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 Ministry of Defence
 Directorate of Pay and Allowances
 Room No W-104, West Block
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 New Delhi-110010

AC/2901/MoUs/Advisory

12 Dec 24

The Flag Officer Commanding-in-Chief
 (for CSO (P&A))
 Headquarters, Western Naval Command
 Mumbai 400001

The Commander-in-Chief
 (for CSO (LA&P))
 Headquarters, Andaman Nicobar Command
 Port Blair 744102

The Flag Officer Commanding-in-Chief
 (for CSO (P&A))
 Headquarters, Eastern Naval Command
 Visakhapatnam 530014

The Flag Officer Commanding-in-Chief
 (for CSO (P&A))
 Headquarters, Southern Naval Command
 Kochi 682004

**ADVISORY – BENEFITS OF MOU BETWEEN IN AND VARIOUS BANKS
 FOR ALL IN PERSONNEL**

1. Memorandum(s) of Understanding are being concluded with various banks towards enabling best banking facilities to IN personnel. Few of the salient benefits are as tabulated below: -

Ser	Features
(a)	Personal Accident Insurance (Death) Cover (including Girl Child Marriage/ Education Grants) – Ranging from Rs 50L – 1 Cr
(b)	Permanent/ Total Disability Cover - Ranging from Rs 50L – Rs 1 Cr
(c)	Partial Disability Cover
(d)	Air Accident Insurance Cover – Rs 1 Cr
(e)	Preferential processing/ interest rates for various loans
(f)	Debit Card Facility- free usage at any bank's ATMs
(g)	Waiver of DD charges
(h)	Special Relationship Officer

2. In accordance with the MoU concluded with banks, benefits such as PAI/ Air Accident Insurance cover for personnel/ NoK and various other associated Add-on benefits are offered by the bank on a complimentary basis. Such Insurance covers and add-on benefits prove to be beneficial to the NOKs on occurrence of any untoward incident leading to demise/ disability of the Service Personnel. As per mutual understanding, the insurance claim is to be submitted by the personnel/ NoK during times of distress, to be facilitated by the respective banks/ branches. Therefore, it is prudent that the individual and the NOKs are aware of **such benefits being offered** by the banks as part of the Defence Salary Package.
3. Dedicated actions have been undertaken at NHQ and NPO to ensure that all salary accounts of *IN* personnel in banks with which MoUs exist are suitably categorised as Defence Salary Package accounts. This has been done to facilitate seamless utilisation of all benefits negotiated with these banks by service personnel and their NoK.
4. It has been observed that the personnel in field and their NOKs are not aware of the details of the above-mentioned benefits despite periodic publishing of the MoU details to Commands, Public Release, SMS by NPO, SE messages and hosting of MoUs on ***NUD-Knowledge->Policy Letters->DPA Policy Letters->MOU with Banks***. As a consequence, service personnel and NoKs have not availed crucial facilities like PAI cover and other discounts on offer. Therefore, there is a need to educate all *IN* personnel regarding the benefits of the MoU concluded with various banks.
5. In view of the above, the following is recommended: -
- (a) All personnel be advised to operate salary accounts in banks with which MoU have been incorporated and to ensure that their salary accounts are categorised suitably as 'Defence Salary Package Account' by the Banks.
 - (b) Details of the benefits be covered periodically in the Divisional Officers' Period and all personnel be sensitised to apprise the details of the benefits to their NOKs. It may be iterated to NoKs, that for availing benefits linked to MoU, they are only required to contact their respective Branches.
 - (c) The list of MoUs be displayed on the notice boards of the units/ departments, as feasible.
 - (d) Link of MoU pages be hosted in the Command Home page.
 - (e) Publishing of frequent Daily Order entries bringing out few salient benefits.
 - (f) Personnel be encouraged to discuss the same in their Mess Discussions.
 - (g) The information regarding conditions for applicability of PAI/ AAI cover as mentioned in the MoU be highlighted and disseminated as '**Things to remember**' to all personnel. A few salient conditions are as enumerated below: -
 - (i) Only primary salary package account holders are eligible in most banks.
 - (ii) Minimum one month salary/ pension should have been credited to the DSP account within 90 days prior to the date of accident.

(iii) Claims are to be submitted within the prescribed timeline as mentioned in respective MoUs.

(iv) In most banks, Air Accident Insurance Cover will be valid only, if the ticket has been purchased by debit to DSP Account through Debit Card/ Cheque/ Internet Banking, except in case where the ticket is provided by the department for official duty.

(v) Air Ticket is not required to be purchased/ produced in case the account holder has travelled by Service/ Combat/ Chartered Aircraft of Defence Forces.

6. Consolidated Guidelines to increase awareness of benefits of DSP Accounts and a list of points of contact/ Defence Banking Advisors of various Banks, along with contact details, are enclosed for reference/ dissemination. It is requested that contents of the letter be widely disseminated.



