. The purchaser should have enough experience in the line and financially sound and should be in a position to bring in margin and service the debt. The purchaser should qualify for the respective State Govt. Norms (relating to land holding as per land ceiling act, income criteria, restrictions on purchase and sale of Agri. Land, if any, etc.,) The estate should preferably be a neglected one but have the potential for realizing the higher yields upon rejuvenation.

**Quantum of Loan:** Min. Rs. 1.00 lakh and Max. Rs.25.00 lakh. The total cost of the estate (being lowest of i. Market value ii) Guidance value/circle rate fixed by the State/Dist. Authority) less appropriate margin. Stamp duty and registration charges may also be considered for finance. Valuation report has to be cross checked with the last 5 yrs. average registration value and reasonability is to be ascertained.



**Margin:** Normally 50 % i.e., the value of the property should be 200 % and above of the loan amount. (in deserving cases, the margin may be relaxed to 25% (Authority ZLCC).

**Security:** Mortgage of Property to be purchased. Also, collateral security of mortgage of existing landed property (including preferably residential property) so as to make the total value of the security 200 % and more of the loan amount.

**ROI:** As applicable from time to time.

**Repayment Period:** Within 7-9 yrs. In case of specific circumstances, depending on the status of the estate and rejuvenation period required, it may be extended upto 20 yrs.

Loan Application: AG 100 with suitable Annexure for Plantation Crops.

**Documents to be produced by the applicant:**

- Copies of land records regarding land owned and to be purchased, certified by the concerned Revenue Authorities.
- No Due Certificate from Co-operative Credit Society/Commodity Boards/Financial institutions.
- Documents of title and other relevant documents to establish the right over presently held landed property as well as lands to be purchased (Due Diligence for verification of title deeds as per extant guidelines to be meticulously followed).
- Copy of sale agreement.
- Crop history of the estates (both existing and proposed to be purchased) techno-economic suitability to be established.
- Valuation Report from the panel valuer. (Location, suitability, inspection etc., by branch official, second valuation, if need be, as per the extant guidelines to be done).
- Project report establishing techno-economic viability and also for credit limit exceeding Rs.10 lakh, the balance sheets, cash flow, profitability statement.

Method of Disbursement and other details: Please carefully go through: Br. Cir. 106/117 dated 1.11.2012 and also subsequent clarification in Br. Cir. 106/129 dated 29.11.2012. SLBC- HO BC 110/119 dtd.5.10.2016. SHG- HO BC 110/126 dtd. 7.10.2016 & Cir. No 2015-16/184 dtd. 6.2.2016 & HO BC 110/133 dtd. 18.10.2016. Natural Calamities-Relief Measures- HO BC 110/202 dtd.23.1.2017, Lead Bank Scheme- HO BC 109/90 dtd. 10.7.2015. Margin & Security norms – HO BC 107/18 dtd. 27.4.2013. KCC & Term Loan Fraud- Cir. No.2016-17/124 dtd.13.2.2017 &2016-17/111 dtd. 3.1.2017. Credit facilities to Minority communities- HO BC 110/124 dtd. 7.10.2016.

**TOP**

**AFD /16**

**KISAN ALL PURPOSE TERM LOAN**

**Objective:** To create a hassle free single term loan limit to farmers for all term loan requirements like Farm Mechanisation, Land Development, Minor Irrigation, Water Conservation, Horticulture, Allied activities and other agri related activities, etc., excluding orchards/plantation crops.

**Eligibility:** Individual, JLG/SHG of Farmers-Owner cultivators.

**Type of Loan:** Term loan repayable within 9 yrs. The purposes for which the limit is granted shall not be a part of the Kisan Credit Card limit. (The farmer can have either Kisan Credit Card route or the loan under this scheme).

**Quantum of Loan:** To be based on the investment plan given by the farmer to be undertaken in the next 2-3 yrs. Subject to 5 times of annual income (current pre development stage) of the farmer including allied activities or 50 % of the value of land mortgaged whichever is lower –MAX. RS.20 lakh (Please note under New KCC, the farmer can draw a plan of investment upto 5 yrs).

**Margin:** Upto Rs.1.60 lakh—NIL.

Over Rs. 1.60 lakh— Small and Marginal Farmers: 5% and for others 15%( Margin may be brought in at the time of asset creation).

**Security:** Upto Rs.1.60 lakh – Hypo. Of assets created out of the loans:

Above Rs.1.60 lakh – Mortgage of land (it shall be at least 200% of the limit sanctioned).

**ROI:** As per extant guidelines for agricultural loan.

**Disbursement:** The farmer may be allowed to draw the amount at his convenience with a simple letter of undertaking linked to the loan application/loan document executed. The drawal to be permitted on the

indicated limit for each of the purposes specified at the time of sanction. The farmer should undertake to create the asset/complete the project within 15/30 days of availing the disbursement.

**Loan Application:** AG 100 with suitable annexures.

**Documentation:** As per extant guidelines for investment credit Principal document being CHA 1 or CHA 2. In case of tractor/combined harvester which needs to be registered with RTO along with other particulars i.e. Engine No., Chassis number etc. are also required.

**Other details:** Please carefully go through *Br. Cir. 106/117 dated 1.11.2012 and also subsequent clarification in Br. Cir. 106/129 dated 29.11.2012. SLBC- HO BC 110/119 dtd.5.10.2016. SHG- HO BC 110/126 dtd. 7.10.2016 & Cir. No 2015-16/184 dtd. 6.2.2016 & HO BC 110/133 dtd. 18.10.2016. Natural Calamities-Relief Measures- HO BC 110/202 dtd.23.1.2017, Lead Bank Scheme- HO BC 109/90 dtd. 10.7.2015. Margin & Security norms – HO BC 107/18 dtd. 27.4.2013. KCC & Term Loan Fraud- Cir. No.2016-17/124 dtd.13.2.2017 &2016-17/111 dtd. 3.1.2017. Credit facilities to Minority communities- HO BC 110/124 dtd. 7.10.2016.*

**TOP**

**AFD/17**

### **KISAN TATKAL LOAN SCHEME**

**PURPOSE:** An instant Credit for farming community to meet the emergency requirements for Agriculture and Domestic purposes for tiding over temporary difficulties. Eg. Repairs to farm equipments (tractor, pump set, trolleys, etc.) Repairs/construction of cattle shed, farm produce store room, house etc. (Also for both pre harvest as well as post-harvest for emergency needs) Loan to be classified as Direct Agricultural Advance.

**Eligibility:** Existing KCC Individual farmers/JLG (members not exceeding 4 farmers).

**Type of Loan:** Composite Term Loan repayable within 3 yrs.

**Quantum of Loan:** 50 % of KCC limit /25% of annual income whichever is low. (Subject to Minimum Rs.1000/- Max. Rs.50000/-).

**Security:** Only extension of existing security. No additional security even if the combined limit i.e. existing KCC and proposed Kisan Tatkal Scheme exceeds Rs.1.60 lakh.

**Repayment:** 3 to 5 yrs (HY/Annual). The loan is to be cleared in full if a fresh/enhanced limit is sought in the subsequent year based on revised KCC Limit in suitable installments coinciding with overall income generation of the farmer.

**Rate of Interest:** As applicable from time to time.

**Disbursement:** After the harvest period of the crops, the farmer/s shall be eligible for the loan.

**Margin and Service Charges:** **Margin-** Nil & Service charges- as applicable from time to time.

**Application:** AG 100 along with applicable annexures.

**Documentation:** D.P. Note, L 515, L 516, copy of land records with expected income if not already held on records.

**Other details:** Please carefully go through *Br. Cir. 106/117 dated 1.11.2012 and also subsequent clarification in Br. Cir. 106/129 dated 29.11.2012.*

**TOP**

**AFD/18**

### **AGRI-CLINICS AND AGRI BUSINESS CENTRES (ACABC) SCHEME 2010**

**Objectives:** To supplement efforts in providing extension services to the farmers as per Business Model (Project) of Agri-Entrepreneur and as per the local needs and affordability of target Group of farmers.

To support agricultural development to create gainful self employment opportunities to unemployed agricultural graduates, agricultural diploma holders, intermediate in agriculture and biological science graduates with PG in agri-related courses.

**Eligibility:** Graduates /Post Graduates/Diploma (with at least 50% marks) in agriculture and allied subjects from State Agricultural Universities/Universities recognized by ICAR/UGC., Biological Science Graduates with Post Graduation in Agriculture and allied subjects, Other Degree courses recognized by UGC /Diploma /PG Diploma courses having more than 60% of the course content in Agriculture and allied subjects, after B.Sc. Biological Sciences from recognized colleges and universities, Agricultural Related courses at Intermediate (i.e., Plus Two ) level with at least 55 % marks. The candidates should have undergone a training for setting up of Agri-clinics and Agri-business centres at Nodal Training

Institutes(NTI) under the auspices of National Institute of Agricultural Extension Management (MANAGE) and the certificate from NTI should be attached with the loan application. The loan application format and the details of enclosures to the application are available as annexures to Br. Cir. No. 106/130 dated 29.11.2012.

**EDP Training to Agri Graduates:** SFAC/NABARD would be arranging a 2-month long intensive training to the agriculture graduates in accounting, business and related matters free of cost at selected centres throughout India. Upon completion of the said programme they would be issued a certificate and a registration number.

**Project Cost:** Rs.20.00 lakh for individual project. Rs.100 lakhs for group project (taken up by a group comprising of 5 trained persons). The bank may nevertheless finance a group of 2 or more trained persons with TFO (total financial outlay) ceiling of Rs.20 lakh per person and over all ceiling of Rs.100 lakhs.

**Type of Facility:** A composite term loan, which would include term loan for fixed asset creation plus working capital for one operating cycle. The repayment schedule will be on total loan including subsidy as the subsidy is back ended to be adjusted at last.

**Repayment:** 5 to 10 yrs with a moratorium period of maximum 2 yrs. The installment to be fixed as per the cash flow to be generated on commencement of operation and stabilization of income.

**Rate of Interest:** As per extant guidelines.

**Margin:** Upto Rs.5.00 lakhs no Margin. For loan above Rs.5.00 lakhs, margin has to be stipulated according to RBI guidelines for agricultural advance i.e., 15 to 25 %. In the case of projects of SC/ST, women entrepreneurs and projects in North Eastern states and Hill areas, 50 % of the margin money stipulated by Bank will be provided by NABARD. Loan amount to be sanctioned will be Total Project Cost minus Margin. Subsidy is back ended and to be adjusted at the end towards last installments.

**Security:** As most of the eligible activities pertain to agricultural input supply and services and as the cost of investments will be less than 25 lakhs, the security norms applicable to tiny industries prescribed by RBI will be applicable. Upto Rs. 5 lakh, no collateral security should be insisted for.

**Time Limit for completion of the Project:** Within 6 months from the date of initial disbursement of the loan by the bank, which may be extended for reasons of delay considered justifiable upto another 6 months. If the project is not completed within the stipulated time, the subsidy will not be available and the advance subsidy, placed with the bank, is to be refunded forthwith to NABARD.

**Subsidy:** *Back End Composite Subsidy* to be kept under Subsidy Reserve Fund as non interest bearing and shall be adjusted after lock in period of minimum 3 yrs at the end of the loan period. Subsidy @ 44 % of the Project cost in respect of projects of SC/ST entrepreneurs, women & projects at NE states and Hill areas and @ 36% of the project cost for others.

*An interested agri-entrepreneur will submit the project proposal for term loan and subsidy to the bank on an application form prescribed by our bank in br. Cir. 106/130 dated 29.11.2012 along with all relevant papers and project report. After sanction, the bank will furnish the details of sanction to the regional office of NABARD for release of subsidy.*

To ensure that the borrowers do take up extension services to the farmers, periodic surprise inspection at least on a quarterly basis will be made by the specified officers (as per the scheme). The financing bank will peruse the periodic surprise visit reports. Any adverse feature will result in refund of subsidy to NABARD. The financing bank under the scheme is to send the copy of the report to NABARD and ATMA (Agriculture Technology Management Agency) for information and remedial action, if need be. The report may highlight nature of enterprise initiated by agri-preneur, its coverage/reach, impact on income of agri-preneur, impact on farmers and agricultural development in the area. (Br.Cir. 106/130 dt.29.11.2012).

**TOP**

**AFD/19**

**BOI STAR MORTGAGE LOAN**

**(FOR FARMERS & DEALERS OF AGRICULTURAL INPUTS)**

**ELIGIBILITY:** Individual Farmers & Agricultural Input Dealers.

**PURPOSE:** -

- To meet Credit Needs of Farmers – On farm or Off-farm & Other Bonafide requirements.
- To meet Marriage / Medical / Educational Expenses of Family Members including near relatives of farmers & for Purchase of Consumer Durables.
- To undertake Land Development activity / other Investment Needs on Lands.
- To Dealers of Inputs to meet their trade / Credit Requirement.

**TYPE OF ADVANCE:** -Can be sanctioned as Demand Loan/ Term Loan/OD (Reducible or Non Reducible).

**QUANTUM:** - Branch Manager is authorised to access the annual income up to Rs. 2.50 Lakh.

**FOR AGRICULTURISTS –**

- Up to Rs.5.00 Lakhs (Can be extended up to Rs. 10.00 lakhs with prior approval of Zonal Manager) subject to 10 times of anticipated net annual income based on Land-Holding/ Cropping Pattern.

**FOR OTHERS -**

- Up to Rs. 10.00 lakhs subject to 4 times of net annual income based on Income Tax Returns, Sanction Letter will be related to the value of security and repayment capacity of the borrower. Scheme is not applicable for Arthias.

**MARGIN:**

- Up to 40% on the Value of Property for Loans up to Rs. 5.00 lakhs.
- Up to 50% on Value of Property for Loans over Rs. 5.00 lakhs.
- In case of Rural Properties Valuation will be based on assessment of Revenue Authorities/ Br. Manager.

**GUARANTEE:**

Normally No Third party Guarantee is required. If Property Stands in Third Party Name, then Owner of Property should be taken as co-borrower.

**INTEREST:** As applicable to Agricultural Loan / Kisan Samadhan Card.

**REPAYMENT:** 7 Years in Equated Monthly Installments – To be Linked with Cropping Pattern / Farm Income / Cash Flow of the Borrower by Monthly / half-yearly / Yearly Installments.

**SECURITY:**

- Equitable/ Legal Mortgage of Property (Residential /Commercial) in the name of applicant or his/ her spouse or Parents.
- Agriculture Land can also be accepted as security subject to related State Laws.
- Property can be self-occupied or Leased-out to acceptable individuals.
- Obtention of Third Party Guarantee is left to the discretion of Sanctioning Authority.
- In case of Property already mortgaged to us advance can be considered subject to availability of Security / facilities already availed against such property.
- Search should be obtained from Approved Lawyer for 13 Years.
- Valuation Report should be obtained from the Bank's Approved Architect / Valuer.

**PROCESSING FEES:-**

- PPC- as applicable from time to time.
- Document Charges, Advocate's Fees, and Architect's Fees – will be borne by borrower on actual basis.

**DOCUMENTS REQUIRED FROM CUSTOMER:** -Photo, Original Title Deeds, Valuation Report; I.T. Return; Details of Guarantor if stipulated.

**DOCUMENTS:-**

1. Application form & rating sheet applicable to LAP, 2. D.P. Note (Demand Loan and Overdraft) L-434 OR IFD-1 (Term Loan), 3. L-516 as per Br. Cir. No. 97/114 dated 13.11.2003, 4. L-515 as per Br. Cir. No. 94/186 dated 25.1.2001, 5. Bearer letter L – 435, 6. Installment Letter L-440 (In Case of Demand Loan),

7. Guarantee Letter OD194, 8. Mortgage of Property/ Extension of Mortgage as the case may be. **(BC 107/13 dt 16.04.2013). (BC 107/140 Dt 22.10.2013 SL may vary from Rs.10 lakhs to Rs25 lakhs for agriculturist and dealers of inputs. The scheme is presently extended to farmers of Haryana & Punjab states only).**

**TOP**

**AFD/20**

**“Star Gold” Loan Scheme**

The Gold Loan Scheme shall be implemented throughout all branches of the Bank. Zonal Manager is authorized to exclude the fraud affected\ security problems branches. The branches, where this scheme is not being presently implemented, should obtain prior approval of their respective Zonal Offices.

**Eligibility:** Any individual owning gold ornaments/ coins, either singly or jointly, who maintains KYC compliant SB/CD account with the Branch. Pawn brokers, jewelers & Jewellery shop owners, Jewel appraisers and their close relatives are not eligible for gold loans. Loans can be granted against gold ornaments/ jewellery and specially minted pure gold coins sold by our Bank/ other Banks. The weight of the coin(s) should not exceed 50 grams per customer.

**Type of facility:** - Demand Loan/Term Loan/OD/CC. Branches are to ensure that all KYC/ AML norms are complied with and due diligence is done as per guidelines. For advances against gold belonging to the wife as ‘Stridhan’, wife of the borrower should also be made a co-borrower.

**Purpose:** Gold loan may be sanctioned for Agriculture purpose (under priority sector), other priority sector, non-priority sector/consumption purpose. Gold Loan extended as a crop loan to agriculturists are eligible for claiming interest subvention upto a loan of Rs 3 lakhs, provided the quantum of loan is based on prescribed scale of finance and the loan is utilized for stated purpose. But crop insurance is compulsory. Further, benefit of prompt repayment is also available. It will NOT be covered under CGTMSE.

**Assessment of Loan amount:** Loan amount requested by applicant/ assessed amount on declaration OR Loan to Value (LTV) as follows:

a) 75% of appraised value of gold ornaments of 22-carat fineness for short term loans not exceeding one year.

b) 70% of appraised value of gold ornaments of 22-carat fineness for term loans above 1 year but not exceeding 2 years (24 months).

c) 60% of appraised value of gold ornaments of 22-carat fineness for term loans above 2 years upto max.

3 years (36 months). OR Loan amount assessed based on scale of finance for crop production/ actual amount of credit requirement for other than crop production, as the case may be, whichever is lower. Specially minted gold coins sold by any Bank (24-carat fineness) shall be treated as gold ornaments for loan assessment purpose. Loan amount to be assessed based on the price of gold uploaded weekly on the Bank’s website. gold jewellery accepted as security will have to be valued at the average of the closing price of 22 and 24-carat gold for the preceding 30 days as quoted by the India Bullion and Jewellers Association Ltd. We should not extend any loan against gold ornaments with purity below 18 carat.

**Finacle Menu:** to see present gold rate: - ***GOLDLNRT***

The gold ornaments/ coins are to be invariably appraised by empanelled gold valuer to determine the value and purity. An approved jewel appraiser should certify quality, gross weight, net weight, etc. of the gold ornaments/ coins offered as security. Advance should be granted only after the Branch Manager/ sanctioning authority is satisfied about the genuineness, quality, weight, etc., of the gold ornaments/ coins.

Touch stone method and/ or nitric acid test should invariably be applied in order to ascertain the true nature of ornaments/ coins.

**Use of carat meters:** Zonal Manager is authorised for approving purchase of carat meters, and it should be used as a secondary check for cross verification.

We should take second appraisal by another valuer, if per account limit of Rs.3 lakh and above, where gold loan portfolio of the branch is of Rs.20 crore and above.

**Maximum Loan:** (1) For Agriculture/MSME/Retail and Other Priority Sectors: Rs.15.00 lakhs (it can be raised upto Rs.25.00 lakh in specific zones as designated by GM, NBG upon suitable assessment)

(2) For other purposes: Rs 10 Lakhs.

Loan upto Rs 1 lakh branches to ensure to take applications, declarations and documents as proposed in the guidelines strictly. Needless to mention, loan above Rs.1.00 lakh for agriculture purpose – copies of land revenue records/extracts, land revenue receipts/documents and cultivation details to be obtained.

**Rate of Interest and Processing charges:** As applicable from time to time.

**Appraisal fee:** Rs.5/- per Rs.1000/- of loan amount, minimum Rs.100/- with a maximum cap of Rs.500/- per case to be recovered from borrower.

**Repayment:** For KCC- repayment of loan should coincide with harvesting/ marketing of crops. For other agriculture- demand loan: - Max. 18 months and for term loan: Max. 3 years. For non-priority sector – Max. 12 months. OD\CC:- At the time of renewal- availability of minimum Margin, DP etc. should be checked carefully and account must be brought in credit at least once in 18 months.

**Insurance:** Gold ornaments/articles/coins pledged with the Bank under the scheme are covered under the General Indemnity Insurance Policy of the Bank. As such, there is no need for obtaining a separate insurance cover for these items.

The approved valuer/ goldsmith should execute an indemnity bond in favour of the bank with two sureties and also keep an interest bearing deposit with the Branch as under and shall not be withdrawn during the retention period of the valuer/ goldsmith and release of the deposits may be subject to the approval of the Zonal Manager.

The approved valuer/ goldsmith should keep the following TDR with the branch:-

|                    |            |
|--------------------|------------|
| Rural & Semi-Urban | Rs.10000/- |
| Urban              | Rs.15000/- |
| Metropolitan       | Rs.25000/- |

*HO BC 111/127 dtd. 17.11.2017 & IOM: HO/BU-Rural/DSR/925 dtd. 19.01.2018, HO BC 112/12 dated 23.04.2018 on "Star Gold Loan Cell".*

**TOP**

### **AFD/21**

### **Scheme for Agro-Marine Processing & Development of Agro-Processing Clusters (SAMPADA)**

*(HO BC 111\112 dtd. 06.10.2017)*

Govt. of India has approved a new Central Sector Scheme-“SAMPADA” with an allocation of Rs 6000 crore for the period 2016-20. This scheme will be implemented by Ministry of Food Processing Industries.

The scheme will result in creation of modern infrastructure with efficient supply chain management from farm gate to retail outlet. This is a big step towards doubling of farmers income, creating huge employment opportunities in rural areas, reducing wastage of agricultural produce, increasing the processing level and enhancing the export of processed foods. It will also help in providing better prices to farmers.

The following schemes will be implemented under “SAMPADA” :-

- Mega Food Parks (on-going).
- Integrated Cold Chain and Value Addition Infrastructure (on-going).
- Creation / Expansion of Food Processing & Preservation Capacities (new).
- Infrastructure for Agro-Processing Clusters (new).
- Creation of backward and forward linkages (new).

- Food Safety and Quality Assurance Infrastructure (on-going).
- Human Resources and Institution (on-going).

One can also visit Govt. website [www.mofpi.nic.in](http://www.mofpi.nic.in). Govt. of India has attached high importance to the scheme. These activities can be financed even outside of this Central Sector Scheme also as per laid down guidelines of Bank to finance Food & Agro Processing Industries from time to time.

**TOP**

**GOVT SPONSORED**

**SCHEMES /01**

**NATIONAL RURAL LIVELIHOOD MISSION (DAY-NRLM)**

HO BC 112/63 dtd 31.7.2018,113/159 dtd.06.12.2019

**Background:** GOI, Ministry of Rural Development launched NRLM in new structure replacing SGSY wef. 01.04.2013, for the purpose of poverty reduction through building SHG of poor women. Women SHG under NRLM will consist of 10-20 members from among BPL list. In case of special SHG i.e. groups in the difficult areas, groups of disabled persons and groups formed in remote tribal areas this number may be a minimum 5 persons. Male group cannot be formed except for disabled, elders, Trans genders; such group may have both male and female members with minimum 5 members. NRLM adopts a demand driven approach, enabling the states to formulate their own state specific poverty reduction action plan named as SRLM. Initially, 250 Districts are identified for the scheme and in future all blocks in the country will be added in the scheme. NRLM will ensure 50% beneficiaries are SC/STs, 15% are minorities, and 3% are persons with disability. NRLM will be funded by centre & state in the ratio of, 60:40, 90:10 for N E states, 100% by centre in case of UTs. NRLM will provide continuous hand holding support for 5-7 yrs to SHGs, and will ensure that SHGs are enabled to access repeat finance from banks. Such facility was missing in SGSY. SHG is an informal body hence not required any registration under law. KYC/ customer due diligence is required only for office bearers and not for all the SHG members. PAN number is not mandatory while opening the SB account of SHG. SHG Federation requires registration as per state law. Federation will be treated as "Association of person".

**2. Role of banks & revolving fund assistance to SHGs:** Role of Banks: Opening SB accounts for SHG, Federation of SHGs. BLBC will take up issues of bank linkages. NRLM would provide Revolving Fund in the form of subsidy to SHGs after existence of 3/6 months, which follow panchasutra i.e. regular meetings / savings/ internal lendings/ recoveries / maintenance of proper books. RF may be extended between Rs. 10,000/ - Rs. 15,000/ per SHGs. The purpose of RF is to provide financial strength to the SHG.

**3. Lending norms & repayment facilities:** If group remains in active existence for 6 months and qualifies as per grading norms of NABARD then bank may finance them. In case of CCL/Term loan, banks are advised to sanction minimum loan of Rs.5 lakhs to each eligible SHGs for a period of 5 years with a yearly drawing power (DP).Credit may be given also for consumption purpose such as toilet construction, meeting social needs, debt swapping, construction or repairs of house but In order to facilitate use of loans for augmenting livelihoods of SHG members, it is advised that at least 50% of loans above 2 lakhs and 75% of loans above 4 lakhs be used primarily for income generating productive purposes.

DP for first year/1st dose 6 times to the existing corpus or Rs. 1.00 lakh whichever is higher. In case of term loan Repayment 12 to18 monthly/ quarterly installments.

DP for second year/ 2nd dose 8 times of existing corpus or Rs.2.00 lakh, whichever is higher. In case of term loan Repayment 18 to24 monthly/ quarterly installments.

DP for third year/3rd dose minimum of Rs. 3.00 lakhs based on Micro credit plan prepared by SHGs. In case of term loan Repayment 2-3 yrs. monthly/ quarterly installments.

DP for Fourth years onwards/4th dose minimum Rs. 5 lakhs based on Micro credit plan of the SHGs. In case of term loan Repayment between 3-6 yrs monthly/ quarterly installments.

**4. Corpus:** Corpus is inclusive of revolving fund, if any, received by that SHG,its own saving, interest earning by SHG from on-lending to its members and by interest on SB account,income from other sources, and funds from other sources in case of promotion by other institutions/NGO.

**5. Type of facility:** Term loan/CC or both based on need. While opening the account code "154" to be filled in free code- 3.

**6. Security & Margin:** No collateral and no margin upto Rs.10 lakhs.

**7. Subsidy:** Capital subsidy has been discontinued under NRLM. New provision of interest subvention introduced. In 250 intensive districts, Women SHGs will get loan @ 7% interest up to Rs.3.0 lakhs. The SHGs will also get additional interest subvention of 3% on prompt payment, reducing the effective rate of



interest to 4%. In other districts bank will finance as per its own ROI but difference between this ROI and 7% ( maximum 5.50 %) will be credited as interest subsidy directly to loan account of prompt payers. This scheme in such other districts will be operationalised by SRLM.

**8.Prompt Payment:** In case of term loan Installment & interest paid within 30 days from due date ,O/s should not remain in excess of DL for more than 30 days, In case of CC, during the month customer induced credit should be at least one and sufficient to cover the interest debited to the account.

Credit Facility Scheme For Minority Communities – Please refer HO BC & Cir.No.2016-17/78 dtd.29.9.2016, 110/124dtd. 07.10.2016, Ho BC 111\91 dtd. 04.09.2017(Master Circular), DAY NRLM HOBC 112/63 dated 30.07.2018, HOBC 113/74 dtd. 10.07.19.

**TOP**

**GOVT SPONSORED SCHEMES /02**

**NATIONAL URBAN LIVELIHOOD MISSION (DAY NULM)**

*(SJSRY RESTRUCTURED AS NULM WEF SEPT-24, 2013)*

**OBJECT:** Poverty alleviation Scheme providing gainful employment to urban poor, launched w.e.f. 1.12.97 after subsuming earlier 3 schemes NRY/UBSP/PMIUPEP. The scheme has been restructured as NULM w.e.f. 24.09.2013. Funding by centre and state in 75:25. For backward states 90:10. Existing provision of capital subsidy has been replaced by interest subsidy for loans to individual enterprise (SEP-I) Group enterprise (SEP-G) and self help groups (SHGs). The application for individuals & groups will be sponsored by Urban Local Body. Applicants will be selected by Task Force at ULB level.

**SCOPE:** The scheme is applicable to all districts HQ and all the cities with population of 1 lakh or more for urban poor living below Urban Poverty Line. The scheme will focus on financial assistance to individuals/groups of urban poor for setting up gainful self employment ventures / micro enterprises and also for urban SHG. Local skills and crafts should be particularly encouraged.

**RESERVATION:** Women beneficiaries: 30%, Physically disabled: 3%, 15% for minorities in view of PM's 15 point programme.SC/ST to the extent of proportion of their strength in local population.

**SCHEME:** Loan may be sanctioned to Individual beneficiary, Group Enterprises as well as to SHG. Activities under micro mfg/services /retailing/ allied agriculture can be considered.

**A. Loans to Individuals:** Project cost should not exceed Rs.2.00 lakhs for individual.

**B. Loans to Groups:** Group will have minimum 3 members with a minimum of 70% from urban poor families & more than one person from the same family should not be included. Project cost -@ Rs 2 Lakh per member, subject to maximum of Rs 10 Lakhs for a group.

**C. SHG Bank Linkage programme:** SHGs promoting savings may be sanctioned savings linked loan varying from a saving to loan ratio of 1:1 to 1:4 after grading by Banks. However, in case of matured SHGs loan may be given beyond the limit of four times. KYC/customer due diligence is required only for office bearer and not for all the SHG members. If any SHG member is defaulter of the bank, we will ignore this. We can finance the group with the condition that it will not finance (inter loaning) onward to such defaulter member.

**MARGIN:** No margin money should be taken for loan up to Rs 50,000 and for higher amount loans, preferably, 5% should be taken as margin money and it should in no case be more than 10% of the project cost.

**SUBSIDY:** All banks on CBS mode will be eligible for interest subsidy at qtrly interval @ difference between 7% and prevailing rate of interest of Banks. An additional 3% interest subsidy will be provided to all women SHGs, who repay their loan in time.

**COLLATERAL SECURITY:** No collateral Security or third party guarantee is required. CGTMSE cover is available in all eligible cases.

**REPAYMENT:** To be repaid in 5 to 7 years after initial moratorium of 6 to 18 months as Term Loan.

**TRAINING:** It is essential to provide training to selected candidates except those who have already undergone such training.

**Others - Credit card for enterprise development:** In order to support the micro entrepreneurs to meet their working capital and miscellaneous credit needs, NULM will facilitate access to credit cards through

banks. Account should be opened in free code “3” 105 in option “V” of ACM in Finacle. No PPC/ service charges are leviable for the group, if per member loan is up to Rs.25000/-.

*HO BC 108/226 dtd. 25.3.2015, BC113/60 dtd.25.06.2019 RBI's master circular ref.2018-19/89 dtd.06.12.2018 on DeendayalAntyodayaYojana-National Urban Livelihoods Mission (DAY-NULM- for latest reference).*

**TOP**

**GOVT SPONSORED SCHEMES /03**

**PRADHAN MANTRI FASAL BIMA YOJANA (PMFBY)**

*(Circular Letter 2018-19/102 dtd. 17.12.2018 on PM Fasal Bima Yojana)*

New scheme has started since 01.04.2016. PMFBY will provide a comprehensive insurance cover against failure of the crop thus helping in stabilizing the income of the farmers and encouraging them for adoption of innovative practices. Advance technology is used in calculating threshold yield and actual yield. Publicity of the scheme among the farmers and training of yield assessing staff has been given more importance.

Sum insured= Area under cultivation in hectares X Scale of finance (per hectare) for each crop

The Scheme covers all Food & Oilseeds crops and Annual Commercial/ Horticultural Crops for which past yield data is available and for which requisite number of Crop Cutting Experiments (CCEs) will be conducted being a part of the General Crop Estimation Survey (GCES). Perennial crops also included in some units on pilot basis. The scheme is compulsory for loanee farmer obtaining Crop Loan /KCC account for notified crops. However, voluntary for Other/non loanee farmers who have insurable interest in the insured crop(s). NPA accounts may be covered for crop insurance as non loanee farmers. Government portal has been introduced for all type of activity regarding crop insurance ( www.pmfby.gov.in).

The Maximum Premium payable by the farmers will be 2% for all Kharif Food & Oilseeds crops, 1.5% for Rabi Food & Oilseeds crops and 5% for Annual Commercial/ Horticultural/Perennial Crops. The difference between premium and the rate of Insurance charges payable by farmers shall be shared equally by the Centre and State.

Aaadhar has been made mandatory for availing Crop Insurance from Kharif 2017 season onwards, and farmers not having Aadhaar ID may also enroll under PMFBY, subject to their enrolment for Aadhaar and submission of proof of such enrolment, hence all branches have to compulsorily take Aadhaar/Aadhaar enrolment number before sanction of Crop Loan/KCC under Interest Subvention Scheme.

Merely, sanctioning of crop loan against other collateral securities including fixed deposits, gold/jewel loans, mortgage loans etc. without having insurable interest of the farmer on the insurable land and notified crops shall **not be** covered under the Scheme.

**General Exclusions:** Losses arising out of war and nuclear risks, malicious damage and other preventable risks shall be excluded. Special efforts shall be made to ensure maximum coverage of SC/ ST/ Women farmers. Provision of penalties/incentives for states, Insurance companies and Banks i.e. 12% interest to be paid by the Insurance Co. to farmer for delay in settlement of claim beyond two months of prescribed cutoff date. Similarly State Govt. has to pay 12% interest for delay in release of state share of subsidy beyond three months of prescribed cutoff date/submission of requisition by Insurance Co. Defined timelines are provided for all major activities. The general cutoff date for enrolment of farmers in Rabi &Kharif season has been advanced by 15 days to 15<sup>th</sup> December and 15<sup>th</sup> July respectively in each year and for adoption of district wise crop calendar.

Add on coverage for crop loss due to attack of wild animals on pilot basis with the additional financial liabilities of this provision to be borne by concerned State Govt. More time has been given to intimate individual claims – 72 hours (instead of 48 hours) through any stake holders and directly on portal. Detailed SOPs have been provided for auto administration of the scheme on the National Crop Insurance Portal. The seasonality discipline shall be same for loanee and non-loanee farmers.

The scheme will be implemented by AIC and other empanelled private general insurance companies. Selection of Implementing Agency (IA) will be done by the concerned State Government through bidding. The Scheme shall be implemented on an 'Area Approach basis'. The unit of insurance shall be Panchayat level for major crops and for other crops it may be a unit of size above the level of Village Panchayat.

State government will upload name of notified insurance unit, notified crop for that unit and name of insurance company for that unit on the portal each year.

$$\text{Final claim assessment due to natural risks} = \frac{\text{Threshold yield - Actual yield}}{\text{Threshold yield}} \times \text{Sum insured}$$

For calculating the Threshold yield, best five years yield will be taken out of actual yield of last seven years. Average of these five years yield will be the threshold yield.

**Other types of losses also covered this time:**

**1. Loss due to prevented from sowing-** If more than 25% area of the unit remains prevented from sowing within 15 days of cut off date or plantation failed, then 25% of **sum insured** will be paid as final claim to all the farmers of that unit.

**2. Loss due to Mid season calamity:** If government is getting indication in the mid season that crop loss, due to flood, drought, inundation, hailstorm, cyclone, diseases will be more than 50% in particular insured unit, then 25% amount **of probable loss** will be credited as part claim to all the farmers of that unit. Rest claim amount will be paid after final crop cutting experiments (CCE).

**3. Loss after harvesting:** Cover is available up to 2 weeks of harvesting for those crops, which are required to be dried in cut & spread, small bundled condition in the field. If loss occurred due to cyclone, hailstorm, storm, fire due to lightning, unseasonal rains then claim will be paid after individual unit survey by the insurer and block agriculture officer. Farmer will have to report within 72 hours of the event and insurer will appoint surveyor within 48 hours, who will conduct survey within 72 hours and will give report within 10 days. Claim will be paid within 15 days of the report. If affected area is more than 25% then all those farmers of that unit who has informed about calamity will get the claim. Balance claim if any will be paid after final CCE.

**4. Localized calamity:** At times localized calamities happen. These affect very few farmers at local level in the insured unit. Normally all post harvesting calamities come in this category. Sometimes these calamities happen in mid season also. Loss due to cyclone, storm, hailstorm, land sliding, natural fire due to lightning, inundation, cloud burst affecting isolated farms in the insured unit come in this category. Farmer has to report this within 72 hours of the event to the bank, insurer, agriculture department, Toll free number. Survey will be conducted on individual basis as mentioned earlier in case of post harvesting crop loss. If more than 25% area is affected then claim will be given to all those farmers of the unit who has reported the event. Remaining loss amount if any will be given after final CCE.

The claim amount will be credited electronically to the individual Insured Bank Account.

**TOP**

**GOVT SPONSORED SCHEMES /04**

**PRIME MINISTER’S EMPLOYMENT GENERATION PROGRAMME (PMEGP)**

The Ministry of Micro, Small and Medium Enterprises, Govt. of India, has launched a new credit linked subsidy programme called **Prime Minister’s Employment Generation Programme (PMEGP)** by merging the two schemes that were in operation till 31.03.2008 viz., Prime Minister’s Rojgar Yojana (PMRY) and Rural Employment Generation Programme (REGP) for generation of employment opportunities through establishment of micro enterprises in rural as well as urban areas. PMEGP is a central sector scheme and administered by the Ministry of MSME. The scheme is being implemented through Khadi and Village Industries Commission (KVIC). Salient features of the scheme are as under;

**Eligibility Conditions**

- (i) Any individual, above 18 years of age.
- (ii) There will be no income ceiling for assistance for setting up projects under PMEGP.
- (iii) For setting up of project costing above Rs.10 lakh in the manufacturing sector and above Rs. 5 lakh in the business /service sector, the beneficiaries should possess at least VIII standard pass educational qualification.

**Other Features**

- a) Assistance under the Scheme is available only for new projects sanctioned specifically under PMEGP, Existing / old units are not eligible.
- b) The maximum project cost has been fixed up at Rs. 25 lakhs under the manufacturing sector and Rs 10 lakhs in the business/service sector.
- c) Project cost will include Capital Expenditure and one cycle of Working Capital. Projects without Capital Expenditure are not eligible for financing under the Scheme. **However, business/trading activities in the form of sales outlet permitted only in NER, LWE affected districts, A&N islands, provided products** sold should not come under negative list. Ref BC 106/92 dt 05.12.2012.
- d) PMEGP is applicable to all new viable micro enterprises, including Village Industries projects *except activities indicated in the negative list of Village Industries.*
- e) Only one person from one family is eligible for obtaining financial assistance for setting up of projects under PMEGP. The ‘family’ includes self and spouse.
- f) Banks will take their own credit decision based on the viability of each project. No collateral security shall be insisted upon in line with the guidelines of the RBI for projects involving loan up to Rs 5 lakhs and in respect of projects cleared by the Task Force. The facility can be extended to loans upto Rs.100 lakhs where CGTMSE cover is available.
- g) Quantum and Nature of Financial Assistance Levels of funding under PMEGP:

| Categories of beneficiaries under PMEGP<br>Area                                  | Beneficiary’s Contribution<br>(of Project Cost) | Rate of Subsidy |       |
|--|---|-----------------|-------|
|  |   | Urban           | Rural |
| General Category   | 10%   | 15%             | 25%   |
| Special(SC/ST/Minority/woman/Ex-service men/Phy. Handicapped, Hill & Border area | 5%  | 25%             | 35%   |

- h) The Bank will sanction 90% of the project cost in case of General Category of beneficiary/institution and 95% in case of special category of the beneficiary/institution, and disburse full amount suitably for setting up of the project.
- i) The amount of Bank Exposure will be ranging between 60-75% of the total project cost after deducting 15-35% of margin money (subsidy) and owner’s contribution of 10% from beneficiaries belonging to general category and 5% from beneficiaries belonging to special categories.
- j) First installment of the loan will be released to the beneficiary only after completion of EDP training of at least 2 weeks.
- k) The Margin Money (subsidy) released will be kept in the name of the Borrower in Term Deposit Receipt three years. **No interest will be paid on the TDR and no interest will be charged on the loan corresponding to the amount of TDR. Though the margin money (subsidy) will be released by the designated Nodal Branch of the Bank, KVIC/State DIC is the final authority to accept either the project / claim or reject, based on the parameters of the Scheme.**
  - **100% physical verification** of the actual establishment and working status of each of the units, set up under PMEGP, including those set up through KVIBs and DICs, will be done by KVIC.

**PMEGP Online Application Tracking System**

The Directorate of Information Technology, Khadi& Village Industries Commission, Mumbai has designed and developed the web based **PMEGP online application tracking** to monitor the scheme and also tracking the status of application at beneficiary level. The system will facilitate to view the application status at any point of time through internet and generate various reports from time to time by implementing agencies, KVIC central office and Ministry of MSME. The system can track the status of application right from submission and till adjustment of Govt. Subsidy. Any action of sanction/rejection/return etc. is to be entered in the portal.

**Mandated coverage of social security:** As per GOI norms social security targets for SC 15%, ST 8.2% to be achieved under PMEGP. As per BC [107/116](#), dated 25.09.2013, any other item/activity banned by GOI or competent Govt. authority will not be intertained under PMEGP in addition to negative list of PMEGP. As per BC [108/83](#) 19.07.2014 financing branch & nodal branch should register with CPSMS online at cpsms.nic.in for the purpose of monitoring by ministry of MSME,GOI

**Second financial assistance under PMEGP for expansion/Upgradation of existing successful PMEGP/MUDRA units (HOBC 113/08 dt 03.04.2019) - brief particulars are as under-**

|   |   |
|---|---|
| Objective   | Second financial assistance for expansion, upgradation of existing well performing, successful units, enhance capacity/productivity, technology upgradation with additional wage employment.  |
| Eligibility conditions/ terms   | <ul style="list-style-type: none"> <li>• All existing PMEGP/MUDRA units whose margin money claims are already adjusted and first loan (TL component only) is repaid within stipulated time. Repayment of CC component is exempted for availing 2<sup>nd</sup> loan.</li> <li>• Unit should be profit making for last three years.</li> <li>• 2<sup>nd</sup> loan should create additional employment.</li> <li>• Unit should have registration of Udyog Aadhaar Memorandum.</li> <li>• 2<sup>nd</sup> loan may be taken from a different bank, with conditions, refer circular for detail.</li> </ul> |
| Quantum & nature of financial assistance, project cost particulars, beneficiary contribution etc. | <p>a) Max. project cost Rs 1.00 cr under mfg sector &amp; Rs 25.00 lac under service/trading sector.</p> <p>b) Beneficiary contribution to project cost is 10%. Balance amount of project cost would be bank loan. Normally 40% of project cost to be for WC purpose &amp; 60% as TL for capital expenditure, e.g. acquisition of P&amp;M, construction of bldg. Construction cost of bldg usually not to exceed 25% of entire project cost. Components of TL /WC to be fixed on case to case basis.</p>  |
| Subsidy as % of project cost  | 20% in North East and Hilly region & 15% in other areas.  |

**TOP**

**GOVT SPONSORED SCHEMES /05**

**OVERDRAFT FACILITY UNDER PRADHAN MANTRI JAN-DHAN YOJNA**

**HO BC [109/57](#) dtd. 12.6.2015**

**Revised overdraft Limit up to Rs. 10,000/- in BSBDA/SB Account under PMJDY**

|                                       |   |
|---------------------------------------|---|
| <b>Purpose</b>                        | General purpose loan to provide hassle free credit to low income group, underprivileged customers, to meet their exigencies without insistence on security, purpose or end use of the credit.   |
| <b>Eligibility (Individuals only)</b> | <p>a) BSBDA accounts (savings/credit history of bank-account holder), which are operated satisfactorily for at least six months.</p> <p>b) OD to be granted to the only one account in the household, earning member of family, preferably to a lady member of the household.</p> <p>c) There should be regular credits under DBT/ DBTL scheme/other verifiable sources.</p> <p>d) Customer/Borrower Account <b>must</b> be seeded with his/her correct Aadhaar Number in bank finacle/CBS for avoiding duplicate benefit. Branch Authority to ensure the same before sanction/release of Overdraft Limit in any bank account under PMJDY.</p> <p>e) BSBDA account holder should not be maintaining any other SB account with any Bank/branch to ensure compliance with RBI directives. Proper credit appraisal &amp; satisfactory due-diligence to be undertaken by branches based on RBI/Bank norms before sanction/disbursement of such OD limit under PMJDY.</p> <p>f) Age of applicant between 18 years to 65 years.</p> |

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|                                   |   |
|-----------------------------------|---|
|                                   | g) OD facility to be extended to all accounts opened prior to launch of PMJDY and tagged under PMJDY.<br>h) Not eligible: Minors, KCC/GCC, etc. borrowers, more than one member of the same family.   |
| <b>Nature of facility</b>         | Running Over Draft (OD) facility in BSBD Account under PMJDY.   |
| <b>Period of Sanction</b>         | 36 Months subject to annual review of account.  |
| <b>Loan(OD) amount</b>            | a) 4 times of Average monthly balance; OR<br>b) 50% of credit summations in account during the preceding 6 months; OR<br>c) Rs. 10,000/- (Rupees Ten Thousand only), whichever is lower.  |
| <b>Security</b>                   | Clean Advance: Nil. Margin: Nil.  |
| <b>Interest rate</b>              | As per bank guidelines from time to time.   |
| <b>Processing Charges</b>         | Nil /waived (no other charges are applicable).  |
| <b>Sanc. Authority</b>            | Branch Head/ Authorized Bank Branch Official only.  |
| <b>Disbursement</b>               | Withdrawals (through Aadhaar mapped bank a/c only) at Branch/ BC-outlet/ ATM/ POS (micro ATM) or FI-Kiosk.  |
| <b>Documents</b>                  | <ul style="list-style-type: none"> <li>• Loan application-cum-undertaking; D.P. Note.</li> <li>•Arrangement letter duly accepted by the Account Holder KYC norms/due- diligence to be complied by Branch authority before sanction/disbursement.</li> </ul> <p><b>Note:</b> Continuing security letter not proposed in view of avoiding paper-cost, branch-work &amp; stamp duty on the part of borrower/OD-applicant.</p>  |
| <b>Inspection &amp; follow up</b> | Inspection waived for all standard assets. All irregular accounts to be followed up closely.  |
| <b>Repayment</b>                  | Overdraft facility, hence account should remain in order and interest should be serviced. IRAC norms applicable based on RBI norms.   |
| <b>Renewal</b>                    | Limit to be reviewed annually. Will be treated as reviewed on conduct of credit inspection of the branch, if account is regular. In other cases, incumbent/authorized official of base bank branch to review the OD facility, keeping in view, conduct of the account.  |
| <b>Other features</b>             | <p>Mobile Number of the borrower/family members must be kept on branch record in Finacle-system (registered by customer in his/her bank account at base branch). Aadhaar number will remain seeded with NPCI during the period of loan. SB OD account will become primary account to receive all subsidies/benefits. DBT should also be frozen to such accounts till the currency of loan. Interest on SB/BSBDA shall be as per Savings Bank Rules, in case of debit balance, on account of availment of Overdraft (OD), interest to be charged as per contractual rate, on monthly rests. NPCI provided repository of Aadhaar Seeding for SB/BSBDA Over-Draft (OD) to the Banks is verified by Branch Authority using UIDSTAT finacle-menu before any sanction/disbursement of OD in the account under PMJDY.</p> <p><b>Asset Classification:</b> Overdraft /Loan account will be subject to Income, Recognition, Asset, Classification, Provisioning and related aspects be applicable for Overdraft Facility availed as per extant norms/guidelines of the Bank/RBI.</p> |

**TOP**

**GOVT SPONSORED SCHEMES /06**

**Equity Grant and Credit Guarantee Fund Scheme (EGCGFS)**

On 28 February 2013, during budget speech, two major initiatives/schemes announced, to support Farmer Producer Organisations (FPOs) viz., support to the equity base of FPOs by providing matching equity grants, and, secondly, setting up of a Credit Guarantee Fund to provide cover to banks which advance loans to FPOs without collateral. Hence, a new Central Sector Scheme, titled “Equity Grant and Credit Guarantee Fund Scheme for Farmer Producer Companies” was launched w.e.f. FY 2013-14 onwards **EGCGFS** shall be operated by Small Farmers Agri Business Consortium (SFAC).

**Equity Grant Scheme: It is only for registered Farmer Producers Companies (FPC), which are registered with ROC u/s 465.** The number of its Individual Shareholders is not lower than 50. **Maximum paid up capital should not be more than Rs 30 Lakhs.** It has raised equity from its members as laid down in its Articles of Association/ Bye laws. Minimum 33% of its shareholders are small, marginal and landless tenant farmers. Maximum shareholding by any one member other than an institutional member should not be more than 5% of total equity of the FPC and Maximum shareholding of an institutional member should not be more than 10% of total equity of the FPC. It has a duly elected Board of Directors (BOD) with a minimum of five members, with adequate presentation from member farmers and minimum one woman member. It has a duly constituted management Committee responsible for the business of the FPC. It has a business plan and budget for next 18 months that is based on a sustainable, revenue model as may be determined by the Implementing Agency. The FPC has an Account with a “Bank”. Equity Grant shall be a cash infusion equivalent to the amount of shareholder equity in the FPC subject to a cap of Rs. 10 lakh per FPC. Equity Grant sanctioned shall be directly transferred to the bank account of the FPC. The FPC shall, within 45 days of the receipt of the Equity Grant, issue additional shares to its shareholder members, equivalent in value to the amount of the Grant received by it.

a) Individual Shareholder - Rs 1000.00.

b) Group of Individual Shareholders (e.g. SHG, Farmer Interest Group, Joint Liability Groups of Farmers) – Number of Members multiplied by Rs. 1,000.00, subject to a maximum of Rs.20,000.00.

c) Institutional Shareholders (Farmer Producer Companies) – Rs. 1, 00,000.00. Due Diligence by CA.

**Credit Guarantee Fund Scheme:** Regd. FPC can avail Loans without collateral and third party guarantee up to Rs 1 crore, subject to the number of its individual shareholders shall not be lower than 500. Minimum 33% of its shareholders are small, marginal and landless tenant farmers. Maximum shareholding by any one member other than an Institutional member is not more than 5% of total equity of the FPC. It should be a regd. FPC and has a business plan and budget for 18 months. Maximum Guarantee Cover shall be restricted to the extent of 85% of the eligible sanctioned credit facility, or to Rs.85 Lakh, whichever is lower. The Fee payable upfront to SFAC by the ELI for Guarantee Cover is onetime Guarantee Fee calculated @ 0.85% of the sanctioned Credit Facility, subject to a maximum of Rs.85,000/-. In addition to onetime Guarantee Fee, an Annual Service Fee of 0.25% p.a. or such other rate as may be decided from time to time per loan account shall be charged from ELIs to keep the Guarantee of SFAC live. SFAC will settle claim up to 75% within 90 days and 25% on conclusion of recovery. Online application to [sfac@nic.in](mailto:sfac@nic.in) Term loan and working capital (fund based and non-fund based) facilities are eligible.

**TOP**

**GOVT SPONSORED SCHEMES /07**

**Financial Inclusion**

|                             |   |
|-----------------------------|---|
| <b>Origin</b>               | 2006, as per recommendations of Rangarajan Committee, set up by RBI   |
| <b>Meaning</b>              | It is <b>delivery of financial products</b> , at affordable cost to sections of <b>disadvantaged and lower income</b> of the society, to <b>ensure</b> continuity and certainty of investment.  |
| <b>RBI directives on FI</b> | <ul style="list-style-type: none"><li>• Opening of basic saving bank deposit account.</li><li>• Relaxed KYC norms for small accounts.</li><li>• Engaging business correspondents/BF.</li><li>• Use of Information and Communication Technology (ICT).</li></ul> |

|                           |  |
|---------------------------|--|
|                           | <ul style="list-style-type: none"> <li>• Implementation of Electronic Benefit Transfer (EBT) through ICT based banking.</li> <li>• Issue of general Credit Cards.</li> <li>• Simplified branch authorization for Tier III to Tier VI centre (population of less than 50,000 under general permission).</li> </ul>  |
| <b>FIP &amp; FIF</b>      | <ul style="list-style-type: none"> <li>• Financial Inclusion Plan 2013-16 provided road map for FI.</li> <li>• Financial Inclusion Fund of Rs. 2000 Crores created to support developmental and promotional activities (such as Financial Literacy) for 3 years.</li> </ul>  |
| <b>PMJDY</b>              | <p><b>Pradhan Mantri Jan-Dhan Yojana</b></p> <ul style="list-style-type: none"> <li>• Launched on 28.08.2014, as a National Mission for Financial Inclusion.</li> <li>• It ensures access to Banking Saving &amp; Deposit Account, Remittance, Credit, Insurance, pension in an affordable and transparent manner.</li> <li>• Basic saving bank deposit account can be opened in any Bank Branch or with Business Correspondent (Bank Mitra) outlet with zero balance.</li> <li>• This account can be opened with Aadhar Card or OVD.</li> <li>• Minor above the age of 10 years can also open BSBD account. Small a/c can be opened even if photo ID is not available.</li> <li>• Benefits: Interest, Accidental Insurance cover of Rs. 2 Lakh, No min balance, Life Insurance cover of Rs. 30000/- to those who have opened their PMJDY accounts on or before 31.01.2015, Govt DBT, OD of Rs.10000/- after 6 months, (OD facility subject to condition/transaction in account with other parameters to earning member of the family over 18 years age) Access to pension and insurance products. Cheque book facility is available (KYC &amp; Minimum balance compliant a/c).</li> <li>• Rupay ATM card is issued to customer above 18 years of age. ATM can be issued to an illiterate person, however he should be advised all the related risks at the time of issuing ATM.</li> <li>• Personal Insurance Cover is available to Rupay card holder provided one successful financial or non-financial customer induced transaction at any Bank branch, Bank Mitra, ATM, POS, E-Com etc.</li> </ul> |
| <b>BF/BC MODEL</b>        | <ul style="list-style-type: none"> <li>• Mr. H R Khan committee, suggested Business Facilitator/Business Correspondent model for financial &amp; non-financial services.</li> <li>• Under BF MODEL, Bank may use the services of intermediaries such as NGOS/SHGS, Post Office, Insurance agents, KVIC/KVIB units, Panchayats, etc.</li> <li>• BF role is identification of borrower, collection and preliminary processing of the loan application, to help in providing financial literacy, credit counseling promotion and nurturing of SHG/JLG, post sanction monitoring and follow up. While BC normally works for financial transactions, sale of MF, APY, PMJJBY, PMSBY, remittance etc.</li> <li>• The BC's are engaged with the approval of the board of Directors and appropriate due diligence.</li> <li>• Individuals, retired, Kirana/PCO /Petrol pump owners, NGO/MFI, Companies, NBFC (non-deposit). One BC can be BC for more than one bank.</li> <li>• The bank should review the performance of various BC once in a year.</li> </ul>  |
| <b>ULTRA SMALL BRANCH</b> | <ul style="list-style-type: none"> <li>• These branches may be set up between the base branch and BC location for about 8-10 BC Units at a reasonable distance of 3 – 4 Kilometers.</li> <li>• These USB should have minimum infrastructure such as CBS, Pass Book Printer, and cash safe.</li> <li>• This could be a new or by conversion of the BC Outlets.</li> </ul>   |
| <b>Financial</b>          | <ul style="list-style-type: none"> <li>• FL or Financial Education provides <b>ability to know</b> and <b>effectively use</b> financial</li> </ul>   |



|                 |   |
|-----------------|---|
| <b>Literacy</b> | <p>resources to enhance the well being and economic security of oneself, one’s family and business.</p> <ul style="list-style-type: none"> <li>●It enables individuals to take effective action to improve overall wellbeing &amp; avoid financial distress.</li> <li>●It promotes financial inclusion and ultimately financial stability.</li> <li>●The Financial Literacy Centres will conduct special camps for Going Digital through UPI &amp; Financial Awareness Message (FAME) booklet for the different target group. FLC should conduct at least 5 camps per month targeting different types group. Every rural branch should also conduct at least one financial literacy camp in a month.</li> </ul>   |
| <b>APY</b>      | <p><b><u>Atal Pension Yojana</u></b></p> <ol style="list-style-type: none"> <li>I. Applicable to all citizens of India aged between 18 to 40 years.</li> <li>II. Aadhar will be the primary KYC, &amp; Mobile number is to be obtained for ease of operations.</li> <li>III. There is guaranteed minimum monthly pension for the subscriber ranging between Rs.1000 &amp; Rs.5000 per month based on his monthly contribution.</li> <li>IV. Option for upgrading / down grading of pension amount is available in April each year.</li> <li>V. Banks are required to collect additional amount for delayed payments.</li> <li>VI. Discontinuation of payments of contribution shall lead to frozen a/c after 6 months, deactivated after 12 months and closure after 24 months.</li> <li>VII. After completion of 60 years of age the subscriber will get monthly pension.</li> </ol> |
| <b>PMJJBY</b>   | <p><b><u>Pradhan Mantri Jeevan Jyoti Bima Yojana</u></b></p> <p>Bank account holders aged between 18 to 50 years @ annual premium of Rs 330 for a life cover of Rs. 2 Lakh (for death by any reason). Once entered up to age of 50 years, insurance is available up to 55 years of age.</p> <p>Opened with Aadhar Card and annual premium is auto debited from a/c on 1<sup>st</sup> June every year.</p> <p>Risk cover starts after 45 days of paying the premium. One can enter in the scheme in the middle of the year by paying proportionate premium of each quarter i.e. Rs. 330/258/172/86.</p> <p>The scheme is administered by SUD-Life.</p>   |
| <b>PMSBY</b>    | <p><b><u>Pradhan Mantri Suraksha Bima Yojana</u></b></p> <ul style="list-style-type: none"> <li>● Saving Bank Account holders aged between 18 to 70 years.</li> <li>● It offers to provide insurance cover of Rs.2,00,000/- upon accidental death or loss of two eyes, hands or legs (Full disability) @ annual premium of Rs.12 per year. Compensation will be Rs. 1 lakh in case of loss of one organ only (Partial disability).</li> <li>● The scheme is administered by New India Assurance Company Ltd.</li> </ul>   |
| <b>SHG</b>      | <p>Financial Inclusion also includes Formation and linkage of the SHG, NRLM and NABARD are actively working on it.</p>  |

**RETAIL/01**  
**STAR PERSONAL LOAN**

|  |  |  |
|--|--|--|
| <b>Eligibility</b>   | Salaried Employees, Professionals, Individuals with High Net Worth.  |  |
| <b>Type of Advance</b>   | D/L, T/L, OD (Reducible), OD (Non-Reducible). OD (Non-Reducible) Maximum up to Rs.1.00 lakh to confirmed permanent employees of Central/State Govt./Reputed corporate/PSUs subject to stipulated conditions.   |  |
| <b>Purpose</b>   | <b>Clean/Unsecured Loan</b>  | <b>Secured Loan</b>  |
|  | For Marriage/ Medical/ Educational Expenses/tours & Excursion India or Abroad, Repairs, Renovation of House/Flat/ Any Personal Expenses of Bonafide nature as approved by Bank.  | For Repairs/Renovation of House Property/Repayment of Existing Housing Loan For Education of Self/Spouse/Children for Purchase of Consumer Durables/ Computers/ Professional Equipments. |
| <b>Age of Salaried Employees</b>   | Not to exceed retirement age.  | Not to exceed retirement age.  |
| <b>Professionals &amp; Others</b><br>(at the end of repayment period)                    | Not to exceed 65 years.  | Not to exceed 65 years.  |
| a) <b>Quantum of loan to salaried employees.</b><br><br>b)For <b>Professionals/ HNIs</b> | a) 10 times of monthly net emoluments, i.e. take home salary Maximum Rs.5,00,000/-.<br>b) 50% of gross annual income as per latest ITR (Maximum Rs. 5 lakh, Min. Rs. 0.10 Lac in Metro/ Urban).<br><b>Note:</b> In case of approved schemes for financing clean/ unsecured loans to a group of permanent/confirmed employees of Govt./PSU's/PSE's/Reputed Corporates/Reputed Organizations etc., where salary deduction of EMI is available or proper mechanism for deduction of EMI from the employee borrower's salary is in place-ZLCC and above can sanction individual clean/ unsecured loans up to Rs.10 lakh. | a) 20 times of monthly gross emoluments (Max. Rs. 10,00,000/-).<br>b) 100% of gross average annual income as per last 3 ITRs (Maximum Rs. 10,00,000/, Min 0.10 Lac).                     |
| <b>MARGIN</b>  | No Specific Margin. However, loan amount not to exceed proposed expenditure/ requirement.  | Suitable Margin in consonance with requirement of security, size of the limit, credit rating, risk perception etc.   |
| <b>Repayment</b>   | 36 EMI one month after first disbursement. At discretion Sanctioning authority may consider up to 60 months.   | 60 EMI one month after first disbursement.   |

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|  |   |   |
|--|---|---|
|  | Overdraft – Limit should be reduced Monthly as per repayment schedule.  |   |
|  | OD (Non-Reducible) – Interest to be serviced regularly. Delegation-CM & above.  |   |
|  | In any case, A/c should be closed before retirement of employee/cessation from service.   |   |
| <b>Security</b>                                | Clean   | <p>*Pledge of Gold/NSCs/KVPs/IVPs/LIC Policies with adequate surrender value. VOS should be at least equal to loan amount.</p> <p>*In case of Pledge of Demat shares/Units (VOS should not be less than 200% of loan amount.</p> <p>*Equitable / Legal Mortgage of House Property (VOS should not be less than 150% of loan amount). Valuation of Property/ Title Search/Charge registration guidelines should be strictly complied with.</p> |
| <b>Procedure for ensuring end use of Funds</b> | Exercise caution, Obtain declaration and purpose wise breakup, Document supporting end use of the request need not be insisted confirm source of repayment.   | Exercise caution, Obtain declaration and purpose wise breakup, Document supporting end use of the request should be obtained.   |
| <b>Rate of Interest (ROI)</b>                  | Rate of interest is linked to RBLR (HOBC 113/137 Revised dated 10.10.2019).   |   |
| <b>DOCUMENTS REQUIRED FROM CUSTOMER</b>        | In addition to KYC documents, photo, Salary Certificate; I.T. Returns, Guarantors (all documents) if stipulated, Asset Liability Statement, Proform an Invoice/estimate in case of secured loans.   |   |
| <b>SECURITY DOCUMENTS</b>                      | <p>(1) Application-cum- Proposal Form &amp; CBD-23 - (for Applicant/Borrowers/Guarantors).</p> <p>(2) CHA-1/D.P.Note (L-434 additionally in case of Demand Loan).</p> <p>(3) Bearer Letter (L-435).</p> <p>(4) Installment Letter (L-440, in case of Demand Loan) as per nature of advance.</p> <p>(5) Deed of Guarantee (OD 194) for Singular/ Joint &amp; several Guarantee, if stipulated.</p> <p>(6) L-516 as per HO Br. Cir. <u>97/114</u>dated 13.11.2003.</p> <p>(7) L-515 as per HO Br. Cir. <u>94/186</u> dated 25.01.2001.</p> <p>(8A) Irrevocable auth. letter addressed to Employer for deduction of install./interest from the salary. or</p> <p>(8B) ECS mandate duly authorized by borrower’s bank in case borrower does not have account with us.</p> |   |

|   |   |
|---|---|
|   | <p>(9) Letter from customer authorizing bank to debit the account with admissible service charges/interest etc.</p> <p>(10) Equitable/Legal Mortgage of the property, wherever stipulated. For Legal Mortgage CHA – 4. Recording the EQM recital in Bank’s Books as per draft given in Manual of Instns Vol. – 3 Part-II, including registration of charges with sub-Registrar Office.</p> <p>(11) Charge on collateral security such as pledge of TDR / NSC etc. (No.10 &amp; 11 Applicable for secured loans only).</p> |
| <b>GUARANTEE</b>                                | <p><b>Depending upon the merits of Case.</b></p> <p>In Case of Staff Guarantee by PF/Gratuity Nominee is mandatory.</p> <p>Loans on special terms to group of permanent/confirmed PSU/PSE/Central/State Govt. employees.</p> <p>(Refer to HOBC 107/123 dated 01.10.2013&amp;HOBC110/10 dated 01.04.2016).</p>   |
|   | Borrower may avail two loans, i.e. .one for secured & another for clean/unsecured under star personal loan scheme subject to merit of the case, his repayment capacity & compliance with the scheme norms/terms of sanction.  |
| <b>Interest concession to Women Beneficiary</b> | The concession to women beneficiary withdrawn henceforth.   |
| <b>Penal Interest</b>                           | Penal Interest to be levied as per prevailing guidelines, HOBC 93/154 dated 07.12.1999.   |
| <b>Proposal Processing Charges</b>              | Onetime @2% of loan amount min Rs. 1000/- & Maximum Rs.10,000/-(To be recovered at the time of documentation).  |
| <b>Authority for concession in PPC</b>          | All Proposal – EDLCC & Above.   |
| <b>Post Sanction Inspection</b>                 | For Housing purpose – Yearly; <b>Others: Waived.</b> Periodicity of inspection should be stipulated in Proposal (at the time of sanction/review).   |
| <b>Rating Exercise</b>                          | New Credit Rating Model for Personal Loan/ Vehicle loan, Marks should be more than 20.  |
| <b>Review of Accounts</b>                       | Annually, In a statement format. No processing charges to be recovered at the time of review.   |
| <b>Disclosure of information on Charges</b>     | To inform about charges to the borrower at the time of interview with the proponents. Due diligence undertaken by outside agency charges has to be absorbed by the Bank.  |
| <b>Other Important aspects</b>                  | <ul style="list-style-type: none"> <li>➤ Disposal of loan application within 5 days from date of receipt.</li> <li>➤ Branch to furnish authenticated copy of loan agreement and enclosures to borrower on Demand at bank’s Cost.</li> <li>➤ We have to follow Guidelines of Fair Practice Code &amp; Code of Bank’s commitment to Customers as per BCSBI.</li> </ul>  |
| <b>Other Terms and Conditions</b>               | Details terms and conditions to be followed by the Branches is given under Master BC No.110/10dated 01.04.2016.   |
| <b>Online Contactless Platform for loan</b>     | To avail Bank’s online contactless platform eligible proponents can apply through ( <a href="http://www.psbloanin59minutes.com/boi">www.psbloanin59minutes.com/boi</a> ) for a loan of Rs 50000 to Rs 5 Lakh.   |

**RETAIL/02**  
**STAR VEHICLE LOAN SCHEME**

|  |   |                   |  |         |                           |
|--|---|-------------------|--|---------|---------------------------|
| <b>Eligibility</b>   | All individuals including farmers, NRIs (jointly with resident close relatives except dismissed/compulsory retired employee of the Bank), proprietorship/partnership firms, corporate entities etc. (except HUF). Newly recruited BOI Staff with minimum 6 months satisfactory service are also eligible under this scheme.   |                   |  |         |                           |
| <b>Individuals/Pensioners</b>  | 24 times of Monthly Gross emoluments or 2 times of Gross avg. Annual Income as per last 3 Income Tax Returns (ITRs).  |                   |  |         |                           |
| <b>Others</b>  | Two times of average annual cash accruals as per last 3 audited B/S & P&L A/c of firm/company.  |                   |  |         |                           |
| <b>Farmers</b>   | Depending upon his Repayment capacity as is applicable in agricultural loans.   |                   |  |         |                           |
| <b>Notes</b>   | Sanctioning Authority can consider advance to two individuals jointly by combining their entitlement provided they are close relatives and vehicle should be registered in the name of one of the co-borrowers.   |                   |  |         |                           |
| <b>Age</b>   | Not to exceed 65 years at the time of availing loan.  |                   |  |         |                           |
| <b>Purpose</b>   | For purchase of New Two/Four Wheeler (including jeeps & vans not requiring Heavy Duty License).   |                   |  |         |                           |
|  | <b>Second Hand</b> - (up to 3 years old – only if comprehensive insurance is Available). No accident history & all other related documents of the vehicle should be available.  |                   |  |         |                           |
| <b>Electronic/battery-operated vehicles</b>                                      | It must be Registered with RTO. or<br>Where registration with RTO is <b>not required</b> : Specified curtailed limit and collateral security should be obtained.  |                   |  |         |                           |
| <b>Reimbursement of cost of four-wheeler vehicle: purchased from own sources</b> | <b>Subject to:</b><br>A. <b>Purchase</b> of new four-wheeler vehicle <b>by cheque\electronic</b> mode only.<br>B. Vehicle should <b>not be 3 months</b> old and No accident case during this period.<br>C. Obtain <b>original</b> receipts, invoice, vehicle details, original RC may be returned after due verification.<br>D. <b>Valuation of vehicle</b> should be carried out from approved valuer.<br>E. <b>Loan reimbursed after noting Bank’s charge</b> with RTO and our HP clause on Insurance Policy. |                   |  |         |                           |
| <b>Limit</b>   | <b>Individuals (Resident in India)</b>  |                   | <b>Companies &amp; Corporate entities</b>          |         | <b>NRI</b>                |
|  | Indian Vehicle  | Imported Vehicles | (Loan can be for a fleet of vehicles or a Vehicle) |         | Individuals               |
|  | 50 lakh   | 100 lakh          | 200 lakh   | 50 lakh | 2W-0.50 Lakh<br>4W-4 Lakh |
|  | <b>Note: more than one vehicle can be considered within the above limits, provided the 1st a/c is in order, charge registered with RTO &amp; repayments are regular.</b>  |                   |  |         |                           |

**“SANDIPANI”-STC-NOIDA- ONE PAGE MANAGER SERIES (OPM) – 30.06.2020**

|   |   |                               |   |                             |   |
|---|---|-------------------------------|---|-----------------------------|---|
| <b>Rate of Interest</b>   | as per extant H.O. guidelines from time to time.<br>RoI is linked to RBLR & CIBIL Personal Score of the borrowers. In case of joint borrowers/proponents Pricing, Delegation & Acceptability of the Proposition as per HOBC 113/137 Revised 10.10.2019.   |                               |   |                             |   |
| <b>Margin:</b> On Ex-showroom price excl. comprehensive insurance/taxes/registration charges, for loan up to Rs 10 Lakh & above Rs 10 Lakh Margin on “Road Price”, including insurance/Taxes/registration charges | <b>Individuals (including NRIs)</b>   |                               | <b>Corporate/firms</b>  | <b>2nd hand vehicles</b>    |   |
|   | Up to Rs.10 lakh  | >Rs.10 lakh up to Rs. 25 lakh | >Rs.25 lakh   | Irrespective of amount      | Depreciated Value/value assessed by Govt. approved Valuer/sale consideration, <b>whichever is lower</b> |
|   | Nil   | 15%                           | 25%   |                             |   |
| <b>Net Take Home Pay</b><br>For Individuals :<br>For others (Proprietor/ Partnership/Co) DSCR: 1.5 Min.   | Gross Monthly income  |                               |   | % of NTHP                   |   |
|   | Up to 1.00 lakh   |                               |   | 40%                         |   |
|   | Above 1.00 lakh to Rs 5.00 lakh   |                               |   | 30%                         |   |
|   | Above Rs.5.00 lakh  |                               |   | 25%                         |   |
| <b>Repayment</b>  | <b>New vehicles: Individuals</b>  |                               | <b>Corporate/ firms</b>   | <b>Second hand vehicles</b> |   |
|   | <b>4W</b>   | <b>2W</b>                     |   | Maximum 5 years             | Maximum 3 years   |
|   | Maximum 7 years   | Maximum 5 years               |   |                             |   |
| <b>Security</b>   | Hypothecation of the Vehicle, Charge on vehicle registered with R.T.O.<br>Comprehensive insurance of the vehicle with bank clause.<br>Collateral Sec. is desirable for loans to individuals > Rs. 25 lakh.<br>Collateral security in respect of loans for vehicles run on non- conventional energy & not requiring registration with RTO for limits > Rs.1.00 lakh. |                               |   |                             |   |
| <b>Guarantee</b>  | <ul style="list-style-type: none"> <li>a) Required for loans &gt; Rs.25 Lakh &amp; in respect of loans for vehicles not registered with RTO.</li> <li>b) Guarantee of Resident Indian in respect of loans to NRIs.</li> <li>c) In other cases, tangible collateral security of acceptable value can be obtained in lieu of guarantee.</li> </ul>                    |                               |   |                             |   |
| <b>Documents Required From Customers</b>  | Photograph; Proof of Income; Proof of Address; Third Party Guarantee (if applicable); Performa Invoice.   |                               |   |                             |   |
| <b>Security documents</b>   | Application-cum-proposal.   |                               | OD-194 (Guarantee Deed)   |                             |   |
|   | L-512,  |                               | L-516 & L-515   |                             |   |
|   | Comprehensive Insurance Policy with bank clause   |                               | Letter addressed to Insurance Company for remitting claim directly to Bank in case of damages     |                             |   |
|   | Blank Transfer Forms in Blank in duplicate (Form No. 29 & 30)   |                               | Registration of Bank’s Charge on the vehicle with Regional Transport Authority.                   |                             |   |
|   | Valuation Certificate for second hand vehicle from approved valuer.   |                               | Registration of charge with ROC in case of finance to companies.                                  |                             |   |
|   | A letter of authority by the borrower to debit the loan/ SB a/c with Intt. / Ser. Ch. / Ins. Prem.  |                               | Where guarantor’s vehicle is taken as collateral security, obtain another CHA-2 with modification |                             |   |

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|  | Employers undertaking for recovery of installment, OR post-dated cheques towards EMIs. | Sanction Letter |
|--|--|-----------------|

**Clarification in dealer payout:** Payout is permitted to Authorized dealer and or staff of Authorized dealers of 13 specific car manufacturers. It is available for leads provided by them.

|  |   |
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| Pay out to dealer  | (A) 1.50% of loan amount (inclusive of service tax or any other tax) per vehicle, exclusive of incentive to Staff of Authorized dealer. |
| Pay out to staff of Authorized dealer  | (B) 0.25% of loan amount, Max Rs 5000/- (inclusive of service tax), exclusive of incentive to staff of Authorized dealer.               |
| Max Payout   | Total of (A) + (B)  |
| Authority to modify structure  | Zonal Manager authority to modify cap up to 1.75%.  |
| <b>Refer : HOCL 2018-19/49 dated 24.07.2018 to be read with HOBC 110/06 dated 01.04.2016 &amp; 108/98 dated 12.08.2014</b> |   |

All Retail Loans proposals should be invariably prepared, processed and disbursed through CAPS directly to the vehicle dealer through RTGS/NEFT. Finance under the scheme is allowed for those Approved Dealer’s vehicle whose name, address and bank account number is uploaded in CAPS. In case of Vehicle paid through DD/Pay Order: on the reverse write the name of borrower and type of loan.

**According to HOBC 113/143 dated 18.10.2019, Now, borrower/proponent can apply Contactless Vehicle Loan, (for the Quantum of Loan of Rs.10,000/- to Rs. Rs.50 Lakh) through [www.psonlineloansin59minutes.com](http://www.psonlineloansin59minutes.com) portal on our Bank’s Website.**

Branch should comply with KYC/Due Diligence, Rating Exercise, Checklist, Mode of Disbursement (as per BC No.108/109 dated 01.09.2014), Vetting of Documents, control measures, reporting and reviewing of accounts as per Master BC No.109/06 dated 01.04.2015.(110/06 dated 01.04.2016).

**Bulk Financing:** Extra care to be exercised while dealing with bulk proposals received from employees of a company/firm/organization (as per Annexure II of Master BC No.110/06 dated 01.04.2016). (For any deviation in all others terms of Loan/Finance Guarantee/Security/Repayment terms etc. is NBGLCC and above as per BC No.108/50 dated 09.06.2014). The bulk execution of documents/application with proper KYC should be completed through proper indexing/numbering of proposal. Avoid haste to save from errors in documentations.

