



Circular No. CHO/PMG/12/2022-23

Date:-02.06.2022

ALL BRANCHES AND OFFICES OF THE BANK

Sub:- Setup of Helpdesk at HO Level for Retired Staff of our Bank

Bank is having almost Thirty Thousand retired employees and their families drawing their pension/family pension from our various branches throughout India. Apart from pension they use to avail other services such as mediclaim etc. Retired employees and their families generally face the issues related to terminal benefit claims, family pension, arrear related, TDS/Form-16 related issues, etc.

Presently retired employees and their families interact through branches, zonal offices and respective department of Head Office through letters, e-mails and telephone calls on various issues. But there is no centralized mechanism for retired employees to raise their grievances/queries. We are also receiving suggestions from various retiree associations and field functionaries for setting up the centralized Helpdesk.

Keeping in the view of above competent authority has approved to setup a Helpdesk for retirees of our bank at HO-Level for speedy disposal of grievances and respond their queries promptly.

The contact details of "Help – Desk for Retirees at HO Level" is as under---

Dealing Officer Name:-Mr. Shashank Srivastava
Phone No- 033-44559334
E-mail- pensionergrievances@ucobank.co.in

The contents of this circular may be brought to the notice/information of all the employees and retirees of the Bank. Apart from this a copy of this circular may be displayed on the notice Board for information to all concerned.

(Naresh Kumar)
General Manager
Personnel Services Department