

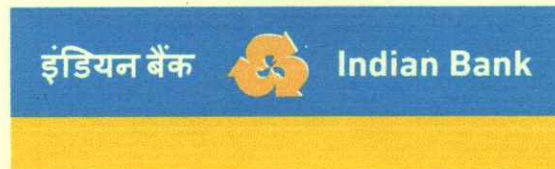
MEMORANDUM OF UNDERSTANDING

Between

CHHATTISGARH STATE GOVERNMENT

(C.G. GOVT.)

And



INDIAN BANK

MEMORANDUM OF UNDERSTANDING

This Memorandum of Understanding is executed at Naya Raipur on Date **07th May 2026**

Between

State Government of Chhattisgarh represented by Special Secretary, Finance Department, Government of Chhattisgarh, having its head office/ administrative office at Mahanadi Bhawan , Atal Nagar, Naya Raipur , Dist. Raipur, State Chhattisgarh, Pin Code 492002.

And

Indian Bank, a body corporate constituted under the Banking Companies (Acquisition and Transfer of Undertakings) Act, 1970 having its Corporate Office at 254-260, Avvai Shanmugam Salai, Royapettah, Chennai 600014, and one of its ZO at 18/1421, Near Raymond Showroom, New Shanti Nagar, Raipur , Chhattisgarh , Pin Code - 492005 (herein referred to as **Indian Bank**) which term shall include its successors, affiliates and assigns of Other Part.

In this MOU, the "**Bank**" and "**State Government of Chhattisgarh**" shall be individually referred to as "party" and collectively as "parties".

Whereas:


1. **Bank** is Banking Company within the meaning of the Banking Regulations Act, 1949 interalia, engaged in the business of providing banking services to its customer in India and abroad.
2. The Bank has offered to provide banking services as detailed in the Memorandum of Understanding to the **State Government of Chhattisgarh** under Salary Account Package for Regular State Government Employees.
3. The **State Government of Chhattisgarh** desires to facilitate salary account services for its staff members.
4. The Bank offers a specialized salary account product named **Salary Account Package for Regular State Government Employees**, which includes various value-added benefits. The value added benefits are annexed to this MOU as **Annexure A** for their regular employees and same is an integral part of this MoU and is valid only for the Regular Employees of **State Government of Chhattisgarh**.

"Purpose and Scope"

This MoU outlines the mutual understanding between the Bank and the **State Government of Chhattisgarh** for opening salary accounts for their staff under the **Salary Account Package for Regular State Government Employees**

"Roles and Responsibilities"

1. The bank will open the salary accounts for all the eligible employees of **State Government of Chhattisgarh** under the **Salary Account Package for Regular State Government Employees** including the following value added benefits:
 - ✓ Group Personal Accidental Insurance (GPAI) and Group Term Life Insurance (GTLI) coverage till the entry age of up to 61 years and 11 months.
 - ✓ Free of cost RuPay Select or RuPay Platinum Debit Cards.
 - ✓ Other benefits are detailed in Annexure A.
2. A list of all such employees who are eligible for Group Life insurance cover under Salary Account Package for Regular State Government Employees will be shared by State Government of Chhattisgarh with designated office of Indian bank for onward sharing with insurance provider appointed by Indian Bank. The life of insurance cover will be applicable w.e.f. date of addition of accounts with the appointed insurance company in accordance with the terms and


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conditions of the insurance company and not from the date of providing data by the state government of Chhattisgarh. Existing salary accounts of the Government of Chhattisgarh with Indian Bank will be converted to Special Salary Accounts subject to an application-cum undertaking to be submitted by the account holder as per specimen attached in Annexure-B. All the benefits linked with the customized/ special salary package will be effective from the date of conversion of account into special salary scheme offered to The Government of Chhattisgarh by the Bank.

3. For insurance benefits, the Bank's role is that of an administrator/ facilitator and decision of admission into the insurance scheme and the liabilities of the claim settlement would rest with Insurance Company. All admissible claims will be payable by the insurance company. Bank shall have no liability whatsoever in respect thereof.
4. Bank will be only paying the insurance premium. Claim settlement related issues associated with complimentary insurances to be taken up by the employer/employee concerned, with the insurance company. All correspondence in submitting, processing and settlement of the claim shall be between Insurance company and claimant. Bank shall have no liability whatsoever in this regard. Bank has also appointed insurance brokers for assistance of the claimants and servicing of the claims.
5. The employee must mandatorily ensure to mention the details of nominee/s for account opening, Group Personal Accidental Insurance (GPAI) and Group Term Life Insurance (GTLI) in the account opening form and declaration form. (Annexure B)
6. If the salary of any employee gets increased or decreased to such an extent that the employee becomes eligible to move from one variant to another variant, then the employer must inform the bank so that the conversion of the account can be done accordingly. However, if escalation happens, once insurance premium paid by the Bank for one employee, the benefits of enhanced escalation will be provided on the maturity of present policy, i.e. after one year of policy issuance.
7. In case the employee does not fulfill the criteria after availing the value added benefits, the account will be treated as normal Savings Bank Account under intimation to account holder.