[TOP](#)

**RETAIL /03  
STAR EDUCATIONAL LOAN SCHEME**

|  |  |  |
|--|--|--|
| <b>Eligible Courses: (indicative list)</b> | <p><b>Studies in India :</b></p> <ul style="list-style-type: none"> <li>● <b>Graduation courses :</b> BA, B.Com., B.Sc., etc. (Degrees awarded by Universities).</li> <li>● <b>Post Graduation courses</b></li> <li>● <b>Masters &amp; Ph.D.</b> (awarded by Universities)</li> <li>● <b>Professional courses :</b> (approved by AICTE/AIBMS/ICMR/IMC and/or affiliated to any University approved by UGC/State Govt., Ministry of HRD, Govt. of India) : Engineering, Medical, Agriculture, Veterinary, Law, Dental, Management, Computer etc.</li> <li>● Computer certificate courses of reputed institutes accredited to Department of Electronics or institutes affiliated to</li> </ul> | <p><b>Studies abroad :</b></p> <p>(Institutes/Universities up to world ranking of 3000 provided in website <a href="http://www.webometrics.info/about.html">www.webometrics.info/about.html</a> only to be covered).</p> <ul style="list-style-type: none"> <li>● <b>Graduation:</b> For job oriented professional/technical courses offered by reputed/State funded universities.</li> <li>● <b>Post Graduation:</b> MCA, MBA, MS etc. from State funded Universities.</li> <li>● <b>Courses conducted by CIMA –</b></li> </ul> |
|--|--|--|

|                               |   |  |                          |                   |
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|                               | <p>university.</p> <ul style="list-style-type: none"> <li>•Courses like ICWA, CA, CFA etc. (only exam fees to the respective Institutes, in absence of regular course curriculum).</li> <li>•Courses conducted by National Institutes, like IIMs, IITs, IISc, XLRI, NIFT, NID, and other Institutes set up by Central/State Governments.</li> <li>•Courses offered in India by reputed foreign universities with prior approval.</li> <li>• Evening/Part-time courses of approved institutes.</li> <li>•Other courses leading to diploma/degree, etc. conducted by colleges/universities approved by UGC/Govt./AICTE/AIBMS/ ICMR, IMC etc.</li> <li>•Courses offered by National Institutes and other reputed private institutions with prior approval.</li> <li>•Regular Degree/Diploma courses like Aeronautical, Pilot training, shipping, Nursing or any other discipline approved by Director General of Civil Aviation/Shipping/Indian Nursing Council or any other regulatory body as the case may be, if the course is pursued in India.</li> </ul> | <p>London, CPA in USA, etc.</p> <ul style="list-style-type: none"> <li>•Degree/Diploma courses in Aeronautical, Pilot training/shipping etc. <b>provided they are recognized by competent regulatory bodies in India/abroad for the purpose of employment.</b></li> <li>•As per IMC Ordinance 2013, w.e.f. 15.05.2013, any Indian citizen who intends to obtain medical qualification from any foreign country are not required to obtain permission/eligibility criteria from MCI.</li> </ul> |                          |                   |
| <b>Student’s Eligibility:</b> | The student should be an Indian National secured admission to professional/technical courses in India, after completion of HSC (10+2 OR equivalent).  | For abroad through Entrance Test/Merit based selection process after completion of HSC (10+2 OR equivalent).   |                          |                   |
|                               | <ul style="list-style-type: none"> <li>•There is no need to insist upon No Dues Certificate as a pre-condition. However, branches may obtain a declaration/an affidavit confirming that no loans are availed from other banks/financial institutions.</li> <li>•In case of admission to Post Graduate course or Research Programs not based on entrance test or based on marks obtained in qualifying examination, such cases shall be considered based on employability and reputation of the institution concerned.</li> </ul>  |  |                          |                   |
|                               | <ul style="list-style-type: none"> <li>•Where admissions are taken purely based on marks scored in qualifying examinations, the cut-off marks is stipulated is : <table border="1" data-bbox="411 1693 1297 1738"> <tr> <td>• General category – 60%</td> <td>• SC/ST/OBC – 50%</td> </tr> </table> </li> <li>•Sanctioning authority must satisfy about employment generation after course &amp; consequent ability to repay.</li> </ul>  |  | • General category – 60% | • SC/ST/OBC – 50% |
| • General category – 60%      | • SC/ST/OBC – 50%   |  |                          |                   |
| <b>Management quota/seats</b> | <ul style="list-style-type: none"> <li>•Students seeking admission under Management quota/seats could be granted under following circumstances:-<br/> <b>Meritorious student who qualifies for seat under merit quota, but chooses to pursue a course under Management quota seat in an Institution for reasons of convenience (Proximity) or choice of course.</b> <ul style="list-style-type: none"> <li>• <u>Margin</u> - Up to Rs.4 lakh: NIL &amp; above Rs.4 Lakh -5%</li> </ul> </li> </ul>  |  |                          |                   |



**“SANDIPANI”-STC-NOIDA- ONE PAGE MANAGER SERIES (OPM) – 30.06.2020**

|  |   |  |                           |
|--|---|--|---------------------------|
|  | <ul style="list-style-type: none"> <li>• <u>Quantum of loan</u>: As per fee structure approved by State Government/Government approved regulatory body for payment seats subject to viability of repayment.</li> <li>• <u>Collateral Security</u>: as per the Scheme.</li> </ul>  |  |                           |
| <b>Margin</b>                                    | EL Up to Rs.4 Lakh: NIL   | EL above Rs.4 Lakh:  | India - 5%<br>Abroad- 15% |
|  | Scholarship/assistantship to be included in margin & margin needs to be brought-in on each disbursement.  |  |                           |
| <b>Quantum of finance:</b>                       | Need-based finance to meet the expenses, subject to earning potential of students upon completion of the course and should not depend upon the parental income/family worth, worked out as per items**below.  |  |                           |
|  | Studies in India–Maximum Rs.10.00 lakh.   | Abroad-Maximum Rs.20.00 lakh.  |                           |
| <b>The higher limit (exceeding scheme limit)</b> | <p>can be considered in respect of recognized courses of approved universities/ Institutes subject to evaluation of course/ employability at the level of NBGLCC and above Subject to:</p> <p>a) Loan limit to be fully secured by tangible collateral security and margin to be stipulated at 25%.</p> <p>b) Servicing of interest during moratorium period as &amp; when applied.</p> <p>In case of non-servicing of Interest during moratorium period adequate security including capitalized/accrued interest to be obtained.</p> |  |                           |
| <b>Expenses considered for loan**</b>            | Fee payable to college/school/hostel.   | Hostel accommodation or expenses on lodging/boarding arrangement made by the student. Branches may consider need based loan.   |                           |
|  | a) Examination/Library/Laboratory fee.<br>b) Caution deposit/building fund/ refundable deposit supported by Institution bills/receipts.   | These expenses could be considered subject to the condition that the amount does not exceed 10% of total tuition fees for the entire course.   |                           |
|  | a) Purchase of books/ equipments/ Instruments/uniforms.<br>b) Travel expenses/passage money for studies abroad.<br>c) Purchase of computers/Laptops.<br>d) Any other exp. required to complete the course, like study tours, project work, thesis etc.  | <p>a) Maximum expenses permitted, @ 20% of the total tuition fees payable for completion of the course (it is likely that expenditure under these items 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).</p> <p>b) Hypothecation charge on such computer need not be obtained, as value of security vis-à-vis quantum of education loan is negligible. Similarly, insurance of such computer/system need not be insisted upon.</p> |                           |
| <b>Reimbursement of Expenses</b>                 | Reimbursement of fees paid in advance or at the time of selection/admission or for earlier years before applying for loan is permitted. The sanctioning   |  |                           |

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|  | authority to satisfy about the expenses already incurred preferably by verifying bills/receipts. (please refer delegation of Branch Managers and other sanctioning authorities for reimbursement of Loans to borrowers).  |
| <b>NRI students</b>  | Student should hold Indian passport & meet eligibility requirement. Tangible Collateral security having 100% enforceability in India. Approval for deviation to be obtained from NBG-LCC.   |
| <b>Parties to the Loan:</b><br>Who can be joint borrowers. | <p>a) Joint borrower should normally be Parents/Guardians/spouse/other Acceptable person as joint-borrower.</p> <p>b) In case of married student, spouse or parents/parents in law. However, in case of adverse credit history of the above mentioned Jt. Borrowers, Other person acceptable to the bank can be taken as Jt. Borrower (after taking precaution) &amp; such person should be relative of student &amp; genuinely concerned about his well being/education.</p>   |
| <b>Loan documents</b>                                      | <p>➤ <b>Should be executed</b> by both the student (if major) and the parent/guardian as joint-borrowers. In case of minor student, security documents are to be executed by parent/guardian and upon student attaining majority, fresh set of documents to be executed by both - parent/guardian and student jointly. An undertaking to be obtained from the parent/guardian to that effect.</p> <p><b>Family as a unit for quantum of finance/margin/security has been discontinued. Loan to be considered on an individual student basis.</b></p>  |
| <b>Top up Loans</b>  | <ul style="list-style-type: none"> <li>✓ In cases where the students pursuing further studies within the overall eligibility limit (limit to individual student not to exceed EL ceilings).</li> <li>✓ Top-up loan may be considered, even if moratorium of the first loan is Over and repayment of the first loan has been already commenced.</li> <li>✓ Margin, Quantum of loan and requirements are similar to EL.</li> <li>✓ The repayment of both the loans will commence after the completion of the second course and further moratorium period as provided under the scheme.</li> </ul>   |
| <b>Repayment Period</b>                                    | <ul style="list-style-type: none"> <li>✓ <b>Repayment Holiday/Moratorium:</b> Course period +1 yr.</li> <li>✓ <b>Repayment period:</b> 15 years after commencement of repayment.</li> <li>✓ No <b>pre-payment penalty</b> will be levied for pre-payment of loan any time during the repayment period.</li> <li>✓ If the student is not able to complete the course within the scheduled time, <b>extension of time</b> for completion of course may be permitted for a maximum period of 2 years.</li> <li>✓ If the student is not able to complete the course for reasons beyond his control, sanctioning authority may at his discretion <b>consider such extensions</b> as may be deemed necessary to complete the course.</li> <li>✓ In case, the <b>student continues further higher studies with or without Bank Loan</b>, repayment of existing loan may be appropriately rescheduled, after due verification.</li> <li>✓ In case the <b>student discontinues the course midway</b>, appropriate repayment schedule will be worked out by the Bank in consultation with the student/parent. <ul style="list-style-type: none"> <li>➤ While <b>EMI based repayment</b> is generally acceptable practice, many times the salary levels at the start of the career may not facilitate comfortable payment of EMI in certain cases (e.g. professionals like Doctors). <b>Telescoping of repayment</b> with stepped up instalments with passage of time may be conserved in such cases.</li> <li>➤ If the repayments in education loans are extended due to <b>revision in the repayment period under the new Educational Loan Scheme</b></li> </ul> </li> </ul> |

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|   | <p>(as above) the same <b>may not be treated as restructuring</b>. However, this treatment would be <b>available only to</b> education loans which are standard on the date of such extension of repayment period. Further, such <b>extensions should not</b> be given.</p> <ul style="list-style-type: none"> <li>➤ Moratorium can be considered for 2 or 3 times (6 months) in a life cycle of loan due to <b>unemployment/underemployment</b>.</li> <li>➤ Bank encourages student desirous to <b>start-up of unit</b> by giving <b>moratorium of repayment of Principal and Interest</b> for maximum 2 years of incubation period of proposed activity.</li> </ul>  |   |
| <b>Rate of Interest</b>   | <p><b>As advised by Bank from time to time.</b> Rate of interest is linked to RBLR (HOBC 113/137 Revised 10.10.2019).</p> <p><b>Concessions:</b></p> <p>a) 0.50% for all students pursuing <b>professional courses</b> likes Medical/Engineering/Management etc.</p> <p>b) The concessions to women beneficiary withdrawn henceforth, (Maximum concession under above should not exceed 1.00%).</p> <ul style="list-style-type: none"> <li>• Maximum interest concession under all above categories should not exceed 2.00% p.a. subject to min 1 year MCLR.</li> <li>• <b>Simple interest</b> to be charged during the repayment holiday/moratorium period.</li> <li>• 1% interest concession provided to borrowers, if the interest is serviced during the study/moratorium period prior to commencement of repayment.</li> <li>• This interest <b>refund for servicing of interest</b> to be effected on quarterly basis.</li> <li>• Normal interest applicable from the date of commencement of repayment. This normal interest shall be applicable to loans disbursed under RBLR too. (Refer HOBC 113/137 (Revised) dated 01.10.2019).</li> <li>• <b>EMIs to be fixed on the basis of Principal Loan and Accrued/Unpaid Interest</b> together at the end of moratorium period.</li> <li>• Penal Interest @2% to be charged for loans above Rs.4 Lakh for the overdue amount and overdue period as per Bank’s policy on penal interest.</li> </ul> |   |
| <b>Security :</b><br>Moveable/Immoveable or liquid security in the name of student/parent/guardian or any other third party. Unencumbered portion under 2nd charge too. | <b>Up to Rs. 4 Lakh</b>  | No security. Parent (s)/ or Co-borrower as Jt. Borrower.(waiver of co-borrower –with ZLCC)  |
|   | <b>Above Rs.4 Lakh &amp; up to Rs.7.50 Lakh</b>  | To obtain cover under CGFSEL*** is mandatory  |
| <b>Time Limit for disposal of EL Application:-<br/>Rejection of EL Application – next Authority minimum SZLCC</b>   | <b>Studies in India &amp; Abroad</b>   | <b>Period of disposal</b> from the date of receipt of application.  |
|   | Up to Rs. 4.00 Lakh  | 7 working days.   |
|   | Above Rs. 4.00 Lakh  | 14 working days.  |
|   | <b>Above Rs.7.50 Lakh</b>  | Tangible Collateral security of suitable value in addition to assignment of future income of the student for payment of installments and co-obligation of parents/guardian as co-borrowers. |

**“SANDIPANI”-STC-NOIDA- ONE PAGE MANAGER SERIES (OPM) – 30.06.2020**

|  |  |                            |                           |                                     |                            |           |                               |                   |
|--|--|----------------------------|---------------------------|-------------------------------------|----------------------------|-----------|-------------------------------|-------------------|
| <b>Disbursement</b>  | The loan to be disbursed in stages as per the requirement/demand directly to the Institutions/Vendors of books/equipments/instruments to the extent possible.  |                            |                           |                                     |                            |           |                               |                   |
| <b>Bank Charges</b>  | <b>Study in India -Nil</b>   | <b>Deviation in Scheme</b> | <b>EL up to Rs.4 Lakh</b> | <b>Above Rs. 4 Lakh up to 7.50L</b> | <b>Above Rs. 7.50 Lakh</b> |           |                               |                   |
|  | <b>Abroad–Rs.5000/- Refundable when actual loan is availed</b>   | <b>Charges in INR</b>      | <b>Rs. 500/-</b>          | <b>Rs.1500/-</b>                    | <b>Rs.3500/-</b>           |           |                               |                   |
| <b>Life Insurance:</b>   | Bank offers specially designed insurance from STAR UNION DAI-ICHI LIFE INSURANCE CO. LTD. The Insurance Policy to be obtained at the option of the student.  |                            |                           |                                     |                            |           |                               |                   |
| <b>Follow Up/Tracking after disbursement:</b>  | <p>✓ Branches to evolve a <b>system of regular contact with all student</b> borrowers/their parents and consequently update branch records as regarding their address, contact numbers, UID No., SSN/UIN (<b>for studies abroad</b>) progress in studies, completion of the course and thereafter employment etc. Special attention should be exercised for cases involving studies abroad.</p> <p>✓ While granting education loan, branches shall also <b>notify the college/university</b> where student pursue the course about grant of education loan with a request to intimate immediately about interim cancellation of admission, if any and <b>not to refund the fees funded by the Bank</b> without permission of the Bank/Branch. In case of college/universities with which tie up entered this may be incorporated as part of the MOU/Agreement.</p> <p>✓ Branch to take <b>other follow up measures and precautions</b> as per Master BC No.108/7 dated 01.04.2014.</p>   |                            |                           |                                     |                            |           |                               |                   |
| <b>Delegation: #EL over 20 Lakh can be covered at NBGLCC</b>   | <b>Scale</b>   | <b>I</b>                   | <b>II</b>                 | <b>III</b>                          | <b>IV</b>                  | <b>V</b>  | <b>SZLCC/ ZLCC/NBG/ GMLCC</b> | <b>EDLCC</b>      |
|  | <b>Limit (Lakh)</b>  | <b>1</b>                   | <b>4</b>                  | <b>7.50</b>                         | <b>10</b>                  | <b>20</b> | <b>20#</b>                    | <b>Full Power</b> |
| <b>Central Scheme to provide Interest Subsidy (CSIS) on Education Loan</b><br>Details of the Scheme were advised vide:<br><b>BC Nos. <u>2010-11/109</u>dated 29.07.2010, <u>2010-11/210</u>dated 08.12.2010, <u>2011-12/156</u>dated 01.12.2011, <u>2013-14/103</u>dated 26.07.2013, <u>2013-14/217</u>dated 18.02.2014, &amp; <u>2013-14/224</u>dated</b> | <p>A scheme to provide interest subsidy for the period of moratorium on educational loans taken by the student from Economically Weaker Section (EWS) has been introduced by GOI w.e.f. 01.04.2009.</p> <p><b>Salient Features of the scheme are as under:</b></p> <p><b>Eligibility :</b> Student enrolled in recognized professional courses after Class XII</p> <p><b>Scheme applies:</b> To study technical and professional courses in India up to Rs.10 Lakh. Students should enroll in recognized courses in Educational Institutions established by Act of Parliament or by statutory bodies/IIMs and set up by Central Government.</p> <p><b>Interest Subsidy available only for moratorium period.</b></p> <ul style="list-style-type: none"> <li>✓ Scheme applicable only to those students belonging to economically weaker sections, with an annual parental income upper limit of Rs.4.50Lakh.</li> <li>✓ Income proof shall be submitted by student from public authorities recognized under the Scheme.</li> <li>✓ Interest subsidy shall be available to the students only once. (Not for those who discontinued studies/or expelled from institutions).</li> <li>✓ At present, Nodal Branch for implementing the scheme is the Canara Bank.</li> <li>✓ <b>Ministry of Minority Affairs, GOI has introduced a scheme viz. Padho Pradesh Scheme to provide Interest Subsidy to meritorious students</b></li> </ul> |                            |                           |                                     |                            |           |                               |                   |

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| <p>05.03.2014.</p>  | <p>belonging to economically weaker section (Annual Parental Income Rs.6Lakh) of notified minority communities (Details as per BC No. 108/102 dated 22.08.2014).</p> <p>✓ Dr. Ambedkar Central Scheme for Interest subsidy for studies abroad to OBC (Parental Income Rs. 3 Lacs)/EBC (Parental income Rs.1 Lakh).</p>   |                                    |                      |   |
| <p><b>Credit Guarantee Fund Scheme for Education Loan ( CGFSEL**)</b><br/>for Loan up to Rs. 7.50 Lakh, under Star Education Loan Scheme &amp; Star Vidya Loan Scheme<br/>( HO BC 110/21 Dated 01.04.2016 )</p> | <p>**CGFSEL cover is available for Education Loan account opened on or after 16.09.2015.</p> <ul style="list-style-type: none"> <li>• It cover both Domestic and overseas study Education Loan.</li> <li>• The rate of interest charged should <b>not</b> be <b>more</b> than 2% p.a. over Base Rate/MCLR.</li> <li>• Here amount in default means Loan outstanding plus accrued interest as on date of NPA OR date of lodgment of claim application whichever is lower or amount specified by Fund, subject to maximum of Guarantee cover.</li> <li>• The Bank should apply for Guarantee cover of earlier quarter, prior to expiry of the running quarter say for education loan sanctioned in Q2, guarantee cover should be applied before end of Q3.</li> </ul> <p>✓The bank shall ensure to submit the information required by NCGTC for giving guarantee cover with regard to the Education Loan borrowers Account</p> <p>✓ For availing the guarantee coverage under CGFSEL, the Bank shall pay Annual Guarantee Fee (AGF) of 0.50% p.a. of the outstanding amount as on the date of application of guarantee cover, upfront to the Fund within 30 days from the date of Credit Guarantee Demand Advice Note (CGDAN) of guarantee fee.</p> <p>✓The Bank may <b>invoke the guarantee</b> in respect of Education loan within a maximum period of one year from date of NPA, if NPA is after lock-in period or within one year of lock-in period, if NPA is within lock-in period, after the following conditions are satisfied:</p> <ul style="list-style-type: none"> <li>(i) Guarantee in force.</li> <li>(ii) Lock-in period of 12 months from end of period of moratorium of interest or date of commencement of guarantee whichever is later.</li> <li>(iii) Loan dues are unpaid.</li> <li>(iv) Loan recalled &amp; recovery process initiated &amp;</li> <li>(v) Claim with in time specified by NCGTC. Cover available is 75% within 30 days, rest 25% later.</li> </ul> |                                    |                      |   |
| <p><b>Documents</b><br/>(Guidelines for loan disbursement please refer to BC No. <a href="#">107/34</a> dated 22.05.2013.)</p>  | <p>A New Stamped document L-488 (education loan agreement) should be taken in all new education loan accounts, along with all other necessary documents.</p>   |                                    |                      |   |
| <p><b>Education Loan to wards of Staff members/Retired Staff</b><br/>HOBC 112/137 dated 27.12.2018</p>  | <p><b>Limit</b></p>  | <p><b>Interest</b></p>             | <p><b>Margin</b></p> | <p><b>Security</b></p>  |
|   | <p>Above Rs.4 Lakh up to Rs.7.50lakh.</p>  | <p>MCLR* for 1 Yr +1% (simple)</p> | <p>5%</p>            | <p>NIL</p>  |
|   | <p>Above Rs.7.5lakh up to Rs.20lakh or maximum Rs.40* Lakh<br/>(*Recently enhanced)</p>  | <p>MCLR* for 1 Yr +1% (simple)</p> | <p>5%</p>            | <p>Tangible security acceptable to bank after retirement of</p> |

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|   |  |  | staff. |
| <ul style="list-style-type: none"> <li>• This facility is available to all existing Education Loan availed by our staff's children.</li> <li>• This concession made available to all staff who are on bank's role as on date of this circular and made available after review of the existing account by the respective competent authorities.</li> <li>• This facility shall be applicable to all staff who ceased to be in banks service due to superannuation, VRS, death etc., the staff ceased to be employee due to resignation, due to resignation or disciplinary actions are not entitled for this facility.</li> <li>• If this facility was sanctioned and later disciplinary action being taken against, the facility shall stand withdrawn and the existing loan will be treated at par with public for all purpose.</li> </ul> |  |  |        |

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**RETAIL /04**

**PRADHAN MANTRI KAUSHAL RIN YOJNA**

**(Existing STAR EDUCATIONAL LOAN for vocational studies Scheme replaced)**

**(Skill Loan Scheme)**

**Government has proposed Pradhan Mantri Kaushal Rin Yojana (Skill Loan Scheme) in place of existing scheme for vocational studies with skill loan scheme**

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| <b>Purpose/Objective of the scheme</b>            | To extend education loan for vocational courses offered by ITIs/ITCs/Polytechnics & such other technical institutions/bodies in tune with GOI initiative in skill development & consequent need to provide institutional funding to students undergoing such skill development courses in recognized institutions.   |
| <b>Eligible/Target customers</b>                  | Indian national having secured admission for recognized course run by Govt. /Organization supported by Skill Development Corporation & leading to Certificate/Degree/Diploma issued by Govt. organization or recognized by Govt.   |
| <b>Eligible courses</b>                           | Vocational and Skill Development Courses supported by Govt. or run by organization supported by Govt.  |
| <b>Eligible Maximum quantum of loan</b>           | There is no minimum course duration. Loans will be in the range of Rs. 5000 to Rs.150000.  |
| <b>Eligible expenses considered for financing</b> | Tuition/Course fees, Examination/Library/Laboratory fees, Caution Deposits, Purchase of Books/Equipments/Instruments.<br>Any other reasonable expense found necessary for completion of course.<br>Being localized courses, expenses for lodging & boarding may not be necessary. However, such expenses may be considered on merit, wherever found necessary. |
| <b>Margin</b>                                     | Nil  |
| <b>Minimum qualification</b>                      | As required by the enrolling institutions/organizations as per National skill Qualification Framework (NSQF).  |
| <b>Minimum age</b>                                | There is no specific restriction with regard to the age of the student to be eligible for skilling loan.   |
| <b>Rate of Interest (ROI)</b>                     | As advised by Bank from time to time. Rate of interest is linked to RBLR (HOBC 113/137 Revised 10.10.2019).  |
| <b>Processing Charges</b>                         | Nil  |

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| <b>Moratorium period</b>            | Moratorium period:-<br>For courses of duration up to 1 year – Course period + 6 months.<br>For courses of duration > 1 year – Course period + 12 months.   |
| <b>Repayment</b>                    | Loans up to Rs.50,000/- up to 3 years.<br>Loans of Rs.50,000/- to Rs.1.00 lakh – up to 5 years.<br>Loans > Rs.1.00 lakh –up to 7 years.  |
| <b>Security/Credit Guarantee</b>    | No Collateral security or Third party guarantee. However, Parent to execute security documents along with student as joint borrower. Accounts financed under the scheme to be covered under the Credit Guarantee Fund Scheme for Skill Development (CGFSSD). |
| <b>Auth. for Modification</b>       | EDLCC  |
| <b>Other terms &amp; Conditions</b> | All other terms & conditions as applicable to Bank’s Normal Educational Loan Scheme.<br>For details refer: HOBC 110/009 dated 01.04.2016. <b>Accordingly, the skill Loan scheme replaces the BOI Star Loan Scheme for Vocational Studies.</b>                |

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**RETAIL/05**  
**STAR HOME LOAN SCHEME**

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| <b>ELIGIBILITY</b> | <ul style="list-style-type: none"> <li>➤ Customers who are in permanent salaried employment / Professionals/ Self Employed with Regular Income/Group of individuals/Corporates(for development of dwelling units for employees)/HUF/NRI-PIO/Staff Members. For delegation purpose loans to HUF and PIO is to be considered as ZLCC and above as per their delegation.</li> <li>➤ For individuals, marks as per Rating Sheet is minimum 20 presently and for firms/corporate SBS/MS Model Ratings as applicable to corporates.</li> <li>➤ Ordinarily for salaried persons &amp; others – up to the age of – 70 years. <b>The maximum age mentioned above is not the entry age but the age by which entire loan is to be repaid.</b> In case of joint account cases, age of senior proponent is to be reckoned for deciding outer age limit for repayment. In case of salaried persons, sanctioning authority to be satisfied about the post retirement repayment capacity and mentioned in proposal. <b>Deviations</b> by SZLCC &amp; Above.</li> </ul> |
| <b>PURPOSE</b>     | <ul style="list-style-type: none"> <li>➤ (i) To Purchase/Construct House/Flat on ownership basis.</li> <li>➤ (ii) To Repair / Renovate / Extend existing house/flat.</li> <li>➤ (iii) <b>Composite loan</b> for purchase of plot and construction of house thereon within a Maximum Period of <b>18 months</b>. Maximum period of moratorium of <b>18 + additional 12 months= total 30 months</b>, approval by ZLCC <b>on the genuineness of the case</b> (It is mandatory to service the pre-EMI interest debited in the loan account from 19<sup>th</sup> month onwards).</li> <li>➤ In case of purchase of flat, the maximum 48 months moratorium depends on flat position in multi-story skyscrapers.(up to 7<sup>th</sup> floor-30months(<b>18+12</b>), from 8<sup>th</sup> to 14<sup>th</sup> floor – 36months(<b>24+12</b>)&amp; above 14<sup>th</sup> floor-48 months(<b>36+12</b>) i.e. <b>including additional moratorium of 12 months for each stage on</b></li> </ul>  |

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|  | <p><b>case to case basis, on the genuineness of the case. Additional moratorium approval by ZLCC.</b></p> <ul style="list-style-type: none"> <li>➤ <i>In case of non-completion of construction/project within moratorium period commercial rate @3.50% over 1 year MCLR.</i></li> <li>➤ <b>No loan only for the purchase of plot of land i.e. Composite loan is considered for purchase of plot &amp; construction of house.</b></li> <li>➤ <b>Takeover of Housing Loans extended by other Banks/ Institutions/NBFCs as per extant guidelines.</b></li> <li>➤ <b>For 2<sup>nd</sup> or subsequent sale, the flat/house should have future life of at least 1.5 times of stipulated repayment period. Future life to be certified by Bank’s panel valuer.</b></li> <li>➤ <b>In case of flats, other costs for amenities like parking slot, swimming pool, club membership, charges towards electric meter, garden maintenance etc. can be treated as margin (if to be borne/paid by proponent separately).</b></li> </ul>   |
| <p><b><u>LIMIT / QUANTUM:</u></b></p>  | <ul style="list-style-type: none"> <li>➤ For construction / Purchase of House/ Flat (Min. only in Metro &amp; Urban : Rs.1 lakh)</li> <li>➤ <b><u>Maximum</u></b>(Amt.in Rs. Lakh)             <ul style="list-style-type: none"> <li>•At cities Mumbai, Delhi, Kolkata, Chennai, Bengluru, Hyderabad, Pune, Ahmedabad, Nagpur, Delhi-NCR } 500.00</li> <li>Indore, Surat, Gurgaon, Chandigarh, Jaipur, Kochi, Bhubaneswar</li> <li>•At other places } 300.00</li> <li>•<b><u>For purchase of Plots: ( Purpose- construction of house)</u></b> <ul style="list-style-type: none"> <li>(a) in above named cities } 200.00</li> <li>(b) at other places } 100.00</li> <li>(c) For Repairs/ Renovation/ Extension/ addition of house/flat } 50.00</li> </ul> </li> </ul> </li> </ul> <p>For furnishing of house/flat (15% of loan amount) Maximum - 5.00 lakh (Maximum loan amount may be considered up to Rs. 10.00 lakh for installation of rooftop solar including cost of equipments such as solar lighting, wiring and other fittings. (This is to be sanctioned as a separate personal loan with ROI as applicable to Home loan with Maximum repayment period of 10 years with security of extension of EQM/Mortgage).</p> <ol style="list-style-type: none"> <li>1. Quantum of loan above 500 lakh in above mentioned cities are to be considered in Star Diamond Home Loan Scheme.</li> </ol> <ul style="list-style-type: none"> <li>➤ For payment of insurance premium on the life of the borrower without any ceiling and to be considered over and above the normal project cost and normal eligible quantum of finance. (but within norms for net take home pay).</li> <li>➤ We can consider Bridge Loan against adequate liquid security at least equal to 110% of Exposure.</li> </ul> |
| <ul style="list-style-type: none"> <li>• <b>Salaried individuals</b></li> <li>• <b>Self- employed/ professionals</b></li> <li>• <b>individuals engaged in trade/commerce/</b></li> </ul> | <p><b><u>Salaried individuals</u></b><br/>72 times of Gross Monthly Salary OR 6 times of gross annual income based on ITRs.<br/><i>In case of new permanent employee of Central/State(C/S) Government, C/S PSU, minimum employment period reduced to 12 months. ITR can</i></p>   |



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| <p><b>business</b></p> <ul style="list-style-type: none"> <li>• Prop./Partner/firms/ Corporates/ HUF</li> <li>• Farmers/ Agriculturists</li> </ul> | <p><i>be waived subject to employment confirmation.</i></p> <p><i>Now son/daughters can be included as co-borrowers.</i></p> <p><b>Self employed/professionals/individuals engaged in trade/commerce/business* -6 times</b> of Gross Annual Income based on ITRs. Please also refer to HO BC <b>112/21 dated 03.05.2018 for full details.</b></p> <p><b>Prop. / Partner firms/ Corporates/ HUF*</b> - 6 times of Cash Accruals (PAT + Depreciation) as per BS &amp; P&amp;L A/cs. For firms and corporate DSCR of 1.50 required. The DSCR of 1.25 can be accepted subject to obtain personal guarantee of partners/Directors, the deviation lies with ZLCC.</p> <p><b>Farmers/Agriculturists</b> – Where ITR is not filed/not required to be filed, assessment of income based on net income from farm, other agricultural &amp; allied activities &amp; depending upon repayment capacity of the proponent can be assessed on the basis of land holdings of the proponents by the branch.</p> <p>(2 times of Net Annual Income for last 3 years on the basis of their activity) or Obtain ITR where it's available. Maximum loan Rs. 15 Lakh.</p> |
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**Net take home Pay/income: - (Net of EMI of the proposed loan)**

|                                 |           |
|---------------------------------|-----------|
| Gross Monthly income            | % of NTHP |
| Up to 1.00 lakh                 | 40%       |
| Above 1.00 lakh to Rs 5.00 lakh | 30%       |
| Above 5.00 lakh                 | 25%       |

**Deviations by SZLCC & Above.**

**MARGIN:**

| Marginfor1sthouse          | Marginfor2nd/subsequent house | Margin for Reimbursement of Loan |
|----------------------------|-------------------------------|----------------------------------|
| Loan Up toRs.30lakh -- 10% | Loan up toRs.20lakh -- 20%    | Loan up to Rs. 20lakh -- 25%     |
| >Rs. 30up to75lakh --20%   | >Rs. 20up to75lakh -- 20%     | >Rs. 20up to75lakh -- 25%        |
| >Rs. 75lakh -- 25%         | >Rs. 75lakh -- 25%            | >Rs. 75lakh-- 25%                |

For project cost above 10 lakh: Margin to be calculated on the pure cost price of the flat/house excluding stamp duty, registration charges etc. and comply with RBI instructions on Loan to Value (LTV).

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| <b><u>RATE OF INTEREST:</u></b> | As per extant HO guidelines from time to time. Rate of interest is linked to RBLR & CIBIL Personal Score of the borrowers. In case of joint borrowers/proponents Pricing, Delegation & Acceptability of the Proposition as per HOBC 113/137 Revised 10.10.2019. |
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**REPAYMENT:** Maximum Repayment period as under:-

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| For New construction/New purchase from builder    | 30 years including moratorium period       |
| 2 <sup>nd</sup> purchase of house/flat            | 25 years with no moratorium                |
| Repairs/Renovation/Addition/Alteration            | 20 years including moratorium of 18 months |
| Authority for deviation in age is SZLCC and above |  |

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| <b>DELEGATION</b>    | As per extant HO guidelines from time to time.  |
| <b>REIMBURSEMENT</b> | Wherever reimbursement is considered, the borrowers' margin should not be less than 25% of pure cost of the house/flat. |

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| <b>Documentation charges:<br/>Charges for deviations<br/>from scheme norms</b> | Nil & No charges for issuing in principle sanction letter.   |
| <b>Prepayment Charges</b>  | In case of floating rate loans no prepayment charges if the a/c is closed prematurely out of borrower's own sources. No prepayment charges including take over by other Bank/F.I. for home loans. However, for loans under <i>fixed rate option</i> , for takeover by other Bank/F.I., prepayment charges @ 0.65% p.a. on outstanding loan amount for remaining maturity of loan subject to Maximum 2.25% of outstanding loan amount are applicable. <i>It may vary from time to time.</i>   |
| <b>Conversion charges</b>  | Conversion of fixed loan to floating or vice-versa is allowed subject to payment of certain charges.   |
| <b>Security</b>  | Equitable Mortgage or Legal mortgage (approval ZLCC) of the house/flat proposed to be financed.  |
| <b>Third Party Guarantee</b>   | Please also refer to HO BC 112/21 dated 03.05.2018 for full details.<br><u>Third Party Guarantee</u> not to be insisted upon where valid & enforceable Mortgage is available immediately before or at the time of disbursement. Also Third party guarantee is not required where property to be financed is funded & mortgaged with our Bank under <u>project finance to the Builder</u> & financing Branch's charge is duly noted with the branch which has financed the project or seller is proposed as guarantor.  |
| <b>Documents Required<br/>From Customer</b>                                    | Loan Application along with CBD-23 of Borrowers & Guarantors, Photo of Borrower/Guarantor, Title Deeds of Plot/Flat/House, Estimate of construction cost, Sale Agreement with Builders/Seller, Approved Map, Location Map, Status Report along with Statement of operative bank a/c for last 6 months duly authenticated by the bank (in case of new customer-borrower), Income Tax Returns, Salary Slips, FORM 16.  |
| <b>Free personal accident<br/>insurance cover</b>                              | Covering accidental death as well as permanent total disablement risks are provided to housing loan borrowers (accounts of individual(s) only) upto Rs.500 lakh under group insurance policy. The sum assured is the amount outstanding in the Home Loan Accounts on the date of accident, irrespective of amount of housing loan advanced by the Bank. If there is more than one borrower in the loan account, then company's liability will be proportionate to the number of joint borrowers. The insurance cover is renewable strictly at the sole discretion /option of the Bank. Details of last policy renewal was advised vide Circular Letter No.2015-16/206 dated 16.03.2016.<br>A Single Premium insurance cover under Sud Life Loan Suraksha Plan is made available by SUD Life Insurance Co. Ltd. To provide financial security to the dependent of home loan borrowers in case of unfortunate death of borrower. |
| <b>List of Security<br/>documents</b>  | As per Annexure II of Master BC No. 112/021 Dated 03.05.2018   |
| <b>Compliance</b>  | With guidelines about due diligence/Title opinion cum non-encumbrance report/valuation report of the property etc. to be ensured as enumerated in master BC. (Note: Please refer to HO BC 112/21 dated 03.05.2018 for full details.)<br><u>Delinked from Group concept</u> : - Home loans upto Rs.500 lakh are delinked from group concept.  |
| <b>CIBIL Report</b>  | Master HOBC 108/1 dated 01.04.2014 guidelines to be adhered. <i>Housing</i>  |

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|   | <i>Loan for other than individuals i.e. entities are not linked to CIBIL.</i>   |
| <b>Home loan for 2<sup>nd</sup> House</b>                               | It can be considered even when existing Home loan account is continuing if the proponent is eligible for proposed Home loan, the existing Home loan account is of standard category & the proponent has adequate repayment capacity to meet repayment obligations for both the loans. Home loan for 2 <sup>nd</sup> house can be considered by normal delegated authority provided no Home loan is existing on the date of sanction of loan for 2 <sup>nd</sup> house.  |
| <b>Home loan for 3<sup>rd</sup> &amp; subsequent house/flat</b>         | Can be considered to eligible applicants, singly or jointly by ZLCC & Above. However, applicants should not have more than 2 Home loan accounts (singly or jointly) at the time of sanction & both the accounts should be of standard category. The above condition is not applicable where the name of a person is added as joint borrower for family reasons but his income is not reckoned for calculation of eligible quantum of loan or repayment is not paid out of his income. The rate of interest to be charges at 0.50% over Housing Loan rates. The 3 <sup>rd</sup> dwelling units to an individual to be treated as Commercial Real Estate Exposure with risk weight and provisioning norms applicable to CRE-RH.   |
| <b>Review of standard and regular Home loans</b>                        | Proposed to be carried out through FINACLE in statement format at respective delegate levels.   |
| <b>Other aspects</b>  | <ul style="list-style-type: none"> <li>✓ The details of KYC/Due Diligence/RBI and Bank’s guidelines for 2<sup>nd</sup> and subsequent house/inclusion of rental income,</li> <li>✓ notional HRA,</li> <li>✓ adding back of Depreciation etc., bridge loan,</li> <li>✓ CIBIL,</li> <li>✓ mode of disbursement,</li> <li>✓ penalty for non-receipt of original registered title deeds,</li> <li>✓ takeover of accounts, procedural matters,</li> <li>✓ penal interest,</li> <li>✓ acceptance of alternate security in the absence of principal security,</li> <li>✓ CERSAI Charge and its related charges,</li> <li>✓ Charge with ROC for company.</li> <li>✓ charges for valuation, search, vetting of documents,</li> <li>✓ disbursement on reimbursement basis,</li> <li>✓ restructuring/rescheduling/review/reporting under PSRS,</li> <li>✓ Moratorium period,</li> <li>✓ Employer’s consent to deduct from salary, obtaining ECS/PDCs,</li> <li>✓ turnaround time,</li> <li>✓ approval of builder/projects etc. are given in:</li> <li>✓ Second valuation from other valuer to be obtained if exposure is Rs. 1 cr. &amp; above &amp; cost will be borne by the Bank.</li> <li>✓ Refer Master BC No.<u>112/021</u> dated 03.05.2018.</li> </ul> |
| <b>Contactless Home Loan</b>  | (Quantum of Loan from Rs.1.00 Lac to Rs. Rs.10 Crores) which can be applied by the proponents through <a href="#">psbonline loans in 59 minutes</a> portal on our Bank’s Website.   |
| <b>System &amp; Procedures for prevention of frauds in housing loan</b> | <p>please refer:</p> <ul style="list-style-type: none"> <li>• Annexure-II of 112/021 dated 03.05.18, mentioned in Note XVII (A)- Procedures &amp; Control Supervision on page 67 to 70.</li> <li>• Please note HOBC 112/021 Dated 03.05.2018-</li> <li>• Annexure I contain all guidelines,</li> </ul>  |

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|  | <ul style="list-style-type: none"> <li>• Annexure –II Takeover of Home Loans &amp; Procedural aspects and</li> <li>• Annexure –III Provided various circulars on Housing Loan.</li> </ul> |
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**RETAIL /06**

**STAR DIAMOND HOME LOAN SCHEME**

**(For Home loans above Rs.5.00 crore in specified major cities)**

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| <b>Objective of the scheme</b>      | <p>Star Diamond Home Loan Scheme is an extension of Star Home Loan Scheme. Scheme ceiling of Rs.5.00 crore in metros &amp; Rs.3.00 crore in other places of Star Home Loan Scheme was restricting financing higher limits to HNIs Phenomenal growth of HNIs consequent upon economic liberalization.</p> <p>Cost of houses/flats touched astronomical level in metros &amp; major cities To prevent the business from going to private banks Opportunity to enter life of rich, influential HNIs &amp; can be partner in their growth.</p>                        |
| <b>Target customers</b>             | <p>HNIs, Firms/ Corporates for their Partners/Directors with <b>average annual gross income of Rs.1.00 crore &amp; above</b> based on audited Balance sheet/ITRs during last 3 years.</p> <p><b>Quantum of loan:</b> &gt; <b>Rs.5.00 crore</b> (Home loans up to Rs.5.00 crore to be covered under Bank’s normal Star Home Loan Scheme. This scheme is for loan amount exceeding Rs.5.00 crore).</p> <p>Location of House/flat: Metros &amp; major cities – <b>Mumbai/New Delhi &amp; Delhi-NCR/Chennai/Kolkata/Bangalore/Ahmedabad/Hyderabad &amp; Pune.</b></p> |
| <b>Entry level norms</b>            | <p>For individuals: As per Home Loan model (Rating sheet with min. 20 marks).</p> <p>For firms/ corporates: As per applicable SBS/SME model/LC model.</p>   |
| <b>Net Take Home Pay/Income</b>     | <p>Net Take Home pay/Income (Net of EMI) for individuals: Min. <b>25%</b> of Gross salary/income. For firms/corporates: Min. DSCR of <b>1.5</b>.</p>  |
| <b>Margin</b>                       | <p>25% on the pure value of property, i.e. cost of construction/ acquisition/extension/renovation etc. without stamp duty, registration charges, taxes, charges etc. (As per BC No.108/55 dated 13.06.2014).</p>  |
| <b>Rate of Interest (ROI)</b>       | <p>As per Star Home Loan Scheme – Extant ROI in terms of HO guidelines from time to time Base Rate Plus 0.25% or reset by our Bank. Now, Rate of interest is linked to RBLR (HOBC 113/137 Revised 10.10.2019).</p>  |
| <b>Delegation</b>                   | <p>NBGLCC for loans up to Rs 10 crores subject to group concept. Beyond which the limits to be sanctioned at HO.</p>  |
| <b>Due Diligence</b>                | <p>Independent inspection by 2 separate officials, due diligence by outside agency, search and title clearance report for a period of 30 years. Valuation of 2 valuers from approved list, CPA-1 and CPA-II, Vetting of documents as per extant instructions etc. to be complied with.</p>  |
| <b>Other terms &amp; conditions</b> | <p>All other norms – As per Star Home Loan Scheme.</p>  |

**TOP**

**RETAIL /07**

**SPECIAL STAR HOME LOAN SCHEME**

**(Scheme code LA-755), Where immediate mortgage is not Available)**

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| <b>Objective of the scheme &amp; coverage</b> | <p>Except Mumbai &amp; Maharashtra, in other parts of India, Agreement for Sale is normally not registered by payment of full ad-valorem stamp duty. Instead, Sale Deed is registered on completion of the flat. Under existing Star Home Loan Scheme, our</p> |
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|   | branches could not finance Home loans for want of mortgage at the time of financing. Other Banks were financing resulting in loss of business to us. Hence, special scheme introduced. This scheme is applicable to the states <b>(except Maharashtra)</b> where undivided share in the property is not registered. Separate Scheme code <b>LA-755</b> .  |
| <b>Target borrowers</b>                               | All existing customers with satisfactory track record for 3 years.<br>All existing Diamond customers.<br>Term Deposit customers with average deposit of Rs.5.00 lakh during last 3 years.<br>New customers with established source of regular income such as confirmed employees of Central Govt./State Govt./PSUs, professionals like Doctors, C.A.s with average annual gross income of not less than Rs.5.00 lakh during last 3 years & after due compliance with KYC norms. All permanent employees of Public/Private sector maintaining their salary accounts with branch. All BOI Credit card holders with satisfactory track record during last 3 years. HNIs with immovable assets of Rs.20.00 lakh & after due compliance with KYC norms & due diligence from outside agencies.  |
| <b>Only for approved projects of reputed builders</b> | Financing in only those projects of reputed builders, which are duly approved for financing by G.M. (NBG). Individual proposals can be sanctioned as per extant delegation guidelines. Projects of only established/reputed builders with undisputed repute & proven track record & having successfully completed at least 3 projects in the past Project should be approved by some other Public sector Bank OR reputed Pvt. Sector Bank/H.D.F.C.  |
| <b>Maximum quantum of loan</b>                        | For small cities & towns (Tier II & Tier III cities).<br>Individual flat with min. project cost of Rs.12.00 lakh & min. loan of Rs.8.00 lakh.<br>For metros & major cities. Individual flat with min. project cost of Rs.30.00 lakh & min. loan of over Rs.20.00 lakh.  |
| <b>Security Documentation</b>                         | Creation of EQM is deferred for 36 months from first disbursement or till completion of the project/flat OR registration of Sale Deed, whichever is earlier. Till that time following documents to be obtained. Allotment letter in favour of borrower from the builder Unregistered Tripartite Agreement among Builder, Borrower (flat purchaser) & Bank. This is to be duly vetted by Zone’s Legal Dept. Unregistered Sale Agreement between Builder & Borrower along with Power of Attorney from Borrower authorizing bank to pay stamp duty/registration charges to the debit of borrower’s account & to create mortgage on his behalf. This should also be vetted by Zone’s Legal Dept. Confirmation from Builder confirming Bank’s charge over the flat financed Undertaking from builder about non- encumbrance & undertaking not to create charge over the flat in future without prior approval of the Bank. Suitable undertaking from borrower to create EQM immediately after completion of flat. NOC from other bank in case the project has already been financed by them under project finance (NOC for partial release of their charge over the flats financed by us) Status Reports on Builders from their existing bankers. All necessary approvals from Govt. & Municipal authorities should be in place. |
| <b>Margin</b>   | <b>Min. 25% on the pure value of property</b> , i.e. cost of construction/ acquisition/ extension/ renovation without stamp duty, registration charges, taxes, service charges etc.   |
| <b>Other important conditions</b>                     | i) Only cases where immediate mortgage is not available to be covered. Such cases not to be covered under any other special scheme offering special concessions.<br>ii) Search Report from two independent panel Advocates & Valuation Report from two independent valuers.<br>iii) Strict adherence to Due diligence.<br>iv) Separate record at Z.O. for tracking purpose.<br>v) Compliance with all other guidelines of Star Home Loan scheme.  |

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|                               | vi) Regular monitoring: Projects under the scheme to be monitored regularly on quarterly basis by the zone under whose geographical jurisdiction the projects come & should advise to other nearby zones who are likely to finance in those projects due to geographical proximity.   |
| <b>Rate of Interest (ROI)</b> | Normal ROI as per normal Star Home Loan Scheme (As per HO guidelines from time to time). However, ROI @ 1.00% higher than normal rate to be charged from inception of account in case of borrower’s failure to created mortgage within 36 months of first disbursement. Suitable undertaking to be obtained from borrower in this regard & to be kept on record. Rate of interest is linked to RBLR ( <i>HOBC 113/137 Revised 10.10.2019</i> ). |
| <b>Secured exposure</b>       | To be treated as secured exposure for delegation, asset classification & other related issues.  |
| <b>Delegation</b>             | As per Individual/group exposure G.M. (H.O./RBD) & above.<br>Authority for approval of deviations in any of the above major norms – E.D.  |
| <b>Other T&amp;C</b>          | All other norms – As per Star Home Loan Scheme.   |

Special Scheme for financing House/flats constructed by Army Welfare Housing Organisation (AWHO), Air Force, Naval Housing Board (ANHB) and Para Military Forces under the name of ‘BOI Star Jai Jawan Home Loan Scheme’ is introduced. Details of the scheme are available in BC No. 108/72 dated 04.07.2014.

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**RETAIL/08**  
**STAR LOAN AGAINST PROPERTY**

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| <b>Objective</b>                | To meet the credit needs of trade, commercial activity, other general business/ profession, as also for their bonafide requirements; educational expenses of family members including near relatives; repairs/renovation/extension to the residential/commercial property;<br><b>@purchase / construct residential house / flat, purchase of a Plot of land for construction of house/premises for business/commercial use; Repayment of existing loans availed from other Banks / FI’s conforming to the extant guidelines regarding “takeover” of account. Suitable declaration should be obtained from the applicant regarding the purpose; The facility should not be extended for speculative purposes including investing in equities &amp; to the builders / developers / promoters / real estate agents for real estate activities such as purchase of land / construction with an intent to sell or holding real estate stock for sale / re-sale purposes;</b><br><b><i>@Advance to be based on mortgage of another property already owned by the proponent.</i></b> |
| <b>Target customers</b>         | People engaged in trade, commerce and business, professionals, self-employed, individuals with high net worth, salaried people, proprietary firms, Partnership firms, Companies (Pvt. /Public Ltd.), HUFs (excluding partnership firms where HUF is a partner), Societies, Staff members, NRIs, subject to compliance of Bank’s/RBI guidelines.<br>NBFC, Trusts, Partnership firm where HUF is a partner is not eligible for <i>advances</i> under the scheme.  |
| <b>Maximum age of proponent</b> | For salaried persons – Maximum 60 years.<br>For non-salaried/self employed – sanctioning authority may relax by 10 years till 70 years.<br>In case of loan/reducible overdraft, age limit is the maximum age at the end of the repayment period; It means the entire loan is to be liquidated by the above age.<br>Deviation in age – beyond limits as above may be permitted by ZLCC and above.<br>Age Limit also apply to proprietary concerns. It is not an entry age.   |
| <b>Type of Advance</b>          | DL/TL/OD (Reducible)/OD (Non-Reducible)/Hybrid facility.<br>Individual – Salaried/Self-employed/professionals/Doctors are not eligible for OD (Non-Reducible).Additional Hybrid Facility of Term Loan and OD facility to same borrower. For deciding the limit eligibility based on income and turnover method to be considered and   |

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|  | highest of two could be considered as the limit, which will be broken up into loan and OD as per option subject to minimum limit of Rs. 5 lakh.  |   |
| <b>Maximum Quantum of loan /limit</b>  | Quantum of loan based on value of security & repayment capacity of proponent. For salaried individuals & self employed –professionals – Maximum Rs.500 lakh (DL/TL) and Rs.200 lakh as Overdraft (Reducible). For Doctor/s (in case of joint accounts all joint accountholders to be doctors) Maximum Overdraft (Reducible) is Rs.500 lakh. For others i.e. Proprietorship, Partnership firm and Companies – Maximum Rs.500 lakh [DL/TL/OD (Reducible & Non-Reducible)]. Authority for Deviation within overall limit of Rs.500 lakh is NBGLCC.  |   |
| <b>Calculation of Loan Quantum</b>   | Individual –Salaried/ Self-employed/Professional   | 48 times of average monthly net income (Net Take Home Pay) or 4 times of Net income as per ITR /Salary Slip/ Form16/2 to 3 year ITR.  |
|  | Professional Doctors or joint A/c Holders(All Doctors)   | 4 times of Average Annual Net Income as per 2 to 3 years ITR  |
|  | Others (Proprietor/ Company/ Partnership firms)  | Loan or Reducible OD = 4 times of Average Annual Net Income as per last 2 to 3 years ITR or 4 x Average Cash Accruals (PAT + Depreciation) for last 2/3 years as per Audited Balance Sheet.<br>OD (Non-Reducible) = 20 % of Annual Turn Over on the basis of last 2 to 3 years audited balance Sheet. |
| <b>Net Take Home Pay</b>   | Gross Monthly income   | % of NTHP   |
|  | Up to Rs. 1.00 lakh  | 40%   |
|  | Above Rs. 1.00 lakh to Rs 5.00 lakh  | 30%   |
|  | Above Rs. 5.00 lakh  | 25%   |
| For Prop. Firm/Partnership/Co. (Loans/Reducible/OD DSCR: Min 1.5; No Deviation.  |  |   |
| According to HOBC 109/100 dated 28.07.2015 LAP can be provided on the basis of Net Income or turn over in the form of OD or Term Loan. |  |   |
| <b>Margin on value of property</b>   | <p>The loan limit will be based on valuation of property i.e. 100% of circle rate/registration value of same or similar property as on date of valuation/40% of market value/50% of distress value, whichever is lower (margin will be uniform for salaried persons and others) – Bank’s approved valuer to provide aforesaid values along with purchase date and price of the property under valuation.</p> <p>*Above is the minimum margin and endeavor should be made to maximize the margin keeping in mind marketability of the property, occupancy etc.</p> <p>Where the advance is based on distress sale value of property (margin to be 50% of distress value and need for 2<sup>nd</sup> valuation), the delegated authority under whose powers the limits fall may permit financing based on distress value of the property (instead of lowest among the above three values) on case to case basis with an additional valuation report of the property to be obtained from another panel valuer and the lower distress value between the two valuation report to be taken as the base.</p> <p>In case of wide variation between market value and circle rate the advance could be considered by the next higher authority up to the level of SZLCC based on Distress value subject to two valuation and ZLCC and above can consider the advance based on the distress value.</p> <p>Authority to permit relaxation in margin – where margin is stipulated at 50% and above :</p> <p>(a)ZLCC may relax margin up to 10% (i.e. available margin should not be less than 40%)</p> <p>(b)NBGLCC and GMCC can consider additional relaxation of 15% in margin (subject to available margin should not be less than 25% of distress value).</p> <p>(c)EDLCC and above have full powers.</p> |   |

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|  | New Web based credit rating model is being introduced for BOI Star Loan against property scheme. In the meantime, branches to continue with existing instruction on credit rating as under :   |   |
| <b>Rating Exercise</b>   | Individuals such as salaried people/agriculturist/ persons engaged in trading and business, professionals, self-employed etc.  | The rating exercise to be done as per Annexure C to BC No. <u>107/146</u> dated 24.10.2013. The branches should scrupulously follow the rating exercise and applicants, getting less than 20 marks as per the rating criteria, should not be granted any facility under the scheme. |
|  | Proprietorship firm/ partnership firms/ companies etc. for limits above Rs.10 lakh.  | Credit rating as per SBS/SME/MS/LC model with entry level norms stipulated under respective ratings. No deviation permitted in this regard.   |
| <b>Repayment</b>   | For Loans - Maximum 12 years by way of EMIs from the month subsequent to the month in which final disbursement is made or 6 months from the date of first disbursement, whichever is earlier. However, the total repayment should be within the period of 144 months. (excluding the moratorium period, if any) OD (Reducible) - Interest to be serviced on monthly basis. Drawing Limit to be reduced as per sanction terms to bring down the balance to zero at the end of repayment period. Total Repayment period of Maximum 12 years.<br><i>OD (Non-Reducible)</i> - Interest to be serviced on monthly basis, as per sanction terms. |   |
| <b>ROI</b>   | ROI is subject to extant HO guidelines from time to time. Rate of interest is linked to RBLR (HOBC 113/137 Revised 10.10.2019).  |   |
| <b>Security</b>  | EQM/Legal mortgage charge over the property. Mortgage charge to be registered in states where it is applicable & also <u>registration of charge with CERSAI before disbursement</u> .  |   |
| <b>Guarantee</b>   | Third Party personal guarantee is left at the discretion of sanctioning authority.   |   |
| <b>Insurance</b>   | Property charged to be insured for full value.   |   |
| <b>EQM Fees</b>  | Limit up to Rs.10 lakh – Rs.5,000<br>> Rs.10 lakh & up to Rs.1 crore – Rs.10,000<br>> Rs.1 crore & up to Rs.5 crore – Rs.20,000  |   |
| <b>Delegation</b>  | Loan against Property & OD Against Property proposals to be considered only at ZLCC level onwards. Delegates below ZLCC level (including Branch Heads up to Scale V & AMLCC) will not exercise their delegation with regard to LAP and OD against properties till further instructions. Ref: HO-Retail Assets Dept. e-mail dated 28.12.2017.   |   |
| <b>With introduction of this scheme, old Star Mortgage Loan Scheme stands discontinued. No fresh financing to be done under old Star Mortgage Loan Scheme. Existing accounts shall continue.</b>   |  |   |
| <b>OTHER IMPORTANT POINTS :</b>  |  |   |
| <p>a. Creation of enforceable mortgage of property before disbursement of loan.</p> <p>b. Registration under CERSAI before disbursement.</p> <p>c. Entry level norms of Credit Rating to be adhered to and no deviation from entry level norm to be Permitted.</p> <p>d. CPA-I and CPA-II to be carried out for proposals with limits of Rs.50 lakh and above.</p> <p>e. Legal vetting of the documents to be done for proposals with limit of Rs.50 lakh and above before disbursement.</p> <p>f. The quantum of advance to be related to the value of property and repayment capacity of the proponent.</p> <p>g. Overdraft limit under turnover method include all Working Capital facility/ies presently enjoyed by the borrower under turnover method.</p> <p>h. As a norm more than 2 accounts (Borrowers and owner of property to be close relatives as per Section 2(77) of Companies Act 2013) should not be considered against same property and maximum limit not to exceed Rs.500 lakh.</p> <p>i. Authority for consideration of deviations (other than Entry level norm) is NBGLCC within overall ceiling</p> |  |   |



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| of Rs. 500 lakh.   |   |  |
| <b>j. Second valuation report from other valuer to be obtained if exposure is Rs 50 Lakh &amp; above.</b>  |   |  |
| Calculation of Loan Quantum  | Individual –Salaried/<br>Self-employed/<br>Professional | 48 times of average monthly net income (Net Take Home Pay) or 4 times of Net income as per ITR /Salary Slip/ Form16/2 to 3 year ITR. |
| According to HOBC 109/100 dated 28.07.2015 LAP can be provided on the basis of Net Income or turn over in the form of OD or Term Loan. <b>Please refer 110/005 dated 01.04.2016 – FAQ-LAP &amp; 110/006 dated 01.04.2016 for full details.</b> |   |  |

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**RETAIL/09**  
**STAR PENSIONER LOAN**

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| <b>Target customers (Eligibility)</b> | <ol style="list-style-type: none"> <li>1. Regular Pensioner.</li> <li>2. Family Pensioners drawing regular monthly pension through the branch.</li> <li>3. Retired employees (other than dismissed/compulsorily retired) of our Bank drawing pension from the Bank.</li> <li>4. Pensioners who are getting pension through Treasury/Defense Pension disbursing Office (DPDO) directly to the credit of their Savings Bank Account with our branches are also eligible subject to conditions :                         <ol style="list-style-type: none"> <li>a) The Pensioners copy of Original PPO to be lodged with the Branch.</li> <li>b) Duplicate/Triplicate of the stamped undertaking as per Annexure II of the Master Circular on Pensioner Loan Scheme furnished to the Bank to be submitted to the Treasury/DPDO and acknowledged copy to be kept on records.</li> </ol> </li> </ol> |  |  |
| <b>Type Of Advance</b>                | Advance can be by way of D/L; T/L; O/D (Reducible).   |  |  |
| <b>Purpose</b>                        | <b>Clean/Unsecured Loan</b>   |  | <b>Secured Loan</b>  |
|                                       | <ul style="list-style-type: none"> <li>✓ For Marriage Expenses of son /daughter or near relatives dependent on the applicant.</li> <li>✓ For Medical Expenses of son /daughter or near relatives dependent on the applicant.</li> <li>✓ For Education of Self/ Spouse/ Children/near relatives.</li> <li>✓ Repairs/renovation/extension of existing house/ flat (where EQ. Mortgage cannot be created of same property and no finance against this property from any Bank/F.I./NBFC etc.).</li> <li>✓ Any other personal expenses of bonafide nature as approved by the Bank.</li> </ul>  |  | <ul style="list-style-type: none"> <li>• For Repayment of existing housing loan from other Banks/FIs etc.</li> <li>• For Purchase of Consumer Durables/ Computers/ Professional Equipments.</li> </ul> |
| <b>Quantum</b>                        | <b>Unsecured/Clean/Secured –</b>  |  |  |
|                                       | <b>15 Months net Pension (Gross Income Less Income Tax and EMI of other loans, if any) subject to Maximum as under:</b>   |  |  |
|                                       | <b>Regular Pensioner/Family Pensioner where PPO is held at the Branch.</b>  | Pensioners who are getting pension through <b>Treasury/ Defense Pension Disbursing Office (DPDO)</b> directly to | <b>Family Pensioners*</b><br>Who are getting Pension through Treasury/Defense  |

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|   |  | the credit of their Savings A/c with our Branch. | Pension Disbursing Office (DPDO). |
|   | Rs.5,00,000.00   | Rs.3, 00,000.00                                  | Rs.1,50,000.00                    |
|   | <b>(In case of family pensioners* the loan tenure should not exceed the age of ceasing/stopping of pension as per PPO)</b>   |  |                                   |
| <b>Age</b>  | For Loan over Rs.1 lakh age at the end of repayment period not to exceed 75 years.   |  |                                   |
| <b>Margin</b>   | Secured Loans  |  | Clean/Unsecured Loans             |
|   | Suitable Margin  |  | No Specific Margin norms          |
| <b>Rate of Interest</b>                                 | RoI is linked to RBLR (HOBBC 113/137 Revised 10.10.2019), <b>As per extant H.O. guidelines from time to time.</b>  |  |                                   |
| <b>Overdraft Facility</b>                               | <ul style="list-style-type: none"> <li>✓ Overdraft facility up to 3 months ‘Net Pension’ Maximum Rs.50,000.00 can be granted (Net Pension means amount being credit to Pension Account less EMI for any loans granted at the Branch/other Branches/Banks).</li> <li>✓ Pensioner who avails Overdraft facility could also avail loan under Star Pensioner Scheme subject to combined limit prescribed under Star Pensioner Loan Scheme.</li> </ul> <p>This facility is available to all pensioners maintaining Pension Payment Account with the Branch <b>(i.e. Pensioner should be drawing pension from the branch i.e. branch should be holding PPO).</b></p>   |  |                                   |
| <b>Co-Borrower</b>                                      | In case of regular pensioners, nominee/legal heir entitled to family pension & in case of loan to family pensioner, legal heir will be co-borrower.  |  |                                   |
| <b>Guarantee</b>  | <ul style="list-style-type: none"> <li>➤ Third Party Guarantee including that of other Pensioner drawing regular pension from branch/ or</li> <li>➤ Collateral security in lieu of personal guarantee for the amount of loan can be accepted.</li> </ul>   |  |                                   |
| <b>Net Take Home Pension</b>                            | should not be less than 40% of the pension amount.   |  |                                   |
| <b>Repayment:</b><br>one month after first disbursement | Clean Loans  | Secured Loans                                    | O/D limits                        |
|   | 36 EMI (Sanc. Auth. May extend to 60EMI)   | 60 EMI   | Reducible as per payment schedule |
| <b>Security</b>   | <ul style="list-style-type: none"> <li>➤ Hypothecation charge over assets financed, wherever applicable;</li> <li>➤ Pledge of Gold/ NSCs/KVPs/LIC policies with adequate surrender value – VOS of at least equal to loan amount.</li> <li>➤ Equitable/Legal Mortgage of House/Commercial Property valued by approved valuer not less than 150% of quantum of loan.</li> <li>➤ Pledge of demat shares; units etc. of market value not less than 200% of loan amount.</li> </ul>   |  |                                   |
| <b>Documents</b>  | <ol style="list-style-type: none"> <li>1. Application-cum- Proposal Form (simplified).</li> <li>2. D.P. Note, Instalment Letter etc. (as per nature of advance).</li> <li>3. Bearer Letter.</li> <li>4. An undertaking from the pensioner that he/she will not shift pension a/c to any other bank/branch during the currency of the loan without NOC from bank. This letter should be obtained in duplicate and original forwarded to the concerned treasury office/ employer for registration/noting.</li> <li>5. A NOC from legal heirs entitled for family pension for recovery of loan instalment/amount from their a/c in which family pension amount is credited, if necessary).</li> <li>6. L-516 &amp;L-515.</li> <li>7. Letter from customer authorizing bank to debit the account with loan instalment</li> </ol> |  |                                   |

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|                                  | /amount.  |            |
|                                  | 8. Deed of Guarantee (OD-194) with statement of asset and liabilities of guarantor(s) |            |
|                                  | 9. Equitable/ Legal Mortgage of the property, wherever stipulated.                    |            |
|                                  | 10. Charge on Principal/collateral security proposed.                                 |            |
|                                  | 11. Reference: HOBC 110/11 dated 01.04.2016.  |            |
| <b>Post sanction inspection:</b> | For housing purpose   | for others |
|                                  | Yearly  | waived     |

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**RETAIL/10**  
**STAR HOLIDAY LOAN**

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| <b>CLEAN LOAN OR SECURED LOAN Target customers</b>     | Salaried employees/P&SE persons/Businessmen/HNIs/Agriculturists/ Pensioners (age Maximum 65 years and drawing pension from Branch)/ Staff members  |   |   |
| <b>Purpose</b>   | ➤ For Tours/Pilgrimage/Excursions Expenses like Travel fare, Expenses for Accommodation, Sight Seeing.<br>➤ Obtain Declaration from the borrower stating the purpose and an undertaking regarding utilization of advance.                                  |   |   |
| <b>Age</b>   | Maximum age of Pensioner not to exceed 65 years while considering the loan (Entry age).  |   |   |
| <b>Quantum</b>   | ➤ Min. Amount Rs. 10,000/- at Metro/Urban Centers only. No Minimum amount clause for Rural/SU Centers. Facility is by way of D/L (Repayable as per repayment schedule) & maximum Amount at any center is subject to:                                       |   |   |
|  | <b>Clean</b>   |   |   |
|  | <b>Secured Loans</b>   |   |   |
|  | <b>Maximum</b>   | <b>Liquid Collateral Security= at least 50% of Loan Amt</b> | <b>Liquid Collateral Security= at least 100% of Loan Amt.</b> |
|  | <b>Rs. 2,00,000/-</b>  | <b>Maximum Rs. 5,00,000/-</b>                               | <b>Maximum Rs. 10,00,000/- .</b>                              |
|  | <b>Salaried Employees</b>  | <b>All Others</b>   | <b>Pensioners</b>   |
| 10 times of Monthly Net Emoluments (Take Home Salary). | 50% of Gross Annual Income as per last I. Tax Return.  | 10 Times of Monthly pension Max Rs. 1.00 lakh.              |   |
|  | ✓ Branch manager is competent to assess the Income up to Rs. 2.50 Lakh, where salary certificate / I.T. Return is not available.<br>✓ In case of joint borrowers, their income can be clubbed for assessing eligible quantum of loan & repayment capacity. |   |   |
| <b>Repayment</b>                                       | 24 EMIs one month after first disbursement. In Exceptional Cases it can be extended up to 36 EMIs.   |   |   |
| <b>Net Take Home Salary/Pension/Income</b>             | Should not be less than 40% of Gross Salary/Pension/Income.  |   |   |
| <b>Security</b>  | (i) Pledge of NSCs/ KVPs/ IVPs/ TDRs / Assignment of LIC Policy if secured.  |   |   |
| <b>Margin</b>  | No specific margin. However, loan amount not to exceed proposed expenditure/requirement.   |   |   |
| <b>Co-borrower/Guarantee</b>                           | For pensioners, Nominee/Legal heir to be made Co-borrower. In other cases, Guarantee to be obtained depending upon merit of each case.   |   |   |
| <b>Rate of interest</b>                                | As per extant H.O. guidelines from time to time. Rate of interest is linked to RBLR (HOBC 113/137 Revised 10.10.2019).   |   |   |

|   |  |
|---|--|
| <b>Documents Required From Customer</b> | Photo; Salary Certificate; I.T. Return; Guarantor if stipulated.   |
| <b>Security Documents</b>               | <p>a) Demand Promissory Note (For Demand Loan).</p> <p>b) Bearer Letter (L-435).</p> <p>c) Instalment Letter (L-440).</p> <p>d) Guarantee Letter, wherever applicable O/D-194.</p> <p>e) L-515 as per Br. Cir. No. 94/186.</p> <p>f) L-516 as per Br. Cir. No. 97/114 13.11.2003.</p> <p>g) Irrevocable authority letter addressed to Employer for deduction of installment/interest from the salary and remitting the same to Bank (wherever applicable).</p> <p>h) Post dated cheque wherever possible.</p> <p>i) Charge on collateral security as proposed / stipulated (pledge/lien etc.)</p> <p>j) Letter from customer authorizing bank to debit admissible service charges/interest etc.</p> <p><i>Reference: HOBC 110/12 dated 01.04.2016.</i></p> |

**TOP**

**RETAIL /11**  
**STAR MITRA PERSONAL LOAN**

|                                       |   |
|---------------------------------------|---|
| <b>Objective</b>                      | To help Physically Challenged persons to function independently.  |
| <b>Purpose</b>                        | To purchase durable and sophisticated aids / appliances that promote their physical and social rehabilitation.  |
| <b>Eligibility</b>                    | All Physically Challenged Individuals – both salaried and self-employed, All Physically Challenged Minors through their Parents/Legal Guardians. (No advances to middle-men and NGOs).  |
| <b>Type of Advance</b>                | Demand / Term Loan – Secured.   |
| <b>Amount</b>                         | Maximum Rs. 1 lakh (No minimum stipulation).  |
| <b>Eligible Amount</b>                | 10 times of net salary for salaried persons and 50% of net annual income as per latest Income Tax Return for Self-employed/Professionals. Net take home income should not be less than 40% after availing this loan. (In case of Minors, the income of the Parents/Legal Guardians would be the deciding criteria for eligibility).                             |
| <b>Margin</b>                         | 10% (May be waived in deserving cases, as also in DRI cases. Discretion with the Sanctioning Authority).  |
| <b>Repayment</b>                      | 12 to 60 months, commencing one month after full disbursement/ three months after first disbursement, whichever is earlier.   |
| <b>Present Rate of Interest (ROI)</b> | ROI is subject to HO guidelines from time to time. <b>Not linked to RBLR/No CIBIL Personal Score.</b>   |
| <b>Security</b>                       | Hypothecation of the Equipment purchased out of Bank Finance.   |
| <b>Insurance</b>                      | Waived. However, Borrower may be advised to obtain insurance at his own cost.   |
| <b>Processing Charges</b>             | Waived.   |
| <b>Delegation</b>                     | As per powers for sanctioning secured Star Personal Loan.   |
| <b>Other Terms and Conditions</b>     | <p>i. Doctor’s Certificate to be obtained from the borrower regarding the extent of handicap and the need for the equipment.</p> <p>ii. Quotation/Invoice in respect of the equipment to be purchased.</p> <p>iii. Stamped receipt to be submitted after purchase of the equipment.</p> <p>iv. Staff members also permitted (other than those who are under</p> |

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|   | suspension) from those branches where the salary account of the employee is maintained. Loan to be repaid before retirement/ recovered from terminal dues in case of cessation from service. |
| <i>ALL OTHER TERMS &amp; CONDITIONS INCLUDING DOCUMENTATION OF STAR PERSONAL LOAN SCHEME WILL APPLY REF: 110/13 dated 01.04.16.</i> |  |

**TOP**

**RETAIL/12**

**STAR PRAVASI HOME LOAN SCHEME FOR NRIs/PIOs**

HOBC 110/03 Dated 01.04.2016 read with 112/37 Dated 12.06.2018

|   |   |
|---|---|
| <b>Purpose</b>                          | Same as Star Home Loan Scheme (Ref. Master Circular HOBC 112/021 dated 03.05.18).   |
| <b>Eligibility</b>                      | As per eligibility under same as Star Home Loan Scheme.   |
| <b>Eligible Borrowers</b>               | NRIs have valid Indian Passport.<br>PIOs holding Foreign Passport (To substantiate PIO status by current Passport indicating birth place in India, copy of Indian Passport held earlier, Parents or grant parents’ Passport with details substantiating his claim as PIO or copy of PIO Card).<br>Having steady source of income.   |
| <b>Age</b>                              | Same as per Home Loan Scheme (70 year)  |
| <b>Income</b>                           | Same as Star Home Loan Scheme except that the income in foreign country to support by annual Income Return filed in the country in which the applicant resides. Where 70% of rental income is considered for calculation of quantum of loan/NTH, the rental income to be credited to the Home Loan Account directly.  |
| <b>Co-borrower</b>                      | All co-owners to be co-applicants for the loan. Co-applicant also could be a resident Indian in which case his/her income also could be considered for calculation of quantum of loan/repayment capacity. However, foreign national of non-Indian origin cannot be included as a co-owner or co-borrower.   |
| <b>Family Members as Co-borrower</b>    | Same as Star Home Loan Scheme.  |
| <b>Margin</b>                           | Same as Star Home Loan Scheme except full amount of margin (own contribution) to be paid by the borrower before 1st disbursement of loan and come from debit of NRE/FCNR/NRO account in India or through remittance from abroad (encashment of Foreign Currency Notes or TCs are not allowed).  |
| <b>Net Take Home</b>                    | Same as Star Home Loan Scheme.  |
| <b>Credit Information Report</b>        | Report to be generated from CIBIL or any other approved credit rating agency in India. Also, the applicant to submit credit report from a credit rating agency from the country in which the applicant resides, if such reports are easily available. The report is available in countries like USA, Canada, UK, Germany, Malaysia, Hong Kong, Singapore, Japan, South Africa, South America etc. The stipulation may be waived by the sanctioning authority in respect of those countries where such reports are not easily available. |
| <b>Rate of Interest</b>                 | Same as per Home Loan Scheme. Rate of interest is linked to RBLR<br><i>(HOBC 113/137 Revised dated 10.10.2019).</i>   |
| <b>Charges</b>                          | Same as per Home Loan Scheme.   |
| <b>Home Loan on reimbursement basis</b> | Same as per Home Loan Scheme.   |
| <b>Disbursement of Loan</b>             | Same as per Home Loan Scheme except margin as mentioned above.  |
| <b>Mode of</b>                          | Repayment to be made by remittance from abroad through normal banking   |

