



eCircular

Department: PBU-PERSONAL LOANS

\${Sl. No.}

Circular No.: NBG/PBU/PL-PERLOANS/66/2022 - 23

Date: Mon 27 Mar 2023

The Chief General Manager,
State Bank of India,
Local Head Office,
All Circles

Madam/Dear Sir,

PERSONAL BANKING ADVANCES:
MASTER CIRCULAR: PENSION LOAN
UPDATED TILL 10.03.2023

A ready reference incorporating the instructions issued by different circulars from time to time till 10.03.2023 are reproduced as Annexures to this circular for the convenience of the Operating Units. The instructions contained herein supersede all the earlier instructions issued over a period of time.

Please arrange to advise all operating units under your control accordingly.

Yours faithfully,

(Aditya Kumar Sengar)
Chief General Manager (PB)

Enclosures:

1. Part I (Master Circular)
2. Part II (Annexures)

MASTER CIRCULAR PENSION LOANS

(updated up to 10.03.2023)



State Bank of India
Personal Loans Department
Personal Banking Business Unit
Corporate Centre
Mumbai

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Introduction:

Branches maintaining pension accounts and paying pension to the retired employees of the Central, State Governments., SBI and PSUs whose Pension Payment Orders (PPOs) are maintained with our Bank as well as maintained at Treasury/PSUs can extend financial assistance to them to meet their personal expenses, on fulfilling the eligibility criteria. Loans may also be granted to the deceased pensioner's spouse (a family pensioner) after death of the pensioner. Further, Bank is extending loans to certain organizations like Coal Mines Provident Fund (CMPF) and Tata Steel Ltd pensioners. These loans can be applied through Branch channel/online through OCAS. Pre-approved customers can also avail these loans through YONO / Retail Internet Banking digitally in 4 clicks.

A. SBI PENSION LOAN: (Product Code 64504252)

Extant Norms	Description
Eligibility Criteria	<ul style="list-style-type: none">a) All Central, State Government pensioners, and SBI Pensioners whose pension accounts are with us and their PPOs are maintained by Centralized Pension Processing Centre (CPPC) of SBI or HRMS (SBI)b) Family pensioners (including Family Pensioners of SBI, Defense & Central Armed Police Forces Personnel), i.e., spouse/ legal heir authorized to receive pension after the death of the pensioner, whose pension accounts are with us and their PPOs are maintained by Centralized Pension Processing Centre (CPPC) of SBI/ HRMS (SBI) or at PCDA, Prayagraj under SPARSH.
Loan Amount	<ul style="list-style-type: none">• Regular Pensioners:<ul style="list-style-type: none">i. Minimum Rs.25,000/=ii. Maximum of 18 months' pension with a ceiling of :<ul style="list-style-type: none">a. Rs.14.00 lacs for pensioners who are up to 72 Years of age.b. Rs.12.00 lacs for pensioners who are above 72 years and up to 74 years of age.c. Rs.7.50 lacs for pensioners who are above 74 years and up to 76 years of age.EMI/NMP (Net Monthly Pension) not to exceed 50%.• Family Pensioners:<ul style="list-style-type: none">i. Minimum Rs.25,000/-ii. Maximum of 18 months' pension with a ceiling of:<ul style="list-style-type: none">a. Rs.5.00 lacs for pensioners who are up to the age of 72 Years.b. Rs.4.50 lacs for pensioners who are above 72 years and up to 74 years of age.c. Rs2.50 lacs for pensioners who are above 74 years and up to 76 years of age.EMI/NMP not to exceed 33%.
Margin	NIL

Extant Norms	Description
Age	Upto 76 years of age at the time of loan sanction
Repayment Period	72 months (Loan to be repaid by 78 years of age)
Security	NIL
Third Party Guarantee	<ul style="list-style-type: none"> • Regular Pensioner having PPO with our Bank: NIL • Other Regular Pensioners: Third party guarantee (TPG) of the spouse eligible for family pension. In the absence of the spouse, TPG of any other family member or a third party worth the loan amount. • All Family Pensioners: Third party guarantee of a person who has been maintaining a satisfactorily conducted account with the Bank; preferably of the son/daughter of the family pensioner.
Facility	Demand Loan
Processing Fee	<ul style="list-style-type: none"> • SBI Pensioners & Defense Pensioners (including SBI & Defence Family Pensioners) : No processing fee. • Other Regular Pensioners: 1% of the loan amount + applicable GST with a minimum of Rs.1000 and maximum of Rs. 10000 + applicable GST • Other Family pensioners: 0.50% of the loan amount + applicable GST with a minimum of Rs.500 and maximum of Rs 2500 + applicable GST.
Rate of Interest	ROI is 2.55 % spread over 2 year MCLR with no reset. (Please refer latest circular under Personal Loans for current ROI)
Documentation	<ul style="list-style-type: none"> i. Application-cum-Authority Letter as per Annexure-1. ii. DP note on COS 228 to be executed by the pensioner in favour of the guarantor and endorsed by the guarantor in favour of the Bank. iii. DP Note Take Delivery Letter. iv. Copy of PPO or any other document where authentic details of Age of the pensioner and the Spouse are available. v. Irrevocable unstamped undertaking from pensioner (Part II, Ann PL-II) vi. Advise to Salary Disbursing Authority for not permitting shifting of Pension Account vii. SI Mandate
Disbursement	Disbursement of the loan amount should be made by credit to the running Pension account (Savings/ Current Account) of the pensioner.
RSM	> 40 (Please refer Annexure-B of Part – II of this Master Circular for score card).
Place for Availment of Loan	<ul style="list-style-type: none"> • Regular/ Family Pensioner having PPO with our Bank: Loan can be sanctioned at home branch (Pension paying branch) or any branch nearby his/ her place of present posting/ residence. • Other categories of Pensioners: The loans to be sanctioned at Home branch (Pension paying branch) only.

Extant Norms	Description																
Checklist for pension loan:	In view of the new instructions/ modifications taken place from time to time, a revised Document-Checklist for Pension Loans is placed as Annexure-C in Part-II of this Master Circular.																
Pre-Sanction Survey	Not stipulated																
CIBIL Report	<p>CIBIL report duly verified by sanctioning/processing authority will form the part of the loan documents. Operating units have to obtain CIR from one or two CICs as mentioned below:</p> <table><tr><th>S. No.</th><th>Particulars</th><th>Primary CIC</th><th>Secondary CIC</th></tr><tr><td>1.</td><td>Loans up to Rs.4 lac</td><td>CIBIL</td><td>NA</td></tr><tr><td>2.</td><td>Loans above Rs.4 lac</td><td>CIBIL</td><td>Experian</td></tr><tr><td>3.</td><td>If no Hit under (2) above</td><td>CRIF Highmark</td><td>Equifax</td></tr></table> <p>Process to generate Credit Information Report in RLMS during processing of the loan is detailed in SOP for Pension Loan in RLMS placed at llmslos.statebanktimes.in/losdashboard/ProductDescriptionRLMS.aspx (Path -> SBI Times -> My workplace-> Departments 2-> LLMS/LOS Department -> RLMS (Know More -> User Manuals -> SOP - Pension Loan.</p> <ul style="list-style-type: none">• No separate CIR to be generated.• Consolidated CIC report generated by RLMS to be kept with loan documents.	S. No.	Particulars	Primary CIC	Secondary CIC	1.	Loans up to Rs.4 lac	CIBIL	NA	2.	Loans above Rs.4 lac	CIBIL	Experian	3.	If no Hit under (2) above	CRIF Highmark	Equifax
S. No.	Particulars	Primary CIC	Secondary CIC														
1.	Loans up to Rs.4 lac	CIBIL	NA														
2.	Loans above Rs.4 lac	CIBIL	Experian														
3.	If no Hit under (2) above	CRIF Highmark	Equifax														
Pre-payment penalty	<ul style="list-style-type: none">• Any prepayment of EMIs in full or in part and closure of account before the end of term will attract the prepayment charges of 3% on prepaid amount.• No prepayment/foreclosure charges will be applicable if the account is closed from the proceeds of a new loan account opened under the same scheme.																
Penal interest	In the event of default in payment of any instalment or any irregularity in the loan account, penal interest at the rate of 2% p.m. over the stipulated interest rate with monthly rests will be charged for the irregular amount and overdue period.																
Processing of Pension Loans	All pension loan applications to be mandatorily processed through Retail Loan Management System (RLMS) only. Detailed SOP for processing of Pension Loans in RLMS is placed at SBI Times -> My workplace-> Departments 2-> LLMS/LOS Department -> RLMS (Know More -> User Manuals -> SOP - Pension Loan.																
Opinion Reports	Obtention of Assets & Liabilities Statements and compilation of Opinion Reports waived in all cases																

B. TOP-UP LOAN (SECOND LOAN)

Top-up loan (2nd loan)	<ul style="list-style-type: none"> Top-up loan (2nd loan) can be sanctioned to Pensioner and Family pensioner any time after disbursement of the 1st loan, provided the 1st loan has been satisfactorily conducted and is regular at the time of sanction of 2nd Loan. There cannot be more than 2 Pension Loans standing in the name of a borrower. However, this is subject to the overall EMI/NMP ratio of 50% for Pensioner and 33% for the Family Pensioner. The sum total of outstanding in the 1st loan and limit of 2nd loan in no case should exceed the pensioner's entitlement at the time of availment of 2nd loan. Customer may opt for a second loan or may close the existing loan and open a new loan with enhanced limit but there should not be more than 2 Pension Loans at a time against one PPO.
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An offer letter highlighting the features of this Scheme may be sent to all Pension and Family Pension account holders (specimen Annexure-I A & I B) and a top-up loan offer letter to all existing Pension and Family Pension borrowers (specimen Annexure-II A & II B). The Circles are advised to get these specimens translated in the regional languages of their area of operations.

C. JAI JAWAN PENSION LOAN : (product code 6450-4251 and 6450-4279)

Extant Norms	Description
Introduction	<p>Pension Loan Scheme for Pensioners of Armed Forces, including Army, Navy and Air Force, Paramilitary Forces (CRPF, CISF, BSF, ITBP, etc.), Coast Guards, Rashtriya Rifles and Assam Rifles etc. whose Pension Payment Order is with us.</p> <p><i>Family Pensioners of Defense & Paramilitary Personnel will continue to avail Pension Loan under SBI Pension Loan Scheme.</i></p>
Purpose	To meet personal expenses of young Defense pensioners.
Eligibility Criteria	Regular Pensioners of Defense (Army, Navy, Air Force, Coast Guards, Rashtriya Rifles, Assam Rifles, Special Frontier Force, etc.) and Central Armed Police Forces (CRPF, CISF, BSF, ITBP, SSB, RPF, RPSF, etc.), whose Pension Payment Order is maintained by Centralized Pension Processing Centre (CPPC) of SBI or at PCDA, Prayagraj under SPARSH.
Loan Amount	<ul style="list-style-type: none"> Minimum Rs.25,000/- Maximum of 36 months' pension with a ceiling of a Rs.14.00 lacs for pensioners who are up to 56 Years of age. Maximum of 18 months' pension with a ceiling of a Rs.14.00 lacs for pensioners above 56 years of age. <p>subject to EMI/NMP (Net Monthly Pension) not to exceed 50%.</p>

Primary Security	NIL		
Third Party Guarantee	NIL		
Processing Fee	NIL		
Facility	Term Loan		
Rate of Interest	ROI is 2.55 % above 2 year MCLR with no reset. (Please refer latest circular under Personal Loans for current ROI)		
Documentation	As per SBI Pension Loan scheme		
Disbursement:	<ul style="list-style-type: none">➤ Disbursement of the loan amount should be made by credit to the running pension account (Savings/ Current Account) of the pensioner.➤ By credit to savings Bank/Current Account of the Pensioner (Pension Payment Account) even if the loan is sanctioned at non-home Branch. This will safeguard the Bank from any attempt of impersonation and also to make the Home Branch aware about sanction of Pension Loan by a particular Non-Home Branch		
Repayment:	In maximum 72 EMIs commencing from one month after disbursal of loan through SI in the pension receiving a/c for recovery of EMIs.		
	Maximum Age at the time of loan sanction	Maximum Repayment Period	Age at the time of full repayment
	Up to 76 years	72 months	78 years
Type of Loan	Term loan. The loan should strictly be opened under the same CIF on which Pension Payment Account exists.		
Place for availment of Loan for Pensioners	<ul style="list-style-type: none">• Regular Pensioner having PPO with our Bank: Loan can be sanctioned at home branch (Pension paying branch) or any branch nearby his/ her place of present posting/ residence. <p>The non-home Branch before processing the loan should invariably login to the Pension Software application to cross check the Pensioner's credentials as given in the PPO, a copy of which is received from the Pensioner before sanction of loan. The operating units should only disburse the loan to the pensioner's pension account after tallying from the Pension Software application.</p> <p>By extending Pension Loan to re-employed Defence Personnel at these Non-home Branches, we can get an opportunity to bring in to our fold their salary accounts and market other Retail products including cross selling of other financial products.</p> <ul style="list-style-type: none">• Regular Pensioner having PPO with PCDA, Prayagraj (under SPARSH): The loans to be sanctioned at Home branch (Pension paying branch) only.		

Other Conditions	<p>In case of Defense Pensioner whose PPO is maintained at PCDA, Prayagraj, following additional points to be ensured:</p> <ul style="list-style-type: none"> • A copy of PPO will mandatorily be obtained from the Pensioner to ensure that the PPO is maintained at PCDA, Prayagraj. • The loan sanctioning branch will send an intimation letter (as per <u>Annexure-III</u>) to PCDA, Prayagraj informing about the loan availed by Defense Pensioner and requesting not to permit shifting of Pension Account of the pensioner to any other Bank/Branch of SBI during the tenor of the said Pension Loan/ till the said loan is fully repaid. • Irrevocable unstamped undertaking from pensioner that he will not transfer his pension account to any other Bank during the currency of the loan (Part II – Annexure PL-II)
Provision of Top-up loan (2nd loan):	<p>Top-up loan (2nd loan) can be sanctioned to Pensioner and Family pensioner any time after disbursement of the 1st loan provided the 1st loan has been satisfactorily conducted and is regular at the time of sanction of 2nd Loan. There cannot be more than 2 Pension Loans standing in the name of a borrower. However, this is subject to the overall EMI/NMP ratio of 50% for Pensioner. The sum total of outstanding in the 1st loan and limit of 2nd loan in no case should exceed the pensioner's entitlement at the time of availment of 2nd loan.</p> <p>Customer may opt for a second loan or may close the existing loan and open a new loan with enhanced limit but there should not be more than 2 Pension Loans at a time against one PPO.</p>
All other Terms & Conditions as per regular Pension Loan Scheme	

**D. PENSION LOAN TO COAL MINES PROVIDENT FUND (CMPF) PENSIONERS:
(~~Product code 6450-4253~~)**

Scheme Withdrawn wef 08.06.2022

(Circular no NBG/PBU/PL-PENSION/13/2022 -23 dated 08.06.2022)

Pension Loans to the pensioners of CMPF, whose PPOs are not maintained with our CPPC, will be extended under our existing "Pension Loan Scheme to PSU Pensioners" scheme as per extant instructions under the Scheme.

In such cases, once the Pension loan is sanctioned by any branch to a CMPF pensioner, whose PPOs are not maintained with our CPPC, the sanctioning branch will immediately send a request to Dhanbad Branch (where PPOs of CMPF Pensioners are maintained) for noting in their Master Data about avilment of Pension Loan (Related formats placed at Part B – Annexure CMPF-IV and Annexure CMPF-V). Branches can process Pension Loans to CMPF pensioners (whose PPOs are not maintained with our CPPC) at the following path on RLMS:

RLMS -> Pension Loan -> Select "Public Sector Undertaking (PSU)" from "PPO maintained with" drop-down -> Type & select "CMPF" under "Name of PSU"

E. RETAIL ASSET CREDIT CENTRE (RACC) – HUB & SPOKE MODEL ROLE OF SANCTIONING ENTITIES FOR TEMPLATED LOANS (XPRESS CREDIT & PENSION LOANS): CLARIFICATION

Please refer to e-Circular No. NBG/ABU/BP-RACC/2/2018 - 19 dated 17 Sep 2018 issued by Agri Business Unit, Corporate Centre on the implementation of Retail Asset Credit Centre (RACC) model.

