



ALL INDIA BANK RETIREES' FEDERATION (REGD.)

Flat No 101, Block C Shivom Residency, M. G. Road Indore- 452001

E-Mail ID sharbat_123@rediffmail.com Mobile: 8966019488

6th Conference Slogan- Pension Updation is Right of Bank Retirees

Ref: 2023/ 045

19.05.2023

**The Deputy Chief Labour Commissioner (Central)
Ministry of Labour & Employment, Government of India
NEW DELHI**

Respected Sir,

Re: Dispute of Grievances of lakhs of bank retirees in the matter of Group Medical Insurance Scheme administered and managed by Indian Banks' Association as Nodal Agency & other retiree issues.

We request you to refer minutes of the Joint Meeting held in your office on **14.03.2023** on the above subject where it was agreed by the parties as under

- (a) IBA representative informed that committee of CGM/GM and 3 members from Unions is being constituted who will suggest the ways to reduce premium on insurance policy on retirees.
- (b) AIBRF can submit suggestions to bring improvements in the insurance policy for retirees for consideration of the committee which IBA agreed to place before it.
- (c) IBA agreed to place report of the committee before your good selves and thereafter joint meeting would be convened for further action in the matter.**

2. After holding the above-mentioned Joint Meeting, the following developments have taken place:

- (a) AIBRF had submitted letter no. 2023/22 dated 22.03.2023 giving suggestions to bring improvements in the insurance policy for retirees to IBA to be placed before the consideration of the Committee of CGM/GM and Union leaders constituted for this purpose as agreed in the Joint Meeting of 14.03.2023. **(Copy enclosed "A")**
- (b) IBA wrote letter No. HR&IR/OTH/XIBPS/11807 dated 18.03.2023 addressed to 3 Unions (Part of the committee) inviting suggestions from them (Para 4 of the letter) for reduction in premium on insurance policy for retirees. **(Copy enclosed "B")**
- (c) Three Unions who are part of the committee made suggestions vide letter dated 30.03.2023 to IBA to bring improvements in insurance policy for retirees. **(copy enclosed "C")**

(d) IBA convened meeting with union representatives with the Chairman of IBA standing committee on HR on 24.03.2023 as per the notice dated 17.4.23. (copy enclosed "D")

3. It may be brought to your kind notice that as per the information available with us that the Committee of CGMs/GMs and Unions have since finalized the report on medical insurance scheme for retirees for next renewal due on 1.11.2023 for retirees and 1.10.2023 for employees. It may be mentioned that to give final approval for next renewal, laid down process like inviting tenders from insurance companies for technical bids and financial bids, holding discussion thereon and negation thereon are time consuming and has to be completed before next renewal. In nutshell, time at this stage for finalization of the scheme is of great importance.

4. Therefor it is of utmost importance for us that IBA should immediately submit report of the committee to your office and further discussion on it can take place to decide further course of action of it. More than 5 lakhs retirees are eagerly waiting for some concrete steps by IBA for reduction in premium and other improvements in it so they can opt for health insurance which is question of life and death for them. Last year retirees have suffered and nothing much could be done because of time factor. We therefore expect that timely decisions are taken in the matter so retirees are not required to suffer in the matter

5. We therefore humbly request you to convene next Joint Meeting in the matter at the earliest, as agreed in the last meeting of 14.03.2023.

With Warm Greetings,

Yours Sincerely



**SC JAIN
GENERAL SECRETARY**

c.c. to
Shri Brajeshwar Sharma
Senior Advisor (HR&IR)
Indian Banks' Association
Mumbai
E-mail id: sa.hr@iba.org.in

“FLAG - A”



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6th Conference Slogan- Pension Updation is Right of Bank Retirees

Ref: 2023/ 022

22.03.2023

Shri Brajeshwar Sharma
Senior Advisor (HR&IR)
Indian Banks' Association (IBA)
MUMBAI

Dear Sir,

Re: AIBRF Representation on Group Medical Insurance Scheme for retirees to be placed before Committee of CGMs/GMs for consideration as per decision of Joint Meeting convened by Dy. CLC on 14.03.2023

We wish to invite your kind attention on the proceedings of the Joint Meeting convened by Deputy Chief Labour Commissioner (Central) New Delhi on 14.03.2023 to hold discussion on AIBRF representation on group Medical Insurance Scheme for the retirees. At the conclusion of the meeting, as per the minutes of the meeting drawn, it was decided that AIBRF would submit memorandum on the issues raised in 4 Joint Meetings held on the subject and other suggestions to improve the scheme which would be placed before the Committee of Chief General Managers/ General Managers and 3 members from United Forum of Bank Unions (UFBU) with an outside Expert being constituted to suggest terms and conditions for next renewal, for its consideration. It was further agreed in the meeting that AIBRF may directly give suggestions to IBA who has assured to put forth those points before the committee for discussion and consideration and next Joint meeting would be convened by CLC after getting outcome of meeting of this committee.

