

MINUTES OF THE GRIEVANCES REDRESSAL MEETING WITH THE REPRESENTATIVES OF THE RETIRED EMPLOYEES' UNIONS / ASSOCIATIONS HELD AT HEAD OFFICE, BANGALORE ON 20.03.2024

PRESENT:

REPRESENTATIVES OF THE BANK:

1. SRI D SURENDRAN	CHIEF GENERAL MANAGER
2. SRI T K VENUGOPAL	GENERAL MANAGER
3. SRI P SARAVANAN	DEPUTY GENERAL MANAGER
4. SRI RAVISHANKAR B S	DEPUTY GENERAL MANAGER
5. SRI K V R MURTHY	DEPUTY GENERAL MANAGER
6. SRI PRABHU A	DIVISIONAL MANAGER

REPRESENTATIVES OF THE RETIRED EMPLOYEES' UNIONS / ASSOCIATIONS:

1.	SRI A N KRISHNA MURTHY	PRESIDENT, CANARA BANK RETIRED OFFICERS' ASSOCIATION (Regd.)
2.	SRI J S JAGADEESH	GENERAL SECRETARY, CANARA BANK RETIRED OFFICERS' ASSOCIATION (Regd.)
3.	SRI S V SRINIVASAN	GENERAL SECRETARY, ALL INDIA CANARA BANK RETIREES' FEDERATION (Regd.)
4.	SRI B VENKAT RAO	DEPUTY GENERAL SECRETARY, ALL INDIA CANARA BANK RETIREES' FEDERATION (Regd.)
5.	SRI PRAKASH KAROTYA	WORKING PRESIDENT, CANARA BANK SYNDICATE PENSIONERS & RETIREES ASSOCIATION (Regd.)
6	SRI A VENKATESAN	WORKING PRESIDENT, CANARA BANK SYNDICATE PENSIONERS & RETIREES ASSOCIATION (Regd.)

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Sri Ravishankar B S, Deputy General Manager, Human Resources Wing, welcomed the representatives of Retired Employees' Union/Associations to the 19th Grievances Redressal Cell Meeting. Thereafter, Sri D Surendran, CGM HR Wing addressed the participants. He highlighted the business growth of the Bank. Representatives from the Association/Federation thanked the Management for conducting the meeting on time and for providing them a platform to present their grievances.

With this, the following Agenda items were taken up for discussion:

1. **Disbursing Wage Revision (including additional Stagnation Increment) Arrears to eligible retirees as per 12th BPS/9th JN dated 08-03-2024.**

The representative of the Management informed that the arrears on account of ex-gratia to retirees prior to 01.11.2022 will be disbursed in the month of March 2024.

2. **Expediting payment of differential Pension & Commutation arrears to eligible employees who retired under 12th BPS/9th JN.**

The Representatives of the Management informed that the arrears payment will be done in the month of April/May 2024.

3. **Extending the benefit of 100% neutralisation of Dearness Relief for entire Basic pension for the purpose of calculation of the Ex-gratia for entire period of arrears.**

The Representatives of the Management informed that as per the 12th BPS/9th JN, ex-gratia will be paid.

4. **Timely disbursement of differential Gratuity and Leave Encashment on account of 12th BPS/9th JN.**

The Representatives of the Management informed that Arrears payment will be done in the month of April/May 2024.

5. **Issuing of Revised PPOs to all the pensioners arising out of 12th BPS/9th JN.**

The Representatives of the Management informed that arrear calculation sheet consisting of revised pension details will be made available on the Bank's website under OTP authentication and to the pensioners' email id once the arrears are released.

6. **Evolving Retiree-friendly simplified guidelines with regard to extending pension option to resignees without insisting on production of very very old service records of more than 2 decades old, so as to facilitate resigned employees or surviving spouse or eligible family member of resignees to join the Pension Scheme.**

The Representatives of the Management informed that as per 12th BPS/9th JN, the employees who were in service of the Banks on or after 01.01.1986 and had joined the Banks before 01.04.2010 and who have resigned from services of the Bank on or before 26.04.2010 and who were otherwise eligible to join the pension scheme while in service will be given an option to join the pension scheme subject to certain terms and conditions.

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7. **Considering loan to eligible family pensioners for refunding the Bank's contribution to PF with interest for joining the Pension Scheme after a gap of more than two decades.**

The Representatives of the Management informed that the matter will be examined.

8. **Refunding amount of Service and Processing Charges wrongfully collected from the Retirees in respect of Gold Loan Accounts.**

The Representatives of the Management informed that list of gold loan accounts availed by ex-employees, where the processing charges/services charges were collected was shared with the concerned vertical. After verification charges have since been reversed.

9. **Refunding excess amount of interest collected, Cheque Book issuance, IMPS & Folio Charges from the retirees in respect of Housing Loan, Educational Loan, Overdraft against our own deposits accounts etc. A separate code instead of 257 product code may be given for OD against deposit for staff / Ex staff to avail facilities like NIL service charges, folio charges, cheque book charges benefits.**

The Representatives of the Management informed that as per HO Circular: 03/2023 dated 03.01.2023, Staff / Ex-staff are exempted from cheque book charges and Folio charges. In case charges if any, debited to any of the staff / ex-staff account, the same may be taken up on case to case basis.

10. **Lockers: In some branches the family pensioners are deprived of the concession.**

The Representatives of the Management informed that as per HO circular IC/69/2024, Employees / Ex-employees are eligible for 50% concession on rent for small and medium lockers w.e.f 01-04-2024.