"Period of MoU"

1. This MoU shall be operative for a period of 03 years (number of years) w.e.f. 07th MAY 2026 and will be in force, unless terminated earlier or till next MoU is signed, as mutually agreed by both the parties.
2. This MoU may be terminated: (a) by mutual written agreement of both the parties at any time; (b) by either party upon written notice to the other party (1 month's advance notice); or (c) immediately by either party in the event of a material breach of this MoU by the other party, provided such breach remains uncured for after written notice.


"Amendments"

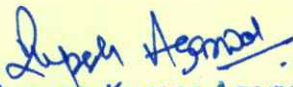
This MoU may be amended or modified at any time by mutual written agreement of the Parties. No provision of this MoU shall be amend, waived, or supplemented except by a written instrument executed and signed by authorized representatives of both the Parties. Any such amendment shall form an integral part of this MoU and shall be binding upon the parties.

If Indian Bank wants to increase/amend the quantum of facilities under this MOU, they can review/amend the provisions after informing the State Government.

"Notices"

Any notices, requests, demands or other communications to be given under this MoU shall be in writing and shall be deemed to have been duly delivered by hand or by courier or registered post to a Party at its address specified under this clause, or such other address as either Party may from time to time


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notify in writing to the other, or by facsimile or email to the respective Parties hereto at the email addresses and facsimile numbers set forth.

(Such addresses / email addresses mentioned hereunder)

State Government of Chhattisgarh	Indian Bank
Special Secretary, Finance, Government of Chhattisgarh Email: sec.fin-cg@gov.in	Zonal Manager (DGM) Zonal Office , Raipur (C.G.) Email : Z744@indianbank.bank.in

"Confidentiality"

Both the parties agree to maintain confidentiality of any sensitive information shared during the course of this MoU.

All information of a technical or business nature provided by one Party to other is identified as "confidential" and shall be deemed to be of proprietary nature.

The Bank shall implement industry standard security measures to safeguard the data against unauthorised access, disclosure, or misuse, and shall use it only for the purpose the data is intended for.

"Governing Law and Disputes"

This MoU and all matters arising under it shall be governed in accordance with the laws of India and will be subject to the jurisdiction of the competent courts in Raipur.

"Complaint Redressal and Review Mechanism:"

A complaint Redressal Mechanism has been structured for regular employees of State Government of Chhattisgarh. (Annexure C : As per Details enclosed)


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

"Dispute Resolution:"

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

"Force Majeure"

1. If at any time during the continuance of this MOU, the performance in whole or in part by any of the parties to any of the objectives obligations under this MOU is prevented or delayed by reason of governmental decision, war, hostilities, act of a public enemy, act of god, civil commotion, sabotage, fire, flood, epidemics, quarantine restrictions, disturbance in supplies from normally reliable sources including earthquake, explosion but not limited to electricity, water, fuel and the like, strike, lockout or other event beyond the reasonable control of the party concerned (hereinafter referred to as "Force Majeure"), then notice of such event shall be given by the affected party to the other parties within 15 days from the date of occurrence thereof.


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2. In the event of any parties not being able to by reason of force majeure, meet any of its obligations under this MOU, such obligations shall be suspended for as long as the inability continues or any date mutually agreed between the parties. This MOU may be terminated by any of the parties by providing one (1) month's written notice if the inability to undertake activities under this MOU continues even after expiry of the notice.
3. It is expressly agreed by the Parties herein that the relationship between them under this MOU is on Principal to Principal basis.

"Loan facilities:"

State Government of Chhattisgarh does not undertake any liability for loans given by Indian Bank to State Government's regular employees in their individual capacities. State Government of Chhattisgarh will not be impleaded in any claim, action, lawsuit which an account holder may file against Indian Bank or vice versa, i.e. Indian Bank may file against the account holder. Loans will be disbursed to the eligible regular employees upon fulfillment of eligibility criteria by the State Government of Chhattisgarh's regular employees and on meeting Bank's terms and conditions, including establishing of the applicant's creditworthiness as per the Bank's guidelines. However, in case of need, bank may seek assistance from State Government.

"Termination":

This Memorandum of Understanding may be terminated by either party by giving three months' notice of termination in writing to the other party. In the event of termination or expiry of the term of the Memorandum of Understanding, the disbursement of salaries to the individual account holders may be done through the same account, but without the special benefits as offered through this Memorandum of Understanding.

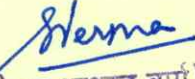
Notwithstanding the termination of this MoU, it shall not affect any valid claims arising out of Personal Accidental Insurance Cover, Air Accidental Insurance Cover, Permanent Total Disability, Permanent Partial Disability, Group Term Life Insurance cover provided under this MOU prior to the termination of the MoU. Such claims shall be dealt with in accordance with the norms/ guidelines as per the provision of the insurance policies of the Insurance Company with whom the bank has a Tie up and Insurance Regulatory and Development Authority of India.

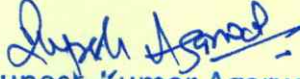
"Employee Discretion in Bank Selection"

State Government of Chhattisgarh shall not make any commitment or impose any requirement upon its employees to maintain their salary accounts with any specific bank. The decision of where to establish and maintain a salary account shall remain solely at the discretion of each individual employee, who may choose any bank according to their preferences. The Government's involvement in this Memorandum of Understanding is limited to facilitating the availability of banking and associated facilities as outlined herein. Employees shall retain the freedom to either migrate to any bank of their choice or continue with their current salary account, without any interference from the State Government of Chhattisgarh.