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|---|--|
| <b>Repayment</b>  | <p>channels for out of funds in his NRE/FCNR/NRO account in India. Ideally standing instructions to be provided for recovery of money from NRE/NRO accounts.</p> <p>Close relatives (as defined u/s 2 (77) of the Companies Act, 2013 of the borrower in India also could repay instalments of such loan, interest and other charges, if any through their Bank account directly to borrowers NRI Home Loan account with the Bank.</p> <p>Rental income of the property, wherever it is considered for calculation of eligibility also could be credited directly to Loan account.</p>   |
| <b>Security</b>   | <p>Same as per Home Loan Scheme.</p>   |
| <b>Mode of Creation of Security/ execution of documents</b> | <p>The creation of security/execution of documents could be undertaken by the applicant borrower if he is present in the country.</p> <p>Creation of Security/execution of documents could also be undertaken by POA holder of the applicant.</p> <p>Where documents are signed by POA holder following measures to be complied with :</p> <ol style="list-style-type: none"> <li>i. Application must be signed by the borrower himself;</li> <li>ii. Request letter from the borrower to the Branch to allow execution of documents and creation of security by POA holder.</li> <li>iii. Special POA to be restricted to close relatives viz. spouse, father, mother, brother, sister, son and daughters of NRI concerned. In extreme cases, POA other than close relatives may be permitted by the SA.</li> <li>iv. Special POA should be executed as per approved specimen of the Bank (given in Annexure II of BC No. HOBC-112/37 Dated 12.06.2018).</li> <li>v. The Special POA should be irrevocable.</li> <li>vi. The original Special POA should be kept with the Bank.</li> <li>vii. The Special POA to be executed in the presence of officials of Indian Embassy/Consulate abroad (Branch to send a scanned copy of the POA to the Indian Embassy/Consulate where it is executed to enable them to deny its genuineness, if any.</li> <li>viii. After receipt of Special POA in India the same to be submitted to Registrar of Assurance for adjudication as well as registration in consultation with a panel advocate of the Bank.</li> <li>ix. All the documents signed by the POA holder on behalf of the principal should have a rubber stamp affixed below each signature with following notation :<br/>Mr. /Ms _____ as Power of Attorney of Mr/Ms _____.</li> <li>x. Special POA should contain the photograph of the POA holder as well as the signature of the POA holder, both attested by the executants in case of POA is executed in India during the executants visit to India.</li> <li>xi. In case of Special POA is executed abroad, the POA must contain the photograph of the POA holder duly attested by the executants. The POA holder to sign the Special POA in the presence of the officials of the Branch. POA holder signature duly attested by his Banker to be held on records.</li> <li>xii. Mention to be made in the bank’s standard security documents/attendance register/oral assent to show that the same is executed by the attorney on behalf of the principal (as per item No ix).</li> </ol> <p>The documents to be executed by the POA holder for and on behalf of the NRI. After <b>execution of documents a letter written by the NRI</b> confirming execution of documents by POA including creation of security by way of mortgage to be obtained, as per specimen given in <b>BC No.108/3 dated 01.4.2014</b>.</p> |
| <b>Documents to</b>   | <p>Photocopies of :</p>  |

|   |   |
|---|---|
| <p><b>be submitted along with loan application</b></p>                              | <ul style="list-style-type: none"> <li>i. Passport size photographs*</li> <li>ii. Passport with visa stamped on it*</li> <li>iii. Copy of PAN in India – self attested;</li> <li>iv. Address Proof in India (if address is other than that is mentioned in Passport) – self attested;</li> <li>v. Address Proof (Foreign – Driving License, Utility Bill etc.)*</li> <li>vi. Latest Credit Bureau Report (applicable to customers residing in countries where credit bureaus exists viz. USA, UK etc.)</li> <li>vii. CIBIL report to be generated by the Branch;</li> <li>viii. Property related documents;</li> <li>ix. Cheque for processing charge/charges for title search report/ valuation report/CERSAI Registration charges and other charges, if any. Excess, if any, to be refunded to the borrower.<br/>For Salaried :</li> <li>x. Work Permit *</li> <li>xi. Full Address of the employer along with name and contact details of department head/employer*.</li> <li>xii. Employment Contract along with translation in English.*</li> <li>xiii. Copy of Identity Card issued by current employer, duly attested by the Employer*</li> <li>xiv. Copy of Continuous Discharge Certificate (CDC) for applicants employed in Merchant Navy*</li> <li>xv. Full details past employment records, if any - self attested</li> <li>xvi. Details of Overseas Bank Account for previous one year where salary is credited along with Bank account in India, if any – self attested</li> <li>xvii. Latest Salary Slip in original*</li> <li>xviii. Annual Income Tax Return – filed as per rules applicable in the country where he resides – for last 2 years.<br/>For Self Employed :</li> <li>xix. Membership of professional organization;</li> <li>xx. Government or local body permission or license to engage in business activity.<br/>*To be attested by employer (if employer is a Bank/MNC/Govt. Body)<br/>Otherwise to be attested by Bank of India Branch/Representative Office/ Consulate/our Foreign Officer/Embassy.</li> </ul> |
| <p><b>Documentation</b></p>   | <p>The standard documents such as Term Loan Agreement and Guarantee document to contain the following clause :</p> <p>The contract/agreement shall be governed and construed in accordance with the laws of Republic of India. In the event of any dispute in connection with this contract/agreement, the borrower/guarantor hereby unconditionally agrees that the courts in Republic of India alone shall have jurisdiction to entertain legal proceedings in connection with the dispute and the borrower/guarantor shall be entertained to raise any plea regarding jurisdiction of Indian Courts to entertain proceedings in connection with the dispute/litigation. Many of the Documentation /Annexure/POA /Declaration formats are made available in CAPS.</p>   |
| <p><b>Review of account upon change of borrower status from NRI to Resident</b></p> | <p>EMI could be re-worked based on revised income earning within the total repayment period (i.e. period already elapsed and repayment period agreed upon or available as per Scheme. Appropriate documents to be obtained in individual cases).</p>  |

|                             |   |
|-----------------------------|---|
| <b>Finacle Code</b>         | The loan will be opened under same Finacle code as applicable to Star Home Loan Scheme. MIS code 440 to be incorporated under Free Code 3 in ACM V of Finacle for tracking the performance of the scheme. |
| <b>All other Terms</b>      | Same as per Home Loan Scheme.   |
| <b>Unique Selling Point</b> | NRI /PIO are second largest population spread across the Globe. Owning a house in India is one of the coveted aspiration of every NRI/PIO/OCI.  |

**TOP**

**RETAIL/13**  
**BOI STAR SMART HOME LOAN SCHEME**

|  |   |
|--|---|
| <b>Purpose</b>   | Same as Star Home Loan Scheme.  |
| <b>Eligible Customers</b>                              | Existing SB/CD customer with average balance of Rs.5000.00 for last one year and New customer who opens a new SB/CD account with opening balance of Rs.5000.00.<br>Present/prospective salaried employees whose salary is credited to BOI Branch and repayments are proposed to be made from this account, irrespective of minimum balance SB/CD account to be maintained throughout the tenure of the loan.  |
| <b>Quantum of Loan</b>                                 | <b>For Salaried:</b> Minimum Rs.5 lakh and maximum as per Normal Home Loan Scheme.<br><b>For Others:</b> Minimum Rs.10 lakh and maximum as per Normal Home Loan Scheme.   |
| <b>Type of Loan and Linkage with Deposit Account</b>   | Home Loan Overdraft :<br>Account under this category to be opened under separate Finacle Code i.e. LA-757 (ODA type). MIS Code as applicable to specific category i.e. Home Loan (406), Diamond Home Loan (700), and Pravasi Home Loan (440), to be incorporated under Free Code 3 of ACM-Option 'V'.<br>The account will be linked to account of the customer and balance above a threshold limit is automatically transferred to the Home Loan Overdraft Account in multiples of Rs.5000.00 (There will be sweep out of funds from SB/CD accounts but there will be no sweep in from loan account). The threshold limit (Minimum amount to be held in SB or CD account for operational convenience) to be decided by the customer in advance and the same to be above the minimum balance requirement of concerned account.<br>Mandate from borrower authorizing bank to transfer amount over and above threshold limit fixed by the borrower to the loan account of the borrower to be obtained.<br>The borrower could also directly deposit surplus amount to the loan account. |
| <b>Pre-requisite for permitting Overdraft facility</b> | Full disbursement of loan by borrower to restrict the loan to a specific amount, within the sanctioned limit; (if borrower submits any request for non-availment of remaining undisbursed portion of sanction limit, Branch to take up matter with Data Centre through email ho.starshakti@bankofindia.co.in for modification in sanction limit/drawing power and thereafter system will permit to start the Overdraft Facility).<br>Completion of Construction and ensuring end use of funds by post sanction inspection; Completion of all required formalities including creation of EQM and registration thereof and compliance of all terms of sanction.<br>Completion of moratorium period and commencement of EMI.   |
| <b>Repayment</b>                                       | Borrowers will have to remit EMIs as in the case of usual home loans.<br>Repayment by standing instructions for debit of account or ECS.  |



**“SANDIPANI”-STC-NOIDA- ONE PAGE MANAGER SERIES (OPM) – 30.06.2020**

|   |  |
|---|--|
| <b>Drawing Power</b>                                    | After commencement of EMI, DP in the OD will be reduced on monthly basis to the extent of principal component of the EMI so that the OD is liquidated at the end of the loan tenure (interest component of the EMI remitted will service interest obligations).<br>DP and SL to be reduced simultaneously on every repayment of EMI. |
| <b>Drawing Limit</b>                                    | Drawing Limit (DL) represents the amount available in the loan account over and above the DP of the account.   |
| <b>Authorisation for permitting withdrawal facility</b> | The facility for withdrawal to be authorized by the designated official at the Branch (either the Credit Head of Branch Head) after completion of pre-requisites.  |
| <b>Mode of Operation OD Facility</b>                    | Cheque Book, Debit-cum-ATM Card, Internet Banking facility, Mobile Banking etc.  |
| <b>Rate of Interest</b>                                 | Normal ROI as per Home Loan/Diamond Home Loan for limits up to Rs.1 crore and over Rs.1 Crore, ROI will be 0.25% above applicable ROI. Rate of interest is linked to RBLR (HOBC 113/137 Revised 10.10.2019).   |
| <b>Charges</b>  | Cheque Book/ATM/Folio Charges applicable as per Banks extant guidelines, Folio Charges for sweep in and withdrawals from Home Loan account.  |
| <b>Documentation</b>                                    | Modified Home Loan Agreement (copy attached as annexure III to BC No. 110/16 dated 01.04.2016).<br>Mandate letter – fixing threshold limit and authorizing Bank to transfer amount over and above threshold limit to Home Loan Account.<br>All other documents under Star Home Loan Scheme.  |
| <b>Discontinuation of Facility</b>                      | Bank may at its option stop the aforesaid drawing facility at any time after giving one months notice to the borrower and in that event the borrower shall return all unused cheque leaves/cheque books, debit cards etc. to the Bank immediately.   |
| <b>Authority for Deviation in SSSL</b>                  | EDLCC and above.   |
| <b>Other Terms</b>                                      | Same as per Home Loan Scheme and as per BC No. <u>110/16</u> dated 01.04.2016.<br><b>Please also refer to HO BC <u>109/100</u> dt.28.7.2015 &amp; <u>109/136</u> dt. 18.09.2015.</b>   |

**TOP**

**RETAIL/14**

**BOI Star Reverse Mortgage Loan (RML) Scheme**

|                         |   |
|-------------------------|---|
| <b>Introduction</b>     | Reverse mortgage is a loan that enables senior citizens over 60 years of age to get one time or regular income against the security (mortgage) of their self occupied/self owned residential house/flat without having to move out of their house and / or give up title to it. Loan is due for repayment only when the owner/s dies or sells the house or moves out of his/ their house.<br>The scheme has been formulated based on the guidelines on Reverse Mortgage Loan by the National Housing Bank (NHB Since the loan is extended to Senior Citizens. |
| <b>Target Customers</b> | Senior citizens over the age of 60 years who apparently have no regular income but have a self occupied residential property in their own name or jointly with spouse, which is free from encumbrance and commands value in the present market.   |
| <b>Purpose</b>          | To provide a source of additional income for senior citizens of India who own self-occupied house property in India. [The borrower shall not use the proceeds of the Reverse Mortgage Loan for speculative, trading and business purposes].   |
| <b>Eligibility</b>      | (1) Principal Borrower should be a senior citizen of India aged <u>above 60 years and not more than 80 years of age.</u>  |

|   | <p>(2) Borrower shall be owner and occupant of residential property (House or flat) located in India with clear title of ownership in his name or jointly in the name of spouse.</p> <p>(3) Residential property shall be free from any encumbrance.</p> <p>(4) The borrower/borrowers should use the residential property as permanent primary residence. Permanent primary residence refers to self acquired/self occupied residential property where a person spend majority of his time. Factors that may be relevant in this regard include the address used for general correspondence, utility bills, bank statements, tax return, bank accounts and banking relations etc., However, all facts and circumstances may be considered for the purpose of determining that the residential property is permanent primary residence of the borrower.</p> <p>(5) No monthly income/ gross income criteria.</p> <p>(6) The residual life of the property should be 1.5 times of the repayment period Minimum 20 years. The property means building as well as land concerned. In case of building constructed on leasehold land of Government Authorities, the remaining lease period shall comply with aforesaid Criteria.</p> <p>(7) Married couples will be eligible as joint borrowers for financial assistance at the discretion of the Bank, subject to at least one of them being above 60 years of age &amp; the other not below 55 years of age.</p> |                               |   |   |  |                             |                             |             |         |         |             |         |         |             |         |         |                |         |         |
|---|--|-------------------------------|---|---|--|-----------------------------|-----------------------------|-------------|---------|---------|-------------|---------|---------|-------------|---------|---------|----------------|---------|---------|
| <b>Type of Advance</b>  | Term Loan  |                               |   |   |  |                             |                             |             |         |         |             |         |         |             |         |         |                |         |         |
| <b>Quantum of Loan/margin</b>                                 | <p>(a) The amount of loan that an individual is entitled to receive from this reverse mortgage is <u>based on his or her age, valuation of the property</u> by the banks approved valuer and starting/prevalent interest rate.</p> <p>(b) Minimum: - Rs. 2 Lakh/Maximum: - Rs. 25 Lakh.</p> <p>(c) Quantum of Loan to be assessed as per following Table:-</p> <table border="1"> <thead> <tr> <th rowspan="2">Age of the Sole Applicant/Younger in case of Joint applicants</th> <th colspan="2">Ratio of Loan to Value of Property (L.T.V.)</th> </tr> <tr> <th>Joint Borrowers Loan/Margin</th> <th>Single Borrower Loan/margin</th> </tr> </thead> <tbody> <tr> <td>60-65 Years</td> <td>45%/55%</td> <td>50%/50%</td> </tr> <tr> <td>66-70 Years</td> <td>50%/50%</td> <td>55%/45%</td> </tr> <tr> <td>71-75 Years</td> <td>55%/45%</td> <td>60%/40%</td> </tr> <tr> <td>Above 75 Years</td> <td>60%/40%</td> <td>65%/35%</td> </tr> </tbody> </table> <p><u>Revaluation of the Property:</u> - The Property to be revalued at least once in 5 years and the quantum of loan may undergo a revision based on such valuation of the property. It is to be ensured that margin on the property at any time during the tenure of the loan shall not fall below 10%.</p>  |                               | Age of the Sole Applicant/Younger in case of Joint applicants | Ratio of Loan to Value of Property (L.T.V.) |  | Joint Borrowers Loan/Margin | Single Borrower Loan/margin | 60-65 Years | 45%/55% | 50%/50% | 66-70 Years | 50%/50% | 55%/45% | 71-75 Years | 55%/45% | 60%/40% | Above 75 Years | 60%/40% | 65%/35% |
| Age of the Sole Applicant/Younger in case of Joint applicants | Ratio of Loan to Value of Property (L.T.V.)  |                               |   |   |  |                             |                             |             |         |         |             |         |         |             |         |         |                |         |         |
|   | Joint Borrowers Loan/Margin  | Single Borrower Loan/margin   |   |   |  |                             |                             |             |         |         |             |         |         |             |         |         |                |         |         |
| 60-65 Years   | 45%/55%  | 50%/50%                       |   |   |  |                             |                             |             |         |         |             |         |         |             |         |         |                |         |         |
| 66-70 Years   | 50%/50%  | 55%/45%                       |   |   |  |                             |                             |             |         |         |             |         |         |             |         |         |                |         |         |
| 71-75 Years   | 55%/45%  | 60%/40%                       |   |   |  |                             |                             |             |         |         |             |         |         |             |         |         |                |         |         |
| Above 75 Years  | 60%/40%  | 65%/35%                       |   |   |  |                             |                             |             |         |         |             |         |         |             |         |         |                |         |         |
| <b>Tenure of the Loan</b>                                     | <table border="1"> <tr> <td>Completed Age up to 65 years.</td> <td>Maximum 15 years.</td> </tr> <tr> <td>Completed Age above 65 years.</td> <td>Maximum 10 years subject to Tenure of Loan not to go beyond Borrower's Age above 80 years. The monthly payment will be extended during the loan period or till the death of last surviving spouse, whichever is earlier.</td> </tr> </table> <p>However borrower shall have an option to prepay the loan at any time without pre-payment penalty.</p>  | Completed Age up to 65 years. | Maximum 15 years.   | Completed Age above 65 years.               | Maximum 10 years subject to Tenure of Loan not to go beyond Borrower's Age above 80 years. The monthly payment will be extended during the loan period or till the death of last surviving spouse, whichever is earlier. |                             |                             |             |         |         |             |         |         |             |         |         |                |         |         |
| Completed Age up to 65 years.                                 | Maximum 15 years.  |                               |   |   |  |                             |                             |             |         |         |             |         |         |             |         |         |                |         |         |
| Completed Age above 65 years.                                 | Maximum 10 years subject to Tenure of Loan not to go beyond Borrower's Age above 80 years. The monthly payment will be extended during the loan period or till the death of last surviving spouse, whichever is earlier.   |                               |   |   |  |                             |                             |             |         |         |             |         |         |             |         |         |                |         |         |
| <b>Rate of Interest</b>                                       | 2.30% over Base rate, presently 12.50% (Fixed) at monthly rest for the Tenure of Loan subject to reset clause at the end of every 5 years. <b>Not linked to RBLR.</b>  |                               |   |   |  |                             |                             |             |         |         |             |         |         |             |         |         |                |         |         |
| <b>Security</b>   | Advance shall be secured by equitable mortgage of the self 1 occupied/self owned residential property in favour of the Bank after due valuation and title verification. [Commercial property is not acceptable as <u>security</u> .  |                               |   |   |  |                             |                             |             |         |         |             |         |         |             |         |         |                |         |         |

| <b>Disbursement</b>                       | <p>This Product is a Social Security Scheme; it is desirable to release the loan proceeds on monthly/quarterly basis so as to ensure regular cash flow throughout the loan period.</p> <ul style="list-style-type: none"> <li>• <b>Lump sum</b>:-To the extent of 50% of the total eligible amount, maximum Rs.12.50 Lakh or such other amount as may be notified by the Government of India. Lump sum amount to be used for Medical treatment of self/spouse/dependents. The amount disbursed will be the discounted value of loan amount as on date. As far as possible Lump sum disbursement should be discouraged and should be allowed on merit of the case selectively with prior approval of the Zonal manger.</li> <li>• <b>Periodic Payments</b>:-Monthly/Quarterly/Half-Yearly/Annual to be decided mutually between Bank and Borrower upfront. Borrower has an option to change the option of annual payment as per his requirement later on in consultation with Bank. Monthly payment will be capped at Rs.50000/ or at such other amount as may be notified by the Government of India.</li> <li>• <b>Illustration</b> of Monthly payment of loan of Rs.1 Lakh to a single borrower under the scheme will be as follows:-</li> </ul> <table border="1" data-bbox="391 741 1477 943"> <thead> <tr> <th>LTV</th> <th>Entry Age*</th> <th>5 years</th> <th>10 years</th> <th>15 Years</th> </tr> </thead> <tbody> <tr> <td>50%</td> <td>61</td> <td>1208</td> <td>422</td> <td>191</td> </tr> <tr> <td>55%</td> <td>66</td> <td>1329</td> <td>469</td> <td>210</td> </tr> <tr> <td>60%</td> <td>71</td> <td>1450</td> <td>507</td> <td></td> </tr> <tr> <td>65%</td> <td>76</td> <td>1571</td> <td></td> <td></td> </tr> </tbody> </table> <p>Entry age of 61 years means completed 60 years and just entered in 61<sup>st</sup>Year.</p> | LTV     | Entry Age*   | 5 years  | 10 years  | 15 Years | 50%  | 61 | 1208  | 422 | 191 | 55% | 66 | 1329 | 469 | 210 | 60% | 71 | 1450 | 507 |  | 65% | 76 | 1571 |  |  |
|---|--|---------|--|----------|---|----------|--|----|---|-----|-----|-----|----|------|-----|-----|-----|----|------|-----|--|-----|----|------|--|--|
| LTV                                       | Entry Age*   | 5 years | 10 years   | 15 Years |   |          |  |    |   |     |     |     |    |      |     |     |     |    |      |     |  |     |    |      |  |  |
| 50%                                       | 61   | 1208    | 422  | 191      |   |          |  |    |   |     |     |     |    |      |     |     |     |    |      |     |  |     |    |      |  |  |
| 55%                                       | 66   | 1329    | 469  | 210      |   |          |  |    |   |     |     |     |    |      |     |     |     |    |      |     |  |     |    |      |  |  |
| 60%                                       | 71   | 1450    | 507  |          |   |          |  |    |   |     |     |     |    |      |     |     |     |    |      |     |  |     |    |      |  |  |
| 65%                                       | 76   | 1571    |  |          |   |          |  |    |   |     |     |     |    |      |     |     |     |    |      |     |  |     |    |      |  |  |
| <b>Value of the Property</b>              | <table border="1"> <tr> <td>1</td> <td>Residential property being obtained as collateral security shall comply with local land residential use pattern &amp; building Bye Law stipulated by local authorities and building in approved layouts as per approved plans.</td> </tr> <tr> <td>2</td> <td>Market value of the property determined by the Bank's Approves Valuer based on current/prevalent market value. Expected future increase in the property not to be reckoned.</td> </tr> <tr> <td>3</td> <td>Revaluation of the property to be undertaken at least once in 5 years at the cost of Bank for internal valuation and monitoring.</td> </tr> <tr> <td>4</td> <td>Bank shall have option to revise the Lump sum/Periodic disbursement amount based on subsequent valuation reports.</td> </tr> </table>  | 1       | Residential property being obtained as collateral security shall comply with local land residential use pattern & building Bye Law stipulated by local authorities and building in approved layouts as per approved plans.   | 2        | Market value of the property determined by the Bank's Approves Valuer based on current/prevalent market value. Expected future increase in the property not to be reckoned.   | 3        | Revaluation of the property to be undertaken at least once in 5 years at the cost of Bank for internal valuation and monitoring. | 4  | Bank shall have option to revise the Lump sum/Periodic disbursement amount based on subsequent valuation reports. |     |     |     |    |      |     |     |     |    |      |     |  |     |    |      |  |  |
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| <b>Insurance</b>                          | <p>The mortgaged Residential property shall be insured for the value of property above plinth area against general risk at the cost of borrower for a minimum period of 10 years.</p>  |         |  |          |   |          |  |    |   |     |     |     |    |      |     |     |     |    |      |     |  |     |    |      |  |  |
| <b>Settlement of Loan and Foreclosure</b> | <table border="1"> <tr> <td>1</td> <td>Settlement of loan along with interest to be made out of sale proceeds of the property. Principal Loan and Interest shall become due after the death of the borrower and last surviving borrower or if the borrower(s) like to sell the hose permanently and move permanently somewhere else, meaning thereby neither the borrower nor the co borrowers lived in the hose continuously for one year. Such Documentary Evidence as may be deemed fit may be obtained from the borrowers. The borrower shall have an option to pre-pay the loan at any time.</td> </tr> <tr> <td>2</td> <td>Other Events liable for foreclosure are- <ul style="list-style-type: none"> <li>• Borrower fails to pay Property Tax to maintain the repair of the property, to keep the house insured.</li> <li>• Borrower declares himself Bankrupt.</li> <li>• Property mortgaged is donated or abandoned.</li> <li>• Borrower renting out part or whole of property, adding New Owner,</li> </ul> </td> </tr> </table>  | 1       | Settlement of loan along with interest to be made out of sale proceeds of the property. Principal Loan and Interest shall become due after the death of the borrower and last surviving borrower or if the borrower(s) like to sell the hose permanently and move permanently somewhere else, meaning thereby neither the borrower nor the co borrowers lived in the hose continuously for one year. Such Documentary Evidence as may be deemed fit may be obtained from the borrowers. The borrower shall have an option to pre-pay the loan at any time. | 2        | Other Events liable for foreclosure are- <ul style="list-style-type: none"> <li>• Borrower fails to pay Property Tax to maintain the repair of the property, to keep the house insured.</li> <li>• Borrower declares himself Bankrupt.</li> <li>• Property mortgaged is donated or abandoned.</li> <li>• Borrower renting out part or whole of property, adding New Owner,</li> </ul> |          |  |    |   |     |     |     |    |      |     |     |     |    |      |     |  |     |    |      |  |  |
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|                           |  |
|---------------------------|--|
|                           | <p>Changing house zoning classification, creating further encumbrance on the property or alienating the interest by way of Will or Gift.</p> <ul style="list-style-type: none"> <li>• Fraud or misrepresentation by the borrower.</li> <li>• Government acquiring the property under Statutory Provisions in Public Interest.</li> <li>• Government condemns the property for health or safety reasons.</li> </ul> <p>3 Balance due in the account, becomes payable within 6 months from the death of annuitant (Borrower) and Bank shall advise the legal heirs accordingly.</p> <p>4 The Legal Heirs of the home owner’s estate have option to settle the loan along with interest and other liabilities for safety of security during the tenure of loan, within 6 months from the death of borrower. Borrower or his legal heirs have first right to settle the loan without sale of property.</p> <p>5 Bank has the right to advise the legal heirs of the borrower in case borrower moves out of residential property without payment of dues.</p> <p>6 Bank shall take steps to realize the security through sale after 6 months of death of the borrower and after expiry of term of notice to the legal heirs to settle the dues.<br/>A Public Notice is adequate notice to the legal heirs for this purpose.</p> <p>7 The balance surplus, if any remaining after settlement loan with interest, shall pass on to the legal heirs.</p>   |
| <b>Prepayment of Loan</b> | Prepayment can be made at any time without prepayment charges and Bank will return the title deeds after closure of account.   |
| <b>Covenants</b>          | <p>1 Notwithstanding the borrower shall be only the owner &amp; co-owner of the property, they should provide the details of their <u>legal heirs to the Bank at the time of financing itself</u>. Bank has a right to carry out due diligence of individual borrowers &amp; also verification of authenticity of claim of legal heirs of the borrower.</p> <p>2 Proper counseling by Branches to safeguard the borrower and his family to ensure that the borrower completely <u>understands the ramifications of the loan transactions</u>.</p> <p>3 Borrower/s being senior citizens, high standard of conduct shall be maintained by the branches and should treat the <u>proponents fairly with special care and attention</u>.</p> <p>4 To the extent possible, processing of loan and obtaining of documents and valuation shall be arranged by the Bank with <u>least inconvenience to the borrower/s</u>.</p> <p>5 The borrower shall have to nominate a proper suitable person, usually a close relative, who need <i>not</i> be a legal heir for routine information flow from the borrower/s to the Bank. Bank, <u>can contact this person in the event of any need</u>.</p> <p>6 It is ordinarily responsibility of the borrowers to pay normal annual taxes on the property and also maintain the property by payment of insurance premium on the property insurance, electricity charges, water charges &amp; statutory payments. However, in case of absolute need to ensure the same bank may incur the expenses and recover the same from the annuity payment or at the time of final settlement. Borrower to ensure that the property is maintained in good &amp; saleable <u>condition</u>.</p> <p>7 Any transfer of a capital asset in a transaction of reverse mortgage under a scheme made &amp; notified by the Central Govt. shall not be regarded as a</p> |

|                                |   |
|--------------------------------|---|
|                                | transfer. A borrower, under a Reverse Mortgage Scheme will be liable to income tax (in the nature of tax on capital gains) only at the point of alienation of the mortgaged property by the mortgagee for the purpose of <u>recovering the loan.</u>  |
| 8                              | Taxation: - All payments under Reverse Mortgage Loan are exempt from income tax under section 10(43) of the Income Tax Act, 1961.   |
| 9                              | <u>Non-Recourse Guarantee (No negative equity):-</u> This is a covenant of NHB which means that Bank shall not recover more than the net realizable value of his mortgaged property, provided terms & conditions of the loan have been complied with. Further, the Bank cannot look to any other assets of the <u>borrower including bank accounts, fixed deposits</u> , shares debentures etc. for recovery of the loan, except the moneys returned by the insurance company on demise of the last surviving borrower. [These are as per the guidelines & a typical feature of the RML scheme as mandated by NHB].<br>With the passage of time, property prices are expected to appreciate. Considering this factor along with adequate margin in the range of 35% to 55% of the security value, this covenant of NHB is met with. However, in exceptional cases where the borrower has a long life tenure, the recoverable dues may exceed sale proceeds of the mortgaged property, Bank shall take appropriate decision on case-by-case basis, keeping in view above mentioned NHB guidelines. |
| <b>Processing Charges</b>      | As advised by HO from time to time  |
| <b>Ongoing Service Charges</b> | As advised by HO from time to time  |
| <b>Documentation</b>           | As per Star Loan Against Property Scheme in terms of BC 108/04 dated 01.04.2014 read with 110/004 dated 01.04.2016 with separate Loan Agreement to be drafted by Legal Department.  |
| <b>Inspection</b>              | Annual  |
| <b>Delegation</b>              | ZLCC up to Rs.25 Lakh.  |

**Details as per BC No. 108/74 dated 09.07.2014(For details of discounted value of the loan, monthly payout, draft of sanction letter, Draft loan agreement and process note for opening account in finacle, please refer to HOBC No. 108/202 dated 03.02.2015).**

**TOP**

**RETAIL/15**

**BOI STAR TOP UP LOAN SCHEME**

**HOBC -110/17 dated 01.04.2016 read with HOBC -112/34 dated 14.06.18**

|                        |   |
|------------------------|---|
| <b>Target Customer</b> | All existing Individual home loan Borrowers having satisfactory conduct of account for last 2 years are eligible.<br>I. Borrowers should have satisfactory repayment history of minimum 24 months, after completion of moratorium period.<br>II. Valid and enforceable mortgage should be available in home loan account. Repayment record of other bank (in case of takeover of home loan account) can also be accounted for satisfaction of 24 months criteria. |
| <b>Purpose of loan</b> | All permitted bonafide purposes other than speculative purpose.   |
| <b>Quantum of Loan</b> | Based on fresh valuation report of property. Total loan including outstanding in existing home loan account not to exceed 75% of market value of the property. Minimum Loan limit Rs. 2.00 lakh.  |

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|   |   |   |
|---|---|---|
|   | <p><u>For Loan up to Rs.5 Lakh:</u> Extension of mortgage on the residential property already mortgaged with the bank will not be mandatory. The loan eligibility based on latest income proof and valuation report of the property. The fresh TIR/Search report for intervening period is not insisted upon.</p> <p><u>For Loan above 5 Lakh:</u> Extension of mortgage, obtaining latest income proof, valuation report and title search for intervening period is mandatory and applicable.</p>  |   |
| <b>Rate of interest</b>                         | As applicable to Home loan plus premium of 0.50%. Rate of interest is linked to RBLR (HOBC 113/137 Revised 10.10.2019).   |   |
| <b>Repayment</b>                                | The maximum tenure of loan will be residual tenure of Housing Loan or 15 years whichever is lower; the borrower can opt for lower tenure.   |   |
| <b>Title clearance report</b>                   | Interim Report ( Since last Title Clearance Report ) to be obtained along with latest property tax receipt, NOC from Builder/Society as applicable etc.   |   |
| <b>Valuation</b>                                | Fresh valuation of the property to be obtained for considering the limit. However, additional limit cannot be considered due to revaluation before completion of 2 years from the date of earlier sanction.   |   |
| <b>Pre-requisite for permitting top up Loan</b> | <p>I. CIBIL report should be generated afresh and acceptable to the Bank.</p> <p>II. Full disbursement of loan or undertaking to restrict the borrowing to a specific amount. (Facility to be considered only after full disbursement of Home loan or on undertaking that no further disbursement in Home loan is required.</p> <p>III. Completion of required formalities including creation of EQM\registration with CERSAI.</p> <p>IV. Completion of all earlier sanction terms of Home Loan.</p> <p>V. Pre-sanction/Post-sanction inspection is compulsory.</p> |   |
| <b>Documentation</b>                            | Please refer HOBC 112/34 Dated 14.06.18 Annexure – I  |   |
| <b>All other terms and conditions</b>           | As per star Home loan scheme/Star Diamond Home Loan scheme. Delegation As per authority for star Home Loan. Proposal Processing should be undertaken in CAPS. We have to regenerate CIBIL Score and ROI is applied accordingly.   |   |
| <b>Unique Selling point</b>                     | Retaining existing Home loan & booster for new Home loan too.   |   |
| <b>Scheme Code for opening of account</b>       | Scheme Code   | LA625/LA626   |
|   | Borrower category   | 75  |
|   | Purpose of Advance  | 95019 (other personal loans-other than loan to staff) |
|   | Free code-03 MIS Code   | 444   |
|   | Industry Code   | 211   |

[TOP](#)

**RETAIL/16**

**SCHEME FOR CLEAN LOAN FOR EARNEST MONEY DEPOSIT PAYABLE TO URBAN DEVELOPMENT AUTHORITIES FOR ALLOTMENT OF PLOTS/FLATS**

*(BC No.109/103 dated 30.07.2015)*

| <b>Scheme Details</b> | <b>Scheme Norms</b>  |
|-----------------------|--|
| Purpose               | To finance payment of Earnest Money Deposit for allotment of Plots/Flats under schemes of Urban Development Authorities like DDA, HUDCO, CIDCO and other Government approved Housing Projects. |
| Eligibility           | Eligibility as per UDA.  |
| Quantum of Loan       | For Salaried: 12 times of Gross Salary.  |

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|                                   |   |             |
|-----------------------------------|---|-------------|
|                                   | For others: Annual Income based on ITR.                                   |             |
| Maximum Loan Amount               | Rs.10.00 lakh inclusive of Notional Interest for six months.              |             |
| Margin                            | 10% Rate of interest is linked to RBLR (HOBC 113/137 Revised 10.10.2019). |             |
| Repayment                         | Either by sanction of Home Loan or refund of Earnest Money.               |             |
| Third Party Guarantee             | Acceptable to Bank.   |             |
|                                   | Waived for Staff.   |             |
| Authority for approval of Project | ZLCC and above.   |             |
| Delegation                        | Scale III   | 2.00 lakh   |
|                                   | Scale IV/SZLCC  | 5.00 lakh   |
|                                   | Scale VI/ZLCC   | 10.00 lakh  |
|                                   | NBGLC & Above   | Full Powers |
| Deviation, if any                 | NBGLCC except maximum quantum of Loan and ROI.                            |             |

**TOP**

**RETAIL/17**

**PRADHAN MANTRI AWAS YOJNA –HOUSING FOR ALL URBAN**

**CREDIT LINKED SUBSIDY SCHEME (CLSS)**

*(BR. Circular 109/173 dt.07.12.2015, 111/87 dt.23.8.2017)*

| <b>Scheme Details</b>         | <b>Scheme Norms</b>  |
|-------------------------------|--|
| <b>Mission &amp; Duration</b> | <p>“Housing for all” Mission for Urban area will be implemented during 2015-2022. The Mission will be implemented through four verticles giving options to beneficiaries, ULB and State Governments as under:</p> <p>i) “In Situ” slum Redevelopment.<br/>                     ii) Affordable housing through credit Linked subsidy.<br/>                     iii) Affordable housing in partnership.<br/>                     iv) Subsidy for beneficiary – led individual house construction.</p> <p>Out of above, affordable Housing through Credit Linked Subsidy will be implemented through Banks/FI under the mission.</p>  |
| <b>Coverage</b>               | Covers 4041 statutory towns as per census 2011 website: <a href="http://www.nhb.org.in">www.nhb.org.in</a> .   |
| <b>Purpose</b>                | <p>Credit linked subsidy will be available for housing loans availed for new constructions and addition of rooms, kitchen, toilet to the existing dwelling unit.</p> <p>The carpet area of house being constructed for enhanced under this component of the mission should up to 30 sq. m for EWS &amp; for LIG up to 60 sq. m. 90 sq. m for MIG I*, 110 sq.m for MIG 2*.</p> <p>*GoI, Ministry of Housing &amp; Urban affairs vide letter dated 12.06.2018 changed the carpet area of houses eligible for interest subsidy under MIG-I upto 160 sq meter and for MIG – II upto 200 sq meter.</p> <p>Beneficiary at, his/her discretion, can build a house of larger area but interest Subvention is available for loans up to 6 lakh , 9 lakh, and 12 lakh under EWS/LIG,MIG-I and MIG-II scheme.</p> |
| <b>Beneficiary</b>            | Individuals from Economically Weaker section (EWS) & Low Income Group (LIG). EWS households are defined as households having annual income up to Rs 3.00 lakh. LIG household are defined as households having an annual income between RS. 300001 up to 6.00 lakh. Annual house hold income for MIG –I from Rs. 600001 to Rs. 12   |

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|  |   |
|--|---|
|  | Lakh, for MIG – II from Rs 1200001 to Rs. 18 Lakh.<br>Government of India has extended Middle income group (I/II) in CLSS scheme for a period of one year i.e. up to 31.03.2020. (HOBC-113/21 dated 08.04.2019)   |
| <b>Beneficiary-family</b>  | The beneficiary family will comprise husband, wife and unmarried children. For identification as EWS/LIG/MIG beneficiary under the scheme, an individual loan applicant will submit self attested certificate/affidavit.  |
| <b>Age Limit</b>   | Maximum 70 years, at the end of repayment period.   |
| <b>Ownership of house acquired under mission.</b>                          | The house constructed /acquired under the mission should be in the name of female head of household or in joint name of male head of the household and his wife. When there is no adult female member in the family, the house can be in the name of male member of the household.  |
| <b>Central Nodal agencies(CNAs) and Registration with CNA</b>              | HUDCO & NHB as central Nodal agencies (CNA's).  |
| <b>Loan Amount</b>   | i) Metropolitan centers with population above 10 lakh: Loans to individuals up to Rs. 28 lakh (with value of house not exceeding Rs.35 lakh.<br>ii) Other Centers with population below 10 lakh: Loan to individuals up to Rs. 20 lakh.   |
| <b>Margin</b>  | For loan up to Rs 20 lakh-- Margin 15%<br>For loan over Rs 20 lakh up to Rs 28 lakh –Margin 20%<br>Where the cost of house does not exceed Rs 10 lakh.<br>Stamp duty, registration and other documentation charges can be included.   |
| <b>Take Home Pay</b>   | Total deduction from gross Income, including proposed EMI on Home loan, not to exceed 50% of the gross Income. NTHP should not be less than 50% of gross income of the applicant for loan up to Rs.10 lakh. For loan over Rs. 10 lakh total deduction from income including EMI on proposed home loan not to exceed 60% of the Gross Income of the applicant.                     |
| <b>Repayment</b>   | 20 years including moratorium up to 36 months.  |
| <b>Rate of Interest</b>  | Floating rate of interest at base rate. Rate of interest is <b>not</b> linked to RBLR (Please refer HOBC 113/137 Revised 10.10.2019).   |
| <b>Security</b>  | EQM/Legal mortgage of the property. CERSAI charges to be collected from the borrower.   |
| <b>Documents to be obtained</b>  | As per Home Loan scheme   |
| <b>Interest Subsidy</b>  | i) Beneficiaries of EWS/LIG would be eligible for an Interest subsidy at the rate of 6.5% for a tenure of 20 years or during tenure of loan whichever is lower. MIG -1 beneficiaries at the rate of 4%, MIG-2 beneficiaries at the rate of 3%.<br>ii) The subsidy is available for loans up to Rs. 6.00 lakh, Rs. 9 lakh, and Rs. 12 lakh under EWS/LIG, MIG-1, and MIG-2 Scheme. |
| <b>MIS Code</b>  | MIS CODE : 445/448/449/450 under Free code 3 for EWS/LIG/MIG-1/MIG-2  |
| <b>Return of subsidy in case of foreclosure of property in NPA account</b> | In event of default in repayment of loan by the borrower to the bank and the loan becoming NPA. The Bank will proceed for recovery of dues, including foreclosure of the property. In all such cases, the amount of the recoveries will be changed to the subsidy amount on a proportionate basis.  |



**RETAIL/18**

**BOI Star Doctor Plus (Retail) Scheme**

*(HOBC 110/15 dated 01.04.2016)*

|                                       | <b>PERSONAL LOAN</b>  | <b>VEHICLE LOAN</b>  |
|---------------------------------------|---|--|
| <b>Purpose</b>                        | Any approved purpose — except for investment in shares and for speculative purpose. Suitable declaration to be obtained in this regard.   | For Purchase of Personal Vehicles.   |
| <b>Eligibility</b>                    | Qualified registered medical practitioner with minimum 3 years' experience in any branch of medical science recognized by MCI/DCI /other statutory /regulatory authorities to practice in India.  | Qualified registered medical practitioner with minimum 3 years' experience in any branch of medical science recognized by MCI/DCI/other statutory /regulatory authorities to practice in India.  |
| <b>Constitution of Borrower</b>       | Individual / Joint / Proprietorship   | Individual / Joint / Proprietorship.   |
| <b>Age</b>                            | 25-75 Years.<br>Outer age is the age by which the advance facility should be repaid in full.<br>Authority for deviation: SZLCC and above.   | 25-75 Years.<br>Outer age is the age by which the advance facility should be repaid in full.<br>Authority for deviation: SZLCC and above.  |
| <b>Loan Limit</b>                     | Rs. 20 lakh   | Rs. 100 lakh.<br>Maximum two vehicles can be purchased within the maximum eligible limit.  |
| <b>Calculation of Quantum of Loan</b> | For salaried: 24 times of gross monthly Salary.<br>For Others : Two times of Gross Annual Income as per Income Tax Return.<br>Depreciation (as per audited financial Statements) if any could be added back for arriving at the eligible loan amount.<br>In case the Doctor is a partner in a partnership firm proportionate share of depreciation could be added back. | For salaried : 36 times of gross monthly Salary.<br>For Others: 3 times of Gross Annual Income as per Income Tax Return.<br>Depreciation (as per audited financial I statements) if any could be added back for arriving at the eligible loan amount. In case the Doctor is a partner in a partnership firm proportionate share of depreciation could be added back. |
| <b>Security</b>                       | <b>For limit up to Rs.5 lakh -</b><br>No collateral security <b>For Loan over Rs. 5 lakh up to Rs.10 Lakh-</b><br>Third Party Guarantee of Adequate Value. One Person cannot guarantee more than one loan account.<br><b>For Loan over Rs.10 lakh up to Rs.20 Lakh-</b> Equivalent collateral security for loan over Rs.10 lakh.  | Hypothecation of Assets created out of bank finance; Bank's charge to be registered with RTO.  |
| <b>Type of Advance /Facility</b>      | i. Demand / Term Loan<br>ii. Overdraft (DP reducible by Monthly equated installments).<br>iii. Overdraft (Non Reducible — Maximum limit Rs. 10 lakh), provided the account should be in credit at least once in an year (Review Period) and in  | Demand / Term Loan   |

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|   |  |  |
|---|--|--|
|   | case default for more than two occasions the account should be converted to OD reducible by monthly equated installments.  |  |
| <b>Margin</b>   | NIL  | <p><b>Up to Rs.25 lakh :</b><br/>NIL on show room price. Insurance /Registration charges be borne by the Doctor. Insurance premium could be included in loan amount if insurance.<br/>Bank's insurance partner i.e. NICL</p> <p><b>Loan Over Rs.25 lakh:</b><br/>10% on show room price.<br/>Insurance /Registration / Road tax to be borne by the Doctor.<br/>Insurance premium could be included in Loan amount if insurance.<br/>Bank's insurance partner i.e. NICL</p> |
| <b>Repayment Period</b>                                   | For loan/reducible OD—84 months w.e.f. next month of first disbursement. For reducible OD- Repayment by reducing balance to be fixed on reaching the age of 68 years to ensure closure of loan before completion of 75 years of age. | 84 months w.e.f. next month of first disbursement.   |
| <b>Take Home Pay including proposed EMI</b>               | For Gross monthly income up to Rs. 1 lakh —NTH Minimum 40%<br>For Gross Monthly Income over Rs. 1 lakh to Rs.5 lakh- NTH Minimum 30%<br>For Gross Monthly Income over Rs. 5 lakh —NTH Minimum 25%                                    | For Gross monthly income up to Rs.1 lakh — NTH Minimum 40%.<br>For Gross Monthly Income over Rs.1 lakh to Rs.5 lakh- NTH Minimum 30%.<br>For Gross Monthly Income over Rs. 5 lakh — NTH Minimum 25%.   |
| <b>Rate of interest</b>                                   | As advised from time to time. Rate of interest is linked to RBLR (HOBC 113/137 Revised 10.10.2019).  | Same as applicable to members of public. Rate of interest is linked to RBLR (HOBC 113/137 Revised 10.10.2019).   |
| <b>PPC</b>  | 50% concession in charges + service tax  | 50% concession in charges + service tax  |
| <b>MIS Code</b>   | Free Code 3- 364   | Free Code 3- 364   |
| <b>Other Provisions including KYC &amp; Due Diligence</b> | All other provisions as per star personal loan scheme  | All other provisions as per star vehicle loan scheme   |
| <b>Timeline for disposal of application</b>               | 5 working days from the date of receipt of completed application   | 5 working days from the date of receipt of completed application   |

***TOP***

**RETAIL/19**

**RETAIL LOANS –Revised Delegation of Powers**

|  |                              |   |
|--|------------------------------|---|
|  | HOBC-111/98 dt 14.09.2017    | Change in Delegation of powers – Retail Loan<br>Detail Delegation in Annexure – I                         |
|  | Star Home Loan- sanction new | There are separate delegation for branches not covered under Retail hub/RBC& branches covered/linked with |

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|            |  |  |      |      |      |            |       |                 |       |
|------------|--|--|------|------|------|------------|-------|-----------------|-------|
|            |  | RBC.   |      |      |      |            |       |                 |       |
|            | Star Home Loan -Review                               | 1) For HL sanction up to ZLCC – sanctioning authority.<br>2) For HL sanction above ZLCC – ZLCC.  |      |      |      |            |       |                 |       |
|            | Waiver of processing charges in Home Loan            | A/c sanctioned up to ZLCC & Below – by ZLCC up to 25% of processing charges & by NBGLCC up to 50%. In case of a/c sanctioned by ZLCC – by NBGLCC up to 25%.  |      |      |      |            |       |                 |       |
|            | Waiver of switch over fee on Home Loan               | ZLCC -50%, NBGLCC- 100%.   |      |      |      |            |       |                 |       |
| STAR - LAP | Review of Limit with same terms & same/reduced limit | For Sanction up to ZLCC –Sanctioning Authority<br>For Sanction above ZLCC- ZLCC.   |      |      |      |            |       |                 |       |
|            | Waiver of processing charges on LAP                  | For Sanction up to ZLCC -25% By ZLCC & 50% by NBGLCC.<br>For Sanction by authority of ZLCC -25% by NBGLCC  |      |      |      |            |       |                 |       |
|            | Star Vehicle Loan - Scale                            | I  | II   | III  | IV   | V          | ZLCC  | NBG/GMLCC       | EDLCC |
|            | Rs. In lakh  | 2  | 8    | 12   | 25   | 50         | 100   | FULL POWER - FP | FP    |
|            | Star Personal Loan -                                 | On Undertaking for salary deduction & confirmation to transfer terminal dues on loss of employment.  |      |      |      |            |       |                 |       |
|            | Type/Scale/Amount in lakh                            | I  | II   | III  | IV   | V or above | SZLCC | EDLCC           |       |
|            | Clean Advance  | 0.50   | 1    | 2    | 3    | 5          | FP    |                 |       |
|            | Secured Advance                                      | 1.50   | 3.00 | 5.00 | 7.50 | 10         | FP    |                 |       |
|            | Clean Overdraft                                      | NIL  | NIL  | NIL  | 1.00 | 1.00       | FP    |                 |       |
|            | Approved Scheme                                      | 2.00   | 3.00 | 5.00 | 7.50 | 10(SZLCC)  | FP    |                 |       |
|            | CARE!!   | If undertaking for salary deduction is not available the existing discretionary power to be exercised by delegate. All AGM headed branches were delinked from RBC (HOBC 109/129 dated 04.09.2015). |      |      |      |            |       |                 |       |

HOBC-111/98 Dated 14.09.17 allows Branch Managers to assess the income of the prospective borrowers (Not having IT Returns, salary slips) up to Rs.2.50 lakh. The Branch Manager advised to use Income Proxies (Socio-economic status, A/c Turn over, Non-dependence on BPL Subsidies, Obligation levels from the estimated income, consumption patterns etc.) of the prospective borrower. In respect of agriculturist assessment of annual income based on land holding, cropping pattern, scale of finance, allied activities, certificate by municipal/Panchayat authorities or sales, business turnover as per verification of relevant records maintained by the proponent. The basis of assessment of income should be signed by the borrower and vetted by the processing/sanctioning authority. This duly vetted assessment should be kept with the set of proposal and documents.

**TOP**

**RETAIL/20**

**Repo Based Lending Rate (RBLR)**

*(HOBC 113/137 {Revised} dated 10.10.2019& 114/52 dated 05.06.2020\*)*

**All new floating rate Retails Loans sanctioned on or after 10.10.2019 will be linked to RBLR.**

- ✓ Home Loans for third dwelling unit onwards (including takeover in all these categories), Star Pravasi Loan, are to be linked to RBLR.
- ✓ PMAY, Star Mitra Personal Loan, Star Reverse Mortgage are kept out of the ambit of RBLR.
- ✓ If any concession is offered to the proponents, the rate of interest should not be less than RBLR.
- ✓ Charging of simple Rate of interest for certain loans and advances shall continue under RBLR (eg. Education Loan).

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✓ Interest rate concession/concession to women (except Annexure I of this circular), Diamond Customers/Jai Jawan/Salary Plus account, are withdrawn.

✓ Switch over to RBLR from present BPLR/BOIFRR/Base Rate/MCLR permitted when all terms of sanction complied and no overdue in the account. Switch over in the existing Retail Loans borrower should be given option at the time of review or renewal without any conversion charges. The actual legal charges should be recovered at switch over.

✓ We should review the account individually case to case basis on the date of review or prior to review date, switching over to RBLR will be at the request of the borrower. In case of other account where borrower are not inclined to switch over should be reviewed in statement format or in CAPS in July every year.

✓ Existing HL customers desire to seek top up loan, borrower has to switch over to RBLR first. Additional 0.50% interest to be loaded to the ROI as per RBLR and will treated as a new loan.

| <b>Type of Borrower</b>                             | <b>CIBIL Score /Conduct of account at the time of switch over to RBLR</b>                        | <b>Remarks</b>   |
|---|--|--|
| Existing loan with multiple borrowers (Individuals) | CIBIL Personal score of the borrower whose income is considered for calculating quantum of Loan. | Fix Pricing of loan accordingly Annexure I of the circular.                        |
| Existing Loan (Individual)                          | CIBIL personal score more than 675   | Allowed for switch over to RBLR  |
|   | CIBIL personal score less than 675, Conduct of A/c Regular.                                      | Allow with SI/ECS Mandate & Applicable RoI = slab of CIBIL score 675 to 724 +0.50% |
|   | Non compliance of CIBIL Criteria   | Continue with MCLR till improvement in CIBIL personal score.                       |
| Entities other than Individual                      | Internal Credit Rating –IMAC (Loan over Rs.10 Lakh).   | Obtain Latest audited Balance sheet & ITR.   |

- ✓ PMAY and Star Pravasi Loan are outside the ambit of CIBIL linked pricing/delegation, except this all Housing Loan and Vehicle loan are treated with CIBIL linked pricing/delegation/acceptability.
- ✓ With regards to the joint borrowers availing Housing / Vehicle Loan within the ambit of the CIBIL linked pricing/delegation/acceptability are covered as under:
- ✓

| <b>Type of Joint Borrower/Co applicant</b>                 | <b>CIBIL Score</b>  | <b>Whose CIBIL score shall be considered?</b>  |
|--|---|--|
| Co applicant or co-owner of property                       | Whose income/ownership is not considered for eligibility of loan. | His/her CIBIL personal score shall not be considered.  |
| Joint or multiple borrowers                                | Other than -1 or 0  | Borrower having highest CIBIL personal score shall be considered.  |
| Joint or multiple borrowers(A & B)                         | Example A's CIBIL score = -1 or 0<br>B's CIBIL score = above 725  | CIBIL personal score of B shall be considered.   |
| Joint or multiple borrowers(A & B)                         | Example A's CIBIL score = -1 or 0<br>B's CIBIL score = below 725  | CIBIL personal score of A shall be considered.   |
| Joint or multiple borrowers(A=Salaried & B=Self employed ) | CIBIL score -1 or 0   | (1) CIBIL personal score of A shall be considered (provided A hold account with us or ECS/NACH mandate).<br>(2) If A lacks both the things, then CIBIL personal score of B shall be considered |

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- ✓ CRE-RH-Home loan will attract 0.50% additional rate of interest.
- ✓ The rate of interest should be “ Repo + Markup = RBLR+BSP/BSD+CRP”
  - Repo will be reset as and when decided by the Competent Authority. Repo rate is changed by RBI, it will change RBLR accordingly.
  - The Mark up will be reset once in 3 Years.
- ✓ CRP will be reset once in a year, i.e. one year from the date of opening of the account. It may undergo a change, only when borrower’s credit assessment undergoes a change i.e. improvement or degradation of CIBIL personal score, as per CIBIL generated at the time of review or switchover.
- ✓ Notice to borrower for exercising option of switch over to RBLR. A request Letter for switch over along with stamp letter should be obtained. In case of switch over before annual review date administrative expenses of Rs.2500/- and actual legal cost incurred (excluding GST) to be recovered upfront.
- ✓ No request for waiver of charges will be entertained by the competent authority.
- ✓ The borrower should be informed on reset of EMI on account of change in ROI through letter generated in system (LAPSP).
- ✓ Please refer **HOBC 114/52 dated 05.06.2020** - Annexure I ( RBLR rate of interest Retail Loan wise for Individuals and Other entities), along with CIBIL Personal score link rate and concession to women beneficiary) & Annexure- II (MCLR- loans not linked to the RBLR).
- ✓ In case of Star Education loan as per IBA scheme 1% concession may be provided for loanees, if interest is serviced during the study period and if repayment period is specified.
- ✓ It is noteworthy that, our bank on every 10<sup>th</sup> day of month publishes MCLR and RBLR rates regularly. These floating rates should be considered as per the latest HOBC of the particular month and applied accordingly to avoid revenue leakages.

\*HOBC 114/52 dated 05.06.2020, a newly sanctioned housing loan and vehicle loan w.e.f. 01.06.2020 the revised RoI is not applicable to the borrowers who intend to switch over from Base Rate/MCLR to RBLR. An additional 0.10 CRP is to be loaded to the prevailing ROI for Home and Vehicle Loan at the time of switchover (the same is applicable on all the accounts switched over/to be switched over from 10.02.2020 onwards).

**How to read CIBIL Report?** – HOBC 109/43 dated 14.05.2015.

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**RETAIL/21**

**HOBC 113/27 dated 06.05.2019**

**Retail Loan on Mobile / TAB Application –Phase I**

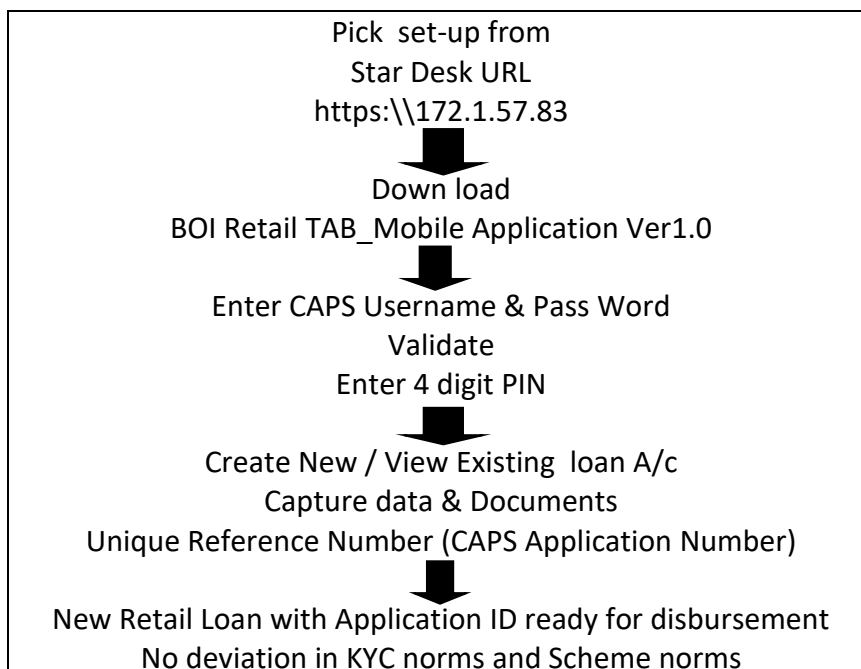
**Objective:** To improve the TAT and enable marketing staff and field officers to capture Retail Loan application on field. The application is integrated to CAPS and process is smoothen to increase our share of Retail Loans in the market.

Presently Available for: Star Home Loan & Star Personal Loan

HOBC Annexure - I : How to install Mobile App?

Annexure -II : How to create New Application?

Annexure - III : User Set up in Cap Application.



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**RETAIL/ 22**

**CONTACTLESS HOME AND PERSONAL LOANS**

*HOBC 113/111 Dated 31.08.2019*

**Standard Operational Guidelines (SOP)**

Contactless Platform is an online digital loan management platform for Retail segment borrowers, which entails In - Principle sanction of loan without physical contact within 59 minutes. The solution reads ITR, and bank statements, along with capture applicant’s details through smart analytics. The platform has Integrations with multiple agencies for ITR, Bank Statement analyzer, Fraud Check, Credit Information Bureau check among others.

The Standard Operational Guidelines are provided as under:

**URL: [WWW.PSBLOANSIN59MINUTES.COM/boi](http://WWW.PSBLOANSIN59MINUTES.COM/boi)**

|              |   |
|--------------|---|
| Annexure I   | Borrower Journey → Steps for helping Borrower to onboard and apply loan on the platform. URL or Alternatively the link can be accessed through our Bank's website under Home Page →. Online Services loans in 59 minutes. |
| Annexure II  | Financing Bank Journey → Steps for financing Bank branch user to view and retrieve proposal flown to the branch after in principle sanction. CAPS Home Page →Retail Lead →Borrower name & ID →CLICK on tab for CAM        |
| Annexure III | Lending Guidelines on Contactless Platform  |
| Annexure IV  | Back End Process Flow of Contactless Platform — For information   |
| Annexure V   | Risk Rating Model on Contactless Platform-Separate for Home Loan & Personal Loan( Personal Risk →Financial Risk →Scaling Matrix- Score range )  |
| Annexure VI  | CAPS guidelines on PSB 59   |

✓ All the Branches identified for Contactless Platform will be issued separate user IDs for the role of maker & checker. The Branch user through their registered email ID or the mobile number can log in to the platform through an OTP.

✓ Branches to educate customers to opt for Bank specific URL.

✓ Branch through their User IDs (Maker & Checker) can also download the CAM report from the portal of Contactless (i.e. **psbloansin59minutes/SIDBI**) as under:

Select Product (Left Hand Corner on the Portal)

- Go to Inbox
- In Principle Approval
- Name of Borrowers will be displayed
- Click on particular Borrower's name
- Click on View Details
- Scroll till the last
- Download CAM & Bank Statement

**Lending Guidelines**

|  |   |
|--|---|
| Range of Loan  | Personal Loans: Min: Rs.50,000.00 - Max: Rs.5,00,000.00 Home Loans: Min: Rs. 1.00 Lakh - Max: Rs. 1000.00 lakh.   |
| Constitution of borrowers  | Individuals.  |
| Eligible Borrowers   | Applicants having last three years ITRs. New as well as existing.   |
| Net take Home Pay (NTHP)   | Standardised NTHP for Retail <b>Home Loan</b> in the ratio monthly income<br>Rs.1 Lakh: 40%; > Rs.1L < Rs.5L: 30%; > Rs.5Lakh: 25%.<br>For <b>Personal Loans</b> : NTH should be 40% and more.  |
| Other Parameters   | Consumer CIBIL: Satisfactory with CIBIL personal score more than 675. In last 6 months → No. of Cheque returns for financial reasons < 6, Justification if > 6.   |
| Repayment/Margin/Rate of Interest /Processing Fees/Documentation/Delegation of Power | As per the extant scheme guidelines under Star Home Loan and Star Personal Loan scheme. Rate of Interest Link to CIBIL Score.<br><b><u>TAT Sanction or Reject: Should not exceed 8 working days from the date of in principal sanction.</u></b> |
| Risk Rating  | Internal rating score: Min: 20 out of 50  |

✓ **Operational Guidelines** :

✓ Due diligence of borrower in all aspects

|                      |                           |  |                               |
|----------------------|---------------------------|--|-------------------------------|
| ✓ Type of Loan       | ✓ Personal Loan Unsecured | ✓ Personal Loan Secured                              | ✓ Home Loan                   |
| ✓ Principal Security | ✓ Clean                   | ✓ Hypothecation of Asset created out of Bank Finance | ✓ EQM of residential Property |

In the Personal Loan product, a scoring model is appended in CAPS module, which mandatorily has to be adopted **though with discretion to choose individual items**. Personal Loan ROI at present is

not linked to the rating sheet and proposed to keep Personal Loan ROI delinked from this Scoring Model.

**CAPS - Guidelines on PSB59min Retail loans**

|        |            |                  |             |                    |               |                    |                      |
|--------|------------|------------------|-------------|--------------------|---------------|--------------------|----------------------|
| Step 1 | Step 2     | Step 3           | Step 4      | Step 5             | Step 6        | Step 7             | Step 8               |
| Log in | Retail Tab | Retail PSB59 min | PSB59 Leads | View CAM Bank Stmt | Update Status | Create Application | Help contact HO CAPS |

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**RETAIL/23**

*HOBC 113/119 dated 07.09.2019*

**RETAIL ONLINE MODULE - STANDARD OPERATIONAL GUIDELINES**

Our Bank launched technologically superior Retail online module to improve productivity and customer service by reducing turnaround time. This new module will enable the customers to apply for housing loan and vehicle loan through the **bank's website** by uploading some important documents (KYC documents, ITR/ Form-16/Salary slips & latest account statements) and by completing the loan application form from anywhere & at any time instantly.

**Bank users** will be provided with a separate login on the online module wherein they can view the various applications submitted by the applicants for their branch. The application details entered by the applicant after acceptance by the banker flows to CAPS (Inbox) which also reduces the TAT for processing Retail Application by minimizing data entry at Branch Level.

**Functionalities-Process Flow**

|                                |   |
|--------------------------------|---|
| <b><u>Borrower's Login</u></b> | <b><u>our bank's website-<a href="https://retailonline.bankofindia.co.in/lendperfect/lending">https://retailonline.bankofindia.co.in/lendperfect/lending</a> "Online Retail" → Apply for loan → (a)Personal Details (b) Address Details (c) Loan Details (d) Income &amp; Expenses (e) Documents → then Save</u></b>              |
| <b><u>Banker's Login</u></b>   | <b><u><a href="https://retailonline.bankofindia.co.in/lendperfect/banker">https://retailonline.bankofindia.co.in/lendperfect/banker</a> →Completed Tab →Accept / Reject /edit for completion →Proceed with deviation →Choose Product &amp; MCLR Type →Push/Sent to LAPS→Open CAPS →Create New Entry→Process for disbursal</u></b> |

- As per HOBC 113/143 dated 18.10.2019, contact less Vehicle Loan (Quantum Rs.10,000/- to Rs. Rs.50 Lakh) along with Housing Loan (Rs. 1 Lac to 10 Crore) and Personal loan (Rs. 50,000/- to Rs. 5 Lac) are made available through [www.psbloansin59minutes](http://www.psbloansin59minutes); a dedicated platform being provided on Apply on line segment of MSME of our Banks website [www.bankofindia.com](http://www.bankofindia.com).
- This revamped website of our bank also contain handful of information about retail loan products like present Rate of Interest, processing charges, details of CERSAI registration, Specimen POA format exclusively for Star Pravasi Home Loan Scheme along with other requisite information to our patron/customers. (It is available on the central part of the website and other details can be accessed through Personal -> Loans segment of our website).

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**RETAIL/24**

**Covid Emergency Support (Retail) Scheme**

*(HOBC 113/241 dated 26.03.2020 Annexure II)*

The business worldwide affected due to fall out of pandemic. Our board had approved following schemes to help our borrowers/customers to tide over any cash flow mismatch vis- a-vis financial relief.

|                         | <b>COVID19 PERSONAL LOAN (CPL)</b>             | <b>COVID 19 PENSIONER LOAN (COPL)</b>      |
|-------------------------|--|--|
| <b>Purpose</b>          | To meet consumption need and medical expenses. | For any bonafide purpose.                  |
| <b>Eligibility/Targ</b> | (1)All customers who draw salary               | Regular/Family pensioners, drawing pension |



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|                                     |  |  |
|-------------------------------------|--|--|
| <b>et customers</b>                 | through our bank, standard Housing /Personal Loan (Both salaried & Self-employed).<br>(2)Salary a/c transferred from other bank min 1 year.<br>(3)LAP (Standard a/c excluding SMA2 as on 28.02.2020).<br>(4) Regular staff with NTHP of 25%. | through our bank or receiving pension through Treasury/Defense Pension Disbursing Office (DPDO) and drawing pension through SB a/c with your branch. |
| <b>Loan Limit</b>                   | <b>For salaried 3 times of last salary drawn, maximum Rs. 5 Lakh, Borrower must have drawn salary for more than 1year.</b>   | 10 times of last drawn pension subject to maximum of: (1) Regular pensioner (2) Family pensioners (3) Pensioner drawing through Treasury/DPDO.       |
|                                     | <b>Existing HL</b>   | <b>Existing PL</b>   |
|                                     | <b>3 times of last drawn gross salary or 3 times of monthly income based on latest ITR</b>   | (1) Regular (2) Family (3)Treasury/DPDO<br>Rs.2 Lakh Rs.0.75 Lakh Rs.1 Lakh  |
| <b>NTHP</b>                         | Minimum 25%  | Minimum 35%  |
| <b>Security</b>                     | Clean  | Clean  |
| <b>Type of Advance</b>              | Demand Loan  | Demand Loan  |
| <b>Margin</b>                       | NIL  | NIL  |
| <b>Repayment Period</b>             | 36 months including moratorium of 6 months   | Maximum 36 months no gestation period allowed, in case of family pensioners the tenure should not exceed date of ceasing /stopping of the pension.   |
| <b>Rate of interest</b>             | RBLR   | RBLR   |
| <b>Pre-sanction inspection/PP C</b> | Waived   | Waived   |
| <b>Delegation</b>                   | Scale I II III IV V  | Scale I II III & RBC Head above  |
|                                     | Rs.0.5 0Lakh Rs.1 Lakh Rs.2 Lakh Rs.3 Lakh Rs.5 Lak h  | Rs.0.75 Lakh Rs.1.50 Lakh >Rs.1.50-2 Lakh As per scale   |
| <b>Other Provisions</b>             | Satisfactory CIBIL<br>Rating exercise min 20 marks   | Satisfactory CIBIL<br>Delegation will be based on Existing Loan + COPL   |
| <b>Timeline</b>                     | 30/09/2020   | 30/06/2020   |
| <b>Refer HOBC</b>                   | 114/20 dated 21.04.2020 (Application & Proposal format).<br>114/29 dated 27.04.2020<br>114/60 dated 22.06.2020   | 114/30 dated 24.04.2020  |

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**MICRO, SMALL AND MEDIUM ENTERPRISES (MSME)**  
**Micro, Small & Medium Enterprises Development (MSMED) Act, 2006**

The Government of India has enacted the Micro, Small and Medium Enterprises Development (MSMED) Act, 2006 on June 16, 2006 which has modified the definition of Micro, Small and Medium Enterprises engaged in manufacturing or production and providing or rendering of services as under.

**1. Definition of Micro, Small and Medium Enterprises**

**(a) Enterprises engaged in the manufacture or production, processing or preservation of goods** as specified below:

- i) A **micro enterprise** is an enterprise where investment in plant and machinery **does not exceed Rs.25 lakh;**
- ii) A **small enterprise** is an enterprise where the investment in plant and machinery is **more than Rs. 25 lakh but does not exceed Rs. 5 crore;** and
- iii) A **medium enterprise** is an enterprise where the investment in plant and machinery is **more than Rs.5 crore but does not exceed Rs.10 crore.**

In case of the above enterprises, investment in plant and machinery is the original cost (irrespective of whether the plant and machinery are new or second hand) excluding land and building and the items specified by the Ministry of Small Scale Industries.

**(b) Enterprises engaged in providing or rendering of services** and whose investment in equipment (original cost excluding land and building and furniture, fittings and other items not directly related to the service rendered are specified below).

- (i) A **micro enterprise** is an enterprise where the investment in equipment **does not exceed Rs. 10 lakh;**
- (ii) A **small enterprise** is an enterprise where the investment in equipment is **more than Rs.10 lakh but does not exceed Rs. 2 crore;** and
- (iii) A **medium enterprise** is an enterprise where the investment in equipment is **more than Rs. 2 crore but does not exceed Rs. 5 crore.**

These will include retail trade, small road & water transport operators, small business, professional & self-employed persons and all other service enterprises. (Ref. BC- 103/115.dt26.09.2009&106/127 dt: 17.11.2012)]

Now all advances made to 'Wholesale Traders' are classified under MSME (Services) which complies with the investment criteria as specified under MSMED Act 2006 (BC No 108/164 dated 12.12.2014).

**2.** In the case of imported machinery, the following shall be included in calculating the value of plant and machinery namely;

- i. Import duty (excluding miscellaneous expenses such as transportation from the port to the site of the factory, demurrage paid at the port);
- ii. Shipping charges;
- iii. Customs clearance charges; and
- iv. Sales tax or value added tax.

Loans to MSMEs without any cap are to be classified under Priority Sector advance in terms of RBI master directions updated as on 04.12.2018. The minimum working capital limit for MSE borrowers, upto Rs 5 crore as per Nayak Committee's recommendations, has been increased to 25% of non digital turn-over plus 30% of digital turn-over, subject to that minimum 25% of previous year's turnover should be from digital platform.

Refer BC 111/45 dt 27.06.17 for details.

*Special, flexible take-over norms for MSE accounts upto Rs 200 lac are prescribed vide BC 113/01 dt 01.04.2019.*

**Note:** New definition of MSME classification is proposed by the government on the basis of investment in Plant & Machinery / equipments and annual turnover both. Detailed guidelines are awaited.

**Target for Micro, Small & Medium Enterprises Credit:**

The RBI has prescribed the following overall target for the Bank as a whole for Micro, Small & Medium Enterprises credit:

|  |  |
|--|--|
| Micro, Small & Medium Enterprises Advances | Loans to MSMEs without any cap are to be classified under Priority Sector advance in terms of RBI master directions updated as on 04.12.2018.    |
| Micro enterprises Advances                 | <b>Budget under PS – 7.5% of Adjusted Net Bank Credit (ANBC) or Credit Equivalent of Off Balance Sheet Exposure (CEOBE) whichever is higher.</b> |
| Export Credit                              | Incremental export credit over previous year upto 2% of ANBC or CEOBE whichever is higher subject to S/L of upto Rs. 40 crore per borrower       |

**Note: Finance given to KVIC will be treated under Micro Enterprises Advances irrespective of the loan amount.**

**GSTIN for MSME borrowers**

Vide BC 113/034 dt 30.05.19, GSTIN is to be mandatorily obtained & entered in CBS & without GSTIN no. proposal for enhancement/sanction/interest subvention/restructuring is to be considered, in all eligible MSME accounts. Borrowers with turnover of Rs 40 lac & more (Rs 10 lac & more in case of North East & Hill states) are required to obtain GST registration.

**Registration as MSME with District Industry Centre (DIC)**

Medium Enterprises (Manufacturing) have to be mandatorily registered with DIC whereas registration formalities with DIC is optional in case of Micro & Small Enterprise (Mfg. & Services) and Medium Enterprise (Services). However, it is advisable for all such enterprises to get the Registration formalities complied with in view of the available benefits at various points. If unit is having Udyog Aadhar Number, then no need to register with DIC.

**Udyog Adhaar Number:** It is also known as adhaar for business. It is provided by ministry of MSME & it specifies that every MSME enterprise should obtain Udyog Adhaar number.

**Introduction of Repo Based Lending Rate (RBLR) of Interest for MSME Advances (HOBC 113/167 dt 13.12.19)**

Pursuant to RBI directives, our bank has introduced RBLR for all facilities granted to various categories of MSME borrowers wef. 10.10.2019. The applicable ROI would be = Repo rate + Business Strategy Discount/Premium + CRP + Mark Up ( Mark Up will be computed by Risk Management Deptt on quarterly basis/ as decided by ALCO & will be reset after three years for a specific account ). Existing borrowers have the option to move to RBLR at mutually acceptable terms, upon renewal of limits. (For more detail please refer above HOBC). As per RBI/2019-20/167dt.26.02.2020, w.e.f. 01.04.2020 new floating rate loans sanctioned to Medium Enterprises shall be linked to external benchmark.

**Applicability of various Government incentives to MSMEs related to Agriculture (Cir. Letter 2019-20/03 dt 31.03.2020).**

All type of benefits such as subsidy, interest subvention, Restructuring/rehabilitation, Standby line of credit and/ or any other benefits declared by the Government for MSME are also available to the those MSME registered units which are related to Agriculture, Food processing, Cold Storage etc. and are classified under agriculture for reporting purpose.

**Credit Linked Capital Subsidy Scheme (HOBC 113/170 & 171 dt23.12.2019)**

This scheme, of Ministry of MSME, Govt. of India aims at modernization & technological upgradation of MSE units through purchase of Plant & Machinery, for improvement in quality and productivity to remain market competitive. Under the scheme, MSE units are eligible for upfront capital subsidy @15% (25% for SC/ST MSE units) on bank loan upto Rs 1.00 Crore for identified sectors/technologies. The MSEs availing subsidy under this scheme shall also remain eligible for all other types of subsidies except for any other Central Govt. subsidy scheme for technology up-gradation. The validity of the scheme is extended up to 31.03.2020. (Please refer HO Cir Letter No. 2019-20/66 dated: 19.09.2019 CLCSTUS for technology upgradation of Micro & Small Enterprises (Operational procedures and check list).

**Credit Proposal Tracking System (CPTS) for MSME Loan Application**

**(BC 113/15dt 15.04.19 & 112/54 dt 11.07.18)**

In terms of RBI directives, new on line functionality of Credit Proposal Tracking System (CPTS) is put in place which enables the customers to apply for loan through bank’s website & also track its status. For detail information please refer above circulars.

Time limit for disposal of MSME applications, as per MSME policy

| <b>Limits</b>                        | <b>Time Limit Not Exceeding</b> |
|--------------------------------------|---------------------------------|
| ➤ Upto Rs. 25,000/-                  | 4 Business Days                 |
| ➤ Rs. 25,000/- and Upto Rs. 10 lakhs | 8 Business Days                 |
| ➤ Rs. 10 lakhs and Upto Rs. 5 Crores | 12 Business Days                |
| ➤ Rs. 5 Crores                       | 20 Business Days                |

In case of rejections, approval shall have to be obtained from the next higher authority, not below the level of ZM.

**Collateral Security ( For Micro & Small Units) -** Collateral security is waived for credit limits upto Rs.10 lakhs and Rs. 25 lakhs with good track record account with approval of ZLCC on case to case basis. MSE accounts with limit upto Rs 200 lac (Rs. 100 lac in case of retail trade) & eligible for CGTMSE cover, should necessarily be covered under CGTMSE. For Waiver of CGTMSE coverage **in eligible accounts to be approved by ZLCC, quoting valid reasons and where 100% collateral is available.** However in case of partial collateral security for MSE borrowers (i.e. Hybrid Model), no separate waiver of CGTMSE cover is required. No third party guarantee, excluding that of promoters, is required for CGTMSE covered accounts.

