



PASCHIM BANGA GRAMIN BANK
HEAD OFFICE

QUERIES RAISED BY INSURANCE COMPANIES Re:-PBGB/HO/PAD/GMP/747/2024-25 Dated:- 27.02.2025

SL. NO.	ELIGIBILITY CRITERIA AS PER OUR RFP	(PROOF OF DOCUMENTS REQUIRED / MUST BE SUBMITTED)	PAGE NO.	RESOLUTION(ACCORDING TO DIFFERENT INSURANCE COMPANIES)	REPLY OF BANK
1	Earnest Money Deposit	EMD of Rs.20,00,000/- (Rupees twenty lacs Only)	23	Not Required as per attached circular	Only waived for Public Sector Insurance Companies
2	The solvency ratio of the Company should be more than 1.76 in FY:- 2021-22; 2022-23 and 2023-24	Audited Certificate to be produced for every year in support of the requirement.	27	Not Required as per attached DFS circular	Only waived for Public Sector Insurance Companies
3	The claim settlement ratio must be more than 85% for the FY 2021-22;2022-23;2023-24	IRDAL certified copy to be produced	27	Not Required	As per Disclosure made in the Annual Report of 2023-24 by IRDAL
4	More than 4 number of RRBs is being serviced as on 31.01.2025	Copy of work letter/LOI duly issued by respective RRBs	27	It reduces to 1 or 2	No Change Offered
5	Grievance Ratio & Grievance Redressal Ratio in accordance to the Assessment Criteria.	IRDAL certified copy and certificate from respective RRBs.	27	Only Self declaration based on the data as per public discloser can be given	Latest Audited Report of the respective Insurance Company need to be submitted
6	Bidder should disclose the number of claims settled and number of claims pending and amount involved through Insurance Ombudsman and Consumer Forums for	Self Declaration is required in letter head and certificate from respective RRBs.	27	Only Self declaration based on the data as per public discloser can be given	Only Self declaration based on the data as per public discloser can be given





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	Consumer Forums for the financial year 2021-22, 2022-23 and 2023- 24.				
7	Bidder should not have any Insurance related disputes(past or present) with any existing RRBS (Staff beneficiaries) Before Insurance Ombudsman.	An undertaking to this effect must be submitted in their respective letter head.	28	Not Required	Self Declaration required in the Company's letter head
8	ANNEXURE-O- PRE- CONTRACT INTEGRITY PACT	TO BE SIGNED ON A NON JUDICIAL SATMP PAPER AND DEPOSITED WITH TENDER	107	Mention the amount of Non judicial Stamp Duty	NJS-Rs. 50 Value
9	Service Level Agreement (SLA)			Mention the amount of Non judicial Stamp Duty	NJS -Rs. 100 Value
10	CASES LODGED, CLAIMS SETTLED AND AMOUNT INVOLVED THEREIN PENDING WITH INSURANCE OMBUDSMAN AND CONSUMER FORUMS.		52	No such data is separately available in any public discloser. Only Self declaration based on the data as per public discloser can be given	Self Declaration required in the Company's letter head

LAST DATE FOR SUBMISSION OF TENDER HAS BEEN EXTENDED TO 2nd Day of April, 2025 till 12 Noon.
All tenders must be deposited in the tender deposit box on or before 2nd Day of April, 2025 till 12 Noon.

Date, Time and Venue of Opening of Technical Bids:- 2nd Day of April, 2025, 2:30 PM Onwards at Paschim Banga Gramin Bank, Head Office, Chatterjeepara Road, Natabar Paul Road, Tikiapara, Howrah- 711101.



Shridhar Kumar
General Manager(PAD)