2. In this connection we further clarify as under:

- i). Proposals within the sanctioning powers of the Hub/ Spoke/ Campus/ Captive branches will be sanctioned and disbursed at the branches itself.
- ii). Proposals beyond the powers of the above branches to be sent to RACC if the branch is linked to RACC and the proposals fall within the financial delegation of RACC.
- iii). In other cases (i.e. a. Proposals beyond the powers of RACC & b. Proposals beyond the powers of branches which are not linked to RACC) will be sent to RBOs directly for sanction.
- iv). Unlike Agri & SME Loans, Personal Segment Templated loans such as Xpress Credit & Pension loans, have a TAT of 1-3 days. Respective RBO, being the Controller of RACC, are advised to therefore, ensure that the Pre-Sanction Survey (where applicable) is carried out on the same day and the loan is processed and disbursed within the permissible TAT, invariably.

F. YONO (Project Lotus Initiative): PERSONAL BANKING ADVANCES: PAPL INCLUSION OF PENSION LOANS AS PRE-APPROVED PERSONAL LOAN ON YONO PLATFORM:

A new digitized unsecured personal loan product 'Pre-Approved Personal Loan' was introduced on YONO platform vide Circular no- NBG/PBU/PL-PERLOANS/39/2017 - 18 dated 6th November 2017. The product is now available on Internet Banking (RINB) as well (Please refer e-Circular no NBG/PBU/PL-PERLOANS/23/2022 - 23 dated 21.07.2022). In view of the encouraging response for the digital product and to increase our penetration in digital platform. Maximum amount under PAPNL through YONO has been increased from existing Rs. 2,50,000 to Rs.5,00,000/- w.e.f 16.12.2021.

2. Key Features of the Product:

- Pension loans up to Rs. 5 lakhs will be offered as Pre-approved Loans.
- Simplified 4 click process for availing loan through app/portal with instant disbursement.
- End-to-end digitized process (no branch visits and no documentation).
- The eligible customers are pre-selected on the basis of the analytic engine. Rule engine-based loan offers to different categories of existing P-segment Customers.
- In case, a customer is eligible for more than one product out of all the digital products, he/she will be offered the product with the highest eligibility under PAPLs.
- Pitching of the offers through SMS, e-mail and push notifications to the eligible Customers.
- The SOP in this regard is placed at the following path:

YONO: <https://sbionline.sharepoint.com/sites/project-lotus/sitepages/sops.aspx>

ELIGIBILITY CRITERIA for PRE-APPROVED PENSION LOANS (PAPNL)

Parameters	Details
Purpose	Any personal purpose other than speculative purposes.
Eligibility	<p>Bank's existing customers will be pre-selected for this product offering based on following eligibility criteria:</p> <ul style="list-style-type: none"> • Customer's PPOs must be with Bank; Treasury & family Pensioners are not eligible. • Account should be in single/joint name. • Residential Status of the Customer should be "Resident Indian." • Account should be KYC compliant. • Any of Aadhaar/ Voter ID / Passport / Driving License/PAN should be available at CIF. • Age of the customer should be less than 72 years (71 years and 9 months at the time of data extraction). • There should not be any existing Pension loan account under the CIF • None of the existing loan accounts under the CIF should be SMA 1 and above. • None of the existing loan accounts under the CIF should have been NPA in last 12 months. • None of the existing loan accounts of the customer with any Bank/Financial Institutions <i>should have</i> been NPA (i.e. DPD>90 days) in last 12 months. • There must be at least one credit every month for last 12 months The pre-selected customers will be intimated about their eligibility / selection for PAPL through SMS/ email/ pop-up messages/ in-app notifications/the offer section of Internet Banking. • PAPNL will be offered to only those pensioners whose family details are available in pension database at the time of data extraction.
Nature of Facility/ Product code	<p>Term Loan</p> <p>64504256-MC-TL-PRE-APROVD-PEN-LOAN</p> <p>64504257-MC-TL-PAPNL SBI PENSIONERS</p>
Availability of the Facility	PAPNL is available through "YONO" App and Internet Banking (RINB). The loan account will be parked in the Home Branch (which maintains the Savings Account considered for PAPL eligibility)
Loan Amount	<p>Minimum Limit: ₹ 25000/-</p> <p>Maximum Limit: 18 times NMP subject to maximum of ₹5,00,000/- Subject to EMI/NMP ≤50%</p> <p>NMP= Median of Monthly pension amount for last 6 months</p>
Loan Tenure	Maximum 72 months (repayable by 78 years of age)
Rate of Interest	<p>ROI is 2.55 % spread over 2 year MCLR with no reset.</p> <p>(Please refer latest circular under Personal Loans for current ROI)</p>
Security	Nil (Unsecured Loan)

Processing Fee	1% of the loan amount plus applicable GST will be levied under the product, subject to minimum Rs 1,000 and Maximum Rs. 10,000, plus GST. Processing fee is waived for SBI pensioners.
Moratorium	Not Applicable
Repayment	The Loan will be repayable by way of EMIs. Standing Instruction (SI) for EMI payment will be automatically set up on Savings Bank Account of the customer.
	Loan Account will be closed / pre-closed by the Home Branch after recovering residual dues from the Customer's Savings/ Current Account.
Penal Interest	In the event of default in payment of any instalment or any irregularity in the loan account, penal interest at the rate of 2% p.m. over the stipulated interest rate with monthly rests will be charged for the irregular amount and overdue period.
Pre-payment Penalty	As applicable to SBI Pension Loan Scheme
Number of PAPLs availed	<ul style="list-style-type: none"> Only one PAPNL can be availed against one PPO at any point of time. Multiple PAPNLs are not permitted even if a customer has availed lower loan amount than their eligibility/loan offered (in case of single PPO). In case the loan account is closed before any of the month's end, a customer will not be eligible for taking a new loan till the start of next calendar month, which will also be subject to their eligibility for PAPNL/PAPL facility in the subsequent quarter(s).
Validity of Offer	<p>The offer to the pre-selected customers will be valid till the end of Calendar Month in which they are offered the loan.</p> <p>The list of Accounts pre-selected for this offer will be dynamic and a new list will be prepared on monthly basis based on the eligibility criteria as stated above. The new list will be updated at the backend every calendar month so that all ineligible account holders, who may be previously eligible, are removed from the list.</p>
RSM	As per extant Score card applicable for Pension Loan
Documentation	<p><i>The acceptance of Terms & Conditions of loan, as listed on the App/ RINB will be obtained digitally, by ticking the check box by the customer.</i></p> <p><i>No physical documents will be exchanged between the Customer & the Bank.</i></p>

G. SBI Pension loan scheme: Pensioners of PSUs (product code 6450-4255)

As per the feedback from various Circles, and also keeping in view the availability of abundant untapped potential of quality business from retired employees from State PSUs (eligible under Xpress Credit Scheme) where PPOs are maintained by the PSUs themselves, it has been decided to modify our Pension Loan scheme as under:

Parameters	Details
Pensioners of PSUs whose PPOs are maintained by PSU themselves. Product code 6450-4255	<p>* Pensioners of all such PSUs will be extended Pension Loans which are already covered under our Xpress Credit scheme, subject to approval of PSU by CGM (Circle).</p> <p><i>In case of Loss-Making state PSU not covered under Xpress Credit scheme & enough potential is available for Pension Loans, approval to be obtained from DMD (RB).</i></p>
	<p>* Once the PSU is approved by CGM (Circle), the details of the PSU will be advised to PBBU, Corporate Centre for necessary incorporation in RLMS.</p> <p>* All such loans will be sanctioned subject to following stipulations:</p> <ol style="list-style-type: none"> RSM Score in LOS/RLMS to be more than 45 (Grade 1 to Grade 6), as against the clear sanction of more than 40 (Grade 1 to Grade 7). The pensioner concerned will furnish an irrevocable undertaking that he will not amend his mandate to the PSU to pay his pension from that branch, during the currency of a loan availed by him from SBI. Regarding obtention of consent/undertaking from the PSU's Pension Disbursing Authority, there may be two scenarios: <p>Scenario 1: In case, the PSU concerned consents in writing as per para 2.b. that it will not accept any request from the pensioner to transfer his pension payment to any other Bank/ Branch till a NOC is issued by our Bank/ Branch, the proposal to be treated at par with Treasury Pensioners with NOC. Applicable ROI to be 255 bps above 2-yr MCLR with no reset.</p> <p>Scenario 2: In case the PSU does not give a written consent as mentioned above, CIBIL score of pensioner should be more than 658 for consideration under the scheme (-1 may be considered in case of no credit history) & a premium of 50 bps to be charged over the card rate. Applicable ROI to be 305 bps above 2-yr MCLR with no reset.</p> <p><u>Details of such loan and the undertaking received from the Pensioner is to be advised to concerned PSU invariably.</u></p>
All other terms & conditions as stipulated under Pension Loan scheme will strictly be applicable to loans under this scheme.	

H: PENSION LOAN SCHEME TO PSU PENSIONERS, INCLUSION OF M/s TATA STEEL LTD. (TSL) UNDER ELIGIBILITY LIST & LOANS TO EMPLOYEES OF TSL RETIRED UNDER ESS/ VRS AND COMPENSATED WITH ANNUITY PAYMENTS UNDER THE SCHEME

At present, our Bank is offering Pension Loan Scheme to PSU Pensioners.

It has now been approved by the competent authority:

- To include M/s Tata Steel Limited (TSL) under the eligible list of PSU Pensioners in RLMS.
- To extend Pension Loans to such employees who have opted for ESS and are eligible for receiving fixed Annuity Payments “Masik Pratidan”, as per the following terms & conditions:

Parameters	Details
Loan Amount	Minimum: Rs. 25,000 Maximum: Rs. 14 lakhs Subject to 18 times Net Monthly Pension (NMP)
Age	Up to 73 years of age or 2 years before the end date of the annuity, whichever is earlier
Repayment	Up to 72 months (To be repaid by 75 years of age or at least 3 months before the expiry of the annuity payment, whichever is earlier)
Security	TPG of Spouse /Nominee/ Any family member for the loan Pensioner to furnish irrevocable undertaking that he will not amend mandate to pay pension from the branch during currency of loan (as per Annexure-I). Undertaking from TSL to be mandatorily obtained that it will not accept any request from the pensioner to transfer his pension payment to any other Bank/ Branch and payment to spouse till an NOC is issued by our Bank/ Branch (as per Annexure-II).
RSM Score	> 40 for all cases
Product code	6450-4275 (MC-PER LOAN CORP PENSIONER)

All other terms & conditions shall remain same as applicable under our PSU Pension Loan scheme.

As per approved guidelines, along with Loss Making State PSUs, DMD of the Vertical may be granted delegation for approval/ inclusion of such reputed Corporates under our PSU Pension Loan Scheme, with minor deviations like Age, Loan Limit, Repayment Period, PSU Undertaking, etc. provided such minor deviation(s) do not dilute standard of original product parameters, risk mitigation measures built-in the generic product “PSU Pension Loan Scheme”.

I. SBI Pension loan scheme: Pensioners of Treasury (product code 6450-4254)

As per the feedback from various Circles, and also keeping in view the availability of abundant untapped potential of quality business from retired employees from organisations where PPOs are maintained by respective Treasury departments, (eligible under Xpress Credit Scheme), a product 'Pension Loan to Treasury Pensioners' is in place as under:

Parameters	Details
Purpose	Any personal purpose other than speculative purposes.
Eligibility	<p>Pensioners whose pension are disbursed by Govt. Treasuries by cheques drawn in favor of our branches as per mandate of the pensioner are also eligible subject to the following conditions:</p> <ol style="list-style-type: none">The original Pension Payment Order (PPO) remains in the custody of the treasury and the pensioner gives a mandate to the Treasury for payment of pension through a particular branch of a Bank.The pensioner concerned furnishes an irrevocable undertaking that he will not amend his mandate to the Treasury to pay his pension from the branch, during the currency of a loan availed by him from SBI.The Treasury concerned consents in writing that it will not accept any request from the pensioner to transfer his pension payment to any other bank/ Branch till an NOC is issued by the Bank. <p>❖ Obtention of consent in writing mentioned at Point no iii above can be waived with the following conditions:</p> <ol style="list-style-type: none">CIBIL CV score of pensioners to be more than 658 (-1 may be considered in case of no credit history).RSM Score in LOS to be more than 45 (Grade 1 to Grade 6), as against the clear sanction of more than 40 (Grade 1 to Grade 7).Customer pays a premium of 50 bps over the applicable card rate.The other two conditions as mentioned in Para b.i & b.ii above, to be invariably adhered to.
Documentation	<p>Where the original Pension payment Order remains in the custody of the Treasury and the pensioners gives a mandate to the Treasury for payment of pension through a particular branch of a bank, the following additional documents needs to be obtained:</p> <ul style="list-style-type: none">○ An Irrevocable undertaking from the Pensioner concerned that he will not amend his mandate to the Treasury to pay his pension from the branch, during the currency of a loan availed by him from SBI.○ A consent in writing from the Treasury concerned that it will not accept any request from the pensioner to transfer his pension account to any other bank/ branch till NOC is issued by the Bank
All other terms & conditions as stipulated under Pension Loan scheme will strictly be applicable to loans under this scheme.	

J: Insta Pension Loan Scheme Through YONO/ RINB: (Product code: 64514039)

The Product was launched through YONO on 10.01.2020 for providing top-up loans up to Rs. 2.80 lakhs (20% of existing Pension Loan limit) through YONO to existing Pension Loan borrowers who fulfil various business rules under the product. The product is now available on Internet Banking (RINB) as well (Please refer e-Circular no NBG/PBU/PL-PERLOANS/23/2022 - 23 dated 21.07.2022). The key features of the product are placed below.

The eligible leads under the product are being refreshed at monthly intervals and are placed on Analytics Dept. dashboard for marketing by operating functionaries.

Key features of “Insta Pension”

Parameters	Details
Purpose	Any personal purpose other than speculative purpose
Eligibility	<p>Existing Pension Loan Borrowers who fulfil the following conditions are offered “Insta Pension” Top Up Loan:</p> <ul style="list-style-type: none">• Minimum existing Pension Loan Limit of Rs 1 lac• Minimum residual maturity of Pension Loan - 1 year• Satisfactory repayment record for the last 1 year• The customer should not have two Pension Loans• No instance of the Pension Loan slipping to RG-3 and beyond in the last 1 year• Existing Pension Loan account should not be RG-2 and beyond at the time of scrubbing• Repayment of Loan will be only through SI <p>Rationale: The above-mentioned conditions are meant to ensure, that only good credit worthy customers are offered the preapproved “Insta Pension Top-up Loan”</p> <p>The above-mentioned filters will be applied to pre-selected Pension Loan customers and a suitably drafted message conveying the offer for “Insta Pension” is shown to these identified customers on YONO and Internet Banking (RINB) Platform</p>
Validity of Offer	<p>The offer made to pre-selected customers is valid for a period of one month from the date of activation of the offer on YONO and Internet Banking (RINB) Platform. A fresh list of eligible customers is prepared by our IT Dept. at the end of each month and a suitable message conveying new offers is shown on the YONO and Internet Banking (RINB) Platform. Similar pre-approved Personal Loan and Insta Credit offers are being offered on YONO and Internet Banking (RINB) platform by our bank.</p>
Loan Amount	<p>20% of Pension Loan Limit (Existing Loan Limit) Minimum: Rs 20,000 Maximum: Rs 2,80,000</p> <p>Rationale: Minimum existing Pension Loan limit is Rs 100,000 and the maximum Loan Limit under the scheme is Rs 14,00,000</p>
Nature of Facility	Demand Loan

Loan tenure	Minimum 12 months to maximum 36 month. The top up loan will be co-terminus with the existing loan.
Number of Loans	At any point of time, only 1 “Insta Pension” will be allowed to exist under the proposed scheme.
Repayment Period	The demand loan will be repayable by way of EMIs through Standing Instructions. The maximum repayment period will be 3 years.
Prepayment	waived
Security	NIL
Interest Rate	ROI is 2.55 % spread over 2 year MCLR with no reset. (Please refer latest circular under Personal Loans for current ROI)
Processing Fee	A processing fee of 1% of the loan amount plus applicable GST will be charged under the product, subject to minimum Rs 1,000 and Maximum Rs. 10,000, plus GST.
Classification	The new scheme will be classified as a part of Pension Loan Scheme.