**One time restructuring of stressed MSME accounts (BC 112/150 dt 15.01.2019 &112/166dt28.02.2019)- Broad Criterion:**

**Policy on One time restructuring of stressed MSME accounts - 2020 (113/228 dt 04.03.2020) - Broad Criterion:**

The agg. Exposure (FB + NFB) must not exceed Rs 25 cr. as on 01.01.2020.

The account/s should be in default but standard asset as on **01.01.2020**, & continue to be classified standard till date of implementation of restructuring.

The unit must be GST registered if it is not exempted for such registration as on 01.01.2020.

The restructuring has to be implemented upto 31.12.2020.

***The accounts which have already been restructured vide BC 112/150 dt 15.01.2019 & 112/166 dt28.02.2019 will be ineligible for restructuring.***

This restructuring scheme is also available to those MSME which are registered as per MSMED act but are related to Agriculture, Food processing, Agriculture Infra (Cold Storage) etc. irrespective of its classification under agriculture or MSME.

The rate of interest for the restructured accounts under this scheme will be linked to RBLR, in place of RBLR (*refer HOBC 113/167 dt 13.12.19*)

Restructuring of the term loan accounts in Finacle will be done through LNRES-M1 & the health codes of the accounts restructured under the policy will be 19. For cash credit / overdraft, branches should change health code to 19 by using Health 19 menu.

**Different application forms:**

Common application for all Micro and Small Enterprises borrowers any limit. *Ref BC 112/27 dated 01.06.18].*

**Different Formats of proposals:** (For proposal format please refer Br. Cir. No. 112/88 dt 17.09.18

MSME-1 For Small Road Transport Operators irrespective of the Limit).

MSME-2 For all Micro and Small Enterprises (Manufacturing and Services for limits up to Rs.25 Lakhs).

MSME-3 For all activities under Micro and Small Enterprises (Manufacturing and Services) for limits above Rs.25 lakhs uptoRs.200 lakhs. **Above Rs 2 crore as per Executive summary format applicable for large borrower.**

**“SANDIPANI”-STC-NOIDA- ONE PAGE MANAGER SERIES (OPM) – 30.06.2020**

Bank has introduced new application form for MSME loan amount upto Rs.200 Lac. (Ref HOBC 112/27 dated 01.06.2018), however for loan covered under MUDRA, existing application format circulated vide HOBC No. 110/89 will prevail.

**CIBIL MSME Rank (CMR): CMR should be should be calculated for the limits between Rs 10 Lakhs to Rs 10 Crore.**

**TOP**

**MSME-Products-01**

**PRADHAN MANTRI MUDRA YOJNA (BC110/89 DT.09.08.2016)**

PM on 8<sup>th</sup> April, 2015 declared launching of PMMY loans along with Micro Units Development and Refinance Agency Ltd. (MUDRA).

| S. No | Description                 | SHISHU  | KISHORE            | TARUN              |
|-------|-----------------------------|---|--------------------|--------------------|
| 1.    | <b>SCHEME CODE</b>          | Free Code -3 - 300  | Free Code- 3 - 369 | Free Code -3 - 370 |
| 2.    | <b>OBJECTIVE</b>            | To fund the unfunded who are unable to sustain or grow due to lack of finance.  |                    |                    |
| 3.    | <b>TARGET CLIENT</b>        | a) Non—Corporate Small Business Segment of proprietorship / partnership firms running as small manufacturing units, service sector units, shopkeepers, fruits/vegetable vendors, truck operators, food-service units, repair shops, machine operators, small industries, artisans, food processors, and others in rural and urban areas.<br>b) With effect from 01.04.2016, additionally activities allied to agriculture e.g. , pisciculture, beekeeping, poultry, livestock, rearing, grading, sorting, aggregation agro industries, dairy, fishery, agriclincs and agribusiness centers, food & agro processing etc. (excluding crop loans, land improvement such as canals, irrigation, wells) and services supporting these, which promote livelihood or are income generating shall be eligible for coverage under PMMY.<br>c) Weaver and artisans can also be covered under PMMY.<br>d) Government schemes like NULM, NRLM, PMEGP etc. complying to conditions of PMMY.<br>e) Franchises, dealers, retailers, transport operators & aggregators service providers of various corporate, on the basis of formal MOU with the corporate (refer BC 112/74 dt 27.08.18 for standard guidelines). |                    |                    |
| 4.    | <b>PURPOSE</b>              | For setting up of new/upgrading existing Micro business enterprises in the manufacturing, processing, trading, service sector and activities allied to agriculture as mentioned above, financing to weavers and artisans (income generating activity).  |                    |                    |
| 6.    | <b>NATURE OF FACILITY</b>   | Term Loan and/or Working Capital up to maximum Rs.10 lakhs.   |                    |                    |
| 7.    | <b>REPAYMENT</b>            | Maximum - 36 months for Demand Loan and 84 months for term loan including moratorium. Interest to be serviced as and when charged.  |                    |                    |
| 8.    | <b>EXTENT OF FINANCE</b>    | SHISHU -- Up to Rs.50,000<br>KISHORE -- Above Rs.50,000 up to Rs.5.00 lakh.<br>TARUN -- Above Rs.5.00 lakh up to Rs.10.00 lakh.   |                    |                    |
| 9.    | <b>MARGIN</b>               | SHISHU -- NIL<br>KISHORE & TARUN -- 15%   |                    |                    |
| 10.   | <b>METHOD OF ASSESSMENT</b> | As per prescribed norms as given in HO Br. Circular No. 112/129 dtd. 12.12.2018 (for Micro & Small Enterprises Only).   |                    |                    |

|     |  |   |
|-----|--|---|
| 11. | <b>SECURITY</b>                        | Primary Security-<br>(i) Hypothecation of all assets acquired out of bank finance.<br>(ii) Personal guarantee of promoters/directors.<br>Collateral Security — NIL<br>All eligible activity would be covered under the guarantee cover of 'Credit Guarantee Fund for Micro Units'. [No collateral security/third party guarantee to be obtained]. |
| 12. | <b>RATE OF INTEREST</b>                | As prescribed by the Bank for micro accounts and activities allied to agriculture from time to time.  |
| 13. | <b>BENEFIT TO WOMEN BENEFICIARIES</b>  | SHISHU -- < Rs. 50,000 -- NIL<br>KISHORE & TARUN -- Under Priyadarshani Yojana 1% concession in ROI.  |
| 14. | <b>PPC &amp; DOCUMENTATION CHARGES</b> | As per extant guidelines. (Presently HOBC No 109/157 dated 19.10.2015) prescribed for MSME and Agriculture advances.  |
| 15. | <b>SANCTIONING POWERS</b>              | As per existing delegation of powers.   |
| 16. | <b>INSURANCE</b>                       | All assets charged to bank to secure the advance to be adequately insured.  |
| 17. | <b>DUE DELIGENCE</b>                   | Due diligence as per extent guidelines to be undertaken.<br>KYC documents to be obtained and verified.  |
| 18. | <b>MONITORING &amp; FOLLOW UP</b>      | i) Pre/post sanction/disbursement Inspection and periodical inspection to be carried out regularly.<br>ii) Account to be reviewed annually  |

**TOP**

**MSME-Products-02**  
**"BOI STAR ENERGY SAVER"**  
**(A loan product for MSME units)**  
*(HO BC 110\35 Dated 06.05.2016)*

|                           |   |
|---------------------------|---|
| <b>OBJECTIVE</b>          | To meet funding requirement for up gradation/installation/adopting energy saving machinery and equipments.  |
| <b>TARGET CLIENT</b>      | All units engaged in manufacturing and service sector with investment in plant and machinery and equipment as defined under MSMED Act, 2006. <b>However, the dealers in energy saving devices are not eligible under the scheme.</b>                              |
| <b>PURPOSE</b>            | To meet need based financial support to MSME units to modernize/upgrade/adopt energy saving machinery and equipments. Units engaged in providing and rendering of services for maintaining such energy saving devices/equipment may be financed under the scheme. |
| <b>NATURE OF FACILITY</b> | Demand/Term loan for purchase of fixed assets. FBL/NFBL limit for meeting working capital requirement.  |
| <b>REPAYMENT</b>          | Maximum - 36 months for Demand Loan and 84 months for term loan including moratorium. Interest to be serviced as and when charged.  |
| <b>EXTENT OF FINANCE</b>  | Maximum Rs. 100 Lakhs.  |
| <b>Margin</b>             | Minimum 15% of the cost of machinery/equipments to be purchased.  |
| <b>METHOD OF ASSESST.</b> | Maximum 85% of the cost of machinery/equipment.   |

|                                   |  |
|-----------------------------------|--|
| <b>SECURITY</b>                   | <p><b>Primary Security-</b><br/>                     (i) Hypothecation of all assets acquired out of bank finance.<br/>                     (ii) Personal guarantee of promoters/directors.</p> <p><b>Collateral Security —</b><br/>                     NIL for Loan limit up to Rs.10 lakhs.<br/>                     All eligible activity should be covered under the guarantee cover of CGTMSE as per extant guideline. [No collateral security/third party guarantee to be obtained].</p>  |
| <b>CREDIT RATING</b>              | Exempted for limits up to Rs.10 lakhs.<br>SBS/SME rating model for limits Rs.10 lakhs to Rs.100 lakhs Minimum SBS 5 as per entry level norms.  |
| <b>RATE OF INTEREST</b>           | As per circulars issued from time to time by HO.   |
| <b>PPC and other charges</b>      | As per extant guidelines.  |
| <b>SUBSIDY</b>                    | Units with energy efficient technologies (EETs) will be eligible for subsidy under TEQUP (Technology and Quality Upgradation Fund) Scheme of Ministry of MSME, Govt of India. Please refer HOBC No 109/220 dated 04.03.2016 for other eligibility criterion and claim lodgment process.  |
| <b>General Guidelines</b>         | <ol style="list-style-type: none"> <li>1. Bank's prescribed application to be obtained.</li> <li>2. Credit rating not below entry level.</li> <li>3. Financial parameters in line with Bank's MSME policy.</li> <li>4. The proponent must be holding or should obtain a valid license issued under Shop &amp; Establishment Act. A copy of the same is to be kept in Branch record.</li> <li>5 In case of Private/Public Limited companies search in the records of ROC to be undertaken and satisfy that the company's assets are unencumbered.</li> <li>6. Statement of account for preceding 6 months from the company's existing bankers if any is to be obtained and scrutinized to establish that the conduct and dealings of the account are satisfactory.</li> </ol> |
| <b>Monitoring &amp; Follow up</b> | <ol style="list-style-type: none"> <li>i) Pre/post sanction disbursement Inspection, periodical inspection to be carried out regularly.</li> <li>ii) Account to be reviewed annually.</li> <li>iii) Due diligence as per extant guidelines to be undertaken.</li> <li>iv) CIBIL/RBI defaulters' list/ECGC SAL to be verified.</li> <li>v) KYC documents to be obtained and verified.</li> </ol>  |

**TOP**

**MSME-Products /03**

**STAND UP INDIA**

*HOBC 110/51 dated 27.05.2016*

|                             |  |
|-----------------------------|--|
| <b>Objective/Purpose</b>    | To facilitate bank loans between Rs. 10.00 lakh and 100 lakhs to at least one Scheduled Caste (SC) or Scheduled Tribe (ST) borrower and at least one woman borrower for setting up a Greenfield enterprise. This enterprise may be in manufacturing, services or the trading in non-farm sector  |
| <b>Eligibility Criteria</b> | <ol style="list-style-type: none"> <li>1. SC/ST and/or woman entrepreneurs, above 18 years of age.</li> <li>2. Loans under the scheme are available for only green field project. Green field signifies, in this context, the first time venture of the beneficiary in the manufacturing or services or trading sector.</li> <li>3. In case of non-individual enterprises, 51% of the shareholding and controlling stake should be held by either SC/ST and/or Women Entrepreneur.</li> <li>4. Borrower should not be in default to any bank/financial institution.</li> </ol> |

**“SANDIPANI”-STC-NOIDA- ONE PAGE MANAGER SERIES (OPM) – 30.06.2020**

|   |  |
|---|--|
| <b>Nature of Loan</b>                       | Composite loan (inclusive of term loan and working capital) between Rs.10 lakh and upto Rs. 100 lakh.  |
| <b>Size of Loan</b>                         | Composite loan of 75% of the project cost inclusive of term loan and working capital. The stipulation of the loan being expected to cover 75% of the project cost would not apply if the borrower's contribution along with convergence support from any other schemes exceeds 25% of the project cost.  |
| <b>Security</b>                             | Besides primary security, the loan may be secured by collateral security or guarantee of Credit Guarantee Scheme for Stand-Up India (CGSSI) <i>(BC 111/38 dated 19.06.2017)</i> .  |
| <b>Repayment</b>                            | Repayable in 84 months with maximum moratorium period of 18 months.  |
| <b>Credit Rating</b>                        | SBS rating model for limits Rs.10 lakhs to Rs.100 lakhs.   |
| <b>Rate of Interest</b>                     | <b>Now linked to RBLR &amp; as per internal rating, as the case may be.</b>  |
| <b>Working Capital</b>                      | Working capital up-to Rs.10 lakh, the same may be sanctioned by way of overdraft and above Rs. 10 lakh to be sanctioned by way of Cash Credit limit. Rupay debit card to be issued for convenience of the borrower.  |
| <b>Margin Money</b>                         | 25% margin money which can be provided in convergence with eligible Central / State schemes. While such schemes can be drawn upon for availing admissible subsidies or for meeting margin money requirements. In all cases, the borrower shall be required to bring in minimum of 10% of the project cost as own contribution.   |
| <b>PPC and Charges</b>                      | As per extant guidelines   |
| <b>Sanctioning Authority</b>                | As per delegation.   |
| <b>Due Diligence</b>                        | Due diligence as per extant guidelines to be undertaken. CIBIL/RBI defaulters' list/ECGC SAL to be verified. KYC documents to be obtained and verified.  |
| <b>Documentation</b>                        | As per extant guideline.   |
| <b>Monitoring</b>                           | i) Pre/post sanction/disbursement inspection and periodical inspection to be carried out regularly.<br>ii) Account to be reviewed annually.  |
| <b>Authorized Branches Responsibilities</b> | All branches of the Bank<br>1. Process loans within the time frame as :<br>2. Application for loan upto Rs. 5 lakh within 2 weeks,<br>3. Applications between Rs. 5 — Rs. 25 lakh in 3 weeks,<br>4. Applications above Rs. 25 lakh in 6 weeks,<br>from the date of receipt of application provided the application is complete in all respects and is accompanied by documents required.<br>5. In case of rejection, reason to be made known to borrower.<br>6. Redressal at the bank level should be done in 15 days at the bank level. |
| <b>Finacle Code</b>                         | Free code 3 = 372 for Stand Up India Scheme.   |
| <b>Portal</b>                               | (www.standupmitra.in) provides information to a potential borrower.  |

**TOP**

**MSME-Products /04**

**BOI Star Energy Saver**

*(HO BC 110/35 Dated 06.05.2016)*

|                      |  |
|----------------------|--|
| <b>OBJECTIVE</b>     | To meet funding requirement for up gradation/installation/adopting energy saving machinery and equipments.   |
| <b>TARGET CLIENT</b> | All units engaged in manufacturing and service sector with investment in plant and machinery and equipment as defined under MSMED Act, 2006. <b>However, the dealers in energy saving devices are not eligible under the scheme.</b> |



**“SANDIPANI”-STC-NOIDA- ONE PAGE MANAGER SERIES (OPM) – 30.06.2020**

|                                   |   |
|-----------------------------------|---|
| <b>PURPOSE</b>                    | To meet need based financial support to MSME units to modernize/ upgrade /adopt energy saving machinery and equipments. Units engaged in providing and rendering of services for maintaining such energy saving devices/equipment may be financed under the scheme.   |
| <b>NATURE OF FACILITY</b>         | Demand/Term loan for purchase of fixed assets. FBL/NFBL limit for meeting working capital requirement   |
| <b>REPAYMENT</b>                  | Maximum - 36 months for Demand Loan and 84 months for term loan including moratorium. Interest to be serviced as and when charged.  |
| <b>EXTENT OF FINANCE</b>          | Maximum Rs. 100 Lakhs.  |
| <b>Margin</b>                     | Minimum 15% of the cost of machinery/equipments to be purchased.  |
| <b>METHOD OF ASSESST.</b>         | Maximum 85% of the cost of machinery/equipment.   |
| <b>SECURITY</b>                   | <p><b>Primary Security-</b></p> <p>(i) Hypothecation of all assets acquired out of bank finance.</p> <p>(ii) Personal guarantee of promoters/directors.</p> <p><b>Collateral Security –</b></p> <p>NIL for Loan limit up to Rs.10 lakhs.</p> <p>All eligible activity should be covered under the guarantee cover of CGTMSE as per extant guideline. [No collateral security/third party guarantee to be obtained].</p>   |
| <b>CREDIT RATING</b>              | Exempted for limits up to Rs.10 lakhs.<br>SBS/SME rating model for limits Rs.10 lakhs to Rs.100 lakhs Minimum SBS 5 as per entry level norms.   |
| <b>RATE OF INTEREST</b>           | As per circulars issued from time to time by HO.  |
| <b>PPC and other charges</b>      | As per extant guidelines.   |
| <b>SUBSIDY</b>                    | Units with energy efficient technologies (EETs) will be eligible for subsidy under TEQUP (Technology and Quality Upgradation Fund) Scheme of Ministry of MSME, Govt of India. Please refer HOBC No 109/220 dated 04.03.2016 for other eligibility criterion and claim lodgment process.   |
| <b>General Guidelines</b>         | <ol style="list-style-type: none"> <li>1. Bank's prescribed application to be obtained.</li> <li>2. Credit rating not below entry level.</li> <li>3. Financial parameters in line with Bank's MSME policy.</li> <li>4. The proponent must be holding or should obtain a valid license issued under Shop &amp; Establishment Act. A copy of the same is to be kept in Branch record.</li> <li>5. In case of Private/Public Limited companies search in the records of ROC to be undertaken and satisfy that the company's assets are unencumbered.</li> <li>6. Statement of account for preceding 6 months from the company's existing bankers if any is to be obtained and scrutinized to establish that the conduct and dealings of the account are satisfactory.</li> </ol> |
| <b>Monitoring &amp; Follow up</b> | <ol style="list-style-type: none"> <li>i) Pre/post sanction disbursement Inspection, periodical inspection to be carried out regularly.</li> <li>ii) Account to be reviewed annually.</li> <li>iii) Due diligence as per extant guidelines to be undertaken.</li> <li>iv) CIBIL/RBI defaulters' list/ECGC SAL to be verified.</li> <li>v) KYC documents to be obtained and verified.</li> </ol>   |

**TOP**

**MSME-Products /05**

**Subsidy Scheme under Technology and Quality Upgradation (TEQUP- Activity No-2)  
for MSME units with Energy Efficient Technologies (EETs)**

*(HO BC 109/220 Dated 04.03.2016)*

|                         |   |
|-------------------------|---|
| <b>Objective</b>        | Sensitize the manufacturing sector of MSME, so as to enable them to reduce the cost of production and improve the product quality.  |
| <b>Eligibility</b>      | Any MSME unit who has filed an Entrepreneurial Memorandum with the authority or who has erstwhile DIC registration, subject to :-<br>(i) The MSME unit should have been audited for energy consumption and detail project report on EETs, prepared by a qualified Energy Manager/ Auditor.<br>(ii) Unit must lead to at least 15% reduction in energy consumption.<br>(iii) Investment in new plant, machinery and equipment should focused on enhancing energy efficiency.<br>(iv) The unit should not be covered under any other subsidy scheme.<br>(v) Sanction of Subsidy shall be done after loan disbursement.<br>(vi) Up to 2 years, after completion, unit should submit operational and performance details to the branch. |
| <b>Type of facility</b> | Term Loan for Plant and Machinery.  |
| <b>Subsidy</b>          | Upto 25% of the project cost, Maximum Rs. 10 lakhs. Subsidy will be adjusted against the last principal instalments of the loan account.  |

**MSME-Products /06**

**CREDIT GUARANTEE FUND TRUST SCHEME FOR MICRO AND SMALL ENTERPRISES**

*(CGTMSE) (HOBC 112/30 dated 07.06.2018, and 113/184 dt 08.01.2020)*

**The salient features of the scheme are as under**

**Eligible Borrowers:**

All Credit Facilities sanctioned to Micro & Small units defined as per MSMED act 2006, on the basis of investment in Plant & Machineries/Equipment.

Units under both the sectors viz. manufacturing and Services including Retail Trade All units should have a valid Udyog Adhaar No. (UAN).

**CGTMSE coverage ceiling:** A borrower can avail aggregate credit facility including incremental credit facilities (i.e. to the extent of reduction in the outstanding exposure) from all lenders, under CGTMSE scheme with a maximum guarantee coverage cap of Rs 200 lac with following consideration-

- In respect of fully disbursed term loans, the outstanding as on date of consideration of fresh CGTMSE coverage, is to be reckoned.
- In respect of partly disbursed term loans, the entire sanctioned amount should be considered. In case the borrower proposes to cancel the undrawn portion of the sanctioned facility, the branches have to update the same in CGTMSE portal.
- In case of working capital limits, total sanctioned WC limit should be considered.
- Above limit criteria shall also be applicable for CGTMSE accounts take-over cases.

**Collateral Security /Third Party Guarantee Norms:**

For loans above Rs 10 Lakhs, Partial Collateral security may be obtained. The details of the same has been explained under Hybrid model of the scheme.

Joint financing by a financial institution covered under the scheme. For e.g. MSE unit is financed by term loan from State financial institution/development financial institution and Working capital from a commercial bank. However, sharing of securities will not be permitted. Loan under Consortium are not eligible under the scheme.

**Eligible Accounts:**

Both Term Loan and Working Capital (both fund based and non-fund based) can be covered.

In case an account which had been sanctioned earlier had been omitted to be covered under the scheme, only Working Capital accounts of such borrower can be covered at the time of review/renewal of accounts.

Where working capital alone is financed, the tenure of guarantee cover is fixed for a block of 5 years. There after the guarantee cover needs to be renewed for a further period of 5 Years. However the maximum tenure for which the guarantee cover will run in case of working capital loan is 10 Years, including intervening renewals/enhancement. A working capital account covered under CGTMSE can be renewed within 12 months from guarantee expiry date. Guarantee Fee has to be paid afresh for renewed guarantee cover thereafter for the next block of 5 years. Only Standard account at the end of the block of five years will be renewed and substandard accounts will be rejected.

The Guarantee Cover shall run through the entire agreed tenure of the Term Credit in case Term Loan, sanctioned alone.

However in case of composite loan, if the term loan period exceeds ten years, cover for term loan will continue for the whole tenor of term loan but for Working Capital, the tenure of cover will be restricted to maximum period of ten years.

Where the borrower is enjoying several distinct credit facilities, one or more out of the same can be covered up to the Eligible Amount (presently Rs.200 Lakhs).

Additional credit facilities (within an aggregate limit of Rs.200 Lakh per borrower) sanctioned to units covered under CGTMSE will also be eligible for cover under the Scheme, if the unit is otherwise eligible for cover after sanction of additional limits.

**Not Eligible Borrowers:**

Educational Institutions are not covered under CGTMSE Group lending through SHGs.

Any Credit facility shall not be eligible to be covered under CGTMSE, if the said facility is already covered under any other guarantee scheme viz ECGC/CGFMU/CGSSI etc.

Any Borrower, who has previously availed himself any other credit facility covered under the scheme and the lending institution has invoked the guarantee provided by the trust, is not eligible for fresh coverage under the scheme.

As per the scheme, Primary security is must for coverage. As such clean ODs/CCs are not eligible to be covered under the scheme.

**CGTMSE Cover for Retail Trade borrower:**

**Are eligible to be covered upto an exposure of Rs 1 crore with 50% coverage of risk (default amount) with Annual Guarantee Fee (AGF) @2%.**

**Credit Guarantee Cover:**

Guarantee Cover to be obtained for credit facility sanctioned before the end of subsequent quarter.

Extent of Guarantee Coverage available to Bank with effect from 01.04.2018 is detailed below:

| Category          | Maximum Extent of Guarantee where Credit facility is               |   |                                   |
|-------------------|--|---|-----------------------------------|
|                   | Upto Rs.5 Lakh   | Above Rs.5 Lakh upto Rs.50 Lakh                                     | Above Rs.50 Lakh upto Rs.200 Lakh |
| Micro Enterprises | 85% of the amount in default subject to a maximum of Rs.4.25 Lakh. | 75% of the amount in default subject to a maximum of Rs.37.50 Lakh. |                                   |

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|  |  |  |
|--|--|--|
| Women enterprises/units located in North East region (including Sikkim) (other than credit facility upto Rs.5 Lakh to micro enterprises) | 80% of the amount in default subject to a maximum of Rs.40 Lakh. | 75% of amount in default subject to a maximum of Rs 150 Lakhs. |
| All other Category of Borrowers  | 75% of amount in default subject to a maximum of Rs. 37.50 Lakh. |  |

The Guarantee Cover will commence from the date of payment of guarantee fee.

**Annual Guarantee Fee:** First year AGF would charged on sanctioned limit & thereafter on the outstanding loan amount.

**Annual Guarantee Fee (AGF) (% p.a.)**

| Credit Facility                        | Women, Micro Enterprises and units covered in North East Region. | Others   |
|--|--|--|
| Upto Rs. 5 Lakh                        | 1.00 + Risk Premium as per extant guidelines of the trust        |  |
| Above Rs.5 Lakh and upto Rs. 50 Lakh   | 1.35 + Risk Premium as per extant guidelines of the trust.       | 1.50 + Risk Premium as per extant guidelines of the trust. |
| Above Rs. 50 Lakh and upto Rs.200 Lakh | 1.80 + Risk Premium as per extant guidelines of the trust.       |  |
| For Loan covered under Retail Trade    | 2% + Risk Premium (as detailed in para).                         |  |

**Additional Risk premium will also be applicable, as decided by CGTMSE from time to time**

**Guidelines for Modified AGF Structuree**

|                 |  |
|-----------------|--|
| Term Loans      | AGF would be calculated on outstanding amount as on 31 <sup>st</sup> December, against each guarantee amount   |
| Working Capital | AGF would be calculated on maximum (peak) working capital availed in the previous calendar year. In the account where original sanction are prior to April 01, 2018 and enhancement in the limit in these accounts on or after April 01, 2018the earlier rate structure will continue. |

**Sharing of Guarantee Fee & Annual Service Fee:**

|  |   |
|--|---|
| Credit Facility  | Present Sharing Pattern.  |
| Limit upto Rs.50 Lakh  | Bank to bear 100% of First year’s Annual Guarantee Fee (AGF) for all categories of borrowers.<br>The borrowers to bear the full AGF from the 2 <sup>nd</sup> year onwards                         |
| Limit above Rs, 50 Lakh to Rs.100 Lakh   | Bank to bear 50% of AGF and remaining 50% to be borne by the borrower for the first year for all categories of borrowers<br>The borrowers to bear the full AGF from 2 <sup>nd</sup> year onwards. |
| Limit above Rs.100 Lakh to Rs. 200 Lakh  | 100% of AGF for entire tenure and entire loan amount will be born by borrower.  |
| PMEGP  | 100% of AGF for entire tenure will be born by bank.   |
| Borrowers of category of SC/ST Women beneficiaries/Minority / Units in NE area including Sikkim Units in J&K | 100% of AGF for entire tenure for credit limit upto Rs.100 Lakh only will be born by bank.<br>Credit limit above Rs.100 Lakh the AGF will be born by borrower for the entire loan amount.         |

All other borrowers except special category of accounts as mentioned above will bear Annual Guarantee Fee (AGF) from 2nd year onwards.

**Partial Collateral Security under CGTMSE (Hybrid Security Product):**

**Banks can accept partial collateral security, and remaining uncovered portion upto Rs 2 crore will be covered by CGTMSE. CGTMSE will have their second charge over the collateral security.**

**Waiver of CGTMSE Coverage** (Circular Letter no.2019-20/113 dt 03.02.2020 and HO BC 111/77 dated 01.08.2017)

High risk accounts should be discouraged for waiver of CGTMSE cover.

ZLCC has been empowered to approve waiver of CGTMSE coverage, subject to obtention of 100% collateral securities.

NBGLCC can approve waiver of CGTMSE coverage where FACR (Fixed asset coverage ratio) is 1.00. However, for calculation of FACR, only immovable properties of Land & Buildings will be considered)

In case of Partial Collateral Security (Hybrid Security Product), approval is not required for waiver of CGTMSE coverage.

**Takeover of Accounts covered under CGTMSE:**

Takeover of accounts from other Banks, already covered under CGTMSE is allowed and account can be covered under CGTMSE as a fresh sanction and will be covered only for the balance limit available out of maximum of Rs. 200 Lakhs per borrower.

**Concession in ROI: Allowed @ 0.5% to CGTMSE covered A/cs upto exposure of Rs 1 crore.**

**Reporting of NPA on CGTMSE portal:**

NPA is to be reported to CGTMSE (to be updated on CGTMSE portal) by the end of the subsequent quarter from the quarter in which the date of NPA falls.

**Application for Cover Applications** for Guarantee Cover under the scheme are to be **lodged online** with the Corporation. The Zonal Offices are designated as Nodal Offices for such lodgment. All the branches shall submit hard copies of the relevant information to Zonal Offices, who in turn will scrutinize the applications for their correctness and transmit data online to the Corporation through Internet. Zonal Offices have been provided with User IDs for this purpose.

In all the accounts CGTMSE coverage must be obtained, and CGPAN be generated, prior to effecting disbursement in the account.

**Invocation of guarantee:**

Guarantee in respect of accounts covered under CGTMSE may be invoked if the following conditions are satisfied-

- a) The guarantee in respect of the concerned credit facility is in force.
- b) The lock-in-period of 18 months from either the date of last disbursement of the loan or the date of payment of the guarantee fee in respect of the credit facility, whichever is later, has elapsed.
- c) Claim should be filed within 1 year from date of NPA, (S/L upto 31.12.2012) and 2 years from date of NPA (S/L on or after 01.01.2013). In case account slipped during lock in period, then claim should be filed within 1 year (S/L upto 31.12.2012) or 2 years (S/L on or after 01.01.2013) after lock in period. The Branch /Bank can invoke the guarantee in respect of credit facility within a maximum period of Three Years from the date of NPA, if NPA is after lock in period or within Three years of expiry of lock in period, if NPA is within lock in period for accounts turned NPA on or after 15.03.2018, irrespective of sanction date.
- d) The amount due and payable in respect of the credit facility has not been paid and the dues have been classified as Non-Performing Assets.
- e) It may be noted that claim cannot be made on CGTMSE in respect of a credit facility if the loss has occurred owing to actions/decisions taken contrary to or in contravention of the guidelines issued by CGTMSE.
- f) The credit facility has been recalled and recovery proceedings have been initiated under the due process of law (Civil Courts / DRT / Revenue Recovery / Lok Adalats, SARFAESI Act 2002).
- g) Issue of notice under Lok Adalat is sufficient to prove the legal proceedings have been initiated.
- h) Mere issuance of recall notice under SARFAESI Act cannot be construed as initiation of legal proceedings for purpose of preferment of claim under CGS. Lending institution should take further action as contained in Section 13 (4) of the above Act.

- i) Initiation of legal proceedings as a pre condition for invoking of guarantee shall be waived for credit facilities upto Rs.50,000/- , approved by an Executive Committee headed by an Officer not below the rank of GM for cover obtained under scheme effective w.e.f 01.01.2013.

**Submission of Claim:**

Please also note that all the columns of Annexure I would need to be compulsorily filled although the relevant information might have already given in the claim application form. *(BC No: 107/169 dt: 29.11.2013).*

**Claim Settlement:**

- (a) CGTMSE shall pay 75% of the admissible amount on preferring of eligible claim, within 30 days, subject to claim being otherwise found in order and complete in all respects. If 75% of the admissible amount is not paid within 30 days, CGTMSE shall pay interest on the eligible claim amount at the prevailing Bank Rate for the period of delay beyond 30 days.
- (b) The balance 25% of the admissible amount will be paid by CGTMSE on conclusion of recovery proceedings or after three years of obtention of decree of suit, whichever is earlier.
- (c) In the event of default, the branches shall exercise the rights, if any, to take over the assets of the borrowers and the **amount/s realized**, if any, from the sale of such assets or otherwise shall first be **remitted in full** to CGTMSE after adjusting the cost incurred by the Bank for recovery of the amount. CGTMSE shall appropriate the same towards the pending service fee, penal interest and other charges due to CGTMSE, if any, in respect of the concerned credit facility. Only thereafter, claim for the remaining 25% of the guaranteed amount may be made.
- (d) On a claim being paid, CGTMSE shall be deemed to have been discharged from all its liabilities on account of the guarantee in force in respect of the concerned credit.
- (e) **Claim received from CGTMSE: Such amount should be kept in Sundry Credit “SOL-ID SUNCR801”** especially created for this purpose and not to credit in Loan Account. At the same time the claim received has to be entered in database in CCIS, Option A – Guarantee Claim Settled amount to avoid wrong provision. After the recovery efforts are exhausted and claim finally **settled**, the amount may be appropriated to the borrowal account. *(BC No: 107/117 dt: 27.09.2013).*

**Introduction of CGTMSE Module in Finacle**  
**(BC No: 107/195 dt: 01.02.2014) w.e.f 01.02.2014**

The accounts which are covered under CGTMSE are identified as per the guarantee code (i.e “7”) entered by branches in ACM option “V” based on the eligibility as per extant guidelines issued by our Bank. **Please refer to the said circular for operational purpose.**

In case of Term Loan accounts covered under CGTMSE, especially in case of SRTO accounts any restructuring /rephasement (in some cases twice and more) should be intimated the revised terms and conditions of rephasement to CGTMSE.

**TOP**

**MSME-Products /07**  
**STAR START UP SCHEME**

*(BC No. 111/28 dated 25.05.2017)*

| <b>S.No</b> | <b>Particulars</b> | <b>Brief Details</b>  |
|-------------|--------------------|---|
| a)          | <b>Definition</b>  | Start Up means an entity, incorporated or registered in India not prior to five years, with annual turnover not exceeding INR 25 crore in any preceding financial year, working towards innovation, development, deployment or commercialization of new products, processes or services driven by technology or intellectual property.<br>Provided that such entity is not formed by splitting up or reconstruction of a business already in existence. |

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|    |                              |  |
|----|------------------------------|--|
| b) | <b>Objective</b>             | Funding support to eligible Start Ups recognized as per government policy  |
| c) | <b>Eligibility</b>           | a) Start Ups defined, as per policy of the Bank<br>b) The unit must be eligible and certified as start up by the concerned government authority as per Start Up India scheme.<br>c) The constitution of the unit should be private limited company (under the companies act 2013), Registered Partnership firm (under the Indian Partnership act 1932) and limited liability Partnership (under the limited liability partnership act 2008).   |
| d) | <b>Purpose</b>               | To finance for innovation, development, deployment or commercialization of new product, process or services driven by technology or intellectual property as per start up scheme.  |
| e) | <b>Nature of facilities</b>  | Term Loan/Working Capital/ Non-fund based limit Composite loan may be considered at the time of initial sanction.  |
| f) | <b>Quantum of finance</b>    | To be assessed as per project. Minimum: Rs. 0.10 crore<br>Maximum: Rs. 5.00 crore  |
| g) | <b>Assessment of loan</b>    | Assessment to be made as per the credit policy of the Bank.  |
| h) | <b>Margin</b>                | Term Loan: 25% and Working Capital: 10%  |
| i) | <b>Rate of Interest</b>      | ROI to be fixed on the basis of Credit risk rating.<br>1% concession in applicable ROI, subject to minimum 1Yr. MCLR + BSS.  |
| j) | <b>Processing Charges</b>    | Waived   |
| k) | <b>Other Service Charges</b> | As applicable  |
| l) | <b>Credit Risk Rating</b>    | Financing below entry level is not permitted.  |
| m) | <b>Security</b>              | <b>Primary:</b> All tangible assets created out of Bank's finance shall be charged in favour of the Bank by way of Hypothecation/Mortgage.<br><b>Collateral:</b> The facility may be covered under CGTMSE/Credit Guarantee fund for startups for the limits for which coverage is available. Beyond the amount covered under CGTMSE/Credit Guarantee fund for Start Ups as mentioned above, collateral security may be insisted upon by sanctioning authority.   |
| n) | <b>Guarantee</b>             | <ul style="list-style-type: none"> <li>• Personal Guarantee of promoter directors, partners of the firm/company/major shareholders having sufficient worth and of all mortgagors of collateral security, if any</li> <li>• The facility should be covered under Credit Guarantee cover for Start Ups to be floated by NCGTC, upon implementation and if collateral security not obtained.</li> <li>• The facility may also be covered under CGTMSE as per extant guidelines of CGTMSE.</li> <li>• The Fees for the guarantee cover, if any will be borne by the borrower.</li> </ul> |
| o) | <b>Repayment</b>             | <b>Working Capital:</b> 12 months subject to annual renewal as per extant guidelines.<br><b>Term Loan:</b> Maximum Door to Door repayment shall be 120 months including moratorium period of maximum 24 months.  |
| p) | <b>Insurance</b>             | Comprehensive Insurance of all the securities charged to the Bank and with Bank's hypothecation clause must be obtained.   |
| q) | <b>Due Diligence</b>         | Due diligence to be carried out as per extant guidelines of the bank.  |
| r) | <b>Delegation</b>            | Minimum NBGLCC & above as per their delegation.  |
| s) | <b>Other terms &amp;</b>     | 1) The Start Up certification issued by the Government authority must be kept  |

|    |                           |  |
|----|---------------------------|--|
|    | <b>conditions</b>         | on record.<br>2) All necessary statutory approvals/NOCs from concerned department is to be obtained and kept on record. Branches to ensure proper verification of mandatory certificates issued by Government authority.   |
| t) | <b>Validity of Scheme</b> | Any Start Up will cease to be Start Up if it has completed 05 years from the date of incorporation/registration or if its annual turnover is more than 25 crores.<br>If any entity ceases to be start up as defined above the facilities sanctioned under the scheme, upon review will be converted into normal finance under MSME and all the concessions allowed as per scheme will stand withdrawn. |

**TOP**

**MSME-Products /08**  
**Credit Guarantee Scheme for Stand Up India (CGSSI)**

(BC 111/38 dated 19.06.2017)

| <b>Particulars</b>                 | <b>Brief Details</b>  |
|------------------------------------|---|
| <b>Objective</b>                   | To guarantee credit facilities of over Rs. 10 lakh & upto Rs. 100 lakh under Stand Up India Scheme.   |
| <b>Guarantee Cover</b>             | To the extent of 80% of the amount in default for credit facility above Rs. 10 lakh and upto Rs. 50 lakh, subject to a maximum of Rs. 40 lakh.<br>For credit facility above Rs. 50 lakh and upto Rs. 100 lakh - Rs. 40 lakh plus 50% of amount in default subject to overall ceiling of Rs. 65 lakh of the amount in default.   |
| <b>Guarantee Cover Application</b> | Proposals sanctioned and partly or fully disbursed in the quarter April-June, July - September, October - December and January - March prior to expiry of the following quarters viz. July - September, October - December, January -March and April - June respectively.   |
| <b>Guarantee Tenure</b>            | Term loan - Loan period as per sanction proposal.<br>Working Capital - 12 months from account opening date, which will be updated every year.   |
| <b>Guarantee Fee</b>               | Presently Standard Basic Rate of Guarantee Fees is 0.85% of Sanction Limit.<br>Further, The Guarantee Fee on Differential Rates will be based on NPA % and Claim pay-out ratio of Bank, as per the existing database of CGTMSE and in accordance with the Circular No. 107/ 2015-16 dated January 28, 2016 issued by CGTMSE.<br>The Bank shall pay the guarantee fee of the sanctioned amount on pro-rata basis for the first and last year and in full for the intervening years within 16 days from the end of the quarter in which the credit facility was sanctioned.<br>The Bank will furnish a Management Certificate within 10 days from the end of the quarter, after which, a Credit Guarantee Demand Advice Note [CGDAN] would be issued by NCGTC within 3 day of receipt of Management Certificate and subsequently, the guarantee fee shall be payable within 3 days from the issue of CGDAN.<br>For NPA accounts fee to be paid till lodgement of claim for such accounts<br>In case of Non-payment of Guarantee Fee within the stipulated time, liability of the CGSSI would lapse.<br>In the event of any shortfall being found in the calculation of the guarantee fee, such shortfall shall be paid together with interest on such |



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|                                  |  |
|----------------------------------|--|
|                                  | amount at a rate of 4% over and above the Bank Rate.   |
| <b>Ineligible cases</b>          | 1. Facilities already secured by DICGC or any other Government guaranteed schemes.<br>2. Credit facility sanctioned against collateral security and/or third party Guarantee.<br>3. Credit facility sanctioned which is not conforming to the Stand Up India Scheme.   |
| <b>Rate of Interest</b>          | Not more than 3% p.a. over the MCLR + BSS for the loan.  |
| <b>CLAIMS</b>                    | Within a maximum period of two years from the date of NPA, if NPA is after the lock-in period (lock-in period of 18 months from the date of commencement of guarantee) or within two years of lock in period.<br>Account has been recalled and the recovery proceedings have been initiated.<br>If claim is in order, CGSSI shall pay 75 per cent of the guaranteed amount within 30 days. Balance 25 % will be paid on conclusion of recovery proceedings. The Trust shall pay to the Bank interest at the prevailing Bank Rate for the period of delay beyond 30 days.<br>Bank to use SARFAESI and the amount realized from the sale of such assets or otherwise shall first be credited in full by the Bank to the Trust.<br>Bank to refund the claim released by the CGSSI together with penal interest at the rate of 4% above the prevailing Bank Rate if there is any delay beyond 30 days. |
| <b>ROLE AND RESPONSIBILITIES</b> | Guarantee Cover Code -12 entered in the account in Finacle.<br>Special Character- &>< +?>@ # Not allowed   |

**TOP**

**MSME-Products /09**  
**SPECIAL SCHEMES FOR FINANCING SRTOS/EQUIPMENT HIRERS UNDER MOU WITH**  
**Original Equipment Manufacturers (OEM)**  
*(HOB 111/56 dated 11.07.2017)*

Our bank had entered into tie up arrangement with several OEMs manufacturing commercial vehicles and Earth Moving Equipments and had signed MOUs with them for being the preferred financier of their brands. We present below the revamped scheme, which will be applicable to all the OEMs with whom we have tie up arrangement.

- i) Each Dealer of Tata Motors and Ashok Leyland will be provided with unique ID and password. (105/106 dated 26.09.2011 & 106/02 dated 03.04.2012)
- ii) Query from prospective customer, Dealer will upload required details in template/excel sheet.
- iii) System will auto generate Application No. and forward the same to prospective customer e-mail id/mobile along with notification will be sent to concerned Branch on its Corporate E-mail iv) Branch should print the same and keep it for record.
- iv) Branch should carry out CIBIL enquiry/other due diligence and convey “In Principal” approval Alert message will be forwarded to Applicant and Dealer about acceptance or rejection.
- v) If accepted, Branch should immediately contact Applicant for further processing his request.
- vi) No action at Branch within 48 hours, matter will be escalated to Zonal Office.

**Action at Branch Level:-**

- i) Log in regularly to see email received.
- ii) Prompt disposal of on-line applications after carrying out CIBIL /other due diligence.
- iii) Guidelines in respect of financing to SRTOs need to be adhered to.
- iv) Regular interaction with the Dealers.

**Incentive to Dealers**

It has been decided to pay incentive to dealers of OEMs with whom Bank has entered into tie-up arrangement under MOU. The details of the incentive schemes are as under:

|                           |  |
|---------------------------|--|
| Other than Rural Branches | 1% of loan amount Max Rs. 10,000/- (per vehicle – after disbursement of loan).   |
| Rural Branches            | 0.75% of loan amount Max Rs. 7,500/- (per vehicle – after disbursement of loan). |

Strictly complied with while making payment of the incentive:

- i) To become eligible for payment of incentive, a dealer should perform the following:
  - a. Procure application and submit the same to Branch. Help the branch in complying various pre sanction formalities.
  - b. In case of dealers of Ashok Leyland Ltd and Tata Motors Ltd there is web based auto application module in which dealers can escalate loan applications of the customers to the desired branch. They should comply with other pre sanction conditions stipulated by the branch even after submitting the online applications.
- ii) Payment of incentive to the authorized dealer of the vehicle/equipment is to be made only on completion of documents, disbursement and submission of all necessary documents like registration, insurance etc. to the branch.
- iii) Payment of incentive is to be made directly to the authorized dealer by means of Pay Order/Draft and not to any other agent.
- iv) Payment of incentive is to be approved by Branch head only.
- v) Payment of incentive is to be made by debiting Branch P/L A/c – “Miscellaneous Charges”.
- vi) Cases of walk in business (i.e. without any support/efforts from the dealers as narrated above) are not eligible for the incentive.

**Rating Model:-**

| Financing under SRTOs | Branch Circular/Date   | CGTMSE cover   |
|-----------------------|--|--|
| Upto Rs. 100 lakhs    | Scoring sheet is applicable and entry level is 20 marks. 103/05 dated 09.04.2009 | Micro and Small Enterprises upto limit Rs.200 lakhs. Not willing – usual norms for principal/collateral security |
| Above Rs. 100 lakhs   | IMAC rating model  | Micro and Small Enterprises upto limit Rs.200 lakhs. Not willing – usual norms for principal/collateral security |

*(Reference: BC No: 105/64 dt: 04.07.11, 105/95 dt: 06.09.11, 106/24 dt: 26.04.12, 107/90 dt: 19.08.13 and 107/95 dt: 26.08.13/ 105/106 of 26.09.11, 106/2 dated 03.04.12, circular letter 2013-14/238 dt: 18.03.2014) and HOBC 111/56 dated 11.07.2017).*

**TOP**

**MSME/10**  
**STAR SME EDUCATION PLUS**

Educational institutions require funds for a host of activities viz. Construction/Renovation work of building & for purchase of computer, lab equipments etc. Through this product their needs may be catered to suitably.

|                     |  |
|---------------------|--|
| <b>Target group</b> | Educational Institutions viz., Universities, Colleges, Schools   |
| <b>Eligibility</b>  | <ol style="list-style-type: none"> <li>1. The institutions must have got necessary approval from Government/ Government agencies for running the educational institution.</li> <li>2. Submit 3 years audited financial statements.</li> <li>3. Profit making for continuous 2 years.</li> <li>4. New and upcoming educational institutions can also be considered in which projections, both financial and non-financial, must be reasonable and justifiable.</li> </ol> |

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|------------------------------|--|
|                              | 5. Entry level credit rating is SBS 5. No deviation.   |
| <b>Purpose</b>               | 1. Construction/Renovation/Repair of building. Approval from all the concerned authorities must be in place for considering the credit facility.<br>2. Purchase of Computer, lab equipment, Furniture & Fixtures, books etc.   |
| <b>Nature of facility</b>    | Term Loan.   |
| <b>Quantum of Loan</b>       | Minimum Rs. 10 lakhs and Maximum Rs. 500 lakhs.  |
| <b>Repayment</b>             | Maximum 8 years inclusive of initial moratorium of 12 to 18 months. Periodicity of instalment on the basis of cash flow.   |
| <b>Appraisal of loan</b>     | The proponent should have sufficient cash flow to service both instalment and interest. DSCR should be minimum 1.25.   |
| <b>Margin</b>                | Minimum 20%.   |
| <b>Rate of Interest</b>      | Please refer Br. Cir. MCLR 110/19 dated 01.04.2016 and subsequent circulars issued time to time by HO.   |
| <b>PPC, Doc charges etc.</b> | As per extant guidelines.  |
| <b>Security</b>              | <u>Primary:</u> Hypothecation of assets, if loan is considered for machineries/equipments. Mortgage of land & building over which construction is proposed.<br><u>Collateral:</u> Suitable collateral to be obtained so that minimum Asset Cover of 1.50 is available. Guarantee of key person/promoter/trustee must be taken. |
| <b>Insurance</b>             | Assets charged to the Bank to be comprehensively insured covering various risks including civil commotions and riots. Separate insurance policy to be obtained for the mortgaged property.   |
| <b>Due Diligence</b>         | As per extant guidelines.  |
| <b>San Authority</b>         | As per extant delegation of power  |
| <b>Authorized branches</b>   | All branches of the Bank.  |

**TOP**

**MSME/ 11**  
**STAR SME LIQUID PLUS**

It is a general purpose term loan product, devised to provide necessary liquidity to SME constituents against their unencumbered immovable property for such purposes also which are necessary for their sustainable growth viz. R & D activity, marketing and advertisement expenses etc. Properties already mortgaged to our bank may also be considered upto the extent of their residual value.

|                           |  |
|---------------------------|--|
| <b>Target group</b>       | Proprietorship/Partnership firms, Limited Companies falling within the new definition of SME, engaged in the business for the past 3 years with audited financial statement of accounts.   |
| <b>Eligibility</b>        | 1. The borrower should have known source of funds to pay for the margin and initial recurring expenses.<br>2. Should be profit making for the last 2 years.<br>3. Entry level credit rating SBS 5. No deviation to be permitted. |
| <b>Purpose</b>            | SME constituents Viz., for R & D activity, marketing and advertisement expenses<br>Purchase of machineries/equipments, preliminary expenses etc.   |
| <b>Nature of facility</b> | Term Loan.<br>The safety of this advance will substantially depend on cash flow arising out of activity being financed. Profits generated/anticipated to be generated turns into liquid cash to service the loan.                |

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|  |  |
|--|--|
| <b>Repayment</b>                       | To be repaid in 84 installments within a period of 7 years inclusive of moratorium period of up to 12 months. Interest to be serviced as and when debited.   |
| <b>Appraisal of loan</b>               | 50% of unencumbered value of the property under offer or 75% of actual requirement for the stated purpose whichever is less.<br>Minimum: Rs.10 lakhs. Maximum: Rs.500 lakhs.<br>Note: Extant guidelines with regard to valuation of property, title clearance and inspection by two different officials etc., must be strictly adhered to.<br>Average DSCR should be minimum 1.25. |
| <b>Margin</b>                          | As stated above.   |
| <b>Rate of interest</b>                | Please refer Br. Cir. MCLR 110/19 dated 01.04.2016 and subsequent circulars issued time to time by HO.   |
| <b>PPC, Documentation charges etc.</b> | As per extant guidelines for MSME accounts.  |
| <b>Security</b>                        | i.) <u>Primary</u> : Hypothecation of assets or mortgage of land, if loan is considered for that purpose. If no assets are created then it should be treated as clean.   |
|  | ii) <u>Collateral</u> : EQM or Registered Mortgage of Residential/commercial property (1 <sup>st</sup> charge) either of borrower or of guarantor. However following conditions with regard to property under offer should be fulfilled:<br>1) It should not be an agricultural property.<br>2) It should not be a vacant land.  |
| <b>Insurance</b>                       | Assets charged to the Bank to be comprehensively insured covering various risks including civil commotions and riots. Separate insurance policy to be obtained for the mortgaged property.   |
| <b>Due Diligence</b>                   | As per extant guidelines.  |
| <b>San Authority</b>                   | As per extant delegation of power.   |

BC No: 104/129 dated 13.01.2011

**TOP**

**MSME/ 12**

**STAR SME AUTO EXPRESS**

It is meant for those existing SME units which need vehicle for delivering their own products/services to their clientele. Surplus generated out of existing business operation would form the basis for appraisal of loan.

|                          |  |
|--------------------------|--|
| <b>Target group</b>      | All existing SME units, as per new definition, run by Individuals, Proprietorship / Partnership firms, Limited Company, Trust, and Society.  |
| <b>Eligibility</b>       | The unit/borrower should have sufficient net worth/source of funds to pay for the margin and initial recurring expenses. Conduct of the existing account must have been satisfactory. Entry level credit rating should be SBS 5. No deviation allowed.   |
| <b>Purpose</b>           | To purchase transport vehicles for delivering their products/Services. Educational institutions also eligible for transport vehicles for providing transportation services to students/faculty/staff. Only new vehicles will be considered. Second hand vehicles not permitted under the scheme. |
| <b>Items</b>             | Chassis + Body building costs + registration, insurance, road tax, accessories AMC etc.  |
| <b>facility</b>          | Term Loan  |
| <b>Repayment</b>         | To be repaid in 84 equated monthly installments inclusive of moratorium of maximum 3 months.   |
| <b>Appraisal of loan</b> | The economic viability should be worked out as per the overall income generated and surplus for loan installment/interest payment from the existing business operation of the unit. Average DSCR should be minimum 1.25.   |
| <b>Marg.</b>             | Margin will be 20% of the cost of vehicle on road (chassis, body building and initial  |

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|                                      |  |   |
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| <b>and ACR</b>                       | insurance, registration, Road Tax & AMC).  |   |
| <b>Rate of Interest</b>              | The rate of interest shall be applicable to existing credit rating of the account as well as aggregate credit limit arrived at after clubbing proposed finance for vehicle.<br>Please also refer Br. Cir. MCLR 110/19 dated 01.04.2016 and subsequent circulars issued time to time by HO.   |   |
| <b>Processing Fee, Docu. charges</b> | For accounts falling within regulatory definition of MSME: In terms of HOBC: 102/218 dt. 20-03-2009.   | For accounts not falling within regulatory definition of MSME but within the new definition of SME: In terms of HOBC: 102/119 dt. 19-09-2008. |
| <b>Security</b>                      | i.) <u>Primary</u> : Hypothecation of the vehicle purchased out of the proceeds of the loan. Bank's name as charge holder to be got entered in the books of the RTO and also the Registration certificate.<br>ii) <u>Collateral</u> : Micro and Small (Services Enterprises), can be sanctioned collateral free term loan up to Rs. 200 lakhs, subject to coverage under guarantee provided by Credit Guarantee Fund Trust for Micro & Small Enterprises (CGTMSE). For loans above Rs. 200 lakhs, suitable collateral security to be obtained depending upon the merits of individual cases. |   |
| <b>Insurance</b>                     | Comprehensive insurance policy covering various risks including civil commotions and riots should be arranged. Vehicles to be insured in the name of the borrower only but bank's interest to be got noted in the insurance policy.  |   |
| <b>Due Diligence</b>                 | As per extant guidelines for MSME accounts.  |   |
| <b>Sanction Authority</b>            | As per the bank's scheme of delegation.  |   |
| <b>Disbursement</b>                  | Disbursement to be made direct to the suppliers by means of an account payee draft/pay order and acknowledgement to be obtained.   |   |

**TOP**

**MSME/ 13**

**STAR SME CONTRACTOR LINE OF CREDIT**

This product is tailor made for all types of contractors who maintain Audited Financial Statements. Appraisal part has been simplified. A Line Of Credit may be given to contractors on the basis of last two years average turnover. There will be a commitment charge on the unutilized portion of the line of credit.

|                           |  |
|---------------------------|--|
| <b>Target group</b>       | Civil Contractors, Mining Contractors, Engineering Contractors, Transport Contractors etc. established as Proprietorship/Partnership firms, Limited Co.  |
| <b>Eligibility</b>        | 1. Engaged in the business line at least for the last 3 years.<br>2. Having Audited Financial Statements.<br>3. Entry level credit rating should be SBS 5. No deviation.   |
| <b>Purpose</b>            | For meeting working capital needs.   |
| <b>Nature of Facility</b> | Line of Credit by way of fund/non fund based working capital limit, Bank Guarantee/ letters of credit.   |
| <b>Quantum of Limit</b>   | Minimum Rs. 10 lakhs and Maximum Rs. 500 lakhs.  |
| <b>Appraisal of loan</b>  | 30% of last two years average turnover. 2/3 <sup>rd</sup> for Fund Based facility and 1/3 <sup>rd</sup> for Non-fund based facility.   |
| <b>Margin</b>             | Minimum 20% for fund based facility. Though the limit will be treated as unsecured, contractors will have receivables which should be charged to the Bank and a margin of 20% maintained their against.<br>Minimum 15% cash margin for non-fund based facility |
| <b>Rate of Interest</b>   | Please refer Br. Cir. MCLR 110/19 dated 01.04.2016 and subsequent circulars issued time to time by HO.   |

|                                     |   |
|-------------------------------------|---|
| <b>PPC, Doc/ Commitment charges</b> | As per extant guidelines for MSME Units.  |
| <b>Security</b>                     | <u>Primary:</u> First charge on the unencumbered assets both current and fixed assets. Margin on non-fund based limits.<br><u>Collateral:</u> Suitable collateral to be obtained so that asset cover of 1.50 is maintained. |
| <b>Due Diligence</b>                | The bank will conduct its own due diligence (including pre-sanction visit).   |
| <b>Sanction Authority</b>           | As per extant delegation of power.  |

**TOP**

**MSME/14**  
**BOI STAR VYAPAR**

|                             |  |
|-----------------------------|--|
| <b>Eligibility</b>          | All Enterprises engaged in trading with original investment in equipment as defined under MSMED Act, 2006. Satisfactory experience of business, having financial statements of at least two preceding years.<br>1) Proprietorship concern,<br>2) partnership Firms,<br>3) Private Ltd. Co.<br>4) Society.  |
| <b>Max. Finance</b>         | Minimum Rs. 10.00 lakh, Maximum Rs. 500.00 lakh for Micro & Small Enterprises <b>AND</b> Rs. 1000.00 lakh for Medium Enterprises (HOBBC 109/217).<br>In case working capital limit is sanctioned by way of hypothecation of stocks and book debts, the CC (BD) limit will not exceed 50% of the total limit sanctioned.<br>In case the working capital limit is sanctioned only against hypothecation of book debts than the maximum limit shall be Rs. 250 lakh for Micro & Small Enterprises <b>AND</b> Rs. 500 lakh for Medium Enterprises (Drawing against advance payment to blue chip companies not more than 50% of book debt limit). |
| <b>Purpose</b>              | Financing of stock and book debts.   |
| <b>Rate of Interest</b>     | ROI is to be linked with market value of collateral of AGGREGATE LIMIT security as under:<br>MARKET VALUE OF SECURITY    PROPOSED RATE OF INTEREST<br>110% to 149%                      BR +2.50% *<br>150% to 175%                      BR + 2.25% *<br>More than 175%                    BR + 2.00% *<br>*please refer the latest intt. Circular for applicable ROI.   |
| <b>Margin</b>               | 25% against Stock & Book Debt.   |
| <b>Nature of Facility</b>   | Cash Credit  |
| <b>Method of Assessment</b> | Need based combined limit (stock & book debts) for working capital requirement be fixed as per Nayak Committee recommendations i.e. 20% of sales turn over.  |
| <b>Security</b>             | 1) <b>Primary Security</b> - Hypothecation of stock & book debts ( not older than 4 months)<br>2) <b>Collateral</b> – Minimum 110% of the loan amount.   |
| <b>Due Diligence</b>        | Due diligence as per extant guidelines to be undertaken, CIBIL/RBI defaulters’ list/ ECGC SAL to be verified.  |
| <b>Insurance</b>            | All assets charged to Bank Principal/Collateral security to be adequately insured.   |
| <b>Miscellaneous</b>        | 1) Independent inspection of business/factory premises should be carried out periodically. Bank’s name displaying the business and security charged to the bank should be prominently displayed.<br>2) Statement of stock/book debt/MSOD should be obtained and scrutinized.<br>3) No TOL/TOD to be considered during the six months period from the date of first   |

|                         |  |
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|                         | disbursement.  |
| <b>Application Form</b> | Application MSE 1 to be obtained.<br>Reference –BC No. 106/127 Dt. 17.11.2012 and 2012-13/223 Dt 6.12.2012 |

\*Pl. refer to Circular Letter No. 2013-14/183 dated 01.01.2014.

**TOP**

**MSME/15**

**SCHEME FOR FINANCING VARIOUS FINANCIAL REQUIREMENTS OF DOCTORS**

**(STAR DOCTORS PLUS)**

**Br. 107/154 dated 06.11.2013, Br. 110/150 dated 09.11.2016**

|                                 |   |
|---------------------------------|---|
| <b>Objective</b>                | To meet the financial requirements of Medical/Health care Professionals. Hence forth Dhanvantri Suvridha Scheme has been discontinued.  |
| <b>Free Code 3 (in finacle)</b> | <b>363 ( Free code 3- option V)</b>   |
| <b>Eligibility</b>              | Individuals/Firms/companies/Trusts engaged in providing medical/pathological/ diagnostic & other Health care Services where minimum 51% of shareholding/ stake is held by qualified doctors.<br>Proponents should be professionally qualified in the age group of 25 to 60 years with min. qualifications of degree from a recognized university:<br>1) Bachelor of Medicine and Bachelor of Surgery (MBBS)<br>2) Bachelor of Homeopathic Medicine and Surgery (BHMS).<br>3) Bachelor of Dental Surgery (BDS)<br>4) Bachelor of Ayurvedic Medicine and Surgery (BAMS)<br>5) Bachelor of Unani Medicine and Surgery(BUMS)<br>6) Bachelor of Physiotherapy(BPT)<br>7)Bachelor of Occupational Therapy (BOT) |
| <b>Max. Finance</b>             | 1. Business premises/Equipment Loan: Need Based. Equipment financing by import of machinery through LC to be permitted.<br>2. Vehicle Loan: For purchase of Ambulance, Van and other utility vehicle as per requirement of project subject to a cap of Rs. 100 lakh.<br>3. WC (clean): To be assessed as per project subject to cap of Rs.100 lakhs   |
| <b>Purpose</b>                  | 1. For acquiring premises on ownership basis or purchase of plot & construction thereof or on rental premises for the purpose of establishing/running clinics/ nursing home/pathological labs, Hospitals and/or for Expansion/Renovation/modernization or for purchase of Furniture & fixture, furnishing and/or for purchase of Ambulance/ Utility vehicles and/or for Working Capital Requirements for meeting recurring expenses, stock of medicines/consumables.<br><b><u>Lease period should not be less than Term Loan repayment period.</u></b>  |
| <b>Rate of Interest</b>         | As per HO guidelines issued from time to time. Women doctors or enterprises having more than 51% share of women doctors additional concession of 0.50% to be given under Priyadarshi scheme. Overall concession under CGTMSE or Priyadarshi scheme should not be more than 0.50%.   |
| <b>Margin</b>                   | 25% for acquisition of premises or purchase of plot and construction thereof and/or expansion/renovation/modernization of existing premises. 15% for purchase of equipment/machinery. 15% on cost of vehicle/ ambulance. NIL in case of WC (clean).   |
| <b>Repayment</b>                | For business premises/equipment loan: Term loan repayable in 5-10 years depending on purpose and viability including moratorium of 12 months (can be extended upto 24 months).<br>Vehicle Loan: Repayable in 5-7 years with moratorium of 1-2 months.<br>WC (clean): CC/ OD on clean basis.   |

|   |   |
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| <b>Processing fees and Doc. charges</b> | Processing Charges: 50% of applicable charges plus service tax for all facilities. Valuation/ Title search/ Stamp duty/ CERSAI/ Registration charges as per actual.   |
| <b>Security</b>                         | <b>Primary Security</b> - Hypothecation of Assets acquired out of Bank finance. Equitable Mortgage of Property in case of construction/acquisition/renovation of Land & Building<br><b>Collateral</b> – Loans upto Rs. 200.00 lakh to be covered under CGTMSE guarantee scheme. Loans above Rs. 2.00 crore upto Rs. 10.00 crore –collateral security <b>may</b> be obtained. For loans above Rs. 10.00 crore: Minimum 20% collaterals to be obtained.<br><b>Guarantee: Personal Guarantee of Promoters/directors/Trustees etc.</b><br>a) The CGTMSE coverage for loans upto Rs. <b>200</b> lakh is mandatory. |
| <b>Due Diligence</b>                    | Due diligence as per extant guidelines to be undertaken, CIBIL/RBI defaulters’ list/ ECGC SAL to be verified.   |
| <b>Insurance</b>                        | All assets charged to Bank Principal/ Collateral security to be adequately insured.   |
| <b>Sanctioning Powers</b>               | As per existing delegation of Powers  |
| <b>Other Benefits</b>                   | 1. No Processing fee for Retail loans to spouse.<br>2. Free Debit Card.<br>3. Free Internet Banking.<br>4. 50% discount on maintenance charge of D-Mat account.<br>5. There is no prepayment penalty if the loan is adjusted by the borrower from his own verifiable legitimate sources.  |
| <b>Documentation</b>                    | Prescribed security documents to be obtained and charge to be registered with appropriate statutory authority as the case may be. In case of immovable properties, mortgage charge to be created and charge registered with CERSAI.   |
| <b>Monitoring &amp; Follow up</b>       | Independent inspection of business premises should be carried out periodically. Bank’s name displaying the business is financed by the branch and securities charged to the bank should be prominently displayed.   |
| <b>General Guidelines</b>               | 1. Credit Proposal to mandatorily indicate original investment in “equipment” and sector code, Activity code and Special Category code.<br>2. Codes should be entered in the Finacle system while opening the account after sanction of the proposal.<br>3. Credit rating as per extant guidelines.<br>4. Approval for Takeover norms to be permitted by EDLCC in case of Sanctions upto GMsLCC Level and CAG in case of sanctions beyond GMsLCC level.   |

TOP

**MSME/16**  
**Pradhan Mantri Kaushal Rin Yojana**  
**(Skill Loan Scheme)**

**1. OBJECTIVE—**

Skill Loan Scheme aims at providing a loan facility to individuals who intend to take up skill development courses as per the Skilling Loan Eligibility Criteria

**2. ELIGIBILITY CRITERIA —**

a) The student should be an Indian National

b) Any individual who has secured admission in a course run by Industrial Training Institutes (ITIs), Polytechnics or in a school recognized by central or State education Boards or in a college affiliated to recognized university, training partners affiliated to National Skill Development Corporation (NSDC)/ Sector Skill Councils, State Skill Mission, State Skill Corporation, preferably leading to a certificate/ diploma/degree issued by such organization as per National Skill Qualification Framework (NSQF) is



eligible for a Skilling Loan. The Government of India/State Governments may, from time to time, notify institutes/organizations for the purpose. .

**1. Courses Eligible**

Courses run by Industrial Training Institutes (ITIs), Polytechnics or in a school recognized by central or State education Boards or in a college affiliated to recognized university, training partners affiliated to National Skill Development Corporation (NSDC)/Sector Skill Councils, State Skill Mission, State Skill Corporation, preferably leading to a certificate/diploma/degree issued by such organization as per National Skill Qualification Framework (NSQF) shall be covered by the Skill Loan.

**2. Minimum Age**

There is no specific restriction with regard to the age of the student to be eligible for skilling loan. However, if the student is a minor, while the parent executes documents for the loan, the bank will obtain a letter of acceptance/ratification from him/her upon attaining majority.

**3. Minimum Duration:** There is no minimum course duration.

**4. Minimum Qualification:** As required by the enrolling institutions/organizations as per NSQF.

**5. Quantum of Finance —**

Need based finance to meet expenses as worked out under para 4 below will be considered subject to minimum Rs. 5,000/- and maximum Rs. 150,000/-.

**6. Expenses Considered For Loan —**

- a. Tuition/course fee
- b. Examination/Library/Laboratory fee
- c. Caution deposit
- d. Purchase of books, equipment's and instruments
- e. Any other reasonable expenditure found necessary for completion of the course. (As such courses are localized boarding, lodging may not be necessary. However, wherever it has been found necessary, the same could be considered on merits).

**7. Margin - Nil**

**8. Rate Of Interest-** As per Ho circulate from time to time.

(In line with Credit Guarantee Fund Scheme for Skill Development (CGFSSD)).

**Note:**

- Simple Interest will be charged during the study period and up to commencement of repayment.
- Servicing of interest during study period and the moratorium period till commencement of repayment is optional for students.
- 1% interest concession to be provided if interest is serviced during the study period and subsequent Moratorium period prior to commencement of repayment.

**9. Processing Charges —NIL**

**10. Disclosure of Information on Charges:** Same as per Star Education Loan Scheme

**11. Security—**

No collateral or third party guarantee. However, the parent to execute loan document along with the student borrower as joint borrower. Obtention of **Credit Guarantee coverage under Credit Guarantee Fund Scheme for Skill Development (CGFSSD) by National Credit Guarantee Trustee Company (NCGTC) for all loans is mandatory.** (Separate Br. Circular will be issued for details of the Credit Guarantee Fund Scheme for Skill Development (CGFSSD)).

**12. Moratorium Period —**

Upon completion of the course, repayment will start after a moratorium period as indicated below  
Courses of duration upto 1 year upto 6 months from the completion of the course.

Courses of duration above 1 year: 12 months **from the completion of the course.**

**13. Repayment Period:** Loan Up to Rs. 50,000/-: **Up to 3 years.**

Loans above Rs.50000 & upto Rs. 1.00 lakh: **Up to - 5 years.**

**Loans Rs. 1.00 lakh Up to – 7 years.**

**14. Insurance** — Optional at the request of the borrower.

**15. Prepayment** —

Any time, without any penalty/pre-payment charge. In case a student is not able to complete the course because of accident/death/disability the bank can seek a pro-rata reimbursement of the unfinished portion of the course amount from the training institute.

**16. DELEGATION: Scale-I Rs 1 Lac, Scale-II to IV- Rs 1.50 Lacs, EDLCC - 50% more than ceiling limit.**

**17. MIS CODE (Finacle: ACM→V→)**

**Borrower Category Code 75, Free Code - 3 → 427 (in finacle), Purpose of Advance 95014, Industry Type Code 193**

**18. OTHER TERMS & CONDITIONS** — Other terms and conditions as applicable to the "IBA Model Educational Loan Scheme for pursuing higher education in India & Abroad" will be applicable to this scheme also.

**TOP**

**MSME/17**

**Credit Guarantee fund for Micro units (CGFMU)**

**(HOBC 111/19 dated 05.05.2017)**

• **Objective and date of commencement:**

Came into force for micro loans sanctioned since 8th April, 2015 with features covered under the Scheme. The objective of the Fund would be to guarantee loans up to Rs. 10.00 lakhs. Sanctioned under Jan Dhan Yojna of PMJDY against default in repayment of micro loans extended by the lending institutions.

• **Micro Loans not eligible under the Scheme:**

The following micro Loans shall not be eligible for being guaranteed under the Scheme:

Any micro Loan in which risks are additionally covered under other scheme.

Any micro Loan, which does not conform to the provisions of any law, or with any directives of Reserve Bank of India. Any Micro loan sanctioned by the Bank not conforming to Interest rates prescribed for such loans by the competent regulatory authority/RBI.

• **Fee Structure:**

1. During the base year - On the sanctioned amount for the full year or the broken period i.e. till March 31 of the subsequent year.
  2. During subsequent years - Will be paid on the outstanding balance (including on accounts which have turned NPA) of the crystallized portfolio and Guarantee will be valid upto the end of that financial year. Guarantee fee with respect to NPA accounts in the portfolio would continue to be paid till lodgement of claim for such accounts.
  3. Guarantee fee shall be paid within 16 days from the end of the quarter. (The Bank would need to furnish a Management Certificate within 7 days from the end of the quarter, after which, a Credit Guarantee Demand Advice Note [CGDAN] would be issued by NCGTC within 3 day of receipt of Management Certificate and subsequently, the guarantee fee shall be payable within 3 days from the issue of CGDAN).
  4. The CGFMU may at its discretion, charge risk based pricing i.e., different guarantee fees for different Member Lending Institutions depending on their credit rating, NPA levels, claim payout ratio, geographical spread, etc.
  5. In the event of non-payment of guarantee fee within the stipulated time liability of the Fund to guarantee such credit facility would lapse.
- Guarantee fees for the accounts sanction from 01.04.2017 will be borne by borrower. As per Circular letter no. 130 dt. 27-02-2017, branches should obtain authorization letter from the borrower for debiting the guarantee fees from his/her account.

- The guarantee fee once paid by the Bank to the CGFMU shall be non-refundable, except under certain circumstances like Excess remittance, Fee paid in advance but application not approved for guarantee cover.

- Risk Based Guarantee Fee components:

The CGFMU may at its discretion, charge risk based pricing i.e., different guarantee fees for different Banks depending on their credit rating, NPA levels, claim payout ratio, geographical spread, etc., or such other parameters as per the experience of the Fund based on the performance of the port folios of the Bank.

**Risk Premium will also be applicable, as decided by CGFMU from time to time.**

**TOP**

**MSME/18**

**Credit Guarantee Fund Scheme for Skill Development (CGFSSD)**

**Compulsory cover for loans granted under Prime Minister Kaushal Rin Yojana**

**(Skill Loan)**

*HOBC 111/76 dated 31.07.2017*

Some of the salient features of CGFSSD is as under:-

- **Coverage:** New loan sanctioned on or after 15.07.2015 without any collateral security or third party guarantee.
- **Loan Limit:** Loan Limit minimum Rs. 5000/- and maximum Rs. 150000/-
- **Interest Rate:** Max int Rate not be exceeded 1.50% over Base Rate/MCLR of the Bank.
- **Guarantee Cover:** 75% of the amount in default, which will be settled on invocation of Guarantee, in one go, after the Bank submit a certificate stating to the effect that all avenues of recovering the amount in default have been exhausted: that there is no further scope for recovering the default amount and that the claim is found in order and complete in all respects.
- **Guarantee Fee:** 0.50% p.a of the outstanding portfolio balance of Skill Loans to be Born by the Bank.
- **Mode of Payment of Guarantee Fee:** Online through a payment gateway. As per BC 110/09 dated 01.04.2016 Education Loan granted under Prime Minister Kaushal Rin Yojana (Skill Loan) is to be compulsorily covered under Credit Guarantee Fund Scheme for Skill Development. Branches to ensure that Educational loans granted under the scheme strictly Comply with provisions of CGFSSD. Guarantee fee is paid from Head Office directly on the basis of MIS code allotted for the scheme, so, select correct MIS Free Code 3 as 427 and Guarantee cover code as 14 in CAPS/Finacle while opening the account.

