

MEMORANDUM OF UNDERSTANDING

This memorandum of Understanding (MOU) is made on ^{2nd} day of ^{April} Apr 2009 between President of India acting through the Ministry of Defence, Indian Coast Guard Headquarters through **Deputy Inspector General KBL Bhatnagar, Director (Administraion)** having its offices at National Stadium Complex, New Delhi- 110 001 (hereinafter called the **Indian Coast Guard** which expression shall unless the context otherwise requires include its successors/legal heirs/administrator/Executors and permitted assigns).

AND

(**IDBI BANK.**, constituted under the companies act 1956 and carrying on the business of banking under the Banking Regulation Act 1949, having its registered office at IDBI Tower WTC Complex Cuffe Parade Mumbai (hereinafter called '**IDBI BANK.**' which expression shall unless the context otherwise requires include its successors in business);

IDBI Bank and **Indian Coast Guard** are collectively referred to as the "the parties"

Whereas

The Indian Coast Guard in its efforts to simplify and streamline the salary disbursement procedure and to make available modern banking facilities to its personnel has called for and evaluated proposals from various banks has decided to accept the proposals submitted by IDBI BANK. as one of the Banks among others.

And **IDBI Bank** possessing technologically advanced infrastructural facilities having offered to provide banking services as detailed herein below to the Indian Coast Guard personnel operating their salary accounts with the Bank.

Now therefore this Memorandum of Understanding witnesseth as under:

Both parties have agreed as follows:-

1. Period of MOU

This MOU shall commence as of the effective date and shall be operative for a period of 3 years till 31 Mar 2012, which period may be extended for a further period of 3 to 5 years or longer, as mutually agreed by both the parties.



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For IDBI BANK LIMITED

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2. Credit of Salary

The Bank undertakes to credit into account of all Indian Coast Guard personnel who may be holding their accounts in the various branches at various stations of the Bank, their salary by last working day of the month or on dates communicated in writing by the Coast Guard Section, Mumbai subject to receipt of prior payment by the bank from Indian Coast Guard within 3 days before the due date of credit of salary.

The contents where the Bank will provide facilities are: -

- a. Mumbai
- b. Chennai
- c. New Delhi
- d. Kolkata
- e. Goa
- f. Mangalore
- g. Haldia (WB)(*)

* -

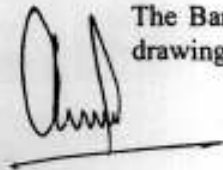
Indian Coast Guard undertakes to issue a consolidated cheque through PCDA(N), Coast Guard Section, Mumbai payable at Mumbai towards total salary of Indian Coast Guard personnel having their accounts in the bank and the bank will make arrangements to collect from PCDA(N), Coast Guard Section, Mumbai, a consolidated cheque in advance together with salary details of personnel on media and format mutually decided by both the parties. The consolidated salary cheque as well as the bank account/salary details are to be collected by the bank from the PCDA(N), Coast Guard Section, Mumbai two or three working days before the date of actual disbursement of salary. The bank will arrange timely clearance of the cheque from the Reserve Bank of India and ensure that the salary is credited to respective accounts and is available for withdrawal at the start of the normal banking hours on the scheduled date of disbursement of salary.

Indian Coast Guard staff will mention their personnel number on the account opening form at the time of opening their salary account with the bank.

The Bank will not charge any commission or service charges either from the individual or Indian Coast Guard for this service.

3. Facilities to Account holders

The Bank undertakes to provide following facilities/services to Indian Coast Guard personnel drawing their salary through any of its branches.



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- . Usage of IDBI Bank ATM network free of charge.
- . Access all VISA / Maestro / Cirrus ATM at nominal charge .
- . Anywhere Banking via ATM, phone, mobile or Internet.
- . Free Debit-cum-ATM Card for the first
- . ATM withdrawal limit of INR 25,000 per day
- . 2 free cas withdrawal per month from VISA ATMs
- . All other facilities being provided to Bank's normal customer operating salaries account.
- . Free Demand Draft and pay orders of Upto INR 1,00,000/- on any of IDBI Bank's location (facility available at home branch only).
- . Preferential allotment of safe deposit lockers, subject to availability.

Free personalized payable at par cheque book

4. Loan Facility

Preferential loans to Indian Coast Guard personnel and present floating interest rates for various schemes are as under: -

Type of Loan	Rate of Interest	Processing fees
Home Loans Floating Rate		0.5% Of Principal Amount
Upto RS 20 lakhs	3.75 % below BPLR i.e 9.75%.	
Above Rs 20 lakhs	3.25% below BPLR i.e 10.25%	

We will also be offering personal and education loans at competitive rates.

5. International Debit cum ATM Card.

IDBI BANK. Bank agrees to issue a free IDBI BANK. Bank International Debit cum ATM card to all salary account holders.

- . The IDBI Bank Debit Card will be issued to the Indian Coast Guard personnel absolutely free of cost and at no charge along with a Savings Account .

