# 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: 09440528806; President; 08171461116;

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(Please circulate to all members/retirees)

Cir.No.17/2026 Date: 11.10.2026

Dear Comrades,

**MINUTES OF THE 24TH GRIEVANCE REDRESSAL CELL MEETING HELD AT HO BENGALURU ON 22.09.2026**

We have already informed through our Zones that a GRC meeting of Retiree Associations with Management of our bank was held on 22.09.2026 at HO Bengaluru.. As updated earlier, due to a last-minute domestic exigency, the General Secretary could not participate. CBSPRA was ably represented by our Working Presidents, Com Prakash Karotya and Com A Venkatesan, who powerfully advocated for the long-pending issues of our members.

The Bank Management was represented by both the outgoing (on retirement) and incoming Chief General Managers, Shri B P Jatav and Shri Shambhu Lal and, along with General Manager (HR) Shri K V R Murthy, Deputy General Managers, and other senior executives of the HR Wing. Although the meeting was originally scheduled for 12:00 PM, it commenced at 1:00 PM. During the intervening time, our representatives along with Bengaluru office bearers felicitated the outgoing CGM, Shri B P Jatav, who was retiring at the month end, and warmly welcomed the incoming CGM, Shri Shambhu Lal, on taking charge.

The official minutes of the meeting have now been released by the bank management, and the same are enclosed herewith for the information of all members. We are extremely pleased to report a major breakthrough regarding a core demand, as the Management has responded positively to the **DEATH RELIEF SCHEME (DRS)** proposed by us. In a significant and welcome shift from the past—where the Management was previously unwilling to consider this proposal—they have now agreed to look into the introduction of this scheme once consensus is reached between retiree Associations of the Bank. The operational details of this proposed contributory mechanism were already communicated to members vide our Circular No. 10/2026 dated 08.06.2026. The other agenda items proposed by us were elaborately discussed as mentioned in the minutes.

Comrades, the management's overall approach during this session was remarkably positive and they have additionally agreed to look into all individual grievance cases submitted by our members. We will maintain a close follow-up with the Bank and continue to strive for resolving our members/ retirees' issues through such meetings.

With warm regards,
Yours comradely,

K Suresh Babu
GENERAL SECRETARY

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

ಕೆನರಾ ಬ್ಯಾಂಕ್ केनरा बैंक Canara Bank
भारत सरकार का उपक्रम A Government of India Undertaking
सिंडिकेट Syndicate

**MINUTES OF THE GRIEVANCES REDRESSAL MEETING WITH THE REPRESENTATIVES OF THE RETIRED EMPLOYEES' UNIONS / ASSOCIATIONS HELD AT HEAD OFFICE, BANGALORE ON 22.09.2026**

**PRESENT:**

**REPRESENTATIVES OF THE BANK:**

| | | |
|---|---|---|
| 1. | SRI B P JATAV | CHIEF GENERAL MANAGER |
| 2. | SRI SHAMBHU LAL | CHIEF GENERAL MANAGER |
| 3. | SRI K V R MURTHY | GENERAL MANAGER |
| 4. | SRI HARISH M | DEPUTY GENERAL MANAGER |
| 5. | SRI ARVIND KUMAR | DEPUTY GENERAL MANAGER |
| 6. | SRI RANJIT KUMAR JENA | ASSISTANT GENERAL MANAGER |
| 7. | SRI SANAGANPALLI ANIL KUMAR | DIVISIONAL MANAGER |
| 8. | SRI ADITYA KISHORE RASTOGI | DIVISIONAL MANAGER |
| 9. | SRI SATHISH METTA | DIVISIONAL MANAGER |
| 10. | SRI J V SATEESH KUMAR | DIVISIONAL MANAGER |
| 11. | SRI PRASHANT KASHANDHAN | DIVISIONAL MANAGER |
| 12. | SRI GEET G GUPTA | 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 P R R S IYER | PRESIDENT, ALL INDIA CANARA BANK RETIREES' FEDERATION |
| 4. | SRI B VENKAT RAO | GENERAL SECRETARY, ALL INDIA CANARA BANK RETIREES' FEDERATION |
| 5. | SRI A VENKATESAN | WORKING PRESIDENT, CANARA BANK SYNDICATE PENSIONERS & RETIREES ASSOCIATION |
| 6. | SRI PRAKASH KAROTYA | WORKING 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 24th Grievances Redressal Cell Meeting. Thereafter, Sri B P Jatav, CGM HR Wing addressed the participants and briefed about the current status of the issues taken up during the previous Grievances Redressal Cell Meeting. Sri Shambhu Lal, CGM, HR Wing, thanked the representatives for their continued support and assured them of the Management's support in addressing their issues. The representatives from the Association/ Federation expressed their views on the continued progress of the Bank and appreciated the management for conducting the Grievances Redressal cell meetings in a timely matter.

