



Circular No-CHO/PMG/25/2023-24

दिनांक :06.09.2023

TO ALL BRANCHES AND OFFICES IN INDIA

Reg: Observing Staff Pensioners' Day at Head Office Level.

Our bank acknowledges the combined effort and contribution of all the stakeholders in creating the splendid history of over 80 years and contributing towards nation-building. We have around 30,000 staff pensioners/family pensioners, who have maintained their positive association with us for a long time. While in-services or post-retirement, our staff pensioners have left no stone unturned in contributing towards the growth of the bank and building our positive brand image.

For hassle-free redressal of grievances/queries of Bank's Staff Pensioners, our bank has already set up "Help Desk for retiree" at Head Office level.

In order to further reciprocate to their gestures, our Bank has decided to introduce "**Staff Pensioners' Day**" at HO to ensure that the pension related issues of Staff Pensioners/ Family Pensioners are addressed and resolved at the earliest.

Standard Operating Procedure (SOP) of the "Staff Pensioners' Day" are as follows:-

- 1) Staff Pensioners' Day will act as platform, for Staff pensioners/family pensioners, to settle their issues across the table, in accordance with the rules/ policies/ regulations/ stipulated guidelines etc.
- 2) **It will be conducted on the 15th Day of every month/ next working day (in case 15th is holiday) from 3:00 PM to 5:00 PM.**
- 3) It will be conducted at "UCO Bank, Head Office, Personnel Service Department, 2nd Floor, 3&4 DD Block, Salt Lake, Sector-I, Kolkata-700064.
- 4) It will be presided over by the GM/DGM/AGM, HO-PSD.
- 5) Staff Pensioners/family pensioners should present their own individual grievances only.
- 6) Staff pensioners/ family pensioners may visit HO-PSD on Staff Pensioners' Day (i.e. 15th of every month or next day in case 15th is Holiday) for redressal of their individual grievances/queries (if any).

Staff Pensioners' Day is a step forward in the direction of a hassle-free administrative system for resolution of grievances. The aim is to provide a smooth transition from active life to retired life and a life of dignity to the pensioners after retirement as well as to the family pensioners.

Branches should display this circular to the notice board for the information to all Staff Pensioners/family pensioners.

(Manish Kumar)
General Manager
UCO Bank
HRM,PSD,Training & OL