Appendix: Master Circular

K: List of e-Circulars consolidated in the Master Circular-Pension Loans

S No.	Date	Circular No	Subject
1.	22.11.2005	NBG/PBU/PL-PENSION/15/2005 - 06	Loan Scheme for Pensioners
2.	23.06.2006	NBG/PBU/PL-JAI JAWAN/15/2006 -07	Jai Jawan Pension loan for Young Defense Pensioners
3.	11.07.2009	NBG/PBU/PL-PENSION/5/2009 - 10	SBI Loans to Affluent Pensioners
4.	01.08.2009	NBG/PBU/PLPENSION/7/2009 - 10	SBI Loans to Affluent Pensioners – Product Code
5.	10.08.2009	NBG/PBU/PLPENSION/8/2009 - 10	SBI Loans to Affluent Pensioners – Corrigendum
6.	04.10.2014	NBG/PL-PERLOANS/41/201415	SBI Loans to pensioners and introduction of topup loan
7.	09.10.2014	NBG/PL-PERLOANS/42/201415	SBI Loans to pensioners and introduction of topup loan modification
8.	09.11.2015	NBG/PBU/PL-PENSION/44/2015-16	Facility for DSP and PMSP pensioners to avail pension loans non-home branch whose PPOs maintained by us.
9.	11.05.2016	NBG/PBU/PL-JAI JAWAN/15/2016 - 17	Jai Jawan pension loan modifications.
10.	11.08.2016	NBG/PBU/PL-PERLOANS/42/2016 - 17	UPL revised scoring model for unsecured loans.
11.	31.08.2016	NBG/PBU/PL-PERLOANS/45/2016 - 17	Scoring model modifications.
12.	22.12.2016	NBG/PBU/PL-PENSION/66/2016 - 17	Pension loan to coal mines provident fund (CMPF) pensioners.
13.	08.10.2018	NBG/PBU/PL-PERLOANS/39/2018 - 19	Retail Asset Credit Centre (RACC) – Hub and Spoke model role sanctioning entities for templated loans (Xpress credit & Pension loans): Clarification.
14.	11.10.2018	NBG/PBU/PL-LOS/41/2018 - 19	Revised scoring model.
15.	13.12.2018	NBG/PBU/PL-PERLOANS/48/2018 - 19	YONO (Project Lotus Initiative): Personal Banking Advances: PAPL, Pension Loans as pre-approved personal loan on YONO platform.
16.	03.04.2019	NBG/PBU/PL-pension/1/2019 - 20	SBI Pension loan scheme: Pension loan to Treasury pensioners and pensioners of PSUs
17.	15.04.2019	NBG/PBU/PL-PENSION/3/2019 - 20	New product code for treasury and PSUs pensioners.
18.	13.06.2019	NBG/PBU/PL-PERLOANS/16/2019 - 20	Document checklist for pension loan
19.	25.10.2019	NBG/PBU/PL-PERLOANS/49/2019 - 20	Documents checklist while applying for loan

20.	20.11.2019	NBG/PBU/PL-PERLOANS/55/2019 - 20	Waiver of Opinion Report/Assets & Liabilities Statement
21.	02.01.2020	NBG/PBU/PL-PENSION/64/2019 - 20	Increase in processing fees
22.	07.02.2020	NBG/PBU/PL-PERLOANS/73/2019 - 20	SOP for handling of delinquent accounts
23.	18.02.2020	NBG/PBU/PL-PENSION/75/2019 - 20	CIBIL/CIC Deviations/Discretionary powers
24.	27.02.2020	NBG/PBU/PL-PERLOANS/76/2019 - 20	SOP for handling of delinquent PAPL accounts
25.	04.03.2020	NBG/PBU/PL-PERLOANS/78/2019 - 20	Insta pension loan on YONO
26.	04.03.2020	NBG/PBU/PL-PENSION/79/2019 - 20	Pension loan modifications
27.	20.04.2020	NBG/PBU/PL-PENSION/3/2020 - 21	Processing of Pension loan through RLMS
28.	17.07.2020	NBG/PBU/PL-PENSION/14/2020 - 21	Reduction in Rate of Interest
29.	22.10.2020	NBG/PBU/PL-PENSION/14/2020 - 21	Processing of Pension loan mandatorily through RLMS w.e.f. 01.11.2020
30.	12.11.2020	NBG/PBU/PL-PERLOANS/33/2020 - 21	Revision in interest rate owing to Migration of CIBIL score from V2 to Credit Vision score
31.	30.09.2021	NBG/PBU/PL-PENSION/18/2021 - 22	Pension loan to PSU pensioners. Inclusion of Tata Steel Ltd (TSL) under eligibility list and loans to employees of TSL retired under ESS/VRS
32.	16.12.2021	NBG/PBU/PL-PENSION/25/2021 - 22	PAPNL on YONO platform. Modifications under the product
33.	08.06.2022	NBG/PBU/PL-PENSION/13/2022 -23	Withdrawal of the product: Pension loan to Coal Mines Provident Fund employees (CMPF)
33.	16.07.2022	NBG/PBU/PL-PENSION/21/2022 – 23	Inclusion of Defence pensioners under the scheme Whose PPOs are migrated to PCDA, Prayagraj Under web based comprehensive pension package system (SPARSH)
34.	21.07.2022	NBG/PBU/PL-PERLOANS/23/2022- 23	Pre-approved personal loans (PAPL) umbrella availability of the products through RINB

Risk Control Matrix – Pension Loan

	Particulars	Automated/ Manual Intervention	If Manual, reason thereof and Mitigation Measures	Name of the Owner Departme nt
	Steps / stages of a product/ Process			
	Sourcing of Loan Application i. Branch assist Mode ii. Self-assist mode (YONO/ INB) iii. Alternative Mode	i. Manual ii. Automated iii. Automated	Reason: Customer has to apply Pension Loan in Standard Application Form Mitigation: Only fully KYC compliant customer are offered this product.	PBBU
	Processing of Application	Automated	NA	PBBU
	Eligibility Check	Automated	NA	PBBU
	Sanction of Application	Automated	NA	PBBU
	Document generation	Automated	NA	PBBU
	Documentation as per sanction	Manual	Branches will get the signature of borrower(s) on the documents generated through RLMS.	PBBU
	Disbursement	Automated	NA	PBBU
	Dependency on external Agency / Vendor (if any)			
	I. Status of Business Continuity Plan (BCP) of the Agency/ Vendor.	Not Applicable as pre sanction survey is not stipulated and no agency is required to carry out the verification.		
	II. Risk Involved and their Mitigations	The Pension account maintained with us is fully KYC complied.		
	Reconciliation Mechanism (if involved)			
	I. Auto or Manual		Not Applicable	
	II. If Manual, then mechanism of reconciliation and name of the department responsible for Reconciliation		Not Applicable	

PART - II ANNEXURES

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APPLICATION-CUM-AUTHORITY LETTER

The Branch Manager
State Bank of India
..... Branch

Dear Sir/Madam,

Loan Scheme for Pensioners
Pension Account No..... of Shri/Smt
Net Monthly Pension:

This has reference to my pension account No..... with your Branch. Please grant me a Demand Loan of Rs..... (Rs..... only) under 'SBI Loan to Pensioners / Jai Jawan Pension Loan' to enable me to meet certain personal expenses.

2. I undertake that I will not use the funds received through the sanction of this loan for any speculative purposes.

3. I undertake to repay the proposed loan together with interest at the rate applicable, which is currently ____% above 2 Year MCLR without reset, effective current rate of interest ____% p.a. at monthly rests, in 72 Equated Monthly Installments (EMI), commencing from _____

4. I also understand that the amount of EMI is only a notional amount fixed on the basis of the current rate of interest and any charges debited to the account during the currency of loan will be liable to liquidate residual amount, if any, remaining outstanding in my SBI Pension Loan Account/ Jai Jawan Pension Loan account, after the aforesaid repayment period.

5. I hereby authorize you to recover the amount of equated monthly installment of ₹ _____ from the pension payable to me every month.

6. I also give an undertaking hereby to not to revoke this authority to recover the EMIs from my pension till whole of the amount of loan together with interest etc. has been fully recovered by the Bank.

7. Details of my monthly income etc. are given hereunder:

Details of Monthly Income:	From Pension (i)	:
	From other Sources (ii)	:
	Total (i+ii)	:

8. Details of other accounts:

with	Account No.	Amount (Rs.)
i) SBIBranch	Rs.
ii) SBIBranch	Rs.
iii)
iv)

9. My monthly statement of deductions towards all loans availed of by me, as on date, are as under:

Sr. No	Details of Loan	Loan Availed From (Bank/ Financial Institute)	Amount deducted towards loan a/c (₹)

10. I further advise that I have guaranteed the loan(s) as per details hereunder

Sr. No	Name of the Borrower	Loan granted by (Bank / Financial Institution)	Amount of Loan (₹)

11. I confirm that my total liability towards repayment of all loans is restricted to what is mentioned in the above table. I further undertake to intimate/advise you if I apply for any other loan(s) and/or submit guarantee for the loan availed by any other person with any Bank/Financial Institution, in future.

12. I undertake not to transfer/shift my Pension Account to any other Branch of SBI or to any other Bank during the currency of my Pension Loan at your Branch.

13. I undertake not to amend the mandate given for deduction of amount of monthly repayment towards loan granted to me by your Branch.

14. In the event of any default owing to my death, incapacity or any other reason for that matter, I hereby authorize you to adjust and set off the entire amount or amount of default as deemed fit by the Bank, from any of the accounts maintained by me with the Bank.

Declaration regarding relationship with Director of banking Company

1. I/We have gone through the relevant guidelines of the Reserve bank of India in the matter of Statutory and other restrictions in respect of Loans and Advances, including the guidelines on granting loans and advances to any specified near relative of a banking company.

2. In this regard, I/We declare as under:-

(**) Part-1

If the borrower is not a Director or near relation of a Director of a banking company*:

A) I am/We are not Director(s) or specified near relative of a director of any banking company.

Name of the Director

(**) Part-2

If the borrower is a Director or near relation of a Director of a banking company:

A) In case of an individual

I am a Director or my specified near relative is a Director in a banking company, the details of which are as under:

Sr. No	Name of the Director	Relationship	Name of the Banking Company where he/ she is a Director

3. I/We also agree and accept that in case the above declaration is found to be false/incorrect, the Bank will be entitled to recall the loan granted to me/us/Firm/ Company.

4. I/We also undertake that in case there is a factual change to any of the details given above, I/We shall notify the Bank in writing immediately and in such cases the Bank will be entitled to stipulate such further conditions to our Loan account in accordance with regulatory guidelines in the matter.

Signature

Full Name :.....

Date of Birth

Residential Address:.....

PIN:

Tel. No:

Office Address:

Place:

Date:

IRREVOCABLE UNSTAMPED UNDERTAKING FROM PENSIONER

To,
The Branch Manager,
State Bank of India,

.....

.....

(Address of the Loan Sanctioning Branch)

Dear Sir /Madam,

**SBI PENSION LOAN TO PENSIONERS
IRREVOCABLE UNSTAMPED UNDERTAKING**

**PENSION ACCOUNT No..... PPO No: in the
name of Pensioner Shri.....**

With reference to my application for sanction of loan under SBI PENSION LOAN/JAI JAWAN PENSION/PSU Scheme, I hereby undertake

- i). NOT to transfer/shift my Pension Account to any other Branch of SBI or to any other Bank during the currency of my Pension Loan at your Branch.
- ii). NOT to amend the mandate given for deduction of amount of monthly repayment towards loan granted to me by your Branch.

Yours faithfully,

(Signature of the applicant)

Date:

Name:

Address:

.....

ADVICE FOR NOT PERMITTING SHIFTING OF PENSION A/C

From
The Branch Manager,
State Bank of India,

.....
.....

To
The Pension Disbursing Officer,

.....
.....

Madam/ Dear Sir,

**SANCTION OF SBI PENSION LOAN TO PENSIONERS
ADVICE FOR NOT PERMITTING SHIFTING OF PENSION A/C**

**PENSION ACCOUNT No..... PPO No: in the
name of Pensioner Shri.....**

We would like to advise that on the request of the abovementioned customer, Pension Loan of Rs.....under the abovementioned Pension Loan scheme of the Bank has been sanctioned to Shri..... The Standing Instruction (SI)/Electronic Clearing System (ECS) mandate for monthly repayment (EMI- Equated Monthly Instalment) of Rs..... towards the loan has been set up as under:

Debit Pension A/c: (maintained with our.....Branch)
Pension Loan A/c: (maintained with ourBranch)

2. As per the Agreement between the Bank and CMPF, kindly note not to permit shifting of Pension Account of the abovementioned pensioner to any other Bank/Branch of SBI during the tenor of the said Pension Loan/till the said loan is fully repaid.

Yours faithfully,

Signature of the Officer/Branch Manager
Date:

REQUEST FOR MARKING/NOTING IN MASTER FILE

From
The Branch Manager,
State Bank of India,

To
The Branch Manager,
State Bank of India,

.....
.....
(Address of the Loan Sanctioning
Branch)

.....
.....
Dhanbad Branch

Madam/ Dear Sir,

**SANCTION OF SBI PENSION LOAN TO CMPF PENSIONERS
REQUEST FOR MARKING/NOTING IN MASTER FILE**

CIF No **PENSION ACCOUNT No..... PPO**
No: in the name of CMPF Pensioner Shri.....

We would like to advise that on the request of the abovementioned customer, Pension Loan of Rs..... under the abovementioned Pension Loan scheme of the Bank has been sanctioned to Shri..... The Standing Instruction (SI)/Electronic Clearing System (ECS) mandate for monthly repayment (EMI- Equated Monthly Instalment) of Rs..... towards the loan has been set up in CBS as under:

Debit Pension A/c: (maintained with our Bank)

Pension Loan A/c: (maintained with our Bank)

2. In terms of the provisions contained in the said Pension Loan scheme, please arrange for NOTING of sanction of loan to the Pensioner in the Master File maintained at your end and confirm to us in the format (specimen as per **Annexure: CMPF V** of SOP of the scheme).

3. Please note that the disbursement of loan will be effected only on receipt of your confirmation.

4. Please treat this as urgent.

Yours faithfully,

Signature of the Officer/Branch Manager
(Loan Sanctioning Branch)

Date:

CONFIRMATION OF NOTING IN MASTERFILE

From
The Branch Manager,
State Bank of India,

.....

.....

Dhanbad Branch

To
The Branch Manager,
State Bank of India,

.....

.....

(Address of the Loan Sanctioning
Branch)

Madam/ Dear Sir,

**SANCTION OF SBI PENSION LOAN TO CMPF PENSIONERS
CONFIRMATION OF NOTING IN MASTER FILE**

CIF No **PENSION ACCOUNT No..... PPO**
No: in the name of CMPF Pensioner Shri.....

We refer to your letter dated and confirm having taken a suitable
NOTE in our master-file about sanction of loan under "SBI Pension Loan To CMPF
Pensioners" scheme of our bank to the abovementioned Pensioner.

2. We advise that the said NOTING will be cancelled only on receipt of your advices as to
the closure of the said loan A/c.

Yours faithfully,

Signature of the Officer/Branch Manager
Dhanbad Branch

Date:

Dear Pensioner,

That dream holiday you've been fondly hoping or the present you want to gift your children/grandchildren or any other wish; now live out your every wish even if you have retired!!

Apply for SBI Pension Loans with lower interest rate[^] and get an instant disbursement of the same

Special Benefits for you

Loan up to Rs 14 lacs Get Loan up to Rs 14 lacs

Up to 72 months Flexible repayment of up to 72 months

11.15% Attractive and low Interest Rates of 11.15%*

1.00% Processing Fees

For further details please contact your nearest SBI Branch or log on to www.sbi.co.in

With Best Wishes,

*Interest Rates are subject to change from time to time;

Dear Pensioner,

That dream holiday you've been fondly hoping or the present you want to gift your children/grandchildren or any other wish; now live out your every wish even if you have retired!!

Apply for SBI Pension Loans with lower interest rate^ and get an instant disbursement of the same

Special Benefits for you

Loan up to Rs 5 lacs Get Loan up to Rs 5 lacs

Up to 72 months Flexible repayment of up to 72 months

11.15% Attractive and low Interest Rates of 11.15%*

0.50% Processing Fees

For further details please contact your nearest SBI Branch or log on to www.sbi.co.in

With Best Wishes,

**Interest Rates are subject to change from time to time;*

Dear Pensioner,

It gives us immense pleasure to advise that you are eligible for a Top-up SBI Pension Loan to take care of any financial requirement of yours!!

