

**MINUTES OF THE GRIEVANCES REDRESSAL MEETING WITH THE REPRESENTATIVES OF THE RETIRED EMPLOYEES' UNIONS / ASSOCIATIONS HELD AT HEAD OFFICE, BANGALORE ON 27.09.2023**

**PRESENT:**

**REPRESENTATIVES OF THE BANK:**

- |                        |                           |
|------------------------|---------------------------|
| 1. SRI D SURENDRAN     | CHIEF GENERAL MANAGER     |
| 2. SRI P SARAVANAN     | DEPUTY GENERAL MANAGER    |
| 3. SRI RAVISHANKAR B S | DEPUTY GENERAL MANAGER    |
| 4. SRI K V R MURTHY    | DEPUTY GENERAL MANAGER    |
| 5. SRI B GIRISH        | ASSISTANT 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 R K SHARMA         | PRESIDENT, CANARA BANK SYNDICATE PENSIONERS & RETIREES ASSOCIATION (Regd.)         |
| 6. SRI K SURESH BABU      | GENERAL SECRETARY, 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 18<sup>th</sup> Grievances Redressal Cell Meeting. Thereafter, Sri D Surendran, CGM HR Wing addressed the participants. He highlighted the performance of the Bank and significant contribution of the retirees in the growth of the Bank. Representatives from the Association/Federation thanked the Management for providing them an opportunity to attend the meeting and for organizing the Grievance Redressal Meeting on time.

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

**1. Group Medical Insurance Scheme for retirees - Subsidising the huge premium paid by the retirees.**

The representative of the Management informed that the benefits available to Retirees is covered under Budget allocation of Staff Welfare Measures on yearly basis based on Govt. guidelines. Further, IBA Group medical Insurance policy is extended to retirees as per Bipartite Settlement/Joint Note. Bank is only facilitating the retirees in getting the policy renewed.

**2. Extending rebate on Lockers hired by Retirees from 25% to 50% which was assured by our beloved MD & CEO.**

The Representatives of the Management informed that the matter is under examination.

**3. Rate of interest on Employees Pension loans - Need for reduction, at least to be on par with the clean OD rate of interest charged to serving employees/officers..**

The Representatives of the Management informed that presently the ROI on pension loan is 11.25 % (RLLR+2.00%) and Clean OD ROI charged is 8%. Matter shall be looked into by the concerned Wing.

**4. Clarification regarding newly introduced stagnation increments in 8th joint note - Need for proper interpretation**

The Representatives of the Management informed that arrears on account of newly introduced stagnation increments in 8th joint note has already been settled. Individual cases, if any, may be shared with us for taking up with Circles.

**5. Providing online facility for updating address, mobile number and e-mail ID of retirees in Canarites app.**

The Representatives of the Management informed that the request made is not feasible since updation of details are subject to verification/ due diligence.

**6. Celebrating "Azadi ka Amrit Mahotsav" - Payment of Ex-gratia to all the Pensioners on the lines of State Bank of India.**

The Representatives of the Management informed that in our Bank, under Staff Welfare Measures Rs.3000/- p.m. is paid to all Pre-1986 retirees (both regular/family pensioners) apart from Rs.10000/- ex-gratia being paid every month as per IBA guidelines.

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**7. Staff Welfare Measures - Reimbursement of medical expenses - Extending the benefit to those retired on CRS.**

The Representatives of the Management informed that the request made is not feasible.

**8. Staff welfare measures - Extending the scheme of payment of funeral expenses on the sad demise of a retiree.**

The Representatives of the Management informed that having regard to the financial implication and budgetary constraints, the same is not considered.

