



**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/147/2021

4th June 2021

By email

To,
Shri. Debashish Panda,
Secretary,
Department of Financial Services,
Ministry of Finance,
North Block,
New Delhi

Dear Sir,

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

Ref: Email of Shri. Surendra Singh, Section Officer (BO-III)
to the Chief General Manager (HRM) of Union Bank of India
dated 27/05/2021

We acknowledge receipt of your email dated 27 May 2021 directing Shri. Surendra Singh, Section Officer (BO-III) to instruct the Chief General Manager (HRM) of Union Bank of India to look into the matter and redress the grievance properly to the conclusive end and settle the complaint within a time bound manner.

We had forwarded the copy of our Jt letter No. AIUBRF/143/2021 of 28th May 2021 requesting the Managing Director & CEO of Union Bank of India to set up grievance cell in Union Bank of India, as most of the banks in the Banking Industry have set up such grievance redressal forum, and it also existed earlier in e-Andhra Bank and e-Corporation Banks prior to amalgamation. .

The MD & CEO has narrated in a communiqué to the retirees that the Bank has set up a "portal" for submitting individual grievances by the retired employees. In reality, the retirees' queries through "portal" are restricted to only 5 areas of grievance and exclude areas identifying the incipient problems/issues of the retired employees. We therefore state that the grievance "portal" created by the Bank has limited functionality of redressal of individual grievance, and cannot by any stretch of imagination address our primary demand for setting up of Grievance Redressal Cell as envisaged by the Standing Committee and by IBA. Further, it is observed that there is no assurance by the MD & CEO or commitment given, to comply with the instructions of the Parliamentary Standing Committee and also by IBA, to establish a Grievance Cell to look into the grievances of retired employees.

We submit that the demand of the retired employees' representatives is justified as the GRC is a forum of representatives of the Bank management and that of retirees, functioning smoothly in most of the Banks, wherein the grievances of the retired employees on matters of discrimination and denial of natural justice can be represented & settled across the table.

We, therefore, once again request your good offices to advise MD & CEO of Union Bank of India to respect the directions given by the Standing Committee and by IBA, and constitute the Grievance Redressal Cell for Retirees.

We attach the relevant letters referred herein for your immediate reference.
Awaiting your early response,

With best regards,

AIUBRF

ABREA

CBRA

c.c: EDs, CEO IBA and MD & CEO UBI

Relevant letters are: 1. IBA letters dated 30/03/2009 & 09/03/2016
2. Letter of MD & CEO to individuals