"Non-Exclusivity"

This Memorandum of Understanding shall be expressly deemed a non-exclusive Memorandum of Understanding. Nothing in this Memorandum of Understanding shall restrict the State Government of Chhattisgarh, or any of its Departments, Agencies, or Organizations, from entering into similar Memorandum of Understandings with other banks for the provision of salary account services to its employees. This provision ensures that the Government retains the flexibility to offer its employees a choice of banking services, allowing them to benefit from competitive terms and offerings available in the market. The non-exclusive nature of this Memorandum of Understanding is intended to promote transparency, competition, and choice for the employees of the State Government of Chhattisgarh.


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“Term Insurance and Personal Accidental Insurance:”


1. The employees aged between 18 years and 62 years are eligible for Term Insurance and Personal Accidental Insurance coverage at free of cost. The entry age for insurance will terminate at the age of 61 years and 11 months. The cost towards the insurance as per eligibility will be borne by the bank. Claim settlement related issues associated with complimentary insurances to be taken up by the employer/ employee concerned, with the insurance company.
2. The Bank's role to that of an administrator/ facilitator and decision of admission into the insurance scheme and the liabilities of the claim settlement would rest with Insurance Company. All admissible claims will be payable by the insurance company. Bank shall have no liability whatsoever in respect thereof. All correspondence in submitting, processing and settlement of the claim shall be between Insurance company and claimant. Bank shall have no liability whatsoever in this regard.
Bank has also appointed insurance brokers for assistance of the claimants and servicing of the claims, the details of which are also placed.
3. Subject to the eligibility criteria applicable for the product/ variants of the account, benefits are provided for a period of one year only (like insurance coverage for one year). Further continuation of the benefits (in full or in part) is subject to Bank's discretion / guidelines issued by the Competent Authority from time to time.

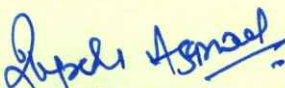
“Disability Arisen out of Personal Accident”

1. If an employee succumbed to injuries due to Personal Accident and disability arisen out of that, the employee based on the Permanent Total Disability (PTD) or Permanent Partial Disability (PPD) can avail insurance benefits from the bank without any charges.
2. The percentage of PTD/ PPD will be calculated as per the prevailing IRDAI guidelines.
3. The assessment of the percentage of disability will be assessed by the panel of doctors of the Insurance Company. The claim amount shall be settled by the insurance company and shall be credited to the beneficiary's account based on the disability percentage as per IRDAI guidelines.
4. *Any modifications or alteration made by IRDAI in this regard shall apply as such.*

“Miscellaneous”

1. As regards “**KNOW YOUR CUSTOMER norms**” as per RBI guidelines, PAN/ Form 60 and one officially valid document (OVDs) to be provided for opening of Bank accounts. These instructions will be governed by directions issued by RBI/ Bank from time to time.
2. Benefits offered in Debit Cards are subject to change from time to time as per guidelines issued by NPCI.
3. In case, the monthly salary is not credited into the account for more than 3 consecutive months, the special features offered under this product will stand withdrawn and the account shall be treated as Regular Savings Account under intimation to account holder.
4. Insurance Coverage shall start 15 days after continuous credit of 2 months' Salary into the Account i.e. from 15th of the succeeding month of credit of 2nd month's Salary in the account after the date of signing this MoU subject to account holder meeting eligibility criteria.
5. If more than one salary accounts are opened for any customer, insurance benefits will only be provided for only that account in which salary is getting credited
6. Bank will be only paying the insurance premium. Claim settlement related issues associated with complimentary insurances to be taken up by the employer/employee concerned, with the insurance company.
7. Insurance claim should be intimated within 90 days from the date of accident/ death.
8. In case of transfer of any employee, that employee will be free to transfer his account from one branch of the Bank to another.


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"Definitions"

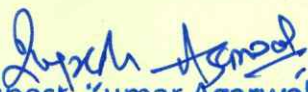
1. **"Family"** includes the employees and their eligible family members as detailed below:
 - i. Legal spouse of the employee
 - ii. Children of the employee – till they get employed or married or attain the age of 25 years whichever is earlier.
2. **"Accident"** An accident means sudden, unforeseen, and involuntary event caused by external, visible, and violent means.
3. **"Beneficiary"** means Employees and their eligible family members of **State Government of Chhattisgarh**.
4. **"Term Insurance"** means a life insurance policy that pays a death benefit only if the employee dies during the policy term (other than suicide).
5. **"Accidental Insurance"** means a type of insurance that provides financial coverage for permanent partial disability, permanent total disability and death resulting from unforeseen accidents.
6. **"Premium"** means the amount of money the bank will pay to keep the policy live.
7. **"Higher Education Cover (18 to 25 years)"** – In the event of death of insured person due to accident and if a claim is accepted as a valid claim, then this benefit will be extended to one child of the insured person, pursuing full time course in Graduation or higher studies in a recognized college in India. An amount equivalent to 10% of the base sum insured will be payable.
8. **"Permanent Total Disability (PTD)"** – In the event of injury occurring to the insured person solely and directly from the accident caused by external, violent and visible means and which result in total irrecoverable loss as total permanent disablement (as defined by IRDAI) within 12 calendar months of its occurrence, the claim will be settled by the insurance company as per IRDAI Guidelines.
9. **"Permanent Partial Disability (PPD)"** - In the event of injury occurring to the insured person solely and directly from the accident caused by external, violent and visible means and which result in partial irrecoverable loss of use or the actual loss by physical separation where a part of the body becomes permanently disabled (as per IRDAI guidelines) within 12 calendar months of its occurrence, the claim will be settled by the insurance company as per IRDAI guidelines.
10. **"Air Accidental Insurance"** – In the event of death due to air accident occurring while undertaking journey by Airlines subject to booking of tickets through any type of mode of payment linked with the salary account of our bank.

