

MINUTES OF THE GRIEVANCES REDRESSAL CELL MEETING WITH THE REPRESENTATIVES OF THE RETIRED EMPLOYEES' UNIONS / ASSOCIATIONS HELD AT HEAD OFFICE, BANGALORE ON 15.03.2025

PRESENT:

REPRESENTATIVES OF THE BANK:

1.	SRI D SURENDRAN	CHIEF GENERAL MANAGER
2.	SRI T K VENUGOPAL	GENERAL MANAGER
3.	SRI AMITABH CHATTERJEE	GENERAL MANAGER
4.	SMT Dr A S FARIDA	DEPUTY GENERAL MANAGER
5.	SRI K V R MURTHY	DEPUTY GENERAL MANAGER
6.	SRI B GIRISH	ASSISTANT GENERAL 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	CHAIRMAN, ALL INDIA CANARA BANK RETIREES' FEDERATION (Regd.)
4.	SRI B VENKAT RAO	GENERAL SECRETARY, ALL INDIA CANARA BANK RETIREES' FEDERATION (Regd.)
5.	SRI C GANGADHAR YADAV	CHAIRMAN, CANARA BANK SYNDICATE PENSIONERS & RETIREES ASSOCIATION (Regd.)
6.	SRI K SURESH BABU	GENERAL SECRETARY, CANARA BANK SYNDICATE PENSIONERS & RETIREES ASSOCIATION (Regd.)

Smt A S Farida, Deputy General Manager, Human Resources Wing, welcomed the Retired Employees' Union/Associations representatives to the 21st Grievances Redressal Cell Meeting. Thereafter, Sri D Surendran, CGM HR Wing addressed the participants. He highlighted the bank's business growth and the current challenges faced by the bank in terms of the need for low-cost deposits and its mobilization and called on the participation of unions and associations for the deposit 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. Holiday Home Facility:

- a. 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 retirees.

MINUTES OF THE GRIEVANCES REDRESSAL MEETING WITH THE REPRESENTATIVES OF THE RETIRED EMPLOYEES' UNIONS / ASSOCIATIONS HELD AT HEAD OFFICE, BANGALORE ON 15.03.2025

The management representatives informed that the wing is regularly reviewing the occupancy rate of all holiday homes and is taking suitable decisions for increasing the number of rooms in holiday homes as and when required. Rooms at holiday homes are earmarked only for executives. However, the matter shall be looked into.

- b. The restriction of availing of Holiday Home facility only once in a year at each Holiday Home be modified to at least once a quarter.**

The management representatives informed that the booking of particular holiday home by an Employee/Ex-employee is restricted to only once in a calendar year as per the orders of top management. Thus, ensuring equal opportunity to all Employees / Ex-employees for availing rooms. However, matter shall be examined in due course.

- c. Canara Care Homes - Our Bank has opened Canara Care home in Delhi recently. Presently, we have one such home at Vellore. This facility shall be extended to ex-employees also.**

The management representatives informed that, at present Canara Care Home facility is provided at Mumbai, Vellore and Delhi. As per the extant guidelines of Canara Care Home facility, only Employees/ dependents of employees visiting the places for medical treatment of chronic ailment/s like cancer, heart, kidney related ailments etc., are allowed to avail this facility.

2. Staff Welfare Measures:

- a. Extending Benefits of Staff Welfare Measure Scheme to all the Retirees irrespective of mode of exit.**

The management representatives informed that presently, employees who have been discharged/ dismissed/ removed from the service/ compulsorily retired/ terminated on the grounds of misconduct and employees who have resigned from the services of the Bank and are not drawing pension are not covered under Staff Welfare Measure Schemes. The schemes under Staff Welfare Measure are formulated as decided by the Staff Welfare Measure Committee and rolled out as per the orders of the Competent Authority.

- b. Extending the Staff Welfare Measure Scheme benefits to Non - Insurance Optees by crediting the same directly to the account as done in the case of Health Insurance Optees.**

The management representatives informed that crediting the amount for IBA Optees directly to the ex-employee account by the Bank is possible as the insurance policy is availed through the Bank. Whereas same is not the case for non-IBA claims as it needs to be availed through specified channels under reimbursement mode. Hence it is not feasible.