कनरा बक CANARA BANK (Employees') Pension Fund, H.O., BENGALURU - 560 001

**MINUTES OF THE GRIEVANCES REDRESSAL MEETING WITH THE REPRESENTATIVES OF THE RETIRED EMPLOYEES' UNIONS / ASSOCIATIONS HELD AT HEAD OFFICE, BANGALORE ON 22.09.2026**

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

**1. STAFF WELFARE MEASURES:**

**a. The Funeral expenses amount should be increased to Rs.50,000/ from the present Rs.10,000/.**

The management representatives informed that as per Khandelwal Committee report, the expenses under Staff Welfare measures for Retirees shall be 25%. However, the expenses towards the Retirees is approximately 35% of the budget allocated. Further, the budget towards Staff Welfare Measures is allocated by DFS and approved by Board of Directors. However, the matter shall be looked into.

**b. Funeral expenses should also be extended to Family Pensioners.**

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

**c. Death relief amount paid to retirees should be taken out from the purview of staff welfare measures.**

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

**d. Though the Funeral Expenses is made as rolling scheme, the branches refuse to make the payment and refer to Circle Office/ Regional Office creating difficulties to the family.**

The management representatives informed that the branches have been sensitized and communications already issued in this regard.

**e. The present reimbursement of ₹6,200/- to IBA Insurance optees and ₹4,200/- to others results in discrimination among pensioners of the same Bank. Therefore, it is requested that medical reimbursement be made uniform for all retirees and enhanced to at least ₹10,000/- per annum, irrespective of whether they have opted for the IBA Group Medical Insurance Scheme or not.**

The management representatives informed that as per Khandelwal Committee report, the expenses under Staff Welfare measures for Retirees shall be 25%. However, the expenses towards the Retirees is approximately 35% of the budget allocated. Further, the budget towards Staff Welfare Measures is allocated by DFS and approved by Board of Directors. However, the matter shall be looked into.

**f. Delay in providing the online link for applying staff welfare measure scheme benefits, it should be provided simultaneously while issuing the circular with an option for submitting through hard copy also.**

The management representatives informed that the matter will be looked into for providing the online link at the earliest.

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**MINUTES OF THE GRIEVANCES REDRESSAL MEETING WITH THE REPRESENTATIVES OF THE RETIRED EMPLOYEES' UNIONS / ASSOCIATIONS HELD AT HEAD OFFICE, BANGALORE ON 22.09.2026**

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**2. IBA MEDICAL INSURANCE:**

a. **The premium for a sum assured of Rs. 5.25 lakhs for officers is around Rs.47000/- and they have to shell down another Rs.40,000/- for a top up of Rs.4 lakhs. Though the premium on the serving employees is borne by the Bank, retirees continue to bear the huge premium on their medical insurance. We request the Bank to come out with a separate medical insurance scheme for retirees on the lines of State Bank of India.**

The management representatives informed that the matter will be looked into at an appropriate time.

b. **Certain claims have reportedly been rejected unilaterally. Bank to ensure strict adherence to the prescribed claim rejection procedure and prevent unilateral rejection of claims by the TPA/Insurance Company. Also, the pending/rejected cases may be reviewed for taking suitable corrective actions.**

The management representatives informed that the matter will be taken up with National Insurance/TPA and will explore the possibility of publication of an escalation matrix for the grievances related to the IBA Medical Insurance.

c. **Delay in providing online link for submission of applications for Group Medical Insurance Scheme, it should be provided simultaneously while releasing the circular with an option for submission through hard copy also.**

The management representatives informed that the matter will be looked into for providing the online link at the earliest.

d. **To take up with the insurance company for Continuation of Medi Assist Pvt. Ltd as TPA for the year 2026-2027 also, as they are extending good service, very cooperative in helping the retirees and responding promptly for the communications in respect of settlement of claims.**

The management representatives informed that the matter will be dealt with as and when the Insurance Company seeks feedback on the services of TPA.