2. In this connection, we also request you to refer IBA letter no.HR & IR/GOVT/Q/2022-23/ dated 14.03.2023 addressed to The Chief Labour Commissioner (Central) copy of which was made available to us during the above referred meeting.

3. Accordingly, we are pleased to submit the following issues and suggestions on GMIS for the consideration of the Committee of CGMs/ GMs and 3 representatives from UFBU with humble request to you to kindly arrange to place this communication in the meeting of the committee as and when held.

AIBRF Suggestions & Issues on Group Medical Insurance Scheme for Retirees for consideration of Committee of CGMs/ GMs & UFBU Representatives:

(a) **Welfare Element for Retirees:** It was a good gesture on the part of IBA and UFBU to extend Group Medical Insurance Scheme (basically designed for employees) to retirees on the same terms and

conditions as welfare measure to help them to manage health related issues in effective manner at the advancing stage, with stipulation that insurance premium will be borne by the individual retiree as per provisions of the Bipartite Settlement/ Joint Note dated 25.05.2015. It was welcome step and greeted by lakhs of bank retirees as a first significant step towards realization of demand of Uniform Medical Scheme for retirees.

AIBRF was quite happy on this development and in fact, the scheme worked very well during first 3 years (2015-16 to 2017-18) as the premium fixed for employee policy and retiree policy during this period was identical and uniform as per provisions of the settlement and spirit of welfare towards retirees. Increase in premium rates during this period were uniform for both the policies irrespective of claim ratio for employees and retirees and number of participants. However, from 4th years the practice of uniform premium was discontinued and under tender process introduced first time, separate premium rates were fixed for employee policy and retiree policy. It has resulted that in last 5 years, premium rates for retirees have increased by **645 per cent against increase of 323 per cent only for employee policy**. This trend indicates that spirit of welfare for which it was extended to retirees was completely diluted and commercial consideration approach appears to have been adopted in fixing premium for retirees making insurance policy unaffordable for large number of retirees.

As you all are aware that bank retirees include various sections and groups. Those who retired 20 years back get very limited monthly pension in the absence of benefit of updation and benefit of 100 per cent Dearness Relief. Retirees also include sub- staff people and those retiree before 1986 whose quantum of pension is meager. They cannot afford to pay the prevailing rates of premium though health insurance is necessity for them.

We are fully conscious that premium rates are determined by market conditions. But it is equally necessary to keep in mind welfare of all sections of retirees while deciding terms and conditions of the tender documents with necessary fine tuning to draw balance between market conditions and welfare of the venerable section of beneficiaries with effective helping hand from employer wherever necessary and fine tuning of terms and conditions of the policy to ensure that retirees are not forced to opt out of the scheme for the reason of affordability. In renewal exercises carried out for retirees during last 5 years, this aspect appears to have been lost sight off.

It will not be out of place to invite attention of honorable members of IBA Committee that SBI has responded on welfare issue very effectively during last 5 years in fixing premium rates for retirees making its policy affordable for all section of retirees. **We make humble appeal to the committee that SBI retiree policy can be taken as model for finalizing terms and conditions for next year renewal.**

It is our humble request to the honorable Members of the Committee to keep in mind welfare aspect as paramount consideration while deciding terms and conditions for the next renewal of retiree policy. Welfare aspect can be ensured by drawing fine balancing by some dilution in terms of claim and helping hand coming from banks.

- (b) **Sound & Responsive Grievance Redressal Mechanism at Apex level for GMIS for Retirees:** As per the provisions made in Settlement dated 25.05.2015 introducing group medical insurance scheme for retirees, IBA was given role of functioning as Nodal Agency to administer and implement the scheme for retirees at the apex level. This role of IB includes discussion and negotiation with Unions on the scheme, finalization of terms and conditions of each year renewal, inviting tenders from insurance companies, negotiation with insurance companies to finalization of premium rates, approval of premium rates, advising premium rates to member banks, maintenance of record etc.

Attention of the honorable Committee Members is invited on the fact that while introducing health insurance scheme for retirees, new class of retiree beneficiaries came into existence who have been conferred certain rights and benefits under the scheme. Retirees, as per law of the land have organized themselves through all India Retiree organizations at the apex level. AIBRF is one such apex level retiree organization of bank retirees with membership of more than 2.6 lakhs. Considering nature of the scheme and requirement of annual exercise to review terms and conditions and to deal with other allied matters, **we encounter several implementations related issues which can be resolved only at IBA level in view of role and responsibility given to IBA as per provisions of the settlement. These issues cannot be settled by holding discussion with individual bank managements.**

But at IBA level, no forum is available to retiree organizations to represent grievances of retirees on the scheme. This situation is leading to huge disappointment, confusion and practical problems to lakhs of retirees who have opted for the scheme. We find that in the present world of technology, all organizations who have public dealings take extra initiative in establishing Grievance Redressal Mechanism. PMO office has online redressal forum for 140 crores citizens of the country to represent their grievances on line. This is one example. There are hundreds of such examples which can be quoted. Establishing some Grievance Redressal Forum at IBA level for the scheme will create very good and healthy atmosphere and help in resolution of the issue.