**9. Holiday home facility for retirees - Request for removing certain restrictions & suggestion for the optimum use of holiday homes.**

- a) Remove the restriction of booking a particular holiday home only once in a calendar year and make it atleast once in a quarter.
- b) Increasing the number of rooms to minimum 10 in all the places especially where there is great demand for holiday homes and reserving minimum 40% of the rooms for retirees.
- c) Stipulating a caution deposit of Rs.1000/- and forfeiting the same in the event of non-cancellation of the rooms before 7 days of checking.
- d) Allotment of the cancelled rooms or vacant rooms on account of non-checking to the needy employees by the concerned RO/CO.
- e) Linking holiday home bookings on LFC to the sanction of LFC proceedings in HRMS to avoid cancelling the same and converting it into normal booking at a later date.

The Representatives of the Management informed that :

- a) As per circular no. IC/630/2022 dated 18/10/2022, issued by GA Wing HO, particular holiday home can be booked only once by an employee/ex-employee in a calendar year. Booking of particular Holiday home is restricted to once in a calendar year to avoid misutilization of facility, thereby ensuring equal opportunity to all Employees/Ex-employees for availing Holiday home facility.
- b) Wing is regularly reviewing occupancy rate of all holiday homes and taking suitable decisions for increasing number of rooms in holiday home wherever required. Average occupancy rate of holiday homes for June 2023 quarter was 64.15%.
- c) With regard to stipulating a caution deposit of Rs 1000/- and forfeiting the same in the event of non-cancellation of the rooms before 7 days, the matter will be examined.
- d) The holiday home portal will allow booking of rooms, cancelled by other persons at any point of time.
- e) The matter is being examined after ascertaining its feasibility.

**10. Request for affixing the combined photo of the pensioner and the dependent handicapped children in the PPO.**

The Representatives of the Management informed that the details of physically challenged dependents are already updated in HRMS. Further, a letter is being sent to the Pensioner confirming the updation of the same.

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- 11. Simplification of Family Pension sanctioning procedure - Signature can be attested by the Branch Manager instead of 2 persons separately and enabling online submission of the application.**

The Representatives of the Management informed that submission of online application for Family Pension is already implemented. As per the note mentioned in Page no. 4 of the family pension application "Attestation and witness should be done by an officer of our Bank".

- 12. Request for charging ROI on Education loan (both inland and foreign) to the wards of retired employees at par with that of employees.**

The Representatives of the Management informed that at present, the ROI on Education Loan to ward of the employees & ex-employees is same (i.e. RLLR).

- 13. Proper treatment of retirees, who are also senior citizens by the branch staff - Need for guiding the branch officials by RO/CO/HO in their meetings/interface and issuing suitable advisory to the branches.**

The Representatives of the Management informed that Branches/Offices are being sensitized to render proper & courteous service to the retirees/senior citizens.

- 14. Attending to retiree's complaints on priority basis especially regarding resolving short payment of interest on deposits, excess charging of higher interest on advances (mainly due to non-adhering to applicable norms to ex-employees), not refunding the wrongly collected service charges, folio charges, excess locker rent etc.**

The Representatives of the Management informed that matter has been noted and any specific unresolved cases may be referred to Customer Service Section, HO for taking up with specific Branch, RO, CO as the case may be.

- 15. VSL and OD against Staff Term Deposit - Branches are unable to extend slab rate of interest to retirees on account of lack of provision in CBS. Need for introducing Multi - level interest product code for O.D (Deposits) for Employees/Ex-Employees**

The Representatives of the Management informed that the subject functionality is already effective in CBS.

- 16. Providing immediate support in CBS for facilitating/extending various benefits to ex-employees - like slab rate of interest on VSL/OD, waiving of service charges, folio charges, rebate on locker rent etc. which would go a long way in resolving many complaints by retirees.**

The Representatives of the Management informed that wherever Staff flag has been marked for ex-employee pensioner profile, they are receiving various benefits available to ex-employees. Such cases, where ex-employee benefits are not being extended to the ex-employee pensioners may be referred to the Branches for necessary changes.

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**17. Calling for explanation/ initiation of departmental action after expiry of the period of limitation of 4 years set by the Bank - Need for reiteration of the guidelines to all the Circles/ROs.**

The Representatives of the Management informed that as per the Pension Regulations, no departmental proceedings, if not instituted while the employee was in service, shall be instituted in respect of event which took place more than four years before such institutions.

