



**POLICY ON
COMPASSIONATE APPOINTMENT/ PAYMENT OF EX-GRATIA IN
LIEU OF COMPASSIONATE APPOINTMENT TO THE DEPENDENT
FAMILY MEMBERS OF THE DECEASED STAFF**

VERSION 3.0

HUMAN RESOURCE MANAGEMENT DEPARTMENT

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1. PURPOSE/OBJECTIVE OF THE POLICY

To put in place guidelines for compassionate appointment/ payment of ex-gratia in lieu of Compassionate Appointment to dependent family members of the deceased staff.

2. SCOPE OF THE POLICY

2.1 To a dependent family member of permanent employee who:

- dies while in service (including death by suicide) on or after 05/08/2014
- is retired on medical grounds due to incapacitation before reaching the age of 55 years, on or after 05/08/2014

(incapacitation is to be certified by a duly appointed Medical Board in a Government Medical College /Government District Head Quarters Hospitals/Panel of Doctors nominated by the Bank for the purpose).

2.2 For the purpose of the Scheme, "employee" would mean and include only a **confirmed regular employee*** who was serving full time or part time on scale wages, at the time of death/ retirement on medical grounds before reaching age of 55 years and does not include any one engaged on contract/temporary/casual or any person who is paid on commission basis. **The age limit of 55 years is applicable only in case of retirement on medical grounds.**

* Confirmed regular employee means employee appointed on regular basis against permanent vacancy.

3. REGULATORY REFERENCE

As per Government of India/ IBA guidelines

4. POLICY STATEMENT AND DETAILS

A. DEPENDENT FAMILY MEMBER

- Spouse; or
- Wholly dependent * son (**including legally adopted son) and wholly dependent married son^s; or
- Wholly dependent* daughter (**including legally adopted daughter) and wholly dependent married daughter; or
- Wholly dependent * brother or sister in the case of unmarried employee

* The term "wholly dependent" for the compassionate appointment under the Scheme for Compassionate Appointment, is as defined in the Bi-partite Settlement applicable as on the date of death.

**legally adopted son or daughter shall be considered as the dependent family member only if the adoption was done prior to the demise of the employee / retirement on medical grounds due to incapacitation.

§In term of guidelines received from IBA/DFS the wholly dependent married son is included in the definitions of family member if he otherwise fulfils all other eligibility criteria of the scheme.

B. AUTHORITY COMPETENT TO MAKE COMPASSIONATE APPOINTMENT / EX-GRATIA PAYMENT.

1. The Competent Authority for making Compassionate Appointment/ Ex-gratia payment in lieu of Compassionate Appointment shall be the Managing Director & CEO.
2. While dealing with proposals for appointment on compassionate grounds / ex-gratia payment in otherwise eligible cases, where disciplinary action was pending against the deceased employee / employee retired on medical grounds or if the deceased employee was involved in serious financial irregularities, embezzlement of funds, committing frauds etc., bank will continue to abide by the guidelines issued by the Government of India, requiring consideration and decision in each case by the Board of the Bank/Authority appointed by the Board.

C. TIME LIMIT FOR CONSIDERING APPLICATIONS

1. Application for Compassionate Appointment / ex-gratia payment under the Scheme from eligible dependent can be considered up to five years from the date of death or retirement on medical grounds and decision to be taken on merit in each case.
2. The applications beyond five years, in exceptional cases may be approved by the Board of the Bank, on a case-to-case basis.
3. Since this scheme for Compassionate Appointment is applicable w.e.f, 05.08.2014, the provision for consideration of belated requests as aforesaid relates to cases where death/ retirement on medical grounds has occurred on or after 05.08.2014.

D. POSTS TO WHICH APPOINTMENTS CAN BE MADE:

The appointment shall be made in the clerical cadre (Customer Service Associate) and sub-staff cadre (Office Assistant or Part Time House Keeper) only.

E. ELIGIBILITY

1. The application of Compassionate Appointment/payment of Ex-Gratia in lieu of compassionate appointment shall be considered only if the family is indigent and deserves immediate assistance for relief from financial destitution.
2. To ensure uniformity in the process of evaluation of family indigent condition, the Committee of Executives shall examine the financial condition of the deceased employee's family, making a balanced and objective assessment of the financial condition of the family taking into account its assets and liabilities (including the benefits received under the various welfare schemes and all other relevant factors such as the presence of an earning member, size of the family, age, dependency and marital status of its members etc) on a case to case basis and recommend the deserving cases on merits to Competent Authority.
3. The financial condition of the family of the deceased employee shall be assessed by calculating its gross monthly income from all sources, as detailed below. When the current gross monthly income of the family is less than the last drawn gross salary of the deceased employee, the applicant may be considered for compassionate appointment /ex-gratia payment subject to fulfilling other eligibility criteria.

i. Calculation of monthly family income:

a. Terminal Benefits

- Provident Fund
- Gratuity
- Leave Encashment
- NPS
- Any other amount paid under Bank's scheme/s

Subtotal – a

b. Liabilities

Loans taken by the deceased employee from our Bank, Staff Cooperative Society and/or other Financial Institutions including credit cards.

