



# UTKAL GRAMEEN BANK

PERSONNEL DEPARTMENT

HEAD OFFICE: BOLANGIR

(SPONSORED BY STATE BANK OF INDIA)

e-Mail: [personnel@ukgb.in](mailto:personnel@ukgb.in)

STAFF CIRCULAR NO. 42 OF 2024 (e-CIRCULAR NO. 160 / 2024)

DATE: 18.12.2024

All Branches / Offices,

## **CONSTITUTION OF "PENSION GRIEVANCE CELL"** **FOR ADDRESSING PENSIONER RELATED GRIEVANCES**

Please refer to H.O. Staff Circular Nos. 30 of 2024 on the subject matter.

In accordance with the guidelines received from NABARD, a "Pension Grievance Redressal Cell" has been constituted at the Head Office level to handle pension related representations and grievances from retired employees and family pensioners of the Bank. The members of this Cell are as follows:

- a) Head of the Department: Personnel
- b) Officer In-charge: Pension Cell

2. The "Pension Grievance Redressal Cell" will operate under the guidance of the General Manager-III (HR).

3. Retired employees and family pensioners of the bank can send an email to [grievances@ukgb.in](mailto:grievances@ukgb.in) for redressal of any Pension related complaints. Alternatively, submit written complaints to the "Grievance Redressal Cell" at the Head Office.

4. All the Regional Managers and Branch Managers are instructed to:

- a) **Display this circular on the branch/office noticeboard** for creating awareness among all retired employees and pensioners.
- b) Ensure all staff members are made aware of the contents of this circular.

**(Shri Snehanshu Kumar Khandai)**  
**GENERAL MANAGER-III**