

# CANARA BANK SYNDICATE PENSIONERS & RETIREES ASSOCIATION (REGD)

(Formerly: SYNDICATE BANK PENSIONERS & RETIREES ASSOCIATION)



(Affiliated to AIBPARC)

## CENTRAL OFFICE

203, Glendale Residency, King Koti Road, Abids, Hyderabad – 500001

Phones – Chairman: 09448122384; President; 08171461116;

General Secretary: 09440528806; Secretary: 09885661991

Website: [www.cbspra.in](http://www.cbspra.in) eMail: [cbspra.centraloffice@yahoo.com](mailto:cbspra.centraloffice@yahoo.com)



Cir. No.17 /2022

(Please circulate to all members/retirees)

Date: 24.6.2022

Dear Comrades,

## CBSPRA FOUNDATION DAY 10<sup>TH</sup> ANNIVERSARY CELEBRATED MEMORANDUM SUBMITTED AT ALL CIRCLE OFFICES

As per the decision taken in the 22<sup>nd</sup> Central Committee Meeting held on 22.6.2022 our teams in all the zones have visited Circle Offices and submitted a common memorandum addressed to the Circle Heads and the CGM: HR at HO, Bengaluru highlighting the difficulties faced by the retirees of the bank and urging to settle their long pending demands. Text of the memorandum with full details of demands addressed to the CGM: HR of the bank is appended here below for information of all. We are happy to inform you all that the programme was implemented by all our teams in a meticulous manner. We congratulate our teams for the grand success of the programme.

With greetings  
Yours comradely,

C Gangadhar Yadav  
GENERAL SECRETARY

**CBSPRA - ZINDABAD**  
**AIBPARC - ZINDABAD**  
**CBPRO - ZINDABAD**

Ref.No.46/Gen/2022

Date: 24.6.2022

The Chief General Manager  
Canara Bank  
HO: Bengaluru

Dear Sir

## CBSPRA CELEBRATES 10<sup>TH</sup> ANNIVERSARY SEEKS RESOLUTION OF BASIC ISSUES

We are happy to inform your good offices that today we are celebrating 10<sup>th</sup> Anniversary of foundation of our beloved Association. During these ten years we have not only gained the faith

of our retirees of the bank which is demonstrated by membership enrolment crossing 13000 mark, but also earned the whole hearted support of bank. We have played a crucial role in not only pursuing the cause of the retirees but also by making our humble contribution to the image building and business growth of the bank. Earlier in the erstwhile merged bank as the recognised representatives participating in structured meetings we could get better staff welfare benefits extended. We were also involved in official consultative committees for improvement of customers' service at all levels of administration including meetings at Corporate Office chaired by the MD and CEO. Today in our bank too we have gained the confidence of your good offices and accomplished the status of recognition. We thank you for all the support extended and making us a participant in the periodical Grievance Redressal Cell meetings for retirees held at HO. Now on this momentous occasion we deem it as our duty to rededicate our energies towards not only betterment of retirees' benefits but also to join in efforts to preserve and improve the position of our bank in the country.

We are happy to note and we also heartily congratulate you on the excellent performance of the bank during the last Financial Year, earning huge profit and distributing a handsome dividend to the shareholders. At the same time we are constrained to bring to your notice anguish and a feeling of neglect looming large among retirees of the bank on account of dwindling of benefits and deterioration of service to them. Considering the fact that the present strength and status of the bank is the result of hard work of the past and present staff, the retirees who are now in their old age and twilight of life, deserve proper recognition and regard on the premises of the bank. But what is happening is contrary to the expectation. While on one hand, the benefits enjoyed by the retirees in the past are reduced or denied - Med Ins Reimbursement of Rs 2500/- p.a. which was available earlier is now denied to all; Family pensioners are given Medical Aid of Rs1000/- as against Rs3000/-; and Benefits extended to CRS retirees earlier are denied. On the other hand, even the service rendered at the branches to the retirees is not encouraging. The services that were available to them in the past such as receiving claims for welfare measures, life certificate, renewal of health insurance etc. are now denied. Everything is being taken away from branches and sought to be made online, thereby causing a lot of inconvenience to retirees in getting their benefits. The bond between pension drawing branch and the retiree is getting cut-off and an impression of alienation is left. Gradually a retiree is viewed either as an uninvited guest or an unwanted person at the branches. This is not the case with other banks' retirees in the industry. This situation needs to be remedied urgently. Service to the retirees in the above matters at pension drawing branches has to be restored at any cost. Extending service to the retirees at the branch counters has to be viewed as a duty but not a burden.

Further, we find that vast potential of retirees is left unutilised. Retirees are an invaluable asset and natural brand ambassadors of the bank. Their experience and expertise can be harnessed

especially in the area of improving customers' service. In this context one best avenue available within the norms is to include the representatives of the retirees in the Customers Service committees. Doing so will be a win-win proposition for both bank and retirees. While the younger generation new staff can be benefited by the interaction with the experienced seniors, the retirees can contribute their best for the institutional growth and at the same time explore to resolve their issues. In fact this scheme was already successfully implemented in the erstwhile bank. We have raised the above issues earlier in Grievances Redressal Meetings but could not deliberate on them fully. We would urge upon you to ponder over the same once again.

While all other matters of retirees' issues can be taken up at next meeting of the Grievance Redressal Committee, the following basic issues need to be addressed by your good offices at the earliest as follows:

- i. Restore grant of Medical Aid of Rs 3000/- to Family pensioners and CRS retirees uniformly, and Reimbursement of Medical Ins Premium of Rs 2500/- to all as in the past.
- ii. Restore the service of obtaining the applications, claim forms etc. for medical aid, medical insurance renewal, life certificate, passbook entry for pension account, issue of Form 16, 16A etc. at the pension drawing branches. The Branch Heads may be empowered to handle the requirements of the retirees at their level. The facility of online services may also be continued for those who are capable of using the facility.
- iii. Hold periodical goodwill meetings of retired staff at branches, Regional and Circle Offices for mutual interaction.
- iv. Invite and include the retired staff at all the functions/celebrations of bank on occasions like Independence Day, Republic Day, and Founders' Day.
- v. Include representatives of retirees in the periodical customers' service committees at Branches/ROs/COs to enable taking up of the retirees' grievances and also to extend suggestions for improvement of service to the general public and business growth.

We fervently urge upon you to take suitable steps in the above matter which will go a long way to enhance the goodwill of the retirees.

Thanking you, Sir.

Yours faithfully,

Progress of the Bank

Sd/-

Prosperity of the staff and Retirees

C Gangadhar Yadav  
GENERAL SECRETARY