(Surendra R Gochke)
Commodore
Cmde (Pay & Allowances)

Enclosures: -

1. Consolidated Guidelines to increase awareness of benefits of DSP Accounts.
2. List of Points of Contact of Banks.

Copy to: -

The Chief of Integrated Staff Committee
HQIDS, South Block, New Delhi 110011

The Project Director, ATV Project
Rao Tula Ram Marg, New Delhi 110010

The Director General, Project Sea Bird
West Block V, RK Puram, New Delhi 110066

The Chief Hydrographer
National Hydrographic Office, Dehradun 248001

The Commandant, NDC
Tees January Marg, New Delhi 110011

The Commandant, Indian Naval Academy
Ezhimala, Kerala 670310

The Director General, WESEE
RK Puram, New Delhi 110066

The Flag Officer Commanding
Western Fleet, Mumbai 400001

NAVAL HEADQUARTERS
CONSOLIDATED GUIDELINES: AWARENESS ON DSP ACCOUNT BENEFITS

1. Memorandums of Understanding are concluded by NHQ centrally with various Banks (both public and private sector) to facilitate enhanced banking facilities and benefits for *IN* personnel, including veterans. Advisories related to Defence Salary Package (DSP) Account have been issued from time-to-time in order to increase awareness of *IN* personnel on the subject. SE messages, SMS alerts, Public Release have also been utilised repeatedly to ensure that the intended recipients use the benefits of MoU concluded with various Banks.
2. It is noticed that many serving/ retired personnel and NoKs are either not aware of the benefits/ features or unaware about the procedure/ steps to be taken to avail the facilities. This consolidated advisory aims to summarise all relevant issues & guidelines to facilitate easier reference and timely actions by all concerned.
3. This advisory includes the following: -
 - (a) Major benefits associated with DSP Accounts.
 - (b) Details of MoUs with Banks.
 - (c) Eligibility Conditions.
 - (d) Claim Procedure.
 - (e) Check Lists.
 - (f) Miscellaneous Instructions.
 - (g) Responsibility of Individual/ Account Holder.
 - (h) Responsibility of the unit towards ensuring Personal Accident Insurance (PAI) benefits.
4. **Valid MoU Details.** Presently, Indian Navy has valid MoU with 13 Banks (subject to change) as under: -

Ser	Name of Bank	Serving/ Pensioners	Agniveers	Naval Civilians
(a)	State Bank of India	√	√	
(b)	Bank of Baroda	√	√	√
(c)	Kotak Mahindra Bank	√	√	√
(d)	IDFC First Bank	√	√	
(e)	IDBI Bank	√	√	√
(f)	HDFC Bank	√	√	
(g)	Axis Bank	√	√	√
(h)	ICICI Bank	√	√	√
(j)	YES Bank	√	√	
(k)	Punjab National Bank	√	√	√
(l)	Union Bank of India	√	√	
(m)	Punjab and Sind Bank	√	√	

Major Benefits Associated with DSP Accounts

5. Personal Accident Insurance (PAI) on Death of DSP Account Holders.

Ser	Name of Bank	PAI (Serving/ Agniveers)	PAI (Pensioners)	PAI (Naval Civilians)
(a)	State Bank of India	50 Lacs	30 Lacs	NA
(b)	Bank of Baroda	75 Lacs	40 Lacs	75 Lacs
(c)	Kotak Mahindra Bank	50 Lacs	50 Lacs	40 Lacs
(d)	IDFC First Bank	50 Lacs	50 Lacs	50 Lacs
(e)	IDBI Bank	50 Lacs	50 Lacs	
(f)	HDFC Bank	46 Lacs	46 Lacs	46 Lacs
(g)	Axis Bank	46 Lacs	46 Lacs	
(h)	ICICI Bank	50 Lacs	50 Lacs	50 Lacs
(j)	YES Bank	60 Lacs	40 Lacs	60 Lacs
(k)	Punjab National Bank	100 Lacs	100 Lacs	
(l)	Union Bank of India	100 Lacs	100 Lacs	100 Lacs
(m)	Punjab and Sind Bank	100 Lacs	100 Lacs	

6. Conditions for Availing Relief. The following are the conditions for availing relief under Personal Accident Insurance (PAI): -

- Death should only be due to accidents, which means a sudden, unforeseen and involuntary event caused by external, visible and violent means.
- Natural deaths and suicides are not covered.
- Claims to be submitted within a prescribed timelines as mentioned in respective MoUs.
- Terms and Conditions as given in MoU are to be followed.

7. Personal Accident Insurance (PAI) on Disability of DSP Account Holders.

Ser	Name of Bank	PAI Disability Amount (Serving/ Agniveers)	PAI Disability Amount (Pensioners)	PAI Disability Amount (Naval Civilians)
(a)	State Bank of India	50 Lacs	Nil	
(b)	Bank of Baroda	60 Lacs	40 Lacs	60 Lacs
(c)	Kotak Mahindra Bank	35 Lacs	35 Lacs	40 Lacs
(d)	IDFC First Bank	50 Lacs	50 Lacs	50 Lacs
(e)	IDBI Bank	50 Lacs	50 Lacs	
(f)	HDFC Bank	46 Lacs	46 Lacs	46 Lacs
(g)	Axis Bank	46 Lacs	46 Lacs	
(h)	ICICI Bank	50 Lacs	50 Lacs	50 Lacs
(j)	YES Bank	60 Lacs	40 Lacs	60 Lacs
(k)	Punjab National Bank	100 Lacs	100 Lacs	
(l)	Union Bank of India	100 Lacs	100 Lacs	100 Lacs
(m)	Punjab and Sind Bank	100 Lacs	100 Lacs	

8. **Conditions.** The following are the conditions for availing relief under Personal Accident Insurance (PAI) on disability: -

- (a) Disability based on percentage (details given in respective MoU). Amount mentioned above is for 100% disability, reduced on a pro-rata basis for disability less than 100%.
- (b) Medical certificate required.
- (c) Disability only due to accidents.
- (d) Claim to be submitted within prescribed time (indicated in respective MoU).