We appeal to the honorable Members of the Committee to consider our above request which will help in resolving the issues related to implementation besides giving extra satisfaction to retirees

(C) Having presented our views on the above two points, we below submit our specific suggestions for next renewal for the favorable consideration of Honorable Members of the Committee

SPECIFIC SUGGESTIONS OF AIBRF FOR NEXT YEAR RENEWAL OF HEALTH INSURANCE POLICY FOR RETIREES

- (1) **Base Policy of Rs. 2 lakhs for Retirees:** As explained in above Paras, large number of retirees who cannot afford insurance premium are not able to take health insurance though it is necessity for them. **Number of such retirees who are without health insurance is more than 3 lakhs (excluding SBI).** As welfare measure, IBA should consider giving **Base Policy of Rs. 2lakhs covering** some specified illnesses to all retirees free of cost. Cost may be borne out of staff welfare funds as per the government guidelines. It will provide confidence among retirees to face emergency situation on health front. **We understand UFBU had submitted this proposal to IBA last year where full discussion could not take place due to paucity of time.** We appeal sympathetic consideration on this suggestion this year.
- (2) **Clubbing Claim Ratio:** As per the provisions and spirit of the settlement, claim ratio of employee policy and retiree policy should be clubbed and uniform rates of premium should be fixed for employee and retiree policies.
- (3) At present, health insurance in case of retiree is available for self and spouse. **We request that dependent physically handicapped children should be covered in the policy.**
- (4) **In order to make the policy affordable for all section of retirees, we suggest that fine tuning may be done in room rent entitlement for retirees, some capping on specified surgeries etc.**
- (5) **Super top policy may be made available to all those who opt for base policy of Rs. 3 lakhs.**

- (6) Presently, many banks are extending subsidy to retirees at different rates for payment of insurance premium. We request that uniform subsidy should be given to all retirees opting for insurance policy.
- (7) All retirees irrespective of the cadre one retired should be allowed to avail insurance up to Rs. 4 lakhs.
- (8) TPA should be nominated for period of 3 years instead of rotating them frequently to have consistency in dealing claim proposals.

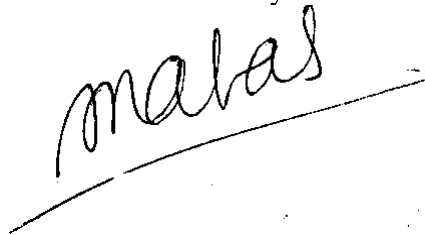
4. We humbly request honorable Members of the Committee to consider our above stated specific suggestions favorably. We will be glad to provide more information/ data on the above suggestions if need by the committee.

5. In addition to the above we submit the following communications which were placed before Chief Labour Commissioner (Central) based on which AIBRF was asked to submit suggestions for consideration of the committee. We request the committee to take contents of these communications in to consideration while disposing this representation.

- (a) AIBRF Letter No. 2022/ 673 dated 27.09.2022 addressed to The Chief Labour Commissioner (Central) New Delhi.
- (b) AIBRF Letter No. 2022/685 dated 07.11.2022 addressed The Chief Labour Commissioner (Central) New Delhi.
- (c) AIBR Letter No. 2023/020 dated 11.03.2023 addressed The Chief Labour Commissioner (Central) New Delhi.

With Respectful Regards

Yours Sincerely

A handwritten signature in black ink, appearing to read 'S. C. Jain', is written over a horizontal line that extends across the width of the signature.

(S. C. JAIN)
GENERAL SECRETARY

C.C. to The Chief Labour Commissioner (Central), New Delhi. For information and record.



Indian Banks' Association

HR & INDUSTRIAL RELATIONS

No.IIR&IR/OTH/XIBPS/11807
March 18, 2023

Shri Sanjeev K. Bendlish
General Secretary,
NCBE

Shri C H Venkatachalam
General Secretary,
AIBEA

Shri Dilip Kumar Saha,
Executive Vice President
AIBOC and
General Secretary of
AIPNBOA

Dear Sir,

Request for suggestions for improvement of the Medical Insurance Policies

The Group Medical Insurance Policies for the serving employees and retirees are due for renewal on 01.10.2023 and 01.11.2023 respectively.