(If loans covered under insurance, the residual balance after adjustment of insurance shall be considered)

Subtotal – b

c. Net Corpus: (c=a-b)

d. Investments

- Deposits (excluding section – a)
- NSCs
- PPF
- Insurance Policies
- Others

Subtotal - d

e. Monthly income of the family from all sources:

- (i) Monthly interest at the Bank's term deposit rate on 80% of the net corpus of terminal benefits(c)[§]
- (ii) Monthly income from investments(d)
- (iii) Monthly income from movable and immovable Property
- (iv) Monthly income/salary of other family members
- (v) Any other monthly income including monthly family Pension and Defence Family Pension, etc. if any

Total monthly family income =(i)+(ii)+(iii)+(iv)+(v)

All the above details to be verified from the documents (like, bank statement, ITR, Salary Slip, Certificate from Revenue Authorities etc.) and affidavit /declaration produced by the applicant.

[§]The comparison is being made with income on **80%** of the net corpus of terminal benefits available in order for certain immediate expenses viz funeral, medical, children's education etc., which the family has to spend from out of the money available after death.

4. Age:

- i. The age limit (minimum and maximum) will be as per the rules applicable from time to time as for direct recruitment.

Cadre	Minimum Age	Maximum Age
Clerical Cadre	20	28
Sub Staff cadre	18	26

- ii. The Upper age limit and its relaxations for SC/ST/OBC/PWDAs/Ex-servicemen /widow candidates will be as per the prevalent recruitment policy of the Bank for the relevant post and category.
- iii. However, the maximum upper age limit may be relaxed wherever found to be necessary, up to the age of 50 years in cases where the application for compassionate appointment is submitted by spouse of the deceased employee and up to 5 years in cases of other applicants. The lower age limit should however, in no case be relaxed below 20 years of age in case of clerical cadre and 18 years of age in case of sub staff cadre. The Competent Authority to take a final decision for making Compassionate Appointment in a case shall be Competent to grant relaxation of age limit also for making such appointment.
- iv. Any further request for relaxation of the upper age limit apart from the above, arising from exigent circumstances of the deceased employee's family, shall be placed before the Competent Authority for consideration on a case-by-case basis, subject to merit.

(Note: Age eligibility shall be determined with reference to the date of application and not the date of appointment.)

5. Educational qualification:

Post	Minimum educational qualification
Clerical Cadre (Customer Service Associate)	A degree in Graduation level from a recognized University or any equivalent qualification recognized as such by the Central/State Government.
Sub Staff Cadre (Office Assistant)	10 th Standard Pass.
Sub Staff Cadre (Part Time House Keeper)	Below 10 th Standard.

However person who does not fulfil the essential educational qualification as per the recruitment rules of the bank can be appointed if the Competent Authority is satisfied that the concerned person may come up to the suitability of the post offered, by imparting adequate training in due course, as these appointments are made on compassionate grounds.

F. OTHER ELIGIBILITY CRITERIA FOR COMPASSIONATE APPOINTMENT

1. Where the family opts for compassionate appointment, the applicant should be eligible and suitable for the post in all respects under the provisions of the relevant Recruitment rules.
2. Applicant should be an Indian Citizen
3. In case more than one dependent is eligible for appointment, the Bank will have the right to offer appointment under the scheme to the most suitable dependent.
4. The Compassionate Appointment shall be subject to
 - i. The applicant being found medically fit by a doctor approved by the Bank.
 - ii. A satisfactory report from District Authorities / Commissioner of Police regarding the character and antecedence of the applicant.

G. EXCLUSION

The dependents of employee who has completed the age of 60 years at the time of his/her death but had not actually retired on account of the provisions regarding retirement on the last day of the month, are not covered under the Scheme.

H. EXEMPTIONS

Compassionate appointment under the Scheme is exempted from observance of the following requirements:

1. Normal Recruitment Procedure i.e., without the agency of selection like IBPS/Employment Exchange, Recruitment Board of Bank, etc.
2. The ban orders on filling up of posts issued by Government of India or any controlling authority.