Apply for SBI Pension Loans with lower interest rate[^] and get an instant disbursement of the same

Special Benefits for you

Loan up to Rs 14 lacs Get Loan up to Rs 14 lacs

Up to 72 months Flexible repayment of up to 72 months

11.15% Attractive and low Interest Rates of 11.15%*

1% Processing Fees

For further details please contact your nearest SBI Branch or log on to www.sbi.co.in

With Best Wishes,

*Interest Rates are subject to change from time to time;

Dear Pensioner,

It gives us immense pleasure to advise that you are eligible for a Top-up SBI Pension Loan to take care of any financial requirement of yours!!

Apply for SBI Pension Loans with lower interest rate[^] and get an instant disbursement of the same

Special Benefits for you

Loan up to Rs 5 lacs Get Loan up to Rs 5 lacs

Up to 72 months Flexible repayment of up to 72 months

11.15% Attractive and low Interest Rates of 11.15%*

0.50% Processing Fees

For further details please contact your nearest SBI Branch or log on to www.sbi.co.in

With Best Wishes,

*Interest Rates are subject to change from time to time;

UNDERTAKING - OTHER DEDUCTIONS/LOANS AVAILABLE OF BY THE PENSIONER

To,
The Branch Manager,
State Bank of India,

.....

.....

(Address of the Loan Sanctioning Branch)

Dear Sir,

SBI PENSION LOAN TO PENSIONERS**UNDERTAKING - OTHER DEDUCTIONS/LOANS AVAILABLE OF BY ME**

PENSION ACCOUNT No..... PPO No: in the name of Pensioner Shri.....

With reference to my application for sanction of loan under your SBI PENSION LOAN TO PENSIONERS Scheme, my monthly statement of deductions towards all loans available of by me, as on date, are as under:

Sr. No.	Details of Loan	Loan available from(Bank/Financial Institute)	Amount deducted towards loan a/c (Rs.)
		TOTAL	Rs.

2. I further advise that I have guaranteed the loan(s) as per details hereunder:

Sr. No.	Name of the Borrower	Loan granted by(Bank/Financial Institute)	Amount of loan (Rs.)
		TOTAL	Rs.

3. I confirm that my total liability towards repayment of all loans is restricted to what is mentioned in the above table. I further undertake to intimate/advise you if I apply for any other loan(s) and/or submit guarantee for the loan available by any other person with any Bank/Financial Institution, in future.

Yours faithfully,

(Signature of the applicant)

Date:

Name & Address:

FAQs for customers on PAPL

Q1) What is PAPL?

A) PAPL is a Pre- Approved Personal Loan specially designed for meeting urgent financial requirements. It is a hassle free loan made available instantly.

Q2) For what purposes can I avail this loan?

A) It is a general purpose loan for meeting any legitimate personal needs other than speculative activities.

Q3) Who is eligible for PAPL?

A) Salary Account holders with a certain minimum stipulated salary and Non Salary Account holders with a certain stipulated minimum balance, Pensioners with a certain minimum stipulated Pension, Existing Xpress Credit Borrowers having satisfactory run account for last one year with minimum required outstanding are eligible for PAPL.

Q4) How do I know that I am eligible for PAPL?

A) The eligible customers are informed of their loan eligibility through SMS/e-mail/in-App notifications & in the offer section of Internet Banking.

Q5) What is the minimum & maximum amount offered under PAPL?

A) The minimum & maximum amount offered under PAPL comprising below mentioned products will be Rs. 25,000/- & Rs. 8,00,000/- respectively. Maximum loan falling under these category subject to product eligibility are:

1. Pre-Approved Xpress Credit up to a maximum of Rs. 8 lakhs with no existing Xpress Credit account.
2. Xpress Credit Insta top-up up to Rs. 3 lakhs for existing Xpress credit borrowers.
3. Pre-Approved Pension Loans up to Rs. 5 lakhs for Pre-Approved Pension Loans.
4. Insta top up pension loan up to Rs. 2.80 lakhs for existing Pension Loan borrowers.
5. PAPL upto Rs 2.00 lakhs for non-CSP account holders.

■ In case, you are eligible for two products, you will be shown the offer with only the higher eligibility under PAPL.

■ If your eligible amount under two products is same, you will be offered lower interest rate among the products.

■ You can reduce Maximum loan amount to your choice in app/portal during loan application.

Q6) What if I avail PAPL and still I need a higher amount of loan?

A) You may approach your branch for assistance in such cases.

Q7) When I am eligible for two products, How can I avail both the products in YONO?

A) In case, you are eligible for two products, you will be shown the offer with only one product with the higher of the two eligibility amount under PAPL.

Q8) What is the repayment period?

A) The maximum repayment period ranging from 12 months to 72 months depending on the product eligibility is displayed. You can reduce Maximum repayment period to your choice in app/portal at the time of applying for.

Q9) What is the interest rate?

A) PAPNL: ROI is 2.55 % spread over 2 year MCLR with no reset. (Please refer latest circular under Personal Loans for current ROI)

Q10) Is there any Processing fee?

A) For PAPNL: 1% of the loan amount plus applicable GST will be levied under the product, subject to minimum of Rs. 1000 and maximum of Rs. 10,000 plus GST.

Q11) Are there any other charges?

A) There are no charges at present.

Q12) Do I need to provide any documents?

A) No documents are required to be provided.

Q13) Do I have to visit the Branch for applying the loan?

A) No. For your convenience, this loan is made available to you through App/Portal.

Q14) Do I need to visit any Branch for Loan agreement?

A) There is no need to visit any Branch for documentation. Your digital acceptance to the terms & conditions coupled with OTP confirmation will only be required.

Q15) When will I get the loan amount deposited in my account?

A) The loan amount will be deposited in your Savings Account within a few seconds of your accepting the terms & conditions & confirming the same through OTP.

Q16) How will I repay the loan?

A) An automatic standing Instruction will be set up on a day selected by you, for transfer of EMI from your Savings Account to Loan Account.

Q 17) Will my loan account be closed automatically after payment of all EMIs?

A) No. For the final closure of Account you will have to get in touch with your Home Branch.

Q18) Can I pre-close my account?

A) Yes. The loan account can be pre-closed. You have to contact the Home Branch for the purpose.

Q19) Is there any pre-payment penalty?

A) Yes, pre-payment penalty @ 3% is charged for pre-closure of the loan account.

Q20) Whom should I contact in case of any queries?

A. You may contact SBI Contact Centre 24*7 on 1800 111 101 (Yono Toll Free), for assistance.

B. Drop an email to feedback.yono@sbi.co.in

C. During the banking hours, you may also contact your Home Branch (where Salary account / Savings account is maintained).

Pension Loan - Score Card

Parameters	Sub-Score	Weights
Age		24
<i>less than equal to 50</i>	24	
<i>> 50- <= 65</i>	15	
<i>> 65</i>	5	
EMI/ NMI		23
<i><= 20%</i>	23	
<i>> 20% to <= 30%</i>	15	
<i>> 30% to <= 40%</i>	10	
<i>> 40% to <= 50%</i>	5	
<i>>50 %</i>	0	
Bureau Information- CIBIL CV Score		25
New to Credit	10	
<i><641</i>	0	
<i>641-657</i>	15	
<i>658-765</i>	20	
<i>766 & above</i>	25	
Net Annual Income		21
<i><= 1 lakhs</i>	0	
<i>> 1 lakhs & <= 2 lakhs</i>	11	
<i>> 2 lakhs & <= 2.5 lakhs</i>	17	
<i>> 2.5 lakhs</i>	21	
Loan Tenor		7
<i><= 36 months</i>	7	
<i>> 36 months to 60 months</i>	3	
<i>> 60 months</i>	0	

The cut-off score of Pension Loan is as below:

Score Band	Credit Grade	Lending Decision
>80	Grade-1	CLEAR SANCTION
76-80	Grade-2	
71-75	Grade-3	
61-70	Grade-4	
51-60	Grade-5	
46-50	Grade-6	
41-45	Grade-7	
36-40	Grade-8	DECLINE
26-35	Grade-9	
<=25	Grade-10	

ANNEXURE C

PENSION LOANS

Checklist of Documents (self-attested) to be submitted along-with Loan Application Form

<input type="checkbox"/>	i.	Application form duly filled by the Borrower and Guarantor (if applicable)
<input type="checkbox"/>	ii.	2 Latest Passport size photographs
<input type="checkbox"/>	iii.	Last 6 months' Bank Account Statement where pension is credited#
<input type="checkbox"/>	iv.	Copy of Pension Payment Order from the Pensioner/Family Pensioner
<input type="checkbox"/>	v.	Requisite Undertakings from Applicants as well as treasury/PSUs officials in case PPOs are held with Treasury/PSUs-where applicable
<input type="checkbox"/>	vi.	Submission of OVD (refer to table below)

Following to be submitted:

- (a) Permanent Account Number (PAN) of borrower or Form 60.
- (b) At least one copy of the Officially Valid Documents (OVDs) mentioned below, as proof of his identity and current address:
- Passport,
 - Driving license,
 - Proof of possession of Aadhaar Number,
 - Voter's Identity Card issued by Election Commission of India,
 - Job card issued by NREGA duly signed by an officer of the State Government,
 - Letter issued by the National Population Register containing details of name and address

If the OVD furnished by the customer does not contain updated address, the following documents shall be deemed to be OVDs for the limited purpose of proof of address:

- Utility bill which is not more than two months old of any service provider (electricity, telephone, post-paid mobile phone, piped gas, water bill);
- Property or Municipal tax receipt;
- Pension or family pension payment orders (PPOs) issued to retired employees by Government Departments or Public-Sector Undertakings, if they contain the address.
- Letter of allotment of accommodation from employer issued by State Government or Central Government Departments, statutory or regulatory bodies, public sector undertakings, scheduled commercial banks, financial Institutions, listed companies and lease and license agreements with such employers allotting official accommodation.

[Provided that the customer shall submit OVD updated with current address within a period of three months of submitting the above documents]

It is hereby clarified that customers maintaining their Salary Package/ Pension accounts with our Bank, Branches should not ask the customer to submit the account statement along-with other documents. Branches should take a print of the account statement for verification purposes and keep with other documents

UNSECURED PERSONAL LOANS
XPRESS CREDIT & PENSION LOANS- ALL VARIANTS
STANDARD OPERATING PROCEDURE (SOP)
FOR HANDLING OF DELINQUENT ACCOUNTS

1. Tracking of Accounts:

All Xpress Credit & Pension loan accounts are being tracked for the existing arrear conditions as per RBI guidelines on Asset Classification and provisioning pertaining to the advance's portfolio. These loans will be treated at par with other P-Segment loans in terms of follow-up for recovery through soft/ hard measures, transferring to RA, filing of suit, write off etc. The existing delegation of financial powers will be applicable in these loans for transferring into RA, write off, parking in AUCA and suit filing etc.

2. Deceased Accounts:

- Bank is extending the benefit of free Group Personal Accident Insurance Policy coverage to all salary package customers based on the Salary Package account variant. Branch will advise the nominee/ family member of the deceased account cases under "Xpress Credit" loans regarding the procedure of insurance claims.
- In case of Pension Loans & Xpress Credit, where Third-party guarantee is obtained, branch to approach Guarantor for recovery of loans.
- In all deceased cases, Branch will try to recover the amount applying soft recovery measures from family members/ legal heirs.

3. Staff Accountability:

Staff accountability needs to be examined in Pre-Sanction activities, as per extant instructions as well as Post-Sanction follow-up (Branch level post-sanction activities required to be carried out have been listed under para-4 (iii) and para-5 below). Other extant instructions for examining staff accountability/ lapses, if any, will also be applicable.

4. Soft Recovery Measures:

Details of delinquent accounts are available under Branch Reports as well as at the path: MIS Online -> Master Dashboard -> NPA Dashboard -> NPA Reports, for efficient monitoring by the Branches as well as Controllers.

We propose following procedures to be followed for all unsecured personal loans for post sanction follow-up and recovery:

(i) **CBS:**

Message type	Target	Day	Standard Text message
SMS	Customer	Before EMI due date	EMI due on (date) in a/c XXXXXX12345. Please pay in time. Please ignore, if already paid. Thanking you for banking with SBI. Download YONO @ www.yonosbi.com
SMS	Customer	Post EMI due date (if unpaid)	EMI due for A/C no XXXXXX12345. Please pay immediately to avoid Late payment Charges. Please ignore, if already paid. Download YONO @ www.yonosbi.com

(ii) **LCS:**

- A dedicated team of tele callers to be placed in Contact Centre for all PBBU loans and they will be imparted necessary training & script by PBBU, Corporate Centre from time-to-time.
- Tele-calling to be done to such customers on 7th, 15th, 30th, 45th, 60th, 75th, 89th Days Past Due (DPD) & every 15th day henceforth till 180 days till it is regularized.
- SMS to be sent from LCS to these customers 1 day prior to the day of call from Contact Centre.
- Priority & focused calling to all digital loans on the basis of risk status as
 - First Priority: SMA 2
 - Second: NPA
 - Third: SMA 1
 - Fourth: SMA 0

(iii) **Branch level:**

- As the recovery of these loans are made through SI/ NACH from the salary/ pension account of the customer where loan has been credited, it should be ensured by Branches that the same is functioning properly in delinquent accounts. In case any discrepancy is seen, branch should immediately initiate steps to rectify the anomaly. It should be ensured that under no circumstances, the due instalments fall in arrears as a result of any anomaly in SI/ NACH feeding/ execution.
- Branches should track closely all irregular unsecured personal loan accounts where:
 - a. term has expired,
 - b. Salary/ pension has stopped coming in the SB account,
 - c. SI/ NACH has stopped or cannot be executed further due to lesser O/s in loan account than EMI.
- Branches may approach DDO/ Employer for whereabouts in case the borrower is untraceable/ uncontactable at the registered address.

- Branches may also extract a fresh CIC report of delinquent untraceable/uncontactable borrowers for recent contact details.
- The respective branch where the loan account is parked must ensure maintaining the quality of assets. Branches must keep a close watch on conduct of the loan accounts and follow up them at each stage as under:

Days past due (Status)	Action to be initiated by the Branch
31-60 days (SMA-1)	<ul style="list-style-type: none"> • 1st Irregularity reminder notice to be generated from LCS & sent to customer during 1st week of account moving to SMA-1, on non-receipt of instalment payment. • Reasons for default to be ascertained and recorded in LCS. • In case of failed SI/ OTMS alerts, actions under Sec-25 of PSG Act (similar to Sec 138 of NI Act) to be initiated for recovery of EMIs in default.
61-90 days (SMA-2)	<ul style="list-style-type: none"> • 2nd Registered reminder notice to be generated from LCS and sent to customer during 1st week of account moving to SMA-2, recalling the entire amount due with interest payable in 7 days. • DDOs to be contacted on their check-off obligations, wherever obtained.
> 90 days (NPA)	<ul style="list-style-type: none"> • 3rd Registered reminder notice to be generated from LCS and sent to customer during 1st week of account moving to SMA-3, recalling the entire amount due with interest payable in 7 days. • DDOs to be contacted on their check-off obligations, wherever obtained.

(iv) Region Level:

- Product-wise unsecured delinquent accounts to be discussed during monthly review/ other review meetings with a view to sensitize the branch functionaries for follow up and recovery.

(v) Module Level:

- Modules to include product-wise unsecured delinquent accounts as an agenda item in all NPA review meetings and in other P-segment loan related discussions.

(vi) Circle Level:

- PBBU team at Circle level to monitor NPA dashboard for unsecured personal loans and take up with DGMs (B&O) for effective follow up & upgradation of delinquent accounts.
- PBBU team to include product-wise unsecured delinquent accounts as an agenda item in all NPA review meetings.

- PBBU team to ensure that branches with NPAs above 2% are debarred from fresh sanctions, unless compelling reasons exist which should be approved by the respective CMC.

