



**ALL INDIA UNION BANK RETIREES' FEDERATION
ANDHRA BANK RETIRED EMPLOYEES' ASSOCIATION
CORPORATION BANK RETIREES' ASSOCIATION**

(Affiliated to A I B R F)

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No. AIUBRF/129/2020

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To,

Shri. Debashish Panda, Secretary,
Department of Financial Services
Ministry of Finance
3rd Floor, Jeevan Deep Building
Sansad Marg
New Delhi-110001

(Email:secy-fs@nic.in)

Dear Sir,

Sub: Setting up of Grievance Redressal Cell in Union Bank of India to redress the grievances of the retired employees & pensioners.

We have been periodically requesting the Union Bank Management, especially the CEO of Union Bank of India, to convene a meeting of Grievances Redressal Cell to hold discussions with our Retirees' Association(s), after the amalgamation of e-Andhra Bank and e-Corporation Bank with the Union Bank. But the reluctance of the Bank Management to **even acknowledge our letters**, let alone give any responses to them, demonstrates that the Union Bank management is totally uncaring and unconcerned to address the issues / grievances of the retiree employees and pensioners who are senior citizens of India. Non-convening of the Grievances Redressal Mechanism, with representatives of retirees' Association(s), despite administrative guidelines given by the government as well as IBA, which has emphasised the need to hold interactions with pensioners associations, to ascertain problems relating to pension policy and its implementation and to monitor pension related grievances, depicts poor HR initiative by the Bank.

It is a matter of record that the Indian Bank's Association (IBA) and the officials of the Ministry of Finance, Government of India, had appeared before the Parliamentary Standing Committee; and were advised by the Committee to look into the grievances of the retired employees of banks on a regular basis.

The Managing Committee of IBA in March 2009, under instructions of a Parliamentary Committee and also by MoF, Government of India, approved setting up of a grievance cells at the corporate offices of all the public sector banks (PSBs) to look into the grievances of retired employees and pensioners. IBA vide its letter No. CIR/HR&IR/GS/2008-2009/3059 dated 30th March 2009, emphasised the importance for establishing Grievances Redressal Mechanism in respective Banks and further advised to consider holding discussions with the representatives of Association/s once a half year so that grievances can be settled across the table.

The IBA reiterated its earlier advice of 30/09/2009 to set up such Grievance Cells and directed holding periodical meetings with retirees' association/s vide letter No. CIR/HR&IR/GS/2015-16/2263 dated 9th March 2016. IBA has even asked Banks to clarify with whom the Bank was holding meetings on their grievances and also to inform the number of meetings held since March 2009. But with non-compliance of the IBA directions, the Union Bank's reply to IBA has also remained blank.

According to information, the Union Bank of India management had convened 2 / 3 meetings of the representatives of All India Union Bank Retirees' Federation since March 2009 and upto the year 2014.

From the year 2017 onwards, the Union Bank management has been adopting an approach that they would not invite the retirees' representatives and association(s) for redressal of their grievances, inspite of many requests to the Union Bank Management to instruct HR department to hold the discussions. Records of correspondence with the Bank can be produced if required. This approach of the Bank management for more than 5 years reflects the indifferent and uncaring approach of the Bank Management towards the retirees and pensioners, as if these senior citizens are a burden on society.

We need to mention that immediately after the merger of e-Andhra Bank & e-Corporation Bank in 01/04/2020, the total pensioners in the merged entity has increased to 42000 in Union Bank of India, and the total number of retired employees and pensioners in the merged entity is increasing every month. It would be expedient and proper for Union Bank of India to initiate steps to reconvene the Retirees Grievance Redressal Forum/Cell with representatives of our Joint Apex organizations, having combined membership of 20000, as requested by us jointly. If a forum for discussion is not made available to more than 42000 pensioners, how the Union Bank management is proposing to resolve the issues/grievances of the pensioners of 3 banks after the amalgamation? Realistic issues / problems of pensioners with integration of systems, harmonising of HR matters, are growing rapidly. There is no apparent mechanism to resolve these issues/grievances at HR level, which is very tardy and unsatisfactory. Even justifiable benefits which existed prior to the amalgamation have been denied to the merged pensioners without any cogent reasons. This is despite the assurances of ensuring 'best practices' made by the Government at the time of amalgamation.

Prior to merger of three banks with effect from 01/04/2020, the CEOs of Union Bank of India, Andhra Bank & Corporation Bank had jointly assured to all the in-service and retired employees / pensioners in clear terms that they would ensure that the best practices in each bank would be replicated while framing the various schemes of welfare benefits to the employees and the retired staff/pensioners and also assured that there would be no discrimination against the working and the retired employees in the amalgamated entity. However, till date these promises are unfulfilled.

We have also brought to the attention of Union Bank authorities, that in e-Andhra Bank and e-Corporation Bank, prior to amalgamation of Banks since 01-04-2020, the respective Bank Managements were conducting periodical meetings with their

respective retirees' representatives/Associations for the redressal of issues/grievances. The proceedings, of these discussions held in Grievances Redressal Cell with the representatives/Associations of these two Banks, were also recorded and circulated to the respective retirees' representatives.

But, after the amalgamation, Union Bank of India management has shut the doors on any Forum for the retirees' representatives of e-AB & e-CB from approaching for redressal of grievances of the retired employees. Such action by Union Bank management, of stopping the "best practices" available in these Banks, of holding Grievances Redressal mechanism, which was available in e-AB & e-CB prior to merger i.e. 01-04-2020, exposes its inhuman face towards its erstwhile retired employees, who have given their entire lives in service of the Bank, and is an act of derisiveness to the dignity of its senior citizens.

By placing the facts of the status of the retired employees and the pensioners in Union Bank of India on record, we are approaching you to direct the Union Bank of India Management to immediately reconvene the meetings of Grievance Redressal Cell as directed by the Government and IBA.

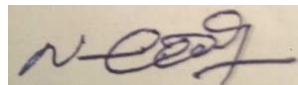
We request you to direct the Union Bank of India management to grant the benefit of availing the grievance redressal mechanism of its pensioners through the representatives of the Federation.

We await your early response,

Yours sincerely,



(R. K. Powar)
General Secretary
All India Union Bank
Retirees' Federation



(N. S. N. Reddy)
General Secretary
Andhra Bank Retired
Employees' Association



(T.K. Subramanian)
General Secretary
Corporation Bank
Retirees' Association

Encl: 2 letters of IBA referred herein.

c.c:

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