I. DETERMINATION / AVAILABILITY OF VACANCIES

1. Appointment on compassionate grounds should be made only on regular basis and that too, only if regular vacancies meant for that purpose are available.
2. Compassionate Appointments can be made up to a maximum of 5% of vacancies falling under direct recruitment quota in clerical cadre or vacancies identified in the sub staff category. The Bank may hold back 5% of vacancies in the aforesaid categories to be filled by appointment on compassionate grounds. A person selected for appointment on compassionate grounds should be adjusted in the recruitment roster against appropriate category, viz., SC/ST/OBC/General Category depending upon the category to which he or she belongs.
3. Vacancies earmarked for Compassionate Appointments as detailed in para-1.2. shall be carried over to subsequent years if not filled up. However, if no vacancies are available for compassionate appointment in any financial year, then applications for compassionate appointment shall not be considered during that financial year nor shall it be considered in subsequent years when vacancies become available. In such cases, the dependents shall be eligible for Ex-gratia payment only as defined elsewhere in the policy.
4. Widow appointed on compassionate ground upon re-marriage will be allowed to continue in service, even after re-marriage.

J. REQUEST FOR CHANGE IN POST / POSITION

When a person has been appointed on compassionate ground to a particular post, the set of circumstances, which led to such appointment, should be deemed to have ceased to exist. Therefore

- i. He/ She should strive in his/her career like his/her colleagues for future advancement and any request for appointment to any higher post on considerations of compassion should invariably be rejected.
- ii. An appointment on compassionate ground cannot be transferred to any other person and any request for the same on consideration of compassion should invariably be rejected.

K. SENIORITY

A person appointed on compassionate ground in a particular year may be placed at the bottom of all the candidates recruited/ appointed through direct recruitment, promotion, etc. in that year, irrespective of the date of joining of the candidate on compassionate ground.

L. TERMINATION OF SERVICE

1. The compassionate appointment can be terminated on the ground of non-compliance of any condition stated in the offer of appointment after providing an opportunity to the compassionate appointee by way of issue of show cause notice asking him/her to explain why his/her services should not be terminated for non-compliance of the condition(s) in the offer of appointment and it is not necessary to follow the procedure prescribed in the Disciplinary Action and Procedure therefor.
2. In order to check its misuse, the power of termination of service for non-compliance of the conditions in the offer of compassionate appointment, shall vest only with the Managing Director & C.E.O.

M. EX- GRATIA

1. In lieu of compassionate appointment the family of the deceased employee can opt for payment of lump sum Ex-gratia amount and this option can be used only when the dependency and financial conditions mentioned herein above for Compassionate Appointment are met.
2. **Quantum of Ex-gratia:** Ex gratia amount shall be calculated @ 60% of the last drawn salary (net of taxes) for each month of remaining service of the deceased employee (i.e. up to the age of superannuation in terms of extant service rules / conditions) at the time of his / her death while in service / retired on medical grounds subject to the cadre wise maximum ceiling amount specified below.

Category	Maximum Amount in (₹)
Officer	10,00,000
Clerical Cadre	8,75,000
Sub staff Cadre	7,50,000

N. WHERE THERE IS AN EARNING MEMBER

1. In deserving cases, even when there is already an earning member in the family, a dependent family member may be considered for compassionate appointment or ex-gratia payment, with the prior approval of the competent authority of the bank who, before approving such appointment/ ex-gratia payment, will satisfy himself/herself that grant of compassionate appointment/ex-gratia payment is justified, having regard to the number of dependents, assets and liabilities left by the employee including the fact that the earning member is residing with the family of the employee and whether he/she should not be a source of support to other members of the family.
2. In cases where any member of the family of the deceased or employee retired on medical grounds is already in employment and is not supporting the other members of the family of the deceased employee, extreme caution has to be observed.

ascertaining the economic distress of the members of the family of the deceased employee so that, the facility of appointment on compassionate ground/grant of ex-gratia payment is not circumvented and misused by putting forward the ground that the member of the family already employed is not supporting the family.

O. MISSING EMPLOYEE

Cases of missing employees are also covered under the scheme for compassionate appointment/ex-gratia payment subject to the following conditions:

- i. A request to grant the benefit of compassionate appointment/ ex-gratia payment can be considered only after a lapse of at least 2 years from the date from which the employee has been missing, provided that:
 - a. An FIR to this effect has been lodged with the Police,
 - b. The missing person is not traceable, and
 - c. The competent authority feels that the case is genuine;
- ii. This benefit will not be applicable to the case of an Employee:
 - a. Who had less than two years to retire on the date from which he has been missing; or
 - b. Who is suspected to have committed fraud, or suspected to have joined any terrorist organization or suspected to have gone abroad.
- iii. Compassionate appointment/ex-gratia payment in the case of a missing employee also would not be a matter of right and it will be subject to fulfilment of all the conditions, including the availability of vacancy, laid down for such appointment under the scheme;
- iv. While considering such a request, the results of the police investigation should also be taken into account; and
- v. A decision on any such request for compassionate appointment/ex-gratia payment should be taken only at the level of the Managing Director & C.E.O.