"Steps to avail value added benefits"

1. RuPay Select Debit Card:

- i. Registration: Visit the official website: <https://www.rupay.co.in/>. Log in and register using the phone number linked to Customer bank account.
- ii. Selecting Benefits: After logging in, choose "RuPay Select" card variant. Customer will see a detailed list of benefits, including OTT subscriptions, SPA/Salon services, complimentary golf lessons, and other perks.
- iii. Choosing & Redeeming: Select the type of benefit they wish to avail, the system will display the addresses of participating institutions where the benefits can be enjoyed. Choose preferred institution. Select the option to redeem the benefit. A voucher code will be sent to Customer registered mobile number. Customer must present this code to the institution when availing the service.
- iv. Card usage requirement: To be eligible for personal accident insurance, Customer must have used their RuPay Select Debit Card within the first 90 days from the date of account opening.
- v. Coverage: RuPay Platinum Debit Card holders are covered for ₹2 Lakhs Group Personal Accident (GPA). RuPay Select Debit Card holders are covered for ₹10 Lakhs GPA.


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2. Personal Accident Claim Procedure

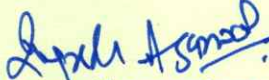
- i. Claim Intimation (For incidents in FY 2026-27): Immediately send an email to rupay@newindia.co.in. within 90 days from the date of the accident including detailed information about the incident. Exception: Claims for individuals hospitalized in critical condition and unable to file within 90 days will be investigated and honoured if all policy terms are met as of the accident date.
- ii. Claim Registration (by New India Assurance): The New India Assurance Co. Ltd. will register the claim and provide a claim number to bank within two working days. The policy number will be included in the email subject line.
- iii. Document Submission: All supporting documents related to the claim must be submitted within sixty (60) days from the date of claim intimation. Hard copies of all documents must be sent to the following address: NON SUIT CLAIM HUB 140001 THE NEW INDIA ASSURANCE CO. LTD MUMBAI REGIONAL OFFICE 2, 2nd Floor, Jeevan Seva Building, Santacruz(W), MUMBAI - 400 054 Email: rupay@newindia.co.in
- iv. Claim Processing & Settlement: Claim requirements will be communicated to Customer as per their standard process. Eligible claims will be settled within thirty (30) working days from the date of receiving the complete set of documents.

3. Required Documents for RuPay Select/ Platinum Debit Card Personal Accident Claim

To process a personal accident, claim under Customer RuPay Select/ Platinum Debit Card, they should submit the following documents. Remember, only the Primary account holder is eligible for these benefits.

- i. **Claim Forms:** Must be fully completed, signed, and stamped by They can download both these claim forms from the RuPay website.
- ii. **Death Certificate:** The original or a certified copy
- iii. **Accident Report:** The original or a certified copy of the FIR (First Information Report) describing the accident. If it's not in English or Hindi, please include a notarized translation.
- iv. **Post-Mortem & Forensic Reports:** The original or a certified copy of the Post Mortem Report, along with Chemical Analysis/FSL Reports if applicable.
- v. **Medical Records:** Copies of all medical records if the cardholder was hospitalized.
- vi. **Newspaper Cutting:** A copy of any relevant newspaper articles about the incident, if available.
- vii. **Nominee KYC & Banking Details:** Completed CKYC Form with KYC documents. NEFT (National Electronic Funds Transfer) documents of the nominee. Nominee details (including NEFT details) as per bank records, and a copy of the nominee form submitted during account opening. If nominee details aren't available, customer need to follow bank's legal procedure. This typically involves providing Legal Heir Details in the form of a registered affidavit or a succession certificate, along with their KYC and banking details (including a passbook copy).
- viii. **Aadhar Copies:** Aadhar copies of both the cardholder and the nominee.
- ix. **Card Usage Proof:** Details of RuPay card-induced POS (Point of Sale) or E-commerce transactions made within 30 days prior to the accident date. This must be supported by a complete transaction log or account statement from bank's system.


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“Group Accidental Insurance Coverage & Group Term Life Insurance Coverage Benefits”

1. Claim Intimation:

- The nominee must contact the insurance company's customer care to register the claim.
- A claim number will be provided upon registration.
- The claim must be intimated within 90 days of the cardholder's demise.

2. Obtaining the claim form:

- The claim form can be downloaded from the insurance provider's website, or can be obtain it from a bank branch.

3. Submitting the Claim:

- The nominee, along with the duly filled claim form, must visit a nearby office of the insurance company.
- The entire claim process will be completed with the assistance of the insurance company's call centre.
- The customer or nominee must reach out to the insurance company for all claim-related queries and submissions.