**TOP**

**MSME/19**

**STAR MSME GST PLUS**

*Br. Cir. 111/155 dated 29.12.2017*

| <b>SN</b> | <b>Parameter</b>       | <b>Scheme Guidelines</b>  |
|-----------|------------------------|---|
| 1         | <b>Facility</b>        | Working Capital Limit (Fund based/Non Fund Based)   |
| 2         | <b>Purpose</b>         | To meet the need based Working Capital requirement for trading/services/manufacturing business<br>a) All units engaged in trading/manufacturing activity classified under MSME (as per regulatory definition), will be eligible under the scheme.<br>Units should have valid GSTIN.<br>b) The rating of the account should be of minimum investment grade and complying entry level norms |
| 3         | <b>Quantum of Loan</b> | Minimum: Rs. 10.00 lakhs.   |

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|     |  | <p>Maximum: Rs 500.00 lakhs.</p> <p>In case of Finance against both Stocks &amp; Book Debts, Drawing Power allowed against Book Debts should not be more than 40% of the total limit.</p> <p>In case of Finance against only Book Debts, the maximum quantum of loan be restricted to Rs 200 lakhs.</p>  |
| 4   | <b>Margin</b>                                  | 25% on Stocks & 40% on Book Debts.   |
| 5   | <b>Rate Of Intt.</b>                           | 0.50% Concession in applicable ROI as per Credit Rating.   |
| 6   | <b>Processing Fee &amp; Other Ser. Charges</b> | As Applicable.   |
| 7   | <b>Assessment of Loan</b>                      | <p>a) Assessment is done strictly as per turnover specified in GSTR – 1 and/or GSTR 4 returns filed by the borrower.</p> <p>b) Minimum GSTR-1 return for minimum three consecutive months is required and/or</p> <p>c) GSTR - 4 return for the preceding quarter is required.</p> <p>d) Based on the turnover as per GSTR -1 (average of three months) /GSTR-4, annual projected turnover may be assessed upon.</p> <p>e) The quantum of working capital limit should not exceed 25% of annual turnover assessed (in case of Micro &amp; Small enterprises) and 20% (in case of medium enterprises).</p> |
| 8.  | <b>Security</b>                                | <p>Primary:</p> <p>i) Hypothecation of Stocks.</p> <p>ii) Hypothecation of Book Debts (Upto 90 days).</p> <p>Collateral:</p> <p>1. Minimum CCR of 65% (Wherein CGTMSE is not applicable).</p> <p>2. CGTMSE Coverage (Wherever applicable).</p>   |
| 9.  | <b>Delegation</b>                              | As per Delegation of Powers issued by RMD.   |
| 10. | <b>Documentation</b>                           | Prescribed security documents to be obtained and charge to be registered with appropriate statutory authority as the case may be.  |
| 11. | <b>Insurance</b>                               | Adequate & proper insurance of all primary & collateral securities.  |
| 12. | <b>Calculation of Assessment</b>               | <p>Case I:</p> <p>Average Monthly GST Return: Rs. 25.00 lakhs.</p> <p>Estimated Annual Turnover: Rs. 300.00 lakhs (Rs. 25 lakhs * 12)</p> <p>WC Limit: Rs. 75.00 lakhs (MSE)/Rs. 60.00 lakhs (Medium)</p> <p>Case II:</p> <p>Preceding Quarter GST Return: Rs 100.00 lakhs</p> <p>Estimated Annual Turnover: Rs. 400.00 lakhs (Rs. 100 lakhs*4)</p> <p>WC Limit:Rs.100.00 lakhs (MSE)/Rs 80.00 lakhs (Medium)</p>  |
| 12. | <b>Others</b>                                  | <p>a) Proponents are required to submit Audited Balance Sheet and all the financial parameters as per Bank's norms should be adhered to.</p> <p>b) Takeover of accounts is permitted adhering to, the takeover policy of the Bank.</p> <p>c) This scheme is applicable for both New/Existing Borrowers.</p> <p>d) Free Code in 'ACM → option 'V' should be 379</p> <p>e) All assets charged to Bank (principal/collateral) to be adequately</p> <p>1. insured</p> <p>2. f) All other Bank's Norms as per Credit Policies should be followed</p>  |

**MSME/20**

**TReDS (Trade Receivables Discounting System)**

*Ref: Br. Cir. 111/170 dated 09.01.2018*

Reserve Bank of India (RBI) had issued guidelines for setting up and operating the Trade Receivables Discounting System (TReDS), to facilitate the financing of trade receivables of MSMEs on a digital platform.

2. TReDS platform enables discounting of invoices/bills of exchange of MSME sellers against large corporates, Public sector undertakings through an auction mechanism to ensure prompt realization of trade receivables at competitive market rates. This mechanism will address twin issues of prompt encashment of receivables and eliminating credit risk.

- The various participants on TReDS platform are MSME Suppliers, Buyers and Financers.
- Department of Financial Services (DFS) is giving a special impetus and focus for promoting the TReDS platform and have asked all the PSBs to on board the platform and popularize the scheme among its borrowers/customers.
- Receivables Exchange of India Ltd (RXIL), a joint venture of SIDBI & NSE is one of the first entity to receive approval from Reserve Bank of India, to launch receivables exchange platform for MSME vendors, Buyers and financiers.
- We have registered with RXIL for undertaking transactions under TReDS.
- Board approved detailed Scheme guidelines & features, functional modalities and various approvals for financing under the scheme, is annexed herewith
- Initially the Scheme will be implemented through a centralized location and our Bharat Diamond Bourse Branch will be undertaking all the transactions. The selection of Branch has been done due to its proximal location to Head Office and RXIL.
- All our Branches and Administrative Offices concerned should actively participate in promoting the scheme and should advise their MSME borrowers and corporate customers to onboard on the platform and educate them the benefits attached to the scheme.

**TOP**

**MSME/21**

**Star MSME E Rickshaw Finance**

*(HOB 112/77 dt 27.08.18)*

|                        |   |
|------------------------|---|
| <b>Objective</b>       | Provide assistance to transport operators under Micro category.   |
| <b>Eligibility</b>     | 1. Individual, association, firms, engaged in transport business or desirous of E-rickshaw business.<br>2. Borrower should have been granted valid permit for passenger or goods transport.   |
| <b>Purpose</b>         | 1. Purchase of new E- rickshaw.<br>2. Funding cost of one time Battery replacement, to be considered only once within loan tenure of E Rickshaw. Certificate reg. requirement of battery replacement to be obtained from authorized service centre of manufacturer. |
| <b>Facility</b>        | Term Loan.  |
| <b>Quantum</b>         | Max. Rs. 5.00 lac. Only one E Rickshaw to be financed at a time. Total no. of E Rickshaws financed not to exceed 3 at a time.   |
| <b>Margin</b>          | 1. For new E Rickshaw- 15% of invoice cost or 20% of on road price of vehicle, whichever is higher.<br>2. For Battery replacement after one year- min. 25% of battery replacement cost.   |
| <b>Loan Assessment</b> | No project report needed. Economic viability to be worked out as applicable to  |

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|  |   |
|--|---|
|  | SRTO loans. Min. DSCR 1.25. In case of captive use there should be adequate cash flow from existing activity to service instalment & intt.  |
| <b>Repayment</b>                       | For purchase of vehicle- Max. 48 months including one month moratorium. For Battery replacement loan, max. 18 months including one month moratorium, repayment period not to exceed the E Rickshaw loan repayment period.   |
| <b>Security</b>                        | Hypothecation of vehicle, plus Coverage under CGFMU/CGTMSE  |
| <b>Rate of intt.</b>                   | As per HO circulars from time to time   |
| <b>Service Charges</b>                 | For purchase of 1 <sup>st</sup> vehicle- Rs. 1000.00. For subsequent vehicle- Rs. 2000.00. For battery replacement- Rs. 500.00. Service Chgs include. PPC + Documentation + Inspection <b>or as advised from time to time.</b>  |
| <b>Insurance</b>                       | Charged assets to be comprehensively insured with SRCC clause.  |
| <b>Disbursement</b>                    | Directly to supplier/dealer by DD/PS/ RTGS/NEFT.  |
| <b>San. Auth</b>                       | As per delegation.  |
| <b>Identification of Manufacturers</b> | Being delegated to ZMs. For detail refer BC 112/77. Approval of E Rickshaw Manufacturer by Zone to be intimated to HO for reporting & circulation.  |
| <b>Other Matters</b>                   | 1. All loans under the scheme to be reported under MUDRA.<br>2. Inspection- Half yearly.<br>3. Under the scheme, no finance for 2 <sup>nd</sup> hand vehicle.<br>4. due Diligence- as per extant guidelines. Copies of bills, receipts, invoices etc. to be kept on record. Separate loan account for battery loan under same cust. ID to be opened.<br>5. Close monitoring of the loan accounts under the scheme to be done at ZO. |
| <b>Free Code</b>                       | Please incorporate code 382 under free code 3 in MIS V while opening the account.   |

**TOP**

**MSME/22**  
**Star Weaver MUDRA Yojna**  
*(BC 110/165dt 30.11.16)*

|  |  |
|--|--|
| <b>Objective</b>                                 | To meet WC & Investment credit needs of weavers.   |
| <b>Eligibility</b>                               | New & existing handloom weavers.   |
| <b>Purpose</b>                                   | WC & TL.   |
| <b>Quantum</b>                                   | Min. 1.00 lac for silk weavers, for others- Rs. 0.50 lac, max. Rs. 5.00 lac. TL max. 2.00 lac, WC + TL max. Rs. 5.00 lac.  |
| <b>Margin Assistance</b>                         | 20% of project cost. GOI to bear margin @ 20%, subject to max 10000/-. Balance margin to be borne by borrower.   |
| <b>Assessment &amp; repayment</b>                | CC- as per turn-over method, expected to be utilized as a revolving cash- credit. Need based TL to be repaid in 3-5 yrs with gestation upto 6 months.  |
| <b>Intt Subsidy, &amp; AGF of CGTMSE, by GOI</b> | Intt subsidy in excess of 6% intt on loan, subject to max Intt subvention of 7% is to be borne by GOI. Credit guarantee fee due on part of beneficiary will be paid by min. of textile. Intt subsidy & credit guarantee assistance is for max 3 yrs from dt of disbursement. |
| <b>Security</b>                                  | Hypothecation of assets & loans to be covered under CGFMU/CGTMSE.  |
| <b>ROI</b>                                       | As per extant guidelines.  |
| <b>Loan application</b>                          | As applicable to Mudra card scheme/ as per extant guidelines. Stock statements & financials to be submitted for loans above Rs. 2.00 lac.  |
| <b>Disposal of application</b>                   | As in case of MSME proposals.  |
| <b>Methodology for release of funds</b>          | Pl refer BC for detailed guidelines.   |

|                             |   |
|-----------------------------|---|
| <b>Other terms</b>          | Due diligence, satisfactory CIBIL, insurance of assets, routing of sales proceeds through account etc., to be as per norms. |
| <b>Free code in Finacle</b> | Br. should incorporate scheme code 373 under free code 03 in V of MIS code, while opening the account.                      |

**TOP**

**MSME/23**

**Contactless MSME Loan**

*(BC112/104 dtd 23.10.2018 & 112/124 dtd 25.10.2018)*

In principle sanction of Contactless MSME loans from Rs 1.00 lac to Rs 100 lac is undertaken without the borrower visiting the branch, within 59 minutes through on line digital platform having integration with various agencies e.g. GST, ITR, Fraud Check, bank statement analyzer, credit information bureau check, CGTMSE etc. Platform can be used for renewal of limits also. Basic documents required for applying loan are IT return/s, bank statement in PDF format, GST registration & KYC documents. Additionally borrower is required to feed basic info such as DOB, address, mobile no., experience, net worth, promoter's/director's/owner's basic, personal, educational detail. URL for the contactless platform is [www.PSBLOANSIN59MINUTES.COM/boi](http://www.PSBLOANSIN59MINUTES.COM/boi) for use by borrower.

After completion of all the formalities as required and on complying with all the norms, the system will generate in principle sanction letter along with list of documents. There after borrower has to approach bank and its branch for processing of the proposal.

Brief detail, norms of the scheme are as under-

|  |   |
|--|---|
| <b>Constitution</b>                    | Proprietorship, Partnership, Pvt Ltd Co.  |
| <b>Eligible borrowers</b>              | GST registered, having valid GST reg. no., income tax compliant.  |
| <b>Category of borrower</b>            | New as well as existing borrower.   |
| <b>Financial parameters</b>            | DE ratio- 4, but with approval of ZLCC- max. 5, Current Ratio- min. 1, ISCR min. 1.20, relaxation in ISCR may be permitted by sanctioning authority with justification. DSCR min. 1.25. For renewal Turn-over & profitability should have increasing trend. For detail please refer circular and for deviation on financial parameters please refer HOBC 109/69 dt 01.07.2015 |
| <b>IT compliance</b>                   | Borrower should be Income Tax compliant. Different set of ITR filing for different four products enumerated herein below.   |
| <b>Other parameters</b>                | Satisfactory consumer & commercial CIBIL reports. If no. of cheque bounce exceeds 6 times in last six months, justification needed.   |
| <b>Margin</b>                          | Minimum 20% for WC/TL   |
| <b>Entry level norms</b>               | Different set of norms for four different products enumerated herein below, under the scheme. Please refer circular for specific information.   |
| <b>Risk rating</b>                     | As per new credit rating model applicable for the scheme, for detail please refer circular.   |
| <b>Processing fee etc.</b>             | As applicable from time to time.  |
| <b>Security</b>                        | Collateral security, CGTMSE coverage if offered by borrower during in principle stage, besides hypothecation of assets created from bank finance.   |
| <b>Due diligence</b>                   | As per norms as provided in the circular.   |
| <b>Repayment</b>                       | TL- 10 yrs, WC- 1 yr (renewal every year).  |
| <b>TAT</b>                             | Max. 8 days from date of in principle sanction.   |
| <b>Products uploaded on the portal</b> | 1. Renewal product of normal working capital & term loan.<br>2. New working capital product based on one year ITR.<br>3. Renewal of working capital product based on one year ITR.<br>4. New working capital product based on presumptive tax filing/ITRIV.   |

|                     |   |
|---------------------|---|
| <b>Other detail</b> | Please refer HOBC 112/104 dtd 23.10.2018 & 112/124 dtd 25.10.2018 for procedure to be adopted by borrower & bank on the contactless platform. |
|---------------------|---|

**TOP**

**MSME/24**

**Star MSME GST Udyami Rin**

*(BC 113/103 dt21.08.19)*

This loan product is uploaded on “onlinepsbloansin59minutes” portal & made live for use of borrowers & branches. Presently only working capital loan product is made live for amount ranging above Rs. 1 cr to Rs. 5 cr, and in due course in future, Term loan product will also be made live. Through this loan management platform, in principle sanction of the loan will be given. After in principle sanction, all such loan proposals will be processed through CAPS (upto Rs 2 cr) and manually (above Rs 2 cr) & credit appraisal, WC assessment will be done in accordance with bank’s Credit/ MSME policies. Parameters of this loan product, relevant for processing by the portal & in principle sanction are given below-

| <b>Type of Loan</b>                        | <b>Working Capital<br/>(Live on portal)</b>  | <b>Term Loan<br/>(Not Live)</b>          |
|--|--|--|
| Industry eligible for finance              | All except- Gems & Jewellery, Carbon emitting Industries, Aviation, Defence, Real Estate, and Power. |  |
| Investment size                            | Any  | Any                                      |
| Geographical market Focus                  | Any  | Any                                      |
| Asset coverage (%)                         | Min. 100%  | Min. 100%                                |
| Take-over/ Multiple banking                | Not allowed  | Not allowed                              |
| Debt Equity ratio (max.)                   | 4  | 4  |
| Current Ratio (last yr) min.               | 1  | 1  |
| Interest Coverage ratio                    | 1.50   | -  |
| DSCR                                       | -  | 1.25                                     |
| TOL/TNW                                    | 4  | 4  |
| Customer Concentration %                   | < 20%  | < 20%                                    |
| No. of cheque bounced (last one month)     | < 3  | < 3                                      |
| No. of cheque bounced (last 6 month)       | < 6  | < 6                                      |
| Risk model score (min)                     | 75 CLP CR-5  | 75 LP CR-5                               |
| Age of establishment                       | > 1 yr   | > 1 yr                                   |
| Positive profitability history             | > 1 yr   | > 1 yr                                   |
| Past turn-over                             | Turn- over should have increasing trend  |  |
| Positive net worth                         | Min. one yr  | Min. one yr                              |
| Min. CIBIL score                           | 700  | 700                                      |
| Commercial CIBIL- max. DPD(last 12 months) | 30 days  | 30 days                                  |
| repayment                                  | -  | Max. 10 yrs                              |
| Promoter’s contribution (margin)           | 25% for mfg , 30% for services & trading   | 25% for mfg , 30% for services & trading |
| Method to calculate sales                  | Projected sales on historical growth   | -  |
| CGTMSE coverage                            | Allowed upto Rs 200 lac  | Allowed upto Rs 200 lac                  |
| Max. drop in turn-over allowed             | Upto 10%   | Upto 10%                                 |
| Utilization                                | Min. 80%   | Min. 80%                                 |
| Collateral coverage %                      | Min. 60%   | Min. 60%                                 |



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|   |              |              |
|---|--------------|--------------|
| Min. bureau score(main dir/part/prop)         | Min 700      | Min 700      |
| Commercial bureau (max. DPD in last 3 months) | Max. 30 days | Max. 30 days |

**TOP**

**MSME/25**

**Star Standby line of credit for MSME**

*(BC 113/166 dt13.12.2019)*

|   |   |
|---|---|
| <b>Facility</b>                           | Demand loan (Only fund based)   |
| <b>Purpose</b>                            | To meet short term liquidity mismatch owing to issues relating to input credit refunds & other genuine business requirement e.g. delayed realization of sales receivables.  |
| <b>Eligibility</b>                        | Existing satisfactorily conducted & standard MSME category Working Capital borrowal accounts. Should have GSTIN if applicable. Clean limits are not allowed under the scheme.   |
| <b>Quantum and assessment</b>             | Max. 1.25 Cr, subject to max. 25 % of existing aggregate WC limit (FB + NFB). The limit will be over & above MPBF/ABF & restricted within available Drawing Power.  |
| <b>Security</b>                           | 1. Hypothecation of Stocks/Book Debts.<br>2. Extension of charge over other primary & collateral securities.<br>3. CGTMSE/CGSSI/CGFMU cover if available/applicable.  |
| <b>Credit rating</b>                      | Entry level norms to be complied with, as per applicable rating models. Accounts below entry level also considerable by one level higher than normal authority under the scheme.  |
| <b>ROI</b>                                | 0.50% higher than applicable ROI. (N.B.> The ROI is to be linked to RBLR/MCLR, as the case may be in the original WC limit).  |
| <b>Margin</b>                             | NIL for exposure under the scheme. However, margin for existing limit will continue as per sanction terms.  |
| <b>Charges</b>                            | PPC nil. However all other applicable charges would have to be levied.  |
| <b>Sanction &amp; Authority</b>           | 1. Under the Scheme, delegation is delinked with regular Delegation of Power. Chief Manager & above can sanction the limit subject to their delegation under secured/unsecured exposure, mapped with internal credit rating of the borrower, subject to reporting to the higher authority who has sanctioned the existing regular limits.<br>2. In case of accounts below entry level, the Sanction Authority will be one level higher than the normal delegatee as defined hereinabove.<br>3. If the account has been reviewed/sanctioned within nine months, limits under the scheme can be considered on a stand-alone basis. However, if last review /sanction is > 9 months old, then comprehensive review of the borrowal account would be required for sanction of limit under the scheme. |
| <b>Deviations in financial parameters</b> | 1. Deviations up to “level of relaxation permissible by the Board” are acceptable under the scheme without necessitating specific permissions. However, cases of deviations in financial.<br>2. Parameters “beyond board norms”, must be dealt with, as per prevailing guidelines.  |
| <b>Repayment</b>                          | Maximum one year, inclusive of max. 3 months moratorium. To be repaid in monthly instalments or in bullet repayment. Interest to be served as & when debited. Drawing power to be reduced in line with monthly instalments.   |
| <b>Other points</b>                       | 1. All other norms, guidelines to be adhered to & genuineness of need to be verified.<br>2. CA’s certificate may be obtained for delayed realization of receivables, receipt of GST input credit. End use verification to be done.  |

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|                              |  |
|------------------------------|--|
|                              | <p>3. The facility under the scheme will be considered as exposure on borrower and guidelines stipulated under RBI prudential norms to be adhered to.</p> <p>4. Limit to be considered only at the specific request of the borrower.</p> |
| <b>Scheme code/Free code</b> | A New Free Code/ Scheme Code will be assigned, which has to be entered in Free Code 3, under MIS code V in Finacle.  |

**TOP**

**MSME/26**

**Star Guaranteed Emergency Credit Line (Star-GECL)**

(HOB 114/45 dt 26.05.2020)

This scheme is launched by the bank, pursuant to the credit product named “Guaranteed Emergency Credit Line” launched by Govt. of India, Ministry of Finance; vide its “Atmanirbhar Relief Package” to provide urgent need based support & liquidity relief to business entities, whose business has been disrupted in the wake of ongoing Corona Virus Pandemic COVID-19. Detail of the scheme are as under-

|  |   |
|--|---|
| Constitution of the borrower (eligibility) | <p>1. Proprietorship firm/partnership firm/LLP/Ltd Co./Trust.</p> <p>2. In case of joint loan account, any business entity must be primary co-applicant.</p> <p>3. Only those individual loan accounts which are covered under PMMY &amp; were uploaded on Mudra portal as on 29.02.2020.</p>   |
| Target Borrowers                           | Business entities with annual turn-over up to Rs 100 cr in FY 2019-20 and combined loan outstanding with all lending institutions (Banks/NBFCs) up to Rs. 25 cr as on 29.02.2020, exclusive of off balance sheet and non-fund exposure.   |
| Other eligibility criteria                 | <p>Only existing fund based borrowers are eligible under the scheme.</p> <p>Borrowal account should be standard and should not be overdue for more than 60 days, (i.e. a/c should not be SMA-2) with any of the lender/s.</p> <p>Borrower must, wherever applicable, be GST registered &amp; having GSTN. If GSTN is not applicable or exempted, a declaration is to be obtained from borrower.</p> <p>Credit information report from CIBIL etc./CRILC data in applicable cases to be mandatorily checked for verifying SMA status, total outstanding &amp; DPDs. CMR score may be ignored for this facility.</p>   |
| Ineligible cases                           | Borrowal a/cs in individual capacity, not covered under PMMY and NBFCs/HFCs/ MFIs are not eligible under the scheme.  |
| Type of Facility                           | Working Capital Term Loan (WCTL).   |
| Quantum of Loan /Assessment                | <p>20% of aggregate fund based outstanding as on 29.02.2020, maximum Rs 5 cr per borrower. This would be outside MPBF &amp; no separate assessment is to be carried out and the status of review of accounts will not affect the eligibility.</p> <p>It should be ensured that</p> <p>1. The borrowal unit is running &amp; facing liquidity/cash flow mismatch/constraint due to COVID-19 Pandemic.</p> <p>2. The unit should be viable in the longer run with financial assistance as above. Pre- sanction inspection is waived as it is an emergency line of credit in the form of pre- approved loan. However, other necessary due-diligence is to be done.</p> |

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|   |   |           |       |      |      |      |       |       |        |       |      |
|---|---|-----------|-------|------|------|------|-------|-------|--------|-------|------|
| Purpose of Loan                               | To meet operational liabilities/expenses of the borrower, for enabling him to restart his business.   |           |       |      |      |      |       |       |        |       |      |
| Security/Guarantee                            | Extension of the securities/guarantees in the existing borrowal account/s. While charges must be registered with ROC & CERSAI etc. as per extant norms, an extension of time up to 3 months may be permitted in deserving cases for perfection of securities. However, the value of security will have no direct bearing on the limits sanctioned under the scheme. In case the existing loan/s are clean, the WCTL granted under the scheme would be on clean basis.   |           |       |      |      |      |       |       |        |       |      |
| Guarantee coverage by NCGTC and Guarantee fee | National Credit Guarantee trustee Company (NCGTC) will provide 100% credit guarantee cover for the loan sanctioned as above, under its Guarantee scheme- “Emergency Credit Line Guarantee Scheme” (ECLGS).<br>No additional collateral security is to be obtained under the scheme.<br>The additional WCTL granted under the scheme shall rank paripassu with the existing credit facilities.<br>No charges towards guarantee from NCGTC are to be recovered from borrower.<br>The operational modalities for obtaining coverage under ECLGS will be circulated in due course. However it is mandatory for branches to feed guarantee cover code in finacle, to identify such accounts covered under ECLGS.<br>Even though the original limits of the borrowers may be covered under CGTMSE/CGFMU/CGSSI, the limits under this scheme will be covered under specific guarantee floated by NCGTC for the scheme. |           |       |      |      |      |       |       |        |       |      |
| Rate of Interest                              | Linked to RBLR, presently @ 0.65% over RBLR, subject to maximum ROI to be charged being @ 9.25%. The correct ROI must be fed in NCGTC portal while obtaining Guarantee cover under the scheme. (as applicable from time to time).   |           |       |      |      |      |       |       |        |       |      |
| Tenor / Repayment/Moratorium                  | Moratorium up to max. 12 months during which interest is to be serviced.<br>After moratorium, loan is to be repaid in 36 EMIs.  |           |       |      |      |      |       |       |        |       |      |
| Processing fee / other charges                | Processing fee is waived, however all other applicable charges such as inspection, documentation, mortgage charges etc. are to be recovered.  |           |       |      |      |      |       |       |        |       |      |
| Pre-Payment Charges / Penal Interest          | Waived.   |           |       |      |      |      |       |       |        |       |      |
| Credit Rating related norms                   | Credit Rating as per the last sanctioned proposal/memorandum has to be accepted and no fresh rating is to be carried out.<br>External rating is not to be insisted, however if the rating is available, it should not be of default grade.<br>Loan under the scheme is to be granted regardless of the credit rating, i.e. even if the account is below entry level or investment grade (but not default grade)   |           |       |      |      |      |       |       |        |       |      |
| Disbursal                                     | After verification of genuineness of needs, disbursal is to be done in one shot, by debit to a separate WCTL account and credit to running CC/OD/CD account of borrower.  |           |       |      |      |      |       |       |        |       |      |
| Delegation                                    | Delegation is delinked to the normal delegation. Special delegation of power, (irrespective of internal credit rating, financial ratios, total exposure of the borrowal account) based on the loan amount under the scheme is proposed as under- <table border="1" data-bbox="459 1957 1043 2040"> <tr> <td>Amt in cr</td> <td>0.02</td> <td>0.03</td> <td>0.10</td> <td>0.15</td> </tr> <tr> <td>Scale</td> <td>MM-II</td> <td>MM-III</td> <td>SM-IV</td> <td>SM-V</td> </tr> </table> Stressed Sector/EASE/Post PCA related guidelines and ACC clearance are not  | Amt in cr | 0.02  | 0.03 | 0.10 | 0.15 | Scale | MM-II | MM-III | SM-IV | SM-V |
| Amt in cr                                     | 0.02  | 0.03      | 0.10  | 0.15 |      |      |       |       |        |       |      |
| Scale   | MM-II   | MM-III    | SM-IV | SM-V |      |      |       |       |        |       |      |

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|                        |  |
|------------------------|--|
|                        | applicable for exercising delegation under this scheme. Sanctioned loan under earlier <b>CESS scheme is not to be clubbed</b> with the loan amount under this scheme for Delegation purpose.   |
| Operational Guidelines | <p>Declaration from borrower regarding turn-over / sales in FY 2019-20 is to be obtained along with audited financials, if available.</p> <p>Borrower must mention in the loan application, the total no. of permanent &amp; contractual employees engaged by him.</p> <p>In case of multiple banking arrangement, our loan will be restricted to 20% of loan o/s with our bank.</p> <p>Suitable undertaking to be obtained from the borrower regarding end use of funds and that the amount has been utilized for the purpose for which WCTL is sanctioned.</p> <p>This scheme may run parallel to CESS 2020 scheme and the borrower can avail limits under both the schemes. However in case the borrower is opting for Star Liberalized Working Capital Limit (SLWCL) scheme it will be mandatory for branches to obtain "Opt Out" option under the scheme from such borrowers.</p> <p>The loan under this scheme are in the form of Pre-Approved loans for the eligible borrowers. Pre approved loan Sanction Letters are to be issued to all eligible borrowers.</p> <p>Sanction is to be accorded within two working days of receipt of pre-approved loan letters by the borrowers.</p> <p>Disbursement should be accorded within next four days of sanction, if lock down has been relaxed at particular place and in all other cases as per request of borrower.</p> <p>request amid lockdown.</p> |
| Validity of Scheme     | This scheme will remain valid till 25.10.2020 or as notified by NCGTC  |

**TOP**

**MSME/27**

**COVID Emergency Support Scheme 2020 (CESS-2020)**

(HOBC114/20 dt 21.04.20 & 114/58 dt 15.06.2020)

This loan product is designed to meet the temporary liquidity mismatch arising out of Covid-19 Pandemic, involving payment of statutory dues, salary/ wages/ Electricity Bill, rent etc. Main points are given below, for detailed information please refer above Circulars.

|                            |  |
|----------------------------|--|
| <b>Purpose</b>             | To provide short term finance to cope with temporary liquidity mismatch caused by Pandemic COVID-19.   |
| <b>Facility type</b>       | Fund based WC demand loan.   |
| <b>Tenure / moratorium</b> | 24 monthly instalments including moratorium of 6 months. Interest to served as & when debited.   |
| <b>Eligibility</b>         | Only Standard accounts, enjoying secured WC limits against Stock/Book Debts.   |
| <b>Quantum of Loan</b>     | <p>10% of aggregate fund based WL limit, subject to Drawing power. However total additional exposure) can be max. 25% of WC limit exposure, including already availed TOL/Ad-hoc/corporate loan/stand by line of credit, or any other short term credit facility for WC purpose.</p> <p>Max. assistance not to exceed Rs 200 cr per borrower.</p> <p>Age of Debtors may be increased by max. 90 days, over &amp; above the permitted age. However max period of debtors to be 270 days for private parties &amp; 360 days for Govt. Receivables.</p> |

|                            |   |
|----------------------------|---|
|                            | For existing SRTO borrowers, 20% of present drawing limit for fuel, repair & consumption expenditure. |
| <b>Margin</b>              | NIL.  |
| <b>Charges etc.</b>        | PPC NIL, but all other charges are applicable.  |
| <b>Rate of Interest</b>    | RBLR for MSME category a/cs, linked to RBLR. 1 year MCLR for a/cs not linked to MCLR.                 |
| <b>Validity of Scheme.</b> | 30.09.2020. Please refer circular for detailed info in this regard.                                   |

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**LENDING TO PRIORITY SECTOR**

**The categories under priority sector are as follows:**

- (i) Agriculture
- (ii) Micro, Small and Medium Enterprises
- (iii) **Export Credit:** Covers under Priority Sector- incremental export credit over corresponding date of the preceding year, upto 2% of ANBC or Credit Equivalent of Off- Balance Sheet Exposure whichever is higher. Exposure for individual borrower enhanced from Rs. 25 Crore to Rs. 40 Crore.
- (iv) **Education:** Loans to individuals for educational purposes including vocational courses upto Rs. 10 lakh irrespective of the sanctioned amount will be considered as eligible for priority sector.
- (v) **Housing:** Loans to individuals up to Rs. 35 lakh in metropolitan centers (with population of ten lakh and above) and loans up to Rs. 25 lakh in other centers for purchase/construction of a dwelling unit per family provided the overall cost of the dwelling unit in the metropolitan centre and at other centers should not exceed Rs. 45 lakh and Rs. 30 lakh, respectively. The housing loans to banks' own employees will be excluded.
- (vi) **Social Infrastructure:** Bank loans up to a limit of Rs. 5.00 crore per borrower for building social infrastructure for activities namely schools, health care facilities, drinking water facilities and sanitation facilities including construction/refurbishment of household toilets and household level water improvements
- (vii) **Renewable Energy:** Bank loans up to a limit of Rs. 15 crore to borrowers for purposes like solar based power generators, biomass based power generators, wind mills, micro-hydel plants and for non-conventional energy based public utilities *Viz. Street* lighting systems, and remote village electrification. For individual households, the loan limit will be Rs. 10 lakh per borrower.
- (viii) **Others:** Loans not exceeding Rs. 50,000/- per borrower provided directly by banks to individuals and their SHG/JLG, provided the individual borrower's household annual income in rural areas does not exceed Rs. 1,00,000/- and for non-rural areas it does not exceed Rs. 1,60,000/-.
- (vix) Loans to MSMEs (manufacturing & service sector) will be covered under Priority sector, without any cap.
  - x) Performance of Banks under Priority sector will be monitored on quarterly basis.
  - xi) Banks should not levy any service charges upto a loan of Rs 25000 under Priority sector.

**a) Targets/Sub-targets for Priority sector**

- i. The targets and sub targets set under priority sector lending for all scheduled commercial banks operating in India are furnished below:

| <b>Categories</b> | <b>Domestic scheduled commercial banks and Foreign banks with 20 branches and above</b> | <b>Foreign banks with less than 20 branches</b> |
|-------------------|---|---|
|                   |   |   |

**“SANDIPANI”-STC-NOIDA- ONE PAGE MANAGER SERIES (OPM) – 30.06.2020**

|   |   |   |
|---|---|---|
| <b>Total Priority Sector</b>                              | 40 percent of Adjusted Net Bank Credit [ANBC defined in sub paragraph (iii)] or CEOBSE (Credit Equivalent Amount of Off-Balance Sheet Exposure), whichever is higher.   | 40% of Adjusted Net Bank Credit [ANBC defined in sub paragraph (iii)] or Credit Equivalent Amount of Off- Balance Sheet Exposure, whichever is higher; to be achieved in a phased manner by 2020. |
| <b>Agriculture Micro Ent. Advances to Weaker Sections</b> | <b>18 percent of ANBC</b> or CEOBSE, whichever is higher. Within the 18 percent target for agriculture, a target of 8 percent is prescribed for Small and Marginal Farmers<br><b>7.5 percent of ANBC</b> or CEOBSE, whichever is higher.<br><b>10 percent of ANBC</b> or CEOBSE, whichever is higher. | <b>Not applicable</b>   |

ii) The computation of priority sector targets/sub-targets achievement will be based on the ANBC or Credit Equivalent Amount of Off-Balance Sheet Exposures, whichever is higher, as on the corresponding date of the preceding year. For the purpose of priority sector lending, ANBC denotes the outstanding Bank Credit in India [As prescribed in item No.VI of Form ‘A’ under Section 42 (2) of the RBI Act, 1934] minus bills rediscounted with RBI and other approved Financial Institutions plus permitted non SLR bonds/debentures under Held to Maturity (HTM) category plus other investments eligible to be treated as part of priority sector lending (e.g. investments in securitised assets).

**iii) Computation of Adjusted Net Bank Credit (ANBC)**

|   |                     |
|---|---------------------|
| Bank Credit in India [As prescribed in item No.VI of Form ‘A’ under Section 42 (2) of the RBI Act, 1934].   | I                   |
| Bills Rediscounted with RBI and other approved Financial Institutions   | II                  |
| Net Bank Credit (NBC)   | III (I-II)          |
| Bonds/debentures in Non-SLR categories under HTM category + other investments eligible to be treated as priority sector + Outstanding Deposits under RIDF and other eligible funds with NABARD, NHB and SIDBI on account of priority sector shortfall + outstanding PSLCs | IV                  |
| Eligible amount for exemptions on issuance of long-term bonds for infrastructure and affordable housing as per circular   | V                   |
| Eligible advances extended in India against the incremental FCNR (B)/NRE deposits, qualifying for exemption from CRR/SLR  | VI                  |
| <b>ANBC</b>   | <b>III+IV-V- VI</b> |

**TOP**

**DEPOSITS /01**

**“BOI SUPER CURRENT DEPOSIT + & CURRENT DEPOSIT + ACCOUNT”**

*Br. Cir. No. 109/201 dated 01.02.2016*

| <b>Scheme/parameters</b>                       | <b>Super Current Plus</b>   | <b>Current plus (wef. 19.11.2018)</b>                   |
|--|---|---|
| <b>Initial deposit</b>                         | Rs.50 Lakh  | Rs.4 Lakh   |
| <b>Quarterly Average Balance</b>               | Rs.35 Lakh  | Rs.4 Lakh   |
| <b>Minimum Balance in Term Deposit Account</b> | <b>Rs.15 Lakh</b>   | <b>Rs.75000/</b>  |
| <b>Sweep in</b>                                | <b>Daily</b>  | <b>Daily</b>  |
| <b>Sweep out</b>                               | <b>Daily</b>  | <b>On 1<sup>st</sup> and 16<sup>th</sup> of Month</b>   |
| <b>Multiple Amount</b>                         | <b>Rs.15 Lakh</b>   | <b>Rs.75000/-min in SDR</b>                             |
| <b>Maximum Cap on term Deposit</b>             | <b>No Ceiling</b>   | <b>No Ceiling</b>                                       |
| <b>Period of Term Deposit</b>                  | <b>1 Year</b>   | <b>15 days to 91 days.</b>                              |
| <b>Penalty</b>                                 | <b>Rs.5000/- + ST per qr for not maintaining AQB of Rs.35 Lakh</b>  | <b>Rs.1000/ for not maintaining AQB of Rs.2 Lakh</b>    |
| <b>Free Remittances (DD/PO)</b>                | 15 Per Quarter.   | <b>6 Per Quarter upto Rs.50, 000/- per transaction.</b> |
| <b>Rate of Interest</b>                        | Card Rate as applicable to Deposits for above maturity period.  |   |
| <b>Eligibility</b>                             | Current Deposit Account of Individuals, Corporates, Proprietorship and Partnership etc. (other than Banks) opening BOI CD Plus Account with initial deposit of Rs.2 Lakh and BOI CD Super Plus Account with initial deposit of Rs.50 lakhs.   |   |
| <b>Features of Scheme</b>                      | <p>Maximized returns for the Customers on their short-term funds which otherwise would not earn any interest in the Current Deposit Account.</p> <p>Flexibility in liquidity is simultaneously achieved by linking Current Deposit Account with Short Deposit Account.</p> <p>No loss of interest on account of before maturity penalties on the SDR since the Customer always gets the applicable rate of interest. For the period the receipt has run.</p>  |   |
| <b>Automatic Renewal</b>                       | On maturity, Term deposit (principal and accrued interest) will be automatically renewed for the original tenure. All the automatic renewals of “BOI CURRENT DEPOSIT ACCOUNT” Would also be carried out at the “end of day operations”.   |   |
| <b>Payment before maturity</b>                 | During the tenure of Term Deposit, if need arises, TDRs can then be paid before maturity on ‘last- in first- out’ basis without any penalty so as to ensure that the customer does bear any Interest loss. The latest Term Deposit would be Swept In to the current account in multiples of Rs.15 lakh in case of Super CD Plus and in multiples of Rs.75 000/- in case of Cd Plus Account to meet cheques issued by the Customer if there is insufficient balance in the CD Account. All the sweep-outs/sweep-ins would be carried out at the “end of day operations” (EOD). |   |
| <b>TDS</b>                                     | Applicable to Term Deposit Accounts.  |   |
| <b>Lien on Super CD/CD plus Account</b>        | The customer cannot assign, transfer, charge, pledge or otherwise encumber Super CD/CD Plus account except in favour of the Bank.as security for any obligation of the customer.  |   |
| <b>Free Remittances(DD/PO)</b>                 | 6 Per Quarter upto Rs.50, 000/- per transaction   |   |
| <b>“Pseudo balance”.</b>                       | The system will always display the total funds at the disposal of a   |   |

|  |   |
|--|---|
|  | customer (i.e. free funds in Current Deposit Account + Fixed Deposit Account i.e. Principal amount only). This would be termed as “pseudo balance”. The exceptional reports in Current Deposit Accounts having linkage with Current Deposit Plus Account would be generated after considering the “pseudo balance”. |
|--|---|

*(Reference: Br. Cir. No. 104/77 dated 20.09.2010)*

**TOP**

**DEPOSITS /02**

**STAR BENEFIT CD PLUS ACCOUNT**

This new product is launched on 07.09.2010 in terms of Branch Circular No. 104/72 Dt.08.09.2010., 109/201 dt 01.02.2016.

The Features of Star Benefit CD Account shall be as under and will be applicable to all the NEWACCOUNTS opened on or after 07.09.2009. The Scheme may be modified, withdrawn at any time at the discretion of the Bank after giving a general notice of one month: -

- a. AQB : Rs. 5000/-
- b. FREE DD/PSI up to Rs.5.00 lakhs each month : **Three**
- c. Star Speed Cheque collection : **Free**
- d. Penal Charges on account of non-maintaining of stipulated AQB requirement: Rs. 600/- + GST /Qr

**Other Benefits:**

- e. ATM (on our own) and internet transactions Unlimited
- f. Debit Card for individual and Proprietorship concern accounts Free for first year. AMC charges from 2<sup>nd</sup> yr
- g. Intersol charges (Remittances between CBS Branches applicable as per prevailing rates.
- h. SMS/TELE/Internet Banking Free
- i. NEFT/RTGS through Net Banking Free
- e-Pay of utility bills at select centers Free
- Star Sandesh **Free**
- Minimum Balance charge: Rs. 100/- per month.

All the rules, regulations and guidelines applicable to Current Deposit Accounts will also be applicable on this product like, LF charges, cheque return charges, stop payment charges etc.

**TOP**

**DEPOSITS /03**

**LAUNCH OF NEW CURRENT ACCOUNT PRODUCTS**

**&**

**REVAMPED EXISTING CURRENT ACCOUNT SCHEMES**

The new Current Account Products are designed on the Average Quarterly Balance requirements instead of Minimum Balance stipulation, which is an irritant to the account holder.

Highlights of the new features/value additions, which have been introduced and fine tuned to make them attractive:-

- i. Lower Average Quarterly Balance requirement for Rural & Semi Urban branches (Rs.2000/-), Urban Branches (Rs.5000/-) and Metro Branches (Rs.7500/-)
- ii. New Current Accounts can be opened on DAY ONE ITSELF at higher tierised levels like Diamond or Platinum etc. as requested by the prospective customer.
- iii. No Daily Minimum Balance Stipulation.
- iv. Free Cheque Leaves-Originally once with the opening of account.
- v. Free/Reduced NEFT/RTGS Charges\*
- vi. Free or reduced Ledger Folio Charges\*
- vii. Free Demand Drafts/Pay Orders\*
- viii. Waiver on Processing Charges on Retail Loans\*
- ix. Waiver on AMC Charges on Demat Accounts\* (only for the First Year)



x. Free/Reduced Charges on Cash Handling for Cash Deposit\*

xi. Discount on Point of Sale(POS) offer\*

xii.Improved Forex Rates\*

**Note:** (\*) Free or reduced charges/discount on various service charges/add on facilities, are applicable for tierised accounts and are proportionately higher for tierised accounts with higher Average Quarterly Balances.

**Key Highlights of the Revamped Current Account Products:-**

**Banks is currently offering various Current Account Schemes under different Scheme Codes and are identified accordingly. Out of which following are three main scheme codes constituting more than 98% of Current Deposit Portfolio:-**

| Sr. No. | Name of the Product                | Scheme Code |
|---------|------------------------------------|-------------|
| 1       | Current Account-General            | CD-201      |
| 2       | Current Account-Collection Account | CD-209      |
| 3       | Current Account-Institutional      | CD-211      |

Apart from above Bank has been offering value added services to its existing Gold, Diamond and Diamond Plus CD Accounts maintaining AQB of Rs.50000/ to 2 Lakh, Rs.2 Lakh & up to Rs.5 Lakh and Rs.5 Lakh and above respectively.

Bank has introduced 5 more tierised products with attractive additional features, discounts & value added offerings apart from the existing products namely Gold, Diamond and Diamond Plus Current Accounts.

**The existing and newly created variants of Current accounts shall be known as Normal, Silver, Gold, Gold Plus, Diamond, Diamond Plus, and Platinum & Platinum Plus.**

In another scenario(for example), if a customer does not maintain stipulated AQB in the previous two quarters in sequence then the account shall be downgraded on the basis of AQB maintained in the immediate preceding quarter, and the account shall be subjected to levy of penalty stipulated.

**Note:-**

i. Above specific feature is provided to take care of any unforeseen reason, if the account goes below stipulated AQB in one quarter. We should not withdraw free attractive features giving fair opportunity to customer to restore/upgrade the balance in the account in the current quarter so that the benefits could be continued to the customer concerned.

ii. The Branch Manager, based on the potential of the new account is authorized to open a new account and Tag it at a higher level of tierised account like Diamond or Platinum on the very first day of its opening.

iii. The branch manager is authorized to tag the account at higher level of tierised account within the objective of enhancing the balance in the account. In the next quarter the account would automatically tierised as per AQB in the last quarter. Such customers desirous of getting their accounts tagged under higher grade will have to submit their option/request in the format as per Annexure V of the Circular.

iv. If a customer is unwilling to opt for up-gradation on the basis of system driven tierisation, the Branch Manager is authorized to reverse the up gradation of account and will park the account as per the request of the customer as per undertaking vide Annexure IV of the Circular prior to refund of Penal Charges for non-maintenance of stipulated minimum AQB.

**The Bank will have 8 Variants instead of existing 4 Variants/products hitherto:-**

| Existing category of Current Accounts and their AQB (Existing Tier) | Revised Categories of Current Accounts and their AQB (Revised Tier) |
|---|---|
| i. Current Account-General  | a) <b>Current Account Normal</b> - Below Rs.20000/                  |
|   | b) <b>Silver</b> - Rs.20000/ to less than Rs.50000/-                |
| ii. Gold-Rs. 50000/ but less than Rs. 2 Lakh                        | c) <b>Gold</b> -Rs.50000/ but less than Rs.1 Lakh                   |
|   | d) <b>Gold Plus</b> - Rs.1 Lakh to Less than Rs.2 Lakh              |
| iii. Diamond-Rs. 2 Lakh and above but less than Rs. 5 Lakh.         | e) <b>Diamond</b> - Rs.2 Lakh and above but less than Rs.5 Lakh     |
|   | f) <b>Diamond Plus</b> - Rs.5 Lakh to less than Rs.10lakh.          |

|  |   |
|--|---|
|  | g) <b>Platinum</b> -Rs.10 Lakh to less than Rs.20 Lakh. |
|  | h) <b>Platinum Plus</b> -Rs.20 Lakh and above.          |

Please see Annexure I & Annexure II of BC NO.107/218 dated 03.03.2014 for detailed features and various incentives to be extended under different variants/Current account products. Br. Cir. 109/201 dated: 01.02.2016

**TOP**

**DEPOSITS /04**

**STAR DIAMOND SAVINGS ACCOUNT**

**Revamped / Modified Diamond Savings Bank Account (Br. Cir. 111/06 dt 18.04.17)**

**Average quarterly balance in Savings A/c Rs. 1 lakh and above**

|   |  |
|---|--|
| Daily minimum balance stipulation   | No Minimum Balance   |
| DD/Pay Order upto 1 Lakh  | Free   |
| If account is under Diamond Category from last 6 months from the date of sanction of HL, VL and Personal Loan | 100% waiver of processing charges (this to be done manually) |
| NEFT/RTGS through Internet Banking  | Free   |
| Branch debit Entries in SB accounts   | Free   |
| SMS Alerts charges  | NIL  |
| Personalized cheque book  | Free   |
| Home delivery of Demand Drafts (couriered chargeable)   | Free   |
| Statement of Accounts   | Consolidated of accounts on registered e-mail                |
| Platinum Debit Card issuance & AMC<br><b>(withdrawal Limit Rs. 50,000/- &amp; POS Rs. 1,00,000/- per day)</b> | Free & NIL- AMC  |
| Credit Card to primary and joint Account holders@   | Free   |
| Revalidation/cancellation charges of DD   | NIL  |
| Stop payment charges  | NIL  |
| Demat Account Annual Maintenance charge for 1 <sup>st</sup> year  | Waived   |
| Health Check-up Facility #  | Available at discounted rate under tie-up arrangement        |
| Online Income Tax return #  | Available at discounted rate                                 |
| Group Personal Accident Insurance Cover(Accidental Death Only) Cover upto Rs.5 Lakh*                          | Free   |
| Relationship Manager facility available   | Yes  |

**\*Personal Accidental death Insurance Cover to be extended to the First Account Holder of Age 18 years and it is mandatory to have details of Nominee to extend this facility. Bank reserves the right to withdraw this facility by giving one month notice on its Website.**

**#modalities of the said facilities are as per Br. Cir. No. 109/133 dt08.09.2015**

**@branch should mention 'Diamond Customer' on application form**

*(Head office Br. Cir. No. 101/50/\*\*143/144 of02.07.07/29.10.2007/29.10.2007 and Circular Letter No. 2007-08/122, 2013-14/165 of 26.12.2007 & 25.11.2013 respectively.*

**TOP**

**DEPOSITS /05**

**BOI SAVINGS PLUS SCHEME (revamped from 19.11.2018)**

This is a combination of our Term Deposit Scheme and our Savings Bank Scheme with very attractive features.

**Technical Support:** The package will take care of entire operations including the complex calculations, Sweep outs/ins, interest calculations, applications & provision etc.

**Accounting**

A separate G/L Head Styled as “BOI Savings Plus” would be opened and would appear under Term Deposit Head in GLB. The linked SB A/c will continue to remain in GL Head “Saving Bank”. A separate P/L head styled “Interest on BOI Savings Plus” would be created to route interest amounts credited in BOI Saving Plus Accounts.

**Eligible Accounts**

All Savings Bank Account subject to Minimum Balance Criteria of Rs.50,000/- in SB Portion and Rs. 10,000/- in Term Deposit Portion. There is no change in the account opening/approval procedures.

**Basic Features of the scheme**

- A. BOI Savings Plus is a mix of Savings Bank Account and Term Deposit Account.
- B. Minimum balance in SB portion is Rs.50,000/- and minimum balance in Term Deposit Portion is Rs. 10,000/-
- C. Any amount in excess of Rs.50, 000/- in the SB portion will be auto swept out into the SDR or DBD portion in multiples of Rs. 10,000/- on **daily** basis.
- D. In the SDR portion, monies can be invested for any period from 15 days to 179 days, as per the customer’s choice. In the DBD portion, monies can be invested from 6 months up to and including 10 years, as per the customer’s choice.
- E. Upon maturity, the principal in the SDR/DBD portion would be auto-renewed for an equal period, while the interest would be credited to the SB portion on the concerned due date. The same, if not withdrawn can be swept back again into SDR/DBD for a period of the customer’s choice.
- F. In case the balance in the SB portion is short of the required level to meet cheques presented in the A/c., funds from SB Plus portion will be auto swept in, into the SB portion, in multiples of Rs. 10,000/- on daily basis. Although this would amount to Payment before Maturity, no penalty would be charged. The latest SDR/DBD deposit would be closed before maturity (in multiples of Rs. 10,000/-) to ensure that the customer does not have to bear higher loss (i.e. LIFO principle to apply).
- G. Non-maintenance of minimum balance prescribed in the SB portion, will attract a penalty of Rs.200/- per quarter.
- H. Rate of Interest on the SB portion would be 4.00% p.a., while the Rate of Interest on the SDR/DBD portion will depend on the tenure for which each deposit is placed, and at the ruling Interest Rate as on the date the deposit is placed or renewed.
- I. TDS norms would apply as per extant rules.

Lien on BOI Savings Plus Accounts The customer may not assign, charge, pledge or otherwise encumber any BOI SB Plus Deposit except in favour of Bank.

Ref: HO B.C No. 95/88 of 16.10.01, 99/105 of 12.04.05 and 100/176 of 29.01.07.

**TOP**

**DEPOSITS /06**

**STAR POWER SALARY A/C**

**Salient Features:**

- (1) No minimum balance / No Ledger Folio / Transactions charges.
- (2) Free ATM International Debit Card / Free India Card (Charge Card) -Annual Charges applicable from next year
- (3) Free Internet Banking Facility / Unlimited ATM and Internet Transactions.
- (4) Free Access to non-BOI ATMs under Cash Tree.

- (5) Free Statement of Account -Quarterly - from the Branch Monthly - through e-mail (No Pass Books to be delivered).
  - (6) Free Tele banking/ SMS Banking \*
  - (7) Free Personalized Cheque Books (50 leaves in a year)\*
  - (8) Free Demat Account (for the first year)\*/Facility for Online Trading of Shares\*
  - (9) Free cheque pickups/deliveries – once a day
  - (10)TOD Facility – equal to previous month’s net salary @ Personal Loan Rate.#
  - (11) Free Personal Accident Insurance Cover (as per Debit Card & India Card privileges)
  - (12) Free Utility Bills Payment through e-Pay Facility.
  - (13) Waiver of processing charges and/or concession in R/Interest upto 25 basis points for group processing of Retail Loans of the employees. – ZMs to use their discretion.
- # Conditions apply.- For TOD Facility, the employee’s total deductions should not be more than 65% of his total salary. Branch Managers to use their discretion based on the conduct of the Salary A/c.

**TERMS & CONDITIONS:**

- i. Salary Accounts may be opened for Firms/ Corporates/ Govt./ Semi-Govt. undertakings having minimum 25 employees.
- ii. The Institution should open its C/D A/c. with us, wherever possible.
- iii. Minimum net salary of any employee not to be less than Rs.10,000/- p.m.
- iv. Salary Accounts may be opened in CBS Branches, so that Centralized salary database is created and provided to the Salary paying Company/ Govt. Deptt., whenever required (at a cost). Simultaneous credit of salary for all the employees in various branches of the Company is possible through centralized salary payment scheme in the case of companies having branches in more than one city. Salary paying Company provides salary particulars in a floppy or soft copy, so that credit can be given to the individual accounts with least work pressure.

**OTHER DETAILS**

The Salary Accounts of the employees of the corporate concerns would be part of the Savings Bank Deposits. However, in order to track these Accounts and get the necessary MIS and also to provide system -enabled facilities, the CBS branches would have to open the Salary Accounts under Scheme ‘SB 101’. For this purpose, please note the following:

“The branches have to select Scheme ‘SB 101’ for opening Star Power Salary Accounts. The User while opening the Account through OAAC/HOACSB Menu options has to select ‘101’ in Special Charge Code. In case the facility is to be extended to an existing account, the User may go through ACM/HACM Menu options and visit sub-options 0, and select ‘101’ in Special Charge Code field.

For making the salary payments of the employees and extending certain privileges as per the captioned Scheme, branches would have to obtain a Memorandum of Understanding (Agreement) from the Employer as per **Annexure B** of the *Br. Cir. NO.100/94 of 07.09.2006.*

**TOP**

**DEPOSITS /07**

**BOI SARAL SALARY ACCOUNT SCHEME**

Bank has launched BOI Salary Plus Account scheme vide BC No.104/149 dated 21.02.2011. With an objective of widening the scope of our salary account scheme, Bank has launched another version of Salary account scheme for salary earners with net take home salary criteria of Rs.5000/ p.m. and above.

**Features of Scheme:-**

|  |   |
|--|---|
| <b>Eligibility:</b> All employees on regular pay roll of any institute ( Central Govt/State Govt/PSU/Private Sector) with minimum 10 employees and each employee is having minimum take home salary of Rs.5000/ p.m. and above | <b>Menu Option : OAAC</b><br>Scheme Code will be 165 and special charge code will be:<br>(A) 202 for employees of Central and State Govt./Universities/Colleges affiliated to universities.<br>(B) 203 for employees of Public sector Undertakings and<br>(C) 204 for Employees of private Sector(to be approved by the Branch Manager) |
|--|---|

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|   |  |
|---|--|
| <b>Minimum Balance</b>  | NIL  |
| <b>Debit card</b>   | <u>Free Debit Card</u> to all (with applicable ATM Cash withdrawal limit of Rs.25000/ per day & Point of Sale uses limit of Rs.25000/ per day.)<br>Free Platinum Debit Card to employees with minimum take home salary of Rs.25000/ p.m. or AQB in S/B Account is Rs.1 Lakh (with ATM cash withdrawal limit of Rs.50000/ per day & Point of Sale uses Limit of Rs.1 Lakh per day.) |
| <b>Personal Accidental Death Insurance Cover</b>  | Rs. 1 Lakh.  |
| <b>Internet Banking/Bill Pay/Mobile Banking/Star Sandesh (SMS Alert)</b>  | Free   |
| <b>Transaction on ATM</b>   | Free on all BOI ATMs(5 transactions free per month at Non-BOI ATMs)  |
| <b>Cheque Leaves</b>  | 100 payable at par cheque leaves per colander year-Free.   |
| <b>Concession on Processing Charges on Home Loan, Vehicle &amp; personal Loan</b>   | 50% waived   |
| <b>Star Share Trade(3 in 1 account) Demat, SB, Online share trading</b>   | Available, Annual maintenance charges on Demat Account waived (during First Year)  |
| <b>Demand Drafts/Pay Orders</b>   | 1 DD/PO free with maximum amount of Rs.50000/ p.m.   |
| <b>Credit Cards</b>   | Free Gold Credit Card to employees with net salary of Rs. 10000/ and above for last 6 months.<br>Free Gold International Credit Card to employees with net salary of Rs. 25000/ and above for last 6 months.   |
| Except above all the facilities, rules, regulations and guidelines applicable to Savings Bank account are also applicable on BOI Saral salary accounts. |  |

**Ref.HO BC No.106/148 dated 24.12.2012**

**TOP**

**DEPOSITS /08**

**“BOI SALARY PLUS ACCOUNT SCHEME”**

|  |   |
|--|---|
| <b><u>Eligibility:</u></b> All employees on regular pay roll of<br>(i) Para Military forces such as CRPF, BSF, ITBP, CISF, NSG, Shashtra Seema BAL, Rashtriya Rifles, Special Frontier Force, Assam rifles etc.<br>(ii) Employees of Central Govt/State Govt/ Universities/Colleges affiliated to Universities,<br>(iii) Employees of Public Sector Undertakings.<br>(iv) Employees of Private Sector(Approved by the Zonal manager)<br>(Minimum take home salary Rs. 10000/ p.m. and above for at least 70% of the employees whose salary accounts are to be opened. Deviation in eligibility to be approved by ZM. | <b><u>Menu Option :</u></b> OAAC<br>Scheme Code will be 163 and special charge code will be:<br>A. 201 for Para Military Forces<br>B. 202 for employees of Central and State Govt./Universities/Colleges affiliated to universities.<br>C. 203 for employees of Public sector Undertakings and<br>D. 204 for Employees of private Sector(to be approved by the Zonal Manager) |
| <b>Minimum Balance</b>   | NIL   |
| <b>ATM Cum Debit card</b>  | Free Platinum Debit Card to para military, central govt, state govt & public sector employees. Free debit card for  |

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|  |  |
|--|--|
|  | pvt sector employees and free Platinum debit card for employees whose Net Take Home Salary is minimum Rs.25000/ p.m. or AQB in S/B Account is Rs.1 Lakh  |
| Personal Accidental Death Insurance Cover  | Rs.10 Lakh for para military, central govt, state govt & public sector & 5 lakh for pvt employee.  |
| Internet Banking/Mobile Banking/Star Sandesh/RTGS/NEFT) payment through Internet Banking.  | Free.  |
| Cheque Leaves  | 100 payable at par cheque leaves per colander year-Free.   |
| Easy Over Draft (On application & undertaking as per Annexure II & III respectively, after approval of Manager. Loan plus TOD not to exceed Limit of Rs.2 Lakh, Option for conversion of Personal loan for repayment in 60 EMIs. | 4 Times of Net salary.<br>Maximum Rs. 2 Lakh.<br>Rate of Interest-4.50% over Base Rate.  |
| Interest Concession on Retail Loans such as home Loans, Auto Loans   | 0.50% less than usual rate subject to minimum of Base Rate for para military, Central Govt, State Govt & public sector & 0.25% less than usual rate subject to minimum of Base Rate for pvt sector employee. |
| Star Share Trade(3 in 1 account) Demat, SB, Online share trading   | Available<br>Annual maintenance charges on Demat Account waived (during First Year)  |
| Demand Drafts/Pay Orders with Maximum amount of Rs.50000/ per DD(through salary account)   | 24 DD/PO free per Calander Year  |
| Credit Cards   | Free Gold Credit Card to all employees and Free Gold International Credit Card to employees with net salary of Rs. 25000/ and above  |
| Except above all the facilities, rules, regulations and guidelines applicable to Savings Bank account are also applicable on BOI Saral salary accounts.  |  |

*(Ref.HO BC No.106/148 dated 24.12.2012 & 108/199 dated 29.01.2015-Branch to obtain an Undertaking as per Format in Anneaure-I & II from the Employees and in case of extending OD Facility, an undertaking to be obtained as per Annexure III from Employees and Undertaking as per Anneaure IV.)*

**TOP**

**DEPOSITS /09**

**STAR SURAKSHA SB-PLUS ACCOUNT**

This new product is launched on **7th September, 2010** in terms of Branch Circular **104/71 Dt.08.09.2010**.

|           |  |        |
|-----------|--|--------|
| <b>a.</b> | Initial Balance and Average Quarterly Balance        | Rs.500 |
| <b>b.</b> | 50 leaves per year cheque book (as applicable in SB) | Free   |
| <b>c.</b> | One DD/PSI issuance upto Rs. 25,000/- per month      | Free   |
| <b>d.</b> | Accidental Death Insurance Cover upto Rs. 50,000/-   | Free   |
| <b>e.</b> | AMC Charge on DEMAT account (first financial year)   | Free   |
| <b>f.</b> | ATM-cum- Debit Card                                  | Free*  |

\*Annual Service charges to be recovered from the next year

For “Star Suraksha SB Plus “ separate special charge code 103 is to be used for the accounts opened under scheme code- SB 101 or 103 and 111( minors, Diamond SB accounts and NRI are not covered under Star Suraksha SB Plus Account scheme). Other facilities which are available for all savings bank customers will also be applicable to these accounts like:

- Transactions (on our own ATM and internet) **Unlimited**
- Remittances between CBS Branches- Applicable for all accounts between A/cs with different

Customer ID- **Free**.

SMS/TELE/Internet Banking Free

Pay of utility bills at selected centers- **Free**

All the rules, regulation and guidelines applicable to Savings Bank Accounts will also be applicable on this product like Rate of Interest, minimum balance charges etc. The scheme will continue for a period of two years and shall be reviewed after expiry of the period. Only New SB Accounts opened in the name of individual excluding accounts in the name of minor, NRI and Diamond account holders will be covered under this scheme.

**DEPOSITS /10**

**BOI STAR SENIOR CITIZEN SAVINGS BANK ACCOUNT-  
SCHEME CODE-SB 166**

|   |  |
|---|--|
| <b>Target Group</b>   | Citizens who have completed 57 years of age and Senior Citizens who are drawing pension from other Banks.  |
| <b>Eligibility</b>  | Single or in joint names. The first account holder must belong to the target   |
| <b>AQB Criteria</b>   | Average Quarterly Balance (AQB) of Rs. 10000/- AQB shall be calculated for AMJ, JAS, OND and JFM quarters. (For example, AMJ stands for April, May, and June).   |
| <b>Opening of Account/Minimum Daily Balance</b>   | No Daily Minimum Balance Requirement. However customer has to maintain Average Quarterly Balance (AQB) of Rs.10000/- or above therefore AQB Clause to apply.   |
| <b>Charges for Non-Maintenance of Minimum Balance /AQB</b>  | In case of Non Maintenance of AQB of Rs.10000/- Penalty will be levied.  |
| <b>Charges for excess debit entries in SB A/c, ATM/Internet Transactions not to be Counted/ Reckoned.</b> | Up to 10 Customer induced debit entries in a month : FREE<br>Beyond 10 debit entries: FREE<br>(Presently Normal Savings Account is charged with Rs. 10/- per entry for entries in excess of 10 debit entries.)   |
| <b>Personalized Cheque Books per calendar year</b>  | 50 Leaves (Free)   |
| <b>Issuance of DD/Pay Slips</b>   | 6 DD/Pay Slips Per Quarter Free if AQB in the preceding quarter is maintained at Rs.10000/- and Above else DD charges would be applicable.   |
| <b>Global Dr cum ATM Card</b>   | Free Global Debit cum ATM Card-NIL Annual Charges from next year.  |
| <b>Demat Account Maintenance charges(Annual)</b>  | Waiver of AMC Charges on Demat A/Cs (For First Financial Year only)  |
| <b>Group Personal Accidental Death Insurance Cover</b>  | Group Personal Accidental death insurance cover of Rs. 5 lakhs on the Debit Card, which shall be activated by single POS Swipe. This Clause applies to every financial year.<br>The facility of Group Personal Accidental death Insurance Cover of Rs.5 lakhs will be extended by the Bank to the Account holders of this Scheme and the cost of premium will be borne by the Bank.<br><b>Note: Bank holds the right to withdraw this facility at its discretion in the subsequent year.</b> |

|  |   |
|--|---|
| <b>Other Features &amp; Incentives</b> | <ul style="list-style-type: none"> <li>• No Ledger Folio Charges • Free Internet banking Facility.</li> <li>• Free Funds Transfer through Internet Banking.</li> <li>• Unlimited Internet and ATM Transactions at BOI ATMs.</li> <li>• Free SMS and Telebanking • Free Utility Bill Payment facility through E-pay.</li> <li>• Free NEFT/RTGS through Internet Banking for single transaction.</li> <li>• Free Missed Call Alert Facility • BOI- National Swasthya Beema Policy, floater mediclaim policy of NICL available at low premium.</li> </ul> <p><b>(Ref: HO BC 107/106 dated 13.09.2013 )</b></p> |
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**DEPOSITS /11**  
**BOI STAR MAHILA SAVINGS BANK ACCOUNT**  
**Scheme Code-SB-167**

Scheme launched on the occasion of 108<sup>th</sup> Foundation day of the Bank vide Ho BC No. 107/107 dated 13.09.2013 to cater to the banking and financial needs of women especially working women.

|   |   |
|---|---|
| <b>Target Group</b>   | Women in the age group of 18 years and above<br>-including salaried employees (Govt./PSU/Private Sector/MNC etc.)<br>-Self Employed Professionals like Doctors, Entrepreneurs etc.<br>-Women with independent source of regular income like rentals etc.  |
| <b>Eligibility</b>  | Single or in joint names. The first account holder must belong to the target group.   |
| <b>AQB Criteria</b>   | Average Quarterly Balance (AQB) of Rs.5000/-<br>AQB shall be calculated for AMJ, JAS, OND and JFM quarters.<br>(For example AMJ stands for April, May, June)  |
| <b>Opening of Account/ Minimum Daily Balance</b>  | No Daily Minimum Balance Requirement.<br>However customer has to maintain Average Quarterly Balance (AQB) of Rs.5000/- or above therefore AQB Clause to apply.  |
| <b>Charges for Non-Maintenance of Minimum Balance /AQB</b>  | No Penalty for Non-Maintaining Daily Minimum Balance. In case of Non Maintenance of AQB of Rs.5000/- Penalty will be levied as under-<br>SB a/c with cheque book facility: Rs 100/- per Quarter at all centers.<br>SB Account without cheque book facility: Rs 60/- per Quarter at all centers. |
| <b>Charges for excess debit entries in Savings Bank account ATM/ Internet Transactions not to be counted/reckoned</b> | Up to 10 Customer induced debit entries in a month : FREE<br>Beyond 10 debit entries: FREE<br>(Presently Normal Savings Account is charged with Rs.10/- per entry for entries in excess of 10 debit entries.)   |
| <b>Personalized Cheque Books per calendar year</b>  | 50 Leaves (Free)  |
| <b>Issuance of DD/Pay Slips</b>   | 6 DD/Pay Slips Per Quarter Free if AQB in the preceding quarter is maintained at Rs. 10000/- and above else DD charges would be applicable.   |
| <b>Global Debit cum ATM Card</b>  | Free Global Debit cum ATM Card-NIL Annual Charges from next year.   |
| <b>Demat Account Annual Maintenance charges</b>   | Waiver of AMC Charges on Demat A/Cs (For First Financial Year only)   |



|  |  |
|--|--|
| <b>Easy Overdraft Facility</b>                         | <p>Only for salary account holders of Government organizations /private Organizations including Multinational Companies wherein our Bank is engaged for salary disbursement and consent of the employer is extended to the Bank:-</p> <p>The account holder may be provided with an overdraft facility for maximum amount equal to one month salary credited to the SB account in the last month (Net credit to SB account in the last month).The Rate of Interest on overdraft is proposed to be 3% over Base rate. In addition to Application cum undertaking, Branch will obtain Clean OD/loan documents for the amount of overdraft approved by the Branch equal to one month salary amount. No Processing Charges will be recovered for overdraft.</p> <p><b>Terms &amp; Conditions:-</b></p> <p>(1) The above facility shall be extended only to permanent employees of Govt. Organizations/Pvt. Organizations including Multinational companies where our Bank is engaged for salary disbursement. (2)Undertaking to be obtained from employer not to shift Salary Account or pay Terminal Dues without NOC from the Bank. (3)Cross Guarantee can be taken as additional Safety Measure. (4)Net take Home Income should not be less than 40% of Gross Income.</p> |
| <b>Group Personal Accidental Death Insurance Cover</b> | <p>Group Personal Accidental death insurance cover of Rs. 5 lakhs on the Debit Card, which shall be activated by single POS Swipe. This Clause applies to every financial year. The facility of Group Personal Accidental death Insurance Cover of Rs.5Lacs will be extended by the Bank to the Account holders of this Scheme and the cost of premium will be borne by the Bank.</p> <p>Note: Bank holds the right to withdraw this facility at its discretion in the subsequent year.</p>  |
| <b>Other Features &amp; Incentives</b>                 | <ul style="list-style-type: none"><li>• No Ledger Folio Charges.</li><li>• Free Internet banking Facility.</li><li>• Free Funds Transfer through Internet Banking.</li><li>• Unlimited Internet and ATM Transactions at BOI ATMs.</li><li>• Free SMS and Telebanking.</li><li>• Free Utility Bill Payment facility through E-pay.</li><li>• Free NEFT/ RTGS through Internet Banking for single transaction.</li><li>• Free Missed Call Alert Facility.</li><li>• BOI- National Swasthya Beema Policy, floater mediclaim Policy of NICL available at low premium.</li></ul>  |

Ref: HO BC 107/107 dated 13.09.2013

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**DEPOSITS /12**

**BOI STAR GURUKUL SAVINGS BANK ACCOUNT**

Scheme Code-SB-163 & Special charge Code-GURU

**FEATURES OF THE SCHEME:**

|   |  |
|---|--|
| <b>Eligibility</b>  | All permanent teaching and Non-Teaching staff of school/colleges / universities and all educational institutions are eligible to open account under the scheme provided minimum 10 employees of the institution having minimum take home salary of Rs.5000/ p.m. and above to join the scheme, and the institutions agree to pay the salary through the Bank with an Agreement to sign Letter of Undertaking(to be obtained from employer). Deviation in eligibility criteria to be approved by ZM only.<br><b>Note:</b> For opening of accounts under the scheme, Menu option is OAAC and Scheme Code will be '163' and Special Charge Code will be "GURU". |
| <b>Minimum Daily Balance</b>  | No minimum balance requirement/Zero Balance Account.   |
| <b>Charges for excess debit entries in S/B Account</b>                  | Up to 10 Customer Induced debit entries in a month : FREE<br>Beyond 10 debit entries: Rs.10/ per entry.<br>(ATM/Internet transactions not to be reckoned)  |
| <b>Personalised Chq books per calendar year</b>                         | 50 Leaves (Free)   |
| <b>Issuance of DD/Pay Slips</b>   | Free 24 DD/PSI of Max. Rs.50000/ each in a calendar year.  |
| <b>Global Debit cum ATM Card</b>  | Free global Debit cum ATM Card to all-NIL Annual Charges from next year.<br>Free Platinum Card for higher salary earners (Annual charges applicable from next year)  |
| <b>NEFT/RTGS</b>  | Free. (Through <b>Net Banking</b> ).   |
| <b>Concession on Loans</b>  | 0.25% concession in ROI on Home Loan and Auto Loan subject to minimum Base Rate.   |
| <b>Credit Card</b>  | Free Gold Credit Card to employees whose net salary is Rs.10000/ and above for last 6 months. Free Gold International Card to employees whose net salary is Rs.25000/ and above for last 6 months.   |
| <b>Star Share Trade (3 in 1 account) Demat SB, Online Share Trading</b> | Available; Waiver of AMC Charges on Demat (For the first Financial Year only).   |

|  |  |
|--|--|
| <b>Easy Overdraft Facility</b>                         | <p>O/D Facility in account available for maximum amount of Rs. 200000/ or net salary for last four months, whichever is lower as per Terms &amp; Conditions.</p> <p>Branches will appraise the application cum undertaking received from applicant on a prescribed format and limit will be marked in the system after approval of the limit.</p> <p><b>Rate of Interest on O/D facility-</b> 3% over the Base Rate.</p> <p><b>Documentation-</b> Application as per Annexure – I and Undertaking as per Annexure-II to HO BC 107/108 dated 13.09.20 13 to be obtained from the account holder.</p> <p>Branches to obtain security documents as applicable for Clean O/D Facility for an amount equal to Net salary for last four months.</p> <p><b>Processing Charges-NIL.</b></p> <p><b>Terms &amp; Conditions:-</b> (1) O/D facility to be extended to Permanent Employees of Govt. and Quasi-Govt., Educational Institutes however the facility may be extended to permanent employees of Private institutes as per the discretion of Zonal Manager.</p> <p>(2) Undertaking to be obtained from the employer not to shift the salary account or pay Terminal Dues without NOC from the Bank.</p> <p>(3) Cross Guarantee can be taken as an additional safety measure.</p> <p>(4) Net Take Home Pay/Income should not be less than 40% of Gross Income.</p> |
| <b>Group Personal Accidental Death Insurance Cover</b> | <p>Group Personal Accidental Death Insurance Cover of Rs.5 lakhs on the Debit Card, which shall be activated by single POS Swipe. This Clause applies to every financial year.</p> <p>The facility of Group Personal Accidental death Insurance Cover of Rs.5 lakhs will be extended by the Bank to the Account holders of this Scheme and the cost of premium will be borne by the Bank.</p> <p>Note: Bank holds the right to withdraw this facility at its discretion in the subsequent year.</p>  |
| <b>Other Facilities and Incentives</b>                 | <ul style="list-style-type: none"> <li>• No Ledger Folio Charges.</li> <li>• Free Internet banking Facility.</li> <li>• Free Funds Transfer through Internet Banking.</li> <li>• Unlimited Internet and ATM Transactions at BOI ATMs.</li> <li>• Free SMS and Telebanking.</li> <li>• Free Utility Bill Payment facility through E-pay.</li> <li>• Free NEFT/RTGS through Internet Banking for single transaction.</li> <li>• Free Missed Call Alert Facility.</li> <li>• BOI-National Swasthya Beema Policy, floater mediclaim policy of NACL available at low premium.</li> </ul>  |

**Please note that correct scheme code and special charge code must be put while opening the account in respective category for identification of accounts and their category and also for extension of benefits to the depositors.** *Ref: HO BC 107/108 dated 13.09.2013*

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**DEPOSITS /13**  
**BOI STAR YUVA SAVINGS BANK ACCOUNT-**  
**SCHEME CODE (SB116)**

**(i) Minor accounts For Age Group 10 years and above & below 18 years:-**

| <b>Self Operated Minor accounts</b>    |   |
|--|---|
| <b>Target Group</b>                    | Students  |
| <b>AQB(Average Quarterly balance)</b>  | NIL   |
| <b>For KYC</b>                         | As per extant guidelines of KYC/AML/CFT Policy  |
| <b>Operational Instructions</b>        | Minors in age group of 10 to less than 18 years can operate the account independently.  |
| <b>Transaction Limit</b>               | Total Debit of Rs.2, 00, 000/- will be allowed every financial year.  |
| <b>Bingo Card (Debit-cum-ATM Card)</b> | <ul style="list-style-type: none"> <li>(i) Bingo card will be issued to all account holders without any OD facility.</li> <li>(ii) Nil Issuance &amp; maintenance charges for the first year.</li> <li>(iii) Rs.100/- will be charged as maintenance charges from the 2<sup>nd</sup> year.</li> </ul> |

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|  |  |
|--|--|
| <b>Internet Banking</b>                                | Cap for online transaction amount will be Rs.25, 000/- maximum per instance per day, subject to overall limit of Rs.2, 00, 000/- for every financial year.   |
| <b>Mobile Banking</b>                                  | The account holders can transfer their fund up to Rs.5000/- per day to any IMPS member Bank via plain SMS without encryption and up to Rs.25000/- through Java Application (for java enabled mobiles) via end to end encryption.   |
| <b>Cheque book facility</b>                            | One cheque book of 25 leaves will be provided with transactional limits as specified above in the self operated minor account. However maximum 50 leaves per annum free.   |
| <b>Incentive for using alternate delivery channels</b> | <ul style="list-style-type: none"> <li>(i) For debit card usage in our ATM<br/>1 reward point per Rs.1000/- subject to first 5 transactions every month.</li> <li>(ii) Incentive for using Mobile Banking and IMPS<br/>-20 reward points per transaction subject to maximum 10 transactions every month apart from third party transfer within BOI and transfer within same customer ID. <ul style="list-style-type: none"> <li>* For opening fixed deposit account, recurring deposit account, PPF account online<br/>-20 reward points per account opened online.</li> <li>* Incentive for using internet banking services<br/>-20 reward points per transaction subject to maximum 10 transactions for utility bill. Payment and transfer through NEFT/RTGS. Not eligible in case of third party transfer within BOI and within same customer ID</li> </ul> </li> </ul> |
| <b>Other incentives</b>                                | <ul style="list-style-type: none"> <li>(i) Free Internet Banking facility.</li> <li>(ii) Free NEFT/RTGS through Inter Net Banking.</li> <li>(iii) Mobile banking through BOI BTM.</li> <li>(iv) Free utility Bill Payment Facility through E-Pay.</li> <li>(v) BOI National Swasthya Bima Policy of NICL at competitive rates of premium.</li> </ul>   |
| <b>Special feature</b>                                 | In BOI Star Yuva account with natural parent/guardian, account will be opened in the name of minor with transactional pin of Debit Card, Password of Internet Banking and Mobile Banking will be provided to minor only for operations in the account.   |
| <b>Transaction limit</b>                               | Transactional cap will be the same as for self-operated minor accounts.  |
| <b>Oper. Instructions</b>                              | Operational instructions will be as per customer's request.  |
| <b>Others</b>  | For any other requirement customer can open Minor account in Scheme code 101 as per extant guideline of the Bank provided in Manual of Instructions under deposit section.   |