9. **Air Accident Insurance of DSP Account Holders.**

Ser	Name of Bank	Personal Air Accident Insurance
(a)	State Bank of India	Rs 1 Cr (Ticket required to be purchased through Debit Card in private airlines; Service Aircraft covered)
(b)	Bank of Baroda	Rs 1 Cr (Ticket required to be purchased through Debit Card in private airlines; Service Aircraft covered)
(c)	Kotak Mahindra Bank	Rs 1 Cr
(d)	IDFC First Bank	Rs 1 Cr
(e)	IDBI Bank	Rs 1 Cr (including Rs 25 Lacs on Debit Card)
(f)	HDFC Bank	Rs 1 Cr (Ticket required to be purchased through Debit Card in private airlines; Service Aircraft covered)
(g)	Axis Bank	Rs 1 Cr (Ticket required to be purchased through Debit Card in private airlines; Service Aircraft covered)
(h)	ICICI Bank	Rs 1 Cr
(j)	YES Bank	Rs 1 Cr (Ticket required to be purchased through Debit Card in private airlines; Service Aircraft covered)
(k)	Punjab National Bank	Rs 1.50 Cr (Ticket required to be purchased through Debit Card in private airlines; Service Aircraft covered)
(l)	Union Bank of India	Rs 1 Cr
(m)	Punjab and Sind Bank	Rs 1.20 Cr

10. **Add on Cover (PAI) on Defence Salary Accounts.**

Ser	Name of Bank	Add on Covers
(a)	State Bank of India	<ul style="list-style-type: none"> • Plastic Surgery - Upto Rs 10 Lacs • Imported Medicine - Upto Rs 5 Lacs • Ambulance Charges - Upto Rs 15,000/- • Air Ambulance - Upto Rs 10 Lacs • Death after Coma - Upto Rs 2 Lacs • Repatriation of Mortal Remains - Max 20,000/- • Family Transportation - Max Rs 20,000/-

(b)	Bank of Baroda	<ul style="list-style-type: none"> • Additional Rs 10 Lakhs for death due to terrorism and naxalism • Transportation of Dead body - Maximum upto Rs 50,000/- • Cost of Plastic Surgery/ Burn - Max upto Rs 2 Lacs
(c)	Kotak Mahindra Bank	Health insurance available on concessional annual premium basis
(d)	IDFC First Bank	<ul style="list-style-type: none"> • Additional Rs 10 Lakhs for death due to terrorism and naxalism • Hospitalisation Cash Coverage Rs 1000/- per day for upto 20 days in a calendar year, maximum of Rs 20,000/- in a year.
(e)	IDBI Bank	<ul style="list-style-type: none"> • Transportation of Dead Body - Upto Rs 50,000/- • Cost of Plastic Surgery/ Burn - Upto Rs 2 Lacs
(f)	HDFC Bank	Additional Rs 10 Lakhs for death due to terrorism and naxalism
(g)	Axis Bank	<ul style="list-style-type: none"> • Additional Rs 10 Lakhs for death due to terrorism • Free of cost PAI Cover Upto Rs 15 Lakhs for joint account holder with zero balance savings accounts (upto 3 family members) (spouse/ parents)
(h)	ICICI Bank	<ul style="list-style-type: none"> • Additional Rs 10 Lakhs for death due to terrorism and naxalism • Ambulance Charges - Upto Rs 10,000/- • Air Ambulance - Upto Rs 5 Lacs • Family Transportation - Rs 30,000/- • Cost of Plastic Surgery - Rs 2 Lacs • Imported Medicine - Rs 1 Lac • Transportation of Dead Body - Upto Rs 25000/- • Death After Coma - Rs 2 Lacs
(j)	YES Bank	<ul style="list-style-type: none"> • Plastic Surgery - Rs 10 Lacs • Imported Medicine - Rs 5 Lacs • Ambulance Charges - Rs 15,000/- • Air Ambulance - Rs 10 Lacs • Death after Coma - Rs 2 Lacs • Repatriation of Mortal Remains - Rs 20,000/- • Family Transportation - Max Rs 20,000/-
(k)	Punjab National Bank	<ul style="list-style-type: none"> • Plastic Surgery - Upto Rs 10 Lacs • Imported Medicine - Upto Rs 10 Lacs • Ambulance Charges - Upto Rs 5,000/- • Funeral Expenses - Upto Rs 10,000/- • Emergency Medical Expenses - Upto Rs 10,000/- • Death after Coma - Upto Rs 2 Lacs • Repatriation of Mortal Remains- Max 30,000/- • Family Transportation - Max Rs 30,000/-

(l)	Punjab and Sind Bank	<ul style="list-style-type: none"> • Additional Rs 10 Lakhs for death due to terrorism and naxalism • Plastic Surgery - Rs 10 Lacs • Imported Medicine - Rs 10 Lacs • Ambulance Charges - Max Rs 3,000/- per case • Emergency Medical Expense - Rs 10,000/- • Death after Coma - Rs 2 Lacs • Repatriation of Mortal Remains - Rs 30,000/- • Funeral Expenses - Rs 10,000/-
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11. **Additional Assistance (PAI) on Defence Salary Accounts.**

