

The Chairman
Indian Banks' Association (IBA)
Head Office
World Trade Centre Complex
Cuff Parade
Mumbai – 400 005

Dear Sir,

MEDICAL INSURANCE SCHEME - OUR CONCERNS

We like to draw your urgent attention to the following issues relating to insurance backed Hospitalisation scheme faced by our members and seniors based on the feedback received from our affiliates and associates.

01. The provider of Insurance has been changed and bank officers / employees posted in different parts of the country who are covered under the scheme are encountering difficulties in seeking admission to Hospitals in absence of identity document. The situation is more alarming due to prevalent pandemic situation. We demand that a foolproof system be immediately put in place by the Insurance Company and third party administrators (TPAs) till the identity cards are issued to the employees and officers who are governed under the scheme for submission to ensure that the admission in the hospitals is seamless and hassle-free.

02. We understand that wide spread apprehensions exist across the bank employees / officers that there would be inordinate delay or rejection of the bills submitted / to be submitted to the outgoing TPAs in respect of claims for reimbursement of hospitalisation expenses incurred till 30th September with one-month admissible period to cover post hospitalisation expenses. It is more so because in the recent past, the Coronavirus pandemic is taking a bad turn in India, as 80,000-90,000 daily cases of fresh infections are being reported, the total number of contaminated people nearing 68 lakh as on date and with this, cases of hospitalisation etc. of the bank employees / officers and their dependents on account of COVID-19 contagion are coming up in rapidly increasing number across the banks. Under this scenario, we seek your intervention to ensure that no genuine expenses as provided in the Joint Note dated 22.05.2015 between the officers' organisations and the IBA are denied to the concerned due to change of insurance provider. We also demand, if our apprehension comes true, then all such bills should be paid out of buffer fund provided in terms of the current Joint Note.

03. We have been given to understand that circulars have been issued by a few banks that a boutique of coverage under a slab system has been introduced by National Insurance Co. Ltd. for retirees. Needless to say, that it has created utter confusion among the pensioners and retired staff. We urge upon you to engage the parties to the ensuing Joint Note, so that all such developments regarding retirees' medical insurance scheme can be sorted out as the same also flows out of the Joint Note.

04. We have also been informed that the National Insurance Co. Ltd. has proceeded to call for additional top up premium for the policy pertaining to the working officers and employees. Considering the understanding related to buffer amount for claims above the notional limits of Rs.3.00 lakh, Rs. 4.00 lakh and Rs. 5.00 lakh respectively for different cadres, demanding such payments from working employees and officers is unwarranted. It needs instant rectification as the same is bad in law and also against the spirit of joint note with IBA.

05. As you aware that in August 2018, certain issues were raised by the negotiating unions, in this regard and till date there is no response from IBA. Release of the communication by IBA in bits and pieces about Retirees' schemes is totally not acceptable. We urge upon your good office to refrain from such unhealthy practices, in the interest of smooth process of bipartite negotiation.

06. Any communication of IBA should also be following thorough negotiation with the unions / associations. it is all the more important in view of the fact that the issue of extension of reimbursement of hospitalisation / medical expenses scheme stems from the Record Note signed on 25th May, 2015 between the IBA on the one hand and the representatives of all the workmen unions and officers' organisations on the other.

In view of the foregoing, we expect you to put the renewal of the medical insurance scheme on hold till any agreement reaches on the relevant points so as to avoid any confusion among the rank and file.

Stay Healthy, Stay Safe

With regards,

Yours sincerely,


(Soumya Datta)
General Secretary
AIBOC


(Nagarajan S)
General Secretary
AIBOA


(Prem Kumar Makker)
General Secretary
INBOC


(Viraj Tikekar)
General Secretary
NOBO