



**Andhra Bank Retired Employees Association (ABREA)**

#215, Kubera Towers, Narayanaguda, Hyderabad – 500029  
Mobile Nos.9490213002 Email ID abreahyd@gmail.com

---

**A.Rajendra Prasad, President**

**NSN Reddy, General Secretary**

---

10<sup>th</sup> December 2021

The General Manager  
Pension Cell  
Union Bank of India  
Central Office, Mumbai - 400021

Dear Sir,

**Reg: e-andhrabank Pension Payments – Delay & Discrepancies.**

While thanking the initiatives of the Bank in implementation of Centralised Pension Payment module recently, we wish to bring the following operational issues, observed during the last two months, to your kind perusal and doing the needful.

- Though online module was on live, still small number (around 70) of pensioners have not received the pension payments on 30<sup>th</sup> November 2021. However, the pensions were paid with delay by undertaking manual process at central office. This is causing unwarranted delay and anxiety to the pensioners.
- Few retirees reported that their gross pension has come down in November 2021 compared to October 2021 without any valid reason.
- In order to make pension payments smoothly, it is desirable to undertake the pension processing by the respective department/s in advance, preferably one day before last working day of the month, to address the technical / operational exigencies, if any.

Further, we wish to bring to your kind notice that majority of sub-staff / family pensioners are not aware how to check the correctness of the pension amounts received, and even if they found discrepancy, hardly they escalate the matter to the concerned authorities due to ignorance and lack of communication skills.

In view of the above, we earnestly request your good offices to ensure that error free data is provided to the concerned department for online processing to enable them for payment of pensions on time without any discrepancy.

Thanks and Regards

Yours faithfully,

(N S N Reddy)  
General Secretary