

SUB: INTRODUCTION OF DOORSTEP BANKING SCHEME FOR PENSIONERS

SYNOPSIS

- ✓ Facility of delivery of Monthly Pension to Pensioners aged 75 years and above at their doorsteps
- ✓ In case of sickness & hospitalization, payment either in cash or by DD or by electronic remittance of funds in favour of the Hospital for all Pensioners
- ✓ Services available in Delhi, Bangalore, Chennai, Mumbai and Mysore cities

We request you to refer our Circular No.567/2013, dated 29th October 2013, wherein Doorstep Banking Scheme for pick up/delivery of cash/Instruments from/at the doorstep of the customer, was introduced.

We are happy to announce similar facility for convenience of our pensioner customers aged 75 years and above.

OBJECTIVE OF THE SCHEME:

To provide the facilities of

- a) Delivering the monthly pension at the doorsteps of the pensioner/s by debiting the Pensioner's Pension Savings Bank Account ;(referred as Part A of the scheme hereafter).
- b) Delivering the cash and/or Electronic Funds Transfer or Demand Draft in favour of the Hospital for treatment in the event of hospitalization of Pensioner or his Spouse by debiting the Pensioner's Pension Savings Bank Account (referred as Part B of the scheme here after).

ELIGIBILITY:

All the Pensioners drawing pension through Canara Bank branches under all the categories - Central Civil, Defence, Telecom, Railways, Postal and State Pensions, including Ex-employee-Pensioners of Canara Bank are eligible.

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For availing the facility under Part-A of the Scheme, i.e., Delivery of Monthly Pension at the doorsteps of the Pensioner, the Pensioner must be aged 75 years and above;

To start with, the scheme has been introduced to Pensioners of 75 years plus age in Phase 1; in Phase II age relaxation is being thought of to bring more pensioners under the coverage of the scheme.

For availing the facility under Part-B of the Scheme, there is no age restriction and all pensioners drawing pension from Canara Bank branches are eligible for the facility provided the Pensioner or his spouse is admitted as inpatient in any of the reputed Hospitals of that place.

AMOUNT OF CASH DELIVERY OR DEMAND DRAFT/ELECTRONIC FUNDS TRANSFER:

All payments under the scheme shall be made by debiting the Pension Savings Bank account of the Pensioner;

The minimum and maximum amounts for delivery of cash to the Pensioner on monthly basis shall be Rs.5,000/- and Rs.50,000/- respectively, subject to the ceiling of monthly pension earned by the Pensioner, under Part-A of the Scheme.

The pensioner is required to opt for the scheme and required to specify the amount in the documentation obtained by the bank for the purpose.

The amount opted once by the Pensioner under the Scheme shall be valid till it is modified by the Pensioner. Requests for modification of amount shall be entertained once in 6 months, with due documentation.

In case sufficient balance in the Pensioner's account is not available on the day the above instructions are to be carried out, due to other debits, the bank will not be delivering the pension amount at his doorstep for that month to the Pensioner.

Under Part-B of the Scheme, in the event of hospitalization by the Pensioner or his Spouse, whenever admitted in any of the reputed hospitals of that place, the Pensioner can seek disbursement of amount either in cash or by way of electronic funds transfer or Demand Draft drawn in favour of Hospital by debiting his SB a/c. The payment in cash in such instances is restricted to Rs.50, 000/-. For payment by way of Demand Draft/Electronic Funds Transfer, there is no maximum ceiling; however this is subject to the balance available in the SB account of the Pensioner.

The Pensioners who opt for availing the facilities under Part A and/or Part B of the above Scheme are required to execute an Agreement as per the draft provided as Annexure to this Circular. The Agreement should be adequately stamped as per the stamp duty applicable to the state concerned.

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The request/option letter and Agreement executed by the Pensioner should be preserved by the branch like Standing Instructions/Loan Papers documents. (specimens are furnished as Annexures to the Circulars)

SERVICE PROVIDERS ENGAGED UNDER THE SCHEME:

For the purpose of delivering the monthly pension to the Pensioner under Part-A of the Scheme, the services of the following “ service providers” can be utilized by the branches, where the scheme is implemented:

“ M/s Radiant Technologies Ltd, the Service Provider under Doorstep Banking”

Wherever, services of the above agency are not available especially in Semi urban and rural areas, services of existing Business Correspondents (BCs) can be availed with our prior permission.

In all other cases, our branch officials can undertake the related work connected to delivering the pension amount to the Pensioners.

The bank may at its discretion, engage any other service provider for the purpose from time to time and branches are required to be guided by such instructions issued by the bank. **Without prior permission from our Wing, branches should not engage any other service provider for the purpose.**

As far as delivery of the Demand Draft or cash to the Pensioners/his spouse under Part-B of the scheme involving Hospitalization of the Pensioner or his spouse is concerned, our branch officials are required to undertake the delivery work by visiting the Hospital.

OPERATIONAL INSTRUCTIONS:

Under Part A of the Scheme, based on the Option exercised and Agreement executed by the Pensioner, on the lines of the method of carrying out Standing Instructions, branch is required to diarize and maintain proper records.

On the date opted by the Pensioner in the documentation for payment of pension at his doorsteps, every month, the branch is required to debit the Savings Bank account of the Pensioner with the amount using ordinary debit slip, the branch in charge is required to affix pass/payment order, and ensure delivery of cash to the Pensioner through one of the authorized service providers, permitted by the Bank.