**18. Defending the charge sheeted retired officer by the representatives of retired officers' association/s - Need for restoring the abruptly withdrawn facility.**

The Representatives of the Management informed that as per the Discipline & Appeal Regulations of the Bank, assistance of retired Officers cannot be taken to defend the charge sheet.

**19. IBA's advisory on calculation of commutation factor for those retiring on the afternoon of the previous month whose 60th birthday falls on the 1st of the next month - Need for seeking legal opinion and interpreting the true spirit of the regulation 41 (6) of Pension Regulations, 1995.**

The Representatives of the Management informed that Commutation becomes absolute on the day following the date of exit. Hence, the age on next birthday on the day following the date of exit will be 61 years therefore the commutation factor of 9.81 taken by the Bank is in order. IBA vide its letter no. HR&IR/C/2023 dtd. 11.09.2023 has confirmed the same.

**20. Continuation of secured loan liabilities post-retirement - Need to have a uniform format/procedure across all the circles. Further, message/letter may be sent to the officers 30 days prior to their superannuation seeking their option to continue their loan liabilities (Housing Loan and Vehicle loan). Alternatively, provision should be made in HRMS for submitting the request along with other pension papers.**

The Representatives of the Management informed that existing system to continue for the present since the retiring employees are already taking up the matter before their Superannuation/VRS seeking continuation of loan liabilities after retirement.

**21. Increasing the limit under Canara Pensioners Loan towards purchasing Health Insurance Policy of Retirees' choice, duly recognizing steep increase in health insurance annual renewal premium.**

The Representatives of the Management informed that Under Canara Pension, for any domestic purposes the same can be availed upto a maximum limit of Rs, 10.00 Lakhs. Hence, the same may be utilized for Annual Premium amount purpose.

**22. Relaxing the age restriction from 75 to 85 in respect of Ex-employee Pensioners, Family Pensioners and Ex-gratia beneficiaries for availing Canara Pension Loan for payment of insurance premium.**

The Representatives of the Management informed that as per the exiting guidelines there is no such entry age restriction for the retired employees of our Bank.

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- 23. 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 (Vide IBA Communication No:CIR/HR&IR/KU/M1/1004 dated 30.06.2015), besides those exited from the bank's service under voluntary cessation of employment as per 11th Bipartite Settlement dated 11-11-2021.**

The Representatives of the Management informed that the matter cannot be decided at the Bank level and same needs to be decided at industry level. As such, individual Bank has no say in the matter.

- 24. Furnishing details relating to IBA MIP with M/s National Ins. Co.Ltd. - Retirees' Group Medical Insurance Claims pending for want of additional documents/rejected/repudiated etc. for the period from 01-11-2022 till date.**

The Representatives of the Management informed that such cases may be discussed with the TPA directly.

- 25. Strengthening further cyber security system in place to prevent fraudulent transactions in the accounts of customers and retired employees of our Bank.**

The Representatives of the Management informed that EFRM O&M Section, HO having set of pre defined scenario and on the basis of scenario condition/s the transaction is getting monitored, declined and challenged. Our analyst analyses the transaction activity and contact the customer to confirm the genuineness of the transaction/s, if required.

- 26. Returning GST amount wrongly collected by the Bank in respect of voluntarily retired employees during FY 2020 - 2021 towards shortfall in the notice period for 90 days**

The Representatives of the Management informed that as per no. Circular 522/2022 dtd. 24.08.2022, applicable GST is refunded for FY 2021-22. However, in respect of previous year transactions i.e. 2020-21, GST cannot be refunded as per guidelines.

- 27. Reviewing Ex-employee 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-employee Family Pensioners as a one time measure and evolving procedural guidelines for SB Accounts to be opened in future by Ex employee Family Pensioner**

The Representatives of the Management informed that the Matter will be looked into.

