



विश्रान्ति VISHRANTHI

संवाद / NEWS LETTER
केनरा बैंक कर्मचारी पेंशन निधि
CANARA BANK EMPLOYEES' PENSION FUND
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Dear Pensioner,

We wish you and your family a very happy Diwali. We are pleased to inform that the bank has come up with a set of new welfare measures under SWM vide ICOM/323/2024 dated 25/10/2024. The schemes pertaining to ex-employees are furnished below.

➤ **REIMBURSEMENT FOR IBA MEDICAL INSURANCE EXPENSES TO RETIRED EMPLOYEES/ SPOUSE OF DECEASED RETIRED EMPLOYEES (AGAINST PROOF):**

- (i) All the retired employees of the Bank who have retired from the services of the Bank on or before 31.03.2024 on superannuation/VRS/SVRS 2001/spouse of such retired employees who have died and drawing family pension/ employees who have resigned and drawing pension or their spouse drawing family pension shall be eligible for the benefit under the scheme.
- (ii) The following persons are not eligible under the Scheme:
 - a. Employees who have been discharged / dismissed/ removed from the service / compulsorily retired/ terminated on the grounds of misconduct.
 - b. Employees who have resigned from the services of the Bank and are not drawing pension.
- (iii) The eligible ex-employees as above/ spouse of such ex-employees who have deceased, will be reimbursed premium amount towards renewal IBA Medical Insurance policy incurred by them for the year 2024-25.
- (iv) The reimbursement under this head is subject to maximum of Rs.6000/-.
- (v) The expenses for reimbursement under this head should have been incurred during the year 2024-25.
- (vi) The reimbursement will be directly credited to the account of retirees who have availed IBA Medical Insurance Policy for the year 2024-25.

OR

➤ **REIMBURSEMENT OF MEDICAL EXPENSES ON DECLARATION BASIS TO RETIRED EMPLOYEES / SPOUSE OF DECEASED RETIRED EMPLOYEES WHO ARE DRAWING FAMILY PENSION**

- (i) All the retired employees/ spouse of the retired employees who have retired from the services of the Bank on or before 31.03.2024 on superannuation/VRS/SVRS 2001/spouse of such retired employees who have died and drawing family pension/ employees who have resigned and drawing pension or their spouse drawing family pension shall be eligible for the benefit under the scheme.
- (ii) The following persons are not eligible under the Scheme:

- a. Employees who have been discharged / dismissed/ removed from the service / compulsorily retired/ terminated on the grounds of misconduct.
- b. Employees who have resigned from the services of the Bank and are not drawing pension.
- (iii) The reimbursement under this head is subject to maximum of Rs. 4,000/-
- (iv) The eligible retired employees/ spouses of deceased employees have to submit their declaration/ claim to the concerned Circle Office to which their Pension Paying Branch is assigned, duly informing the details such as Pension Account Number to which the amount is to be credited. The claim should be preferred on or before 15.02.2025.

The eligible pensioners/ family pensioners can also submit the claim through on-line mode which will be made available on Canara Bank website under the path www.canarabank.com
>> Ex-employees >> Medical Expenses claim under Staff Welfare Measures 2024-25 for Retired Pensioners/Family Pensioners

➤ **FUNERAL EXPENSES - RETIRED EMPLOYEES**

Bank has introduced the scheme for payment of funeral expenses of Rs.10,000/- in case of sad demise of retired employee.

- (i) The scheme is meant for all retired employees who have retired on superannuation/VRS/SVRS 2001/employees who have resigned and are eligible for pension.
- (ii) The following persons are not eligible under the Scheme:
 - a. Employees who have been discharged / dismissed/ removed from the service/ compulsorily retired/ terminated on the grounds of misconduct.
 - b. Employees who have resigned from the services of the Bank and are not drawing pension.
- (iii) The eligible amount under the scheme is Rs.10,000/-.
- (iv) The amount shall be handed over in cash to immediate Legal heirs against acknowledgement and on obtention of ID proof.
- (v) The Pension Payee Branch is authorized for making the payment to immediate legal heir and provide intimation to Pension Fund for their records. Further, if the retiree demise at a place far off from Pension Payee Branch, in such case, the nearest branch is authorized to pay the amount to immediate legal heirs of retiree and intimate the same to Pension fund for their records.