1. Please have reference to the meeting held on 8th June, 2022 at IBA Committee Room, Mumbai with the Unions and Associations on the Group Medical Insurance Scheme. In the discussions, it was suggested that for next renewal of the policy, a group should be formed to suggest ways and means to bring down the rate of premium, including the introduction of caps on expenditures related to various ailments.

2. The subject got broached upon again in the subsequent meetings held on 31.01.2023 and 28.02.2023 also wherein it was suggested to form a three members committee drawn from AIBEA, AIBOC and NCBE to take the matter to logical conclusion.


3. Further to it, we are pleased to inform you that we have received your names as members of the committee representing Unions & Associations.

4. At present the terms and conditions of the Medical Insurance Scheme is as per the 10th Bi-partite Settlement/Joint Note signed on 25.05.2015. Since the Policies for the serving employees and retirees are due for renewal on 01.10.2023 and 01.11.2023 respectively, it was proposed that the terms of the Policies may be revisited bi-laterally. We therefore, request you to suggest: -

- a. Caps on various ailments
- b. Caps on room rents
- c. Views on Co-pay option
- d. Any other suggestions or views, which may help in reduction of the premium in medical insurance policies and making them sustainable in the long run.

5. Kindly acknowledge and send us your response by 31.03.2023 and also suggest the future course of action.

Yours faithfully,


Brajeshwar Sharma
Senior Advisor (HR&IR)

Letter to IBA dt. 30-3-2023

To Shri Brajeshwar Sharma,
Sr. Advisor – HR & IR, Indian Banks' Association, Mumbai

Dear Sir,

Reg: Group Medical Insurance Scheme

We are in receipt of your letter No. 11807 dated 18-3-2023 and note the contents. At the outset we wish to inform that since the current Policy will end on 30-9-2023 and 31-10-2023 respectively, we need to hold discussions in an earnest manner from now on so that the finalised views can be taken up with the Insurance companies while seeking to renew the Policy for the next year. There should be immediate meeting of the Sub-Committee to proceed further in the matter.

As already taken up by UFBU, the existing policy needs to be improved upon in certain respects like additional diseases, ailments, types of treatments, etc. to be covered by the Scheme.

There are also widespread complaints and experiences that some of the TPAs are not upto the mark in terms of their services in processing the claims and unilateral declining of claims are also on the increase though the claims are within the Scheme. Bank managements are also not pursuing these issues adequately with the Insurance company/TPA with the result employees and officers face problems in getting their claims settled as per entitlement.

At the time of introduction of the Scheme in 2015 and thereafter also, repeatedly it was being assured that the network of hospitals covered for cashless facility will be enlarged but in reality the number of hospitals with this facility is getting reduced. This needs to be addressed.

Regarding the Policy for the retirees, the main issue before us is to reduce the cost of premium substantially. For this UFBU has already suggested that we can work out some ceilings on reimbursement limit for treatment of certain ailments and types of treatments. We can also consider graded rates of hospital room rent/bed charges.

UFBU has also suggested that a basic insurance policy for retirees can be designed with mutually accepted risk coverage and upto a sum of coverage on which the premium may be paid by the Banks and the additional premium on optional coverage can be borne by the retirees according to their requirements.

We can also consider clubbing all these aspects and work out a combined and composite Policy for working employees/officers as well as retirees so that the premium can be negotiated and reduced.

In view of the above we request you to hold a meeting of the Sub-Committee at the earliest.

Thanking you,

Yours faithfully,

C.H. Venkatachalam
AIBEA

Sanjeev K. Bandlish
NCBE

Dilip Kumar
AIBO





Indian Banks' Association

HR & INDUSTRIAL RELATIONS

HR&IR/MBR/HRCOM/

April 17, 2023

C H Venkatachalam
General Secretary
AIBEA

Sanjeev K. Bandlish
General Secretary
NCBE

Dilip Kumar Saha
Executive Vice President
AIBOC

Dear Sirs,

Meeting of the IBA Standing Committee on HR on Monday, 24 April 2023

With the approval of the Chairman of the IBA Standing Committee on HR- Shri M V Rao, MD & CEO of Central Bank of India it has been decided to hold a meeting for discussion on the Medical Insurance Scheme on Monday, 24th April, 2023 at IBA Committee Room, 6th Floor, WTC, Centre One Building, Cuffe Parade, Mumbai. Kindly find the schedule of the meeting as under :-

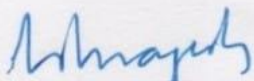
Sl. No	Description	Time
1.	Meeting with IBA Standing Committee on HR regarding the Medical Insurance Scheme	4.00 p.m. to 5.00 p.m.

2. Accordingly, please make it convenient to attend the meeting as per the above schedule.

3. We also request you to please acknowledge and send us a line of confirmation by 20.04.2023 at hr@iba.org.in

Warm regards,

Yours faithfully,


Brajeshwar Sharma
Senior Advisor (HR&IR)