MINUTES OF THE GRIEVANCES REDRESSAL MEETING WITH THE REPRESENTATIVES OF THE RETIRED EMPLOYEES' UNIONS / ASSOCIATIONS HELD AT HEAD OFFICE, BANGALORE ON 15.03.2025

- c. Introduction of ex-gratia to all those officers who have not opted for pension scheme for various reasons. We request the Bank to extend this facility to all those who have not opted for pension. Our apex organization has already taken up with IBA for extending one more option of pension to these retirees, till such time Our Bank may pay ex-gratia to these hapless retirees who couldn't opt for pension for various reasons.

The management representatives informed that the same is not feasible at this juncture.

- d. Enhancement in Staff Welfare Fund: Based on the business of our bank the limit should have been raised to Rs.100 crores. But the quantum is reduced by Rs.10 crores just because of lesser employee strength. The criteria applied is unreasonable. Instead of appreciating the bank, efforts of its management and the employees for achieving higher volume of business with lesser employee strength, a discouragement (disincentive) is given by reducing the Staff Welfare Fund limit.

The management representatives informed that the SWM budget has been recently increased as per the Ministry guidelines and our Bank has been allotted with a budget of Rs.90 crores.

- e. Reimbursement of Medical Expenses and Delinking of Subsidizing Premium on retirees Group Medical Insurance from Staff Welfare Fund. We are happy to note that reimbursement of Health Insurance premium is increased to Rs.6000/-. However, for the retirees who did not opt for IBA Health Insurance Scheme Rs.4000/- only is extended. This is an anomaly as well as discriminatory. Hence, the limit of Rs.6000/- may be made available uniformly to all. The present limit may be substantially enhanced to at least to Rs.10,000/-.

The management representatives informed that the scheme of reimbursement of medical expenses for retirees/ spouse of deceased retirees is formulated under Staff Welfare Measure schemes which are formulated within the budget allocated. The schemes are formulated as decided by the Staff Welfare Measure Committee and as permitted by the Competent Authority. The amount of reimbursement was Rs.3000/- till 2022-23 and the same was enhanced in 2023-24 and further enhanced to Rs.6000/- in 2024-25. The amount is doubled already in the last 2 years. The schemes and quantum are decided by Staff Welfare Committee duly approved by competent authority. Further enhancement is not feasible at this stage.

- f. Funeral Expenses: We are happy to note that Bank is magnanimous in announcing Rs.10,000/- towards Funeral Expenses of Pensioners. We request you to make this benefit available on the demise of Family Pensioner also. Further, the branches/offices may be directed to follow the guidelines for hassle free disbursement of the amount immediately on demise of the Pensioner as Death Certificate is being insisted by some of the branches.

MINUTES OF THE GRIEVANCES REDRESSAL MEETING WITH THE REPRESENTATIVES OF THE RETIRED EMPLOYEES' UNIONS / ASSOCIATIONS HELD AT HEAD OFFICE, BANGALORE ON 15.03.2025

The management representatives informed that considering budget constraints extending Funeral Expenses to family pensioner is not feasible as of now. Further it would be ensured that awareness will be made among branch staffs for hassle-free disbursement of funeral expenses for ex-employees.

- g. **Non-Payment of Medical Expenses Claimed in terms of Circular No. ICOM/323/2024 Dated 25.10.2024.** Several instances of the claims which were successfully submitted on line or by e-mail to concerned Circle Offices but not paid have come to our notice and the same were already brought to your kind notice for doing the needful.

The management representatives informed that the link for retirees to submit their claim for reimbursement of medical expenses has been provided by the Bank on Bank's website only. Retirees' association may also educate all their members to claim the benefit well in advance as sufficient time of more than 6 months is provided to claim. Further Retirees may submit the claim to the appropriate authorities as mentioned in the circular instead of any other place to avoid communication gap.

