

Branch Banking is Easy

CIRCULAR SYNOPSIS

(1 to 627/2018 & 1 to 30/2019)

**A BRIEF BOOK ON SECTION WISE ALL CIRCULARS OF 2018-19
(01.01.2018 to 21.01.2019)**

Compiled by

Sanjay Kumar Trivedy

Chief Manager, Canara Bank, Chatigali, Solapur (Maharashtra)

Preface

Dear Friends,

Indian Banking is in its most exciting phases. The impact of liberalization has been wide spread and has thrown up both challenges and opportunities for bankers. Ever increasing competition is a part of professional life and the banker who is ahead of his peers in terms of knowledge skill, technology and quick response will be the winner.

Banking/Financial sector in our country is witnessing a sea change and banker's business has become more complex & difficult in this driven era of knowledge & technology. There are mass retirements happening due to superannuation & many new recruits are joining the Bank. More than 70% staff strength is newly recruited in last seven to eight years.

An official working in the Banking sector has to keep pace with Updated knowledge, skills & attitude, as the same is required everywhere. Employees play vital role in Banking/service organizations and they need to be transformed into Knowledge Assets to remain competitive in the dynamic environment and it is more so with Banks as they are very service sensitive. Thus it is imperative for the bank staff to serve the clientele with updated information of bank's products & services to accomplish corporate objectives.

It is with a sense of great delight that I am presenting this book "**CIRCULAR SYNOPSIS :2018-19**" on **our Bank Policies/Guidelines/Circulars/Memo/SPL comm. issued during 01.01.2018 to 21.01.2019, subject/Sectionwise in the form of brief book compiled in just 40 pages**. Each section contains all circulars/memo/spl.comm. Nearly 25-40% questions in general are going to ask in your Promotion test from this book of which scheme based questions weightage will be approx. 25-35%. The beauty of this book is written in very simple & lucid manner so that it will be understood by every one. **This book is specially designed for promotion test as well as very useful for all day to day branch banking**. The book is prepared based on last more than 15 years of experience and pattern of questions asked in the examination.

During preparation of this book, I have received tremendous support and inspirations from colleagues & Friends.

All possible care is taken to provide error free information, however, readers may note that the information given herein is merely for guidance/reference and they need to refer the relevant circulars & Manuals for full details.

I solicit your views on the content and quality of the topics for further improvement. I wish all the best to the readers of this book.

Arise, Awake and stop not till the goal is reached"... Swami Vivekananda

Date: 23.01.2019

Sanjay Kumar Trivedy

About the Author

Mr. Sanjay Kumar Trivedy (Native: Motihari, Bihar), Presently working as Chief Manager (Scale-IV) in Canara Bank, Chatigali branch, Solapur in solapur distt. of Maharashtra state.

He joined Canara Bank as DRO/PO (AEO) on 10.03.1997 and worked in various places, starting from Maujgarh branch (1997-2000), Near Abohar (Punjab), Sirsa Main- Haryana (2000-2004), BMC, Jalandhar (2004-2006) Toiladungari, Sakchi, Jamshedpur (2006-2009), Jhalak near Chaibasa (2009-2011), J B Nagar, Andheri East, Mumbai (2011-2013) and then Faculty as well as College in charge (Principal) in Regional Staff Training College, Mumbai (2013-2016), Govt. Link Cell, Nagpur (01.05.2016 to 15.07.2017), Itwari Branch, Nagpur (17.07.2017 to 15.09.2017), Shrigonda Branch (16.09.2017 to 07.07.2018) and then Chatigali, Solapur (Since 08.07.2018 to ...). He won more than 215 awards in various fields of Banking by his Bank – Canara Bank, which includes twice gold coin for CASA mobilization. His best achievement was as an officer/AEO, he converted his Section: Agril Finance into Hi-tech Agril. Branch at BMC, Jalandhar and while working in Jhalak branch near Chaibasa (Jharkhand), won twice best Rural banker award from NABARD during 2009-10 & 2010-11 in SHG credit linkage & Farmers Club Formation. During this journey started from 1997 to till date he worked in almost all area of Banking.

Mr. Sanjay Kumar Trivedy is M.Sc. (Agril), CAIIB, PGDCA, MBA, MBA (Finance), Diploma (IIBF) in Rural Banking, Treasury, Investment and Risk Management, Commodity Derivatives for Bankers, Advanced Wealth Management, Certificate (IIBF) in Trade Finance, Certificate in Anti-Money Laundering / Know Your Customer, Certificate Examination in SME Finance for Bankers, Certificate Examination in Customer Service & Banking Codes and Standards, Certificate Examination in CAIIB - Elective Subjects (Retail Banking & Human Resource Management) & Certificate Examination in Microfinance

Mr. Sanjay Kumar Trivedy has teaching experience of more than 16 years, from Sirsa Main Branch (2000-2004), he started teaching to his colleagues/staff and in this long journey he has given good results both in Promotion test as well as JAIIB /CAIIB examination. He has taken IIBF-JAIIB & CAIIB classes at Mumbai. He has compiled/authored more than 20 books in last three years related banking - JAIIB, CAIIB, Book on Promotion Test (all cadres), Interview, Drishti (Current Banking Topics – Interview book for Scale IV & above), Group Discussion, Certificate course on Customer Service & BCSBI, AML & KYC, MSME Finance for Bankers, Book on Abroad Posting, Confirmation Test for PO, Banking & Technology and many more books on day today banking and many more in the offing.

Mr. Sanjay Kumar Trivedy is working in a mission mode to reduce knowledge gap among bankers with objective to provide educational support free of cost to all in general and bankers in particular with objective to empower Banker colleagues specially young banker who join the bank in last more than one decade for their better productivity, Sense of satisfaction, Customer delight with ultimate increase of quality banking business for their organisations.

He can be contacted only through whatsapp no. : 9987519725

Infuse your life with action. Don't wait for it to happen. Make it happen. Make your own future. Make your own hope. Make your own love. And whatever your beliefs, honor your creator, not by passively waiting for grace to come down from upon high, but by doing what you can to make grace happen... yourself, right now, right down here on Earth – **Bradley Whiteford**

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DISCLAIMER

While every effort has been made by me to avoid errors or omissions in this publication, any error or discrepancy noted may be brought to my notice through whatsapp no. **9987519725** or e-mail to sktrivedycan@gmail.com which shall be taken care of in the subsequent editions. It is also suggested that to clarify any doubt colleagues should cross-check the facts, laws and contents of this publication with original Govt. / RBI / Manuals/Circulars/Notifications/Memo/Spl Comm. of our bank.

Arise, Awake and stop not till the goal is reached"... Swami Vivekananda

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| Scheme | Rate of Interest wef 01.04.2018 to 30.06.2018 | Rate of Interest wef 01.07.2018 to | Compounding frequency | | | | | | | | | | | | | | | | | | | | |
| SCSS, 2004 | 8.3 % p.a. | 8.3 % p.a. | Quarterly and paid | | | | | | | | | | | | | | | | | | | | |
| PPF, 1968 | 7.6 % p.a. | 7.6 % p.a. | Annually | | | | | | | | | | | | | | | | | | | | |
| Kisan Vikas Patra | 7.3 % p.a. (will mature in 118 months) | 7.3 % p.a. (will mature in 118 | Annually | | | | | | | | | | | | | | | | | | | | |
| Sukanya Samridhi Account Scheme | 8.1 % p.a. | 8.1 % p.a. | Annually | | | | | | | | | | | | | | | | | | | | |

OTHER MISC CIR NOT OF USE FOR STUDY : 28,40,64,65,86,106,118,230

DEPOSITS RATE OF INTEREST RELATED IMPORTANTS

Interest rate for bulk deposits of Rs. 10 crore Et above is to be obtained from Integrated Treasury Wing, Mumbai.

*Rates are applicable only for single deposit of Rs.5 lakh Et above. Minimum period for renewal of domestic/NRO term deposits is 7 days irrespective of the size of deposit.

++ Non callable term deposits are Bulk deposits where PREMATURE WITHDRAWAL IS NOT PERMITTED.

@ Bank is not accepting Bulk term deposits under Non callable segment for maturities of 5 years and above.

For domestic term deposits of Senior Citizens (including RD), Bank is offering additional ROI of 0.50% in all maturity and amount slabs.

Senior Citizens are not eligible for additional interest rate on NRO term deposits and Deposits accepted under Capital Gains Accounts Scheme,1988.

**Interest rates for maturity period of 444 / 555 days under "CANARA SHIKHAR" deposits are 6.35%.
For interest rates on Canara Tax Saver deposits, branches are advised to refer to H.O. CircularNo.388/2017 dated 02.08.2017.

For single domestic term deposit of Rs.1 crore and above to less than Rs.10 crore, branches are instructed to take up with **Development Section, SPETD Wing, Head Office** through MIPD Et PP Section of respective Circle Office **for obtaining permission to accept the deposits.**

For single domestic term deposit of Rs.10 crore and above, branches are instructed to take up with **T Et I Division, Integrated Treasury Wing, Mumbai, H.O** through MIPD Et PP Section of respective Circle office **for obtaining permission to accept the deposits.**

The revised interest rates are applicable to fresh term deposits under **DOMESTIC, NRO Et CAPITAL GAINS ACCOUNT SCHEME, 1988** accepted/renewed on or after **11.09.2017.**

For Non Callable deposits (**where PREMATURE WITHDRAWAL IS NOT PERMITTED**) of Rs.1crore and above(other than individuals and HUF) and period 46 days and above an additional interest rate over and above the rate offered for General public is being extended from 11.02.2015. The branch accepting the Non Callable term deposit should invariably affix a Rubber stamp/superscribe that **"PREMATURE WITHDRAWAL IS NOT PERMITTED" on the Deposit Receipt. Loan/OD against Non Callable deposits are permitted as per the Policy of the Bank.**

For Senior Citizens additional 0.50% will be paid for domestic term deposits (**including RD**) uniformly across all maturities (except for term deposits under NRO and Capital Gains Deposit scheme), **irrespective of the size of the deposit**, over and above the rate offered for General public. This additional interest rate shall be extended only on the date of opening the term deposit and not during the pendency of the term deposit (**The depositor should be a Senior Citizen on the date of opening the term deposit**).

For Employees / Ex-employees and other categories of depositors who are eligible for preferential interest rate (as detailed vide Circular No.15/2009 dated 16.01.2009), additional 1.00% over and above the rate applicable for General public is to be extended (except for term deposits under NRO and Capital Gains Deposit scheme), irrespective of the size of the deposit.

For Ex-employee Senior Citizens (60 years and above) additional 1.50% over and above the rate offered for General public is to be extended for all deposit periods (except for term deposits under NRO, and Capital Gains Deposit scheme), irrespective of the size of the deposit. **However, under Canara Tax Saver Scheme, the additional interest rate offered to Ex-employee Senior Citizens over and above the rate offered for General Public is 1% only.**

In the case of a Domestic/NRO term deposit standing in the name of a HUF, the additional interest rate eligible for a Senior Citizen term deposit cannot be extended on the basis that the Karta of the HUF is a Senior citizen, as the beneficial owner of the deposit is the HUF and not the Karta in his individual capacity.

NRO Term Deposits: Senior Citizens are not eligible for additional interest rate for their NRO term deposits.

Employees/Ex-employees/Ex-employee Senior citizens are also not eligible for additional interest rate for their NRO term deposits (vide H.O. Circular No.223/2012 dt.23.07.2012).

Capital Gains Account Scheme: No higher/preferential/additional rate of interest is to be extended for deposits accepted under Capital Gains Accounts Scheme, for all categories of depositors (including deposits of Senior Citizen/Staff/Ex-staff).

Recurring Deposits: The revised interest rates are applicable to Recurring Deposits also. Employees/Ex-Employees are eligible for preferential rate of 1% over and above the rate offered for General Public on their Recurring Deposits. Ex-employee-Senior Citizens are eligible for additional rate of 1.50% over and above the rate offered for General public on their Recurring Deposits. Senior Citizens are eligible for additional rate of 0.50% over and above the rate offered for General public on their Recurring Deposits.

A penalty of 1.00% shall be levied for premature closure/part withdrawal/premature extension of Domestic/NRO term deposits of less than Rs.1 crore that are accepted /renewed on or after 04.02.2011.

The relevant clause out of the following should invariably be mentioned in the Deposit receipt either manually or by affixing a rubber stamp:

"For premature closure/part withdrawal/premature extension of Domestic/NRO term deposits, the Bank imposes a penalty of 1.00%. Such prematurely closed/part withdrawn/prematurely extended deposits will earn interest at 1.00% below the rate **as applicable for the relevant amount slab** as ruling on the date of deposit and as applicable for the period run **OR** 1.00% below the rate at which the deposit has been accepted, whichever is lower." **However, no interest will be payable on term deposits prematurely closed/prematurely extended before completion of 7th day.**

A penalty of 1.00% is waived in case of premature closure/part withdrawal/ premature extension of Domestic/NRO **CALLABLE** term deposit of Rs.1 crore Et above **that are accepted/renewed on or after 13.10.2012.** Such prematurely closed/part withdrawn/prematurely extended deposits will earn interest at the rate as applicable for the amount slab of Rs.1 crore Et above as ruling on the date of deposit and as applicable for the period run **OR** the rate at which the deposit has been accepted, whichever is lower. However, a penalty of 1.00% shall be levied for premature closure/part withdrawal/premature extension of Domestic/NRO term deposits of Rs.1 crore Et above that are accepted /renewed **from 04.02.2011 to 12.10.2012. Further, no interest will be payable on term deposits prematurely closed/prematurely extended before completion of 7th day. A penalty of 1.00% is applicable on Term Deposits under Capital Gains Account Scheme-1988, which are prematurely converted/withdrawn/closed,**

irrespective of the size of the deposit amount.

No penalty is applicable for premature closure/part withdrawal/ premature extension of Domestic and NRO term deposits of **Employees/Ex-employees and other category of depositors eligible for preferential interest rate** (as detailed vide HO Circular No.15/2009 dated 16.01.2009) for their Domestic and NRO term deposits accepted /renewed on or after 08.09.2011.

A penalty of 1.00% is waived in case of premature closure/part withdrawal of Canaraflexi Deposits (Sweep in/ Sweep out facility) which are **prematurely closed/part withdrawn on or after 01.05.2012** (vide H.O. Circular No.127/2012 dt.27.04.2012). Such prematurely closed/part withdrawn deposits will earn interest at the rate as applicable for the relevant amount slab as ruling on the date of deposit and as applicable for the period run OR the rate at which the deposit has been accepted, whichever is lower.

A penalty of 1.00% is waived in case of NRO term deposits that are prematurely withdrawn **for the purpose of reinvestment in the Bank's NRE term deposits w.e.f.23.08.2012** vide HO Circular No. 252/2012 dated 22.08.2012. These conversions are to be in tune with the provisions of H O Circular No: IO/60/2012 dt.09.05.2012. As CANARA SAMRIDDHI deposit scheme (1000 days and 1200 days) has been discontinued, AUTO RENEWAL of deposits under this scheme will not take place. As such, the concerned depositors will have to be intimated about the same by the branches. Vide H.O. Cir. No. 621/2016 dated 16.11.2016, Branches have been advised to generate BO report No.170214 for details of Canara Samriddhi/ Canara K Deposits accounts, obtain maturity pay out instructions from the depositors and enter the same in TD039 option for all outstanding Canara Samriddhi/ Canara K Deposits accounts immediately.

Auto Renewal facility is not available for Canara Tax Saver Deposits, Capital Gains Accounts, Canara Samriddhi deposits(discontinued w.e.f. 01.10.2015) and Non callable deposits.

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| 537/2017 | <p>TDS – New CBS Functionality</p> <p>1.Refund of TDS in CBS option TDS13, There is no waiver of TDS on interest in the case of deposit made by the non residents in NRO Deposits Before making TDS refund in TDS13, Branch should mandatorily update the PAN in CIM50 and mark Tax Waiver in TDS03 Option. System will not allow TDS refund for the closed deposits. TDS13 - TDS refund will be displayed only for current month transactions, which can be reversed.2. Updation of Income Tax Exemption/lower rate TDS certificate in CIM61:TDS exemption/lower rate of TDS certificate under section 197 of IT Act is addressed to the Branch with their TAN number and PAN of the customer. Since this Certificate is branch specific other branches cannot use the same for nil TDS /lower deduction.Upon receipt of this certificate branch has to verify its validity in their Traces Login under Statement/Payments – Validate Lower Deduction Certificate u/s 197/195(3). The certificate is valid from the date of issue till date mentioned in the certificate. Otherwise, the certificate issued u/s197 will be valid from the date of issue till the end of financial year for which it is issued. A new screen CIM61 – Special Code Maintenance has been provided for maintenance of Lower TDS rates as per 197 certificates.</p> <p>3.Capturing DTAA in CIM62:Capturing of DTAA has been moved from CIM09 – Customer master screen to CIM62 – Data Submission and the same will be refreshed automatically for every financial year.4.Fourth Character validation of PAN: While updating PAN under CIM50 option, system validates fourth character of PAN with the Customer Category. The validation maintenance screen is available under inquiry option BA555.</p> |
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| 289. | REVISION IN INTEREST RATES ON DOMESTIC & NRO TERM DEPOSITS W.E.F. 28.05.2018 |
| 290. | REVISION IN INTEREST RATES ON NRE TERM DEPOSITS W.E.F.28.05.2018. |
| 291. | Manual of Instructions on Term Deposits. Cannet - > Wing Details - > Wing Specific Sites - > SP & D Wing - > Manual –SL No: 42 |
| 323. | RISK CATEGORISATION OF CUSTOMERS – DEPOSIT ACCOUNTS. Branches are required to review the risk categorization of existing accounts using option No. 170070A in Business Objects and update the risk category and confirm to the respective Regional Office on or before 22.06.2018. |
| 337. | Revision of Interest Rates for Small Savings Schemes w.e.f. 01.07.2018 to 30.09.2018. |
| 340. | <p>Opening of Bank Accounts of Prisoners.</p> <p>Branches can open Bank Accounts of Prisoners under Canara Small Savings Bank Deposit Account under (Product Code 127) in the absence of document for Identity and residential proof. When approached by a prisoner or by jail authorities for opening a bank account for a prisoner, the branch shall:</p> <p>1. In the absence of prescribed KYC documents, open a 'Canara Small Savings Bank Deposit Account under (Product Code 127) 'on production of a self-attested photograph and affixation of signature or thumb impression, as the case may be, on the form for opening the account, as stipulated in sub rule (5) of Rule 9 of the Prevention of Money Laundering (Maintenance of Records) Rules, 2005 (PML Rules).</p> <p>☑ The account shall be monitored and when there is suspicion of money laundering or financing of terrorism activities or other high risk scenarios, the identity of the customer shall be established through the production of "Officially Valid Documents". (OVDs)</p> <p>☑ Foreign remittance shall not be allowed to be credited into the account unless the identity of the customer</p> |

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| | <p>is fully established through the production of "Officially Valid Documents". (OVDs)</p> <p>☑ The account remains operational initially for a period of twelve months which can be extended for a further period of twelve months, provided the account holder applies and furnishes evidence of having applied for any of the OVDs during the first twelve months of the opening of the said account.</p> <p>☑ The entire relaxation provisions shall be reviewed after twenty four months.</p> <p>The following restrictions in operating of Small Accounts may be informed to the prospective customers :</p> <p>I. The aggregate of all credits in a financial year should not exceed rupees one lakh.</p> <p>II. The aggregate of all withdrawals and transfers in a month should not exceed rupees ten thousand; and</p> <p>III. The balance at any point of time does not exceed rupees fifty thousand.</p> <p>This limit on balance shall not be considered while making deposits through Govt. grants, welfare benefits and payment against procurements.</p> <p>2. In case prescribed KYC documents are provided viz., Proof of identity and proof of address, branches can open normal savings bank account.</p> |
| 377. | <p>ATM Cash Tallying – Accounting of Excess Cash. ON-US TRANSACTIONS :</p> <p>Other Bank customer transacting in our Bank ATMs (such transactions are called as Off-Us Transactions) the accounting entries takes place as follows:</p> <p>Debit – Sundry Assets GL at DBS Wing, Credit – ATM cash GL of ATM Branch/ATM Cell</p> <p>To reject claim of other bank, we have only 4 days. Branches and Nodal/ATM cells should take steps to retrieve and preserve the footages at the initial stage of the dispute itself since footages would be available for 90 days only. b. Clear and Sharp images are required. c. In absence of clear CCTV footages depicting successful dispensation of cash from ATM, the Banking Ombudsman would be awarding the case against the Bank making the bank liable for disputed transaction amount plus penalty.</p> <p>iii) Copy of journal printer (JP) If branches are not providing the above three within 4 days, the CDMS Section, DBS Wing, HO will not able to represent the chargeback leading to deemed acceptance of claim/chargeback. In view of the above, if cash in ATM is not tallied on the day of servicing the ATM and branch fails to provide the above three evidences within 4 days, the same would be treated as lapse on the part of Branch, Nodal/ATM Cell and the concerned staff shall be held responsible for disputed transaction amount and penalty charged by NPCI/Banking Ombudsman.</p> <p>Procedure for collection of CCTV footage : 1. With respect to OPEX ATMs, the ATM vendors have to provide the CCTV footage in an external media at no extra cost. 2. With respect to CAPEX ATM (maintained by the Bank), Branches have to log the call with the OEMs of the ATM machine (NCR or Diebold) about the requirement of CCTV footage. 3. At the time of the engineer's visit, the disputed transactions details and external media (CD/Pen Drive) should be provided to them for copying the footages from the ATM machine. 4. As per the agreement entered into with the OEMs, the charges to be paid for NCR ATM is Rs. 650/- for first one hour with a maximum of Rs. 1200/- per visit plus applicable taxes and for Diebold ATM is Rs. 2000/- per visit plus applicable taxes. 5. The CCTV footage provided by the engineer to be safely preserved in the Branch and copy may be sent to CDM Section, DBS Wing, HO. It may be noted that in majority of the Banking Ombudsman cases, production of clear and sharp CCTV footages evidencing successful dispensation of cash ATM machine is made mandatory. Hence, for all unsuccessful transactions in EJ/JPT for which there is no excess cash, CCTV footages are to be retrieved and preserved without fail. Branches are requested to ensure that inbuilt camera is working in the ATM and external video camera provided are in working condition and captures clear and sharp images. Branches are advised to follow the above procedure scrupulously. Further we reiterate that it is mandatory to use ADMIN CARD while servicing the ATM and maintaining the cash balancing Register NB-181.</p> |
| 384. | <p>REVISION IN INTEREST RATE ON CANARA TAX SAVER DEPOSIT SCHEME W.E.F. 04.08.2018.</p> <p>5 Years 6.20%. Senior Citizens are eligible for 0.50% and Employees/Ex-employees/Ex-employees Senior Citizens are eligible for 1% additional rate of interest above the applicable interest rate under Canara Tax Saver Deposit Scheme.</p> |
| 386. | <p>Customer Centric Additional Services through our Bank ATM/ Cash Recyclers.</p> <p>☑ Facility of Transfer of funds by our Bank Debit card Holder between his/her own accounts through our Bank ATMs –within Canara Bank. ☑ Facility of Transfer of funds by our Bank Debit card Holder to Third Party Account through our Bank ATMs –within Canara Bank. ☑ Facility of our Bank Credit Card Payment through our ATMs using our Bank Debit Card.</p> |
| 407. | <p>KYC Guidelines- Reiteration of existing Re-KYC guidelines on periodic updation of KYC data of customers in CBS. The guidelines issued in the above Circulars are reiterated as under:</p> <p>Full KYC exercise should be done at least once in every two years/eight years/ ten years for high risk/medium risk/ low risk respectively for individuals/ entities. The application forms obtained by branches for opening of accounts should be completed in all respects such as customer type, profession, occupation, business, income, etc. Branches shall generate re-KYC notices through Business Objects Report No. 1701131 and dispatch the same to the KYC non-compliant customers. This exercise shall be spread over on a quarterly basis as at January, April, July and October. It is further observed that branches after collecting the KYC details from the customer are not updating the same in CBS resulting in Customer Complaints. In view</p> |

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| | of the above, branches are requested to update the details in CBS (CIM50) immediately as and when the KYC details are collected from the customer. |
| 408. | Extending NEFT facility to walk-in customers who do not have account with our Bank. The facility of remittance through NEFT has to be popularized and mandatorily extended to walk-in customers upto Rs.50,000/=. |
| 411. | Facilitating automatic benefits to Senior Citizens on attaining Senior Citizen status. The following are the salient features of the said functionality: The System will automatically convert Individual Customer type to Senior Citizen Customer category upon completion of 60 years by the customer as per the date captured in CBS by the branches as per the Officially Valid Document provided by the customer. System will automatically enable preferential ROI (i.e. 0.5 % over and above existing deposit rate) to all existing Domestic Term Deposits and RD deposits with effect from the date of customer becoming Senior Citizen / Ex-Staff Senior Citizen. On conversion to senior citizen, system will send SMS to the customer for changing the customer category and informing for submission of Form 15H. The account number of the deposit will change. For Tax waiver for existing Form 15G customers, branch has to obtain 15H from the customer and update the same in TDS03. The same is to be handled operationally. TD039 – TD Pay out Instructions, system will create instruction such that the deposit renewed in senior citizen product only. On maturity of the Term Deposits, system automatically converts from General TD product to respective TD senior citizen products & staff / Ex staff products to respective senior citizen staff and ex-staff senior citizen products. The above ROI change will be effected to VSL accounts also. (for deposits lien marked through LNM34 only). If new deposit is opened by the customer and he is becoming senior citizen during tenure of the deposit, then the system will print 0.5% variance ROI from the date of becoming senior citizen in the deposit receipt. Only the age of the primary account holder will be validated in case of TD/RD accounts having joint holders. Once the primary account holder becomes senior citizen, the additional interest rate will be applied. |
| 419. | Know Your Customer (KYC) norms/Anti Money Laundering (AML) standards/Combating Financing of Terrorism (CFT) – reiteration of guidelines. |
| 420. | BLACKLISTED Non-Governmental Organization (NGOs) |
| 421. | IBA GROUP MEDICAL INSURANCE SCHEME : INCLUSION OF EMPLOYEES RETIRED / RETIRING / SPOUSES OF EMPLOYEES WHO DIED, DURING THE CURRENT POLICY OF EMPLOYEES EXPIRING ON 30.09.2018 UNDER RETIREES' POLICY. |
| 422. | ATM Cash Tallying – Accounting of Excess Cash. Branches/ATM Cells to take note of the following with respect to keying in the values against "Forwarder_id" while carrying out ATM OFF-US (other bank card holder done cash withdrawal from our bank ATM) cash withdrawal reversal entries through CBS option ATM50. The "Forwarder_id" differs basing on the switch network (i.e. NFS / VISA / MASTER) through which the corresponding ATM transaction has taken place. For proper accounting purpose, at DBS wing-HO, there are three separate Sundry Assets GLs linked to these network switches. Hence, branches are requested to invariably enter the correct "Forwarder_id" of the corresponding ATM transaction to avoid wrong accounting and inconsistencies in GL balances. Correct "FORWARDER_ID" can be ascertained from the BO report 160007. |
| 435. | PREPAID CARD [CORPORATE] - SETTING OF DAILY LIMITS AT ACCOUNT LEVEL FOR LOAD / TOP UP OF BULK PREPAID CARDS. The revised detailed process flow to be followed for fixing need based limit is as follows: Branches have to assess the requirement of the customers and forward their recommendation duly permitted by the respective PCB Head / Circle Head for increasing daily account level Card Load / Top up in Corporate Prepaid card limit by entering in CTS / by email duly enclosing a scanned copy of Corporate customer request to Forex and Credit card billing section, DBS Wing, HO at creditcardbilling@canarabank.com On receipt of recommendation Forex and Credit Card Billing Section, DBS Wing (who has been authorized to modify daily account level limit for account) will modify the account level daily limit, by invoking CIM53 through maker and checker concept. On authorization, Forex and Credit Card Billing Section will confirm to Branch about the enhancement permitted in account level daily limit and the new limit will override the existing limit. No individual Prepaid card is loaded in excess of the maximum cap of Rs. 10000/- and Rs. 50000/- respectively for Prepaid Classic and Prepaid Plus variants. The maximum load amount of Rs. 3 lakhs would continue for such of all other customers who have not made any specific request for enhancement. |
| 440. | ISSUANCE OF DEMAND DRAFT INCORPORATING THE NAME OF THE PURCHASER. RBI has advised that the name of the purchaser shall be incorporated on the face of the demand draft, pay order, banker's cheques etc. by the issuing Bank with effect from 15th September 2018. Accordingly, the DIT Wing has made a provision for incorporating the following words in DD after "not over Rs...." column, while printing the DDs at branches/offices. "Purchaser Name:" |

| 446. | Reserve Bank of India (Note Refund) Amendment Rules, 2018. Amendments have made to enable the public to exchange mutilated notes in Mahatma Gandhi (New) series at bank branches and RBI offices, which are smaller in size compared to the earlier series. | | | | | | | | | | | | | | | |
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| 448. | CTS –Paper to Follow (P2F). CTS Procedural Guidelines with respect to P2F, the branches are required to send physical instruments (paper) along with scanned images to drawee banks in the following situations: a) Govt Cheques b) Image Quality Assessment (IQA) Failure c) When the instrument is returned by the drawee bank with reason code 39 (image not clear present again with paper) or reason code 40 (present with document). | | | | | | | | | | | | | | | |
| 452. | Payment Gateway Policy 2018-19. Payment Gateways and other payment systems are governed by the Payment and Settlement Systems Act, 2007 and the Payment and Settlement Systems Regulations, 2008. The Reserve Bank of India is the regulatory authority designated under the Act. In order to operate a payment gateway, an application would be required to be made under the Payment and Settlement Systems Regulations, 2008. One of the security controls on Card Payments or Net banking is 2 Factor Authentication. In 2FA, an OTP is generated by the issuer bank on the transaction performed and has to be entered on a bank generated page at the end of doing the transaction. RBI has removed the two-factor authentication for online card transactions involving sums up to Rs. 2,000, in a move aimed at simplifying and encouraging electronic payments. Certain Banks would have removed OTP authentication for Net Banking transactions up to Rs. 2,000/-. | | | | | | | | | | | | | | | |
| 460. | Standard Operating Procedure for handling of RTGS and NEFT transactions to unintended beneficiaries. We have been receiving e-mails / telephone calls from branches / offices regarding the following type of problems faced in RTGS / NEFT transactions : 1. Customer seeking refund of amount remitted through NEFT / RTGS on account of mentioning wrong account number of beneficiary, wrong amount inadvertently, 2. Account number / Amount wrongly punched by our branches in the NEFT / RTGS messages, 3. RTGS / NEFT message sent twice inadvertently, etc. As a Beneficiary Bank, representations are received from remitting Banks seeking return of funds owing to following reasons: 1. When amount in RTGS / NEFT transaction wrongly punched by the remitting Bank, 2. Beneficiary account number mentioned wrongly, 3. Fraudulent RTGS / NEFT transactions on account of – breach of Security in remitting bank system, through impersonation at remitting Bank branch counters, through fraudulent cheques, Fraudulent alteration of details in the RTGS / NEFT fund transfer challans, etc. RTGS / NEFT message processed twice by the Remitter Bank/branches inadvertently, etc. In order to handle the above type of grievances, we have devised a "Standard Operating Procedure (SOP)" enumerated as per Annexure I. The Nodal Offices for handling such matters are as under : i. RTGS : RTGS Section, Integrated Treasury Wing, Mumbai, (email id : fimcity@canarabank.com), ii. NEFT : Clearing Section, Mumbai, (email id : cmcity@canarabank.com / managerscmcity@canarabank.com). | | | | | | | | | | | | | | | |
| 461. | Revision of Interest Rates on Small Savings Schemes w.e.f. 01.10.2018 to 31.12.2018 <table border="1" data-bbox="215 1332 1476 1534"> <thead> <tr> <th>Scheme</th> <th>Revised Rate of Interest</th> <th>Compounding frequency</th> </tr> </thead> <tbody> <tr> <td>Senior Citizen Savings Scheme (SCSS)</td> <td>8.7 % p.a.</td> <td>Quarterly and paid</td> </tr> <tr> <td>Public Provident Fund Scheme (PPF)</td> <td>8.0 % p.a.</td> <td>Annually</td> </tr> <tr> <td>KisanVikasPatra (KVP)</td> <td>7.7 % p.a. (will mature in 112 months)</td> <td>Annually</td> </tr> <tr> <td>SukanyaSamridhhi Account Scheme</td> <td>8.5 % p.a.</td> <td>Annually</td> </tr> </tbody> </table> | Scheme | Revised Rate of Interest | Compounding frequency | Senior Citizen Savings Scheme (SCSS) | 8.7 % p.a. | Quarterly and paid | Public Provident Fund Scheme (PPF) | 8.0 % p.a. | Annually | KisanVikasPatra (KVP) | 7.7 % p.a. (will mature in 112 months) | Annually | SukanyaSamridhhi Account Scheme | 8.5 % p.a. | Annually |
| Scheme | Revised Rate of Interest | Compounding frequency | | | | | | | | | | | | | | |
| Senior Citizen Savings Scheme (SCSS) | 8.7 % p.a. | Quarterly and paid | | | | | | | | | | | | | | |
| Public Provident Fund Scheme (PPF) | 8.0 % p.a. | Annually | | | | | | | | | | | | | | |
| KisanVikasPatra (KVP) | 7.7 % p.a. (will mature in 112 months) | Annually | | | | | | | | | | | | | | |
| SukanyaSamridhhi Account Scheme | 8.5 % p.a. | Annually | | | | | | | | | | | | | | |
| 473. | Opening of Current Accounts – Need for Discipline. Branches to exercise due diligence and ensure verification of the data available in Central Repository of Information on Large Credits (CRILC) database before opening a Current Account. Non-compliance of these instructions would subject the bank for enforcement action by RBI. | | | | | | | | | | | | | | | |
| 504. | Introduction of Android based App version of "i-Lead" (Inspiring Leads System).. The Android based version of i-Lead is now available to be used on the Android based smart-phones. The Staff can use any of the i-Lead versions i.e. the Desktop version or the Android version to enter leads, convert and get them approved. Both the versions work in sync. The process for download of the Android version of the i-Lead is detailed in this circular. For any issues pertaining to download of the App or login please reach out to the Marketing Sections at the Circles or MCRM Section at Head Office at homcrm@canarabank.com . | | | | | | | | | | | | | | | |
| 505. | Unique Document Identification Number (UDIN). Institute of Chartered Accountants of India (ICAI), a statutory body set up under an Act of Parliament i.e. The Chartered Accountants Act, 1949 has come out with UDIN. ICAI has developed an UDIN Portal that would on one hand facilitate the practicing Chartered Accountants to register the documents / certificates / reports certified / attested by him/her and prevent it from being used by third person(s) misrepresenting as CA members and on the other hand will facilitate Banks / Regulators / Authorities / other Stakeholders to verify the authenticity of the documents before relying that these are | | | | | | | | | | | | | | | |

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| | <p>certified by a CA only.</p> <p>Banks can verify the authenticity of the attested documents by visiting on the UDIN Portal at https://udin.icaai.org. At the home page of the said portal, there is an option to search UDIN, wherein on entering the UDIN of the certificate/document to be verified, the key values mentioned in the document will be generated and the same can be matched with that certificate/document.</p> <p>Branches / Offices are advised to visit the UDIN portal and check the genuineness of the documents whenever such certificates from CAs are received and also advise the borrowers/CAs to register the documents in UDIN portal. w.e.f. 01.01.2019, while accepting the documents certified by Chartered Accountants, branches/offices to ensure that such documents mandatorily contain UDIN and it is verified with the ones uploaded in the UDIN portal without fail.</p> |
| 506. | <p>Issue of Demand Drafts for Rs. 50,000/- and Above- Reiteration of existing guidelines.</p> <p>"Any remittance of funds by way of demand draft, mail/telegraphic transfer/NEFT/IMPS or any other mode and issue of travellers' cheques for value of Rs. 50,000/- and above shall be effected by debit to the customer's account or against cheques and not against cash payment."</p> |
| 508. | <p>Handling the reversal of amount transferred to wrong account though IMPS.</p> <p>Customer can initiate fund transfer using:</p> <p>Beneficiary's mobile number and MMID (Person to person – P2P). Account number and IFSC code of the beneficiary (Person to account). There are instances where funds are transferred to unintended beneficiaries on account of keying the wrong account number. In such cases the below procedure has to be followed- REVERSAL OF AMOUNT TRANSFERRED TO WRONG ACCOUNT:</p> <p>Procedure for Reversal of outgoing transactions (Beneficiary is other Bank customer)</p> <p>Customer will approach home branch/call center and inform about the remittance with wrong account number/to unintended beneficiary. Branch on receipt of intimation shall obtain a request from customer as per Annexure I. Branch shall take up with Digital Payment & Settlement Section, DBS Wing through the fastest mode (email/CTS). Digital Payment & Settlement Section, DBS Wing shall take up with the beneficiary Bank for creating hold and remittance if the funds are available. On receipt of funds, Digital Payment & Settlement Section, DBS Wing shall credit the remitter account. Procedure for Reversal of inward credit (Beneficiary is our Bank customer). On receipt of request from the remitting Bank, Digital Payment & Settlement Section- DBS Wing shall create hold on the fund in the beneficiary account. If funds are available, Digital Payment & Settlement Section - DBS Wing shall obtain stamped indemnity form from other Bank before remitting the funds to the remitter Bank. Digital Payment & Settlement Section -DBS Wing shall remit the fund to the remitting Bank after obtaining the indemnity as per Annexure II.</p> |
| 518. | <p>Re-carding activity - Migration of existing magnetic stripe cards to EMV chip cards.</p> <p>Branches can also generate latest details of Magstripe Cards to be replaced by using the BO Report 160022.</p> |
| 519. | <p>REVISION IN INTEREST RATES ON DOMESTIC & NRO TERM DEPOSITS W.E.F. 25.10.2018.</p> <p>Interest rate for bulk deposits of Rs. 10 crore & above is to be obtained from Integrated Treasury Wing, Mumbai. # Interest rate for bulk deposits of Rs. 10 crore & above is to be obtained from Integrated Treasury Wing, Mumbai. ++ Non-callable term deposits are Bulk deposits where PREMATURE WITHDRAWAL IS NOT PERMITTED.</p> <p>@ Bank is not accepting Bulk term deposits under Non-callable segment for maturities of 5 years and above. For domestic term deposits of Senior Citizens (including RD), Bank is offering additional ROI of 0.50% in all maturity and amount slabs. Senior Citizens are not eligible for additional interest rate on NRO term deposits and Deposits accepted under Capital Gains Accounts Scheme, 1988.</p> <p>**Interest rates for maturity period of 444 and 555 days under "CANARA SHIKHAR" deposits are 7.05% and 7.10% respectively. For single domestic term deposit of Rs. 1 crore and above to less than Rs. 10 crore, branches are instructed to take up with Development Section, SP&D Wing, Head Office through MIPD & PP Section of respective Circle Office for obtaining permission to accept the deposits.</p> <p>For single domestic term deposit of Rs.10 crore and above, branches are instructed to take up with T & I Division, Integrated Treasury Wing, Mumbai, H.O through MIPD & PP Section of respective Circle office for obtaining permission to accept the deposits.</p> <p>For Non-Callable deposits (where PREMATURE WITHDRAWAL IS NOT PERMITTED) of Rs. 1 Crore and above to less than Rs. 10.00 Crore (other than individuals and HUF) and period 46 days and above an additional interest rate over and above the rate offered for General public is being extended from 11.02.2015. The branch accepting the Non-Callable term deposit should invariably affix a Rubber stamp/super scribe that "PREMATURE WITHDRAWAL IS NOT PERMITTED" on the Deposit Receipt.</p> <p>Loan/OD against Non-Callable deposits are permitted as per the Policy of the Bank.</p> <p>For Senior Citizens additional 0.50% will be paid for domestic term deposits (including RD) uniformly across all maturities (except for term deposits under NRO and Capital Gains Deposit scheme), irrespective of the size of the deposit, over and above the rate offered for General public.</p> <p>This additional interest rate shall be extended only on the date of opening the term deposit and not during the pendency of the term deposit (The depositor should be a Senior Citizen on the date of opening the term deposit). For Employees / Ex-employees and other categories of depositors who are eligible for preferential</p> |

interest rate, additional 1.00% over and above the rate applicable for General public is to be extended (except for term deposits under NRO and Capital Gains Deposit scheme), irrespective of the size of the deposit.

For Ex-employee Senior Citizens (60 years and above) additional 1.50% over and above the rate offered for General public is to be extended for all deposit periods (except for term deposits under NRO, and Capital Gains Deposit scheme), irrespective of the size of the deposit.

However, under Canara Tax Saver Scheme, the additional interest rate offered to Ex-employee Senior Citizens over and above the rate offered for General Public is 1% only.

In the case of a Domestic/NRO term deposit standing in the name of a HUF, the additional interest rate eligible for a Senior Citizen term deposit cannot be extended on the basis that the Karta of the HUF is a Senior citizen, as the beneficial owner of the deposit is the HUF and not the Karta in his individual capacity.

Recurring Deposits: The revised interest rates are applicable to Recurring Deposits also. Employees/Ex-Employees are eligible for preferential rate of 1% over and above the rate offered for General Public on their Recurring Deposits. Ex-employee-Senior Citizens are eligible for additional rate of 1.50% over and above the rate offered for General public on their Recurring Deposits. Senior Citizens are eligible for additional rate of 0.50% over and above the rate offered for General public on their Recurring Deposits.

A penalty of 1.00% shall be levied for premature closure/part withdrawal/premature extension of Domestic/NRO term deposits of less than Rs. 1 crore that are accepted /renewed on or after 04.02.2011.

The relevant clause out of the following should invariably be mentioned in the Deposit receipt either manually or by affixing a rubber stamp:

"For premature closure/part withdrawal/premature extension of Domestic/NRO term deposits, the Bank imposes a penalty of 1.00%. Such prematurely closed/part withdrawn/prematurely extended deposits will earn interest at 1.00% below the rate as applicable for the relevant amount slab as ruling on the date of deposit and as applicable for the period run OR 1.00% below the rate at which the deposit has been accepted, whichever is lower."

However, no interest will be payable on term deposits prematurely closed/prematurely extended before completion of 7th day.

A penalty of 1.00% is waived in case of premature closure/part withdrawal/ premature extension of Domestic/NRO CALLABLE term deposit of Rs. 1 crore & above that is accepted/ renewed on or after 13.10.2012. Such prematurely closed/part withdrawn/prematurely extended deposits will earn interest at the rate as applicable for the amount slab of Rs. 1 crore & above as ruling on the date of deposit and as applicable for the period run OR the rate at which the deposit has been accepted, whichever is lower.

However, a penalty of 1.00% shall be levied for premature closure/part withdrawal/premature extension of Domestic/NRO term deposits of Rs. 1 crore & above that are accepted /renewed from 04.02.2011 to 12.10.2012.

Further, no interest will be payable on term deposits prematurely closed/prematurely extended before completion of 7th day.

A penalty of 1.00% is applicable on Term Deposits under Capital Gains Account Scheme-1988, which are prematurely converted/ withdrawn/closed, irrespective of the size of the deposit amount.

No penalty is applicable for premature closure/part withdrawal/ premature extension of Domestic and NRO term deposits of Employees/Ex-employees and other category of depositors eligible for preferential interest rate (as detailed vide HO Circular No.15/2009 dated 16.01.2009) for their Domestic and NRO term deposits accepted /renewed on or after 08.09.2011.

A penalty of 1.00% is waived in case of premature closure/part withdrawal of Canara flexi Deposits (Sweep in/ Sweep out facility) which are prematurely closed/part withdrawn on or after 01.05.2012 (vide H.O. Circular No.127/2012 dt.27.04.2012). Such prematurely closed/part withdrawn deposits will earn interest at the rate as applicable for the relevant amount slab as ruling on the date of deposit and as applicable for the period run OR the rate at which the deposit has been accepted, whichever is lower.

A penalty of 1.00% is waived in case of NRO term deposits that are prematurely withdrawn for the purpose of reinvestment in the Bank's NRE term deposits w.e.f.23.08.2012 vide HO Circular No. 252/2012 dated 22.08.2012. These conversions are to be in tune with the provisions of H O Circular No: IO/60/2012 dt.09.05.2012.

As CANARA SAMRIDDI deposit scheme has been discontinued, AUTO RENEWAL of deposits under this scheme will not take place. As such, the concerned depositors will have to be intimated about the same by the branches. Vide H.O. Cir. No. 621/2016 dated 16.11.2016, Branches have been advised to generate BO report No.170214 for details of CanaraSamriddhi/ Canara K Deposits accounts, obtain maturity pay out instructions from the depositors and enter the same in TD039 option for all outstanding CanaraSamriddhi/ Canara K Deposits accounts immediately.

Auto Renewal facility is not available for Canara Tax Saver Deposits, Capital Gains Accounts, CanaraSamriddhi deposits (discontinued w.e.f. 01.10.2015) and Non callable deposits.

520.

REVISION IN INTEREST RATES ON NRE TERM DEPOSITS W.E.F. 25.10.2018.

The maximum period for accepting NRE term deposits was increased to 10 years w.e.f.29.12.2011. However,

the minimum period for accepting NRE term deposits is one year. Senior Citizens are not eligible for additional interest rate for their NRE term deposits. Employees/Ex-employees/Ex-employee Senior citizens are not eligible for preferential interest rate for NRE term deposits. For single NRE term deposit of Rs. 1 crore and above to less than Rs. 10 crore, branches are instructed to take up with Development Section, Strategic Planning & Development Wing, Head Office through MIPD & PP Section of respective Circle Office for obtaining permission to accept the deposits.

A penalty of 1.00% shall be levied for premature closure/premature extension of NRE term deposit of less than Rs. 1 crore that are accepted /renewed on or after 29.12.2011.

The relevant clause out of the following should invariably be mentioned in the Deposit receipt either manually or by affixing a rubber stamp:

For premature closure/premature extension of NRE term deposits below Rs 1 crore, the Bank imposes a penalty of 1.00%. Such prematurely closed/prematurely extended deposits will earn interest at 1.00% below the rate as applicable for the relevant amount slab as ruling on the date of deposit and as applicable for the period run OR 1.00% below the rate at which the deposit has been accepted, whichever is lower.

The penalty of 1.00% is waived in case of premature closure/premature extension of NRE CALLABLE term deposit of Rs.1 crore& above that is accepted/renewed on or after 13.10.2012.

Such prematurely closed/ prematurely extended deposits will earn interest at the rate as applicable for the amount slab of Rs.1 crore& above as ruling on the date of deposit and as applicable for the period run OR the rate at which the deposit has been accepted, whichever is lower.

However, a penalty of 1.00% shall be levied for premature closure/premature extension of NRE term deposits of Rs.1 crore& above that are accepted /renewed from 29.12.2011 to 12.10.2012.

Where NRE term deposit is closed before maturity/prematurely extended before completion of one year from the effective date of the deposit, no interest shall be payable for the period run.

The penalty of 1.00% is waived in case of NRO term deposits that are prematurely withdrawn for the purpose of reinvestment in the Bank's NRE term deposits w.e.f.23.08.2012 vide HO Circular No.253/2012 dated 22.08.2012.

EXTENSION OF PERIOD OF NRE TERM DEPOSITS:

The period of NRE term deposits can be extended during the tenure of the deposit for a period longer than the balance period (i.e. the remaining period of the deposit).

The period of the extended deposit shall be a minimum of one year and a maximum of 10 years effective from the date of extension.

AUTO RENEWAL OF NRE TERM DEPOSITS:

Auto renewal of NRE term deposits has been enabled in CBS with effect from 25.02.2014.

The NRE term deposit is auto renewed only once, as the Non-resident status is to be confirmed periodically. Branches are advised to inform the same to Non Resident customers. Branches are to follow the instructions regarding obtention of payment instructions from the depositors and update the same in the system.

Overdue NRE deposits (i.e. matured deposits) will be paid interest at Savings Bank rate from the date of maturity till the date of payment/ re-investment.

531. Customer Complaint Redressal (CCR) web portal for lodging customer complaints on Failed / Unsuccessful ATM cash Transactions / POS & Ecommerce transactions through Debit Cards.
- ATM CASH Transactions :
- ON US Transactions: Our Debit Card holders using our ATMs. If customer account not debited and cash dispensed (ATM GL is not credited and EJ is successful). This will reflect shortage of cash in ATM GL. Branches on reconciliation of ATM Cash with CBS GL will get cash shortage and branches to identify the exception transactions and debit customer's account and credit ATM GL by using ATM50 on us - Cash Withdrawal. If customer account debited and cash not dispensed (ATM GL is credited and EJ is failed.) This will reflect excess cash in GL. Branches on reconciliation of ATM Cash with CBS GL will get excess cash and branches to identify the exception transactions and credit customer's account and debit ATM GL by using ATM50 on us – Cash Withdrawal Reversal.
- I. Our Debit Card holders using Other Bank ATM for cash withdrawal :
- a. Transactions debited to customer account and amount is not claimed by other bank When our customers transact in other bank ATM and do not receive the cash but their account is debited and same is not claimed by Other bank.
- On reconciliation these entries are outstanding in Sundry Liabilities GL at DBS Wing, HO Since the amount is not claimed by other banks and our customer has not received the cash, it is proactively credited to CASA account of our customers by DBS Wing.
- (These transactions are done at DBS Wing, HO and branches need not pass any entries for such transactions)
- b. Transactions not debited to customer account and amount claimed by other bank When our customers transact in other bank ATM and receive the cash but their CASA account is not debited but the amount claimed by other banks.
- Since our customer account is not debited though cash is successfully dispensed by the other Bank ATM and

amount is claimed by the other Bank, CASA account of the our customer will be debited and will be settled to other bank by DBS Wing.

(These transactions are done at DBS Wing, HO and branches need not pass any entries for such transactions)

c. Transactions debited to customer account and claimed by other bank but and customer complains that cash not received by him.

When our customers transact in other Bank ATM and do not receive the cash but their account is debited and same is claimed by other bank Such entries are disputed and on receipt of complaint from our customer, branches need to lodge complaint in CCR Portal under SAS Package.

Branches to note that maximum time allowed for lodging the claim with other bank is 60 days from the date of transaction.

If Customer has done more than one transaction of same amount and out of which one is successful and customer is not aware about which particular transaction successful or failed. In such cases all transactions of the customer to be lodged in CCR Package for that day.

The Transactions lodged in CCR package are uploaded in Dispute Management System (DMS) portal of M/s National Payment Systems of India (NPCI)/Master/VISA to claim the amount from other banks. Other Bank may either accept or reject the dispute based on Electronic Journal (EJ) status. EJ is the primary evidence for deciding the claim of the customer.

Other banks have Seven (7) days from the next day of lodging the claim in DMS for deciding the claim of our customer.

The resolution for the disputes given by the other bank is updated in CCR Package with proof.

If the other bank accepts the claim of our customer, the disputed amount is credited to customer account by DBS Wing.

If claim of our customer is not accepted by other bank, Branches should inform the customer about the same immediately, to facilitate the customer to lodge request for pre-arbitration within the time stipulated by NPCI.

III. Pre-Arbitration for ATM Cash Transactions :

In case the claim of our customer is rejected and customer is not satisfied with resolution provided by the other bank, there is a provision to take up with other bank for Pre-Arbitration.

The claim under pre arbitration can be lodged in CCR within 30 days from the date of original rejection of claim.

Other bank as per NPCI guidelines has to provide resolution with 17 days from the date of lodging the claim by DBS wing.

IV. Arbitration for ATM Cash Transactions:

The claim under arbitration can be lodged in CCR within 30 days from the date of rejection of pre-arbitration claim. For lodging the case under arbitration there is a further fee of Rs. 590.00 (including GST) to be paid by customer. If the claim of our customer is accepted by other bank under arbitration, no fee will be charged to our customer and penalty if any paid by other bank will also be credited to customers account by DBS wing. If the claim of our customer is not accepted by other bank under arbitration, fee will be charged to our customer by debiting his account by DBS Wing.

2. POS /E-Commerce Transactions done through Debit Cards:

In case our Debit Card holders do transactions on POS/Ecommerce the following procedure to be followed where customers complain that their account is debited but they have not received the service for which transactions were done. Branches to select POS/E-Commerce in the Claims entry screen. Branches to lodge the complaints with correct details in the fields provided. The following fields are mandatory :

- a. Card Number, Date of Transaction, Sequence Number and Amount
- b. Complaint Type like goods/services not received, amount debited twice, card holder not done the transactions, etc.,
- c. Reasons for the Dispute/claim
- d. Mobile number and E-mail of the card holder
- e. Merchant Contact name, contact method and merchant response.
- f. Latest date of contacting the merchant.

If Customer has done more than one transaction for the same amount and out of which one is successful and customer is not aware about which particular transaction successful or failed. In such cases all transactions of the customer have to be lodged in CCR Package for that day. The disputes lodged in CCR package are taken up with the concerned Banks. Other Bank may either accept the dispute by refunding the amount OR reject the dispute by providing the copies of POS charge slips or transaction success report provided. Other banks have time period of 30 days (VISA & Rupay Card transactions) or 45 days (Master card transactions) from the next day of lodging the claim in CCR package to accept or reject the claim. The resolution for the disputes given by the other bank is updated in CCR Package with copies of the proof provided by the other Bank. If the other bank accepts the claim of our customer, the disputed amount is credited to customer account by DBS Wing.

☑ If claim of our customer is not accepted by other bank, Branches should inform the customer about the same immediately. If the resolution provided by other bank is not acceptable to customer, Customer has got 30 days from the date of rejection of his claim by other bank to go for Pre- Arbitration.

II. Pre-Arbitration for POS/E-Comm. Transactions:

Branches to take up for pre-arbitration by sending a mail to hodbscdms@canarabank.com by providing CCR Case ID. Other bank has got 30 days to decide on Pre-arbitration. If Pre-arbitration is accepted by other Bank, the amount will be credited to our customer's account by DBS Wing. If Pre-arbitration is not accepted by other Bank, The DBS wing will inform to branch by mail. The same to be conveyed to customer immediately. If the resolution provided by other bank is not acceptable to customer, Customer has got 10 days from the date of rejection of his claim by other bank to go for Arbitration.

III. Arbitration for POS/E-Commerce Transactions:

To go for Arbitration branch to obtain Request-cum undertaking letter as per Annexure II from customer and to be retained by the branch in a separate file. The fee charged by NPCI/master/VISA is as under.

| Sl.No. | Name of the Network | Arbitration fees | Taxes |
|--------|---------------------|---------------------------|----------------|
| 1. | VISA | INR equivalent to USD 500 | Applicable GST |
| 2. | MASTER | INR equivalent to USD 250 | Applicable GST |
| 3. | RUPAY | INR 3000 | Applicable GST |

539. CUSTOMERS' FORTNIGHT FROM 16.11.2018 TO 30.11.2018. This is in addition to the Customers' Day being observed on 15th of every month.

563. RISK CATEGORISATION OF CUSTOMERS – DEPOSIT ACCOUNTS.
Risk categorization of customers (deposit accounts) as on 15.11.2018 has been updated in CBS centrally (the process completed on 24.11.2018).

580. Corporate Identification Number (CIN) for corporate customers.
Branches are required to capture the CIN (Corporate Identification Number) of all the companies at the time of opening of accounts under CIM09 option, under "Corporate Customer Info" tab.

592. KYC documents for opening bank accounts of companies - Reiteration of guidelines.
At the time of opening bank accounts of companies, as per the RBI guidelines, branches are required to collect certified copies of following documents:
(i) Certificate of Incorporation (COI)
(ii) Memorandum and Articles of Association (MOA & AOA)
(iii) A resolution from the Board of Directors and Power of Attorney granted to its managers, officers or employees to transact on its behalf.
(iv) (a) Any Officially Valid Document which contains proof of identity/address in respects of managers, officers and employees holding an attorney to transacts on its behalf. And (b) PANs or Form 60 as defined in the Income Tax Rules, 1962 issued to managers, officers or employees holding an attorney to transact on the company's behalf.
(v) Corporate Identification Number (CIN).
Branches are advised not to insist for any documents other than the above for opening new accounts of companies so as to ensure hassle free process while opening accounts.

594. CanaraDiYA – Non face-to-face instant account opening - Customer on-Boarding.
CanaraDiYA (Digitally Your Account) is an online account opening application for opening savings bank accounts (SB General only) with our bank without visiting the branch. CanaraDiYA has been made live on 19-11-2018, on our Founder's day. The App is quick, easy and comes with a host of added features. The App has simple steps viz., OTP based eKYC for KYC Verification which covers ID / Address proof, instant PAN Verification, and preferred branch. CanaraDiYA (Digitally Your Account) is an online account opening application (App) for opening Savings Bank accounts (SB General Only) with our bank from anywhere, just in 5 minutes.

On opening of an account through the App, the customer will instantly get:
Virtual Welcome Kit through e-Mail, Personalized Debit Card/ Virtual Debit Card, Virtual welcome kit will be sent by email with password protect feature and it contains important information like Customer ID, Account Number, Nomination details of customer etc. Further, the customer can register for the following through the App- Internet Banking, Mobile Banking, SMS Alerts activated for credits and debits, Monthly Email pass sheet

599. Special Deposit Scheme (SDS) 1975- Payment of Interest for Calendar Year 2018.
The Special Deposit Scheme (SDS)-1975 was launched by the Government of India on July 01, 1975 and the purpose of the scheme was to provide better returns to Non-Government Provident, Superannuation and Gratuity Funds.

The Interest for the Special Deposit Scheme (SDS)-1975 is paid to the SDS account holders for every calendar year. The rate of interest applicable for the calendar year 2018 is as follows:

| Period | Rate of Interest |
|--------------------------|------------------|
| 01.01.2018 to 30.09.2018 | 7.6 % |
| 01.10.2018 to 31.12.2018 | 8.0 % |

600. Sweep-in/Sweep-out facility in CASA accounts.

| | | | |
|------|--|-----------------|-------------------|
| | Sweep-out to fixed deposit accounts- Minimum Balance Requirements: | | |
| | Category of account | Minimum balance | Minimum sweep out |
| | Individual | Rs. 15,000/- | Rs. 10000/- |
| | Institutional | Rs. 25,000/- | Rs. 100000/- |
| | Corporate | Rs. 25,000/- | Rs. 100000/- |
| | Minimum balance requirement to staff accounts will be the same as that for individuals i.e., Rs. 15,000/-. | | |
| 613. | Re-carding – Converting of all Magnetic stripe card to EMV chip cards on or before 31.12.2018. | | |

CIRCULAR -2019

CIR NO. 03 /2019 :- Revision of Interest Rates on Small Savings Schemes w.e.f. 01.01.2019 to 31.03.2019

| Scheme | Existing Rate of Interest wef | Revised Rate of Interest wef | Compounding |
|--------------------------------------|------------------------------------|------------------------------------|--------------------|
| Senior Citizen Savings Scheme (SCSS) | 8.7 % p.a. | 8.7 % p.a. | Quarterly and paid |
| Public Provident Fund Scheme (PPF) | 8.0 % p.a. | 8.0 % p.a. | Annually |
| Kisan Vikas Patra (KVP) | 7.7 % p.a. (will mature in 112) | 7.7 % p.a. (will mature in 112) | Annually |
| Sukanya Samridhi Account Scheme | 8.5 % p.a. | 8.5 % p.a. | Annually |

FX CIR NO. 80 /2018 :- REVISION IN INTEREST RATES ON FCNR (B) DEPOSITS/ RFC DEPOSITS W.E.F. 01.01.2019

FCNR [B] deposits of amount less than USD 1 million (or its equivalent in other currencies) **with effect from 01.01.2019** as under:

| PERIOD OF DEPOSIT | CURRENCY OF DEPOSITS | | | | |
|--|----------------------|------|------|------|------|
| | USD | GBP | EUR | CAD | AUD |
| 1 year Et above but less than 2 years | 3.55 | 1.51 | 0.29 | 3.04 | 2.48 |
| 2 years Et above but less than 3 years | 3.46 | 1.67 | 0.34 | 2.75 | 2.44 |
| 3 years Et above but less than 4 years | 3.35 | 1.73 | 0.44 | 2.75 | 2.45 |
| 4 years Et above but less than 5 years | 3.33 | 1.79 | 0.56 | 2.77 | 2.67 |
| 5 years only | 3.36 | 1.83 | 0.71 | 2.80 | 2.75 |

Senior Citizens are not eligible for additional interest rate for their FCNR (B) Deposits.

Employees /Ex-employees /Ex-employee Senior citizens are not eligible for preferential interest rate for FCNR (B) Deposits. (HO Cir. No. 15/2009 dated 16.01.2009).

The revised interest rates on RFC Term Deposits of amount less than USD 1 million (or its equivalent in other currencies) and RFC Saving Bank deposits w.e.f. **01.01.2019** are as under:

[Interest rate percent per annum]

| PERIOD OF DEPOSIT | CURRENCY OF DEPOSITS | | | | |
|--|----------------------|------|------|------|------|
| | USD | GBP | EUR | CAD | AUD |
| SAVINGS BANK | 1.05 | NIL | NIL | NIL | NIL |
| 1 month Et above but less than 3 months | 2.20 | 0.64 | NIL | 1.41 | 1.68 |
| 3 months Et above but less than 6 months | 2.34 | 0.60 | NIL | 1.59 | 1.82 |
| 6 months Et above but less than 1 year | 2.55 | 0.81 | 0.03 | 1.64 | 2.10 |
| 1 year Et above but less than 2 years | 3.55 | 1.51 | 0.29 | 3.04 | 2.48 |
| 2 years Et above but less than 3 years | 3.46 | 1.67 | 0.34 | 2.75 | 2.44 |
| 3 years only | 3.35 | 1.73 | 0.44 | 2.75 | 2.45 |

SPL- 44/2018 : Mission 500 campaign- Our Nr deposits as on June is Rs.43,600 Crores(1.86%) and target for 2018-19 with growth rate of 15% to Non-Resident deposits of Rs. 49,300 crores.

SPL- 49/2018 : Shaurya campaign for Security officer towards Govt. accounts, TASK, Institute & quality CASA account, Period : 01.08.2018 to 31.12.2018.

SPL COMM : 58 & 86/2018- SB GOLD MEDAL CONTEST" FOR THE FINANCIAL YEAR 2018-19 –2nd Phase of the Contest announced from 19th November to 21st December 2018 to **enrich our bottom line ;raise additional**

resources to meet accelerated credit growth ;ensure enhanced profitability by reducing cost of deposits ;strengthen our Savings Bank Deposits and improve our Bank's CASA Ratio.

To realize these objectives ::

- Quality CASA Campaign (**QCC**) was launched during Q1 from **7th May 2018** to **22nd June 2018**, through which Rs 2452 Crores was mobilized in 5.50 Lac new Quality CASA accounts
- Mega Quality CASA Campaign (**MQCC**) was launched during Q2 from **1st July 2018** to **19th July 2018**, through which Rs 350 Crores was mobilized in 1.99 Lac new Quality CASA accounts
- To further enhance the motivation level of all our employees and intensify our efforts in the direction of CASA augmentation, **SB GOLD MEDAL CONTEST** was conceptualized, with campaign reward in the form of Gold Medal, to run through Q2, Q3 and Q4 in 3 phases. The **1st Phase** was observed from **20th August to 25th September 2018**, through which Rs 1180 Crores was mobilized in 3.26 Lac new Quality CASA accounts

The objectives of "SB GOLD MEDAL CONTEST PHASE II" would be similar to Phase I.

However, an element of HNI AUGMENTATION – SB INDIVIDUALS has been introduced to make the competition more objective and fulfilling in our drive to improve CASA ::

1. Achieve Savings Bank Deposit FY 2018-19 Q3 target of Rs 1,65,640 Crore.
2. Accomplish the Campaign's Quality Account opening Target / Budget fixed for the Branches
3. Revival of High-Value Inoperative A/cs (Minimum 10% of the A/cs to be revived by 31/12/2018) (Accounts with Balance >= Rs 50,000 as at 31/10/2018).
4. Issuance of 2,00,000 new Credit Cards by 31/12/2018 (All flagship accounts such as Payroll, Power Plus and Galaxy OLT are enrolled for Credit Card, shall be our endeavor)
5. .As at 31/10/2018, Bank has 21.46 Lac HNI SB INDIVIDUALS (Rs 1 Lac and above). During the Campaign, we envisage to increase the number of accounts to 25 Lac (addition of 3.50 lac HNI SB INDIVIDUALS during the Campaign period). This shall be through a minimum target to the Branches based on their population-wise category as under ::

TARGETS TO BRANCHES ON INCREASE IN NUMBER OF HNI-SB INDIVIDUALS DURING THE CAMPAIGN PERIOD (Basis – 31/10/2018 figures) METRO – 100 ; URBAN – 75 ; SEMI URBAN – 50 ; RURAL – 25 CUSTOMERS, (HNI – SB INDIVIDUALS MAINTAINING BALANCE OF RS. 1 LAC AND ABOVE AS AT 21/12/2018), BRANCHES ACHIEVING THE ABOVE TARGETS / MILESTONE WILL GET 20 BONUS MARKS

SPL COMM 80 /2018 : FCNR DEPOSIT CAMPAIGN

Our Bank has crossed Rs.45077 Crores Mark under NRI Deposits in September 2018 with a growth rate of 5.28% over March 2018 (Actuals as at March 2018 is Rs 42818 Crores). Our Bank has set a target of Rs 49300 Crores for 2018-19 with a projected growth rate of 15%. As at the end of 2nd quarter of FY 2018-2019 the NR Deposits of our Bank stood at Rs 45077 Crores as against the target of Rs 45600 Crores with a gap of 523 Crores.

FCNR Deposits has crossed Rs.5389 Crores mark during September 2018 with a growth rate of only 1.96 % over March 2018 (Actuals as at March 2018 is RS 5286 Crores) even though FCNR Interest rates are on in increasing trend . Presently the Interest rates payable on FCNR deposits are with a minimum interest of 3.76 % and Maximum of interest 3.98% on FCNR Deposits of amount less than USD 1 Million Dollar.

The Wing had already launched a MISSION 500 CAMPAGIN for TOP 500 NRI Deposit branches of the Bank from 20-06-2018 to 31-12-2018 as per the Special Communication 44/2018 Dated 18-07-2018 and the same is in progress. In view of the above, we propose to launch a "FCNR DEPOSIT CAMPAIGN" in all the 21 Circles of our Bank for achieving the land mark of Rs 49300 crores under NRI DEPOSITS and achieving the FCNR deposit Campaign target of Rs 6712 crores by MARCH 2019 (**110% of the March 2019 Target**).

On the basis of Circle wise FCNR deposit position as on September 2018 ,all the Circles have been divided in 3 groups and FCNR Campaign deposit target for March 2019 has been furnished in the Annexure-I (110% of the March 2019 Target).

SPL COMM 96/2018 : Mission 20:30 – targeting to Mobilize 30 lakhs enrolments under PMJJBY & PMSBY during Campaign Period 05.12.2018 to 25.12.2018, extended up to 31.12.2018.

SPL- 32/2018: Theme of the Bank for the year 2018-19– " Sa Re Ga Ma Pa- Back to Basics"
SaReGaMaPa- Back to Basics'- has been adopted as the theme of the bank for the current financial year (2018-19). The acronym "SaReGaMaPa", rhyming with the "Swaras" in the raga system, depicts various facets of banking viz., Sa –the Savings, Re- Recovery, Ga- Governance Accountability, Ma- Mobilisation of Advances and Pa- Profit Achievement. The theme has two parts (a) The desired mix of business/activities and (b) Business Unit heads as facilitators/leaders motivating their team to arrive at the proper business mix. The theme intends to convey the idea that with Profit consciousness and improved overall activity level in the bank by revisiting the basics of banking for arriving at a right mix of business, the bank can post consistent, sustainable and profitable growth.

SPL- 44/2018 : Mission 500 campaign- Our NR deposits as on June is Rs.43,600 Crores(1.86%) and target for

2018-19 with growth rate of 15% to Non-Resident deposits of Rs. 49,300 crores.

SPL- 49/2018 : Shaurya campaign for Security officer towards Govt. accounts, TASK, Institute & quality CASA account, Period : 01.08.2018 to 31.12.2018.

2. DIGITAL BANKING

AADHAR

| 3. | BHIM Aadhaar PoS (BAP) – Obtaining Letter of Undertaking (LoU) in place of Agreement from the Merchant. | | | | | | | | | | | | | | | | | | |
|---|---|-----------------------------------|---------------------------------------|--|--|--|---|---|--|--------------------------------------|-------------|---|--------------|----|---|--------------|----|---|-------------|
| 19. | BHIM Aadhaar PoS (BHIM Aadhaar Pay) : Enhancement in the Incentive amount for the Merchants and extension of validity of the incentive scheme till 31st March, 2019. | | | | | | | | | | | | | | | | | | |
| | <table border="1"> <thead> <tr> <th>Sr. No.</th> <th>Category</th> <th>FY 2018-19</th> </tr> </thead> <tbody> <tr> <td>1.</td> <td>Percentage of transaction amount considered for incentive.</td> <td>0.50% of every transaction amount</td> </tr> <tr> <td>2.</td> <td>Minimum incentive amount per transaction.</td> <td>Rs. 2/-</td> </tr> <tr> <td>3.</td> <td>Maximum incentive amount per transaction.</td> <td>Rs. 50/-</td> </tr> <tr> <td>4.</td> <td>Maximum transaction value eligible for incentive.</td> <td>Rs. 10,000/-</td> </tr> <tr> <td>5.</td> <td>Maximum incentive Per Merchant Per Month.</td> <td>Rs. 2,000/-</td> </tr> </tbody> </table> | Sr. No. | Category | FY 2018-19 | 1. | Percentage of transaction amount considered for incentive. | 0.50% of every transaction amount | 2. | Minimum incentive amount per transaction. | Rs. 2/- | 3. | Maximum incentive amount per transaction. | Rs. 50/- | 4. | Maximum transaction value eligible for incentive. | Rs. 10,000/- | 5. | Maximum incentive Per Merchant Per Month. | Rs. 2,000/- |
| Sr. No. | Category | FY 2018-19 | | | | | | | | | | | | | | | | | |
| 1. | Percentage of transaction amount considered for incentive. | 0.50% of every transaction amount | | | | | | | | | | | | | | | | | |
| 2. | Minimum incentive amount per transaction. | Rs. 2/- | | | | | | | | | | | | | | | | | |
| 3. | Maximum incentive amount per transaction. | Rs. 50/- | | | | | | | | | | | | | | | | | |
| 4. | Maximum transaction value eligible for incentive. | Rs. 10,000/- | | | | | | | | | | | | | | | | | |
| 5. | Maximum incentive Per Merchant Per Month. | Rs. 2,000/- | | | | | | | | | | | | | | | | | |
| 50. | Enhancement of per transaction and per day limit in BHIM App. Per transaction limit increased from Rs.10,000/- to Rs.20,000/- Per day transaction limit increased from Rs.20,000/- to Rs.40,000/- | | | | | | | | | | | | | | | | | | |
| 217. | BHIM Aadhaar PoS (BHIM Aadhaar Pay) : 1. Enhancement in transaction limits 2. Reverting the Fingerprint scanner rent to the original term of 36 months. BHIM Aadhaar PoS revised transaction limits- | | | | | | | | | | | | | | | | | | |
| | <table border="1"> <thead> <tr> <th>Sr. No.</th> <th>Category</th> <th>Revised Limit</th> </tr> </thead> <tbody> <tr> <td>1.</td> <td>Per transaction limit</td> <td>Rs. 10,000/-</td> </tr> <tr> <td>2.</td> <td>Daily transaction limit for a Customer (Purchaser)</td> <td>Rs. 10,000/-</td> </tr> <tr> <td>3.</td> <td>Weekly transaction limit for a Customer (Purchaser)</td> <td>Rs. 50,000/-</td> </tr> </tbody> </table> <p>The daily and Weekly transaction limits for the Merchant continue to be Rs. 50,000/- and Rs. 2,00,000/- respectively. The rent per month is Rs. 50 + GST.</p> | Sr. No. | Category | Revised Limit | 1. | Per transaction limit | Rs. 10,000/- | 2. | Daily transaction limit for a Customer (Purchaser) | Rs. 10,000/- | 3. | Weekly transaction limit for a Customer (Purchaser) | Rs. 50,000/- | | | | | | |
| Sr. No. | Category | Revised Limit | | | | | | | | | | | | | | | | | |
| 1. | Per transaction limit | Rs. 10,000/- | | | | | | | | | | | | | | | | | |
| 2. | Daily transaction limit for a Customer (Purchaser) | Rs. 10,000/- | | | | | | | | | | | | | | | | | |
| 3. | Weekly transaction limit for a Customer (Purchaser) | Rs. 50,000/- | | | | | | | | | | | | | | | | | |
| 219. | BHIM Aadhaar PoS (BHIM Aadhaar Pay) : Enhancement in the Incentive amount for the Merchants and extension of validity of the incentive scheme till 31st March, 2019. | | | | | | | | | | | | | | | | | | |
| 248. | Aadhaar number mapping with npci for receiving dbt credits to bank account – capturing of previous bank details in cim18 . | | | | | | | | | | | | | | | | | | |
| 259. | 1. The minimum transaction value under BHIM Aadhaar PoS eligible for incentive has been revised to Rs. 25/- from the earlier value of Rs. 10/- . 2. Surrender of Fingerprint scanner by the Merchant and its re-use. | | | | | | | | | | | | | | | | | | |
| | <table border="1"> <thead> <tr> <th>Subject</th> <th>FY 2018-19 (26.04.2018 to 31.03.2019)</th> </tr> </thead> <tbody> <tr> <td>Transaction value eligible for incentive</td> <td>Minimum Transaction Value : Rs. 25/- Maximum Transaction Value : Rs. 10,000/-</td> </tr> <tr> <td>Incentive amount per transaction</td> <td>Minimum Incentive : Rs. 2/- Maximum Incentive : Rs. 50/-</td> </tr> <tr> <td>Percentage of transaction amount considered for incentive</td> <td>0.50% of every transaction amount</td> </tr> <tr> <td>Max incentive Per Merchant Per Month</td> <td>Rs. 2,000/-</td> </tr> </tbody> </table> | Subject | FY 2018-19 (26.04.2018 to 31.03.2019) | Transaction value eligible for incentive | Minimum Transaction Value : Rs. 25/- Maximum Transaction Value : Rs. 10,000/- | Incentive amount per transaction | Minimum Incentive : Rs. 2/- Maximum Incentive : Rs. 50/- | Percentage of transaction amount considered for incentive | 0.50% of every transaction amount | Max incentive Per Merchant Per Month | Rs. 2,000/- | | | | | | | | |
| Subject | FY 2018-19 (26.04.2018 to 31.03.2019) | | | | | | | | | | | | | | | | | | |
| Transaction value eligible for incentive | Minimum Transaction Value : Rs. 25/- Maximum Transaction Value : Rs. 10,000/- | | | | | | | | | | | | | | | | | | |
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| Percentage of transaction amount considered for incentive | 0.50% of every transaction amount | | | | | | | | | | | | | | | | | | |
| Max incentive Per Merchant Per Month | Rs. 2,000/- | | | | | | | | | | | | | | | | | | |
| 322 | Prohibition on dealing in Virtual Currencies (VCs). Entities regulated by the RBI shall not deal in VCs or provide services for facilitating any person or entity in dealing with or settling VCs with immediate effect. Regulated entities which already provide such services shall exit the relationship within three months from the date of RBI circular. | | | | | | | | | | | | | | | | | | |

LESS IMPORTANT CIRCULARS : 23,36,45,72,119,130 –NOT GIVEN

DIGITAL BANKING

| | |
|-----|---|
| 4. | Merchant Discount Rate (MDR) charges for Debit Card Transactions. -MDR on Debit card transactions up to transaction value Rs.2000/- waived – irrespective of category of Merchants. |
| 8. | Convertibility of accounts between certain product codes in CBS.- BA996 |
| 10. | WEB PORTAL FOR OFFSITE TRANSACTION MONITORING. 1. All OTM alerts are now made available to Branches for review and monitoring on daily basis (T+1). 2. Branches to act on the assigned transactions in time. 3. Misuse of GLs attracts action from staff angle. |

| 21. | Closure of Mwallet application. | | | | | | | |
|--|---|-----------------------------------|--------------|---|-----------------------------------|--|--|---------------|
| 29. | Visa Checkout online payment solution for E-commerce transactions. RBI has relaxed the need for Additional factor Authentication i.e. OTP for transactions upto Rs. 2000/-. | | | | | | | |
| 32. | Implementation of Social Media Policy of Our Bank. Turn Around Time (TAT) : Response to customer queries shall be satisfactorily addressed in less than 3 business days, which shall be the TAT for the customer comments. First acknowledgement in less than 15 minutes between 9am 8pm from Monday to Saturday will be given by the vendor managing the social media activities. Comments received after 8 pm and for comments posted on Sunday and Bank holidays will be addressed on next working day. The email should be responded within 5 hours of receiving the email. If the first level contact does not respond in first 5 hours of receiving the email, the matter will be escalated to Second level contact, who should respond to the customer. | | | | | | | |
| 53. | RTGS SYSTEM – TRANSFER / RETURN OF FUNDS – REG. "The beneficiary / receiving bank have to credit the account of beneficiary customer immediately on receipt of payment message at their Member Interface. The beneficiary banks should credit the account of the beneficiary within 30 minutes of the receipt of the message at the Member Interface." Further, "in case, it is not possible to credit the funds to the beneficiary's account for any reason, e.g., account does not exist, account frozen, etc., funds are to be returned to the originating member within one hour of the receipt of the payment at the Member Interface of the recipient member or before the end of the RTGS business day, whichever is earlier." | | | | | | | |
| 58. | Canara Digital Library. The access for the online digital library is through URL https://www.canaradigitallibrary.com . There are mainly two types of libraries – Master Digital Library (MDL) and Internal Library. | | | | | | | |
| 73. | ECS debit mandates centrally uploaded to CBS at the time of migration of ECS debit functionality from RBI platform to NACH platform of NPCI – Immediate updation of data in CBS with correct "end date" and "maximum amount" of mandates | | | | | | | |
| 75. | Introduction of interlinking Internet banking Admin login with FCR login. 1. Internet Banking Admin module can be accessed through FCR credentials. 2. User ID in FCR & Internet banking Admin will be same. 3. User-ID should be in enabled status in FCR. 4. This facility will come into effect from 09.02.2018. | | | | | | | |
| 76. | SAS based web package for internet banking and mobile banking admin request. SAS based web package for internet banking and mobile banking admin request. Branches can request for creation, modification, password reset and profile change of admin users. Various reports are provided to track the status of the requests. | | | | | | | |
| 83. | IMPORTANCE OF PASSWORD SECRECY. A strong password must: □ be a minimum of 12 - 15 characters in length □ contain combination of alphanumeric and special characters. □ Contain uppercase characters (A B C...), Lowercase characters (a b c...), Numerical (1 2 3...) and special characters (! @ #] & * , + = : - ...). A strong password should not: □ contain easily guessable names of self or family members, pets etc. □ contain commonly used passwords like password, welcome, 123456, canara etc., □ contain dictionary words which makes password guessing very easy. | | | | | | | |
| 88. | SUBMISSION OF QUARTERLY RETURNS IN FORM 15CC THROUGH 15CC-SAS PACKAGE. Submission of details of 15CA/15CB in Form 15CC by branches in 15CC-SAS package by 7th following each Quarter of the Financial Year. | | | | | | | |
| 95. | Hot listing of Debit Cards. Our Bank has provided the following channels to our Debit cardholders for hot listing their Debit & Credit cards. 1. Through Branch, 2. Through sending SMS, 3. By calling Toll-free Number, 4. Through Net Banking. HOTLISTING AT BRANCHES: CMS01 Hotlisting through sending SMS and calling Toll-free Number: <table border="1" data-bbox="175 1541 1492 1704"> <thead> <tr> <th>TYPE OF CARD</th> <th>SMS TO BE SENT FROM Registered Mobile No</th> <th>By calling Toll free Number ##</th> </tr> </thead> <tbody> <tr> <td>Canara Debit Card (VISA/MasterCard/RuPay)</td> <td>SMS to: 9266623333 Format: CAN<space>HOTLISTDC <space>CARD NUMBER(16 digits)</td> <td>1800 425 0018</td> </tr> </tbody> </table> | | TYPE OF CARD | SMS TO BE SENT FROM Registered Mobile No | By calling Toll free Number ## | Canara Debit Card (VISA/MasterCard/RuPay) | SMS to: 9266623333 Format: CAN<space>HOTLISTDC <space>CARD NUMBER(16 digits) | 1800 425 0018 |
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| Canara Debit Card (VISA/MasterCard/RuPay) | SMS to: 9266623333 Format: CAN<space>HOTLISTDC <space>CARD NUMBER(16 digits) | 1800 425 0018 | | | | | | |
| 96. | Hot listing through Net Banking: For Net Banking Retail customers: Debit Card will be hot listed in FCR on opting hot listing of Debit card in Net Banking. In case of Joint Accounts the card linked to the customer ID with which Net Banking is created will be displayed on the screen for hot listing. CUSTOMER CENTRIC INITIATIVES FACILITY FOR LINKING OF "MULTIPLE DEBIT CARDS TO SINGLE CUSTOMER ID" <ul style="list-style-type: none"> Multiple Debit cards to a Single Customer ID is enabled. Registration of mobile number is mandatory to avail this facility. Multiple Debit cards that can be linked to a single Customer ID is now enhanced to 5 cards. Facility to be extended to Individuals/ Partnership/ Firms/ Clubs/ Associations/Societies/ Limited Companies etc. The transaction limit for each card will be the cap fixed by the Bank for such card type / Scheme. Hot listing Service Charges, Re Issue or Replacement Service charges to be collected manually by the | | | | | | | |

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| | <p>Branches.</p> <p>The following types/variants of Debit Cards are being issued to Customers: Classic/Standard,Platinum Debit Card/ Visa Pay wave Platinum Debit Card,Business Debit Card,Canara Kisan Debit Card,Canara Samriddhi Debit Card (AEPS),PUNGRAIN Kisan Debit Card,Mudra Debit Card</p> |
| 99. | <p>On boarding of Merchants for PoS transactions. □ Enrollment of merchants for PoS business contributes to CASA growth besides improving non-interest income. □ Branches have to refer to Merchant Enrollment policy and other relevant circulars before enrolling merchants and comply with the guidelines. □ ME Application, PoS agreement and other documents are to be preserved safely and to be produced for verification during regular inspection.</p> <p>□ Merchants should be educated and guided properly for hassle free transaction settlement.</p> <p>□ Due diligence is to be applied while recommending for enabling International Card transactions.</p> |
| 103. | <p>Registration of Mobile Numbers – Customer Protection Policy – Limited Liability of Customers in Unauthorized Electronic Banking Transactions – RBI Notification on Customer Protection – Limited Liability of Customers – Procedure to be adopted. • RBI had mandated Banks to register mobile numbers for all CASA accounts</p> <ul style="list-style-type: none"> • All Electronic Banking Transactions will be disabled if Mobile Number is not registered • Only ATM Cash Withdrawal & Branch based Transactions will be allowed where mobile number is not Registered • Customers to report “Suspect” transactions within reasonable time to Bank |
| 114. | e-KYC BIOMETRIC & OTP UTILITY FOR AADHAAR SEEDING & AUTHENTICATION. |
| 116. | <p>ACCESS TO RTGS-STP PACKAGE THROUGH FCR CREDENTIALS—INTRODUCTION.</p> <p>1. RTGS-STP package can now be accessed through FCR credentials. 2. User ID and password of FCR package & RTGS-STP will be the same. 3. User ID should be in enabled status in FCR package. 4. This facility shall be implemented shortly. now RTGS-STP package can be accessed using FCR User ID and password. There is no requirement of prefixing “0” with staff no by the user In RTGS-STP package.</p> |
| 121. | <p>CANARA LOAN APPLICATION PROCESSING SYSTEM (CLAPS).</p> <p>The Master Circular No.27/2017, 10.01.2017 on CLAPS and information on CLAPS on CANNET>RMWING>CLAPS page are the two major sources of education on CLAPS. Helpdesk with Toll Free No. 18004250081 can be contacted for support. From 01.04.2018 onwards, there would not be any single loan application ‘not routed through CLAPS Package’. No Manual applications shall be entertained.</p> |
| 123. | Introduction of a New Web Based Package - “Printing & Stationery Inventory Management System (PSIMS)” in Single Authentication Package (SAS). |
| 171. | <p>Introduction of new lead Management system “i-Lead”(Inspiring Leads System) with desktop and smart phone versions for all employees of the Bank including Marketing Managers/Officers.</p> <ol style="list-style-type: none"> 1. A Lead Management System named as i-Lead (Inspiring Leads System) is being introduced. 2. I-Lead is being introduced with the sole motive of inculcating marketing culture amongst all staff of the Bank, as only marketing and sales at all delivery points shall augment business to the Bank. 3. I-Lead is available to all staff of the Bank and all staff to record the activities and leads on daily basis. 4. I-lead provides the convenience of using a desktop version which can be easily accessed by all the staff working in Branches/Other Units. 5. All leads entered in i-Lead shall be followed upto a logical end. 6. The i-Lead shall continue to be available on the Android platform (mobile version) both for existing users and new users. 7. The App provides option to all Users to enter leads, push, convert them and get them approved by the competent authority. 8. Required reports can be generated by the HO, CO, RO and Branch. 9.“I-Lead” provides opportunities to all staff to participate and contribute in business augmentation, share the responsibilities and derive sense of ownership and belongingness to institution. 10. staff have opportunity to get appreciation/recognition on the basis of their individual contribution. |
| 192. | <p>Debit Card Issuance Policy – 2018-19.</p> <p>Important changes/additions: □ Branches to ensure need based indent of EMV Non Personalized Debit cards.Branches should analyze their requirements which should be pragmatic and able to utilize the cards to the optimum within the given period of time.</p> <p>□ In terms of Reserve Bank of India guidelines, the wrongful Debit in the customer’s account on account of ATM failed transactions shall be reversed within 7 days from the date of receipt of complaint from the customer, failing which a penalty of Rs.100/- for each day of delay shall be credited to the customer's account along with the disputed amount. Customer is entitled to receive such compensation for delay, if a claim is lodged with the issuing bank within 30 days of the date of the transaction.</p> <p>□ Bank may enable/facilitate GREEN PIN / FORGOT PIN option for our Debit Cardholders to generate/re-generate PIN by cardholders themselves, through our Bank ATMs. The option is applicable for both Personalised & non-Personalized Debit cards. Registration of mobile number in CBS is mandatory for opting GREEN PIN /FORGOT PIN by card holders. □ Existing magstripe cards to be replaced with EMV chip cards in a phased manner on or before 31.12.2018. □ As per RBI directives, Bank may block all electronic banking transactions if mobile number is not registered with Credit Card for SMS alerts. However withdrawals through ATM will be permitted.</p> |
| 193. | <p>Debit Card Issuance Policy – 2018-19. Primary Account Number (PAN) [Card Number] The card number will be of 16 digits in indent printing. The first 6 digits represent Bank’s Identification Number (BIN) The</p> |

next 4 digits will be the branch DPCODE. The next 5 digits will be the running sequence of the card for the branch.