*Ref: BC No.108/122 dated 22.09.2014*

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**DEPOSITS /14**

**BOI STAR YUVA SAVINGS BANK ACCOUNT-**

SCHEME CODE (SB116) *Ref: BC No.108/122 dated 22.09.2014*

**(i) For Age Group 18 years and above & upto 35 years**

|   |   |
|---|---|
| <b>Eligibility</b>                        | Individuals- age group of 18-35 years.  |
| <b>Target Group</b>                       | Students, Professionals with and without dependents.  |
| <b>AQB</b><br>(Average Quarterly Balance) | For students up to 21 years :- NIL<br>For age group of 21-35 years: - Rs.5000/- in Metro/Urban Branches.<br>Rs.2500/- in Semi-Urban/Rural branches. |
| <b>Charges for non-maintenance of</b>     | For students up to 21 years:- NIL<br>Age group of 21-35 years:- penalty will be levied for non-maintenance of AQB                                   |

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|   |   |   |  |
|---|---|---|--|
| <b>AQB</b>  | as follows: - a) S/B account with cheque book facility: - Rs.100/- per quarter at all centers. b) S/B account without cheque book: - Rs.60/- per quarter at all centers.  |   |  |
| <b>Bingo card (debit-cum-ATM card)</b>                  | <ul style="list-style-type: none"> <li>• Bingo card will be issued to all account holders in the age group of 15 to 25 years.</li> <li>• OD facility from the age of 18 years</li> <li>• No maintenance charges for the first year, applicable charges from the second year onward.</li> </ul>  |   |  |
| <b>Debit-cum-ATM Card</b>                               | <ul style="list-style-type: none"> <li>• Upon completion of 25 years, customer can avail any variant of Debit-cum-ATM Card like Rupay/Master/Visa debit Card etc.</li> <li>• Nil issuance &amp; maintenance charges for the first year, annual maintenance</li> <li>• Charges from the 2<sup>nd</sup> year onward as per applicable rates.</li> </ul>   |   |  |
| <b>Incentives for using alternate delivery channels</b> | <ul style="list-style-type: none"> <li>• For debit card usage in our ATM 1 reward point per Rs.1000/- subject to first 5 transactions every month.</li> <li>• Incentive for using Mobile Banking and IMPS</li> <li>• 20 reward points per transaction subject to maximum 10 transactions every month apart from transfer within the Cust-ID and Third Party Transfers within BOI</li> <li>• 20 reward points per account of PPF, FDR, and RD opened online.</li> <li>• Incentive for using internet banking services</li> <li>• 20 reward points per transaction subject to maximum 10 transactions for utility bill</li> <li>• Payment and transfer through NEFT/RTGS. Not eligible in case of third party transfer Within BOI and within same customer ID</li> </ul>  |   |  |
| <b>Personal loan(Other than for students)</b>           | Type of Borrower  | Clean/Unsecured   | Secured loan   |
|   | Salaried Employees  | 10 Times of Net emoluments , Maximum Rs.2 lakhs                 | 20 Times of Gross Emoluments, maximum Rs.10 lakhs                            |
|   | Professionals & Self Employed   | 50% of Gross annual income as per last ITR, Maximum Rs.2 lakhs. | 100% of Gross Average Annual income as per last 3 ITRs, maximum Rs.10 lakhs. |
|   | Repayment: - Convenient EMIs of 36 to 60 months. BC No.108/10 dated 01.04.2014.   |   |  |
| <b>Other Loans/OD facility</b>                          | <p>The Scheme provides <b>Overdraft facility</b> upto Rs.1 Lakh for permanent employees of Central/State Governments/Reputed Corporates/PSU etc. Overdraft facility is available to earning professionals: 50% of their last 3 months net salary.</p> <p><b>Personal Loan</b> for expenses on marriage, consumer durables and other eligible purposes under BOI Star Personal loan Scheme in terms of BC no.108/10 dated 01.04.2014.</p> <p><b>Holiday loan:</b> Salaried and Professional and self-Employed account holders can avail unsecured loan of Rs.2 lakh and Secured Loan of Rs.5 Lakh to meet their expenses. Loan under this scheme is repayable in 24/36 EMIs. All terms as per BC 108/12 dated 01.04.2014.</p> <p><b>Vocational studies Loan:</b> This loan is for skill development courses from 2 months to 3 years. Quantum of loan starts from Rs.20, 000/- to Rs.1, 50,000/- depending on duration of course. All terms as per BC No.108/09 dated 01.04.2014</p> <p><b>Educational Loan:</b> The product provides an access to various educational loan schemes of the Bank. If a student builds up the margin amount by way of Recurring Deposit or Fixed Deposit Account for a period not less than 1 year, he will be eligible for concession in rate of interest by 25 bps, subject to minimum of Base rate. The eligibility for Educational loan will be subject to terms and conditions as per <i>BC No.108/07 dated 01.04.2014.</i></p> |   |  |
| <b>SUD life Group</b>                                   | For a Policy with sum assured of Rs.1 Lakh, First year pro rata insurance premium of Rs.125/-   |   |  |

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|                             |  |
|-----------------------------|--|
| <b>Term insurance Cover</b> | plus service tax is waived by the Bank. Consumers desirous of availing this facility will have to fill up the prescribed format which should be submitted with the Branch. If the consumer is desirous of availing higher sum assured (more than rs.1 Lakh), he will have to pay additional premium.   |
| <b>Special privileges</b>   | <ul style="list-style-type: none"> <li>• Free personal Accidental death insurance cover of Rs.50,0000/- for age group of 18 to 21 years and cover will be of Rs.5,00,000/- after 21 years of age to be activated by single POS Swipe for renewal of facility for every financial year.</li> <li>• Discounted health check-up through partnerships:- This facility will be offered to all account holders and their family members under tie-up arrangement with service provider Health India Medical services Pvt. Ltd. toll free Number: 1800-22-6062</li> <li>• Free E-Mail statement every quarter by default subject to furnishing E-mail ID while</li> <li>• Opening the account (option to provide pass book as per request of customer.)</li> <li>• Exclusive and special tie up for merchant offers both online and offline.</li> </ul> |
| <b>Other incentives</b>     | <ul style="list-style-type: none"> <li>• Free internet banking facility.</li> <li>• Free NEFT/RTGS through Inter Net Banking.</li> <li>• Mobile banking through BOI BTM.</li> <li>• Free utility Bill Payment Facility through E-Pay.</li> <li>• BOI National Swasthya Bima Policy of NICL at competitive rates of premium.</li> </ul>   |
| <b>Demat account</b>        | Waiver of annual maintenance charges on Demat account (for the first financial year) for the customers above 21 years of age.  |
| <b>Internet banking</b>     | Normal cap as applicable to all other customers.   |
| <b>Mobile Banking</b>       | Fund transfer allowed.   |

**DEPOSITS /15**

**Senior Citizen Savings Scheme (SCSS)-2004**

*HOBC: 113/238 dt.11.03.2020*

|                                   |  |
|-----------------------------------|--|
| <b>Eligibility (Age Criteria)</b> | Account can be opened by an individual- <ul style="list-style-type: none"> <li>• Who has attained the age of 60 years and above on the date of opening of account.</li> <li>• Who has attained the age of 55 years or more but less than 60 years and has retired under a Voluntary Retirement Scheme (VRS) or under Special Retirement Scheme on the date of opening of account within 3 months from the date of retirement.</li> <li>• Retired defense personnel above 50 years</li> </ul> |
| <b>Joint account</b>              | Account can be opened jointly with spouse.   |
| <b>Ineligible Cases</b>           | Non-Resident Indians and HUF are not eligible to open the account under the Scheme.  |
| <b>Amount of Deposit</b>          | Minimum Rs.1000/-, Maximum Rs.15,00,000/-<br>The individual can open one or more account(s) in the multiples of Rs.1000/- subject to a maximum of Rs.15,00,000/-   |
| <b>Tenure of deposit</b>          | 5 years which can be extended by 3 years   |
| <b>Rate of Interest</b>           | Gol has decided to announce ROI on quarterly basis w.e.f 1st April 2016 which shall be applicable on the deposits made after the announcement. Interest to be automatically credited to Savings Account of the depositor.  |
| <b>Tax</b>                        | Interest on deposits under the scheme is taxable and TDS to be deducted as per norms.  |
| <b>Premature Closure</b>          | Premature closure of account is permissible after one year of opening, but with penalty:- <ul style="list-style-type: none"> <li>• Account is closed after 1 year but before 2 years- deduction of 1.50% of deposit</li> <li>• After 2 years of deposit but before maturity of account-1% of deposit.</li> </ul>   |

|  |   |
|--|---|
| <b>Payment in case of Death of Depositor</b> | In case of death before maturity, the account will be closed and deposit will be refunded to the claimant without any penalty.        |
| <b>Transferability</b>                       | Not Transferable, transfer from one office to another is permissible.   |
| <b>Tradability</b>                           | Not tradable  |
| <b>Nomination facility</b>                   | Available   |
| <b>Turnover Commission payable to Bank</b>   | Receipt in Physical mode- Rs.50/- per transaction<br>Rs.12/- per transaction for e-mode<br>Payment per Rs.100/- turnover @5.50 paise. |

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**DEPOSITS /16**

**STAR FLEXI-RECURRING DEPOSIT SCHEME**

| <b>Parameters</b>                                     | <b>Features</b>  |
|---|--|
| <b>Availability of Scheme</b>                         | At all our Domestic Branches.  |
| <b>Eligibility</b>                                    | Individuals & Joint accounts (including Minors)  |
| <b>Nomination</b>                                     | Available  |
| <b>Minimum amount of Core Monthly Installments</b>    | <ul style="list-style-type: none"> <li>• Minimum amount of Core Monthly Installment:</li> <li>• Rs.500/- and in its multiples at Metro and Urban branches.</li> <li>• Rs.100/- and in its multiples at Rural and Semi-Urban branches.</li> <li>• No upper limit for Core monthly Installments</li> </ul>   |
| <b>Flexi Installments</b>                             | <ul style="list-style-type: none"> <li>• Any amount in the multiples of Core Monthly installments initially opted at the time of opening of account.</li> <li>• Maximum amount of Flexi Installment can be any number of times of Core Monthly Installment.</li> </ul>   |
| <b>Period</b>   | i) Minimum : 12 months<br>ii) Maximum: 10 years (in multiples of 3 months)   |
| <b>Interest rate on Core &amp; Flexi Installments</b> | a) Core Installments (Fixed rate) - As applicable for the period for which account has been opened.<br>b) Flexi Installments- As applicable for the period of RD remains with the Bank i.e. from the date of deposit of each flexi installment till maturity of RD account.  |
| <b>Penalty</b>  | As per applicable rules for delay/ non-receipt of Core Installment.<br>Present Penalty Rules are:-<br>iii)Rs.1.50 per Rs.100/ p.m. for deposit for 5 years or less.<br>iv)Rs.2.00 per Rs.100/ for the deposit for over 5 years.  |
| <b>Maturity Value</b>                                 | Maturity value will be calculated by the System, depending on the amount of Flexi Installments. No fixed maturity value.   |
| <b>Loan, OD &amp; Advances</b>                        | Permitted as per existing rules.   |
| <b>Other Terms and Conditions</b>                     | i) As applicable to existing RD Scheme.<br>ii) No advance core installments. Amount deposited in excess of core installment will be considered as flexi installment for that month provided that core installment is paid in the multiples of amount required.<br>iii) Standing Instructions will be accepted only for Core Installments.<br>iv) Core installments will be fixed at the time of opening of account and cannot be allowed to vary subsequently.<br>v) Core installments will have to be paid every month to avoid penalty.<br>vi) Flexi Installments will be deposited in the multiples of Core Installments chosen |

|  |   |
|--|---|
|  | <p>at time of opening of account and would be deposited once in a month.</p> <p>vii) There will be one maturity date for core and flexi installments.</p> <p>viii) Core and Flexi Installments need not be deposited together, they can be deposited at different dates in the same month.</p> <p>ix) No pass book will be issued for Flexi RD account. Only System generated Statements will be issued to the customers.</p> <p>x) No Flexi installment will be accepted in the last month of R/D account. If RD account is opened for 36 months, Flexi installments can be deposited from 1st to 35th month.</p> <p>xi) No auto-renewal of maturity proceeds permitted. Instead, the proceeds will be credited to SB account, if no other instructions are received from the customer. For this purpose, an operative SB or CD account may be opened for the customer while opening the Flexi RD Account.</p> <p>xii) In case any core installments are in arrears, extra amount deposited subsequently would first go to core installment. Previously paid flexi installment cannot be adjusted towards future core installments.</p> <p>xiii) In case of pre-mature closure of Flexi RD account within 3 months of opening, no interest would be payable on core and flexi installments. If the account is closed after 3 months but before maturity, normal rules will apply for pre-mature closure. (Compound Interest for the completed quarters and simple interest for the last broken quarter at the rate applicable for the period of deposit.</p> |
|--|---|

Ref: BC No.108/125 dated 24.09.2014.

**TOP**

**DEPOSITS /17**

**STAR SUNIDHI TAX SAVING DEPOSIT**

|                                     |  |
|-------------------------------------|--|
| <b>Eligibility</b>                  | Individuals & HUF having PAN numbers. Individuals will include NRIs also, subject to having PAN number in India.   |
| <b>Min. deposit</b>                 | Rs.10000/-   |
| <b>Max. deposit</b>                 | Rs. 150000/- ( in a financial year)  |
| <b>Type of deposit</b>              | FDR/ MIC/ QIC/ DBD, For NRIs the TDRs will be in NRO Category only.  |
| <b>Tenure</b>                       | Min. 5 years, Max. up to & including 10 years.   |
| <b>Rate of interest</b>             | As applicable to Normal TDRs -0.5% extra for senior citizen, 1% extra For staff members.   |
| <b>Premature withdrawal</b>         | Not permitted up to 5 years.   |
| <b>Advance facility</b>             | Not available for a period of 5 years from the date of deposit.  |
| <b>Applicability</b>                | All branches in India.   |
| <b>Nomination Fac</b>               | Available.   |
| <b>Other benefits</b>               | Tax Exemption u/s 80 C of the Income Tax Act.  |
| <b>Other terms &amp; conditions</b> | <ul style="list-style-type: none"> <li>• In the case of joint accounts, only the first name of depositor will be eligible for deduction u/s 80c of Income Tax Act.</li> <li>• No nomination shall be made in respect of a term deposit applied for and held by or on behalf of a minor.</li> <li>• The term deposit shall not be pledged to secure a loan or as Security to any other advance.</li> <li>• TDS norms will apply as per rules. In the Accounts of NRIs</li> <li>• TDS norms will be as applicable to NRO Deposits</li> </ul> |



- The TDR receipt shall bear the name address and PAN number of the assessee with remarks” issued under Star Sunidhi Tax Saving Deposit Scheme”.
- In case the depositor dies and a nomination is in force, the
- Nominee can encash the deposit at any time, before or after the date of maturity, along with proof of death of the depositor.
- Under the scheme, amount can be deposited in instalments
- Subject to maximum Rs. 1 lakh during a financial year.
- The Scheme Codes for Star Sunidhi NRO Accounts in CBS
- Branches are TD-560, TD- 539 and TD-529 for DBD-NRO, OIC-NRO and

(Ref. HOBC 100/90 DATED 1.09. 2006 and 100/175 of 27.01.07)

[TOP](#)

### **DEPOSITS /18**

#### **SUKANYA SAMRIDHI ACCOUNT**

*HOBC 113/237 dt 11.03.2020*

**Depositor:** For this scheme, the depositor is an individual on behalf of a minor girl child.

**One girl one Account:** Depositor cannot open multiple or more than one account in the name of a Girl child.

**Can be opened for Maximum two girls:** Natural or legal guardian of a child allowed opening one account each for two girl children’s.

**Account opening for third girl:**

**Provided**

1. that more than two accounts may be opened in a family if such children are born in the first or in the second order of birth or in both, on submission of an affidavit by the guardian supported with birth certificates of the twins/triplets regarding the birth of such multiple girl children in the first two orders of birth in a family.
2. Provided further that the above proviso shall not apply to girl child of the second order of birth, if the first order of birth in the family results in two or more surviving girl children

**Age Restriction for Opening of Account:**

- The account may be opened by the natural or legal guardian in the name of a girl child who has not attained the age of ten years.
- Both guardian and girl child shall be resident citizen of India at the time of opening of account.
- If either of the two (girl child and guardian), subsequently becomes NRI during the period the account is in operation, the account may be continued till maturity on non-repatriation basis.

**Opening of account:**

**Document to Open the Account:**

- Birth certificate of a girl in whose name the account is opened.
- a recent passport size photograph.

**No fixed Rate of Interest:** as per Gol guidelines.

**Maximum and Minimum Deposit:** It can be opened with minimum initial deposit of Rs.250/- & thereafter in multiple of Rs. 50/-. Minimum deposit in a financial year is Rs.250/ & maximum deposit is Rs.1,50,000/-

**Term Period:** Deposit can be made till completion of 15 years from the date of opening of the account. The maturity of the account is 21 years from the date of opening of account.

**Regularisation of Irregular account:** If in any account minimum deposit of Rs. 250 in a year has not been deposited than such irregular account may be regularize on payment of a penalty of 50 Rs. Per year.

**Operation of Account:** The account shall be opened and operated by the natural or legal guardian of a girl till the age of 10 years, after attaining 10 years operated upon herself.

**Pre-mature closure:** In the death of account holder account shall be closed immediately and pay the amount with interest to the guardian.

**Passbook:** Can be issued.

**Transferable:** This account is transferable.

**Pre-mature withdrawal:** to meet the financial requirement of the girl after attaining the age of 18 years.

**Tax benefit:** The amount deposited towards Sukanya Samridhi Account under the section 80C of income tax act, 1961 upto 1.5 lakhs as notified by Notification No.09/2015 Dated 21/01/2015.Amount deposited in the account will be counted in overall limits of 1.50 lakhs under section 80C. Tax is exempted at the time of Investment, exempted on accrued Interest and exempted on maturity amount.

**TOP**

**DEPOSITS /19**

**BOI RAKSHAK SALARY Scheme: Ref: Br. Cir. 111/171 dated 17.01.2018**

| S No   | Particulars  | Scheme code SB163 with special charge code 'RAKSA'  |  |         |     |                    |            |            |                    |            |            |
|--|--|---|--|---------|-----|--------------------|------------|------------|--------------------|------------|------------|
| 1  | <b>Eligibility and Target Group</b>  | All existing permanent employees of the Central Police Organizations (other than Central Para Military Forces) Civil Police home guards, Traffic Police and Reserve Police of all States, Police Forces of The Union Territories (Under The Control Of The Central Government). Railway Protection Force (RPF) (under the Ministry of railways, Central Government) and Government Railway Police (GRP) - (part of State Police Force) drawing a monthly salary will be eligible to open a salary account under this scheme.  |  |         |     |                    |            |            |                    |            |            |
| 2  | <b>Minimum Balance Requirement</b>   | NIL ( The Account can be opened with Zero Balance)  |  |         |     |                    |            |            |                    |            |            |
| 3  | <b>Group Personal Accidental Death Insurance Cover (PAI)</b><br><br><b>Permanent Total Disability ( P T D )</b><br><br><b>Permanent Partial Disability ( P P D )</b><br><b>(Group Insurance Policy taken at HO and premium is borne by H. O centrally)</b> | The facility of Group Personal Accident Death Insurance Cover, Permanent Total Disability Cover and Permanent Partial Disability Cover will be extended by the Bank to the Permanent Account holders of this scheme and the cost of premium will be borne by the Bank. It will also include Air Insurance Cover.<br><br><b>Quantum of Cover</b> <table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th>Where Average Quarterly Balance (AQB) in the Account in immediate previous Quarter was</th> <th>PAI/PTD</th> <th>PPD</th> </tr> </thead> <tbody> <tr> <td>Above Rs. 50,000/-</td> <td>Rs. 30 Lac</td> <td>Rs.15 Lakh</td> </tr> <tr> <td>Below Rs. 50,000/-</td> <td>Rs. 20 Lac</td> <td>Rs.10 Lakh</td> </tr> </tbody> </table> PTD: Loss of Two limbs or two eyes, or one limb and one eye. Any other Permanent Total disablement from Injuries other than those named above<br>PPD: Loss of one limb or one eye The Policy does not cover death, injury or disablement resulting from:<br>Services on duty with any armed force Intentional self-injury, suicide or attempted suicide, insanity, venereal diseases or the influence of intoxicating drugs.<br>Medical or Surgical treatment Aviation other than as a passenger (fare-paying or otherwise) in any license standard type of aircraft anywhere in the world.<br>Nuclear radiation or nuclear weapons materials. | Where Average Quarterly Balance (AQB) in the Account in immediate previous Quarter was | PAI/PTD | PPD | Above Rs. 50,000/- | Rs. 30 Lac | Rs.15 Lakh | Below Rs. 50,000/- | Rs. 20 Lac | Rs.10 Lakh |
| Where Average Quarterly Balance (AQB) in the Account in immediate previous Quarter was | PAI/PTD  | PPD   |  |         |     |                    |            |            |                    |            |            |
| Above Rs. 50,000/-   | Rs. 30 Lac   | Rs.15 Lakh  |  |         |     |                    |            |            |                    |            |            |
| Below Rs. 50,000/-   | Rs. 20 Lac   | Rs.10 Lakh  |  |         |     |                    |            |            |                    |            |            |

|    |   |   |
|----|---|---|
|    |   | <p>War &amp; war like operation, act of foreign enemy, civil war and similar risk.</p> <p>Child birth, pregnancy or other physical cause peculiar to the female sex. Whilst committing any breach of law with criminal intent</p> <p><b>Note:</b> The Cover is Subject to settlement of Claim by the Insurance Company without any Liability to the Bank. The rights and liabilities of the insured shall be with the Insurance Company. It is clarified that Insurance Contracts or any of its terms shall not be binding on the Bank and the Bank takes no responsibility to either the Insurance Company or the Insured. Bank holds the right to withdraw the facility at its discretion in any subsequent year. A prior notice shall be given to all account holders covered in the scheme.</p> <p>The Insurance Cover Benefits are over and above their own Organization’s Group Insurance Scheme.</p> |
| 4  | <b>Personal Loan Facility</b>   | <p>The Account holder may be provided with a Clean Loan facility for maximum amount equal to 5,00,000/- or 10 times of net take home salary whichever is lower.</p> <p>The Rate of interest, Sanction Delegation Power, Documentation and other guidelines as per prevailing terms and conditions of Star Personal Loan Scheme.</p>   |
| 5  | <b>Temporary Overdraft Facility</b>   | <p>The maximum amount of Temporary overdraft facility would be equal to 2 month of net take home Salary/ (net credit to SB A/c last month) or Rs. 1 Lakh, whichever is lower.</p> <p>The delegation to extend Temporary Overdraft in aforesaid shall be as applicable to Clean/Unsecured in Personal Loan Scheme.</p> <p>All other guidelines as applicable from time to time to Temporary Overdraft facility shall be applicable for extending Overdraft facility to these eligible customers.</p>   |
| 6  | <b>Global Debit Cum ATM Card</b>  | Free global Debit cum ATM Card to all Account Holders. AMC Charges as Applicable.   |
| 7  | <b>Internet Banking</b>   | Free  |
| 8  | <b>Star Sandesh</b>   | Free  |
| 9  | <b>RTGS/NEFT payment through Branches/ Internet Banking Cheque Leaves:</b>  | <ul style="list-style-type: none"> <li>• Free of Cost in Home Branch/Internet Banking inter-sol charges will be recovered as applicable</li> <li>• 25 Cheque Leaves free annually</li> </ul>  |
| 10 | <b>Passbook/Statement (Monthly)</b>   | Both are available free of cost in home branch. If it is demanded from other home branch then inter-sol charges be recovered as applicable.   |
| 11 | <b>Demand Drafts/Pay orders: Number of free drafts with max. amount of Rs. 50,000/-per draft (through salary account) for genuine purpose</b> | Free – Demand Draft/Pay Orders at Par (amount up to Rs. 50,000/- one per year)  |
| 13 | <b>Credit Card</b>  | <p>International Gold Credit card</p> <p>India Card</p> <p>Rates as applicable</p>  |

|    |  |   |
|----|--|---|
| 14 | <b>Group Term Insurance Cover</b>        | Group Term Insurance Cover is available from SUD life at very attractive annual premium rate i.e. presently @Rs.125/- per lakh, plus taxes onwards. The salient features are:-<br>Wider entry age up to 65th birthday.<br>Choice of Sum assured up to 5 lakhs<br>Hassle free process with just a one pager enrolment form<br>No medicals required<br>Competitive premium rates<br><i>(Branch Circular No. 1071177 dated 20.12.2013 &amp; subsequent revision from time to time)</i> |
| 15 | <b>Online Income Tax return Facility</b> | Available at Discounted rate under Tie-up arrangement. It can be filed from BOI Website<br><i>(Branch Circular No. 108162 dated 25.06.2014 &amp; subsequent revisions from time to time)</i>  |
| 16 | <b>Other Incentives</b>                  | Unlimited Bank's own ATM Transactions<br>Mobile Banking through BOI Mobile Apps<br>Missed C311 alert facility<br>Utility Bills Payment Facility Through E-Pay<br>BOI- national Swasthya Bima Policy of NICL available at competitive rates of premium.  |

**BOI Rakshak Salary A/c - Consent letter for converting Scheme Code – (Br Cir No 112/25 dated 18.05.2018)**

Existing Salary A/cs of Police Personnel should be converted into New BOI Rakshak Salary Account with change in the correct scheme code SB163 and special charge code “RAKSA” in order to be eligible for higher insurance cover and other benefits under the new scheme.

A consent letter to be taken from existing salary A/c holder of Police Personnel to convert his/her Account into new BOI Rakshak Salary Scheme and be kept on the Branch’s record. Please note without consent letter switch over of Existing Salary A/c of Police Personnel to the new scheme may create problem in settlement of Insurance Cover.

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**DEPOSIT/ 20**

**Star RERA PLUS**

*Br Cir No. 112/10 dated 10.04.2018*

Government of India has enacted the Real Estate (Regulation and Development) Act 2016(RERA) and the same has come into effect from 01.05.2017. The Act is expected to bring in the much needed transparency, financial discipline and accountability in the Real Estate Sector. Under the Act, it is mandatory for the Builder/ Developers to register every Project with the RERA authorities and open/maintain Project- wise RERA account with their banks. Phase –specific accounts are to be opened/ maintained, if a Project is planned for completion over phases.

There shall be three A/cs under this concurrent arrangement:-

| SN | Types of Star RERA Plus A/c                   | Description  |
|----|---|--|
| 1  | <b>Opening of RERA Collection A/c [RCA]</b>   | Where all collection proceeds of the project shall be deposited  |
| 2  | <b>Opening of RERA Project A/c [RPA]</b>      | Which will have min 70% of the proceeds transferred from the RCA, or as per mandate of the account – holder which can be more than 70 % but not less than that |
| 3  | <b>Designing an A/c as Operative A/c [OA]</b> | Which will have balance funds transferred from the RCA i.e. 30% from RCA   |

**Comparison between RERA and RERA PLUS**

| SN | Parameters                               | RERA  | RERA Plus  |
|----|--|---|--|
| 1  | Applicability                            | Developers with New & On – going projects for which Completion Certificate is pending & where in the land is over 500 square meters, or eight apartments. |  |
| 2  | Type of Account                          | Current Account/Escrow account  |  |
| 3  | Net Banking                              | Only Viewing Facility   |  |
| 4  | Cheque Book                              | Not Available   |  |
| 5  | Product Code                             | CD224   | CD225  |
| 6  | Accounting/Transfer                      | Manually done by builder  | Auto transfer of clear balance in RCA as per the mandate given by the account holder ( subject to min 70% to RPA) & balance to OA, will be done by system daily during end of day(EOD) operations. |
| 7  | Receivables(Amount deposited by builder) | 70% in RERA Account   | 100% in RERA Plus i.e. in RCA ( RERA collection account)   |

TOP

**DEPOSIT/ 21**

**Motor Accidental Claimant Annuity Deposit (MACAD) TD A/c & Motor Accidental Claims Tribunal (MACT) SB A/c**

*Br Cir No: 112/56 Date: 03.07.2018*

**Features:-**

1. Disbursement of compensation to the victims of Road Accidents.
2. TD549 - Motor Accident Claims Term Deposit.
3. SB170 - MACT Claims SB Account.
4. No deviation is permitted in the Schemes.

**TD549 - Motor Accident Claims Term Deposit.**

| SNo | Features                 | Particulars  |
|-----|--------------------------|--|
| 1   | <b>Purpose</b>           | One time lump sum amount as decided by the Court/Tribunal  |
| 2   | <b>Eligibility</b>       | Individuals including Minor  |
| 3   | <b>Mode of Holding</b>   | Single   |
| 4   | <b>Amount</b>            | Maximum- No Limit<br>Minimum- Rs. 1000/-   |
| 5   | <b>Tenure</b>            | <ul style="list-style-type: none"> <li>➤ 36 to 120 months</li> <li>➤ In case Period &lt; 36 months, Normal FD to be opened</li> <li>➤ In case Period &gt; 120 months, as per direction of court</li> </ul> |
| 6   | <b>Rate of Interest</b>  | Prevailing rate of interest  |
| 7   | <b>Receipts/ Advices</b> | <ul style="list-style-type: none"> <li>➤ No Receipt will be issued.</li> <li>➤ Only Passbook will be issued</li> </ul>   |
| 8   | <b>Loan Facility</b>     | No Loan or Advance   |
| 9   | <b>Nomination</b>        | Nomination available, as per direction by court  |
| 10  | <b>Premature Payment</b> | <ul style="list-style-type: none"> <li>➤ Premature closure with permission of the court</li> <li>➤ No premature closure penalty</li> </ul>   |
| 11  | <b>TDS</b>               | <ul style="list-style-type: none"> <li>• TDS as per Income Tax Rule</li> <li>• Form 15G/15H can be submitted to get exemption from Tax</li> </ul>  |

**SB170 - MACT Claims SB Account.**

| <b>SNo</b> | <b>Features</b>            | <b>Particulars</b>  |
|------------|----------------------------|---|
| <b>1</b>   | <b>Eligibility</b>         | Individuals including Minor   |
| <b>3</b>   | <b>Operation in A/c</b>    | Single  |
| <b>4</b>   | <b>Min/Max Amount</b>      | Not applicable  |
| <b>5</b>   | <b>Facilities</b>          | Cheque Book/Debit Card/ATM Card/Welcome Kit/Internet Banking/Mobile Banking are not available |
| <b>6</b>   | <b>Withdrawals</b>         | Through Withdrawal Forms or Biometric Authentication  |
| <b>7</b>   | <b>Rate of Interest</b>    | As applicable to Regular SB account   |
| <b>8</b>   | <b>Product Change</b>      | Not permitted   |
| <b>9</b>   | <b>Nomination</b>          | Nomination available, as per direction by court   |
| <b>10</b>  | <b>Place of Opening</b>    | Branch nearest to the place of residence  |
| <b>11</b>  | <b>Account Transfer</b>    | Not allowed   |
| <b>12</b>  | <b>Passbook</b>            | Available   |
| <b>13</b>  | <b>Statement by e-mail</b> | Available   |

**TOP**

**Card Products /01**

**CREDIT CARDS**

|  |  |  |
|--|--|--|
| <b>Issuance of Credit Cards</b>                                      | <p><b>Branch billing basis-</b> where charge account is being maintained with the issuing branch.</p> <p><b>Direct billing cards-</b> where the customer may not have an operative account with us.</p>  |  |
| <b>Affiliation with 3 agencies</b>                                   | <b>MasterCard, Europay Visa (EMV)</b>  | INDIA CARD (Valid in India & Nepal Only) , MasterCard Platinum International   |
|  | <b>Rupay</b>   | Rupay Platinum Credit Card<br>Swadhan Platinum Credit Card(Credit Card Against TDR)  |
|  | <b>Visa EMV</b>  | GOLD CARD (Valid in India & Nepal Only) , GOLD INTERNATIONAL CARD<br>VISA Privilege/Privilege Plus Card (Valid in India , Nepal & Abroad ) |
| <b>Application (through CAPS)</b>                                    | <p><b>All Applications should be processed in CAPS only by the branch.</b> Branch needs to obtain the application form from the customer along with KYC documents. In case PAN is not available, Form 60 to be obtained. CIBIL Report: <b>Mandatory. Branches to keep all the applications with them only and not to send to HO-Card Product Dept.</b></p>   |  |
| <b>Eligibility Norms (Individuals)</b>                               | <p>a. Residents/NRI/Persons of foreign origin residing in India on employment.</p> <p>b. Principal and all the add-on if any, should complete KYC and have steady income which is to be verified from ITR / Salary Certificates.</p>   |  |
| <b>Eligibility Norms (Staff &amp; Ex-staff)</b>                      | <p>Income should be verified from ITR / Salary Certificate / Copy of bank statement for Pensioners. No disciplinary action is initiated / pending / contemplated. No instance of cheque return due to financial reason. Charge account should be salary/pension account only. Direct billing cards cannot be issued to staff/ex-staff. (All Staff and ex staff of Regional Rural Bank sponsored by Bank of India shall be eligible for credit card with same term and condition as applicable to BOI staff).</p>   |  |
| <b>Eligibility for Corporate Cards</b>                               | <p>It can be a Proprietorship/Partnership firm/Pvt. Ltd./Public Ltd. Company/Registered Institutions/Societies earning profits for 2years in the preceding 3 years. Companies having excellent track record with tangible net worth of minimum Rs1.00 crore. (The above conditions may be relaxed in deserving cases.)</p> <p>Card can be issued to Prop/Partner/Executive/Director/Employee as per corporate request. For other Corporate including Public Sector Entities and Central/State Government Department, Credit card may be issued subject to compliance of statutory guidelines (if any).</p> |  |
| <b>Add on Cards</b>  | <p>Two Add on Cards can be Issued to the close relatives (Parents, Spouse, Major Child, Brother, Sister) completing KYC.</p> <p>Add-on card shall be issued to Director/ Proprietor/ Partner /Executives /Employees of Company/Firm on Corporate Cards.</p>  |  |
| <b>Spending Limits</b>   | <p>20% of Gross annual Income, may be extended to 40% on the merits of the case. Combined spending of both principal and add on should not exceed this spending limit.</p>   |  |
| <b>Spending Limit (Corporate Customer)</b>                           | <p>The Minimum Limit shall be 1,00,000/- and maximum limit shall be 2 % of TNW of the corporate as per last available audited Balance sheet. Sanctioning Authority may approve higher limits for cogent reasons to be mentioned in the approval note.</p>  |  |
| <b>New Online Credit Card real time Process 114/12Dt. 16.04.2020</b> | <p>New Process (Through CCPAYMNT Menu) The process for payment of credit card dues on real time basis through branch channel.</p>  |  |

**“SANDIPANI”-STC-NOIDA- ONE PAGE MANAGER SERIES (OPM) – 30.06.2020**

|  |  |   |
|--|--|---|
| <b>Privilege/<br/>Privilege Plus<br/>VISA Credit Card:<br/>Credit Card<br/>against Deposits<br/>(SWADHAN<br/>CARD)</b> | <b>Criteria</b>  | 1.Eligible age-18 years& above<br>2. If applicant is having Minimum Fixed deposit of Rs. 30,000 with minimum tenure of 12 months.<br>3. Auto renewal Flag should be “Yes”.  |
|  | <b>Eligibility/<br/>Margin</b>   | Eligible limit: 80% of TDR available in Lien for limits up to Rs.2 lakh<br>: 75 % of TDR available in Lien For higher limits a margin of 25% against the face value of the TDR.   |
|  | <b>Limits</b>  | Min. Credit Card limit of Rs. 24,000/- and Max Rs. 2500 lakhs (Mostly for HNI/NRI Customers).   |
|  | <b>Points to Note</b>  | 1. Original Term Deposit Receipt duly discharged by the Depositor to be obtained as in the case of LATDR.<br>2. Letter of Set off and Appropriation should be obtained in addition to marking lien.<br>3. Credit card to be issued only after marking of lien on fixed deposit.<br>4. Only Principal amount to be considered for the limit.   |
| <b>Rupay Platinum<br/>Credit Card</b>  | <b>Points to Note</b>  | <ol style="list-style-type: none"> <li>1. Card valid in India, Nepal and at all foreign centers across the GLOBE, wherever Rupay logo is displayed.</li> <li>2. Billing is done on the 15th of every month. Branch billing customer’s account will be debited on 5th of next month.</li> <li>3. <b>Accidental Insurance Cover:</b> Insurance Cover of up to Rs. 2.00 lakh on Rupay Platinum Credit Card in case of loss of life or permanent disability due to accident from NPCI.</li> <li>4. <b>Concierge Services:</b> Avail 24X7 hosts of referral services from Travel assistance to Hotel reservations and Consultancy services.</li> <li>5. <b>Cash Back and Merchant Offers:</b> Cash back offers on Utility bill payments, at Restaurants and at Eateries and also exclusive Merchant Offers on (POS and Ecom) are being provided by NPCI from time to time.</li> <li>6. The cardholders can avail latest offers available on Rupay Credit Card by visiting the following URL. <a href="https://www.rupay.co.in/rupay-offers">https://www.rupay.co.in/rupay-offers</a>. Terms and Conditions as per service provider applies.</li> </ol> |
| <b>SwaDhan Rupay<br/>Platinum Card<br/>(Br.Cir.No.114/35<br/>dated 17.04.2020</b>                                      | <b>Points to Note</b>  | <ul style="list-style-type: none"> <li>✓ SwaDhan Rupay Platinum Credit card to be issued against TDR of the customer.</li> <li>✓ Card valid in India, Nepal and at all foreign centers across the GLOBE, wherever Rupay logo is displayed.</li> <li>✓ Since it is a chip card it is safer for POS transactions; it would require PIN for POS transaction</li> <li>✓ Billing is done on the 15th of every month. Branch billing customer’s account will be debited on 5th of next month.</li> </ul>  |
| <b>Cancellation of credit card by bank or Surrender of Credit Card by the customer</b>                                 |  |   |
| <b>Operative account is<br/>having sufficient balance</b>  | Outstanding dues, if any shall be settled immediately from the operative account. Credit card account will be closed and the lien marked on the Term Deposit to be lifted. |   |
| <b>If operative account is not<br/>having sufficient balance</b>   | The linked Term Deposit will be prematurely closed, proceeds will be credited to operative account after adjusting the outstanding dues against the Credit Card.           |   |
| <b>If Premature withdrawal</b>   | System generated pop up “Fixed deposit linked with Credit Card. Check  |   |



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|   |  |
|---|--|
| <b>of fixed deposit</b>   | for dues on Credit card” will appear on the screen at the time of lifting the lien.  |
| <b>Billing Dates</b>  | Billing date for India Card is 15th of every month and payment due date is 5th of next month. For all other Master/VISA cards billing date is last date of the month and payment due date is 21st of the next month. |
| <b>MENU:CCINST</b>  | Issuing of INSTA PIN for credit Cards.   |
| <i>for further clarification refer to circular-111/44 29-06-2017 , 111/114 dt 11-10-2017, 113/023 dated 30.04.2019,111/67 dt 29-07-2017</i> |  |

**Delegation (Rs. In lakhs)**

| Scale   | I         | II        | III       | IV  | AMOLCC | V       | SZLCC | VI      | ZLCC | VII      | NBGLCC / GMLCC | ED | EDLCC | MD & CEO | CAC | M Com |
|---|-----------|-----------|-----------|-----|--------|---------|-------|---------|------|----------|----------------|----|-------|----------|-----|-------|
| Credit Card Spending limit Sanctioning Power (*only branch Heads)   | 0.5<br>0* | 1.0<br>0* | 4*        | 6*  | 6      | 10<br>* | 10    | 25<br>* | 25   | --*      | 100            | -- | 150   | --       | 250 | FP    |
| Credit Card Spending limit Sanctioning Power against TDR.   | 2.0*      | 5.0*      | 7.50<br>* | 10* | 15     | 30<br>* | 40    | 50*     | 75   | 100<br>* | 125            | -- | 200   | --       | 500 | FP    |
| Delegation of sanction of credit card limit for staff, rests with the controlling authority not below the rank of DZM and Branches are not authorized to sanction any credit card limit to staff. (114/35 dated 17.04.2020) |           |           |           |     |        |         |       |         |      |          |                |    |       |          |     |       |

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**CARD PRODUCTS/02**

**DEBIT CARDS**

|  |   |
|--|---|
| <b>Salient/General Features</b>                        | Debit cards are issued in two forms i.e. Personalized cards where cardholder’s name is embossed (Max 16 Characters) and Non-Personalized cards issued in two forms namely Ready kit and Welcome Kit and in both cases cardholder’s name are not embossed.   |
| <b>Affiliation</b>                                     | Our debit cards affiliated with “Master”, “VISA” and “RUPAY” logo.  |
| <b>Application</b>                                     | Branch needs to obtain the application form from the customers along with KYC documents. The signature in debit card application form should be same as in account.   |
| <b>Eligibility</b>                                     | <p>1. In case of Savings Bank accounts/ Current Accounts where operational instructions are "Either or Survivor" OR "Any one of Us" Card may be issued to all joint account holders.</p> <p>2. In case where Operational Instruction are "Former or Survivor" Debit Card shall be issued to Former/First Account holder only.</p> <p>3. If Mandate for operation is other than the ones mentioned above, Debit Card can be issued to a joint account holder if letter of authority/Application for issuance of Debit Card is executed by all the account holders.</p> <p>Please note that mobile number in all the above cases should be seeded</p> |
| <b>Exception to the above eligibility</b>              | <ul style="list-style-type: none"> <li>• Illiterate persons -- Aadhar enabled/biometric card only.</li> <li>• However in the case where the Govt. benefits are being credited , a card can be issued even to illiterates.</li> <li>• Account of a minor or an account in which a minor is a joint account holder shall not be eligible .However minors having <b>completed 15 years</b> of age, Bingo Card can be issued with limited facility.</li> <li>• Customers where mobile number is not seeded, can be issued under Special Schemes.</li> </ul>   |
| <b>Validity / Replacement / Renewal of debit cards</b> | The debit cards are issued with a validity period <b>of 5 years</b> from the month of issue   |

|  |   |   |  |
|--|---|---|--|
| <b>Attachment of additional Accounts</b>   | In addition to the Primary Account (the first account mentioned in the debit card application form), there is an option to attach <b>upto 5 additional accounts</b> (known as Secondary accounts) on the same card. The accounts may be at any branch of BOI under same Customer ID. When the card with multiple accounts is used on the POS or other banks ATM, only Primary account gets debited. Closure of the primary account will result in cancellation of the debit card. |   |  |
| <b>Unblocking of Cards due to incorrect PIN used 3 times</b>   | Debit cards are blocked when incorrect PIN no is used by the card holder, consecutively for 3 times. Any card blocked due to this reason will automatically be unblocked the next day. However if the card holder again enters a <b>wrong PIN for 3 consecutive times</b> , the card will be blocked and card holder will be required to approach the branch for a new PIN/insta pin/can regenerate PIN through green pin or Internet Banking option.                             |   |  |
| <b>Time limits for POS failures</b>  | CARD TYPE   | Time for settlement of claim from date of lodgement | Max period from date of transaction for lodgement of claim |
|  | MASTER/VISA   | 45 days   | 120 days   |
|  | <b>RUPAY</b>  | <b>30 days</b>                                      | <b>180 days</b>  |
|  | For failed POS transactions Branches should claim through menu POSREV and for follow up write to <a href="mailto:HO.ATMcell@bankofindia.co.in">HO.ATMcell@bankofindia.co.in</a> and cc to POS.ISG@bankofindia.co.in   |   |  |
| <b>CARDSTAT MENU</b>   | This menu is used for finding the card number, status of the card. It contains 3 options Inquiry, Update Del flag, Verification.  |   |  |
| <b>CARDTRAK MENU</b>   | Tracking system for debit Cards (status of the issuance of the personalized debit card.   |   |  |
| <i>Related circulars -107/022 dated 03.05.2013, 110/85-dated 06.08.2016, 111/149- dated 18.12.2017, 113/005 dtd. 01.04.2019(114/36 dated 17.04.2020)</i> |   |   |  |

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**CARD PRODUCTS/03**

**BINGÖ CARD**

**(For youth with OD facility)/ (ATM Card with shopping facilities –Master Card)**

|  |  |
|--|--|
| <b>Eligibility</b>   | Youth between the age of <b>15 years to 25 years</b> (Age at the time of issuance of Card) for initial period of 5 years in first instance and thereafter it will be renewed. If the age at the time of renewal exceeds 25 years then he/she will be advised to avail other card available at that time. |
| <b>Min. Balance</b>  | Rs.100/-   |
| <b>Facilities ATM/Shop ping/ Overdraft up to Rs. 2500/- for 30 days on Request</b> | a) The ATM Withdrawal facility is available for cardholder with age between <b>15-25 Years</b> but POS (Shopping) facility is available to those cardholders whose age is <b>18 years</b> and above.   |
|  | b) If any cardholder is less than the <b>age of 18 years</b> and wish to avail this Shopping/Overdraft) facility, then a joint account of the minor along with his parent should be opened (with operational instructions as either or survivor). The said account will be the charge account.           |
|  | c) After completion of 18 years of age the card holder will get overdraft facility of <b>Rs.2500/-</b> and the same has to be sanctioned at the branch level on request of the card holder.  |
|  | d) Interest rate applicable for clean overdraft/unsecured TOD to be charged.   |
|  | e) Suitable request may be obtained from the account holder / parent depending upon whether he is a major / minor. Conversion of the overdraft into loan repayable in installments would be made upon completion of necessary documentations.  |
|  | Transaction on Point of Sale (POS) Terminals. Up to Rs.25000/- per day.  |
|  | Transaction in INDIA (through website.) For Charges refer to circular no 112/129 dated 12/12/2018 Annexure VII   |
| <b>Misuse of Lost Card</b>   | Zero liability for cardholder from the time of reporting the loss of card hence report the loss of Card without delay – Please Note down your CARD NUMBER so that you may immediately trace number.  |

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**CARD PRODUCTS/04**  
**PLATINUM CARD (MASTER/VISA CARD)**

|                               |  |
|-------------------------------|--|
| <b>Eligibility</b>            | <b><u>To SB or CD Diamond account customers and also under our product Jai Jawan Salary Plus (for commissioned officers).</u></b><br>The cards may be given to any one or to all the joint account holders provided joint a/c is operated upon by <b>(either or survivor)</b> or <b>(any one or the survivor)</b> . In <b>(Former or survivor)</b> a/cs the card will be given only to Former. No card will be given to Minors or joint a/cs with Minor, or to illiterate account holders and also to a/c operated jointly.  |
| <b>Minimum Balance</b>        | This card is for Diamond account customers hence AQB is Rs 1 lakh for SB and Rs2 lakh for CD. Under Jai Jawan Salary Plus accounts (for commissioned Rank officers) the minimum Balance is Zero.   |
| <b>Facilities</b>             | a. Withdrawal of Cash up to Rs.50000/- per day at BOI ATMs and Rs10,000/- from Other Bank's ATMs(Only primary a/c will be debited at other Bank's ATM)<br>b. Balance enquiry.<br>c. Deposit of Cash & Cheques.<br>d. Transfer of balances among the accounts attached to the Card.<br>e. Mini statement of last 5 transactions for any a/c. attached to the card.<br>f. Change PIN.<br>g. Transaction on Point of Sale (POS) Terminals, Up to Rs.1 Lakh- per day.<br>h. Upto 5 additional a/cs (in the same capacity and same operational instructions) may be attached to one card. When the Card linked with multiple accounts is used at POS or other Bank's ATM, the primary account will be debited. Primary account should be closed only after 7 days of surrendering the card. |
| <b>Misuse of Lost Card</b>    | Zero liability for cardholder from the time of reporting the loss of card hence report the loss of Card without delay – Please Note down your CARD NUMBER so that you may immediately trace number.  |
| <b>Issue of Platinum Card</b> | The procedure for issuance of Platinum Card is same as for other Debit Cards but in place of <b>“D”,” P”</b> for Master platinum card & <b>“E”</b> for Visa platinum card should be entered.   |

**CARD PRODUCTS/05**  
**BOI GIFT CARD PREPAID VISA CARD)**

|   |  |
|---|--|
| <b><u>FEATURES</u></b>                      | Gift Cards can be issued in Indian Rupees for a minimum of <b>Rs. 500/-</b> and maximum <b>Rs.10,000/-</b> . <b><u>This is a ‘Non Reloadable Card’</u></b><br>BOI Gift Cards can be issued by any branch.<br>Gift Card is acceptable at all Visa Merchant Establishments in India, Nepal and Bhutan and can be used to any number of times up to the amount loaded (Balance available in the Gift Card ).<br>The card is valid for <b>3 years</b> from the date of activation. |
| <b><u>FEE FOR ISSUANCE OF GIFT CARD</u></b> | Flat charge of Rs 50/- irrespective of the amount.   |
| <b><u>WITHDRAWAL of Cash from ATM:-</u></b> | NOT PERMITTED  |
| <b><u>PROCEDURE FOR ISSUING CARD:</u></b>   | Menu option <b><u>“GIFTCARD”</u></b> . <b>(Maximum 5 cards)</b> .  |
| <b><u>DOCUMENTS REQUIRED</u></b>            | <b><u>Up to Rs. 1000/-</u></b> an acceptable identity document of the applicant<br><b><u>Up to Rs. 5000/-</u></b> any “Officially Valid Document’ defined under Rule 2(d) of the Prevention of Money Laundering Act as proof of identity.<br><b><u>&gt;Rs. 5000/- and up to Rs. 10000/-</u></b> , KYC as per RBI guidelines  |

|   |  |
|---|--|
|   | issued from time to time is to be followed.                          |
| <b>REFUND OF GIFT CARDS</b>   | Within Three months Balance over Rs.100/-& charges Rs.35/- per month |
| <b>BALANCE ENQUIRY</b>  | <b>Through Bank Of India site under online services</b>              |
| For further clarification Refer <i>Branch Circular-107/150 dt 31.10.2015,109/21 dt 01.04.2015,109/61 dt21.06.2015</i> |  |

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**CARD PRODUCTS/06**

**"General Purpose Reloadable Pre-paid payment cards"**

*Branch Circular No.110/205 Dated: 15.01.2017*

|                           |   |
|---------------------------|---|
| <b>General Features</b>   | Pre-paid instruments an EMV (Europay MasterCard Visa) based chip enabled debit card, non-personalized & non-photo, reloadable in nature with card limit as Rs 50,000, issued and loaded in INR and can be used across POS, ATM and E-commerce channels in India only. The Card will be activated on the next day. Need not use on ATM for the first time.   |
| <b>Affiliation</b>        | Affiliated with <b>“Master”, “VISA” and “RUPAY”</b> .   |
| <b>Validity of Cards</b>  | 7 (Seven) years   |
| <b>Document</b>           | Branches are to ensure that Full KYC of the purchaser as well as card user is to be obtained and kept on record. And also required to make available the same on demand. These prepaid payment instruments shall be loaded / reloaded only by debit to the bank account, which are subject to full KYC.   |
| <b>PIN(feature)</b>       | This card will be PIN based The branch has to issue instapin separately when the card is issued. The PIN change facility through ATM or any other channel is not available for these prepaid cards. The PIN allotted by the branch will remain constant until a new request is raised. If the customer forgot the PIN, request is to be raised through branch only. PIN will get blocked after 3 consecutive wrong attempts. Unblocking is done at the time of EOD. |
| <b>Card Usage:</b>        | The card will be accepted at all ATMs, POS & E-com channels in India. Cash Withdrawal will be permitted for this card with predefined limits.   |
| <b>Online acceptance</b>  | Enabled for ecommerce transactions with 2nd factor authentication. The online transaction OTP will be sent to registered mobile number of the card user if available.   |
| <b>Re-loadable Cards:</b> | All Cards issued will be re-loadable. These cards can be loaded/reloaded through Bank Branches. These cards will be loaded/reloaded in INR. Load/Reload transaction will not happen if the card is not activated, hot listed, cancelled or expired.   |
| <b>SMS alerts</b>         | Will be sent only if registered mobile no is available.<br><b>a.</b> To the cardholder at the time of Loading of the amount.<br><b>b.</b> To the Cardholder when his/her card is loaded/reloaded successfully.<br><b>c.</b> Also for every transaction.   |
| <b>Card Replacement</b>   | <b>No process</b> of Card replacement. The cardholder will submit card closure and refund request to the branch. Bank official will verify and accept the cancellation & refund request. Branch will initiate the cancellation and refund process through finacle. The Customer account will be refunded on the next day.   |
| <b>Card hot listing</b>   | On loss of Card the customer will inform branch / Call Centre to hotlist the same. Branch should initiate card cancellation and refund process. The Customer’s account will be credited (refunded) on the next day. After this, branch will issue a new prepaid card to cardholder & load amount.   |
| <b>Card Issuance Flow</b> | 1. Inventory, 2. Issuance of Card, 3. First time Loading of Card Value, 4. Issuance of Instapin, 5. Reloading of amount, 6. Refund Request.   |
| <b>MENU:GPRUPL</b>        | Maintenance of Inventory (Stock) The stock would be added to the sol id from Card   |

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|   |  |
|---|--|
|   | Products Department, until the stock is not added , the branch will not be allowed to issue the card |
| <b>Finacle Menus</b>  |  |
| <b>GPRC</b>   | <b><u>Issuance and First time Loading of Card</u></b>  |
| <b>GPRIP</b>  | <b><u>Issuance of Pin for the card- MENU</u></b>   |
| <b>GPRRL</b>  | <b><u>Reloading of the card</u></b>  |
| <b>GPRRF</b>  | <b><u>Refund Request</u></b>   |
| <b>Customer Care Number - 1800 22 0088 / 022- 4042 6006</b> |  |

**TOP**

**CARD PRODUCTS/07**  
**SANGINI DEBIT CARDS**

|                                 |   |
|---------------------------------|---|
| <b>Salient/General Features</b> | As a tribute to our women account holders, on International Women’s day, bank launched a new debit card under brand name “SANGINI”.   |
| <b>Affiliation</b>              | This is a personalized debit card only for domestic transactions and affiliated with “RUPAY”. Card can be used at any acquiring systems accepting RUPAY cards.  |
| <b>Application</b>              | Branch needs to obtain the application form from the customers along with KYC documents. The signature in debit card application form should be same as in account.   |
| <b>Eligibility</b>              | All the women account holders in the age group of 18 and above either single or joint account holder are eligible for this card. It should be ensured that constitution in CUMM is mentioned as 42 (individual-Female). Branches can open accounts in scheme code SB167 and the account holder will get benefit of both Mahila Savings Bank Account and SANGINI Card. |
| <b>Loyalty Reward Point</b>     | 1.5 points for every Rs. 100/- spent on POS/e-commerce transactions. The redemption of these reward points can be done after threshold limit of 100 points.   |
| <b>Charges</b>                  | For the 1st year it is free and from the 2nd year onwards it is 50% of the prevailing rates. SANGINI debit card in BOI STAR MAHILA SAVINGS ACCOUNT IS FREE for entire period.   |

*Branch Circular No.107/223 Dated: 06.03.2014*

**CARD PRODUCTS/08**  
**BUSINESS CARDS-DEBIT AND CREDIT**  
**Branch Circular No: 109/83 Dated 08.07.2015**

|  |   |
|--|---|
| In order to cater the need of our MSME customers already having a Current account, Cash Credit account or some other form of financing extended to them by the Bank, a new high value product has been launched in form of Business Cards- Debit and Credit Cards. While Business Cards-Debit will be issued both under Master and VISA Network, Business Card Debit will be issued under VISA Network only. |   |
| <b>Features of Business Card-Debit (VISA &amp; MASTER)</b>   |   |
| <b>Eligibility</b>   | All Customers maintaining a satisfactorily conducted Current Account with the Bank for a minimum period of six months. Only EMV (Chip) cards in two variants Platinum and GOLD will be issued. Name of the Firm/Company will be printed on the card in addition to the name of the card holder. |
| <b>Platinum Debit Business Card</b>  | Issued to High value Current Accounts with AQB-Rs.1,00,000/-<br>POS limit up to Rs. 2,50,000/- per day.<br>Cash withdrawal limit up to Rs.1,00,000/- per day.   |
| <b>GOLD Card</b>   | For Regular current account customers with POS limit up to Rs.1,00,000/- per day and Cash withdrawal limit up to Rs.50,000/- per day.   |
| <b>Business Credit Card (visa)</b>   |   |

|  |  |
|--|--|
| <b>Eligibility</b>                     | EMV (CHIP) based business credit cards will be issued to Sole Proprietor, Partners, Directors of Pvt Ltd/Public Ltd companies enjoying credit facilities with the bank in their individual/personal capacity.  |
| <b>Spending Limit</b>                  | Cards spending limits should not be linked to Credit Facilities. Assessment of the eligible limit to be done based on the strength of the firm/company’s business income or on the basis of the personal income of the Proprietor/Partners or Directors. |
| <b>Approval of Limits (Delegation)</b> | As per delegation of power vide Br Cir No 109/64 dated 21.06.2015. For ready reference please see credit cards topic.  |
| <b>Benefits</b>                        | Railway & Petrol surcharge waived with a cap of 2 transactions in a month subject to maximum amount of Rs.100/- per card. Insurance (Zero Liability/Lost Card insurance to the tune of Rs.1 lakh maximum per card.                                       |

*Bank has introduced GREEN PIN facility to our Card Holders through ATM (Ref: Br. Cir. 111/173 dt 29.01.18)*

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### **CARD PRODUCTS/09**

#### **Rupay EMV Debit Cards**

*Ref: Br. Cir. 111/149 dated 22.12.2017 & 110/171 dated 08.12.2016*

Bank has introduced initially linked issuance of Rupay Platinum Card to our all customers (initially it was linked with AQB). Bank of India offers two variants on Rupay platform.

#### **1. Rupay EMV Platinum International Card &**

#### **2. Rupay Classic Card.**

##### **Rupay Classic Features:**

1. Vanilla product with insurance cover as the only feature
2. Complimentary Personal Accident Insurance cover up to Rs. 1 Lakh
3. Discount/ Offers at selected outlets including Online merchants
4. Daily cash withdrawal limit on ATM is Rs. 15000/- & on POS is Rs. 25000/-

##### **Rupay Platinum International Card Features:**

(As per RBI guidelines, International Debit Cards can't be issued without customer's consent)

1. Designed for Mass-Affluent and general segment with host of power packed benefits/ offers
2. Enjoy cash back of round the year (max Rs. 50/ per month) across Utility Bills Payment
3. Complimentary Personal Accident Insurance cover up to Rs. 2 Lakh.
4. Discount/ Offers at selected outlets including Online merchants.
5. Daily cash withdrawal limit on ATM is Rs. 50,000/- & on POS is Rs. 1,00,000/- (and equivalent value abroad).
6. Complementary domestic & international lounge access.

### **CARD PRODUCTS/10**

#### **“FAST FORWARD” CONTACTLESS INTERNATIONAL DEBIT CARD**

- An International card
- Accepted globally at all kinds of merchants having NFC terminals, including retail stores, fast-food restaurants, pharmacies, transit points of entry, and grocery and convenience stores, taxicabs and vending machines. (International ecom transactions not allowed)
- Platinum Card – No change in the eligibility of Platinum cards.
- No PIN is required up to Rs.2000/- per contactless transaction.
- PIN is mandatory for all the transactions above the value of Rs.2000/- per transaction
- Maximum transaction limit is up to Rs. 2000/- for the contactless mode.
- Number of contactless transactions allowed per day – Three Transactions
- Daily Limits –POS usage – Rs.1 Lac; From ATM – Rs.50,000/-

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- In addition, the contactless debit card can be used for other purposes like any other Debit Card for ATM cash withdrawal,
- Shopping at merchant outlets
- Secure and safe online shopping
- Beyond transaction Rs. 2,000/-, the card will be processed as a contact payment and authentication with PIN will be mandatory (Transaction are permitted on non- NFC terminals with PIN authentication).
- Finacle Menu – ADCREQ” – Card Type “E”
- Exclusive BOI Star Loyalty Rewardz – Visit <https://www.boistarrewardz.com/>

### CHANGE IN ISSUANCE PROCESS OF READY KITS THROUGH FINACLE

*(B.C. No.113/052 dated 14.06.2019)*

While entering the request for ready kit, the branch will enter 12-digit reference number instead of card number in **ADCREQ** Menu. The field “card no.” as per the previous procedure has been removed from the sub-option. For detail, please refer to branch circular.

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### CARD PRODUCTS/11

#### “BOI Card Shield” App for Debit Cards

“Card Shield” A virtual armor for Debit Card

Bank has introduced a solution for card control – Bank of India branded iOS and Android Smart phone application : “BOI Card Shield” app for Debit Card. “BOI Card Shield” app empowers BOI Card holder to gain personal control over their debit card and safe guard then against any probable fraudulent activity / misuse of debit card.

**Salient feature** of BOI CARD SHIELD APP

**Switch card on/off** – Card holder can lock or Unlock cards with a single touch , Card can be switched on for a short duration of time or purchase window. User can see and change card status instantly.

Card holder can switch off the card to prevent unauthorized usage till Hotlist Request is acted upon.

Control preferences such as -:

Location, spending limits, Transaction types, Merchant Types, International Transaction On/ Off, Instant Transaction alert.

#### **Registration Process**

The following few steps are involved for registration:

*Step1:* Download the app “BOI Card Shield” on your smart phone from App Store (is) /Play store

*Step2*For Registration, Customer has to click on New User and enter the card details. 6 digit security code will be generated and sent on the registered mobile number with the Bank. Set your user name and Password.

Use a minimum password length of 8 or more characters including lowercase and uppercase alphabetic characters, numbers and special character.

*Step 3:* Customer will receive a confirmation email for successful registration

*Step 4:* Login to app using created username and password. *(Ref: Branch Circular No: 113/36 dated 30.05.2019)*

### CARD PRODUCTS/12

#### BOI Credit Control App for CREDIT CARDS

*(Branch Circular no 113/37 dated 30.05.2019)*

“BOI Credit Control app” is a product that is designed for the credit cardholders to have a complete control of their credit card using their smart phone.

“BOI Credit control App” offers the following controls and features:

- ✓ Lock/unlock Card: User can protect their card from getting misused by turning ON only when they want to use it and OFF the CARD after use.
- ✓ Green Pin: User can create new pin or user can change pin of his /her credit card. When user click on green pin option, OTP will sent on the registered mobile number. After validating the OTP, user set new pin.
- ✓ Set Card limit: Users have the flexibility to set their own maximum Transaction limit every card.
- ✓ Card usage: Depending on the user’s requirement, user can also enable/disable their card for specific type of transaction. User can control the usage of international transaction by enabling the specific countries in which the card can be utilized. User can also black list MCCs (Merchant Category Codes) for prevent transaction on specified business.
- ✓ Keep Track: User can view the recent transaction as well as expenses history instantly.
- ✓ Notification: User get notification for every transaction occurred with his/her card.
- ✓ Account summary: User can view the details like Credit Limit, minimum amount due, unbilled amount and can manage his account by using change and forgot password functionality and change MPIN. User can start application by installing the “BOI Credit Card Control app” from Google Play Store / APP Store. User has to select the option for registration and enter card number and card expiry date. The app checks for the following:-

a. Does the card exist b. Is the card a primary card c. Is the card active?

If yes, the mobile number and email id is retrieved from customer profile.

Card control module generates an OTP and sends to the registered mobile number. The user receives an OTP on his registered mobile and enters it into the “BOI Credit Control App”. Post validation, the user is prompted to create USER ID/Password & MPIN. After successfully creation of user, the primary card holder is registered and the corresponding account is flagged in the back end systems.

For the primary card entered by user, all the primary cards and related add-on cards are displayed in mobile application. Thus, the usage of the primary card and all related active add-on cards can be controlled in the Card Control. Furthermore, the Card Control receives the transaction messages for these cards.

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### **CARD PRODUCTS/13**

#### **Additional attraction on Credit Cards**

**Br.Cir. 112/79 dated 08.08.2018**

EMI Credit Card Schemes are introduced for Credit Cards Holders to purchase more and plan their financial obligations efficiently without worrying for immediate repayments.

These schemes are:

A: Star Easy Pay Scheme

B: Star Balance Transfer Scheme

C: Star EMI at POS Scheme

#### **STAR “EASY PAY SCHEME”**

**Eligibility:** Any commercial purchase of Rs. 5,000/- or more on any BOI Credit Card shall be eligible under the scheme (Excluding Corporate Credit Card). The Cardholder should not have any overdue more than 30 days from the billing date.

i) After purchase, customer must report the purchase to Customer Care on 1800 220 088

**OR:**

ii) In writing/e-mail to Card Product Department- [headoffice.cpdcreditcard@bankofindia.co.in](mailto:headoffice.cpdcreditcard@bankofindia.co.in)

#### **Other features**

i. He has to opt for repayment period from 3/6/9/12/18/24/36EMIs

ii. Only Principal Cardholder can request for EMI for purchases made by Add-On Cardholders



- iii. EPS is admissible only on Personal Cards. This Scheme is applicable for both Direct Billing Cards and Branch Billing Cards
- iv. EMI will be billed to the Cardholder every month w.e.f. following month of Sanction, as part of minimum payment due
- v. Finance Charges 1.25 % of the Purchase on the Original amount
- vi. A One-Time Processing fee 1% of the purchase amount will be levied along with the first EMI
- vii. The minimum balance payable every month will include 10% of total balance due, if any, along with the EMI fixed in case of Credit Card with revolving credit. In case of Charge Card, the amount payable will include the EMIs due in the month.
- viii. Once EMI is opted then Spending Limit will be reduced by all EMIs+ Total interest payable for the full tenure and processing charges.
- ix. In case of non-payment or part payment, a Penal of 2.5% per month will be charged on the shortfall
- x. Foreclosure fee has been waived

#### **EASY “BALANCE TRANSFER SCHEME”**

**Eligibility:** Any Cardholder of ANOTHER BANK can may apply for BOI Card directly to HO or any BOI-Branch in writing to transfer the Outstanding of his Old Card to the new card account of our Bank (excluding Corporate credit card).

#### **Process:**

Due Diligence shall be done as per relevant details. Additional requirement of documents are as under

- a) The earlier Credit card should be at least 6 months old with Zero defaults. Last two credit card statement to be submitted for scrutiny.
- b) Latest Card Statement along with unbilled transaction
- c) Request letter addressed to Credit Card Issuing Bank for cancellation of card along with credit card.
- d) Confirmation regarding hot listing of the Credit card

Issuance of Card shall be Approved by HO. Settlement mode will be PO/DD/NEFT/RTGS directly to the earlier issuing Bank.

#### **Other points:**

- Minimum amount under this scheme shall be Rs 25,000/- for all cards.
- Balance Transfer shall not exceed 75% of spending limit of BOI-Card. For credit card against term deposit, this may be permitted, on case-to-case basis, to the extent of 100 % of spending limit.

#### **STAR “EMI AT POS” SCHEME:**

**Eligibility:** Any commercial purchase of Rs. 5,000/- or more on any BOI-Credit Card provided he is not having overdues in his card exceeding 30days from Billing date.

#### **Unique Feature**

- a) Card Holders have the option to convert the Purchase Value into EMI at Point Of Sale, which is managed / owned by *M/s Worldline India Pvt. Ltd.*
- b) Merchant can be of any Bank
- c) At present *M/s Worldline India Pvt. Ltd.* having more than 17,000 merchant base (list is available in Garuda and will be updated on regular basis) wherein our BOI-Cardholders can get this benefit.

#### **Process:**

- Seeing BOI-Credit Card, Merchant (having tie-up with *M/s Worldline India Pvt. Ltd.*) will ask the Customer about option viz. purchase the goods through: i) Sale or ii) Sale with EMI
- If Customer opts for Star EMI at POS, Merchant will select the option Sale with EMI and swipe the card. The system will display the EMIs.
- Customer will select the tenure from 3/6/9/12/18/24 EMIs, will confirm Product make/code, mobile number & transaction amount. Thus the process will be completed.
- The RoI will be charged @ 1.5% p.m. on purchase value
  - Online Processing fee @ 2.20% on purchase value will be levied along with the first EMI
  - When Customer confirms the displayed details, terminal sends the transaction to Worldline Switch for authorization.

- After authorization Terminal prints the Charge Slip displaying
  - i) Rate of Interest,
  - ii) Purchase Amount,
  - iii) EMI amount,
  - iv) Product details,
  - v) Tenure
  - vi) Processing Fee, Disclaimer etc.

*Ref: HO-BC- 112/ 79 dated 08.08.2018*

**Escalation Matrix of Card Product Department:** In Finacle menu option STARLINK, the Escalation Matrix is available in KRISH under CARD\_PRODUCT\_DEPT Folder.



**TOP**

**Digital Banking**  
**BOI STAR REWARDZ**

It is an innovative loyalty program developed by Bank of India with Loyalty Rewardz, for Bank of India Debit/**Credit** Card customers. Debit/**Credit** Card Customers will get rewarded with **Star Points** for their transactions at POS & ecommerce.

**Redemption** – Customers can redeem **Star Points** for attractive **FREE** gifts anytime 24 \* 7

**How to redeem Star Points**

- Star Rewardz points can be redeemed on purchasing goods from certain approved shop like Big Bazar, Shopper Stop, Life Style etc.
- Install “BOI Star Rewardz” app from Play Store/ App Store  
OR
- Log on to BOI Star Rewards Program Website – [www.boistarrewardz.com](http://www.boistarrewardz.com)
- Click on  and register for the Program. Create User ID and Password. From next time click on , login and redeem.
- Customers can utilize the Points to avail large platform of Goods & Services and Merchandise like Airline tickets | Bus Tickets | Movie Tickets | Merchandise | Gift Vouchers | Mobile & DTH Recharge



- a. To be able to start redeeming Bank’s Debit/**Credit** Card customers will need to achieve a threshold of **100 Points**.
- b. Points need to be redeemed within three years (**36 months** excluding the month of accrual) of accruing them. Unredeemed **Points** will expire at the end of 36 months.

**For Debit Card Holders**

**For every use of Rs.100 Star Reward Points will be accrued as per the following table:-**

| Slabs  | Amount Spent Per Month           | Points per Rs. 100/- spent per month |
|--------|----------------------------------|--------------------------------------|
| Slab 1 | Upto Rs. 5,000/-                 | 1 Point                              |
| Slab 2 | From Rs. 5,001/- to Rs. 10,000/- | 1.5 Points                           |
| Slab 3 | Rs. 10,001/- and above           | 2 Points                             |

**1 Star Point = Rs.0.25/-**

Bank of India offers 50% MORE Star Points (Loyalty Reward Points) to Sangini Debit Card Holders. You get 1.5 Points in place of 1 Point for every Rs.100 spent, for every card usage at POS/e-commerce transactions.

**For Credit Card Holders**

**For every use of Rs.100 Star Reward Points will be accrued as per the following table:-**

| Category                      | Points Offered                          | Per Point Value in Paise    |
|-------------------------------|---|-----------------------------|
| <b>Non-Preferred Category</b> | <b>1 Star Points per Rs. 100/-</b>      | <b>25 Paise per 1 Point</b> |
| <b>Preferred Category</b>     | <b>3 Star Points for every Rs.100/-</b> | <b>25 Paise per 1 point</b> |

**For further details**

Call Customer Service Centre Toll Free Number – **1800 – 209 - 9299**

1. Log on to BOI Star Rewards Program Website – [www.boistarrewardz.com](http://www.boistarrewardz.com)

(Ref.: Branch Circular no.105/127 dtd.28/10/2011 (Launch of “BOI Star Reward Programme” for Debit Card Holders) Br. Cir No. 107/22 dated 03/05/2013 & 110/115 dated 23/09/2016). (Ref.: Branch Circular No. 111/44 dated 19.06.2017 – Master Circular on Credit Cards) 114/12 dated 16.04.2020 Credit Card operation, 114/35 dated 17.04.2020 Credit Card Management Policy, 114/36 dated 17.04.2020 Debit Card Management Policy and 114/43 dated 17.04.2020 A T M Management Policy.

| <b>BOIUSSD (NUUP), BHIM (Bharat Interface for Money)</b>   |   |   |
|--|---|---|
| Central Agency for implementation of both the applications is NPCI. BOI user must register with BOIUSSD for usage of any of the two products |   |   |
|  | <b>BOIUSSD (NUUP),</b>  | <b>BHIM</b>   |
| <b>Device</b>  | Feature Phone & Smart Phone<br>User to dial *99# to initiate the application  | Smart Phone (Application download from App. Store)  |
|  | To set UPI PIN dial *99#, select option UPI PIN.<br>More secure than SMS as data including MPIN is not saved anywhere.  | To set UPI PIN dial *99#, select option UPI PIN   |
| <b>Facility</b>  | <ol style="list-style-type: none"> <li>1. Send Money</li> <li>2. Request Money</li> <li>3. Check Balance</li> <li>4. My Profile → To change account number &amp; Language</li> <li>5. Pending Request</li> <li>6. Transactions</li> <li>7. UPI PIN</li> </ol> | <ol style="list-style-type: none"> <li>1. Send Money</li> <li>2. Request Money</li> <li>3. Scan &amp; Pay My Information</li> <li>4. Transactions</li> <li>5. Profile → Show your QR code</li> <li>6. Bank Account</li> <li>7. UPI PIN</li> </ol> |

**TOP**

**INSTANT MONEY TRANSFER (IMT)**

*Branch Circular No.107/220 Dated: 05.03.2014*

|   |   |   |
|---|---|---|
| <b>Objectives and features</b>                      | Instant Money Transfer (IMT) is an innovative domestic money transfer with cash out facility in affiliation with M/s Em Pays Payment Systems Ltd. Its unique features are as under <ol style="list-style-type: none"> <li>1. Self Service available 24*7*365 and can be availed 24*7 both by sender and beneficiary.</li> <li>2. Fund transfer is possible even if the beneficiary does not have a bank account or bank account details of the beneficiary are not known.</li> <li>3. Card less withdrawal from IMT enabled ATMs.</li> </ol>  |   |
| <b>Fund Transfer Limit</b>                          | Sender Limit<br>Rs.10000/- per transaction  | Beneficiary Limit<br>Rs.25000/- per month |
| <b>Charges</b>                                      | As per latest HO Circular   |   |
| <b>Validity and withdrawal</b>                      | The IMT issued by the sender has a validity period of 14 days for withdrawal. In case money is not withdrawn in 14 days, IMT gets cancelled and reversed to the sender's account except the charges. Amount is to be withdrawn in full, partial withdrawal is not permitted.  |   |
| <b>Beneficiary Registration Process (2 methods)</b> | Any customer desirous of sending funds through IMT will have to register the beneficiary details with the bank. In absence of beneficiary details, the IMT shall be in hold status for a maximum period of 24 hours , post which it shall be cancelled by the system.The registration of beneficiary can be done Bank's retail internet banking. <ul style="list-style-type: none"> <li>• A Retail Internet Banking Customer can register or de-register a beneficiary through IMT options available under <b>TRANSFER</b> tab.<br/>→ <b>For cancellation of Beneficiary – IMT BENC#&lt;Beneficiary Mobile Number&gt; SMS to9223009988</b></li> </ul> |   |

|  |   |
|--|---|
| <b>How to initiate the IMT (2 Methods)</b> | <p>1. IMT through Internet banking – Post registration a sender can initiate IMT using <b>IMT options</b> available under <b>TRANSFER</b> tab by mentioning the IMT amount and <b>Sender Code</b> – any 4 digit number, this code should be shared only with the beneficiary as the same is required at the time of withdrawal from ATM.</p> <p>2. IMT through ATM –, our customer can initiate IMT from Bank’s IMT enabled ATM<br/>ATM → Other Request → Instant Money Transfer by providing the Beneficiary mobile number IMT amount and sender code of 4 digits to be shared with beneficiary only.</p> <p>Once the IMT is successfully issued by either method, sender receives an SMS containing following details on his/her mobile number:</p> <ul style="list-style-type: none"> <li>✓ Beneficiary Mobile Number</li> <li>2. The IMT amount</li> <li>3. IMT validity date</li> <li>4. IMT ID (an unique code which can be used to refer IMT transaction) and IMT PIN</li> </ul> |
| <b>Withdrawal of Funds</b>                 | <p>IMT can be withdrawn by the beneficiary from bank’s IMT enabled ATM as a card less withdrawal by providing following details:</p> <ol style="list-style-type: none"> <li>1. Mobile number on which IMT details are received .</li> <li>2. The sender’s Code (communicated by sender)</li> <li>3. The SMS pin (communicated to beneficiary over SMS)</li> <li>4. The IMT Amount.</li> </ol>   |
| <b>IMT blocking</b>                        | <p>IMT gets blocked , in case the beneficiary exceeds three attempts to withdraw an IMT with wrong credential/details. Once blocked beneficiary mobile number is marked as blocked i.e. he/she can not withdraw any IMT. IMT once blocked , gets unblocked on the immediate next day.</p>   |
| <b>Cancel IMT/ Check status</b>            | <p>The sender can cancel an unpaid IMT issued by him or her or can check status of the IMT from either bank’s IMT enabled ATM or from retail internet banking.</p>  |
| <b>Customer Support</b>                    | <p>Customers can send email to <a href="mailto:IMT.support@bankofindia.co.in">IMT.support@bankofindia.co.in</a> or may contact on 1800220229 or 022-40919191 for any further query / assistance. Branch can write to <a href="mailto:IMT.BranchSupport@bankofindia.co.in">IMT.BranchSupport@bankofindia.co.in</a> <b>(For failed transactions query branches can write to <a href="mailto:Imt.atmcell@bankofindia.co.in">Imt.atmcell@bankofindia.co.in</a> with cc to <a href="mailto:imt.isg@bankofindia.co.in">imt.isg@bankofindia.co.in</a>).</b></p>  |

**TOP**

**INTERNET BANKING (STAR CONNECT)**

Internet Banking is a platform, which allows customers to fulfill their Banking needs like Inquiry/Financial transactions through a secure Website anytime, anywhere at their convenience. It also offers a convenient way of carrying out Banking online without visiting the Branch. It saves the precious time and money of customers. It also saves our per transaction cost. The Internet Banking channel also helps us to acquire new business. Internet Banking is a need in today’s competitive environment.