“Required Documents for GPA and GTLI Claims”

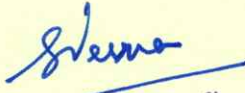
To facilitate Customer claim, claimant of the account holder to provide the following documents to the insurance company:

- **Claim Form:** Duly filled out and signed.
- **Death Certificate:** Original or certified copy.
- **FIR (First Information Report):** Original or certified copy describing the accident. If the FIR is not in English or Hindi, a notarized translation into either language is required.
- **Post Mortem Report:** Original or certified copy, along with Chemical Analysis/FSL Reports (wherever applicable).
- **Medical Records:** Copies of all medical records if the cardholder was hospitalized.
- **Newspaper Cutting:** Copy of any relevant newspaper cuttings, if available.
- **Aadhar Copies:** Aadhar copies of both the cardholder and the nominee.
- **Other Documents:** Any other documents specifically requested by the insurance company during the claim process.

“DeMAT Account Opening”

Customer have two convenient ways to open a Demat account:

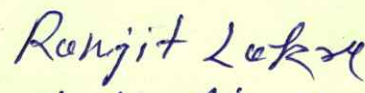
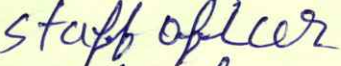
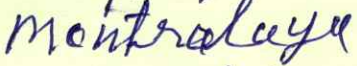

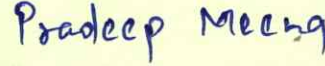
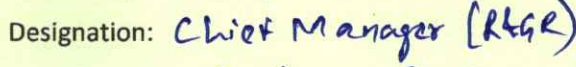

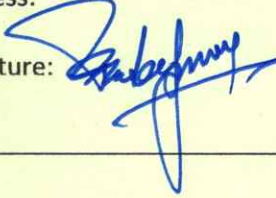
- **Online via Indsmart:** Log in to Indsmart. Navigate to the Demat account option to initiate the account opening process.
- **Through Branch:** Submission of the necessary KYC documents, account number, and phone number to the Branch. These details will then be sent to the nearest Indbank Merchant Banking Office for processing Customer Demat account opening.


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Zonal Office, Raipur


Signed on behalf of State Government of Chhattisgarh	Signed on behalf of Indian Bank
Signature:  7.5.2026	Signature: 
Name: SHITAL SHASHWAT VERMA Designation: SPECIAL SECRETARY State Government of Chhattisgarh	Name: Rupesh Kumar Agarwal Designation: ZONAL HEAD, RAIPUR Indian Bank
Seal/Stamp:  (शीतल शाश्वत वर्मा) विशेष सचिव छत्तीसगढ़ शासन वित्त विभाग मंत्रालय, नवा रायपुर, अटल नगर	Seal/Stamp:  Rupesh Kumar Agarwal DGM & ZONAL MANAGER Zonal Office, Raipur

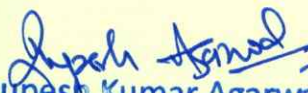
Witness:

1.Name:  Designation:  Address:  Signature: 	1.Name:  Designation:  Address:  Signature: 
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Salary Account Package for Regular employees of PSUs, Subordinate / Attached Offices and Autonomous Bodies under administrative control of Ministries /Departments of the Central Government and also to the employees of State Governments / Union Territory Administrations & Autonomous Bodies under administrative control of the State Governments / UTs

Sl No.	Features	Group-C (Salary Credited to Savings Bank Account < Rs.70,000/-)	Group-B (Salary Credited to Savings Bank Account Rs.70,000/- to Rs.1,20,000/-)	Group-A (Salary Credited to Savings Bank Account > Rs.1,20,000/-)
1.	Personal Accidental Insurance (PAI) (Death in Operations)	Rs. 75.00 Lakhs without Add-On	Rs. 120.00 Lakh with Add-On*	Rs. 150.00 Lakh with Add-On*
2.	*Add-On benefits under PAI	Not Applicable	i. Higher Education Cover (18 to 25 years) – 10% additional limit of base PAI cover subject to maximum of Rs. 15 Lakh. ii. Girl Child Marriage Cover (18 to 25 years) – 10% additional limit of base PAI cover subject to maximum of Rs. 15 Lakh. iii. Cost of Plastic Surgery/Burn - 10% of additional limit of Base PAI Cover subject to maximum of Rs. 10 lakh or actual expenditure whichever is lower. iv. Transportation of imported medicine: Upto Rs 10 Lakh or actual cost, whichever is lower. v. Air Ambulance Cover: Upto Rs. 10 lakh or actual cost whichever is lower. vi. Ambulance charges: Up to Rs. 1.00 Lakh vii. Transportation of Dead Body/Repatriation of mortal remains – upto Rs. 5 Lakh or actual cost whichever is lower. viii. Hospital Confinement Allowance (additional limit of Base PAI Cover) : Per day allowance of Rs. 2000/- with a maximum coverage for 15 days. ix. Home Convalescence Benefit: Additional limit of Base PAI Cover Maximum up to Rs. 1.00 Lakh	
3.	Air Accident (Death) Cover	200% of PAI (i.e., ₹ 150.00 Lakhs)	200% of PAI (i.e., ₹ 240.00 Lakhs)	200% of PAI (i.e., ₹ 300.00 Lakhs)
4.	Permanent Total Disability	100% of PAI	100% of PAI	100% of PAI
5.	Permanent Partial Disability	50% of PAI	50% of PAI	50% of PAI
6.	ATM / Debit Card	Rupay Select Debit Card – Issuance / Annual Maintenance Charges-NIL;	Rupay Select Debit Card – Issuance / Annual Maintenance Charges-NIL;	Rupay Select Debit Card – Issuance / Annual Maintenance Charges-NIL;
7.	No. of Free ATM transactions (in a month)	ATM Transactions in Our Bank's ATM – Unlimited free; ATM transactions in Other Banks ATMs - Free 5 Per Month in Non Metro Centre, Free 3 Per Month in Metro Centre	ATM Transactions in Our Bank's ATM – Unlimited free; ATM transactions in Other Banks ATMs - Free 5 Per Month in Non-Metro Centre, Free 3 Per Month in Metro Centre	ATM Transactions in Our Bank's ATM – Unlimited free; ATM transactions in Other Banks ATMs - Free 5 Per Month in Non Metro Centre, Free 3 Per Month in Metro Centre
8.	Debit Card Based Insurance (Death)	Accidental Death or Permanent Total Disability of upto Rs.10.00 Lakhs, Airport Lounge access (Domestic) and other benefits - Subject to NPCI guidelines	Accidental Death or Permanent Total Disability of upto Rs.10.00 Lakhs, Airport Lounge access (Domestic) and other benefits - Subject to NPCI guidelines	Accidental Death or Permanent Total Disability of upto Rs.10.00 Lakhs, Airport Lounge access (Domestic) and other benefits - Subject to NPCI guidelines