Eligibility: Canara Bank Debit Card facility can be offered to customers of SB, Current and OD accounts. Canara Bank Debit Cards can be issued to: Individual accounts, Joint Account with operation severally, Joint Account with operation Jointly with Two Joint Signatories, Employees including those under suspension, ex-employees, P.A. Holder/Holder of mandate, Non Resident Indian (NRI), Minor students who are aged 10 years and above, Illiterate customers

Ineligible Accounts: Joint Accounts where operation condition is 'Jointly' with more than two joint signatories, Accounts of all minors except Minor Students who are aged 10 years & above, Accounts under Garnishee/attachment orders or which are subject to litigation/dispute, Encumbered accounts, Overdraft accounts with inventory limits like Cash Credit Accounts and other Loan Accounts.

Validity: The validity period for all Domestic Magstripe Cards is maximum 10 (TEN) years from the month of issue. Purchases at Merchant locations through POS/ Internet: Any number of transactions per day per card subject to a maximum of Rs.1, 00,000/- for Standard / Classic/Elite Cards & Rs.2, 00,000/- for Platinum/Business Cards.

194. **DOMESTIC PREPAID CARD POLICY 2018-19.**

issued in three variants:

I. Canara Prepaid Card – Reloadable – “Canara Prepaid Classic Card”

II. Canara Prepaid Card – Reloadable - “Canara Prepaid Plus Card”

III. Canara Prepaid Card – Non Reloadable – “Canara Gift Card”

The Card will be issued to our Customers only.

Validity: Prepaid Classic & Prepaid Plus- Max.: 3 years & Gift Card Maximum: 1 year.

Card will be issued with minimum un-expired period of 6 months. Card is meant only for domestic usage and denominated & settled in INR only. The bank may also permit load through cash at Branch / Cash Deposit Machines up to the limit of the prepaid card. However such load by cash cannot exceed Rs.50,000 per month subject overall limit of prepaid card. on carrying out Customer Due Diligence as detailed following cards may be issued:- Up to Rs.10,000/- by accepting minimum details of the customer provided the amount outstanding at any point of time does not exceed Rs. 10,000/- . From Rs.10,001/- to Rs.50,000/- by accepting any 'officially valid document' defined under Rule 2(d) of the PML Rules 2005, as amended from time to time.

Up to Rs.1,00,000/- with full KYC and can be reloadable in nature.

Gift card are to be issued subject to the following conditions:

Maximum value of each such payment instrument shall not exceed Rs. 10,000/-. These instruments shall not be reloadable. Cash withdrawal shall not be permitted for such instruments.

Bank may issue pre-paid instruments to Government Organizations for onward issuance to the beneficiaries of Government sponsored schemes, subject to the maximum value of each such payment instrument shall not exceed Rs. 50,000/-.

Non-customers seeking issue of prepaid card will be issued with classic prepaid with limit up to Rs.10000/- only against specific application duly complying KYC/AML/CFT/ RBI guidelines with an undertaking that he has not availed such facility from any other bank, against specific application duly furnishing his mobile number, KYC document details, Bank Account Number, communication / permanent address.

195. **International Travel Prepaid Card Policy – 2018-19.**

Important changes/additions: Canara Bank International Travel Prepaid Card which is multicurrency Forex Travel Prepaid Card is specially designed for persons travelling abroad/ students pursuing studies abroad for their use abroad.

If the card contains more than one currency, any transaction done in the currency that does not exist in the card, default currency wallet set by Visa /MasterCard / NPCI as the case may be or as per the currency hierarchy, chosen by the card holder, will be debited.

Monthly inactivity fee from the 13th month (if the card is not used for previous 12 months and continues to be inactive) is applicable

All the transactions under the ITPC are governed by FEMA regulations issued from time to time.

The cardholder shall solely be responsible for compliance with FEMA, AML and CFT guidelines or any other regulatory guidelines issued from time to time.

Customer will undertake to abide by the same in his application for issue of ITPC.

Bank will issue ITPC only to our customers who have complied with full “Know Your Customer” guidelines and hence risks under AML and CFT is complied.

Canara Bank International Travel Prepaid Card (ITPC) which is multicurrency Forex Travel Prepaid Card is specially designed for persons travelling abroad / students pursuing studies abroad for their use abroad.

The card is a multi currency prepaid card – the value of the card shall be paid up front. The Card is valid for 5 years. The Card is a non personalized EMV CHIP Card with PIN/Signature.

Card issuance:- Branches shall obtain the prescribed Canara International Travel Prepaid Card Application duly filled up & signed along with the following: Copy of first and last pages of Passport, in force.

Form A2 (control form), 13 digits account number with Canara Bank. Proof of residence in case the

address is different from that appearing on passport/ in the account with us. Travel documents (copy of the ticket & VISA). The Xerox copies are to be verified with the original & certified as true copies by the branch officials scrutinizing the application.

198. **REVISED AUTOMATED TELLER MACHINE (ATM)/ CASH DISPENSER (CD) POLICY-2018-19 UPLOADED IN CANNET. ATM TYPES** -ATMs in India range from simple cash dispensers to scalable ATMs that can be customized according to individual client requirements. **Regular ATM:** are those installed in a place to dispense cash. Biometric
- Biometric ATM performs functions similar to general ATMs with additional facility of authentication based on biometric factor .
- The Biometric ATM has advantage over regular ATM as under: i. Can be used by illiterate persons. ii. Eliminates the need for PIN entry, iii. Authenticates customers to make transactions by finger print identification.
- Cash Dispenser (CDs)
ATM having all the features without cheque deposit and cash deposit facility.
- Cash Recyclers
Cash Recycler machine is a self service terminal which acts as Cash Dispenser as well Cash acceptor.
- 2.4 Classification of ATMs a) On-site ATM
The ATM installed in a place close /attached to the branch premises is called on-site ATM. The identification is based on the availability of following: i. Space ii. Public view iii. Accessibility
- b) Off-site ATM -ATM installed in prominent places which are not attached to the branch premises is called off-site ATM. The identification is based on the following: i. Easy Access ii. Strategic Location
- c) Deemed On-site ATM
As per Department of Financial Services, Ministry Of Finance, Government of India Guidelines each Bank branch should have on site ATM. Wherever branches are located in 1st floor / 2nd floor or wherever installation of on-site ATM is not possible due to space constraints, ATMs installed in a radius of 500 metres from branch premises shall be treated as deemed on-site ATM .
- d) Mobile ATM :Mobile ATMs are being provided as a value added service to the customers. Mobile ATMs can be used for popularizing our other products, schemes etc. It can be used in Exhibitions, Melas as Image building activities.
- Cash Withdrawals
- Per day limit Rs.40000/- at present for regular cards and up to Rs 60000/- for platinum cards.
 - Fast Cash Menu – Rs.500, 1000, 2000, 4000, 5000, 10000 & 15000/-.
 - Up to 50 Pieces of Notes in Diebold and 40 Pieces in NCR machines will be dispensed in one transaction.
 - Minimum amount of cash withdrawal is Rs.100 and thereafter in multiples of 100
 - Cash Retraction is disabled in ATMs. (Cash dispensed by the ATM should be collected by the customer. ATM will not retract the cash).
- Mini statement View / print last 10 transactions of the operative account selected.
- Interbank Mobile Payment Service (IMPS) through ATM
- Funds can be transferred upto Rs.50,000/= per day subject to a maximum of Rs 2,50,000/- per month through ATM to inter/intra bank accounts with the input of MMID and Mobile number of the beneficiary.
- E- donations through ATMs
- E-donations through ATMs is enabled by selecting the required option under other services. A minimum of Rs 100 to a maximum of Rs 50,000/- can be made.
- Canara Easy Cash
- It is instant money transfer service (IMT) that allows our customers to send money through our bank ATM to any beneficiary having mobile phone at any time 24*7.
 - Beneficiary need not necessarily be a customer of any bank. He / She can withdraw money through ATMs of our Bank without any Debit Card.
 - Canara Easy Cash Facility is available for Resident Customers only.
- Green PIN Option
- CHANGE PIN option available for our Debit Card Holders, in our Bank ATM under Main Home Screen> Main Menu > CHANGE PIN.
 - Option available for both Personalised & non-Personalized Debit cards.
 - New Debit Card applicants are categorized as Green PIN and non-Green PIN cardholders based on the availability of Registered Mobile number in CBS and at the option of the customer.
 - Registration of mobile number in CBS is mandatory for opting GREEN PIN / FORGOT PIN by card holders.
- ATM Infrastructure:
- It is the responsibility of the Circle to ensure that the ATM site is having minimum floor area of 70 – 100 Sq ft, specified infrastructure and appearance as per specifications stipulated and communicated by G A Wing/ DBS Wing, Head Office.
- For amount above Rs.20 lakhs and upto Rs.50 lakhs should be accompanied by at least one armed guard.
For amount above Rs.50 lakhs should be accompanied by at least two armed guard.

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| | Whenever cash level in the ATM goes below Rs 1.00 lakh, an automated SMS/E-mail will be generated and sent across to Branch-in-charge / CRA executive. Alerts will be triggered with a time interval of 2 hrs, starts from 8.00AM to 6.00PM on all working days. Such alerts will be repetitive until cash level is increased sufficiently. |
| 224. | <p>Bharat Interface for Money (BHIM) customer referral bonus - Extension of the Scheme.</p> <p>Unique transaction Scheme :</p> <p>Each unique transaction emanating from BHIM/BHIM UPI App to beneficiary accounts identified by VPA (virtual payment address) are eligible for this incentive for the first unique transaction between the sender and the receiver. On similar fashion, a BHIM/BHIM UPI user can earn incentive of Rs. 25/- per transaction for 20 such unique transactions in a calendar month.</p> <p>In other words, an existing or new BHIM/BHIM UPI user stands a chance of earning a maximum of Rs. 500 as an incentive in a calendar month. The minimum transaction amount for this scheme is Rs. 100/-.</p> <p>The Purpose behind such a liberal incentive scheme is to promote payments to merchants including vendor payments for day to day expenses such as groceries, milk, etc. Minimum transaction value should be Rs. 100/- to be eligible for this incentive.</p> <p>Financial transaction scheme : Existing as well as new BHIM/BHIM-UPI app users are eligible for „Financial transaction“ count scheme wherein the user shall earn incentives upon completing certain number of transactions in a month. Customers shall earn a maximum of Rs. 250/- for carrying out 100 such financial transactions in a month under this scheme. Here the uniqueness has not been enforced.</p> |
| 236. | <p>Bharat Interface for Money (BHIM) Merchant Cash back incentive - Extension of the Scheme.</p> <ul style="list-style-type: none"> □ BHIM cash back scheme to merchants extended upto 31.03.2019. □ Liberalization in the incentive scheme for the current year 2018-19. <p>Ministry of Electronics and Information Technology [MEITY] reviewed performance of the Merchant incentive scheme and vide their notification dated 27.03.2018 has communicated that the scope of the scheme shall be limited to the following two aspects:</p> <ol style="list-style-type: none"> 1. The scheme shall be applicable to BHIM app users who have declared themselves as “I am a merchant”. 2. The scheme shall be applicable to merchants on-boarded by the Bank who receive payments through Bank’s BHIM UPI app (here in our Bank’s case- BHIM Canara eMpower app). 3. The Duration of this scheme is 12 months i.e 1st April 2018 to 31st March 2019 which is subject to review anytime based on Government direction. <p>Following are the merchant cash back schemes for the current year:</p> <p>1) BHIM MERCHANT INCENTIVE:</p> <p>A BHIM app user who has declared himself as ‘I am a merchant’ or have Merchant category code (MCC) “0000” will be eligible for this incentive scheme. The merchant has to receive a minimum of 10 transactions to start with wherein an incentive of 10% of the transaction value with an upper cap of Rs. 50/- per transaction shall be the cash back. For this, the minimum value of the transaction needs to be Rs. 25/-. The maximum cash back a merchant can receive per month is Rs. 1000/-</p> <p>2) BHIM-UPI MERCHANT INCENTIVE:</p> <p>A Merchant of any Bank receiving payment through UPI and have Merchant category code (MCC) other than “0000” will be eligible for this incentive scheme. The merchant has to receive a minimum of 5 transactions to start with wherein an incentive of 10% of the transaction value with an upper cap of Rs. 50/- per transaction shall be the cash back. For this, the minimum value of the transaction needs to be Rs. 25/-. The maximum cash back a merchant can receive per month is Rs. 1000/-. MCC: 0000 depicts internal transaction.</p> |
| 249. | <p>Change of URL of National Crop Insurance Portal to www.pmfby.gov.in for administration of the Government Sponsored Crop Insurance Schemes – creation of login credentials in new portal.</p> <ol style="list-style-type: none"> 1. New URL for National Crop Insurance Portal www.pmfby.gov.in & closing of old URL- www.agri-insurance.gov.in. 2. Circles (State Admin) and Branches (Branch Head and Branch Users) to create login credentials through self registration Process. 3. Validation of name with Aadhaar ID is mandatory for all users for first time registration. 4. Login is managed by user mobile number as User/Login ID, which can be transferred/shifted/deactivated/deleted later on by their admin as per the defined role. 5. Branches Can access new portal through: CANNET>>OTHER LINKS>>CROP INSURANCE- PMFBY NEW PORTAL or www.pmfby.gov.in directly through Compatible browser versions viz Internet explorer 9+, Mozilla 50+ and Chrome 52+. |
| 277. | <p>ISSUE OF CANARA RUPAY ‘INSTA’ PLATINUM DEBIT CARD.</p> <ol style="list-style-type: none"> 1. Canara Bank RuPay ‘INSTA’ Platinum Debit Card is a Non-Personalised Debit card similar to the existing Canara Bank Platinum Debit Cards except that the name of the cardholder is not printed on the card. 2. The INSTA cards will be issued in association with National Payments Corporation of India (NPCI) with RuPay logo. 3. Initially the Scheme is implemented only at Metro / Urban Branches and will be extended to other branches in a phased manner. 4. Cards with residual validity of more than 6 months only should be issued to the customers. 5. Card is activated after one working day from the date of linking the card. |

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| | <p>6. Cardholder can activate the card by using the card first in any ATM/POS for any financial or non-financial transactions, with PIN base authentication.</p> <p>7. If the cardholder who has obtained Non-personalised Platinum RuPay Debit cards requests for personalised Platinum RuPay Debit card before completion of its validity period, a service fee of Rs 100/- will be collected. The validity period is for 5 years from the date of issue of the card.</p> <p>CANARA BANK RUPAY INSTA PLATINUM DEBIT CARD consists of 16 digits card number. The 16 digits number will be construed as follows: a. First 6 digits - BIN number b. Next 4 digits- Branch DP Code c. Next 5 digits - Card Serial Number d. Next 1 digit - Check digit</p> <p>CANARA BANK RUPAY INSTA PLATINUM DEBIT CARD should not be issued where the validity printed on the card expires in NEXT SIX MONTHS.</p> |
| 282. | <p>Introducing Offline OTP facility under Internet Banking for online transactions.</p> <p>A new app 'CANARA OTP' for generating OTPs offline has been introduced.</p> <p>Customers can generate OTPs through 'CANARA OTP' app even without Internet connection after registering for Offline OTP through Internet banking.</p> <p>With this newly introduced facility, users will have two options to get OTP for all OTP based transactions. This facility can be used for Internet Banking based transactions like bill payments, tax payments, funds transfer, e-commerce transactions etc.</p> <p>User has been provided with the registration option in Internet Banking.</p> |
| 284. | <p>Introduction of Debit card services through Internet banking. The following Debit Card services has been introduced in Internet Banking</p> <p>a. Temporary Deactivate and Reactivate Debit card through Internet Banking. b. Setting of ATM/POS Limit. c. Instant PIN generation for Debit Card.</p> <p>Existing facility for Hot Listing of card has made available under "Cards" Tab of internet Banking.</p> <p>At present, Internet Banking is one of the most preferred modes for making banking transactions. Debit card is one of the Technology products of our Bank that has been accepted by our customers on a large scale and customers wanted to have debit card related services through Internet Banking. Through these newly introduced services, under Internet Banking, Bank has provided easily accessible card related services to the customers and through which card handling can be made more secure, safe and handy.</p> <p>To make our Internet banking more convenient for handling debit card related services, Bank has introduced following services under internet banking.</p> <p>A) Temporary Deactivation and Reactivation of Debit Card. B) Setting of ATM/POS Limit for Debit card. C) Instant PIN generation for Debit Card.</p> |
| 314 | <p>"i-Monitor" – the revised and digitized 'Branch Performance and Feed Back Report (BPFR)</p> <p>The existing 'Branch Performance and Feedback Report (BPFR) has been digitized as "i-Monitor"- (<u>Inspiring-Monitoring System</u>) and made available in SAS package. Digitised "i-Monitor" is expected to improve the branch Monitoring qualitatively and quantitatively. Fetching of data from various sources, calculations wherever needed will be done by the system automatically. The report is web based and all controlling offices can view the report on a real time basis.</p> |
| 355 | <p>Canara Rupay classic Credit Card (355/2018) : Has been launched in association with NPCI on 14.07.2018 and its features :</p> <p>a. Interest free credit period – 20 to 50 days. B. Accidental Insurance coverage : Upto rs.4.00 lacs for self & Spouse, additional Rs. 1.00 lacs from rupay. C. Reward points : Two rewards for every non-cash Transactions of rs.100.imu</p> <p>d. add on card Facility : Maximum upto 04 add on cards. E. Credit limits : rs.10,000 to rs. 3.00 lacs, f. Safe & secured with EMV Chip & OTP.</p> |
| 376 & 422 | <p>ATM Cash Tallying – Accounting of Excess Cash</p> <p>While Tallying ATM Cash if any difference is found the same has to be remitted by way of ATM50 option only.</p> <p>Under ATM50 option OFF-US only is to be used for other Bank Card used at Canara Bank ATM's for remitting disputed amount and IBA Should not be sent to DBS Wing, H.O. Claims raised by other Bank on us are to be resolved within 4 Days invariably, else the same attracts penalty by NPCI. ATM Cash has to be tallied on Daily basis.</p> <p>Use of Admin Card after Servicing of the ATM is mandatory and in-built camera images are to be provided in case of dispute as reiterated by Banking Ombudsman.</p> <p>Use of correct Forwarder_ ID is must while doing ATM50 OFF-US transactions</p> <p>System does not allow ATM50 reversal transaction beyond 120 days from actual transaction date.</p> <p>BO report 160007 is to be generated before doing ATM50 for obtaining necessary inputs.</p> <p>Admin card to be procured from DBS EDP Section by giving email hodbsedp@canarabank.com and providing 8 digit ATM ID</p> |

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| 386 | Customer Centric Additional Services through our Bank ATM / Cash Recyclers Funds can be transferred between our Bank ATM's, Funds can be transferred to Third Party through our Bank's ATM ,Credit Card Payment of our Bank can be done through our Bank's ATM by our Debit Cards. |
| 388 | BHIM Aadhaar PoS (BHIM Aadhaar Pay) - Physical Form of LOU replaced with Electronic form of acceptance in the android based app. Accessing Merchant Management Portal under SAS package. BHIM Aadhaar POS enables Merchants to receive payments digitally from their customers using Aadhaar based Biometric Authentication. The customers need to have their account linked to their Bank Account. The Following two enhancements are made vide above Circular:: In order to make process simpler the Physical acceptance of Letter of Undertaking (LOU) from Merchants has been dispensed with and in its place Electronic Acceptance has been enabled in Android based App. Branches not to obtain LOU in physical form henceforth. Secondly Merchant Management Portal used for Merchant Authorization by the Branches has been brought under SAS portal. |
| 394 | BHIM QR - UPI based payment solution for Merchants : QR Code is to be generated and provided to Merchant for payment collection Portal under SAS package. As per directive of Department of Financial Services, GOI, to promote BHIM QR among Merchant Class as digital mode of payment collection towards goods sold and service rendered Payment received through the app MDR charges @0.65% for values less than Rs. 2000/- , charges will be borne by Govt. for a period of two years. Transaction settled in Real Time basis. Physical Application dispensed with for on- boarding of the Merchants and in its place LOU to be taken on the Same lines as BHIM Aadhaar POS. |
| 408 | SUB : Extending NEFT facility to walk-in customers who do not have account with our Bank Walk-in customers who do not have an account with remitting bank can also send remittance through NEFT up to ` 50,000/- by paying cash. The beneficiary of the remittance should have an account in the destination Bank branch. In order to facilitate cash remittances through NEFT for customers not having account with remitting branch, branches are required to collect full details of remitter, including complete address, telephone number, etc. Branches are required to maintain a register for remittances by non customers. Request for NEFT outside Bank be through Challan NF 959, All the Details viz Beneficiary name, account number Date IFS Code etc. to be mentioned invariably, Transactions have to be put through immediately on receipt and not kept pending. |
| 414 | "i-Monitor" – the revised and digitized 'Branch Performance and Feedback Report (BPFR)' - The existing 'Branch Performance and Feedback Report (BPFR) has been digitized as "iMonitor"- (Inspiring-- Monitor".system automatically. |
| 443 | Addition/Modification to Credit Card Policy – 2018-19 -: Retail Asset Hub delegated with powers to Sanction Credit Card Enabling issue of up to 3 Credit Cards to individuals within overall eligibility limits. Process change in obtaining Credit Card information from CIC as per RM wing Guidelines Enabling Auto renewal of Credit Card with Delay in Card due payment up to 2 times during previous 12 months. |
| 500 | CANARA SAATHI – A CREDIT CARD SELF SERVICE APP Launched on 12/10/2018. Credit Card holders can directly manage their Card Details, duly availing 14 Services. App can be used 24X7 in any android/IOS phone as well as in Laptop, desktop, tabs etc. The list of Services available as of now is 14. Register - Change Password, Reset Password, User Login, Registration. Summary Data – enables for listing last 5 credit card trans, Unbilled Transactions , Credit Card Statement Real Time Transactions – Credit card payment, Card Holder can convert his purchases above Rs.5000 to an EMI payment option . Service Request – Like Limit increase, Report Lost Stolen |
| 504 | Introduction of Android based App version of "i-Lead" (Inspiring Leads System). 1. The Android based version of i-Lead is now available to be used on the Android based smart-phones. 2. The Staff can use any of the i-Lead versions i.e. the Desktop version or the Android version to enter leads, convert and get them approved. Both the versions work in sync. The process for download of the Android version of the i-Lead is detailed in this circular. |
| 505 | Unique Document Identification Number (UDIN) ICAI has developed an UDIN Portal that would on one hand facilitate the practicing Chartered Accountants to register the documents / certificates / reports certified / attested by him/her and prevent it from being used by third person(s) misrepresenting as CA members and on the other hand will facilitate Banks / Regulators / Authorities / other Stakeholders to verify the authenticity of the documents before relying that these are certified by a CA only. On registering the certified document / certificate / report by the practicing Chartered Accountants on the UDIN Portal, a unique number called Unique Document Identification Number (UDIN) will be generated for that document and will be quoted to the Banks who would be relying on the same. Banks can verify the authenticity of the attested documents by visiting on the UDIN Portal at https://udin.icai.org |
| 508 | Handling the reversal of amount transferred to wrong account though IMPS. |

| | |
|-----|---|
| | <p>REVERSAL OF AMOUNT TRANSFERRED TO WRONG ACCOUNT:</p> <p>1. Procedure for Reversal of outgoing transactions (Beneficiary is other Bank customer)</p> <p>1.1 Customer will approach home branch/call center and inform about the remittance with wrong account number/to unintended beneficiary.</p> <p>Branch on receipt of intimation shall obtain a request from customer Procedure for reversal of outgoing IMPS transactions on account of wrong account number.</p> <p>Procedure for reversal of incoming IMPS transaction on account of wrong account number.</p> <p>1.3 Branch shall take up with Digital Payment & Settlement Section, DBS Wing through the fastest mode (email/CTS).</p> <p>1.4 Digital Payment & Settlement Section, DBS Wing shall take up with the beneficiary Bank for creating hold and remittance if the funds are available.</p> <p>1.5 On receipt of funds, Digital Payment & Settlement Section, DBS Wing shall credit the remitter account.</p> <p>2. Procedure for Reversal of inward credit (Beneficiary is our Bank customer)</p> <p>2.1. On receipt of request from the remitting Bank, Digital Payment & Settlement Section- DBS Wing shall create hold on the fund in the beneficiary account.</p> <p>2.2. If funds are available, Digital Payment & Settlement Section - DBS Wing shall obtain stamped indemnity form from other Bank before remitting the funds to the remitter Bank</p> |
| 518 | <p>Re-carding activity - Migration of existing magnetic stripe cards to EMV chip cards :In terms of Circular 530/2017, we have dispatched required number of Non Personalized EMV Chip Cards and PINs to all the branches for replacement of Magstripe Cards issued to the customers.</p> <p>We have hosted in Cannel Branch wise / RO wise / CO wise details of Magstripe Cards which are to be replaced, under following link : Cannel-Daily Digital Status-carding Activity</p> <p>Branches can also generate latest details of Magstripe Cards to be replaced by using the BO Report 160022.</p> |
| 525 | <p>Introduction of restrictions in Restructuring option in CBS -Introduction of restrictions in Restructuring / Rephasement option LN525 for agriculture advances in CBS. On study of the restructured asset portfolio of the bank under agriculture advance from 03.07.2018 onwards it was observed that branches are still restructuring a large number of agriculture advances on account of various reasons, viz. natural calamities, Govt/ RBI Restructuring Scheme, rectification of Schedule, extension of holiday period etc using FCR option LN525 for the accounts with product code below 812. Once again it is observed that, the restructuring being done is not in accordance with the laid down guidelines. Hence it has been felt that further restrictions have to be put in place for LN525 option also in order to ensure proper usage of restructuring option for agriculture advances. Accordingly the restriction on LN525 option has been brought in with effect from 21.08.2018.</p> |
| 534 | |
| 545 | |
| 546 | <p>Decentralisation of issuance of e-Token and Class 2 type of Digital Certificate – reg</p> <p>We have been issuing e-tokens and digital certificates to our officer employees on their request, for usage in various modules/packages and websites like CERSAI, TRACES, MCA etc. M/s. Institute for Development of Research and Banking Technology (IDRBT) which is the Certifying Authority, have come out with new set of guidelines wherein face to face verification of the applicants is mandatory for Class 2 type of Certificates. Hence, it has been decided to decentralize the issuance of Class 2 type of Certificates to Circle Offices.</p> <p>Registration Authority Office (RAs) is being set up at TM Section of each Circle Office and they will be carrying out the subject issual process for employees under their jurisdiction, which we have been doing hitherto.</p> <p>This decentralization of the issuance of etoken and Class 2 type of Digital Certificate shall be effective from 19th November 2018. Hence, all officer employees are advised to take up with their respective Circle Office for getting e-token and Class 2 type of digital certificates w.e.f. the above date. Applications received till 17th Nov 2018 shall be processed at our end. Employees are requested to correspond from their demi-official email id (eg. rajagopals@canarabank.com) to the respective email of their Circle which has been created afresh for the purpose The applicants for Class 2 type of Certificates have to come in person for face to face verification with their respective Circle RAs, after consulting their TM Sections.</p> <p>Scale I and above staff are only eligible for obtaining e-token and Digital Certificate</p> |
| 561 | <p>Revised KCC Scheme – enabled with Kisan Debit (RuPay) Cards – Adherence to the seasonality discipline</p> <p>Now, RBI vide its letter FIDD.CO.FSD.No.830/ 05.10.002/2018-19 dated 05.10.2018 communicated that a study on KCC was conducted by RBI wherein it was observed that the operational flexibility of the Scheme is not being utilized. The KCCS scheme has in built flexibility as the scheme takes into account all the factors such as withdrawal, disbursement and repayment etc and allows the same to be as per the convenience of the farmer. The operational issues regarding KCCS scheme have to be addressed by implementing the scheme in true spirit which requires strict adherence to the principle of seasonality discipline i.e., by fixing separate credit limit to Rabi and Kharif season crops.</p> |
| 594 | <p>Canara DiYA – Non face-to-face instant account opening - Customer on-Boarding.</p> <p>Canara DiYA (Digitally Your Account) is an online account opening application for opening savings bank</p> |

accounts (SB General only) with our bank without visiting the branch. Canara DiYA has been made live on 19-11-2018, on our Founder's day. The App is quick, easy and comes with a host of added features. The App has simple steps viz., OTP based eKYC for KYC Verification which covers ID / Address proof, instant PAN Verification, and preferred branch. Canara DiYA (Digitally Your Account) is an online account opening application (App) for opening Savings Bank accounts (SB General Only) with our bank from anywhere, **just in 5 minutes**. On opening of an account through the App, the customer will instantly get: Virtual Welcome Kit through e-Mail, Personalized Debit Card/ Virtual Debit Card, Virtual welcome kit will be sent by email with password protect feature and it contains important information like Customer ID, Account Number, Nomination details of customer etc. Further, the customer can register for the following through the App- Internet Banking, Mobile Banking, SMS Alerts activated for credits and debits, Monthly Email pass sheet

613 **Subject: Re-carding – Converting of all Magnetic stripe card to EMV chip cards on or before 31.12.2018**
Reserve Bank of India has mandated that effective from 01/01/2019, Magstripe Debit / Credit cards shall be invalid and will not be usable at ATM's/POS. As such, Banks have been directed to replace all existing active Magstripe Cards issued to the customers with EMV chip card well before the due date, so as to avoid last minute rush and customer inconvenience.
We have come across instances of our Branches insisting customers to submit the filled application form for the replacement of Magstripe debit card to EMV chip card.
It is reiterated that No documents are required for replacement of magnetic stripe with EMV chip Cards. However branches have to deliver the card against acknowledgment and proper identification of the customer which is clearly mentioned in our Circular No: 530/2017, dated 04.11.2017
Hence, we here by inform you Branches that application form for Replacement of Debit card is not applicable for conversion of magstripe debit card to EMV chip card.
Branches are requested to obtain signature the customer against name, a/c no Magstripe Card number, EMV Chip Card number in register to be maintained for the purpose before delivering the replacement EMV Chip Card. The signature of the customer to be verified as per the extant procedure in vogue in the Bank for establishing the customer's bonafide.
It is reiterated that replacement of Magstripe Card is free of cost.

625 **FRESH IDRBT USER IDs FOR DIGITAL CERTIFICATE**
On account of decentralisation process, the new "Registration Authority (RA) Offices" functioning under TM Section of the Circles, are unable to access the existing user ids created by HO. The matter was taken up with IDRBT and it was suggested by them that new User IDs (only for class 2 type of certificate holders) have to be generated afresh for existing users.
Process for handling the current scenario : As a one time measure, IDRBT will generate new user ids for existing users. The new user id will be in the style of "Staff Number with Circle Short Name" in CAPS without any gap (eg.62905MDU). Details of Circle Short name is enclosed in Annexure I. The new user ids created as such by IDRBT, shall be linked to the concerned Circle RA Offices where the employees are working now, by IDRBT. IDRBT is also linking the new user ids with the old user ids of the users. Once IDRBT is generating new user ids, all existing users will get an automated email to their demi-official email id about "New User ID and new default Password". The default password will be valid till the first time login by the users. Once this is done, all RA offices will be able to get the details of existing users pertaining to their Circle.
All the existing users have to COMPULSORILY use the new user id and password, without fail, basing on the email received from by IDRBT through email id : "cahelp@idrbt.ac.in."
Our office will deactivate all the old user ids once we get confirmation from IDRBT regarding creation of new user ids
It may be noted that the existing e-token can be used and there is no requirement of new e-token in this regard. The existing digital certificate will be valid till the original expiry date and only user id and password will get changed. This change will not hamper the validity of the existing digital Certificate of the users or usage of the digital Certificate.
Process on account of transfers : Further, whenever an user is transferred from one circle to another circle, the transferee RA Office have to create an userid in the style of "Staff Number + transferee Circle Short Name". The user will receive an email from IDRBT (cahelp@idrbt.ac.in.) informing the new userid and password. The user has to login to IDRBT site with new userid, change the defaultpassword and link the old user id with the new user id created by transferee RA Office. The screenshots for linking of new user id with old user id is provided in Annexure II. This linking is required only on account of transfers and not now. Resetting of IDRBT password have to be done by the concerned RA Offices, ONLY with the New user ids and on specific request of the users.

LESS IMPORTANT CIRCULARS : 61,62,71,93,134,191 –LESS IMPORTANT NOT FOR STUDY

CIRCULAR -2019

CIR NO. 1 /2019 : Importance of documentation and data accuracy while sourcing Credit Card business Credit card application form should be complete in all aspects. Staff to ensure data accuracy while entering in SAS credit

card package

SPL COMM: 91/2018

Winners of "Double Dhamaka Campaign"-Issuance of Master Card Debit cards and International Travel Prepaid card [ITPC]. Incentives for issue of ITPC and all variants of Mastercard Debit cards were announced vide our Spl Communication No 169/2017 DATED 16.12.2017. □Incentive by way of e- voucher of M/s. Amazon with an expiry due on 07.12.2018 has since been dispatched ON 17.11.2018 to Qualified Branches.

SPL COMM NO. 104 /2018 -

CANARA OLT – STOCKS ONLINE" CHAMPIONSHIP FOR THE FINANCIAL YEAR 2018-19 – Contest announced from 24th December 2018 to 31st March 2019 for enrolling new / existing CASA customers for Online Trading Account with M/s CBSL (Canara Bank Securities Limited) with objective of enrich our bottom line ; raise additional resources to meet accelerated credit growth ; ensure enhanced profitability by reducing cost of deposits ; strengthen our Savings Bank Deposits and improve our Bank's CASA Ratio

SPL COMM 92/2018 : EMV Implementation in ATMs as per Directives of RBI. Bank's Capex Model ATMs will be upgraded to EMV by respective ATM Vendors (NCR, Diebold and Hitachi) in co-ordination with Branch Officials in Phase 1. OPEX Model ATMs will be upgraded by respective OPEX Vendors in co-ordination with Officials from ATM Cells & Nodal Branches in Phase 2. EMV implementation in all our ATMs and Cash Recyclers and the activity has to be completed before 31st December 2018

SPL COMM: 81/2018 : SUB: e-Mitra at branches for facilitating digital banking and popularizing its products
The concept of 'Digital Mitra' was introduced in our bank with a view to popularize digital products/ transactions and hand-holding customers in using digital payment platforms. In this regard, branches were earlier asked to identify one staff as e-Mitra at each branch for propagating digital products/transactions and also to help customers/ merchants in using digital payment platforms and other digital products.

3. STAFF MATTERS –CIRCULARS : 2018

| 35. | EMPLOYEES' LOANS/ADVANCES – CLARIFICATION WITH REGARD TO ELIGIBILITY CRITERIA FOR EX-SERVICEMEN EMPLOYEES. | | | | | | | | | | |
|---|---|--|---|--------------|------------|---------------------------------|--|---|---|--|---|
| 39. | Implementation of Professional Dress Code in the Bank. Within these overall guidelines, we may suggest, the following attire for our staff: | | | | | | | | | | |
| | | <table border="1"> <thead> <tr> <th></th> <th>Female staff</th> <th>Male staff</th> </tr> </thead> <tbody> <tr> <td>Executives - Scale-IV and above</td> <td>Formal Indian or Western attire with clean footwear/ shoes</td> <td>Formals/suit/blazer/ Indian jacket. They may wear tie on the formal shirt while performing official duties representing the Bank elsewhere. They shall always wear clean shoes.</td> </tr> <tr> <td>Other staff members working at branches/ administrative units other than those provided with livery</td> <td>Formal Indian or Western attire with clean footwear/ shoes</td> <td>Formal shirt and trouser and clean shoes/ footwear. Branch Heads/ Section Heads may consider wearing tie while performing the official duty or when the situation warrants. They shall always wear clean shoes.</td> </tr> </tbody> </table> | | Female staff | Male staff | Executives - Scale-IV and above | Formal Indian or Western attire with clean footwear/ shoes | Formals/suit/blazer/ Indian jacket. They may wear tie on the formal shirt while performing official duties representing the Bank elsewhere. They shall always wear clean shoes. | Other staff members working at branches/ administrative units other than those provided with livery | Formal Indian or Western attire with clean footwear/ shoes | Formal shirt and trouser and clean shoes/ footwear. Branch Heads/ Section Heads may consider wearing tie while performing the official duty or when the situation warrants. They shall always wear clean shoes. |
| | Female staff | Male staff | | | | | | | | | |
| Executives - Scale-IV and above | Formal Indian or Western attire with clean footwear/ shoes | Formals/suit/blazer/ Indian jacket. They may wear tie on the formal shirt while performing official duties representing the Bank elsewhere. They shall always wear clean shoes. | | | | | | | | | |
| Other staff members working at branches/ administrative units other than those provided with livery | Formal Indian or Western attire with clean footwear/ shoes | Formal shirt and trouser and clean shoes/ footwear. Branch Heads/ Section Heads may consider wearing tie while performing the official duty or when the situation warrants. They shall always wear clean shoes. | | | | | | | | | |
| 85. | POLICY ON STAFF ACCOUNTABILITY – AMENDMENT. Gist of Authority | | | | | | | | | | |
| | Category | Authorities to order for investigation | | | | | | | | | |
| | Borrowal account Upto Rs. 10.00 lac upon slipping to NPA. | Deputy General Manager of the Circle | | | | | | | | | |
| | Borrowal account /per party Rs 10.00 lac & above upto Rs. 1.00 Crore upon slipping to NPA. | Circle Head | | | | | | | | | |
| | NPA above Rs 1.00 Crore in individual account/per party | Circle Head | | | | | | | | | |
| 94. | Incentive Scheme for Capacity Building for Officers and Clerical employees. To begin with, acquiring of a certificate course is mandatory in the following areas: | | | | | | | | | | |
| | 1 | Treasury Operations | Dealers, Mid-office operations | | | | | | | | |
| | 2 | Risk Management | Credit Risk, Market Risk, Operational Risk, Enterprisewide Risk (EWIRM), Information Security, Liquidity Risk | | | | | | | | |
| | 3 | Accounting | Preparation of financial results, audit function | | | | | | | | |
| | 4 | Credit Management | Credit appraisal, rating, monitoring, credit administration | | | | | | | | |
| 12 8. | THE POLICY ON MANDATORY LEAVE & AWAY FROM DESK. The guidelines of "Mandatory Leave" shall also be applicable to Officer/ Manager/ Senior Manager at Foreign Departments/ all other staff members who are handling SWIFT/ Forex transactions at ID, FDs, and Designated Branches. | | | | | | | | | | |

| | |
|----------|---|
| 13 7. | BLOCKING STAFF LOANS AND SELECT RETAIL LOANS FROM OPENING THROUGH LNO57. |
| 26 0. | RULES FOR THE POSTINGS COVERED UNDER "MANDATORY LEAVE". THE POSITIONS/ POSTS COVERED UNDER 'MANDATORY LEAVE': THE POSITIONS/ POSTS COVERED UNDER 'BE AWAY FROM DESK': a. All Probationary officers who do not have sufficient leave of 10 days to their credit. b. Clerical cadre employees holding second set of double lock keys in Branches. c. Any other position considered to be highly sensitive by the Bank. |
| 26 5. | PENSION OPTION TO NON-OPTEE EMPLOYEES / OFFICERS WHO WERE IN THE : Services of the bank prior to 29.09.1995 and continued thereafter and were exited from the services of the bank on account of punishment of compulsory retirement on or before 27.04.2010 and to family of such deceased employees / officers. |
| 28 3. | CONTINUATION OF LOANS / LIABILITIES AFTER CESSATION FROM SERVICES OF THE BANK. It is hereby clarified that continuation of loans/liabilities at concessional rate of interest need not be permitted to employees who have exited from the Bank on "Compulsory Retirement". |

311 IBA GROUP MEDICAL INSURANCE SCHEME FOR EXISTING EMPLOYEES

352 POLICY ON STAFF ACCOUNTABILITY – AMENDMENTS.

Accountability Defined:

Every employee is duty bound to discharge work faithfully in accordance with:

- a. Systems and procedures laid down;
- b. Rules and Regulations in force;
- c. Guidelines whether general or specific; &
- d. To work within the authority delegated or when such authority is exceeded, with the approval of appropriate authority.

Accountability Detection Mechanism:

Accountability can be identified from the following sources:-

- a) Inspection Report of the Branches/ Controlling Offices;
- b) Report of Internal/ External Concurrent Auditors/ Statutory Auditors, RBI Inspectors;
- c) Charge taking report from the new incumbent;
- d) Branch visits/interface Review of NPAs, Inspection Reports, periodical returns, Yearend statements, etc.;
- e) Complaints;
- f) Whistle –blowing;
- g) NF 606-607 submitted by the Branch;
- h) Offsite Transaction Monitoring Reports;
- i) Irregularities on account of warning signal by controlling authorities;
- j) Special Reports;
- k) Any other source.

Areas of Accountability:

Irregularities or lapses may originate from any of the following areas of operation:

- a) Credit Management;
- b) Non-Credit Areas including irregularities/lapses which lead to commission of Frauds and may include theft, embezzlement, cheating/ forgeries, any unauthorized debit & Credit/ violation of guidelines & statutory requirements / wrong usage of Credit Parking GLs or Debit Parking GLs or any other head etc.;

| Category | Authorities to order for investigation |
|---|--|
| Borrowal account UptoRs. 10.00 lac upon slipping to NPA | Deputy General Manager of the Circle |
| Borrowal account /per party Rs 10.00 lac & above uptoRs. 1.00 Crore upon slipping to NPA. | Circle Head |
| NPA above Rs 1.00 Crore in individual account/per party | Circle Head |

For loan accounts where amount sanctioned is Rs.15.00 Crore and above, if the account slips to NPA, the same shall be reported to Vigilance Wing on quarterly basis.

Generally investigation will not be considered/conducted to examine Staff accountability in NPA accounts (other than quick mortality accounts) with aggregate sanctioned limits up to Rs. 10.00 lacs.

No disciplinary proceeding will ordinarily lie against any official for any lapse not detected within two successive internal regular inspection of the same account or 4 (Four) years from the date of event or occurrence of the lapse, whichever, is later.

However, the above time limit will not apply to cases of where the involvement of the employee is identified in:

- a. Frauds.
- b. Cases where malafides are inferable.
- c. Other criminal offences as per the law of the land.

Disciplinary action once decided to be taken, generally to be got completed within a time frame of six months.

| | |
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| | <p>Clearance has to be obtained from Branches/ Offices where the employee was last working for the preceding 4 years of his retirement.</p> <p>FIXING OF STAFF ACCOUNTABILITY FOR RETIRING EMPLOYEES:</p> <p>This clearance has to be obtained by HRM Sections 6 months before the date of superannuation of the employee/s and a Certificate duly signed by the Circle Head is to be sent to Human Resources Wing, Head Office within 15 days of the effective date. Final clearance should be sent 3 months prior to the date of retirement of the employee/s to Human Resources Wing, Head Office.</p> |
| 379 | <p>BRINGING OUTSIDE INFLUENCE IN SERVICE MATTERS.</p> <p>“No Officer employee shall bring or attempt to bring any political or other outside influence to bear upon any superior authority to further his interests in respect of matters pertaining to his service under the Bank”. And the Regulation 24 of the said Regulations provides that:</p> <p>“A breach of any of the provisions of these regulations shall be deemed to constitute misconduct punishable under the Canara Bank (Discipline and Appeal) Regulations, 1976.”</p> <p>Similarly workmen employees are also from time to time instructed not to bring outside influence in service related matter.</p> <p>Despite the above instructions / provisions, it is observed that some of the employees are still bringing outside influence in respect of service matters such as transfer, promotion, foreign postings, disciplinary proceedings etc.</p> <p>We hereby bring to the notice of all employees, both Officers and Workmen, that bringing outside influence on the matters referred above are liable for disciplinary action and necessary remarks will be made in their personal file and service records and such adverse remarks may affect their future promotion/ placement etc. Further, such kind of misconduct will not be tolerated by the Bank under any circumstances and that the Bank will view such instances seriously and take appropriate action as deemed fit against such employees.</p> |
| 389 | <p>TALENT BANK SCHEME.</p> |
| 397 | <p>WHISTLE BLOWER POLICY – AS A TOOL TO PREVENTIVE VIGILANCE.</p> <p>In terms of the policy, the complaint shall be addressed in a closed envelope duly super scribing as “Complaint under the Public Interest Disclosure (PIDPI)” to the Chief Vigilance Officer who is the designated authority.</p> |
| 401 | <p>Encashment of one day’s Privilege Leave of Employees towards Chief Minister’s Distress Relief Fund of Kerala.</p> |
| 403 | <p>Encashment of one day’s Privilege Leave of Employees towards Chief Minister’s Distress Relief Fund of Karnataka and Kerala States.</p> |
| 417 | <p>IBA GROUP MEDICAL INSURANCE SCHEME FOR EXISTING EMPLOYEES.</p> |
| 418 | <p>AkhilBhartiya Hindi NibandhPratiyogita.</p> |
| 421 | <p>IBA GROUP MEDICAL INSURANCE SCHEME : INCLUSION OF EMPLOYEES RETIRED / RETIRING / SPOUSES OF EMPLOYEES WHO DIED, DURING THE CURRENT POLICY OF EMPLOYEES EXPIRING ON 30.09.2018 UNDER RETIREES’ POLICY.</p> |
| 429 | <p>E-Token and Digital Certificate – New guidelines as per MeitY& IDRBT with new application form and check list to be ensured.</p> <p>We enumerate below the salient points with regard to issuance of e-token to our Officer employees, as per the new guidelines :</p> <ol style="list-style-type: none"> Revised new form of application - Annexure I A Subscriber Agreement which has to be signed by the applicant – Annexure I Authorisation letter on Bank’s letter head to be submitted by Forwarding Branch / Office – Annexure I The ID proofs (PAN Card and Employee ID) submission by Superior Authority has been modified - it is sufficient if it is SELF-ATTESTED by Superior Authority However, there is no change in the submission of the ID proofs of the applicant (PAN Card and Aadhaar Card) i.e. ID proofs have to be attested with seal and signature by their respective Superior Authority. <p>Our Bank is procuring e-tokens from the list of vendors empanelled by IDRBT. The same is supplied by us to the requesting applicants of our Bank. Employees are requested to obtain and use only the e-tokens supplied by us and avoid obtaining the same from any external agencies.</p> <p>The email Id for correspondence is hodbsrtgs@canarabank.com. All correspondences with regard to etoken / digital certificates will be done only through demi-official email id (e.g. rajagopals@canarabank.com) of the applicants.</p> <p>The physical applications will be valid for a short period only from the date mentioned (under the Declaration column by the applicant) in the application within which the entire process of obtaining the e-token, acknowledging the receipt of the same, applying Certificate Enrollment Form for Request No. and downloading the certificate by the applicant, etc. has to be completed.</p> <p>For duplicate e-token request, the applicant has to pay a penalty amount of Rs.200/= (Rupees one hundred and</p> |

eighty only) plus GST from his personal account to the credit of their branch / office income account. A confirmation in writing has to reach us along with application containing the full details of penalty made by them for issuance of duplicate e-token.

The e-token / Digital Certificate status can be viewed by the applicants in their HRMS Package → Self Service - > Personal Information -> My Profile -> E-token/DC details. A separate Circular shall be released shortly in detail, in this regard.

For reset of IDRBT password, a format is enclosed as Annexure II to this Circular which shall be made use of. In case of e-token password resetting, the applicants shall take up with concerned TM Sections.

We enclose with this circular, the full set of REVISED NEW application format including Authorization letter on Bank's letter head, Subscriber Agreement as approved by IDRBT and also a revised check list to be compulsorily checked by the respective persons.

Ensure that application set (containing ten pages) reaches us as per our requirement to avoid rejections. Scale I and above staffs are only eligible for obtaining e-token and Digital Certificate. Branches / Offices (specifically HRM Sections / TM Sections) are advised to note the above and guide the branches / offices.

434 Launching of a campaign among our employees to suggest name & Icon design for e-Learning.

Launching of a campaign to suggest name & design of an icon for e-Learning.
A cash incentive of Rs 5000/- each will be awarded to the employee whose suggestions are accepted by the Bank. Campaign results will be announced in Cannaet -STC web site.

451 Employee's loans/Advances- Revision in Rate of Interest.

Now linking of existing employees loan schemes to MCLR, as under:

| S.N | Loan Scheme | ROI (Revised) |
|-----|--|---|
| 1. | Supplemental Housing Loan | One year MCLR + 0.10% |
| 2. | 2/4 wheeler loan to PO | One year MCLR + 0.25% |
| 3. | VSL/OD against approved securities other than our own deposits for both workmen and officers | UptoRs. 5 lakh – 1 yr MCLR + 0.5% Above Rs. 5 lakh – 1 yr MCLR + 1.25% |

Applicable for both fresh loans and existing loans also with effect from 01.10.2018. Henceforth no fresh loans granted to employees shall be linked to Base Rate.

2. The revised slab rate of interest on loans/advances against our term deposits to employees, employees with any of his/her close relatives, spouse of the deceased employee, retired employee who are eligible for preferential ROI are as under:

| Sr. No. | Loan Amount | Slab ROI |
|---------|---|---|
| 1. | For loans uptoRs. 1 lakh | 0.25 % above the interest paid on deposit at the time of acceptance of deposit. |
| 2. | For loans above Rs. 1 lakh uptoRs 5 lakh | 0.50 % above the interest paid on deposit at the time of acceptance of deposit. |
| 3. | For loans above Rs. 5 lakh uptoRs 10 lakh | 1 % above the interest paid on deposit at the time of acceptance of deposit. |
| 4. | For loans/advances above Rs. 10 lakh | As applicable to customers. |

454 GROUP PERSONAL ACCIDENT INSURANCE POLICY FOR EMPLOYEES.

Renewed for a further period of one year from 01.09.2018 to 31.08.2019.

Insurance cover available for Death & Temporary/Partial/Total disability

| Category | For death | | For Temporary/Partial/Total disability | |
|----------------------------|---------------|-----------------|--|-----------------|
| | Rest of India | Jammu & Kashmir | Rest of India | Jammu & Kashmir |
| Sub-staff/PTE | 1,25,000/- | 1,50,000/- | Not applicable | Not applicable |
| Clerks/Special Assistants | 1,50,000/- | 3,00,000/- | - do - | - do - |
| Officers in Scale I | 3,00,000/- | 5,50,000/- | 50,000/- | 1,00,000/- |
| Officers in Scale II & III | 4,00,000/- | | 1,00,000/- | |
| Exes. in Scale-IV and V | 6,00,000/- | 9,50,000/- | 2,00,000/- | 2,00,000/- |
| Exes. In Scale VI & VII | 7,00,000/- | N.A. | | N.A. |

Further, the insurance cover available to Executives / Visiting Executives in respect of Jammu & Kashmir is in addition to the insurance cover available for death for Rest of India and it shall include any type of accidental death as per Group Personal Accident Clause.

However, in case of temporary / partial / total disability suffered in Jammu & Kashmir, the claim will be settled only as per the policy in respect of Jammu & Kashmir.

The insurance cover available to workmen / officer employees for death is for 24 hours i.e. on and off duty. It covers death on account of sustaining any bodily injury resulting solely or directly from accident caused by external, violent and visible means. However, death due to natural causes and suicide are not covered.

| | | | | | | | | |
|--|---|--|--|--|--|---|--|---|
| | <p>In case of officers, in addition to insurance cover for death, all the officer staff are covered for the following additional risks for the injury caused on account of accident:</p> <p>Temporary total disablement: Whenever the injury caused is sole and direct cause of temporary total disablement, then, so long as the insured person shall be totally disabled from engaging in any employment or occupation of any description whatsoever, a sum at the rate of one percent (1%) of the capital sum insured stated in the schedule hereto per week, but in any case not exceeding Rs. 5000/- per week in all, under all personal accident policies covering such insured person. Provided that the compensation payable shall not be for more than 100 weeks in respect of any one injury calculated from the date of commencement of disablement and in no case shall exceed the capital sum insured applicable to such insured person. The weekly benefit as in 2 [a] above shall be claimed if the leave exceeds three days i.e. 4 days and above. In case of death due to accident, the Insurance Company will also pay expenses for shifting the dead body from the place of accident to the place of residence at the rate of 2% of the capital sum insured or Rs.25,000/- whichever is less.</p> <p>For this purpose, the original tickets / receipts / vouchers giving full particulars must be provided. If permanent / partial disability is caused on account of an accident, compensation at different rates is available. The nature of disabilities and the percentage of compensation are furnished in Annexure.</p> | | | | | | | |
| 462 | <p>CHECK-OFF FACILITY EXTENDED TO CANARA BANK WORKERS' ORGANISATION [REGD.] - INCREASE IN THE RATE OF SUBSCRIPTION.</p> <p>1. Non-subordinate staff: Rs.100/- per month. 2. Subordinate staff: Rs. 50/- per month.</p> | | | | | | | |
| 464 | <p>CHECK-OFF FACILITY EXTENDED TO ALL INDIA CANARA BANK SC/ST ASSOCIATION [REGD.] - INCREASE IN THE RATE OF SUBSCRIPTION.</p> <p>Officers and above Rs.80/- SWO/Clerks/ Spl. Asst. Rs.60/- Sub-Staff/ HKP Rs.30/-</p> | | | | | | | |
| 484 | <p>IBA MEDICAL INSURANCE POLICY FOR EXISTING EMPLOYEES – FINAL OPPORTUNITY FOR SUBMISSION OF CLAIMS RELATING TO THE POLICY PERIOD 2017-18</p> | | | | | | | |
| 485 | <p>IBA MEDICAL INSURANCE SCHEME FOR EXISTING EMPLOYEES – RENEWAL OF THE POLICY FOR THE YEAR 2018-19.</p> <p>Room and Boarding expenses as provided by the Hospital/ Nursing Home not exceeding Rs. 4000/- per day or the actual amount whichever is less.</p> <p>All bills/ receipts for purchase of medicines upon which a claim is made shall bear the valid GST Number of the issuer of such bills, receipts etc., and shall be submitted along with prescriptions. This is applicable for both hospitalization and domiciliary claims</p> | | | | | | | |
| 490 | <p>UPDATION OF DEPENDENT DETAILS.</p> | | | | | | | |
| 509 | <p>Renewal of IBA Group Medical Insurance Scheme for Retirees for the year 18-19</p> | | | | | | | |
| 511 | <p>GST PAYABLE ON TRANSFER OF OWNERSHIP OF QUARTERS FURNITURE ITEM TO RETIRED OFFICER EMPLOYEES.</p> <table border="1"> <tr> <td>Case 1: In respect of Officers who are having remaining service of less than 5 years as on 30.06.2013, transfer of furniture / fixtures which have not completed 5 years from the date of purchase, may be permitted on Retirement / Voluntary Retirement / Exit / Compulsory Retirement / Removal / Discharge / Dismissal, by recovering the amount at concessional rate as detailed in page 2 of Cir 609/2013.</td> <td>Since the concessional rate was available to only those Officer employees who retired upto 30.06.2018, such instances may not arise now.</td> </tr> <tr> <td>Case 2: If the furniture/fixtures have completed 5 years from the date of purchase, then the ownership of the furniture / fixtures will be transferred to the ex- officer employee without any recovery (free of cost) and the Book value as on 31st March to be written off from the Bank's record.</td> <td>As per ETT Section, FM & S Wing, the GST needs to be discharged on the amount realized in case of sale of furniture to Ex- Officer Employees. Since no amount is realized in this case, GST need not be discharged.</td> </tr> <tr> <td>Case3: If the furniture/fixtures have not completed 5 years from the date of purchase, then the ownership of the furniture / fixtures will be transferred to the ex- officer employee by recovering the outstanding Book Value as on 31st March of the furniture / fixtures.</td> <td>GST is to be paid on the Book Value as on 31st March of previous Financial Year, which is realized from the Ex – Officer Employee</td> </tr> </table> | | Case 1: In respect of Officers who are having remaining service of less than 5 years as on 30.06.2013, transfer of furniture / fixtures which have not completed 5 years from the date of purchase, may be permitted on Retirement / Voluntary Retirement / Exit / Compulsory Retirement / Removal / Discharge / Dismissal, by recovering the amount at concessional rate as detailed in page 2 of Cir 609/2013. | Since the concessional rate was available to only those Officer employees who retired upto 30.06.2018, such instances may not arise now. | Case 2: If the furniture/fixtures have completed 5 years from the date of purchase, then the ownership of the furniture / fixtures will be transferred to the ex- officer employee without any recovery (free of cost) and the Book value as on 31 st March to be written off from the Bank's record. | As per ETT Section, FM & S Wing, the GST needs to be discharged on the amount realized in case of sale of furniture to Ex- Officer Employees. Since no amount is realized in this case, GST need not be discharged. | Case3: If the furniture/fixtures have not completed 5 years from the date of purchase, then the ownership of the furniture / fixtures will be transferred to the ex- officer employee by recovering the outstanding Book Value as on 31st March of the furniture / fixtures. | GST is to be paid on the Book Value as on 31st March of previous Financial Year, which is realized from the Ex – Officer Employee |
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| 534 | <p>TAKING UP ASSIGNMENT OUTSIDE THE SCOPE OF REGULAR BANK DUTIES – MODIFICATION IN GUIDELINES REGARDING REMUNERATION RECEIVED ON SUCH ASSIGNMENT.</p> <p>If the remuneration from the outside assignment taken during office hours is less than Rs. 4000/- p.a., no amount need be remitted to the bank. If the income from such assignment per annum is more than Rs.4000/-,</p> | | | | | | | |

1/3 amount beyond Rs.4000/- has to be reimbursed to the bank. Further, the amount received beyond Rs. 10,000/- per year is to be reimbursed to the bank in full.

GUIDELINES:

The following guidelines may be followed while dealing with such requests received from the employees: Prior approval should be sought for by the concerned employee from the competent authority in all such cases. While considering the requests, it should be examined whether the concerned employees are likely to involve themselves and the Bank in any controversial matters/issues.

The political situation prevailing in India and other countries, on which the articles may be based, will have to be taken note of to ensure that no inflammatory articles are contributed to by our employees, which may have adverse repercussions or may invite adverse criticism.

The action for which permission is sought for should be such that it is befitting the status of the concerned employee and does not in any way disparage the Bank.

Such activity should not come in way of the efficient performance of the employee's duties in the Bank.

Employees while seeking permission will indicate remuneration/compensation that they expect to receive. It would not adversely affect the Bank's interests.

The contents of the talk, lectures, articles or publication are not objectionable from the Bank's view point and do not result in giving out official information which is of a confidential nature. Permission should not ordinarily be granted to an employee to own or conduct or participate in the editing of any newspaper or periodical publication except when he / she is required to do so on behalf of the Bank.

REMUNERATION:

If the remuneration from the outside assignment taken during office hours is less than Rs. 4000/- p.a., no amount need be remitted to the bank. If the income from such assignment per annum is more than Rs.4000/-, 1/3 amount beyond Rs. 4000/- has to be reimbursed to the bank. Further, the amount received beyond Rs.10,000/- per year is to be reimbursed to the bank in full.

The permission to take up assignments after office hours/holidays will be given on a case to case basis. However, in such cases, normally no reimbursement of honorarium need be made to the bank, unless stipulated.

Total exemption from reimbursement of remuneration received is made in the following cases and nothing need be reimbursed to the Bank.

Assignment/work pertaining to Banking Profession for which specific request has been made by the employees for taking up such assignment/work. Assignments accepted in relation to Banks, like invigilation work at CAIIB examinations or correction of papers thereof. Contributing articles and doing work of a literary/artistic nature as long as such work does not come in way of discharging one's duties in the Bank.

STATEMENT OF INCOME

Every employee who undertakes outside assignment/work shall submit a statement of income received from such work/assignment for the previous year to the respective HRM Section during the first week of January every year.

RADIO BROADCAST – PRESS STATEMENTS

No employee shall in any radio broadcast/TV telecast or in any published document or communication to the press or in public utterance make any statement which has the effect of disparaging the Bank or its management bringing the same into disrepute.

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|-----|---|
| 535 | IBA MEDICAL INSURANCE SCHEME FOR RETIREES – EXTENSION OF DATE FOR SUBMISSION OF OPTION AS PROVIDED BY M/S. UNITED INDIA INSURANCE CO. LTD. |
| 542 | IBA MEDICAL INSURANCE POLICY FOR RETIRED EMPLOYEES / SPOUSES OF THE DECEASED EMPLOYEES – FINAL OPPORTUNITY FOR SUBMISSION OF CLAIMS RELATING TO THE POLICY PERIOD 2017-18 |
| 544 | Enablement of e-token/digital certificate status in HRMS package. |
| 545 | CHECKING LRS LIMIT IN RBI PORTAL BEFORE LOAD/RELOAD OF INTERNATIONAL TRAVEL PREPAID CARDS (ITPC). |
| 546 | <p>Decentralisation of issuance of e-Token and Class 2 type of Digital Certificate – reg. M/s. Institute for Development of Research and Banking Technology (IDRBT) which is the Certifying Authority, have come out with new set of guidelines wherein face to face verification of the applicants is mandatory for Class 2 type of Certificates.</p> <p>Hence, it has been decided to decentralize the issuance of Class 2 type of Certificates to Circle Offices. Registration Authority Office (RAs) is being set up at TM Section of each Circle Office and they will be carrying out the subject issual process for employees under their jurisdiction, which we have been doing hitherto. This decentralization of the issuance of etoken and Class 2 type of Digital Certificate shall be effective from 19th November 2018.</p> <p>Hence, all officer employees are advised to take up with their respective Circle Office for getting e-token and Class 2 type of digital certificates w.e.f. the above date.</p> <p>Applications received till 17th Nov 2018 shall be processed at our end. Employees are requested to correspond from their demi-official email id (e.g. rajagopals@canarabank.com) to the respective email of their Circle which</p> |

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| | <p>has been created afresh for the purpose as furnished in Annexure II.</p> <p>The applicants for Class 2 type of Certificates have to come in person for face to face verification with their respective Circle RAs, after consulting their TM Sections.</p> <p>Scale I and above staff are only eligible for obtaining e-token and Digital Certificate.</p> <p>For IDRBT password reset, a format is annexed to this Circular which shall be made use of by the applicants.</p> <p>Henceforth, applicants have to take up with the concerned TM Sections of Circle Office, for both IDRBT and e-token passwords resetting.</p> <p>Class 3 type of Certificates is NOT decentralized and shall continue to be issued at our end only. In other words, RAs at Circles shall handle only Class 2 Type of certificates.</p> |
| 556 | <p>FORMATION OF ALL INDIA CANARA BANK OBC EMPLOYEES' WELFARE ASSOCIATION [REGD.] – CHECK OFF FACILITY.</p> <p>Officers Rs.50/- Special Assistants & SWOs Rs.20/- Subordinate cadre employees Rs.10/-</p> |
| 572 | <p>Policy on "Use of Social Media/Electronic Media/Internet Blogs etc., by the employees – Do's and Don'ts "</p> |
| 573 | <p>WHISTLE BLOWER POLICY - REPORTING IRREGULAR PRACTICES IN ANY OPERATIONAL AREAS INCLUDING FRAUDS & MALPRACTICES AT BRANCHES/ OFFICES - BASED ON "PUBLIC INTEREST DISCLOSURES & PROTECTION OF INFORMER (PIDPI) RESOLUTION".</p> <p>"Whistle Blower Policy" is reviewed and adopted for the financial year 2019-20 without any changes, with the permission of the Board of Directors.</p> |
| 575 | <p>IBA MEDICAL INSURANCE SCHEME FOR RETIREES – EXTENSION OF DATE FOR SUBMISSION OF OPTION AS PROVIDED BY M/S. UNITED INDIA INSURANCE CO. LTD.</p> |
| 582 | <p>THE POLICY ON MANDATORY LEAVE & AWAY FROM DESK.</p> <p>"Policy on Mandatory Leave & Away from Desk" is reviewed and adopted for the financial year 2019-20 without any changes, with the permission of the Board.</p> |
| 583 | <p>TRANSPARENCY IN DECISION MAKING – FORMULATING GUIDELINES WITH RESPECT TO ORAL INSTRUCTIONS GIVEN BY HIGHER OFFICIALS.</p> <p>The policy guidelines with respect to Oral Instructions given by Higher Officials to bring transparency in decision making are reiterated as under:</p> <ol style="list-style-type: none"> 1. Generally where an officer is giving instruction for taking action in any case in respect of matters on which he or his subordinate has power to decide, he shall ordinarily do so in writing and refrain from giving any oral instructions. 2. An officer shall, in the performance of his official duties, or in the exercise of the powers conferred on him, act in his best judgment except when he is acting under the lawful direct written instructions of an official superior to him. He shall obtain the directions in writing before carrying out the instructions. 3. The superior authority giving any oral instructions shall confirm the same in writing immediately either himself or through his office quoting the guidelines/ instruction under which he has exercised such power by Fax or e-mail. It shall also be obligatory on the part of official who receives such oral instruction to act on such oral instructions only after receipt of confirmation supporting the instructions in writing through e-Mail or Fax. Employees are requested to scrupulously follow the above guidelines. |
| 584 | <p>BANK'S POLICY REGARDING ENGAGING THE SERVICES OF ITS RETIRED OFFICERS (EROs) FOR ASSISTING IN INTERNAL AUDIT FOR THE YEAR 2019-20 (Version 3.0)</p> |
| 586 | <p>IBA GROUP MEDICAL INSURANCE SCHEME FOR RETIREES / SPOUSES OF THE DECEASED EMPLOYEES - RENEWAL OF THE POLICY VALID UP TO 31.10.2019.</p> |
| 587 | <p>Employees' Housing Loan (EHL) Scheme of the Bank -Modification in the Powers with the sanctioning authority.</p> <p>Respective sanctioning authority i.e. Divisional Manager, Circle Office is delegated with powers for permitting the exceptions in respect of Employees' Housing loans.</p> |
| 598 | <p>Performance Appraisal Report (PAR) of Workmen –Online through HRMS Package.</p> |
| 616/ 18 | <p>SUBJECT: AVAILING LEAVE FOR PREPARATION TO UNDERGO THE PROMOTION PROCESS</p> <p>vide our Memo 70/2018 dated 13.12.2018 & 73/2018 dated 17.12.2018 initiated the promotion process to MMG Scale II, MMG Scale III, SMG Scale IV and SMG Scale V for the application as on 01.04.2019 and the written / online test shall be held on 27.01.2019.</p> <p>In this regard, we would like to inform that banking Industry is facing challenging times due to the prevailing economic scenario and it is no exception to our Bank. Realizing the challenges faced by our Bank during the current FY 2018-19, our Bank has unveiled the theme "Saregamapa – Back to Basics", with an aim to revisit the basics of banking to arrive at a right business mix to achieve the lofty goals for our Bank. At this crucial juncture, every employee should contribute for the business growth in H2-FY 19. The twin mantra of ensuring CASA growth and improvement in asset quality shall be the focus area of each one of us for improving the bottom-line of our Bank.</p> |

| 617/ 18 | <p>SUBJECT: RETENTION OF QUARTERS / RESIDENTIAL ACCOMMODATION AFTER RETIREMENT- MODIFICATIONS</p> | | | | | | | | | | | | | | |
|---|---|---------------------|-----------------|---|---|--|---|-----------------|--|--------|--|-----------------|---|----------------------------|--|
| | <p>Hitherto, in respect of Officers who are retiring, retention of Quarters / Residential Accommodation provided by the Bank is permitted subject to a maximum of 2 months after retirement and at the specific request of the Officer. In such cases, so far Bank was not releasing the terminal benefits till the Quarters / Residential Accommodation is vacated. Now, the Board of Directors has permitted to release the terminal benefits to such retirees by retaining six months' rent (calculated at commercial rate) till such time the vacant possession of quarters is handed over and telephone / electricity bills etc. if any are settled. Such Officers shall submit an undertaking to the concerned CO / HO as per Annexure to this Circular. Further, the amount so retained will be released subject to recovery of dues, if any, without any interest.</p> | | | | | | | | | | | | | | |
| 618/ 18 | <p>SUB: SCHEME FOR EXTENDING LEGAL & FINANCIAL SUPPORT TO SERVING/ RETIRED EMPLOYEES & OFFICERS, PRESENT/ PREVIOUS DIRECTORS OF THE BANK AND THEIR FAMILY MEMBERS AGAINST CASES ARISING OUT OF BONAFIDE EXECUTION OF BANK'S WORK DURING THEIR SERVICE PERIOD/ TENURE.</p> | | | | | | | | | | | | | | |
| | <p>With the passage of time and due to changed scenario, it was felt necessary to modify the Scheme for extending legal and financial support to all serving/ retired Employees & Officers, Present/ previous Directors of the Bank and their family members covering also instances where complaints/ prosecutions are launched by Police/ CBI/ CVC and other Governmental Agencies when carrying out their normal duties and bonafide execution of Bank's work during their service period/ tenure in supersession to the existing Scheme for extending legal assistance to Officer Employees of the Bank as per HO Circular 84/2010 dated 05.03.2010.</p> | | | | | | | | | | | | | | |
| 626/ 18 | <p>SUB: Creation of Job Families</p> | | | | | | | | | | | | | | |
| | <p>Talent is today's competitive differentiator. Identifying the diverse skills & competencies in the staff, required to meet an organisation's future needs in critical functional areas, is a part of good succession management. Identifying right people for right positions for conducting business is the need of the day. To ensure that the capital infused to PSBs is effectively utilized towards faster economic growth, the Government of India has devised holistic and wide ranging reforms to be simultaneously implemented in PSBs. Accordingly, the DFS has advised all PSBs regarding the Reforms Agenda for Responsive and Responsible PSBs finalized by the DFS titled "Ease of Access & Service Excellence (EASE)". Among others, Specialization through job families is one of the Action Points: - Appropriately identify and optimally allocate personnel to enable:</p> <p>Accordingly, to have a specific and well defined vision to ensure that each of the critical areas/functions are perpetually manned and maintained by experienced, skillful and well-motivated staff the concept of Job Families is being introduced. A Job Family may be defined as a series of related job roles with progressively higher levels of impact, knowledge, skills, competencies and other factors providing for promotional opportunities over a period of time.</p> <p>Initiative for specialization through Job Families covers all the key areas of talent acquisition within the Bank, retention and development, besides providing a thrust on grooming personnel into specific Job Families, considering the business plans and future challenges.</p> <p>Job Families would give officers an opportunity to self-assess their talent/skill and realize their aspirations of developing expertise of their choice, besides enabling the Bank to have a contingent of skilled workforce to man the critical functional areas.</p> <p>Options are hereby called from all confirmed Officers (excluding Specialists in Scale II & III) from Scale II to Scale V to submit their willingness to be part of the functional groups in their chosen area of interest.</p> <p>Identification of Job Families: The following Ten (10) specific and critical job families are identified. Eligible Officers should mandatorily opt for any 3 Families of their choice in order of priority. The placements may be in both Operational Roles as well as Admin Roles in their choice areas, depending on the administrative/operational exigencies</p> <table border="1" data-bbox="159 1646 1500 2105"> <thead> <tr> <th data-bbox="159 1646 582 1680">Job Families</th> <th data-bbox="582 1646 1500 1680">Coverage</th> </tr> </thead> <tbody> <tr> <td data-bbox="159 1680 582 1780">Agriculture Finance & Financial Inclusion</td> <td data-bbox="582 1680 1500 1780">Agriculture Advances ,Financial Inclusion Initiatives Lead Bank Functions/ RUDSETI</td> </tr> <tr> <td data-bbox="159 1780 582 1881">Business Development/MIS & Support Group</td> <td data-bbox="582 1780 1500 1881">General Administration, Business Analytics / MIS Marketing & Sales, Promotion of Products Social Media Marketing,Third Party Products</td> </tr> <tr> <td data-bbox="159 1881 582 1937">Core Operations</td> <td data-bbox="582 1881 1500 1937">Branches/Regional Offices/Circle Offices Business Strategy & Planning</td> </tr> <tr> <td data-bbox="159 1937 582 2004">Credit</td> <td data-bbox="582 1937 1500 2004">Corporate Advances, MSME Advances, Retail Advances Consortium Advances,</td> </tr> <tr> <td data-bbox="159 2004 582 2072">Human Resources</td> <td data-bbox="582 2004 1500 2072">Human Resource Management, Learning & Development</td> </tr> <tr> <td data-bbox="159 2072 582 2105">. Information Technology &</td> <td data-bbox="582 2072 1500 2105">CBS, Technology Products/Innovations, Card Services, Digital payment</td> </tr> </tbody> </table> | Job Families | Coverage | Agriculture Finance & Financial Inclusion | Agriculture Advances ,Financial Inclusion Initiatives Lead Bank Functions/ RUDSETI | Business Development/MIS & Support Group | General Administration, Business Analytics / MIS Marketing & Sales, Promotion of Products Social Media Marketing,Third Party Products | Core Operations | Branches/Regional Offices/Circle Offices Business Strategy & Planning | Credit | Corporate Advances, MSME Advances, Retail Advances Consortium Advances, | Human Resources | Human Resource Management, Learning & Development | . Information Technology & | CBS, Technology Products/Innovations, Card Services, Digital payment |
| Job Families | Coverage | | | | | | | | | | | | | | |
| Agriculture Finance & Financial Inclusion | Agriculture Advances ,Financial Inclusion Initiatives Lead Bank Functions/ RUDSETI | | | | | | | | | | | | | | |
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| . Information Technology & | CBS, Technology Products/Innovations, Card Services, Digital payment | | | | | | | | | | | | | | |

| | |
|-----------------------------------|--|
| Digital Banking | Platforms, HRMS & Disaster Recovery Management etc. |
| . Inspection / Audit & Compliance | Audit, Inspection & Internal Control Compliance Functions, Risk based Supervision |
| Recovery & NPA Management | NPA / Recovery Management, Fraud Prevention Stressed Asset Management |
| Risk & Monitoring | Risk Management (Including Information Security) Credit Monitoring & Review |
| Treasury & Forex | Forex & International Operations |

CIRCULARS -2019

CIR NO. 9/2019 - Application from Officer employees for Voluntary Retirement/Resignation

The following conditions shall be applicable to both Voluntary Retirement and Resignation :

- The Officer employees desirous of seeking Voluntary Retirement/Resignation should give advance notice of not less than 3 months to the Competent Authority.
- No Chargesheet/Vigilance/CBI case etc, should be pending or contemplated against the Officer employees.
- If any Chargesheet issued by the Bank is pending for misconduct or contemplated or explanation has been called for, for any irregularity, request for Voluntary Retirement/Resignation shall not be entertained till the enquiry into the matter is completed and decision taken.
- The Scheme is applicable only to those Officer employees who have completed 50 years of age or 20 years of total service as an Officer employee or otherwise, whichever is earlier.
- Encashment of Privilege leave balance as on the date of Voluntary Retirement to the credit of the Officer employee subject to a maximum of 240 days.