5. Hard Recovery Measures / Speeding up the Recovery Process:

- Efforts should, as far as possible, be in the direction of recovering the amount amicably.
- Bank's extant instructions for recovery of Bank's dues through Civil Courts (where debt from a borrower is less than Rs. 10.00 lacs) may be followed (SOP last issued vide e-Circular No.: CCO/CPD-SAM/181/2018-19 dated 08.03.2019). The services of recovery agent may be utilized, and they may be advised to use soft recovery skills.
- Permission for filing of suit, transfer of outstanding to Recalled Asset account and write off in these loans has to be obtained from the Competent Authority as per Scheme of Delegation of Financial Powers [Circular No.: CDO/ORG-DFP/ 2/2018-19 dated 31.12.2018 to be updated from time to time].
- On getting approval for filing of civil suit, the branch has to file the suit and transfer the account to Recalled Assets Accounts in CBS and make proper entry in Recalled Assets & follow up register. Expenses/ Charges incurred for filing the suit i.e. Advocate fee, court fee, postages etc. must be recorded in the register. Accounts transferred to Recalled Assets during a quarter should be reported to the controller at the end of the quarter.
- The branch should arrange to issue notices by registered post with AD through the Bank's panel advocate, to the borrower recalling the advances and claiming dues, costs, charges etc. as the first step for filing a civil suit for recovery of Bank's dues.
- For filing of suit, following steps needs to be followed:
 - (i) Branch to seek approval for filing suit from controllers.
 - (ii) Branch should hand over the case history/ account details pertaining to the loan to the Advocate for his study and further necessary action.
 - (iii) Upon filing of suit, the case to be entered in Branch Suit File Register for subsequent monitoring and follow-up with the advocate.
- Soft recovery measures to be adopted by the branches without any exception. In extreme cases, Compromises, OTS or special OTS (Rinn Samadhan) may be considered for settlements, wherever eligible as per norms specified from time to time. Avenues like Bank Adalat and Lok Adalat can be used for settlement of dues in eligible cases.

PRE-APPROVED PERSONAL LOANS (PAPL)-(UNSECURED LOANS)
STANDARD OPERATING PROCEDURE (SOP)
FOR HANDLING OF DELINQUENT ACCOUNTS

1. Tracking of Accounts:

All PAPL accounts/ products are being tracked for the existing arrear conditions as per RBI guidelines on Asset Classification and provisioning pertaining to the advances portfolio.

2. These loans (PAPL Umbrella products) will be treated at Par with other P- Seg unsecured loans in terms of follow-up for recovery through soft/hard measures, transferring to RA, filing of suit, write off etc. The existing delegation of financial powers will be applicable in these loans for transferring into RA, write off, parking in AUCA and suit filing etc.

3. Deceased Accounts:

- Bank is extending the benefit of free Group Personal Accident Insurance Policy coverage to all salary package customers based on the Salary Package account variant. Branch will advise the nominee/ family member of the deceased account cases under “PAPL-CSP”, “Pre-approved Xpress Credit” and “Insta Credit” regarding the procedure of insurance claims.
- In all deceased cases, Branch will try to recover the amount applying soft recovery measures.

4. Staff Accountability:

Since the borrower's identification has been done digitally based on backend credit rules on analytics rule engine, without any manual intervention, Staff accountability on Pre- Sanction Process is not required. However, Staff accountability needs to be examined in Post Sanction follow-up (Branch level activities required to be carried out have been listed under para-5 B (iv) and para-6 below). Other extant instructions for examining staff accountability/lapses, if any, will also be applicable.

5. Soft Recovery Measures:

A. Following digital initiatives have been initiated by the Bank for follow up with delinquent customers:

- (i) CBS is sending SMS reminder to all loan customers including PAPL customers, as under:

Message type	Target	Day	Standard Text message
SMS	Customer	Before EMI due date	EMI due on (date) in a/c XXXXXX12345. Please pay in time. Please ignore, if already paid. Thanking you for banking with SBI. Download YONO @ www.yonosbi.com
SMS	Customer	Post EMI due date (if unpaid)	EMI due for A/C no XXXXXX12345. Please pay immediately to avoid Late payment Charges. Please ignore, if already paid. Download YONO @ www.yonosbi.com

- (ii) YONO is sending Email/ Push Notification reminder two days before EMI due date to all existing PAPL customers with following text:

Message type	Target	Day	Standard Text message
SMS	Customer	2 days before EMI due date	Your EMI for PAPL account xxxxxxabcde is due on... (date) Please ignore if already paid.
Email	Customer	2 days before EMI due date	Your EMI for PAPL account xxxxxxabcde is due on...(date), Please ignore if already paid.
Push Notification	Customer	2 days before EMI due date	Your EMI for PAPL account xxxxxxabcde is due on.....(date) Please ignore if already paid.

- (iii) YONO is also sending Push notifications/ SMS/ Email to SMA-0/1/2 & NPA customers and their branch heads at following frequency and with following standard text:

Message type	Target	Day	Standard Text message
SMS	Customer	Tuesday	Your PAPL account is irregular by Rs..... Please deposit the overdue amount at the earliest, ignore if already paid. (100 characters)

Message type	Target	Day	Standard Text message												
SMS & e-mail to Branch	BM	Tuesday	<p>SMS: Your Branch is having number of delinquent PAPL accounts. Please refer to your Branch NPA/Probable NPA list and arrange for regularization of these accounts. Pls ignore, if already regularized. (157 characters)</p> <p>Email: The following account (s) of your Branch is running irregular/ has turned NPA. Please contact the/these customers and arrange for regularization of the account. Pls ignore, if already regularized.</p> <table><tr><th>Sr No</th><th>PAPL account No (masked)</th><th>Name of customer</th></tr><tr><td></td><td></td><td></td></tr><tr><td></td><td></td><td></td></tr><tr><td></td><td></td><td></td></tr></table>	Sr No	PAPL account No (masked)	Name of customer									
Sr No	PAPL account No (masked)	Name of customer													
Repeat SMS	BM	Friday	Your Branch is having number of delinquent PAPL accounts. Please refer to your Branch NPA/Probable NPA list and arrange for regularization of these accounts. Pls ignore, if already regularized. (157 characters)												
Push Notification & email to customer	Customer	Friday	Your PAPL account is irregular by Rs..... Please deposit the overdue amount at the earliest. Please ignore, if already paid.												

(iv) Soft recovery of all delinquent customers (including PAPL borrowers) is being done through LCS, as under:

<ul style="list-style-type: none"> • Details of all accounts where EMI is due, is pushed from CBS to LCS on T+1 interval. • SMS is being sent to such loan account borrowers on 15th, 37th and 60th days past due in such loan accounts from LCS. • Tele-calling is being done to such customers through Contact Centre from 7-180 days past due (DPD).

(v) Details of delinquent accounts under PAPL are available under Branch Reports as well as at the path: MIS Online -> Master Dashboard -> NPA Dashboard -> NPA Reports for efficient monitoring by the Branches as well as Controllers.

B. Proposed procedure for monitoring & collection of digital loans: We propose following procedures to be followed for all PAPL loans for post sanction follow-up and recovery:

(vii) **CBS:** (existing process to continue)

Message type	Target	Day	Standard Text message
SMS	Customer	Before EMI due date	EMI due on (date) in a/c XXXXXX12345. Please pay in time. Please ignore, if already paid. Thanking you for banking with SBI. Download YONO @ www.yonosbi.com
SMS	Customer	Post EMI due date (if unpaid)	EMI due for A/C no XXXXXX12345. Please pay immediately to avoid Late payment Charges. Please ignore, if already paid. Download YONO @ www.yonosbi.com

(viii) **YONO:**

YONO will send Email/ Push Notification reminder two days before EMI due date to all existing PAPL customers with following text:

Message type	Target	Day	Standard Text message
Email	Customer	2 days before EMI due date	Dear Customer, Your EMI of Rs. for loan account XXXXXX12345 is due on .././.... (date). Please ensure sufficient balance in your SB A/c to avoid penal charges. Timely payment of EMIs helps build up a good credit score.
Push Notification	Customer	2 days before EMI due date	Dear Customer, Your EMI of Rs. for loan account XXXXXX12345 is due on .././.... (date). Please ensure sufficient balance in your SB A/c to avoid penal charges. Timely payment of EMIs helps build up a good credit score.

YONO will also send Push notifications/ SMS/ Email to SMA-0/1/2 & NPA customers and their branch heads at following frequency and with following standard text:

Message type	Target	Day	Standard Text message																
SMS & e-mail to Branch	Branch Manager	Tuesday	<p>SMS: Your Br. is having ... delinquent PAPL A/c. Please refer email sent to branch email id and arrange to regularize on priority. Pls ignore, if already regularized.</p> <p>Email: The following account (s) of your Branch is running irregular/ has turned NPA. Please contact the/ these customers and arrange for regularization of the account.</p> <table border="1"> <thead> <tr> <th>Sr No</th><th>PAPL A/c No (masked)</th><th>SB A/c No (masked)</th><th>Customer name</th></tr> </thead> <tbody> <tr><td> </td><td> </td><td> </td><td> </td></tr> <tr><td> </td><td> </td><td> </td><td> </td></tr> <tr><td> </td><td> </td><td> </td><td> </td></tr> </tbody> </table>	Sr No	PAPL A/c No (masked)	SB A/c No (masked)	Customer name												
Sr No	PAPL A/c No (masked)	SB A/c No (masked)	Customer name																
Repeat SMS to Branch	Branch Manager	Friday	Your Br. is having delinquent PAPL A/c. Please refer email sent to branch email id and arrange to regularize on priority. Pls. ignore if already regularized.																
Push Notification & email to customer	Customer	Friday & Tuesday	Your loan A/c XXXXX12345 is irregular by Rs..... Please repay immediately to avoid penal charges and negative impact on Credit Score.																

(ix) **LCS:** -

- A dedicated team of tele callers to be placed in Contact Centre for these small ticket PAPL loans and they will be imparted necessary training & script by PBBU, Corporate Centre in co-ordination with DT & e-Comm Dept. from time-to-time.
- Tele-calling to be done to such customers on 7th, 15th, 30th, 45th, 60th, 75th, 89th Days Past Due (DPD) & every 15th day henceforth till 180 days till it is regularized.
- SMS to be sent from LCS to these customers 1 day prior to the day of call from Contact Centre.
- Priority & focused calling to all digital loans on the basis of risk status as
 - First Priority: SMA 2
 - Second: NPA
 - Third: SMA 1
 - Fourth: SMA 0

(x) Branch level:

- As the recovery of the PAPL is made through Standing instructions (SI) from the SB account of the customer where loan has been credited, it should be ensured by Branches that the same is functioning properly in delinquent PAPL accounts. In case any discrepancy is seen, branch should immediately initiate steps to rectify the anomaly. It should be ensured that under no circumstances, the due instalments fall in arrears as a result of any anomaly in SI feeding/execution.
- Branches should track closely all PAPL accounts where:
 - d. term has expired
 - e. SI has stopped.
 - f. SI cannot be executed further as the O/s in loan account is less than EMI.
- The respective branch where the loan account is parked must ensure maintaining the quality of assets. Branches must keep a close watch on conduct of the PAPL accounts and follow up them at each stage as under:

Days past due (Status)	Action to be initiated by the Branch
31-60 days (SMA-1)	<ul style="list-style-type: none">• 1st Irregularity reminder notice to be generated from LCS & sent to customer during 1st week of account moving to SMA-1, on non-receipt of instalment payment.• Reasons for default to be ascertained and recorded in LCS.
61-90 days (SMA-2)	<ul style="list-style-type: none">• 2nd Registered reminder notice to be generated from LCS and sent to customer during 1st week of account moving to SMA-2, recalling the entire amount due with interest payable in 7 days.
> 90 days (NPA)	<ul style="list-style-type: none">• 3rd Registered reminder notice to be generated from LCS and sent to customer during 1st week of account moving to SMA-3, recalling the entire amount due with interest payable in 7 days.

(xi) Region Level:

- PAPL delinquent accounts be discussed on monthly review/ other review meetings with a view to sensitize the branch functionaries for follow up and recovery.

(xii) Module Level:

- Modules to include PAPL delinquent accounts as an agenda item in all NPA review meetings and in other P-segment loan related discussions.

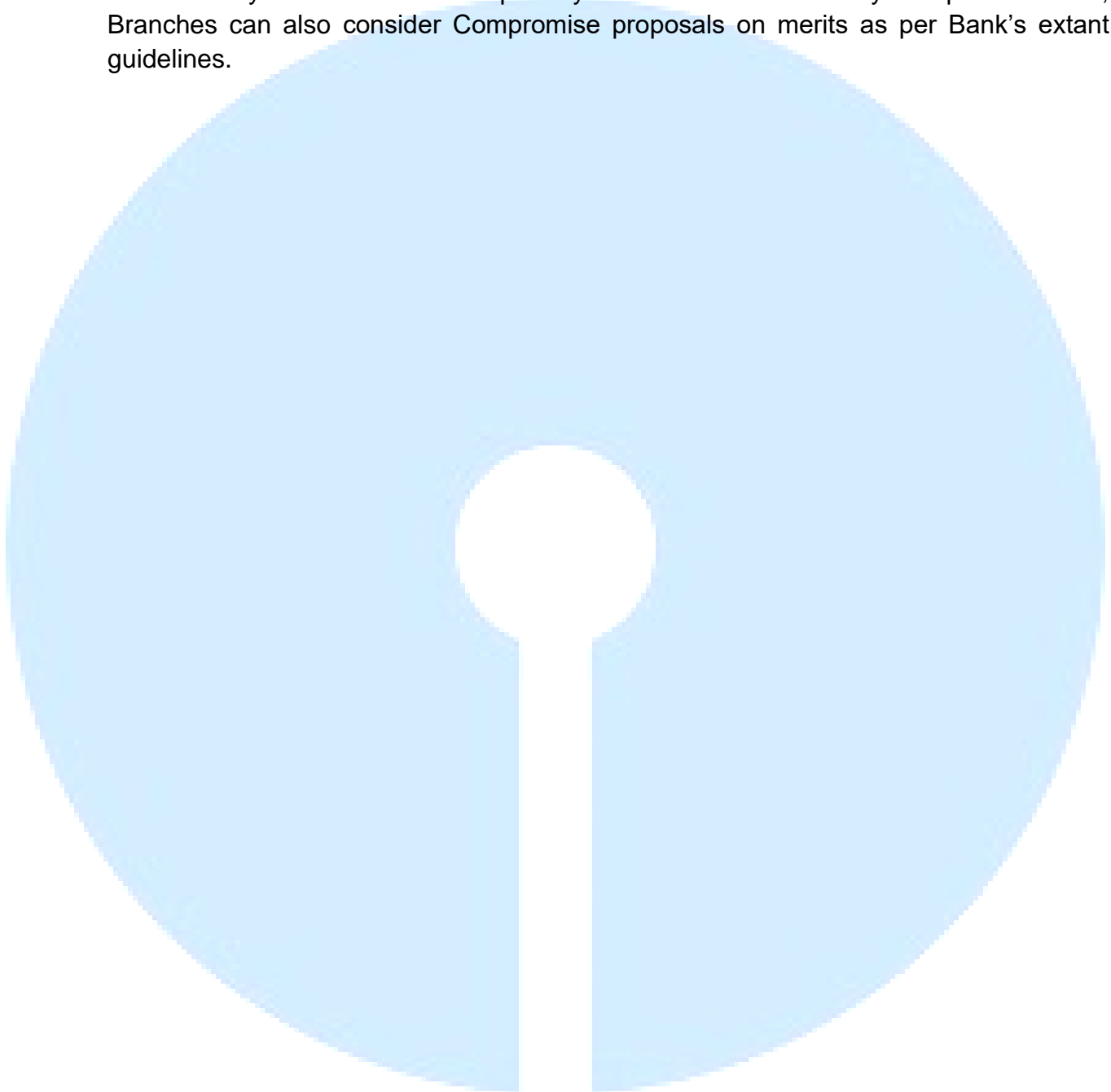
(xiii) **Circle Level:**

- PBBU team at Circle level to monitor NPA dashboard for PAPL loans and take up with DGMs (B&O) for effective follow up & upgradation of delinquent accounts.
- PBBU team to place “**Deplink**” file for delinquent PAPL borrowers at the respective Circle website (PAPL delinquent account having balances in their SB/ MOD account) to enable the branches to recover the same instantly.
- PBBU team to include PAPL delinquent accounts as an agenda item in all NPA review meetings and make aware the availability of “Deplink” file.

6. Hard Recovery Measures / Speeding up the Recovery Process:

- Efforts should, as far as possible, be in the direction of recovering the amount amicably.
- Bank’s extant instructions for recovery of Bank’s dues through Civil Courts (where debt from a borrower is less than Rs. 10.00 lacs) may be followed (SOP last issued vide e-Circular No.: CCO/CPD-SAM/181/2018-19 dated 08.03.2019). The services of recovery agent may be utilized, and they may be advised to use soft recovery skills.
- Permission for filing of suit, transfer of outstanding to Recalled Asset account and write off in these loans has to be obtained from the Competent Authority as per Scheme of Delegation of Financial Powers [Circular No.: CDO/ORG-DFP/ 2/2018-19 dated 31.12.2018 to be updated from time to time].
- On getting approval for filing of civil suit, the branch has to file the suit and transfer the account to Recalled Assets Accounts in CBS and make proper entry in Recalled Assets & follow up register. Expenses/ Charges incurred for filing the suit i.e. Advocate fee, court fee, postages etc. must be recorded in the register. Accounts transferred to Recalled Assets during a quarter should be reported to the controller at the end of the quarter.
- The branch should arrange to issue notices by registered post with AD through the Bank’s panel advocate, to the borrower recalling the advances and claiming dues, costs, charges etc. as the first step for filing a civil suit for recovery of Bank’s dues.
- For filing of suit, following steps needs to be followed:
 - i. Branch to seek approval for filing suit from controllers.
 - ii. Branch to raise Service desk request in CBS for obtaining logs of the account under relevant category of YONO
 - iii. The logs will be provided to the Branch under the same SD request.