 (शीतल शाश्वत वर्मा)
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 छत्तीसगढ़ शासन
 वित्त विभाग
 प्रशासन, नवा रायपुर, अटल नगर


 Rupesh Kumar Agarwal
 DGM & ZONAL MANAGER
 Zonal Office, Raipur

Salary Account Package for Regular employees of PSUs, Subordinate / Attached Offices and Autonomous Bodies under administrative control of Ministries /Departments of the Central Government and also to the employees of State Governments / Union Territory Administrations & Autonomous Bodies under administrative control of the State Governments / UTs

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9.	Credit Card Variant	RUPAY PLATINUM (Eligibility conditions apply) Issuance Charges – NIL AMC Charges – Rs.250.00 (subject to revision)	RUPAY SELECT (Eligibility conditions apply) Issuance Charges – NIL AMC Charges – Rs.250.00 (subject to revision)	RUPAY SELECT (Eligibility conditions apply) Issuance Charges – NIL AMC Charges – Rs.250.00 (subject to revision)
10.	Credit Card features & Benefits	As per NPCI guidelines.	As per NPCI guidelines.	As per NPCI guidelines.
11.	Group Term Life Insurance (Natural Death)	₹ 5.00 Lakh	₹ 10.00 Lakh	₹ 10.00 Lakh
12.	Group Health Insurance for Account Holder (Cost borne by Bank)	₹ 2.00 Lakh	₹ 2.00 Lakh	₹ 2.00 Lakh
13.	Top-Up Group Health Insurance (cost to be borne by A/c holder)	Optional Top-Up Cover Rs. 30.00 Lakhs with Rs. 3.00 Lakh deductible- Cost to be borne by A/c holder 1A – ₹ 999 2A – ₹ 1599 2A1C – ₹ 2079 2A2C – ₹ 2499 (conditions apply)	Optional Top-Up Cover Rs. 30.00 Lakhs with Rs. 3.00 Lakh deductible- Cost to be borne by A/c holder 1A – ₹ 999 2A – ₹ 1599 2A1C – ₹ 2079 2A2C – ₹ 2499 (conditions apply)	Optional Top-Up Cover Rs. 30.00 Lakhs with Rs. 3.00 Lakh deductible- Cost to be borne by A/c holder 1A – ₹ 999 2A – ₹ 1599 2A1C – ₹ 2079 2A2C – ₹ 2499 (conditions apply)
14.	Over Draft Facility	OD, up to 1-month latest drawn net salary (Salary amount Credited to Savings Bank Account).	Upto ₹ 3.00 Lakh	Upto ₹ 5.00 Lakh
15.	Concession in locker rent	100% concession on locker charges on 1st year, 10% from 2nd year onward- applicable exclusively to Small and Medium-sized lockers	100% concession on locker charges on 1st year, 15% from 2nd year onward - applicable exclusively to Small and Medium-sized lockers	100% concession on locker charges on 1st year, 25% from 2nd year onward - applicable exclusively to Small and Medium-sized lockers
16.	Auto Sweep Facility (MOD)	Threshold limit Rs. 50000/- in multiples of Rs. 10,000/-, at the request of the customer	Threshold limit Rs. 50000/- in multiples of Rs. 10,000/-, at the request of the customer	Threshold limit Rs. 50000/- in multiples of Rs. 10,000/-, at the request of the customer
17.	Home Loan	Home Loan: 0.10 % ROI Concession (Subject to floor rate; Conditions apply)	Home Loan: 0.10 % ROI Concession (Subject to floor rate; Conditions apply)	Home Loan: 0.10 % ROI Concession (Subject to floor rate; Conditions apply)
18.	Education loan	Education Loan: 0.10 % ROI Concession. (Subject to floor rate; Conditions apply)	Education Loan: 0.10 % ROI Concession. (Subject to floor rate; Conditions apply)	Education Loan: 0.10 % ROI Concession. (Subject to floor rate; Conditions apply)
19.	Vehicle Loan	Vehicle Loan: Card Rate	Vehicle Loan: Card Rate	Vehicle Loan: Card Rate