COMPETENT AUTHORITY :

| OFFICER EMPLOYEES WHO SEEK VRS | THE COMPETENT AUTHORITY |
|--|--|
| Officer employees in Scale I/II/III and Executives in Scale IV & V | The General Manager, H R Wing, Head Office |
| Executives in Scale VI | The Executive Director |
| Executives in Scale VII | Managing Director & CEO |

CIR NO. 2 /2019 - TA/HA and Special Leave for an Officer Employee acting as Defence Representative in a departmental enquiry-

"Under Regulation 6(7) of Canara Bank Officer Employees' (Discipline & Appeal) Regulations, 1976, an officer employee against whom disciplinary action has been initiated may take the assistance of any other officer employee.

The question of granting TA/HA and Special Leave to Defence Representative has been examined. It has been decided that in the case of an officer acting as Defence Representative for another officer employee, granting of TA/HA and Special Leave will be subject to the condition that the Defence Representative comes from an outstation branch within the same State. In other words, the Defence Representative if he travels beyond the State where he is working/ posted, for the purpose of defending another officer employee, he will not be entitled to TA/HA and Special Leave."

CIR NO. 3 /2019 - Canara Bank Employee Share Purchase Scheme [CanBank-ESPS]. – Need for Updation/Opening of Demat Account by all staff members-

CIR NO. 15/2019 & 24/2019 : SALIENT FEATURES OF CLEAN OD/DPN LOAN FACILITY SCHEME, All employees are eligible, The net take home salary should not be less than 25% of the gross emoluments at the time of sanction after deducting proposed EMI/notional interest per month. Amt- One and half month for every completion of service with Maximum of 15 months gross salary with maximum as under:

| | | New Limits | Old Limits | Enhanced Limits |
|----------------|-----------------|---------------|------------|-----------------|
| Officers | Scale IV to VII | Rs.12.00 lakh | 8.00 lakhs | 4.00 lakhs |
| | Scale I to III | Rs.10.00 lakh | 8.00 lakhs | 2.00 lakhs |
| Workmen | | Rs. 6.00 lakh | 5.00 lakhs | 1.00 lakhs |
| Sub-staff/PTEs | | Rs. 3.00 lakh | 2.50 lakhs | 0.50 lakhs |

Employee under probation :

| | |
|-------------------|---------------|
| Officers/Managers | Rs. 1.00 lakh |
| Clerk/Sub-staff | Rs. 0.50 lakh |

Rate of Interest @8% compounded Monthly. DPN to be repaid with 120 EMI. OD tenability –Two years & DPN tenability -10 Years. **Sanctioning Authority:-**DM (CO) for all categories of employees. However, a sanctioning authority shall not sanction clean OD/DPN to himself / herself and such proposals are to be placed before the next higher authority. **Other Conditions**

- If an employee closes DPN/OD account and seeks further DPN/OD loan at a later date again, the same can be permitted. However, there must be at least two years gap from the date of previous availment.
- In case, employee has secured OD at the time of applying for Clean OD, the same can be continued

subject to the condition that Standing Instruction for recovery of interest, as and when due, in respect of Secured OD from the salary credit account is obtained and effected in CBS.

If an employee closes DPN/ OD account and seeks further DPN/ OD loan at a later date again, the same can be permitted.

However, there must be at least one year gap from the date of previous availment. OD against Deposit of our Bank can be permitted to continue. c. Employee can have any number of DPN accounts at any given point of time

d. Total limit of DPN & OD should not be more than eligible amount.

e. If earlier OD limit is availed partially, can the earlier limit be availed fully now along with the enhanced OD limit. Yes, but OD limit and DPN limit put together should not exceed the total limit .The following will be the total OD limit (earlier OD limit and enhanced OD limit) one can avail :

| | |
|-----------------|--------------|
| Scale IV to VII | Rs.6.50 lakh |
| Scale I to III | Rs.4.50 lakh |
| Workmen | Rs.3.00 lakh |
| Substaff/ PTEs | Rs.1.75 lakh |

Ques.- If an Officer (Sc-I to Sc-III) has availed Rs.5 lakh DPN, what amount can he avail now- Ans. -Revised Limit for Officer (Sc-I to Sc-III) is Rs.10 lakh. Option 1 : He/She can avail Rs.2 lakh as OD and Rs.3 lakh as New DPN Or Option 2 : He/She can avail Rs.5 lakh as New DPN

Ques - If an Officer (Sc-IV to Sc-VII) has not availed any DPN or OD, what amount can he/ she avail now.

Ans.- Revised Limit for Officer (Sc-IV to Sc-VII) is Rs.12 lakh

Option 1 :He/She can avail Rs.4 lakh as OD and Rs.8 lakh as DPN Or Option 2 : He/She can avail Rs.12 lakh as DPN

MEMO 29-2018 : Annual Performance Appraisal (APA) System reporting year 2018-19 – Fixing KRAs/GOAL SETTING to Officers in Scale I to Scale VII. Adhering to time-norms with regard to Fixing KRAs/Goal Setting as per APA process for the reporting year 2018-19.The Performance Appraisal System for Officers is in vogue since 1986. In order to bring about greater objectivity & fairness in ratings and based on the uniform Performance Appraisal System for all Public Sector Banks advised by Ministry of Finance, Government of India, the Annual Performance Appraisal System (APAS) for Officers in Scale I to VII has since been modified. However, the basic objectives of the Appraisal System remain the same.

MEMO 39/2018 : BONUS FOR THE ACCOUNTING YEAR 2017-18.

Bonus to be paid at 8.33% of the salary or wage paid for the period from 01.04.2017 to 31.03.2018. 2. Employees drawing salary exceeding to Rs.21,000/- per month are not eligible for bonus. In respect of employees drawing salary of Rs.21,000/- per month and less, but above Rs.7,000/- per month, the Bonus payment would be made as if the salary is only Rs.7,000/- per month. 3. The Maximum Bonus payable at the rate of 8.33% is Rs.7000/-only. The Bonus is payable at 8.33% as stated above of the salary/wages defined above or Rs.100/-, whichever is higher. 4. Bonus is to be disbursed on 20.07.2018. 5. Branches/ Office having holiday on 20.07.2018 may disburse the Bonus to eligible employees on immediate next working day. 6. Details of Bonus disbursed shall be sent to concerned HRM Section, Circle Office immediately on disbursement within a week. 7. HRM Sections are required to consolidate the details of bonus paid from all the branches/offices of their jurisdiction and submit a consolidated statement to HOSA Section, HR Wing, Head Office, Bengaluru, within a month. 8. Full particulars are to be entered in the Bonus Paid Register in Form "C" including Column 10A i.e., amount of Income Tax deducted as per Payment of Bonus Rules, 1975 and signature of the eligible employees are to be obtained. 9. The branches/offices may note that non-maintenance or improper maintenance of form "C" (Bonus Paid Register) is pointed out as an irregularity by the Labour Enforcement Authorities and hence the same shall be maintained properly without fail. 10. Annual Return in Form "D" is to be filed with the concerned Labour Authorities as soon as it is received from the HOSA Section, H R Wing, Head Office or HRM Sections. 11. Failure to submit the Return is termed as an irregularity by the Labour Enforcement Authorities and is liable for punishment as per the Payment of Bonus Act, 1965. 12. The General Charges Heads for payment of Bonus under CBS system is as under: GC Code in CBS system Name of the Head 420010430 GC-Bonus - To Substaff 420010420 GC-Bonus – To Clerical Staff, 420010410 GC-Bonus – To Officers

SPL COMM 77/2018 - Vigilance Awareness Week 2018 – Essay Competition - As per directives of Central Vigilance Commission (CVC), this year, our Bank shall be observing Vigilance Awareness Week from 29.10.2018 to 03.11.2018 on the theme, "Eradicate Corruption – Build a New India".

SPL COMM 88 /2018 : IRDAI / NISM CERTIFICATION -

We had, vide H O Cir. 527/2018 dated 31.10.2018, detailed out the need and steps involved in IRDAI and NISM certification. IRDAI/NISM certification has also been included in the list of approved courses under "Capacity Building" detailed in Ho Cir. 94/2018 dated 19.02.2018. The certification further improves the capacity of the employee by way of acquiring an additional qualification. All our staff members are aware that IRDAI certification of an employee is a prerequisite for sourcing insurance business and hence one shall not be eligible to qualify for the campaigns run by our Bank for relevant associate partner business. Considering the above provisions and regulatory requirement of carrying out insurance business as a corporate agent by our Bank, it has been decided by the Bank to absorb the cost of certification of our employees for the **FIRST ATTEMPT**.

SPL COMM: 03/2019 & 6/19 Canara Bank Employee Share Purchase Scheme – Need for Updation/Opening of

Demat Account by all staff members. "Canara Bank Employee Share Purchase Scheme" [CanBank-ESPS]. DIT Wing has operationalised the functionality for demat opening and put to Live environment. The same can be accessed under SAS - . General - > Demat Account Opening portal.

SPL COMM: 4/2019 Renewal of Certificate of Registration of Specified Persons (SPs)

As per existing guidelines in force issued by the regulator IRDAI : Certificate of Registration of SPs is valid for 3 years & should be renewed before the due date (On-going process) No Examination required during renewal Fee for renewal absorbed by the bank

4. GENERAL ADVANCES

| 34. | <p>Guidelines on Joint Lenders Forum- Empowering Executives for implementing JLF decision. The Competent Authority has empowered the Credit Approval Committee of the Board for conveying our In-principle Approval or otherwise in the JLF meetings and to take up subsequently for regular sanction if required with the respective Sanctioning Authorities. Such JLF meetings are to be attended by GMs of the Circle Office or Head of the PCBs with required mandate after obtaining in-principle approval for the agenda from Credit Approval Committee of the Board.</p> | | | | | | | | | | | | | | | | | | | | | | | | |
|------|--|---------------------|-----------------------|---------------------|-----------------------|--|--|--------------------|---------------------|---|--------------|--|--|----|------------------|--|--|---|----|----|----|-----|-----------|---|---|
| 161. | <p>ADHOC CREDIT FACILITY. MODIFICATION IN DELEGATION OF POWERS FOR PERMITTING ADHOC CREDIT FACILITY. Now, the above guidelines have been reviewed and modified as under:</p> <ol style="list-style-type: none"> 1. In case of Branch sanction, Adhoc Credit Facility may be permitted by RO-Head-CAC upto the delegated power for Adhoc Credit Facility. 2. Other than Branch sanction, Adhoc Credit Facility may be permitted by the respective sanctioning authority, who have sanctioned the credit facility upto the delegated power for Adhoc Credit Facility, not below the rank of RO-Head-CAC. 3. Adhoc Credit Facility may be permitted in Restructured accounts on a case to case basis with proper justification and the same shall be permitted by the next higher Authority not below the rank of Circle- Head-CAC (GM-CO-CAC/DGM-CO-CAC). 4. In case of MC power accounts Adhoc Credit Facility may be permitted by CAC of the Board. <p>Reporting of Adhoc Credit Facility permissions: 1. In case of Adhoc Credit Facility permitted by RO-Head-CAC a monthly report shall be submitted to CO for review. 2. In case of Adhoc Credit Facility permitted by CO-CAC, other than Circle Head-CAC, a monthly report shall be submitted to Circle Head for review. 3. In case of Adhoc Credit Facility permitted by CO-Head-CAC, the same shall be submitted to Credit Administration & Monitoring Wing, HO for review.</p> <p>Branches/Offices to adhere to all other guidelines regarding Adhoc Credit Facility which remain unchanged.</p> | | | | | | | | | | | | | | | | | | | | | | | | |
| 162. | <p>Credit Information Companies (CICs) – modification in existing guidelines - Consolidated guidelines in respect of obtention of the Credit Information Report (CIR) and delegation of Powers for Consumer Segment. Credit Information Companies- Bank has been using the services of "Credit Information Companies" for drawing of Credit Information Reports (CIRs) under Consumer and Commercial segments and also submitting the data to them. Under the present regulation, the information is shared with following Companies :</p> <ol style="list-style-type: none"> (i) M/s. Transunion CIBIL Limited, (ii) M/s. Experian Credit Information Company India Private Ltd. (ECICI) (iii) M/s. Equifax Credit Information Services Private Ltd. (ECIS) (iv) M/s. CRIF High Mark Credit Information Services Pvt. Ltd. (CHMCIS). <p>Credit Information Report (CIR) CICs have categorized the credit information under two groups: Consumer Accounts-Borrowal accounts in the name of Individuals Commercial Accounts- Borrowal accounts of other than Individuals Credit reports under Consumer Segment are available in following variants: Applicability: Applicability of drawing Credit Information Report (CIR) to loan accounts are as under:</p> <ol style="list-style-type: none"> a. In case of Commercial accounts, obtention of Credit Information Report (CIR) shall be mandatory. b. In case of Consumer accounts also, obtention of CIR shall be mandatory except the following. Loans against our Own Deposits Staff loans c. Criteria for drawing CIR from multiple Credit Information Companies (CICs) for consumer segment are as under: <table border="1" data-bbox="279 1792 1236 2060"> <thead> <tr> <th>SL</th> <th>Particulars</th> <th>Report from one CIC</th> <th>Reports from two CICs</th> </tr> <tr> <td></td> <td></td> <th>Limit upto (Lakhs)</th> <th>Limit above (Lakhs)</th> </tr> </thead> <tbody> <tr> <td>I</td> <td>Secured Loan</td> <td></td> <td></td> </tr> <tr> <td>a.</td> <td>Personal Segment</td> <td></td> <td></td> </tr> <tr> <td>i</td> <td>HL</td> <td>10</td> <td>10</td> </tr> <tr> <td>ii.</td> <td>Car Loans</td> <td>5</td> <td>5</td> </tr> </tbody> </table> | SL | Particulars | Report from one CIC | Reports from two CICs | | | Limit upto (Lakhs) | Limit above (Lakhs) | I | Secured Loan | | | a. | Personal Segment | | | i | HL | 10 | 10 | ii. | Car Loans | 5 | 5 |
| SL | Particulars | Report from one CIC | Reports from two CICs | | | | | | | | | | | | | | | | | | | | | | |
| | | Limit upto (Lakhs) | Limit above (Lakhs) | | | | | | | | | | | | | | | | | | | | | | |
| I | Secured Loan | | | | | | | | | | | | | | | | | | | | | | | | |
| a. | Personal Segment | | | | | | | | | | | | | | | | | | | | | | | | |
| i | HL | 10 | 10 | | | | | | | | | | | | | | | | | | | | | | |
| ii. | Car Loans | 5 | 5 | | | | | | | | | | | | | | | | | | | | | | |

| | | | |
|------|--------------------------------------|----|----|
| iii. | All other secured loans including EL | 5 | 5 |
| b. | MSME Segment | 10 | 10 |
| c. | Agri Segment | 3 | 3 |
| d. | All other loans | 10 | 10 |
| | | | |
| II | Unsecured Loans | | |
| a. | Personal segment | | |
| i. | Personal Loan | 1 | 1 |
| ii. | Education loans | 4 | 4 |
| iii. | All other loans | 3 | 3 |
| b. | MSME segment | 2 | 2 |
| c. | Agri. segment | 1 | 1 |
| d. | All other loans | 5 | 5 |

i) In respect of existing accounts, if the threshold limit as mentioned above is crossed on account of credit proposal on hand, the CIR shall be obtained as per guidelines.

ii) Wherever the two CIRs are to be obtained, Branches / Offices shall be free to obtain the report from ANY of the CICs. iii) Branches / Offices shall consider the score of ANY of the Two CICs (wherever applicable) for the purpose of reckoning the delegation; lower of the two risk grades shall be considered.

NOTE: Risk Grade shall be based on THREE DIGIT CREDIT SCORE of any Bureau and shall be based on the table below.

| Risk Grade | Risk Description w.r.t timely repayment of Loan | TransUnion CIBIL | CRIF | Equifax | Experian |
|------------|---|------------------|---------|---------|----------|
| CS1 | Low Risk | 900-825 | 900-784 | 900-724 | 900-850 |
| CS2 | Fair Risk | 824-775 | 783-757 | 723-676 | 849-800 |
| CS3 | Normal Risk | 774-750 | 756-720 | 675-654 | 799-775 |
| CS4 | Moderate Risk | 749-700 | 719-702 | 653-615 | 774-750 |
| CS5 | High Risk | 699-300 | 701-300 | 614-300 | 749-300 |

In case of new borrowers / sanction of fresh/additional limits including enhancement, by branches/offices, as under :

| Risk Grade | Risk Description | Sanctioning authority |
|------------|------------------|--|
| CS 1 | Low Risk | Respective Sanctioning Authority including authorities at ROs |
| CS 2 | Fair Risk | |
| CS 3 | Normal Risk | |
| CS 4 | Moderate Risk | Up to Delegated Power of AGM –RO –CAC (other than Regional head CAC) : Next Higher Authority. Regional Head CAC can consider proposal up to its delegated Power. Up to Delegated Power of DGM –CO –CAC (other than Circle head CAC) : Next Higher Authority. Circle Head CAC & Above Authorities: Respective Sanctioning Authority. |
| CS 5 | High Risk | Circle Head CAC & Above Authorities, subject to ensuring suitable risk mitigants are in place. |

In respect of the following cases, the concerned Sanctioning Authority can sanction proposals irrespective of Risk Grade. - Renewal of existing facilities, Government Sponsored Schemes with aggregate loan quantum up to Rs.2 lakh to a borrower,- DRI loans,- CANARA Pension,Gold Loans,Agri-Loans upto and including Rs.3 lakh in aggregate to a borrower / individual, Fully Secured Loans (by Tangible Security) upto and including Rs.2 lakh under Non-priority Sector in aggregate to a borrower / individual, Education Loans.

166. ACCOUNTS SUFFERING QUICK MORTALITY-REVISED GUIDELINES.
All Loan Accounts of borrowers where the aggregate liability is Rs.15.00 lakhs and above, becoming NPAs within a period of 12 months from the date of FIRST DISBURSEMENT in respect of loans/limits sanctioned to the concerned borrowers for the first time shall be henceforth defined as suffering QUICK MORTALITY.

232. Delegation of Powers-Modification.

239. CREDIT INFORMATION COMPANIES (CICs) – COLLECTION OF CREDIT INFORMATION REPORT (CIR) CHARGES:

| SL No | Credit Information Company | Applicable Charges |
|-------|---|---|
| | Trans-Union CIBIL Ltd | Rs.500 + GST |
| | CRIF High Mark Credit Information Services Pvt. Ltd. (CHMCIS) | Rs.300 + GST (without Commercial Score) |
| | | Rs.325 + GST (with Commercial Score) |
| | Experian Credit Information Company India Private Ltd. (ECICI), | Rs.25 Rs.250 + GST (without Commercial Score)0 + GST (without Commercial Score) |
| | | Rs.300 + GST (with Commercial Score) |

263. Credit Information Companies (CICs) – Modification in existing guidelines / Delegation for sanction of loans under Consumer Segment.

CIR score linked risk grade has now been reduced to 4 instead of 5 at present. Details of the same areas under:

| Risk Grade | CIBIL | CRIF | Equifax | Experian | Risk Description |
|------------|---------|---------|----------|----------|------------------|
| CS:1 | 900-750 | 900-720 | 900- 654 | 900-775 | Low Risk |
| CS:2 | 749-700 | 719-702 | 653 -615 | 774-750 | Normal Risk |
| CS:3 | 699-600 | 701-632 | 614-553 | 749-700 | Moderate Risk |
| CS:4 | 599-300 | 631-300 | 552-300 | 699-300 | High Risk |

Delegation of sanction of Credit: Delegation of powers with 4 tier structure for sanctioning of loans under consumer segment (based on the Risk Grade assigned on the basis of bad rate of each bureau) in case of new borrowers / sanction of fresh/additional limits including enhancement, by branches/offices, as under :

| Risk Grade | Risk Description | Sanctioning Authority |
|------------|------------------|--|
| CS-1 | Low Risk | Respective Sanctioning Authority, including authorities at ROs / COs / HO |
| CS-2 | Normal Risk | |
| CS-3 | Moderate Risk | a. In case of proposals falling under the power of RAH Head and Branch Head (where branch is not linked to RAH) can permit up to 75% of their delegated power in respect of Housing Loan and Canara Rent loan. All other loan products up to delegated power of AGM-RO-CAC (other than Regional Head CAC): Next Higher Authority. b. Regional Head CAC can consider proposal up to its delegated power c. Up to delegated power of AGM-CO-CAC (other than Circle Head CAC): Next Higher Authority. d. DGM-CO-CAC & above authorities: Respective Sanctioning Authority. |
| CS-4 | High Risk | DGM-CO-CAC & above authorities, subject to ensuring suitable risk mitigants are in place. |

269. EXTENDING OF INTERCORPORATE GUARANTEES / SECURITIES BY COMPANIES PERMITTED IN ALL SITUATIONS UNDER NEW SECTION 185 OF COMPANIES ACT, 2013.

OTHER MISC LESS IMP. CIR NOT FOR STUDY : 15,16,43,69,105,117,139,144,255,256,341

293 EDUCATIONAL LOAN SCHEME FOR PROSPECTIVE JMG SCALE I OFFICERS OF OUR BANK WHO UNDERTAKE SPECIALLY DESIGNED TRAINING COURSE (Post Graduate Diploma in Banking and Finance (PGDBF) of one year duration).

Product code for the subject scheme is same as that of IBA model education loan scheme i.e., 651. New Scheme code 60630 – EL-PROSPECTV JMG-I OFF-OUR BK is enabled under BAM83 option in CBS for Subject Education Loan Scheme. New Schedule code 2015-HOL-EMI EL JMG-I OFFI-OUR BK is enabled under LN057 option in CBS for Subject Education Loan Scheme. The loans sanctioned under this scheme are eligible for CGFSEL coverage as per extant guidelines. This circular supersedes all the guidelines issued vide HO circular 268/2018 dated 15.05.2018. Our Bank has tied up with following two training Institutes for the said course;

- Manipal Global Education Services Pvt. Ltd.
- NITTE Education International Pvt. Ltd.

The process of selection of candidates shall be as follows:

- Calling applications through IBPS.
- Test conducted by IBPS.
- Group Discussion/Interview conducted by the Bank.
- Selected candidates shall be offered to join the course at any of the above Institutes to which they are allotted by the Bank.

In view of the above, Bank has come up with an Education Loan Scheme to finance those prospective PO's who have got selected to the exclusive one year training course leading to PGDBF.

295 RESOLUTION OF STRESSED ASSETS – REVISED FRAMEWORK.

Considering the past rating experience of the CRAs, it has been decided by RBI that the size of the ICE assignments each CRA authorized for the purpose can undertake shall be as under :

| Credit Rating Agency | Maximum size of the residual debt under |
|----------------------|---|
| | |

| | | |
|------------|--|-----------------------------------|
| | | the RP for accepting ICE mandate. |
| | Brickwork Ratings India Pvt. Limited (Brickwork) | No Limit |
| | CARE Ratings Limited | No Limit |
| | CRISIL Limited | No Limit |
| | ICRA Limited | No Limit |
| | India Ratings and Research Private Limited (India Ratings) | No Limit |
| | SMERA Ratings Limited (SMERA). | Rs. 2000 crore |
| | <p>RBI has further notified that</p> <p>(a) CRAs shall be ineligible to accept ICE mandate for RP of a borrower entity in default if the Bank credit facilities of the borrower entity carried an investment grade rating (i.e. BBB-or better) from the particular CRA at any time during a period of one year prior to :</p> <p>(i) The reference date (i.e. March 1, 2018), if the entity was in default as on this date, or</p> <p>(ii) The date of default occurring after the reference date that triggered the RP.</p> <p>(b) The mandate for CRA with regard to ICE shall be restricted to providing the ICE for the residual debt under the resolution plan submitted by the Bank. The CRA or its group entities shall not take part in the formulation or re-formulation of the resolution plan, or any other such advisory roles in this context.</p> <p>The above authorization by the Reserve Bank of India shall be valid for a period of three years from 21st May 2018, subject to annual reviews.</p> | |
| 305 | RATES OF INTEREST ON RUPEE LOANS AND ADVANCES - MCLR OF THE BANK W.E.F. 7TH JUNE 2018. | |
| 306 | <p>NF 998: Application Form for Loans to Micro, Small & Medium Enterprises (MSMEs)-Inclusion of additional parameter on ZED rating.</p> <p>1. ZED (Zero Defect & Zero Effect) Rating for MSMEs has been evolved to upgrade the quality standards in the Manufacturing units with zero defects which will have zero effect on the ecosystem resulting in world class products.</p> <p>2. Need for incorporating additional parameter on ZED Rating of MSME Units with the type of gradation, in NF 998.</p> <p>Implementing Agencies: QCI (Quality Council of India), National Productivity Council (NPC), Industry Chambers like CII, FICCI and ASSOCHAM, MSME-Development Institute, MSME Technology Centres, Industry Associations, BEE etc. Final Certificate will be issued by QCI after reviewing the site assessment report.</p> <p>4. Procedure for obtaining ZED Rating: MSME units need to apply first Online Self-Assessment through the Website www.zed.org.in and register their details.</p> | |
| 307 | <p>MAINTENANCE OF BANK GUARANTEES IN CBS – FCC PACKAGE.</p> <p>Branches are advised to refrain from opening BG's in manual mode and compulsorily ensure that they are opened only in FCC.</p> <p>Branches may utilize the services of TM Section of the Circle in the event of necessity.</p> <p>Further, Branches are also advised to ensure the following points: All new Bank Guarantees issued should be entered/ opened in the FCC Module of CBS on the date of opening itself.</p> <p>Expired Bank Guarantee Limits/Letter of Credit and Expired Forward Contracts are properly closed in the system.</p> | |
| 310 | INCORPORATION OF CLAUSES IN LOAN / GUARANTEE / SECURITY AGREEMENTS GIVING CONSENT FOR SUBMITTING AND AUTHENTICATION OF FINANCIAL INFORMATION TO INFORMATION UTILITIES. | |
| 313 | CONTINUATION OF LOAN SCHEME "CANARA MSE UNNATI" FOR FINANCING MICRO & SMALL ENTERPRISES (MSE)-WITH MODIFICATIONS. Scheme is extended for Seven months from 01.04.2018 to 31.10.2018. | |
| 315 | <p>Services availed from third parties– CGTMSE & Other Guarantee fees like CGFMU/ CGSSI of NCGTC etc. - Routing the fees through the Books of the Bank to comply with the provisions of Goods and Services Tax Act, 2017 (GST) w.e.f 1st June 2018.</p> <p>1. All transactions with regard to Annual Guarantee Fees (AGF) /Annual Service Fees (ASF)to be routed through specified GLs w.e.f 1st June 2018</p> <p>2. Creation of 3 new GLs w.e.f 1st June 2018.</p> <p>New GL heads created:</p> <p>a. Commission IGL – COMM-CGTMSE / Other Guarantee Fee GST IGL-320020896</p> <p>b. Commission - COMM-CGTMSE /Other Guarantee Fee GL- 320020328</p> <p>c. General Charges – GC-CGTMSE / Other Guarantee Fee GL- 420020328</p> | |
| 327 | Modifications in Existing Guidelines on linking of Applicable Rate of Interest to Risk Grades for Retail Loan Products i.e., Canara Vehicle Loan. | |

- a. Credit Risk Grades based on the Credit Risk Score of various credit information Companies (CICs) have been realigned and accordingly, the Risk Grades now stands reduced to "Four" instead of the earlier "Five" i.e., CS:1 TO CS:4 instead of CS:1 TO CS:5".
- b. Delegation of Powers based on the Credit Risk Grade has been modified for RAH Head and Branch Head (where the branch is not linked to RAH) for considering proposals under Housing Loans and Canara Rent, where the Risk Grade is 'Moderate Risk'.
- c. Variation in Risk Grade of applicant and Co-obligant has been redefined to reflect the actual overall risk grade at the time of considering the proposal.

The ROI for Retail Loan Products which are linked to risk grade i.e., Canara Vehicle Loans for

1. Four Wheelers including Agriculturists,
2. Two Wheelers
3. Four Wheelers unrated (Where credit histories are not available)
4. Two wheelers unrated (Where credit histories are not available)

are modified as per the new 4 risk gradations instead of 5 as mentioned here below:

| CANARA VEHICLE LOAN | CIBIL Gradation | Proposed ROI | |
|--|-----------------|--------------|-----------|
| | | Women * | Others |
| FOUR WHEELERS INCLUDING AGRICULTURISTS | Low Risk | MCLR+0.30 | MCLR+0.35 |
| | Normal Risk | MCLR+0.45 | MCLR+0.50 |
| | Moderate Risk | MCLR+0.60 | MCLR+0.70 |
| | High Risk | MCLR+0.85 | MCLR+0.95 |
| CANARA VEHICLE (4 Wheelers) FOR UNRATED i.e., where Credit History is not available | Normal Risk | MCLR+0.45 | MCLR+0.50 |
| CANARA VEHICLE (TWO WHEELERS) | Low Risk | MCLR+3.00 | MCLR+3.05 |
| | Normal Risk | MCLR+3.15 | MCLR+3.20 |
| | Moderate Risk | MCLR+3.30 | MCLR+3.35 |
| | High Risk | MCLR+3.40 | MCLR+3.45 |
| CANARA VEHICLE (2 Wheelers) FOR UNRATED i.e., where Credit History is not available | Normal Risk | MCLR+3.15 | MCLR+3.20 |

- 329** **Priority Sector Advances under Housing Loans- Revision in guidelines on eligibility criteria of housing loans for classification under priority sector.**
Housing loan limits for eligibility under priority sector lending will be revised to **Rs. 35 lakhs in metropolitan centres (with population of ten lakhs and above), and Rs. 25 lakhs in other centres, provided the overall cost of the dwelling unit in the metropolitan centre and at other centres does not exceed Rs. 45 lakhs and Rs. 30 lakhs, respectively.**
Existing family income limit of Rs. 2 lakhs per annum, prescribed under the above said Circular, for loans to housing projects exclusively for the purpose of construction of houses for Economically Weaker Sections (EWS) and Low Income Groups (LIG), is revised to Rs. 3 lakhs per annum for EWS and Rs. 6 lakhs per annum for LIG, in alignment with the income criteria specified under the PradhanMantriAwasYojana.

- 336** **Introduction of restrictions in Restructuring option in CBS.**
Branches are restructuring a large number of agriculture advances on account of various reasons, viz. Natural Calamities, Govt./ RBI Restructuring Scheme, Rectification of Schedule, Extension of Holiday Period etc. using FCR option AL525.
However, the restructuring being done is not in accordance with the laid down guidelines, and this has been adversely commented upon in the Statutory Central Audit of the Bank for the Balance Sheet as at 31 March, 2018.
Hence it has been felt that certain restrictions have to be put in place in order to ensure proper usage of restructuring option for agriculture advances. Accordingly the following modifications have been brought about in AL525 option.
Restructuring/Rephasing option AL525 available to the branches is restricted to view and modify role only with immediate effect.
In case restructuring / rescheduling is required due to natural calamity or any other genuine reasons, branches can initiate the restructuring/rescheduling through AL525 option and the same is to be authorized by the Advances/ Agriculture Finance Section of the concerned Circle Office after due recommendations from the respective Regional Office and duly obtaining permission from overseeing executive of Advances/AF Section of the Circle.

- 339** **MASTER POLICY ON CREDIT RISK MANAGEMENT FOR 2018-19 - DOMESTIC BRANCHES – MODIFICATIONS.**
Existing Guidelines
As per Extant Bank Guidelines (MOI on Term Loan), the disbursement should be made only after the borrower

has obtained requisite clearances from the respective/Govt. authorities.

Revised / Enhanced Guidelines-

While appraising project loan proposals especially infrastructure and core sector projects, Bank shall ensure that the borrowers have obtained prior permission from government/ local governments/ other statutory authorities for the project, wherever required. Aspect relating to availability/ tie up arrangement of backward and forward linkages shall form part of appraisal note put up to sanctioning authority. Wherever, the regulatory approvals / clearances are of the nature where the approving authority grants permission with a time lag or on completion of certain milestone. Such permission shall be clearly documented with the tentative time line for obtaining and submission of the clearances / approvals to the bank. The timeline for the same shall be documented in appraisal memorandum and also in the sanction communication to branches / Offices. In order that the loan approval process is not hampered on account of this, while the proposals could be sanctioned in the normal course, the disbursements should be made only after the borrower has obtained requisite clearances from the appropriate authorities as per the mile stones as specified in the sanctions. MOI on Working.

Existing Guidelines-

Bank in order to assess the group risk has put in place the following guidelines 1. Financial statements of group companies to be obtained on a common date and to be analysed to ascertain interlocking of funds, if any, among sister / associate concerns. 2. Inter-firm/ inter-group sales are to be reviewed and commented upon. 3. For Real Estate Sector Extant guidelines to continue. 4. Wherever the Corporate Guarantee is stipulated the financials of the guaranteeing concern shall be analysed and internal rating and External Rating of the entity shall be incorporated in the note.

Revised / Enhanced Guidelines-

Key financials (Turnover, Net Profit, Leverage, TNW, Liquidityetc) of major group concern (holding above 51% of paid capital) shall be incorporated in the Office Note put up to sanctioning authority. In case exceptionally large groups, banks may review financials of major group companies (Contributing at least 10% to the Top-line or Bottom line of the consolidated group financials) and consolidated financial of the company.

Existing Guidelines-

The infrastructure projects are to be financed after ensuring that the project can be run on commercial lines and adequate cash would be generated to repay the loan together with interest. While considering Infrastructure proposals, mechanisms like "Escrow", "Creation of Debt Service Reserve Account", Monitoring cash flows through "Trust and Retention Account" and appointment of lenders' independent engineers etc. should be explored to ensure better access and control on project cash flows.

Revised / Enhanced Guidelines-

In case of the Project loan proposal, the financing entity shall open and maintain "Escrow Account" or a "Trust & Retention Account (TRA)" and shall deposit all the cash inflows' of the entity in the said account and the proceeds shall be utilised in a manner and priority decided by the Bank(s)/ Consortium/Lenders' in MBA/ JLA/ Any other Joint Lending Mechanism and documented waterfall mechanism in the Escrow / TRA Account.

Existing Guidelines-3.9.2.1. While considering Infrastructure proposals, mechanisms like "Escrow", "Creation of Debt Service Reserve Account", Monitoring cash flows through "Trust and Retention Account" and appointment of lenders' independent engineers etc. should be explored to ensure better access and control on project cash flows. 3.4.2. In respect of accounts where the Current ratio is less than the prescribed norms and where exposure of the Bank is Rs.50 Cr and above, cash flow statements shall be obtained at the time of appraisal itself and subsequently on a quarterly basis for monitoring and ensure adequacy of the liquidity or restoration of shortfall in liquidity, if any, in a reasonable time frame. Bank may also obtain quarterly cash flow statements in respect of borrowers having working capital limits of. 50 cr and above from the Bank.

Additional guidelines:

1. In case of large projects with project loan of over Rs. 250 Crore & above from banking system (or project term loan of Rs. 100 Crore & above from our Bank), the bank shall stipulate a condition to the effect that cash flow of the company may also be monitored by an approved / empanelled firm for the specified purpose by the Bank whenever as decided by the Bank. 2. The above guidelines shall also apply in case of entities having working capital exposure of Rs. 250 Crore & above from the banking system (or Working Capital exposure of Rs. 100 Crore & above from our Bank). 3. In case the consortium / any other Joint Lending Mechanism decides to waive the condition, in such cases the CAC of the Board can permit the waiver to fall in line with consortium decision / Joint Lenders Decision. 4. Detailed guidelines for utilising from the existing empanelled valuers, scope of work and other operational guidelines shall be placed to the Board separately by CA&M Wing.

Existing Guidelines-Credit risk rating shall be done as a pre sanction exercise for new projects and subsequently on an annual basis for project proposals for expansion / diversification of existing facilities. The DER/FACR/DSCR indicated under the benchmark parameters may be computed taking into consideration the internal accruals from the existing activity, for the entity as a whole, inclusive of accepted cash flows from prevailing activity. In order to mitigate equity risk, branches have to ensure that the infusion of equity/funds by promoters as well as the loan disbursements are such that the stipulated levels of DER are maintained at all times. Suitable covenants will be incorporated in the sanctions towards this. Technical feasibility and economic viability of the projects have to be established. In addition, sensitivity analysis shall also be examined to study the vulnerability of the project to withstand adverse changes in select variables. Sensitivity analysis shall be

carried out at the time of project appraisal to study the effect of changes in cash flow on account of change in input cost, change in selling price and such other factors of adverse changes in select variables by adopting the existing procedure. Sensitivity Analysis for the term loan shall be governed by framework approved by the Board of Directors. Infrastructure projects are characterized by a multitude of contracts among various agencies connected with the project. Besides the financial parameters the nature of these contracts and proper transfer of risks has also to be examined to bring out residual risks so as to assess its acceptance by the Bank.

Revised / Enhanced Guidelines-

1. Revenue Risk 2. Operation Risk 3. Completion Risk 4. Equity Risk 5. Other Risks associated with the proposed project like a) Tail Risk: Normally the bank requires the loan to be repaid a couple of years before end of concession period in case of PPP projects or economic useful life envisaged at the time of project appraisal for determining the user charges / tariff in case of Non-PPP or end of useful life of the project as certified by LIE / Chartered Engineer, which is referred to as the tail of the loan and gives the borrower time to repay the lenders in case of debt restructuring or late payment or extension of repayment etc. In order to address the tail risk for projects including Infrastructure and core industries following guidelines are issued: Repayment Period of Project Loan shall be fixed in manner that loan is fully completely liquidated within a "Tail period" of 25% in case of 'Non-Infra projects' and 20% in case of 'Infra and core industries projects'. While Fixing the repayment schedule it shall be ensured that 75% of the cash flow towards debt repayment falls within the 75% of the total repayment period envisaged leaving a tail repayment of 25% to be serviced at the end of repayment period. ED-CAC & above authorities may permit relaxation in repayment percentage. Further, at the time of restructuring of the proposal, the tail period shall be 20% in case of 'Non-Infra projects' and 15% in case of 'Infrastructure and core industries projects'. ED-CAC and above authorities may permit proposal with additional tail period of 5% with respect to (1) The initial/extended concession period in case of infrastructure projects under Public Private Partnership (PPP) Model; or (2) initial economic life envisaged at the time of project appraisal for determining the user charges / tariff in case of Non-PPP Infrastructure projects; or (3) the initial economic life envisaged at the time of appraisal by the appraising agency/lenders' independent engineer (LIE) Note: (A) Number of years in fraction shall be rounded off to next higher year at the time of fixing repayment schedule not beyond the total period as stipulated under (1), (2) and (3) above. (B) Moratorium Period shall be fixed within the total repayment period stated above based on cash flow generated by the project. b) In order to address the Non-Fund Risk of the project like compliance failures, Operation Challenges etc, following additional guidelines are issued: The Escrow agreement / TRA should have specific provision that any monies coming from the EPC contractor or Fuel Supplier or any other contractor or any project revenue / inflow from the project including but not limited to terminal payments/ invocation of Guarantee arising out of the project would be first deposited in this account on which lenders will have first charge.

Existing Guidelines-Obtention of Credit Information Report (CIR) from CIBIL/Equifax/ Experian/CRIF HIGH MARK and/or any other credit information agencies registered by RBI and review of the information shall be an additional input for evaluation of credit proposals Due to the considerable differences in the nature of various borrowers and assets to be financed as well as the large number of products and their complexity, there cannot be a uniform process to assess credit risks. Bank to a certain extent differentiates the risk characteristics in the form of nature of facilities (WC, TL etc.), nature of customers (Retail, Corporate) and needy sectors (Priority, Non Priority etc.)

Revised / Enhanced Guidelines-

Bank is using the following data base as part of due diligence at the time of processing of the proposal: 1. Reports of CICs'. 2. Industry Research Report 3. Fraud Registry 4. SAL of ECGC 5. Willful Defaulter List 6. CRISINFAC 7. Capital Line 8. ROC Data In order to strengthen the process following guidelines are issued: a) Given the Limited of number of User id provided by RBI for accessing the CRILC & Fraud Registry Data Base, dedicated desk at functional Wing in HO and Circle Office at Mumbai, Delhi, Bangalore and Chennai shall verifying the Fraud Risk Registry and CRILC Data base and incorporate the details in the office notes. b) At the time of review of the proposal the reviewing authority at RO/CO/HO (CA&MWing) has to specifically comment on the obtention of CICs report, checking of CRILC data base / fraud registry and checking RBI defaulter List at the time of sanction of the facility.

Existing Guidelines-a) Segregation of Relationship and Appraisal functions – Core Credit Groups In respect of high value credit proposals, relationship and appraisal functions are segregated between the concerned branch and the respective credit groups at Circle Offices. Accordingly, in identified Circles, Core Credit Groups have been constituted. The concerned branch shall do the relationship function while the appraisal function is vested with the Core Credit Groups at Circle Office in respect of borrowal accounts under credit sanctioning powers of GM-CO-CAC and above authorities b) Credit Monitoring officers at Branches All borrowal accounts with total credit exposure limits of . 1 crore and above (Fund based + Non fund based) shall be monitored once in 2 months by an officer in the branch designated as Credit Monitoring Officer (CMO) for the purpose. The branches shall have a separate department/back office for credit monitoring for carrying out review / monitoring of advances.

Revised / Enhanced Guidelines-

Segregation of Relationship and Appraisal functions In respect of all proposal of Rs.1 crore & above credit proposals, relationship and appraisal functions shall be segregated between the relationship officer and credit

officer at Branch level at PCBs and ELB/ VLB at the outset. Wherever the proposal falls under the authority of Regional Office / Circle Office, the relationship and appraisal functions shall be segregated between the concerned branch and the respective credit groups at Regional /Circle Offices. The concerned branch shall do the relationship function while the appraisal function shall be vested with the Credit Groups (Agriculture, MSME and Corporate proposal) at Regional / Circle Office in respect of borrowal accounts. b) Credit Monitoring at Branches All borrowal accounts with total credit exposure limits of Rs. 50 Lakh and above (Fund based + Non fund based) shall be monitored by an officer in the branch designated as Credit Monitoring Officer (CMO) for the purpose. Circle Office shall appoint / designate CMO in all branches (having individual account with exposure of Rs. 50 lakh & above) without fail. The branches shall have a separate department/back office for credit monitoring for carrying out review / monitoring of advances. c) Credit Monitoring at Branches reporting directly to HO (presently PCB) The Relationship, Appraisal, Operation and monitoring function shall be segregated at Branch Level. All borrowal accounts shall be monitored by officer(s) in the branch designated as Credit Monitoring Officers (CMOs) for the purpose. Circle Office shall appoint / designate CMO in all such branches without fail. The branches shall have a separate department/back office for credit monitoring for carrying out review / monitoring of advances. The Monitoring of loan accounts of Rs. 10 crore & above shall be carried out by CA&M Wing as per extant guidelines on Monitoring of accounts. d) Credit Monitoring at ROs and COs : Monitoring Section at CO/ROs shall monitor the account on continuous basis. In respect of accounts with exposure of Rs. 5 crore & above an office note shall be placed a to Circle Head and Regional Head on the SMA / IRAC/ Fraud status of the account reported by other lenders based on CRILC data on monthly basis. In case any adverse classification is noticed then corrective action plan to be initiated by RO /CO and reported to CA&M wing. In case of HO account also the same shall be escalated to CA& M Wing.

Existing Guidelines-

CASH BUDET: Working Capital needs of the borrowers are assessed on the basis of projected cash flow and the estimate of cash deficit. a) Borrowers seeking / enjoying Fund based credit facilities of over Rs.25 crore. b) Specific industries / seasonal activities such as software development, construction, tea and sugar. c) Wherever for valid reasons, the borrower opts to avail the Working Capital facility under MPBF system, the same may be acceded to. d) Traders, Merchants, Exporters, others etc., who are not having a pre-determined manufacturing / trading cycle if the same is found to be more appropriate.

Additional guidelines: Bank shall finance the discounted Net Cash flow in form of Term Loan not exceeding 3 years to the entities having valid legal contract for receiving definite cash flow from government entities or AAA rated Corporates or credit card receivables where our bank POS machine is installed.

Existing Guidelines-

Bank generally stipulates obtention of personal guarantee of directors for the credit facilities granted to corporates, public or private when absolutely warranted after careful examination of the circumstances and not as a matter of course. Ordinarily in the case of Public Limited Companies wherein Bank is satisfied about management, its stake in the concern, economic viability of the proposal and the financial position and capacity for cash generation, personal guarantee may not be insisted. In respect of limited companies which are under professional management, guarantees may not be insisted upon from persons who are connected with the management solely by virtue of their professional/technical qualifications and not consequent upon any significant shareholding in the company concerned. Personal guarantees are considered helpful in the following cases. i. Public Limited Companies other than those which are rated as first class, where the advance is on an unsecured basis. Companies where shares are closely held by a person or group. ii. Public limited companies, whose financial position and/or capacity for cash generation is not satisfactory even though the relevant advances are secured. iii. In the case of subsidiaries whose own financial condition is not considered satisfactory, then guarantee of parent companies may be obtained. iv. Where the balance sheet or financial statement of a company discloses interlocking of funds between the company and other concerns owned or managed by a group. v. Even if a company is not closely held, personal guarantee of directors may be obtained to ensure continuity of management. vi. In respect of sick units, personal guarantees from directors (excluding the nominee directors) and other managerial personnel in their individual capacities to be obtained on discretion.

Additional guidelines: Personal guarantees in following cases shall be obtained invariably in all the cases enumerated below (except where Government guidelines prohibit obtention of Personal Guarantee): i. Directors of the Private Limited company ii. Partners of the Limited Liability Partnership concern and Registered Partnership Concern iii. Promoter Director of the Public Limited Companies except government owned entities or entities rated AAA/AA by ECAI. Personal Guarantee of nominee director and Professional Director need not be insisted. iv. In all cases where facility is on unsecured basis, Personal Guarantee need not be mandatory, if loan/ advances is to government owned entities or to entities rated AAA/AA by ECAI v. Companies where shares are closely held by a person or group. vi. Entities where resolution plan is envisaged as per extant guidelines vii. In all loans of Rs. 5 Crore & above, Aadhar Number of Applicant, Co-Applicant and Guarantor shall be obtained and updated in CBS after due verification. Authority for Waiver of Personal Guarantee: For HO sanction cases, GM-HO-CAC & above authorities can permit waiver of the Personal guarantee up to its respective delegated powers. In all other cases Circle Head CAC can permit waiver of personal Guarantee on case to case basis,

subject to minimum collateral security coverage ratio of 50% and due justifications stated in the office note.

Best Practices Code on advances/loans:Enhanced Guidelines-

At the time of Credit Rating and Assessment of the proposal, the leverage of the entity and investment in other group firms shall be duly evaluated and factored in the rating. In case Corporate Guarantee is stipulated then the entity offering Corporate Guarantee shall be rated under the relevant model as per Credit Risk Management Policy with due consideration to the overall leverage at the time of rating and assessment of loan proposal.

Existing Guidelines-General guidelines for takeover of facility.

Revised / Enhanced Guidelines-Takeover of Loans other than Housing Loan to salaried class from Private Sector Bank, Foreign Bank and Co-Operative Bank shall be permitted by Head of RAH, AGM-RO-CAC/ AGM-CO-CAC & above authorities, as per extant delegation, subject to due diligence as per extant policy guidelines.

Existing Guidelines- Bank has stipulated various Project Parameters like Debt Equity Ratio, DSCR and defined the Promoters Contribution as under: Promoters' contribution forms part of equity. The balance equity can be contributed by others also. The equity for this purpose can comprise ordinary share capital, seed capital/soft loan from term lending institutions in lieu of capital, if any, central/state subsidy, pref. share capital where redemption period is beyond 12 years, development loan from State Government, free reserves and surpluses, development rebate, loans from friends and relatives received on a long term basis, subordinated to the Bank loan, etc.

Enhancement in Policy guidelines :1. Interest during Construction (IDC) for the Project shall form part of Cost of Project; however no funding shall be provided for IDC. 2. Minimum Equity Contribution by Promoters' shall be 50% of the Overall Margin for the Project. Equity for the purpose shall comprise of Ordinary Share Capital plus Reserve & Surplus less Revaluation Reserve (if any) less Accumulated Losses (if any) plus Preferential Capital with maturity of 12 years & above. However, in case of any government sponsored scheme the same shall be as per the scheme guidelines. Over all margin should cover IDC. 3. Treatment of Quasi Equity for Term Loan of Rs. 50 Crore& above: (i) Sub-Debt shall not be treated as quasi-equity for calculation of various ratios like Gearing; DER and Current Ratio, etc. and it shall be treated as Debt and Leverage Ratios computed accordingly. (ii) Maximum cap on quasi equity shall be to the extent of 100% of equity in case of Proprietary, Partnership concerns as also Corporates/ Companies with the exception of SPVs. (iii) Wherever existing loans were sanctioned considering quasi-equity for calculation of various ratios like Gearing; DER and CR, etc., and quasi equity is withdrawn later, following guidelines shall be adhered to : a) Additional interest at 1% from the date of sanction shall be collected. Respective sanctioning authority may be vested with powers to waive the same in case the party has achieved the projected levels of Gearing/ DER and CR despite withdrawal of the quasi equity. b) Further, if the party has withdrawn the quasi equity without achieving the projected levels of gearing / DER and CR, etc.(variation of more than 20%), sanctioning authority shall not consider quasi-equity for considering renewals/sanction/ enhancement of any fresh facility even if the party has projected the same.

Existing Guidelines-1. Branch / Offices shall obtain half yearly Chartered Accountant Certificate in the format devised by the Bank. 2. Working Capital Accounts of Rs. 1 Crore& above are subjected to Stock Audit by Empanelled Auditors.

Additional guidelines: 1. In all accounts with WC exposure of Rs. 5 Crore& above, the half yearly book debts statement duly signed by the Auditors of the entity shall be obtained and on yearly basis the same shall be certified by the Empanelled Stock Auditors at the time of Stock & Book Debt Audits. 2. Book Debt certificate shall be accompanied with Detailed Statement of Book Debts stating age wise Book debts of all single counter party owing 10% of the total Book Debts & above to the borrowal entity.

Existing Guidelines-Valuation of Security

Additional guidelines:1. Normally, immovable property shall be valued once in three years for all types of facility. It has been observed that properties were re-valued before the prescribed time to allow concession in ROI and sanction additional credit facility against tangible collateral security on the basis of fresh valuation. However, frequent valuation of properties for allowing concession in ROI and sanction of additional credit facility is not a fair practice. Hence, it is suggested that minimum gap between two valuation should be three years; However, the Circle Head CAC & above authorities, if required, can get the valuation of immovable asset done at lower frequency. In case of valuation is carried out at frequency lesser than 3 year then value of property shall be taken at 85% of the present value of the property (latest valuation) and valuation shall be carried out by valuer other than the valuer who had given the earlier report. 2. Release of Personal Property of the Directors/ Partners or Proprietors mortgaged to the bank shall be permitted by Circle Head & above authority only. 3. In case of perishable commodity the sanctioning shall stipulate additional collateral security of minimum 10% of the proposed facility in the form any collateral acceptable to the bank as per extant policy guidelines. However, GM-CO-CAC and above authorities may waive the same on case to case basis depending on merits, and due justifications on securing the advance.

Verification of Audited Financial Statement with Publically available data-

Analysis and comparison of the financials for the past three years. Huge Deviation. If any to be analyses and justified.

Additional guidelines: Apart from the analysis and comparison of three years data and comments on huge variations, if any, the Audited financial statement shall also be obtained with certification from the authorized

signatory as "True copy". In case of companies, the same shall also be verified with the copy filed in ROC by the company.

Existing Guidelines Genuineness of the Transaction Document TIN numbers mentioned in Pro-forma Invoices were not genuine-Bank has issued guidelines for ascertaining the genuineness of the Certificate issued by Chartered Accountant, valuers etc.

Enhancement in due diligence process: At the time of appraisal of proposal the GST Number of the supplier shall be obtained (in case of domestic supplier) and shall be cross verified with the Government of India Site <https://services.gst.gov.in>

Existing Guidelines Opening of Current Account by Other Bank- Opening of current account for specific purpose with other bank, specific permission has to given by the Sanctioning Authority.

Additional guidelines: For Internal Independent monitoring of the accounts guidelines are as under: 1. In respect of all accounts with exposure of Rs. 5 Crore & above with our Bank, the Monitoring Section at Circle Office shall check for the CRILC record for Credit facility and Current Account and place a monthly note to GM-CO-CAC and Initiate Suitable corrective Action plan. In case of HO accounts, the same shall be escalated to CA&M wing for placing the note to appropriate committee based on Sanctioning Authority. 2. At the time of rating of the entity/ facility, Risk Management Section/RM wing shall refer to the CRILC data for presence of Credit facility with other banks and also for reporting of fraud by any other bank.

Accepting of vacant land as security-

New guidelines- Vacant Land may be accepted as security, only if (i) it is allotted by any government / Statutory body or (ii) it has been acquired by Government for development of any industrial / residential/ commercial purpose or (iii) Entity has been permitted by the government / statutory body for acquiring the same for industrial / residential purpose or (iv) land usage change has been permitted by competent authority or (v) it is taken as collateral security for any facility (vi) it is permitted under any scheme / product guidelines approved by the Board.

341 . RATES OF INTEREST ON RUPEE LOANS AND ADVANCES - MCLR OF THE BANK W.E.F. 7TH JULY 2018.

342 . Release of Best Practice Code - Manual of Instructions on Documentation Volume I & II.

The manuals are uploaded in Cannet. Branches / Offices can browse this manual through the following path: Cannet - > Wing Details - > Wing Specific Sites - > SP & D Wing - > Manual -SL No: 13

343 . LOANS AND ADVANCES AGAINST SHARES.

☒ Transfer of securities held in materialized form will not be effected after 08.12.2018.

☒ No fresh loans shall be granted against securities held in materialized form hence forth.

Now, GOI, vide the Extraordinary Gazette notification dated 08.06.2018 (Securities and Exchange Board of India Notification) has communicated that "requests for effecting transfer of securities shall not be processed unless the securities are held in dematerialized form with a depository". The guideline will be effective from 08.12.2018.

In this regard, branches/ offices are advised as under:

☒ No fresh loans shall be granted against securities held in materialized form hence forth.

☒ Identify the loans which are granted against securities held in materialized form and take necessary steps to convert the same to dematerialized form/ or get the securities replaced with approved security of equal or more value within 31.10.2018.

356 . System Improvement in lending to Corporate Borrowers- Financial Statements filed with Ministry of Corporate Affairs.

Considering the increased irregularities in the accounts and frauds by submitting the forged Financial statements, the Competent Authority has directed as an additional due diligence to obtain Financial Statements from MOCA website.

357 . Valuation of various kinds of securities on Credit Exposure - Modification of guidelines.

Across the life-cycle of asset, proper asset valuation can lead to benefits across three areas:

(a) Profitability Enhancement (b) Capital Optimization (c) Loss Mitigation

A comprehensive policy on standardized procedures for valuation of assets and empanelment of Valuers is proposed covering the following aspects of the valuation:

a) Standardized valuation methodology.

b) Processes for valuer empanelment.

c) Performance management of Valuers and

d) Standardized reporting formats and templates.

1. APPLICABILITY

Annual Stock Audit should be got compulsorily done in respect of all borrowal accounts enjoying Fund Based & Non Fund Based (NFB) working capital limits of Rs. 1 Crore & above for Normal, Moderate, High Risk and Unrated accounts and Rs. 5 Crore & above for Low Risk rated accounts from our Bank/ Banking System.

All NFB limits, which are being used for Working Capital Funding like Letter of Credit (LC), Standby Letter of Credit (SBLC) , Bank Guarantees for purchase of goods and/ or for mobilization of Advances are to be included within threshold limit for stock audit, but Capex LCs, Bid Bond Guarantees etc. need not be included in NFB

limits for the purpose of conducting stock audit.

2. PERIODICITY OF THE STOCK AUDIT

The items forming part of the current assets of borrower entities concerned and obtained as prime and / or collateral security shall be got valued/ audited by the Bank by its panel valuer(s)/ Auditor(s) at specified periodicity indicated below.

| Particulars | Internal Risk Rating | | | | |
|---------------------------------|-----------------------|----------------------|----------------------|----------------------|---|
| | LR Accounts | NR Accounts | MR Accounts | HR Accounts | Others |
| FB/NFB Working Capital Exposure | Rs. 5 Crore and above | Rs.1 crore and above | Rs.1 crore and above | Rs.1 crore and above | Rs.1 crore and above |
| (B) Periodicity (minimum)* | Once in a YEAR | Once in a YEAR | Once in a YEAR | Once in a YEAR | Unrated Standard account- Annually. Sub standard assets and Doubtful Asset – Once in 2 YEARS. In respect of accounts with balance of Rs. 5 crore and above and classified as doubtful, stock audit has to be got done once in a year. |

Wherever the ratings of the accounts are downgraded from low risk to normal, moderate or high risk as the case may be, immediate valuation within a period of 3 months of such down gradation shall be undertaken.

If the current valuation report is not older than 6 months, then fresh valuation need not be insisted, where the rating of the accounts are downgraded to normal, moderate or high risk as the case may be.

However, if the account is downgraded by two notches, then stock audit is to be carried out as per extant guidelines, i.e., within a period of 3 months of such down gradation irrespective of the condition stipulated under b (i) above.

Whenever an account gets classified as NPA, a normal cooling period of one quarter shall be provided for up-gradation/rectification of default.

In case the account continues to be NPA even after cooling period, Stock Audit shall be undertaken within a maximum period of 6 months of account turning NPA and subsequent valuation/ stock audit shall be as prescribed above till Stock

Audit Reports show substantial depletion in value of Stock/Book Debts.

The Stock Audit reports in respect of accounts with total exposure of Rs.10 crore and above shall be reviewed at CA&M Wing as a part of the monitoring exercise.

VALUATION OF FIXED ASSETS-

PERIODICITY OF VALUATION-

Where the fixed assets of a borrower viz., land and building (other than Agricultural property), plant & machinery, etc. are obtained as prime and / or collateral security, the same should be subjected to valuation by competent valuers from the panel of valuers **once in three years.**

Frequent valuation of properties for allowing concession in ROI and sanction of additional credit facility is not a fair practice. Hence, it is suggested that **minimum gap between two valuation should be Two years.**

However, the Circle Head CAC & above authorities, if required, can get the valuation of immovable asset done at lower frequency.

In case of valuation is carried out at frequency lesser than 3 year then value of property shall be taken at 85% of the present value of the property (latest valuation) and valuation shall be carried out by valuer other than the valuer who had given the earlier report.

III. VALUATION OF ONLY LANDED PROPERTY (OTHER THAN AGRICULTURAL PROPERTIES) WITHOUT ANY SUPER STRUCTURE ON IT-

No valuation by an outside valuer is necessary.

In such cases, the market value or the valuation prescribed by government / statutory body/ development authority for registration purposes in the area can be taken into account, whichever is less.

Branches / Offices shall update the value of the immovable property once in three years.

VALUATION OF PROPERTIES (LAND & BUILDING) OF Rs.10 CRORE & ABOVE-

Bank shall obtain minimum 2 independent valuation reports from 2 empanelled Valuers in respect of loan accounts where the value of individual property (Land and Building) obtained as collateral for the loan is Rs. 10 crore and above.

VALUATION OF IMMOVABLE PROPERTIES (12 MONTHS PRIOR TO THE DATE OF VALUATION):

i. In case the immovable properties are recently purchased (12 months prior to the date of valuation) and if the

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|-----|--|
| | <p>guideline value has been revised after the date of sale deed, then the purchase price as per the sale deed or the guideline rate, whichever is higher, and not the market value shall be reckoned for arriving at the value of the property.</p> <p>ii. The period for recent purchase shall be taken as 12 months from the date of sale deed.</p> <p>iii. This shall be a general guideline across all loan products of the bank where such valuation is warranted.</p> <p>Where the value of Plant & Machinery to be charged is Rs. 50 crore & above, branches shall get valuation of such P&M done from minimum two Valuers on the Bank's approved panel.</p> <p>Takeover of Accounts:</p> <p>In respect of taken over borrowal accounts, the first time valuation shall be got done before disbursement of the loan irrespective of the loan quantum.</p> <p>In order to avert instances of over valuation of immovable properties, Valuation report should clearly indicate:</p> <p>a) Date of purchase of immovable property, b) Purchase Price of immovable property, c) Distress Sale Value (Realisable Value) of immovable property and d) Guideline Value (value as per Circle Rates), if applicable, in the area where immovable property is situated.</p> <p>In respect of accounts classified as sub-standard and doubtful accounts with exposure of Rs 1 crore and above shall be subjected to valuation. No waiver can be permitted in respect of accounts classified as sub standard and doubtful assets.</p> <p>However, in respect of doubtful assets where security is negligible/ not available, fully provided accounts and fully written off under technical write off, such accounts are exempted from Fixed Asset valuation.</p> <p>The process must ensure that in respect of all NPA accounts fully secured, independently or along with other collaterals by Land & Building, then those fixed assets should have a valuation not more than 3 years old.</p> <p>VALUE OF ASSETS IN CASE VALUATION REPORT IS MORE THAN ONE YEAR OLD (DEPRECIATION TO BE CHARGED)</p> <p>(i) In case the valuation report is more than one year old, the value of fixed assets as per valuation report is to be pro-rata depreciated as under:</p> <p>(a) Building - 5% per year (b) Plant & machinery - 15% per year (c) Vehicle - 20% per year</p> <p>(ii) The fixed assets other than land have to be depreciated applying written-down value (WDV) method and at the rates specified above. Land value need not be depreciated.</p> |
| 358 | OPENING OF SAS CGFSEL/CGFSSD PACKAGE FOR JUNE 2018 QUARTER FOR COVERING ELIGIBLE EDUCATION/SKILL LOANS SANCTIONED UNDER THE SCHEMES CGFSEL & CGFSSD. |
| 360 | <p>MoU with Credit Rating Agencies for External Credit Rating under the "Performance and Credit Rating Scheme" of Ministry of MSME, GoI. Withdrawal of subsidized rating fees.</p> <p>It is informed by NSIC that "Performance and Credit Rating Scheme" has been suspended by GoI till further orders. Hence, no subsidy is provided under the Scheme.</p> |
| 366 | <p>VidyaTurant – An online instant education loan sanction facility for the students of select IIMs/IITs/NITs/IISc/ISB, with relaxed guidelines under IBA's Model Education Loan Scheme – Inclusion of one more institution, Indian Institute of Management (IIM), Nagpur. Category Institutions Limit eligible</p> <p>A Students of IIMs (15 nos.) Limit up to Rs 25.00 lacs. B Students of ISB, Hyderabad & Mohali (2nos) Limit up to Rs 36.00 lacs. C All other institutions other than A and B (73 nos) Limit up to Rs 20.00 lacs.</p> |
| 370 | <p>Introduction of the Scheme of financing Directly to Custom Service Units for Harvesting and Transport of sugarcane.</p> <p>Dispensing with the following schemes of financing Sugar Mill since the requirements of the scheme are already covered in existing KCCS scheme under tie up with Sugar Mill and also in the new scheme being introduced.</p> <p>i. On lending to farmers for crop cultivation. ii. On lending in the form of supply of Basal dose of fertilizers to farmers. iii. For harvesting and post-harvest activity (Transportation of Sugarcane).</p> <p>All the existing loans under the discontinued schemes are permitted to continue till the originally contracted maturity term of the loan and may be renewed under the applicable agriculture loan scheme subject to satisfying the eligibility conditions. While opening the account in LN057 option under Product Code 820 (FINANCE DIRECTLY TO CSU H nT SUGARCANE), branches to choose "NO" from Drop down in tab "Crop loan" so that automatically Plan Code 13 will be applicable to the account.</p> |
| 375 | <p>Non-creation/ delayed creation of security interest with CERSAI & additional fees payable in case of delay in registration.</p> <p>Any Additional Fees levied by CERSAI for delay beyond the permitted 30 days for registration of security interest in respect of loans/ facilities granted on or after August 1st, 2018, the staff concerned shall be made accountable. Therefore, Delayed or Non-registration of security interest in CERSAI shall attract staff accountability.</p> |
| 381 | Capital Investment Subsidy Scheme of Govt. of India (Central Sector Scheme) for Establishment of Agri-Clinics & Agri-Business Centers (ACABC) – Continuation of the scheme during the years 2018- |

19 to 2019-20

385 RATES OF INTEREST ON RUPEE LOANS AND ADVANCES - MCLR OF THE BANK W.E.F. 7TH AUGUST 2018.

390 Filing/ Satisfaction of Transactions Related to Security Interest on Under Construction Properties and Vehicles.

Following types of Security Interest are also required to be filed on the CERSAI Portal:

1. Immovable property by mortgage other than mortgage by deposit of title deeds. 2. Hypothecation of plant and machinery, stocks, debt including book debt or receivables, whether existing or future. 3. Intangible assets, being know how, patent, copyright, trade mark, license, franchise or any other business or commercial right of similar nature. 4. Any "under-construction" residential or commercial building or a part thereof by an agreement or instrument other than by mortgage. Also, it was mentioned in the circular that the filing of security interest in any "under construction" residential or commercial building or a part thereof by an agreement or instrument other than by mortgage will be started at a later date. Now the same is available in the CERSAI portal as per the communication issued by CERSAI. Also, kindly note that facility for filing/ satisfaction of security interest on Vehicles is also available in the CERSAI portal under the Movables.

391 CREDIT GUARANTEE FUND TRUST FOR MICRO & SMALL ENTERPRISES (CGTMSE) - MODIFICATIONS.

1. Tenure of Working Capital facility –Modification-

As per the Scheme guidelines, guarantee cover for working capital facility is given for a block of 5 years if applied alone or it runs through the agreed tenure of the term credit if working capital facility is applied for coverage along with term loan. Moreover, tenure for the working capital limit can be renewed for another block of 5 years after the expiry date of tenure. Now, it has been decided by the Trust that any guarantee approved by the Trust to cover the working capital facility should be approved for a maximum period of 10 years including intervening renewals/enhancements, if any. Keeping the existing block of 5 years during fresh approval, working capital facility can be renewed only once after the expiry of first 5 years. If fresh application of working capital facility is applied for coverage along with term loan facility then existing system of keeping the tenure of working capital at par with term loan will continue for a maximum period of 10 years.

However, after the expiry of the tenure, guarantee cover for working capital can be renewed for the remaining years keeping maximum period of guarantee cover of 10 years. Moreover, renewal of the coverage for working capital will have to be done within maximum period of 1 year from the date of expiry, of the first block of 5 years, only for standard accounts. The proposed guidelines are applicable for all the fresh as well as existing live guarantee covers with effect from 07.06.2018. In case the credit guarantee is already renewed for working capital account for more than the prescribed period of 10 years, the account will be eligible for credit guarantee only till the expiry of the existing block of 5 years. **Modification in the eligibility criteria of Credit Guarantee Scheme-** It has been decided to consider the definition of Standard Asset as per RBI guidelines and modify the point no 2 C (i) of chapter of the Scheme guidelines as:

Existing Provision (Para 2 c(i) of H O Cir 514-2013)

A credit facility is eligible under the scheme provided that as on material date the dues to the lending institution have not become bad or doubtful of recovery.

Modified Provision

A credit facility is eligible under the scheme provided that as on material date it is standard and regular (not SMA) as per RBI guidelines.

CGTMSE will however may reserve the right to reject the guarantee application if at any point it is observed that the credit facility was not standard and regular at the time of seeking guarantee coverage.

Guidelines on revival of such accounts where Guarantee cover is lapsed/ discontinued.

1. Request for revival of account will have to be submitted **within next financial year of the account** being discontinued from guarantee coverage. 2. Account should be standard and regular as on date of submission of request for revival and CGTMSE reserves the right to reject the claim if the account turns NPA within 180 days from the date of revival of account. 3. Any fees due by the Member Lending Institution (Bank), (current and previous FY) will be demanded along with penal interest and additional risk premium @15% of standard rate as per the guidelines of the scheme. The modifications are applicable with effect from 12.07.2018. However the fees along with Penal interest will not be borne by the Bank.

Waiver of initiation of legal action in respect of smaller loans

CGTMSE has decided to modify the procedure of filing of claims in respect of small loan accounts such that initiation of legal proceeding as a precondition for invoking of guarantee is waived in respect of those credit facilities covered under CGS where the aggregate outstanding amount considered eligible for claim settlement by CGTMSE does not exceed Rs 50,000/- per claim.

The aggregate outstanding amount considered is the total outstanding of all credit facilities of particular borrower as on NPA date. The said modifications shall be applicable to credit facilities in respect of those claims lodged on or after 14.03.2018.

Change in Office Address and Telephone Numbes of CGTMSE Office, Mumbai.

Offices/Branches to make a note of the change in Office Address and Telephone Number of CGTMSE Office,

Mumbai. Address: SIDBI MSME Development Center, 6th Floor, C-11, G-Block, BandraKurla Complex, Bandra (E), Mumbai -400051.

| Section | Landline # (STD Code 022) |
|--------------------------|--|
| Guarantee fee (GF) | 67531289, 67531127, 67531342, 67531163 |
| NPA | 67221483 |
| CLAIM | 67221549,67531127,67531225,67531355,67531263, 67221477 (2ND CLAIM) |
| Annual Service Fee (ASF) | 67221502, 67531329, 67221438 |
| IT RELATED QUERY | 67531218, 67531293, 67531349 |
| INSPECTION | 67531256, 67221535, 67531346 |
| MISCELLANEOUS | 67221490 |
| SECTION/ADMIN | 67221553 |
| ACCOUNTS | 67221569, 67531206 |

- 395** **OBSERVANCE OF RETAIL LOAN FESTIVAL FROM 16/08/2018 TO 16/11/2018.**
Full waiver of Processing charges on Housing Loans & Canara Vehicle Loans sanctioned from 16.08.2018 to 16.11.2018 and disbursed on or before 30.11.2018.
- 399** **Dr.Ambedkar Central Sector Scheme of Interest Subsidy on Educational Loans for Overseas Studies for Other Backward Classes(OBCs) & Economically Backward Classes(EBCs) (ACSISOBCEBC) - Opening of SAS Package for submission of subsidy claims for June 2018 Quarter.**
- 423** **MAINTENANCE OF BANK GUARANTEES IN CBS – FCC PACKAGE.**
 Branches are advised to refrain from opening BG's in manual mode and compulsorily ensure that they are opened only in FCC. If already opened in manual mode, Branches are advised to update the manually maintained BG accounts in FCC Module of CBS immediately. This exercise is to be completed before 12.09.2018 positively. Branches may utilize the services of TM Section of the Circle in the event of necessity.
- 427** **RATES OF INTEREST ON RUPEE LOANS AND ADVANCES - MCLR OF THE BANK W.E.F. 7TH SEPTEMBER 2018.**
- 428** **LOANS AND ADVANCES AGAINST SHARES/DEBENTURES : REVISED LIST OF COMPANIES.**
- 429** **E-Token and Digital Certificate – New guidelines as per MeitY& IDRBT with new application form and check list to be ensured.**
 We enumerate below the salient points with regard to issuance of e-token to our Officer employees, as per the new guidelines :
 a. Revised new form of application - Annexure I
 b. A Subscriber Agreement which has to be signed by the applicant – Annexure I
 c. Authorisation letter on Bank's letter head to be submitted by Forwarding Branch / Office – Annexure I
 d. The ID proofs (PAN Card and Employee ID) submission by Superior Authority has been modified - it is sufficient if it is SELF-ATTESTED by Superior Authority
 e. However, there is no change in the submission of the ID proofs of the applicant (PAN Card and Aadhaar Card) i.e. ID proofs have to be attested with seal and signature by their respective Superior Authority.
 Our Bank is procuring e-tokens from the list of vendors empanelled by IDRBT. The same is supplied by us to the requesting applicants of our Bank. Employees are requested to obtain and use only the e-tokens supplied by us and avoid obtaining the same from any external agencies.
 The email Id for correspondence is hodbsrtgs@canarabank.com. All correspondences with regard to etoken / digital certificates will be done only through demi-official email id (e.g. rajagopals@canarabank.com) of the applicants.
 The physical applications will be valid for a short period only from the date mentioned (under the Declaration column by the applicant) in the application within which the entire process of obtaining the e-token, acknowledging the receipt of the same, applying Certificate Enrollment Form for Request No. and downloading the certificate by the applicant, etc. has to be completed.
 For duplicate e-token request, the applicant has to pay a penalty amount of Rs.200/= (Rupees one hundred and eighty only) plus GST from his personal account to the credit of their branch / office income account. A confirmation in writing has to reach us along with application containing the full details of penalty made by them for issuance of duplicate e-token.
 The e-token / Digital Certificate status can be viewed by the applicants in their HRMS Package -> Self Service -> Personal Information -> My Profile -> E-token/DC details. A separate Circular shall be released shortly in detail, in this regard.
 For reset of IDRBT password, a format is enclosed as Annexure II to this Circular which shall be made use of. In case of e-token password resetting, the applicants shall take up with concerned TM Sections.
 We enclose with this circular, the full set of REVISED NEW application format including Authorization letter on Bank's letter head, Subscriber Agreement as approved by IDRBT and also a revised check list to be compulsorily checked by the respective persons.
 Ensure that application set (containing ten pages) reaches us as per our requirement to avoid rejections. Scale I

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| | and above staffs are only eligible for obtaining e-token and Digital Certificate. Branches / Offices (specifically HRM Sections / TM Sections) are advised to note the above and guide the branches / offices. |
| 430 | <p>ENACTMENT OF THE FUGITIVE ECONOMIC OFFENDERS ACT, 2018.</p> <p>The Parliament has enacted the Fugitive Economic Offenders Act, 2018 to provide for measures to deter fugitive economic offenders from evading the process of law in India by staying outside the jurisdiction of Indian Courts. The Act provides for declaration of a person as a Fugitive Economic Offender by a Special Court and attachment of any proceeds of crime in India and his property situated both in India as well as abroad.</p> <p>DEFINITION OF FUGITIVE ECONOMIC OFFENDER</p> <p>A fugitive economic offender has been defined under Section 2(f) as a person against whom an arrest warrant has been issued for committing an offence listed in the Schedule, where the total value of the offence/offences is at least Rs 100 crore. Further such person, to be declared as a fugitive offender:</p> <ol style="list-style-type: none"> should have left the country to avoid facing prosecution; or Who being outside the country refuses to return to India to face prosecution. <p>APPEAL</p> <p>Appeals against the orders of the special court will lie before the High Court within a period of 30 days from the date of judgment.</p> |
| 431 | <p>Central Sector Scheme of Interest Subsidy (CSIS) on Education Loans implemented by MoHRD, GoI – Submission of claims for the FY 2017-18.</p> <p>BO report 280207 is enabled for the branches/ offices to view the interest debited in the education loan accounts for the FY 2017-18.</p> |
| 432 | <p>Retail Loans- Vetting Agencies: Reiteration of guidelines.</p> <p>The activities assigned to vetting agencies and advantages of appointing them include:</p> <p>We are reiterating the general guidelines for empanelling the External Agencies as furnished in Annexure I of HO Cir no 154/2015 dated 25.03.2015. Circles to follow these guidelines while empanelling and reviewing their performance.</p> <p>The Proforma/guidelines /formats/reports are as per Annexure II to V of HO Cir no 154/2015 dated 25.03.2015. The Circles are advised to ensure that sufficient vetting agencies are empanelled and made available to the RAHs for qualitative growth of Retail lending especially Housing Loans.</p> <p>The details of Vetting Agencies empanelled are to be reported to our Wing as and when empanelled and also at the end of each half year as per Annexure IV of HO Cir no 154/2015 dated 25.03.2015.</p> <p>Further their performances are to be reviewed at Half yearly intervals as per Annexure V of HO Cir no 154/2015 dated 25.03.2015 and suitable decision to be taken for continuance or otherwise.</p> <p>RAHs have to maintain required records to track the TAT for the reports sourced to the agency which are to be reviewed regularly.</p> |
| 433 | <p>PradhanMantriAwasYojana (PMAY) – Credit Linked Subsidy Scheme (CLSS) – Additional guidelines updated by NHB. Modified guidelines-Enhancement in carpet area in the MIG-I category 160 Sq. Mtr. And MIG-II from 150 sq. mtr to 200 Sq. Mtr. Modification in carpet area is effective from 01.01.2017 i.e., from the date of implementation of PMAY-CLSS for MIG-I and MIG-II</p> |
| 437 | <p>BILLS UNDER LCs (BULC) SCHEME – Extension in validity period for permitting Concessional interest till March, 31 2019. Validity Period for permitting concession in Rate of Interest upto 145 bps subject to minimum of applicable MCLR, and Power to permit concession by designated authorities extended upto 31.03.2019.</p> |
| 441 | <p>CONCESSIONAL RATE OF INTEREST (MCLR LINKED) FOR AREA SPECIFIC ACTIVITIES UNDER AGRICULTURE CREDIT. Extension of Concessional RoI for High Value Agriculture loans granted under specific identified schemes in potential areas for a further period of one year till 31.07.2019. Need for selecting Special Beneficiary Codes in respect of Area specific Agriculture activities in BAM 83 option. Concessional RoI is to be extended for accounts rated upto Moderate Risk and for Standard - S1 and S2 accounts where risk rating is not applicable. The Concessional Rate of Interest will be made available for Working Capital (fresh sanctions and renewals) and fresh Term Loans sanctioned from 01.08.2018 to 31.07.2019 by linking to Marginal Cost of Funds based Lending Rate (MCLR).</p> |
| 449 | <p>IBA MODEL EDUCATION LOAN SCHEME AND VIDYA TURANT SCHEME.</p> <p>A. IBA MODEL EDUCATION LOAN SCHEME</p> <p>Reduction in rate of interest from one year MCLR +1.80 % to One year ongoing MCLR+1.50% for all Education Loans with a sanctioned limit more than Rs.7.50 lacs</p> <p>B. VIDYA TURANT SCHEME</p> <p>Inclusion of Indian Institute of Technology, Dharwad (IIT, Dharwad), institutions under VidyaTurant scheme. Reduction in rate of interest for Education Loans under VidyaTurant scheme for Top 38 Educational Institutes (IITs, ISBs,XLRI, IIMs, BITs Pilani& ISB) to One year ongoing MCLR (i.e.8.30 %).</p> <p>VIDYA TURANT SCHEME-</p> <p>Purpose: To assist the needy and meritorious students who are in need of education loans for pursuing their higher studies in reputed institutions viz., 84 Select IIMs/IITs/NITs/IISc /ISB (Hyderabad & Mohali) and other reputed institutes only.</p> |

Quantum of Finance:

| Category | Institutions | Limit eligible |
|----------|--|----------------------|
| | Students of IIMs (13 nos.) | Up to Rs 25.00 lacs. |
| | Students of ISB, Hyderabad & Mohali (2 nos) | Up to Rs 36.00 lacs. |
| | All other institutions other than A and B (69 nos) | Up to Rs 20.00 lacs. |

Expenses considered for loan :

a) Fee payable to college/ school/ hostel, b) Examination/ Library/ Laboratory fee c) Travel expenses/ passage money for studies abroad d) Insurance premium for student borrower, if applicable e) Caution deposit, Building fund/refundable deposit supported by Institution bills/receipts f) Purchase of books/ equipment's/ instruments/ uniforms g) Purchase of computer at reasonable cost, if required for completion of the course h) Any other expense required to complete the course - like study tours, project work, thesis, etc. i) Reasonable lodging and boarding charges will be considered in case the student chooses / is required to opt for outside accommodation.

