

Minutes of Grievance Redressal(GR) Meeting held on 25.10.2024 with the representatives of AIUCBRF to redress the Grievances of retired employees of our Bank

A grievance redressal(GR) meeting was held on 25.10.2024 with the representatives of AIUCBRF for redressal of the grievances of the retired employees of our bank. The meeting was chaired by Shri Rajesh Nagar, GM - HRM, PSD, OL & Training. The meeting was convened by Shri Debasish Mahapatra, AGM-PSD who, at the outset, delivered the welcome address to all the dignitaries and reiterated the purpose of the meeting in terms of IBA guidelines in the matter.

The following dignitaries were present in the meeting-

- 1) Shri Rajesh Nagar, GM- HRM, PSD, OL & Training
- 2) Shri Subodh Kumar Jha, DGM-PSD
- 3) Shri Debasish Mahapatra, AGM-PSD
- 4) Shri Mohit Kumar Singh, CM-PSD
- 5) Shri Shashank Srivastava, SM-PSD
- 6) Shri S. N. Dey, GS, AIUCBRF
- 7) Shri O.P. Verma, Chairman, AIUCBRF
- 8) Shri Ranjit Bhattacharjee, President, AIUCBRF
- 9) Shri V.M. Nagesh, Vice President, AIUCBRF
- 10) Shri Rajan Chandorkar, DGS, AIUCBRF
- 11) Shri Venkatesh K., DGS, AIUCBRF

Following is the list of issues raised in the meeting along with the gist of discussion held herewith ---

S. No.	Issues Raised by All India UCO Bank Retirees Federation	Personnel Services Department's Response
1	Mediclaim Policy for Ex-Employees –As last good number of years and more so the last Financial Year Bank has booked handsome amount of Net Profit, resulting into payment of Dividend of Rs. 319/- crores to Government of India, we reasonably expect Bank to take guardians care to Ex-Employees in their hard days of last lap. The Premium of Mediclaim policies have become simply unaffordable to the retirees of the Bank and they are	Fund allocation for Staff Welfare Schemes has already been done for FY-2024-25. Matter will be looked into during next staff Welfare Committee Meeting.





	<p>exposed to serious risk of health. We most sincerely appeal to the Bank to look into this very important grievance of the Ex-Employees and provide substantial assistance by way of subsidy, which many other Banks have been doing for the last few years.</p>	
2	<p>Settlement of various claims of stagnation increments under Xth & XIth BPS/Joint Notes - On 25th January'24 we submitted a list of claims of stagnation increments which is still pending. In the last two GR Meetings held on July 2023 & March 2024 also we raised the same issue. But Bank has not directed Zonal Offices/ concerned officials to settle the long pending claims of the elderly retirees.</p>	<p>Present status of the list of claims of stagnation increment is being given.</p>
3	<p>Pension Option to Resignees - Applications for pension from the Resignees have been received by Bank which should have been processed by this time. But issue of non-availability of particulars of BCPF & last pay is not available either with the resignee or the Bank. Bank in any way can't reject or deny any option of the resignees, as per IBA's Circular. Hence a solution to this complication is to be sorted out by Bank and due pension should be disbursed to the resignees within their life time.</p>	<p>All eligible cases of resignee pension received with complete documents have been already sanctioned/ disbursed by the Bank.</p> <p>Few cases are pending because complete documents as per the circular are not submitted by the applicant.</p> <p>Department is following up with the applicant/Branch /Zonal office for submission of the required documents.</p> <p>Any decision in these cases will be taken only after availability of complete documents.</p>
4	<p>Pensioners' Day – Bank has initiated an appreciable step by declaring the 15th Working Day of every month as Pensioners' Day. But the purpose of such programme has not been achieved at the least. The condition of attendance of the pensioner himself/herself, which is absolutely impossible for the</p>	<p>Department has already issued circular No- CHO/PMG/32/ 2023-24 dated 12.10.2023, allowing pensioners to participate in Pensioners Day through VC. Separate GR meeting with representatives of Retiree Federation is also being conducted by the department as per IBA guidelines.</p>





	septuagenarian/octogenarian retirees, made the programme a complete failure. We request to allow the representative of the Pensioners/Retirees to pursue their issues at Head Office/Zonal Offices.	
5	Since long we have been praying to the Bank to allot a room for our Organisation. Elderly retirees coming from far away burdened with their problems to us and we cannot even afford them any space to seat. Besides as a large organization we have to hold frequent meetings for which also we do not have any space to use. We urge for sympathetic consideration of the Bank of this issue and provide us a room to be used as our Office.	Not possible at this juncture.
6	After the enhancement of rate of Family Pension revised PDOs were to be provided to all the Family Pensioners. But till today many Family Pensioners did not receive their revised PDOs. We request Bank to take a time bound programme to complete supply of revised PDOs to all the Family Pensioners.	Revised PDO is already available in HRMS ID of BH/ABH of respective pension paying branch. Necessary instruction has been already issued to the branches for providing revised PDO to the family pensioner.
7	Some of the retirees have put on temporary services of the Bank prior to their permanent posting but the length of temporary of service was not taken into account while working out their pension amount. In some cases they have not been paid the benefit of Gratuity. We request for taking into account the length of temporary service while working out their pension.	Pension/Gratuity is being paid as extant guidelines of the Bank. Any specific issue should be brought to our notice.
8	Bank has been paying Health Assistance to the Retirees @ Rs. 1500/- per year whereas the Family Pensioners are paid @ Rs.500/- only. We request to maintain parity in	Not possible at this juncture.





	payment of Health Assistance to the Family Pensioners also.	
9	<p>We have brought to the notice of the Bank that the Retirees are not being able to avail Holiday Homes of the Bank due to the following constraint's–</p> <p>i) Retirees are eligible to get one room only. But an old man is not able to travel alone or with his/her spouse who is also an elderly person. We request Bank to allow the retirees to book two rooms to enable them to avail of the facility.</p> <p>ii) Retirees have no scope to book the Holiday Homes directly/ online. They have to send email just to know if room is available and within the time of sending request for booking Rooms are occupied.</p> <p>We request Bank to arrange for facility of direct booking of Holiday Homes by the Retirees.</p>	Not possible at this juncture.
10	The HRMS Portal introduced by Bank is useful to Retirees of 2015 onwards only. It is of no use to majority of the Retirees of the Bank. We request to update the HRMS Portal so all the Bank Retirees are able to get the benefit.	HRMS module is already available for Staff Pensioners (retired after April-2015). Facility of accessing PDO, Pension Calculation Sheet, Gratuity Sheet, and arrear calculation sheet is already available. Department is in process of adding more features/facility in HRMS for staff pensioners in future and providing access of HRMS to all staff pensioners in phased manner.
11	We are disgraced to mention that none of our letters to the Bank, on any subject, is even acknowledged by the Bank. The retirees have devoted their sincere efforts throughout their lives to the Bank.	System for acknowledgement of all Inward mail is already in place in Head Office Departments.





Still they are the best ambassadors of the Bank in the society. They should be reciprocated with minimum courtesy.

The discussions on the above issues took place in a cordial manner amongst all the dignitaries present in the meeting. The meeting ended with an amicable solution to all the issues raised by the retired employees. In the end, the retired employees also expressed a thankful note to the bank and requested to conduct such meetings at regular intervals. The meeting ended with a vote of thanks to the Chair.


Asstt. General Manager
Personnel Services Department
Head Office



Date:25.10.2024