

**MINUTES OF THE GRIEVANCES REDRESSAL MEETING WITH THE REPRESENTATIVES OF THE
RETIRED EMPLOYEES' UNIONS / ASSOCIATIONS HELD AT HEAD OFFICE, BANGALORE ON
20.09.2025**

PRESENT:

REPRESENTATIVES OF THE BANK:

1.	SRI B P JATAV	CHIEF GENERAL MANAGER
2.	SRI K V R MURTHY	GENERAL MANAGER
3.	SRI H SHASHIDHAR ACHARYA	DEPUTY GENERAL MANAGER
4.	SRI SANAGANPALLI ANIL KUMAR	DIVISIONAL MANAGER
5.	SRI ADITYA KISHORE RASTOGI	DIVISIONAL MANAGER

REPRESENTATIVES OF THE RETIRED EMPLOYEES' UNIONS / ASSOCIATIONS:

1.	SRI P R R S IYER	PRESIDENT, ALL INDIA CANARA BANK RETIREES' FEDERATION (Regd.)
2.	SRI B VENKAT RAO	GENERAL SECRETARY, ALL INDIA CANARA BANK RETIREES' FEDERATION (Regd.)
3.	SRI A N KRISHNA MURTHY	PRESIDENT, CANARA BANK RETIRED OFFICERS' ASSOCIATION (Regd.)
4.	SRI J S JAGADEESH	GENERAL SECRETARY, CANARA BANK RETIRED OFFICERS' ASSOCIATION (Regd.)
5.	SRI K SURESH BABU	GENERAL SECRETARY, CANARA BANK SYNDICATE PENSIONERS & RETIREES ASSOCIATION (Regd.)
6.	SRI K KRISHNA MURTHY	JOINT GENERAL SECRETARY, CANARA BANK SYNDICATE PENSIONERS & RETIREES ASSOCIATION (Regd.)

Sri K V R Murthy, General Manager, Human Resources Vertical, welcomed the Retired Employees' Union/Associations representatives to the 22nd Grievances Redressal Cell Meeting. Thereafter, Sri B P Jatav, CGM HR & PR Wing addressed the participants. He highlighted the bank's business growth and the contribution of our ex-employees for the same and briefed about the ongoing "Canara Legends Privilege Campaign". He appreciated the contribution made by the ex-employees and requested for active participation for the remaining campaign period. Representatives from the Association/Federation thanked the Management for conducting the meeting on time and for providing them a platform to present their grievances.

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

1. Staff Welfare Measure:

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

The management representatives informed that at present, 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 by the Staff Welfare Measure Committee and rolled out as per the orders of the Competent Authority.

- b. **Increasing the quantum of Staff Welfare Measures to ₹ 100 Crs for the FY 2025-26, Further Increasing the IBA health insurance premium support from the present ₹6000 and ₹4000 (for non-insurance optees) to ₹10000 uniformly to all.**

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, However the matter will be looked into.

- c. **Crediting the reimbursement of Medical Aid under Staff Welfare Measures directly to the Retirees account. Due to lack of information/knowledge /communication gap, old age-related health issues etc., considerable number of Ex-Employees and Family Pensioners are not able to submit claim**

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.

- d. **Reimbursing the amount towards purchase of Batteries for hearing aid for Super Senior Citizens of above 80 years of age.**

The management representatives informed that the matter will be looked into.

- e. **Communicating the benefit of reimbursement of Medical Expenses by SMS to all Pensioners/Family Pensioners immediately on announcement of the Staff Welfare Measures and second SMS may be sent again 15 days before the last date of lodging the claim. Due to lack of information and unaware of the**

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guidelines, many of the Pensioners especially Family Pensioners are foregoing this facility. Branches too may be sensitized to spread this information by displaying on "Notice Board" etc.,

The management representatives informed that once the Staff Welfare Measures circular is issued, SMS/Email will be sent to all eligible pensioners.

- f. **Funeral Expenses:** Request for increasing death relief amount from Rs.10000/- to at least Rs.50000/- and also request that death relief amount paid to retirees should be taken out from the purview of staff welfare measures.

The management representatives informed that the possibility of the matter will be looked into, after comparing with other peer banks.