11. **Cash withdrawals at our ATMs: cash withdrawal limit has been increased to Rs. 50000. But the ATMs will not dispense the said amount at once. ATMs should dispense Cash in one go OR such type of transactions be treated as One.**

The Representatives of the Management informed that as per industry standards, ATMs dispense a maximum of 40 notes at once, subject to the denominations available at the time of cash withdrawal in ATM. Also, for enhanced security, OTP authentication is introduced for cash withdrawal at our ATMs for a per day limit of above Rs. 10000.

12. **Modifying existing practice of "putting on hold" pension crediting SB A/c for Loan Liabilities (in the absence of permitting continuation of HL/EL liabilities) instead of placing the same in Term deposits & keeping the discharged deposit receipts under the Bank's safe custody) thereby enabling the retirees to get better ROI post-retirement.**

The Representatives of the Management informed that Amount is kept on hold on terminal benefits as per HO Cir 736/2020 for ensuring the recovery of liabilities, if any, before releasing the terminal benefits for easy completion of process. In case of continuation of EHL or VHL, employees may obtain permission from the Competent Authority well before their Retirement.

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13. **Remembering the Founders of Syndicate Bank:** It will be fair and befitting to commemorate the contribution of pioneer of Syndicate Bank, especially, the Founders by displaying their photographs alongside the photograph of Founder of Canara Bank at all the offices and Branches of the Bank. Please consider the same.

The Representatives of the Management informed that subject agenda is not coming under the purview of welfare of the retirees.

14. **Holiday Homes facility:** On many occasions Retirees are not in a position to avail this facility as Advance Booking can be done by them only one month in advance as against 3 months' notice period available to employees. Hence we request that
- 1) the notice period to Retirees also may be extended to three months.
 - 2) The facility may be made available to retirees once in six months instead of once in a year at present.
 - 3) For Retirees who retired in "Executive Cadre" the accommodation meant for Executives may be allotted.

The Representatives of the Management informed that:

- 1) For employees proceeding on LFC only, booking is permitted 3 months in advance. All others including retired employees can book holiday homes one-month in advance.
- 2) GA Wing has given communication vide circular no. IC/630/2022 dtd. 18.10.2022 in the matter. The facility is available to retirees once in a year only.
- 3) The suggestion will be examined.

15. **Holiday Homes (HH) facility:** No. of Holiday homes to be increased. HH is required in Ayodhya. Booking restriction may be relaxed from 30 days to 60 days. One/Two Rooms in each Holiday home be earmarked for retirees. 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.

The Representatives of the Management informed that occupancy position of Holiday Homes is reviewed periodically and increasing the rooms wherever required is considered. Bank has already permitted for opening of new holiday homes in Dwarka, Lucknow, Shillong, Deoghar and Ujjain. Guwahati and Somnath Holiday Homes are recently established and are functional. Bank has accorded permission to open a Holiday Home at Ayodhya.

16. **Providing Financial Relief to all Retirees, Family Pensioners and Ex-gratia recipients for renewing/joining Retirees' Group Health Insurance Policy of Retirees' choice.**

The Representatives of the Management informed that Bank is reimbursing Rs. 4,000/- for Retirees and Rs. 2,000/- to family pensioners for undergoing total medical check-up or towards payment of premium for medical Insurance scheme under Staff Welfare Measures. Exclusive loan scheme is available for payment of IBA Medical Insurance premium.

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17. Subsidizing Group Insurance Premium.

The Representatives of the Management informed that in view of the financial implication involved, it is not feasible to consider the request at present.

18. Extension of preferential rate and other facilities for Family pensioners accounts and evolving procedural guidelines for SB Accounts to be opened in future by Ex-employee Family Pensioners.

The Representatives of the Management informed that matter has been taken up with concerned Vertical with regard to marking Staff Account Flag in CBS.

19. Reducing Rate of Interest charged (11.25%) to Canara Pensioner Loan accounts availed by Retirees & Family Pensioners applying simple interest, instead of compound interest.

The Representatives of the Management informed that Vide HO Circular No. IC/921/2023 dtd. 30.12.2023 for charging reducing rate of interest for Canara Pension Loan for payment of Annual premium of IBA Medical Insurance. Matter will be examined.

20. Paying Extra Interest of 1% applicable to Ex-staff + 0.50% Senior Citizens on "Tax Shield Deposits" of Ex-Staff who are Senior Citizens. Bank may extend the benefit of 1.5% extra Rate of Interest like any other Term Deposit to "Tax Shield Deposits" also which was extended by e-Syndicate Bank previously.

The Representatives of the Management informed that the request cannot be considered favorably.

21. State / Circle wise Ex-employees Grievances Redressal Forum should be formed and be headed by at least AGM rank.

The Representatives of the Management informed that Individual cases are dealt at Circle levels, being followed up from HO also on the basis of representations received. As such at this point, necessity of separate circle level meeting is not felt.

22. Initiating steps for amending Regulation 22 of Canara Bank (Employees') Pension Regulations 1995 so as to provide for payment of pension to those pension-optee employees who were removed, discharged and terminated from service.

The Representatives of the Management informed that in case of removal of workmen, pension is already given pending amendment of the Pension Regulation in terms of the Supreme Court order.

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23. Providing Flood Relief by way of separate Loan at Simple Rate of Interest to Retirees & Family Pensioners affected by recent floods in ten districts in Tamilnadu.

The Representatives of the Management informed that the request may not be considered at this juncture.

PRABHU A

P SARAVANAN

K V R MURTHY

RAVISHANKAR B S

T K VENUGOPAL

D SURENDRAN