



Employee Relations Division, Human Resources Department, Central Office, Mumbai

STAFF CIRCULAR NO.7503

Date: September 28, 2021

To All Branches/Offices

Sub: Advisory regarding rendering of Satisfactory Services to Retired Staff Members

This is in connection with various representations/grievances being received from our Retired Staff Members, regarding the support/services offered to them on their visit to our Branches. We wish to re-iterate to the Branches/Supporting Offices that such grievances/representations are unwelcome.

During the month of November, all the pensioners shall be approaching the Branches for updation of their Life Certificates. It is imperative that we treat our retired staff members with due respect and their queries/concerns are addressed to their satisfaction. The following are the enablers provided in Union Parivar, to all the Branches/Supporting Offices in the Branch Manager/Accountant/HR Manager IDs to address the concerns of the retirees.

1. Downloading of Form 16
2. Generation of Pension Slip
3. Submission/Updation of Investment Declaration
4. Life Certificate Updation.

Please note, the Pensioner can approach any of the Branches/Supporting Offices to get the above details and hence retirees should not be advised to visit the pension paying branches.

The retired Staff Members may also be assisted in downloading the U. Parivar App on their Mobile Phones, wherein all the above enablers can be accessed and submitted, except for Life Certificate Submission.

The retirees should also assisted with the navigation to access the "Information for Retirees" page available on the Corporate Web Site, for having an updated information on Circulars/Advisories to the retirees.

Considering the prevailing pandemic situation, Branches/Supporting Offices are advised to ensure that the concerns of the retirees are addressed immediately to their satisfaction, without causing any discomfort to the retirees.

Branch/Supporting Offices to ensure that the contents of the advisory is brought to the notice of all staff members.



General Manager (HR)