- g. **Funeral Expenses benefit** should be made available on the demise of Family Pensioner also.

The management representatives informed that the same is not considered.

- h. **Funeral Expenses** must be available since the beginning of calendar year and not after announcement of staff welfare measures.

The management representatives informed that instructions have already been issued to all Circles to pay the Funeral Expenses by debiting GC-Staff Expenses on receipt of the claims. After the scheme is rolled out, the said GL may be credited by debiting GC-Employee Welfare Measure.

- i. **Introduction of ex-gratia** to all those officers who have not opted for pension scheme for various reasons: Some of our officers/employees could not opt for pension scheme when the second option came into force during 2010 since retirees were not able to pay the Bank's contribution at that time. Request the Bank to extend ex-gratia to these hapless retirees who couldn't opt for pension for various reasons.

The management representatives informed that Ex-gratia is paid to pre 1986 retirees as per Government guidelines. Additionally, an amount of Rs.3000/ per month is paid under Staff Welfare Measures.

2. **IBA group medical insurance scheme - Arbitrary settlement of cases - Numerous complaints** are received against National Insurance company /Raksha TPA in settling claims of retirees. Enclosed are the list of few cases which speak for itself. Kindly ensure that National Insurance Company settle the claims of retirees as per the terms and conditions of the policy.

The management representatives informed that the matter will be taken up with TPA.

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3. 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.

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. 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 removed & be made available at least thrice a year. Further when the bookings are canceled at the last minute, the rooms may be given to the needy without counting the number of bookings.

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. Thus, ensuring equal opportunity to all Employees/ex-employees for availing rooms. However, matter shall be examined in due course.

- c. Canara Care Homes - Request to permit bookings in Canara care homes at Mumbai, Delhi and Vellore for all retirees also to use all Canara Care Homes facilities.

The management representatives informed that the matter will be looked into.

4. Pension for Resignees: Request to sanction pending applications (due to non-availability of records) of Resignees' Pension option as it is for the Bank to keep all these records intact. Also requesting to consider actual date of absorption as joining date for those whose date of joining is taken excluding the contract period of 2 years relying on date of joining mentioned in HRMS package alone since the physical records are not available.

The management representatives informed that as of now only 4 applications are pending for sanction by the respective Circles / HO due to non-availability of service records. As per Canara Bank Employees Pension regulations 2(n) "employee" does not include a person employed either on contract basis or daily wage basis or on consolidated wages, also as per regulation 15 "Qualifying service of an employee shall commence from the date he takes charge of the post to which he is first appointed on a permanent basis".

5. Sensitizing Branch Officials for ensuring timely sanction of Family Pension, as many branches are not aware of the extant provisions for online submission of Application for sanction of Family Pension.

The management representatives informed that they will explore the possibility of issuing special communication or circular in this regard for sensitizing branches.

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6. Policy / Guidelines:

- a. **Comprehensive Guidelines/Compendium-** Requesting the Bank 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.

The management representatives informed that the Compendium preparation is under process and will be issued shortly.

- b. **Uploading in the Bank's Website** relevant Head Office Communications on facilities, services available to Ex-employees, and communicating the same to the retirees' organisations so that intended Benefits properly flow to the retirees in time.

The management representatives informed that all important communications relevant to retirees such as Staff Welfare Measures, IBA Medclaim, Life certificate etc. are uploaded in our bank's website. Also, half yearly News Letter Vishranthi is being published in our Website under Ex- employee's tab.

7. LOAN / INTEREST RATE / SERVICE CHARGES:

- a. **Request a reduction in the interest rate for the "Canara Pensioner Loan"** to bring it in line with other reduced-rate loan schemes. Also, request for applying simple interest instead of compound interest and Extending OD/VSL against deposits at the rate of deposits, as some other banks are granting the loan facilities at deposit rate itself for employees/ex-employees.

The management representatives informed that the matter will be examined after consulting with Retail Credit Vertical.

- b. **Introducing a separate Product Code for Ex-Staff - OD/VSL Accounts** (instead of Present Code 257) to prevent charging 2% more interest rate for availing OD against our own deposits on slab rates. In many cases Folio Charges are being charged to ex-employees OD account, for reversal of such unfair debits, it takes long time.