Margin: As per extant guidelines under Education Loan scheme i.e. 5%.

Scholarship/ assistantship to be included in margin. Margin to be brought-in on year-to-year basis as and when disbursements are made on a pro-rata basis.

Rate of Interest: On-going One Year MCLR Rate of Interest + 0.20 %. (However for top 38 institutes, Rate of interest is one year on-going MCLR)

Further concession of 0.5% to Girl Students is not available under VidyaTurant Scheme.

Security:

Assignment of future income of the student. No Security up to limits for institutions designated category wise (i.e. For students of IIMs Limits up to Rs 25 lacs, For students of ISB, Limits up to Rs 36 lacs and for students of all other institutions Limits up to Rs 20 lacs). Parent/guardian has to join as Co-borrower.

Loans up to a limit of Rs 7.50 lacs sanctioned are to invariably cover under the Credit Guarantee Fund Scheme For Education Loans (CGFSEL) guarantee scheme. Loans beyond the limits mentioned above are to be sanctioned under IBA's Model Education Loan scheme, not under VidyaTurant scheme.

Repayment: up to 15 years, irrespective of loan amount:

i. Uniform one year moratorium period is available for repayment after completion of studies in all cases. i.e. Repayment holiday consists of Course period + (1 year after completion of course).

ii. Repayment of the loan is to be in equated monthly installments for a period of 15 years for all loans irrespective of loan amount.

Note: No prepayment penalty will be levied for prepayment of loan any time during the repayment period.

Upfront / Processing Fee: NIL

Loans to be sanctioned at Branch level itself without referring to RAH/CO, irrespective of delegation of powers of branch where loan application is submitted. Eligibility under CSIS scheme: All Education loans sanctioned under VidyaTurant can be covered under CSIS scheme (Central Scheme of Interest Subsidy on Educational Loans), subject to eligibility, as per income norms.

451 Employee's loans/Advances- Revision in Rate of Interest.

Now linking of existing employees loan schemes to MCLR, as under:

| S.N | Loan Scheme | ROI (Revised) |
|-----|--|---|
| 1. | Supplemental Housing Loan | One year MCLR + 0.10% |
| 2. | 2/4 wheeler loan to PO | One year MCLR + 0.25% |
| 3. | VSL/OD against approved securities other than our own deposits for both workmen and officers | UptoRs. 5 lakh – 1 yr MCLR + 0.5% Above Rs. 5 lakh – 1 yr MCLR + 1.25% |

Applicable for both fresh loans and existing loans also with effect from 01.10.2018. Henceforth no fresh loans granted to employees shall be linked to Base Rate.

2. The revised slab rate of interest on loans/advances against our term deposits to employees, employees with any of his/her close relatives, spouse of the deceased employee, retired employee who are eligible for preferential ROI are as under:

| Sr. No. | Loan Amount | Slab ROI |
|---------|---|---|
| 1. | For loans uptoRs. 1 lakh | 0.25 % above the interest paid on deposit at the time of acceptance of deposit. |
| 2. | For loans above Rs. 1 lakh uptoRs 5 lakh | 0.50 % above the interest paid on deposit at the time of acceptance of deposit. |
| 3. | For loans above Rs. 5 lakh uptoRs 10 lakh | 1 % above the interest paid on deposit at the time of acceptance of deposit. |
| 4. | For loans/advances above Rs. 10 lakh | As applicable to customers. |

455 Credit Guarantee Fund Trust for Micro and Small Enterprises (CGTMSE)–Demand for payment of Annual Service Fee (ASF)/Annual Guarantee Fee (AGF) for FY 2018-19 for Guarantees commenced /enhancement permitted during Feb-Mar 2018.

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| | Any late payment will attract penalty charges and additional risk premium of 15%. Queries if any may be addressed to asf@cgtmse.in. |
| 456 | Continuation of Comprehensive Financial Inclusion Mission (PMJDY) – Extension of Special Campaign from 17.09.2018 to 30.11.2018. |
| 457 | CENTRAL SECTOR SCHEME OF INTEREST SUBSIDY (CSIS) ON EDUCATION LOANS IMPLEMENTED BY MOHRD, GOI |
| 463 | <p>MUDRA SCHEME</p> <ol style="list-style-type: none"> 1. Creating visibility –Display of MUDRA logo in all MUDRA borrowers’ shop /site as “MUDRAPRENEUR”. 2. All Branches to have designated officer /dedicated MUDRA counter. 3. UdyamiMitra Portal- Role of branches /offices reiterated. <p>Salient features of “UdyamiMitra Portal” and Role & Responsibilities of CO/RO and Branches are reiterated hereunder for ready reference.</p> <p>An exclusive web portal www.udyamimitra.in has been created and is being operated and maintained by SIDBI (Small Industries Development Bank of India) through which MSME entrepreneurs can apply for finance, to Banks of their choice.</p> <p>Applications can be made online through the portal.</p> <p>Branches /Offices shall access the web portal www.udyamimitra.in regularly and to pick the market place applications wherever our Bank is opted as the preferred Bank and process the applications on merits as per extant guidelines on MSME lending. Branches /Offices to access the portal and update the status of the application to facilitate the borrowers to track their application on Mudra and Stand Up India. This process shall be done on a daily basis.</p> <p>The user Id and password presently used by the branches for Stand Up India portal (Refer HO Cir 290/2016 dt 16.05.2016) will be the same for logging into www.udyamimitra.in As one of the PSB reforms agenda, it is stipulated a time frame of 15 days for decision making which needs to be strictly followed by all branches. Presently MSME Wing, H O is sharing the inputs available in www.udyamimitra.in to the Circles on a regular basis to take up with their branches for early pick up /processing of the proposals.</p> |
| 472 | <p>SPECIAL PACKAGE UNDER RETAIL LENDING SCHEMES TO THE EMPLOYEES OF INDIA’S PREMIER EDUCATIONAL INSTITUTIONS / COLLEGES AND CENTRAL UNIVERSITIES WHICH ARE FINANCED BY MHRD THROUGH HIGHER EDUCATION FINANCING AGENCY (HEFA) – ON ALL INDIA BASIS.</p> <p>A special package has been permitted under our various Retail Lending Schemes to the employees of 117 India’s Premier Educational institutions / colleges and Central Universities. This Special Package is valid till 30.09.2019. Concession in ROI under Housing Loans, Vehicle Loans and Canara Budget Loans. 100% waiver in the applicable processing charges for Housing Loans, Canara Vehicle Loans and Canara Budget Loans. Respective branches can sanction higher quantum of loan up to 20 months gross salary subject to a maximum of Rs. 15 lacs under Canara Budget loans. Respective RAHs/branches can sanction Housing Loans, Canara Vehicle loans and Canara Budget loans with Risk gradation up to “Moderate Risk” up to their delegated powers. M/s Higher Education Financing Agency (HEFA) is a joint venture of Ministry of HRD, Government of India and Canara Bank. HEFA aims at enabling India’s premier educational institutions to excel and reach the top in global rankings by providing loans at low interest rates for capital assets creation in India’s higher educational institutions and supplement it with grants / CSR funds from Corporates.</p> <p>It was decided to formulate a special package under various Retail Lending Schemes for the employees of the Institutions / Colleges and Central Universities which are financed by MHRD through Higher Education Financing Agency (HEFA).</p> <p>These institutions are mainly set up/funded under the control of MHRD and other central Ministry decided by MHRD.</p> <p>At present many of the India’s premier educational institutions like IITs, IIITs, NITs, IISER and Centrally funded universities are financed by MHRD through HEFA and they are in continuous process of adding more and more premier educational institutions.</p> <p>Eligible Institutions: At present following are the eligible institutions / colleges / central universities which are coming under HEFA.</p> <p>IISER (Indian Institutes of Science Education and Research) IIIT (Indian Institutes of Information Technology) IIM (Indian Institute of Management) IIT (Indian Institute of Technology) NITTR (National Institute of Technical Teachers Training and Research) NIT (National Institute of Technology) Central Universities</p> <p>Fresh permissions applicable only to the subject package:</p> <ol style="list-style-type: none"> 1. Sanction of Housing Loans and Canara Vehicle Loans can be permitted by the respective RAHs / Branches to the employees of the Institutions / Colleges and Universities which are financed by MHRD through Higher Education Financing Agency (HEFA), with Risk gradation up to “Moderate Risk” up to their delegated powers. The proposals falling under “High Risk” category shall be referred to DGM-CO-CAC and above authorities for |

taking appropriate credit decision.

2. Sanction of Canara Budget loans can be permitted by branches with higher quantum up to 20 months gross salary subject to a maximum of Rs. 15.00 lac with risk gradation up to "Moderate Risk" as per CIR report under the package. Proposals falling under "High Risk" category shall be referred to DGM-CO-CAC & above authorities for taking appropriate credit decision.

3. **100% waiver in the applicable processing charges for Housing Loans, Canara Vehicle Loans and Canara Budget Loans.**

The embargo on sanction of Retail loans by the branches due to NPA levels is not applicable for the loans sanctioned under this package.

In view of the implementation of this Special Package on all India basis, it is decided to discontinue the Special Packages which are permitted by HO, to the employees of IIT Patna, IIT Guwahati and IIT Jodhpur & include the employees of these organizations also under this package for a period valid till 30.09.2019.

Similarly, wherever Special Packages which are permitted by the Circles for the institutions / colleges & universities (viz. IITs, IISER, IIIT, IIM, NITTR, NIT& Central Universities) which are financed by MHRD through HEFA, the same are also to be discontinued & included under this package.

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| 475 | <p>Direct Selling Agents (DSAs) - Modifications and Consolidated guidelines.</p> <p>Regional Office to restrict empanelment of our retired employees only up to 50% of total empanelled DSAs of the Region.</p> <p>DSAs can source PMAY (Urban)-CLSS loans of ticket size of Rs.15 lakhs & above.</p> <p>Empanelled DSA need to source minimum housing loan proposals of Rs.25 lakhs in Metropolitan/ Urban Centre and Rs.20 lakhs in Semi-urban centre per month to be eligible for Payment of Service fees/ commission for the month. However, DSAs can source PMAY (Urban)-CLSS loans of ticket size of Rs.15 lakhs and above.</p> |
| 476 | <p>PradhanMantriAwasYojana (PMAY) – Credit Linked Subsidy Scheme (CLSS) – Modified guidelines.</p> <p>The definition of 'Beneficiary' was broadened to include an adult earning member (irrespective of marital status) subject to certain provisions, making him/ her eligible to apply for PMAY under CLSS for MIG scheme effective from 01.01.2017.</p> <p>Subsequently, this definition of 'beneficiary' was also made applicable to entire PMAY (U) scheme w.e.f. 27th June, 2017.</p> <p>In addition to the all Statutory towns and Notified Planning / Development Areas, the coverage now also includes areas falling within notified Planning /Development area under the jurisdiction of an Industrial Development Authority/ Special Area Development Authority/ Urban Development Authority or any such Authority under State legislation which is entrusted with the functions of urban planning and regulations.</p> <p>Age of the borrower shall be 21 years to 60 years. However, in case the age of the applicant is more than 55 years, then spouse or legal heirs have to join the loan. In case the borrower has sufficient income even after attaining 60 years of age, in such cases next higher sanctioning authority may waive the condition of obtaining earning legal heirs as co-applicant.</p> <p>Major legal heirs should be earning family member. However, wherever the borrower has sufficient income even after attaining 60 years of age in such cases next higher authority may waive the condition of obtaining earning legal heir as co-applicant.</p> <p>In case earning major legal heirs want to join the main borrower, sanctioning authority need to inform the borrowers that in case the earning legal heirs are unmarried and joining the loan then that legal heir shall not be eligible for a housing loan under PMAY again as his KYCs get linked with interest subsidy.</p> <p>In case the borrower has sufficient income even after attaining 60 years of age, where ever it is financially feasible to the borrower to meet the EMIs of HL accounts & Insurance premium sanctioning authority may offer Life Term Insurance Policy on an optional basis.</p> <p>QUANTUM OF LOAN:Four times of gross annual income as per latest Income Tax Assessment Order/ acknowledged copy of Income Tax Return / Form16/ Income proof certificates issued by competent authorities (in case of non-income tax assesses).</p> <p>RAH Head/ RO HEAD-CAC/AGM-CO-CAC and above authorities up to their delegated sanctioning powers can relax the following:</p> <p>Higher quantum of loan upto 60 times of gross monthly salary or 5 times of gross annual income as per latest Income Proof like Income Tax Assessment Order / acknowledged copy of Income Tax Return /Form16, Income Proof Certificate issued by competent authorities in case of non-income assesses, etc.</p> <p>However, in case the borrower/s are Salaried youth aged between 21-45 years working for the Central/State Government, Reputed PSUs/Joint Stock Companies, Reputed Corporates/ Public Limited Companies/ Private Institutions, Lecturers/ Asst. Professors / Professors of Colleges/ Research Institutes and Universities, IT/BT Companies respective Sanctioning Authority may sanction the loan up to their sanctioning delegated powers subject to compliance of confirmed service with 2 years as under:</p> <p>72 times of gross monthly salary or 6 times of gross annual income as per latest Income Tax Assessment Order/acknowledged copy of Income Tax Return /Form16, Income Proof Certificate issued by competent authorities in case of non-income assesses, etc.</p> <p>No restrictions in quantum of loan in scheme guidelines. However, permitting upto 6 years gross salary</p> |

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| | <p>is subject to NTH and LTV compliance and the same is in line with regulatory guidelines.</p> <p>Net Take Home Salary/income: Minimum percentage of Net Income/NTH should be 25% of the Gross Salary (after meeting the instalment for the proposed Housing Loan and any other EMIs with other Banks/ Financial Institutions) at the time of availing the loan subject to the condition that the minimum amount of Net Income/NTH quantum shall be stipulated at Rs.10,000/- p.m. (net of all deductions including EMI of proposed HL) in all cases.</p> <p>PMAY-CLSS scheme guidelines are also extended to our employees (shall be at applicable ROI, Margin etc.) at par with general customers as per PMAY-CLSS guidelines.</p> <p>Rural branches are permitted to extend PMAY Loans to the customers acquiring property located in statutory towns and planning area only.</p> <p>Scheme does not restrict any branch from financing to Housing Loan under PMAY, provided the property is situated under statutory towns and planning area. However, branch to ensure that the EMT is created in notified area.</p> |
| 477 | <p>Housing Loan – Modification of scheme guidelines. Modified guidelines-</p> <p>In case of Housing Loans where Project Cost is upto Rs.10.00 Lakh, stamp duty, Registration Charges and other Documentation charges can be included in the Project Cost for the purpose of stipulating Margin as well as for LTV Ratio</p> <p>a) In cases where project cost exceeds Rs.10.00 Lakhs, maximum loan amount shall calculated on the lower of the following values subject to compliance of LTV Ratio and margin.</p> <p>i) Value mentioned in agreement for sale plus GST shall be added as part of Project Cost for assessing the loan amount. However Stamp duty, Registration Charges and other documentation charges, which are not realizable in nature shall not be included in project cost for arriving at the loan eligibility and</p> <p>ii) Current Market Value as per the latest Valuation report.</p> |
| 480 | <p>PSB Loans in 59 Minutes to MSME Sector in digital Platform.</p> <p>“PSB LOANS IN 59 MINUTES” a Digital Platform put into operation to apply and get “in-Principle Sanction” for Business Loans within 59 minutes without any physical contact with Bank Branch.</p> <p>The salient features:</p> <p>Our Bank entered into MoU with M/S CapitaWorld Private Limited, (FinTech Company acquired by SIDBI led Consortium of Banks) as user bank on the digital platform to process MSME Loans. MSME loans from Rs. 25.00 Lakhs to Rs. 100.00 Lakhs shall be processed under this platform.</p> <p>Borrower Journey through Market Place URL: https://www.psbloansin59minutes.com</p> <p>Borrower Journey through Canara Bank specific URL: https://www.psbloansin59minutes.com/canarabank</p> <p>Lenders Journey through URL: https://www.psbloansin59minutes.com/sidbi</p> <p>Processing Charges for Working Capital Loans: 0.45% + applicable Taxes</p> <p>Upfront fee for Term Loans: 0.75% + applicable Taxes</p> <p>The customers who have registered in GST and have filed ITRs would be eligible under the Contactless Scheme in Phase 1.</p> <p>The maximum eligibility value for any customer under this scheme is initially INR 1 Cr.</p> <p>To start with, contactless loans would be to an entity with 2 years or above existence, at least one year net profit and looking for loan requirement from Rs.25 lakhs upto Rs.100 lakhs.</p> |
| 481 | <p>Extension of “MSME SAHAY” scheme till 31.03.2019.</p> <p>Modification in repayment terms FOR New Loans sanctioned w.e.f. 01.10.2018. Maximum period of six months from the date of availment/receipt of ITC claim whichever is earlier as bullet payment/monthly installments. The revised repayment guideline is applicable only to new loans sanctioned w.e.f. 01.10.2018.</p> <p>Introduction of Scheme Code:</p> <p>A new scheme code 93600 has been introduced for the MSME SAHAY Scheme. Branches are advised to use the scheme code invariably for all the loans sanctioned under MSME SAHAY Scheme.</p> |
| 487 | <p>RATES OF INTEREST ON RUPEE LOANS AND ADVANCES - MCLR OF THE BANK W.E.F. 7TH OCTOBER 2018.</p> |
| 488 | <p>OPENING OF SAS CGFSEL/CGFSSD PACKAGE FOR SEPTEMBER 2018 QUARTER FOR COVERING ELIGIBLE EDUCATION/SKILL LOANS SANCTIONED UNDER THE SCHEMES CGFSEL & CGFSSD.</p> <p>All Education Loans sanctioned up to a limit of Rs. 7.50 lakhs without any collateral security/third party guarantee are eligible for coverage under CGFSEL scheme.</p> <p>Skill Loans sanctioned up to a limit of Rs. 1.50 lakhs without any collateral security/third party guarantee are eligible for coverage under CGFSSD scheme.</p> |
| 496 | <p>CENTRAL SECTOR SCHEME OF INTEREST SUBSIDY (CSIS) ON EDUCATION LOANS IMPLEMENTED BY MOHRD, GOI .</p> |
| 501 | <p>PadhoPardesh Scheme of Interest Subsidy on Education Loans for Overseas Studies for the students belonging to the Minority Communities – Opening of SAS package for submitting claims for the June and September 2018 quarter pertaining to the FY 2018-19.</p> |

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| 505 | <p>Unique Document Identification Number (UDIN). Institute of Chartered Accountants of India (ICAI), a statutory body set up under an Act of Parliament i.e. The Chartered Accountants Act, 1949 has come out with UDIN. ICAI has developed an UDIN Portal that would on one hand facilitate the practicing Chartered Accountants to register the documents / certificates / reports certified / attested by him/her and prevent it from being used by third person(s) misrepresenting as CA members and on the other hand will facilitate Banks / Regulators / Authorities / other Stakeholders to verify the authenticity of the documents before relying that these are certified by a CA only. Banks can verify the authenticity of the attested documents by visiting on the UDIN Portal at https://udin.icaai.org. At the home page of the said portal, there is an option to search UDIN, wherein on entering the UDIN of the certificate/document to be verified, the key values mentioned in the document will be generated and the same can be matched with that certificate/document. Branches / Offices are advised to visit the UDIN portal and check the genuineness of the documents whenever such certificates from CAs are received and also advise the borrowers/CAs to register the documents in UDIN portal. w.e.f. 01.01.2019, while accepting the documents certified by Chartered Accountants, branches/offices to ensure that such documents mandatorily contain UDIN and it is verified with the ones uploaded in the UDIN portal without fail.</p> |
| 512 | <p>PSB REFORMS AGENDA -MSME Customer Satisfaction Survey under EASE (Enhanced Access and Service Excellence). GOI has mandated that all PSBs shall implement reforms agenda with 6 themes entitled" Enhanced Access and Service Excellence (EASE)" Boston Consultancy Group (BCG) is conducting an MSME Customer Satisfaction survey for all Banks as a part of the EASE Index Project Link for MSME Customer satisfaction survey is http://bit.ly/MSMECustSurveyCanara</p> |
| 513 | <p>CREDIT GUARANTEE FUND TRUST FOR MICRO & SMALL ENTERPRISES (CGTMSE) - HYBRID SECURITY- Partial Collateral Security model - Modification on charge on collateral securities. Partial Collateral Security model - Modification on charge on securities. CGTMSE to have notional second charge on collaterals instead of Paripassu charge.</p> |
| 514 | <p>Dr.Ambedkar Central Sector Scheme of Interest Subsidy on Educational Loans for Overseas Studies for Other Backward Classes(OBCs) & Economically Backward Classes(EBCs)- ACSISOBCEBC .</p> |
| 522 | <p>SARFAESI ACT, 2002- AMENDMENT TO H.O CIRCULAR NO. 312/2018. Publishing of the sale notices in the website of the Bank is made compulsory.</p> |
| 524 | <p>Introduction of revised Auto Classification of Priority Sector Advances in CBS. New Fields / Screens are introduced to capture relevant data at the time of account opening / limit creation under LN057/CHM07 option System will classify the Accounts as per the new functionality only if accounts are opened through LN057 CBS option.</p> |
| 526 | <p>Canara Pension Loan Scheme – Modification in scheme norms of Canara Pension Loan Scheme to Retired Employees of our Bank & their Family pensioners who have opted for the IBA Group Mediclaim Insurance Policy. Loan Quantum: Enhanced to Rs. 90000/- from the existing quantum of loan of Rs.40000/-. Computation of Loan Quantum: Maximum loan eligibility of the pensioner/Family pensioner to remit the Annual Premium of the IBA Group Mediclaim Insurance Policy as a Second Loan shall be. i) The amount of Annual Premium payable for the year. OR ii) Maximum, eligible loan amount as per Canara Pension Loan Scheme (Presently maximum loan of Rs. 500000/-) MINUS existing liability if any. OR iii) Rs. 90000/- Whichever is lower out of the above three. However, the maximum loan liability at the time of sanction and disbursement of loan under both the component shall not exceed 20 months pension amount or Rs. 500000/- (Whichever is lower). Reimbursement of premium amount paid for this financial year 2018-19 only within 3 months from the date of issuing the circular.</p> |
| 530 | <p>Flow of Credit to Minority Communities - Observing "November" Month as Minority Community Month.</p> |
| 536 | <p>RATES OF INTEREST ON RUPEE LOANS AND ADVANCES – MCLR OF THE BANK W.E.F. 7TH NOVEMBER 2018.</p> |
| 538 | <p>MSME Support and Outreach - PSB loans in 59 minutes. Use of data of GST Registered customers of our Bank interested in availing finance from us-Shared by SIDBI. Data of Renewal accounts sent by Circles, already uploaded by MSME Wing, HO, in the portal/Taking forward their journey. Daily Reporting Data of GST Registered customers of our Bank interested in finance through PSB loans in 59 minutes Portal– Shared by GSTN through SIDBI –contacting the customers within 24 hours for their Registration /On-boarding on the Portal. Data of Renewal accounts uploaded on PSB loan Portal through Bulk Upload-Contacting customers for their acknowledgement and taking forward their journey in the digital lending platform "psbloansin59minutes.com"</p> |

| 541 | <p>Guidelines for implementation of Clean and Effective post Sanction Monitoring of accounts with aggregate exposure of Rs. 250.00 crores and above from the Banking system and appointment of Agencies for Specialised Monitoring (ASM).</p> <p>Applicability: These guidelines are applicable to all the entities including NBFCs with aggregate Bank exposure under FB and NFB facilities (sanctions/renewal) of Rs.250.00 Crores and above under Consortium /Multiple Banking / Sole Banking. Guidelines are applicable to all Standard, Standard Restructured and NPA Restructured accounts. These guidelines are applicable to Projects under implementation also.</p> <p>Periodicity: The system of post sanction monitoring shall be undertaken in all eligible accounts on a quarterly basis after the closure of each quarter. In accounts under Stress or under Restructuring, monthly monitoring may be stipulated, if deemed necessary. The ASM will complete the assignment within a period of 1-3 weeks from the end of the quarter.</p> <p>Professional Fees: In respect of accounts under Sole Banking and where we are the Leaders under Consortium/MBA, Professional fees shall be fixed at Rs 1.50 lakhs per annum for accounts with total exposure of UptoRs 500.00 Crs and Rs 2.00 lakhs per annum for accounts with Total exposure above Rs 500.00 Crs. If the ASMs are negotiating for higher fees, the same may be considered taking into account the nature and volume of assignment after getting approval from the respective Credit Wing Head at HO. The amount is to be recovered from the company. Suitable covenant is to be stipulated.</p> | | | | | | | | | | | | |
|--|---|---|-----------------|---|--|--|---|---------------|-----------------|-----------------------------|--|---|---|
| 547 | <p>EXTENSION OF OBSERVANCE OF "RETAIL LOAN FESTIVAL" EXPIRING ON 16.11.2018 TILL 31.01.2019.</p> <p>Processing Charges on housing Loans and Canara Vehicle Loans waived for the loans sanctioned till 31.01.2019 and disbursed on or before 15.02.2019</p> | | | | | | | | | | | | |
| 548 | <p>Standard Operating Procedure (SOP) for effective co-ordination among Consortium Banks – Model formulated by IBA.</p> | | | | | | | | | | | | |
| 550 | <p>PART MODIFICATION OF POLICY ON INSOLVENCY & BANKRUPTCY CODE.</p> <p>The important changes are highlighted in the Circular and few of the major changes are as under:</p> <p>a) General Manager, Stressed Assets Management Wing is empowered to empanel the IPs. b) Respective credit wings shall take permission from the competent authority upon admission of case to NCLT to mark account for recovery, duly informing the further course of action, recovery action against personal guarantors/corporate guarantors in NCLT admitted cases and transfer the account to Recovery Section of the respective Wing/R&L Section of Circle. c) Standard Operating procedure for entrusting cases to IRP/RP. d) Modification in delegated powers, viz. Circle powers in respect of NCLT accounts withdrawn & modified etc. Considering the filing of cases and CIRP process in NCLT admitted accounts, every endeavour should be made to protect the interest of our bank and take immediate action for expediting recovery.</p> | | | | | | | | | | | | |
| 562 | <p>Registration of charges-Amendments in Companies Act 2013.</p> <p>Modified timeline for registration of charges w.e.f 2/11/2018</p> <table border="1" data-bbox="175 1388 1516 1624"> <thead> <tr> <th>Normal period</th> <th>Extended period</th> <th>After the expiry of the prescribed period</th> </tr> </thead> <tbody> <tr> <td>30 days from the date of creation of charge on payment of normal fee</td> <td>60 days from the date of creation of charge with the permission of the registrar on payment of additional fee as prescribed.</td> <td>Further period of 60 days i.e. 120 days from the date of creation of charge with the permission of the Registrar and on payment of such advoleram fee as may be prescribed.</td> </tr> </tbody> </table> <p>b. For charges created prior to commencement of ordinance (i.e. before 02.11.2018), the revised timelines for registration shall be as under:</p> <table border="1" data-bbox="175 1680 1516 1836"> <thead> <tr> <th>Normal period</th> <th>Extended period</th> <th>After the prescribed period</th> </tr> </thead> <tbody> <tr> <td>30 days from the date of creation of charge on payment of normal fee</td> <td>300 days from the date of creation of charge with the permission of the registrar on payment of additional fee as prescribed.</td> <td>6 months from the commencement date of Ordinance i.e. from November 2, 2018, on payment of such fee as may be prescribed.</td> </tr> </tbody> </table> | Normal period | Extended period | After the expiry of the prescribed period | 30 days from the date of creation of charge on payment of normal fee | 60 days from the date of creation of charge with the permission of the registrar on payment of additional fee as prescribed. | Further period of 60 days i.e. 120 days from the date of creation of charge with the permission of the Registrar and on payment of such advoleram fee as may be prescribed. | Normal period | Extended period | After the prescribed period | 30 days from the date of creation of charge on payment of normal fee | 300 days from the date of creation of charge with the permission of the registrar on payment of additional fee as prescribed. | 6 months from the commencement date of Ordinance i.e. from November 2, 2018, on payment of such fee as may be prescribed. |
| Normal period | Extended period | After the expiry of the prescribed period | | | | | | | | | | | |
| 30 days from the date of creation of charge on payment of normal fee | 60 days from the date of creation of charge with the permission of the registrar on payment of additional fee as prescribed. | Further period of 60 days i.e. 120 days from the date of creation of charge with the permission of the Registrar and on payment of such advoleram fee as may be prescribed. | | | | | | | | | | | |
| Normal period | Extended period | After the prescribed period | | | | | | | | | | | |
| 30 days from the date of creation of charge on payment of normal fee | 300 days from the date of creation of charge with the permission of the registrar on payment of additional fee as prescribed. | 6 months from the commencement date of Ordinance i.e. from November 2, 2018, on payment of such fee as may be prescribed. | | | | | | | | | | | |
| 564 | <p>"SUPPORT AND OUTREACH PROGRAMME FOR MSMEs- EFFECTIVE PARTICIPATION BY ALL OUR BRANCHES AND OFFICES". A SPECIAL SUPPORT AND OUTREACH PROGRAMME- 100 DAYS CAMPAIGN LAUNCHED BY HON'BLE PRIME MINISTER ON 02.11.2018.</p> | | | | | | | | | | | | |
| 565 | <p>PradhanMantri Mudra Yojana (PMMY)</p> <p>- Due diligence in sanction of loans, - Post disbursement monitoring, - Recovery, rehabilitation and restructuring of stressed accounts - RBI study on assessment of NPA under PMMY</p> | | | | | | | | | | | | |
| 566 | <p>Extension of concessional rate of interest to the existing education loans to the wards of the employees where employees are not the joint borrower.</p> | | | | | | | | | | | | |

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| | ROI shall be applicable prospectively. |
| 567 | <p>PSB Loans in 59 Minutes to MSME Sector in digital Platform – Additional/Modified guidelines.</p> <p>“PSB LOANS IN 59 MINUTES” a Digital Platform put into operation to apply and get “in- Principle Sanction” for Business Loans within 59 minutes without any physical contact with Bank Branch. The salient features: MSME loans from above Rs. 5.00 Lakhs to Rs. 100.00 Lakhs shall be processed under this platform who has filed ITR3/4/4S/5/6 & GST Return. Sanction of fresh Working Capital Limits, Renewal of existing Working Capital limits with/without enhancement and fresh Term Loans shall be processed. Only fund based limits are processed under the platform. Processing Charges for Working Capital Loans: 0.45% + applicable Taxes. Processing Charges for Working Capital Renewal Loans: 0.20% + applicable Taxes. Upfront fee for Term Loans: 0.75% + applicable Taxes. Convenience Fee: Our Bank specific URL: Rs. 750/- per proposal. Convenience Fee: Market Place URL: Rs.1,000/- per proposal.</p> |
| 568 | <p>Interest Equalisation scheme rate changed for MSME on Pre and Post shipment Rupee export credit.</p> <p>It has been decided by the Government of India to increase w.e.f 02.11.2018 Interest Equalisation rate from 3% to 5% in respect of exports by the Micro, Small and Medium (MSME) sector manufactures under the Interest Equalization Scheme on Pre and Post Shipment Rupee Export Credit.</p> |
| 569 | <p>CREDIT GUARANTEE FUND TRUST FOR MICRO & SMALL ENTERPRISES (CGTMSE)- INCORPORATING THE FINANCIAL DATA OF THE UNIT TO BE COVERED IN THE GUARANTEE APPLICATION FORM-SAS PACKAGE.</p> <p>Since the financial data for slabs above Rs 10 lakhs is mandatory, Branches are advised to punch the required data wherever required along with submission of application for CGTMSE guarantee cover.</p> |
| 570 | <p>CREDIT GUARANTEE FUND TRUST FOR MICRO & SMALL ENTERPRISES (CGTMSE)- MODIFICATIONS.</p> <p>Modifications in the Interest Rate Cap under CGTSME- Any credit facility which has been sanctioned by the lending institution with the interest rate charged as per the RBI guidelines would be eligible for coverage under CGS.</p> <p>Modification in the guarantee coverage limit for Retail Trade Segment- The limit for credit facility of retail trade segment will be uptoRs 100 lakh per MSE borrower.</p> <p>Charging of fee for using Search History module in system- A Search facility providing borrower information such as guarantee (s) approved by the Trust, Unit’s name and the loan status (NPA/Standard) is made available by CGTMSE in their portal by providing ITPAN of the Chief Promoter of the Unit. The information will help Circles/Branches to find out if a particular borrower has fully/partially availed onetime limit under CGTMSE. Further, the facility would help in alerting the Circles/Branches to avoid extending credit facilities to the defaulters. CGTMSE will now be charging a nominal fee of Rs 50/-(plus GST) per successful search for the information displayed in the search facility. The charges to be debited to the borrower’s account at the time of availing the Search facility. The payment from Circles would be collected monthly on 10th of the subsequent month by CGTMSE Mumbai.</p> |
| 577 | <p>Revised Guidelines of Overdraft facility under PMJDY – Obtention of additional mandatory details under Foreign Tax Laws (FATCA/CRS) while Opening PMJDY accounts.</p> <p>The reporting requirement under Foreign Account Tax Compliance Act (FATCA) and Common Reporting Standards (CRS) are mandatory, which is to be obtained along with the PMJDY account opening form without fail.</p> |
| 578 | <p>Condonation of delay in Filing of security Interest in CERSAI portal.</p> <p>Registration of security interest in CERSAI within 30 days of creation of security interest. CERSAI is empowered to condone delay beyond 30 days to 60 days. Further in case filing of security interest is not completed within 60 days, the transaction will be condoned by GOI, after being satisfied with the reasons furnished by the creditors in the option “ Reasons for the delay in filing the transaction” available in CERSAI website.</p> |
| 580 | <p>Corporate Identification Number (CIN) for corporate customers.</p> <p>Branches are required to capture the CIN (Corporate Identification Number) of all the companies at the time of opening of accounts under CIM09 option, under “Corporate Customer Info” tab.</p> |
| 581 | <p>RATES OF INTEREST ON RUPEE LOANS AND ADVANCES - MCLR OF THE BANK W.E.F. 7TH DECEMBER 2018.</p> <ol style="list-style-type: none"> 1. Overnight MCLR 8.25% 2. One-month MCLR 8.25% 3. Three-month MCLR 8.45% 4. Six-month MCLR 8.55% 5. One-year MCLR 8.70% |
| 585 | AUTO DEBIT OF SERVICE CHARGES RELATED TO LOANS AND ADVANCES IN FCR. |

We are pleased to inform that following Service Charges related to Loans and Advances have been automated in FCR CBS in Phase I:
 1) Processing Charges 2) Upfront Fee 3) Documentation Charges 4) Lien Cancellation charges
 5) Mortgage Charges 6) Consortium Charges
Further, provision is made available for the branch user to manually collect the following Service Charges in FCR Loans and Advances Module:
 1) Revalidation of sanctions 2) Modification of sanction Terms & Conditions 3) Out of pocket expenses
 4) Issue of project appraisal certificates 5) Charges of copy of documents
 6) Issue of capability/ solvency certificate/ commercial paper
System will debit applicable service charges plus GST @ 18%.
The details of CBS changes in this regard are explained in the annexure to this circular.
We have enabled the following BO reports:
 1. 280336_Service_Charge_Waiver_Report – This report lists all the accounts wherever system has automated service charges and branch has waived the same. This report can be generated for Bank as whole / Circle wise / Branch wise. 2. 280337_Service_Charge_Collected report – This report lists all the accounts wherever system has automated service charges to accounts and service charges manually debited by the branch in option FP: BAM50. This report can be generated for Bank as whole / Circle wise / Branch wise / for particular account.

587 Employees’ Housing Loan (EHL) Scheme of the Bank -Modification in the Powers with the sanctioning authority.
 Respective sanctioning authority i.e. Divisional Manager, Circle Office is delegated with powers for permitting the exceptions in respect of Employees’ Housing loans.

588 MASTER POLICY ON CREDIT RISK MANAGEMENT FOR 2018-19 - DOMESTIC BRANCHES – MODIFICATIONS. MODIFIED GUIDELINES- Project appraisal is applicable in case of: Existing borrowers-

| Type of Project | Risk rating of the borrower | Project Cost |
|--|---|-------------------------|
| Proposed projects including Infrastructure | Internally rated as Moderate Risk or externally rated BB | Rs. 500 Lacs and above |
| | Internally rated as Low/Normal Risk or externally rated BBB or better | Rs. 1000 Lacs and above |

For new Borrowers:
Proposed projects including Infrastructure with project cost of Rs.500 lacs and above.

589 MAINTENANCE OF BANK GUARANTEES IN CBS – FCC PACKAGE.
 Opening of Bank Guarantee in FCC Package
 Zero Tolerance for Manual Maintenance of BG
 Closure of Expired Bank Guarantee / Letter of Credit in the system.

593 Caution List on Fraudulent Third Party Entities/Service Providers.
 Presently the data base of all the TPEs involved in frauds in our bank/other banks is available in Cannet Wing Specific Sites RM Wing Publications TPE (<http://cannet/risk/iad/TPEnew.html>) and branches/offices are also advised to ensure that TPEs in the Caution List are not entrusted with any assignments.
 Due to the increased occurrences of frauds where involvement of TPEs are reported, branches/offices are advised as under:
1. Empanelment of TPEs:
 Before entertaining any request/application for empanelment in our Bank as a TPE, Circle Office must verify the Caution List of TPEs available in Cannet and ensure that the name of the applicant/s is/are not appearing in the Caution List. Circles to ensure that the same is recorded in the office note recommending for empanelment of TPEs.
2. Sanction/Renewal of of Loan Proposals:
 While placing office notes for sanction of Credit Proposals (Both fresh as well as renewal), following confirmation shall invariably be incorporated in the subject office notes:
 ‘The Caution List of TPEs available in Cannet is verified and found that the TPE who provided the services of valuation with respect to the particular loan proposal is not in the Caution List’.

595 Manual of Instructions on “Outward Sights For Collection and Outward Bills Collection” (Revised till 30 09 2018).

601 Memorandum of Understanding with M/S Mahindra & Mahindra Limited - continued for two years from 12.07.2018 to 11.07.2020.

602 Guidelines for implementation of Clean and Effective post Sanction Monitoring of accounts with aggregate exposure of Rs. 250.00 crores and above from the Banking system and appointment of Agencies for Specialized Monitoring (ASM).CORRIGENDUM

Following corrigendum is issued on the guidelines for complainece

| AS PER CIRCULAR | CORRIGENDUM |
|--|---|
| <p>In Page 2, Para3 of the Circular, it is stated as below: "Appointment of ASMs shall be done by the respective Credit Wings at HO."</p> | <p>May be read as below: " Appointment of ASMs shall be done by the respective Credit Wings at HO viz. PCCW, CCW, MSME, PCFI and SAM Wing for the accounts under their respective follow up.</p> |
| <p>In page 3, under para 4, professional fee, it is stated as below: "In respect of accounts under Sole Banking and where we are the Leaders under Consortium / MBA, Professional Fees shall be fixed at Rs.1.50 Lakhs per annum for accounts with total exposure of Rs.500.00 crores and Rs.2.00 lakhs per annum for accounts with total exposure above Rs.500.00 crores."</p> | <p>May be read as below: "In respect of accounts under Sole Banking and MBA and Consortium, where we are the Leaders, Professional Fees shall be fixed at Rs.1.50 Lakhs per annum for accounts with total exposure UPTO Rs.500.00 crores and Rs.2.00 lakhs per annum for accounts with total exposure above Rs.500.00 crores."</p> |
| <p>In Page 3, para No.5, under Review, it is stated as below: "in respect of accounts under Sole banking, the reports will be submitted by Circles / PCBs as per table below:</p> | <p>May be read as: "In respect of accounts under Sole banking &MBA, the reports will be submitted by Circles / PCBs as per table below:</p> |
| <p>In page no.2, under para 6, follow up action by Credit Wings at HO, it is stated as below: "In case of MBA accounts where other bank has appointed ASM, the copy of the report shall be requested for and report shall be accepted by our Bank. Otherwise concerned Credit Wing shall proceed in appointing ASMs on their own as per extant guidelines. In case of MBA where our Banks does not have significant exposure a copy of the ASM conducted by other banks shall be obtained and reviewed."</p> | <p>May be read as: "In case of MBA accounts where other bank has appointed ASM, the copy of the report shall be requested for and report shall be accepted by our Bank. Otherwise, if our Bank has the highest exposure after ensuring that no other Bank has appointed ASM, concerned credit wings shall proceed in appointing ASM on their own as per the guidelines mentioned above. Appointment of ASM is to be informed to other Banks under MBA by way of Exchange of Information. In case of MBA accounts, where our Bank does not have significant exposure a copy of the ASM conducted by other banks shall be obtained and reviewed."</p> |
| <p>603</p> | <p>CONTINUATION OF LOAN SCHEME "CANARA MSE UNNATI" FOR FINANCING MICRO & SMALL ENTERPRISES (MSE)"-WITH MODIFICATIONS. Scheme is extended upto 30.09.2019 without any concession in ROI and other charges.Concession in Processing Charges and Upfront Fee is withdrawn. Normal Processing Charges/Upfront Fee as per extant guidelines shall be collected. The scheme specific interest concession was withdrawn during last renewal of the scheme. Withdrawal of interest concession is continued now and only applicable card rates are to be charged except for women beneficiaries & CGTMSE covered accounts for whom the existing guidelines on concession to be extended.</p> |
| <p>604</p> | <p>CREDIT GUARANTEE FUND SCHEME FOR EDUCATION LOANS (CGFSEL) / CREDIT GUARANTEE FUND SCHEME FOR SKILL DEVELOPMENT LOANS (CGFSSD)- INVOCATION OF CLAIMS. 1. GUARANTEE COVERED ACCOUNTS: All eligible loans are covered under Guarantee Scheme on quarterly basis from Head Office and Guarantee premium is absorbed by the bank. 2. INVOCATION OF GUARANTEE A Lock in period of 12 months has been stipulated from the date of commencement of guarantee cover or end of period of moratorium of interest, whichever is later. (i) LOAN ACCOUNT BECOMING NPA AFTER LOCK IN PERIOD: Branches may invoke the guarantee in respect of Education/Skill loan within a maximum period of one year from the date of the loan account becoming Non Performing Asset (NPA). (ii) LOAN ACCOUNT BECOMING NPA WITHIN THE LOCK IN PERIOD: Branches may invoke the guarantee in respect of Education/Skill loan after satisfying the following conditions, The guarantee is in force at the time of account becoming NPA. The amount due and payable to the Bank in respect of the Education/Skill loan has not been paid and the dues have been classified by the Bank as Non-Performing Assets, provided the Bank shall not make or be entitled to make any claim on M/s National Credit Guarantee Trustee Company (NCGTC) in respect of the said Education/Skill loan if the loss in respect of the said credit facility had occurred owing to actions / decisions taken contrary to or in contravention of the guidelines issued by M/s NCGTC. The credit facility has been recalled and the recovery proceedings have been initiated under due process of law.</p> |

(iii) The claim should be preferred by the branches as per the norms stipulated and within time frame specified/ to be specified by M/s NCGTC in this behalf.

(iv) **Under CGFSEL, M/s NCGTC shall pay 75 % of the guaranteed amount on preferring of eligible claim by the lending institution, within 30 days, subject to the claim being otherwise found in order and complete in all respects. M/s NCGTC shall pay to the Bank interest on the eligible claim amount at the prevailing Bank Rate for the period of delay beyond 30 days.**

The balance 25% of the guaranteed amount will be paid after obtaining a certificate from the Bank that all avenues for recovering the amount have been exhausted. On a claim being paid, M/s NCGTC / the Fund shall be deemed to have been discharged from all its liabilities on account of the guarantee in force in respect of the borrower concerned.

(v) Any Claim under the Credit Guarantee Scheme for Skill Development (CGFSSD) would be settled at 100% of the guaranteed amount at one go, subject to the receipt of a certificate from the bank to the effect that all avenues of recovering the amount in default have been exhausted; there is no further scope for recovering the default amount, and that the claim is found in order and complete in all respects.

(vi) In the event of default, the Bank shall exercise its rights, if any, to take over the assets of the borrowers and the amount realized, if any, from the sale of such assets or otherwise shall first be credited in full by the lending institutions to M/s NCGTC before it claims the remaining portion of the guaranteed amount. The Bank shall be liable to refund the claim released by M/s NCGTC together with penal interest at the rate of **4% above the prevailing Bank Rate, if such a recall is made by M/s NCGTC in the event of deficiencies having existed in the matter of appraisal / renewal / follow-up / conduct of the Education/Skill loan or where lodgment of the claim was more than once or where there existed suppression of any material information on the part of the lending institutions for the settlement of claims.** The Bank shall pay such penal interest, when demanded by the Fund, from the date of the initial release of the claim by M/s NCGTC to the date of refund of the claim.

PROCEDURE FOR INVOCATION OF GUARANTEE AND PREFERMENT OF CLAIM:

Branches should Prefer/lodge the claim to Recovery & Legal section, Circle Office immediately within 90 days of loan account becoming NPA.

R&L Section, Circle Office in turn shall verify the correctness the claim data and forward the consolidated claim to Government Portal Section, PC&FI Wing, Head Office within 30days from the receipt of claim from the Branches.. M/s NCGTC after satisfying itself about the aspects met by the bank regarding lodgment of claim for guarantee, will honor 75% of the guaranteed portion of the outstanding in default, subject to maximum of 75 % guaranteed cap amount.

The balance 25% shall be claimed and paid by M/s NCGTC on conclusion of the recovery proceedings of the bank in respect of Education loans covered under CGFSEL.

However, the Claim for the Skill loans covered under the CGFSSD would be settled at 100% of the guaranteed amount.

605 INTRODUCTION OF "VIDYA SHAKTHI" – NEW EDUCATION LOAN SCHEME FOR THE STUDENTS OF "PERSONS WITH DISABILITIES"(PWD) CATEGORY WITH RELAXED GUIDELINES UNDER IBA MODEL EDUCATION LOAN SCHEME.

Eligibility: Student should be an Indian National with physical disabilities to the extent of **40% or more**. Copies of Person With Disabilities (PWD) certificate issued by the competent authorities i.e. **Medical Board duly constituted by Central / State Govt. or the Unique ID card issued for the Person with Disabilities (Swavlamban Card)** shall be obtained as proof of the disability and preserved along with the loan papers.

Purpose: To assist the PWD category students who are in need of education loan for pursuing the following courses in India. Education loans for abroad studies will be as per the guidelines of IBA Model Education loan scheme (Ref: HO CIR 147/2016). Specialized training/vocational courses offered by various institutions for PWDs.

All graduation/Post graduation/Research courses. Diploma/Certificate courses.

3. Nature of Facility: Education Loan

4. Quantum of Finance: Need based finance shall be considered. Vocational/Certificate/Diploma courses: Max Rs 1.50 lakhs. Other courses which leads to a degree: **Max Rs 7.50 lakhs (Loans above the Max ceiling shall be considered under our existing IBA model education loan scheme as per HO Cir 147/2016).**

5. Expenses considered for loan: All necessary expenses as enumerated in HO Cir 147/2016 for IBA model education loan scheme can be considered. Besides the above, the cost of specially designed assistance devices/Equipments such as Screen readers, refreshable Braille display, hearing aids, electronic magnifier and other devices which will aid the student's movement, reading, hearing etc. can also be included while arriving at the cost of the course.

Maximum quantum considered for the cost of the specially designed assistance devices is,

i. Degree courses : Rs 1.00 lakh

ii. Vocational/Certificate/Diploma Courses : Rs 0.50 lakh

The expenses for purchase of the equipment's shall be included in the total Project cost of the course and including the above expenses the loan quantum shall not exceed Rs 1.50 lakhs and Rs.

| | |
|--------|---|
| | <p>7.50 lakhs for vocational and degree courses respectively.</p> <p>6. Margin: Upto a loan amount of Rs 4.00 lakhs – NIL, Above Rs 4.00 lakhs - Minimum margin of 5% has to be stipulated. Scholarship/ assistantship if any, has to be considered as margin.</p> <p>ROI: Ongoing One year MCLR, If eligible for EL under DIR the ROI @4% simple has to be charged for the education loans. Security- Assignment of future income, Parent/Guardian as co-borrower, Loan for Degree/PG/PhD to be covered under CGFSEL, Loan for vocational/Certificate/Diploma courses are to invariably covered under CGFSSD.</p> <p>Loan beyond 7.5 lakh to be sanctioned under IBA's Model Education Loan Scheme.</p> <p>Repayment:-Uniform one year moratorium period. Repayment holiday consists of Course period + (1 year after completion of course). For vocational and skill development loans, 3 to 7 years. For degree courses- 15 years in EMI. No prepayment penalty. Upfront fee- Nil. Vidyaxmi portal referral fee absorbed by the bank. Product Code: 651 (EL-IBA Model EL scheme) & EL- IBA Skill loan scheme). Scheme Code 93900 Vidya Shakti. Schedule Code 2017 EL-IBA Model EL Scheme; 2013 EL-IBA Skill Loan scheme</p> |
| 611 | <p>Interest Subvention Scheme for Incremental credit to MSMEs 2018.</p> <p>Introduction of two percent per annum interest subvention for incremental credit to MSMEs.</p> <p>Scheme Period:Two Financial Years - 02.11.2018 to 31.03.2019; 01.04.2019 to 31.03.2020.Eligible Segment: Manufacturing and Services– Complying to MSMED Act and having valid GSTN and UAN (UdyogAadhaar Number).Eligible type of facility: Fresh Working Capital Limits, Term Loans, Incremental Working Capital Limits and Term Loans.Extent of Coverage:Maximum financial assistance of Rs.100 Lakh per borrower.</p> <p>Ineligible Category: (i) MSME exporters availing interest subvention for pre-shipment or post shipment. (ii) MSMEs already availing interest subvention under any of the State/Central Government schemes.</p> <p>Periodicity of Interest Subvention Claim- Half yearly basis.</p> <p>Nodal Agency: SIDBI, Mumbai.</p> <p>GSTN and UdyogAadhaar Number (UAN) are mandatory for eligibility.</p> |
| 622/18 | <p>SUB : Renewal of Memorandum of Understanding (MoU) between Canara Bank and M/s Ashok Leyland Limited for financing the buyers (falling under MSME-Service Sector) of commercial vehicles of Ashok Leyland make.</p> <p>AMU valid till 11.12.2020 for providing finance to M/S Ashok Leyland Ltd. and conditions are furnished.</p> |
| 623/18 | <p>LARGE CREDIT MONITORING PACKAGE (LCM) OPERATING GUIDELINES - Large Credit Monitoring Package(LCM) is applicable for sanctioned limit (both fund based & Non fund based) of Rs 100 lacs & above. - Data updation is required to be done on monthly basis -Pillar wise submission is applicable. -Monthly data updation will be done at HO Level. Data will be extracted From CBS & no data will flow from LCM into CBS. - Uploading wherever applicable should be done in PDF format only</p> |

CIRCULAR -2019

CIR NO. 04/2019 :- Relaxation in delegated powers for sanctioning of loans based on Credit Information Reports obtained from CICs under Consumer segment in Agriculture Portfolio, in the states where Debt Waiver Scheme has been announced and is under implementation. **The respective sanctioning authority** can consider fresh loan proposals up to their delegated powers if the Risk Grade **allotted is up to High Risk, for accounts closed under Govt. Debt waiver Scheme** as below:

- The relaxation is applicable only to those borrowers whose earlier loan is closed by receipt of debt waiver from Govt and no sacrifice involved from Bank.
- In case of overdue/NPA loan accounts closed by the borrower with our Bank, within 1 year from the date of receipt of Debt waiver amount.
- Applicable for all agriculture loans, including allied activities.
- Review of the sanctions made for loans above Rs.1 lakh to be done by the next higher authority, for all categories of loans sanctioned under the proposed relaxation.

Wherever write off/Bank's Sacrifice is involved for closure of account, the existing guidelines as per recovery policy (Chapter XIV, Granting fresh credit facility to OTS beneficiaries) shall be applicable

CIR NO. 06/2019 :- EL - OPENING OF SAS CGFSEL/CGFSSD PACKAGE FOR DECEMBER 2018 QUARTER FOR COVERING ELIGIBLE EDUCATION/SKILL LOANS SANCTIONED UNDER THE SCHEMES CGFSEL Et CGFSSD. All Education Loans sanctioned up to a limit of Rs. 7.50 lakhs without any collateral security/third party guarantee are eligible for coverage under CGFSEL scheme.

Skill Loans sanctioned up to a limit of Rs. 1.50 lakhs without any collateral security/third party guarantee are eligible for coverage under CGFSSD scheme.

CIR NO. 08/2019 :- CERSAI-Filing the charges pertaining to current/ subsisting Transactions. Filing of the charges pertaining to all subsisting Transactions with CERSAI by 31st Jan 2019. Filing the current charges relating to all transactions with CERSAI on an ongoing basis.

CIR NO. 11-2019 : RATES OF INTEREST ON RUPEE LOANS AND ADVANCES - MCLR OF THE BANK W.E.F. 7TH JANUARY 2019 The tenor linked MCLR of the Bank shall be as under w.e.f. 7th January 2019 : 1. Overnight MCLR 8.30% 2. One-month MCLR 8.35% 3. Three-month MCLR 8.45% 4. Six-month MCLR 8.55% 5. One-year MCLR 8.70%

CIR NO. 13/2019 :- LOANS AND ADVANCES AGAINST SHARES/DEBENTURES : REVISED LIST OF COMPANIES- Revised consolidated list of companies whose shares and debentures have been approved by the Bank, for granting of loans/advances there against. No fresh loans/advances shall be granted against securities held in materialized form.

CIR NO. 14/2019 :- The special scheme of DPN for employees of BOI for purchase of their own banks share offered under ESPS. 90% of the share value, maximum Rs. 5.00 lacs or 10 month gross salary @MCLR +0.30%-9% Repayment : 35 EMI

CIR NO. 21/2019 :- SCHEME OF DELEGATION OF POWERS FOR CREDIT SANCTIONS

CIR NO. 22/2019 :- INTRODUCTION OF NEW SCHEME FOR ISSUANCE OF ILC/ FLC FOR THE BORROWING INSTITUTIONS BASED ON COMMITMENT LETTER FROM HIGHER EDUCATION FUNDING AGENCY (HEFA) – HEFA-LC SCHEME HIGHER Education Financing Agency (HEFA) is a joint venture of Ministry of Human Resources Development, GOI and Canara Bank, for financing creation of capital assets in higher education institutions in India.

Based on the "RISE by 2022" announced by Hon'ble Union Finance Minister in his budget speech of 2014-15, HEFA will cover all centrally funded institutions like Higher Education Institutions, Central Universities, Navodaya Vidyalayas, Kendriya Vidyalayas and also AIIMS. HEFA will fund following activities in the higher educational institutions :

Constructing campuses for new institutions, Renovating infrastructure of the existing institutions, Expanding infrastructure as per the current requirement, Financing capital projects currently underway.

Setting up of Research facilities including well equipped laboratories, The infrastructure requirements of institutions are met through 10 year term loans from HEFA. The principal repayment of loans will be fully/ partly made by the borrower institutions and partly by the GOI, depending on the category the institution as per "RISE by 2022" scheme. The repayments of principal and interest are well structured by ESCROW mechanism with Bank Branches. The half yearly installments are escrowed in advance and will be kept in short term fixed deposit

CIR NO. 29/2019 :- LEGAL ENTITY IDENTIFIER (LEI) FOR BORROWER ENTITIES - REITERATION

| Total Exposure to SCBs | Time Line for Obtaining |
|--|-------------------------|
| Rs.1000 crore and above | Mar 31, 2018 |
| Between Rs.500 crore and Rs.1000 crore | Jun 15, 2018 |
| Between Rs.100 crore and Rs.500 crore | Mar 15, 2019 |
| Between Rs.50 crore and Rs.100 crore | Dec 15, 2019 |

CIR NO.27/2019 :- SPECIAL CANARA BUDGET SCHEME TO THE EMPLOYEES OF BANK OF INDIA. Special scheme (Clean Loan) for employees of BOI. Scheme valid up to 14th February 2019. HO Circular 14/ 2019 dated 09.01.2019 stands withdrawn

PURPOSE:To meet any personal/ domestic needs of the proposed borrower and not for speculative purpose.ELIGIBILITY:All confirmed employees of Bank of India, QUANTUM OF LOAN: 10 months' gross salary, subject to maximum of Rs.5.00 lakh

NATURE OF LOAN: Non priority Clean Loan, RATE OF INTEREST: One year MCLR, presently 8.70% p.a., reset annually, SECURITY: Primary – Nil Collateral – Nil, DISBURSEMENT: The entire loan amount shall be directly credited to the salary account of the employee REPAYMENT: To be cleared in 60 equated monthly installments. Bank of India shall undertake to deduct the installments and remit to the borrowal account. The net take home pay of the applicant shall not be less than 25% of the gross salary after all deductions, including the EMI of the proposed loan. SANCTIONING AUTHORITY: Branch Head. DOCUMENTATION: As applicable to Canara Budget Scheme and - Confirmation letter from BOI that if any of the employees who has taken loan under Special Canara Budget Scheme leaves/ removed from BOI on account of Superannuation/termination/resignation/ or for any other reasons, BOI will ensure recovery from such employee to close the loan account. - NOC/ Consent letter from the respective Zonal Office of BOI from an official not lower than Scale V.

5. AGRICULTURE CIRCULAR :2018

| 13. | <p>Personal Accident Insurance scheme (PAIS) for KCC card holders. Risk Coverage : The risk coverage of the PAIS offered by Bajaj Allianz is as under:</p> <table border="1" data-bbox="225 275 1536 477"> <thead> <tr> <th>Sr. No.</th> <th>Criteria</th> <th>Risk Coverage</th> </tr> </thead> <tbody> <tr> <td>a.</td> <td>Death due to accident (within 12 months of the accident) caused by outward violent and visible means.</td> <td>Rs. 1,50,000/-</td> </tr> <tr> <td>b.</td> <td>Permanent total disability</td> <td>Rs. 1,87,500/-</td> </tr> <tr> <td>c.</td> <td>Loss of two limbs or two eyes or one limb & one eye</td> <td>Rs. 1,87,500/-</td> </tr> <tr> <td>d.</td> <td>Loss of one limb or one eye</td> <td>Rs. 75,000/-</td> </tr> </tbody> </table> <p>Premium Amount: Premium to be shared @ 2:1 between the Bank and the KCC holders. Premium amount is Rs. 25/- (Including GST) per year. Bank Share towards Premium per account is Rs. 17/- (incl. GST of Rs. 3/-) per year. Farmer Share towards Premium per account is Rs. 8/- (incl. GST of Rs. 1/-) per year.</p> | Sr. No. | Criteria | Risk Coverage | a. | Death due to accident (within 12 months of the accident) caused by outward violent and visible means. | Rs. 1,50,000/- | b. | Permanent total disability | Rs. 1,87,500/- | c. | Loss of two limbs or two eyes or one limb & one eye | Rs. 1,87,500/- | d. | Loss of one limb or one eye | Rs. 75,000/- | | | | | | | | | | | | | | | | | | | |
|---------------------------|--|----------------|---------------------|---------------|------------------------------|---|-------------------------|----------------------|----------------------------|---------------------------|-------------------------|---|---------------------------------------|-----|-----------------------------|--------------|------------|-----|---------------------------|-----|--------------|-----|------------|-----|-------------|-----|-------------------------|-----|----------------------------------|-----|------------------------------|-----|-----------------------|-----|--------------------------|
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| c. | Loss of two limbs or two eyes or one limb & one eye | Rs. 1,87,500/- | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| d. | Loss of one limb or one eye | Rs. 75,000/- | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 56. | <p>GOLD LOANS UNDER AGRICULTURE : Reiterating the guidelines- i. NEED FOR ADHERING TO SYSTEMS AND PROCEDURES. ii. SURPRISE REAPPRAISAL OF GOLD LOANS</p> <p>Gold loan application in NF.497 should be obtained from the borrower. The signature of the borrower in the application need to be cross checked with that lodged in CBS. A copy of any of the land record is to be necessarily obtained to ensure the borrower is an agriculturist for loans exceeding Rs.100000/-.</p> <p>Reappraisal by another jewel appraiser is to be made in respect of all existing gold loans of the applicant along with fresh loan granted when the cumulative exposure exceeds Rs.2 lakhs (within 2 days of sanction). Gold loans should be balanced by branches quarterly on last Friday of March, June, September and December. In the month of March, gold loans should be balanced as on the last working day of the quarter also, for Balance Sheet purpose. In cases where there is a sudden spurt in gold loans as compared to past trends, CO/RO to review and stipulate reappraisal of a higher number of gold loans than the normally stipulated 10% or 15%. Branches are to be advised to submit a quarterly report of gold loans which are reappraised on account of exposure exceeding Rs.2 lakhs per party. Reappraisal of randomly chosen 10% of the gold jewellery/about 50 randomly chosen accounts), whichever is lower (including those which may have been reappraised earlier) is to be carried out.</p> | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 110. | <p>Auto updation of Small and Marginal Farmers in ALM 35 screen of CBS to ensure proper classification.</p> <ul style="list-style-type: none"> □ Classification of Small and Marginal Farmers as per RBI Guidelines – Reiteration. □ Auto classification of Small and Marginal farmers in ALM35 screen based on updation of "Area of Farm (in hectares)". □ New field "Farmer Sub- category" is introduced under ALM35 screen to update the ownership of the farmer. □ New GEFU file is introduced to update the "Area of Farm (in hectares)" and "Farmer Sub- category" for the existing Agriculture accounts. Small and Marginal Farmers will include the following:- □ Farmers with landholding of up to 1 hectare are considered as Marginal Farmers. Farmers with a landholding of more than 1 hectare and upto 2 hectares are considered as Small Farmers. □ Landless agricultural labourers, tenant farmers, oral lessees and share-croppers. □ Loans to Self Help Groups (SHGs) or Joint Liability Groups (JLGs), i.e. groups of individual Small and Marginal farmers directly engaged in Agriculture and Allied Activities, provided banks maintain disaggregated data of such loans. □ Loans to farmers' producer companies of individual farmers, and co-operatives of farmers directly engaged in Agriculture and Allied Activities, where the membership of Small and Marginal Farmers is not less than 75 per cent by number and whose land-holding share is also not less than 75 per cent of the total land-holding. <table border="0" data-bbox="204 1509 1565 1671"> <thead> <tr> <th>Area of Farm</th> <th>Category</th> </tr> </thead> <tbody> <tr> <td>0 hectare</td> <td>Landless Agriculture Laborer</td> </tr> <tr> <td>0.0001 to 1</td> <td>Hectare Marginal Farmer</td> </tr> <tr> <td>1.0001 to 2 hectares</td> <td>Small Farmer</td> </tr> <tr> <td>2.0001 Hectares and above</td> <td>Large Farmer</td> </tr> </tbody> </table> | Area of Farm | Category | 0 hectare | Landless Agriculture Laborer | 0.0001 to 1 | Hectare Marginal Farmer | 1.0001 to 2 hectares | Small Farmer | 2.0001 Hectares and above | Large Farmer | | | | | | | | | | | | | | | | | | | | | | | | |
| Area of Farm | Category | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 0 hectare | Landless Agriculture Laborer | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 0.0001 to 1 | Hectare Marginal Farmer | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 1.0001 to 2 hectares | Small Farmer | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 2.0001 Hectares and above | Large Farmer | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 133 | <p>Agriculture Loans – Auto Classification (AC) of accounts into NPA in respect of non crop based activities - 90 days AC plan code for Agriculture Products in CBS – Reiteration of guidelines. It is observed that some of the branches are not adapting to 90 days delinquency norm for the below mentioned Agriculture loan product codes to ensure proper classification of NPA accounts.</p> <table border="0" data-bbox="204 1798 1565 2089"> <thead> <tr> <th>Product Code</th> <th>Product Description</th> </tr> </thead> <tbody> <tr> <td>813</td> <td>FISHERIES LOAN – INLAND</td> </tr> <tr> <td>814</td> <td>FISHERIES LOAN – MARINE</td> </tr> <tr> <td>815</td> <td>FISHERIES LOAN-DEEP SEA</td> </tr> <tr> <td>829</td> <td>CANARA CONSUMPTION LOAN</td> </tr> <tr> <td>831</td> <td>SETTING AGRI CLINICS/BUSINESS CENTRES</td> </tr> <tr> <td>834</td> <td>LOAN FOR RURAL GODOWN</td> </tr> <tr> <td>860</td> <td>DAIRY LOAN</td> </tr> <tr> <td>862</td> <td>POULTRY/DUCK REARING LOAN</td> </tr> <tr> <td>864</td> <td>PIGGERY LOAN</td> </tr> <tr> <td>865</td> <td>APICULTURE</td> </tr> <tr> <td>866</td> <td>SERICULTURE</td> </tr> <tr> <td>867</td> <td>FISHERIES LOAN – INLAND</td> </tr> <tr> <td>868</td> <td>FISHERIES LOAN - MARINE/DEEP SEA</td> </tr> <tr> <td>886</td> <td>CONSTRUCTION OF COLD STORAGE</td> </tr> <tr> <td>887</td> <td>LOAN FOR RURAL GODOWN</td> </tr> <tr> <td>900</td> <td>COLD STORAGE – REVOLVING</td> </tr> </tbody> </table> <p>As per the functionality, while opening of accounts in LN057 option for the above product codes, if the "crop loan</p> | Product Code | Product Description | 813 | FISHERIES LOAN – INLAND | 814 | FISHERIES LOAN – MARINE | 815 | FISHERIES LOAN-DEEP SEA | 829 | CANARA CONSUMPTION LOAN | 831 | SETTING AGRI CLINICS/BUSINESS CENTRES | 834 | LOAN FOR RURAL GODOWN | 860 | DAIRY LOAN | 862 | POULTRY/DUCK REARING LOAN | 864 | PIGGERY LOAN | 865 | APICULTURE | 866 | SERICULTURE | 867 | FISHERIES LOAN – INLAND | 868 | FISHERIES LOAN - MARINE/DEEP SEA | 886 | CONSTRUCTION OF COLD STORAGE | 887 | LOAN FOR RURAL GODOWN | 900 | COLD STORAGE – REVOLVING |
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| 834 | LOAN FOR RURAL GODOWN | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 860 | DAIRY LOAN | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 862 | POULTRY/DUCK REARING LOAN | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 864 | PIGGERY LOAN | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 865 | APICULTURE | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 866 | SERICULTURE | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 867 | FISHERIES LOAN – INLAND | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 868 | FISHERIES LOAN - MARINE/DEEP SEA | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
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| 900 | COLD STORAGE – REVOLVING | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |

field" option is selected as "NO", system will select 90 days plan (i.e. Plan code 13) for these accounts. Please refer the screen shot given as annexure to this circular. These accounts will be auto classified as NPA if the installment / interest is not serviced within 90 days from due date. For all the existing accounts opened under the above product codes wherever wrong plan codes are picked, branches should apply 90 days plan code (i.e. Plan code 13) to ensure proper NPA classification.

188. **Clarification on Charge Creation for KCC limits upto Rs. 1 Lakh.**
 In terms of KCC guidelines, KCC loans upto Rs. 1 lakh for short term production of crops, banks have been advised to waive margin/security requirements and sanction loans on hypothecation of crops.
 Practice of noting the Bank's lien on land records (online) for KCC loans of Rs. 1 lakh or below is to be avoided. In view of the above Branches/ Offices are advised to take note of the above and not to create charge online on land records for loans extended to crop/KCC loans upto Rs.1 lakh & below.

240. **Microfinance Policy 2018-19.**
 In place of Service Tax, GST had been introduced w.e.f 01.07.2017 as per HO cir 334/2017 dated 1st July 2017. Grading/Scoring process of SHG is based on 100 marks as per Annexure III & IV of the policy. Cash Margin of 10% of the sanctioned limit shall be stipulated. However this may be permitted to be relaxed by 5% to the deserving cases by sanctioning authority. The cash margin has to be kept in the form of KDR with Bank lien marked on it till the tenure of the loan along with the accrued interest thereon.

RATE OF INTEREST:

| Particulars | ROI | |
|--|------------|-------------|
| Upto Rs. 3 lac | MCLR +1.30 | |
| Above Rs. 3 lac (SHG scoring as per Point No. 2) | Grade | ROI |
| | Grade A | MCLR + 1.55 |
| | Grade B | MCLR+ 2.05 |

Apart from the above modifications in MFI policy for 2018-19, following new formats have been introduced:

1. Specimen resolution by SHG for availing loan – Annexure VI of the policy.
2. Details of member wise loan requirement (as per micro credit plan) - Annexure VII of the policy.

243. **"CANARA KISAN SAMPARK ABHIYAN" - Continuation of Farmers Mass contact Campaign.**

244. **Agricultural Gold Loans - Modification in Scheme Guidelines.**
 Minimum Age of Jewel Appraiser is restricted at 30 years and upper age is reduced from existing 70 years to 60 years. The Jewel appraisers newly empanelled for regular appraisal work and for surprise reappraisal work are to be empanelled for a period of 3 years on contract basis. Regional Office head shall have the authority to terminate the services of jewel appraisers. Increase in Security deposit of Jewel Appraisers engaged Rs.25000/- for Jewel Appraisers in panel at Regional Office. Conducting appraisal of Jewels under surveillance of CCTV camera. Withdrawal of reappraisal of Gold loan sanctioned beyond Rs.2 lakhs within 2 days. Fixing of Per branch exposure under Gold loan to maximum of Rs.100 crores.

Security deposit:

| Gold loan exposure | Security deposit |
|--------------------|---|
| < 10cr | Rs.50000/- (initial deposit shall be Rs.25000.00) |
| >10cr – upto 20cr | Rs.100000/- (initial deposit shall be Rs.50000) |
| >20cr -50cr | Rs.150000/- (initial deposit shall be Rs.50000) |
| >50cr | Rs.200000/- (initial deposit shall be Rs.50000) |

Per branch Gold loan exposure may be fixed to maximum of Rs. 100 Crore.

- R. O. to review the gold loan portfolio of the branches on quarterly basis.
- If any branch need relaxation in the above norm (i.e. Rs. 100 crore per branch gold loan exposure), R.O may take up with C.O. with suitable reasons for consideration.

- 321 Interest Subvention Scheme under Deendayal Antyodaya Yojana–National Rural Livelihoods Mission (DAY-NRLM) – Aajeevika-Scheme – Extension of date for submission of claims pertaining to FY 2017-18. • Ministry of Rural Development (MoRD), Government of India has permitted to submit the subsidy claims under the subject scheme for June, September, December and March quarters for FY 2017-18 for eligible accounts. The last date for submission of claims is extended till 28.06.2018. • The NRLM package under Single Authentication Service (SAS) is already available effective from 17.03.2018 to 28.06.2018 for submission of claims.

