



The Canara Bank Retired Officers' Association (Regd)

(Affiliated to AIBPARC)

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DATE: 08.09.2024

The Chief General Manager
Canara Bank
H R Wing, Head Office
Bengaluru-560002

Dear Sir,

Sub: Grievance Redressal Meeting with the representatives of retired employees'/officers' associations proposed to be held on 12.9.2024

With reference to the subject meeting, we submit the following agenda items to be taken up for discussion/redressal.

- Funeral expenses under SWM** – We once again request the Bank to extend the scheme of payment of funeral expenses on the sad demise of a retiree. It was assured in the earlier meeting that if the limit under staff welfare measures is increased, the same would be looked into.
- Rate of interest on Employees' Pension loans** – Need for reduction, atleast to be on par with the clean rate of interest charged to serving employees/officers on unsecured advances. Despite assurance given in the last redressal meeting, no progress has been made.
- Release of additional stagnation increment** on account of passing JAIIB/CAIIB, advancing the stagnation increment in respect of officers reaching maximum scale of pay in view of the recent clarifications received from IBA recently.
- Group Medical Insurance Scheme:** We have been requesting for subsidising the premium paid by Retirees on their group medical insurance policy. However, it was told that limit under staff welfare measures is not allowing the Bank to give any sort of subsidy to the retirees/family pensioners. Now, thanks to the efforts of our Bank and other stakeholders, Govt. has increased the limit under Staff Welfare Fund to Rs.90 crores, which is double the existing limit of Rs.45 crore. Hence, we request the Bank to extend at least 25% subsidy on the premium paid by retirees/family pensioners on their medical insurance policies.
- Providing online facility for updating address**, mobile number and e-mail ID of retirees in Canarites app.
- Retired employees' overdraft against deposit** is at concessional rate of interest. However, the product code in CBS is 257 which is also for customers. All the facilities like service charges, folio charges, cheque book charges are being collected as applicable to customers. If a separate code is given for OD against deposit for staff / Ex- staff, it will solve many issues. Now, reversal of collected charges is not happening due to cumbersome procedure.

7. **Lockers:** In terms of the extant guidelines, staff and ex staff are eligible for concession in locker rent. However, the concession is not extended to family pensioners. In our bank, spouses of deceased employees are eligible for additional rate of interest on deposits and also concession in service charges, hence it is appropriate that the concession on locker rent is also extended to family Pensioners too. In fact, our beloved MD always used to talk about the welfare of family pensioners and wanted to bring them to Canbank family fold. Moreover, family pensioners need more assistance from the Bank than any other stake holders. Even under, staff welfare measures, they are eligible for reimbursement of medical expenses on par with regular pensioners.

In view of the above, we request to extend the concession on locker rent to all the family pensioners too on par with ex-staff.

Further, we are receiving many complaints from our members that many branches are seeking deposits for hiring a locker. We request the Bank to come out with fresh guidelines and advise the branches suitably.

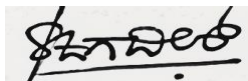
8. **Holiday Home Facility:**

- The number of Holiday Homes is not commensurate with the number of Serving & Retired Staff. There is an immediate need to increase the number of rooms especially, in popular tourist/religious places and reserve 3 to 4 rooms exclusively for the retirees. Further, we request the Bank to open more Holiday Homes in places like Ayodhya.
- The restriction of availing Holiday Home Facility only once in a year at each Holiday Home be removed & be made available to at least once in a quarter, when the bookings are cancelled at the last minute.

9. **Comprehensive Guidelines** - We request you to come out with comprehensive guidelines/ circular incorporating all the concession extended to retirees - in service charges, folio charges etc, locker rent, concessional ROI on deposits, loans/OD against deposits, relaxation in deposits for hiring locker etc so that it would help both the branches as well as retirees and avoid numerous complaints. The procedure for reversing the excess charges collected if any, in the event of system collecting the same, may also be incorporated in the circular.

Review of the pending issues of the previous grievance redressal meetings.

Yours sincerely,



J S JAGADEESH
GENERAL SECRETARY