



## ALL INDIA UCO BANK PENSIONERS' FEDERATION

Affiliated to All India Bank Pensioners' & Retirees' Confederation and All India UCO Bank Officers' Federation  
**4, N S Road, Chartered Bank Building (1<sup>st</sup> Floor), Room No. 172, Kolkata-700001**  
Mobile no.9830841788 , Phone no. 033-40005572 e-mail Id -s.sarkar7039@yahoo.com

Ref.No.AIUCBPF/4/2023-26

Dated 13.10.2023.

Shri Manish Kumar,  
General Manager,  
UCO Bank,  
HRM, PSD, Training & OL,  
10 B.T.M Sarani,  
Kolkata-700 001.

**Sub: Renewal of IBA Group Medical Policy for Bank Retirees 2023-24 and  
slow/disturbed online application Process.**

Sir,

With reference to above and in connection with Head Office Circular No. CHO/PMG/30/2023-24 dated 9.10.2023, we place our following submission for your necessary consideration and kind perusal:

1.As per above HO Circular the Online Window under Staff Pensioners' Corner at our Bank's Website, [www.ucobank.com](http://www.ucobank.com) for exercising option by Retired Employees will be kept open till 24.10.2023.

2.But It is our sad experience regarding submission of renewal application of Medclaim 2023 – 24 that online window is very slow , even it takes 1 hour or more for submission of one claim, it has to be improved, otherwise renewal application would not be submitted within the scheduled time .

3. In many cases after completion of the process after clicking submit bottom the message is coming " not eligible for top up " although eligible in all respects, even in one after successful submission at the time of modification it showed the message - **not eligible for top up.**

Indeed, this slow defective process of online submission of medclaim renewal 2023-24 has created confusion and doubt in the minds of Retired Employees.

In this backdrop, we offer our observations as under:

1. HO, DIT should take immediate steps to correct the online medclaim application process by Bank Retirees so that no defect in system is noticed during the period of online application of renewal. Smooth online application is very much required during this period.
2. Please arrange to extend the date of online application for renewal of IBA Group Medclaim Policy 2023-24 up to 29.10.2023 instead of 24.10.2023.
3. If the Bank Retirees fail to apply online for renewal of the Medical Policy 2023-24 in time, how shall premium be recovered from respective SB Accounts?



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Hope, you will kindly look into the matter to redress the problem of Bank Retirees.

Thanking you,

Yours faithfully,

For All India UCO Bank Pensioners' Federation  
*Subrata Sarkar*  
General Secretary



(Subrata Sarkar)  
**General Secretary**

Place: Kolkata.

Dated 13<sup>th</sup> October, 2023.

Copy forwarded to: **GM, Head Office, DIT, Salt Lake, Kolkata-64** for kind information and doing the needful in the matter.