OTHER MISC LESS IMP. CIR NOT OF USE FOR STUDY : 1,49,52,57,67,90,140,146,154,189,254 & 274

288. [**Financial inclusion - extension of waiver of services charges for transactions carried out \(at base and non-base branches\) in Basic Savings Deposit \(BSBD\) accounts through BC outlets**](#)

302. **EXTENSION OF SERVICES OF BUSINESS CORRESPONDENT AGENTS – M/S INTEGRA MICRO SYSTEMS (P) LTD & M/S FINO PAYTECH LTD.**
 In the HO Circular 475/2013 dt.16.09.2013 page no. 12 under Remuneration package for BC agents the following were mentioned;

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| | <p>1. Fixed charges Rs. 3500 /- in cluster A, B & C</p> <p>2. Cash handling charges would be 1.75 per Rs 100/- in cluster A, Rs. 2.50 Per Rs 100/- in cluster B & C is payable to BCs.</p> <p>3. BCAs get a share of 70% in fixed charges & 30% of share in cash handling charges</p> <p>4. In addition, each BCA would be getting Rs.300/- per month towards mobile recharge allowance and Rs. 500/- towards conveyance allowance. (instead, as per the suggestion of the National mission on Financial Inclusion to provide a minimum of Rs.5000/- for each BC - Out of pocket expenses of Rs. 2500/- per month towards conveyance, mobile recharge, upkeep of B C location etc., is being paid from Sept 2014).</p> <p>During the extension of the existing contract, the vendors have agreed for reduced cash handling charges is as given below;</p> <p>Cluster A M/s Integra Micro Systems (P) Ltd Rs.1.25 per 100</p> <p>Clusters B & C M/s FINO PayTech Ltd Rs.1.75 per 100</p> <p>The revised agreed clauses will be effective from 01.06.2018 and will have a bearing on the monthly charges paid to the BCAs, which may please be brought to the notice of the BCAs.</p> |
| 303. | Farm Machinery Finance – Approved List of Tractors. |
| 309. | <p>Introduction of a new BO report 280333 for monitoring Agriculture Gold loans.</p> <p>It is observed that good number of gold loan accounts that have completed 12 months is still continued without any recovery action. Moreover these overdue accounts are not appearing in special watch list also. This is an area of concern for the bank.</p> <p>In order to facilitate easy and proper monitoring and timely initiation of recovery measures in these agriculture gold loans we have introduced a new BO report "280333 AGRI_GOLD_LOAN_LTV_ABOVE_12 MONTHS."</p> <p>The report furnishes account wise details of agriculture gold loans that has completed 12/18/24/36 months with Loan To Value (LTV) percentage. This report also helps the branches/offices to monitor the Agriculture gold loan accounts which have completed 12/18/24/36 months. This enable branches to initiate timely recovery measures which in turn will help the Bank for reducing accounts under SWL/NPA in gold loan portfolio.</p> |
| 336. | <p>Introduction of restrictions in Restructuring option in CBS.</p> <p>Branches are restructuring a large number of agriculture advances on account of various reasons, viz. Natural Calamities, Govt./ RBI Restructuring Scheme, Rectification of Schedule, Extension of Holiday Period etc. using FCR option AL525.</p> <p>However, the restructuring being done is not in accordance with the laid down guidelines, and this has been adversely commented upon in the Statutory Central Audit of the Bank for the Balance Sheet as at 31 March, 2018.</p> <p>Hence it has been felt that certain restrictions have to be put in place in order to ensure proper usage of restructuring option for agriculture advances. Accordingly the following modifications have been brought about in AL525 option.</p> <p>Restructuring/Rephasing option AL525 available to the branches is restricted to view and modify role only with immediate effect.</p> <p>In case restructuring / rescheduling is required due to natural calamity or any other genuine reasons, branches can initiate the restructuring/rescheduling through AL525 option and the same is to be authorized by the Advances/ Agriculture Finance Section of the concerned Circle Office after due recommendations from the respective Regional Office and duly obtaining permission from overseeing executive of Advances/AF Section of the Circle.</p> |
| 350. | Dairy Entrepreneurship Development Scheme (DEDS) - Continuation of the Scheme for Financial Year 2018-19. |
| 370. | <p>Introduction of the Scheme of financing Directly to Custom Service Units for Harvesting and Transport of sugarcane.</p> <p>Dispensing with the following schemes of financing Sugar Mill since the requirements of the scheme are already covered in existing KCCS scheme under tie up with Sugar Mill and also in the new scheme being introduced.</p> |

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| | <p>i. On lending to farmers for crop cultivation.</p> <p>ii. On lending in the form of supply of Basal dose of fertilizers to farmers.</p> <p>Iii. For harvesting and post-harvest activity (Transportation of Sugarcane).</p> <p>All the existing loans under the discontinued schemes are permitted to continue till the originally contracted maturity term of the loan and may be renewed under the applicable agriculture loan scheme subject to satisfying the eligibility conditions.</p> <p>While opening the account in LN057 option under Product Code 820 (FINANCE DIRECTLY TO CSU H nT SUGARCANE), branches to choose "NO" from Drop down in tab "Crop loan" so that automatically Plan Code 13 will be applicable to the account.</p> |
| 392. | <p>DEENDAYAL ANTYODAYA YOJANA- NATIONAL URBAN LIVELIHOOD MISSION (DAY-NULM) - MODIFICATIONS IN GUIDELINES.</p> <p>1. Interest Subvention Claim under DAY-NULM is centralized at HO level- Claims shall be submitted by the branches to concerned Circles and by Circles to Head office.</p> <p>2. Updation of Mobile Numbers in all eligible accounts –mandatory field for claiming interest subvention through the portal.</p> <p>3. Strict adherence to the product Codes as per HO Cir. no 424/2015</p> <p>4. Common Sanction letter approved by Ministry of Housing and Urban Affairs – Annexure III</p> |
| 393. | <p>Produce Loan to farmers under agriculture – reiteration of guidelines.</p> <p>As on date our Bank is having the MoU with M/s. National Collateral Management Services Ltd (NCML) and M/s. Star Agriware Housing and Collateral Management Ltd for financing produce loan under model no.4. Branches to conduct pre-sanction and post sanction inspection while granting loan under all models of produce loan financing. Branches to conduct pre-sanction and post sanction inspection (to be carried out within 7 days) while granting loan under all models of produce loan financing.</p> <p>Protection from water logging-Plinth of about 2.0-3.0 feet above the surrounding ground area.</p> <p>Provision for Cross ventilation</p> <p>Adequate strength of walls-Brick/stone walls (walls of about 9"23 cm).</p> |
| 398. | <p>Accounting of Gold Loan Appraiser/reappraiser Fees and GST thereon through the Books of Banks.</p> |
| 405. | <p>DeendayalAntyodayaYojana – National Rural Livelihoods Mission (DAY-NRLM) Aajeevika – Modifications in Operational guidelines.</p> <p>Know Your Customer (KYC) verification of only the office bearers shall suffice for opening of savings bank account.</p> <p>Should not insist on Permanent Account Number (PAN) of SHGs at the time of opening of account or while permitting transactions.</p> <p>KYC verification of all the members in the SHG shall be made at the time of credit linking of SHGs.</p> <p>Opening of savings account of all members with the bank shall not be made a prerequisite for credit linkage of SHGs.</p> <p>At least 50% of loans above ₹ 2 lakhs and 75% of loans above ₹ 4 lakhs to be used primarily for income generating productive purposes.</p> |
| 406. | <p>KCC/ KisanSuvidha accounts and Agri. gold loan accounts sanctioning- time lapse in sanctioning fresh loan.</p> <p>There should be no time lapse in sanctioning of fresh loan to the farmers on closure of the old loan, in order to take up timely agricultural operations of fresh crop. i. KCC/ KisanSuvidha and Agriculture Gold Loan accounts should be sanctioned without any time lapse on closure of earlier loans.</p> |
| 409. | <p>Relief Measures in areas affected by Natural Calamities reiteration of guidelines.</p> |
| 410. | <p>SPECIAL AGRICULTURE GOLD LOAN CAMPAIGN – "AURUM FESTUM" FROM 27.08.2018 to 28.09.2018</p> |

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| 416. | SPECIAL CAMPAIGN FOR REDUCTION OF AGRICULTURE NPA. |
| 436. | <p>CanaraVidyajyothi Scheme – A Corporate Social Responsibility (CSR) Initiative – Extension of scheme for the year 2018-19.</p> <p>“CanaraVidyajyothi” Scheme, to provide scholarship to meritorious SC/ST girl students has been extended for Academic year 2018-19.</p> <p>The Scheme shall be implemented by Rural, Semi Urban & Urban branches.</p> <p>Each branch to extend scholarship to six Girl students of Government/Govt. aided schools in their command area.</p> <p>Scholarship to be disbursed before 31.03.2019.</p> <p>Amount of scholarship is Rs. 2500/- per student per year for students of Class 5th to 7th and Rs. 5000/- per student per year for students of Class 8th to 10th.</p> |
| 456. | Continuation of Comprehensive Financial Inclusion Mission (PMJDY) – Extension of Special Campaign from 17.09.2018 to 30.11.2018. |
| 470. | Farm Machinery Finance Approved List of Tractors. Tractor “Kubota B2741(27 HP)” |
| 474. | <p>BLACKLISTED Non-Governmental Organizations (NGOs).</p> <p>Khammam Rural MandalMahila MACTS Federation Ltd., All India Rural Development Society, RISE- India(An Integrated Rural Development Society) Sri GayatriMahilaMandali</p> |
| 483. | PSR 29 - Agriculture Loan Return as on 30th June – Review. All the branches/ROs/COs should review the PSR 29 annually as at June. |
| 486. | <p>Administrative approval for implementation of centrally sponsored Scheme National Livestock Mission – EDEG Component During 2018-19.</p> <p>Entrepreneurship Development & Employment Generation (EDEG) component of National Livestock Mission will include Poultry Venture Capital Fund (PVCF), Integrated Development of Small Ruminants and Rabbit (IDSRR), Pig Development (PD), Salvaging and Rearing of Male Buffalo Calves (SRMBC). NABARD is the subsidy channelizing agency under EDEG component of National Livestock Mission.</p> |
| 492. | <p>Revised operational guidelines of PradhanMantriFasalBimaYojana (PMFBY) and Restructured Weather Based Crop Insurance Scheme (RWBCIS).</p> <p>Provision of penalties/ incentives for states, Insurance Companies (ICs) and Banks i.e 12% interest to be paid by the ICs to farmers for delay in settlement of claims beyond two months of prescribed cut-off date.</p> <p>State Govt. has to pay 12% interest for delay in release of state share of subsidy beyond three months of prescribed cutoff date/submission of requisition by Insurance Companies. Detailed SOP (Standard Operating Procedure) for performance evaluation of ICs and their de-empanelment.</p> <p>Inclusion of perennial Horticultural crops (on pilot basis) under the ambit of PMFBY.</p> <p>Inclusion of hailstorms in post harvest losses, besides unseasonal and cyclonic rainfalls : Loss/damage to notified insured crops resulting from occurrence of identified localized risks of Hailstorm, Landslide, Inundation, Cloud burst and Natural fire due to lightning affecting isolated farms in the notified area.</p> <p>Add-on coverage for crop loss due to attack of wild animals with the additional financial liabilities of this provision to be borne by concerned State Govt (on pilot basis):</p> <p>Mandatory capturing of Aadhaar number-</p> <p>Definition of Major Crops, unseasonal rainfall and inundation incorporated For clarity and proper coverage:</p> <p>a) Major crop: For defining a crop as a major crop for deciding the Insurance Unit level, the sown area of that crop should be at least 25% of Gross Cropped Area in a District/ Taluka or equivalent level.</p> |

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| | <p>Rationalization of methodology for calculation of Threshold Yield-based on moving average of best 5 out of 7 years for calculation of claim amount: Increased time for change of crop name for insurance – upto 2 days prior to cut-off date for enrolment instead of earlier provision of 1 month before cut-off date</p> |
| 498. | <p>Revised Guidelines of Overdraft facility under PMJDY. As per the revised guidelines, the following modifications are effected in the existing PMJDY OD scheme; i. Overdraft limit to PMJDY account holder of Rs 5000/- has been raised to Rs 10000/-. ii. Age limit of Rs.18-60 years has been revised to 18-65 years. iii. There will not be any conditions attached for OD uptoRs 2000/-. However, the accounts which are operated satisfactory for at least six months shall be fulfilled / ensured.</p> |
| 521. | <p>Agricultural Gold Loans - Modification in Scheme Guidelines. Regular Jewel Appraiser at Branches can be engaged after completion of tenure of 6 years (3+3 years) with an interim cooling period of 3 years. The Jewel appraisers at Regional Office are to be empanelled for a period of 3 years on contractual basis; the contract may be renewed after every 3 years period, on satisfactory track record till the Jewel appraiser attains 60 years of age, after which he/she cannot be engaged. Same Jewel Appraiser can be engaged as Jewel Appraiser in more than one branch for regular appraiser work. The jewel appraiser selected for the RO panel can also be a regular appraiser of any other Financial Institution/Bank. Whenever necessity arises at branch for engaging regular appraiser, preference may be given to those appraisers who are in the Panel of jewel appraisers at Regional Office. Engagement of Second Jewel appraiser is mandatory in branches where the last quarter average granting of Gold loan is more than 25 loans per day.</p> |
| 525 | <p>Introduction of restrictions in Restructuring option in CBS Introduction of restrictions in Restructuring / Repayment option LN525 for agriculture advances in CBS. On study of the restructured asset portfolio of the bank under agriculture advance from 03.07.2018 onwards it was observed that branches are still restructuring a large number of agriculture advances on account of various reasons, viz. natural calamities, Govt/ RBI Restructuring Scheme, rectification of Schedule, extension of holiday period etc using FCR option LN525 for the accounts with product code below 812. Once again it is observed that, the restructuring being done is not in accordance with the laid down guidelines.Hence it has been felt that further restrictions have to be put in place for LN525 option also in order to ensure proper usage of restructuring option for agriculture advances. Accordingly the restriction on LN525 option has been brought in with effect from 21.08.2018.</p> |
| 530 | <p>Sub: Flow of Credit to Minority Communities - Observing "November" Month as Minority Community Month.</p> |
| 540. | <p>FINANCIAL INCLUSION – INTRODUCTION OF BUSINESS CORRESPONDENT HYBRID MODEL. Existing Corporate BC agreement with M/s Integra Micro Systems (P) Ltd and M/s Fino Payments Bank Ltd are expiring on 30.11.2018. Bank has selected and entered into new Agreement with Four Corporate Business Correspondents (BCs) for providing HYBRID Model BC Services through RFP process, viz, M/s. Integra Micro Systems (P) Ltd, M/s FINO Payments Bank Ltd., M/s VisionIndia Software exports Ltd and M/s Manipal Business Solutions Pvt Ltd. The Business Correspondent should establish Fixed place(BCO) in each location, wherein the BC Agent has to work for a minimum of 4 hours per day on all working days and has to</p> |

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| | <p>cover the area/villages allotted to him in the remaining period – using Android based Tab/Tablet.</p> <p>The BC Agents to open a Current Account under product code 201 in the base branches, for settlement purpose. The Competent Authority has permitted opening of current accounts by BC agents and Waiver of charges for these accounts.</p> <p>Branches to tick the waiver flag in CBS option (SCM03), after opening of the account. All the transactions will be online and System generated receipts are to be issued to the customers for all transactions.</p> <p>Cash management is the Sole responsibility of Corporate BCs. Hence, no cash shall be paid by the branches to BC/BC Agents under any circumstances whatsoever, from Bank end. All payments pertaining to BC will be effected centrally at our end. No amount shall be payable by Branches/ROs/COs.</p> |
| 557. | <p>SPECIAL AGRICULTURE GOLD LOAN CAMPAIGN – “AURUM FESTUM II” for the period from 01.11.2018 to 31.03.2019 – CONTEST OPEN FOR BRANCHES/ REGIONAL OFFICES/CIRCLE OFFICES.</p> <p>The campaign is proposed for enhancing fresh sanction and outstanding under Agriculture Gold loans including gold loan for non-crop purpose</p> <p>iii. The period of campaign is from 01.11.2018 to 31.03.2019.</p> |
| 561. | <p>Revised KCC Scheme – enabled with Kisan Debit (RuPay) Cards – Adherence to the seasonality discipline.</p> |
| 590 | <p>Pradhan Mantri Fasal Bima Yojana (PMFBY) and Restructured Weather Based Crop Insurance Scheme (RWBCIS)- Completion of Data entry process for Kharif 2018 before 15th December 2018 .</p> <p>Now, Department of Agriculture & Cooperation, Ministry of Agriculture & Farmers Welfare, Government of India vide their communication No. 13015/02/2018-Credit-II CFTS 62581) dated 7th December 2018 has directed the banks to complete the PMFBY data entry process for Kharif 2018 season before 15th December 2018 and to mandatorily capture Aadhaar in case of all the PMFBY eligible loan accounts.</p> <p>Highlights of the communication are given below for your ready reference.</p> <ol style="list-style-type: none"> 1. Farmers availing crop insurance under any of the crop insurance schemes and who are eligible for receiving benefits under the Interest Subvention Scheme of Department of Agriculture & Cooperation, Ministry of Agriculture & Farmers Welfare, are required to undergo Aadhaar authentication or furnish proof of possession of Aadhaar. 2. Short term agriculture loans are to be compulsorily covered for notified crops/area under the crop insurance scheme. The branches are required to enter the details of the farmers applications under PMFBY/RWBCIS on the National Crop Insurance Portal (NCIP) for which the Aadhaar details captured by branches for the loanee farmers are also required to be entered. 3. Moreover, it is also observed that the Banks have not captured the Aadhaar details in some cases, despite the fact that requirement of Aadhaar is stipulated for extending crop loans. Consequently such applications have not been entered on NCIP resulting in incomplete data available on the National portal which in turn is hampering the claim calculation/Reconciliation process under the crop insurance schemes.. |
| 597. | <p>AGRICULTURAL LOANS – MODIFICATION IN LENDING NORMS.</p> <p>For loans granted for land development activities such as construction of warehouses, market yard, silos etc., value of security (Post development value) should be minimum of 125% of the loan amount.</p> |
| 629 | <p>SUB: REDUCTION IN RATE OF INTEREST FOR GOLD LOAN NON- CROP PURPOSES DURING SPECIAL AGRICULTURE GL CAMPAIGN “AURUM FESTUM II” ENDING 31.03.2019</p> <p>* Reduction in ROI for Gold Loan granted for non-crop Purpose during “Annual Festum II” campaign from 01.01.2019 till 31.03.2019.</p> <p>* Opening of Gold loans under Schedule code 2002 under Product 836 for Charging revised RoI w.e.f.</p> |

01.01.2019.

The continuation of Special Agriculture Gold Loan campaign – “Aurum Festum II” for the period 01st Nov 2018 till 31st Mar 2019 to spur the Circle Offices, Regional offices and Branches to actively involve in agriculture gold loan lending including gold loan for non crop purpose.
In order to compete effectively in the market and to increase our share under Gold Loan lending for non-crop purpose during the campaign period, the rate of Interest for Gold Loan for non crop purpose has been reduced during AURUM FESTUM II campaign Period i.e till 31.03.2019 as under

The revised Rate of Interest is applicable for all fresh Gold Loans sanctioned under non-crop purpose from 01.01.2019 till 31.03.2019.

DIT Wing has enabled Schedule Code 2002 for Agriculture Gold Loans under Product Codes 836 for charging the revised MCLR linked RoI w.e.f. 01.01.2019 as under:

ROI upto Rs. 2.00 Lacs : MCLR +.45% now Revised to Loan Upto Rs.3.00 lacs & ROI- MCLR+0.30%

ROI Above Rs. 2.00 Lacs to Rs.5.00 Lacs : MCLR +2.45% now Revised to Loan above Rs.3.00 lacs to Rs.5.00 Lacs & ROI- MCLR+1.30%.

6. MSME CIRCULARS: 2018

| 14. | Introduction of a new Loan Scheme “MUDRA Canara Atithi” for financing Mobile Canteens, Dhabas, Fast food centres etc. under MSE-Services-Priority Sector. | | | | | | | | | | | | | | | | | | | |
|--|---|---|---|---|---|-------------------|------------------|---|--------|--------------------|--------|----------|--|-------------------------------------|--|-----------|-----------|--|-----------|-----------|
| 81. | Renewal of Short Term Loan Scheme for Traders under Micro & Small Enterprises (MSE), for financing against the Negotiable Warehouse Receipts of Agricultural Commodities. | | | | | | | | | | | | | | | | | | | |
| 87. | <p>Modifications in the Operational Guidelines in respect of Credit Enhancement Guarantee Scheme (CEGSSC) for Scheduled Castes. The amount of guarantee cover will be as follows:</p> <table border="1"> <thead> <tr> <th>Loan Amount (Rs. In crores)</th> <th>Guarantee cover</th> </tr> </thead> <tbody> <tr> <td>Rs. 0.15 to Rs. 1.00</td> <td>100%</td> </tr> <tr> <td>Rs. 1.00-Rs. 2.00</td> <td>80%</td> </tr> <tr> <td>Rs. 2.00- Rs. 5.00</td> <td>70%</td> </tr> <tr> <td>Rs. 5.00 and above</td> <td>60%</td> </tr> </tbody> </table> <p>Guarantee fee will be charged by IFCI based on the following rates(exclusive of applicable taxes)-</p> <table border="1"> <thead> <tr> <th>Category</th> <th>SC Entrepreneur other than SC Women Entrepreneur</th> <th>SC Women/ SC Disabled Entrepreneur.</th> </tr> </thead> <tbody> <tr> <td>Guarantee cover of loan amount of Rs. 0.15 to up to Rs. 1.00 Crore</td> <td>0.20% p.a</td> <td>0.10% p.a</td> </tr> <tr> <td>Guarantee cover of loan amount of Rs. 1.00 Crore and above</td> <td>0.75% p.a</td> <td>0.50% p.a</td> </tr> </tbody> </table> <p>Guarantee fee will be charged by IFCI on the guarantee cover provided (instead of sanctioned amount) in the first year and thereafter annual renewal fees as per rates above.</p> | Loan Amount (Rs. In crores) | Guarantee cover | Rs. 0.15 to Rs. 1.00 | 100% | Rs. 1.00-Rs. 2.00 | 80% | Rs. 2.00- Rs. 5.00 | 70% | Rs. 5.00 and above | 60% | Category | SC Entrepreneur other than SC Women Entrepreneur | SC Women/ SC Disabled Entrepreneur. | Guarantee cover of loan amount of Rs. 0.15 to up to Rs. 1.00 Crore | 0.20% p.a | 0.10% p.a | Guarantee cover of loan amount of Rs. 1.00 Crore and above | 0.75% p.a | 0.50% p.a |
| Loan Amount (Rs. In crores) | Guarantee cover | | | | | | | | | | | | | | | | | | | |
| Rs. 0.15 to Rs. 1.00 | 100% | | | | | | | | | | | | | | | | | | | |
| Rs. 1.00-Rs. 2.00 | 80% | | | | | | | | | | | | | | | | | | | |
| Rs. 2.00- Rs. 5.00 | 70% | | | | | | | | | | | | | | | | | | | |
| Rs. 5.00 and above | 60% | | | | | | | | | | | | | | | | | | | |
| Category | SC Entrepreneur other than SC Women Entrepreneur | SC Women/ SC Disabled Entrepreneur. | | | | | | | | | | | | | | | | | | |
| Guarantee cover of loan amount of Rs. 0.15 to up to Rs. 1.00 Crore | 0.20% p.a | 0.10% p.a | | | | | | | | | | | | | | | | | | |
| Guarantee cover of loan amount of Rs. 1.00 Crore and above | 0.75% p.a | 0.50% p.a | | | | | | | | | | | | | | | | | | |
| 91. | RELIEF FOR MSME BORROWERS REGISTERED UNDER GOODS AND SERVICES TAX. - Relief under IRAC norms to Small entities who are classified as MSME under MSMED Act, 2006. MSME Borrowers must have registered under GST as on 31/01/2018. Aggregate Exposure including non-fund based facilities to the borrower does not exceed Rs.25 Crores as on 31/01/2018. Accounts should be Standard Assets in our Books as on 31/08/2017. | | | | | | | | | | | | | | | | | | | |
| 97. | <p>CGTMSE - Charging of Annual Service Fee (ASF) /Annual Guarantee FEE (AGF) at differential rates depending upon NPA level /Claim payout ratio of MLIs for 2018-19 w.e.f.01.04.2018.</p> <table border="1"> <thead> <tr> <th>Standard Rate</th> <th>Risk Premium on account of higher NPA</th> <th>Risk Premium on account of Claim Payout Ratio</th> <th>Total Premium payable (ASF/AGF) from 01.04.2018</th> </tr> </thead> <tbody> <tr> <td>0.75%</td> <td>0.113%</td> <td>0.00</td> <td>0.863%</td> </tr> <tr> <td>0.85%</td> <td>0.128%</td> <td>0.00</td> <td>0.978%</td> </tr> <tr> <td>1.00%</td> <td>0.15%</td> <td>0.00</td> <td>1.15%</td> </tr> </tbody> </table> | Standard Rate | Risk Premium on account of higher NPA | Risk Premium on account of Claim Payout Ratio | Total Premium payable (ASF/AGF) from 01.04.2018 | 0.75% | 0.113% | 0.00 | 0.863% | 0.85% | 0.128% | 0.00 | 0.978% | 1.00% | 0.15% | 0.00 | 1.15% | | | |
| Standard Rate | Risk Premium on account of higher NPA | Risk Premium on account of Claim Payout Ratio | Total Premium payable (ASF/AGF) from 01.04.2018 | | | | | | | | | | | | | | | | | |
| 0.75% | 0.113% | 0.00 | 0.863% | | | | | | | | | | | | | | | | | |
| 0.85% | 0.128% | 0.00 | 0.978% | | | | | | | | | | | | | | | | | |
| 1.00% | 0.15% | 0.00 | 1.15% | | | | | | | | | | | | | | | | | |
| 111. | <p>Priority Sector Advances under MSME- Revision in guidelines.</p> <p>RBI vides their Circular No.FIDD.CO.Plan. BC.18/04.09.01/2017-18, dt.01.03.2018 in line with the increasing importance of services sector in our economy, it has been decided, All bank loans to Micro, Small and Medium Enterprises engaged in providing or rendering of services as defined in terms of investment in equipment under MSMED Act, 2006 shall qualify under priority sector without any credit cap.</p> | | | | | | | | | | | | | | | | | | | |
| 120. | <p>CREDIT GUARANTEE FUND TRUST FOR MICRO & SMALL ENTERPRISES (CGTMSE) - POLICY CHANGES IN THE CGTMSE SCHEMES. Modified AGF Structure –Standard Rate (SR)</p> <table border="1"> <thead> <tr> <th rowspan="2">Credit Facility</th> <th colspan="2">Annual Guarantee Fee (AGF) [% p.a]*</th> </tr> <tr> <th>Women, Micro Enterprises and Units covered in North East Region</th> <th>Others</th> </tr> </thead> <tbody> <tr> <td>Up to Rs 5 lakhs</td> <td colspan="2">1.00 + Risk Premium as per extant guidelines of the Trust</td> </tr> </tbody> </table> | Credit Facility | Annual Guarantee Fee (AGF) [% p.a]* | | Women, Micro Enterprises and Units covered in North East Region | Others | Up to Rs 5 lakhs | 1.00 + Risk Premium as per extant guidelines of the Trust | | | | | | | | | | | | |
| Credit Facility | Annual Guarantee Fee (AGF) [% p.a]* | | | | | | | | | | | | | | | | | | | |
| | Women, Micro Enterprises and Units covered in North East Region | Others | | | | | | | | | | | | | | | | | | |
| Up to Rs 5 lakhs | 1.00 + Risk Premium as per extant guidelines of the Trust | | | | | | | | | | | | | | | | | | | |

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| | Above Rs 5 lakhs and up to Rs 50 lakhs | 1.35 + Risk Premium as per extant guidelines of the Trust | 1.50+ Risk Premium as per extant guidelines of the Trust |
| | Above Rs 50 lakhs and up to Rs 200 lakhs | 1.80 + Risk Premium as per extant guidelines of the Trust | |
| 136. | CREDIT GUARANTEE FUND TRUST FOR MICRO & SMALL ENTERPRISES (CGTMSE) - Modifications in the guidelines for lodgment of claim with CGTMSE. CGTMSE has now decided to increase the timeline for lodgment of claim from 2 years to 3 years from NPA date or expiry of lock-in period whichever is later, keeping all the other criteria same. | | |
| 163. | Extension of "MSME SAHAY" till 30.09.2018. MSME SAHAY (WCDL facility to fund Input Tax Credit Claims related to GST). To provide credit against Input Tax Credit Claims related to GST. Target Group Micro Small and Medium Enterprises. Nature of Facility- Single Transaction Loan, i.e. WCDL (Working Capital Demand Loan). Quantum 20% of the existing FB Working Capital limit Or 80% of Input Tax Credit Claims, whichever is lower. The above limit is over and above MPBF. | | |
| 176. | CGTMSE-DELEGATION OF POWERS FOR SANCTION OF CREDIT FACILITIES ABOVE RS.50.00 LAKHS WITH RELAXATION IN VIABILITY PARAMETERS -CORRIGENDUM. Exercise of sanctioning powers shall be subject to: 1. MSE units who approach for credit facilities are to be duly verified through Due Diligence Services of the Rating Agencies. 2. The sanctioning authority need to be satisfied/ convinced about the capability of the promoter entrepreneur to implement the project and manage the enterprise successful, keeping in view the past experience, technical knowledge/ availability of professional/ technical and managerial team. | | |
| 184. | Credit Guarantee Fund Trust for Micro and Small Enterprises (CGTMSE) - Refund of Annual Guarantee Fee – Clarifications. 1. It has been decided to discontinue the practice of refund of proportionate annual guarantee fee (AGF/ASF) while settlement of the claim. 2. In case of pre-closure / request for refund, refund of proportionate annual guarantee fee (GF/AGF/ASF) will be allowed only where closure is marked in CGTMSE system / refund requested is within 3 months from the date of receipt of fee by CGTMSE. cover under the scheme, etc. To claim refund in case of pre-closure, it is mandatory to mark closure of account in the system using menu: Guarantee maintenance >> Request for closure. Any pre-closure marked / refund request received after 3 months from the date of receipt of fee by CGTMSE would not be considered. | | |
| 190. | CREDIT GUARANTEE FUND SCHEME FOR EDUCATION LOANS(CGFSEL) & CREDIT GUARANTEE FUND SCHEME FOR SKILL DEVELOPMENT(CGFSSD). 1. OPENING OF SAS CGFSEL PACKAGE FOR MARCH 2018 QUARTER FOR COVERING ELIGIBLE EDUCATION/SKILL LOANS SANCTIONED UNDER THE SCHEMES CGFSEL & CGFSSD 2. ENABLING ADDITIONAL OPTIONS IN CBS - <input type="checkbox"/> SAS CGFSEL/CGFSSD package will be enabled from 07.04.2018 to 08.06.2018 for the subject schemes to cover Education / Skill Loans for the quarter ended March 2018 (date of FIRST DISBURSEMENT should be between 01.01.2018 and 31.03.2018). <input type="checkbox"/> BAM83 – New option "100000117 -COVERED UNDER CGFSEL SCHEME" is enabled under MIS Class GUA-COVER. <input type="checkbox"/> LNM99 - 2 New Fields are enabled to enter the details regarding Guarantee cover under CGFSEL. | | |
| 258 | 1. Collateral Free loans to MSEs up to Rs 10 lakhs - 2. Clarification on HO Cir 120/2018 dtd. 09.03.2018– Policy changes in CGTMSE Schemes. It is once again reiterated that Branches /Offices are advised not to accept collateral security in the case of loans upto Rs 10 lakhs extended to units in the MSE sector. | | |
| 281. | UDYAMI MITRA PORTAL –Online application for MSME loans. Time bound processing of proposals – Prompt usage of the Portal. www.udyamimitra.in | | |
| 306 | NF 998: Application Form for Loans to Micro, Small & Medium Enterprises(MSMEs)-Inclusion of additional parameter on ZED | | |
| OTHER MISC LESS IMP. CIR NOT OF USE FOR STUDY : 101 & 104 | | | |

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| 306. | <p>NF 998: Application Form for Loans to Micro, Small & Medium Enterprises (MSMEs)-Inclusion of additional parameter on ZED rating.</p> <p>1. ZED (Zero Defect & Zero Effect) Rating for MSMEs has been evolved to upgrade the quality standards in the Manufacturing units with zero defects which will have zero effect on the ecosystem resulting in world class products.</p> <p>2. Need for incorporating additional parameter on ZED Rating of MSME Units with the type of gradation, in NF 998.</p> <p>Implementing Agencies: QCI (Quality Council of India), National Productivity Council (NPC), Industry Chambers like CII, FICCI and ASSOCHAM, MSME-Development Institute, MSME Technology Centres, Industry Associations, BEE etc. Final Certificate will be issued by QCI after reviewing the site assessment report.</p> <p>4. Procedure for obtaining ZED Rating: MSME units need to apply first Online Self-Assessment through the Website www.zed.org.in and register their details.</p> |
| 310. | <p>INCORPORATION OF CLAUSES IN LOAN / GUARANTEE / SECURITY AGREEMENTS GIVING CONSENT FOR SUBMITTING AND AUTHENTICATION OF FINANCIAL INFORMATION TO INFORMATION UTILITIES.</p> |

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| 313. | CONTINUATION OF LOAN SCHEME "CANARA MSE UNNATI" FOR FINANCING MICRO & SMALL ENTERPRISES (MSE)-WITH MODIFICATIONS. Scheme is extended for Seven months from 01.04.2018 to 31.10.2018. |
| 315. | <p>Services availed from third parties– CGTMSE & Other Guarantee fees like CGFMU/ CGSSI of NCGTC etc. - Routing the fees through the Books of the Bank to comply with the provisions of Goods and Services Tax Act, 2017 (GST) w.e.f 1st June 2018.</p> <p>1. All transactions with regard to Annual Guarantee Fees (AGF) /Annual Service Fees (ASF)to be routed through specified GLs w.e.f 1st June 2018 2. Creation of 3 new GLs w.e.f 1st June 2018.</p> <p>New GL heads created:</p> <p>a. Commission IGL – COMM-CGTMSE / Other Guarantee Fee GST IGL-320020896 b. Commission - COMM-CGTMSE /Other Guarantee Fee GL- 320020328 c. General Charges – GC-CGTMSE / Other Guarantee Fee GL- 420020328</p> |
| 317. | <p>RELIEF FOR MSME BORROWERS REGISTERED/UNREGISTERED UNDER GOODS AND SERVICES TAX (GST).</p> <p>Relief under IRAC norms to Small entities who are classified as MSME under MSMED Act, 2006. Relief under IRAC norms extended to all MSME Borrowers which are registered/ unregistered under GST. Aggregate Exposure from Banks & NBFs including non-fund based facilities to the borrower does not exceed Rs.25 Crores as on 31/05/2018.</p> |
| 329. | <p>Priority Sector Advances under Housing Loans- Revision in guidelines on eligibility criteria of housing loans for classification under priority sector.</p> <p>Housing loan limits for eligibility under priority sector lending will be revised to Rs. 35 lakhs in metropolitan centres (with population of ten lakhs and above), and Rs. 25 lakhs in other centres, provided the overall cost of the dwelling unit in the metropolitan centre and at other centres does not exceed Rs. 45 lakhs and Rs. 30 lakhs, respectively.</p> <p>Existing family income limit of Rs. 2 lakhs per annum, prescribed under the above said Circular, for loans to housing projects exclusively for the purpose of construction of houses for Economically Weaker Sections (EWS) and Low Income Groups (LIG), is revised to Rs. 3 lakhs per annum for EWS and Rs. 6 lakhs per annum for LIG, in alignment with the income criteria specified under the PradhanMantriAwasYojana.</p> |
| 330. | <p>PUBLIC PROCUREMENT (PREFERENCE TO MAKE IN INDIA). GUIDELINES TO GIVE PREFERENCE FOR DOMESTICALLY MANUFACTURED GOODS DURING PUBLIC PROCUREMENT.</p> |
| 353. | <p>Period for Submission of Agency Commission Claims.</p> <p>Claims of agency commission from RBI before 60 days from the end of the quarter.</p> <p>Applicable for the agency commission claims for the quarter ended June 30, 2018 onwards.</p> |
| 356. | <p>System Improvement in lending to Corporate Borrowers- Financial Statements filed with Ministry of Corporate Affairs.</p> <p>Considering the increased irregularities in the accounts and frauds by submitting the forged Financial statements, the Competent Authority has directed as an additional due diligence to obtain Financial Statements from MOCA website.</p> |
| 357. | <p>Valuation of various kinds of securities on Credit Exposure - Modification of guidelines. Across the life-cycle of asset, proper asset valuation can lead to benefits across three areas:</p> <p>(a) Profitability Enhancement (b) Capital Optimization (c) Loss Mitigation</p> <p>A comprehensive policy on standardized procedures for valuation of assets and empanelment of Valuers is proposed covering the following aspects of the valuation:</p> <p>a) Standardized valuation methodology. b) Processes for valuer empanelment. c) Performance management of Valuers and d) Standardized reporting formats and templates.</p> <p>1. APPLICABILITY</p> <p>Annual Stock Audit should be got compulsorily done in respect of all borrowal accounts enjoying Fund Based & Non Fund Based (NFB) working capital limits of Rs. 1 Crore& above for Normal, Moderate, High Risk and Unrated accounts and Rs. 5 Crore& above for Low Risk rated accounts from our Bank/ Banking System. All NFB limits, which are being used for Working Capital Funding like Letter of Credit (LC), Standby Letter of Credit (SBLC) , Bank Guarantees for purchase of goods and/ or for mobilization of Advances are to be included within threshold limit for stock audit, but Capex LCs, Bid Bond Guarantees etc. need not be included in NFB limits for the purpose of conducting stock audit.</p> <p>2. PERIODICITY OF THE STOCK AUDIT</p> <p>The items forming part of the current assets of borrower entities concerned and obtained as prime and / or collateral security shall be got valued/ audited by the Bank by its panel valuer(s)/ Auditor(s) at specified</p> |

periodicity indicated below.

| Particulars | Internal Risk Rating | | | | |
|---------------------------------|-----------------------|----------------------|----------------------|----------------------|---|
| | LR Accounts | NR Accounts | MR Accounts | HR Accounts | Others |
| FB/NFB Working Capital Exposure | Rs. 5 Crore and above | Rs.1 crore and above | Rs.1 crore and above | Rs.1 crore and above | Rs.1 crore and above |
| (B) Periodicity (minimum)* | Once in a YEAR | Once in a YEAR | Once in a YEAR | Once in a YEAR | Unrated Standard account- Annually. Sub standard assets and Doubtful Asset – Once in 2 YEARS. In respect of accounts with balance of Rs. 5 crore and above and classified as doubtful, stock audit has to be got done once in a year. |

Wherever the ratings of the accounts are downgraded from low risk to normal, moderate or high risk as the case may be, immediate valuation within a period of 3 months of such down gradation shall be undertaken.

If the current valuation report is not older than 6 months, then fresh valuation need not be insisted, where the rating of the accounts are downgraded to normal, moderate or high risk as the case may be.

However, if the account is downgraded by two notches, then stock audit is to be carried out as per extant guidelines, i.e., within a period of 3 months of such down gradation irrespective of the condition stipulated under b (i) above.

Whenever an account gets classified as NPA, a normal cooling period of one quarter shall be provided for up-gradation/rectification of default.

In case the account continues to be NPA even after cooling period, Stock Audit shall be undertaken within a maximum period of 6 months of account turning NPA and subsequent valuation/ stock audit shall be as prescribed above till Stock

Audit Reports show substantial depletion in value of Stock/Book Debts.

The Stock Audit reports in respect of accounts with total exposure of Rs.10 crore and above shall be reviewed at CA&M Wing as a part of the monitoring exercise.

VALUATION OF FIXED ASSETS-

PERIODICITY OF VALUATION-

Where the fixed assets of a borrower viz., land and building (other than Agricultural property), plant & machinery, etc. are obtained as prime and / or collateral security, the same should be subjected to valuation by competent valuers from the panel of valuers **once in three years.**

Frequent valuation of properties for allowing concession in ROI and sanction of additional credit facility is not a fair practice. Hence, it is suggested that **minimum gap between two valuation should be Two years.**

However, the Circle Head CAC & above authorities, if required, can get the valuation of immovable asset done at lower frequency.

In case of valuation is carried out at frequency lesser than 3 year then value of property shall be taken at 85% of the present value of the property (latest valuation) and valuation shall be carried out by valuer other than the valuer who had given the earlier report.

III. VALUATION OF ONLY LANDED PROPERTY (OTHER THAN AGRICULTURAL PROPERTIES) WITHOUT ANY SUPER STRUCTURE ON IT-

No valuation by an outside valuer is necessary.

In such cases, the market value or the valuation prescribed by government / statutory body/ development authority for registration purposes in the area can be taken into account, whichever is less.

Branches / Offices shall update the value of the immovable property once in three years.

VALUATION OF PROPERTIES (LAND & BUILDING) OF Rs.10 CRORE & ABOVE-

Bank shall obtain minimum 2 independent valuation reports from 2 empanelled Valuers in respect of loan accounts where the value of individual property (Land and Building) obtained as collateral for the loan is Rs. 10 crore and above.

VALUATION OF IMMOVABLE PROPERTIES (12 MONTHS PRIOR TO THE DATE OF VALUATION):

i. In case the immovable properties are recently purchased (12 months prior to the date of valuation) and if the guideline value has been revised after the date of sale deed, then the purchase price as per the sale deed or

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| | <p>the guideline rate, whichever is higher, and not the market value shall be reckoned for arriving at the value of the property.</p> <p>ii. The period for recent purchase shall be taken as 12 months from the date of sale deed.</p> <p>iii. This shall be a general guideline across all loan products of the bank where such valuation is warranted.</p> <p>Where the value of Plant & Machinery to be charged is Rs. 50 crore & above, branches shall get valuation of such P&M done from minimum two Valuers on the Bank's approved panel.</p> <p>Takeover of Accounts:</p> <p>In respect of taken over borrowal accounts, the first time valuation shall be got done before disbursement of the loan irrespective of the loan quantum.</p> <p>In order to avert instances of over valuation of immovable properties, Valuation report should clearly indicate:</p> <p>a) Date of purchase of immovable property, b) Purchase Price of immovable property, c) Distress Sale Value (Realisable Value) of immovable property and d) Guideline Value (value as per Circle Rates), if applicable, in the area where immovable property is situated.</p> <p>In respect of accounts classified as sub-standard and doubtful accounts with exposure of Rs 1 crore and above shall be subjected to valuation. No waiver can be permitted in respect of accounts classified as sub standard and doubtful assets.</p> <p>However, in respect of doubtful assets where security is negligible/ not available, fully provided accounts and fully written off under technical write off, such accounts are exempted from Fixed Asset valuation.</p> <p>The process must ensure that in respect of all NPA accounts fully secured, independently or along with other collaterals by Land & Building, then those fixed assets should have a valuation not more than 3 years old.</p> <p>VALUE OF ASSETS IN CASE VALUATION REPORT IS MORE THAN ONE YEAR OLD (DEPRECIATION TO BE CHARGED)</p> <p>(i) In case the valuation report is more than one year old, the value of fixed assets as per valuation report is to be pro-rata depreciated as under:</p> <p>(a) Building - 5% per year (b) Plant & machinery - 15% per year (c) Vehicle - 20% per year</p> <p>(ii) The fixed assets other than land have to be depreciated applying written-down value (WDV) method and at the rates specified above. Land value need not be depreciated.</p> |
| 360. | <p>MoU with Credit Rating Agencies for External Credit Rating under the "Performance and Credit Rating Scheme" of Ministry of MSME, GoI. Withdrawal of subsidized rating fees.</p> <p>It is informed by NSIC that "Performance and Credit Rating Scheme" has been suspended by GoI till further orders. Hence, no subsidy is provided under the Scheme.</p> |
| 369. | <p>Approved list of transport operator.</p> |
| 375. | <p>Non-creation/ delayed creation of security interest with CERSAI & additional fees payable in case of delay in registration.</p> <p>Any Additional Fees levied by CERSAI for delay beyond the permitted 30 days for registration of security interest in respect of loans/ facilities granted on or after August 1st, 2018, the staff concerned shall be made accountable. Therefore, Delayed or Non-registration of security interest in CERSAI shall attract staff accountability.</p> |
| 381. | <p>Capital Investment Subsidy Scheme of Govt. of India (Central Sector Scheme) for Establishment of Agri-Clinics & Agri-Business Centers (ACABC) – Continuation of the scheme during the years 2018-19 to 2019-20</p> |
| 385. | <p>RATES OF INTEREST ON RUPEE LOANS AND ADVANCES - MCLR OF THE BANK W.E.F. 7TH AUGUST 2018.</p> |
| 390. | <p>Filing/ Satisfaction of Transactions Related to Security Interest on Under Construction Properties and Vehicles.</p> <p>Following types of Security Interest are also required to be filed on the CERSAI Portal:</p> <p>1. Immovable property by mortgage other than mortgage by deposit of title deeds. 2. Hypothecation of plant and machinery, stocks, debt including book debt or receivables, whether existing or future. 3. Intangible assets, being know how, patent, copyright, trade mark, license, franchise or any other business or commercial right of similar nature. 4. Any "under-construction" residential or commercial building or a part thereof by an agreement or instrument other than by mortgage.</p> <p>Also, it was mentioned in the circular that the filing of security interest in any "under construction" residential or commercial building or a part thereof by an agreement or instrument other than by mortgage will be started at a later date. Now the same is available in the CERSAI portal as per the communication issued by CERSAI.</p> <p>Also, kindly note that facility for filing/ satisfaction of security interest on Vehicles is also available in the CERSAI portal under the Movables.</p> |
| 391. | <p>CREDIT GUARANTEE FUND TRUST FOR MICRO & SMALL ENTERPRISES (CGTMSE) - MODIFICATIONS.</p> |

1. Tenure of Working Capital facility –Modification-

As per the Scheme guidelines, guarantee cover for working capital facility is given for a block of 5 years if applied alone or it runs through the agreed tenure of the term credit if working capital facility is applied for coverage along with term loan.

Moreover, tenure for the working capital limit can be renewed for another block of 5 years after the expiry date of tenure.

Now, it has been decided by the Trust that any guarantee approved by the Trust to cover the working capital facility should be approved for a maximum period of 10 years including intervening renewals/enhancements, if any.

Keeping the existing block of 5 years during fresh approval, working capital facility can be renewed only once after the expiry of first 5 years. If fresh application of working capital facility is applied for coverage along with term loan facility then existing system of keeping the tenure of working capital at par with term loan will continue for a maximum period of 10 years.

However, after the expiry of the tenure, guarantee cover for working capital can be renewed for the remaining years keeping maximum period of guarantee cover of 10 years.

Moreover, renewal of the coverage for working capital will have to be done within maximum period of 1 year from the date of expiry, of the first block of 5 years, only for standard accounts.

The proposed guidelines are applicable for all the fresh as well as existing live guarantee covers with effect from 07.06.2018.

In case the credit guarantee is already renewed for working capital account for more than the prescribed period of 10 years, the account will be eligible for credit guarantee only till the expiry of the existing block of 5 years.

Modification in the eligibility criteria of Credit Guarantee Scheme-

It has been decided to consider the definition of Standard Asset as per RBI guidelines and modify the point no 2 C (i) of chapter of the Scheme guidelines as:

| Existing Provision (Para 2 c(i) of H O Cir 514-2013) | Modified Provision |
|---|--|
| A credit facility is eligible under the scheme provided that as on material date the dues to the lending institution have not become bad or doubtful of recovery. | A credit facility is eligible under the scheme provided that as on material date it is standard and regular (not SMA) as per RBI guidelines. |

CGTMSE will however may reserve the right to reject the guarantee application if at any point it is observed that the credit facility was not standard and regular at the time of seeking guarantee coverage.

Guidelines on revival of such accounts where Guarantee cover is lapsed/discontinued.

1. Request for revival of account will have to be submitted **within next financial year of the account** being discontinued from guarantee coverage. 2. Account should be standard and regular as on date of submission of request for revival and CGTMSE reserves the right to reject the claim if the account turns NPA within 180 days from the date of revival of account. 3. Any fees due by the Member Lending Institution (Bank), (current and previous FY) will be demanded along with penal interest and additional risk premium @15% of standard rate as per the guidelines of the scheme.

The modifications are applicable with effect from 12.07.2018. However the fees along with Penal interest will not be borne by the Bank.

Waiver of initiation of legal action in respect of smaller loans

CGTMSE has decided to modify the procedure of filing of claims in respect of small loan accounts such that initiation of legal proceeding as a precondition for invoking of guarantee is waived in respect of those credit facilities covered under CGS where the aggregate outstanding amount considered eligible for claim settlement by CGTMSE does not exceed Rs 50,000/- per claim.

The aggregate outstanding amount considered is the total outstanding of all credit facilities of particular borrower as on NPA date. The said modifications shall be applicable to credit facilities in respect of those claims lodged on or after 14.03.2018.

Change in Office Address and Telephone Numbes of CGTMSE Office, Mumbai.

Offices/Branches to make a note of the change in Office Address and Telephone Number of CGTMSE Office, Mumbai. Address: SIDBI MSME Development Center, 6th Floor, C-11, G-Block, BandraKurla Complex, Bandra (E), Mumbai -400051.

| Section | Landline # (STD Code 022) |
|--------------------------|---|
| Guarantee fee (GF) | 67531289, 67531127, 67531342, 67531163 |
| NPA | 67221483 |
| CLAIM | 67221549,67531127,67531225,67531355,67531263, 67221477 (2ND CLAIM) |
| Annual Service Fee (ASF) | 67221502, 67531329, 67221438 |
| IT RELATED QUERY | 67531218, 67531293, 67531349 |
| INSPECTION | 67531256, 67221535, 67531346 |
| MISCELLANEOUS | 67221490 |

| | | | |
|-------------|---|--------------------|--|
| | SECTION/ADMIN | 67221553 | |
| | ACCOUNTS | 67221569, 67531206 | |
| 425. | Introduction of restrictions in Restructuring option in CBS. On study of the restructured asset portfolio of the bank under agriculture advance from 03.07.2018 onwards it was observed that branches are still restructuring a large number of agriculture advances on account of various reasons, viz. natural calamities, Govt/ RBI Restructuring Scheme, rectification of Schedule, extension of holiday period etc using FCR option LN525 for the accounts with product code below 812. Once again it is observed that, the restructuring being done is not in accordance with the laid down guidelines. Hence it has been felt that further restrictions have to be put in place for LN525 option also in order to ensure proper usage of restructuring option for agriculture advances. Accordingly the restriction on LN525 option has been brought in with effect from 21.08.2018. CO/RO/branches to follow the guidelines enumerated in our H O Cir 336/2018 dated 02.07.2018 for modified guidelines on restructuring of Agriculture advance using LN525 option also. | | |
| 426. | EMPANELMENT OF INSOLVENCY PROFESSIONALS (IPs) TO THE PANEL OF OUR BANK- LIST OF INSOLVENCY PROFESSIONALS EMPANELLED. The Insolvency and Bankruptcy Code, 2016 was passed by the Lok Sabha on May 5, 2016 and Rajya Sabha on May 11 2016 and received the Presidential assent on 28th May 2016. In terms of Chapter VII, Clause 7 belonging to Empanelment of Insolvency Resolution Professional, the Competent Authority has permitted to empanel Insolvency Professionals details of which is enclosed as Annexure to this Circular. The list of IPs is also uploaded on our website www.canarabank.com < Customer Education with a link also provided on the What's New column of the website. | | |
| 427. | RATES OF INTEREST ON RUPEE LOANS AND ADVANCES - MCLR OF THE BANK W.E.F. 7TH SEPTEMBER 2018. | | |
| 437. | BILLS UNDER LCs (BULC) SCHEME – Extension in validity period for permitting Concessional interest till March, 31 2019. Validity Period for permitting concession in Rate of Interest upto 145 bps subject to minimum of applicable MCLR, and Power to permit concession by designated authorities extended upto 31.03.2019. | | |
| 455. | Credit Guarantee Fund Trust for Micro and Small Enterprises (CGTMSE)–Demand for payment of Annual Service Fee (ASF)/Annual Guarantee Fee (AGF) for FY 2018-19 for Guarantees commenced /enhancement permitted during Feb-Mar 2018. Any late payment will attract penalty charges and additional risk premium of 15%. Queries if any may be addressed to asf@cgtmse.in. | | |
| 463. | MUDRA SCHEME 1. Creating visibility –Display of MUDRA logo in all MUDRA borrowers' shop /site as "MUDRAPRENEUR". 2. All Branches to have designated officer /dedicated MUDRA counter. 3. UdyamiMitra Portal- Role of branches /offices reiterated. Salient features of "UdyamiMitra Portal" and Role & Responsibilities of CO/RO and Branches are reiterated hereunder for ready reference. An exclusive web portal www.udyamimitra.in has been created and is being operated and maintained by SIDBI (Small Industries Development Bank of India) through which MSME entrepreneurs can apply for finance, to Banks of their choice. Applications can be made online through the portal. Branches /Offices shall access the web portal www.udyamimitra.in regularly and to pick the market place applications wherever our Bank is opted as the preferred Bank and process the applications on merits as per extant guidelines on MSME lending. Branches /Offices to access the portal and update the status of the application to facilitate the borrowers to track their application on Mudra and Stand Up India. This process shall be done on a daily basis. The user Id and password presently used by the branches for Stand Up India portal (Refer HO Cir 290/2016 dt 16.05.2016) will be the same for logging into www.udyamimitra.in As one of the PSB reforms agenda, it is stipulated a time frame of 15 days for decision making which needs to be strictly followed by all branches. Presently MSME Wing, H O is sharing the inputs available in www.udyamimitra.in to the Circles on a regular basis to take up with their branches for early pick up /processing of the proposals. | | |
| 480. | PSB Loans in 59 Minutes to MSME Sector in digital Platform. "PSB LOANS IN 59 MINUTES" a Digital Platform put into operation to apply and get "in-Principle Sanction" for Business Loans within 59 minutes without any physical contact with Bank Branch. The salient features: Our Bank entered into MoU with M/S CapitaWorld Private Limited, (FinTech Company acquired by SIDBI led Consortium of Banks) as user bank on the digital platform to process MSME Loans. MSME loans from Rs. 25.00 Lakhs to Rs. 100.00 Lakhs shall be processed under this platform. Borrower Journey through Market Place URL: https://www.psbloansin59minutes.com Borrower Journey through Canara Bank specific URL: https://www.psbloansin59minutes.com/canarabank | | |

Lenders Journey through URL: <https://www.psbloansin59minutes.com/sidbi>
Processing Charges for Working Capital Loans: 0.45% + applicable Taxes
Upfront fee for Term Loans: 0.75% + applicable Taxes
 The customers who have registered in GST and have filed ITRs would be eligible under the Contactless Scheme in Phase 1.
 The maximum eligibility value for any customer under this scheme is initially INR 1 Cr.
To start with, contactless loans would be to an entity with 2 years or above existence, at least one year net profit and looking for loan requirement from Rs.25 lakhs upto Rs.100 lakhs.

481. Extension of "MSME SAHAY" scheme till 31.03.2019.
 Modification in repayment terms FOR New Loans sanctioned w.e.f. 01.10.2018.
 Maximum period of six months from the date of availment/receipt of ITC claim whichever is earlier as bullet payment/monthly installments.
 The revised repayment guideline is applicable only to new loans sanctioned w.e.f. 01.10.2018.
Introduction of Scheme Code:
 A new scheme code 93600 has been introduced for the MSME SAHAY Scheme. Branches are advised to use the scheme code invariably for all the loans sanctioned under MSME SAHAY Scheme.

512. PSB REFORMS AGENDA -MSME Customer Satisfaction Survey under EASE (Enhanced Access and Service Excellence).
 GOI has mandated that all PSBs shall implement reforms agenda with 6 themes entitled "Enhanced Access and Service Excellence (EASE)"
 Boston Consultancy Group (BCG) is conducting an MSME Customer Satisfaction survey for all Banks as a part of the EASE Index Project
 Link for MSME Customer satisfaction survey is <http://bit.ly/MSMECustSurveyCanara>

513. CREDIT GUARANTEE FUND TRUST FOR MICRO & SMALL ENTERPRISES (CGTMSE) - HYBRID SECURITY- Partial Collateral Security model - Modification on charge on collateral securities.
 Partial Collateral Security model - Modification on charge on securities. CGTMSE to have notional second charge on collaterals instead of Paripassu charge.

536. RATES OF INTEREST ON RUPEE LOANS AND ADVANCES – MCLR OF THE BANK W.E.F. 7TH NOVEMBER 2018.

538. MSME Support and Outreach - PSB loans in 59 minutes.
 Use of data of GST Registered customers of our Bank interested in availing finance from us-Shared by SIDBI. Data of Renewal accounts sent by Circles, already uploaded by MSME Wing, HO, in the portal/Taking forward their journey. Daily Reporting
 Data of GST Registered customers of our Bank interested in finance through PSB loans in 59 minutes Portal- Shared by GSTN through SIDBI –contacting the customers within 24 hours for their Registration /On-boarding on the Portal. Data of Renewal accounts uploaded on PSB loan Portal through Bulk Upload-Contacting customers for their acknowledgement and taking forward their journey in the digital lending platform "psbloansin59minutes.com"

562. Registration of charges-Amendments in Companies Act 2013. Modified timeline for registration of charges w.e.f 2/11/2018

| Normal period | Extended period | After the expiry of the prescribed period |
|---|---|---|
| 30 days from the date of creation of charge on payment of normal fee | 60 days from the date of creation of charge with the permission of the registrar on payment of additional fee as prescribed. | Further period of 60 days i.e. 120 days from the date of creation of charge with the permission of the Registrar and on payment of such advoleram fee as may be prescribed. |
| b. For charges created prior to commencement of ordinance (i.e. before 02.11.2018), the revised timelines for registration shall be as under: | | |
| Normal period | Extended period | After the prescribed period |
| 30 days from the date of creation of charge on payment of normal fee | 300 days from the date of creation of charge with the permission of the registrar on payment of additional fee as prescribed. | 6 months from the commencement date of Ordinance i.e. from November 2, 2018, on payment of such fee as may be prescribed. |

564. "SUPPORT AND OUTREACH PROGRAMME FOR MSMES- EFFECTIVE PARTICIPATION BY ALL OUR BRANCHES AND OFFICES". A SPECIAL SUPPORT AND OUTREACH PROGRAMME- 100 DAYS CAMPAIGN LAUNCHED BY HON'BLE PRIME MINISTER ON 02.11.2018.

565. PradhanMantri Mudra Yojana (PMMY)
 - Due diligence in sanction of loans
 - Post disbursement monitoring
 - Recovery, rehabilitation and restructuring of stressed accounts

- RBI study on assessment of NPA under PMMY

567. PSB Loans in 59 Minutes to MSME Sector in digital Platform – Additional/Modified guidelines.
“PSB LOANS IN 59 MINUTES” a Digital Platform put into operation to apply and get “in- Principle Sanction” for Business Loans within 59 minutes without any physical contact with Bank Branch. The salient features: MSME loans from above Rs. 5.00 Lakhs to Rs. 100.00 Lakhs shall be processed under this platform who has filed ITR3/4/4S/5/6 & GST Return. Sanction of fresh Working Capital Limits, Renewal of existing Working Capital limits with/without enhancement and fresh Term Loans shall be processed. Only fund based limits are processed under the platform. Processing Charges for Working Capital Loans: 0.45% + applicable Taxes. Processing Charges for Working Capital Renewal Loans: 0.20% + applicable Taxes. Upfront fee for Term Loans: 0.75% + applicable Taxes. Convenience Fee: Our Bank specific URL: Rs. 750/- per proposal. Convenience Fee: Market Place URL: Rs.1,000/- per proposal.

569. CREDIT GUARANTEE FUND TRUST FOR MICRO & SMALL ENTERPRISES (CGTMSE)- INCORPORATING THE FINANCIAL DATA OF THE UNIT TO BE COVERED IN THE GUARANTEE APPLICATION FORM-SAS PACKAGE.
Since the financial data for slabs above Rs 10 lakhs is mandatory, Branches are advised to punch the required data wherever required along with submission of application for CGTMSE guarantee cover.

570. CREDIT GUARANTEE FUND TRUST FOR MICRO & SMALL ENTERPRISES (CGTMSE)- MODIFICATIONS.
Modifications in the Interest Rate Cap under CGTSME- Any credit facility which has been sanctioned by the lending institution with the interest rate charged as per the RBI guidelines would be eligible for coverage under CGS.
Modification in the guarantee coverage limit for Retail Trade Segment-
The limit for credit facility of retail trade segment will be uptoRs 100 lakh per MSE borrower.
Charging of fee for using Search History module in system-
A Search facility providing borrower information such as guarantee (s) approved by the Trust, Unit’s name and the loan status (NPA/Standard) is made available by CGTMSE in their portal by providing ITPAN of the Chief Promoter of the Unit. The information will help Circles/Branches to find out if a particular borrower has fully/partially availed onetime limit under CGTMSE. Further, the facility would help in alerting the Circles/Branches to avoid extending credit facilities to the defaulters.
CGTMSE will now be charging a nominal fee of Rs 50/-(plus GST) per successful search for the information displayed in the search facility. The charges to be debited to the borrower’s account at the time of availing the Search facility. The payment from Circles would be collected monthly on 10th of the subsequent month by CGTMSE Mumbai.

581. RATES OF INTEREST ON RUPEE LOANS AND ADVANCES - MCLR OF THE BANK W.E.F. 7TH DECEMBER 2018.
1. Overnight MCLR 8.25%, 2. One-month MCLR 8.25%, 3. Three-month MCLR 8.45%, 4. Six-month MCLR 8.55%, 5. One-year MCLR 8.70%

588. MASTER POLICY ON CREDIT RISK MANAGEMENT FOR 2018-19 - DOMESTIC BRANCHES – MODIFICATIONS. MODIFIED GUIDELINES-
Project appraisal is applicable in case of:
Existing borrowers-

| Type of Project | Risk rating of the borrower | Project Cost |
|--|---|-------------------------|
| Proposed projects including Infrastructure | Internally rated as Moderate Risk or externally rated BB | Rs. 500 Lacs and above |
| | Internally rated as Low/Normal Risk or externally rated BBB or better | Rs. 1000 Lacs and above |

For new Borrowers:

Proposed projects including Infrastructure with project cost of Rs.500 lacs and above.

603. CONTINUATION OF LOAN SCHEME “CANARA MSE UNNATI” FOR FINANCING MICRO & SMALL ENTERPRISES (MSE)”-WITH MODIFICATIONS.
Scheme is extended upto 30.09.2019 **without any concession in ROI and other charges. Concession in Processing Charges and Upfront Fee is withdrawn. Normal Processing Charges/Upfront Fee as per extant guidelines shall be collected.**
The scheme specific interest concession was withdrawn during last renewal of the scheme. Withdrawal of interest concession is continued now and only applicable card rates are to be charged except for women beneficiaries & CGTMSE covered accounts for whom the existing guidelines on concession to be extended.

604. CREDIT GUARANTEE FUND SCHEME FOR EDUCATION LOANS (CGFSEL) / CREDIT GUARANTEE FUND SCHEME FOR SKILL DEVELOPMENT LOANS (CGFSSD)- INVOCATION OF CLAIMS.
1. GUARANTEE COVERED ACCOUNTS: All eligible loans are covered under Guarantee Scheme on quarterly basis from Head Office and Guarantee premium is absorbed by the bank.
2. INVOCATION OF GUARANTEE- A Lock in period of 12 months has been stipulated from the date of commencement of guarantee cover or end of period of moratorium of interest, whichever is later.

(i) LOAN ACCOUNT BECOMING NPA AFTER LOCK IN PERIOD: Branches may invoke the guarantee in respect of Education/Skill loan within a maximum period of one year from the date of the loan account becoming Non Performing Asset (NPA).

(ii) LOAN ACCOUNT BECOMING NPA WITHIN THE LOCK IN PERIOD: Branches may invoke the guarantee in respect of Education/Skill loan after satisfying the following conditions, The guarantee is in force at the time of account becoming NPA. The amount due and payable to the Bank in respect of the Education/Skill loan has not been paid and the dues have been classified by the Bank as Non-Performing Assets, provided the Bank shall not make or be entitled to make any claim on M/s National Credit Guarantee Trustee Company (NCGTC) in respect of the said Education/Skill loan if the loss in respect of the said credit facility had occurred owing to actions / decisions taken contrary to or in contravention of the guidelines issued by M/s NCGTC. The credit facility has been recalled and the recovery proceedings have been initiated under due process of law.

(iii) The claim should be preferred by the branches as per the norms stipulated and within time frame specified/ to be specified by M/s NCGTC in this behalf.

(iv) Under CGFSEL, M/s NCGTC shall pay 75 % of the guaranteed amount on preferring of eligible claim by the lending institution, within 30 days, subject to the claim being otherwise found in order and complete in all respects. M/s NCGTC shall pay to the Bank interest on the eligible claim amount at the prevailing Bank Rate for the period of delay beyond 30 days.

The balance 25% of the guaranteed amount will be paid after obtaining a certificate from the Bank that all avenues for recovering the amount have been exhausted. On a claim being paid, M/s NCGTC / the Fund shall be deemed to have been discharged from all its liabilities on account of the guarantee in force in respect of the borrower concerned.

(v) Any Claim under the Credit Guarantee Scheme for Skill Development (CGFSSD) would be settled at 100% of the guaranteed amount at one go, subject to the receipt of a certificate from the bank to the effect that all avenues of recovering the amount in default have been exhausted; there is no further scope for recovering the default amount, and that the claim is found in order and complete in all respects.

(vi) In the event of default, the Bank shall exercise its rights, if any, to take over the assets of the borrowers and the amount realized, if any, from the sale of such assets or otherwise shall first be credited in full by the lending institutions to M/s NCGTC before it claims the remaining portion of the guaranteed amount. The Bank shall be liable to refund the claim released by M/s NCGTC together with penal interest at the rate of **4% above the prevailing Bank Rate, if such a recall is made by M/s NCGTC in the event of deficiencies having existed in the matter of appraisal / renewal / follow-up / conduct of the Education/Skill loan or where lodgment of the claim was more than once or where there existed suppression of any material information on the part of the lending institutions for the settlement of claims.** The Bank shall pay such penal interest, when demanded by the Fund, from the date of the initial release of the claim by M/s NCGTC to the date of refund of the claim.

PROCEDURE FOR INVOCATION OF GUARANTEE AND PREFERMENT OF CLAIM:

Branches should Prefer/lodge the claim to Recovery & Legal section, Circle Office immediately within 90 days of loan account becoming NPA.

R&L Section, Circle Office in turn shall verify the correctness the claim data and forward the consolidated claim to Government Portal Section, PC&FI Wing, Head Office within 30days from the receipt of claim from the Branches.. M/s NCGTC after satisfying itself about the aspects met by the bank regarding lodgment of claim for guarantee, will honor 75% of the guaranteed portion of the outstanding in default, subject to maximum of 75 % guaranteed cap amount.

The balance 25% shall be claimed and paid by M/s NCGTC on conclusion of the recovery proceedings of the bank in respect of Education loans covered under CGFSEL.

However, the Claim for the Skill loans covered under the CGFSSD would be settled at 100% of the guaranteed amount.

CIRCULARS -2019

CIR NO. 05/2019 - Trade Receivables Discounting System (TReDS) –System Driven Platform for instant bill discounting for MSME suppliers.

- a. TReDS (Trade Receivables Discounting System) is an automated system driven platform to benefit Micro, Small and Medium Enterprises (MSMEs) by facilitating them to auction their trade receivables at competitive market rate through a transparent bidding process on the platform participated by multiple financiers.
- b. The scheme facilitates the financing of Trade Receivables of MSMEs from Corporate and other buyers including Government Departments and PSUs through multiple financiers.
- c. Our Bank is registered as a "Financing Bank" with M/S RXIL (Receivables Exchange of India Ltd), a TReDS platform promoted by SIDBI, NSE, Banks and Financial Institutions.
- d. TReDS Cell is opened in MCB, BKC, Mumbai branch and made functional.
- e. Corporate Buyers whose External Credit Rating is 'A-' and above are eligible to be fixed with buyerwise limits.
- f. Target for On-Boarding Corporates in TReDS platform of M/S RXIL: 5 Corporates per PCBs/MCBs and 2 Corporates per Specialized SME Branch, SME Focus Branch and SME Sulabh. Other Branches/Offices to popularize the platform

among the MSME customers.

CIR NO. 10/2019 - Credit Guarantee Fund Trust for Micro and Small Enterprises (CGTMSE) – Updating Outstanding details for calculation of Annual Guarantee Fee (AGF) on outstanding amount. Updating Outstanding details for calculation of Annual Guarantee Fee (AGF) on outstanding amount- Data to be updated by 15.01.2019.- Non updation in time may result in calculation of AGF on the Guarantee amount resulting in excess payment. CGTMSE vide their Circular 160/18-19 dated 31.12.2018, has advised that an online module has been created in the CGTMSE portal for capturing the outstanding amount of guaranteed loan accounts and will be available for updating **till 15.01.2019**

CIR NO. 16/2019 - Framework for Revival & Rehabilitation of Micro, Small & Medium Enterprises (MSMEs) - Modifications.

Formation of "Committee for stressed Micro, Small and Medium Enterprises" under RBI frame work at all our Regional Offices. Honorarium to be paid to the members of the Committee (members other than our Bank representatives). Additional guidelines on co-opting members.

As per the communication, "Committee for stressed Micro, Small and Medium Enterprises" have been formed at all Circle Offices. In order to enable faster resolution of stress in an MSME accounts and better implementation of Framework for Revival and Rehabilitation, modifications were permitted by Board of Directors. Accordingly, all Regional Offices are advised to form "Committees for Stressed Micro, Small and Medium Enterprises" and confirm the same to respective Circle Offices. The changes effected as regards formations of committees, constitution, honorarium to the members are given in Annexure I of this Circular. Branches/Offices shall be guided by HO Circular 228/2016 dated 21.04.2016 for all other procedural guidelines

CIR 17/2019 : ONE TIME RESTRUCTURING (OTR) SCHEME FOR ADVANCES (STANDARD ASSETS) UNDER MICRO, SMALL AND MEDIUM ENTERPRISES SECTOR.

MSME ADVANCES (STANDARD ASSET) RESTRUCTURING AS PER RBI CIRCULAR DATED 01.01.2019 Implementation of the scheme: Till 31.03.2020. Eligibility: MSME accounts which are Standard Assets as at 01.01.2019 and continue to be classified as a "Standard Asset" till the date of implementation of the restructuring. Exposure: The aggregate exposure, including Non-fund based facilities of Banks and NBFCs to the borrower does not exceed Rs.25 Crores as on January 1st of 2019. GST Registration: The borrowing entity should be GST registered entity as on the date of implementation. However this condition will not apply to MSMEs that are exempt from GST registration. Asset Classification: Eligible MSME Standard Asset accounts would retain the Standard Asset status upon restructuring under this scheme, without any down gradation in asset classification. IRAC Norms: Subsequent to restructuring, extant guidelines on IRAC norms applicable to restructured MSME loans.

Provision: Additional 5% provision in addition to the provision already held by the Bank for Standard assets. CBS Option-LN525: A new reason code No:19 named "MSME restructuring – RBI guidelines 01.01.2019" is introduced as drop down under option LN525. If this code is opted there will not be any down gradation upon restructuring. All the accounts restructured under the subject scheme have to be done by picking this reason code while restructuring under option LN 525 so as to ensure no down gradation in asset classification.

CIR NO. 30/2019 –MSME CAP - Select Rural properties shall also be accepted as securities subject to conditions. Properties allotted by Govt Authorities/Semi Govt. Authorities, Agencies like Industrial Development Authority, Small Scale Development Authority, Special Economic Zones (SEZs) like Textile Parks etc., irrespective of location & authorized by State/Central Government either leasehold/freehold are also eligible to be considered subject to conditions. Reduction in ROI for Term Loans of Low & Normal Risk rated accounts – Spread reduced to **1.55%** from the existing 1.80%.

SECURITY : The value of the property & other stipulations shall be as below:

i. Urban & Metro-The value of the property & other stipulations shall be as below:

a. Urban & Metro Properties: At least 100% of the loan amount for manufacturing units and 125% of the loan amount for service sector units.

b. Semi-Urban Properties: At least 125% of the loan amount for manufacturing units and 150% of the loan amount for service sector units.

c. Select Rural Properties located close to Metro/Semi urban/Urban At least 150% of the loan amount for both manufacturing units and service sector units subject to the following:

a) Located within 20 kms radius from nearby Metro/Urban city.

b) Located within 10 kms radius from nearby Semi-Urban Town

c) Unit should be functioning in that property or used for the said business.

d) Approvals relating to conversion as industrial area/commercial land to be made available mandatorily.

- e) Enforceability of underlying security has to be confirmed.
- f) Clearance from Circle Head CO CAC to be obtained in case of proposals falling upto DGM CO CAC/DGM Sulabh CAC power accounts. In case of accounts falling under the powers of Circle Head CO CAC & above, the concerned authorities can permit for the same.

SPL COMM: 53/2018 -"SWASTH MUDRA"- Campaign for a focussed Approach to reduce NPAs under MUDRA Scheme.

Synopsis: A Campaign for reduction of 1. No of MUDRA NPA accounts by 20% and 2.Outstanding MUDRA-NPA by 10%. Campaign Period: 01.08.2018 to 30.09.2018 All Branches having MUDRA NPA Awards & Accolades to Top Performing Branches, Regional Offices and Circle Offices.

SPL COMM : 82/2018 SUB : 113th FOUNDERS' DAY - STAND-UP INDIA CAMPAIGN 01-11-2018 to 30-11-2018

Campaign Target-Fresh Sanction and disbursement -113 Stand-Up India Loans per Circle during the campaign period. Campaign Period: 01.11.2018 to 30.11.2018 Punching of Stand-Up India sanction in www: portal. standupmitra. in for qualifying for performance.

To commemorate our Banks 113th founders' day on 19th NOV 2018 and to take forward the vision of our founder, a special Stand Up India campaign is launched. The campaign period is from 01.11.2018 to 30.11.2018.

1. Stand Up India Scheme – The Scheme was launched by Honourable Prime Minister on 05.04.2016. The objective of the Stand-Up India scheme is to facilitate Bank loans above Rs.10.00 Lakhs to Rs.100.00 Lakhs to Scheduled Caste (SC) or Scheduled Tribe (ST) borrower or women borrower for setting up green field enterprise. The enterprise may be in manufacturing, trading or services sector. In case of non-individual enterprises at least 51% of the shareholding and controlling stake should be held by either an SC/ST or women entrepreneur. The Loan shall be granted as a composite loan, Term Loan to meet the cost of the fixed assets like Plant & Machinery and Working Capital facility to meet working capital requirements.

2. Coverage under Credit Guarantee (CGSSI) - Loans granted under Stand up India Scheme are to be covered under Credit Guarantee Scheme for Stand-Up India, only those accounts where disbursement has taken place either fully or partially shall be eligible for guarantee cover. To be eligible for guarantee cover, the rate of interest charged should be the lowest applicable rate for the category (as per rating) and should not be more than 3% over MCLR plus Tenor Premium, if any for the Loan.

3. Campaign - Department of Financial Services under Ministry of Finance through various communications and through video Conference with our TOP Executives are emphasising the need to achieve set Targets. There is great scope of improvement in this segment hence we intend to launch 113th Founders Day, Stand- Up India Campaign during the month of November 2018. We request active participation from all Circles/Sulabhs/ROs/Branches to achieve the set target of 113 Loans per circle and also activation of all Metro/ Urban Branches during the campaign period.

CAMPAIGN Period and other Details: Campaign period is from 1st November 2018 to 30th November 2018.

7. RETAIL LENDING

| | |
|------|--|
| 6. | CREDIT GUARANTEE FUND SCHEME FOR EDUCATION LOANS (CGFSEL) UPTO A LIMIT OF Rs. 7.50 LACS – OPENING OF SAS CGFSEL PACKAGE FOR DECEMBER 2017 QUARTER FOR COVERING ELIGIBLE EDUCATION LOANS SANCTIONED UNDER THE SCHEME. |
| 54. | Retail Loan Festival offer further extended till 31/03/2018. Processing Charges on Housing Loans and Canara Vehicle Loans waived for the loans sanctioned till 31/03/2018 and disbursed on or before 30.04.2018. |
| 59. | Dr. Ambedkar Central Sector Scheme of Interest Subsidy on Educational Loans for Overseas Studies for Other Backward Classes(OBCs) & Economically Backward Classes(EBCs)- ACSISOBCEBC – 1. Modifications effected in parental income limit for OBCs and EBCs. 2. Opening of SAS Package to upload the subsidy claims for December 2017 Quarter. Category Annual Income Limit OBC 8 Lakh EBC 2.5 Lakh |
| 156. | Availability of flexibility in selecting EMI commencement date to match with Salary Date/Income Generation Date under Retail Loans – Reiteration of guidelines. One month repayment holiday for loans repayable by EMIs at the discretion of the sanctioning authority. Branches / Offices can select EMI Commencement date as per customer's choice by linking EMI date to his/her income generation/salary payment date. To ensure that total repayment term does not exceed maximum period permitted under that particular scheme. |
| 160. | CELEBRATION OF 'APRIL 2018' AS SC /ST MONTH – EXTENDING CREDIT FACILITIES TO SC/STs IN COMMEMORATION OF BIRTH ANNIVERSARY OF DR. B.R.AMBEDKAR. |

268. **EDUCATIONAL LOAN SCHEME FOR PROSPECTIVE JMG SCALE I OFFICERS OF OUR BANK WHO UNDERTAKE SPECIALLY DESIGNED TRAINING COURSE (Post Graduate Diploma in Banking and Finance of one year duration).** Applicable to the Prospective JMG SCALE I Officers of our bank who undertake specially designed training course (Post Graduate Diploma in Banking and Finance of one year duration). Product code for the subject scheme is same as that of IBA model education loan scheme i.e., 651. New Scheme code 60630 – EL-PROSPECTV JMG-I OFF-OUR BK is enabled under BAM83 option in CBS for Subject Education Loan Scheme. The loans sanctioned under this scheme are eligible for CSIS subsidy as per extant guidelines. The loans sanctioned under this scheme are eligible for CGFSEL coverage as per extant guidelines.

293. **EDUCATIONAL LOAN SCHEME FOR PROSPECTIVE JMG SCALE I OFFICERS OF OUR BANK WHO UNDERTAKE SPECIALLY DESIGNED TRAINING COURSE (Post Graduate Diploma in Banking and Finance (PGDBF) of one year duration).** Applicable to the Prospective JMG SCALE I Officers of our bank who undertake specially designed training course (Post Graduate Diploma in Banking and Finance of one year duration). Product code for the subject scheme is same as that of IBA model education loan scheme i.e., 651. New Scheme code 60630 – EL-PROSPECTV JMG-I OFF-OUR Bank is enabled under BAM83 option in CBS for Subject Education Loan Scheme. New Schedule code 2015-HOL-EMI EL JMG-I OFFI-OUR BK is enabled under LN057 option in CBS for Subject Education Loan Scheme. The loans sanctioned under this scheme are eligible for CGFSEL coverage as per extant guidelines. This circular supersedes all the guidelines issued vide HO circular 268/2018 dated 15.05.2018.

OTHER MISC LESS IMP. CIR NOT OF USE FOR STUDY : 70,148,200,228 & 247

327. Modifications in Existing Guidelines on linking of Applicable Rate of Interest to Risk Grades for Retail Loan Products i.e., Canara Vehicle Loan.

a. Credit Risk Grades based on the Credit Risk Score of various credit information Companies (CICs) have been realigned and accordingly, the Risk Grades now stands reduced to "Four" instead of the earlier "Five" i.e., CS:1 TO CS:4 instead of CS:1 TO CS:5".

b. Delegation of Powers based on the Credit Risk Grade has been modified for RAH Head and Branch Head (where the branch is not linked to RAH) for considering proposals under Housing Loans and Canara Rent, where the Risk Grade is 'Moderate Risk'.

c. Variation in Risk Grade of applicant and Co-obligant has been redefined to reflect the actual overall risk grade at the time of considering the proposal.