We have introduced CBS-Internet Banking from Oct 2004, and the available functionalities in our Internet Banking are at par with most of the private sector banks. Moreover, our Internet Banking transactions are secured by robust security infrastructure.

**Classification of Customer (Retail/Corporate):** The determining factors for deciding whether the Customer should be extended our Retail Internet Banking or Corporate Internet Banking is Customer Constitution and Trade Finance Facility. The matrix to decide this is as under:

|                               | <b>Retail Internet Banking</b>  | <b>Corporate Internet Banking</b>   |  |
|-------------------------------|---|---|--|
| <b>Constitution</b>           | <ul style="list-style-type: none"> <li>• Individuals</li> <li>• Sole Proprietor</li> <li>• HUF</li> </ul> | <ul style="list-style-type: none"> <li>• Non Individual</li> <li>• Partnership</li> <li>• Trust</li> <li>• Pvt. Ltd. Co.</li> </ul> | <ul style="list-style-type: none"> <li>• Pub. Ltd. Co.</li> <li>• Society</li> <li>• Body Corporate</li> </ul> |
| <b>Trade Finance Facility</b> | <ul style="list-style-type: none"> <li>• NO</li> </ul>  | <ul style="list-style-type: none"> <li>• Yes</li> </ul>   |  |

**Procedure/Guidelines for Registering Customers for Internet Banking**

- The Branches shall receive the request form from Customer on prescribed format, which is already available on the login page on Bank’s Website → Application Forms → “New User Request”.

- Then after verification of the contents of the Customer’s request with the available Branch records, Branch has to use the menus for entering Customer’s request in Finacle:

**STCON**→ For **entering** the Customer’s request in Finacle

**STCONV**→ For **verifying** the Customer’s request in Finacle

The above menus are also used for **Acknowledgement/Unblock and Regeneration of Password** if customer requires.

(After issue of Internet Banking User id and Password, **Acknowledgement/Unblock and Regeneration of Password** can also be done by Customer itself without visiting the Branch by using Debit Card Credential. Customer will have to click **Forgot Password** link available on login page of Bank of India Personal Internet Banking Login page.

- After that the following Internet Banking credentials are being communicated directly to the Customer through Pin Mailer at their Communication address:

| <b>Retail Internet Banking Customer</b>   | <b>Corporate Internet Banking Customer</b>  |
|---|---|
| <ul style="list-style-type: none"> <li>• User ID</li> <li>• Login Password</li> <li>• Transaction Password (ONLY IF Transaction facility is requested)</li> </ul> | <ul style="list-style-type: none"> <li>• Corporate ID</li> <li>• Corporate User ID</li> <li>• Login Password</li> <li>• Transaction Password (ONLY IF Transaction facility is requested)</li> </ul> |

**Facilities Available:**

**Accounts:**

Customer can view all his accounts, which are linked to his Customer ID. You can also generate and print statement of your account. You can view TDS deduction inquiry and your Tax Credit statement (**26AS**) also. You can link your Aadhar Number yourself without visiting the Branch. Customer can also avail online Nomination facility but this can be only for addition of Nomination and not for any variation / cancellation of Nomination.

**PPF accounts (specific for Retail Internet Banking Customers):**

Customer can view account details, view statement of their PPF accounts. They can also transfer funds to their PPF account at their convenience without visiting branch. **For activation of this facility, Branch will have to link the PPF account of the customer by using menu “PPFMNT” in Finacle.**

**Transfer:**

Customer can transfer funds within his own accounts. He/She can also transfer funds under Third party transfer i.e. other customer account in any branch of our Bank. They can also transfer funds through NEFT / RTGS/IMPS to other Bank’s account. Customer can set new Standing Instructions and can also view / revoke standing instruction.

**Tax Payment:**

Under this facility, Customer can pay their Income Tax any time anywhere and their account will be debited online. The Challan can also be regenerated and printed online.

**Credit Card (Specific to Retail Internet Banking Customers):**

Customers can view their linked credit card details like limits, billed and unbilled transactions and will provide facility to have statement and make payments.

**Requests:**

Customers can avail the mentioned below facilities online anytime anywhere without visiting the branch: Request can be done for ASBA IPO, Making TDR, Cheque book, Cheque book status enquiry, NSDL DP account linking. They are also able to change / reset their Debit Cum ATM Card PIN, request for hot listing of Debit Card, Unblocking of Debit Card.

**Mails:**

Customers can also save Cyber Receipts generated by the System for various requests like – Fund Transfer, Cheque Book Request etc. as a mail in your Inbox by clicking on the button “Send Mail” in the respective screen.

### **Options**

Change/Reset Internet Login Password, Change/ reset Transaction Password, Modify Contact Information.

### **REGENERATION OF TRANSACTION PASSWORD ONLINE (FOR STAR CONNECT RETAIL INTERNET BANKING CUSTOMER)**

This facility will enable Customers to register new Transaction Password online and instantaneous.

The brief procedure to use the facility and functionality is as under:

1. Customer must have **Debit Card** linked to any account of the Customer ID for which Internet Banking is enabled. The Customer must also have **Mobile no.** registered with Bank for the Customer ID for which Internet Banking is enabled. In case Mobile No. has been recently changed in Finacle, this facility would be available only after **Seven days**
2. After successful login to Internet Banking, customer will required to click “**Options**” menu. The webpage will display a new link “**Regenerate Transaction Password**” along with other links to change Login Password and to change Transaction Password.
3. On clicking the above link, an OTP will be sent to the Customer’s registered Mobile No. Customers need to enter this OTP at appropriate field on webpage.
4. On validation of OTP, customer will be redirected to a webpage wherein he / she need to input his / her Debit Card credentials. (After three successive wrong attempts, Customer shall be allowed to use this facility only after the gap of 24 hours). After validation of that, a new webpage appears wherein Customer can reset his / her Transaction Password.
5. On successful validation, the Customer will get appropriate successful message. The new Transaction Password is in activated state and can be used immediately.
6. After successful regenerated request, Customer’s next request will be accepted / entertained only after a gap of **Seven Days**.

### **Activity:**

Customization, Financial Activity Enquiry & Non -Financial activity enquiry

### **Utility Bill Payments:**

In order to facilitate our Customers for Utility bill payment, Railway / Airline ticket booking, mobile recharge, Insurance premium payment etc., we have tied up payment gateway aggregators (the agencies who tied up various biller/merchants in order to facilitate customer for online payment).

The Customer needs to initiate the payment by visiting to the billers’ site.

### **Additional Facilities in Corporate Internet Banking:**

Beyond the facility of our Retail Internet Banking, it meet the complex requirements of Corporate Customers like Profile based access, account level restriction for their multiple users, imposing limits on the Fund Transfer, Multi-level workflow for doing transaction in maker checker concept, file upload for Bulk transaction posting, details of their Trade Finance accounts etc.

In Corporate Internet banking one Company/Firm/Body corporate may have more than one users and all these multiple users will have different Mobile numbers. Therefore in case of multiple users, for entering / updating the Mobile numbers of the respective users so that they can able to receive SMS and OTP on their own Mobiles, the Branch will have to enter and verify the record by using menu option “**CORPMOB**” (this menu option does not update CUMM Mobile number details.) in Finacle.

### **STAR TOKEN - NG**

**Star Token** facility was introduced by Bank of India as **Two Factor Authentication (2FA)** solutions. The **Star Token – NG** application can be downloaded from Play Store (Android) and App Store (iOS). It is a secured application, which can be used by any Internet banking users who are enrolled in STAR TOKEN. It provides secured browser to access Internet Banking and also provides mobile banking functionalities under “Quick Banking” widget.

The user can start using the application immediately after downloading the same from Play Store / App Store. Customers can use the same **Star Connect Internet Banking User ID** to access the new Star Token - NG application.

Star Token NG enables data communication through secured tunnel and creates a Secure Private Application Ecosystems for the Banks – which is closed, private and secure. It creates massively scalable Private Communication Channels (Circuits) so that ONLY authorized users and devices are allowed to access the Banking Applications (Web – APPS and Mobile Apps).

Features of Star Token – NG:

|                    |                                     |
|--------------------|-------------------------------------|
| 1. Quick banking   | 5. Mini Statement                   |
| 2. Locate Branches | 6. Self-Link Fund Transfer          |
| 3. Locate ATMs     | 7. Third Party Fund Transfer        |
| 4. Balance Inquiry | 8. OTP (On Windows / Android / MAC) |

**TOP**

### **BOI Mobile Banking**

BOI Mobile Banking is a safe, secure, convenient and 24 x 7 x 365 channel for Anytime Anywhere Banking. It is available for individual customer only. BOI customer can enroll themselves for mobile banking application by downloading the app from respective play store/App Store. The user should have Bank of India's debit card. Customer can convert himself from view user to financial user by using his debit card credentials. This option is available under Settings Menu.

If a user changes mobile number, user has to de-register mobile banking through Security Setting option. The user should ensure that the new mobile number is registered with the bank. The user can again download the app on the device and click on proceed button to reactivate with new mobile number.

Apart from Operative Accounts, User also have option to view outstanding amount in loan account, get a statement of loan account and download loan interest certificate in PDF under the Loan Accounts Option. Under Deposit Account Option, the user has the option to view all deposit accounts with balance and there is also available summary of accounts.

**Fund Transfer:** Fund Transfer to self/linked accounts, third party accounts within the bank, NEFT, RTGS, IMPS (through Account Number + IFSC / Mobile Number + MMID) are available. We can set transaction limit per day/week/month through setting option.

The user have to set a user id (verify if USER ID is available), set a login pin and a transaction password (transaction facility is optional). After successful enrolment, the users have option to login through User id or CUST ID or Mobile Number.

**Term Deposit module is enriched with the following features:**

- ✓ Facility to check the applicable interest rates for term deposit receipts using **Interest Rate Chart option**
- ✓ Create term deposit receipts using the **Create Deposit option**
- ✓ Term Deposit receipts can be viewed in **Deposits section in My Accounts**
- ✓ Facility of Premature Closure of term deposit receipts can be undertaken using **Pre-Close option**

**Features available in BOI Mobile application:**

- ✓ **Supports multiple languages-** BOI Mobile application is available in **eleven languages:**  
English,Hindi,Bengali,Marathi,Tamil,Telugu,Oriya,Gujarati,Malayalam,Urdu,Kannada
- ✓ **My Accounts** - Facility to have a quick and detailed view of **(i) Operative (ii) Loan (iii) Deposit accounts** from **My Accounts section**
- ✓ **mPassBook** – Allows customers to view their transactions based on **(i) Number of days (ii) Date Range (iii) Amount Range (iv) Transaction Type (Debit or Credit)**
- ✓ **Fund Transfer** – BOI Mobile app supports various types of fund transfers like – **NEFT, RTGS, IMPS (P2P, P2A), Third Party and Self Account fund transfer.** Fund transfer is available only in operative accounts.
- ✓ **Favorites**– This feature allows **Quick Fund Transfer facility** by enabling customers to **save successful fund transfers as Favorite**
- ✓ **Service Request**– Customers can place **Cheque Book request, check status of cheque (Passed, Unused) and also request to Stop Cheque**
- ✓ **Locator** – This menu allows Customers can locate ATM and branches



- ✓ **Security Settings** – Facility to change Login PIN, Change Transaction Password (incase Transaction Password expired), Change Transaction Password (incase customer forgets their Transaction Password)
- ✓ **Transaction Setting** – BOI Mobile app gives liberty to customers to **update their Per Transaction, Per Day, Per Week, Per Month transaction limit** for various fund transfers like NEFT, RTGS, IMPS, Third Party and Self Account fund transfer
- ✓ **BHARAT BILLPAY**-BOI Mobile app gives liberty to customers to pay their outstanding bill amount of DTH, GAS, Broadband postpaid, and Municipal Taxes etc.
- ✓ **Government Micro Insurance Scheme**-Through this facility customer can make payment of PMJJBY, PMSBY and they can view the status also.

**TOP**

**BULK UPLOAD OF RTGS & NEFT**

**Branch Circular no. 108/211 dated 23.02.2015**

Customer can get the encryption utility from the branch. Customer will has to install the utility program on his computer.

**Process flow for customer:**

Customer has to make data entry in relevant excel file (RTGS/NEFT File) provided by branch. After feeding data, customer has to validate the data for correctness of data feeding. If data is correct, encryption file will be generated along with plain text file and declaration file.

Three file will be generated in c:\upload directory:

1. Encrypted file with extension ‘.TXTE’ which is to be uploaded at branch level
2. Plain text file with extension ‘.TXT’ file for customer for their record
3. Declaration file with extension ‘.TXT’, which shall be printed and given to the branch duly signed by authorized signatories along with cheque.

For NEFT there is a limit for Rs. 2 lakh per record.

Copy the File (\*.txte) received from customer in c:\finacleupload. Use Finacle menu FILETR for transfer the file. Use menu EUPLD for upload, validation & verification. Check total number and amount of NEFT/RTGS through PR menu before verification. After verification, report will be generated should be kept for future reference and queries.

**KYC NORMS /01**

**KNOW YOUR CUSTOMER & ANTI MONEY LAUNDERING MEASURES**

*(Ref: Branch Circular No. 110/210 dt.06.02.2017,110/229 dtd.20.02.2017, 111/124 dtd. 06.11.2017 & 2017-18/101 dtd 27.12.2017/, 113/96 dtd. 14.08.2019, 113/105 dtd 23.08.2019)*

**CBM (Constitution Based Module)**

**Br. Cir. No. 111/39 dated 17.06.2017**

Know your Customer (KYC) is the most important aspect in terms of legislative requirements. It refers to as front-loading our relationship with customer and it is helpful in avoiding many problems, which may come across at later date.

KYC process aims at determining identity of a prospective customer, knowing his business details, address

***The objective of the Policy is:***

- (a) To know/understand the customers and their financial dealings better, thereby helping all concerned to manage KYC-AML-CFT related risks prudentially,
- (a) To prevent the Bank from being used, intentionally or unintentionally, by criminal elements for money laundering or terrorist financing activities,
- (b) To put in place a proper control mechanism for detecting and reporting of suspicious transactions in accordance with the statutory and regulatory provisions,
- (d) To ensure compliance with KYC-AML guidelines/instructions issued by FIU/IND and RBI.

Reserve Bank of India has emphasised very strongly on Risk profiling of each Customer and putting them under appropriate Risk Category based on parameters related to their income / worth / occupation etc. This categorization is to be carried out for all customers at the time of on boarding and to be reviewed on half yearly intervals. The exercise is a part of Basic Due Diligence (BDD) and to be carried out essentially in terms of guidelines by assigning Risk Categories i.e. LOW, MEDIUM and HIGH.

An effective mechanism is further needed to be put in place towards systematic monitoring of transactions in each account as a measure towards Enhanced Due Diligence (EDD). Therefore, the procedure for completing Customer Profile Sheet (CPS) was introduced to enable the branches to obtain relevant information and assign appropriate Risk category for the Customer. Branches have to complete CPS of a customer by Branch staff only by having interaction / asking questions from the customers relevant as per CPS. The further guidelines are as below:

- The CPS is to be filled in by the ACCOUNT OPENING STAFF / OFFICIAL at the time of opening the account
- All information as per CPS to be enquired and filled in essentially. In case some information is / are not available or not relevant – NO/Not Applicable/NIL must be mentioned
- The CPS form should NOT be handed over to the customer to be filled in
- The Risk rating should NOT BE DIVULGED to the customer
- The CPS form should be duly kept attached with the Account opening form
- The CPS is to be obtained in all new accounts at the time of opening of account and in existing accounts at the time of Re-KYC exercise as per stipulated frequency, which is as below:

| <b><u>Category</u></b> | <b><u>Period</u></b> |
|------------------------|----------------------|
| LOW                    | Once in Ten Years    |
| MEDIUM                 | Once in Eight Years  |
| HIGH                   | Once in Two Years    |

**TOP**

**Constitution Based Module (CBM)**

*Br. Cir. No. 111/39 dated 17.06.2017*

**For capturing KYC details of Individual Customers / Legal Entities. Finacle Menu Option → KYCDET or Menu Option → CUMM → Option ‘#’**

**Two Broad category of Customer accounts for which CDD procedure is to be followed in terms of instant guidelines in respect of Customer Identification and obtaining OVDs, are as under:-**

|   |   |
|---|---|
| <p><b>A. <u>Normal Accounts</u></b><br/>CDD procedure for Individual Customer/s, also applicable to all Individuals who are stakeholders, office bearers, power of attorney holders, beneficial owners** (in corporate accounts etc.)</p> | <p>Customers, at their option, shall submit one of the following SIX OVDs towards <b><u>Proof of Identity and proof of Address.</u></b></p> <ol style="list-style-type: none"> <li>1. Passport (within validity)</li> <li>2. Driving License (within validity)</li> <li>3. Voter’s Identity Card issued by the Election Commission of India</li> <li>4. Proof of possession of Aadhar number,</li> <li>5. Job card issued by MNREGA duly signed by an officer of the State Government</li> <li>6. <b>Letter issued by the National Population Register (NPR)containing details of name and address(BC 113/96 dated 14.08.2019)</b></li> </ol> <p>If there is change in name of individual, subsequent to issue of the OVD, it can be considered on the strength of marriage certificate issued by state govt. or Gazette notification showing such a change in name. If Customer submits full KYC documents to open account with ZERO balance, Branches shall accept such request and open the account under scheme code SB101 by selecting <b><u>Special Charge code “NOMIN” in ACM menu.</u></b></p> <p><b><u>If Aadhar card furnished by the customer does not have updated address, then a declaration of local address must be obtained, from the customer.</u></b></p> <p>In case customer applies to open account any of the OVDs (other than Aadhar Card) where the address is not updated, the following documents shall be deemed to be OVDs for the limited purpose of proof of address for a period of three months:-</p> <ol style="list-style-type: none"> <li>1. Utility Bill which is not more than two months old, of any service provider (Electricity, Telephone, Post Paid Mobile phone, Pipe Gas, Water Bill)</li> <li>2. Property or Municipal Tax Receipt</li> <li>3. Pension or Family Pension Payment Orders (PPOs) issued to retired employees by Government of India or Public Sector undertakings if they contain the address</li> <li>4. Letter of Allotment of accommodation from Employer issued by State or Central Govt. departments, statutory or regulatory bodies, PSUs, Schedule commercial Banks, Financial Institutions and listed companies. Similarly, leave and license agreements with such employers allotting official accommodation and</li> <li>5. Documents issued by Govt. departments of foreign jurisdictions or Letter issued by Foreign Embassy OR Mission in India.</li> </ol> <p>In such cases of furnishing deemed OVDs as above, the customer shall submit OVDs (proof of possession of aadhar number, Voter ID, passport, driving license, letter issued by National Population Register, NREGA job card issued by authorized govt. official) updated with current address within a period of 3 months of submitting the above limited purpose OVD documents.</p> |
| <p><b>B. <u>Small Accounts</u></b></p>  | <p>One Application with self-declared address and self-attested</p>   |

|  |   |
|--|---|
| <p>These accounts are opened for the persons who do not have any of the OVDs mentioned for opening account under A above, and they intend to have one bank account.<br/><b>(Account will be opened in Scheme code “SB106” in Finacle.)</b></p> | <p>photograph of the person is obtained for opening such Accounts. These accounts are allowed to be opened and operated upon with restrictions, details as under:-</p> <ul style="list-style-type: none"> <li>➤ The customer should not have an OVD.</li> <li>➤ The aggregate of all credits in a financial year does not exceed rupees one lakh.</li> <li>➤ The aggregate of all debits in a month does not exceed rupees ten thousand.</li> <li>➤ The balance at any point of time does not exceed rupees fifty thousand.(this limit is not applicable in cases of govt. grant &amp; welfare benefits, crop procurement payments)</li> <li>➤ There should be no inward foreign remittance.</li> </ul> <p>Small account holder will have to provide OVD within one year from opening such small account. If he does not provide the OVD but submits, even proof of applying for such OVD, we may give him another one year time to provide such OVD. In case of non-KYC compliant accounts thereafter, there is a provision of <b><u>partial freezing/ closure</u></b> of account.</p> |
|--|---|

**BR. Cir: 111/075 dated 03.08.2017:**

There is provision of obtaining reKYC in existing accounts after specified period as per their risk category. In case of non-KYC complaint accounts thereafter, there is a provision of **partial freezing/ closure** of account. Initially branch would give 3 months notice and reminder after 3 months. In case he/she does not provide fresh KYC after 6 months, branch may freeze the account partially. After one year branch may go for full freezing or closure of account (with manager’s permission)

**Requirement of PAN No.:-**

Though PAN no. does not fulfill purpose of KYC, even it is required at the time of opening of an account as per Income tax Rule 114(B). As a substitute form 60/61 may be obtained but it is better to obtain PAN positively.

**AS per Circular Letter No.2020-21/13 dated 11.05.2020**

RBI Master Direction on Know Your Customer (KYC), Chapter VI, Customer Due Diligence (CDD) Procedure clearly notifies that-

"Direct Selling Agents (DSAs/BCs) are not allowed to carry out certification of KYC Documents (OVDs) in terms of PML Rules 2005, only authorised official of the Bank can verify/certify the (OVDs)"

**\*\* Identification of Beneficial Owner (Branch Cir No 113/190 dated 05.02.2020)**

Beneficial owner is the natural person who ultimately owns or control a client and/or the person on whose behalf the transactions is being conducted, and includes a person who exercise ultimate effective control over a judicial person.

**Beneficial Owner (BO)**

For opening an account of a Legal Person who is not a natural person, the beneficial owner(s) shall be identified. For operational detail, please refer above circular. In addition, all reasonable steps to verify his/her identity shall be undertaken keeping in view the following:

- a. Where the customer or the owner of the **controlling** interest is a company listed on a stock exchange, or is a subsidiary of such a company, it is not necessary to identify and verify the identity of any shareholder or beneficial owner of such companies.
- b. Where the customer is a company, the beneficial owner is the natural person(s), who, whether acting alone or together, or through one or more juridical persons, has/have a controlling ownership interest or who exercise control through other means.

Explanation- For the purpose of this-

- i. "Controlling ownership interest" means ownership of entitlement to more than 25% of the shares or capital or profits of the company.
  - ii. "Control" shall include the right to appoint majority of the directors or to control them an agreement or policy decisions including by virtue of the share holding or management rights or share holders agreements or voting agreements.
- c. Where **the customer is a partnership firm**, the beneficial owner is the natural person(s), who, whether acting alone or together, or through one or more juridical person, has/have ownership of/ entitlement to more than 15% of capital or profits of the partnership.
- d. **Where the customer is an unincorporated association or body of individuals**, the beneficial owner is the natural person(s), who, whether acting alone or together, or through one or more juridical person, has/have ownership of/entitlement to more than 15 % of the property or capital or profits of the unincorporated association or body of individuals.  
Explanation: Term 'body of individuals' includes societies. Where no natural person is identified under (a), (b) or (c) above, the beneficial owner is the relevant natural person who holds the position of senior managing official.
- e. Where the customer is a trust, the identification of beneficial owner(s) shall include identification of the author of the trust, the trustee, the beneficiaries with 15% or more interest in the trust and any other natural person exercising ultimate effective control over the trust through a chain of control or ownership.

**TOP**

**Delegation for allowing changes as per Standard Operating Procedure (SOP)  
For effecting need based changes in Customer Master Maintenance (CUMM) of individuals in CBS  
(Circular Letter No 2019-20/105 dated 06.01.2020)**

It has been decided to delegate the authority for allowing / approving changes in CUMM of individuals in the CBS in Active Accounts to the Manager — Administration & Services (Designated) / Branch Manager. Branches should undertake changes in CUMM after approval from the above delegated authority.

**KYC Documents for various types of Accounts:**

Kindly note importantly that

- a) Copies of KYC documents to be obtained duly signed by the Applicant and verified from the Original
- b) Wherever the proof given has Both the identity as well as current address in a SINGLE DOCUMENT, branch may obtain only that SINGLE document as Identity and address proof;

| Sr.No.        | Particulars   |
|---------------|---|
| <b>1.</b>     | For accounts of the individuals, kindly refer para A. Normal accounts under chapter <b>Constitution Based Module (CBM)</b> , above  |
| <b>NOTE:-</b> | <i>In all the types of accounts listed below, i.e. Proprietorship, Partnership, Trusts, Companies, Society etc. all documents should be examined in the original and copies thereof, duly certified by the Proprietor, Partners, Company Chairman etc., should be held on record.</i>   |
| <b>2.</b>     | In case of every <b>Proprietorship Firm account</b> , in addition to documents listed above in Sr. No. 1, following documents as a proof of business/activity of the firm shall also be obtained: <ul style="list-style-type: none"> <li>a. Proprietorship Letter in Bank's format;</li> <li>b. Power of Attorney, if any granted by the Proprietor; Additionally, in case of every Proprietorship Firm account, as a rule, ANY TWO of the following documents should also be obtained:                             <ul style="list-style-type: none"> <li>➤ Registration Certificate</li> <li>➤ Certificate / License issued by the Municipal authorities under shop and Establishment Act.</li> </ul> </li> <li>c. Sales and Income Tax Returns</li> <li>d. CST / VAT Certificate</li> <li>e. Certificate / Registration document issued by Sales Tax / Service Tax / Professional</li> </ul> |

|               |   |
|---------------|---|
|               | <p>Tax authorities.</p> <p><b>f.</b> Complete Income Tax Return (not just the acknowledgement) in the name of the sole Proprietor where the firm’s income is reflected, duly authenticated / acknowledged by the Income Tax Authorities.</p> <p><b>g.</b> Utility Bills such as Electricity, Water, and Landline Telephone Bills.</p> <p><b>h.</b> Importer Exporter Code (IEC) issued to the Proprietary concern by the office of DGFT/ License /Certificate of practice issued in the name of the Proprietary concern by any Professional body incorporated under a statute.</p>  |
| <b>NOTE:-</b> | <i>The abovementioned documents (except no. (i)), should be in the name of the Proprietary concern. In respect of all existing sole Proprietary accounts also, Branches should obtain the above documents immediately, in case not obtained earlier.</i>  |
| <b>NOTE:-</b> | <i>In cases where the Branches are satisfied that it is not possible to furnish two of the documents listed at (a) to (i) above, they would have the discretion to accept only one of those documents as activity proof. In such cases, the Branches would have to undertake contact point verification, collect such information as would be required to establish the existence of such firm, confirm, clarify and satisfy themselves that the business activity has been verified from the address of the proprietary concern. It is also clarified by RBI that the list of Registering authorities indicated is only illustrative and therefore includes license / Certificate of practice issued in the name of Proprietary concern by any professional body incorporated under a statute, as one of the documents to prove the activity of the Proprietary concern.</i>                   |
| <b>3.</b>     | <p>In case of every new <b>Trust account</b>, the following documents are to be obtained, in addition to the documents listed above in Sr. No. 1:</p> <ol style="list-style-type: none"> <li><b>a.</b> Registration Certificate, if registered;</li> <li><b>b.</b> Trust Deed;</li> <li><b>c.</b> Resolution for opening and operating the account, signed by all the Trustees;</li> <li><b>d.</b> A list of the names of the Trustees with their addresses;</li> <li><b>e.</b> Permanent Account Number (PAN) or Form No.60 of the Trust</li> <li><b>f.</b> An <b>OVD &amp; Recent Photograph</b> (i.e. documents listed at Sr.No.1 above) to identify the those holding power of Attorney;</li> </ol>   |
| <b>5.</b>     | <p>Proof of Identity and Address required at the time opening an account of <b>Unincorporated Association or Body of Individuals</b> (In addition to the documents listed at Sr.No.1 above):</p> <ol style="list-style-type: none"> <li><b>a.</b> Resolution of the managing body of such Association or body of individuals;</li> <li><b>b.</b> Permanent Account Number (PAN) or Form No. 60 of the unincorporated association or a body of individuals</li> <li><b>c.</b> Power of Attorney, if any, granted to transact on its behalf;</li> <li><b>d.</b> An <b>OVD &amp; Recent Photograph</b> (i.e. documents listed at Sr.No.1 above) in respect of the person holding an Attorney to transact on its behalf;</li> <li><b>e.</b> Such information as may be required by the Bank to collectively establish the legal existence of such an association or body of individuals.</li> </ol> |
| <b>6.</b>     | <p>In case of every <b>New Company</b>, the following documents are to be obtained, in addition to documents listed above in Sr.No.1:</p> <ol style="list-style-type: none"> <li><b>a.</b> Certificate of Incorporation;</li> <li><b>b.</b> Memorandum and Articles of Association;</li> <li><b>c.</b> Permanent Account Number (PAN) of the company</li> <li><b>d.</b> A Resolution of the Board of Directors to open the Account and conveying Authority to operate the account;</li> <li><b>e.</b> Power of Attorney granted to its managers, officers or employees to transact on its behalf;</li> </ol>  |

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|            |  |
|------------|--|
|            | <p>f. An <b>OVD &amp; Recent Photograph</b> (i.e. documents listed at Sr.No.1 above) in respect of person holding a power of Attorney;</p> <p>g. List of present Directors of the Company;</p> <p>h. A list of Authorized signatories with their signatures duly authorized by the Chairman / Secretary;</p>   |
| <b>7.</b>  | <p>In the case of every <b>Society / Association / Club</b> the following documents should be obtained, in addition to the documents listed at Sr.No.1 above:</p> <p>a. Certificate of Registration, if registered;</p> <p>b. Memorandum of Association;</p> <p>c. Rules, regulations and bye-laws;</p> <p>d. Committee resolution for opening and operating the account;</p> <p>e. A list of Authorized signatories with their signatures duly authorized by the Chairman / Secretary</p>   |
| <b>8.</b>  | <p>In the case of every <b>Hindu Undivided Family (HUF)</b>, the following documents should be obtained, in addition to the documents listed at Sr.No.1 above:</p> <p>a. Declaration from Karta;</p> <p>b. Joint Hindu Family letter signed by the Karta and all the major co-parceners;</p>   |
| <b>9.</b>  | <p><b>Accounts of NON —Face to Face customers:</b></p> <p>Whenever any account is opened without visit of the customer to the Branch, e.g. NRI accounts, Branches should ensure that all the documents presented are certified to Bank's satisfaction, call for additional documents, if necessary. In such cases, as a prudent and precautionary measure, branches may also insist that the first credit be effected through the customer's account with another bank which, in turn, adheres to similar KYC standards. In cases where certification is done by any third party, especially in case of cross border customers (where it is difficult to match the customer with the documentation), it must be ensured that the said third party is a regulated and supervised entity and has adequate KYC systems in place</p> |
| <b>10.</b> | <p>In case of juridical person A/cs</p> <p>1.Documents showing name of the person authorized to act on behalf of the entity</p> <p>2.Documents, as specified in Section 14-A of the person holding an attorney to transact on its behalf ( Authorized Signatory) and</p> <p>3. Such documents as may be required by the Bank to establish the legal existence of such an entity/ juridical person</p>  |

**If there is change in name due to marriage-** for this clause, a document shall be deemed to be an OVD even if there is a change in the name subsequent to its issuance **provided it is supported by a marriage certificate** issued by the State Government or Gazette notification, indicating such a change of name.

**Please go through the KYC/AML/CFT policy 2019** (BC No:113/96 dtd. 14.08.2019) **for more clarification.**

**As per Br. Cir 111/124 dated 06.11.2017:** compare the self-certified copy of deemed OVDs with the respective original document, ensure to record this fact of comparison in the copy of OVD(s) by writing **“Original seen and Verified”** and must be signed by the Account Opening Staff with Employee Id and date of verification. *BC 113/105 dated 23.08.2019*

Reserve Bank of India vide their circular no RBI/ 2019-20/ 37 DBR.AML.BC.No. 11/14.01.001/2019-20 dated August 9, 2019 has issued direction that:

**“Where the individual is a prisoner in a jail**, the signature or thumb impression shall be affixed in presence of the officer in-charge of the jail and the said officer shall certify the same under his signature and the account shall remain operational on annual submission of certificate of proof of address issued by the officer in-charge of the jail”.

**Online Screening of Customer (Identity against Banned Entities & Politically Exposed Person (PEP) list - Keeping the PR report with Account Opening Form**

*(Circular Letter No 2019-20/112 dated 24.01.2020)*

As per guidelines of RBI, we are doing online screening of customer names with available details of UNSCR, OFAC and Indian PEP lists while on boarding a customer, at the time of verification of customer ID. Presently, Bank has a screening system for screening the name of prospective customer before on boarding against the latest sanction list.

Bank has subscribed to Acuity updated list and the same is getting updated in Finacle by data center.

- At the time of verification of new Customer Id the system will scan the name and available details with the Acuity updated list in Finacle, If the name of the prospective customer whose Customer Id is being verified, matches with the any name available in any of the caution lists, a message will flash on the screen “Customer name matches in list: Want to proceed?”
- There will be an option to put ‘Y’ or ‘N’. At this stage, branches will have to input “N” mandatorily and then system will generate one report in PR. Branch have to invoke the menu option PR and see the full report invariably and take the print out of same. The print out copy has to be recommended by officer in-charge of Deposit and approved by A & S In- charge/Branch Manager. The approved PR copy is to be kept with Account opening form.
- Branch has to verify other antecedents of the prospective customer available in the report and carry out due diligence with documents furnished by the customers and other enquiries to ascertain that the name match is genuine or not with respect to Name, DOB, Nationality etc.

Branch has to verify all the details with additional due diligence exercise. If it is established that the persons’ credentials i.e. name or other attributes (Passport number, date of birth, country, address etc.) are matching exactly with the PR report, **Branch should not open such account.**

**Central KYC Registry (CKYCR)**

*(Cir. Letter: 2017-18/101- 27.12.2017, Br. Cir. 112/018 dated 14.05.2018)*

In terms of RBI directions, Bank shall upload all KYC data of Individual accounts opened on or after Jan 2017 with Central KYS Registry. These instructions are enumerate Bank’s responsibility to upload KYC records in respect of legacy accounts in a phased manner.

The work of setting up CKYC registry is entrusted to CERSAI. Following forms are to be obtained separately along with new standardized Account Opening Form:

1. Customer Profile Sheet (separate forms for joint account holders)
2. FATCA / CRS declaration (separate forms for joint account holders)
3. Related party CKYC details for Annexure B-1 (if any)

CKYC process mandates upload of KYC documents of customer along with photograph and signatures. Branches are advised to obtain Account Opening Form filled in **BLACK INK** along with clear legible / readable copies of OVDs. A new menu **HCKYC** has been introduced.

A new Finacle Menu **FATCA** has been introduced for capturing Tax residency status of Customer.

**Common Account Opening Forms and Customer request Forms for Individuals & Non Individuals (entity) revised by IBA to simplify the process/ applicable to all PSBs**

*(Branch Circular No 113/234 dated 30.01.2020)*

IBA has prescribed simplified Common Account Opening Form along with Common Request Form is applicable to all Public Sector Banks. Only these forms shall be used by all PSBs at the time of on boarding of all type of customers individual as well as entity.

[TOP](#)



## E-KYC

### ELECTRONIC - KNOW YOUR CUSTOMER SERVICE (E-KYC)

The Unique Identification Authority of India (UIDAI) recently unveiled an Aadhaar-Enabled Service termed as e-KYC (Electronic- Know Your Customer) service. The Aadhaar e-KYC service provides an instant, electronic, non-repudiable proof of identity and proof of address along with date of birth and gender.

#### The salient features of UIDAI enabled Aadhaar e-KYC services are:

1) Paperless 2) Consent based 3) Eliminates Document Forgery 4) Inclusive 5) Secure and compliant with the IT Act) 6) Non-repudiable 7) Low cost 8) Instantaneous 9) Machine Readable

Menu: '**UIDeKYC**' is provided in Finacle for e-KYC service. Under this menu option provision for Adding of e-KYC request / Deletion of e-KYC request / Verification of e-KYC request and Addition of e-KYC request for Welcome Kit customers is made available.

#### Three policies of our Bank have been reviewed and approved by Bank's Board

*(Branch Circular No. 113/187 dated 30.01.2020)*

1. Customer Rights Policy
2. Customer Acceptance, Customer Care and Customer Severance Policy
3. Internal Ombudsman Policy

#### 1. Customer Rights Policy

**Scope:** The policy is based on domestic experience and global best practices brought out to enhance customers' protection. The policy applies to all products and services offered by the Bank or its agents, whether provided across the counter, over phone, by post, through interactive electronic devices, on internet or by any other method. It covers five basic rights of customers:-

- A. Right to Fair Treatment
- B. Right to Transparency and Fair and Honest Dealing
- C. Right to Suitability
- D. Right to Privacy
- E. Right to Grievance Redress and Compensation

#### **A. Right to Fair Treatment**

Both the customer and the Bank have a right to be treated with courtesy. The customer should not be unfairly discriminated against on grounds such as gender, age, religion, case and physical ability when offering and delivering financial products.

#### **B. Right to Transparency and Fair and Honest Dealing**

The Bank should make every effort to ensure that the contracts or agreements it fames are transparent, easily understood by and well communicated to, the common person. The product's price, the associated risks, the terms and conditions that govern use over the product's life cycle and the responsibilities of the customer and Bank, should be clearly disclosed. The customer should not be subject to unfair business or marketing practices, coercive contractual terms or misleading representations. Over the course of their relationship, the Bank cannot threaten the customer with physical harm, exert undue influence, or engage in blatant harassment.

#### **C. Right to Suitability**

The products offered should be appropriate to the needs of the customer and based on an assessment of the customer's financial circumstances and understanding.

#### **D. Right to Privacy**

Customers' personal information should be kept confidential unless a they have offered specific consent to the Bank or such information is required to be provided under the law or it is provided for a mandated business purpose (for example, to credit information companies). The customer

should be informed upfront about likely mandated business purposes. Customers have the right to protection from all kinds of communications, electronic or otherwise, which infringe upon Bank’s privacy.

**E. Right to Grievance Redress and Compensation**

The customer has a right to hold the Bank accountable for the products offered and to have a clear and easy way to have any valid grievances redressed. The provider should also facilitate redress of grievances stemming from its sale of third party products. The Bank must communicate its policy for compensating mistakes, lapses in conduct, as well as non-performance or delays in performance, whether caused by the provider or otherwise. The policy must lay out the rights and duties of the customer when such events occur.

**2. Customer Acceptance, Customer Care and Customer Severance Policy**

Our Bank welcomes new relationship/ extension of existing relationship in all areas of Bank's business (Deposits, Advances, Credit Cards, Third Party Products, etc.). At the time of starting a new relationship/ extending existing relationship with customers, our Bank shall evaluate profits to and from the applicant, in line with extant regulatory as well as internal guidelines.

The Bank shall upfront intimate all applicable terms and conditions, charges/ fees etc. at the beginning of a new relationship. Customers’ consent shall be obtained in the form of a written agreement/ on the application form/ terms and conditions. Wherever applicable, copies of the agreement shall be provided to the customers for reference.

**3. Internal Ombudsman Policy**

The Policy has been introduced with the object of enabling and ensuring a proper and speedy resolution of complaints of Bank’s customers at the Bank level by an independent apex level authority within the Bank. This will enable our Bank to render quality service to its customers by expeditious and inexpensive grievance redressal mechanism. The Policy is also aimed at ensuring that only minimum number of complaints get escalated to the Banking Ombudsman and eventually make Banking Ombudsman Scheme into an appellate mechanism.

**Digital KYC Process (branch circular no 114/46 dated 22.05.2020)**

- A. The RE(Regulated Entities) shall develop an application for digital KYC process which shall be made available at customer touch points for undertaking KYC of their customers and the KYC process shall be undertaken only through this authenticated application of the REs.
- B. The access of the Application shall be controlled by the REs and it should be ensured that the same is not used by unauthorized persons. The Application shall be accessed only through login-id and password or Live OTP or Time OTP controlled mechanism given by REs to its authorized officials.
- C. The customer, for the purpose of KYC, shall visit the location of the authorized official of the RE or vice-versa. The original OVD shall be in possession of the customer.
- D. The RE must ensure that the Live photograph of the customer is taken by the authorized officer and the same photograph is embedded in the Customer Application Form (CAF).Further, the system Application of the RE shall put a water-mark in readable form having CAF number, GPS coordinates, authorized official's name, unique employee Code (assigned by REs) and Date (DD:MM:YYYY) and time stamp (HH:MM:SS) on the captured live photograph of the customer.

- E. The Application of the RE shall have the feature that only live photograph of the customer is captured and no printed or video-graphed photograph of the customer is captured. The background behind the customer while capturing live photograph should be of white colour and no other person shall come into the frame while capturing the live photograph of the customer.
- F. Similarly, the live photograph of the original OVD or proof of possession of Aadhaar where offline verification cannot be carried out (placed horizontally), shall be captured vertically from above and water-marking in readable form as mentioned above shall be done. No skew or tilt in the mobile device shall be there while capturing the live photograph of the original documents.
- G. The live photograph of the customer and his original documents shall be captured in proper light so that they are clearly readable and identifiable
- H. Thereafter, all the entries in the CAF shall be filled as per the documents and information furnished by the customer. In those documents where Quick Response (QR) code is available, such details can be auto-populated by scanning the QR code instead of manual filing the details. For example, in case of physical Aadhaar/e-Aadhaar downloaded from UIDAI where QR code is available, the details like name, gender, date of birth and address can be auto-populated by scanning the QR available on Aadhaar/e-Aadhaar.
- I. Once the above mentioned process is completed, a One Time Password (OTP) message containing the text that 'Please verify the details filled in form before sharing OTP' shall be sent to customer's own mobile number. Upon successful validation of the OTP, it will be treated as customer signature on CAF. However, if the customer does not have his/her own mobile number, then mobile number of his/her family/relatives/known persons may be used for this purpose and be clearly mentioned in CAF. In any case, the mobile number of authorized officer registered with the RE shall not be used for customer signature. The RE must check that the mobile number used in customer signature shall not be the mobile number of the authorized officer.
- J. The authorized officer shall provide a declaration about the capturing of the live photograph of customer and the original document. For this purpose, the authorized official shall be verified with One Time Password (OTP), which will be sent to his mobile number registered with the RE. Upon successful OTP validation, it shall be treated as authorized officer's signature on the declaration. The live photograph of the authorized official shall also be captured in this authorized officer's declaration.
- K. Subsequent to all these activities, the Application shall give information about the completion of the process and submission of activation request to activation officer of the RE, and also generate the transaction-id/reference-id number of the process. The authorized officer shall intimate the details regarding transaction-id/reference-id number to customer for future reference.
- L. The authorized officer of the RE shall check and verify that:-
  - (i) Information available in the picture of document is matching with the information entered by authorized officer in CAF.
  - (ii) Live photograph of the customer matches with the photo available in the document. and
  - (iii) All of the necessary details in CAF including mandatory field are filled properly.
- M. On Successful verification, the CAF shall be digitally signed by authorized officer of the RE who will take a print of CAF, get signatures/thumb-impresion of customer at appropriate place, then scan and upload the same in system. Original hard copy may be returned to the customer.

**TOP**

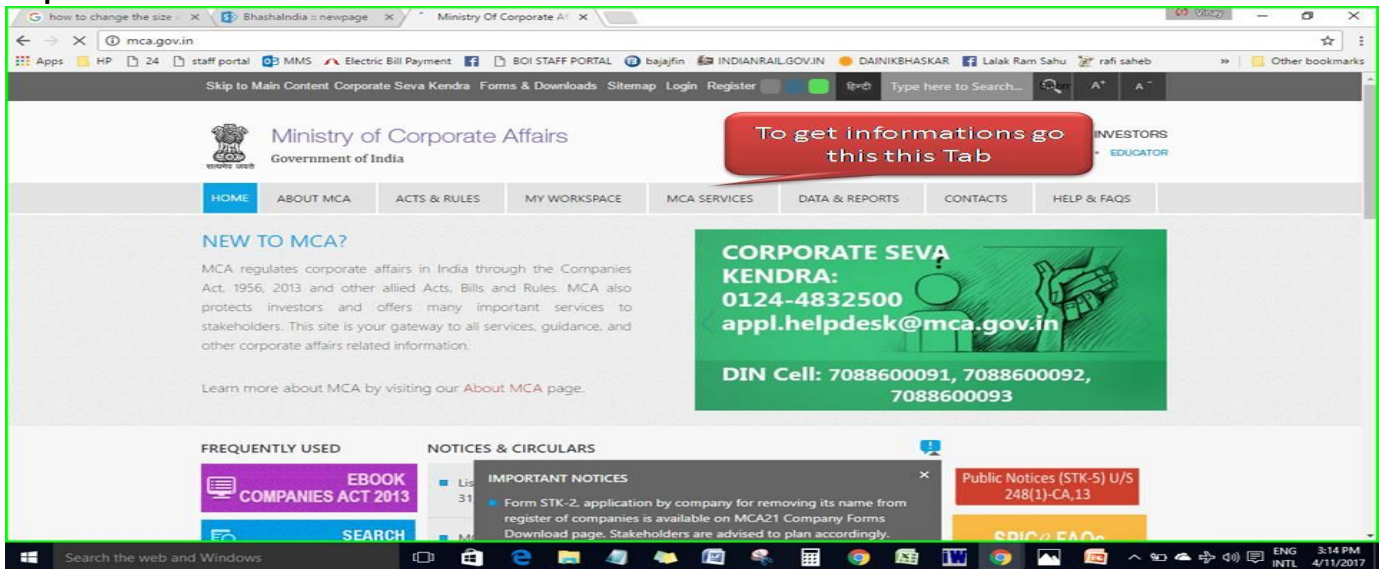
**ON-LINE VERIFICATION SITE ADDRESSES**

This is necessary to verify the genuineness of various documents we obtain from our customers during the course of our business. We list below the site addresses for verification of various documents:

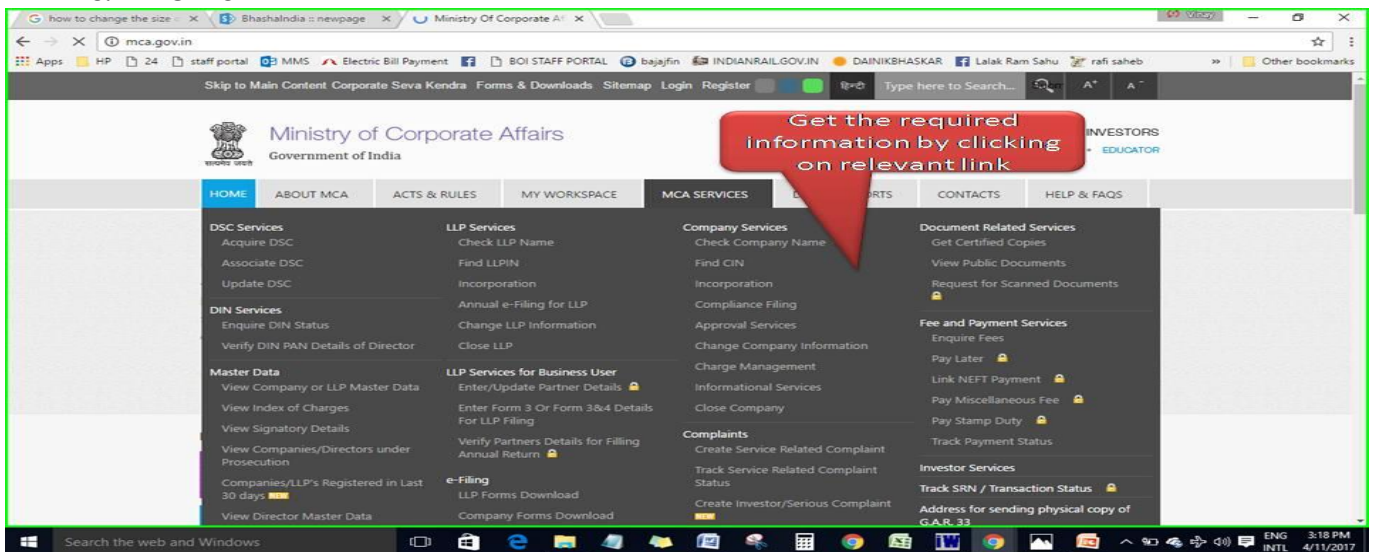
| <b>DOCUMENT</b>  | <b>Finacle Menu</b>            | <b>Internet Site</b>   |
|--|--------------------------------|--|
| PAN Number<br>ITR-V Recpt Status                       | PANCHK /<br>direct website     | <a href="https://www.incometaxindiaefiling.gov.in">https://www.incometaxindiaefiling.gov.in</a>  |
| AADHAR   | UIDEKYC                        | <a href="https://resident.uidai.net.in/aadhaarverification">https://resident.uidai.net.in/aadhaarverification</a>  |
| BHU –ABHILESH  |                                | <a href="http://www.upbhulekh.gov.in/public/public_ror/unique_Ga ta_Wise.jsp">http://www.upbhulekh.gov.in/public/public_ror/unique_Ga ta_Wise.jsp</a>  |
| VOTER ID   |                                | <a href="http://electoralsearch.in">http://electoralsearch.in</a> ; can find through CEO<state>;<br><a href="http://ceomadhyapradesh.nic.in/">http://ceomadhyapradesh.nic.in/</a>  |
| DRIVING LICENSE  |                                | <a href="https://sarathi.nic.in">https://sarathi.nic.in</a>  |
| VAHAN  | Through SMS<br>all over India  | VAHAN(SPACE) VEHICLE NUMBER<br>Mobile Number: 7738299899<br><a href="https://vahan.nic.in">https://vahan.nic.in</a><br><a href="http://mptransport.org">http://mptransport.org</a><br><a href="http://uptransport.org">http://uptransport.org</a>  |
| TIN  |                                | <a href="http://www.tinsearch.in">www.tinsearch.in</a>   |
| CIBIL  | Option<br>available in<br>CAPS | <a href="https://www.cibil.com/">https://www.cibil.com/</a> (Requires User Id & Password)  |
| Charge on Property                                     |                                | <a href="https://www.cersai.org.in/CERSAI/">https://www.cersai.org.in/CERSAI/</a>  |
| Suit Filed-<br>>1crore/willfull<br>defaulter >25 lakhs |                                | <a href="https://www.cibil.com/suit-filed-cases">https://www.cibil.com/suit-filed-cases</a> ;<br><a href="https://suit.cibil.com">https://suit.cibil.com</a><br>(for Agriculture Land: visit the concerned State Govt.<br>RevenueDeptt./Land record site   |
| Property Search  |                                | <a href="http://eregistration.uk.gov.in/">http://eregistration.uk.gov.in/</a><br><a href="http://doris.delhigovt.nic.in/">http://doris.delhigovt.nic.in/</a><br><a href="https://esearchigr.maharashtra.gov.in/">https://esearchigr.maharashtra.gov.in/</a><br><a href="http://igrsup.gov.in/">http://igrsup.gov.in/</a> |
| CA detail search                                       |                                | <a href="http://icai.org.in">http://icai.org.in</a>  |
| Company Search   |                                | <a href="http://mca.gov.in">http://mca.gov.in</a> ; <a href="https://www.zaubacorp.com">https://www.zaubacorp.com</a>  |
| Verification of e-<br>Stamp                            |                                | <a href="http://www.shcilestamp.com">www.shcilestamp.com</a>   |

**How to get information from MCA (Ministry of Corporate Affairs) website:**

**Step 01: Go to “MCA Services”**



**Step 02: then select your required service as shown in the Screen Shot here below from ‘MCA SERIVES’ & ‘DATA & REPORTS’**



**TOP**

**SETTLEMENT OF CLAIM IN MISSING/DECEASED DEPOSITORS' ACCOUNTS**

(ref: *Policy on Model Operation Procedure for Settlement of Claims in Deceased Depositors Account's – March 2018*)

(Br. Cir: 112/41 dated-25.06.2018)

The settlement of claims in respect of missing RBI Cir. DBOD.No.Leg.BC.80/09.07.005/2007-08 dated May 2, 2008 has issued guidelines for claims in respect of missing persons (deemed Deceased). Also governed by the provisions of Section 107/108 of the Indian Evidence Act, 1872. Section 107 deals with presumption of continuance and Section 108 deals with presumption of death of a missing person. According to Section 108, **presumption of death can be raised only after a lapse of seven years from the date of a person being reported missing**. Banks are now advised to follow the procedure for settlement of such cases of missing persons according to a **separate Bank's Policy on settlement of claims received from nominee/ survivor(s) and /or Legal Heir(s) of missing person(s) maintaining deposits account with the Bank (Bank's Board has approved on 12.12.2015)**. The Nominee/Legal Heirs of the missing person have to raise an express presumption before a Competent Court/civil court. The court issues an order for settlement of the claim in respect of the missing person and accordingly the claims were being settled by the Bank.

Claim by legal heirs/nominee could be in respect of deposits, safe custody of articles or contents of lockers. In absence of nomination or clear mandate or a will left behind by deceased account holder bank is required to pay the stock to all legal heirs. The guidelines for settlement of claims in various types of facilities are as under:

**SETTLEMENT OF CLAIM IN DECEASED DEPOSITORS ACCOUNTS**

**DEPOSIT ACCOUNTS**

1. **In case of single accounts with nomination** facility the balance outstanding in the account will be paid to nominee on verification of his identity and death certificate on or before maturity. In case of accounts without nomination facility the balance outstanding will be paid to legal heirs (or any one of them as mandated by all of the legal heirs) on verification of the authority of the legal heirs and proof of death of depositor on or before maturity.
2. **Survivorship**-A joint account opened as "Either or Survivor" or "Anyone or Survivors" or "Former or Survivor" or "Latter or Survivor" will permit the surviving account holder(s) to have unimpeded access to the credit balance in the account for withdrawal if one of the co-account holders dies. In these cases, the Nominee comes in the picture when **all the survivors died**, otherwise in case of death of one or more account holders (but not all), survivor(s) will get the access to outstanding of the account.
3. If the mandate of survivorship is given / provided, the survivor(s) can give a valid discharge to the bank in the case of "Either or Survivor"/ "Anyone or Survivors" and "Former or Survivor" / "Latter or Survivor" joint accounts.
4. In short, payment to survivor(s) can be made in the normal course subject to the only rider that there is no order from a competent court restraining the bank from making such payment.
5. **Time Norms for Settlement of Claims** Branches should settle the claims in respect of deceased depositors and release payments to survivor (s)/ nominee in case of **accounts with survivor/ nominee within a period not exceeding 15days** from the date of receipt of the claim subject to the production of proof of death of the depositor and suitable identification of the claimant(s) to the member bank's satisfaction. In the case of **accounts without survivor / nominee clause**, the claim should be settled **within 1 month** from the date on which the requisite documents have been submitted. The claim should be settled by following the procedure in vogue and after obtaining permission of the Competent Authority as per the delegation of Powers. With a view to avoid inconvenience and undue hardship to common public in obtaining a court order, Bank has fixed threshold limit of Rs.40.00 lakh for settlement of claims in deposit accounts without insisting upon a court order/Succession Certificate. Indemnity Documents to be obtained in such deposit accounts are as under: **(w.e.f. 21.01.2017)**
6. **Splitting of Term Deposit:** On specific request from the claimant/s, branch may split the amount of term deposit and issue two or more separate receipts in the name of the claimant(s), **provided the period and the aggregate amount of the deposit do not undergo any change.**

**7. Treatment of Flow in the name of the Deceased Depositor: please refer Policy (Br. Cir. 112/41 dated 25.06.2018)**

|                                  |  |
|----------------------------------|--|
| Amount of balance upto Rs 5000/- | Unstamped indemnity letter signed by the heirs without any Surety  |
| Above Rs 5000/- to Rs 25000/-    | Stamped Indemnity letter signed by all the heirs and one or more Sureties of good standing for <b>twice the amount</b> involved.   |
| Above Rs 25000/- to Rs. 2 lakhs  | Stamped Indemnity letter signed by all the heirs and one or more Sureties of good standing for <b>twice the amount</b> involved.   |
| Above Rs 2Lakhs to Rs. 5 lakhs   | Stamped Indemnity letter signed by all the heirs and three or more Sureties of good standing for <b>twice the amount</b> involved. |
| Above Rs 5Lakhs and above        | Stamped Indemnity letter signed all the heirs and three or more Sureties of good standing for <b>thrice the amount</b> involved.   |

**COMPETENT AUTHORITY FOR SETTLEMENT OF CLAIMS**

**(with threshold Limit of Rs. 40 lakhs, without insisting for succession Certificate)**

**Delegation of Powers- Non Credit Matters- Table II- C – Others, Item 5:**

|   |                    |          |           |            |           |          |           |            |                    |
|---|--------------------|----------|-----------|------------|-----------|----------|-----------|------------|--------------------|
| To repay the balance to legal heir(s) in the account(s) of the decease customers against indemnity where legal representation has not been obtained | <b>Scales</b><br>→ | <b>I</b> | <b>II</b> | <b>III</b> | <b>IV</b> | <b>V</b> | <b>VI</b> | <b>VII</b> | <b>ED/MD/M.com</b> |
|   | Amt. in lakhs      | NIL      | 02        | 04         | 10        | 20       | 30        | 40         | --                 |

**Enhanced Access and Service Excellence (EASE) directive**

**Online tracking of timeline for settlement of deceased claim cases.**

Department of Financial Services (DFS) under EASE Reforms has published roadmap for Customer Convenience in Banking Services. One of the roadmaps for customer convenience is "online tracking of average number of days taken beyond regulatory prescribed timeline of 15 calendar days for closure /settlement of accounts of deceased depositor" by the Bank. The menu DECCLAIM for online tracking of timeline taken by branches for settlement of deceased claims. The onwards, feeding of the details in the finacle Menu i.e. DECCLAIM in respect of all kind of deceased claims is MANDATORY. In case, Branches come across any discrepancy in implementation, the matter should be raised to HO, GOD.

**IN CASE OF DISPUTE AMONG THE LEGAL HEIRS, SUCCESSION CERTIFICATE IS REQUIRED.**

*Br. Cir. Letter No.2019-20/115 dated 13-01-2020, Br, Cir.No.112/041 dated 25.06.2018.*

**TOP**

**OTHERS**  
**SDV LOCKERS**

**Introduction**

Safe deposit lockers facility is one of the ancillary services extended by bank at our branches. The relationship between the banker and the customer of a locker is that of lessor and lessee. The locker units will be leased out to customers who have been properly introduced to the bank.

**Definitions**

- (i) **Custodian:** Custodian is the officer-in-charge of the safe deposit vault of the branch.
- (ii) **Renter:** Renter is the person who has taken on hire a locker in a safe deposit vault of the branch.
- (iii) **Master Key (or Custodian Key):** This key is held by the Custodian. Without first operating this key in the lock, the renter cannot operate his key and open the locker.
- (iv) **Renter's Key:** Key of the locker to be allotted to the renter.
- (v) **Key Cabinet:** A cabinet in which the renters' keys of all un-let lockers and other vault keys, including the custodian key, are kept.
- (vi) **Pass Word:** This is a confidential word known only to the Bank and the renter which helps the Bank to identify the renter and serves as an additional precaution in case of doubt. The password is recorded on the specimen signature card.

**Allocation of Rentals:** Lockers are generally let out for a period of one to three years. The rent for the entire period for which the locker is rented is received in advance and should be credited to the "General Ledger Account - Sundry Credits - Rent on Safe Deposit Lockers". The total amount of rent received should be allocated to the respective half- years to which it relates.

**Embossing of Bank Identification Code on the keys of Lockers**

The keys of the safe deposit vault lockers up to 1990 contained only the key number for identifying the key. Now the keys of the Safe Deposit Vault lockers should bear additional six-digit code number containing the Bank code (No 13 for our Bank) and Branch Reconciliation Code Number embossed on them to identify-the Bank and the Branch to which the lockers belong.

**In the case of joint renters, access to the locker can be -**

- (a) By either or survivor.
- (b) By former or survivor.
- (c) By the renter first named during his/ her life time and only after his/her death – by all the survivors jointly or by any. (1/2/3) of the survivors jointly or by last survivor singly.
- (d) By any one or any one of the survivors or the last survivor.

Jointly by any of them or any of the survivors of them or by the survivors or by the last survivor singly.

In case one of the joint renters is a minor, branches should not open accounts with operational instructions indicated in (b) and (c) above.

**Memorandum of Agreement** A renter is required to sign the Memorandum of Agreement and complete the card. The name of the renter should be written in the Memorandum of Agreement Book (Form SDV 1453 Revised). The signature(s) of the renter(s) should be taken in the space provided; initials should be taken at the foot "conditions" on the reverse of the Memorandum of Agreement. If there are any alterations in the "conditions", the initials of all the renters must be taken against such alterations. The key number of the locker allotted should be noted. Only the Bank and the renter should execute the stamped part of the Memorandum and it should be retained by the bank, the other part to be given to the renter should not be executed but the word "copy" should be written there on and delivered to the renter after details about execution are duly completed thereon.

**Operation of Locker:** When a renter desires to have access to his locker, he should come to the vault with the key of his locker. He should enter the date, time and the number of the locker and sign the Daily Register of Renters Attendance (Form SDV 1403). The Custodian should ask the renter the pass word (code word) and verify the signature of the renter and, after satisfying himself, write the locker number under his initials on an Access Slip (Form SDV 1464) and hand it over to the renter. A renter who cannot



give satisfactory proof of his identity will not be given access to the vault. The custodian will sign all entries in the Register.

**Renter Leaving Vault with Locker Left Open:**

Prominent notices may be exhibited in the vault at various places reading

**"Renters are requested in their own interest to close their lockers securely before leaving the vault".**

It sometimes happens that the renter goes out of the vault without locking his locker. Although the Bank has no knowledge of and takes no cognizance of the contents of the lockers, the following procedure has to be adopted as a precautionary measure to safeguard the contents and without the Bank owing any duty to the renters to carry it out. Renter should be contacted immediately and requested to come to the vault with the key. He should then be informed of the position. (When calling the renter to the vault, no indication should be given to him about his unlocked locker). The renter should be asked to check contents of the locker and be satisfied about them. He should give a declaration in writing to that effect.

**Recovery of Overdue Locker:** Rental Branches should prepare a roadmap for recovery of overdue locker rent, in such cases where the rent is overdue for more than one year. Wherever overdue rent recovery is not possible in spite of concentrated efforts, action should be initiated to drill open the lockers giving proper notice to the customers and by strictly following extant guidelines of the Bank in the matter.

**Surrender of Locker:** When a locker is to be surrendered by the renter, he should sign the Daily Register of Renters' Attendance and take the Access Slip as usual. He should also sign the release portion on the reverse of the specimen signature card. The renter after removing the contents of his locker should hand over the renter's key to the custodian who should verify the key number from the record. The lock of the surrendered locker should be changed before the locker is let out again.

**Nomination Facilities for Renters:** The Banking Regulation Act, 1949 has been amended by Section 37 of the Banking laws (Amendment) Act, 1983, by introducing new Sections 45 ZE and 45 ZF which provide inter-alia, nomination facilities to the renters of Safe Deposit Lockers

**Secrecy and Confidentiality** Utmost secrecy must be maintained. No information about renting of lockers, mode of operation or visits of renters must be divulged except with the clear consent of the renters and/or when compelled by law.

**Rental Charges** (May Change from Time to Time) *BC 112/129 dated 12.12.2018*

*Refer Cir.No.110/162 Dt -15/11/2016. Other Important circular:-103/126 dated: 27.10.2009, 2013-14/41 dated 20.05.2013*

TOP

**CAPITAL GAINS ACCOUNT SCHEME (CGAS), 1988**

**Short Term Capital Gains**

**Period of holding for short term capital gains:**

In respect of certain assets like shares (equity or preference) which are listed in a recognised stock exchange in India (listing of shares is not mandatory if transfer of such shares took place on or before July 10, 2014), units of equity oriented mutual funds, listed securities like debentures and Government securities, Units of UTI and Zero Coupon Bonds, the period of holding to be considered is 12 months instead of 36 months. Period of holding to be considered as 24 months instead of 36 months in case of unlisted shares of a company or an immovable property being land or building or both.

Any capital asset held by the taxpayer for a period of not more than 36 months immediately preceding the date of its transfer will be treated as short-term capital asset.

**Long Term Capital Gains**

**Period of holding for Long term capital gains:**

Any capital asset held by the taxpayer for a period of more than 36 months immediately preceding the date of its transfer will be treated as long-term capital asset.

In respect of certain assets like shares (equity or preference) which are listed in a recognised stock exchange in India (listing of shares is not mandatory if transfer of such shares took place on or before July 10, 2014), units of equity oriented mutual funds, listed securities like debentures and Government securities, Units of UTI and Zero Coupon Bonds, the period of holding to be considered is 12 months

instead of 36 months. In case of unlisted shares, period of holding is to be considered as 24 months instead of 36 months. An immovable property being land or building or both, period of holding is to be considered as 24 months from AY 2018-19. Before AY 2018-19, the holding period is 36 months.

**Section 54, 54B, 54D, 54F, 54G, and 54GB of the Income –tax Act 1961**, provide for capital gains tax for a seller if the Seller /Assessee utilize the amount of capital gain for specified purposes. In the event of the assesses not utilizing the amount for specified purposes ,before the date of furnishing the return , then the Act provides for deposit such sum in specified banks under Capital Gain Account Scheme, 1988.

**Capital Gains Accounts can be opened for the following specified transactions which results in capital gains**

- a. Sale of residential property (Section 54)- Long Term Capital Gains
- b. Transfer of agriculture land (Section 54 B)
- c. Compulsory acquisition of land & building forming part of an Industrial Undertaking (Section 54D)
- d. Transfer of any other “Long Term Capital Asset “(other than residential House–Section 54F)”
- e. Transfer of Assets on shifting of industrial undertaking from urban area(Section 54G)

**Scheme Details:-**

| <b>Branches Authorized</b>  | <b>Non Rural Branches (i.e. All Semi Urban/Urban/Metro Branches)</b>  |
|---|---|
| <b>Types of Accounts</b>  | <b>Account ‘A’ (Savings Bank)Account ‘B’ (Term Deposit cumulative/ non-cumulative) (Savings Plus Scheme not permitted)</b>  |
| <b>Eligible Applicants</b>  | <ol style="list-style-type: none"> <li>1. Resident Individuals, Body of Individuals.</li> <li>2. Non–individuals like Hindu Undivided Family (HUF), Sole Proprietorship firms, Companies, Association of persons etc.</li> <li>3. Non –resident Indians (NRIs).</li> <li>4. Resident but Not Ordinary Resident (RNOR).</li> <li>5. Artificial Judicial persons who have capital gains, taxable in India.</li> </ol> |
| <b>Scheme Codes</b>   | <ol style="list-style-type: none"> <li>a. Savings Bank A/C (A)-SB168 (TYPE –savings Bank).</li> <li>b. Term Deposit A/C (B)-TD468 (DBD), TD518 (SDR), TD528 (MIC), TD533 (QIC).</li> </ol>  |
| <b>Period of Deposit</b>  | Account ‘B’ can be opened for period not exceeding 2 to 3 years from the date of transfer of original asset as given under. <ol style="list-style-type: none"> <li>i. Maximum 24 Months: If Capital Gain is under Section 54 B, 54F, 54 G.</li> <li>ii. Maximum 36 Months : If Capital Gain is under Section 54 , 54 D.</li> </ol>  |
| <b>Minimum Balance</b>  | Account ‘A’ – Rs 1,000 (AQB).<br>Account ‘B’ – Rs,10,000/-.   |
| <b>Cheque Book and Debit card Facility</b>  | Cheque Book and Debit Card are not to be issued in Savings Bank Account (Account A).  |
| <b>NEFT /RTGS Facility</b>  | NEFT/RTGS Outward Facility would not be available in this account. However Inward NEFT/ RTGS facility is available in this Account.   |
| <b>Rate of Interest</b>   | Account ‘A’ – Applicable to SB Accounts.<br>Account ‘B’ – As per Bank’s TDR Rates.<br><b>No additional interest rate benefits for Senior Citizens, staff and Ex-staff.</b>  |
| <b>Withdrawal<sup>##</sup></b>  | Amount can be withdrawn from deposit “A” (Savings Bank Account) by furnishing an application in form ‘C’ along with Pass Book   |
| <sup>##</sup> Premature withdrawal from Deposit ‘B’ (TDR) is permitted by converting account from ‘B’ to ‘A’ and by levying 1% penal interest for premature payment as in case of TDRs. Form B will be used for conversion of Account ‘B’ to ‘A’. |   |
| <b>Further withdrawal</b>   | For subsequent withdrawal form ‘D’ (in duplicate) by giving the details showing the manner/ purpose for which the previous withdrawal has been utilized Banks are not obliged to allow further withdrawal if above referred particulars are not furnished   |
| <b>Mode of payment</b>  | Any withdrawal over Rs.25,000/- should be affected by Bank, only by crossed   |

|  |  |
|--|--|
|  | DD/Pay order/ Pay slips.   |
| <b>Utilization of Amount withdrawn</b> | Amount drawn from Account ‘A’ has to be utilized within 60 days from the date of such withdrawal for the purpose mentioned in the relevant sections. Unutilized amount should be re-deposited in Account ‘A’ immediately. Non-compliance of this rule will render the depositor to lose exemptions under relevant section. |

**TOP**

**Demat/Star Share Trade (Online Share Trading)**

Bank of India brings to you an easy, transparent, hassle free and speedy way to trade in a large number of listed securities. No hassle of visiting the Brokers or Bank Branch. Just by click of a mouse or contacting the Brokers over phone, you can execute Trade.

We facilitate Trading in securities through Tie up arrangement with the following Brokers. In terms of this arrangement, SB/CD account, Demat Account is maintained with Bank of India. Trading Account would be with the Tie up Brokers and the funds/Shares are transferred to the Bank of India account of the customers on the payout day.

| <b>Broker I</b>   | <b>Broker II</b>  | <b>Broker III</b>   |
|---|---|---|
| Asit C Mehta investment Intermediates Limited (ACMIL)   | Ajcon Global Services Limited (AGSL)                                  | GEPL Capital Limited  |
| <a href="https://www.investmentz.com/bank-customers/#Option5">https://www.investmentz.com/bank-customers/#Option5</a> | <a href="https://www.ajcononline.com">https://www.ajcononline.com</a> | <a href="https://trading.geplcapital.com/">https://trading.geplcapital.com/</a> |
| Helpline : 022- 28584545  | Tel No. 022-67160400  | Helpline 22-66182400  |
| Trading : 022-2858 4444   | Fax No. 022- 28722062   | Toll free No 1800 209 4375  |
| Email : helpdesk@acm.co.in  | ajcon@ajcon.net<br>ankit@ajcon.net<br>Anuj@ajcon.net                  | Email:<br>customercare@geplcapital.com  |

**Eligibility**

The following categories of account holders are eligible to enroll for the Online share Trading (OLST) facility.

- Individuals - single or joint account
  - NRIs, PIOs
  - Proprietor
  - Partners
  - Trusts etc.
  - Body corporate etc.
- i. The on-line trading clients should have their designated Bank account (to which the amounts for buy and sell of shares would be debited/credited) with one of the Bank of India Branches.
  - ii. The clients should have a DEMAT account with Bank of India NSDL DPO or CDSL DPO
  - iii. Online Share Trading facility is available to clients of all our Branches having SB, CD or OD Account and also a Demat account also with Bank of India. Under the concept of 3 in 1 Account (Star Share Trade) the Banking Account, Demat Account and Trading Account of the customers are integrated to make your transactions transparent/seamless. For the customers who have availed the facility of Star Share Trade, Funds/Securities are automatically transferred to their account with Bank of India. There is no need to handover separate DIS or any other Instructions. Those customers who do not have Demat account with BOI may open the same and then integrate the same with SB and Trading Account. Customers may open as many Demat Account as they wish. There is no restriction on Number of Demat Accounts to be opened.

**Facilities available**

- Delivery based Trading
- Intraday Square off

- Buy Today and Sell Tomorrow (BTST)
- Trade Multiple
- Access to Research and Reports
- Recommendations available on each Trading Day over phone/Email
- Introducing Future and Options through the Tie up Brokers tie up arrangement shortly.

#### **Registration and Documentation**

- In order to avail Star share Trade (OLST) facility, customers have to register with any of the above three Tie-up brokers, by filling up and signing the Registration Kit.
- The Registration kit is a booklet comprising of Application Form , Stamped Agreement cum POA (present stamp duty is Rs. 1100/-) and other Annexures

**Documents** to be submitted for opening a Trading Account (These documents are available with our Tie up Brokers and also with our DPs)

- Account Opening Form
- Stamped Agreement cum POA (Stamp duty for this document is presently Rs. 1100/-) \*
- Copy of Pan Card
- Latest Address Proof (Not more than 3 months old)
- One Recent photograph
- One cancelled cheque leaf

#### **Trading Account/Demat account may be opened in one of the following ways:**

- By contacting Tie up Brokers authorized representative.
- By filling up the contact details of the customer, in BOI website Demat Section.
- By calling Helpline of the Brokers.
- By sending a mail to the Brokers.
- By contacting any one of the Branches of Bank of India/BOI HO- TrBD.