Sheema
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विशेष सचिव
छत्तीसगढ़ शासन
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संवालय, नवा रायपुर, अटल नगर

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20.	Personal loan	Personal Loan: 0.10 % ROI Concession (Subject to floor rate; Conditions apply)	Personal Loan: 0.10 % ROI Concession (Subject to floor rate; Conditions apply)	Personal Loan: 0.10 % ROI Concession (Subject to floor rate; Conditions apply)
21.	Concession in Processing & Documentation charges on Housing, Vehicle & Personal Loan	100%	100%	100%
22.	IMPS / RTGS / UPI / SMS / DD / Cheque Book	Free	Free	Free
23.	Wellness Program	Free Health Care Consultation facility for A/c holder & 4 family members will be provided through a Digital Health Care Platform.	Free Health Care Consultation facility for A/c holder & 4 family members will be provided through a Digital Health Care Platform.	Free Health Care Consultation facility for A/c holder & 4 family members will be provided through a Digital Health Care Platform.
24.	Benefits for family	Zero Balance Savings Account for the Spouse & Minor Children of the A/c Holder.	Zero Balance Savings Account for the Spouse & Minor Children of the A/c Holder.	Zero Balance Savings Account for the Spouse & Minor Children of the A/c Holder.
25.	Any other if any	NIL	NIL	NIL

Terms & Conditions for availing insurance benefits :


1. The insurance coverage shall be provided from 15th of the next month, after 2 months of continuous salary credit in the newly opened/converted accounts.
2. The entry age for Insurance benefits for the employees is between 18 years to 61 years 11 months and insurance coverage shall be upto 62 years.
3. Bank's role for various value-added services shall be that of administrator only, including but not limited to insurance benefits GPA/GTLI/GHI. The decision of admission into the insurance scheme and the liabilities of the claim settlement would rest with Insurer. Bank will be only paying the insurance premium. Claim settlement related issues associated with complimentary insurances to be directly taken up with the insurance company.
4. The declaration form to avail various value-added services from the Bank, as per Bank's format for providing appropriate insurance benefits, along with the requisite documents for KYC, copies of Latest Salary Slip, Identity card issued by the Central Govt. Dept. shall be submitted by the employees to the Bank.
5. In respect of existing / new account holders, Employee (Account Holder) shall notify his/her Employer to credit Monthly Salary into the Salary account with Indian Bank. Upon credit of salary into the Bank's account he/she shall inform the Bank that his/her salary is being credited to the Indian Bank Account and ensure that his/her account is duly covered with insurance and other benefits
6. The declaration form to avail various value-added services from the bank shall be submitted by the employees as per bank's format along with employment category viz., 1. Police/Defence/Paramilitary personnel, 2. Hazardous sector like mining ,firemen etc. 3. Driver/Conductor in Road Transport Corporation, 4. Civillian (Other than 1,2,3) for providing appropriate Insurance benefits.

Sharma
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विशेष सचिव
छत्तीसगढ़ शासन
वित्त विभाग
नवा रायपुर, अटल नगर

Rupesh Kumar Agarwal
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7. The insurance coverage and other benefits will be deactivated if salary is not credited in the account for more than 3 months continuously. Subsequent coverage will be available if salary gets credited again on regular basis.
 8. Salary account may be opened in jointly with the spouse of the employee concerned. The first name in the Salary account must be that of the employee. No other name should be added in the account. GPA, GTLI & GHI Coverage shall be provided to employee only i.e. First Account Holder.
 9. For Air Accidental Insurance cover, the Airlines tickets are to be booked through the Salary Account of our Bank.
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मंत्रालय, नवा रायपुर, अटल नगर


Rupesh Kumar Agarwal
DGM & ZONAL MANAGER
Zonal Office, Raipur

Declaration Form fo Opening Salary Accounts of Regular Employees of State Government

BRANCH NAME& CBSCODE: _____

PRIMARY ACCOUNT HOLDER DETAILS

Name : _____

Account Number : _____

Customer ID : _____

Name of the Department : _____

Office Complete Address : _____

Employment Category : 1.Police/Defense/Paramilitary Forces 2.HazardousSectorlikemining,firemenetc.
3.Driver/Conductor in Road Transport 4.Civilian(Otherthan1,2,3)

Details of Salary_as per Salary Slip for the month of (mention month & year)_____:

a)Gross Salary for the month: Rs. _____ b)Net Salary for the month : Rs. _____
 (i.e., amount credited to the Bank Account)

Nomination for Insurance Benefits

I/We..... [Name and Address]
 nominate the following person's to whom in the event of my death, the proceeds of the Insurance Claim may be paid / settled by the Insurance Company.