- iv. The branch should hand over the case history/ account details and copy of logs pertaining to the loan to the Advocate for his study and further necessary action.
 - v. Upon filing of suit, the case to be entered in Branch Suit File Register for subsequent monitoring and follow-up with the advocate.
- Soft recovery measures to be adopted by the branches without any exception. Further, Branches can also consider Compromise proposals on merits as per Bank's extant guidelines.



CIC Reports

[A] CIBIL CIR Features: Account Status: There is a field named 'STATUS' in CIR. "Blank" Status Field indicates that the outstanding balance in the account has not been written-off. If the 'STATUS' is not blank, it shows the status of the stressed assets when the amount due is written-off by the bank and/or suit is filed.

Loan applications of the borrowers whose 'Account Status' is not "Blank" should be handled as under:

- If the Account Status for a secured loan/unsecured loan /credit card is i) Suit Filed, (ii) Wilful default (iii) Suit filed (Wilful Default), (iv) Suit filed & Written-off, (v) Wilful default & written-off or (vi) Suit filed (wilful default) and written off, the applicant's proposal to be rejected.
- This clause may be waived for applicants who have such negative "Account Status" in their CIR more than 5 years old and have since maintained a satisfactory credit history without any further default.

[B] Decisions regarding other Account Status may be taken as under:

Account Status	Facility reported	
	Credit Card	Non-Credit Card
Settled	Accept.	<ul style="list-style-type: none"> • Reject.
Settled post Write-off	<ul style="list-style-type: none"> • Accept if single instance. Else deviation may be approved by the empowered authority.* • This clause may be waived for applicants who have such negative "Account Status" in their CIR more than 5 years old and have since maintained a satisfactory credit history without any further default. 	<ul style="list-style-type: none"> • This clause may be waived for applicants who have such negative "Account Status" in their CIR more than 5 years old and have since maintained a satisfactory credit history without any further default.
Written-off	<ul style="list-style-type: none"> • Deviation may be approved by the empowered authority*. • This clause may be waived for applicants who have such negative "Account Status" in their CIR more than 5 years old and have since maintained a satisfactory credit history without any further default. 	

Account Status	Facility reported	
	Credit Card	Non-Credit Card
Restructured	<ul style="list-style-type: none"> Deviation may be approved by the empowered authority*. This clause may be waived for applicants who have such negative "Account Status" in their CIR more than 5 years old and have since maintained a satisfactory credit history without any further default. 	<ul style="list-style-type: none"> Deviation may be approved by the empowered authority* in cases where: <ul style="list-style-type: none"> The repayment is rescheduled, and the performance is since satisfactory. In cases where loans have been restructured under notifications issued by the State/Central Governments under special circumstances. This clause may be waived for applicants who have such negative "Account Status" in their CIR more than 5 years old and have since maintained a satisfactory credit history without any further default.

*Empowered Authority would be the Sanctioning Authority not below the rank of a Chief Manager who may approve the deviation after satisfying himself/herself that there is no history of multiple such write-offs/restructuring. In particular, the satisfactory performance of a secured loan after an incident of write-off may be considered a positive sign.

[C] CIBIL Features: Days Past Due (DPD) /Asset Classification (up to 36 months):

This field in CIR shows repayment history in the borrower's account. Latest date of reporting appears on the extreme left and thereafter the data is reported in descending order of dates, as such data in this field is to be read from left to right as shown below:

180	XXX	SUB	Number of days past due date (DPD)/Asset Classification
08-07	07-07	06-07	Reporting date (mm-yy)

Even if 'Status' of the account is 'blank', for the purpose of loan assessment in the Bank, the account will be classified as "an account in default" if one or more of the following conditions are true about the DPD:

- Present DPD is more than 30 days.
- DPD 60 days or more, on more than one occasion, during last 12 months,
- Asset Classification as "SUB" (Substandard), "DBT" (Doubtful), "LSS" (Loss), or "SMA" (Special Mention Account).

[D] Overdues seen in the CIBIL Report would be dealt with as below:

- (i) One overdue monthly payment in the last 6 months would be allowed provided DPD did not exceed 60 days and there is no overdue at the time of processing of the loan.
- (ii) If the account is in default as per the aforesaid criteria, deviation may be approved by the empowered authority as under:

Discretionary Powers for approval of deviations in respect of 'Accounts in default':

"Empowered Authority"
Overdue amount up to Rs.10,000/- Sanctioning authority not below the rank of a Chief Manager may approve the deviation after satisfying himself/herself that the borrower has not defaulted willfully, that there is a <i>prima-facie</i> merit in the borrower's claim, if any, that the amount due has been wrongly billed to him, and that the character and integrity of the borrower are beyond doubt. Facts considered for approval of the deviation should be recorded in the loan approval note.
Overdue amount above Rs.10,000/- For loans sanctioned by RACPC and other CPCs – AGM of the CPC For loans sanctioned at branches – AGM(RBO) For loans sanctioned by Committees - sanctioning authority

Enquiries: CIBIL report is real time. Therefore "Enquiries:" section of the report comes handy for ascertaining the number of lenders with whom the borrower is talking about different credit facilities. Extra precaution may be exercised in cases where more than 2 enquiries of the same product and/ or same amount are observed within a space of last 1 month. In such cases one more report may be pulled out prior to disbursement and status of those enquiries may be ascertained from the borrower.

[E] CIBIL TransUnion Score(s):

- (i) Score predicts the likelihood of 91+ days' delinquency on one or more loans in the next twelve months. It is a number between 300 and 900, the higher the numerical value of the score, lower is the risk profile of the individual. Scores higher than 800 indicate low risk and score less than 600 indicates high risk.
- (ii) Individuals who do not have any loan record in CIBIL database are assigned a default score of -1. Whereas a score of Zero (in CIBIL v1 Score) or 1-5 (in CIBIL v2 Score) is assigned to individuals with less than six (6) months of credit history.
- (iii) It is to be noted that presently there is no minimum CIC Score stipulation under the product.

[F] Multiple Deviations /concessions:

If multiple deviations/concessions are required in one proposal all of such deviations/sanctions will be approved by the highest authority in the Circle authorized to approve the required deviation/concession in the proposal, e.g. if AGM (Region) is authorized to approve one of the deviations and other deviation requires approval of GM (Network) then both the deviations should be put up to the GM (Network) for approval. Corporate Centre however, shall continue to approve only those deviations that are beyond the discretionary powers of the Circle authorities.

IRREVOCABLE UNDERTAKING FROM PENSIONER

To,

The Branch Manager,
State Bank of India,

.....
.....

(Address of the Loan Sanctioning Branch)

Madam/ Dear Sir,

SBI PENSION LOAN TO PSU PENSIONERS

IRREVOCABLE UNSTAMPED UNDERTAKING FROM PENSIONER

**PENSION ACCOUNT No..... PPO No: in the
name of Pensioner Shri.....**

With reference to my application for sanction of loan under SBI PSU Pension Loan Scheme,
I hereby undertake

- i. NOT to transfer/shift my Pension Account to any other Branch of SBI or to any other Bank during the currency of my Pension Loan at your Branch.
- ii. NOT to amend the mandate given for deduction of amount of monthly repayment towards loan granted to me by your Branch.

Yours faithfully,

Date:

(Signature of the applicant)

Applicant's Name:
Phone No.:
Address:
.....

IRREVOCABLE UNDERTAKING FROM PENSION PAYING AUTHORITY

To,

The Branch Manager,
State Bank of India,

.....

.....

(Address of the Loan Sanctioning Branch)

Madam/ Dear Sir,

SBI PENSION LOAN TO PSU PENSIONERS

IRREVOCABLE UNSTAMPED UNDERTAKING FROM PENSION PAYING AUTHORITY

We certify that Shri/ Smt. is drawing Pension of Rs. per month via PENSION ACCOUNT No.:..... PPO No.: from your branch.

2. In view of your agreeing to grant to him/ her a loan under the captioned scheme, we have received and noted:

i.The irrevocable letter of authority from the Pensioner, for crediting his/her pension every month to his/her account with State Bank of India, branch, till we receive further instructions from you.

ii.The pensioner has confirmed that he/she will not be entitled to withdraw or revoke his/her authority in any case, until the whole of his/her debt inclusive of interest to the State Bank of India, Branch is liquidated and written consent of the Bank is obtained.

3. We undertake to obtain an NOC from your branch before transferring his/ her pension payment to any other Bank/ branch and payment to spouse. A suitable noting in this regard has been made in the pension record of the concerned pensioner.

Date:

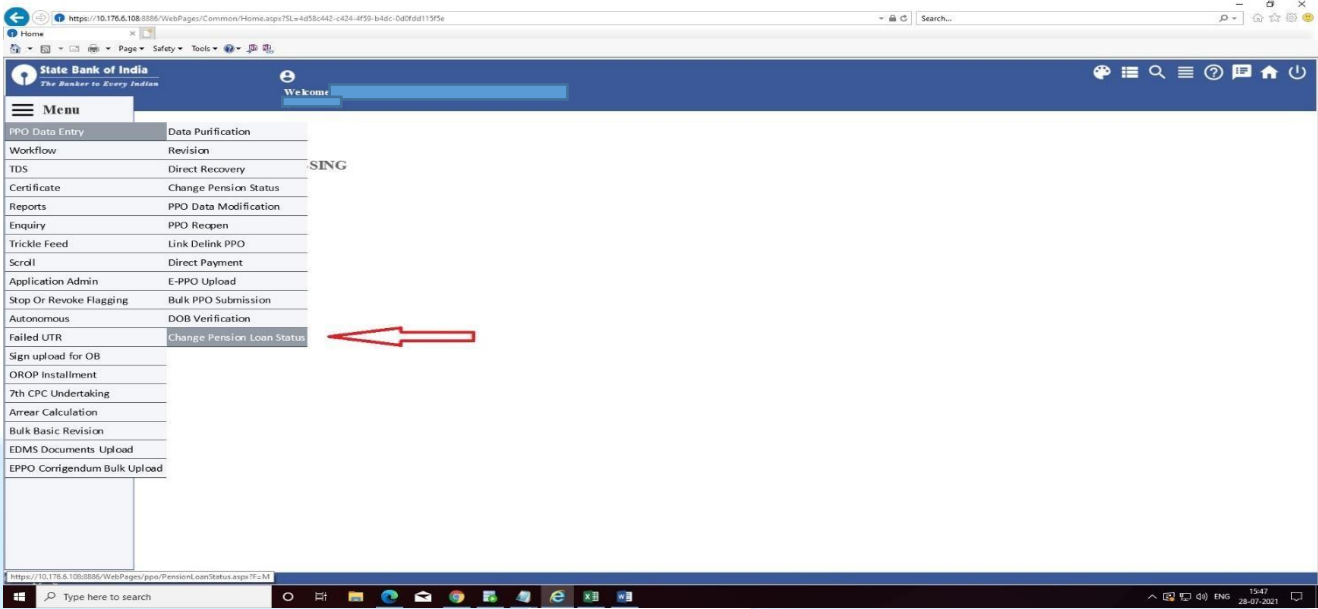
Signature & Seal of the Pension Disbursing Officer

Designation:

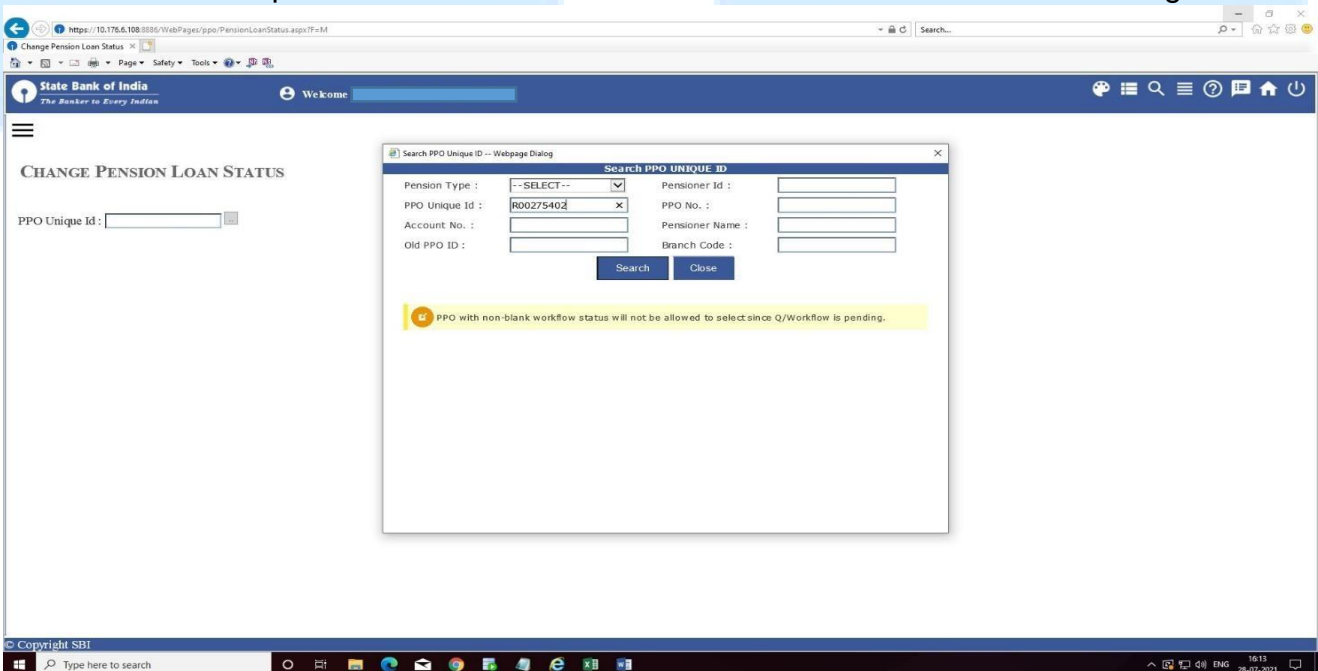
Dept.:

ANNEXURE X

SOP FROM CDC-CPPC DEPARTMENT ON REMOVAL OF LIEN ON PENSION ACCOUNTS TO ENABLE PROCESSING OF FAMILY PENSION WHERE PENSION LOAN IS OUTSTANDING



1. Enter PPO Unique Id/ Account Number whose status needs to be viewed/changed.



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CHANGE PENSION LOAN STATUS

PPO Unique Id:

Search PPO Unique ID -- Webpage Dialog

Pension Type :

Pensioner Id :

PPO Unique Id :

PPO No. :

Account No. :

Pensioner Name :

Old PPO ID :

Branch Code :

Search Close

PPO with non-blank workflow status will not be allowed to select since Q/Workflow is pending.

1 Record Found

Pensioner ID	PPO UNIQUE ID	PENSIONER NAME	PPO NUMBER	ACCOUNT NUMBER	PAYING BRANCH CODE	PAYING BRANCH NAME	PAYING CPIC CODE	PAYING CPIC NAME	PEN TYPE	PPO STATUS
		MR. K. S. S. S.								