#### **Charges for opening a Trading Account: please refer the Br. Circulars**

Star Share Account (On-line share Trading) for NRI / PIO clients

This facility is available to all our NRI customers of domestic Branches / overseas branches / offices. The facility of Online Share Trading is also made available to our prospective customers. Customers who do not have Account with the Bank have to open SB Account and Demat Account with any one of the Bank of India Branches after completing the formalities.

- NRIs/PIOs are required to have two SB Accounts for availing this facility.
- The first NRE Account, which is a Charge Account, which can be an existing account with any of the Branches of BOI.
- The second NRE Account, which is known as PIS (Portfolio Investment Scheme) - SB Account, is for routing only securities related transactions. This account has to be opened with one of the three Designated Branches of Bank of India. i.e. Mumbai NRI Branch or Ahmadabad NRI Branch or New Delhi NRI Branch.
- For opening PIS Account, NRI customers may forward the SB Account Opening Form along with all the documents to any of the 3 Branches, through their Bankers. Please refer to our Demat Services Section, for Documents to be submitted for opening a Demat Account.
- After opening this PIS Account, the Designated Branch would open Demat/Online Trading Account by obtaining permission from RBI.
- Application can be downloaded from the website of the Brokers or customers can send a message to the Brokers who would arrange to forward the entire set of documents (Demat SB Account and Trading Account Opening Form) to the customer. The customers may contact our NRI Branches / HO-SDM also for the Account Opening Forms (AOF).

**TOP**

**NON- FUND BASED FACILITIES**

Non-Fund based facilities are extended by banks which do not involve outgo of funds, unless customer fails to honor the commitment i.e. may at a later date crystallize into financial liabilities. These do not involve investment of fund unless the principal debtor (Bank’s Customer on whose behalf bank tender guarantee) fails to pay. These are off balance-sheet items or contingent Liabilities and usually, given by way of:

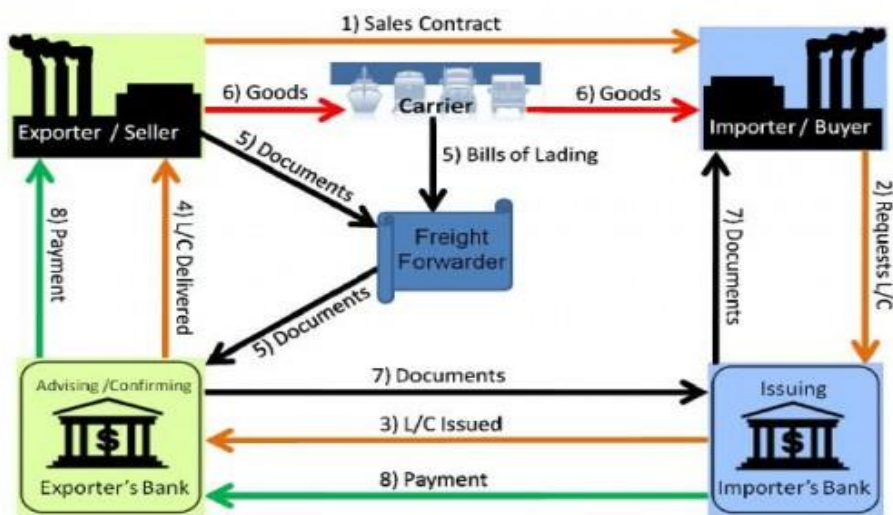
- 1) Letter of Credit (LC)**
- 2) Bank Guarantee**
- 3) Co-Acceptance/Avalization**

**LETTER OF CREDIT**

|                                   |  |
|-----------------------------------|--|
| <p>What is Letter of Credit?</p>  | <ul style="list-style-type: none"> <li>✓ A Letter of Credit is a written instrument issued by a bank at the request of its customer who will be the Importer (Buyer), whereby :</li> <li>✓ the bank promises to pay the Beneficiary (Exporter) for goods or services,</li> <li>✓ provided that the Exporter presents all documents called for, exactly as stipulated in the Letter of Credit, and</li> <li>✓ Meet all other terms and conditions set out in the Letter of Credit. A Letter of Credit is also commonly referred to as a Documentary Credit.</li> <li>✓ It is a popular tool to procure Raw Material, Plant &amp; Machineries along with reducing financial cost and securing better credit. In it can be issued both for domestic and cross border trade/business/transaction.</li> </ul> |
| <p>Types of Letter of Credit</p>  | <ul style="list-style-type: none"> <li>✓ Basically, there are two types of Letters of Credit: revocable and irrevocable.</li> <li>✓ A <b>revocable</b> Letter of Credit can be revoked without the consent of the beneficiary, meaning that it may be cancelled or changed up to the time the documents are presented. It is rarely used almost negligible.</li> <li>✓ An <b>irrevocable</b> Letter of Credit cannot be cancelled or changed without the consent of all parties, including the Exporter. As per UCP 600, unless otherwise stipulated, all Letters of Credit are irrevocable.</li> </ul>  |
| <p>Depending on Payment terms</p> | <ul style="list-style-type: none"> <li>• LCs can be sight or Usance.</li> <li>• If payment is to be made at the time documents are presented, this is referred to as a <b>sight</b> Letter of Credit.</li> <li>• Alternatively, if payment is to be made at a future fixed time from presentation of documents (e.g. 90 days after sight of 60 days from BL date etc.), this is referred to as a <b>usance or deferred payment</b> Letter of Credit.</li> </ul>  |

**Rules governing issuance of LC:** The International Chamber of Commerce (ICC) publishes internationally agreed-upon rules, definitions and practices governing Letters of Credit, called “Uniform Customs and Practice for Documentary Credits” (UCPDC or UCP in short). The UCP facilitates standardization of Letters of Credit among all banks in the world that subscribe to it. These rules are updated from time to time. Presently, applicable version is UCP 600.

Letter of Credit Flow Chart



(Please follow the numbers on diagram and explanations to understand LC flow Chart)

TOP

The following is a step-by-step description of a typical Letter of Credit transaction:

1. An Importer (Buyer) and Exporter (Seller) agree on a purchase and sale of goods (Sales Contract<sup>1</sup>) where payment is made by Letter of Credit.
2. The Importer completes an **application requesting its bank**<sup>2</sup> (Issuing Bank) to issue a Letter of Credit in favour of the Exporter. The letter of credit must be sanctioned by the competent authority. There can be a regular sanctioned limit with other Fund based facility or on casual basis.
3. The Issuing **Bank issues the Letter of Credit**<sup>3</sup> and sends it to the Advising Bank by telecommunication (Presently SWIFT-MT700) in accordance with the Importer’s instructions. A request may be included for the **Advising Bank to add its confirmation**. The Advising Bank is typically located in the country where the Exporter carries on business.
4. The Advising Bank will verify the Letter of Credit for authenticity and **send a copy to the Exporter**<sup>4</sup>.
5. The Beneficiary/Exporter examines the Letter of Credit to ensure:
  - a) It corresponds to the terms and conditions in the purchase and sale agreement.
  - b) Documents stipulated in the Letter of Credit can be produced.
  - c) The terms and conditions of the Letter of Credit can be fulfilled.
6. If the Beneficiary/ Exporter is **unable to comply** with any term or condition of the Letter of Credit or if the Letter of Credit differs from the purchase and sale agreement, the Beneficiary/Exporter should immediately **notify the Applicant/Importer** and **request an amendment** to the Letter of Credit.
7. When all parties agree to the amendments, they are incorporated into the terms of the Letter of Credit and advised to the Exporter through the Advising Bank. Usually, the Exporter does not make any shipments against the Letter of Credit until the required amendments have been received.
8. The Exporter arranges for **shipment of the goods**, prepares and/or obtains the **documents**<sup>5</sup> specified in the Letter of Credit. After **movement of goods**<sup>6</sup> along with title of goods makes demand under the Letter of Credit by presenting the documents within the stated period and before the expiry date to the “available with” Bank. This may be the Advising/Confirming Bank. That bank checks the documents against the Letter of Credit and forwards them to the Issuing Bank. The drawing is negotiated, paid or accepted as the case may be.

<sup>1</sup> Sale contract

<sup>2</sup> Importer/Buyer applies to bank for LC

<sup>3</sup> Issuing Bank issue LC after examining ability/creditworthiness of Buyer

<sup>4</sup> LC delivered to Exporter

<sup>5</sup> Exporter shipped the goods/document etc.,

<sup>6</sup> Movement of goods to Importers country/Port

9. The Issuing Bank **examines the documents**<sup>7</sup> to ensure they comply with the Letter of Credit terms and conditions. Payment is made on due date if the documents are as per terms of LC. Such documents are called as ‘**Compliant Presentation**’. Issuing bank recovers the amount from the applicant/Importer. Documents are delivered to the Importer to allow them to take possession of the goods from the Port/transport Company. The payment<sup>8</sup> is executed through SWIFT towards the credit of the exporters account with beneficiary bank. The trade cycle is complete as the Importer has received its goods and the Exporter has obtained payment.

- ❖ A key principle underlying Letters of Credit is that banks deal only in documents and not in goods.
- ❖ The decision to pay under a Letter of Credit is entirely on whether the documents presented to the bank appear on their face to be in accordance with the terms and conditions of the LC.

**Assessment of LC Limits: (Margin: As per Sanctioned Terms)**

|   |        |
|---|--------|
| Total Purchase Requirements   | A      |
| Out of which under LC   | B      |
| Lead time from opening of LC to shipment                              | L      |
| Transit time: ‘T’ to be nil if usance period is from date of shipment | T      |
| Usance Period   | U      |
| Total Purchase Cycle (L+T+U)  | P      |
| LC-Limit  | P*B/12 |

**OPENING OF IMPORT LETTERS OF CREDIT**

At the time of opening of Letter of credit following **points should be checked**:

- 1) Whether **the goods are on the Restricted List or** Canalized Category as per the Foreign Trade Policy currently in force. If so, L/Cs should be opened only against production of Exchange Control Copy of Import License issued by the Director General of Foreign Trade (DGFT).
- 2) Goods, which are not under restricted/ canalized / banned category, may be imported freely. The Import Trade Control Handbook gives **ITC HS numbers** for such freely importable items and this identification number should be quoted in the Contract of sale/L/C for customs clearance.
- 3) The movement of goods can be examined through ICEGATE-Indian Customs & Excise Electronic Gate, a digital platform.
- 4) Branch should be satisfied about the **ability of the Importer** to retire the bill when it is received under the L/C. In case, he requires financial assistance that may be considered at the appropriate level.
- 5) **Status Report** on the seller, his standing, whether he is capable of executing the export order, should be obtained /verified.
- 6) The importer should be a **regular customer of the Bank** with limit sanctioned to him for Import L/C facility either on casual basis or on regular basis.
- 7) Requisite **documents** should be obtained from the applicant. Stamped L/C application form (**FE 1338**) to be obtained at the time of opening of L/C.
- 8) The **L/C application form** provides the basis of opening the L/C. All the instructions given by the importer in the application form will be incorporated in the L/C.
- 9) Proper declaration, **documentary evidence** in support of the request like Sale Contract, or Purchase order duly accepted by both the buyer and seller, Exchange Control Copy of Import License wherever applicable to be obtained along with stipulated margin.

<sup>7</sup> Document examined for compliant presentation

<sup>8</sup> Electronic Payment to Exporter through beneficiary bank

- 10) Importer should be advised / persuaded to book Forward Sale Contract to hedge his exposure against exchange rate fluctuations.
- 11) Payment for imports should be made in a **currency appropriate** to the country of shipment of goods except in cases where imports are from Asian Clearing Union countries or Nepal or Bhutan.
- 12) Payment for imports should be **completed within 6 months** from the date of shipment.
- 13) L/C should not be **opened in the name** of the applicant or his nominee.
- 14) Liability vouchers are required to be passed (**Presently, being done through system in CBS and further facilitated in Finacle 10**).
- 15) L/C should be **prepared on SWIFT** format MT700 incorporating all the details. The L/C will be subject to UCPDC Brochure No.600 and Uniform Rules for Bank-to-Bank reimbursement. (URR725).
- 16) One copy of the L/C will be given to the opener.
- 17) One copy will be retained as office copy.
- 18) Reimbursement authorization will be separately sent to the reimbursing Bank.
- 19) When the Bill under the L/C is received, the same should be immediately presented to the drawee (Buyer/Importer) either for payment or for acceptance.
- 20) The branch should decide immediately on the basis of documents alone whether to **accept or reject the documents but not later than five banking days** and find out whether they are in compliance with the terms of the L/C or not as per UCP 600. Else, the documents will be deemed to be accepted and liability under LC would follow. Hence, branch to adhere this time period of 5 banking days religiously.
- 21) Remittance of all import **bills on collection basis** requires approval of Chief Manger/Senior scale IV officer/AGM.
- 22) **Status Reports** on Overseas Seller should, normally, be obtained.
- 23) The original of the note sanctioned by the appropriate authority for payment of the import bill will be **filed in chronological order** and made available for verification by Internal/RBI auditors.
- 24) The above-mentioned procedure to be followed **even if 115% margin is obtained**.
- 25) **Form A1** should be obtained making the remittance.
- 26) The documents should be retired at **Bills Selling Rate or the contracted rate** where forward contract was booked.
- 27) Appropriate **commission and postage** as well as interest for the period from the date of debit to Nostro account till the date of payment also to be recovered.
- 28) Liability vouchers should **be reversed after the payment** of import bill.
- 29) **Follow-up should** be made for obtaining evidence of import (**Bill of Entry**).

**Amendments:** After issuance of a Letter of Credit, changes can be done through amendments subject to acceptance by the beneficiary. Amendments to the Letter of Credit will be required when either the Importer/applicant or the Exporter/beneficiary is unable to comply with the terms of the sale agreement or the agreement has been changed. For example, value, last date of shipment, requirement of specific document, mode of transport etc.

Amendment requests will be processed subject to credit approval and levied with proper charges as agreed by the Issuing Bank where necessary.

**Any amendments to the Letter of Credit must be accepted by the Exporter and where more than one change is included in an amendment, they must be accepted as a whole as opposed to accepting or rejecting.** Amendment not applicable if accepted partially. The beneficiary not bound to accept amendments.

#### **ADDING CONFIRMATION TO THE LETTERS OF CREDIT**

Adding confirmation to another bank's Letter of Credit **amounts to stepping into the shoes of opening Bank, assuming its liability** and taking an exposure on the Bank. Hence utmost care should be taken in considering such requests.



- ✓ Request for adding confirmation should come from the L/C opening Bank
- ✓ Adding confirmation at the request of the beneficiary, when there is no such request from the L/C opening Bank is fraught with risk.
- ✓ Request for adding confirmation should be referred to Head Office Foreign Business Dept. for allocation of exposure limit for the Bank/Country

***CONFIRMATION SHOULD NOT BE ADDED TO REVOCABLE L/Cs OR L/C s OF UNKNOWN BANKS.***

Sanctioning Authority for confirmation of L/C should have the delegated powers and also verify availability of exposure limit.

For adding the confirmation, the **following clause will be typed on the original L/C** itself and will be signed by the Manager and Deputy Manager (For manual LC's). Presently it is being done through swift).

**"BANK OF INDIA HEREBY CONFIRMS THE CREDIT AND ENGAGES WITH THE DRAWERS, ENDORSERS AND BONAFIDE HOLDERS THAT DRAFTS DRAWN UNDER THIS CREDIT SHALL BE DULY HONOURED ON PRESENTATION, PROVIDED SUCH DRAFTS ARE DRAWN AND PRESENTED IN ACCORDANCE WITH THE TERMS OF THIS CREDIT"**

The commission for adding confirmation should be recovered from the L/C opening Bank at the rate prescribed by HO.

In case it is not clear as to who will bear the Confirmation Commission, whether the L/C opening Bank or the beneficiary of the L/C, matter should be taken up with the beneficiary and confirmation should be added only after ascertaining as to who will pay the commission. The Confirming Bank is bound to negotiate the documents under the L/C when they are presented.

**On presentation of documents, the liability should be reversed.**

**A Standby Letter of Credit (SBLC)**

These are written obligations of an issuing bank to pay a sum of money to a beneficiary on behalf of their customer in the event the customer does not pay the beneficiary. SBLC are governed by Uniform Customs and Practice for Documentary Credits.

**The parties to the Standby Letter of Credit are as under:**

- 1) **The Applicant:** a customer of the bank who applies to the bank for the standby letter of credit.
- 2) **The Issuing Bank:** the applicant's bank that issues the standby letter of credit.
- 3) **The Beneficiary:** a party in whose favor the instrument is issued.
- 4) **Confirming Bank:** a bank (usually located near the beneficiary) that agrees (confirms) to pay the beneficiary rather than have the issuing bank pay the beneficiary. The beneficiary pays the Confirming Bank a fee for this convenience. The confirming bank then collects from the issuing bank the amount paid to the beneficiary.
- 5) **Advising Bank:** the bank that represents the beneficiary. It may accept the letter of credit on behalf of the beneficiary and collect on it on behalf of the beneficiary. In order for the transaction to be a bank-to-bank transaction, the advising bank works for the beneficiary to keep the instrument in the banking system. Sometimes the Advising Bank also is the Confirming Bank, but not always.

**Purpose of Standby Letter of Credit:**

The standby basically fulfills the same purpose as a bank guarantee: It is payable upon first demand and without objections on the basis of the underlying transaction between the applicant and the beneficiary.

**(Please refer to HOBC 108/151 dated 15.11.2014 for details).**

**(Officers dealing in forex are advised to refer to FEMA 1999, latest versions of various ICC regulations like UCP (Uniform Customs & Practice), URC, URR (ICC-Uniform Rules for Bank to Bank Reimbursement –URR725), URDG (ICC Uniform Rules for Demand Guarantee-URDG758), ISP98 (International Standby Practices, 98) etc., and FEDAI guidelines and also keep on visiting RBI website on regular basis for latest RBI guidelines).**

TOP

**NON FUND BASED FACILITIES**

**BANK GUARANTEES**

**What is Guarantee:** Section 126 of Indian contract Act defines guarantee as –a contract to perform the promise or discharge liability of a third person in case of his default.

**Parties to guarantee-**

- The principal debtor
- The guarantor
- The beneficiary

It does not involve investment of fund unless it is invoked and the principal debtor fails to pay.

It is an off balance sheet item.

Issue of bank guarantee is generally governed by Uniform Rules for Issue of Demand Guarantees (URDG-758) especially Foreign BGs.

**Types of Guarantees: based on purpose**

- A) Performance Guarantee: Issued in respect of performance of a contract or obligation by the Bank’s customer. It involves a contractual obligation.
- B) Other than Performance Guarantee: To guarantee for or in lieu of financial obligation (Financial Guarantee)
  - i. Deferred Payment Guarantee
  - ii. Bid Bond Guarantee
  - iii. Shipping Guarantee
  - iv. Retention Money Guarantee
  - v. Advanced Payment Guarantee
  - vi. Stand by letter or credit
  - vii. Guarantees on behalf of stock/share brokers favouring Stock Exchanges

**Appraisal Of Bank Guarantee:** Factors to be considered:

- 1) Purpose
- 2) Frequency
- 3) Amount of Bank Guarantee
- 4) Past Record of Applicant:
  - i) With regard to invocation of guarantee
  - ii) With regard to Managerial/Technical competency of customer.
  - iii) Amount of Margin
  - iv) Amount of Collateral Security

Guarantee may be (based on location of beneficiary, Purpose and Currency):

**Inland-** Issued with in India in favour of beneficiary located in India for any contract or purpose originating within India.

**Foreign:** Issued in India in favour of beneficiary located in any other country in Foreign Currency.

**Guarantee issued must be unconditional and for**

- ✓ Definite period
- ✓ Definite amount
- ✓ Definite purpose

**ASSESSMENT OF BANK GUARANTEE:**

**Illustration:** ABC &Co. manufactures aluminium shots for its supply to steel plant. Steel Plant during invites tenders for its periodical requirement of aluminium shots from suppliers. ABC & Co usually submits 20 tenders to steel plant during a year and at any time 10 tenders deposits are outstanding. Value of Tenders work is Rs.50 lakhs

Tender deposits - 10%

Security Deposits - 8%

Retention Money - 2%

**ASSESSMENT:**

No. of tenders to be submitted by the Co. = 20

At any time 10 tenders are outstanding = 10

So amount required for tender deposit = Rs.10\*5\*10% = Rs.5 lakhs

Tenders usually accepted during a year = 10

So security deposit blocked in allotted tenders = 10\*5\*8% = Rs.4 lakhs

Aggregate value of supplies made during the year = Rs.50 lakhs

So retention money be kept by the steel plant = 50\*2% = Rs.1.00 lakh

So total B.G. limit required by the company = Rs.10 lakhs

*(This example illustrate that, while calculating BG limits, we should consider the future requirement of different types of Guarantees and availed limit, if any)*

**Charges for issue of guarantee**

Commission is charged as per H.O. guidelines only. It is charged for minimum two quarters and for actual months.

For financial Guarantees 75% per quarter or part thereof and for performance 50% per quarter or part thereof. Please note that for charges HO circulars must be referred as these charges are subject to revision from time to time.

**Commission on issuance of Guarantee (I/F) and Letters of Credit (I/F) with higher Cash Margin: (HOBC 109/195 dated 22.01.2016).**

| <b>Extent of Cash Margin*available</b> | <b>Reduced Commission to be charged</b> |
|--|---|
| 100% and more                          | 25% of the applicable commission        |
| 80% and more but less than 100%        | 40% of the applicable commission        |
| 60% and more but less than 80%         | 60% of the applicable commission        |
| 40% and more but less than 60%         | 75% of the applicable commission        |
| Less than 40%                          | As per the existing applicable rates    |

**\*Cash Margin to include Bank’s own Fixed Deposits.**

**Charges for issue of Guarantee**

*Charges related to Guarantee which has been linked with External Credit Rating vide Br. Cir. No. 110/162 dated 15.11.2016.*

**Financial Guarantees**

|  |  |
|--|--|
| For accounts with external credit rating of A1+                  | Min 1.00% p.a. or 0.25% per quarter or part thereof.                             |
| For Accounts with external rating of A1                          | Min 1.40% p.a. or 0.35% per quarter or part thereof.                             |
| For Accounts with external rating of A2                          | Min 1.80% p.a. or 0.45% per quarter or part thereof min. Rs.5000/-               |
| For Accounts with external rating of A3                          | Min 2.60% p.a. or 0.65% per quarter or part thereof in. Rs.5000/-                |
| For Accounts with external rating of A4 & D and unrated accounts | Min 3.00% p.a. or 0.75% per quarter or part thereof min. Rs.2500/- per occasion. |

**Performance Guarantees**

|  |  |
|--|--|
| For accounts with external credit rating of A1+                  | Min 0.50% p.a. or 0.125% per quarter or part thereof.                        |
| For Accounts with external rating of A1                          | Min 0.80% p.a. or 0.20% per quarter or part thereof.                         |
| For Accounts with external rating of A2                          | Min 1.00% p.a. or 0.25% per quarter or part thereof.                         |
| For Accounts with external rating of A3                          | Min 1.80% p.a. or 0.45% per quarter or part thereof.                         |
| For Accounts with external rating of A4 & D and unrated accounts | Min 2.00% p.a. or 0.50% per quarter or part thereof. Rs.1500/- per occasion. |

**Processing charges**

50% of usual processing charges applicable to fund-based facilities.

The commission is recovered in advance for an entire period including claim period.

Refund of commission on cancellation of Guarantee before expiry- calculate commission half the rate for an un-expired period less three months and refund it.

Where validity period extended due to restraints of court order, an additional commission for the extended period at the applicable rate.

When a guarantee is invoked and if payment is not made in an exceptional case for valid reasons, commission will be charged for a period till the guarantee is cancelled or paid.

**Margin for issue of Guarantee**

Bank’s credit is involved when guarantee is issued. Bank should protect itself against the liability undertaken. Depending upon risk perception, cash margin be stipulated for issue of guarantee.

The extent of margin depend on worth and status of borrower, guarantee amount, period of guarantee etc. Only cash securities are considered as margin.

For NFB facilities, Secured/unsecured for the purpose of delegation is based on cash security only.

As per RBI directives, guarantee in favour of Customs/import duty and levy payable for import of essential commodities, as may be specified from time to time, Branches to take margin of 50%.

**Security Documents**

| Nature /Type   | Casual Limit | Sanctioned Limit |
|--|--------------|------------------|
| Request letter in Bank’s format  | ✓            | ✓                |
| LG11- Counter Guarantee and Indemnity  | ✓            | X                |
| LG12– Counter Guarantee and Indemnity  |              | ✓                |
| LG13—letter of appropriation   | ✓            | ✓                |
| LG14—counter guarantee from guarantor, if any  | ✓            |                  |
| LG15—General counter guarantee from guarantor and third party, if any                              |              | ✓                |
| LG500—Supplemental agreement of hypothecation for earmarked Guarantee limit in Cash Credit, if any |              | ✓                |
| L 515 – as per HOBC 94/186 dtd 25.01.2001  | ✓            | ✓                |
| L 516 – as per HOBC 97/114 dtd 13.11.2003  | ✓            | ✓                |
| Extension of equitable mortgage, if any  | ✓            | ✓                |

**Some Important Points:**

- Stamp Duty to be paid as per local stamp act and not as per beneficiary’s advice or letter.
- Branch not to issue or renew guarantee for inter company deposits or loans.
- Partly secured guarantee involving excise or disputed tax payment should not be issued without prior permission of Head Office.
- Branches are not authorized to issue guarantees involving Foreign Exchange should obtain prior approval from Head Office before issuing any guarantee where Foreign Exchange is involved
- **Onerous clause:** Any provision in the guarantee which is likely to give rise to further pecuniary liability like interest etc. is considered as an onerous clause
- Guarantee not to have automatic extension clause or extension at request of beneficiary
- Onus of returning original guarantee rest with the customer.

**Limitation Clause:** - \* Minimum claim period to be mentioned in the BG is 1 year (Ref: Circular Letter no. 192 dated 20.01.2014).

The following should be the last paragraph in all the guarantees issued:-

***“Notwithstanding anything contained herein above our liability under this guarantee is restricted to Rs. ----- (Rs. -----) and this guarantee is valid up to -----and we shall be released and discharged from all liabilities hereunder unless a written claim for payment under this guarantee lodged on us within ----- months from the date of expiry of this guarantee i. e. on or before ----- irrespective of whether or not the original guarantee is returned to us.”***

**For inland bank Guarantees (BG)** - Following clause is to be incorporated additionally;  
(Confirmation of this guarantee may be obtained from our Zonal office address of which is given below---)

**Guarantee Form**

- The guarantee is normally issued in a format as per the specimen given by the beneficiary.
- But before issue of guarantee, we must go through the text of the guarantee and find out whether the format of guarantee is acceptable to us. There is no onerous clause.
- Our standard limitation clause is to be added at the end of the guarantee.

All guarantees to contain legend regarding confirmation i.e. confirmation can be obtained from the Z.O. in the covering letter forwarding the guarantee (Br.Cir.100/112 Dt.20.10.2006).

**Cancellation of Guarantee**

- The guarantee should be received back after expiry of validity period.
- If not received, follow-up should be made to receive it back.
- If the expired guarantee or advice of cancellation is not received within three months from the date of the letter, the guarantee should be treated as cancelled and entries should be reversed. As a part of precaution, a letter may be sent to the beneficiary (especially in case where beneficiary is government) in such cases before reversing.

**Invocation of Guarantee**

- When guarantee is invoked, the claim should be settled without delay or demur.
- Check whether the same authority in whose favour guarantee is issued makes invocation.

**Finacle:** Menu in Finacle is GMM (Option 'I' for issue and option 'M' for modification. Options at the bottom required to be filled up are G (General Details), C (charges) and K (margin). Additionally two sub-options '**J' & 8**' are to be visited. Sub option '**J**' where, in Paysys Id field "**SFMS**" is to be entered

**In Sub option '8' where system will populate information entered by user in earlier fields user can modify or add details. (Branch circular-109/91 dated 11.07.2015) Use of SFMS- for bank guarantee (BG).**

*When guarantee is cancelled the liability should be reversed ('R' option in Finacle-GMM followed by 'Z' for closure). These menus may suitably be devised under Finacle 10.*

All guarantees issued should be serially numbered and reference to such number should be quoted in correspondence. In Finacle, system generates the number automatically and the same is required to be mentioned/entered on the BG and in **Guarantee register which should, preferably, be maintained manually for easy reference.**

**Precaution:**

Bank Guarantees issued by Bank in favour of the President of India – Precaution to be adhered (Circular Letter No.: 2019-20/100 dated 26/12/2019).

All the branches are advised to communicate with The Secretary of the Government Department concerned and abide by the instructions of the DFS in the matters related to expiry/cancellation/extension of Bank Guarantees, which are issued by branches on behalf of its customers to various Government Departments favouring the President of India.

**Care:** For BG & LC see circular no 112/39 dated 20.06.2018:

1. Caution regarding customers approaching non-fund based facility but having substantial fund based exposure with other banks.
2. Share in fund-based limit is taken, when the customer availing fund based limit of more than Rs. 50 crore from other banks & approaching for non-fund based facility.

**Trade Credit against Bank Guarantee**

(Branch Circular No. 114/51 dated 01/06/2020)

Buyers Credit – a type of Trade Credit – is a popular means to finance imports into India. Prior to March, 2018, buyers' credit was made available by foreign lenders against Letter of Undertaking (LoU) and / or Letter of Comfort (LoC). Subsequently, Reserve Bank of India (RBI) from 13.03.2018, prohibited banks from issuing LoUs and LoCs for availing buyers' credit.

RBI advised on 13.03.2019 that bank guarantees (BGs) can be issued favouring overseas lenders for availing buyers’ credit.

**Features of Buyers’ Credit**

|    |                         |   |
|----|-------------------------|---|
| 1  | Overseas Lenders        | Banks, financial intuitions, foreign equity holders located outside India, financial institutions in International Financial Services Centres (IFSCs) located in India.<br>Foreign branches/subsidiaries of Indian banks are permitted to extend credit in foreign currency only. |
| 2  | Purpose                 | For import of non-capital goods. Import of goods/capital goods in compliance of FTP in force for the time being   |
| 3  | Quantum                 | <u>Automatic Route:</u><br>Min: nil<br>Max: USD 50Mn, or value of underlying transaction, whichever is less<br>For oil/gas refining & marketing, airlines and shipping companies: Max 150 Mn<br><u>Approved Route:</u> As approved by RBI.  |
| 4  | Maturity                | <u>For goods/raw materials:</u><br>Max. One year from the date of shipment or importer’s operating cycle – whichever is less.<br><u>For capital goods:</u><br>Max. three years from the date of shipment  |
| 5  | Rate of Interest        | Max: as prescribed by RBI from time to time; presently 250 bps over LIBOR<br>Overseas Branches may quote rate keeping in view the quantum maturity, etc. within the ceiling prescribed by RBI.  |
| 6  | Limit for BG            | As sanctioned by competent authority, as per Delegation of Powers (for domestic Branches).  |
| 7  | Security                | As per terms and conditions of sanction. Branches be guided by para 16 of Master Direction on External Commercial Borrowing, Trade Credits and Structured obligations dated 26.03.2019 (for more details please refer to Br. Cir. No. 114/51 dated 01/06/2020, Annexure IV).      |
| 8  | Hedging                 | Branches to ensure compliance with norms for hedging of for exposure as per extant guidelines.  |
| 9  | Applicable rules for BG | URDG 758 / UCP 600 (latest version) / URR 725 (latest version) / FEMA / local regulations as applicable to overseas Branches.   |
| 10 | Governing law           | Indian Law / English Law.   |

**TOP**

**IMPORTANT BRANCH CIRCULARS**  
**FROM 01.04.2015 TO 30.06.2020**

| <b>TOPIC</b>  | <b>HO BC NO. &amp; DATE</b>   |
|---|---|
| General delegation of Powers for Domestic Branches-Credit Matters   | <b>107/163,dt.22.11.2013,</b><br>109/197 dt 28.01.16<br>109/134dt14.09.15,<br>111/98.14.09.17 |
| Review of Term/ Demand Loan Outstanding Less than Rs. 5.00 crores in statement form   | 109/199 dt 30.01.16   |
| Credit Proposal- Revised Formats  | 109/216 dt 26.02.16   |
| MCLR  | 110/19 dt 01.04.16<br>110/37 dt 06.05.16  |
| Pradhan Mantri Kaushal Rin Yojna  | 110/09 dt 01.04.16  |
| CERSAI  | 110/50 dt 19.05.16<br>109/225 dt 10.03.16   |
| Bank's Policy on- a. Discounting Future Cash Flow b. Discounting of Lease Rentals   | 110/156 dt 24.11.16   |
| CPA-3   | 110/167 dt 02.12.16   |
| POS Terminals   | 110/173 dt 08.12.16   |
| Amendment in SARFAESI Act   | 110/180 dt 19.12.16   |
| MPOS  | 110/181 dt 22.12.16   |
| Issuance of Co-branded General Purpose Reloadable Prepaid Card  | 110/184 dt 31.12.16   |
| Functioning & Monitoring of ATM   | 110/195 dt 24.12.16   |
| General Purpose Reloadable GPR prepaid card   | 110/205 dt 15.01.17   |
| Enhancement of security features in cheque forms CTS 2010   | 2016-17/119 dt<br>31.01.17  |
| Insolvency & Bankruptcy code 2016   | 110/219 dt 07.02.17   |
| CARDTRACK Menu for tracking of Debit Card   | 110/225 dt 14.02.17   |
| Customer Profile sheet  | 110/229 dt 20.02.17   |
| Stock Audit   | 110/236 dt 16.03.17   |
| Insta Pin in Credit Card  | 110/237 dt 23.03.17   |
| POS: Exchange Plus dynamic Currency conversion  | 111/5 dt 11.04.17   |
| Revamped/ Modified Diamond savings Bank Account   | 111/6 dt 18.04.17   |
| Amendment in Delegation of Powers (Non-Credit matters)  | 111/7 dt 18.04.17   |
| Pricing of Bank Guarantee (Inland) with tenor of above 3 years  | 111/12 dt 28.04.17  |
| Master circular on Guarantee scheme of Credit Guarantee Fund for Micro Units (CGFMU)  | 111/19 dt 05.05.17  |
| Transfer of Charge of a branch,Handing/Takingover reports-Revised instruction   | 111/20 dt 02.05.17  |
| Star Start-up scheme  | 111/28 dt 25.05.17  |
| Bills Discounting Under LCs   | 111/29 dt 22.05.17  |
| Implementation of Stock maintenance & inventory for Ready Kits (Debit Cards) in CBS   | 111/30 dt 29.05.17  |
| Master Circular on credit guarantee Fund for Stand Up India(CGSSI)  | 111/38 dt 15.06.17  |
| Finacle Menu Option KYCDET/ Implementation of Constitution Based Module (CBM)   | 111/39 dt 17.06.17  |
| Revision in OrganisationalStructure   | 111/41 dt 09.06.17  |
| Post Sanction Review System (PSRS) for accounts with exposure of Rs. 2.00 lacs and above  | 111/42 dt 17.06.17  |
| Obtention ofTitle SearchReportfromPanellLawyerson immovable propertiesofferedas securityPrecaution to be takenFormat ofTitle SearchReportetc.   | 111/47 dt 06.07.17  |
| SpecialSchemesforFinancingSRTOs/EquipmentHirers UnderMOUwith Original EquipmentManufacturers(OEMs) -Inclusion of D DAuto                        | 111/56 dt 12.07.17  |
| Merger ofcreditmonitoringandasset recoverydept  | 111/58 dt 14.07.17  |
| GOODSANDSERVICETAX(GST)   | 111/59 dt 13.07.17  |
| Useof StructuredFinancialMessagingSystem (SFMS) –ForBankGuarantee (BG)  | 111/60 dt 11.07.17  |
| Diversioffundsbyborrowersthrough currentaccountwithotherbanks-mechanismfor obtainingnocfromlenders  | 111/61 dt 12.07.17  |
| Facilitationincustomer service brandingof 'MAYIHELP YOU'Counters  | 111/62 dt 24.07.17  |
| Bank's Document HandlingandRetention PolicyReview without changes   | 111/65 dt 24.07.17  |
| Generation of System AssetClassification(SASCL)   | 111/73 dt 02.08.17  |
| StockashScheme -Financingagainst EquityShares/Debentures/BondsModification in thescheme byincluding LoanagainstSovereign Gold Bonds inthescheme | 111/75 dt 01.08.17  |

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| Credit Guarantee Fund Scheme for Skill Development (CGFSSD) Compulsory cover for loans granted under Prime Minister Kaushal Rin Yojana (Skill Loan)  | 111/76 dt 31.07.17  |
| Change in delegation for approving-Waiver of CGTMSE Coverage   | 111/77 dt 01.08.17  |
| Implementation of Goods & Services Tax (GST) w.e.f 1st July 2017- Acceptance of GST Challan in our Bank as Agency Bank Procedure for accepting GST Payment by your Customer  | 111/79 dt 09.08.17  |
| Role-responsibilities & Action points for Area Manager's Support Staff under "Project Connect-SAMPARK"   | 111/82 dt 22.08.17  |
| PRADHANMANTRI AWAS YOJANA (PMAY) (Housing to All (Urban)) Amendment in EWS/L1G under CLSS Inclusion of MIGI and MIGII under CLSS   | 111/87 dt 23.08.17  |
| Due Diligence of MSME Borrowers- Empanelment of M/SG Goldrush Capital Services Pvt Ltd   | 111/88 dt 01.09.17  |
| Revision in Delegation of Powers - Retail Loans  | 111/98 dt 14.09.17  |
| Introduction of BOI –Bill Pay (BBPS) to BOI customers  | 111/111 dt 29.09.17 |
| New Central Sector Scheme-SAMPADA (For Agro marine Processing & Development of Agro-Processing Clusters)   | 111/112 dt 06.10.17 |
| Monitoring of End Use of Funds   | 111/113 dt 20.09.17 |
| Credit Card Facility Against Term Deposit  | 111/114 dt 11.10.17 |
| Extending of Credit Facility to Village Level Entrepreneurs (VLEs) Under Tie up arrangement with CSC e government service  | 111/120 dt 23.10.17 |
| Lending Powers for Area Managers   | 111/121 dt 17.10.17 |
| Master Circular on "Star Gold"- Gold Loan Scheme   | 111/127 dt 17.11.17 |
| Credit Linked Capital Subsidy (CLCS) Scheme for Technology upgradation of Micro & Small Enterprises  | 111/128 dt 21.11.17 |
| Online Transaction Password Regeneration Functionality   | 111/131 dt 16.11.17 |
| Check List for Bill Discounting under LCs  | 111/133 dt 18.11.17 |
| Introduction of New Health Codes 17 and 18 in the system for identification of the accounts Re-structured under SDR and S4A Schemes - Creation of new Office account SUNCR17 for parking of Unrealised interest of SDRI S4A accounts during Invocation/ Stand-still period | 111/141 dt 12.12.17 |
| Introduction of Legal Entity Identifier Code for Large Corporate Borrowers- RBI Guidelines   | 111/159 dt 18.12.17 |
| Bank of India Facebook group for Serving employees-STARPARIVAR@112   | 111/161 dt 03.01.18 |
| Uploading of all Auction Notices issued under SARFAESI Act on the website "www.eprocure.gov.in"  | 111/167 dt 11.01.18 |
| Star MSME GST Plus-Clarifications  | 111/169 dt 10.01.18 |
| Trade Receivables Discounting System (TReDS)   | 111/170 dt 09.01.18 |
| New Salary Account Scheme for Police Personnel-BOI RAKSHAK SALARY SCHEME   | 111/171 dt 17.01.18 |
| Bill Discounted under Inland LCs –Consolidated Guidelines  | 111/172 dt 11.01.18 |
| Introduction of "GREEN PIN" for Debit Cards through ATM  | 111/173 dt 29.01.18 |
| Company Seal & PAN   | 111/174 dt 24.01.18 |
| Creating Awareness of Code of Bank's Commitment to the customers & Code of Bank's commitment to Micro & Small Enterprises amongst customers  | 111/178 dt 14.02.18 |
| Verification of credentials of Promoters/Borrowers/Guarantors With Central Fraud Registry (CFR) while assessing their credit Requirements<br>Cut off limits and operational guidelines   | 111/179 dt 12.02.18 |
| Launch of 7.75% Savings (Taxable) Bond, 2018 by Govt of India  | 111/180 dt 27.02.18 |
| Activation of PMJDY and Dormant Accounts-Requirement of Customer Due Diligence and RE-KYC exercise   | 111/182 dt 07.03.18 |
| Resolution of Stressed Assets- Revised Framework   | 111/183 dt 13.03.18 |
| Discontinuance of Letters of Undertaking (LOUs) and Letter of Comfort (LOCs) for Trade Credits   | 111/186 dt 14.03.18 |
| Credit Inspection-Review of Self-supervised accounts with revised limits up to Rs. 5.00 lacs   | 112/004 dt 10.04.18 |
| Information Utilities under the Insolvency and Bankruptcy Code 2016  | 112/008 dt 17.04.18 |
| Bank's Social Media Policy   | 112/009 dt 10.04.18 |
| Star RERA Plus-Guidelines for opening of Current Account for Developers  | 112/010 dt 10.04.18 |
| Star Gold Loan Scheme-Operational Guidelines for SGLCs   | 112/012 dt 23.04.18 |
| Creation/ Modification of Customer ID for Non Profit Organisation  | 112/015 dt 03.05.18 |
| Additional Rate of Interest on Domestic Rupee Term Deposits to Sr Citizen, Restricted to Principal Deposit Amount below Rs. 1 Crore per person   | 112/017 dt 04.05.18 |
| Implementation of CKYC Project for Individual Account-Operational Guidelines   | 112/018 dt 14.05.18 |
| Star Home Loan- Master Circular  | 112/021 dt 03.05.18 |
| Rechristening CPC-Rural as Agricultural Banking Centre   | 112/023 dt 23.05.18 |



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| New Business Group Clearance- Revision in Guidelines  | 112/024 dt 22.05.18   |
| BOI Rakshak Salary Account-Consent Letter for Converging Scheme Code  | 112/025 dt 18.05.18   |
| Application Form for MSME Loan up to Rs. 200 lakhs  | 112/027 dt 01.06.18   |
| Master Circular on Gurantee Scheme of the CGTMSE  | 112/030 dt 07.06.18   |
| Encouraging formalization of MSME Sector  | 112/031 dt 08.06.18   |
| Group Personal Accidental Insurance Cover for Customers and Staff Salary Account Holders  | 112/032 dt 12.06.18   |
| BOI Star TOP UP Loan  | 112/034 dt 14.06.18   |
| Revised/ reviewed Policy on outsourcing   | 112/035 dt 20.06.18   |
| BOI Star Pravasi Home Loan Scheme for NRIs/PIOs   | 112/037 dt 12.06.18   |
| Policy Guidelines Letter of Credit (LC) and Bank Guarantee (BG)   | 112/039 dt 20.06.18   |
| Policy Guidelines Discontinuation of Star Sahayata Loan Scheme  | 112/040 dt 20.06.18   |
| Policy on Model Operational Procedure for Settlement of Claims in Deceased Depositors Account's-Changes Proposed  | 112/041 dt 25.06.18   |
| Payment of Gratuity as per Payment of Gratuity Act, 1972 / Bank of India Gratuity Fund Rules-Exemption from Income Tax  | 112/042 dt 26.06.18   |
| Central Registration Of Loan Application "Credit Proposal tracking Systems"(CPTS)   | 112/054 dt 11.07.18   |
| Master Circular-Kisan credit Card(KCC) Scheme   | 112/055 dt 17.07.18   |
| Launch Of New Deposit Products Motor Accidental Claimant Annuity Deposit(MACAD) & Motor Accidental Claims Tribunal (MACT) SB A/c  | 112/056 dt 03.07.18   |
| CGTMSE Scheme (Modification in the eligibility of CGS & New Guidelines on Revival Of Closed accounts)   | 112/062 dt 25.07.18   |
| Policy Guidelines -Corporate Loan   | 112/065 dt 06.08.18   |
| CGTMSE Scheme-Clarification on the concession of rate of interest in CGTMSE Covered Accounts.   | 112/066 dt 06.08.18   |
| Master Circular On Gift Cards   | 112/071 dt 24.08.18   |
| Operational Guidelines for the "PRADHAN MANTRI CREDIT SCHEME FOR POWERLOOM WEAVERS"   | 112/072 dt 31.08.18   |
| Ease Of MSME Finance-Mudra Franchise/Dealer/Aggregator Scheme: Standard Operational Guidelines(No subject)  | 112/074 dt 27.08.18   |
| Ease Of MSME Finance-Cluster Based Finance: Standard Operational Guidelines   | 112/075 dt 27.08.18   |
| Star MSME E-Rickshaw Finance  | 112/077 dt 27.08.18   |
| Inland Bills Negotiated Under LCs (No subject)  | 112/078 dt 27.08.18   |
| Value Additions to our Credit Cards Introduction Of EMI Scheme On POS For Our Credit Cards  | 112/079 dt 08.08.18   |
| Scheme For Extending Overdraft Facility to staff Members  | 112/084 dt 17.09.18   |
| CREDIT POLICY-Amendments for EASE Actions Points  | 112/086 dt 10.09.18   |
| Revised MSME Proposal Format(No subject)  | 112/088 dt 17.09.18   |
| Bank's Policy On Dishonour of Cheques and Debit Mandates-Changes Proposed   | 112/089 dt 21.09.18   |
| MSME Delivery Points: Opening Of New SMECCs, Identification Of SME Focused Branches,SMECCs- Revamped Operational Guidelines, SME Focused Branches- Operational Guidelines | 112/090 dt 17.09.18   |
| Facility of Exchange of Notes and Coins(No subject)   | 112/092 dt 25.09.18   |
| OTS/Release of Security with companies under Liquidation/Resolution(No subject)   | 112/096 dt 27.09.18   |
| Star Corporate Welcome Offer  | 112/100 dt 09.10.18   |
| External Credit Rating  | 112/103 dt 11.10.18   |
| Contactless MSME Loans Standard Operational Guidelines For Branches   | 112/104 dt 23.10.18   |
| Simplified Hedging Facility   | 112/105 dt 24.10.18   |
| EDPMS – Policy for Closure of Small Value Shipping Bills not exceeding USD 25,000 or Equivalent- Introduction of new Sub Register in Finacle – IRM menu                   | 112/107 dt 24.10.2018 |
| Compliance Function Policy Review – Board Dated: 11.10.2018   | 112/109 dt 02.11.18   |
| FCNR (B) Deposit, Diamond Dollar & RFC Accounts Proposed Revision in Operational Process & Accounting Procedure   | 112/110 dt 03.11.18   |
| CGTMSE Scheme – Modification on charge on securities under Hybrid Security Product  | 112/112 dt 06.11.18   |
| STAR MSME E RICKSHAW FINANCE – Tie Up Arrangement with Top Team Machines Pvt. Ltd.  | 112/113 dt 06.11.18   |
| Scheme for extending financial assistance to the staff members who have suffered loss on account of natural calamities such as heavy rains, flood, earthquake and drought | 112/114 dt 09.11.18   |
| CGTMSE Scheme-Modification in:<br>1. Guarantee Coverage limit for Retail Trade Segment, and<br>2. Interest Rate   | 112/117 dt 14.11.18   |
| Modification of BOI Saving Plus Scheme and Current Deposit Plus Scheme  | 112/123 dt 12.11.18   |
| CONTACTLESS MSME LOANS Creation / Upload Of New Products on Portal  | 112/124 dt 25.10.18   |

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| Agriculture Advances Financing For-<br>a) Cultivation Of Sugarcane (BASAL DOSE)<br>b) Harvesting and Transportation of Sugarcane   | 112/127 dt 07.12.18 |
| Revision In Service Charges W.E.F 15.01.2019   | 112/129 dt 12.12.18 |
| Fraud (Prevention & Detection) Risk Management Policy  | 112/131 dt 14.12.18 |
| Monitoring Of Suit Filed And Decreed Accounts  | 112/132 dt 10.12.18 |
| Timely Review of Accounts  | 112/134 dt 10.12.18 |
| Additional Operational Guidelines for the “PRADHAN MANTRI CREDIT SCHEME FOR POWERLOOM WEAVERS” under Power Tex India   | 112/135 dt 20.12.18 |
| Concession in Education Loans to the wards of our Staff Members  | 112/137 dt 27.12.18 |
| Policy Guidelines For CIBIL MSME Rank  | 112/138 dt 31.12.18 |
| Filing Of FIR during the pendency of NCLT proceedings under the Insolvency and Bankruptcy Code 2016 (IBC 2016)   | 112/139 dt 31.12.18 |
| Internal Ombudsman Policy 2018   | 112/142 dt 09.01.19 |
| Bank’s Customer Protection Policy – (Unauthorised Electronic Banking Transactions)   | 112/147 dt 14.01.19 |
| Launch of Contactless Rupay Classic Debit Card-National Common Mobility Card (NCCM)  | 112/149 dt 07.01.19 |
| One Time Policy Guidelines on MSME Restructuring   | 112/150 dt 21.01.19 |
| Central Registry of Securitizations Assets Reconstructions and Security Interest of India (CERSAI)<br>A. Filing of security Interest relating to Immovable (Other than Equitable Mortgage), Movable and Intangible Assets in CERSAI<br>B. Condonation of Delay in Filing of security Interest on CERSAI Portal | 112/152 dt 21.01.19 |
| Personal Overdraft Facility extended to Staff Members – Exclusion of Notional Interest on OD from total Salary Deductions.   | 112/153 dt 22.01.19 |
| Credit Process Audit<br>- Timeline for Closure of CPA-II & CPA-III<br>- Modification in Credit Process Format CPA-I & CPA-II   | 112/154 dt 30.01.19 |
| Master Circular : New Agricultural Marketing Infrastructure (AMI) sub scheme of Integrate Scheme for Agricultural Marketing (ISAM)<br>Star Agriculture Infrastructure and Marketing Scheme (Star AIMS )  | 112/159 dt 12.02.19 |
| Introduction of New Finacle Menu (COMPOTS) and Web Interface for One Time Settlement (OTS)   | 112/160 dt 08.02.19 |
| Contactless MSME Loans Revision in Processing Fee  | 112/163 dt 15.02.19 |
| Interest Equalisation Scheme on Pre and Post Shipment Rupee Export Credit  | 112/164 dt 27.02.19 |
| Master Circular – Establishment of Agri-Clinics and Agri-Business Centers (ACABC)  | 112/165 dt 28.02.19 |
| One Time Policy Guidelines on MSME Restructuring   | 112/166 dt 02.03.19 |
| Interest Subvention Scheme for MSMEs   | 112/167 dt 02.03.19 |
| Master Circular – Kisan Credit Card (KCC) Scheme: Working Capital For Animal Husbandry and Fisheries   | 112/169 dt 11.03.19 |
| Concession in Service Charges For Staff & Ex-Staff Members   | 112/172 dt 12.03.19 |
| Bank’s Compensation Policy – Review with changes in terms of IBA / RBI / BCSBI guidelines  | 112/176 dt 14.03.19 |
| Bank’s Policy on Inoperative / Dormant Accounts – Review with changes in terms of IBA / RBI / BCSBI guidelines   | 112/177 dt 14.03.19 |
| Bank’s Model Policy on Collection of Cheques / Instruments – Changes Proposed  | 112/178 dt 14.03.19 |
| Staff Accountability Policy – 2018 (Revised) – Amendments/Modifications to the Staff Accountability Policy – 2018  | 112/179 dt 13.03.19 |
| Guidelines on Loan System for Delivery of Bank Credit  | 112/181 dt 15.03.19 |
| Bank’s Policy on Office Accounts   | 112/188 dt 26.03.19 |
| Bank’s Model Policy on Settlement of Claims received from Nominees / Legal Heirs of Missing Persons maintaining Deposit Accounts with the Bank.- Changes Proposed  | 112/189 dt 29.03.19 |
| Government of India – ‘Scheme for extending Soft Loan to Sugar Mills for the current sugar season 2018-19’   | 112/191 dt 25.03.19 |
| Policy Guidelines – Advances to Real Estate Sector   | 112/193 dt 27.03.19 |
| MSME Policy – Review and Revision thereof  | 113/001 dt 01.04.19 |
| Credit Linked Capital Subsidy Scheme – Clarifications on subsidy being kept in the form of a TDR for 3 Years   | 113/002 dt 03.04.19 |
| Prime Minister’s Employment Generation Programme (PMEGP) Guidelines for Second Financial Assistance Under PMEGP  | 113/008 dt 01.04.19 |
| Policy For Empanelment of Lender’s Engineer – Revised Guidelines   | 113/010 dt 10.04.19 |
| Techno-Economic Viability Study (TEVS) Policy – Revised Guidelines   | 113/011 dt 10.04.19 |

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| Guidelines on Loan System for Delivery of Bank Credit   | 113/017 dt 11.04.19 |
| Amendments in Flow of Proposals for reduction in TAT  | 113/018 dt 20.04.19 |
| PRADHANMANTRI AWAS YOJNA (PMAY) Housing for all (Urban) Amendments in MIG I and MIG II under CLSS Extension of time   | 113/021 dt 08.04.19 |
| Interest Subvention Scheme for MSMEs  | 113/022 dt 24.04.19 |
| Introduction Of Rupay Credit Cards  | 113/023 dt 30.04.19 |
| Credit Policy – Review  | 113/024 dt 18.04.19 |
| Merchanting Trade Transactions (MTT)  | 113/026 dt 06.05.19 |
| Retail Loan TAB/MOBILE Application - Phase-1  | 113/027 dt 06.05.19 |
| Policy on Empanelment of Valuers and Valuation of Assets by Empanelment Valuers   | 113/032 dt 21.05.19 |
| Introduction of BBPS Branch Module to our Customer in Finacle   | 113/033 dt 22.05.19 |
| GSTIN For MSME Borrowers  | 113/034 dt 09.05.19 |
| Introduction of “BOI CARD SHIELD” App for Debit Cards   | 113/036 dt 30.05.19 |
| Introduction of “BOI Credit Control App” for Credit Cards   | 113/037 dt 30.05.19 |
| Fast Forward” Visa Countless International Debit Card   | 113/038 dt 27.05.19 |
| Look-Out Circular (LOC) Bank’s Policy   | 113/039 dt 04.06.19 |
| “AGRI-WELCOME OFFER” - For Takeover of Food & Agro Processing Units & Agri Infra Under Priority Sector Agriculture  | 113/040 dt 10.06.19 |
| Scheme for One Time Settlement of NPA Accounts with outstanding of above Rs. 1.00 crore to Rs.50.00 crore in Doubtful, Loss & Write-off accounts Scheme will be known as "BOI OTS 2019. | 113/041 dt 03.06.19 |
| Star Sanjeevani Scheme” FY-2019-20 for recovery in Small NPA Accounts upto Rs.100 lakh, in Doubtful / Loss / Written Off Accounts   | 113/042 dt 29.05.19 |
| Probe 42”- An online cloud based platform providing access to information on companies in India   | 113/044 dt 21.05.19 |
| Prime Corporate Welcome Offer   | 113/046 dt 04.06.19 |
| Quick Mortality Policy (For Advance Accounts) – Review  | 113/049 dt 14.06.19 |
| Processing of MSME Proposals through CAPS   | 113/051 dt 14.06.19 |
| Change in Issuance Process of ready kits through Finacle  | 113/052 dt 14.06.19 |
| Credit Process Audit – Modification in CPA Mechanism  | 113/053 dt 14.06.19 |
| Resolution of Stressed Assets – Prudential Framework  | 113/056 dt 13.06.19 |
| New CRA Procedure   | 113/057 dt 04.06.19 |
| Standard Operating Procedure for Declaring Wilful Defaulter in Account with Outstanding Rs 25.00 Lakhs & above  | 113/058 dt 26.06.19 |
| BANK’S NPA MANAGEMENT POLICY-2018 Revision to Chapter- 11 C “Publication of names and other details of the Wilful Defaulters along with photographs in Newspaper                        | 113/059 dt 01.06.19 |
| MASTER CIRCULAR Deendayal Antyodaya Yojna –National urban Livelihood Mission (DAY- NULM)  | 113/060 dt 25.06.19 |
| STAR MSME WELCOME OFFER -2019   | 113/061 dt 01.07.19 |
| Review of Policy Guidelines- Short Term Loan  | 113/062 dt 03.07.19 |
| Review of Policy Guidelines- Line of credit   | 113/063 dt 03.07.19 |
| Review of Policy Guidelines- Advance against Term Deposits with Bank  | 113/064 dt 03.07.19 |
| Review of Policy Guidelines- Financing Construction Contractors / Companies   | 113/065 dt 03.07.19 |
| Policy on Resolution of Stressed Assets   | 113/068 dt 08.07.19 |
| US Dollar Cheque Collection system : Improvement in functioning   | 113/069 dt 04.07.19 |
| Master circular – Credit facilities to Minority Communities   | 113/071 dt 10.07.19 |
| Master circular : SHG – Bank Linkage Programme  | 113/072 dt 10.07.19 |
| Master circular : Lead Bank Scheme  | 113/073 dt 10.07.19 |
| Master circular : Credit facilities to Scheduled Castes (SCs) & Scheduled Tribes ( STs)   | 113/075 dt 10.07.19 |
| Branch circular : “ REPORT FOR DEBIT CARDS RETURNED TO BRANCHES ”   | 113/076 dt 09.07.19 |
| Amendments to Exposure Cap for various Sectors and Industries in the Credit Policy of the Bank  | 113/078 dt 10.07.19 |
| Initiation of proceedings under IBC-2016 – Authorising Officers   | 113/082 dt 18.07.19 |
| Master Circular – Detection and Impounding of Counterfeit Notes   | 113/085 dt 05.08.19 |
| Master Circular – Scheme of Penalty based on performance in Rendering Customer Service to the members of Public   | 113/086 dt 05.08.19 |
| Master Direction on Levy of Penal Interest for delayed / wrong /non-reporting of currency chest transactions and inclusion of ineligible amounts in currency chest balances             | 113/087 dt 05.08.19 |
| Master Circular – Master Direction on Currency Distribution & Exchange Scheme (CDES) based on performance in rendering customer service to the members of public                        | 113/088 dt 05.08.19 |
| Master Circular – Facility for exchange of notes and coins  | 113/089 dt 05.08.19 |

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| Master Circular – Policy on implementation of Large Exposures Framework (LEF) Limit on Credit Exposure to Individuals / Group Borrowers for the year 2019-20   | 113/092 dt 17.07.19 |
| Revision of Minimum Balance Charges on Current Account   | 113/093 dt 13.08.19 |
| Revised policy on Know your Customer (KYC) Norms/Anti-Money Laundering (AML)/Combating of Financing of Terrorism(CFT)  | 113/096 dt 14.08.19 |
| Filing of Original Application before Debt Recovery Tribunal :- Enhancement of Pecuniary Limit from Rs. 10.00 Lakh to Rs. 20.00 Lakh w.e.f 01.07.2019  | 113/097 dt 14.08.19 |
| INLAND BILLS NEGOTIATION (BACKED BY LC) (REVISION IN NEGOTIATION CHARGES)  | 113/099 dt 19.08.19 |
| ONLINE PSB LOANS IN 59 MIN - Upload/ Creation of New Product – Star MSME GST Udyami Loan   | 113/103 dt 21.08.19 |
| Know your Customer (KYC) Norms / Anti-Money Laundering (AML) Standards/Combating of Financing of Terrorism(CFT) guideline Operation In the Accounts Of Prisoners   | 113/105 dt 23.08.19 |
| Revised Social Media Policy  | 113/106 dt 28.08.19 |
| Revision of Service charges on Registration for Mandate on NACH platform and NACH return charges   | 113/109 dt 05.09.19 |
| Continuation of Credit Linked Capital Subsidy component of CLC-TUFS for 3 years from 2017-18 to 2019-20  | 113/110 dt 07.09.19 |
| CONTACTLESS HOME AND PERSONAL LOANS. STANDARD OPERATIONAL GUIDELINES FOR BRANCHES  | 113/111 dt 31.08.19 |
| MCLR Interest ( latest)  | 113/117 dt 09.09.19 |
| Revision of Transactional Based Charges on ATM Transactions  | 113/114 dt 12.09.19 |
| Introduction of new product under Personal Loan. BOI Star Personal Loan for serving confirmed Employees of Bank of Baroda  | 113/118 dt 16.09.19 |
| RETAIL ONLINE MODULE STANDARD OPERATIONAL GUIDELINES FOR BRANCHES  | 113/119 dt 07.09.19 |
| Continuation of Credit Linked Capital Subsidy component of CLC-TUFS for 3 years from 2017-18 to 2019-20 – Implementation of CLCS component of CLCS-TUS and SCLCSS through online and acceptance of application – revised time schedule   | 113/120 dt 21.09.19 |
| Reimbursement of petrol expenses to Staff Officers as per Regulations 41 of Bank of India (Officers’) Service Regulations,1979 – Revision in Limits  | 113/121 dt 25.09.19 |
| Reimbursement of petrol expenses to Award Staff – Revision in Limits   | 113/122 dt 25.09.19 |
| Reimbursement of Entertainment expenses to –<br>i) Officers in terms of Regulation 29 of Bank of India ( Officers’) Service Regulations,1979<br>ii) Special Assistants – Revision in Limits  | 113/124 dt 25.09.19 |
| Revision in the quantum of Interest – Free Salary Advance to Officer Employees and Award Staff members for celebrating Festivals/Birthday Celebrations (Jayanties)   | 113/123 dt 25.09.19 |
| (A)Scheme for providing Furniture & Fixtures to all confirmed Officers at their residence<br>(B)Scheme for providing Furniture & Fixtures at Banks own/leased residential accommodation provided to Officers in SMG-IV & V,TEG VI & VII and other designated Officers such as Managers ,LDMs including officers on deputation to RRBs etc.<br>- Revision in the financial limits | 113/126 dt 26.09.19 |
| Goods and Service Tax – Change in Accounting Procedure on recovery of Advocates fees, Valuation Fees, etc. from Customers  | 113/127 dt 25.09.19 |
| Priority Sector Lending – Classification of Exports Under Priority sector  | 113/128 dt 27.09.19 |
| Standard Operating Procedure (SOP) For Red Flagging And Fraud Examination Of Accounts  | 113/129 dt 25.09.19 |
| Revision in Rate of Interest on Saving Bank deposits   | 113/140 dt 10.10.19 |
| Contactless Vehicle Loans. Standard Operational Guidelines for Branches  | 113/143 dt 18.10.19 |
| Master Circular- Product Innovation & Growth Promotion Cell for Agriculture  | 113/150 dt 14.11.19 |
| Guidelines on Loan System for Delivery of Bank Credit - Amendments   | 113/151 dt 05.11.19 |
| Financial Inclusion - Transaction limits at Business Correspondent (BC) outlets  | 113/153 dt 19.11.19 |
| Power Sector – Present status, Future Prospects and Review of the Bank’s Lending Policy  | 113/154 dt 19.11.19 |
| Amendments to Policy on implementation of Large Exposure Framework (LEF)   | 113/155 dt 08.11.19 |
| Amendments to Exposure Cap for various sectors and Industries Modification in Exposure cap on Pool Buyout and Policy on industries which are under Stress Sector   | 113/156 dt 08.11.19 |
| Financial Inclusion – Access to Banking Services – Basic Savings Bank Deposit Account (BSBDA) – Revised Board Approved Guidelines & Value - Added Services   | 113/157 dt 16.08.19 |
| Master Circular- Deendayal Antyodaya Yojana – National Rural Livelihood Mission (Day – NRLM) Interest Subvention Scheme for the year 2019-20   | 113/159 dt 06.12.19 |
| Star Standby Line of Credit for MSME   | 113/166 dt 13.12.19 |

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| Introduction of REPO Linked Rate of Interest for MSME Advances (Comprehensive Guidelines)  | 113/167 dt 13.12.19     |
| Revision in Service Charges for NEFT transactions through Internet & Mobile Apps of the Bank Account Holder  | 113/168 dt 19.12.19     |
| Classification of Internal Rating as per Enhanced Access Service Excellence (EASE)   | 113/169 dt 16.12.19     |
| Revised guidelines in regard to Credit Linked Capital Subsidy component Under CLCS-TUS Scheme  | 113/170 dt 23.12.19     |
| Revised guidelines in regard to Credit Linked Capital Subsidy component Under CLCS-TUS Scheme  | 113/171 dt 23.12.19     |
| Office Accounts- SUNDEP_SUNCR_GENSUS Heads – Process and Procedure for use / maintenance   | 113/172 dt 11.12.19     |
| Scheme of Reimbursement of Course fees and Payment Of Cash Incentive to employees  | 113/174 dt 23.12.19     |
| Non-Banking Financial Company (NBFCs)- The Bank’s Lending Policy   | 113/175 dt 27.12.19     |
| GOI to PSBs for purchasing high rated pooled assets from NBFC  | 113/176 dt 23.12.19     |
| Amendment to SARFAESI Act, 2002 Notification of Compulsory Registration of Charge with CERSAI  | 113/178 dt 31.12.19     |
| PSB Banks common E-auction Platform  | 113/179 dt 31.12.19     |
| Master Direction – Priority Sector Lending- Targets and Classification   | 113/181 dt 09.01.20     |
| Exemption of Food Credit from the Guidelines on Enhancing Credit Supply for Large Borrowers through Market Mechanism   | 113/182 dt 03.01.20     |
| CGTMSE – Changing Ceiling of guarantee cover on outstanding basis  | 113/184 dt 08.01.20     |
| Enhanced Access and Service Excellence (EASE) directive - Online tracking of timeline for settlement of deceased claim cases   | 2019-20/115 dt 13.01.20 |
| Obtention of Acknowledgement of Debt & Securities (AOD/s) in Advance accounts  | 113/185 dt 15.01.20     |
| Review of – 1. Customer Rights Policy, 2. Customer Acceptance,   | 113/187 dt 30.01.20     |
| KYC / AML / Combating of Financing of Terrorism (CFT) / Obligation of Banks - Banks under prevention of Money Laundering Act (PMLA) 2002   | 113/190 dt 05.02.20     |
| Cheques and Debit Mandates – Review without Changes  | 113/193 dt 10.02.20     |
| Bank’s document handling and retention policy  | 113/194 dt 10.02.20     |
| Policy on claims against bank not acknowledged as debt.Introduction of New Chapter 9A in NPA Management Policy 2019.   | 113/195 dt 10.02.20     |
| Credit Approval Committee (CAC) : Amendment of Financial Powers  | 113/196 dt 13.02.20     |
| Capacity Building in Our Bank  | 113/197 dt 28.01.20     |
| Foreign Exchange Trading Platform for Retail Participants (FX-Retail)  | 113/198 dt 13.02.20     |
| FORMATION OF STRESSED ASSET IDENTIFICATION COMMITTEE - SAIC  | 113/200 dt 15.02.20     |
| Bank’s Policy on Deposits – Annual Review  | 113/220 dt 27.02.20     |
| Online Screening of Customer (Identity against Banned Entities & Politically Exposed Person (PEP) list – Keeping the PR report with account opening form   | 2019-20/112 dt 24.01.20 |
| Strategy adopted for speedy execution of High value Decreed cases  | 113/222 dt 25.02.20     |
| Star Loan 2020” New product Linked to Repo Rate  | 113/224 dt 26.02.20     |
| Co-operative Bank exposure   | 113/225 dt 02.03.20     |
| Financial Inclusion & PMJDY – Operational guidelines reiterated for ready-references & strict compliance   | 113/226 dt 02.03.20     |
| Regulations for Insolvency Resolution and Bankruptcy Proceedings of Personal, Guarantor/s to Corporate Debtor  | 113/227 dt 02.03.20     |
| Modifications in norms for waiver of CGTMSE coverage   | 2019-20/113 dt 03.02.20 |
| Policy on One Time Restructuring of Advances to Micro, Small & Medium Enterprises (2020)   | 113/228 dt 04.03.20     |
| CHANGES IN ATMREV / POSREV MENU  | 113/229 dt 28.02.20     |
| Prudential Norms on IRACognition, Asset Classification and Provisioning Pertaining to Advances – Projects under Implementation   | 113/230 dt 03.03.20     |
| Operational Guidelines on P&L (Income and Expenses) Accounts – For domestic Branches   | 113/231 dt 09.03.20     |
| Common Account Opening Forms and Customer Request Forms for Individuals & Non Individuals (entity)   | 113/234 dt 30.01.20     |
| Interest Rate Policy - Comprehensive guidelines on Rate of Interest on Advances -Revision in CRP & BSS in Advances Linked to MCLR (w.e.f. 11.03.2020), -Revision in Delegated Powers to approve concession in pricing(w.e.f. 11.03.2020) | 113/236 dt 09.03.20     |
| Sukanya Samriddhi Account Scheme 2019  | 113/237 dt 11.03.20     |
| Senior Citizen Savings Scheme 2019   | 113/238 dt11.03.20      |
| Public Provident Fund Scheme 2019  | 113/239 dt 11.03.20     |
| Monitoring of work of Advocates and expenditure incurred on court cases  | 113/243 dt 09.03.20     |
| COVID Emergency Support Scheme 2020 (CESS-2020) COVID 19 Personal Loan (CPL)   | 113/241 dt 26.03.20     |
| COVID-19 – Regulatory Package for Advances Accounts  | 113/244 dt 30.03.20     |
| Amendment to policy on resolution of stressed assets   | 113/245 dt 31.03.20     |

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| BOI Star NRI Shield   | 113/246 dt 06.03.20  |
| Staff Accountability Policy (REVIEW)-2020   | 114/01 dt 01.04.20   |
| Review of Policy for Restructuring of domestic Advances   | 114/02 dt 01.04.20   |
| Forensic Audit Policy (Annual Review)   | 114/03 dt 01.04.20   |
| Policy on Red Flagging of Advances and Examination of Fraud Angle (REVIEW 2020)   | 114/04 dt 01.04.20   |
| POLICY ON AGENCIES FOR SPECIALIZED MONITORING (ASMs)  | 114/05 dt 30.03.20   |
| Amendments to Exposure Cap for Indirect Exposure on Real Estate Sector (NHB and HFCs) in Credit Policy of the Bank  | 114/08 dt 26.03.20   |
| BOI Samanya credit card- COVID 19 (SHG-M) - For extending finance to the members of SHG Groups Sponsored by NRLMs/SRLMs/NGOs  | 114/09 dt 04.04.20   |
| Financial Inclusion / PMJDY- Additional BC-commission to Business Correspondents (BCs) in order to providing essential banking services to customers during Gol : Declared Lockdown on COVID -19 outbreak   | 114/10 dt 30.03.20   |
| Kisan Tatkal Loan Scheme- COVID19   | 114/11 dt 07.04.20   |
| Credit card operations: for payment of credit card dues through CBS For Branch Billing Customers  | 114/12 dt 16.04.20   |
| E-Stamping of loan and Security Documents & E-Registration/Noting of MOD and other charges  | 114/18 dt 07.04.20   |
| COVID EMERGENCY SUPPORT SCHEME 2020 (CESS 2020) “COVID 19 PERSONAL LOAN (CPL)”  | 114/20 dt 21.04.20<br>114/29 dt 27.04.20<br>114/41 dt 12.05.20<br>114/58 dt 15.06.20 |
| Grievance Redressal Policy  | 114/22 dt 24.04.20   |
| STAR Liberalized Working Capital (SLWCL) Scheme for MSMEs   | 114/24 dt 22.04.20   |
| Reduction in the concessional rate of interest of Loans and advances granted to Staff members   | 114/26 dt 27.04.20   |
| Credit Monitoring Policy (Review 2020)  | 114/28 dt 29.04.20   |
| COVID 19 Pensioner Loan (COPL)  | 114/30 dt 24.04.20<br>114/60 dt 22.06.20   |
| Credit Card Management Policy – With Amendments   | 114/35 dt 17.04.20   |
| Debit Card Management Policy – With Amendments  | 114/36 dt 17.04.20   |
| Merchant Acquisition Business Policy – With Amendments  | 114/37 dt 17.04.20   |
| PPI Issuance & Operations Policy – With Amendments  | 114/38 dt 17.04.20   |
| Revised NPA Management Policy -2020   | 114/39 dt 23.04.20   |
| Classifying Borrowers as Non Cooperative Borrowers (NCB) having aggregate: Facilities of Rs. 5.00 Crore and above.i) Operational Guidelines (OG) ii) Standard Operating Procedure (SOP)   | 114/42 dt 12.05.20   |
| Merchant Acquisition Business Policy – With Amendments  | 114/37 dt 17.04.20   |
| a) Extension for repayment of OTS amount till June 30,2020.<br>b) Extension of BOI OTS 2019 and Star Sanjeevani 2019 Schemes up to June 30, 2020.   | 114/40 dt 24.04.20   |
| ATM Management Policy – With Amendments   | 114/43 dt 18.05.20   |
| STAR GUARANTEED EMERGENCY CREDIT LINE ( STAR – GECL)  | 114/45 dt 26.05.20   |
| Know Your Customer (KYC) / Anti-Money Laundering (AML) /Combating of Financing of Terrorism (CFT) guideline Changes due to -- Amendment to the Prevention of Money Laundering (PML) Rules; - Introduction of Video based Customer Identification Process (V-CIP)<br>Customer Due Diligence – Certification of KYC Documents | 114/46 dt 22.05.20<br>Cir.Letter 2020-21/13 dt 11.05.2020                            |
| COVID-19 – Regulatory Package for Advances Accounts   | 114/47 dt 30.05.20   |
| Trade Credit against Bank Guarantee   | 114/51 dt 01.06.20   |
| Interest (Revised) for Retail Loans w.e.f. 01.06.2020   | 114/52 dt 05.06.20   |
| Policy Guidelines for Taking over of Advances Accounts From Banks / Financial Institutions (FIs) - Review   | 114/53 dt 18.05.20   |
| Revised guidelines in regard to Credit Linked Capital Subsidy component Under CLCS-TUS Scheme   | 114/54 dt 12.06.20   |
| Excess Cash received/found at Counter / Cash found in Branch Premises- Revision/modifications of the instructions   | 114/56 dt 17.06.20   |
| Master Circular on Goods and Services Tax (GST)   | 114/57 dt 11.06.20   |
| Payment under Invoked Bank Guarantees   | 114/61 dt 25.06.20   |
| Revision in Rate of Interest on Saving Bank deposits  | 114/64 dt 30.06.20   |

**TOP**



**“TEAM SANDIPANI”**

**with Shri Prashant Jaywant Naik,**

**General Manager-HO (L&DD)**

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**Sitting (L to R):** Shri Arun Hemrom(Faculty), Dr. S.D. Singh(Faculty), Shri Akhilesh Srivastava(Faculty), Shri Vivek Nigam (Vice-Principal), Shri Prashant J Naik- (General Manager,HO- L&DD), Ms Mamata Bhat (Principal), Mrs. Rina Mehta(Faculty), Mrs. Kirti Giri(Faculty), Mrs. Kavita(Faculty), Mrs Seema Singh(Faculty)

**Standing (L to R):** Shri Kamaljit Singh Nara (Manager-Admin), Shri Gopendra Sahu (Librarian), Shri Shashi Kumar Srivastava(Faculty), Shri Vinay Srivastava(Faculty), Shri Gopal Krishna Soni(Faculty), Shri Satyendra Prakash Kapadia(Faculty), Shri Nipun Mewara(Faculty), Shri Priyanshu Anand, ShriVijay Kumar (Resident Officer), Dr. Ankita Tandon(Rajbhasha Adhikari), Shri Binay Kumar

TOP