



eCircular

Department: P&HRD

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The Chief General Manager,
State Bank of India,
Local Head Office,
All Circles/CCG/CAG/SARG/IBG etc.

Madam/ Dear Sir,

INTRODUCTION OF 'SBI TRIBUTE' SCHEME **PROVISION OF IMMEDIATE SUPPORT FOR THE FAMILY** **ON DEATH OF THE PENSIONER/ RETIREE**

The Bank has long been committed to the well-being of its employees, both during their service and post-retirement. Guided by this value, the Bank has instituted several initiatives such as the 'ATOOT' scheme, which extends immediate assistance to the families of serving employees in the event of an untimely demise, vide circular No. CDO/P&HRD-PM/54/2019-20 dated 13.11.2019.

2. In continuation of this compassionate tradition, the Central Board of the Bank in its meeting held on 01.07.2025 has accorded approval for the introduction of '**SBI TRIBUTE**', a dedicated scheme aimed at providing immediate and holistic support to the families of our retired employees upon their passing. The scheme seeks to ensure that the families of our retired colleagues are supported with care and respect during one of the most vulnerable moments of their lives. Details of the scheme are as under:

- I. The objective of the '**SBI TRIBUTE**' scheme is to institutionalize a humane and empathetic response mechanism for the families of deceased retired employees. Beyond mere financial relief, the scheme aspires to extend emotional reassurance and dignified support to help the bereaved family navigate this difficult period.
- II. The scheme shall cover all the pensioners who have superannuated or opted for Voluntary Retirement Scheme (VRS) and are in receipt of pension from the Bank. Employees under the National Pension Scheme (NPS)/ PF Optees (e-

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ABs) who have completed at least ten years of qualifying service, provided they have attained the age of superannuation (sixty years) or irrespective of the age, those who have taken VRS after having completed twenty years of qualifying service, shall also be covered.

- III. A one-time lump sum amount of Rs. 30,000/- will be provided as a gesture of gratitude and support, preferably within 72 hours of receiving intimation of death.
- IV. A checklist/ SOP for the guidance of the operating functionaries for identification of the Nodal Branch, role of Circle PPG and process of payment under the scheme is attached as **Annexure-I**.
- V. Personal Visit & Condolence -Branch Head of the Nodal Branch/ Manager (HR)/ Chief Manager (HR)/ Senior Functionaries of the Bank, accompanied by local representative of the Pensioners' Association shall visit the bereaved family to offer condolences and to deliver gratitude and support amount.
- VI. Condolence Letter, preferably in regional language, signed by the Branch Head/ Head of the controlling office, be offered to the bereaved family. While retaining the essence of the condolence letter, it may be suitably drafted in regional languages. A specimen copy of the condolence Letter in English and Hindi language is attached as **Annexure-II**.
- VII. Circles to ensure that all support is extended with empathy and sensitivity while handling the family of the pensioner/retiree to alleviate the procedural burden in receiving their below mentioned entitlements (which ever applicable), seamlessly, through the Nodal Branch:
 - a. Submitting applications for cessation of pension and commencement of family pension.
 - b. Continuation of the retirees' Medclaim Scheme (REMBS - Policy A / Policy B).
 - c. Closure or settlement of the IHLS accounts.
 - d. Handling of safe deposit locker related formalities.
 - e. Conversion of joint/single accounts as per regulatory requirements.
 - f. Support for submission of the death certificate to the Bank.
 - g. Any other matter related to pensioners.

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VIII. Circles to submit a quarterly consolidated report to Corporate Centre for monitoring and review.

IX. Other initiatives (**at Circle discretion**):

- a. An Annual Remembrance Day to honour and pay TRIBUTE to deceased pensioners. This commemorative event would serve as a meaningful platform to celebrate the legacy and lifelong contributions of our retirees, thereby reinforcing the enduring spirit of the SBI family.
- b. Emotional and Mental Health Support sessions during Pensioners Meet etc.
- c. Financial Planning Workshops for Families, etc.

3. The scheme will be implemented from the date of issuance of the circular.

4. DMD (HR) & CDO has been authorized to issue any clarification on this matter.

5. Please arrange to bring the contents of this circular to the knowledge of all concerned.

Yours faithfully,

(Kishore Kumar Poludasu)
Deputy Managing Director (HR) &
Corporate Development Officer

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Annexure-I

'SBI TRIBUTE' SCHEME
CHECKLIST/ SOP FOR THE OPERATING FUNCTIONARIES

- I. Upon receiving the intimation of death, Nodal Branch shall arrange to provide a one-time lump sum amount of Rs. 30,000/- as a gesture of gratitude and support, preferably within 72 hours of death to the bereaved family.
- II. Nodal Branch: Pension paying branch of the pensioner & home branch of the retiree has been designated as nodal branch for the TRIBUTE Scheme. In case of demise of the pensioner/retiree happening at a place other than the usual place of residence, branch nearest to the place of demise will perform the role of the nodal branch.
- III. Identification of the Pensioner/ Retiree: upon receiving death intimation of the pensioner/ retiree, branch to ascertain details of the deceased pensioner/ retiree and identify the family pensioner or in their absence, the next of kin (NOK).
- IV. List of documents: copy of the following documents may be obtained on priority for extending the financial benefit envisaged under the scheme:
 - i. Hospital/ Doctor issued provisional Death Certificate (initially).
 - ii. Pensioner identity card/ Retiree identity card/ Retirees' Group Mediclaim Policy A/ Policy B card.
 - iii. ID proof of family pensioner/ NOK.
- V. Payment under the scheme shall be made in the pensioner/ retiree's joint account with the family pensioner or by Banker's Cheque/ Demand Draft to NOK, by debiting the Branch Suspense account and further raising IBTS entry on Circle OAD, in consultation with the Circle PPG Department. The parent circle of the pensioner / retiree shall reconcile the entry by debiting the Charges Account. On development of the functionality in HRMS, manual process will be discontinued.

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- VI. In case of demise of the pensioner/ retiree at a place outside of the parent circle geography, the nearest branch making the payment (by debiting the branch suspense account) to raise IBTS on Circle OAD (in consultation with the Circle PPG Department), which in turn shall raise the IBTS on the parent circle OAD of pensioner/ retiree.
- VII. The debit transaction to charges account to have a standard narration as under:
"Payment under SBI TRIBUTE Scheme-XXXXXXX (PF No.)"
- VIII. Parent Circle PPG Department to record the payment in the pension file of the pensioner/ retiree and mark the death in the HRMS. Further, pension payments to be stopped immediately and the process of family pension may be initiated, wherever applicable.
- IX. Condolence visits to the bereaved family: Branch Head of the Nodal Branch/ Manager (HR)/ CM(HR) or Senior functionaries of the Bank, accompanied by the local representative of the Pensioners shall visit the bereaved family to offer condolences and to deliver gratitude and support amount. Condolence letter will be signed by the Branch Head/ AGM of the controlling office'.
- X. Nodal branch to maintain a record of the visit and send a brief report of the same to the Circle PPG department along with IBTS entry documents.
- XI. Operating functionaries to note that the scheme is applicable only on the demise of the pensioner/ retiree. The scheme is not applicable for family pensioner/ spouse of the retiree.
- XII. Circles to ensure that all support is extended with sensitivity, empathy, and priority handling.
- XIII. Circles to submit a quarterly consolidated report to Corporate Centre for monitoring and review.