- 28. Jeevandhara products -Two new variants- Jeevandhara Diamond/Jeevandhara Platinum : Bank has introduced these two new variants for the benefit of Pensioners. Though porting of existing accounts is available to these new products, the additional benefits available to our Bank Staff Pensioners like 1% extra SB/FD interest, concessional rate of interest on Loans on Deposits etc is not available in the new variants. Hence, an exclusive variant for our Bank Staff Pensioners under Jeevandhara may be introduced.**

The Representatives of the Management informed that the matter is under examination.

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**29. Corporate Tie-up with Airlines :** Bank has entered into a TIE-UP with Airlines like Air Asia, Air India, Indigo and Vistara with an aim to leverage certain benefits in terms of lower or nil cancellation fees, discounted fares, modification/change of flights etc. However, This facility/benefit is restricted to Employees only which may please be extended to Retirees also.

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

**30. Including Retiree Organisations representatives to participate in quarterly Customer Service Committee Meetings held at Branches/ROs/Cos/HO.**

The Representatives of the Management informed that since Branches/ROs/Cos/HO are inviting the customer/s based on Customer - Banker relationship for the Meeting of Standing Committee on Customer Service. Hence, it is not feasible to invite any Association for the Meeting.

**31. Issue pertaining to charging of Folio Charges on Overdraft on Deposits accounts pertaining to Ex-Staff:** In spite of clear instructions issued by Bank in compendium, Overdraft against Deposits availed by some ex-staff are continued to be charged with Folio Charges every quarter. Earlier, charging of folio charges was waived at account level by branches. But now it is not being done and these accounts are continued to be charged with folio charges. Suitable directions may be given to branches and amount already debited on this count may be refunded.

The Representatives of the Management informed that as per extant guidelines vide Circular no. 95/2022 dtd. 23.02.2022 , no folio charges are applicable to eligible ex-staff. Individual Cases if any may be taken up.

**32. Issues faced by the Retirees in settlement of Claims covered under IBA Health Insurance by M/S Raksha TPA :** Of late, we find that M/s raksha TPA is not settling the Claims under frivolous grounds nor responding as a result of which many of the Retirees are facing difficulties.

The Representatives of the Management informed that Claims are settled as per the policy terms & conditions.

**33. TDS is deducted and kept in suspense on arrears paid under Bipartite settlement from the employees who exercised 2nd Pension Option.** Bank may issue Form 16 to individual retirees to enable them to submit to IT department as a proof of Income Tax paid by them. Some of the cases brought to our Notice where our members have received such IT Demand Notice are listed under Individual Issues.

The Representatives of the Management informed that the detailed guidelines for claiming refund of the amount is mentioned in the circular no. 901/2020 dtd. 27/11/2020 issued by ETT Section, FM Wing. Bank had remitted the TDS amount available and filed the TDS return. Due to non- receipt of details of income as sought in Cir. No.670/2022 from the HRM Section(s) at Circle Office(s), Form-16 cannot be generated. However, the TDS so remitted is available in 26AS statement of respective employee/ex-employee.

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**34. Staff Welfare Committee:** In response to our request in this matter a list of members of the Committee is furnished mentioning that the Committee is taking care of the retirees also. While the Officers are represented by General Secretary of CBOA the Workmen are represented by General Secretary of CBEU. As Retirees are also the beneficiaries/ stake holders along with working staff, it is necessary to include and involve a retiree representative in the staff welfare committee. Please reconsider this matter.

The Representatives of the Management informed that in terms of the orders of the Board, the following are the Members of the Staff Welfare Measures Committee:

- CGM/GM, Prime Corporate Credit Wing (now, Large Corporate Credit Wing)
- CGM/GM, S & R Wing
- CGM/GM, Human Resources Wing
- Woman Executive in the rank of Scale-VI or VII to be nominated by Executive Director.
- General Secretary of Canara Bank Officers' Association.
- General Secretary of Canara Bank Employees' Union.

The committee is taking care of the welfare of the Retirees also.

**PRABHU A**

**B GIRISH**

**K V R MURTHY**

**RAVISHANKAR B S**

**P SARAVANAN**

**D SURENDRAN**