The ROI for Retail Loan Products which are linked to risk grade i.e., Canara Vehicle Loans for

1. Four Wheelers including Agriculturists,
2. Two Wheelers
3. Four Wheelers unrated (Where credit histories are not available)
4. Two wheelers unrated (Where credit histories are not available)

are modified as per the new 4 risk gradations instead of 5 as mentioned here below:

| CANARA VEHICLE LOAN | CIBIL Gradation | Proposed ROI | |
|--|-----------------|--------------|-----------|
| | | Women * | Others |
| FOUR WHEELERS INCLUDING AGRICULTURISTS | Low Risk | MCLR+0.30 | MCLR+0.35 |
| | Normal Risk | MCLR+0.45 | MCLR+0.50 |
| | Moderate Risk | MCLR+0.60 | MCLR+0.70 |
| | High Risk | MCLR+0.85 | MCLR+0.95 |
| CANARA VEHICLE (4 Wheelers) FOR UNRATED i.e., where Credit History is not available | Normal Risk | MCLR+0.45 | MCLR+0.50 |
| CANARA VEHICLE (TWO WHEELERS) | Low Risk | MCLR+3.00 | MCLR+3.05 |
| | Normal Risk | MCLR+3.15 | MCLR+3.20 |
| | Moderate Risk | MCLR+3.30 | MCLR+3.35 |
| | High Risk | MCLR+3.40 | MCLR+3.45 |
| CANARA VEHICLE (2 Wheelers) FOR UNRATED i.e., where Credit History is not available | Normal Risk | MCLR+3.15 | MCLR+3.20 |

329. Priority Sector Advances under Housing Loans- Revision in guidelines on eligibility criteria of housing loans for classification under priority sector. Housing loan limits for eligibility under priority sector lending will be revised to **Rs. 35 lakhs in metropolitan centres (with population of ten lakhs and above), and Rs. 25 lakhs in other centres, provided the overall cost of the dwelling unit in the metropolitan centre and at other centres does not exceed Rs. 45 lakhs and Rs. 30 lakhs, respectively.** Existing family income limit of Rs. 2 lakhs per annum, prescribed under the above said Circular, for loans to housing projects exclusively for the purpose of construction of houses for Economically Weaker Sections (EWS)

| | and Low Income Groups (LIG), is revised to Rs. 3 lakhs per annum for EWS and Rs. 6 lakhs per annum for LIG, in alignment with the income criteria specified under the PradhanMantriAwasYojana. | | | | | | | | | | | | |
|-------------|--|----------------------|--------------|----------------|--|----------------------------|----------------------|--|--|----------------------|--|--|----------------------|
| 358. | OPENING OF SAS CGFSEL/CGFSSD PACKAGE FOR JUNE 2018 QUARTER FOR COVERING ELIGIBLE EDUCATION/SKILL LOANS SANCTIONED UNDER THE SCHEMES CGFSEL & CGFSSD. | | | | | | | | | | | | |
| 366. | VidyaTurant – An online instant education loan sanction facility for the students of select IIMs/IITs/NITs/IISc/ISB, with relaxed guidelines under IBA’s Model Education Loan Scheme – Inclusion of one more institution, Indian Institute of Management (IIM), Nagpur. Category Institutions Limit eligible A Students of IIMs (15 nos.) Limit up to Rs 25.00 lacs. B Students of ISB, Hyderabad & Mohali (2nos) Limit up to Rs 36.00 lacs. C All other institutions other than A and B (73 nos) Limit up to Rs 20.00 lacs. | | | | | | | | | | | | |
| 395. | OBSERVANCE OF RETAIL LOAN FESTIVAL FROM 16/08/2018 TO 16/11/2018. Full waiver of Processing charges on Housing Loans & Canara Vehicle Loans sanctioned from 16.08.2018 to 16.11.2018 and disbursed on or before 30.11.2018. | | | | | | | | | | | | |
| 399. | Dr.Ambedkar Central Sector Scheme of Interest Subsidy on Educational Loans for Overseas Studies for Other Backward Classes(OBCs) & Economically Backward Classes(EBCs) (ACSISOBCEBC) - Opening of SAS Package for submission of subsidy claims for June 2018 Quarter. | | | | | | | | | | | | |
| 431. | Central Sector Scheme of Interest Subsidy (CSIS) on Education Loans implemented by MoHRD, GoI – Submission of claims for the FY 2017-18. BO report 280207 is enabled for the branches/ offices to view the interest debited in the education loan accounts for the FY 2017-18. | | | | | | | | | | | | |
| 432. | Retail Loans- Vetting Agencies: Reiteration of guidelines. The activities assigned to vetting agencies and advantages of appointing them include: We are reiterating the general guidelines for empanelling the External Agencies as furnished in Annexure I of HO Cir no 154/2015 dated 25.03.2015. Circles to follow these guidelines while empanelling and reviewing their performance. The Proforma/guidelines /formats/reports are as per Annexure II to V of HO Cir no 154/2015 dated 25.03.2015. The Circles are advised to ensure that sufficient vetting agencies are empanelled and made available to the RAHs for qualitative growth of Retail lending especially Housing Loans. The details of Vetting Agencies empanelled are to be reported to our Wing as and when empanelled and also at the end of each half year as per Annexure IV of HO Cir no 154/2015 dated 25.03.2015. Further their performances are to be reviewed at Half yearly intervals as per Annexure V of HO Cir no 154/2015 dated 25.03.2015 and suitable decision to be taken for continuance or otherwise. RAHs have to maintain required records to track the TAT for the reports sourced to the agency which are to be reviewed regularly. | | | | | | | | | | | | |
| 433. | PradhanMantriAwasYojana (PMAY) – Credit Linked Subsidy Scheme (CLSS) – Additional guidelines updated by NHB. Modified guidelines-Enhancement in carpet area in the MIG-I category 160 Sq. Mtr. And MIG-II from 150 sq. mtr to 200 Sq. Mtr. Modification in carpet area is effective from 01.01.2017 i.e., from the date of implementation of PMAY-CLSS for MIG-I and MIG-II | | | | | | | | | | | | |
| 449. | IBA MODEL EDUCATION LOAN SCHEME AND VIDYA TURANT SCHEME. A. IBA MODEL EDUCATION LOAN SCHEME Reduction in rate of interest from one year MCLR +1.80 % to One year ongoing MCLR+1.50% for all Education Loans with a sanctioned limit more than Rs.7.50 lacs B. VIDYA TURANT SCHEME Inclusion of Indian Institute of Technology, Dharwad (IIT, Dharwad), institutions under VidyaTurant scheme. Reduction in rate of interest for Education Loans under VidyaTurant scheme for Top 38 Educational Institutes (IITs, ISBs,XLRI, IIMs, BITs Pilani& ISB) to One year ongoing MCLR (i.e.8.30 %). VIDYA TURANT SCHEME- Purpose: To assist the needy and meritorious students who are in need of education loans for pursuing their higher studies in reputed institutions viz., 84 Select IIMs/IITs/NITs/IISc /ISB (Hyderabad & Mohali) and other reputed institutes only. Quantum of Finance: <table border="1" data-bbox="188 1977 1461 2112"> <thead> <tr> <th>Category</th> <th>Institutions</th> <th>Limit eligible</th> </tr> </thead> <tbody> <tr> <td></td> <td>Students of IIMs (13 nos.)</td> <td>Up to Rs 25.00 lacs.</td> </tr> <tr> <td></td> <td>Students of ISB, Hyderabad & Mohali (2 nos)</td> <td>Up to Rs 36.00 lacs.</td> </tr> <tr> <td></td> <td>All other institutions other than A and B (69 nos)</td> <td>Up to Rs 20.00 lacs.</td> </tr> </tbody> </table> | Category | Institutions | Limit eligible | | Students of IIMs (13 nos.) | Up to Rs 25.00 lacs. | | Students of ISB, Hyderabad & Mohali (2 nos) | Up to Rs 36.00 lacs. | | All other institutions other than A and B (69 nos) | Up to Rs 20.00 lacs. |
| Category | Institutions | Limit eligible | | | | | | | | | | | |
| | Students of IIMs (13 nos.) | Up to Rs 25.00 lacs. | | | | | | | | | | | |
| | Students of ISB, Hyderabad & Mohali (2 nos) | Up to Rs 36.00 lacs. | | | | | | | | | | | |
| | All other institutions other than A and B (69 nos) | Up to Rs 20.00 lacs. | | | | | | | | | | | |

Expenses considered for loan :

a) Fee payable to college/ school/ hostel, b) Examination/ Library/ Laboratory fee c) Travel expenses/ passage money for studies abroad d) Insurance premium for student borrower, if applicable e) Caution deposit, Building fund/refundable deposit supported by Institution bills/receipts f) Purchase of books/ equipment's/ instruments/ uniforms g) Purchase of computer at reasonable cost, if required for completion of the course h) Any other expense required to complete the course - like study tours, project work, thesis, etc. i) Reasonable lodging and boarding charges will be considered in case the student chooses / is required to opt for outside accommodation.

Margin:

As per extant guidelines under Education Loan scheme i.e. 5%.

Scholarship/ assistantship to be included in margin. Margin to be brought-in on year-to-year basis as and when disbursements are made on a pro-rata basis.

Rate of Interest:

On-going One Year MCLR Rate of Interest + 0.20 %. (However for top 38 institutes, Rate of interest is one year on-going MCLR)

Further concession of 0.5% to Girl Students is not available under VidyaTurant Scheme.

Security:

Assignment of future income of the student. No Security up to limits for institutions designated category wise (i.e. For students of IIMs Limits up to Rs 25 lacs, For students of ISB, Limits up to Rs 36 lacs and for students of all other institutions Limits up to Rs 20 lacs). Parent/guardian has to join as Co-borrower.

Loans up to a limit of Rs 7.50 lacs sanctioned are to invariably cover under the Credit Guarantee Fund Scheme For Education Loans (CGFSEL) guarantee scheme. Loans beyond the limits mentioned above are to be sanctioned under IBA's Model Education Loan scheme, not under VidyaTurant scheme.

Repayment: up to 15 years, irrespective of loan amount:

i. Uniform one year moratorium period is available for repayment after completion of studies in all cases. i.e. Repayment holiday consists of Course period + (1 year after completion of course).

ii. Repayment of the loan is to be in equated monthly installments for a period of 15 years for all loans irrespective of loan amount.

Note: No prepayment penalty will be levied for prepayment of loan any time during the repayment period.

Upfront / Processing Fee: NIL

Loans to be sanctioned at Branch level itself without referring to RAH/CO, irrespective of delegation of powers of branch where loan application is submitted. Eligibility under CSIS scheme: All Education loans sanctioned under VidyaTurant can be covered under CSIS scheme (Central Scheme of Interest Subsidy on Educational Loans), subject to eligibility, as per income norms.

457. CENTRAL SECTOR SCHEME OF INTEREST SUBSIDY (CSIS) ON EDUCATION LOANS IMPLEMENTED BY MOHRD, GOI**472. SPECIAL PACKAGE UNDER RETAIL LENDING SCHEMES TO THE EMPLOYEES OF INDIA'S PREMIER EDUCATIONAL INSTITUTIONS / COLLEGES AND CENTRAL UNIVERSITIES WHICH ARE FINANCED BY MHRD THROUGH HIGHER EDUCATION FINANCING AGENCY (HEFA) – ON ALL INDIA BASIS.**

A special package has been permitted under our various Retail Lending Schemes to the employees of 117 India's Premier Educational institutions / colleges and Central Universities. This Special Package is valid till 30.09.2019. Concession in ROI under Housing Loans, Vehicle Loans and Canara Budget Loans. 100% waiver in the applicable processing charges for Housing Loans, Canara Vehicle Loans and Canara Budget Loans. Respective branches can sanction higher quantum of loan up to 20 months gross salary subject to a maximum of Rs. 15 lacs under Canara Budget loans. Respective RAHs/branches can sanction Housing Loans, Canara Vehicle loans and Canara Budget loans with Risk gradation up to "Moderate Risk" up to their delegated powers. M/s Higher Education Financing Agency (HEFA) is a joint venture of Ministry of HRD, Government of India and Canara Bank. HEFA aims at enabling India's premier educational institutions to excel and reach the top in global rankings by providing loans at low interest rates for capital assets creation in India's higher educational institutions and supplement it with grants / CSR funds from Corporates.

It was decided to formulate a special package under various Retail Lending Schemes for the employees of the Institutions / Colleges and Central Universities which are financed by MHRD through Higher Education Financing Agency (HEFA).

These institutions are mainly set up/funded under the control of MHRD and other central Ministry decided by MHRD.

At present many of the India's premier educational institutions like IITs, IIITs, NITs, IISER and Centrally funded universities are financed by MHRD through HEFA and they are in continuous process of adding more and more premier educational institutions.

Eligible Institutions: At present following are the eligible institutions / colleges / central universities which are coming under HEFA.

IISER (Indian Institutes of Science Education and Research)

IIIT (Indian Institutes of Information Technology)

IIM (Indian Institute of Management)
IIT (Indian Institute of Technology)
NITTR (National Institute of Technical Teachers Training and Research)
NIT (National Institute of Technology)
Central Universities

Fresh permissions applicable only to the subject package:

1. Sanction of Housing Loans and Canara Vehicle Loans can be permitted by the respective RAHs / Branches to the employees of the Institutions / Colleges and Universities which are financed by MHRD through Higher Education Financing Agency (HEFA), with Risk gradation up to "Moderate Risk" up to their delegated powers. The proposals falling under "High Risk" category shall be referred to DGM-CO-CAC and above authorities for taking appropriate credit decision.

2. Sanction of Canara Budget loans can be permitted by branches with higher quantum up to 20 months gross salary subject to a maximum of Rs. 15.00 lac with risk gradation up to "Moderate Risk" as per CIR report under the package. Proposals falling under "High Risk" category shall be referred to DGM-CO-CAC & above authorities for taking appropriate credit decision.

3. 100% waiver in the applicable processing charges for Housing Loans, Canara Vehicle Loans and Canara Budget Loans.

The embargo on sanction of Retail loans by the branches due to NPA levels is not applicable for the loans sanctioned under this package.

In view of the implementation of this Special Package on all India basis, it is decided to discontinue the Special Packages which are permitted by HO, to the employees of IIT Patna, IIT Guwahati and IIT Jodhpur & include the employees of these organizations also under this package for a period valid till 30.09.2019.

Similarly, wherever Special Packages which are permitted by the Circles for the institutions / colleges & universities (viz. IITs, IISER, IIIT, IIM, NITTR, NIT & Central Universities) which are financed by MHRD through HEFA, the same are also to be discontinued & included under this package.

475. Direct Selling Agents (DSAs) - Modifications and Consolidated guidelines.

Regional Office to restrict empanelment of our retired employees only up to 50% of total empanelled DSAs of the Region.

DSAs can source PMAY (Urban)-CLSS loans of ticket size of Rs.15 lakhs & above.

Empanelled DSA need to source minimum housing loan proposals of Rs.25 lakhs in Metropolitan/ Urban Centre and Rs.20 lakhs in Semi-urban centre per month to be eligible for Payment of Service fees/ commission for the month. However, DSAs can source PMAY (Urban)-CLSS loans of ticket size of Rs.15 lakhs and above.

476. PradhanMantriAwasYojana (PMAY) – Credit Linked Subsidy Scheme (CLSS) – Modified guidelines.

The definition of 'Beneficiary' was broadened to include an adult earning member (irrespective of marital status) subject to certain provisions, making him/ her eligible to apply for PMAY under CLSS for MIG scheme effective from 01.01.2017.

Subsequently, this definition of 'beneficiary' was also made applicable to entire PMAY (U) scheme w.e.f. 27th June, 2017.

In addition to the all Statutory towns and Notified Planning / Development Areas, the coverage now also includes areas falling within notified Planning /Development area under the jurisdiction of an Industrial Development Authority/ Special Area Development Authority/ Urban Development Authority or any such Authority under State legislation which is entrusted with the functions of urban planning and regulations.

Age of the borrower shall be 21 years to 60 years. However, in case the age of the applicant is more than 55 years, then spouse or legal heirs have to join the loan. In case the borrower has sufficient income even after attaining 60 years of age, in such cases next higher sanctioning authority may waive the condition of obtaining earning legal heirs as co-applicant.

Major legal heirs should be earning family member. However, wherever the borrower has sufficient income even after attaining 60 years of age in such cases next higher authority may waive the condition of obtaining earning legal heir as co-applicant.

In case earning major legal heirs want to join the main borrower, sanctioning authority need to inform the borrowers that in case the earning legal heirs are unmarried and joining the loan then that legal heir shall not be eligible for a housing loan under PMAY again as his KYCs get linked with interest subsidy.

In case the borrower has sufficient income even after attaining 60 years of age, where ever it is financially feasible to the borrower to meet the EMIs of HL accounts & Insurance premium sanctioning authority may offer Life Term Insurance Policy on an optional basis.

QUANTUM OF LOAN:Four times of gross annual income as per latest Income Tax Assessment Order/ acknowledged copy of Income Tax Return / Form16/ Income proof certificates issued by competent authorities (in case of non-income tax assesses).

RAH Head/ RO HEAD-CAC/AGM-CO-CAC and above authorities up to their delegated sanctioning powers can relax the following:

Higher quantum of loan upto 60 times of gross monthly salary or 5 times of gross annual income as per latest Income Proof like Income Tax Assessment Order / acknowledged copy of Income Tax Return

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| | <p>/Form16, Income Proof Certificate issued by competent authorities in case of non-income assesses, etc. However, in case the borrower/s are Salaried youth aged between 21-45 years working for the Central/State Government, Reputed PSUs/Joint Stock Companies, Reputed Corporates/ Public Limited Companies/ Private Institutions, Lecturers/ Asst. Professors / Professors of Colleges/ Research Institutes and Universities, IT/BT Companies respective Sanctioning Authority may sanction the loan up to their sanctioning delegated powers subject to compliance of confirmed service with 2 years as under: 72 times of gross monthly salary or 6 times of gross annual income as per latest Income Tax Assessment Order/acknowledged copy of Income Tax Return /Form16, Income Proof Certificate issued by competent authorities in case of non-income assesses, etc. No restrictions in quantum of loan in scheme guidelines. However, permitting upto 6 years gross salary is subject to NTH and LTV compliance and the same is in line with regulatory guidelines. Net Take Home Salary/income: Minimum percentage of Net Income/NTH should be 25% of the Gross Salary (after meeting the instalment for the proposed Housing Loan and any other EMIs with other Banks/ Financial Institutions) at the time of availing the loan subject to the condition that the minimum amount of Net Income/NTH quantum shall be stipulated at Rs.10,000/- p.m. (net of all deductions including EMI of proposed HL) in all cases. PMAY-CLSS scheme guidelines are also extended to our employees (shall be at applicable ROI, Margin etc.) at par with general customers as per PMAY-CLSS guidelines. Rural branches are permitted to extend PMAY Loans to the customers acquiring property located in statutory towns and planning area only. Scheme does not restrict any branch from financing to Housing Loan under PMAY, provided the property is situated under statutory towns and planning area. However, branch to ensure that the EMT is created in notified area.</p> |
| 477. | <p>Housing Loan – Modification of scheme guidelines. Modified guidelines- In case of Housing Loans where Project Cost is upto Rs.10.00 Lakh, stamp duty, Registration Charges and other Documentation charges can be included in the Project Cost for the purpose of stipulating Margin as well as for LTV Ratio a) In cases where project cost exceeds Rs.10.00 Lakhs, maximum loan amount shall calculated on the lower of the following values subject to compliance of LTV Ratio and margin. i) Value mentioned in agreement for sale plus GST shall be added as part of Project Cost for assessing the loan amount. However Stamp duty, Registration Charges and other documentation charges, which are not realizable in nature shall not be included in project cost for arriving at the loan eligibility and ii) Current Market Value as per the latest Valuation report.</p> |
| 488. | <p>OPENING OF SAS CGFSEL/CGFSSD PACKAGE FOR SEPTEMBER 2018 QUARTER FOR COVERING ELIGIBLE EDUCATION/SKILL LOANS SANCTIONED UNDER THE SCHEMES CGFSEL & CGFSSD. All Education Loans sanctioned up to a limit of Rs. 7.50 lakhs without any collateral security/third party guarantee are eligible for coverage under CGFSEL scheme. Skill Loans sanctioned up to a limit of Rs. 1.50 lakhs without any collateral security/third party guarantee are eligible for coverage under CGFSSD scheme.</p> |
| 496. | <p>CENTRAL SECTOR SCHEME OF INTEREST SUBSIDY (CSIS) ON EDUCATION LOANS IMPLEMENTED BY MOHRD, GOI .</p> |
| 501. | <p>PadhoPardesh Scheme of Interest Subsidy on Education Loans for Overseas Studies for the students belonging to the Minority Communities – Opening of SAS package for submitting claims for the June and September 2018 quarter pertaining to the FY 2018-19.</p> |
| 526. | <p>Canara Pension Loan Scheme – Modification in scheme norms of Canara Pension Loan Scheme to Retired Employees of our Bank & their Family pensioners who have opted for the IBA Group Mediclaim Insurance Policy. Loan Quantum: Enhanced to Rs. 90000/- from the existing quantum of loan of Rs.40000/-. Computation of Loan Quantum: Maximum loan eligibility of the pensioner/Family pensioner to remit the Annual Premium of the IBA Group Mediclaim Insurance Policy as a Second Loan shall be. i) The amount of Annual Premium payable for the year. OR ii) Maximum, eligible loan amount as per Canara Pension Loan Scheme (Presently maximum loan of Rs. 500000/-) MINUS existing liability if any. OR iii) Rs. 90000/- Whichever is lower out of the above three. However, the maximum loan liability at the time of sanction and disbursement of loan under both the component shall not exceed 20 months pension amount or Rs. 500000/- (Whichever is lower). Reimbursement of premium amount paid for this financial year 2018-19 only within 3 months from the date of issuing the circular.</p> |
| 547. | <p>EXTENSION OF OBSERVANCE OF "RETAIL LOAN FESTIVAL" EXPIRING ON 16.11.2018 TILL</p> |

31.01.2019.

Processing Charges on housing Loans and Canara Vehicle Loans waived for the loans sanctioned till 31.01.2019 and disbursed on or before 15.02.2019

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| 604. | <p>CREDIT GUARANTEE FUND SCHEME FOR EDUCATION LOANS (CGFSEL) / CREDIT GUARANTEE FUND SCHEME FOR SKILL DEVELOPMENT LOANS (CGFSSD)- INVOCATION OF CLAIMS.</p> <p>1. GUARANTEE COVERED ACCOUNTS: All eligible loans are covered under Guarantee Scheme on quarterly basis from Head Office and Guarantee premium is absorbed by the bank.</p> <p>2. INVOCATION OF GUARANTEE A Lock in period of 12 months has been stipulated from the date of commencement of guarantee cover or end of period of moratorium of interest, whichever is later.</p> <p>(i) LOAN ACCOUNT BECOMING NPA AFTER LOCK IN PERIOD: Branches may invoke the guarantee in respect of Education/Skill loan within a maximum period of one year from the date of the loan account becoming Non Performing Asset (NPA).</p> <p>(ii) LOAN ACCOUNT BECOMING NPA WITHIN THE LOCK IN PERIOD: Branches may invoke the guarantee in respect of Education/Skill loan after satisfying the following conditions, The guarantee is in force at the time of account becoming NPA. The amount due and payable to the Bank in respect of the Education/Skill loan has not been paid and the dues have been classified by the Bank as Non-Performing Assets, provided the Bank shall not make or be entitled to make any claim on M/s National Credit Guarantee Trustee Company (NCGTC) in respect of the said Education/Skill loan if the loss in respect of the said credit facility had occurred owing to actions / decisions taken contrary to or in contravention of the guidelines issued by M/s NCGTC. The credit facility has been recalled and the recovery proceedings have been initiated under due process of law.</p> <p>(iii) The claim should be preferred by the branches as per the norms stipulated and within time frame specified/ to be specified by M/s NCGTC in this behalf.</p> <p>(iv) Under CGFSEL, M/s NCGTC shall pay 75 % of the guaranteed amount on preferring of eligible claim by the lending institution, within 30 days, subject to the claim being otherwise found in order and complete in all respects. M/s NCGTC shall pay to the Bank interest on the eligible claim amount at the prevailing Bank Rate for the period of delay beyond 30 days. The balance 25% of the guaranteed amount will be paid after obtaining a certificate from the Bank that all avenues for recovering the amount have been exhausted. On a claim being paid, M/s NCGTC / the Fund shall be deemed to have been discharged from all its liabilities on account of the guarantee in force in respect of the borrower concerned.</p> <p>(v) Any Claim under the Credit Guarantee Scheme for Skill Development (CGFSSD) would be settled at 100% of the guaranteed amount at one go, subject to the receipt of a certificate from the bank to the effect that all avenues of recovering the amount in default have been exhausted; there is no further scope for recovering the default amount, and that the claim is found in order and complete in all respects.</p> <p>(vi) In the event of default, the Bank shall exercise its rights, if any, to take over the assets of the borrowers and the amount realized, if any, from the sale of such assets or otherwise shall first be credited in full by the lending institutions to M/s NCGTC before it claims the remaining portion of the guaranteed amount. The Bank shall be liable to refund the claim released by M/s NCGTC together with penal interest at the rate of 4% above the prevailing Bank Rate, if such a recall is made by M/s NCGTC in the event of deficiencies having existed in the matter of appraisal / renewal / follow-up / conduct of the Education/Skill loan or where lodgment of the claim was more than once or where there existed suppression of any material information on the part of the lending institutions for the settlement of claims. The Bank shall pay such penal interest, when demanded by the Fund, from the date of the initial release of the claim by M/s NCGTC to the date of refund of the claim.</p> <p>PROCEDURE FOR INVOCATION OF GUARANTEE AND PREFERMENT OF CLAIM: Branches should Prefer/lodge the claim to Recovery & Legal section, Circle Office immediately within 90 days of loan account becoming NPA. R&L Section, Circle Office in turn shall verify the correctness the claim data and forward the consolidated claim to Government Portal Section, PC&FI Wing, Head Office within 30days from the receipt of claim from the Branches.. M/s NCGTC after satisfying itself about the aspects met by the bank regarding lodgment of claim for guarantee, will honor 75% of the guaranteed portion of the outstanding in default, subject to maximum of 75 % guaranteed cap amount. The balance 25% shall be claimed and paid by M/s NCGTC on conclusion of the recovery proceedings of the bank in respect of Education loans covered under CGFSEL. However, the Claim for the Skill loans covered under the CGFSSD would be settled at 100% of the guaranteed amount.</p> |
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605. INTRODUCTION OF "VIDYA SHAKTHI" – NEW EDUCATION LOAN SCHEME FOR THE STUDENTS OF "PERSONS WITH DISABILITIES"(PWD) CATEGORY WITH RELAXED GUIDELINES UNDER IBA MODEL EDUCATION LOAN SCHEME.

Eligibility: Student should be an Indian National with physical disabilities to the extent of **40% or more**. Copies of Person With Disabilities (PWD) certificate issued by the competent authorities i.e. **Medical Board duly constituted by Central / State Govt. or the Unique ID card issued for the Person with Disabilities (Swavlamban Card)** shall be obtained as proof of the disability and preserved along with the loan papers.

Purpose: To assist the PWD category students who are in need of education loan for pursuing the following courses in India. Education loans for abroad studies will be as per the guidelines of IBA Model Education loan scheme (Ref: HO CIR 147/2016).

Specialized training/vocational courses offered by various institutions for PWDs.

All graduation/Post graduation/Research courses.

Diploma/Certificate courses.

3. Nature of Facility: Education Loan

4. Quantum of Finance:

Need based finance shall be considered.

Vocational/Certificate/Diploma courses: Max Rs 1.50 lakhs.

Other courses which leads to a degree: **Max Rs 7.50 lakhs (Loans above the Max ceiling shall be considered under our existing IBA model education loan scheme as per HO Cir 147/2016).**

5. Expenses considered for loan: All necessary expenses as enumerated in HO Cir 147/2016 for IBA model education loan scheme can be considered. Besides the above, the cost of specially designed assistance devices/Equipments such as Screen readers, refreshable Braille display, hearing aids, electronic magnifier and other devices which will aid the student's movement, reading, hearing etc. can also be included while arriving at the cost of the course.

Maximum quantum considered for the cost of the specially designed assistance devices is,

i. Degree courses : Rs 1.00 lakh

ii. Vocational/Certificate/Diploma Courses : Rs 0.50 lakh

The expenses for purchase of the equipment's shall be included in the total Project cost of the course and including the above expenses the loan quantum shall not exceed Rs 1.50 lakhs and Rs. 7.50 lakhs for vocational and degree courses respectively.

6. Margin: Upto a loan amount of Rs 4.00 lakhs – NIL, Above Rs 4.00 lakhs - Minimum margin of 5% has to be stipulated. Scholarship/ assistantship if any, has to be considered as margin.

ROI: Ongoing One year MCLR,

If eligible for EL under DIR the ROI @4% simple has to be charged for the education loans.

Security-

Assignment of future income, Parent/Guardian as co-borrower, Loan for Degree/PG/PhD to be covered under CGFSEL, Loan for vocational/Certificate/Diploma courses are to invariably covered under CGFSSD.

Loan beyond 7.5 lakh to be sanctioned under IBA's Model Education Loan Scheme.

Repayment:-Uniform one year moratorium period.

Repayment holiday consists of Course period + (1 year after completion of course).

For vocational and skill development loans, 3 to 7 years.

For degree courses- 15 years in EMI.

No prepayment penalty.

Upfront fee- Nil. Vidyalaxmi portal referral fee absorbed by the bank.

Product Code: 651 (EL-IBA Model EL scheme) & EL- IBA Skill loan scheme).

Scheme Code 93900 Vidya Shakti.

Schedule Code 2017 EL-IBA Model EL Scheme; 2013 EL-IBA Skill Loan scheme

CIRCULAR -2019

CIR NO. 25/2019 :- CANARA RENT MODIFICATIONS

In the case of property (premises) leased out to our Bank / other nationalized Banks / PSUs / Central / State / Semi-Government undertakings / reputed Corporate / MNCs for arriving the eligible loan quantum, the unexpired period

of lease i.e. certain and/or option period or up to 15 years whichever is less shall be considered, irrespective of the rating,

taking into account the following :

- a) In respect of urban / metro areas, collateral by way of EMT of property leased out shall cover 133% of loan amount besides ensuring receivables.

- b) In respect of rural / semi-urban areas, collateral by way of EMT of property leased out shall cover 150% of loan amount besides ensuring receivables.
 Upto 180 months or unexpired lease period considered for limit eligibility whichever is earlier, in respect of loans granted against rent receivables from Navarathna companies, PSUs, AAA rated reputed companies, our Bank and insurance companies. Repayment can be by way of EMI / ballooning / structured installments. The same may be permitted by the respective Circle Head-CAC and above authorities up to their delegated powers under Canara Rent Scheme. The delegated authorities permitting reduction in ROI as applicable to corporate as per HO Circular 17/2017 shall be made applicable GST to be deducted unless otherwise lessee brings it on record that they will pay over and above rent.

8. NPA & RECOVERY MANAGEMENT : CIRCULAR 2018

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|--------------------|---|--------------------|---|-------|-----------|-------|------------|-------|------------|
| 22. | Project DREAMS II (Daily Recovery Enabling Assets Monitoring System) from 16.01.2018 to 16.03.2018 - 60 days campaign for resolution/recovery of NPAs/ written off accounts through personal contacts. | | | | | | | | |
| 172. | RESOLUTION OF STRESSED ASSET – REVISED FRAMEWORK FOR RESOLUTION OF ADVANCES. If a resolution plan in respect of large accounts is not implemented within timelines specified lenders to file insolvency applications under the IBC within 15 days from the expiry of the specified timeline. Lenders shall report to CRILC all borrower entities in default, on a weekly basis. | | | | | | | | |
| 142. | Policy of our Bank on Insolvency and Bankruptcy Code-2016. The Insolvency and Bankruptcy Code (IBC) 2016 was passed by the Lok Sabha on May 5, 2016 and Rajya Sabha on May 11, 2016 and received the assent of the President of India on 28th May 2016. The objective of the IBC 2016 is to promote entrepreneurship, availability of credit, and balance the interests of all stakeholders by consolidating and amending the laws relating to reorganization and insolvency resolution of corporate persons, partnership firms and individuals in a time bound manner and maximize the value of assets of such persons and matters connected therewith or incidental thereto. The IBC 2016 aims to consolidate the laws relating to insolvency of Companies and limited liability entities (including Limited Liability Partnerships), unlimited liability partnerships and individuals, presently contained in a number of legislations, into a single legislation. Such consolidation will provide for a greater clarity in law and facilitate the application of consistent and coherent provisions to different stakeholders affected by business failure or inability to pay debt. | | | | | | | | |
| 170. | LEGAL ENTITY IDENTIFIER (LEI) FOR BORROWER ENTITIES. The LEI is a 20 character alphanumeric code created using ISO 17442:2012 standard. LEI code will act as a global reference number and the code will be captured in CRILC. | | | | | | | | |
| 177. | LOAN RECOVERY POLICY 2018-19. | | | | | | | | |
| 197. | RBI's REVISED FRAMEWORK FOR RESOLUTION OF STRESSED ASSETS - REPORTING GUIDELINES. EARLY IDENTIFICATION AND REPORTING OF STRESS: <table border="1" data-bbox="188 1400 1508 1568"> <tr> <td>SMA Sub-categories</td> <td>Basis for classification – Principal or interest payment or any other amount wholly or partly overdue between</td> </tr> <tr> <td>SMA 0</td> <td>1-30 days</td> </tr> <tr> <td>SMA 1</td> <td>31-60 days</td> </tr> <tr> <td>SMA 2</td> <td>61-90 days</td> </tr> </table> <p>SMA 0 is now based on financial dues exclusively, hence SMA 0 package (HO Cir 142/2014 dated 10.03.2014 and 469/2015 dated 29.09.2015) is dispensed with immediate effect. REPORTING TO CRILC: CRILC-Main Report on all borrower entities having aggregate exposure of Rs 5 crore and above is to be submitted on a Monthly basis as against the existing quarterly submission with effect from 01.04.2018. Borrowers with default of one day and more (including NPA) are reported along with the default date as "Defaulting Borrowers". The borrowers who have defaulted during the week (Saturday to Friday) are reported as "Defaulting Borrowers" along with the date of default. The borrowers who have repaid all the dues during the week are reported as "Out of Default" to RBI CRILC along with date of moving out of default. The borrowers who have defaulted and cleared all the dues within the week is also to be reported as "Defaulting borrowers" and "Out of Default" along with default date and date of moving out of default.</p> | SMA Sub-categories | Basis for classification – Principal or interest payment or any other amount wholly or partly overdue between | SMA 0 | 1-30 days | SMA 1 | 31-60 days | SMA 2 | 61-90 days |
| SMA Sub-categories | Basis for classification – Principal or interest payment or any other amount wholly or partly overdue between | | | | | | | | |
| SMA 0 | 1-30 days | | | | | | | | |
| SMA 1 | 31-60 days | | | | | | | | |
| SMA 2 | 61-90 days | | | | | | | | |
| 231. | MASTER POLICY ON CREDIT RISK MANAGEMENT FOR 2018-19 - DOMESTIC BRANCHES. 1. Stock audit to be carried out for takeover of working capital limits, as a pre-release condition for MSME accounts with exposure (FB/NFB) up to Rs. 1.00 Crore. The Circle Head CAC may permit waiver of stock audit, subject to facility being secured by 125% collateral security by way of free hold immovable properties or lease hold property from government agencies / authority or any other security acceptable to the bank as per collateral management policy. 2. Borrowal accounts with exposure of Rs 200 Crore & above shall be subjected to comprehensive review and | | | | | | | | |

monitoring by CA&M Wing based on SWL/SMA List, MTR/CMF reports submitted by Circles/PCBs and other select operational data submitted by the borrower entity. Overall review of Borrowal accounts with exposure of Rs.200.00 Crore & above shall be subjected to review and monitoring by CA&M Wing.

4. As a prudent risk management measure, the total borrowings in respect of NBFCs shall be restricted to various entities (including Asset/Infra financing) as under :

(a) NBFCs/Financial Institutions owned and controlled by Central or State Government – 16 times of their Net owned funds. (b) NBFCs rated AAA – 12 times of their Net owned funds.
(c) NBFCs rated AA/A – 10 times of their Net owned funds.

5. All proposals of software units falling within the sanctioning powers of the Circle Offices shall be placed directly to the competent authority for consideration. Screening of proposal by software advisory group stands dispensed with.

6. Foreign Currency Loans (FCLR) to Residents : FCLR can be permitted in USD, GBP & in EURO to the existing corporate/firms with Credit Risk Rating upto Low/Normal Risk & Moderate Risk, where the exposure is hedged or natural hedge is available and having an excellent track record. However, FCLR can be permitted in case of Moderate risk accounts, if following guidelines are adhered to :

(a) In respect of PSUs/PSEs, FCLR loan shall be considered on a case to case basis by the respective delegated authority. (b) Other than PSUs, FCLR loan shall be made available, if it is secured by collaterals (acceptable to the Bank) to the extent of atleast 125% of the proposed FCLR exposure.
The minimum loan amount should be equivalent to USD 150,000 in case of working capital loans/Term loans and equivalent to USD 50,000 in case of Short Term Import financing.

235. DATA SUBMISSION TO INFORMATION UTILITY REGISTERED UNDER INSOLVENCY & BANKRUPTCY CODE 2016.

NeSL registered as Information Utility under IBC Code is identified to receive financial information from our Bank, Branches need to verify and authenticate the information provided under Form 'C' as per Annexure I to upload the information with the Information Utility (NeSL).

250. LEGAL ENTITY IDENTIFIER (LEI) – Field Created in CBS. (1). INTRODUCTION OF NEW FIELD - IN CIM 22 - FOR UPDATING LEI CODE (2). MANDATORY UPDATION OF LEI CODES IN CIM-22 OPTION
A new field in CBS under CIM22 'Additional Info Tab' is now available for updating the 20 digit LEI code.

295. RESOLUTION OF STRESSED ASSETS – REVISED FRAMEWORK.

Considering the past rating experience of the CRAs, it has been decided by RBI that the size of the ICE assignments each CRA authorized for the purpose can undertake shall be as under :

| Credit Rating Agency | Maximum size of the residual debt under the RP for accepting ICE mandate. |
|--|---|
| Brickwork Ratings India Pvt. Limited (Brickwork) | No Limit |
| CARE Ratings Limited | No Limit |
| CRISIL Limited | No Limit |
| ICRA Limited | No Limit |
| India Ratings and Research Private Limited (India Ratings) | No Limit |
| SMERA Ratings Limited (SMERA). | Rs. 2000 crore |

RBI has further notified that

(a) CRAs shall be ineligible to accept ICE mandate for RP of a borrower entity in default if the Bank credit facilities of the borrower entity carried an investment grade rating (i.e. BBB-or better) from the particular CRA at any time during a period of one year prior to :

(i) The reference date (i.e. March 1, 2018), if the entity was in default as on this date, or
(ii) The date of default occurring after the reference date that triggered the RP.

(b) The mandate for CRA with regard to ICE shall be restricted to providing the ICE for the residual debt under the resolution plan submitted by the Bank. The CRA or its group entities shall not take part in the formulation or re-formulation of the resolution plan, or any other such advisory roles in this context.
The above authorization by the Reserve Bank of India shall be valid for a period of three years from 21st May 2018, subject to annual reviews.

296. Special scheme for One Time Settlement scheme (OTS) for NPAs under Agriculture with limits/combined limits upto Rs.5.00 lacs.

1. All NPA accounts under Agriculture loans and advances with limits / combined limits sanctioned on or before 31.3.2012, upto Rs. 5 lacs are eligible under the scheme.

2. The scheme will not cover Gold Loans, ALVSLs, Tractor loans and agriculture accounts which are secured by immovable/movable security (like House/ Flat / residential site, tractors, tillers, etc), which are eligible under SARFAESI ACT and securities like deposits, Insurance Policies, KVPs, NSCs, etc.

3. The scheme is valid from 01.4.2018 to 31.03.2019.

4. The scheme is applicable for all agricultural farmers i.e., individual, joint, HUF, Partnership firms, companies and other entities.

5. In case of accounts with Holiday period or moratorium period, the account should have been sanctioned

before 31.3.2012 and the repayment holiday should have been completed before 31.3.2013 i.e. first instalment should have fallen due on or before 31.3.2013.

Settlement Formula:

Where the loan account is not covered by collateral security or having collateral security of agricultural land only:

| S.N. | Conditions | Settlement formula |
|------|--|---------------------|
| 1. | a) Borrowers having aggregate sanctioned limit within Rs.1 lacs: | 75% of Base Amount |
| | Out of 1 (a), where the borrower is dead: | 50% of Base Amount |
| 2. | c) Borrowers having aggregate sanctioned limit above Rs.1.00 lacs and up to Rs.5.00 lacs | 100% of Base Amount |
| | d) Out of 2 (c), where the borrower is dead: | 75% of Base Amount |

Note:

Base Amount: (Amount disbursed) + (Expenses) - (recoveries made) – (amount of relief under ADWDRS).
The value of Agriculture Land need not be considered for arriving at settlement.

III Terms of payment:

- 10% of the OTS amount is to be paid at the time of settlement.
- 25% of OTS amount should be deposited within 30 days from the date of conveying the approval.
- The borrower may be allowed three months' time to pay the balance OTS amount without any additional interest on the OTS amount.
- However, where borrowers seek more time, in exceptional cases, balance OTS amount shall be recovered in one / two instalments within a period of not exceeding 6 months together with interest at 6% p.a. simple from the date of permitting OTS proposal till final payment.

297. Special scheme for settlement of Doubtful (D4) and Loss Assets with Book liability upto Rs.100 lakhs.

Continuing as NPA for 5 years or more as at 31.03.2018 (Accounts with NPA date prior to 31/03/2013) Extension from 01.4.2018 to 31.3.2019.

Cover all Suit Filed and Non Suit filed accounts, Decreed accounts, Legal action waived accounts revenue recovery action initiated accounts and other recovery action initiated accounts which includes action initiated under SARFAESI Act.

Cover all MSME accounts including the accounts where the CGTMSE cover is either not available or the claim is rejected by CGTMSE.

Loans granted to salaried class borrowers under Canara Budget and other retail lending loans granted by linking to the salary of the borrowers shall be covered under the scheme, provided it is established that that there is no scope for recovery in the normal course out of the salary of the employee or the chances of recovery is remote due to some other genuine reasons.

Loan accounts, Where the OTS settled earlier have lapsed and the party has paid major portion of the settled OTS amount leaving a residual portion of the settlement amount, such proposals shall be entertained for settlement under the scheme.

Gold loan accounts having residual liability, after adjusting the sale proceeds of pledged Gold Jewellery (under auction as per the procedure in vogue), are eligible under this scheme.

The following accounts are not eligible for coverage under this scheme:

a. The scheme shall not cover VSL, Housing Loan accounts, Home Improvement Loans , Canara Mortgage loans and Canara Rent loans and other retail lending loans secured by mortgage of properties, except the limits sanctioned as running limit like Canara Trade, etc.

b. Loan accounts already settled under any of the OTS schemes of the bank and the tenability of the settlement is still in force.

c. Loan sanctioned to Employees or the loans granted based on their co obligation / guarantee during his tenure in the services of the bank shall be excluded from the scheme.

d. The scheme shall not cover those accounts wherever the element of fraud or malfeasance is involved and wherever the borrowers are classified as willful defaulters

Settlement Formula:

DOUBTFUL ASSETS-

Book Liability up to Rs. 5.00 lakhs as on the date of settlement.

Realizable value of security is above 100% of Book Liability- Min. 65% of BL.

Realizable value of the security is less than 100% of Book Liability- Min. 65% of the realizable value of the security or 50% of the outstanding BL whichever is higher is to be recovered.

Book Liability above Rs.5 .00 lakhs and up to 10.00 lakhs as on the date of settlement.

i. Realizable value of security is above 100% of BL – Min. outstanding BL to be recovered.

ii. Realizable value of security less than 100% of the outstanding BL – Min. 65% of the realizable value of the security or 50% of the outstanding BL whichever higher to be recovered.

BL above Rs. 10.00 lakhs and up to 100.00 lakhs as on the date of settlement.

i. Realizable value of security is above 100% of the Book Liability – Min. outstanding BL + Simple Interest @

Base Rate – 5% is to be recovered.
 ii. Realizable value of the security plus Net Worth is sufficient to cover the outstanding BL - Minimum outstanding Book Liability + Simple Interest @ Base Rate – 7% is to be recovered.
 Realizable value of security plus Net Worth is not sufficient to cover the contractual dues / decretal dues - Maximum possible amount to be recovered taking into account realizable value of securities.

LOSS ASSETS:

A. For accounts with Book Liability up to Rs.10.00 lakhs as on the date of settlement :

- i. **Accounts with outstanding Book Liability up to Rs. 25000/- as on the date of NPA** – Maximum possible amount to be recovered without any stipulations for minimum amount.
- ii. **Accounts with outstanding Book Liability above Rs. 25000/- and up to Rs. 2.00 lakhs as on the date of NPA** – at least 15 % of the Book liability as on the date of settlement in one lump sum.
- iii. Accounts with outstanding Book Liability above Rs. Two lakh to Rs. 500000 as on the date of NPA – at least 35% of the Book liability as on the date of settlement is to be recovered.
- iv. For accounts with outstanding Book Liability of above Rs. 5.00 lakhs and up to Rs.10 lakhs, as on the date of NPA – at least 45% of the Book Liability as on the date of settlement.

B. For accounts with Book Liability above Rs. 10.00 lakhs and up to Rs.100 lakhs-

- i. Accounts with outstanding Book Liability of above Rs. 10.00 lakhs and up to Rs. 25.00 lakhs, – At least 50% of the Book Liability as on the date of settlement to be recovered .
 - ii. For accounts with outstanding Book Liability of above Rs.25.00 lakhs and up to Rs.50.00 lakhs, as on the date of settlement – At least 55% of the Book Liability as on the date of settlement is to be recovered.
- For accounts with outstanding Book Liability of above Rs.50.00 lakhs and up to Rs.100.00 lakhs, as on the date of settlement – At least 60% of the Book Liability as on the date of settlement is to be recovered.

Terms of Payment: Minimum 10% to 25% of the OTS amount may be insisted at the time of settlement. May permit three months' time to pay the balance OTS

298. SPECIAL SCHEME FOR SETTLEMENT OF NPAs IN MICRO AND SMALL AND MEDIUM ENTERPRISES (MSME) SECTOR WITH TOTAL DUES (CONTRACTUAL) OF RS. 100.00 LACS AND BELOW. COVERAGE:

1. The Scheme will cover NPAs classified as *Doubtful & Loss assets in MSME sector*, as on 30.09.2017 with total dues (contractual) of Rs.100.00 lacs and below as on the date of settlement.
2. The Scheme will also cover NPAs classified as *Sub-Standard under Micro and Small Enterprises (MSE) Sector* as on 30.09.2017 with total dues (contractual) of Rs.100.00 lacs and below as on the date of settlement, categorized as "SICK/NON-VIABLE" for restructuring or rehabilitation.
3. The Scheme will cover all eligible accounts where action has been initiated under SARFAESI Act, cases pending before Courts/DRTs subject to obtaining consent decree in such cases and also decreed accounts.
4. The Scheme will not cover those accounts eligible and covered under CGTMSE. However, the Scheme will cover those accounts where CGTMSE is not available or where the claim under CGTMSE is rejected.

For Sub-Standard NPAs under Micro and Small Enterprises (MSE) Sector: (NPAs under MSE categorised as "SICK/NON-VIABLE" for restructuring or rehabilitation::

| Asset class | Security/ Networkth | Total dues (contractual) upto Rs.10.00 lacs | Total dues (contractual) Above Rs.10.00 lacs upto Rs. 100.00 lacs |
|--------------------|--|---|---|
| SS | Realizable value of security alone is sufficient | 80% of the realizable value of the securities or 80% of the Base Amount, whichever is less | 85% of the realizable value of the securities or 85% of the Base Amount, whichever is less |
| | Realizable value of Security + NW put together is sufficient | 70% of the Base Amount | 75% of the Base Amount |
| | Realizable value of Security + NW put together is not sufficient | 55% of the Base Amount | 70% of the Base Amount |
| DOUB. | Realizable value of security alone is sufficient | 70% of the realizable value of the securities or 70% of the Base Amount, which ever is less | 75% of the realizable value of the securities or 75% of the Base Amount, which ever is less |
| Asset class | Security/ Networkth | Total dues (contractual) upto Rs.10.00 lacs | Total dues (contractual) Above Rs.10.00 lacs upto Rs. 100.00 lacs |
| | Realizable value of Security + NW put together is sufficient | 50% of the Base Amount | 60% of the Base Amount |
| | Realizable value of | 40% of the Base Amount | 55% of the Base Amount |

| | | | |
|-------------|--|--|------------------------|
| | Security + NW put together is not sufficient | | |
| LOSS | | 25% of the Base Amount – for accounts with liability upto Rs.1.00 lac 30% of the base Amount for accounts above Rs.1.00 lac and upto Rs.10.00 lacs. | 40% of the Base Amount |

Calculation of Base amount:

(i) For substandard Assets:

Base Amount = Book Liability as on date of NPA Plus interest at Base Rate+0.75% (Simple) from the date of NPA (on reducing balance) Minus Recoveries Plus Expenses incurred.

(ii) For Doubtful Assets:

Base Amount = Book Liability as on date of NPA Plus interest at Base Rate-2% (Simple) from the date of NPA (on reducing balance) Minus Recoveries Plus Expenses incurred.

(iii) For Loss Assets:

Base Amount = Book Liability as on date of NPA Plus interest at Base Rate-4% (Simple) from the date of NPA (on reducing balance) Minus Recoveries Plus Expenses incurred.

PAYMENT CONDITIONS:-

25% of the amount of settlement upfront at the time of sanction, and the balance amount of 75% should be recovered within a period of 3 months from the date of sanction. However, if the parties request for further time, another 3 months time can be permitted subject to recovering interest @ Base Rate from the date of sanction of OTS till the date of final payment.

299. Special scheme for One Time Settlement of small value NPAs.

SPECIAL OTS SCHEME FOR :

SMALL VALUE NPAs WITH LIABILITIES UPTO RS.10.00 LAKH

NPAs UNDER EDUCATION LOAN WITH LIMIT UPTO RS.4.00 LAKHS

NPAs UNDER TRACTOR & OTHER FARM MECHANISATION LOANS WITH ORIGINAL LOAN AMOUNT UPTO RS.10.00 LAKHS

SCHEME IS EXTENDED FROM 01.4.2018 UPTO 31.3.2019.

SPECIAL OTS SCHEME FOR SETTLEMENT OF SMALL VALUE NPAs UPTO Rs.10 LAKHS.

ELIGIBILITY : All Doubtful and Loss Assets of a borrower which are outstanding for more than one year as NPA having Book Liability of Rs.10 lakh & below as on the date of NPA and Total loan/limits sanctioned is not above Rs.10 lakh (inclusive of all limits).

The Scheme shall not cover Gold Loans, Housing Loans, Canara Mortgage and Canara Rent loans.

SETTLEMENT FORMULA:

| Asset class | Value of security | Book Liability upto Rs.5.00 lacs as on the date of NPA. | BL above Rs. 5 lacs and upto Rs. 10 lacs as on the date of NPA. |
|-------------|--|---|---|
| DBT | Realizable value of security is above 100% of the Book Liability | Minimum of 75% of the outstanding Book Liability | Minimum outstanding Book Liability + interest at base rate -5% simple to be recovered. |
| | Realizable value of security is less than 100% of the BL | Minimum of 75% of the realizable value of security or 55% of the outstanding BL whichever is higher | Minimum of 75% of the realizable value of security or 55% of the outstanding Book Liability whichever is higher |

Loss asset

| | |
|---|---|
| outstanding Book Liability upto Rs.25000/- | Maximum possible |
| BL above Rs. 25000/- & upto Rs. 2 lacs as on date of NPA | At least 20% of the Book Liability as on the date of settlement in one lump sum |
| Book Liability above Rs.2.00 lacs and upto Rs.5.00 lacs. | At least 45 % of the Book Liability as on the date of settlement |
| Book Liability above Rs.5.00 lacs and upto Rs.10.00 lacs. | At least 55% of book liability to be recovered |

DELEGATION OF POWER TO BRANCH-IN- CHARGE IN CASE OF LOSS ASSETS: Book Liability up to Rs.50000/- as on date of NPA with sacrifice up to Rs.50,000/- for Small and Medium branches, up to Rs.75,000/- for Large branches and up to Rs.1.00 lac for VLBs and ELBs subject to compliance of following:

The original sanctioned limit/loan amount in these accounts should not be more than Rs. 2.00 lacs. Minimum of 30% of outstanding Book Liability to be recovered in one lump sum. Branch-in-Charge can permit & exercise

the power delegated for a maximum number of 50 eligible accounts under Loss Assets in the financial year. Circle heads are empowered to enhance the limit of 50 accounts in case of need.

TERMS OF PAYMENT:10 to 15% of the OTS amount may be insisted at the time of settlement and balance OTS amount to be recovered within 3 months from the date of communication of settlement without interest.

ONE TIME SETTLEMENT SCHEME FOR EDUCATIONAL LOANS UPTO LIMIT of Rs.4.00 lacs.

A. ELIGIBILITY:

- 1) Educational Loans (ELs) sanctioned upto a limit of Rs.4.00 lacs where security is not available.
- 2) ELs which are NPA as on 31.12.2017.
- 3) ELs disbursed before 31.12.2010 are only eligible. However, in respect of short duration courses (upto 2 years), EL disbursed before 31.12.2013 can be considered.

B. SETTEMENT FORMULA:

| Conditions | Compromise amount |
|--|--|
| a) Where combined net worth of all parties is above Rs.25.00 lacs | Base amount + interest @ Base Rate-2% (simple) |
| b) Where combined net worth is above Rs.10.00 lacs upto Rs. 25.00 lacs | Base amount + interest @ Base Rate-4% (simple) |
| c) Where combined net worth is above Rs.5.00 lacs upto Rs.10.00 lacs | Base amount + interest @ Base Rate-6% (simple) |
| d) Where combined net worth is <Rs. 5.00 lacs. | Base amount. |
| e) Where borrower (student) is dead irrespective of combined Net worth | 60% of Base amount |

Base Amount: Amount disbursed + Expenses incurred (including legal expenses) – Total Recoveries excluding Interest subvention.

Interest: Simple Interest is to be calculated on the amount disbursed from the date of first disbursement on reducing balance.

Branch Head is empowered to settle the loans under the scheme involving sacrifice upto Rs. 50,000/- for Small and Medium branches, up to Rs.75,000/- for Large branches and up to Rs. 2 lac for VLBs and ELBs.

ONE TIME SETTLEMENT (OTS) SCHEME FOR TRACTOR LOANS & OTHER FARM MECHANISATION LOANS (ALFM) UNDER AGRICULTURE

A. ELIGIBILITY :

- a) NPAs under TRACTOR LOANS & OTHER FARM MECHANISATION LOANS (ALFM) outstanding as on 31.12.2017. b) Loans should have been disbursed prior to 31.03.2013. c) Land holding not to exceed 10 acres.
- d) Original loan granted not to exceed Rs.10.00 lacs.

B. Settlement formula:

| In respect of Loans disbursed | Compromise Amount |
|-------------------------------|--|
| Prior to 31.03.2010 | Base Amount |
| From 01.04.2010 to 31.03.2011 | Base Amount +interest @ Base Rate-6%(simple) |
| From 01.04.2011 to 31.03.2012 | Base Amount +interest @ Base Rate-4%(simple) |
| From 01.04.2012 to 31.03.2013 | Base Amount +interest @ Base Rate-2%(simple) |

Base Amount= (Amount disbursed) + (expenses) – (recoveries made) – (amount of relief under ADW&DR Scheme)

Interest: Interest is to be calculated on the amount disbursed from the date of disbursement on reducing balance.

Branch Head is empowered to settle the loans under the Scheme involving sacrifice upto Rs.1.00 Lac for Small and Medium branches, up to Rs.1.50 Lacs for Large branches and up to Rs.2.50 Lacs for VLBs and ELBs.

300. ONE TIME SETTLEMENT SCHEME (OTS) FOR RESTRUCTURED STANDARD ACCOUNTS UNDER AGRICULTURE ON ACCOUNT OF NATURAL CALAMITIES.

i. Coverage:

- a. The scheme will cover Agriculture loan accounts sanctioned on/before 31.03.2012, restructured (more than once) on account of natural calamities which are classified as standard accounts. All Agriculture loans and advances with limits / combined limits sanctioned upto Rs. 10 lacs are eligible under the scheme. **Liability in the Account should have been 200% or more of the sanctioned limit at any point of time though the liability would have come down due to payment by the borrower.** The scheme is applicable for all agricultural farmers i.e., individual, joint, HUF, Partnership firms, companies and other entities.
- e. **In case of farmers having more than one loan account, the aggregate limit should be equal to or less than Rs.10.00 lacs, subject to the conditions vide Para a & c as above.** In case of accounts with holiday period or moratorium period, the account should have been sanctioned before 31.03.2012 and the repayment holiday should have been completed before 31.03.2013. i.e., first installment should have fallen due on or before 31.03.2013. The scheme will not cover Gold Loans, ALVSLs and agriculture accounts which are

secured by immoveable security (like House / Flat / residential site, etc), which are eligible under SARFAESI ACT and securities like deposits, Insurance Policies, KVPs, NSCs, etc.

i. The scheme will be operative till 31.03.2019.

ii) Settlement Formula:

Where the loan account is not covered by collateral security or having collateral security of agricultural land only:

| S.N | Conditions | Settlement formula |
|-----|---|---------------------|
| 1. | a) Borrowers having aggregate sanctioned limit within Rs.1.00 lacs: | 75% of Base Amount |
| | b) Out of 1 (a), where the borrower is dead: | 50% of Base Amount |
| 2. | 1. Borrowers having aggregate sanctioned limit above Rs.1.00 lacs and up to Rs. 10.00 lacs. | 100% of Base Amount |
| | 2. Out of 2 (a), where the borrower is dead: | 75% of Base Amount |

Base Amount: (Amount disbursed) + (Expenses) - (recoveries made) – (amount of relief under ADWDRS 2008).

Terms of payment:

a. 10% of the OTS amount is to be paid at the time of settlement.

b. 25% of OTS amount should be deposited within 30 days from the date of conveying the approval.

c. The borrower may be allowed three months' time to pay the balance OTS amount without any additional interest on the OTS amount.

However, where borrowers seek more time, in exceptional cases, balance OTS amount shall be recovered in one / two installments within a period of not exceeding 6 months together with interest at 6% p.a. simple from the date of permitting OTS proposal till final payment. Branch Head is empowered to settle the loans involving sacrifice upto Rs.1.00 lacs for small and medium branches, up to Rs.1.50 lacs for large branches & up to Rs.2.50 lacs for VLBs & ELBs.

309. Introduction of a new BO report 280333 for monitoring Agriculture Gold loans.

It is observed that good number of gold loan accounts that have completed 12 months is still continued without any recovery action. Moreover these overdue accounts are not appearing in special watch list also. This is an area of concern for the bank.

In order to facilitate easy and proper monitoring and timely initiation of recovery measures in these agriculture gold loans we have introduced a new BO report "280333 AGRI_GOLD_LOAN_LTV_ABOVE_12 MONTHS."

The report furnishes account wise details of agriculture gold loans that has completed 12/18/24/36 months with Loan To Value (LTV) percentage. This report also helps the branches/offices to monitor the Agriculture gold loan accounts which have completed 12/18/24/36 months. This enable branches to initiate timely recovery measures which in turn will help the Bank for reducing accounts under SWL/NPA in gold loan portfolio.

312. CONSOLIDATED GUIDELINES ON SARFAESI ACT, 2002.

320. Project DREAMS (Daily Recovery Enabling Assets Monitoring System) – 105 days Campaign for resolution/recovery of NPAs/ written off accounts through personal contacts extended from 18.06.2018 to 30.09.2018.

323. RISK CATEGORISATION OF CUSTOMERS – DEPOSIT ACCOUNTS.

Branches are required to review the risk categorization of existing accounts using option No. 170070A in Business Objects and update the risk category and confirm to the respective Regional Office on or before 22.06.2018.

349. RISK MANAGEMENT SYSTEM IN BANK

- GUIDELINES ON COUNTRY RISK MANAGEMENT

- UPDATED LIST OF COUNTRY RISK CLASSIFICATION BY EXPORT CREDIT GUARANTEE CORPORATION OF INDIA LTD. (ECGC).

The Countries have been classified by ECGC into three categories as given below:

1. Open Cover 2. Restricted Cover-Group I: For which Revolving limits are to be approved by ECGC, normally for one year. 3. Restricted Cover –Group II: For which specific approval has to be obtained from ECGC on a case to case basis, on merits.

374. Mobile App to facilitate monitoring of NPA accounts.

416. SPECIAL CAMPAIGN FOR REDUCTION OF AGRICULTURE NPA.

424. NON-RECEIPT OF GST-INPUT TAX CREDIT FROM VENDORS FOR FY 2017-18– BRANCHES/OFFICES MUST FOLLOW-UP WITH VENDORS AND OBTAIN GST-INPUT TAX CREDIT (ITC).

425. Introduction of restrictions in Restructuring option in CBS.

On study of the restructured asset portfolio of the bank under agriculture advance from 03.07.2018 onwards it was observed that branches are still restructuring a large number of agriculture advances on account of various

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| | <p>reasons, viz. natural calamities, Govt/ RBI Restructuring Scheme, rectification of Schedule, extension of holiday period etc using FCR option LN525 for the accounts with product code below 812. Once again it is observed that, the restructuring being done is not in accordance with the laid down guidelines. Hence it has been felt that further restrictions have to be put in place for LN525 option also in order to ensure proper usage of restructuring option for agriculture advances. Accordingly the restriction on LN525 option has been brought in with effect from 21.08.2018. CO/RO/branches to follow the guidelines enumerated in our H O Cir 336/2018 dated 02.07.2018 for modified guidelines on restructuring of Agriculture advance using LN525 option also.</p> |
| 426. | <p>EMPAANELMENT OF INSOLVENCY PROFESSIONALS (IPs) TO THE PANEL OF OUR BANK- LIST OF INSOLVENCY PROFESSIONALS EMPANELLED.</p> <p>The Insolvency and Bankruptcy Code, 2016 was passed by the Lok Sabha on May 5, 2016 and Rajya Sabha on May 11 2016 and received the Presidential assent on 28th May 2016.</p> <p>In terms of Chapter VII, Clause 7 belonging to Empanelment of Insolvency Resolution Professional, the Competent Authority has permitted to empanel Insolvency Professionals details of which is enclosed as Annexure to this Circular.</p> <p>The list of IPs is also uploaded on our website www.canarabank.com < Customer Education with a link also provided on the What's New column of the website.</p> |
| 497. | <p>Modifications in submission of Sanction Review Reports (SRR) for Circle Head-CAC and RO Head-CAC sanctions</p> |
| 510. | <p>One Time Settlement (OTS) Package for Recovery – Introduction of Special Package under SAS.</p> <p>Government of India, Ministry of Finance, Department of Financial Services Guidelines on Reforms Agenda for Responsive and Responsible PSBs, dtd 24-01-2018, had advised the Public sector Banks to implement reforms, aimed at Enhanced Access & Services Excellence (EASE). As a sequence to the same, we have decided to introduce transparent and robust One-Time settlement (OTS) mechanism, for timely and better realization through an online OTS platform.</p> <p>The package provides an end to end solution for One Time Settlements and will be useful for Follow up of the OTS accounts for full recovery. Monitoring OTS done and tracking recovery in OTS settled accounts. Monitoring conduct of Adalats and the recovery made Evaluation of recovery made under specific OTS schemes. An exclusive helpdesk in DIT is provided for assistance of the branches.</p> <p>E Mail ID :admsupport@canarabank.com, PH. 080 25584611.</p> |
| 522. | <p>SARFAESI ACT, 2002- AMENDMENT TO H.O CIRCULAR NO. 312/2018.</p> <p>Publishing of the sale notices in the website of the Bank is made compulsory.</p> |
| 550. | <p>PART MODIFICATION OF POLICY ON INSOLVENCY & BANKRUPTCY CODE.</p> <p>The important changes are highlighted in the Circular and few of the major changes are as under:</p> <p>a) General Manager, Stressed Assets Management Wing is empowered to empanel the IPs.</p> <p>b) Respective credit wings shall take permission from the competent authority upon admission of case to NCLT to mark account for recovery, duly informing the further course of action, recovery action against personal guarantors/corporate guarantors in NCLT admitted cases and transfer the account to Recovery Section of the respective Wing/R&L Section of Circle.</p> <p>c) Standard Operating procedure for entrusting cases to IRP/RP.</p> <p>d) Modification in delegated powers, viz. Circle powers in respect of NCLT accounts withdrawn & modified etc. Considering the filing of cases and CIRP process in NCLT admitted accounts, every endeavour should be made to protect the interest of our bank and take immediate action for expediting recovery.</p> |
| 554. | <p>SPECIAL CAMPAIGN FOR REDUCTION OF AGRICULTURE NPA.</p> <p>Campaign period from 01.11.2018 to 31.03.2019.</p> <p>Qualification criteria - minimum 15% reduction of Agri. NPA by branch/RO/CO during the Campaign period. Agri NPA position as on 31.10.2018 reckoned as base date.</p> <p>Every branch to conduct at least one recovery camp per month with the participation of RO/CO officials. Based on percentage reduction of NPAs, top ranked branches / ROs / COs would be rewarded and recognized.</p> |
| 593. | <p>Caution List on Fraudulent Third Party Entities/Service Providers.</p> <p>Presently the data base of all the TPEs involved in frauds in our bank/other banks is available in Cannet Wing Specific Sites RM Wing Publications TPE (http://cannet/risk/iad/TPEnew.html) and branches/offices are also advised to ensure that TPEs in the Caution List are not entrusted with any assignments. Due to the increased occurrences of frauds where involvement of TPEs are reported, branches/offices are advised as under:</p> <p>1. Empanelment of TPEs:</p> <p>Before entertaining any request/application for empanelment in our Bank as a TPE, Circle Office must verify the Caution List of TPEs available in Cannet and ensure that the name of the applicant/s is/are not appearing in the Caution List. Circles to ensure that the same is recorded in the office note recommending for empanelment of TPEs.</p> <p>2. Sanction/Renewal of of Loan Proposals:</p> <p>While placing office notes for sanction of Credit Proposals (Both fresh as well as renewal), following confirmation shall invariably be incorporated in the subject office notes:</p> |

'The Caution List of TPEs available in Canner is verified and found that the TPE who provided the services of valuation with respect to the particular loan proposal is not in the Caution List'.

| | |
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| 596. | <p>Consolidated guidelines for Relief Measures in areas affected by Natural Calamities.</p> <p>The restructured portion of the short term as well as long-term loans may be treated as current dues and need not be classified as NPA.</p> <p>The asset classification of these fresh term loans would thereafter be governed by the revised terms and conditions. Nevertheless, Bank is required to make higher provisions for such restructured standard advances as prescribed by Department of Banking Regulation, RBI from time to time, which will be taken care of at Head Office.</p> <p>The benefit of asset classification of the restructured account as on the date of natural calamity shall be available only if the restructuring is completed within a period of three months from the date of declaration of the natural calamity by the Government.</p> <p>Where land is taken as security, in the absence of original title records, a certificate issued by the Revenue Department officials may be accepted for financing farmers who have lost proof of their titles i.e. in the form of deeds, as also the registration certificates issued to registered share-croppers. In the areas covered by the Sixth Schedule of the Constitution, whereby the land is owned by the community, certificate issued by community authorities may be accepted. The rate of interest will be in accordance with the guidelines issued by Head Office.</p> <p>In respect of current dues in default, no penal interest will be charged. The branches/Offices should also suitably defer the compounding of interest charges.</p> <p>Branches/Offices may not levy any penal interest and waive penal interest, if any, already charged in regard to the loans converted/rescheduled. Depending on the nature and severity of natural calamity, the SLBC/ DCC shall take a view on the interest rate concession that could be extended to borrowers so that there is uniformity in approach among banks in providing relief, and Circles to take up with Head Office in such cases.</p> <p>As notified by the Government of India from time to time, to provide relief to farmers availing short term crop loans and affected by a natural calamity, an interest subvention of 2 percent per annum shall be made available to banks for the first year on the restructured loan amount. Such restructured loans shall attract normal rate of interest from the second year onwards.</p> <p>Relief measures under Natural Calamities including restructuring of advances should be extended within 90 days from the date of Natural Calamity Notification.</p> <p>While restructuring of advances under Natural Calamity, proper care is to be taken for selection of reason for restructuring as "Natural Calamities" in AL 525/ LN 525 CBS option.</p> <p>All short-term Agriculture loans, except those which are overdue at the time of occurrence of natural calamity, shall be eligible for restructuring.</p> <p>The principal amount of the short-term loan as well as interest due for repayment in the year of occurrence of natural calamity may be converted into term loan.</p> <p>Branches/Offices to note that Special Watch/ Special Mention accounts at the time of occurrence of Natural Calamity are not eligible.</p> <p>Branches/Offices can allow a maximum period of repayment of up to 2 years (including the moratorium period of 1 year) if the crop loss is between 33% and 50%.</p> <p>If the crop loss is 50% or more, the restructure period for repayment may be extended to a maximum of 5 years (including the moratorium period of one year).</p> <p>In all cases of restructuring, moratorium period of at least one year should be considered.</p> <p>Further, the branches should not insist for additional collateral security for such restructured loans.</p> <p>While the total repayment period for the restructured/fresh term loan will differ on case-to-case basis, generally it should not exceed a period of 5 years.</p> <p>Branch-in-charges are empowered to grant loans up to their normal powers delegated to them, excluding the present liabilities, if any, of the affected persons for the purpose of cut off point for deciding sanctioning authority. Branches/Offices to extend "Canara Consumption Loan" to provide relief and to remove the hardships of existing borrowers who are affected by the consequences of Natural calamity in Rural and Semi Urban areas, with a maximum ceiling of Rs.15000/- per borrower. Credit should not be denied for want of personal guarantees.</p> <p>Where the existing security has been eroded because of damage or destruction by floods, assistance will not be denied merely for want of additional fresh security.</p> <p>The fresh loan may be granted even if the value of security (existing as well as the asset to be acquired from the new loan) is less than the loan amount.</p> <p>For fresh loans, a sympathetic view will have to be taken.</p> |
|-------------|--|

17/19 CIR 17/2019 : ONE TIME RESTRUCTURING (OTR) SCHEME FOR ADVANCES (STANDARD ASSETS) UNDER MICRO, SMALL AND MEDIUM ENTERPRISES SECTOR.

MSME ADVANCES (STANDARD ASSET) RESTRUCTURING AS PER RBI CIRCULAR DATED 01.01.2019
 Implementation of the scheme: Till 31.03.2020. Eligibility: MSME accounts which are Standard Assets as at 01.01.2019 and continue to be classified as a "Standard Asset" till the date of implementation of the restructuring. Exposure: The aggregate exposure, including Non-fund based facilities of Banks and NBFCs to the borrower does not exceed Rs.25 Crores as on January 1st of 2019. GST Registration: The borrowing entity should be GST registered entity as on the date of implementation. However this condition will not apply to MSMEs that are exempt from GST registration. Asset Classification: Eligible MSME Standard Asset accounts would retain the Standard Asset status upon restructuring under this scheme, without any down gradation in asset classification. IRAC Norms: Subsequent to restructuring, extant guidelines on IRAC norms applicable to restructured MSME loans.

Provision: Additional 5% provision in addition to the provision already held by the Bank for Standard assets. CBS Option-LN525: A new reason code No:19 named "MSME restructuring – RBI guidelines 01.01.2019" is introduced as drop down under option LN525. If this code is opted there will not be any down gradation upon restructuring. All the accounts restructured under the subject scheme have to be done by picking this reason code while restructuring under option LN 525 so as to ensure no down gradation in asset classification.

9. FOREIGN EXCHANGE

9. EXPORT CREDIT INSURANCE FOR BANKS - - WHOLE TURNOVER PACKING CREDIT ECIB (WT PC) COVER & - WHOLE TURNOVER POST SHIPMENT CREDIT ECIB (WT PS) COVER.

ECGC issues these guarantee covers to the Banks valid for a period of one year. ECGC has enhanced the premium on both ECIB (WT-PC) and ECIB(WT-PS) guarantee covers w.e.f 01.07.2017. Accordingly, premium in respect of Pre Shipment advances is payable on monthly basis at the rate of 6.50 paise per Rs 100/- per month on the average daily product. and premium in respect of Post Shipment advances payable on monthly basis at the rate of 5.00 paise per Rs 100/- per month on the average daily product.

PERCENTAGE OF COVER AVAILABLE UNDER ECIB (WT PC):

| S.N. | Packing Credit Limit Per Exporter. | %age cover applicable |
|------|--|-----------------------|
| 1. | For losses upto Rs.3862.93 Lakhs* | 75% |
| 2. | For losses beyond Rs. 3862.93 Lakhs* | 65% |
| 3. | Small Scale Exporters (Annual Export turnover not exceeding Rs. 50 Lakhs)* | 90% |
| 4. | Accounts under Multiple Banking /Limits combined with CC/Standby Limits/adhoc limits/limit under gold card scheme | 50% |
| 5. | No personal guarantee of promoters/directors/Partners /others is available/Collateral security in the form of 2nd charge on Fixed assets | 50% |
| 6. | Limit approved in respect of an exporter/Group for all the banks is more than 600 Cr | 50% |

Non Restructured Account.

PERCENTAGE OF COVER AVAILABLE UNDER ECIB (WT PS):

| Particulars | | %age of cover |
|---|---|--|
| Non Policy Holder | Cover for bills drawn on non Associates i) Below set limit of Rs. 1770.07 lacs* ii) Beyond set limit of Rs.1770.07 Lacs* iii)Cover for bills drawn on Associates * | 75% 65% 50% |
| Policy Holder | Cover for bills drawn on non Associates* Cover for bills drawn on Associates* | 95% 60% |
| Accounts under Multiple Banking /Limits combined with CC/Standby Limits/adhoc limits/limit under gold card scheme. | | 50% |
| No personal guarantee of promoters/directors/partners/others is available/Collateral security in the form of 2nd charge on Fixed assets | | 50% |
| Limit approved in respect of an exporter/Group for all the banks is more than 600 Cr. | | 50% |

***Non Restructured accounts**

All other existing guidelines/terms and conditions in respect of ECIB (WT PC) and ECIB (WT PS) cover would continue to apply. Exposure Limit: Ensure that total limits under pre shipment and post shipment approved by consortium /multiple banks on any single exporter /exporter group for which ECGC cover is sought does not exceed Rs. 1200 Crores ECGC cover will not be available beyond this limit w.e.f. 06.10.2015.

| | |
|-------------|---|
| | <p>Limit Notification: For total PC and PS limits of the bank under sole banking or of all banks under consortium/ multiple banking arrangements for exporter/exporter group, less than Rs. 200 Crores, notify sanction/change in limits to ECGC in prescribed format within 30 days of sanction. Submit sanction letter along with limit notification forms where the total limit under PC/PS is Rs. 10.00 Crores or more.</p> <p>Discretionary Limit: If the account is "New" to the Bank and the sanctioned limit exceeds the Discretionary Limit (DL) fixed for the Bank, obtain approval of ECGC within 60 days from the date of sanction. The Discretionary Limit fixed to our Bank is Rs. 300 Lakhs. Per Buyer Limit/exposure: Obtain the approval of the Corporation irrespective of the Asset Classification of the account, where per buyer limit/exposure exceeds Rs. 100 Crores per buyer (Rs. 50 Crores each under PC and PS). The limit of Rs. 50 Crores is 100% interchangeable.</p> |
| 12. | <p>IN ORDER TO FACILITATE CLOSURE OF RELEVANT OUTWARD REMITTANCE MESSAGES (ORMs), Rbi has issued instructions/clarifications on the following aspects:- 1. Import remittances upto usd 1 lakh, 2.non-availability of evidences in cases of import by public sector entities/government departments, 3. Imports through courier ports.</p> |
| 127. | <p>Discontinuation of Letters of Undertaking (LoUs) and letters of Comfort (LoCs) for Trade Credits (Buyers Credit and Suppliers Credit). RBI vide the Circular Ref RBI/2017-18/139 A.P.(DIR Series) Circular No.20 dated 13.03.2018 has instructed Banks to discontinue the practice of issuance of LoUs/LoCs for Trade Credits for imports into India with immediate effect.Hence, Branches / Offices are advised as under:</p> <ol style="list-style-type: none"> 1. All guidelines in respect of Letter of Undertaking / Letter of Comfort for Trade Credits purpose issued from time to time stand withdrawn with immediate effect. 2. No fresh sanction of LoU/LoC shall be permitted by any authority. 3. All unutilized LoU/LoC limits (sanctioned but not issued) shall stand cancelled with immediate effect. <p>Communication to this effect should be sent to borrower entity by fastest means by quoting RBI Notification.</p> |
| 124. | <p>MAINTENANCE OF BANK GUARANTEES IN CBS: □ Opening of Bank Guarantee in FCC Package. □ Zero Tolerance for Manual Maintenance of BG.□ Closure of Expired Bank Guarantee / Letter of Credit in the system.</p> |
| 349. | <p>RISK MANAGEMENT SYSTEM IN BANK - GUIDELINES ON COUNTRY RISK MANAGEMENT - UPDATED LIST OF COUNTRY RISK CLASSIFICATIONBY EXPORT CREDIT GUARANTEE CORPORATION OF INDIA LTD. (ECGC). The Countries have been classified by ECGC into three categories as given below: 1. Open Cover 2. Restricted Cover-Group I: For which Revolving limits are to be approved by ECGC, normally for one year. 3. Restricted Cover –Group II: For which specific approval has to be obtained from ECGC on a case to case basis, on merits.</p> |
| 372. | <p>Collection of information on Unhedged Foreign Currency Exposure (UFCE) from customers for Capital and Provisioning Requirements. FEDAI has devised common format accepted by RBI, for seeking information on UFCE from customers.</p> |
| 445. | <p>Reiteration of Guidelines on Foreign Currency Credit Exposure. Considering the volatility in the currency market, guidelines pertains to FCLR reiterated as follows: FCLR / Foreign Currency component of Credit Exposure (sanctioned and disbursed in Foreign Currency (FC)), outstanding at our branches will be maintained and monitored both in FC and INR. For translation purposes, liability shall be maintained in INR equivalent by applying MTM rate. For tracking overdues/breaches, the Rupee equivalent need not be reckoned and limit shall be FC amount Sanctioned.</p> |
| 450. | <p>Foreign Contribution (Regulation) Act 2010- Receipt of foreign contribution by Individuals/NGOs/Organisations from donor agency. Any fund flow from donor agency "STITCHING GREENPEACE COUNCIL, NETHERLANDS", to any Person/NGO/Organisations in India, should be brought to the notice of Ministry of Home Affairs, so that the funds are allowed to be credited to the accounts of the recipient ONLY after clearance/prior permission from the Ministry of Home Affairs.</p> |
| 468. | <p>Interest Equalisation scheme on Pre and Post shipment Rupee export credit. Now FEDAI informed that RBI vide letter No. DBR DIRNO/1935 / 1307.001 2018-19 DATED September & 2018 clarified as under. QUOTE It is advised that as per clarification received from DGFT, GOI, deemed export are not covered under interest equalisation scheme. UNQUOTE Branches /Offices are advised to take note of the above and ensure compliance.</p> |
| 491. | <p>Foreign Contribution (Regulation) Act 2010- Receipt of foreign contribution by Individuals/NGOs/Organisations from donor agency.</p> |

Fund flow from donor agency "AMNESTY INTERNATIONAL (UK) to any Person/NGO/Organisations in India, should be brought to the notice of Ministry of Home Affairs, so that the funds are allowed to be credited to the accounts of the recipient ONLY after clearance/prior permission from the Ministry of Home Affairs.

- 493. Modifications to MasterCard-WORLD Credit Card.**
- **Eligibility criteria relaxed from the existing 'Net Annual Income of Rs. 7.50 lakhs' to 'Gross Annual Income of Rs.10.00 lakhs'.**
 - **One time Issuance Charges waived and inactivity fee is modified to Rs. 2000 if minimum annual turnover of Rs. 150000 is not achieved.**
- Card Issuance charges: Nil.**
- Salient Features of CanaraMastercard World Credit Card:**
- Meant for the premier segment of Customers of the Bank with minimum Gross Annual income of Rs. 10.00 lakhs. EMV CHIP & PIN based Card which provides additional security against skimming & cloning. Global validity of the card. The card will be a personalized Credit Card. **Credit Card Limit ranges from Rs. 1.00 lakh to Rs. 25.00 lakhs.** Cash withdrawal Limit Rs. 50,000/-. Card issuance fee : NIL. Annual fee: NIL
- Inactivity fee:** If the Card is not used for a minimum annual turnover of Rs. 1,50,000/- per year, an inactivity fee of Rs. 2000 per annum will be levied. Revolving credit facility, on option, @ 2.5% per month. Cash withdrawal facility with service charges @ 3% of the transaction amount subject to a minimum of Rs. 30/- for every Rs. 1000/- or part thereof. Card Bill payment facility through NEFT. Service Charges as applicable to NEFT will be charged. Accidental death Insurance cover :
- a. AIR Accident : Rs. 8.00 lakhs for self : Rs. 4.00 lakhs for spouse
 b. Other than Air Accident : Rs. 4.00 lakhs for self : Rs. 2.00 lakhs for spouse
- Lost Card Liability: In excess of 1% of claim amount subject to minimum of Rs. 1000 on each & every claim.
 Baggage Insurance: Rs. 25,000, Purchase protection cover: Rs. 25,000.
 Reward points: Rs. 0.50 for every successful purchase of Rs. 100/- made with the card. Fraction of Rs. 100/- will not be considered for Rewards point calculation.

- 549. EXPORT CREDIT INSURANCE FOR BANKS -**
- WHOLE TURNOVER PACKING CREDIT ECIB(WT-PC) COVER &
- WHOLE TURNOVER POST SHIPMENT CREDIT ECIB (WT -PS) COVER
1) PERCENTAGE OF COVER AVAILABLE UNDER ECIB (WT-PC):

| Sl. No. | Packing Credit limit per exporter | Percentage of cover applicable |
|---------|--|--------------------------------|
| 1 | For losses upto Rs.4253.00 Lakhs* | 75% |
| 2 | For losses beyond Rs. 4253.00 Lakhs* | 65% |
| 3 | Small Scale Exporters (Annual Export turnover not exceeding Rs. 50 Lakhs)* | 90% |
| 4 | Limit approved in respect of an exporter/Group for all the banks is more than 600 Cr | 50% |

ii) PERCENTAGE OF COVER AVAILABLE UNDER ECIB (WT-PS):

| Particulars | | % of coverage |
|--|--|---------------|
| Non Policy holder | Cover for bills drawn on Non Associates | |
| | i) Below set limit of Rs. 1927.00 Lacs* | 75% |
| | ii) Above set limit of RS. 1927.00 Lacs* | 65% |
| Policy Holder | iii) Cove for Bills drawn on Associates* | 50% |
| | Cover for bills drawn on Non associates* | 95% |
| | Cover for bills drawn on Associates* | 60% |
| Limit approved in respect of an exporter /Group for all the bank is more than 600Cr. | | 50% |

- 595. Manual of Instructions on "Outward Sights For Collection and Outward Bills Collection" (Revised till 30 09 2018).**

CIRCULARS-2019

FOREX

CIR NO. 7 /2019- Interest Equalisation on Outstanding Pre-Shipment credit liquidated out of export realization. One of the member bank has sought clarification from FEDAI on allowing interest equalization benefit on export credit to a specific scenario (where realized export proceeds are not adjusted to Packing Credit is settled at a later date). In the above connection, FEDAI has clarified as under with regard to Interest Equalisation claim:

- a. Bank are allowing interest equalization on eligible outstanding export credit from date of disbursement till date of liquidation or the date it becomes overdue, whichever is earlier.
- b. In context to referred specific scenario, bank may allow interest equalization benefit to such account only till the date the outstanding Pre shipment export credit is not overdue / suffer any sort of irregularity or the date on which export proceeds realized/ received in Nostro or Vostro Accounts whichever earlier.