Ser	Name of Bank	Additional Assistance with PAI Cover
(a)	State Bank of India	<ul style="list-style-type: none"> • Education benefit of Rs 5 Lakhs for one child aged between 18 to 25 years. • Girl Child Marriage benefit of Rs 5 Lakhs for one girl child between 18 to 25 years.
(b)	Bank of Baroda	<ul style="list-style-type: none"> • Education benefit of Upto Rs 6 Lakhs for one child. • Girl Child Marriage benefit of Rs 6 Lakhs for one girl child between 18 to 25 years.
(c)	Kotak Mahindra Bank	<ul style="list-style-type: none"> • Education benefit of Rs 5 Lakhs for one child. • Girl Child Marriage benefit of Rs 5 Lakhs for one girl child.
(d)	IDFC First Bank	<ul style="list-style-type: none"> • Education benefit of Rs 4 Lakhs for one child Upto 23 years. • Girl Child Marriage benefit of Rs 2 Lakhs for one girl child between 18 to 25 years.
(e)	IDBI Bank	<ul style="list-style-type: none"> • Education benefit of upto Rs 5 Lakh for one child • Girl Child Marriage benefit of upto Rs 2 Lakhs for girl child between 18 to 25 years.
(f)	HDFC Bank	<ul style="list-style-type: none"> • Education benefit of upto Rs 4 Lakhs • Girl Child Marriage benefit of upto Rs 2 Lakhs
(g)	Axis Bank	<ul style="list-style-type: none"> • Education benefit of Rs 4 Lakhs (0-22 years). • Girl Child Marriage benefit of Rs 4 Lakhs (0-22 years).
(h)	ICICI Bank	<ul style="list-style-type: none"> • Education benefit of Rs 5 Lakhs upto the age of 22 years. • Girl Child Marriage benefit of Rs 5 Lakhs upto the age of 22 years.
(j)	YES Bank	<ul style="list-style-type: none"> • Education benefit of Rs 5 Lakhs for two children upto the age of 25 years. • Girl Child Marriage benefit of Rs 5 Lakhs each for two girls.
(k)	Punjab National Bank	<ul style="list-style-type: none"> • Education benefit of Rs 5 Lakhs per year for four years for two children. • Girl Child Marriage benefit of Rs 5 Lakhs for one girl child between 18 to 25 years.

(l)	Union Bank of India	<ul style="list-style-type: none"> • 5% of sum insured for actual expense subject to a maximum of Rs 15000/- whichever is less for maximum two children. • 20% of PAI sum insured subject to a maximum of Rs 2 Lacs is payable to the Girl Child.
(m)	Punjab and Sind Bank	<ul style="list-style-type: none"> • Education benefit of Rs 6 Lakhs each for two children aged between 12-22 years. • Girl Child Marriage benefit of Rs 12 Lakhs each for two girls aged between 12-22 years.

12. **Other Banking Facilities.**

Ser	Name of Bank	Other Facilities
(a)	State Bank of India	<ul style="list-style-type: none"> • Locker Rent - 10-25% concession on annual rent • Unlimited transactions at other bank ATMs • Daily POS Limit - Upto Rs 2 Lacs • Purchase Protection, Lost Card Liability & Lost Baggage Insurance - Upto Rs 2 Lacs • Daily ATM withdrawal Limit - Upto Rs 1 Lac
(b)	Bank of Baroda	<ul style="list-style-type: none"> • Free Internet/ Mobile Banking • Locker Rent - 50% waiver • 100% waiver on Demat Annual maintenance charges • 75% waiver on issuance charges for Gift and Travel Card • Unlimited transactions at other bank ATMs • Daily POS Limit - Rs 2 Lacs • Purchase Protection, Lost Card Liability & Lost Baggage Insurance - As per RBI guidelines • Daily ATM withdrawal Limit - Rs 50,000/- • NEFT/ RTGS - Free • Free Unlimited Cheques.
(c)	Kotak Mahindra Bank	<ul style="list-style-type: none"> • Locker Rent for women personnel - Upto 35% discount • Locker Rent for Senior Officials - Upto 40% discount • Demat & Online Trading Account - "Trade Free" accounts with waiver on Account opening fees. • Unlimited transactions at other bank ATMs • Daily POS Limit - Rs 3 Lacs • Purchase Protection, Lost Card Liability & Lost Baggage Insurance - Rs 1 Lacs to 3.5 Lacs • Daily ATM withdrawal Limit - Rs 1 Lac
(d)	IDFC First Bank	<ul style="list-style-type: none"> • Personnel can continue to enjoy these benefits credits of minimum Rs 15000/- per month in the account • Locker Rent - 50% waiver • Unlimited transactions at other bank ATMs • Daily POS Limit - Upto Rs 6 Lacs • Purchase Protection - Upto Rs 6 Lacs • Lost Card Liability - Upto Rs 6 Lacs • Daily ATM withdrawal Limit - Rs 2 Lacs • Cheque Return Charges - Issued / Rs 250/- Instance, Deposited / Rs 50/- Instance • NEFT/RTGS/IMPS - Unlimited Free

(e)	IDBI Bank	<ul style="list-style-type: none"> • Locker Rent - 25-50% concession on card rate • Unlimited transactions at other bank ATMs • Daily POS Limit - Upto Rs 2 Lacs per day • Daily ATM withdrawal Limit - Upto Rs 2 Lacs • RTGS/ NEFT - Free • Cheque Books - Free • Demat/ Trading Account - Account Opening and 1st year charges waived off
(f)	HDFC Bank	<ul style="list-style-type: none"> • Locker Rent - 25-50%% • Unlimited transactions at other bank ATMs • Daily POS Limit - Rs 4 Lacs • Purchase Protection - Nil • Lost Card Liability - Rs 2 Lacs • Fire & Burglary Insurance - Rs 2 Lacs • Daily ATM withdrawal Limit - Rs 50,000 to 4 Lacs • Complimentary access to clipper lounges at airports across India 2 per quarter • Free zero balance salary family account - Upto 5 family members with PAI Death Cover Upto Rs 11 Lacs.
(g)	Axis Bank	<ul style="list-style-type: none"> • Locker Rent - Upto 25% waiver • Unlimited transactions at other bank ATMs • Daily POS Limit - Upto Rs 6 Lacs • Purchase Protection, Lost Card Liability & Lost Baggage Insurance - Upto Rs 6 Lacs in addition to RBI guidelines • Daily ATM withdrawal Limit - Upto Rs 3 Lacs • Dining Delights • Online NEFT/ RTGS - Free • Lounge Access - Max 3 per quarter • Demand Draft - Unlimited Free • Demat Account - Lifetime Free • Cheque Book - Unlimited
(h)	ICICI Bank	<ul style="list-style-type: none"> • Additional 10 lacs for death due to terrorism • Locker Rent - Upto 50% waiver • Unlimited transactions at other bank ATMs • Daily POS Limit - Rs 2 Lacs • Purchase Protection, Lost Card Liability & Lost Baggage Insurance - Upto Rs 2.5 Lacs • Daily ATM withdrawal Limit - Rs 1 Lac
(j)	YES Bank	<ul style="list-style-type: none"> • Additional 10 lacs for death due to terrorism • Locker Rent - Preferential pricing for Safe Deposit Lockers • Unlimited transactions at other bank ATMs • Daily POS Limit - Upto Rs 5 Lacs • Purchase Protection, Lost Card Liability & Lost Baggage Insurance - Upto Rs 5 Lacs • Daily ATM withdrawal Limit - Upto Rs 1 Lac • Airport Lounge Access - Upto 3 per Quarter • Demat Account - Free Account Opening, Lifetime 100% AMC Charges waived off