➤ **SPECIFIC POINT OF CONTACT (SPOC) & GRIEVANCE NODAL OFFICER AT BRANCHES:**

As per IC/717/2024 dated 15.10.2024, Senior Citizens deserve respect, care, and special attention at the counters whenever they pay visits to the branches. To have a concerted view on customer service & grievance redressal, Branch Head is the Specific Point Of Contact (SPOC) for catering to Banking needs of senior citizens & specially-abled persons, besides ensuring a separate counter for them. Branch head is the Nodal Officer for customer grievance redressal in the Branch.

➤ **LIFE CERTIFICATE FOR THE YEAR 2024:**

As per the guidelines in vogue Ex-employee pensioners / Family pensioners are required to submit their Life Certificate (LC) in the month of November every year **on or before 30th of November** for continuation of disbursement of monthly pension. Ex-employee pensioners have been provided with various channels for the Updation of Life certificate, which have been furnished below for ready reference:

- Updation of LC through physical Life Certificate forms at Branches
- Updation of LC digitally at Branches through Jeevan Pramaan portal
- Updation of LC through Doorstep Banking (DSB) Agent
- Updation of LC through VCIP (Video based customer identification process)

- Updation of LC through Face Authentication
- Updation of LC through Biometric devices at Post offices

The SOPs for Updation of Life Certificate through various channels are provided in the below mentioned links:

1	Physical LC	https://canarabank.com/uploadedfiles/pdf/life-certificate-12102017.pdf
2	Jeevan Pramaan	https://canarabank.com/uploadedfiles/pdf/vishranthi.pdf
3	DSB	https://canarabank.com/uploadedfiles/pdf/vishranthi%20vol%2031%20-%20oct_28102021.pdf
4	VCIP	https://canarabank.com/uploadedfiles/pdf/vishranthi%20vol%2033%20dtd%2008022022.pdf
5	Face Authentication	https://canarabank.com/uploadedfiles/pdf/vishranthi%20vol%2036%2017_12_2022.pdf

Presently, Our Bank has permitted waiver of charges for maximum of 3 services in a month for availing Doorstep Banking services for Senior Citizens aged above 75 years. We are pleased to inform that Competent Authority has permitted for waiver of charges to all the pensioners and family pensioners (both ex-employees and other pensioners) who submit their Life Certificate through Doorstep Banking facility during the period from 01.11.2024 to 31.12.2024 at all the DSB designated Branches. This initiative aims to simplify and enhance the process for pensioners, making it convenient for them to complete this mandatory annual requirement without the need to visit the branch in person.

The list of designated branches is enclosed as annexure - I of IC 729/2024 dated 22.10.2024.

➤ **HIGHER TDS ON ACCOUNT OF NON-LINKING OF PAN WITH AADHAAR w.e.f. 01.07.2023:**

As per Section 139AA of Income Tax Act 1961, every person eligible to obtain Aadhaar and has PAN, must link his/her Aadhaar with PAN. If PAN not linked with Aadhaar, higher TDS is being deducted from the monthly pension of such ex-employee pensioners/Family Pensioners from November 2023 onwards.

➤ **SUBMISSION OF INVESTMENT PROOF FOR THE FY 2024-25:**

Pensioners who have opted for **OLD TAX REGIME** and have already submitted the investment declaration for the FY 2024-25 are required to submit **“Proof of Investments”** for the same which should reach Pension Fund Section on or before 31.12.2024. Please note that the **Pension from January 2025 onwards will be paid on the basis of Proof of Investments submitted and not on the basis of Investment declaration.** Pensioners may submit the scanned copy of the investment proof through email to hopenfund@canarabank.com or submit hardcopies of the same by post/courier to Pension Fund Section. We request the Pensioners to adhere to the timelines and submit the proof of investment by 31.12.2024.

WITH BEST WISHES,

D SURENDRAN
CHIEF GENERAL MANAGER

“As we work to create light for others, we naturally light our own way”

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