P. UNDERTAKING FOR MAINTENANCE OF THE FAMILY OF THE DECEASED EMPLOYEE

The person appointed on compassionate grounds under the scheme, should give an undertaking in writing (as in Annexure II) that he/she will maintain properly the other family members who were dependent on the deceased employee in question, and in case it is proved subsequently (at any time) that the family members are being neglected or are not maintained properly by him/her, his or her appointment may be terminated forthwith. This clause should be incorporated as one of the conditions in the offer of appointment, applicable only in the case of appointment on compassionate ground.

Q. PROCEDURE

1. Application-cum-undertaking for compassionate appointment will be obtained in the prescribed format from the family members of the deceased employee.

2. Formation of the committee

- i. The Competent Authority for making Compassionate Appointment/ payment of ex-gratia in lieu of compassionate appointment shall be Managing Director & C.E.O.
- ii. To assist the Competent Authority, a committee consisting of the following Executives shall be formed to consider the applications received for compassionate appointment / payment of ex-gratia in lieu of compassionate appointment and to submit recommendations to the Competent Authority.
 - a. Chief General Manager (CDO & CLO) – Chairman
 - b. Chief General Manager (Retail Assets & MSME) or Chief General Manager (Recovery) - (Member)
 - c. General Manager (HRM/HRD/HR Strategy)- (Member)
 - d. Deputy. General Manager (Law) or Assistant. General Manager (Law) – (Member)

The quorum for the Executive Committee shall be four including Chairman.

- iii. The Committee may meet during the second week of every month to consider cases received during the previous month. The applicant may also be granted personal hearing by the committee, if necessary, for better appreciation of the facts of the case. The recommendation of the committee should be placed before the Competent Authority for a decision. If the Competent Authority disagrees with the committee's recommendation, the case may be referred to Bank's Board for a decision.

R. GENERAL

1. Appointment made on grounds of compassion should be done in such a way that persons appointed to the post do have the essential education and technical qualifications and experience required for the post consistent with the requirement of maintenance of efficiency of administration.
2. It is not the intention to restrict employment of a family member of the deceased or medically retired sub-staff cadre employee to an erstwhile sub-staff cadre post only. As such, a family member of such erstwhile sub-staff employee can be appointed to a clerical post for which he/she is educationally qualified, provided a vacancy in clerical post exists for this purpose.
3. An application for compassionate appointment should, however, not be rejected merely on the ground that the family of the employee has received the benefits under the various welfare schemes. While considering a request for appointment on compassionate ground a balanced and objective assessment of the financial condition of the family has to be made taking into account its assets and liabilities (including the

benefits received under the various welfare schemes mentioned above) and all other relevant factors such as the presence of an earning member, size of the family, age, dependency and marital status of its members etc.

4. Compassionate appointment should be made available to the person concerned if there is a vacancy meant for compassionate appointment and he or she is found eligible and suitable for the same.
5. Compassionate appointment will have precedence over absorption of surplus employees and regularization of temporary employees.
6. Appointment/payment of ex-gratia under the Scheme is not an entitlement but may be granted at the sole discretion of the bank looking into the financial conditions of the family and in deserving and eligible cases only.
7. The Board of the Bank reserves its right to substitute, amend or vary from time to time any provision of the scheme mentioned above.

S. GOVERNMENT GUIDELINES

Any guidelines / directives issued by the Government of India, IBA from time to time with regard to Compassionate Appointment / Payment of ex-gratia in lieu of Compassionate Appointment in Public Sector Banks shall form part and parcel of this policy.

05. RESOURCES

Not Applicable

06. POLICY INTERPRETATION

The decision of Managing Director and Chief Executive Officer (MD & CEO) and in the absence of MD & CEO, the decision of Executive Director holding the concurrent charge of MD & CEO shall be final in respect of any differences or disputes in regard to the interpretation of any of the clauses in this Policy.

07. ROLE OF INTERNAL AUDIT AND COMPLIANCE

- Annual Management Audit by CO: Inspection
- Vetting of Policy by CO: Compliance during review

08. REVIEW OF POLICY

- In three years by HR Committee / Board
- Need based