CIR NO. : Fx 01/2019 : REITERATION OF OPERATIONAL GUIDELINES ON THIRD PARTY PAYMENT FOR EXPORT/IMPORT TRANSACTIONS-1)

EXPORT TRANSACTIONS

Branches/Offices may allow payments for export of goods / software to be received from a third party (a party other than the buyer) after ensuring that,

Documentary evidence for circumstances leading to third party payments / name of the third party being mentioned in the irrevocable order / invoice has been produced by the exporter.

Third party payment is received from a Financial Action Task Force (FATF) compliant country and through the banking channel only. Branches shall ensure this by verifying the list of FATF non compliant countries, circulated from time to time. The recent list is available in Circular No. FX/78/2018 dated 19.12.2018.

The fact of third party payment is declared by the exporter in Export Declaration Form (EDF)/SDF by the exporter, physically verifying the same.

Reporting of outstandings, if any, in the EDPMS/erstwhile XOS would continue to be shown against the name of the exporter. However, instead of the name of the overseas buyer from where the proceeds have to be realized, the name of the declared third party should appear in the EDPMS/erstwhile XOS. Branches shall ensure that the said export bill is lodged in CBS, noting the fact of third party payment so that details of the third party get captured in EDPMS/erstwhile XOS.

For shipments being made to a country in Group II of Restricted Cover Countries, (e.g. Sudan, Somalia, etc.), payments for the same may be received from an Open Cover Country, subject to compliance with above conditions. Branches are advised to refer to the latest HO Circular 349/2018 Dt. 11.07.2018 issued by Export Import Credit Group (EICG), Corporate Credit Wing communicating the list of restricted cover countries and further communications issued by them from time to time.

2) IMPORT TRANSACTIONS

Branches/Offices may allow payments to be made to a third party for import of goods, after complying with guidelines relating to imports including those on advance payment being made for import of goods and also ensuring that, Documentary evidence for circumstances leading to third party payments / name of the third party being mentioned in the irrevocable order / invoice has been produced by the importer.

Third party payment is made to a Financial Action Task Force (FATF) compliant country and through the banking channel only. Branches shall ensure this by verifying the list of FATF non compliant countries, circulated by us from time to time. The recent list is available in Circular No. FX/78/2018 dated 19.12.2018.

The Invoice contains a narration that the related payment is to be made to the (named) third party. Bill of Entry should also mention the name of the shipper containing a narration that the related payment is to be made to the (named) third party.

3. Branches/Offices shall inform their exporters/ importers about above provisions, advising them to comply with the same, while dealing with export/import transaction, involving payment from/to third party and satisfy themselves regarding bonafide of the transaction before handling such transaction.

4. While handling the transactions relating to export/import, if branches observe any deviation from the above provisions involving payment from/to third party, the matter shall be referred to RBI for their approval furnishing full details of the case. "C" Category branches may take up the matter through their respective Foreign Department/FEX Cell.

CIR NO. Fx 03/2019 - OFFERING OF SILVER FORWARDS BY FOREIGN BRANCHES/ SUBSIDIARIES OF INDIAN BANKS-RESERVE BANK OF INDIA HAS CLARIFIED THAT THE FOREIGN BRANCHES/SUBSIDIARIES OF INDIAN BANKS IN INTERNATIONAL FINANCIAL CENTRES (IFCs) MAY OFFER OVER THE COUNTER (OTC) DERIVATIVES IN SILVER TO THEIR CLIENTS IN INDIA

CIR NO Fx 04/2019 - REPORTING OF DEFAULT UNDER MERCHANTING TRADE TRANSACTIONS
RBI HAS EMPHASIZED THE NEED OF REPORTING OF DEFAULT UNDER MERCHANTING TRADE TRANSACTIONS FROM A CENTRALISED LOCATION.

HALF YEARLY REPORTING OF DEFAULT UNDER MERCHANT TRADING TRANSACTIONS, TO BE DONE THROUGH CIRCLE OFFICE HENCEFORTH.

10. GENERAL BANKING CIRCULARS -2018

| 5. | <p>DISCONTINUING PRACTICE OF OFFERING BOUQUETS TO BANK OFFICIALS DURING MEETINGS/OFFICIAL FUNCTIONS/VISITS.</p> <p>1. To discontinue with immediate effect the practice of offering floral bouquets, garlands etc., to Bank's Officials at all levels during the internal meeting/functions/visits.</p> <p>2. However, external dignitaries/guests presiding such events shall be welcomed with floral bouquets by incurring reasonable expenditure.</p> | | | | | | | | | | | |
|--|--|---|----------------------------|--------------------------|---|--------------------|--|--|---|--|--|---------------------------------|
| 17 & 20 | <p>Issuance of 7.75 percent Government of India Savings (Taxable) Bonds 2018 with effect from 10th January, 2018. 7.75 % Savings (Taxable) Bonds, 2018-Amendments.</p> <p><input type="checkbox"/> Tax Treatment: Interest on the Bonds will be taxable under the Income Tax Act, 1961 as applicable according to the relevant tax status of the Bond holders.</p> <p><input type="checkbox"/> Application: Application may be made in the Revised Form A attached hereto;</p> <p><input type="checkbox"/> Brokerage: Brokerage at the revised rate of 0.5 % of the amount mobilized will be paid to the Brokers.</p> | | | | | | | | | | | |
| 31. | <p>Innovative ways of cost control measures by using non-conventional sources of power.</p> <p>Bank has adopted three different models to curtail the expenditure on electricity by using non conventional natural resources for obtaining power through – 1) Non conventional Power Generating Company,2) Solar Roof Top Power Plants-OPEX Type,3) Solar Roof Top Power Plants-CAPEX Type</p> | | | | | | | | | | | |
| 33. | <p>Acceptance of Coins at Our Bank Branches. 1. All banks to facilitate exchange/deposit of coins through their branches. 2. Currency Chests operated by banks should also accept the same from linked branches.</p> | | | | | | | | | | | |
| 37. | <p>Public Financial Management System (PFMS) – Project of the Ministry of Finance, New Delhi.</p> | | | | | | | | | | | |
| 41. | <p>Establishment of Aadhaar Enrolment centres at identified select branch premises – Roles of identified branches, operators cum supervisors and Verifiers.</p> | | | | | | | | | | | |
| 42. | <p>Detection and Impounding of Counterfeit Notes- Filing of FIR.</p> <table border="1"> <thead> <tr> <th>Particulars</th> <th>Existing guideline</th> <th>Modified Guideline</th> </tr> </thead> <tbody> <tr> <td>Para 5 and Sub-Para 3 of RBI Master Circular No. DCM (FNVD) G-4/16.01.05/2017-18 dated 20.07.2017 attached as Annexure to HO Circular No. 470 /2017 dated 27.09.2017</td> <td>For cases of detection of counterfeit notes of 5 or more pieces, in a single transaction, the counterfeit notes should be forwarded by the Nodal Bank Officer to the local police authorities or the Nodal Police Station for investigation by filing FIR in the prescribed format (Annex IV).</td> <td>For cases of detection of counterfeit notes of 5 or more pieces, in a single transaction, the counterfeit notes should be forwarded immediately by the Nodal Bank Officer to the local police authorities or the Nodal Police Station for investigation by filing FIR in the prescribed format (Annex IV)</td> </tr> </tbody> </table> | | | Particulars | Existing guideline | Modified Guideline | Para 5 and Sub-Para 3 of RBI Master Circular No. DCM (FNVD) G-4/16.01.05/2017-18 dated 20.07.2017 attached as Annexure to HO Circular No. 470 /2017 dated 27.09.2017 | For cases of detection of counterfeit notes of 5 or more pieces, in a single transaction, the counterfeit notes should be forwarded by the Nodal Bank Officer to the local police authorities or the Nodal Police Station for investigation by filing FIR in the prescribed format (Annex IV). | For cases of detection of counterfeit notes of 5 or more pieces, in a single transaction, the counterfeit notes should be forwarded immediately by the Nodal Bank Officer to the local police authorities or the Nodal Police Station for investigation by filing FIR in the prescribed format (Annex IV) | | | |
| | Particulars | Existing guideline | Modified Guideline | | | | | | | | | |
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| 46. | <p>CENTRALISED STP (CSTP) LOCKER RENT COLLECTION – NEW PROCESS.</p> | | | | | | | | | | | |
| 47. | <p>Web Based Package for online Submission of Monthly Performance Report (MPR) of AEOs in Single Authentication System (SAS) under CANNET- Modifications reg.</p> | | | | | | | | | | | |
| 51. | <p>GOODS & SERVICES TAX [GST] -E-WAY BILL w.e.f 1st February 2018.</p> | | | | | | | | | | | |
| 79. | <p>REPORTING OF FRAUDS – REITERATION OF GUIDELINES.</p> <p>Fraud reports shall be submitted in all cases of Fraud perpetrated through misrepresentation, breach of trust, manipulation of books of accounts, fraudulent encashment of instruments like cheques, drafts and bills of exchange, unauthorized handling of securities charged to the Bank, cash shortages, embezzlement, misappropriation of funds, conversion of property, cheating, forgery, irregularities, etc.</p> <p>CHEQUE RELATED FRAUDS, PRECAUTIONS TO BE TAKEN, REPORTING TO RBI AND LODGING OF POLICE COMPLAINT: The illustrative list of some of the preventive measures to be followed in this regard are as under :</p> <p>a) Ensuring the use of 100% CTS - 2010 compliant cheques. b) Ensuring that the beneficiary is KYC compliant.</p> <p>c) Examination under UV lamp for all cheques/DDs as per prevalent guidelines.</p> <p>d) Close monitoring of credit and debit transactions in newly opened transaction accounts</p> <p>e) Sending an SMS alert to the drawer when cheques are received in clearing.</p> <p>f) Alerting the customer by a phone call and getting confirmation from the drawer.</p> <p>g) Contacting base branch in case of non-home cheques.</p> | | | | | | | | | | | |
| | <table border="1"> <thead> <tr> <th>Amount involved in fraud</th> <th>Agency to whom complaint should be lodged</th> <th>Remarks</th> </tr> </thead> <tbody> <tr> <td>1. Above 10,000/- but below 1 lakh only if staff of the bank is involved.</td> <td>State Police. To the local police station</td> <td>To be lodged by the branch</td> </tr> <tr> <td>2. 1 lakh and above but less than 3 crores involving outsiders and bank staff.</td> <td>To the State CID / Economic Offences Wing of the State</td> <td>To be lodged by the Circle Head</td> </tr> </tbody> </table> | | | Amount involved in fraud | Agency to whom complaint should be lodged | Remarks | 1. Above 10,000/- but below 1 lakh only if staff of the bank is involved. | State Police. To the local police station | To be lodged by the branch | 2. 1 lakh and above but less than 3 crores involving outsiders and bank staff. | To the State CID / Economic Offences Wing of the State | To be lodged by the Circle Head |
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| 2. 1 lakh and above but less than 3 crores involving outsiders and bank staff. | To the State CID / Economic Offences Wing of the State | To be lodged by the Circle Head | | | | | | | | | | |
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|------|--|--|--|
| | | concerned | |
| | 3. 3 crores and above and up to 25 crores. | CBI* | To be lodged with Anti Corruption Branch of CBI (where staff involvement is prima facie evident), Economic Offences Wing of CBI (where staff involvement is prima facie not evident) |
| | 4. More than 25 crores and up to 50 crores | CBI* | To be lodged with Banking Security and Fraud Cell (BSFC) of CBI (irrespective of the involvement of a public servant) |
| | 5. More than 50 crores | CBI* | To be lodged with the Joint Director (Policy), CBI, HQ, New Delhi. |
| 80. | Revised procedure for insurance claims : i) Debit / Credit Card – Unauthorized Transactions reported by the cardholders & ii) Personal Accidental Death Claims (Debit Card Platinum and Credit Cards). Branches are advised to report and submit the claim form within 7 days from the date of incident to insurance company. | | |
| 98. | The Government of India, vide Notification dated 19th February 2018, has appointed Sri Debashish Mukherjee, as Executive Director of our Bank, for a period of three years. | | |
| 113. | <p>GOODS AND SERVICES TAX [GST] – IMPORTANT INSTRUCTIONS TO BE COMPLIED WITH BY BRANCHES/OFFICES FOR SPECIFIED SERVICES UNDER REVERSE CHARGE MECHANISM.</p> <p>I. Discharging GST under Reverse Charge Mechanism(RCM) – An important obligation II. Explanation on various RCM services relevant to Bank. III. Important points to be complied with by all Branches/Offices under GST-RCM, before 9th March 2018 in CBS and Can Saral GST package(CSGP) IV. On 12th March 2018, 209272801 -SUNDRY LIABILITIES – GST REVERSE CHARGE will be debited centrally by ET&T Section for the URD+RCM entries linked/punched upto 31st December 2017. Branch/Office will not be able to close their Branch Batch, if there is negative balance in this GL.</p> | | |
| 122. | <p>Detection and Impounding of Fake Indian Currency Notes (FICN). Detection and Impounding of Counterfeit Notes. Detection of Counterfeit Notes - Reporting to Police and other bodies. For cases of detection of counterfeit notes up to 4 pieces, in a single transaction For cases of detection of counterfeit notes of 5 or more pieces, in a single transaction: the counterfeit notes should be forwarded immediately by the Nodal Bank Officer to the local police authorities or the Nodal Police Station for investigation by filing FIR in the prescribed format. Examination of Bank Notes- Bank notes should be examined before issuing over counters, feeding to ATMs and remitting to issue offices of RBI. Designating Nodal Bank Officer- Circle Offices shall designate district-wise Nodal Bank Officers and notify the same to the concerned Regional Office of RBI and Police Authorities. Provision of Ultra-Violet Lamp and Other Infrastructure. Detection of Counterfeit Notes – Training of Staff. The staff handling cash should be fully conversant with the security features of bank notes. https://www.paisaboltahai.rbi.org.in/.</p> | | |
| 131. | Implementation of OL - Annual Implementation Programme - 2018-19. Official Language Resolution 1968. | | |
| | Region | States/Union Territories falling in the Region | |
| | A | States of Bihar, Chhatisgarh, Haryana, Himachal Pradesh, Jharkhand, Madhya Pradesh, Rajasthan, Uttar Pradesh, Uttarakhand, National Capital Territory of Delhi and Union Territory of Andaman & Nicobar Islands. | |
| | B | States of Gujarat, Maharashtra and Punjab and Union Territories of Chandigarh, Daman & Diu and Dadra & Nagar Haveli. | |
| | C | All other States not included in the 'A' and 'B' Regions or Union Territories | |
| 135. | Agency Commission payable to Banks for operating Special Deposit Scheme (SDS). Agency Commission claims on Special Deposit Scheme (SDS) related transactions (where mirror accounts are maintained in RBI) will be settled at Central Accounts Section (CAS), Nagpur and not in respective Regional Offices of RBI with immediate effect. | | |
| 138. | RATIONALISATION OF CUSTOMERS COMPLAINT HANDLING PROCESS IN IMPS, UPI, AEPS & PAYMENT GATEWAY TRANSACTIONS. 'Canara Tech Support' Portal is available for all branches under Single Authentication Service (SAS) package. | | |
| 142. | Policy of our Bank on Insolvency and Bankruptcy Code-2016. The Insolvency and Bankruptcy Code (IBC) 2016 was passed by the Lok Sabha on May 5, 2016 and Rajya Sabha on May 11, 2016 and received the assent of the President of India on 28th May 2016. The objective of the IBC 2016 is to promote entrepreneurship, availability of credit, and balance the interests of all stakeholders by consolidating and amending the laws relating to reorganization and insolvency resolution of corporate persons, partnership firms and individuals in a time bound manner and maximize the value of assets of such persons and matters connected therewith or incidental thereto. | | |
| 143. | TAX AUDIT REPORT FOR THE YEAR ENDING 31ST MARCH 2018. | | |

In compliance with provisions of the Income Tax Act, 1961, every year, Bank has to submit "Tax Audit Report" along with Return of Income of the Bank to the Income tax Department.

The login ID and Password to access the package is as follows:

| S. No. | Particulars | For Branch | For Auditor (SBA) |
|--------|-------------|----------------------------------|--------------------|
| 1. | Login ID | DP Code of the Branch (4 digits) | UCN of the Auditor |
| 2. | Password | DP Code of the Branch (4 digits) | UCN of the Auditor |

149. CASH & BANKER'S BALANCE MANAGEMENT POLICY 2018-19.
Balance in banker's account shall be maintained between Rs. 50,000 to Rs.55,000/-. Interest shall be charged at relevant RBI LAF Repo Rate + 100 basis points. If the overdraft extends to the following day (overnight and beyond), interest shall be charged at relevant RBI LAF Repo Rate + 300 basis points. The cushion of 100 and 300 basis points over the relevant RBI LAF Repo Rate (repo being collateralized) is provided as the clearing-related overdraft is non-collateralized in nature. Ghosh Committee Recommendations: Cash Balance, Insurance and Inter-bank Remittances (Recommendation No. 1.5 Part II).
150. Payment of arrears accruing in respect of deceased Pensioners / family pensioners to the nominee / Legal heir. "On death of pensioner/family pensioner, the pension account is closed by the bank and the balance amount in the account is paid to the nominee. However, the lifetime arrears (LTA) arising subsequently are not paid to the legal heirs of the deceased pensioner/family pensioner either on account of fact that the pension/family pension is not revised by the concerned Pension Sanctioning Authority (PSA) or the amount of arrears of revised pension/family pension is not paid due to closure of the bank account. In such cases the amount of arrears is kept in a suspense account." Therefore, the Banks to issue the necessary instructions to the paying Branch/Offices that the benefits arising out of revision of Pension/Dearness Relief is also disbursed to the nominee/Legal heirs of the deceased pensioner/family pensioner. The Pensioner / family pensioner may nominate any other person in accordance with provision of Rule 5 of Section 15 of the Pension Act 1871 who shall receive after the death of the pensioner all moneys payable to the pensioner on account of such pension on, before or after the date of such nomination and which remain unpaid immediately before the death of pensioner.
151. **Releasing of New Pension Payment System.** The Existing Pension package is now replaced with New Pension Payment System - w.e.f 6th March 2018 at our CPPC and from 1st April 2018 at all our Offices/Branches. All the branches can access the Pension Payment System through SAS login. The detailed operational guidelines for CPPC and Branches have been annexed to this Circular. The technical support is provided by GB&FI Group, DIT, HO and Govt. Business helpdesk, DIT, HO whose contact No. is 080-25129466 & email: gbhelpdesk@canarabank.com; hoditgm@canarabank.com.
152. VERY IMPORTANT- BALANCE SHEET MARCH 2018.
1. Pradhan Mantri Mudra Yojana(PMMY)- Certificate to be submitted by the Branch/Circles for Coverage of PMMY Loans under CGFMU Guarantee coverage (HO Cir 204/2017 dated 17/04/2017)
2. Weavers Credit Card (WCC) – Loan scheme for Financing Handloom Weavers Margin Money Subsidy and Interest Subvention Claims (Scheme was valid till 31/08/2016).
3. Weavers Mudra – Loan Scheme for Weavers under Prime Minister's Mudra Yojana in lieu of Weavers Credit Card (H O Cir.550/2016 dated 13/10/2016). 4. Certificate on remittance made in CGTMSE Claim settled Accounts. 5. Certificate on remittance made in DICGC Claim settled Accounts.
6. Stand-up India – for loans sanctioned and covered under CGSSI (HO Cir 208/2017 dated 19/04/2017).
170. LEGAL ENTITY IDENTIFIER (LEI) FOR BORROWER ENTITIES. The LEI is a 20 character alphanumeric code created using ISO 17442:2012 standard. LEI code will act as a global reference number and the code will be captured in CRILC.
185. Detection and Impounding of Fake Indian Currency Notes(FICN)- Introduction of new Quarterly Report Format by RBI. Branches/Currency Chests/Offices to comply with the following to ensure compliance and reporting to RBI in the prescribed format as above.
186. Merchant Enrollment Policy 2018-19. Important changes made in the Merchant Enrollment Policy 2017-18. The applicant Merchant should have a CASA or OD/OCC accounts. MDR for Debit card transactions up to Rs2000/- waived up to December 2019 as per RBI guidelines. In case of international card transactions, merchants should not allow usage of more than two cards for a single customer and not more than two transactions from a single card. Merchants should not carry out transactions from credit card/s of self or of family members, friends, partners, associates etc. If fraud to sales ratio is more than 25% for a given period, transaction amount will not be released till completion of 30 months from the date of settlement.
196. Non Credit Assets & Liabilities (Accounts) Elimination Policy - (version 6.0) 2018 –19.
Minimum number of members for Head office/Circle level committees shall be 6 or 5 (including convener) respectively with a quorum of 75% of the number of members applicable for each Committee.
Powers of the Committees/Delegated Authorities: Amount in Rupees
- | Name of the Committee / Delegated Authority | WRITE OFF | WRITE BACK |
|---|------------|------------|
| MC | Full Power | Full Power |
| MD&CEO-AC | 10,00,000 | 25,00,000 |
| ED-AC | 5,00,000 | 20,00,000 |

| | | |
|------|---|---|
| | Financial Year for the resident, other than individual. | obtain PAN; b. PAN is also mandatory for the authorized signatories of such entities irrespective of their financial transactions and income. -The managing director, director, partner, trustee, author, founder, karta, chief executive officer, principal officer or office bearer of the person referred to in point "a." above or any person competent to act on behalf of the person referred to point "a." above, or any person competent to act on behalf of such assessee referred above are also required to compulsorily obtain PAN. |
| | Education and secondary & higher education cess has been replaced by "Health and Education Cess". | "Education and Secondary & Higher Education Cess" has been replaced by "Health and Education Cess". Rate of such cess has been enhanced to 4% "Health and Education Cess" @ 4% is to be applied on Income Tax and Surcharge. Moreover, Cess is also to be applied while calculating TDS u/s 192 (TDS on salary), 194LC (TDS on interest to non-resident/foreign companies), 194LD (TDS on interest on bonds/Government securities), 195- Payment to Non-residents |
| | Section 16 (ia) Introduction of Standard Deduction from salary income- a deduction of forty thousand rupees or the Amt. of the salary, whichever is less. | Standard Deduction has been introduced and fixed at Rs.40,000/- or amount of salary whichever is less. Amount of standard deduction is to be considered while computing taxable income under head "Salary". |
| | Section 17(2)(VIII)(V) Any amount of reimbursement of medical expenses shall be taxable threshold limit withdrawn | As per Section 17(2)(VIII)(V) of the Act withdrawn "any sum paid by the employer in respect of any expenditure actually incurred by the employee on his medical treatment or treatment of any member of his family other than the treatment referred to in clauses (i) and (ii); so, however, that such sum does not exceed fifteen thousand rupees in the previous year;" Any amount of reimbursement towards medical expenditure for self/family and medical bills towards domiciliary treatment to employees shall be taxable from the FY 2018- 19. Earlier threshold limit of Rs.15,000 p.a. has been withdrawn. |
| | Section 80D Medical insurance or preventive health check-up. | i) Deduction limit has been increased to Rs. 50,000/- from earlier limit of Rs.30,000/- for senior citizens, and ii) Amount paid for insurance taken for more than one year will now be allowed proportionately: Where an amount is paid in lump sum in the previous year for insurance on the health of a person then proportionate deduction shall be allowed over the number of years for which health cover is provided. |
| | Section 80DDB Medical treatment of specified diseases | Deduction limit has been increased to Rs. 1,00,000/- from earlier limit of Rs. 60,000/- for senior citizen and to Rs.1,00,000/- from Rs. 80,000/- for Super Senior Citizen. |
| 241. | Service Charges for registration/operation by ECS mandates under Mandate Management System of NPCI in lieu of erstwhile RBI ECS mandate functionality. <input type="checkbox"/> Appropriate service charges are to be collected for registration and operations by ECS mandates. <input type="checkbox"/> Branches / offices to follow the operating instructions issued hereunder and educate customers about the service charges and ensure redressal of grievances if any. | |
| 242. | Important amendments in Income Tax/ TDS Provisions and other recent amendments. <input type="checkbox"/> Change Customer category to "Senior Citizen (S2)" enabled in CBS under option 7101, for customers more than or attaining 60 years of age. <input type="checkbox"/> Transport allowance fully taxable w.e.f. FY 2018-19 (CBDT notification 17/2018 of 06.04.2018) <input type="checkbox"/> Upper ceiling of Gratuity Income increased as per amendments in Gratuity Act, 1972. <input type="checkbox"/> Entity approved u/s 10(23C)(iiiab) and (iiiac) of Income Tax Act, 1961 are not eligible for TDS exemption u/s 194A of Income Tax Act, 1961, <input type="checkbox"/> The Equalization Levy would be applicable at 6% on gross consideration payable for a 'Specified Service' to non-resident service provider. | |
| 245. | NEW COMMISSION HEADs CREATED FOR CREDITING THE AMOUNT COLLECTED FOR AADHAAR RELATED SERVICES DONE AT AADHAAR ENROLMENT CENTRES. COMM AADHAAR RECEIPTS (320020326) and GST portion (18% on commission) will be transferred to SL GST Normal Charge (209272800) by the system automatically. The COMM AADHAAR RECEIPTS – is an Indirect GL and only System generated entries are passed in this GL. Some important point to be noted regarding the newly created COMM AADHAAR CASH GST IGL and transactions in the GL are furnished below; | |

| | | | | | | | | | | | |
|------------------|--|-----------------|--|--------------|--|------------------|--|--------------|--|-------------|---|
| | <table border="1"> <tr> <td>Branches</td> <td>It is enabled only in the identified branches, where Aadhaar enrolment centres are established.</td> </tr> <tr> <td>Cash Credits</td> <td>For walk in customers etc. should be give through CBS options 1460/1005.</td> </tr> <tr> <td>Transfer Credits</td> <td>Transfer credits should be given through CBS options 1008/BAM50 to the direct debit of accounts.</td> </tr> <tr> <td>GLM01 option</td> <td>Should not be used for crediting to this account, the bifurcation of the amount into Commission & GST will not happen.</td> </tr> <tr> <td>Debit entry</td> <td>No Debit entry should be passed in this GL. Mismatch will occur during bifurcation of commission and GST.</td> </tr> </table> | Branches | It is enabled only in the identified branches, where Aadhaar enrolment centres are established. | Cash Credits | For walk in customers etc. should be give through CBS options 1460/1005. | Transfer Credits | Transfer credits should be given through CBS options 1008/BAM50 to the direct debit of accounts. | GLM01 option | Should not be used for crediting to this account, the bifurcation of the amount into Commission & GST will not happen. | Debit entry | No Debit entry should be passed in this GL. Mismatch will occur during bifurcation of commission and GST. |
| Branches | It is enabled only in the identified branches, where Aadhaar enrolment centres are established. | | | | | | | | | | |
| Cash Credits | For walk in customers etc. should be give through CBS options 1460/1005. | | | | | | | | | | |
| Transfer Credits | Transfer credits should be given through CBS options 1008/BAM50 to the direct debit of accounts. | | | | | | | | | | |
| GLM01 option | Should not be used for crediting to this account, the bifurcation of the amount into Commission & GST will not happen. | | | | | | | | | | |
| Debit entry | No Debit entry should be passed in this GL. Mismatch will occur during bifurcation of commission and GST. | | | | | | | | | | |
| 251. | <p>REVIEW OF POLICY ON PREMISES MATTERS FOR THE FINANCIAL YEAR 2018-19.</p> <p>Rental limits with delegated powers– branch/ office premises- The Initial Annual Rental Outgo limits fixed (inclusive of maintenance expenses & other outgoings) excluding GST for various Centers. ATM related matters- DBS Wing, HO is delegated with powers to deal with the proposals for fixation of separate premises for ATM/ E Lounge/Can Express. Wherever it is not possible to accommodate the same within the branch premises. Delegation of powers for surrender of ATM premises. Circle Head, after obtention of necessary permission from Digital Banking Wing, H.O / Competent authority for relocation/closure of the ATM /E – LOUNGE/ CAN EXPRESS site in all centres. GST on premises rent- Wherever the annual rental income is Rs.10 lakhs and less (in cases of more than one owner, 10 lakhs or less per premises owner) the applicable GST will be paid by the Bank duly permitted by the Circle Head and ITC (50% of GST paid) will be claimed by the Bank. Delegation of powers for fixing/renewal of Quarters lease- DGM at Circles / DGM heading RO (Including cases involving rent beyond rental ceiling) DGM , G A Wing, HO in respect of AGMs at HO (Including cases involving rent beyond rental ceiling). GM at CO in respect of DGMs coming under the respective Circles (Including cases involving rent beyond rental ceiling). GM , G A Wing, HO in respect of Circles headed by DGMs and DGMs at HO(Including cases involving rent beyond rental ceiling).</p> | | | | | | | | | | |
| 276. | <p>GOODS& SERVICES TAX [GST] – IMPORTANT PROCEDURES IMPLEMENTED.</p> <p>1. Fortnightly uploading of Extracts of General Charges GLs in Can Saral GST Package [CSGP] w.e.f. 1st May 2018. Scanning and Uploading of Invoices (.pdf/.doc) raised by Registered Vendor & for Services under RCM more than Rs 1000/- in CSGP Credit Note and Debit Note issued by Vendors- Procedure for handling in CSGP</p> <p>2. Details of new General Charges GLs created for facilitating proper GST accounting</p> <p>3. Centralized Payment – gist of procedure to be followed</p> <p>4. Third Party payment – gist of procedure to be followed</p> <p>5. Availing ITC on GST paid by Bank during FY 2017-2018 – Reconciliation of GST by Branches/Offices to be completed before 25th May 2018.</p> | | | | | | | | | | |
| 278. | <p>CUSTOMER RIGHTS POLICY FOR THE YEAR 2018-19.</p> <ul style="list-style-type: none"> <input type="checkbox"/> The Customer Rights Policy spells out the rights of the customers and also the responsibilities <input type="checkbox"/> Right to Fair Treatment – the customer shall not be unfairly discriminated against on grounds such as gender, age, religion, caste and physical ability when offering & delivering financial products <input type="checkbox"/> Right to Transparency, Fair and Honest Dealing – The Bank shall make every effort to ensure that the contracts or agreements it frames, are transparent, easily understood by and well communicated to, the common person <input type="checkbox"/> Right to Suitability – The products offered should be appropriate to the needs of the customer and based on an assessment of the customer’s financial circumstances and understanding <input type="checkbox"/> Right to Privacy – Customers’ personal information should be kept confidential <input type="checkbox"/> Right to Grievance Redress and Compensation – The customer has a right to hold the financial services provider accountable to have any valid grievances redressed | | | | | | | | | | |
| 279. | <p>Compensation policy of the bank for the year 2018-19.</p> <p>1. Unauthorized/Erroneous Debit arising on fraudulent or other transactions:</p> <p>a. If the bank has raised an unauthorized/erroneous direct debit to an account, the entry will be reversed immediately on being informed of the erroneous debit, after verifying the position.</p> <p>b. In case verification of the entry reported to be erroneous by the customer does not involve a third party, the bank shall arrange to complete the process of verification within a maximum period of 7 working days from the date of reporting of erroneous debit.</p> <p>c. In respect of erroneous transactions reported by customer pertaining to credit card operations the bank shall provide explanation and if necessary documentary evidence to the customer within a maximum period of 60 days from the date the customer notifies the Bank regarding the erroneous debit.</p> <p>d. Erroneous transaction reported by customers in respect of credit card operations which require reference to a</p> | | | | | | | | | | |

Merchant Establishment will be handled as per rules laid down by Card Association.

e. (i) In cases of the Erroneous debits arising out of fraudulent transaction, In case of any fraud, if the branch is convinced that an irregularity/fraud has been committed by staff towards any constituent, the branch should at once acknowledge its liability and pay just claim.

(ii) In case where bank is at fault, the bank should compensate Customers without demur.

(iii) In case where neither the Bank is at fault nor the customer, but the fault lies elsewhere in the system, the Bank will help in restoring the actual amount involved. As a gesture of goodwill and to deal with the customers fairly, the Bank will compensate the customer with Rs.100/- per Rs.5000/- of the amount involved, subject to a maximum Rs.1000/- for each instance.

f. Compensation by way of interest payment, where necessary, shall be made without any claim from the customer as below:

2. ECS, direct debits, other debits to accounts, standing instructions, NEFT, RTGS and Internet banking transactions:

a] The bank will undertake to carry out direct debit/ ECS debit instructions of customers in time. In the event the bank fails to meet such commitments, customer will be compensated to the extent of any financial loss the customer would incur on account of delay in carrying out the instruction/failure to carry out the instructions.

b] The bank would debit the customer's account with any applicable service charge as per the schedule of charges notified by the bank. In the event the bank levies any charge in violation of the arrangement, the bank will reverse the charges when pointed out by the customer subject to scrutiny of agreed terms and conditions. Any consequential financial loss to the customer will also be compensated.

c] Where it is established that the bank had issued and activated a credit card without written consent of the recipient, the bank would not only reverse the charges immediately but also pay a penalty without demur to the recipient amounting to twice the value of charges reversed.

d] The bank will undertake to pay compensation to the extent of financial loss incurred by the customer in case of failure to carry out standing instructions and failure/delay in crediting NEFT/RTGS transactions in time. However in case of failed Internet Banking transactions done by customers, bank will compensate the customer to the extent of financial loss the customer would incur if the failure is due to bank's fault.

3. Stipulation of compensation for delay in clearance of Local Cheque, etc.,

Bank shall permit usage of the shadow credit afforded to the customers' account immediately after closure of relative return clearing and in any case, withdrawal shall be allowed on the same day or maximum within an hour of the commencement of business on the next working day, subject to usual safeguards. Compensation at savings bank interest rate shall be paid for the corresponding period of delay.

4. Stipulation of compensation for delayed credit/refunds of NEFT transactions:

In case of delay in crediting the beneficiary customer's account or in returning the un-credited amount to the remitter in case of NEFT, Bank shall pay penal interest. Under the extant guidelines, bank is required to pay penal interest at the current RBI LAF Repo rate plus two percent for the period of delay / till the date of refund as the case may be to the affected customers suo moto, without waiting for claim from customers.

In case of delayed credits or delayed returns, the penal interest as applicable is paid suo-moto to the customer. Even in the case of back-dating or value-dating such delayed transactions, bank shall pay the penal interest for the delayed period.

5. Payment of Cheques after Stop Payment Instructions:

In case a cheque has been paid after stop payment instruction is acknowledged by the bank, the bank shall reverse the transaction and give value-dated credit to protect the interest of the customer. Any consequential financial loss to the customer will be compensated as provided under Para 1 above. Such debits will be reversed within 2 working days of the customer intimating the transaction to the bank.

6. Foreign Exchange Services:

The Bank would not compensate the customer for delays in collection of cheques designated in foreign currencies sent to foreign countries as the bank would not be able to ensure timely credit from overseas banks. It is the bank's experience that time for collection of instruments drawn on banks in foreign countries differ from country to country and even within a country, from place to place. The time norms for return of instruments cleared provisionally also vary from country to country. Bank however, would consider upfront credit against such instrument by purchasing the cheque/instrument, provided the conduct of the account has been satisfactory in the past. However, the bank will compensate the customer for undue delays in affording credit once proceeds are credited to the Nostro Account of the bank with its correspondent. Such compensation will be given for delays beyond one week from the date of credit to Nostro Account/ due date after taking into account normal cooling period stipulated. The compensation in such cases will be worked out as follows:

i. Interest for the delay in crediting proceeds as indicated in the collection policy of the bank. Such compensation shall be paid at the rate of interest applicable to NRE SB a/c in respect of NR - clients and domestic SB a/cs in case of resident customers.

ii. Compensation for any possible loss on account of adverse movement in foreign exchange rate.

7. Remittances in India:

The compensation on account of delays in collection of instruments would be as indicated in the bank's collection policy which is reproduced below for information:

"Payment of Interest for delayed Collection of Local and Outstation Cheques"

As part of the compensation policy of the bank, the bank will pay interest to its customer on the amount of collection instruments in case there is delay in giving credit beyond the time period mentioned above. Such interest shall be paid without any demand from customers in all types of accounts. There shall be no distinction between instruments drawn on the bank's own branches or on other banks for the purpose of payment of interest on delayed collection.

Interest for delayed collection shall be paid at the following rates:

- a) In case of extraordinary delay, i.e. delays exceeding 90 days interest will be paid at the rate of 2% above the corresponding Term Deposit rate.
- b) In the event the proceeds of cheque under collection were to be credited to an overdraft/loan account of the customer, interest will be paid at the rate applicable to the loan account. For extraordinary delays, interest will be paid at the rate of 2% above the rate applicable to the loan account.
- c) In case no rate is specified in the Cheque Collection Policy for delay in realization of local cheques, compensation at Savings Bank interest rate shall be paid for the corresponding period of delay.
- d) Time frame for collection of cheques drawn on State Capitals / major cities/other locations to be 7/10/14 days respectively. If there is any delay in collection beyond this period, the interest shall be, the interest rate on Fixed Deposits on the corresponding maturity. The time frame for collection specified by the National Consumer Dispute Redressal Commission shall be treated as outer limit and credit shall be accorded if the process gets completed earlier.
- e) Banks shall not decline to accept Outstation cheques deposited by its customer for collection

It may be noted that interest payment as given above would be applicable only for instruments sent for collection within India. The bank's compensation policy for financial loss suffered by the customers due to loss of instrument after it has been handed over to the bank for collection by the customer would also be as indicated in our collection policy. The same is extracted below for information:

8. Cheques/Instruments lost in transit/in clearing process or at paying banks' branch:

- a. In respect of cheques lost in transit or in the clearing process or at the paying Bank's branch, the bank should immediately bring the same to the notice of the account holder so that account holder can inform the drawer to record the stop payment and can also take care that other cheques issued by him are not dishonoured due to non credit of the amount of the lost cheques / instruments.
- b. In case of cheque/instrument lost, onus of such loss lies with the collecting Banker and not the account holder.
- c. The bank would also compensate the customer for any reasonable charges he / she incurs in getting duplicate cheque / instruments upon production of receipt in the event the instrument is to be obtained from a bank / institution who would charge fee for issue of duplicate instrument and also reasonable charges incurred for stopping payment of the cheque. The Bank shall reimburse the account holder related expenses for obtaining duplicate instruments and also interest at SB rate for reasonable delays occurred in obtaining the same.
- d. If the cheque/instrument has been lost at the paying Bank's Branch, the collecting Banker shall have a right to recover the amount reimbursed to the customer for the loss of the cheque/instrument from the paying Banker.

9.a . Payment of Interest for Delays in collection of bills:

The lodger's bank shall pay interest to the lodger for the delayed period in respect of collection of bills at the rate of 2% p.a. above the rate of interest payable on balances of Savings Bank accounts. The delayed period shall be reckoned after making allowance for normal transit period based upon a time frame of 2 days each for (i) Dispatch of bills; (ii) Presentation of bills of drawees (iii) Remittance of proceeds to the lodger's bank (iv) Crediting the proceeds to drawer's account.

To the extent the delay is attributing to the drawee's bank, the lodger's bank may recover interest for such delay from that bank.

9. b. Delay in Re-presentation of Technical return Cheques and Levy of Charges for such Returns:

Bank shall levy cheque return charges only in cases where the customer is at fault and is responsible for such returns. Where the customers are not at fault the cheques need to be re-presented without any recourse to the payee, such representation should be made in the immediate next presentation clearing not later than 24 hours (excluding holidays) with due notification to the customers of such representation through SMS alert, email etc. ATM. It is mandatory for bank to reimburse the customer, the amount wrongfully debited on account of failed ATM within a maximum period of 7 working days from the receipt of the complaint. For any failure to re-credit the customer's account within 7 working days from the date of receipt of the complaint, bank shall pay compensation of Rs 100/- per day to the aggrieved customer. This compensation shall be credited to the customer's account automatically without any claim from the customer, on the same day when bank affords the credit for the failed ATM transactions. Any customer is entitled to receive such compensation for delay, only if a claim is lodged with the issuing bank within 30 days of the date of the transaction.

(a) ATM free transaction: The number of free transactions permitted per month at other bank ATMs to Savings Bank account holders shall be inclusive of all type of transactions, financial or non-financial.

(b) ATM failed transaction: All disputes regarding ATM failed transactions shall be settled by the issuing bank and the acquiring bank through the ATM System Provider only. No bilateral settlement arrangement outside the dispute resolution mechanism available with the system provider is permissible.

13. Issue of Duplicate Draft and Compensation for delays:

Duplicate draft will be issued within a fortnight from the receipt of such request from the purchaser thereof. For delay beyond the above stipulated period, interest at the rate applicable for Fixed Deposit for corresponding period will be paid as compensation to the customer for such delay. The period of fortnight prescribed would be applicable only in cases where the request for duplicate demand draft is made by the purchaser or beneficiary and would not be applicable in case of third party endorsements.

14. Lenders liability; Commitment to Borrowers:

The bank has adopted the principles of lenders liability. In terms of the guidelines for lenders liability and the Code of Bank's Commitment to customers adopted by the Bank, the Bank would return to the borrowers all the securities/documents/title deeds to mortgaged property within 15 days of repayment of all dues agreed to or contracted. The bank will compensate the borrower for monetary loss suffered, if any due to delay in return of the same. In the event of loss of title deeds to mortgage property at the hands of the banks, he compensation will cover out of pocket expenses for obtaining duplicate documents plus a lump sum amount as decided by the Bank.

15. Delay in Payment of Pension:

In view of the delay in revision of pension and payment of arrears to pensioners including non State resident pensioners, the Bank shall compensate the pensioners' for the delayed period beyond the due date at 8% penal interest(as per RBI instructions dated 13.04.2012). Further the compensation shall be credited to the pensioners' accounts automatically without any claim from the pensioners on the same day when the bank affords credit for revised pension / arrears in respect of all delayed pension payments made since October 2008.

16. Minimum balance in savings bank accounts:

At the time of opening the accounts, bank shall inform the customers in a transparent manner the requirement of maintaining minimum balance and levying of charges, etc, if the minimum balance is not maintained. Any charge levied subsequently shall be transparently made known to all depositors in advance with one month's notice. The Bank shall inform, at least one month in advance, the existing account holders of any charges in the prescribed minimum balance and charges that may be levied if the prescribed minimum balance is not maintained. With effect from 16.05.2014 bank shall not permit to levy penal charges for non-maintenance of minimum balances in any inoperative account.

17. Compensation in case of delay in collection of cheques denominated in Foreign Currency:

(a). The time limit for payment of inward remittances received up to USD 10,000/- or it's equivalent or issuance of FITT (Foreign Inward Remittance Received through Telegraphic Transfer/SWIFT) voucher if it is exceeding USD 10,000/- or it's equivalent is two working days from the date of receipt of credit advice/nostro statement. In case of delay, the Bank shall also pay the beneficiary interest @ 2% over its Savings Bank rate. The bank shall also pay compensation for adverse movement of exchange rate, if any. Saturday will not be treated as a working day.

If the FITT voucher in Foreign Currency & the amount of inward remittance is not credited to the beneficiary's account within the time limit stipulated as above, compensation is payable to the beneficiary of the inward remittance as under :

(i). By way of interest at 2% over the applicable Saving Bank rate provided the payment order is authenticated and contains full details of the beneficiary.

(ii). If the FOREX Rate moves adversely i.e. if TT Buying Rate prevailing at 12 Noon on the day on which the amount is due for credit is higher than TT Buying Rate prevailing at 12 Noon on the day of actual payment, the difference between these two rates is payable to the beneficiary of the inward remittance.

(iii).The compensation is also payable by way of payment of interest though the inward remittance denominated in Indian Rupees is not paid to the beneficiary as per the above provisions.

(iv). Customers would be compensated for delay in crediting the proceeds of foreign currency instruments payable abroad / in India and sent on collection basis.

(v). Such compensation would be paid at the rate of interest applicable to NRE SB accounts in respect of NRI-clients and domestic SB account in the case of resident-customers, for the delays beyond prescribed period for various transactions which are as under:

a. Personal cheques/drafts payable in the country of currency – if proceeds are not credited within 21 days (Cash letter with recourse) / 31 days (Collection without recourse).

b. Personal cheques / drafts payable in the country other than in the currency of the country – If proceeds are not credited within 45 days (Cash letter with recourse) / 51 days (Collection without recourse)

18. Force Majeure

The Bank shall not be liable to compensate customers for delayed credit if some unforeseen event (including but not limited to civil commotion, sabotage, lockout, strike or other labor disturbances, accident, fires, natural disasters or other "Acts of God", war, damage to the bank's facilities or of its correspondent bank(s), absence of the usual means of communication or all types of transportation, etc beyond the control of the bank prevents it from performing its obligations within the specified service delivery parameters.

OTHER MISC LESS IMP. CIR NOT OF USE FOR STUDY : ,7,11,25,26,27,30,55,60,74,78,82,84,89,100,107,109,112,115, 125,126,129,145,147,153,155,159,164,165,167,168,270,272,273 & 286

286. SYSTEM OF INTRODUCTION OF CORRECTIVE STEPS IN THE CASE OF BRANCHES GRADED C/D

| | |
|------|--|
| | <p>IN RBIA/ INSPECTION. Inspection Follow up Section of the Circle Office to determine the causes for slippage in gradation, ascertain the names of the official responsible and call their comments, analyze the reply and decide actionable lapses. Staff lapses, if any can be attributed if the concerned official has been working for 50% or more of the review period. HRM Section shall determine further course of action by placing the same before the Competent Authority.</p> |
| 287. | <p>APPLICABILITY OF CENTRAL VIGILANCE COMMISSION'S GUIDELINES. CVC has clarified that " any project funding originating from the Consolidated Fund of India, wholly or partially, must be subject to the Government of India's and Commission's guidelines for expenditure of public money and the same condition may be stipulated while negotiating terms with external funding agencies. Furthermore, any project funding involving future outflows of public money may also be subject to the same guidelines".</p> |
| 292. | <p>Monitoring of Daily transactions and voucher verification at Branches/Offices. some of the very important reports to be generated, verified with respective vouchers, authenticate and preserve the signed copy of the mandatory reports at the branches to have better internal control. TP5049 Statement of cash transactions position – computer operator wise, tallying payments & receipts Daily ST644 Computer operator-wise and product-wise consolidated receipts & payments Daily TP5029 Teller Inter Branch Transactions Report Daily TP6002 Transfer Extract. To be taken teller wise. Signed by both teller and supervisor. Preserved and presented for audit Daily ST651 Teller - wise transfer transaction details Daily ST635 Transactions in Staff A/cs Daily GL611 Voucher TXNs (GLM01) Waste. To be taken teller wise Daily BA110&BA111 File (GEFU) Uploads Successful and Unsuccessful Daily CH602 Overdrawn OD/OCC/KCC Accounts Daily CH658 TODs granted today Daily GL604 GL Alert statement Daily SM5003 Login Exception Report Daily SM6000 List of Login users for the Day Daily SM6009 Users logged other than Home Branch Daily CH621 SB TOD A/Cs Daily TP6009 Report on verified transactions Daily Apart from this branches/offices to generate Day book and Minor subsidiaries report without fail on the next day. We are also loading 23 predefined reports on T+1 basis in OTM web portal which contains high value/sensitive transactions. Branches to go through the same and attend to the assigned transactions by confirming the genuineness of the transactions through OTM web portal under SAS package, so as to avoid misuse of GLs or fraudulent transactions. AT006 ATM Transaction Report for Current Date Daily AT100 ATM Force posted Transaction Report Daily AT600 Failed ATM and Debit Card Transaction Daily AT601 ATM Inter Bank Transaction Report Daily AT607 ATM Transaction posted through ATM50 Daily BA001 Unauthorized Non-Financial Transactions pending for authorization Daily BA110&BA111 File (GEFU) Uploads Successful and Unsuccessful. Daily CH602 Overdrawn OD/OCC/KCC Accounts Daily CH621 SB TOD A/cs. Daily CH658 TODs granted today. Daily FC605 FCNR / RFC Interest Payment Details Daily GL604 GL Alert statement Daily GL611 Voucher TXNs (GLM01) Waste. To be taken teller wise Daily SM5005 Password Change Due Report Daily SM6000 List of Login users for the Day Daily SM6009 Users logged other than Home Branch Daily SM603 List of Users Created / Deleted / Modified Daily ST613 A/c. opened, closed for the day Daily ST635 Transactions in Staff A/cs. Daily ST644 Computer operator-wise and product-wise consolidated receipts & payments Daily ST649 Teller - product wise transfer transaction report Daily ST651 Teller - wise transfer transaction details – Daily TD119 Deposits Opened Daily TP5021 Closing cash position Daily TP5029 Teller Inter Branch Transactions Report Daily</p> |

TP5049 Statement of cash transactions position – computer operator-wise, tallying payments & receipts Daily
 TP600 Teller Cash Position Daily
 TP601 Branch Cash Position Daily
 TP603 Cash Payment Waste Br / Teller Daily
 TP604 Cash Receipt Waste Br / Teller Daily
 TP6002 Transfer Extract. To be taken teller wise. Signed by both teller and supervisor. Preserved and presented for audit Daily
 TP6007 Auto Reversal Transactions (System) Daily In addition to the above, following reports are specifically applicable to Account Sections/ Clearing Sections / Branches handling Local Clearing ST038 Outward Clearing Extract Daily ST639 Inward Clearing Activity / Summary. Daily
 ST661 Consolidation of Returned Instruments Daily
 ST666 Bankers Handoff file Daily
 ST667 Form AB Check list Daily
 ST779 Accounting Details – GL Wise summary Daily
 ST999 Outward Clearing Return Daily
 ST6001 Inward Clearing Batch wise list of Instruments Daily
 ST6002 Outward Clearing Batch wise list of Instruments Daily

294. Group assurance health plan of M/s Apollo Munich health insurance company- Introduction of 15 lakh sum insured.

308. BHIM AadhaarPoS –Merchant Discount Rate (MDR) charges applicable effective 01.04.2018.
 Collection of MDR Charges @ 0.25% of the transaction amount for BHIM AadhaarPoS transactions of value above Rs. 2000/-

| Time Period | Transaction Value | MDR Charges |
|--------------------------|-------------------|-----------------------------------|
| 01.04.2018 to 31.03.2019 | Up to Rs.2000/- | Nil |
| | Above Rs.2000/- | @0.25% of Transaction Value + GST |

319. RTGS HOLIDAY ON JUNE 16, 2018.

324. Standardised Forms commonly used in Banks.
 The following nine standardised forms were introduced in our bank:
 1. Deposit / Pay-in-slip (NF 132A)
 2. Cash Withdrawal slip (NF 708)
 3. Cheque book- Requisition Form (NF LOT 752)
 4. Cheque Return Slip (NF 215)
 5. Passbook (NF CS 1)
 6. Fund Transfer Form -NEFT/RTGS (NF 959)
 7. Stop Payment request (NF LOT 130)
 8. DD/ Pay Order Application Form (NF 220)
 9. Service Request Form (NF 993)
 Now, we have been informed by the RBI that some of the branches in our Bank are still using the old format of "Deposit / Pay-in-Slips (NF 132A)".
 In view of the above, all Branches / Offices are once again advised to use only the new forms and desist from using the old forms.

325. BLACKLISTED NGO.

326. Release of Best Practice Code - Manual of Instructions on Forward Contracts.
 Cannel - > Wing Details - > Wing Specific Sites - > SP & D Wing - > Manual –SL No: 18

328. Facility enabled for collection of Examination Fees for CBSE-CTET-2018 through e-challan in all our Branches till 21/07/2018

330. PUBLIC PROCUREMENT (PREFERENCE TO MAKE IN INDIA). GUIDELINES TO GIVE PREFERENCE FOR DOMESTICALLY MANUFACTURED GOODS DURING PUBLIC PROCUREMENT.

331. PROFIT & LOSS ACCOUNT FOR THE PERIOD ENDING 30.06.2018 AND BALANCE SHEET AS AT 30.06.2018

333. Delay in linking/Non-linking/Improper data entry in Can Saral GST package (CSGP)– Timelines and role of Branches/Offices and BSIC Sections, Circle Offices.
 Linking of GC paid records /addition of GST paid records must be completed by all Branches/Offices before 8th of succeeding month.
 - Branches/Offices must tally GC- GST – Normal charge- 420020800 and also GC GST – REVERSE CHARGE - GL CODE 420020801,with GST as per records linked/ entered in Can Saral GST package(CSGP)
 - GST Invoices should not be combined while debiting General Charges.
 - Common errors made by Branches/Offices in linking/addition of records in CSGP
 - TASKS TO BE COMPLETED BY BRANCHES/OFFICES IN CSGP FOR FY 2017-18 BEFORE 5th JULY 2018
 - Officers permitting General Charges Voucher for payment of GST accountable for proper and prompt

reporting in CSGP.

334. Disabling of GC CSR-GL 420085495 for Branches / ROs.

335. Migration of cheque forms to CTS — 2010 standard - Changes to the process of clearing non-compliant cheques.

Frequency of the separate session for clearing of non-compliant cheques in the three CTS Grid centres, will be reduced to once a fortnight from July 1, 2018 and thereafter to once a month from September 1, 2018. The separate clearing session will be discontinued from December 31, 2018. Branches/Offices to educate customers for using CTS-2010 compliant cheques only.

338. Master Circular on Conduct of Government Business by Agency Banks- Payment of Agency Commission.

| Sl No | Type of Transaction | Unit | Present Rate |
|-------|-----------------------------|---------------------|--------------|
| 1.a | Receipts – Physical mode | Per transaction | Rs 50/- |
| 1.b | Receipts – e-mode | Per transaction | Rs 12/- |
| 2 | Pension Payments | Per transaction | Rs 65/- |
| 3 | Payments other than Pension | Per Rs 100 turnover | 5.5 paise |

342. Release of Best Practice Code - Manual of Instructions on Documentation Volume I & II.

The manuals are uploaded in Cannet. Branches / Offices can browse this manual through the following path: Cannet - > Wing Details - > Wing Specific Sites - > SP & D Wing - > Manual –SL No: 13

346. Revision in Credit Card Application “Canara Bank Credit Card Application – NF1016”.

Credit Card Application is revised as “Canara Bank Credit Card Application – NF- 1016”
Branches to obtain application for Credit Cards through revised Credit Card application (NF-1016) only.
Revised Credit Card application is available under the web location: Cannet → Card Information →Application form →Credit Card Application

348. TRADITIONAL INSURANCE POLICIES FOR FY 2018-19 & GUIDELINES FOR CLAIM PROCESSING.

351. GOODS AND SERVICES TAX [GST]–Accounting procedure for payment to Third Party Service Providers [TPSPs] and recovery of commission from the customers, for the services availed From Third Party Service Providers [TPSPs] such as Advocates [LSR & Other Legal Services], Jewel Loan Appraisers [for Jewel Loans to Customers], Valuers, Stock Auditors, Credit Auditors, CERSAI, Recovery Agents w.e.f. 1st July 2018.

I. Customers should not pay fees directly to Third Party Service Providers [TPSPs] such as Advocates [LSR & other Services], Jewel Loan Appraisers [for Jewel Loans to Customers], Valuers, Stock Auditors, Credit Auditors, CERSAI, and Recovery Agents w.e.f. 1st July 2018.

II. All payments to Third Party Service Providers should be paid only by debiting specific General Charges GLs. Such payments to Third party Service Providers should be recovered with mark-up from customers and credited to specific Commission GLs w.e.f. 1st July 2018 - Procedure to be followed under each category of TPSPs is detailed, in this Circular.

III. Applicable Income Tax-TDS should be deducted at appropriate rates on payments to above mentioned Third Party Service Providers (TPSPs).

352. POLICY ON STAFF ACCOUNTABILITY – AMENDMENTS.

Accountability Defined:

Every employee is duty bound to discharge work faithfully in accordance with:

- Systems and procedures laid down;
- Rules and Regulations in force;
- Guidelines whether general or specific; &
- To work within the authority delegated or when such authority is exceeded, with the approval of appropriate authority.

Accountability Detection Mechanism:

Accountability can be identified from the following sources:-

- Inspection Report of the Branches/ Controlling Offices;
- Report of Internal/ External Concurrent Auditors/ Statutory Auditors, RBI Inspectors;
- Charge taking report from the new incumbent;
- Branch visits/interface Review of NPAs, Inspection Reports, periodical returns, Yearend statements, etc.;
- Complaints;
- Whistle –blowing;
- NF 606-607 submitted by the Branch;
- Offsite Transaction Monitoring Reports;
- Irregularities on account of warning signal by controlling authorities;
- Special Reports;
- Any other source.

Areas of Accountability:

Irregularities or lapses may originate from any of the following areas of operation:

- a) Credit Management;
 b) Non-Credit Areas including irregularities/lapses which lead to commission of Frauds and may include theft, embezzlement, cheating/ forgeries, any unauthorized debit & Credit/ violation of guidelines & statutory requirements / wrong usage of Credit Parking GLs or Debit Parking GLs or any other head etc.;

| Category | Authorities to order for investigation |
|---|--|
| Borrowal account UptoRs. 10.00 lac upon slipping to NPA | Deputy General Manager of the Circle |
| Borrowal account /per party Rs 10.00 lac & above uptoRs. 1.00 Crore upon slipping to NPA. | Circle Head |
| NPA above Rs 1.00 Crore in individual account/per party | Circle Head |

For loan accounts where amount sanctioned is Rs.15.00 Crore and above, if the account slips to NPA, the same shall be reported to Vigilance Wing on quarterly basis.

Generally investigation will not be considered/conducted to examine Staff accountability in NPA accounts (other than quick mortality accounts) with aggregate sanctioned limits up to Rs. 10.00 lacs.

No disciplinary proceeding will ordinarily lie against any official for any lapse not detected within two successive internal regular inspection of the same account or 4 (Four) years from the date of event or occurrence of the lapse, whichever, is later.

However, the above time limit will not apply to cases of where the involvement of the employee is identified in:

- a. Frauds.
- b. Cases where malafides are inferable.
- c. Other criminal offences as per the law of the land.

Disciplinary action once decided to be taken, generally to be got completed within a time frame of six months. Clearance has to be obtained from Branches/ Offices where the employee was last working for the preceding 4 years of his retirement.

FIXING OF STAFF ACCOUNTABILITY FOR RETIRING EMPLOYEES:

This clearance has to be obtained by HRM Sections 6 months before the date of superannuation of the employee/s and a Certificate duly signed by the Circle Head is to be sent to Human Resources Wing, Head Office within 15 days of the effective date. Final clearance should be sent 3 months prior to the date of retirement of the employee/s to Human Resources Wing, Head Office.

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| 353. | Period for Submission of Agency Commission Claims. Claims of agency commission from RBI before 60 days from the end of the quarter. Applicable for the agency commission claims for the quarter ended June 30, 2018 onwards. |
| 354. | GOODS AND SERVICES TAX [GST] – Frequently Asked Questions (FAQs) brought out by Central Board of Indirect Taxes & Customs (CBIC) on FINANCIAL SECTOR. |
| 361. | Detection and Impounding of Fake Indian Currency Notes(FICN)- Reiteration of Guidelines. Branches, Currency Chests and Offices should ensure 100% detection, impounding and reporting of FICN at our counters/ currency chests as per the extant RBI guidelines. |
| 362. | Master Circular – Facility for Exchange of Notes and Coins. Exchange of soiled notes Notes presented in small number: Where the number of notes presented by a person is up to 20 pieces with a maximum value of 5000 per day, banks should exchange them over the counter, free of charge. Notes presented in bulk: Where the number of notes presented by a person exceeds 20 pieces or 5000 in value per day, banks may accept them, against receipt, for value to be credited later. Banks may levy service charges as permitted in Master Circular on Customer Service in Banks. In case tendered value is above ₹ 50000, banks are expected to take the usual precautions. Exchange of mutilated and imperfect notes- Notes presented in small number: Where the number of notes presented by a person is up to 5 pieces, non-chest branches should normally adjudicate the notes as per the procedure laid down in Part III of NRR, 2009 and pay the exchange value over the counter. If the non-chest branches are not able to adjudicate the mutilated notes, the notes may be received against a receipt and sent to the linked currency chest branch for adjudication. The probable date of payment should be informed to the tenderer on the receipt itself and the same should not exceed 30 days. Notes presented in bulk: Where the number of notes presented by a person is more than 5 pieces not exceeding ₹ 5000 in value, the tenderer should be advised to send such notes to nearby currency chest branch by insured post giving his / her bank account details (a/c no, branch name, IFSC, etc.) or get them exchanged there at in person. All other persons tendering mutilated notes whose value exceeds 5000 should be advised to approach nearby currency chest branch. Currency chest branches receiving mutilated notes through insured post should credit the exchange value to the account of sender by electronic means within 30 days of receipt of notes. |
| 363. | Master Direction of RBI on Levy of Penal Interest for Delayed Reporting / Wrong Reporting / |

Non Reporting of Currency Chest Transactions and Inclusion of Ineligible Amounts in Currency Chest Balances.

Reporting of Currency Chest Transactions

The minimum amount of deposit into/withdrawal from currency chest will be Rs.1,00,000/- and thereafter, in multiples of Rs.50,000/-.

Time limit for Reporting

The currency chests should invariably report all transactions through ICCOMS on the same day by 9 PM. Link offices should invariably report the consolidated position to the Issue Offices latest by 11 PM on the same day.

The Sub-Treasury Offices (STOs) should report all transactions directly to the Issue Office of the Reserve Bank by 11 PM on the same day.

Levy of penal interest for delays

Penal interest will be calculated on T+0 basis i.e. penal interest will be levied in respect of transactions not reported by Link Office to the Issue Office by 11 PM on the same business day.

However, Reserve Bank may at its discretion grant appropriate grace period in the matter of levy of penal interest.

Reporting of Soiled note remittances to RBI/diversion to other chests Soiled note remittances to RBI /diversion to other currency chest/s should not be shown as withdrawal by chest/s / link offices.

In case such remittances are wrongly reported as 'withdrawals', a penalty of Rs. 50,000/- will be levied irrespective of the value of remittance and period of such wrong reporting.

Delayed reporting where currency chests had "Net Deposit" Penal interest at the prevailing rate for delayed reporting of the instances where the currency chest had reported "net deposit" may not be charged.

However, in order to ensure proper discipline in reporting in reporting currency chest transactions, a flat penalty of 50,000 may be levied on the currency chests for delayed reporting irrespective of the value of net deposit.

3. Rate of penal interest

Penal interest shall be levied at the rate of 2% over the prevailing Bank Rate for the period of delayed reporting/wrong reporting/non-reporting /inclusion of ineligible amounts in chest balances.

4. Levy of penal interest in respect of currency chests at treasuries-

The above instructions shall be applicable to currency chests at treasury/sub-treasury offices also.

364. Scheme of Penalties for branches based on performance in rendering customer service to the members of public- Reiteration of Existing Guidelines.

| S. No. | Nature of irregularity | Penalty |
|--------|---|---|
| i. | Shortages in soiled note remittances and currency chest balances | For notes in denomination upto 50. 50 per piece in addition to the loss For notes in denomination of 100 & above Equal to the value of the denomination per piece in addition to the loss. Shortages of 100 pieces and above per remittance shall be debited immediately. Penalty may be levied on reaching a limit of 100 pieces in a cumulative manner. |
| ii. | Counterfeit notes detected in soiled note remittances and currency chest balances. | Penalty on account of detection of counterfeit notes by RBI from soiled note remittance of banks and in currency chest balances shall be levied in terms of the instructions issued by DCM (FNVD). |
| iii. | Mutilated notes detected in soiled note remittances and currency chest balances | 50 per piece irrespective of the denomination. Mutilated notes of 100 pieces and above per remittance shall be debited immediately. Penalty may be levied on reaching a limit of 100 pieces in a cumulative manner. |
| | Non-compliance with operational guidelines by currency chests detected by RBI officials a) Non-functioning of CCTV b) Branch cash/documents kept in strong room c) Non-utilization of NSMs for sorting of notes (NSMs not used for sorting of high denomination notes received over the counter or not used for sorting notes remitted to chest/RBI) | Penalty of 5000 for each irregularity. Penalty will be enhanced to 10,000 in case of repetition. Penalty will be levied immediately. |
| | Violation of any term of agreement with RBI (for opening and maintaining currency chests) or deficiency in service in providing exchange facilities, as detected by RBI officials e.g. a) Non-issue of coins over the counter to any member of public despite having stock. b) Refusal by any bank branch to exchange soiled notes / refusal | 10,000 for any violation of agreement or deficiency of service. 5 lakh in case there are more than 5 instances of violation of |

| | | |
|--|--|---|
| | <p>by any currency chest branch to adjudicate mutilated notes tendered by any member of public</p> <p>c) Non conduct of surprise verification of chest balances, at least at bimonthly intervals, by officials unconnected with the custody thereof and by the officials from the Controlling Office once in six months.</p> <p>d) Denial of facilities/services to linked branches of other banks.</p> <p>e) Non acceptance of lower denomination notes (i.e. denomination of ` 50 and below) tendered by members of public and linked bank branches.</p> <p>f) Detection of mutilated /counterfeit notes in re-issuable packets prepared by the currency chest branches.</p> | <p>agreement/deficiency in service by the branch. The levy of such penalty will be placed in public domain. Penalty will be levied immediately.</p> |
| <p>Appeal against the decision of the Competent Authority may be made by the Controlling Office of the currency chest/branch to the Regional Director of the Regional Office concerned, within one month from the date of debit, who may decide whether the same can be accepted/ rejected.</p> | | |
| 367. | Master Direction - Receipt & Remittance of Treasure (Notes & Coins) from/to RBI | |
| 368. | <p>Guidelines from Central Vigilance Commission regarding the works / purchases / consultancy contracts awarded on Nomination basis.</p> <p>The CVC has now informed that they still receive representations reporting the instances of award of contracts & procurements in a non-transparent manner on nomination basis by several departments / CPSUs. Hence, the CVC has opined that the contracts / procurements / projects awarded on nomination basis without adequate justification amount to a restrictive practice which eliminates competition, fairness and equity.</p> <p>Reiterating their earlier instructions, the CVC has therefore, advised that award of contracts on nomination basis can be resorted to only in exceptional circumstances as laid down in the Commission's Office order No.23/7/07 dated 05.07.2007.</p> | |
| 369. | Approved list of transport operator. | |
| 371. | <p>Modifications in Sports Policy of our Bank.</p> <p>Swimming is added.</p> <p>Seven Teams are sponsored by the Bank at Head Office. The gender restriction is removed from each of the following Bank sponsored Sports disciplines :</p> <ol style="list-style-type: none"> 1. Athletics 2. Ball Badminton 3. Cricket 4. Hockey 5. Shuttle Badminton 6. Table Tennis 7. Swimming | |
| 378. | <p>Capital Gain Bonds of National Highways Authority of India (NHAI).</p> <p>Capital Gain Bonds Series XIX issued by National Highways Authority of India (NHAI) a Government of India Enterprise.</p> <p>Rate of Interest is 5.75% p.a. and lock in period of 5 years.</p> <p>CANARA BANK is one of the Arrangers and Collecting Bankers to the issue</p> | |
| 379. | <p>BRINGING OUTSIDE INFLUENCE IN SERVICE MATTERS.</p> <p>"No Officer employee shall bring or attempt to bring any political or other outside influence to bear upon any superior authority to further his interests in respect of matters pertaining to his service under the Bank".</p> <p>And the Regulation 24 of the said Regulations provides that:</p> <p>"A breach of any of the provisions of these regulations shall be deemed to constitute misconduct punishable under the Canara Bank (Discipline and Appeal) Regulations, 1976."</p> <p>Similarly workmen employees are also from time to time instructed not to bring outside influence in service related matter.</p> <p>Despite the above instructions / provisions, it is observed that some of the employees are still bringing outside influence in respect of service matters such as transfer, promotion, foreign postings, disciplinary proceedings etc.</p> <p>We hereby bring to the notice of all employees, both Officers and Workmen, that bringing outside influence on the matters referred above are liable for disciplinary action and necessary remarks will be made in their personal file and service records and such adverse remarks may affect their future promotion/ placement etc.</p> <p>Further, such kind of misconduct will not be tolerated by the Bank under any circumstances and that the Bank will view such instances seriously and take appropriate action as deemed fit against such employees.</p> | |

| 380. | <p>1. PROVIDING GST CREDIT TO CUSTOMERS REGISTERED UNDER GST 2. INTRODUCTION OF NEW SCREEN FOR COLLECTION AND REFUND OF COMMISSION PLUS GST IN CBS AND MODIFICATION IN ACCOUNTING PROCEDURE IN CBS.</p> <p>I. GST credit of GST collected can be provided to Customers Registered under GST in the same month only i.e. GSTIN cannot be updated in Commission-GST records of earlier period. HO Wings /COs/Branches are advised to refer GST credit related representations from Vendors/Customers before 16th August 2018 to ET&T Section for developing a suitable system prospectively.</p> <p>II. New Procedure for accounting of Commission plus GST from CASA/Loan Account/Walk-in customers (including Vendors not having Accounts with us)</p> <p>III. New Procedure for collection of GST on Forex Conversion in FCR module- Branches should not punch entries in Can Saral GST package(CSGP) and should not send IBA for such GST collected, to ETT Section, HO w.e.f 1st August 2018</p> <p>IV. New Procedure for Refund of Commission plus GST/Forex Conversion GST/Same day reversal in CBS – Officer/Managers of the Branch to initiate the refund / reversal transactions and Manager of RO/CO to authorize every refund /same day reversal transaction. Branches are advised to exercise due care, while accounting Commission plus GST transaction and while marking waiver of Commission, to eliminate refunds/reversals</p> <p>V. Last date for Refund of GST collected during FY 2017-18 is 15th September 2018. Hence, Branches/Offices are advised to review pending requests for FY 2017-18 and complete refunds in such cases well before 15th September 2018.</p> <p>VI. Month-wise, State-Wise, Customer GSTIN-wise GST invoices since Jan 2018 are published in PDF format under CBS Links. Branches to download, verify and issue signed invoices to the customers.</p> | | | | | | | | | | |
|--------|---|--|---|--------|--|--|------------|----|--|-----------|---|
| 387. | <p>Modification of the BHIM incentive Scheme. Change of name of incentive scheme for individuals. Withdrawal of BHIM incentives Scheme for merchants. Modification of BHIM cash back scheme for individuals.</p> <p>Consequent to the above, MEITY has notified following modifications in the above two schemes:</p> <ol style="list-style-type: none"> 1. The incentive scheme for individual's viz., "BHIM referral bonus scheme for individuals" is now renamed as "BHIM cash back scheme for individuals". 2. Withdrawal of BHIM Merchant Incentive Scheme' with effect from 01.07.2018. 3. Modification of BHIM cash back scheme for individuals with effect from 04.07.2018 as under: <table border="1" data-bbox="207 1097 1516 1444"> <thead> <tr> <th data-bbox="207 1097 287 1254">Si. No</th> <th data-bbox="287 1097 750 1254">Incentive for on boarding the BHIM App</th> <th data-bbox="750 1097 917 1254">Amount of incentive (in Rs.) per BHIM app user</th> <th data-bbox="917 1097 1516 1254">Conditions</th> </tr> </thead> <tbody> <tr> <td data-bbox="207 1254 287 1444">1.</td> <td data-bbox="287 1254 750 1444">New BHIM app user on downloading, installing and successfully completing ten *unique financial transactions during the scheme duration i.e., till 31.03.2019</td> <td data-bbox="750 1254 917 1444">Rs. 150/-</td> <td data-bbox="917 1254 1516 1444">Minimum transaction value should be Rs. 50/- The incentive will be paid only once per new BHIM app user who completes the ten unique transactions. Only unique transactions will be eligible for the incentive.</td> </tr> </tbody> </table> | | | Si. No | Incentive for on boarding the BHIM App | Amount of incentive (in Rs.) per BHIM app user | Conditions | 1. | New BHIM app user on downloading, installing and successfully completing ten *unique financial transactions during the scheme duration i.e., till 31.03.2019 | Rs. 150/- | Minimum transaction value should be Rs. 50/- The incentive will be paid only once per new BHIM app user who completes the ten unique transactions. Only unique transactions will be eligible for the incentive. |
| Si. No | Incentive for on boarding the BHIM App | Amount of incentive (in Rs.) per BHIM app user | Conditions | | | | | | | | |
| 1. | New BHIM app user on downloading, installing and successfully completing ten *unique financial transactions during the scheme duration i.e., till 31.03.2019 | Rs. 150/- | Minimum transaction value should be Rs. 50/- The incentive will be paid only once per new BHIM app user who completes the ten unique transactions. Only unique transactions will be eligible for the incentive. | | | | | | | | |
| 388. | <p>BHIM AadhaarPoS (BHIM Aadhaar Pay) - Electronic acceptance of Letter of Undertaking (LoU) / Terms and Conditions in the android based app and Integration of Merchant Management Portal under SAS package.</p> <p>BHIM AadhaarPoS (BHIM Aadhaar Pay) :</p> <ol style="list-style-type: none"> 1. Physical form of LoU replaced with electronic form of acceptance as Terms and Conditions in the android based app. 2. Accessing Merchant Management Portal under SAS package. | | | | | | | | | | |
| 394. | <p>BHIM QR - UPI based payment solution for Merchants.</p> <p>DFS has directed the Banks to on-board 100 Merchants per Branch within 15th Aug 2018.</p> <p>BHIM QR is a digital payment solution for Merchants to accept payments from customers for the Goods sold / Services rendered. The QR code used in receiving payments through BHIM/ UPI app is commonly referred to as BHIM/UPI QR Code.</p> <p>BHIM QR is payment collection mechanism wherein, a QR code will be generated basing on the Merchant's account number, VPA, etc. Customer upon purchase of Goods/Services rendered can make payment to Merchant by scanning the BHIM QR code using any of BHIM UPI (our Bank UPI app or any other Bank UPI app or NPCI BHIM app) enabled applications. The debit to customer's account and credit to Merchant's account will happen instantaneously. Merchant will also be provided with an SMS containing the details of amount credited to his/her account for every transaction done using BHIM QR.</p> <p>For the payment received through BHIM QR, the Merchants are subjected to Merchant Discount Rate (MDR) charges @ 0.65% of the transaction amount with a minimum of Re. 1/-. As per Ministry of Electronics and Information Technology (Meity) Notification dated 27th Dec 2017, MDR applicable on UPI transactions of</p> | | | | | | | | | | |

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| | <p>value less than or equal Rs.2,000/- will be borne by Govt. for a period of 2 years from 1.1.2018 by reimbursement of the same to the acquirer Banks so that no MDR is payable by merchants for such transactions.</p> <p>The transactions will be settled to the Merchant account on real time basis. As of now, UPI system does not have the provision to deduct the MDR on real time basis. The MDR will be charged manually (centrally at H.O.) on T + 1 working day to start with, until automation.</p> <p>Since the timeline stipulated for On-boarding Merchants under BHIM QR is very limited, we have targeted Current account holders having transaction turnover of Rs.50,000/- & more in last 6 months and generated the BHIM QR Codes in bulk centrally through the CANARA EMPOWER UPI application..</p> |
| 396. | The Government of India, vide notification dated 13th August 2018, re nominates ShriThothalaNarayanasamyManoharan as Part Time non-official Director on the Board of Directors of Canara Bank for a term of two years with effect from 14.8.2018, or until further orders, whichever is earlier, and extends his appointment as non-executive Chairman of the Bank's Board for the said period. |
| 400. | Daily Transactions in a Branch. PREPARATIONS OF SLIPS: For every transaction, a slip has to be generated by the maker and approved by the checker/authorizer. The user should write the account head along with GL number, the transactions sequence number and clear narration of the transactions. (This helps in locating and understanding the transaction in case of any differences). |
| 401. | Encashment of one day's Privilege Leave of Employees towards Chief Minister's Distress Relief Fund of Kerala. |
| 402. | GOODS & SERVICES TAX (GST) - IMPORTANT ADDITIONAL GUIDELINES. |
| 403. | Encashment of one day's Privilege Leave of Employees towards Chief Minister's Distress Relief Fund of Karnataka and Kerala States. |
| 404. | SWACHH BHARAT ABHIYAN – SWACHHTA PAKHWADA FROM 20th TO 31st AUGUST 2018. |
| 408. | Extending NEFT facility to walk-in customers who do not have account with our Bank. The facility of remittance through NEFT has to be popularized and mandatorily extended to walk-in customers upto Rs.50,000/=. |
| 409. | Relief Measures in areas affected by Natural Calamities reiteration of guidelines. |
| 412. | <p>PSB Reforms Agenda - Enhanced Access & Service Excellence (EASE) - Customer Responsiveness.</p> <p>Synopsis- Govt has mandated that all PSBs shall implement reforms agenda with 6 themes entitled "Enhanced Access & Service Excellence (EASE)" Any future capital infusion in the Bank by the Govt. will be dependent on the progress in implementation of the agenda. M/s BCG shall be surveying branches to assess the progress. Branches are directed to implement the action points suggested herein for ensuring better Customer Responsiveness by the Bank.</p> <p>The "EASE" Reforms Agenda has six themes:</p> <ol style="list-style-type: none"> 1) Customer Responsiveness: Ease for customer comfort. 2) Responsible Banking: Financial stability, improved governance, and ease for clean & prudent business. 3) Credit Off-take- Proactive delivery of credit. 4) PSBs as Udyamimitra for MSMEs - EASE of financing and bill realization for MSMEs. 5) Deepening financial inclusion & digitalization -EASE through near-home banking, micro-insurance and digitalization 6) Ensuring outcomes – H R Developing personnel for brand PSB. <p>The theme No.1 detailed above deals with Customer Responsiveness and there are multiple dimensions to measure EASE for customer comfort inclusive of:</p> <ol style="list-style-type: none"> a) Customer survey: Ease of navigation, transaction experience, staff interaction b) Mystery shopping: Turn Around Time (TAT) for saving a/c opening, ATM up keeping, quality of customer service. <p>M/s BCG will be conducting an annual EASE Ranking survey to assess each bank's customer responsiveness. Such an exercise will be done through customer surveys, structured branch visits, mystery shopping to branches etc.</p> |
| 415. | Observing the September 2018 month as Hindi Month. It was on 14th September 1949, Hindi written in Devanagari script was accorded Constitutional recognition as Official Language of the Indian Union. Hence every Year 14th September is celebrated as Hindi Day. |
| 417. | IBA GROUP MEDICAL INSURANCE SCHEME FOR EXISTING EMPLOYEES. |
| 418. | AkhilBhartiya Hindi NibandhPratiyogita. |
| 420. | BLACKLISTED Non-Governmental Organization (NGOs) |
| 421. | IBA GROUP MEDICAL INSURANCE SCHEME : INCLUSION OF EMPLOYEES RETIRED / RETIRING / SPOUSES OF EMPLOYEES WHO DIED, DURING THE CURRENT POLICY OF EMPLOYEES |

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| | EXPIRING ON 30.09.2018 UNDER RETIREES' POLICY. |
| 424. | NON-RECEIPT OF GST-INPUT TAX CREDIT FROM VENDORS FOR FY 2017-18– BRANCHES/OFFICES MUST FOLLOW-UP WITH VENDORS AND OBTAIN GST-INPUT TAX CREDIT (ITC). |
| 429. | <p>E-Token and Digital Certificate – New guidelines as per MeitY& IDRBT with new application form and check list to be ensured.</p> <p>We enumerate below the salient points with regard to issuance of e-token to our Officer employees, as per the new guidelines :</p> <p>a. Revised new form of application - Annexure I</p> <p>b. A Subscriber Agreement which has to be signed by the applicant – Annexure I</p> <p>c. Authorisation letter on Bank's letter head to be submitted by Forwarding Branch / Office – Annexure I</p> <p>d. The ID proofs (PAN Card and Employee ID) submission by Superior Authority has been modified - it is sufficient if it is SELF-ATTESTED by Superior Authority</p> <p>e. However, there is no change in the submission of the ID proofs of the applicant (PAN Card and Aadhaar Card) i.e. ID proofs have to be attested with seal and signature by their respective Superior Authority. Our Bank is procuring e-tokens from the list of vendors empanelled by IDRBT. The same is supplied by us to the requesting applicants of our Bank. Employees are requested to obtain and use only the e-tokens supplied by us and avoid obtaining the same from any external agencies.</p> <p>The email Id for correspondence is hodbsrtgs@canarabank.com. All correspondences with regard to etoken / digital certificates will be done only through demi-official email id (e.g. rajagopals@canarabank.com) of the applicants.</p> <p>The physical applications will be valid for a short period only from the date mentioned (under the Declaration column by the applicant) in the application within which the entire process of obtaining the e-token, acknowledging the receipt of the same, applying Certificate Enrollment Form for Request No. and downloading the certificate by the applicant, etc. has to be completed.</p> <p>For duplicate e-token request, the applicant has to pay a penalty amount of Rs.200/= (Rupees one hundred and eighty only) plus GST from his personal account to the credit of their branch / office income account. A confirmation in writing has to reach us along with application containing the full details of penalty made by them for issuance of duplicate e-token.</p> <p>The e-token / Digital Certificate status can be viewed by the applicants in their HRMS Package –> Self Service -> Personal Information -> My Profile -> E-token/DC details. A separate Circular shall be released shortly in detail, in this regard.</p> <p>For reset of IDRBT password, a format is enclosed as Annexure II to this Circular which shall be made use of. In case of e-token password resetting, the applicants shall take up with concerned TM Sections.</p> <p>We enclose with this circular, the full set of REVISED NEW application format including Authorization letter on Bank's letter head, Subscriber Agreement as approved by IDRBT and also a revised check list to be compulsorily checked by the respective persons.</p> <p>Ensure that application set (containing ten pages) reaches us as per our requirement to avoid rejections. Scale I and above staffs are only eligible for obtaining e-token and Digital Certificate. Branches / Offices (specifically HRM Sections / TM Sections) are advised to note the above and guide the branches / offices.</p> |
| 430. | <p>ENACTMENT OF THE FUGITIVE ECONOMIC OFFENDERS ACT, 2018.</p> <p>The Parliament has enacted the Fugitive Economic Offenders Act, 2018 to provide for measures to deter fugitive economic offenders from evading the process of law in India by staying outside the jurisdiction of Indian Courts.</p> <p>The Act provides for declaration of a person as a Fugitive Economic Offender by a Special Court and attachment of any proceeds of crime in India and his property situated both in India as well as abroad.</p> <p>DEFINITION OF FUGITIVE ECONOMIC OFFENDER</p> <p>A fugitive economic offender has been defined under Section 2(f) as a person against whom an arrest warrant has been issued for committing an offence listed in the Schedule, where the total value of the offence/offences is at least Rs 100 crore. Further such person, to be declared as a fugitive offender:</p> <p>i. should have left the country to avoid facing prosecution; or</p> <p>ii. Who being outside the country refuses to return to India to face prosecution.</p> <p>APPEAL</p> <p>Appeals against the orders of the special court will lie before the High Court within a period of 30 days from the date of judgment.</p> |
| 439. | PROFIT & LOSS ACCOUNT FOR THE PERIOD ENDING 30.09.2018 AND BALANCE SHEET AS AT 30.09.2018. |
| 444. | <p>PSB Reforms Agenda - Market research survey on customer and branch infrastructure by M/s KANTAR IMRB to assess Customer Responsiveness.</p> <p>For assessing the progress in implementation of the PSB Reforms Agenda by banks, Govt. of India has entrusted IBA with the task of conducting market research survey on customer and branch infrastructure. On behalf of IBA, M/s KANTAR IMRB shall be doing the market research survey.</p> |

M/s KANTAR IMRB will be conducting field visits to survey 2.5% of the branch network of our bank and also conducting survey of 4-5 customers in each of these branches.
 Reforms Agenda for Responsive and Responsible PSBs titled "Enhanced Access & Service Excellence (EASE)". M/s BCG will be conducting an annual EASE Ranking survey to assess each bank's customer responsiveness. Such an exercise will be done through customer surveys, structured branch visits, mystery shopping to branches etc.