Nominee Details for Insurance Coverage	Group Personal Accidental Insurance	Group Term Life Insurance	Group Health Insurance
Name			
Date of Birth			
Gender			
Relationship with the accountholder			
If the nominee is minor as on this date, name of the person appointed to receive The proceeds			

Terms & Conditions

- I,....., hereby declare that:
- I understand that this account is a premium product offered by Indian Bank, providing various value-added benefits to the primary account holder only.
 - I agree to abide by the product's terms and conditions, including any future updates or modifications as the Bank may deem appropriate. These as may be displayed at the branch's notice board or published on the Bank's website, shall be conclusive and I waive exclusive communication to me.
 - I hereby give consent for covering myself, family members under the benefits offered by the Bank, under the applicable Products / Schemes, which may vary from time to time, at the discretion of the Bank.
 - I acknowledge that all value-added benefits are governed by the terms and conditions of the Bank / respective insurer / service providers. The Bank acts solely as a facilitator and bears the cost of providing these benefits to customers / family members, as per the Bank's Products / Schemes, wherever applicable. The Bank shall not be held responsible

Sheena
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Rupesh Kumar Agarwal
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for rejection of claims /grievances/any delay by the Insurer, Service Provider, etc./any medical advice, prescription, etc. provided by the Service Provider, etc., related to these benefits.

- v. I understand and agree that insurance coverage under this product is valid if the account is eligible as per the Bank's guidelines and is valid for one year only from the date of Policy.
- vi. This declaration holds good till / whenever the account is eligible to be covered / being covered under Insurance Schemes / other benefits as applicable for the product / scheme.
- vii. I understand and agree that Renewal of the insurance for the following year is subject to fulfilling the scheme's conditions and will be at the Bank's sole discretion.
- viii. I authorize Indian Bank to share my personal details and that of the nominee's / family members, etc. with the insurance / service provider for the purposes of policy / policies issuance of Insurance / providing related value added services and administration.
- ix. I confirm that I understood the features/steps and procedures required to access benefits such as Group Personal Accident Coverage, Group Term Life Coverage, Group Health Insurance, Rupay Select Card benefits, Healthcare Consultations, and discounts on locker rent, among others, whichever is applicable. For Air Accidental Insurance cover, the Airlines tickets are to be booked through the Salary Account of our Bank.
- x. I understand and agree that for benefits such as Group Personal Accident Coverage, Group Term Life Coverage, the entry age is upto 61 years 11 months only or till salary is being credited in the account and insurance coverage shall be upto 62 years.
- xi. Insurance benefits shall be initiated after 2 months of continuous salary credit in the newly opened/converted accounts
- xii. I understand that Bank's role for various value-added services shall be that of administrator only, including but not limited to insurance benefits GPA/GTLI/GHI. The decision of admission into the insurance scheme and the liabilities of the claim settlement would rest with Insurer. Bank will be paying the insurance premium. Claim settlement related issues associated with complimentary insurances to be directly taken up with the insurance Company.
- xiii. I declare that I will notify that my salary is being credited to the Indian Bank Account (in respect of existing / new account holders of the Bank) and ensure that my account is duly covered with insurance and other benefits offered by the Bank.
- xiv. I under take to inform the Bank / through my employer, in case of non-crediting of Salary in to my salary account due to any reason, including my leaving the services of the organization, so as to enable the Bank to remove from the list of beneficiaries under insurance schemes.
- xv. I understand that the insurance coverage and other benefits will be deactivated if salary is not credited in the account for more than 3 months continuously.
- xvi. I understand and agree that benefits provided under variants of Rupay Card are as per the extant guidelines of NPCI, updated time to time.
- xvii. I have read / fully understood and hereby agree to all the features, terms, and conditions associated with this product. I agree to follow all related guidelines and responsibilities.
- xviii. I authorize the Bank to stop the value added benefits if I close my account or fail to maintain the account, as per the terms and conditions of the product or shift my salary account to other Bank or did not satisfy the terms and conditions of the product/ Insurance scheme, after availing value added benefits. I acknowledge that any insurance claim / any other claim made after account closure may not be entertained.
- xix. I understand and accept that the Bank reserves the right to withdraw, modify, or alter the existing value-added benefits of the product at its discretion.
In case of any grievance related to the product or service, the redressal mechanism will be such to approach the Branch Head for redressal , and if the issue remains unresolved to my satisfaction, escalation shall be to authorities at the Zonal Office and their Field General Manager (FGM) Office for further resolution.

Place:

Date: ___/___/___

SIGNATURE ACCOUNT HOLDER

BANK USE ONLY :

Verified the details of the Customers and found eligible for opening account under this product.

Signature of Bank Official: _____

Name: _____

Designation: _____

Date: ___/___/___

Verma
(शीतल शाश्वत वर्मा)
विशेष सचिव
छत्तीसगढ़ शासन
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Rupesh Kumar Agarwal
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DGM & ZONAL MANAGER
Zonal Office, Raipur

Annexure: C

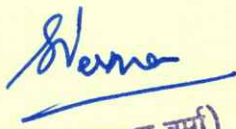
Contact Details for Grievance Redressal and Salary Account Package for State Government Employees

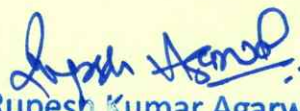
Toll Free Contact No. (24 x 7) :	1800 – 1700
Email id :	customercarecomplaints@indianbank.bank.in

Address:-

Indian Bank, Zonal Office
18/1421, NEAR RAYMOND SHOWROOM
NEW SHANTI NAGAR SHANKAR NAGAR
Raipur, (Chhattisgarh)
Pin: 492005

Contact No.	07713599563
Email id :	Z744@indianbank.bank.in


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