3. **Bank to extend preferential rate of interest on deposits to all those Resignees who have been granted pension as per the 9th Joint Note/ 12th Bipartite Settlement (Cir No. IC/443/2024).**

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

4. **Our Bank has opened Canara Care home in Delhi recently. Presently, we have one such home at Vellore. Till a few months back, retirees could have booked rooms at these homes. However, this facility is suddenly stopped for retirees. We request you to permit all retirees also to use Canara Care Homes facilities.**

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

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## 5. INTRODUCTION OF DEATH RELIEF SCHEME (DRS) FOR PENSIONERS:

**The proposal envisages a simple, transparent and self-contributory mechanism under which a nominal contribution of ₹2/- per death from pensioners would facilitate immediate financial assistance of approximately ₹1.60 lakh to the family of a deceased pensioner. The entire funding is envisaged through the nominal contributions of participating pensioners. The role of the Bank would essentially be administrative and facilitative, including recovery of the contribution, maintenance of records and disbursement of the relief.**

The management representatives informed that the matter will be discussed after arriving at a consensus among the Unions/Associations.

## 6. HOLIDAY HOMES:

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 wherever required. However, reserving 3 to 4 rooms exclusively for retirees cannot be considered favorably.

b. **Extending holiday home facility for the resignees who opted and sanctioned the pension recently.**

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

c. **Extending holiday home facility twice in a year for each place/city as against the present system of one.**

The management representatives informed that to give opportunity to thousands of employees and eligible ex-employees to use holiday home facility, holiday home booking is allowed only once in a calendar year for any given holiday home of the bank and hence the request cannot be considered favorably.

d. **Where a Holiday Home has been booked by a retiree, but later cancelled due to medical reasons or other unavoidable exigencies, the retiree may kindly be permitted to make another booking during the same calendar year, subject to availability.**

The management representatives informed that at present, if a holiday home is booked by a retiree and the same is cancelled 3 days before the check-in date, one more chance to book the same holiday home in the same calendar year is being given, subject to availability of the rooms.

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e. **Holiday Home Feedback Mechanism: The feedback facility available in respect of Holiday Homes is reportedly not functioning properly. When users attempt to submit feedback, the message does not proceed to the final stage and therefore does not reach the concerned authorities.**

The management representatives informed that the feedback facility available in respect of Holiday Homes is functioning properly. 29 online feedbacks have been received for the month of August 2026.

f. **The Holiday Home at Indiranagar, Bengaluru requires suitable improvement from the perspective of senior-citizen accessibility. The facility presently has two floors connected by a narrow staircase, which causes considerable difficulty to senior citizens. Suitable alterations may kindly be incorporated to make the facility more convenient and senior-citizen friendly, including addressing the difficulty in accessing the upper floor.**

The management representatives informed that as per the existing building structure, provision of lift is not feasible. Circle has already proposed for the re-development of the Holiday Home building with all the basic amenities.

**7. IDENTITY CARDS:**

a. **The pension-drawing Resignees may be issued appropriate Identity Cards on par with other retired staff, so that they do not face practical difficulties while dealing with Bank branches/offices.**

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

b. **Delay in issue of Identity Cards to retirees.**

The management representatives informed that Bank is in the process of reissuing ID cards for employees. Further, there is no bar in submitting manual ID card applications by retirees. However, the process of digitizing retiree ID card applications for quick processing and delivery of ID cards is under progress.

**8. TA/HA FOR ATTENDING COURT CASES:**

a. **Permit retirees to draw advance TA/HA for attending Court Cases when they are attending the Courts as Bank's witness.**

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

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b. **Non reimbursement of conveyance, TA/HA/out pocket expenses to the ex-employees/retirees for attending the court cases for and on behalf of the Bank.**

The management representatives informed that in case of Ex-officers, who attend the court/enquiry in the same city/town, half a day's permissible Halting Allowance in that place will be payable, in addition to reimbursement of local conveyance incurred.

9. **TDS was deducted from the pension of certain retirees on account of non-linking of PAN with Aadhaar, but the tax deducted was reportedly not appropriately reflected in the relevant Form 16A, causing difficulty to the affected pensioners in claiming refund of the tax deducted.**

The management representatives informed that the needful will be done in due course as per the directions as received from the Income tax department.