(k)	Punjab National Bank	<ul style="list-style-type: none"> • Additional 10 lacs for death due to terrorism • Locker Rent - 25% waived off on annual maintenance charges for three years • Unlimited transactions at other bank ATMs • Daily POS Limit - Upto Rs 1.5 Lacs • NEFT/ RTGS - Free • Daily ATM withdrawal Limit - Rs 25,000/-
(l)	Union Bank of India	<ul style="list-style-type: none"> • Locker Rent - 25-50% waiver • RTGS/ IMPS - Free. • Joint Account Facility with Spouse - Available. • Quarterly Average Balance - Nil • Personalised Cheque Book - 60 to 100 leaves free per year.
(m)	Punjab and Sind Bank	<p><u>Special Privileges for VEER NARIS</u></p> <ul style="list-style-type: none"> • Personal Accident Insurance Cover of Rs 1 Cr • Additional PAI Cover of Rs 10 Lakhs on Debit Card <p><u>Benefits for Working Spouses (having Salary Account with Punjab & Sind Bank)</u></p> <ul style="list-style-type: none"> • PAI Death Cover - Rs 40 Lakhs • Children Education - Rs 6 Lakhs (12-22 years) • Girl Child - Rs 12 Lakhs (12-22 years) • Air Accident Cover - Rs 1.20 Cr <p><u>Add On Covers</u></p> <ul style="list-style-type: none"> • Ambulance Charges - Max Rs 3000 per case • Body Repatriation - Rs 15000/- <p><u>Other benefits</u></p> <ul style="list-style-type: none"> • Locker Rent - Upto 50% waiver • 05 transactions at other bank ATMs • Daily POS Limit - NA • Purchase Protection, Lost Card Liability & Lost Baggage Insurance - As per RBI guidelines • Daily ATM withdrawal Limit - Rs 1 Lac

13. **Credit/ Debit Card Facility.**

Ser	Name of Bank	Other Facilities
(a)	State Bank of India	<p><u>International Gold Debit Card</u></p> <ul style="list-style-type: none"> • PAI Death Cover - Upto Rs 4 Lacs • Baggage Loss - Rs 25,000/- • Maximum daily withdrawal - Rs 50,000/- <p><u>International Platinum Debit Card</u></p> <ul style="list-style-type: none"> • PAI Death Cover - Upto Rs 10 Lacs • Baggage Loss - Rs 25,000/- • Maximum daily withdrawal - Rs 1 Lac
(b)	Bank of Baroda	<ul style="list-style-type: none"> • Visa Platinum Debit Card - Lifetime Free • Select Variant of Rupay Debit Card for Senior Officials - Life Time Free ((including Rs 10 Lakh additional PAI Cover) • Fly Debit Card - Pre approved Personal Loan with easy EMI on swipe of Debit Card at all major stores) • Varunah Credit Card (Additional PAI Cover upto Rs 20 lakhs)

(c)	Kotak Mahindra Bank	<ul style="list-style-type: none"> • Kotak Visa Platinum Debit Card • Unlimited transactions at all VISA ATMs • Daily ATM Withdrawal Rs 1 Lac • Free online RTGS/IMPS/NEFT/UPI • Purchase Protection & Lost Baggage Insurance - Rs 1 Lac • Lost Card Liability - Rs 3.50 Lacs • Unlimited Cheque Book • Unlimited value demand drafts • 2.5% Fuel surcharge waived at any Petrol Pump in India (capped up to Rs 30,000/- in a month) • Credit Card - Multiple variant of cards to be given based on lifestyle, the variants are white, Veer Select, Veer Platinum and others. No joining fees for all variants of Credit Cards
(d)	IDFC First Bank	<p><u>Signature Debit Card</u></p> <ul style="list-style-type: none"> • No annual fee • Airport lounge access - twice every quarter • Unlimited transactions at other bank ATMs • Daily POS Limit - Upto Rs 6 Lacs • Purchase Protection - Upto Rs 1 Lac • Lost Card Liability - Upto Rs 6 Lacs • Cash back upto maximum of Rs 250/- • Fuel surcharge waiver at any petrol pump • Daily ATM withdrawal Limit - Rs 2 Lac <p><u>Visa Platinum Debit Card</u></p> <ul style="list-style-type: none"> • No annual Fee • Unlimited transactions at other bank ATMs • Daily POS Limit - Upto Rs 2 Lacs • Purchase Protection - Upto Rs 1 Lac • Lost Card Liability - Upto Rs 4 Lacs • Cash back upto maximum of Rs 250/- • Fuel surcharge waiver at any petrol pump • Daily ATM withdrawal limit - Rs 1 Lac
(e)	IDBI Bank	<p><u>VISA Signature Card</u></p> <ul style="list-style-type: none"> • Complimentary airport lounge access at selected Domestic Airports as offered by Visa • Annual Fee - Free • Card Replacement Fee - Free • PAI Covered - Upto Rs 5 Lacs
(f)	HDFC Bank	<ul style="list-style-type: none"> • MoneyBack Debit Card - Free • Free PAI Death Cover upto Rs 10 Lacs (with Debit Card)
(g)	Axis Bank	<p>Credit Card</p> <ul style="list-style-type: none"> • Complimentary Axis Bank Select Credit Card • Complimentary Signature Privilege Credit Card • Pride Platinum Credit Card • Indian Navy Pride Credit Card for all Naval Personnel

