



Andhra Bank Retired Employees Association (ABREA)

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A.Rajendra Prasad, President

NSN Reddy, General Secretary

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To

The General Manager (HR)
Union Bank of India
Central Office, Mumbai

Dear Sir

Reg: Life Certificate - Pendency - Operational Issues

Thanks for posting the names of pensioners who are yet to submit Life Certificate on UBI website. On receipt of the information, ABREA has sent message to all members through in-house communication (whatsapp groups) to check the published list and expedite submission of Life Certificate in time.

Nevertheless, it is disturbing to note that 19% of pensioners (7900+ pensioners) of the bank have not submitted Life Certificate which clearly indicates **systemic lapses** viz., accessibility (few branches are unable to open Unionparivar application), disregard (not accepting or not entering in to the system quoting operational constraints), absence of online submission / video conference, mismatch of data etc. Thus, there is an urgent need to address the above technical and operational issues for hassle-free submission of Life Certificate in a time bound manner.

Once again, we request the department to send SMS to all 7900+ pensioners with a request to submit Life Certificate along with escalation mechanism to enable them to contact the concerned in case of any problem. Further, the branches/staff needs to be sensitized to pay attention to former employees, which definitely paves the way to resolve many of the operational issues to a great extent.

Thanks and Regards,

Yours faithfully,

(N S N Reddy)
General Secretary