446. Reserve Bank of India (Note Refund) Amendment Rules, 2018.
 Amendments have made to enable the public to exchange mutilated notes in Mahatma Gandhi (New) series at bank branches and RBI offices, which are smaller in size compared to the earlier series.

448. CTS –Paper to Follow (P2F).
 CTS Procedural Guidelines with respect to P2F, the branches are required to send physical instruments (paper) along with scanned images to drawee banks in the following situations:
a) Govt Cheques
b) Image Quality Assessment (IQA) Failure
c) When the instrument is returned by the drawee bank with reason code 39 (image not clear present again with paper) or reason code 40 (present with document).

452. Payment Gateway Policy 2018-19.
 Payment Gateways and other payment systems are governed by the Payment and Settlement Systems Act, 2007 and the Payment and Settlement Systems Regulations, 2008.
 The Reserve Bank of India is the regulatory authority designated under the Act.
 In order to operate a payment gateway, an application would be required to be made under the Payment and Settlement Systems Regulations, 2008.
 One of the security controls on Card Payments or Net banking is 2 Factor Authentication.
 In 2FA, an OTP is generated by the issuer bank on the transaction performed and has to be entered on a bank generated page at the end of doing the transaction.
 RBI has removed the two-factor authentication for online card transactions involving sums up to Rs. 2,000, in a move aimed at simplifying and encouraging electronic payments.
 Certain Banks would have removed OTP authentication for Net Banking transactions up to Rs. 2,000/-.

453. BLACKLISTED Non-Governmental Organization (NGOs).
Rural Action for Co-operation & Economic Development Trust
Joykrishnapur Progressive Rural Org for Voluntary Activities

454. GROUP PERSONAL ACCIDENT INSURANCE POLICY FOR EMPLOYEES.
 Renewed for a further period of one year from 01.09.2018 to 31.08.2019.
 Insurance cover available for Death & Temporary/Partial/Total disability

| Category | For death | | For Temporary/Partial/Total disability | |
|----------------------------|---------------|-----------------|--|-----------------|
| | Rest of India | Jammu & Kashmir | Rest of India | Jammu & Kashmir |
| Sub-staff/PTE | 1,25,000/- | 1,50,000/- | Not applicable | Not applicable |
| Clerks/Special Assistants | 1,50,000/- | 3,00,000/- | - do - | - do - |
| Officers in Scale I | 3,00,000/- | 5,50,000/- | 50,000/- | 1,00,000/- |
| Officers in Scale II & III | 4,00,000/- | | 1,00,000/- | |
| Exes. in Scale-IV and V | 6,00,000/- | 9,50,000/- | 2,00,000/- | 2,00,000/- |
| Exes. In Scale VI & VII | 7,00,000/- | N.A. | | N.A. |

Further, the insurance cover available to Executives / Visiting Executives in respect of Jammu & Kashmir is in addition to the insurance cover available for death for Rest of India and it shall include any type of accidental death as per Group Personal Accident Clause.

However, in case of temporary / partial / total disability suffered in Jammu & Kashmir, the claim will be settled only as per the policy in respect of Jammu & Kashmir.

The insurance cover available to workmen / officer employees for death is for 24 hours i.e. on and off duty. It covers death on account of sustaining any bodily injury resulting solely or directly from accident caused by external, violent and visible means. However, death due to natural causes and suicide are not covered.

In case of officers, in addition to insurance cover for death, all the officer staff are covered for the following additional risks for the injury caused on account of accident:

Temporary total disablement: Whenever the injury caused is sole and direct cause of temporary total disablement, then, so long as the insured person shall be totally disabled from engaging in any employment or occupation of any description whatsoever, a sum at the rate of one percent (1%) of the capital sum insured stated in the schedule hereto per week, but in any case not exceeding Rs. 5000/- per week in all, under all personal accident policies covering such insured person. Provided that the compensation payable shall not be for more than 100 weeks in respect of any one injury calculated from the date of commencement of disablement and in no case shall exceed the capital sum insured applicable to such insured person.

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| | <p>The weekly benefit as in 2 [a] above shall be claimed if the leave exceeds three days i.e. 4 days and above. In case of death due to accident, the Insurance Company will also pay expenses for shifting the dead body from the place of accident to the place of residence at the rate of 2% of the capital sum insured or Rs.25,000/- whichever is less.</p> <p>For this purpose, the original tickets / receipts / vouchers giving full particulars must be provided. If permanent / partial disability is caused on account of an accident, compensation at different rates is available. The nature of disabilities and the percentage of compensation are furnished in Annexure.</p> |
| 458. | MOST IMPORTANT – GST CREDIT TO CUSTOMERS - LAST DATE 30th SEPTEMBER 2018. |
| 462. | <p>CHECK-OFF FACILITY EXTENDED TO CANARA BANK WORKERS' ORGANISATION [REGD.] - INCREASE IN THE RATE OF SUBSCRIPTION.</p> <p>1. Non-subordinate staff: Rs.100/- per month. 2. Subordinate staff: Rs. 50/- per month.</p> |
| 466. | <p>Goods and Services Tax (GST) - Tax Deduction at Source (GST-TDS) wef 1st October 2018.</p> <p>With effect from 1st October 2018, TDS under GST should be deducted at 2% of Bill amount (excluding GST component, Cess), on all payments to Vendors registered under GST (both Capital and Revenue payments), where value of taxable supply in a contract entered into with such Registered Vendors is more than Rs 2.5 lakhs.</p> |
| 467. | CELEBRATION OF 'OCTOBER 2018' AS SC / ST MONTH. |
| 471. | <p>Exception Handling Mechanism – Use of Aadhaar in benefits schemes.</p> <p>Major portions of the exceptional handling Mechanism and backup identity authentication mechanism are relating to Govt. departments barring the following; For account holders who wish to have Aadhaar benefit schemes and willing to have Aadhaar, they may be advised to visit nearby Aadhaar enrolment and Updation centres for obtaining Aadhaar. In respect of bed ridden Senior citizens, for getting them verified/ authenticated the facility of OTP based Authentication may be utilized by obtaining consent as per guidelines. Branches are requested to refer HO circular 114/2018, wherein detailed guidelines of eKYC biometric and OTP based authentication for guidance.</p> |
| 474. | <p>BLACKLISTED Non-Governmental Organizations (NGOs).</p> <p>Khammam Rural MandalMahila MACTS Federation Ltd., All India Rural Development Society, RISE- India(An Integrated Rural Development Society) Sri GayatriMahilaMandali</p> |
| 479. | Enhancements in Premises Data Management System (PDMS). |
| 482. | <p>Rationalization Of Service Charges - Non-Credit / Non-Forex Related Services.</p> <p>NEW SERVICE CHARGES INTRODUCED</p> <p>1. Regeneration of Pin through Branch. 2. National Automated Clearing House (NACH) Mandate Registration.</p> |
| 484. | IBA MEDICAL INSURANCE POLICY FOR EXISTING EMPLOYEES – FINAL OPPORTUNITY FOR SUBMISSION OF CLAIMS RELATING TO THE POLICY PERIOD 2017-18 |
| 485. | <p>IBA MEDICAL INSURANCE SCHEME FOR EXISTING EMPLOYEES – RENEWAL OF THE POLICY FOR THE YEAR 2018-19.</p> <p>Room and Boarding expenses as provided by the Hospital/ Nursing Home not exceeding Rs. 4000/- per day or the actual amount whichever is less.</p> <p>All bills/ receipts for purchase of medicines upon which a claim is made shall bear the valid GST Number of the issuer of such bills, receipts etc., and shall be submitted along with prescriptions. This is applicable for both hospitalization and domiciliary claims</p> |
| 489. | <p>Introduction of Vendor Module in CBS w.e.f. 15th October 2018.</p> <p>Important features of Vendor Module (VM) in CBS: Branches/Offices should make all payments/reimbursement of payments to External persons i.e. Vendors and all persons, other than staff members, only through Vendor Module</p> <p>i) Creation of Vendor Master(Option GST05) – Annexure I ii) Vendor payment transaction (Option GST06) – Annexure I iii) Reversal of Vendor payment transaction(Option GST08) – Annexure I</p> |
| 490. | UPDATION OF DEPENDENT DETAILS. |
| 495. | <p>NEED FOR CO-OPERATION IN RBIA & CONCURRENT AUDIT.</p> <p>We reiterate here below the important action points branches need to follow "Before", "During" and "After" inspection:</p> |
| 503. | Release of Best Practice Code – Manual of Instructions on Transfer of Funds. |
| 504. | <p>Introduction of Android based App version of "i-Lead" (Inspiring Leads System)..</p> <p>The Android based version of i-Lead is now available to be used on the Android based smart-phones. The Staff can use any of the i-Lead versions i.e. the Desktop version or the Android version to enter leads, convert and get them approved. Both the versions work in sync. The process for download of the Android</p> |

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| | <p>version of the i-Lead is detailed in this circular. For any issues pertaining to download of the App or login please reach out to the Marketing Sections at the Circles or MCRM Section at Head Office at homcrm@canarabank.com.</p> | | |
| 505. | <p>Unique Document Identification Number (UDIN). Institute of Chartered Accountants of India (ICAI), a statutory body set up under an Act of Parliament i.e. The Chartered Accountants Act, 1949 has come out with UDIN. ICAI has developed an UDIN Portal that would on one hand facilitate the practicing Chartered Accountants to register the documents / certificates / reports certified / attested by him/her and prevent it from being used by third person(s) misrepresenting as CA members and on the other hand will facilitate Banks / Regulators / Authorities / other Stakeholders to verify the authenticity of the documents before relying that these are certified by a CA only. Banks can verify the authenticity of the attested documents by visiting on the UDIN Portal at https://udin.icaai.org. At the home page of the said portal, there is an option to search UDIN, wherein on entering the UDIN of the certificate/document to be verified, the key values mentioned in the document will be generated and the same can be matched with that certificate/document. Branches / Offices are advised to visit the UDIN portal and check the genuineness of the documents whenever such certificates from CAs are received and also advise the borrowers/CAs to register the documents in UDIN portal. w.e.f. 01.01.2019, while accepting the documents certified by Chartered Accountants, branches/offices to ensure that such documents mandatorily contain UDIN and it is verified with the ones uploaded in the UDIN portal without fail.</p> | | |
| 507. | <p>AUDIT PROCESS RATIONALIZATION AMENDMENT TO INSPECTION POLICY 2018-19. Stress Audit of standard accounts with exposure of Rs. 50 Crore and above has been discontinued w.e.f. 27.09.2018. Periodicity of RBIA of PCBs revised as under: Periodicity of RBIA of PCBs shall be 12 months, as against 6 months, followed hither to. The periodicity of 12 months shall be irrespective of (a) inherent risk & (b) composite risk rating of PCBs, excepting when composite risk rating turns out to be HIGH. When a PCB is risk rated as HIGH under composite risk rating, the periodicity shall be 'Once in 6 months' and Bank's all the extant guidelines relating to HIGH RISK Branches shall be applicable to PCBs also. In other words, the periodicity shall be 12 months, uniformly, irrespective of whether composite risk rating of RBIA is Low, Normal or Moderate. When PCBs are awarded risk rating other than LOW, during RBIA composite risk rating, Controlling Offices / PCC Wing, HO shall take note of the same (Risk Indicator – Normal / Moderate / High) for toning up the Internal control, follow up, monitoring & review aspects of the PCB under their control, as done hither to.</p> | | |
| 508. | <p>Handling the reversal of amount transferred to wrong account though IMPS. Customer can initiate fund transfer using: Beneficiary's mobile number and MMID (Person to person – P2P). Account number and IFSC code of the beneficiary (Person to account). There are instances where funds are transferred to unintended beneficiaries on account of keying the wrong account number. In such cases the below procedure has to be followed- REVERSAL OF AMOUNT TRANSFERRED TO WRONG ACCOUNT: Procedure for Reversal of outgoing transactions (Beneficiary is other Bank customer) Customer will approach home branch/call center and inform about the remittance with wrong account number/to unintended beneficiary. Branch on receipt of intimation shall obtain a request from customer as per Annexure I.Branch shall take up with Digital Payment & Settlement Section, DBS Wing through the fastest mode (email/CTS). Digital Payment & Settlement Section, DBS Wing shall take up with the beneficiary Bank for creating hold and remittance if the funds are available. On receipt of funds, Digital Payment & Settlement Section, DBS Wing shall credit the remitter account. Procedure for Reversal of inward credit (Beneficiary is our Bank customer). On receipt of request from the remitting Bank, Digital Payment & Settlement Section- DBS Wing shall create hold on the fund in the beneficiary account. If funds are available, Digital Payment & Settlement Section - DBS Wing shall obtain stamped indemnity form from other Bank before remitting the funds to the remitter Bank. Digital Payment & Settlement Section -DBS Wing shall remit the fund to the remitting Bank after obtaining the indemnity as per Annexure II.</p> | | |
| 509. | <p>Renewal of IBA Group Medical Insurance Scheme for Retirees for the year 18-19</p> | | |
| 511. | <p>GST PAYABLE ON TRANSFER OF OWNERSHIP OF QUARTERS FURNITURE ITEM TO RETIRED OFFICER EMPLOYEES.</p> <table border="1" style="width: 100%;"> <tr> <td style="width: 50%;"> <p>Case 1: In respect of Officers who are having remaining service of less than 5 years as on 30.06.2013, transfer of furniture / fixtures which have not completed 5 years from the date of purchase, may be permitted on Retirement / Voluntary Retirement / Exit / Compulsory Retirement / Removal / Discharge / Dismissal, by recovering the amount at</p> </td> <td style="width: 50%;"> <p>Since the concessional rate was available to only those Officer employees who retired upto 30.06.2018, such instances may not arise now.</p> </td> </tr> </table> | <p>Case 1: In respect of Officers who are having remaining service of less than 5 years as on 30.06.2013, transfer of furniture / fixtures which have not completed 5 years from the date of purchase, may be permitted on Retirement / Voluntary Retirement / Exit / Compulsory Retirement / Removal / Discharge / Dismissal, by recovering the amount at</p> | <p>Since the concessional rate was available to only those Officer employees who retired upto 30.06.2018, such instances may not arise now.</p> |
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| | concessional rate as detailed in page 2 of Cir 609/2013. | |
| | Case 2: If the furniture/fixtures have completed 5 years from the date of purchase, then the ownership of the furniture / fixtures will be transferred to the ex- officer employee without any recovery (free of cost) and the Book value as on 31 st March to be written off from the Bank's record. | As per ETT Section, FM & S Wing, the GST needs to be discharged on the amount realized in case of sale of furniture to Ex- Officer Employees. Since no amount is realized in this case, GST need not be discharged. |
| | Case3: If the furniture/fixtures have not completed 5 years from the date of purchase, then the ownership of the furniture / fixtures will be transferred to the ex- officer employee by recovering the outstanding Book Value as on 31st March of the furniture / fixtures. | GST is to be paid on the Book Value as on 31st March of previous Financial Year, which is realized from the Ex – Officer Employee |
| 515. | PERMITTING ALL BRANCHES FOR PLACING NON PERSONALIZED CHEQUE BOOKS ANNUAL INDENT IN PSIMS PACKAGE, AS A FINAL ONE TIME MEASURE. | |
| 516. | POWERS DELEGATED FOR CAPITAL EXPENDITURE. | |
| 517. | <p>GOODS AND SERVICE TAX (GST) ON PREMISES RENT. Goods and Services tax (GST) has been implemented w.e.f 01.07.2017 by the Government of India and State Governments in lieu of Service Tax with respect to premises rent. During the Service Tax regime, wherever the rental outgo was below the threshold limit of Rs. 10.00 lakhs, the Premises Owners were not coming under the Ambit of Service Tax. Now under GST regime, there is no exemption limit available irrespective of rental income and GST at the applicable rate is to be paid. Branches / Offices have to pay rent and GST thereon to the Premises Owners (PO), who are registered under GSTN against their invoices and in cases of unregistered Premises Owners, Bank has to pay only the rent component and remit the GST under Reverse Charge Mechanism (RCM) as per HO Circular 378/2017 dated 29.07.2017 of FM & S Wing. In both the cases Bank can claim 50% of GST paid as Input Tax Credit (ITC). In the light of the above, we are pleased to inform that the Competent Authority has permitted as under: i. Circle Heads / respective sanctioning authority at HO is delegated with powers for payment of GST on rent payable w.e.f.01.07.2017 in respect of new fixations / renewals for proposals falling under their powers. (ii) In cases where Bank has agreed to pay Service Tax (GST) as per lease terms permitted and also expired lease agreements & not renewed due to genuine reasons: a) Registered Premises Owner – Bank will pay Rent & GST against Invoice raised by the owner. b) Unregistered Premises Owner – GST will be remitted directly by the Bank. (iii) In cases where Bank has not agreed to pay Service Tax (GST) as per lease terms permitted and also expired lease agreements & not renewed due to genuine reasons/wherever lease terms with a clause as "NOT APPLICABLE". (a) Wherever the annual rental income is more than 10 lakhs of the premises owner (in case of premises owners more than one, 10 lakhs or more per premises owner), the applicable GST will be paid by PO if registered under GSTN or by Bank if premises owner is unregistered, out of the rental amount against Invoice drawn by PO/Self Invoice by Bank. Bank can claim ITC (50% of GST paid) and pass on the benefit to premises owner after ITC claimed & approved / received. (b) Wherever the annual rental income is Rs.10 lakhs and less (in cases of more than one owner, 10 lakhs or less per premises owner) the applicable GST will be paid by the Bank and ITC (50% of GST paid) will be claimed by the Bank.</p> | |
| 523. | Obtention of Life certificate from Pensioner in the JeevanPramaan Portal (Digital Life Certificate)/SAS package. Branches are required to obtain Life Certificate from the pensioner during November every year and the same has to be updated in JeevanPramaan / SAS package. | |
| 525. | PPF (Public Provident Fund, 1968 Scheme) – Revised technical guidelines on Migration to upgraded PPF Module under SAS. | |
| 527. | <p>Bancassurance& MF business –Certification of Specified Persons (SPs)/ Selling Personnel. Designated email IDs: IRDAI Certification :insurancetraining@canarabank.com & insurancetraining2@canarabank.com NISM Certification : nismcanara@canararobeco.com We request all the employees to make use of this opportunity for getting them empowered and strive to improve the Bancassurance and MF business resulting in higher fee income to the bank.</p> | |
| 531. | <p>Customer Complaint Redressal (CCR) web portal for lodging customer complaints on Failed / Unsuccessful ATM cash Transactions / POS & Ecommerce transactions through Debit Cards. ATM CASH Transactions : ON US Transactions: Our Debit Card holders using our ATMs. If customer account not debited and cash dispensed (ATM GL is not credited and EJ is successful). This will reflect shortage of cash in ATM GL. Branches on reconciliation of ATM Cash with CBS GL will get cash shortage and branches to identify the</p> | |

exception transactions and debit customer's account and credit ATM GL by using ATM50 on us - Cash Withdrawal.

If customer account debited and cash not dispensed (ATM GL is credited and EJ is failed.)

This will reflect excess cash in GL.

Branches on reconciliation of ATM Cash with CBS GL will get excess cash and branches to identify the exception transactions and credit customer's account and debit ATM GL by using ATM50 on us – Cash Withdrawal Reversal.

I. Our Debit Card holders using Other Bank ATM for cash withdrawal :

a. Transactions debited to customer account and amount is not claimed by other bank When our customers transact in other bank ATM and do not receive the cash but their account is debited and same is not claimed by Other bank.

On reconciliation these entries are outstanding in Sundry Liabilities GL at DBS Wing, HO Since the amount is not claimed by other banks and our customer has not received the cash, it is proactively credited to CASA account of our customers by DBS Wing.

(These transactions are done at DBS Wing, HO and branches need not pass any entries for such transactions)

b. Transactions not debited to customer account and amount claimed by other bank When our customers transact in other bank ATM and receive the cash but their CASA account is not debited but the amount claimed by other banks.

Since our customer account is not debited though cash is successfully dispensed by the other Bank ATM and amount is claimed by the other Bank, CASA account of the our customer will be debited and will be settled to other bank by DBS Wing.

(These transactions are done at DBS Wing, HO and branches need not pass any entries for such transactions)

c. Transactions debited to customer account and claimed by other bank but and customer complains that cash not received by him.

When our customers transact in other Bank ATM and do not receive the cash but their account is debited and same is claimed by other bank Such entries are disputed and on receipt of complaint from our customer, branches need to lodge complaint in CCR Portal under SAS Package.

Branches to note that maximum time allowed for lodging the claim with other bank is 60 days from the date of transaction.

If Customer has done more than one transaction of same amount and out of which one is successful and customer is not aware about which particular transaction successful or failed. In such cases all transactions of the customer to be lodged in CCR Package for that day.

The Transactions lodged in CCR package are uploaded in Dispute Management System (DMS) portal of M/s National Payment Systems of India (NPCI)/Master/VISA to claim the amount from other banks. Other Bank may either accept or reject the dispute based on Electronic Journal (EJ) status. EJ is the primary evidence for deciding the claim of the customer.

Other banks have Seven (7) days from the next day of lodging the claim in DMS for deciding the claim of our customer.

The resolution for the disputes given by the other bank is updated in CCR Package with proof.

If the other bank accepts the claim of our customer, the disputed amount is credited to customer account by DBS Wing.

If claim of our customer is not accepted by other bank, Branches should inform the customer about the same immediately, to facilitate the customer to lodge request for pre-arbitration within the time stipulated by NPCI.

III. Pre-Arbitration for ATM Cash Transactions :

In case the claim of our customer is rejected and customer is not satisfied with resolution provided by the other bank, there is a provision to take up with other bank for Pre-Arbitration.

The claim under pre arbitration can be lodged in CCR within 30 days from the date of original rejection of claim.

Other bank as per NPCI guidelines has to provide resolution with 17 days from the date of lodging the claim by DBS wing.

IV. Arbitration for ATM Cash Transactions:

The claim under arbitration can be lodged in CCR within 30 days from the date of rejection of pre-arbitration claim. For lodging the case under arbitration there is a further fee of Rs. 590.00 (including GST) to be paid by customer. If the claim of our customer is accepted by other bank under arbitration, no fee will be charged to our customer and penalty if any paid by other bank will also be credited to customers account by DBS wing.

If the claim of our customer is not accepted by other bank under arbitration, fee will be charged to our customer by debiting his account by DBS Wing.

2. POS /E-Commerce Transactions done through Debit Cards:

In case our Debit Card holders do transactions on POS/Ecommerce the following procedure to be followed where customers complain that their account is debited but they have not received the service for which

transactions were done.

Branches to select POS/E-Commerce in the Claims entry screen. Branches to lodge the complaints with correct details in the fields provided.

The following fields are mandatory :

- a. Card Number, Date of Transaction, Sequence Number and Amount
- b. Complaint Type like goods/services not received, amount debited twice, card holder not done the transactions, etc.,
- c. Reasons for the Dispute/claim
- d. Mobile number and E-mail of the card holder
- e. Merchant Contact name, contact method and merchant response.
- f. Latest date of contacting the merchant.

If Customer has done more than one transaction for the same amount and out of which one is successful and customer is not aware about which particular transaction successful or failed. In such cases all transactions of the customer have to be lodged in CCR Package for that day. The disputes lodged in CCR package are taken up with the concerned Banks. Other Bank may either accept the dispute by refunding the amount OR reject the dispute by providing the copies of POS charge slips or transaction success report provided. Other banks have time period of 30 days (VISA & Rupay Card transactions) or 45 days (Master card transactions) from the next day of lodging the claim in CCR package to accept or reject the claim. The resolution for the disputes given by the other bank is updated in CCR Package with copies of the proof provided by the other Bank. If the other bank accepts the claim of our customer, the disputed amount is credited to customer account by DBS Wing.

☐ If claim of our customer is not accepted by other bank, Branches should inform the customer about the same immediately. If the resolution provided by other bank is not acceptable to customer, Customer has got 30 days from the date of rejection of his claim by other bank to go for Pre- Arbitration.

II. Pre-Arbitration for POS/E-Comm. Transactions:

Branches to take up for pre-arbitration by sending a mail to hodbscdms@canarabank.com by providing CCR Case ID. Other bank has got 30 days to decide on Pre-arbitration. If Pre-arbitration is accepted by other Bank, the amount will be credited to our customer's account by DBS Wing. If Pre-arbitration is not accepted by other Bank, The DBS wing will inform to branch by mail. The same to be conveyed to customer immediately. If the resolution provided by other bank is not acceptable to customer, Customer has got 10 days from the date of rejection of his claim by other bank to go for Arbitration.

III. Arbitration for POS/E-Commerce Transactions:

To go for Arbitration branch to obtain Request-cum undertaking letter as per Annexure II from customer and to be retained by the branch in a separate file.

The fee charged by NPCI/master/VISA is as under.

| Sl.No. | Name of the Network | Arbitration fees | Taxes |
|--------|---------------------|---------------------------|----------------|
| 1. | VISA | INR equivalent to USD 500 | Applicable GST |
| 2. | MASTER | INR equivalent to USD 250 | Applicable GST |
| 3. | RUPAY | INR 3000 | Applicable GST |

532. BLACKLISTED Non-Governmental Organizations (NGOs)

534. TAKING UP ASSIGNMENT OUTSIDE THE SCOPE OF REGULAR BANK DUTIES – MODIFICATION IN GUIDELINES REGARDING REMUNERATION RECEIVED ON SUCH ASSIGNMENT.

If the remuneration from the outside assignment taken during office hours is less than Rs. 4000/- p.a., no amount need be remitted to the bank. If the income from such assignment per annum is more than Rs.4000/-, 1/3 amount beyond Rs.4000/- has to be reimbursed to the bank. Further, the amount received beyond Rs. 10,000/- per year is to be reimbursed to the bank in full.

GUIDELINES:

The following guidelines may be followed while dealing with such requests received from the employees: Prior approval should be sought for by the concerned employee from the competent authority in all such cases.

While considering the requests, it should be examined whether the concerned employees are likely to involve themselves and the Bank in any controversial matters/issues.

The political situation prevailing in India and other countries, on which the articles may be based, will have to be taken note of to ensure that no inflammatory articles are contributed to by our employees, which may have adverse repercussions or may invite adverse criticism.

The action for which permission is sought for should be such that it is befitting the status of the concerned employee and does not in any way disparage the Bank.

Such activity should not come in way of the efficient performance of the employee's duties in the Bank.

Employees while seeking permission will indicate remuneration/compensation that they expect to receive. It would not adversely affect the Bank's interests.

The contents of the talk, lectures, articles or publication are not objectionable from the Bank's view point and do not result in giving out official information which is of a confidential nature. Permission should not

ordinarily be granted to an employee to own or conduct or participate in the editing of any newspaper or periodical publication except when he / she is required to do so on behalf of the Bank.

REMUNERATION:

If the remuneration from the outside assignment taken during office hours is less than Rs. 4000/- p.a., no amount need be remitted to the bank. If the income from such assignment per annum is more than Rs.4000/-, 1/3 amount beyond Rs. 4000/- has to be reimbursed to the bank. Further, the amount received beyond Rs.10,000/- per year is to be reimbursed to the bank in full.

The permission to take up assignments after office hours/holidays will be given on a case to case basis. However, in such cases, normally no reimbursement of honorarium need be made to the bank, unless stipulated.

Total exemption from reimbursement of remuneration received is made in the following cases and nothing need be reimbursed to the Bank.

Assignment/work pertaining to Banking Profession for which specific request has been made by the employees for taking up such assignment/work. Assignments accepted in relation to Banks, like invigilation work at CAIIB examinations or correction of papers thereof. Contributing articles and doing work of a literary/artistic nature as long as such work does not come in way of discharging one's duties in the Bank.

STATEMENT OF INCOME

Every employee who undertakes outside assignment/work shall submit a statement of income received from such work/assignment for the previous year to the respective HRM Section during the first week of January every year.

RADIO BROADCAST – PRESS STATEMENTS

No employee shall in any radio broadcast/TV telecast or in any published document or communication to the press or in public utterance make any statement which has the effect of disparaging the Bank or its management bringing the same into disrepute.

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| 535. | IBA MEDICAL INSURANCE SCHEME FOR RETIREES – EXTENSION OF DATE FOR SUBMISSION OF OPTION AS PROVIDED BY M/S. UNITED INDIA INSURANCE CO. LTD. |
| 537. | New India Canara Flexi Floater Group Mediclaim Policy. |
| 539. | CUSTOMERS' FORTNIGHT FROM 16.11.2018 TO 30.11.2018. This is in addition to the Customers' Day being observed on 15th of every month. |
| 542. | IBA MEDICAL INSURANCE POLICY FOR RETIRED EMPLOYEES / SPOUSES OF THE DECEASED EMPLOYEES – FINAL OPPORTUNITY FOR SUBMISSION OF CLAIMS RELATING TO THE POLICY PERIOD 2017-18 |
| 544. | Enablement of e-token/digital certificate status in HRMS package. |
| 545. | CHECKING LRS LIMIT IN RBI PORTAL BEFORE LOAD/RELOAD OF INTERNATIONAL TRAVEL PREPAID CARDS (ITPC). |
| 551. | BLACKLISTED Non-Governmental Organizations (NGOs). |
| 552. | Enabling Straight Through Processing (STP) to facilitate transfer of consolidated entries from NNND Module to CBS without any manual intervention. |
| 553. | Delegating Internet Banking Admin user maintenance & Corporate user maintenance activity to TM sections of respective Circle Offices. Internet banking Branch admin user maintenance activities namely 1. User Creation 2. Modification 3. Activation & Deactivation 4. Locking & Unlocking 5. Deletion 6. Change of DP Code And Internet Banking Corporate User maintenance activities like 1. User & Customer Profile Creation 2. Modification is delegated to TM sections of Circle Offices. |
| 555. | Use of Aadhaar Card/Number in bank accounts consequent to the Hon. Supreme Court's Aadhaar Judgment- Branches can continue to seek E-KYC based authentication of those beneficiaries who are availing subsidies/benefits / services covered by section 7 of the Aadhaar Act. E-KYC authentication facility can also be continued to be permitted for those customers who give a declaration that s/he is desirous of receiving her/his entitled benefits or subsidies of welfare schemes covered by section 7 of the Aadhaar Act. For other customers, Branches can use physical copy of the Aadhaar card as well as e-Aadhaar, masked Aadhaar and offline electronic Aadhaar xml provided by UIDAI, which are various forms of Aadhaar, as Officially Valid Documents (OVD) for the KYC purpose. |
| 556. | FORMATION OF ALL INDIA CANARA BANK OBC EMPLOYEES' WELFARE ASSOCIATION [REGD.] – CHECK OFF FACILITY. |

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| | Officers Rs.50/- Special Assistants & SWOs Rs.20/- Subordinate cadre employees Rs.10/- |
| 558. | Biometric Attendance Management System. Now, as a part of Digital India Programme, we are happy to inform that Biometric Attendance Management System is introduced in our Bank which is developed by DIT Wing. The proposed system would enable an employee to register attendance by simply opening Biometric Attendance System application and presenting his/her registered finger print which is unique identification of the humans mainly for verification and identification. The Biometric Attendance of the employees will be authenticated by the Biometric server after one to one match which is already stored in the Biometric data base against the employees' Staff Number. |
| 559. | TAX DEDUCTED AT SOURCE UNDER GST (GST – TDS) – ADDITIONAL INSTRUCTIONS. |
| 560. | TRADITIONAL INSURANCE POLICIES FOR FY 2018-19 – ADDITIONAL GUIDELINES FOR CLAIM PROCESSING. Now the Insurance Company M/s New India Assurance Co. Ltd has informed that majority of the claims are ATM claims with estimated loss less than Rs. 50,000/-. For faster processing of such claims Insurance Company has agreed to settle such ATM claims through Self Survey conducted by Bank Officials. Hereafter for all ATM claims with estimated loss uptoRs. 50,000/-, no Surveyor will be appointed by the Insurance Company. Such claims will be processed by Branches/ Offices through Self Survey. The self-survey format approved by the Insurance Company is attached as Annexure I to this Circular. Following guidelines is to be followed while submitting the Self survey report: The Self Survey report is to be submitted by the Branch / Office where the incident has occurred. Branches / Offices shall submit the self-survey report along with all required documents to TM Sections / ATM Cells at respective Circles. Circles to verify the reports submitted by the Branches / Offices and all documents in Original should be submitted to Procurement Section, DBS Wing, HO along with a copy to M/s Marsh India Insurance Brokers Pvt. Ltd. DBS Wing will scrutinize the claims documents and the complete set will be forwarded to the Insurance Company, The New India Assurance Co. Ltd, Claims Hub, Bengaluru. All documents / Bills should be attested by respective Branches / Offices. Claim documents should reach claims hub within 30 days from the Date of Loss. If the claims documents are not submitted within the stipulated time the claims will be considered as closed without any further reminder. |
| 571. | Revised "List of Books & Forms". |
| 572. | Policy on "Use of Social Media/Electronic Media/Internet Blogs etc., by the employees – Do's and Don'ts " |
| 573. | WHISTLE BLOWER POLICY - REPORTING IRREGULAR PRACTICES IN ANY OPERATIONAL AREAS INCLUDING FRAUDS & MALPRACTICES AT BRANCHES/ OFFICES - BASED ON "PUBLIC INTEREST DISCLOSURES & PROTECTION OF INFORMER (PIDPI) RESOLUTION". "Whistle Blower Policy" is reviewed and adopted for the financial year 2019-20 without any changes, with the permission of the Board of Directors. |
| 574. | List of approved transport operator. |
| 575. | IBA MEDICAL INSURANCE SCHEME FOR RETIREES – EXTENSION OF DATE FOR SUBMISSION OF OPTION AS PROVIDED BY M/S. UNITED INDIA INSURANCE CO. LTD. |
| 576. | DIRECT DEBIT FUNCTIONALITY. - Convenient and safe mode for the Aggregators/NBFCs - An excellent avenue for the Banks to augment fee income - Circles to consider the proposals as per the broad operative guidelines |
| 579. | MANDATORY PAYMENT OF UTILITY BILLS THROUGH ON LINE. In the backdrop of Digital India and Go Green initiatives, it has been decided to make such utility payments mandatorily through On-line / e-payments. This will help in better utilization of manpower, thereby reducing the cost. |
| 582. | THE POLICY ON MANDATORY LEAVE & AWAY FROM DESK. "Policy on Mandatory Leave & Away from Desk" is reviewed and adopted for the financial year 2019-20 without any changes, with the permission of the Board. |
| 586. | IBA GROUP MEDICAL INSURANCE SCHEME FOR RETIREES / SPOUSES OF THE DECEASED EMPLOYEES - RENEWAL OF THE POLICY VALID UP TO 31.10.2019. |
| 591. | Online portal for obtaining Request from Customers for Replacement of Magstripe Card to EMV Chip Card. Flow of the Online portal: 1) The application/Online portal link is available in Canara Bank Website. What's New->Click here to apply online for replacement of Magnetic strip cards. Upon clicking the same, user is asked to enter the Account number. 2) Customer is validated by way of OTP sent through SMS on the registered mobile number |

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| | <p>3) On successful Validation, the present address as available in CBS is displayed</p> <p>4) Customer is prompted to Key in the Communication address if different from CBS address for sending the EMV Chip Card</p> <p>5) The data flows to DBS wing for processing.</p> <p>6) The Embossed EMV Chip card shall be dispatched directly by the Card Vendor to the customer communication address</p> <p>7) Email alert shall be sent to Branch for linking the Card in CBS on daily basis</p> <p>8) The branches are required to link the Card in CBS, using option CMS01 by generating a report in Debit Card SAS package (Card related Package-> Integrated Debit card Package->Debit card replacement report)</p> <p>9) Customer is advised to generate Green Pin for the Card using any of the bank's ATM / Internet Banking</p> |
| 593. | <p>Caution List on Fraudulent Third Party Entities/Service Providers.</p> <p>Presently the data base of all the TPEs involved in frauds in our bank/other banks is available in Cannet Wing Specific Sites RM Wing Publications TPE (http://cannet/risk/iad/TPEnew.html) and branches/offices are also advised to ensure that TPEs in the Caution List are not entrusted with any assignments. Due to the increased occurrences of frauds where involvement of TPEs are reported, branches/offices are advised as under:</p> <p>1. Empanelment of TPEs:</p> <p>Before entertaining any request/application for empanelment in our Bank as a TPE, Circle Office must verify the Caution List of TPEs available in Cannet and ensure that the name of the applicant/s is/are not appearing in the Caution List. Circles to ensure that the same is recorded in the office note recommending for empanelment of TPEs.</p> <p>2. Sanction/Renewal of of Loan Proposals:</p> <p>While placing office notes for sanction of Credit Proposals (Both fresh as well as renewal), following confirmation shall invariably be incorporated in the subject office notes: 'The Caution List of TPEs available in Cannet is verified and found that the TPE who provided the services of valuation with respect to the particular loan proposal is not in the Caution List'.</p> |
| 601. | <p>Memorandum of Understanding with M/S Mahindra & Mahindra Limited - continued for two years from 12.07.2018 to 11.07.2020.</p> |
| 606. | <p>PROFIT & LOSS ACCOUNT FOR THE PERIOD ENDING 31.12.2018 AND BALANCE SHEET AS AT 31.12.2018.</p> <p>Branches are to ensure that, in case of NPAs with the liability of Rs. 5 Crore and above, stock audit at annual intervals by external agencies is conducted without fail.</p> <p>Branches/offices shall obtain independent valuation reports from 2 empanelled Valuers in respect of loan accounts where the value of the property (Land & Building) is Rs.10 Crore and above.</p> <p>Wherever valuation of fixed assets is more than 3 years (other than the above mentioned accounts), branches should take immediate steps to obtain fresh valuation report.</p> |
| 607. | <p>Introduction of new Group Secure Scheme of M/s Canara HSBC OBC Life Insurance Co. Ltd. with modified scheme rules for Housing Loans & Loan Against Property (Single Pay & Regular Pay) and Personal Loan Borrowers.</p> <p>Scheme Rules for Home loan / Loan Against Property (LAP) borrowers of Canara Bank (Single Pay).</p> |
| 609. | <p>BLACKLISTED Non-Governmental Organizations (NGOs).</p> <p>Human Resource Development Society(HRDS) KalaimagalKalviSangam</p> |
| 610. | <p>DE-BLACKLISTING of M/S Social Awareness & Rural Development Society. Social Awareness & Rural Development Society</p> |
| 612. | <p>Premium Revision – "Can Mediclaim" by New India Assurance Company.</p> <p>The Flexi Floater Group Mediclaim Policy will be offered to all with 2 Plans as detailed below: Plan A. Plan A (Insured, Spouse & 2 Dependent Children (1+3)) Age Group: Upto 35 Yrs, 36 to 60 yrs& 61 to 80 Yrs Plan B. Plan B : (Insured, Spouse & 2 Dependent Children & parents (1+5)) Age : Upto 80 Yrs</p> <p>Salient Features of the Policy</p> <p>Room, Boarding Expenses as provided by the hospital including nursing charges, not exceeding 1% of Sum Insured per day. Intensive Care Unit (ICU) / Intensive Cardiac Care Unit (ICCU) expenses, not exceeding 2% of the sum insured per day. Pre-hospitalization medical charges up to 30 days period. Post-hospitalization medical charges up to 60 days period.</p> <p>Ayush: expenses incurred for ayurvedic/homeopathic/unani treatment are admissible up to 25% of the sum insured provided the treatment for illness/disease and accidental injuries, is taken in a government hospital or in any institute recognized by government and /or accredited by quality council of india / national accreditation board on health, excluding centers for spas, massage and health rejuvenation procedures.</p> <p>Ambulances Services – 1.0 % of the sum insured or actual, whichever is less, subject to maximum of rs. 2,500/- in case patient has to be shifted from residence to hospital for admission in emergency ward or ICU</p> |

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| | <p>or from one hospital to another hospital by fully equipped ambulance for better medical facilities. Coverage of specified procedures/ treatments, where such admission could be for a period of less than 24 consecutive hours. Maternity Expenses: Maternity expense shall include:</p> <p>a. Medical treatment expenses traceable to childbirth (including complicated deliveries and caesarean sections incurred during hospitalization)</p> <p>b. Expenses towards lawful medical termination of pregnancy during the policy period.</p> |
| 614. | <p>Sovereign Gold Bond 2018-19 Series IV – Issue Price. Reserve Bank of India has fixed the Issue Price at Rs 3,119/- per gram of Sovereign Gold Bond. The Issue Price of the Gold Bond will be Rs 50/- per gram less than the nominal value to those Investors applying Online and the payment against the application is made through Digital Mode.</p> |
| 615. | |
| 619/18 | <p>SUB: SURPRISE VERIFICATION OF CASH AND SECURITIES</p> <p>In the recent Internal Committee report on Frauds, it was revealed that there is a need to increase the periodicity of surprise inspection of certain category of the branches as a fraud prevention measure. Accordingly, in respect of branches with one Manager or Officer with one Clerk the periodicity of surprise verification of cash and securities shall be:</p> <p>i) Once in a month through an Officer / Manager of nearby branch or by any Official other than the Official of the branch subjected for verification.</p> <p>ii) Once in a quarter by DM / AGM of RO / CO as is being done presently.</p> <p>Existing guidelines shall continue for all other branches.</p> <p>All branches are required to submit PRR 18 – Certificate of Accounts Checked (BO Report PRR18) as on the last day of the month duly mentioning the dates of surprise verification of cash and securities under Part II (page no 3).</p> <p>Controlling Offices (ROs) are required to verify, ensure correctness of the same and take remedial action, if necessary.</p> |
| 621/18 | <p>SUB : RTGS HOLIDAYS FOR THE CALENDAR YEAR 2019</p> |
| 622/18 | <p>SUB : Renewal of Memorandum of Understanding (MoU) between Canara Bank and M/s Ashok Leyland Limited for financing the buyers (falling under MSME-Service Sector) of commercial vehicles of Ashok Leyland make.</p> |
| | <p>ars valid till 11.12.2020 for providing finance to M om M/S Ashok Leyland Ltd. and conditions are furnished.</p> |
| 625/18 | <p>SUB : FRESH IDRBT USER IDs FOR DIGITAL CERTIFICATE</p> <p>On account of decentralisation process, the new "Registration Authority (RA) Offices" functioning under TM Section of the Circles, are unable to access the existing user ids created by HO.</p> <p>The matter was taken up with IDRBT and it was suggested by them that new User IDs (only for class 2 type of certificate holders) have to be generated afresh for existing users.</p> <p>Process for handling the current scenario :</p> <p>As a one time measure, IDRBT will generate new user ids for existing users. The new user id will be in the style of "Staff Number with Circle Short Name" in CAPS without any gap (eg.62905MDU). Details of Circle Short name is enclosed in Annexure I. The new user ids created as such by IDRBT, shall be linked to the concerned Circle RA Offices where the employees are working now, by IDRBT. IDRBT is also linking the new user ids with the old user ids of the users.</p> <p>Once IDRBT is generating new user ids, all existing users will get an automated email to their demi-official email id about "New User ID and new default Password". The default password will be valid till the first time login by the users. Once this is done, all RA offices will be able to get the details of existing users pertaining to their Circle.</p> <p>All the existing users have to COMPULSORILY use the new user id and password, without fail, basing on the email received from by IDRBT through email id : "cahelp@idrbt.ac.in."</p> <p>Our office will deactivate all the old user ids once we get confirmation from IDRBT regarding creation of new user ids</p> <p>It may be noted that the existing e-token can be used and there is no requirement of new e-token in this regard.</p> <p>The existing digital certificate will be valid till the original expiry date and only user id and password will get changed. This change will not hamper the validity of the existing digital Certificate of the users or usage of the digital Certificate.</p> <p>Process on account of transfers :</p> <p>Further, whenever an user is transferred from one circle to another circle, the transferee RA Office have to create an userid in the style of "Staff Number + transferee Circle Short Name". The user will receive an email from IDRBT (cahelp@idrbt.ac.in.) informing the new userid and password. The user has to login to IDRBT site with new userid, change the defaultpassword and link the old user id with the new user id created by transferee RA Office. The screenshots for linking of new user id with old user id is provided in</p> |

Annexure II. This linking is required only on account of transfers and not now. Resetting of IDRBT password have to be done by the concerned RA Offices, ONLY with the New user ids and on specific request of the users.

627/18 SUB: Revised charges to be collected from the residents for Aadhaar related services provided at Aadhaar Seva Kendras (Aadhaar Enrolment centres) established at identified branches

As per UIDAI instructions, our bank has established 613 Aadhaar Seva Kendras (ASKs) pan India in the identified branches by deploying our Ex-employees and workmen employees to work as operator cum supervisor.
We had vide HO cir 41/2018 dated 09.01.2018 mentioned about the stipulated charges to be collected from residents for providing Aadhaar related services at ASKs. UIDAI vide their O.M. No 4(4)/57/259/AKR/2014-E&U dt.18.12.2018 has revised the charges w e f 01.01.2019 that are to be collected from the residents for the services provided at Aadhaar Seva Kendras established at identified branches. The details of the revised charges are as follows;

| UIDAI Specified unit rates to be charged from the residents (Rs.) | | Applicable GST (Rs.) | Revised total amount to be collected from residents (Rs.) | |
|--|-------|-----------------------------|--|-------|
| Aadhaar Enrolment/generation | Free | Free | Free | Free |
| Mandatory Biometric Update Of children | Free | Free | Free | Free |
| Demographic/Biometric or both update (subsequent corrections) | 30.00 | 41.00 | 9.00 | 50.00 |
| Aadhaar Search using e-KYC/ Find Aadhaar/ any other tool and color print out on A4 Sheet | 24.00 | 25.00 | 5.00 | 30.00 |

The branches wherein ASKs are established are to follow the following instructions strictly, while providing Aadhaar services;

1. Proper register should be maintained to record the daily enrolment and updations carried out by the operator cum supervisors at the ASKs for verification of inspectors/other Government Departments.
2. The charges collected for updations etc., shall be credited including GST charges to GL head-320020901-COMM-AADHAAR CASH GST IGL and the charges of GST will be separated by the system itself upon EOD process.
3. The branches should reconcile to total updations performed for the day with the total amount credited to the commission head. Any short credits will be treated as Leakage of Income.
4. The charges for new enrolment & Mandatory Biometric updation of children (after 5 years of age and upon attaining 15 years of age) are free. No charges are to be collected from the residents for these services at ASKs. However, UIDAI will be giving financial assistance of Rs.100/- for each new enrolment & mandatory biometric updation to the Bank w.e.f 01.01.2019 (which was hitherto Rs.50/-).
5. For other services such as Demographic/Biometric updation & Aadhaar search with print out the charges are to be collected as prescribed above.
6. No other/additional charges, other than the above stipulated charges shall be collected from the residents.
7. The poster regarding revised charges for Aadhaar related services is attached to this circular, which should be displayed inside the branch premises prominently

628/2018 SUB: SWACHH BHARAT ABHIYAN – SWACHHATA PAKHWADA 2019 FROM 16th JANUARY TO 31st JANUARY 2019.

The Swachh Bharat Abhiyan was launched on 2nd Oct 2014 as a national flagship programme and to achieve Clean India Goal latest by 150th Anniversary of Mahatma Gandhi in 2019. Vide our various Circulars /communications ending with HO Cir No. 404/2018 DTD 21.08.2018, we had suggested various activities to be undertaken under the mission.

Now, the Govt. of India has advised to observe "Swachhata Pakhwada 2019" from 16.01.2019 to 31.01.2019 and make it a grand success (copy of DFS communication attached). In pursuit of the objective, it has been advised to undertake activities including cleaning of office complexes, residential colonies and public places including cleaning of drains, public toilets, waste collection drives, publicity and awareness campaigns etc.

In the above backdrop, all our Branches / Offices / Units to plan and implement the Swachhata Pakhwada and report their plan of activities positively by 10.01.2019 to their respective P & E Sections, Circle Office for consolidation and onward submission to PP&A Section, G A Wing, HO.

CIRCULAR -2019

CIR NO. 12 /2019 : SECURING "LOW RISK" IN RBIA NEED TO AVOID COMMON DEFICIENCIES. Self-inspection at branches prior to commencement of onsite RBIA, Avoiding common deficiencies in Control Aspects. Spot rectification of observations during the process of inspection at the branch

CIR NO. 19 /2019 : 7.75 % Savings (Taxable) Bonds, 2018 - Operational Guidelines

- Procedure to be followed at Receiving Offices in respect of Bond Ledger Accounts.
- Claim for reimbursement from CAS, Reserve Bank of India, Nagpur.
- Payment of Brokerage and Handling Charges for the Subscription Amount mobilized.
- Allotment of Bond Ledger Account number in the prescribed format

CIR NO. 20 /2019 : Releasing of hold amount of high value transactions, late settlement or other Merchant Establishment related requests/issues to be lodged in CTS – Non CBS (NEW) (under SAS package)

Case 1 : Transaction amount / Cumulative amount of transactions is equal to or more than Rs.1,25,000/- from a single card per day per merchant is treated as high value transaction. All high value transactions will be held from the settlement

to the merchant (If an indemnity bond is provided by the merchant and the circle head has recommended for release of high value transactions without insisting for submission of documents or if the ME is a Govt. department /Educational institution / Hospital / Defense establishment, then they are exempted from this clause and amount will be released without holding) :

CIR NO. 23 /2019 : **Sovereign Gold Bond 2018-19 Series V – Issue Price**

The Sovereign Gold Bond 2018-19 Series V – Open for Subscription from 14/01/2019 to 18/01/2019;

Reserve Bank of India has fixed the Issue Price at Rs 3,214/- per gram of Sovereign Gold Bond;

The Issue Price of the Gold Bond will be Rs 50/- per gram less than the nominal value to those Investors applying Online and the payment against the application is made through Digital Mode.

SPL- 32/2018: Theme of the Bank for the year 2018-19– " Sa Re Ga Ma Pa- Back to Basics"

SaReGaMaPa- Back to Basics'- has been adopted as the theme of the bank for the current financial year (2018-19). The acronym "SaReGaMaPa", rhyming with the "Swaras" in the raga system, depicts various facets of banking viz., Sa –the Savings, Re- Recovery, Ga- Governance Accountability, Ma- Mobilisation of Advances and Pa- Profit Achievement. The theme has two parts (a) The desired mix of business/activities and (b) Business Unit heads as facilitators/leaders motivating their team to arrive at the proper business mix. The theme intends to convey the idea that with Profit consciousness and improved overall activity level in the bank by revisiting the basics of banking for arriving at a right mix of business, the bank can post consistent, sustainable and profitable growth.

SPL COMM : 82/2018 SUB : 113th FOUNDERS' DAY - STAND-UP INDIA CAMPAIGN 01-11-2018 to 30-

11-2018 Campaign Target-Fresh Sanction and disbursement -113 Stand-Up India Loans per Circle during the campaign period. Campaign Period: 01.11.2018 to 30.11.2018 Punching of Stand-Up India sanction in www: portal. standupmitra. in for qualifying for performance.

To commemorate our Banks 113th founders' day on 19th NOV 2018 and to take forward the vision of our founder, a special Stand Up India campaign is launched. The campaign period is from 01.11.2018 to 30.11.2018.

1. Stand Up India Scheme – The Scheme was launched by Honourable Prime Minister on 05.04.2016. The objective of the Stand-Up India scheme is to facilitate Bank loans above Rs.10.00 Lakhs to Rs.100.00 Lakhs to Scheduled Caste (SC) or Scheduled Tribe (ST) borrower or women borrower for setting up green field enterprise. The enterprise may be in manufacturing, trading or services sector. In case of non-individual enterprises at least 51% of the shareholding and controlling stake should be held by either an SC/ST or women entrepreneur. The Loan shall be granted as a composite loan, Term Loan to meet the cost of the fixed assets like Plant & Machinery and Working Capital facility to meet working capital requirements.

2. Coverage under Credit Guarantee (CGSSI) - Loans granted under Stand up India Scheme are to be covered under Credit Guarantee Scheme for Stand-Up India, only those accounts where disbursement has taken place either fully or partially shall be eligible for guarantee cover. To be eligible for guarantee cover, the rate of interest charged should be the lowest applicable rate for the category (as per rating) and should not be more than 3% over MCLR plus Tenor Premium, if any for the Loan.

3. Campaign - Department of Financial Services under Ministry of Finance through various communications and through video Conference with our TOP Executives are emphasising the need to achieve set Targets. There is great scope of improvement in this segment hence we intend to launch 113th Founders Day, Stand- Up India Campaign during the month of November 2018.

We request active participation from all Circles/Sulabhs/ROs/Branches to achieve the set target of 113 Loans per circle and also activation of all Metro/ Urban Branches during the campaign period.

CAMPAIGN Period and other Details: Campaign period is from 1st November 2018 to 30th November 2018.

11. THIRD PARTY PRODUCT

SPECIAL COMMUNICATIONS 2018-19

SPL- 30/2018: M/s Apollo Munich Health Insurance (AMHI) has launched Health Wallet product- exclusively for customers of our Bank. The salient features of "Health Wallet" product are as under:

Entry age limit is from 91 days to 65 years, Pre and post hospitalization expenses are covered for 60 & 90 days respectively, Day care procedures also covered Provides unique feature of "Reserve benefit":- can be utilized for out-patient expenses, incidental expenses and payment of renewal premium. Unutilized reserve amount rolls over to the next year after adding 6 % bonus to the unutilized amount. Sum insured option is from Rs 3 lacs to Rs 50 lacs. Restore benefit is available, Lifelong renewal is available, Pre- existing diseases are covered after a waiting period of 36 months.

SPL- 36/2018: M/S Bajaj Allianz General Insurance Co. Ltd. Has launched the Group Hospital Cash product for customers of our Bank. **Salient Product Features:** Provides cash benefit of Rs 1000 to Rs 10000 per day. Coverage – maximum upto 180 days. Provides coverage from 0-100 years. Double benefit in case of ICU hospitalization. Pre-existing diseases/specific diseases waiting period is waived. Maternity is covered from Day 1. Tax benefit is available under Section 80 D of IT Act.

SPL- 37/2018: CANARA AZADI- A Mutual fund SIP Campaign from 02.07.2018 to 20.08.2018. T-20 championship certificate –to reach target within 20 days. All 03 types of fund-Equity, debt & Hybrid fund.

SPL- 43/2018 : MDRT – MILLION DOLLAR ROUND TABLE RECOGNITION 2018 (01.07.2018 to 31.07.2018)- Rs. 37.38 lacs, Weightage for Traditional Plan is 100%, ULIPS – 50%, Single premium : 6%

SPL- 46 & 95 /2018: New India centenary week -23.07.2018 to 31.07.2018, Promote General Insurance business of New India Assurance co Ltd, Metro/U/SU/Rural branches – Rs.1.25/1/0.50/0.30 lacs.

SPL- 47/2018 : Protect Your Customer Day Initiatives- CHOICE for 2018-19, Tgt : Rs.665 Cr- Each Qtrly basis, Champion trophy for CO, IPL –I & II for RO/CO.

SPL- 48/2018 & 72/2018 : General Insurance Campaign for FY 2018-19, Grand slam Championship by BAGIC & Canara Super series by TAGIC

SPL COMM: 90/2018 ,61/2018 : RAH CHAMPIONSHIP CAMPAIGN" FOR RETAIL ASSET HUBs – Extension of Campaign Period till 31.12.2018 The Campaign is planned with an objective to improve Housing Loan Portfolio of our Bank and give momentum in housing loan business at RAH with high sensitization during the campaign period.

SPL COMMN : 85/2018 –CANARA VISHESH 112- A Mutual Fund Bulk Campaign from 19.11.2018 to 21.12.2018 extended upto 31.12.2018, started on 113th Foundation day to celebrate 112 years of Founding of the Bank to mobilize Rs.112 crores under this Campaign.

SPL COMMN : 59 & 69/2018 : AMHI CAMPAIGN FOR FY 2018-19 – Rs. 210 Cr Target divided into 03 categories :

- HOCD – Help Our Customer derive : First week long drive in every month with target of NOPS
- AMHI health Premier League 1. Elight, 2. Signature & 3. Premier health club
- AMHI CHAPION MASTER CLASS : Top Two CO

SPL COMMN : 47/18 & 12/2019 : CHOICE CAMPAIGN FOR RO/CO- Insurance Premier League II, period 01.01.19 to 31.03.19, Award – Silver, Gold & Platinum. Weightage – All Single Premium -10%, ULIP less than Rs. 100,000- 50% but equal to & more than Rs.1,00,000 -100%, Traditional Plan -100%

SPL COMMN : 83/18 – CHOICE – Founders day Drive- Protect A Family under PYC from 01.11.18 to 19.11.18 -01 target per branch.

SPL COMMN : 87/2018 – Health first : Non linked, Non Participating fixed benefit Plan by CHOICE- Benefit under First diagnosis illness, Major Critical Illness, Heart & Cancer Cover

SPL COMMN : 94/18 –Guaranteed saving plan Non linked, Non Participating, Limited Premium payment Endowment Plan by CHOICE. Three Benefit to Customers -Guaranteed Assured at Maturity, Yearly addition & Loyalty addition on

Maturity. Three options for Customers : 1. Guaranteed Savings (Entry - 00years to 60 years, Min Maturity 18 years, Maximum 75 years), 2. Guaranteed Savings with double protection under Accidental Death (Entry – 18 years to 60 years, Min Maturity 28 years, Maximum 75 years) & 3. Guaranteed Savings Premium Protection (Entry – 18 years to 55 years, Min Maturity 28 years, Maximum 75 years)

SPL COMMN : 64/2018 House Hold insurance Policy by Bajaj Allianz General Insurance Co. – BAGIC covers Fire & Allied Peril including jewellery & Precious domestic Items.

SPL COMMN : 73/2018 Credit Linked health insurance plan by BAGIC covers -30 Critical Illness, Death, Permanent disability, term 01 to 05 years, Rs.50,000 to Rs.5.00 crores but for Non customer maximum coverage is Rs.10 lacs.

SPL COMMN : 74/2018 : BAGIC –cover the uncovered – CTU- Grand Slam Championship- 02nd week of Every Month.

SPL COMMN : 75/2018 : TAGIC –Secured the Unsecured – STU-Canara super series -2 – 01st week of Every Month.

SPL COMM 89/2018 : Group Credit Secure Plus — Extension of the Product to CASA Customers by TAGIC
SYNOPSIS - Extension of "Group Credit Secure Plus" to CASA Customers.

M/s Tata AIG General Insurance Co. (TAGIC) had introduced a Group Loan Cover product "Group Credit Secure Plus" to cover retail loans disbursed by the Branches/RAHs along with health cover has been communicated vide HO CIR 599/2017 dated 22.12.2017. M/s Tata AIG General Insurance Co. (TAGIC) is now extending this product to CASA customers with modified features.

This product shall cover Customers opening new accounts and those having existing accounts with our Bank. The product is offered in two age groups i.e. 18-50 years and 51-65 years which can be purchased for a period of 1 year. The details of the product available to CASA customers are mentioned below.

Product Details:

Group Credit Secure plus for CASA customers is offered in two age bands with different covers and premiums mentioned below:

| SI no | For Entry Age — 18-50 Years | SI no | For Entry Age — 51-65 Years |
|-------|--|-------|--|
| 1 | 20 Critical Illnesses.* | 1 | Accidental Death Cover. |
| 2 | Accidental Death Cover. | 2 | Permanent total Disability. |
| 3 | Permanent Total Disability. | 3 | Permanent partial disability. |
| 4 | Daily Hospital Cash (Rs 1,000/- per | 4 | Coverage from Rs. 1 lac to Rs. 5 Lacs. |
| 5 | Coma Benefit (Up to Rs 25,000/-). | 5 | Daily Hospital Cash (Rs 1,000/- per |
| 6 | Coverage from Rs. 1 lac to Rs. 5 Lacs. | 6 | Coma Benefit (Up to Rs 25,000/-). |
| 7 | Policy can be renewed lifelong. | 7 | Cost of Ambulance will be covered |
| | | 8 | Cost of crutches/Wheel Chair |
| | | 9 | Policy can be renewed lifelong. |

Details of Premium:

Premium Chart (For Age groups between 18-50 Years)

| SUM INSURED | 100,000 | 200,000 | 300,000 | 400,000 | 500,000 |
|---------------------------|---------|---------|---------|---------|---------|
| Tenure | 1 year | | | | |
| Premium Amt Including GST | 1,130 | 2,260 | 3,390 | 4,520 | 5,650 |

Premium Chart (For Age groups between 51-65 Years)

| | | | | | |
|---------------------------|---------|---------|---------|---------|---------|
| SUM INSURED | 100,000 | 200,000 | 300,000 | 400,000 | 500,000 |
| Tenure | 1 year | | | | |
| Premium Amt Including GST | 220 | 440 | 660 | 880 | 1,100 |

Additional covers like EMI cover, Education benefit etc available to customer on request and payment of extra premium.

Tax Benefit:

The premium amount paid under this policy qualifies for deduction under Section 80D of the Income Tax Act applicable only for critical illness cover.

This product which has been introduced focusing on CASA customers should be effectively marketed so as to garner more number of new CASA accounts resulting in visible growth under CASA Deposits.

SPL- 171/2017: Banking Codes and Standards Board of India (BCSBI) is monitoring the compliance of the Codes of Bank's Commitment to Customers, 2014 and Micro Et Small Enterprises, 2015 at Bank branches through the following two modes : **A. Self Certified Annual Statement of Compliance (ASC) duly signed by the Principal Code Compliance Officer (PCCO) of the Bank as on 31st December every year. B.Code Compliance Survey of Bank Branches/Offices by conducting Incognito visits to select branches/ offices across the Country.** A higher annual rating by the BCSBI for the bank under BCSBI Codes' compliance will indicate better customer service at the branches. During the last two consecutive years, our Bank was rated at an unsatisfactory level of **"Average"** with a total score of **69**.

12. FINANCIAL RESULTS FOR THE QUARTER ENDED SEPTEMBER 30, 2018

a) Profitability parameters : Net profit for Q2FY19 at 300 cr, up by 15.38% y.o.y from 260 cr (Q2FY18). Gross profit stood at 2327cr in Q2 FY19, in Q2 FY18 it was at 2480 cr. Net Interest Income up by 17.89% during Q2FY19 to 3281 cr from 2783 cr (Q2FY18). Aided by healthy growth in interest on advances (12.71% y.o.y) and Interest on investments (4.80% y.o.y). Non-Interest Income during Q2 FY19 stood at 1555 cr; For Q2 FY18 it was at 1936 cr. Non. Int. Income excluding trading profit during Q2 FY19 increased at a healthy pace by 13.0% y.o.y, aided by enhanced recovery in written off accounts (37% y.o.y). Share of non-interest income in total income stood at 12.26%.

b) Business Parameters : Global Business rose to 9.61 lakh cr, up by 12.49% y.o.y. Global deposits stood at 5.52 lakh cr, up by 11.18% y.o.y. Global Advances (Net) grew at a healthy pace of 14.31% to 4.10 lakh cr. Strong growth in assets (y.o.y). Agriculture (11.63%), MSME (13.72%), Retail lending (35.15%), Direct Housing (20.80%), Vehicle (32.06%), Education (6.71%) and Other retail loans (73.64%). CASA share (Domestic) stood at 32.34%. CASA Deposits up by 9.40% y.o.y to 1.70 lakh cr.

c) Efficiency Parameters : Cost of deposits came down by a 18 bps to 5.52% from 5.70% last year. Yield on advances stood at 8.33%. NIM (Domestic) improved to 2.74% and NIM (Global) 2.53%. Return on Asset improved to 0.20% and Return on Equity improved to 4.93%. Cost to Income ratio stood at 50.15%.

d) Asset quality & Recovery Parameters : Gross NPA Ratio improved to 10.56%, down from 11.05% as at June 2018. Net NPA Ratio declined to 6.54%, down from 6.91% as at June 2018. Cash Recovery aggregated to 5113 cr during the quarter. Provision Coverage ratio improved to 61.39% from 54.75% last year.

e) Others - Capital adequacy ratio improved to 12.62%, up from 12.45% a year ago. Banking outlet stood at 6308 and number of ATMs at 9207 . E- transactions ratio rose sharply to 78.67%, from 73.40% a year ago. 98.13 lakhs Mobile Banking and 54.75 lakhs Net Banking users.

Achieved the mandated norms in respect of: Achieved the mandated targets for Total Priority (53% against 40% ANBC norm).Agriculture (21% Vs 18% ANBC norm). Credit to specified minority communities (18% Vs 15% norm).Weaker sections (11% Vs 10% ANBC norm). Credit to women beneficiaries (15% Vs 5% norm).CAR as per Basel III norms improved to 12.62% (Regulatory minimum requirement- 10.875%)

Detailed Financial Results for the Quarter ended September, 2018

a. Business as on 30th Sep' 2018 vis-à-vis 30th Sep' 2017

Global Business grew by 12.49% to Rs. 9,61,455 cr from Rs. 8,54,695 cr. Domestic Business grew by 16% to Rs. 9,11,811 cr from Rs. 7,86,367 cr. Global Deposits grew by 11.18% to Rs. 5,51,926 cr. Domestic Deposits grew by 14.47% to Rs. 5,23,947 cr from Rs. 4,57,698 cr. Global Advances (Net) grew by 14.31% to Rs. 4,09,529 cr Domestic Adv. (Net) grew by 18.01% to Rs. 3,87,864 cr from Rs. 3,28,669 cr. Overseas business constituted 5.16% of the total business. Total business of 8 overseas banking outlets stood at Rs. 49,644 cr. CD ratio (Global) as on 30th Sept 2018 improved to 74.20% from 72.16%. CD ratio (Domestic) as on 30th Sept 2018 improved to 74.03%. Clientele accounts increased to 8.48 cr from 8.05 cr last year.

b. Deposit Portfolio- Thrust on CASA & Retail Deposits

CASA deposits increased to Rs. 1,69,659 cr with a y.o.y growth of 9.40%. CASA share (domestic) stood at 32.34%. Retail term deposits (RTD) increased to Rs. 2,18,914 cr with a y.o.y growth of 2.65%. Share of RTD in total deposits stood at 61.79 %.

c. Credit Portfolio- Thrust on Retail Assets : Share of Retail Advances (Agriculture, MSMEs, Housing & Other Retail Schemes) in total credit portfolio improved 58.89% from 59.72% a year ago. Advances to Priority Sector increased 15.95% YoY to Rs. 1,95,659 cr. Advances to Agriculture grew by 11.63% YoY to 87947 cr. Credit to MSMEs grew 13.72% YoY to Rs. 88,143 cr. Credit to M&SE segments reached Rs. 69,732 cr. Achieved the mandated targets for Total Priority (53% against 40% ANBC norm). Agriculture (21% Vs 18% ANBC norm), credit to specified minority communities (18% Vs 15% norm) and weaker sections (11% Vs 10% ANBC norm). Credit to women beneficiaries (15% Vs 5% norm). 30.93 lakh women beneficiaries assisted to the tune of Rs. 53,108 cr. Retail Lending Portfolio increased 35.15% YoY to Rs. 76,053 cr. Housing Loan (Direct) Portfolio increased 20.80% YoY to Rs. 31,316 cr. Vehicle loans & other personal loans grew by 32.06% (Rs. 7,637 cr) and 73.64% (Rs. 28,245 cr) respectively. Education Loan Portfolio increased to Rs. 8,855 cr, with a YoY growth of 6.71%, covering over 2.91 lakh students.

d. Financial Performance for the quarter ended Q2 FY19 : Net profit up by 15.38% YoY at Rs. 300 cr from Rs. 260 cr(Q2 FY18). Gross profit stood at Rs. 2,327 cr from Rs. 2,480 cr(Q2 FY18). Net Interest Income improved 17.89% to Rs. 3,281 cr (Rs. 2,783 cr – Q2FY18). Non Interest Income declined 19.67% to Rs. 1,555 cr due to dip in treasury income. Total Expenditure increased by 8.80% YoY to Rs.10,352 cr. Total Income increased by 5.71% to Rs. 12679 cr. Global NIM improved to 2.53% from 2.34% (Q2 FY18). Domestic NIM improved to 2.74% from 2.60%

(Q2FY18). Yield on Funds stable at 7.52% vis-a-vis 7.18% (Q2FY18). Cost of Funds declined to 5.13% vis-a-vis 5.23% (Q2FY18). Cost to income ratio stood at 50.15%. Return on Asset at 0.20% and Return on Equity at 4.93%.

e. First Half Year (H1 FY19) Performance : Net profit up by 13.48% YoY at Rs. 581 cr from Rs. 512 cr (H1 FY18) Gross profit stood at Rs. 5,260 cr, In H1 FY18 it was at Rs.4,952 cr. Net Interest Income improved at a robust pace of 30.34% YoY at Rs. 7,164 cr from Rs. 5,497 cr (H1FY18). Non Interest Income declined by 16.23% YoY at Rs. 3,388 cr from Rs. 4,045 cr. Total expenditure increased by 6.54% YoY at Rs. 20,611 cr from Rs.19,347 cr. Total Income improved by 6.47% YoY at Rs. 25,872 cr from Rs. 24,299 cr.

f. Capital Adequacy : Capital Adequacy Ratio as per Basel III norms improved to 12.62% (Regulatory minimum requirement- 10.875%), up from 12.45% a year ago, CET 1 ratio at 9.11% & Tier I ratio at 9.86%. Government shareholding is at 72.55%. Comfortable capital position for assets growth. Risk Weighted Assets (RWA) to Gross Advances decreased to 86.21% as on Sept 30, 2018

g. Improving Asset Quality : Gross NPA ratio came down to 10.56% sequentially (11.05% as at Jun 2018) Net NPA ratio declined to 6.54% from 6.91% as at Jun 2018. Cash Recovery aggregated to Rs. 5,113 cr. Provision Coverage Ratio improved to 61.39% as on Sept 30, 2018 as against 54.75% as on Sept 30, 2017. (60.69% as on Jun 2018).

h. Pradhan Mantri Jan Dhan Yojana (PMJDY) : 69.24 lakh accounts opened under PMJDY, securing CASA deposits of Rs. 2,124 cr. 5.55 lakh PMJDY account holders have been provided with overdraft facility, amounting to Rs. 84.41 cr so far. 72 Financial Literacy Centres (FLCs) opened at District/Block levels, educating 7.04 lakh persons during H2 FY19. 364.16 lakh accounts were Aadhaar seeded, of which 41.87 lakh accounts under PMJDY accounts. As a part of grievances redressal mechanism for customers, the Bank established Toll free number 1800 425 11222.

i. Social Security Schemes : 70.80 lakhs enrolments have been done under both Pradhan Mantri Jeevan Jyoti Bima Yojana (PMJJBY- Rs. 20.95 lakhs) & Pradhan Mantri Suraksha Bima Yojana (PMSBY– Rs. 49.85 lakhs) as at Sept 2018. Under Atal Pension Yojana (APY) 2.21 lakhs accounts mobilized cumulatively. Under Sukanya Samridhi Yojana, 8337 accounts have been mobilized cumulatively.

j. Pradhan Mantri Mudra Yojana (PMMY)

Under Mudra Yojana, the Bank disbursed Rs. 5,226.14 cr, covering 2.29 lakhs accounts as at September 2018.

k. A Holistic Approach to Financial Inclusion (FI)

The Bank has provided banking facilities in all the allotted 10,049 villages. Covered all 3,962 allotted SSAs by opening of 901 Brick & Mortar branches and engaging 2,459 Business Correspondent Agents. 471 Ultra Small Branches are also functional besides FI branches. Financial Inclusion branches have garnered business of Rs.19,902 cr. The CASA component of FI branches stood at 57.74%, amounting to Rs. 5,215 cr. 18 Micro Finance branches have garnered a total business of Rs. 641.65 cr under Urban Financial Inclusion. 2.06 lakh Basic Savings Bank Deposit Account (BSBD) accounts opened during the quarter with outstanding CASA deposits of Rs. 4,961.62 cr. Formed 16550 Self Help Groups (SHGs) and 25338 SHGs have been credit linked to the extent of Rs. 1,304 cr during the H2FY19. Business Correspondent Agents have done 76.55 lakh transactions, amounting to Rs. 1,658.89 cr during the half year.

I. Enhanced Delivery Channels & Digital Footprints : Banking outlets stood at 6,308, including 8 overseas outlets (London, Leicester, Johannesburg, New York, Hong Kong, Manama, Shanghai and Dubai). Total number of ATMs stood at 9,207. 182 e-lounges were functional across major cities. Debit card base rose to 4.58 cr. , 98.13 lakhs Mobile Banking and 54.75 lakhs Net Banking users. Ratio of e-transactions increased to 78.67% from 73.40% a year ago. Major branch transformation with 1,548 Shikhar Branches for better customer service to drive business.

m. New Products & Important Customer-friendly Tec. Initiatives

Various new functionalities have been enabled through internet banking services like request for new debit card, single beneficiary lists for IMPS/NEFT/RTGS, standing instruction execution for NEFT transactions. Corporate and retail customers can customize daily transaction limits within the default limit in internet banking. As a part of PSB reforms agenda, Online Loan Tracking System (OLTS) integrated with internet banking for customers to apply for home and education loans. Introduced Canara OTP (Off-line) App for self-generation of OTP by customers themselves for doing financial transactions through internet banking. Improved version of Canara Mobile banking app with better user interface is released. Direct tax payment through debit card has been enabled for customers to remit taxes via NSDL website. **Automatic conversion of customers' account to senior citizens without changing** the product code on attainment of age 60 years.

n. Awards & Accolades : Secured Chamber of Indian Micro Small & Medium Enterprises (CIMSME) awards for best bank for promotional schemes (Large category). Received runner up CIMSME award for best MSME bank (Large category) and financially inclusive bank (Large category). **Secured PFRDA's** best performing PSB award in APY performance and the splendid seven awards for the APY campaign.

Focus areas: March 2019 : Thrust on Retail Business, Asset Quality & Efficiency, Augmenting core operating profits from operations, Improving the CASA & Retail deposit ratios, Balanced growth in advances with proper mix of Retail and Corporate credit, Accelerated NPA resolution and improving the Provision Coverage Ratio, Improving operational financial ratios- NIM, RoA, RoE and Cost-to-Income, Continued focus on digitization for better services and cost minimization

***** ALL THE BEST & BEST OF LUCK *****