(h)	ICICI Bank	Variants of Debit Card <ul style="list-style-type: none"> • Gold • Titanium • World Credit Cards - Life Time Free
(j)	YES Bank	<ul style="list-style-type: none"> • Free ATM cum Debit Card • Free Life Time Credit Card
(k)	Punjab National Bank	<u>Rupay Platinum International Debit Card</u> <ul style="list-style-type: none"> • Daily Max Transaction Limit - Rs 50,000/- • Daily POS Limit - Upto Rs 4 Lacs • PAI Death Cover - Rs 2 Lacs <u>Classic Rupay International Debit Card</u> <ul style="list-style-type: none"> • Daily Max Transaction Limit - Rs 25,000/- • Daily POS Limit - Upto Rs 1.5 Lacs <u>RAKSHAK Platinum Rupay Credit Card</u> <ul style="list-style-type: none"> • Life Time Free • Accidental Death and Disability Insurance - Rs 2 Lacs • Fuel Surcharge Waiver <u>RAKSHAK Select Rupay Credit Card</u> <ul style="list-style-type: none"> • Life Time Free • Accidental Death and Disability Insurance - Rs 10 Lacs • Fuel Surcharge Waiver
(l)	Union Bank of India	<ul style="list-style-type: none"> • Rupay Select Card. • Issue and Annual Maintenance Charge - Free. • Unlimited Access at own and other ATM. • PAI Insurance with Debit Card Rs 2 Lakhs (by bank) and Additional Rs 10 Lakhs by NPCI. • Daily ATM withdrawal Limit - Rs 1 Lac. • POS Limit - Rs 3 Lacs. • Free Air Accident Insurance with Debit Card Rs 1 Cr. • Children Education Bonus with Debit Card - maximum of Rs 15000/-. • Girl Child (18-25 years) marriage cover with Debit Card - Maximum of Rs 2 Lakhs. • Ambulance Charges with Debit Card - Maximum of Rs 1000/-. • Transportation of Dead Body with Debit Card - Maximum of Rs 2500/-.
(m)	Punjab and Sind Bank	<u>Rupay Select Debit Card</u> <ul style="list-style-type: none"> • Additional PAI upto Rs 10 Lacs. • OTT - 1 year complementary Amazon Prime or Hotstar membership or 06 months Sony Liv membership every year. • Lounge Access - 03 Complementary Domestic Airport Lounge Access every quarter and 03 complementary International Airport Lounge Access every year. • Daily ATM withdrawal Limit - Rs 1 Lac

14. Benefits whilst availing Loans.

Ser	Name of Bank	Other Facilities
(a)	State Bank of India	Home Loan - 100% processing fee waived Car Loan - 100% processing fee waived Xpress Credit (Personal Loan)
(b)	Bank of Baroda	100% waiver on processing charges on all types of loan.
(c)	Kotak Mahindra Bank	Nil processing fee for Home/ Personal/ Car Loan
(d)	IDFC First Bank	100% waiver on processing charges on all types of loan.
(e)	IDBI Bank	<ul style="list-style-type: none"> • Home Loan - Waivers are as per Bank's discretion. • Car Loan - 10% down payment is upto Rs 20 Lacs and 20% down payment is above Rs 20 Lacs. • Flat Rs 2,500/- processing charges in Car Loan.
(f)	HDFC Bank	<ul style="list-style-type: none"> • Personal Loan - Nil Processing Fee • Home Loan - 75% discount on Processing Fee • Car Loan - Nil Processing Fee
(g)	Axis Bank	<ul style="list-style-type: none"> • Personal Loan - Available at discounted rates 100BPS less than rack rate • Home Loan <ul style="list-style-type: none"> - No foreclosure/ Part-payment Charges - Last 12 EMIs waived off at no extra cost by paying your EMIs regularly - Asha Home Loans: Loans to individuals by considering income of all family members. Loans from Rs 1 lakh onwards • Car Loan - 50% foreclosure charges waived off after 24 months Longer tenure of 7 years.
(h)	ICICI Bank	100% waiver on processing charges on all types of loan.
(j)	YES Bank	Car Loan - 25% discount on the applicable processing fees
(k)	Punjab National Bank	<ul style="list-style-type: none"> • Personal Loans <ul style="list-style-type: none"> - Processing Fee - Nil - Upfront Charges - Nil - Documentation Charges - Nil • Home Loans <ul style="list-style-type: none"> - Processing Fee - Nil - Upfront Charges - Nil - Documentation Charges - Nil • Car Loans <ul style="list-style-type: none"> - Processing Fee - Nil - Upfront Charges - Nil - Documentation Charges - Nil - Educational Loan

