

Resolution No.4 to 7

4] Grievance Redressal Mechanism for the Retirees:

The 4th All India Conference of the All India RBI OERS Pensioners' Forum held at Ahmedabad on 5m and 6th March 2011 unanimously resolved that RBI Management should take appropriate steps to introduce the mechanism for listening to the various grievances of the retirees belonging to various Pensioners' Organisation. Till date the retirees have to address their grievance/s to numerous departments/cells of the Bank. This involves much delay and harassment to the retiree/s. It is therefore urged upon the Bank that Grievance Cell at each centre should be opened so that the retirees will not be required to run from pillar to post. RBI should follow the practice of calling all Pensioners' Organisation to hear different problems confronting the retired employees. In this regard, RBI should follow the principle and practice of creating Pension Adalats as prevailing in Railways, Defence and other Central and State Govt. for their retirees. Local office should convene a consultative meeting at each centre to address the problems of retirees say, twice a year. Central office should convene a meeting with all registered bodies of RBI Retiree at least once in a year.

5] Resting places for the Retirees in the Bank's premises:

It is also resolved that the accommodation should be provided to the retirees in the Bank premises so that whenever a retiree visit the Bank for his work or the retirees collectively want to meet themselves, they can meet at such place. This will strengthen the bond between the bank and the retirees and provide the sense of comfort to the retirees and will create further goodwill among the retirees.

6] Retirees Fare Concession (RFC) for the Retirees:

It is further resolved that the bank should provide the facility of RFC to the retirees on the lines of existing/serving employees. Since the retirees have given their lifetime for the bank by serving I it, the demand is just and fair. This facility is available in various I institutions. For the post retirement life, the facility in this form I will rejuvenate the retirees.

7] Transit Holiday Homes for the Retirees:

It is also resolved that transit rooms or transit holiday homes exclusively for the retirees at various tourist spots and RBI centers may be provided considering the hardship faced by the retirees to acquire staying accommodation at all these places.

GENERAL SECRETARY

PRESIDENT

## Resolution No.8

### Resolution on MAF Scheme and Bank's Dispensary Facility Scheme:

The 4th All India Conference of the All India RBI OERS Pensioners' Forum held at Ahmedabad on 5th and 6th March 2011 resolved that RBI must bring about the sea change in the new MAF Scheme which was introduced contrary to trust on which the earlier scheme was run by Bank.

The fears expressed by our All India Forum in our earlier resolution forwarded to RBI Management have come true. Many lacunae, errors, shortcomings were noticed by us in performance of TPA (i.e. TTK Healthcare Services Pvt. Ltd., Chennai). Non-availability of any office at Nagpur, no direct telephonic helpline with TTK Chennai for pre-authorization and settlement of bills, a long period of settlement for reimbursement cases and low overall ceiling for each category are some of the glaring examples we have come across under the new MAF Scheme.

In the present circumstances where the cost of medical treatment for diseases has risen manifold, the limit of Rs.1,50,000/- for Officers and still less for others is highly inadequate. It results in causing a severe financial hardships and mental strain to the sick retirees. We therefore urge upon the Bank to do away with these limits and actual expenditure incurred should be fully sanctioned under cashless or reimbursement basis to the retirees.

Further the dental treatment which is not included even under the day care treatment, should be included in the MAF Scheme either operated through the Insurance Companies or Banks should reimburse the amount by devising a suitable scheme. Still further it is submitted that many retirees have settled at their native places which are far off from the RBI Office where the dispensary facilities are available. This puts a retiree in a financial stress. It is therefore urged that a scheme may be envisaged which enables reimbursement to the retirees the cost of medicines/treatment obtained from the local doctors. We demand of the Bank that all the operational difficulties narrated above may be solved at the earliest. Further, the Forum demands of the Bank that the beneficiary of the Bank's dispensary facility is facing difficulties as far as combination drugs are concerned. The Bank is not providing the drugs prescribed by the specialist doctor. Further the Bank is not issuing credit slips for the purpose. This has put a lot of discomfort on the shoulders of the retirees. We demand of the Bank to lift ban on combination drugs and issue credit slips as was the practice in the past.

Besides, the MAF Scheme is losing its orientation for the retirees undergoing outdoor treatments. Modern medical treatment involves a lot of pathological and radiological tests even in connection with treatment privately taken at home and which does not require hospitalization. These usual tests for determination of diseases have assumed crucial importance without which no diagnosis is possible at present. But the retirees are deprived of reimbursement on this count. The bank is urged upon to look into this problem with all seriousness and provide the necessary relief to the retirees.

GENEYAL SECRETARY

PRESIDENT

Resolution No.9

Recognition of All India RBI OERS Pensioners' Forum by RBI Management:

The 4th All India Conference of the All India RBI OERS Pensioners' Forum held at Ahmedabad on 5th and 6th March 2011 resolved that the RBI Management should give recognition to this Forum as it represents more than 4468 OERS Retirees throughout India. The Forum is taking up the issues of the OERS Optee. Recognition will help in solving the pending disputes amicably and also save time. Therefore, it is urged upon the Bank to take necessary steps for according such official recognition to this Forum forthwith.

GENERAL SECRETARY

PRESIDENT

Resolution NO.10

Cooperation from other existing Retirees' Associations and also from existing serving Employees' Associations:

The 4th All India Conference of the All India RBI OERS Pensioners' Forum held at Ahmedabad on 5m and 6th March 2011 unanimously resolved that all the serving Employees' Associations/Federations and also all the Retirees' Associations are requested to extend support and cooperation to each other and also to the All India RBI OERS Pensioners' Forum. Due to the various factors the cooperation among all the above mentioned Organisations was found inadequate, resulting in duplication of work and resultant time wasting. Since all the issues pertain to the retirees, serving Employees' Associations by their nature of recognition are better suited to resolve the issues. Likewise the Retirees Associations across India have fought for the rights of retirees admirably. But since the cooperation to the level desired is lacking among these players, this conference urges upon them to have a special group within the association to address the issues of RBI OERS Optees. This will strengthen the ties between them.

GENERAL SECRETARY

PRESIDENT