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For IDBI BANK LIMITED

The IDBI Bank International Debit Card will have the following features :-

(a) **Zero Lost Card Liability.** The Indian Coast Guard personnel will be protected against loss due to fraudulent use of a lost / stolen / missing Debit Card. Indian Coast Guard personnel will have to communicate the loss of their IDBI BANK. Bank International Debit Card at Customer Service Number (to be promulgated by the Bank) and the liability will be nil from then on.

(b) **Personal Accident Cover up to Rs. 3,00,000/-.** In the unfortunate event of loss of life in a mishap, insurance cover for the accident leading to the loss of life is available to Debit Card holders up to Rs. 3,00,000/- subject to submission of proper claim.

6. Continuation of facilities after retirement

The Bank will continue to extend facilities mentioned under articles 2 and 3 above to the account holders even after their retirement.

7. Reconciliation Statement

Bank undertakes to provide to PCDA(N), Coast Guard Section, Mumbai Reconciliation Statement of salary disbursed by following month.

9. Confidentiality

Each party shall treat as confidential all information obtained as a result of entering into or performing this MOU but shall be bound to disclose if needed by operation of law or by judicicia authorities.

10. Termination

In any case of discontinuing the MOU, the Bank will not withdraw the facilities of salary disbursement for three month, to enable the Indian Coast Guard to make alternate arrangements.

This MOU may be terminated with immediate effect by either party giving notice of termination to the other Party (the "Defaulting Party")

If the Defaulting Party has committed a material breach of any term of this MOU and has failed to remedy such breach (if capable of remedy) within thirty (30) days after notice from the other party to do so.

or

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If the Defaulting party repeatedly commits the same breach of any of the term of MOU then the contract may be terminated without any further notice.

If the defaulting party shall cease to carry on its business or substantially the whole of its business.

or

If there is a material adverse change in any applicable law affecting Banks generally.

12. Publicity

IDBI BANK. may publish / market about its services extended to Indian Coast Guard personnel under this MOU and / or promote its business objectives from time to time.

13. Amendment

Any provisions of this MOU may be amended, waived, discharged or terminated (in each case) only by an instrument in writing signed by or on behalf of the party against whom enforcement of the amendment, waiver, discharge or termination is sought. No breach of or default under any of the provisions of this MOU by either party may be waived or discharged without the other party's written MOU thereto.

14. Resolution Mechanism

A standing one-point team comprising a Special Relationship Manager from **IDBI BANK.** and **Accounts Officer EDP Section/Accounts Officers Indian Coast Guard Section from the PCDA(N), Mumbai** will be constituted to resolve all operational issues.

In the odd occasion of a dispute or a difference of opinion between the parties, the same one-point team can address and resolve the issue at hand.

Escalation Matrix for Service Requets:

Delhi:

1. First Level – Ms. Shweta Nigam, Relationship Manager- I.B., IDBI Bank, Sirifort Branch, 1/6 Sirifort Institutional Area, Khelgaon Marg, Delhi – 49; Ph : 011 – 26499681 upto 85 ext 303, 9871660097; email : shweta.nigam@idbi.co.in

2. Second Level – Mr. Rabinarayan Patra, Branch Manager, IDBI Bank, Sirifort Branch, 1/6 Sirifort Institutional Area, Khelgaon Marg, Delhi – 49; Ph : 011 – 26499681 upto 85 ext 200, 9971601161; email: rabinarayan.patra@idbi.co.in



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3. Mr. Dinesh Singh Rawat, Cluster Head & A.G.M., IDBI Bank, Sirifort Branch, 1/6 Sirifort Institutional Area, Khelgaon Marg, Delhi -49 Ph : 011 - 26499681 upto 85 ext 300; email : d_rawat@idbi.co.in

Mumbai:

1. First Level – Ms. Yashe Tewari, Relationship Officer, IDBI Bank, Fort Branch, Venkatesh Chambers, Prescott Road, P.B. No. 714, Fort, Mumbai – 400001; Ph: 022 - 22072149, 09892412862; email : yashe.tiwari@idbi.co.in

2. Second Level – Mr. Rajesh Gupta, Branch Manager, IDBI Bank, Fort Branch, Venkatesh Chambers, Prescott Road, P.B. No. 714, Fort, Mumbai – 400001; Ph: 022-22073739, 9869256598; email id : rajesh.gupta@idbi.co.in

15. Notices

Each notice, demand or other communication to be given or made hereunder shall, except as otherwise provided herein, be given or made in writing and may be sent by one party to the other party by Registered Post, telex, facsimile or hand to the address or numbers mentioned above or such other address and numbers as one party may inform the other in writing.

Signed on behalf of Indian Coast Guard
Indian Coast Guard Headquarters
National Stadium Complex
New Delhi



(KBL Bhatnagar)
Dy Inspector General
Director (Administration)



Signed on behalf of
IDBI Bank.



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For IDBI BANK LIMITED

[Signature] / Authorised Signatory