(l)	Union Bank of India	<ul style="list-style-type: none"> • Processing Fee for Home Loan of Rs 25 Lacs and above - 100% concession. • Processing Fee for Home Loan below Rs 25 Lacs - 50% concession. • Processing Fee for retail loan (other than Home loan) - 50% concession. • Rate of Interest on Home Loan - 0.05% p.a. concession in applicable ROI. • Rate of Interest on Car/ Vehicle Loan - 0.10% p.a. concession in applicable ROI. • Rate of Interest on Education Loan more than Rs 7.50 lacs for study abroad/ premier institution - 0.10% p.a. concession in applicable ROI. • Rate of Interest on Mortgage Loan - 0.10% p.a. concession in applicable ROI. • Rate of Interest on Personal Loan - 0.10% p.a. concession in applicable ROI.
(m)	Punjab and Sind Bank	<ul style="list-style-type: none"> • Personal Loans - Only for salary account holder. • Home Loan <ul style="list-style-type: none"> - Processing Fee - Nil - Last 03 EMIs waived off (subject to minimum loan Rs 20 Lakh for 20 years) - Prepayment Charges - Nil • Car Loan - Processing and Prepayment Charges - Nil

15. **Eligibility Conditions.** The details of eligibility conditions for availing the mentioned privileges under Defence Salary Package (DSP) Account are as enumerated below: -

- (a) Accounts of Serving Personal, Agniveers and Naval Civilians must have been categorised/ converted into Defence Salary Account as mentioned in respective MoU and it must be ensured that salary/ pension is being credited in the account. Upon retirement of the serving personnel, the account must be converted into pension account.
- (b) For PAI cover, casualty must be accidental in nature. Suicide and natural deaths are not eligible for insurance benefits. Injury/ accident should not be under the influence of any alcohol or drugs. Injury should not be self-sustained. Accident should not have been as a result of any breach of law with a criminal intent.
- (c) Eligibility conditions differ for every bank and as per terms and conditions signed in the MoU. All MoU are Navy NUD Webpage under **NUD-Knowledge->Policy Letters->DPA Policy Letters->MOU with Banks.**

16. **Claim Procedure.** Following procedure must be followed for early approval/ remittance on submission of PAI claim: -

- (a) Respective branch of the bank with which individual is/ was holding the salary account, must be intimated by the unit/ formation about the casualty within 30 days in case of disability and at the earliest in case of death.
- (b) In addition to information to the concerned Bank/ Branch, Defence Banking Advisors/ Single Point Contacts for all Banks, as enclosed herewith, must also be informed in writing/ email about the accident/ claim, keeping NHQ/ DPA informed.
- (c) Requisite forms must be collected from the concerned bank/ branch and duly completed claim must be submitted within stipulated time (as per respective MoU).
- (d) Acknowledgement wrt intimation of case as well as receipt of submission of documents must be collected from the bank.
- (e) Submission of disability certificate must be ensured within a stipulated time as delay of more than 06 months in submission of the same may result in lapse of claim.

Miscellaneous Instructions.

17. **Common Errors.** Some of the common mistakes observed regarding PAI claims, which result in rejection or no benefits upon casualty, are as under: -

- (a) BoI Report/ Post-Mortem Report and FIR not mentioning death as 'Accidental'.
- (b) Account has not been updated/ categorised as DSP account.
- (c) Delay in submission of documents within a stipulated timeframe.
- (d) Accounts opened with banks not having valid MoU with Indian Navy or accounts not suitably categorised as per MoU. The responsibility of categorisation of the account as DSP lies with the individual service personnel/ pensioner.
- (e) Documents submitted with bank do not have contact details (phone & email ID) of concerned individual/ NoK & unit personnel.
- (f) Intimation wrt disability must be given to bank & insurance company at the earliest, within 30 days of accident.
- (g) Claims submitted for natural death/ suicide not eligible.
- (h) BoI not bringing out the cause of death attributing it to 'accident'.
- (j) Post Mortem & FIR not corroborating cause of death as 'Accidental'.
- (k) Death caused due to natural/ medical reasons rather than accident.

18. **Loan Default Cases.** A disturbing trend has been noticed where serving personnel are taking loans and closing the DSP account without paying dues. In this regard a detailed advisory has already been issued and major points are as under: -

(a) Essential information like, mobile number, email id, permanent home address & date of retirement should be incorporated in the certificate which is issued by the unit/ formation for processing of loans.

(b) Personnel, before applying for change of bank accounts for remittance of salary, be asked to submit undertaking that there is no loan outstanding against them at the bank where salary was being disbursed till that time.

19. **Responsibilities of Account Holders.** In order to be eligible for availing all DSP benefits, following should be ensured by all account holders: -

(a) Open Salary Savings Account with banks that have signed MsoU with Indian Navy under DSP Codes of respective banks only.

(b) Ensure credit of salary/ pension into suitably categorised DSP Account.

(c) Ensure details of Nominee are correctly filled with DSP Savings Account as PAI and all benefits would be extended only to Nominee registered with Banks/ Insurance Company.

(d) Defence personnel on retirement are to change their account from DSP Account (Serving) to DSP Account (Pension) to ensure admissibility of PAI claims and other benefits.

(e) Personnel who had opened their accounts prior to signing of MoUs with the banks must get it converted/ categorised suitably into DSP of the concerned bank.

20. **Responsibility of the Unit.** All units are to incorporate necessary SOPs wherein on occurrence of any incident/ casualty, PoCs of respective Banks, as enclosed herewith, must be intimated immediately & the basic details of individuals and NoKs, including bank details, contact Nos and a copy of Initial Report be provided so as to facilitate timely settlement of PAI claims. A copy of the above intimation must be forwarded to NHQ/ DPA to facilitate claims in case they get stuck. It must be noted that the concerned bank branch of the individual (death/ disability case) must be informed about the case immediately. Apropos suitable entry be made in the format of 'Initial Report' & 'Detailed Report' that the concerned Bank branch has been intimated about the case.

LIST OF BANKS AND CONTACT DETAILS

Ser	Bank Details	Contact Details
1	State Bank of India (SBI)	Name : Rear Admiral Rajesh Singh (Retd) Designation : Defence Banking Advisor (Navy) Contact : 011-23407048, 9811772258 e-Mail: dba.navy@sbi.co.in
2	Bank of Baroda (BOB)	Name: Mr Virender K Sardana Designation : Deputy General Manager Contact : 011-23448869 & 9999007917 e-Mail: Virender.sardana@bankofbaroda.co.in Name: Mrs Shruti Singh Designation : Sr Manager Contact : 011-23448860 e-Mail: Shruti.singh@bankofbaroda.co.in
3	Kotak Mahindra Bank	Name: Mr Punish Khurana Designation : Vice President Contact : 9811815169 e-Mail: Punish.khurana@kotak.com
4	IDFC First Bank	Name: Debraj Saha Designation : Sr Vice President & Regional Head (North & East) Government Banking Group Contact : 011-66712022, 9818109212 e-Mail: debraj.saha@idfcfirstbank.com Name: Col Harmeeek (Retd) Designation : Defence Banking Contact : 011-42549212 e-Mail: Harmeeek.singh@idfcfirstbank.com Name: Cdr Manish Kundu (Retd) Designation : Regional Head, Defence Banking Contact : 011-66809662 e-Mail: Manish.kundu@idfcfirstbank.com
5	HDFC Bank	Name: Mayank Srivastava Designation : Assistant Vice President Contact : 011-61016161, 9873639790 e-Mail: mayank.srivastava@hdfcbank.com Name: Sonika Dua Designation : Relationship Manager Contact : 9212208405 e-Mail: sonika.dua@hdfcbank.com

		<p>Name: Ajay Oberoi Designation : Branch Manager, Dwarka, Sec-4, ND Contact : 9717133434 e-Mail : ajay.oberoi@hdfcbank.com</p> <p>Name: Kalpana Taing Designation : Lead – Central Government Business Contact : 8800526060 e-Mail: Kalpana.taing@hdfcbank.com</p> <p>Name: Archana Visen Designation : Cluster Head Contact : 9619304140 e-Mail: archana.visen@hdfcbank.com</p>
6	IDBI	<p>Name: Mr Tejas Parikh Designation : Assistant General Manager Contact : 022-22189111 & 8108033306 e-Mail: Tejas_p@idbi.co.in</p> <p>Name: Mr Kashif M Sharfani Designation : Assistant General Manager Contact : 011-66083401 & 8100379904 e-Mail: kashif.ms@idbi.co.in</p>
7	Axis Bank	<p>Name: Radhika Choudhary Designation : Deputy Vice President Contact : 9810235467 e-Mail: radhika1.choudhary@axisbank.com</p> <p>Name: Dilip Kanojia Designation : Asst Vice President, Key Account Head for PSU Govt Defence and Paramilitary Salary Account Contact : 9654535555 e-Mail: dilip.kanojia@axisbank.com</p> <p>Name: Nikhil Kumar Designation : Senior Manager, RB-Liability Sales Contact : 9091060606 e-Mail: Nikhil25.kumar@axisbank.com</p>
8	ICICI Bank	<p>Name: Sqn Ldr Sangeeta Rishi (Retd) Designation : Key Relationship Head – Defence Ecosystem Contact : 9560793416 e-Mail: sangeeta.rishi@icicibank.com</p> <p>Name: Maj Padmaja Kishore (Retd) Designation : Key Relationship Manager – Defence Ecosystem Contact : 9650961090 e-Mail: padmaja.kishore@icicibank.com</p>

		<p>Name: Muzamil Kirmani Designation : Key Relationship Manager – Defence Contact : 9906809993 e-Mail: muzamil.kirmani@icicibank.com</p> <p>Name: Capt (IA) TS Mankotia (Retd) Designation : Key Relationship Manager – Defence Ecosystem Contact : 8335849191 e-Mail: tribhuvan.mankotia@icicibank.com</p>
9	YES Bank	<p>Name: Lt Gen Arvind Dutta (Retd) Designation : Strategic Advisor to MD YES Bank Contact : 9910754398 e-Mail: Arvind.Dutta@yesbank.in</p> <p>Name: Tapan Kumar Sahoo Designation : Deputy Manager Contact : 9312571975 e-Mail: tapankumar.sahoo@yesbank.in</p>
10	Union Bank of India	<p>Name: Beena Vaheed Designation : General Manager Contact : 9868819812 e-Mail: head.gbd@unionbankofindia.bank</p> <p>Name: Navneet Dutta Designation : Deputy General Manager Contact : 9099977254 e-Mail: navneetdutta@unionbankofindia.bank dgmgbddelhi@unionbankofindia.bank</p> <p>Name: Brajesh Kumar Mani Designation : Chief Manager Contact : 7499158244 e-Mail: bkmani@unionbankofindia.bank</p> <p>Name: Manish Kumar Designation : Senior Manager Contact : 8466836766 e-Mail: manish.kumar30@unionbankofindia.bank</p>
11	Punjab National Bank	<p>Name: Surinder Pal Singh Designation : General manager Contact : 011-28044459, M- 8146024000 e-Mail: apalsingh@pnb.co.in</p> <p>Name: Air Cmde S Shankar (Retd) Designation : Defence Banking Advisor Contact : 9971694890 e-Mail: dbcdelhi@pnb.co.in</p>

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12	Punjab & Sind Bank	<p>Name: Karishma Tyagi Designation : Marketing Manager Contact : M - 9890461726 e-Mail: karishma.tyagi@psb.co.in</p> <p>Name: Anushikha Vatsa Designation : Officer (Marketing) Contact : e-Mail: anushikha.vatsa@psb.co.in</p> <p>PSB e-mail: ho.defencecell@psb.co.in</p>