Select

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2. After Click of Select button → Click on View Details

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Welcome

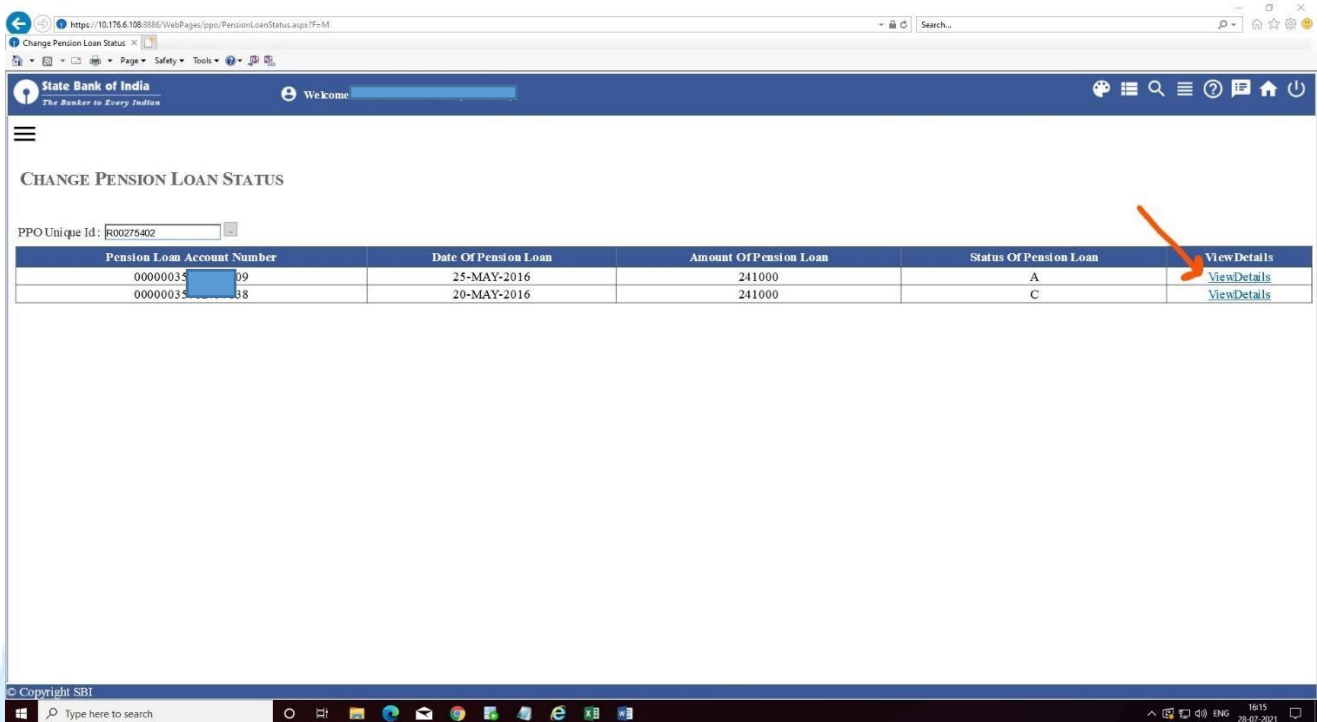
CHANGE PENSION LOAN STATUS

PPO Unique Id:

Pension Loan Account Number	Date Of Pension Loan	Amount Of Pension Loan	Status Of Pension Loan	View Details
0000003 09	25-MAY-2016	241000	A	ViewDetails
0000003 38	20-MAY-2016	241000	C	ViewDetails

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Checking account having Pension Loan Status as Active



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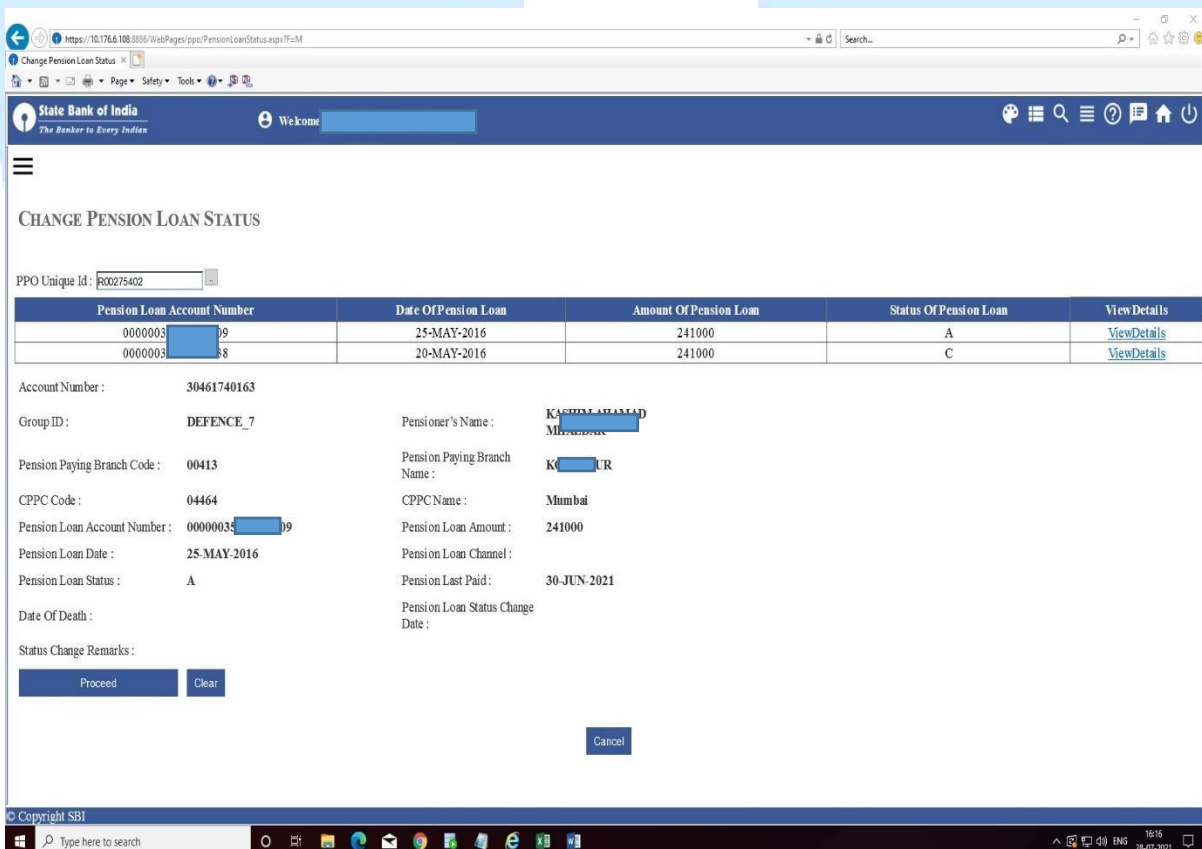
CHANGE PENSION LOAN STATUS

PPO Unique Id: R00275402

Pension Loan Account Number	Date Of Pension Loan	Amount Of Pension Loan	Status Of Pension Loan	ViewDetails
00000035 [redacted] 99	25-MAY-2016	241000	A	ViewDetails
00000035 [redacted] 88	20-MAY-2016	241000	C	ViewDetails

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3. Click on proceed button



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CHANGE PENSION LOAN STATUS

PPO Unique Id: R00275402

Pension Loan Account Number	Date Of Pension Loan	Amount Of Pension Loan	Status Of Pension Loan	ViewDetails
00000035 [redacted] 99	25-MAY-2016	241000	A	ViewDetails
00000035 [redacted] 88	20-MAY-2016	241000	C	ViewDetails

Account Number: 30461740163

Group ID: DEFENCE_7

Pension Paying Branch Code: 00413

CPPC Code: 04464

Pension Loan Account Number: 00000035 [redacted] 99

Pension Loan Date: 25-MAY-2016

Pension Loan Status: A

Date Of Death:

Status Change Remarks:

Proceed Clear

Cancel

Pensioner's Name: KASHIM AHAMAD M. [redacted]

Pension Paying Branch Name: K [redacted] UR

CPPC Name: Mumbai

Pension Loan Amount: 241000

Pension Loan Channel:

Pension Last Paid: 30-JUN-2021

Pension Loan Status Change Date:

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Case 1: Where Pension Loan(s) is/are closed in CBS

Click on “YES” Option and provide maker remark. (For Active Pension Loan Account)

CHANGE PENSION LOAN STATUS

PPO Unique Id: R00275402

Pension Loan Account Number	Date Of Pension Loan	Amount Of Pension Loan	Status Of Pension Loan	ViewDetails
0000003 9	25-MAY-2016	241000	A	ViewDetails
0000003 8	20-MAY-2016	241000	C	ViewDetails

Account Number : 30461740163
Group ID : DEFENCE_7
Pensioner's Name : KASIM AHMAD
Pension Paying Branch Code : 00413
Pension Paying Branch Name : K...R
CPPC Code : 04464
CPPC Name : Mumbai
Pension Loan Account Number : 0000003 9
Pension Loan Amount : 241000
Pension Loan Date : 25-MAY-2016
Pension Loan Channel :
Pension Loan Status : A
Pension Last Paid : 30-JUN-2021
Date Of Death :
Pension Loan Status Change Date :
Status Change Remarks :
Proceed Clear
Whether Pension loan availed by the Pensioner is/are closed in CBS? (Please verify all CIF's of the pensioners in CBS for all outstanding pension loans?)
☒ Yes ☐ No
Maker Remarks :
196/200 characters left
Change Pension Loan Status Cancel

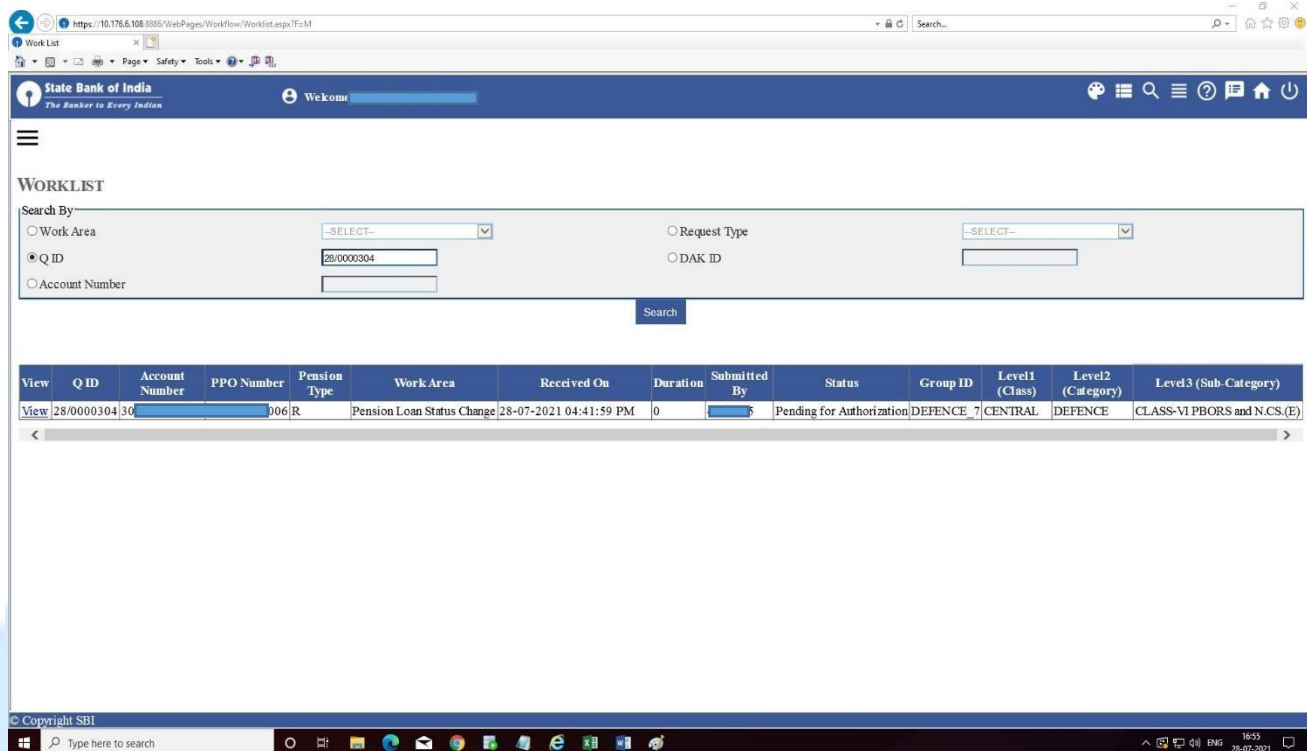
Click on Change Pension Loan Status button → Generates Queue Successfully.

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Welcome

Pension Loan Status Changed Successfully.
Queue Id - 28/0000304

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Now Log In by CPPC Checker → Go to WorkList→ Enter Queue Id/Account Number/Work Area→ Search button.



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WORKLIST

Search By:

☐ Work Area

☒ Q ID

☐ Account Number

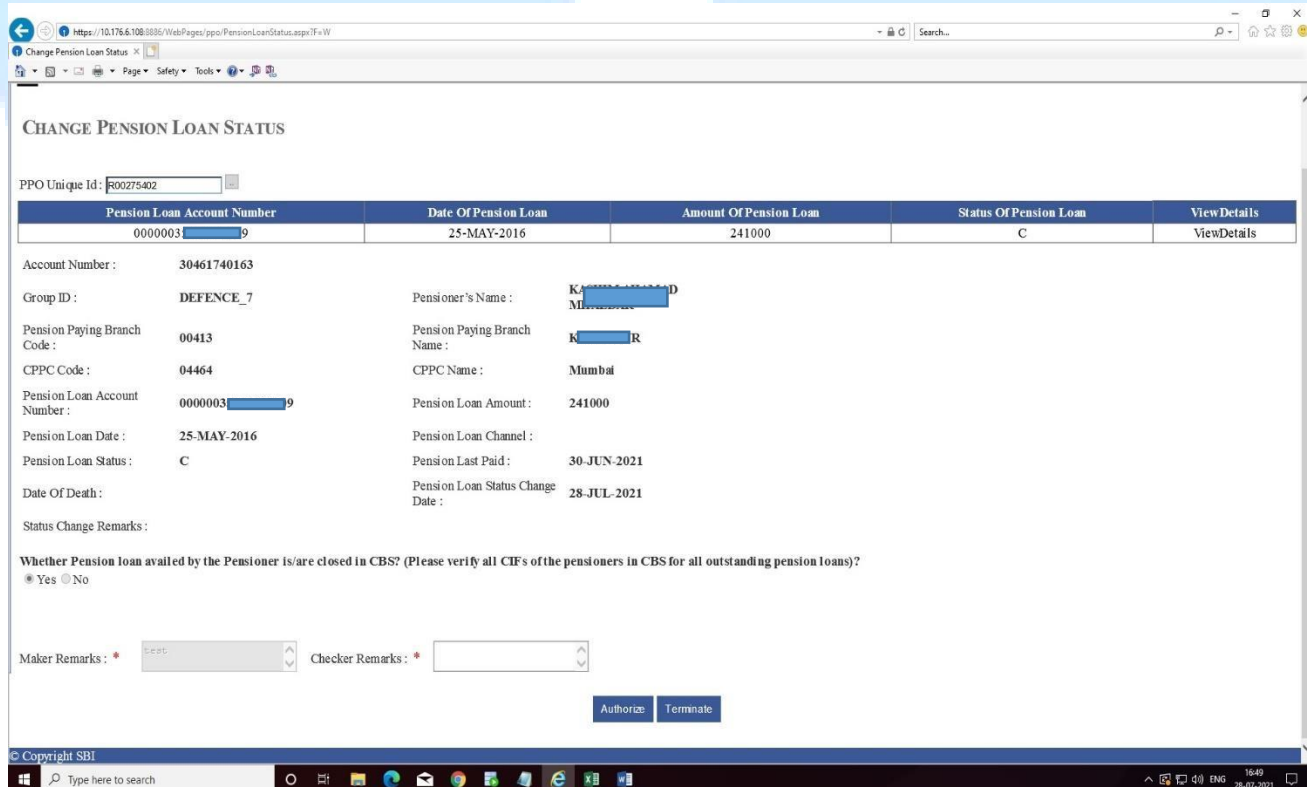
☐ Request Type

☐ DAK ID

Search

View	Q ID	Account Number	PPO Number	Pension Type	Work Area	Received On	Duration	Submitted By	Status	Group ID	Level1 (Class)	Level2 (Category)	Level3 (Sub-Category)
View	28/0000304	30000003	006	R	Pension Loan Status Change	28-07-2021 04:41:59 PM	0		Pending for Authorization	DEFENCE_7	CENTRAL	DEFENCE	CLASS-VI PBORS and N.CS.(E)

After Click on View Button. Checker to verify, provide remarks and authorize by clicking on Authorize button.



CHANGE PENSION LOAN STATUS

PPO Unique Id:

Pension Loan Account Number	Date Of Pension Loan	Amount Of Pension Loan	Status Of Pension Loan	ViewDetails
0000003	25-MAY-2016	241000	C	ViewDetails

Account Number : 30461740163

Group ID : DEFENCE_7

Pension Paying Branch Code : 00413

CPPC Code : 04464

Pension Loan Account Number : 0000003

Pension Loan Date : 25-MAY-2016

Pension Loan Status : C

Date Of Death :

Pensioner's Name : K. M. D.