The management representatives informed that staff/Ex-staff are exempted from cheque book charges and Folio charges. Further the exemptions are applicable based on the customer type not on the product type (cim09 staff checkbox to be ticked).

- c. **Waiving of Jewel Appraiser Charges while availing the Gold Loan by Retiree**
Collection of Service Charges on Jewel Loans: This is one issue wherein Service Charges, are still being debited in spite of clear instructions. Wherever such

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debits are made erroneously, branches are not taking necessary steps to refund such amounts. Suitable directions may be issued to the branches in this matter.

The management representatives informed that as per our existing policy, ex-employees are eligible for waiver of processing charges while availing gold loans. At present, the processing charges are being levied to the gold loan accounts and all such charges are reversed at the vertical level. Vertical has already taken up for implementation of system level changes with TO vertical to waive the processing charges at account level and it is under development. However, Jewel Appraiser charges being a third-party entity service charges, are to be borne by the ex-employee, as applicable to the existing employee gold loan scheme.

8. DEPOSITS

a. Jeevan Dhara: Request for extending TOD facility in Jeevan Dhara accounts.

The management representatives informed that bank is already extending Instant Overdraft facility in Jeevandhara accounts (product codes 1625 & 1626). Account holders can avail the same through ai1 app.

b. We note that AMC/ATM/Closure charges etc. being charged in Canara Angel accounts of family members of ex-employees and accounts opened under Canara Legends privilege Campaign despite maintaining minimum balance as per the scheme.

The management representatives informed that system level checks are already enabled. In case of any issues, the same can be taken up separately.

c. Canara Legends' Privilege Campaign: A List of Office bearers spread all over India was furnished to HO, so that they are contacted and involved in the Canara Legends' Privilege Campaign. We find that some of the Circles/Regions/Branches are yet to comply with the directions contained at Para No.VII Strategies- of Cir No. ICOM/273/2025. Please look into the same.

The management representatives informed that they have sensitized all Circles/regions/Branches for contacting the retired seniors for explaining the campaign modalities. The same was guided to the Circles and Regions on various platforms. The list of Office Bearers has been shared to all Circles and regions, wherever received from the Retiree Association/federation.

d. Improvements required in Systems & Procedures of SB, Term Deposits & Loans/OD against Term Deposits: The following suggestions may be considered which involve only some changes in procedures:

- i. Auto renewal of deposit on maturity at "Day End" instead of "Day Begin" may be considered to allow depositors to choose a scheme as per their need.
- ii. There is a request from the Retirees that quarterly interest be paid at the end of the calendar quarter of the year i.e., March, June, September & December which is more convenient to plan their financials.

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- iii. To allow auto-renewal of FDs linked to existing ODD/Loan against deposits.
- iv. In case of Joint Term Deposits, if one of the Depositor dies, premature closure can be done by surviving Depositor if they opt for the Specific clause in the A/c opening form (NF1018) which is incorporated as per Cir 661/2021 dated 5.10.2021. Hence, steps may be taken to prominently highlight this clause in NF1018.
- v. If two deposits carry different interest rate, they cannot be combined to avail an OD.

The management representatives informed that they will explore the possibility of implementing the suggested changes.

- e. Preferential rate of interest is paid on deposits standing in the name/s of the following categories of employees:
 - a) Officer employees who have served the Bank for a period of not less than 20 years of active blemish less service and resigned under "Scheme of Voluntary Retirement".
 - b) Officer employees who have served the Bank for a period not less than 25 years [active service] and with a blemish less record but resigned from the services of the Bank prior to introduction of "Scheme of Voluntary Retirement".However, now the Resignees who have served the Bank for a period of 20 years have also been given pension, we request the Bank to extend preferential rate of interest to all those Resignees who have been granted pension.

The management representatives informed that they will explore the feasibility for implementation of the suggestion duly taking into the account of regulatory guidelines.

- f. Introducing a separate Product Code for Ex-Employees for ensuring that the intended benefits (monetary or non-monetary) reach retired employees without hassles.

The management representatives informed that Bank has already introduced two specific product variants viz. SB Ex-Staff Jeevandhara -diamond (1625) and SB Ex-Staff jeevandhara - Platinum (1626) VIDE IC/806/2023.

- 9. Locker Rent Concession to Ex-staff members: As per IC No. IC/69/2024 dated 05.02.2024 the concession on Locker Rent for medium/small lockers to Ex-staff members was enhanced from 25% to 50%. But as per Clause 16.b of IG No. IC/437/2025 dated 09.06.2025, it is reduced to 25%. The concession of 50% already extended may please be restored and the same may be extended to family pensioners also.

The management representatives informed that Employees/Ex-employees/Spouse of the deceased Staff/Ex-Staff are eligible for 50% concession on rent for Small and Medium Lockers and 25% concession on Large and very large lockers. However, the

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matter will be taken up with concerned wing for issuance of updated guidelines to branches.

10. Violating the Provision of CBEPR 1995 (Chapter IX - General Conditions - Regulation 48 - Sub-Regulation (1) with regard to issuing Post-retirement Charge sheet.

The management representatives informed that they have not violated the provision of Canara Bank (Employees') Pension Regulations, 1995 (Regulations 48, Sub regulation (1) with regard to Post retirement Charge sheet and individual cases if any can be taken up separately.

11. Identity cards to Resignees: Many Resignees are approaching Circle for issue of identity cards. However, branches/circles are informing them that they have not received any guidelines from HO regarding the same. Requesting to issue suitable guidelines for issue of identity cards to Resignees.

The management representatives informed that the matter will be looked into.

12. Discrimination done to a class of officers in release of increment for completion of JAILB and CAIIB as per 9th Joint Note dated 08.03.2024/12th BPS : As per the present settlement, officers who have completed CAIIB and served the Bank and reached maximum of scale are not given the benefit of 2nd additional increment by advancing stagnation increment, whereas officers reached maximum of scale and just completed CAIIB are given the benefit of 2nd additional increment by advancing stagnation increment there by giving significance for time completion of CAIIB. One class of officers are given additional increment plus DA and other class of officers are given PQP plus DA resulting in huge financial loss, terminal benefits and pension to those offices who have reached maximum scale of pay prior to 01.11.2022. Hence, requesting to set right the anomaly/discrepancy and grant 2nd additional increment (instead of PQP) who are on the roles as on 01.11.2022.

Bank has implemented the provisions as per the guidance received from IBA.

13. Removing "putting on hold funds" for the entire Superannuation Benefits beyond amount fallen due on the date of superannuation on account of undue delay by Regional Office/Circle Office in handling/deciding the request for continuation of EHL & Other Loan Liabilities to the bank.

The management representatives informed that as the retirees were knowing their definite retirement date, employees may seek for continuation of their Housing Loan / Vehicle Loan well in advance to avoid delay in releasing the hold Funds, further they informed that the scope of sending letters to the proposed retirees two months prior to their retirement date will be explored.

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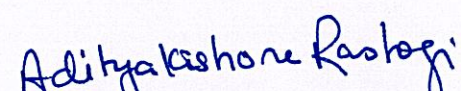
14. Guidelines on TE and HA to Retirees are not being followed: The Retirees summoned to attend Courts, Regional/Circle/Head Offices in connection with official matters of the Bank must be treated as "on official duties" and their eligibility may be as per their Scale in which they retired. Appropriate guidelines to sanction the TE/HA must be issued and all pending bills to be sanctioned.

The management representatives informed that for retirees up to Scale 6, respective Circle Office HRM Sections are authorized to sanction TE and HA and for Scale 7 and above, the claims are sanctioned by HOSA Section, also they have informed that the retirees are eligible for TE and HA as per the scale in which they retired.

15. Periodical Meetings of the Staff-Retirees to be held at pension drawing Branches: A brief meeting, preferably quarterly, involving all the retired staff at the respective pension drawing branches and the Branch Staffs at a convenient time will strengthen bond among all Canarites and will go a long way in improving business growth of the Branch/Bank by promoting campaigns like Canara legends privilege.

The management representatives informed that a customer monthly meeting is already being conducted across all branches. During these meetings, customers from all categories, including retired employees are invited to actively participate and share their feedback, grievance and suggestions. The outcome and minutes are duly recorded in SAS portal, and all suggestions received during the meeting shall be recorded in suggestion portal. In view of above, a separate meeting may not be required.


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