**10. FAMILY PENSION:**

a. **Requesting Bank to come out with a simple application form for Family Pension similar to Bank of Baroda.**

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

b. **Sensitizing Branch officials for ensuring timely sanction of Family Pension is need of the hour 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 the Branches are sensitized on the Family pension application processing through the detailed SOP shared with Circles, Regional Offices and Branches.

**11. TERM DEPOSITS:**

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 feature of force renewal of lien marked deposits is already in place.

**12. Refund/Waiver of Wrongly Collected Service and Processing Charges:**

**Management had informed that the Gold Loan Vertical had taken up automatic waiver of processing charges for Gold Loans sanctioned to Ex-staff, which was under development. Kindly inform the present status. Any excess charges already recovered from eligible retirees may also kindly be identified and refunded wherever applicable.**

The management representatives informed that System level check for waiving processing charges on gold loans availed by ex-staff has been implemented from 16.03.2026. For reversal of the gold loan processing charges that have been debited in the ex-staff gold loan accounts prior to the system level implementation shall be handled individually at the respective branches.

**13. CANARA PENSION:**

a. **Reduction in the interest for Canara pension loan.**

The management representatives informed that presently, Canara Pension loans to Ex-Employees are being extended at concessional interest at 10.00% as compared to 10.75% for General Public pensioners.

b. **Relaxation of age limit for availing Canara pension loan which is restricted to 75 years at present.**

The management representatives informed that there is no upper age restriction for availing Canara Pension loan by retired employees of our Bank/Family Pensioners of Retired Employees of our Bank. However, the latest guidelines will be reiterated.

**14. Inordinate delay in refunding the excess interest charged on the housing loan and other loan despite requesting to head office for according permission for the refund of the amount.**

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

**MINUTES OF THE GRIEVANCES REDRESSAL MEETING WITH THE REPRESENTATIVES OF THE RETIRED EMPLOYEES' UNIONS / ASSOCIATIONS HELD AT HEAD OFFICE, BANGALORE ON 22.09.2026**

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**15. RATE OF INTEREST ON LOANS /OD TAKEN AGAINST DEPOSITS:**

a. **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 granted against the deposits.**

The management representatives informed that 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 the concerned vertical.

b. **If two deposits carry different rates of interest, they cannot be combined to avail an OD/VSL.**

The management representatives informed that system functionality is already available to link multiple term deposits to a single VSL accounts. Multiple term deposits can be linked to a VSL account, with the applicable incremental ROI slab being determined based on the interest rates of the linked deposits. In case of OD accounts, separate limits shall be created.

16. **Inordinate Fake Advertisements in social media - Need for monitoring and educating / advising the retirees. Of late, the social media is flooded with many advertisements of Canara Bank products and retirees are falling prey to the same. The fake ads are using Bank's logo and name and asking the pensioners to apply for the same by clicking the link. One such recent advt. is regarding Canara Pension card. Bank to take suitable measures to curb such fake advertisements and also send regular messages to retirees regarding the genuineness of such advertisements.**

The management representatives informed that Fake advertisements related to pension card are under monitoring by our service provider and will be taken down once any malicious activity is observed.

The Bank has been taking continuous and proactive measures to safeguard its customers from such fraudulent activities by disseminating timely awareness and precautionary messages through multiple communication channels. Our Bank regularly communicates information regarding newly introduced products, services and schemes through its authorised communication channels.

CANARA BANK (Employees') Pension Fund, H.O. BENGALURU - 560 001

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For any clarification or assistance relating to suspected cyber fraud or digital banking-related issues, the Bank's 24x7 Helpline Centre may be contacted at 1800 1030. In case of any concern regarding the genuineness of an advertisement or communication purportedly issued by the Bank, the concerned individual may report to Marketing & Public Relations team or write to ciso@canarabank.com.

**SANAGANPALLI ANIL KUMAR**
**DIVISIONAL MANAGER**

**HARISH M**
**DEPUTY GENERAL MANAGER**

**K V R MURTHY**
**GENERAL MANAGER**

**SHAMBHU LAL**
**CHIEF GENERAL MANAGER**

**B P JATAV**
**CHIEF GENERAL MANAGER**