Pension Paying Branch Name : K. M. R.

CPPC Name : Mumbai

Pension Loan Amount : 241000

Pension Loan Channel :

Pension Last Paid : 30-JUN-2021

Pension Loan Status Change Date : 28-JUL-2021

Status Change Remarks :

Whether Pension loan availed by the Pensioner is/are closed in CBS? (Please verify all CIFs of the pensioners in CBS for all outstanding pension loans?)

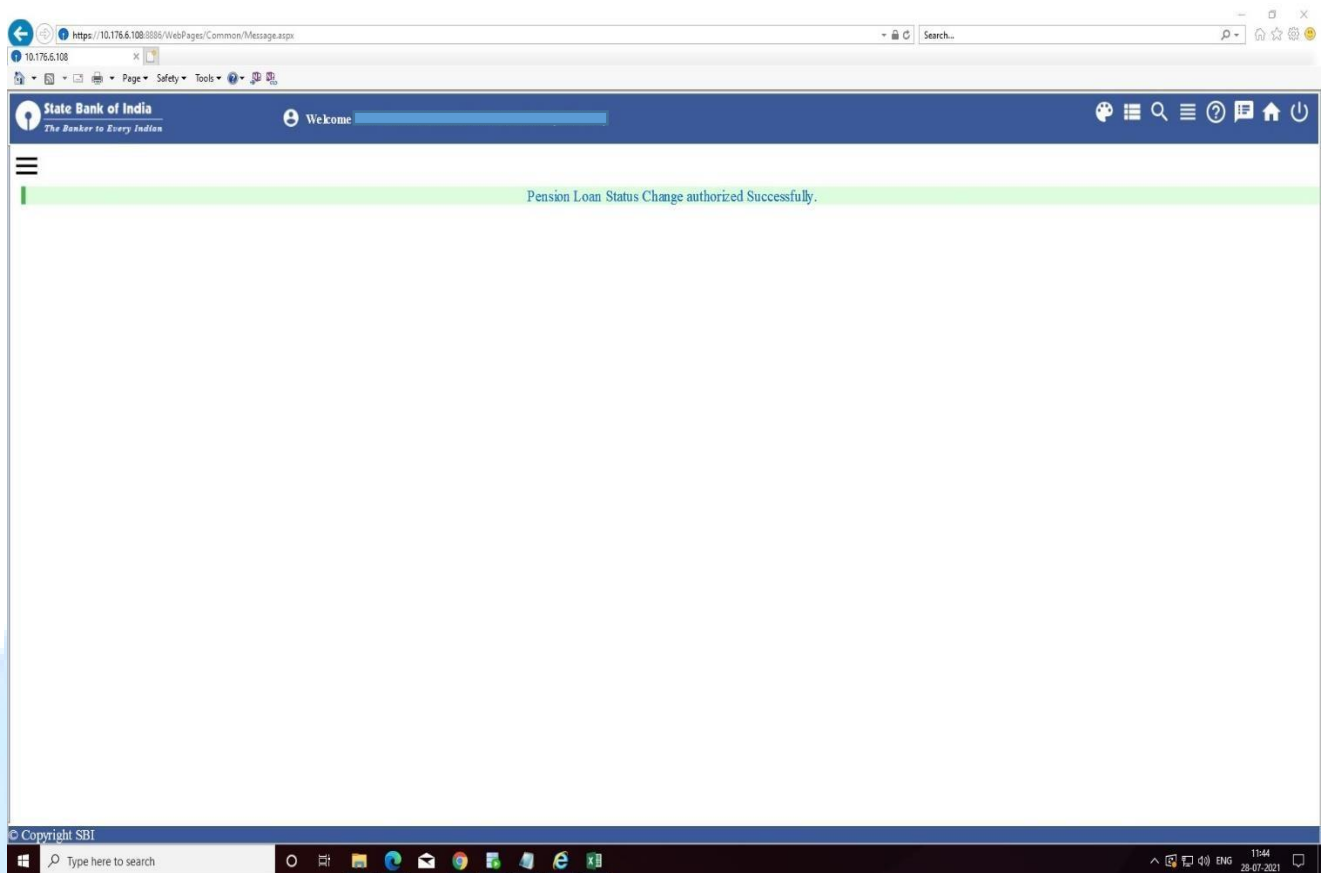
☒ Yes ☐ No

Maker Remarks :

Checker Remarks :

Authorize **Terminate**

Checker Authorizes → Pension Loan status Changes Successfully.



Case 2: Where Pension Loan(s) is/are not closed in CBS

a. Click on “NO” Option and Provide RBO/Controller (Approver) details & approval date, maker remark. (For Active Pension Loan account). Checker to authorize queue.

CHANGE PENSION LOAN STATUS

PPO Unique Id: R00275402

Pension Loan Account Number	Date Of Pension Loan	Amount Of Pension Loan	Status Of Pension Loan	ViewDetails
0000003 9	25-MAY-2016	241000	A	ViewDetails
0000003 8	20-MAY-2016	241000	C	ViewDetails

Account Number: 30461740163

Group ID: DEFENCE_7

Pensioner's Name: KAD

Pension Paying Branch Code: 00413

Pension Paying Branch Name: K

CPPC Code: 04464

CPPC Name: Mumbai

Pension Loan Account Number: 0000003 9

Pension Loan Amount: 241000

Pension Loan Date: 25-MAY-2016

Pension Loan Channel:

Pension Loan Status: A

Pension Last Paid: 30-JUN-2021

Date Of Death:

Pension Loan Status Change Date:

Status Change Remarks:

Proceed Clear

Whether Pension loan availed by the Pensioner is/are closed in CBS? (Please verify all CIFs of the pensioners in CBS for all outstanding pension loans?)

☐ Yes ☒ No

Changing pension loan status as C without closure of pension loan? Provide Controller details.

Name of RBO/Controller: Approval Date:

Maker Remarks: *

Change Pension Loan Status Cancel

Name of RBO/Controller (Approver) & date of approval is mandatory, else message will pop up. Record of such approvals from Controller/RBO to be maintained manually at CPPC level.

CHANGE PENSION LOAN STATUS

PPO Unique Id: R00275402

Pension Loan Account Number	Date Of Pension Loan	Amount Of Pension Loan	Status Of Pension Loan	ViewDetails
0000003 9	25-MAY-2016	241000	A	ViewDetails
0000003 8	20-MAY-2016	241000	C	ViewDetails

Account Number: 30461740163

Group ID: DEFENCE_7

Pensioner's Name: KAD

Pension Paying Branch Code: 00413

Pension Paying Branch Name: K

CPPC Code: 04464

CPPC Name: Mumbai

Pension Loan Account Number: 0000003 9

Pension Loan Amount: 241000

Pension Loan Date: 25-MAY-2016

Pension Loan Channel:

Pension Loan Status: A

Pension Last Paid: 30-JUN-2021

Date Of Death:

Pension Loan Status Change Date:

Status Change Remarks:

Proceed Clear

Whether Pension loan availed by the Pensioner is/are closed in CBS? (Please verify all CIFs of the pensioners in CBS for all outstanding pension loans?)

☐ Yes ☒ No

Changing pension loan status as C without closure of pension loan? Provide Controller details.

Name of RBO/Controller: test Approval Date:

Maker Remarks: *

196/200 characters left

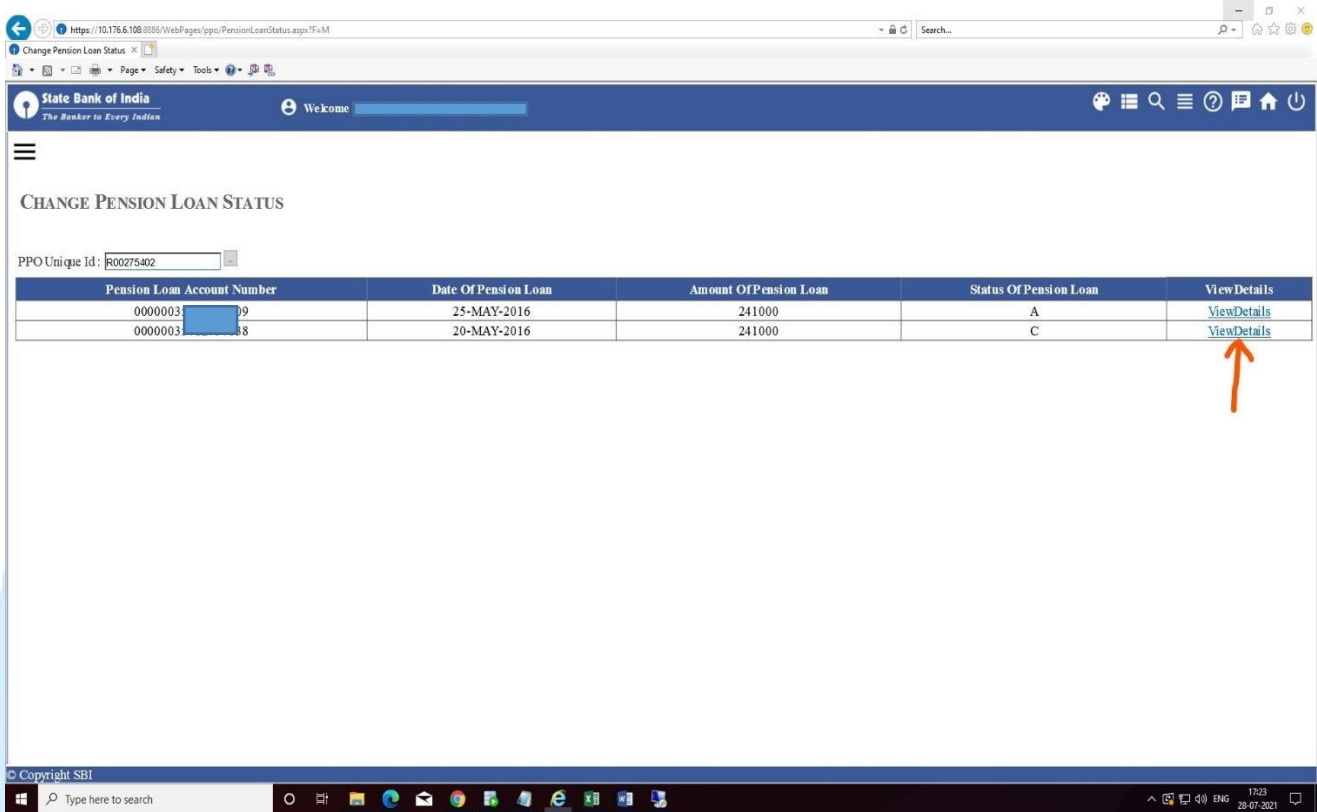
Change Pension Loan Status Cancel

Message from webpage

Please enter RBO/Controller name to proceed...

OK

Case 3: Enquiry of Pension Loan account with Status as "C"



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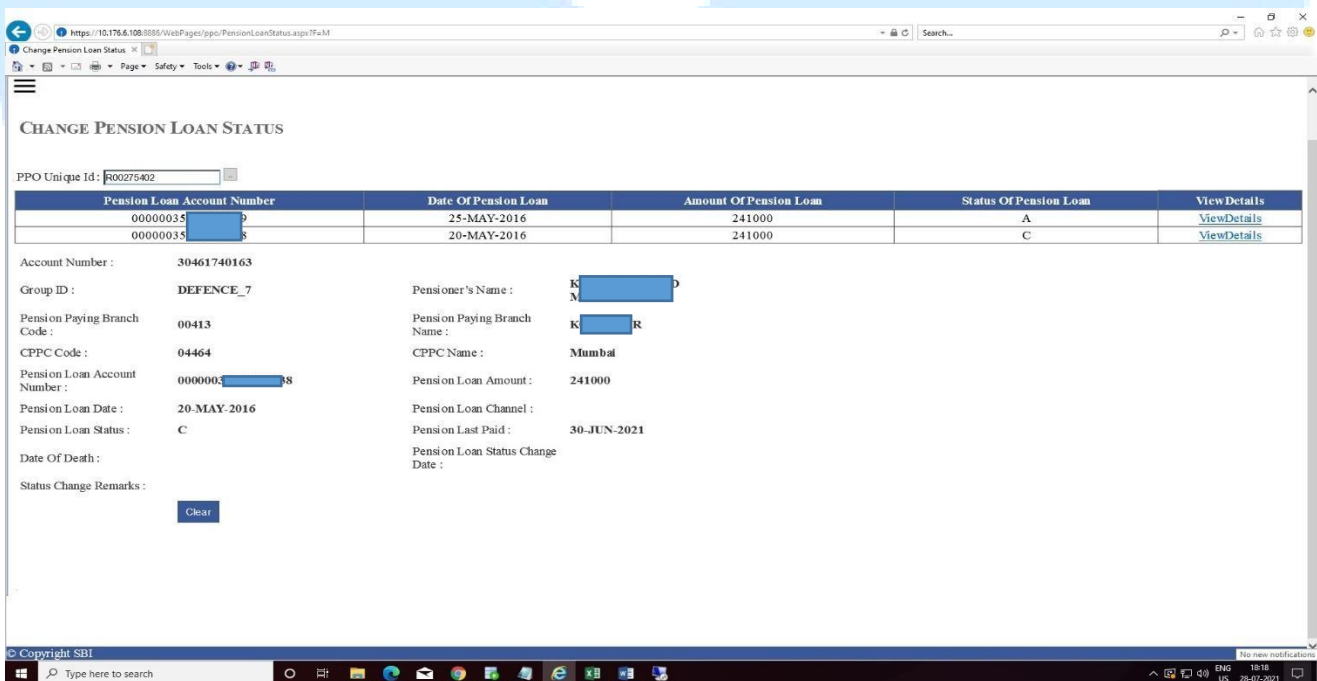
Welcome

CHANGE PENSION LOAN STATUS

PPO Unique Id: R00275402

Pension Loan Account Number	Date Of Pension Loan	Amount Of Pension Loan	Status Of Pension Loan	ViewDetails
00000035 [redacted] 9	25-MAY-2016	241000	A	ViewDetails
00000035 [redacted] 8	20-MAY-2016	241000	C	ViewDetails

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CHANGE PENSION LOAN STATUS

PPO Unique Id: R00275402

Pension Loan Account Number	Date Of Pension Loan	Amount Of Pension Loan	Status Of Pension Loan	ViewDetails
00000035 [redacted] 9	25-MAY-2016	241000	A	ViewDetails
00000035 [redacted] 8	20-MAY-2016	241000	C	ViewDetails

Account Number : 30461740163

Group ID : DEFENCE_7

Pension Paying Branch Code : 00413

CPPC Code : 04464

Pension Loan Account Number : 00000035 [redacted] 8

Pension Loan Date : 20-MAY-2016

Pension Loan Status : C

Date Of Death :

Status Change Remarks : [Clear](#)

Pensioner's Name : K [redacted] M [redacted]

Pension Paying Branch Name : K [redacted] R [redacted]

CPPC Name : Mumbai

Pension Loan Amount : 241000

Pension Loan Channel :

Pension Last Paid : 30-JUN-2021

Pension Loan Status Change Date :

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REQUEST FOR NOT PERMITTING SHIFTING OF PENSION A/C

From
The Branch Manager,
State Bank of India,
.....
.....

To
The Pension Disbursing Officer,
Principal Controller of Defence
Accounts (Pensions),
Draupadi Ghat,
Prayagraj,
Uttar Pradesh- 211014

Madam/ Dear Sir,

**SANCTION OF SBI PENSION LOAN TO PENSIONERS
REQUEST FOR NOT PERMITTING SHIFTING OF PENSION A/C**

PPO No.:
PENSION ACCOUNT No.:
in the name of Pensioner Shri/ Smt.

We would like to advise that on the request of the abovementioned customer, Pension Loan of Rs..... under the Pension Loan scheme of the Bank has been sanctioned to Shri/ Smt. on .../.../.... (dd/mm/yyyy) for a tenure of months. The Standing Instruction (SI) for monthly repayment (EMI- Equated Monthly Instalment) of Rs. towards the loan has been set up as under:

Debit Pension A/c: (maintained with our..... Branch)

Pension Loan A/c: (maintained with our Branch)

2. As per the Agreement between the Bank and the customer, you are requested not to permit shifting of Pension Account of the abovementioned pensioner to any other Bank/ Branch of SBI during the tenor of the said Pension Loan/ till the said loan is fully repaid.

3. We are also enclosing a copy of PPO submitted by the customer and request you to revert to us, in case there is any discrepancy in the same.

Yours faithfully,

Signature of the Officer/ Branch Manager

Date: