MINUTES OF THE GRIEVANCES REDRESSAL MEETING WITH THE REPRESENTATIVES OF THE RETIRED EMPLOYEES' UNIONS / ASSOCIATIONS HELD AT HEAD OFFICE, BANGALORE ON 24.03.2026

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
6.	SRI P DHANUMJAYA RAGHAVENDRA KUMAR	DIVISIONAL MANAGER
7.	SRI KASI RAVI KUMAR	DIVISIONAL MANAGER

REPRESENTATIVES OF THE RETIRED EMPLOYEES' UNIONS / ASSOCIATIONS:

1.	SRI A N KRISHNA MURTHY	PRESIDENT, CANARA BANK RETIRED OFFICERS' ASSOCIATION
2.	SRI J S JAGADEESH	GENERAL SECRETARY, CANARA BANK RETIRED OFFICERS' ASSOCIATION
3.	SRI B VENKAT RAO	GENERAL SECRETARY, ALL INDIA CANARA BANK RETIREES' FEDERATION
4.	SRI MANOHAR K R	JOINT GENERAL SECRETARY, ALL INDIA CANARA BANK RETIREES' FEDERATION
5.	SRI C GANGADHAR YADAV	CHAIRMAN, CANARA BANK SYNDICATE PENSIONERS & RETIREES ASSOCIATION
6.	SRI R K SHARMA	PRESIDENT, CANARA BANK SYNDICATE PENSIONERS & RETIREES ASSOCIATION

Sri K V R Murthy, General Manager, Human Resources Vertical, welcomed the Retired Employees' Union/Associations representatives to the 23rd 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 current status of the issues taken up during the previous Grievances Redressal Cell Meeting. 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. **Staff Welfare Measure:**

   a. **Extending Funeral expenses to family pensioners as a gesture of good will.**

   b. **Enhancement of Funeral Expenses to ₹50,000/-.**

   c. **Reimbursement of ₹6,200 to IBA Insurance optees and ₹4,200 to others results in avoidable disparity. Also, the present reimbursement limit is grossly inadequate in the light of escalating medical costs. It is therefore necessary, on humanitarian and welfare grounds, to enhance the reimbursement medical expenses to ₹ 10000/ per annum uniformly all retirees without discrimination.**

   d. **Enhancement of Staff Welfare Fund to ₹100 Crores: Considering the size, business growth, and profitability of our Bank, the allocation under the Staff Welfare Fund should reflect the stature of the institution. Instead of reducing the limit on account of lesser employee strength, it would be appropriate to enhance the same to at least ₹100 Crores.**

   The management representatives informed that the ceiling for Staff Welfare Measures is as per the norms advised by Department of Financial Services, Ministry of Finance, Government of India vide eF.No.14/7/92-IR dated 05.08.2024. The schemes under Staff Welfare Measures are formulated within the overall budget allocated. Further, as per the recommendation of Khandelwal Committee out of the total allocated budget, 25 % of the budget has to be spent towards the welfare of the retirees. Presently, approx. 39% of the total allocated budget of Staff Welfare Measures is spent towards the various scheme rolled out for the retirees. Hence the same cannot be considered favorably.

   e. **Crediting the amount of reimbursement of medical expenses under Staff Welfare Measures for those retirees who have not opted for IBA's Group Medical Insurance, on the basis of updation of life certificate submitted by them with the pension fund.**

   The management representatives informed that the scheme under Staff Welfare Measures read as: "Reimbursement for IBA Medical Insurance expenses to retired employees/ spouse of deceased retired employees (against proof)" or "Reimbursement of medical expenses on declaration basis to retired employees / spouse of deceased retired employees who are drawing family pension". As such, on receipt of the claim application the amount as per eligibility is reimbursed and credited to their respective account. However, the possibility of publishing the left-over list of ex-employees/family pensioners who had not claimed the same will be explored.

2. **Retirees who are drawing pension under CRS should be treated equally in the matter of medical reimbursement, health insurance subsidy, and other welfare benefits. Any differential treatment results in avoidable discrimination. Reconsider their cases favorably and extend the applicable benefits on par with other pensioners.**

   The management representatives informed that the request cannot be considered favorably.

3. **IBA group medical insurance scheme - Arbitrary settlement of cases - Numerous complaints are received against National Insurance company /Raksha TPA in settling claims of retirees. 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 National Insurance Company.

4. 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. For the financial year 2025-26, in-principle permission has been accorded to open Holiday Homes at six new locations. However, the matter shall be looked into.

   b. **Canara Care Homes - Retirees, by virtue of age, are more prone to ailments and require such support facilities even more than serving staff. The existing Canara Care Home facility may be extended to retirees and their spouses also.**

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

5. ID CARDS:

   a. **Issuance of Identity Cards to Resignees who are drawing pension.**

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

   b. **Non issuance of ID card / duplicate ID cards to the retirees by the Circle Offices.**

   The management representatives informed that the delay in ID card issuance is due to the pending finalization of the new design. However, the ID cards will be issued immediately once finalized.

6. Issuing of PPOs in physical format to HKPs/ PTEs and sub-staffs.

The management representatives informed that the same cannot be considered, as the Digital PPOs are already sent to the pensioners registered Email IDs as well as to their respective pension paying branches, from where the pensioners can collect the same.

7. 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 Circular No 792/2025 dated 29/10/2025 was issued reiterating the guidelines on submission of online Family Pension applications in HRMS Package. Also Pension Fund is sending the same to the Pension paying branch, as and when the death certificate of the regular pensioner is received. However, the possibility of sensitizing the branches will be explored.

8. Refund of excess amount of service and processing charges wrongfully collected from the retiree borrowers in respect of gold loan, car loan etc.

The management representatives informed that the refunding of wrongly collected excess amount of service and processing charges in respect of retail loan accounts is already in force and Gold Loan vertical has already taken up for automatic waiver of Processing charges for gold loans sanctioned to Ex-staff and the same is under development. In the meantime, the processing charges which are debited to the gold loan accounts can be reversed at the Branch level itself. However, individual issues if any can be taken up with Retail Asset / Gold Loan vertical.

9. Refund of charges collected for issuing cheque book, folio charges for OD accounts, introducing a separate code for Ex-employees OD, will avoid treating them at par with the regular customers.

The management representatives informed that as per HO Circular: 437/2025 dated 09.06.2025, staff/Ex-staff are exempted from cheque book charges and Folio charges. Further the exemptions are applicable basing on the customer type not on the product type. (In CIM09 staff check box to be ticked).

10. Rate of Interest on loans/OD taken against Deposits: Some Banks are extending loan facilities at deposit rate itself for their employees/ex-employees. Hence, requesting the Bank to charge only the deposit rate for loans/OD grated against the deposits

The management representatives informed that the revision in the rate of interest for Loans/Advances to Employees/Ex-employees against term deposits under Retail portfolio has been carried out pursuant to the approval of the competent authority. For ex-employees OD/VSL against deposits, the rate of interest is being extended at concessional rate at 1% above the deposit rate at par with the serving employees when compared to ROI charged at 2% above deposit rate charged to general public. However, the matter will be taken up with concerned Vertical.

11. **Reduction in Interest Rate on Canara Pension Loan: Considering retirees limited and fixed income, the present rate of interest on Canara Pension Loan requires rationalization in comparison with peer banks.**

    The management representatives informed that presently, Canara Pension loans to Ex-Employees are being extended at concessional interest as compared to General Public pensioners. However, the matter will be taken up with concerned Vertical.

12. **Review of Ex-employees, Family Pensioners SB accounts to ensure that the intended Benefits of preferential rate of interest on deposits, waiver of service charges and other facilities flow to such Ex-employees and family pensioners as one time measure.**

    The management representatives informed that they have taken up with FCR Deposits, TO Vertical, TS Wing for developing an API to interact CBS data with HRMS data through which eligible category of ex-employees will be auto fetched & preferential ROI will be automatically applied to such deposits and the same is under process.

13. **Preferential rate of interest on deposits of Resignees who are drawing pension.**

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

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

    a. **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.**

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

    b. **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.**

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

    c. **To allow auto-renewal of FDs linked to existing OD/Loan against deposits.**

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

d. **Provide facility to avail single OD in respect of two or more deposits carrying different rate of interest.**

The management representatives informed that the functionality for sanctioning Overdraft (OD) against multiple deposits already exists in the CBS.

15. **Branches are saying that No-Top-Up Loans can be arranged to Ex-staff Pensioners in cancellation of already existing outstanding loan amount, as was being done earlier. Now it is understood that loan arranging is programmed in the system in such a way that the existing outstanding amount is to be closed in full and then only a fresh loan can be arranged to such ex-staff Pensioners, and NOT in cancellation of existing/outstanding loan amount, as was being done in the past. It is now requested to restore the earlier position.**

The management representatives informed that there is no system level restriction on sanctioning a fresh loan under Canara Pension scheme to a borrower where an existing pension loan is already outstanding.

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