At the time of delivery of cash to the Pensioner, the service provider has to ensure proper identity of the Pensioner/his Spouse, with reference to the “Identity Card to the Pensioner issued by the Bank” for the purpose. A specimen of pensioner’s privilege card (Identity card) is furnished as Annexure IV.

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All the pensioners who opted to avail the above facility would be provided with the above identity cards and a specimen of the same is furnished in the Annexure.

On delivering the cash to the Pensioner, the Service Provider is required to obtain a "Receipt" from the Pensioner as per the format furnished by the bank.

The above receipt is required to be handed over by the Service Provider to the Bank, and the branch should preserve the same with the debit slip used for debiting Pensioner's SB a/c.

There is no need to obtain a separate withdrawal order form or cheque for the above withdrawal or pension disbursed.

The facility of delivery of monthly pension at the doorsteps of the Pensioner under Plan A would be available on all working days from Monday to Friday. The service would not be available on Bank Holidays and Saturdays. In case the date opted by the Pensioner for disbursement of pension falls on a Bank Holiday or Saturday in any particular month, the pension would be disbursed only on the next working day.

Under Part B of the Scheme, the facility of disbursement of cash and/or remitting the money in favour of Hospital either by electronic mode or by Demand Draft would be available on all working days of the Bank including Saturday. Requests received after close of bank hours, on Bank Holidays including Sundays would be processed only on the next working day of the Bank.

FLOW OF INFORMATION FROM PENSIONER TO BRANCH IN CASE OF HOSPITALISATION:

The process flow in such cases is as under:

Whenever a Pensioner or his Spouse are hospitalized and admitted as inpatient, the pensioner or his attendants can give a call to the Toll free No.1800 425 11110.

This is the 24 hours help desk of Centralized Pension Processing Cell of the Bank. During office hours it is manned by CPPC Staff and after office hours, the messages are recorded, which would be reviewed in the morning of next working day.

The Pensioner is required to intimate the details like, Pensioner's name, his SB A/c No...Name of the Hospital, his requirement etc.,.

The SB account number helps the bank to identify the Pensioner's name and branch, where his monthly pension account is maintained by the Pensioner.

CPPC would immediately identify the branch from which he is drawing pension and intimate the branch over phone as well as by way of an e-mail.

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The branch, on receiving the phone/e mail, would contact the Pensioner and or his attendants, collect full particulars like-name of the hospital, amount, mode of payment etc., and act as per the requirement of the Pensioner.

The amount will be paid to Hospital by debiting to the SB account of the Pensioner (by obtaining suitable authorization from the Pensioner, wherever possible) and thereafter, a receipt from the Hospital is obtained and preserved in bank records.

CPPC would keep track of all such telephonic calls and ensure that such calls are acted upon promptly by the branch concerned.

DOCUMENTATION TO BE OBTAINED FROM THE PENSIONER:

For availing the facilities under Scheme either under Plan-A or Plan-B, the Pensioner is required to opt and execute the documentation as under:

- An Agreement as per the draft given as Annexure- I to this Circular duly affixing adequate stamp duty as per the stamp act of the state concerned.
- Letter for exercise of option under the scheme by pensioner - Annexure II.
- A stamped receipt as per format given as Annexure - III to the Circular on delivering the monthly pension at his door steps
- The Agreement with the Service Providers would be obtained by the Bank centrally at HO.

CHARGES FOR THE FACILITY:

- For offering the facility of delivering the pension every month at his door steps, under Plan-A, the Pensioner would be charged with a sum of Rs.50/- + service tax per transaction.
- As the service provider M/s Radiant Technologies Limited is charging Rs.150/- per occasion, the differential out of Rs.100/- is to be absorbed by branches to the debit of General Charge - Miscellaneous Head.
- In addition to this, the Pensioner would also be charged with one time Service Charges of Rs.500/-. However, based on merits, this fee can be waived or concession can be offered at the discretion of the branch manager concerned.
- While obtaining documentation, actual stamp duty affixed should be recovered from the Pensioner concerned.

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- All these charges are to be recovered by the branch manually by debiting the Pensioner's SB account and credited to Commission Account.
- For offering the facility of making payment of cash at the Hospital under Plan-B, branches may charge a sum of Rs.50/- + service tax per transaction.
- For issuing a demand draft in favour of the Hospital for the amount requested by the Pensioner, the applicable Demand Draft Commission may be recovered by debiting the SB account of the Pensioner.
- For effecting electronic funds transfer in favour of Hospital, the applicable rate/s of NEFT/RTGS charges may be recovered.

OPERATION OF THE SCHEME:

- To start with, the scheme is presently introduced in five Metros viz., Bangalore, Delhi, Chennai, Mumbai and Mysore, where concentration of Pensioners is more.
- Accordingly, all the branches falling under these metros are required to canvas and mobilize the scheme.
- After watching the working of the scheme & response of the Pensioners, the bank intends to extend the scheme to other Centres/Circles in the country.

Bank reserves its right to amend/modify any of the terms and conditions of the above scheme, based on the administrative exigencies, and/or directions from RBI/Ministry.

Considering the convenience under the scheme, many pensioners are expected to opt for the scheme by keeping adequate balances in their Pension SB a/cs. This offers a good scope for mobilization of CASA balances and enlarging CASA portfolio by branches.

Circles/Branches are requested to popularize the scheme widely among our pensioner customers and en-cash the opportunity for mobilizing more pension accounts.

**K N RAMAMOORTHY
GENERAL MANAGER**