3. **The e-health cards issued by Raksha TPA/Medi assist do not contain validity/expiry period leading to confusion. Hence, we request you to take up with the concerned TPA to do the needful. Further, we also request to instruct the TPA to issue physical health cards to those who are aged more than 70 years.**

The management representatives informed that the E Card comes with open status and the same is valid till expiry of the policy. The matter will be taken up with M/S Raksha TPA Pvt Ltd for including validity period. The e-cards are shared to all policy holders through emails, WhatsApp, Website login and bulk data shared with retiree associations.

4. **Pension to Resignees:** We understand that still some pending cases are there where pension is yet to be sanctioned for want of records. Some of these retirees retired more than 30-35 years ago and it is not fair to expect them to produce all the records especially the amount of PF contributions and last drawn salary slip. We request you look into this issue/aspect and grant pension to such retirees taking into account the actual date of absorption of these retirees in the Bank and expedite commencement of Pension to Resignees on grounds of non-availability of old service records.

The management representatives informed that only very few applications are pending for action and that will be processed soon.

MINUTES OF THE GRIEVANCES REDRESSAL MEETING WITH THE REPRESENTATIVES OF THE RETIRED EMPLOYEES' UNIONS / ASSOCIATIONS HELD AT HEAD OFFICE, BANGALORE ON 15.03.2025

5. Policy / Guidelines:

- a. We request you to come out with comprehensive guidelines/ circular incorporating all the concession extended to retirees viz service charges, folio charges, 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. The compendium shall be periodically updated as when changes are affected. With special reference to the circulars, memos or Internal Communications.

The management representatives informed that the Compendium for retirees was issued on 30.04.2022 and the same will be updated and issued shortly.

- b. Pension Regulations 1995: Several amendments have been made in the regulations. However, the same has not been updated and made available. We request you to made available the updated pension regulations 1995.

The management representatives informed that the Canara Bank (Employees') Pension Regulations, 1995 is updated till 11th BPS/ 8th Joint Note and the same is already uploaded in Canara Bank Website.

6. 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.

The management representatives informed that individual Cases may be taken up separately.

7. LOAN / INTEREST RATE / SERVICE CHARGES:

- a. Rate of interest on Employees' Pension loans - Need for reduction, at least to be on par with the clean rate of interest charged to serving employees/officers on unsecured advances. Despite assurance given in the previous redressal meetings, no progress has been made.

The management representatives informed that the Wing has already issued circular vide HO CIR IC/921/2023 dated 30.12.2023 for charging reduced Rate of interest. Presently, Canara Pension loans to Ex-Employees are being extended at concessional interest as compared to General Public pensioners as below:

Loan to our Bank Retired Employees and their Family Pensioners - 11.00%
General Public - 11.7%

MINUTES OF THE GRIEVANCES REDRESSAL MEETING WITH THE REPRESENTATIVES OF THE RETIRED EMPLOYEES' UNIONS / ASSOCIATIONS HELD AT HEAD OFFICE, BANGALORE ON 15.03.2025

b. Waiving of CIBIL rating for availing the Canara Pension Loan.

The management representatives informed that as per RBI guidelines, the CIC reports are generated to assess the risk tier of the borrower and based on the CIC score the Delegation of Powers are decided. Hence, the generation of CIC reports is mandatory.

c. Waiving of Service Charges and Jewel Appraiser Charges while availing the Gold Loan.

The management representatives informed that as per the existing policy, ex-employees are eligible for waiver of processing charges while availing gold loans. However, it is essential to note that Jewel Appraiser charges being a third-party entity service charges, are to be borne by the ex-employee.

d. Refunding of excess interest collected and service charges from the retirees in respect of Housing Loan, Educational Loan, Overdraft against our own deposit accounts etc. The requests for reversal/refund of such charges are not entertained by branches. Hence, comprehensive guidelines in this matter may be issued afresh and branches may be directed to strictly follow them giving no scope for such complaints from retirees.

The management representatives informed that the subject agenda item of refunding of excess interest charged in respect of retail loan accounts is already in force. Individual cases if any may be referred.

PRABHU A

B GIRISH

K V R MURTHY

Dr A S FARIDA

AMITABH CHATTERJEE

T K VENUGOPAL