

DRATHYASA

A Bulletin of Reserve Bank Retired Employees' Association, Kochi
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Pension updation

At last, there is good news again on updation of pension. It is learnt from reliable sources that the Governor who is keen to find a solution to the issue had a one-to-one meeting with the Honourable Finance Minister, Shri Chidambaram recently and convinced him that the additional expenditure on account of pension updation in RBI would not have an impact on its income and would be met out of the pension funds lying with the Bank. The FM, in turn, had a briefing with the Finance Secretary subsequently. In the light of this development , a positive letter from DG(C) has gone to the Finance Secretary. A three-member team from Central Office will be leaving for Delhi in the first week of April to meet the Finance Ministry officials to finalise the parameters. Once the modalities are finalized after discussions with the Government officials, the entire process is likely to be completed by May 2013. Let us hope for the best to happen this time around.

IMPROVEMENTS/ENHANCEMENT IN THE FAMILY PENSION

The amendments carried out in the RBI Pension Regulations 1990 enhancing the rate of ordinary family pension to 30% of Pay uniformly, subject to a minimum of Rs.3500/-per month and a maximum of Rs 24,495/- per month have come into effect from 12th January 2013 i.e. the date of publication in the Gazette of India. Detailed administrative instructions for implementation of the revised family pension have been issued by Central Office vide its circular letter HRMD NoG.102/5998/21.01/2012-13 dated March 18, 2013.

The salient features of the Fitment formula

- A) The family pension of employees retired/died while in service between the period from 1-11-87 to 31-10-2007 will be recalculated and paid from 12th January 2013. The 'pay'(including all the components as defined under Regulation 2(9)) considered for family pension will be consolidated at CPI = 2836 (merger point of settlement) as under:

$$\frac{\text{Last 'Pay' x 2836}}{\text{CPI Factor of employees' Pay scale as applicable as under}} = \text{Consolidated pay for family pension (Rounded off to the next Rupee)}$$

From	To	CPI Factor
1-11-87	31-10-92	600
1-11-92	31-10-97	1148
1-11-97	31-10-02	1684
1-11-02	31-10-07	2286

The family pension will be 30% of the consolidated pay as arrived at above with a minimum of Rs 3500/- and a maximum of Rs 24495/-

- B) Family pension of employees retired /died while in service between the period 1-1-86 to 31-10-87 will be recalculated and a modified pay arrived at after adding to 'Pay' dearness allowance at CPI = 600 as indicated in the circular. The modified 'Pay' will be consolidated at 2836 with CPI factor = 600 as under.

$$\frac{\text{Modified 'Pay' x 2836}}{600 \text{ (CPI Factor)}} = \text{Consolidated pay for family pension (Rounded off to the next Rupee)}$$

The family pension will be 30% of the consolidated pay as arrived at above with a minimum of Rs 3500/- and a maximum of Rs 24495/-

- C) Family pension of the employees who have retired or died while in service on after 1-11-2007 after drawing pay scales based on CPI = 2836 will be calculated at the uniform rate of 30% of the 'Pay' (including all components as defined under regulation 2 (9)) drawn at the time of retirement/death which was considered for family pension, subject to a minimum of Rs3500/- and a maximum of Rs 24495/-
- D) In the case a part-time employee, the minimum and maximum amounts of family pension will be in proportion to the rate of wages applicable.

The following rate of Dearness Relief will apply to family pensioners as applicable to employees retired on or after 1-11-2007 whose pay scales were based on CPI = 2836.

From 12-1-13 to 31-1-13	= 70.20 %
From 01-2-13 to 31-7-13	= 80.25 %

Central Office have shown in the circular examples of the existing family pension and the revised pension after re-fixation, in all categories of employees for the period from 1-1-86 to 31-10-87 and the 5-year block period from 1-11-87 till the present settlement period. The percentage of increase in the family pension on the basis of such examples works out to be in the following range:

- Class IV : 53 to 131%
- Class III : 104 to 144%
- Class I : 104 to 187%

The respective pension cell will be advising the individual family pensioners about the amount of revised family pension and that of the Dearness Relief calculated at CPI = 2836, effective from 12th January 2013.

Improvements in the Pension Scheme

The employees retiring from the Bank's service on or after 12th January 2013 with the qualifying service of 20 years will be eligible for full pension with a minimum of Rs 3500/- and those with qualifying service of less than 20 years will draw pension on proportionate basis for the number of qualifying service rendered by them in the Bank. **The employees retired prior to January 12, 2013 and covered under the Pension Regulations will continue to get pension/DR, etc as hitherto**

Discussions with M D India Healthcare Services(P) Ltd.(TPA)

As reported in the January issue of 'Prathyasa' we had requested Kochi Office to arrange a meeting of pensioners with the officials of MD India Healthcare Services in the presence of RBI officials to find solution to various problems being faced by retirees against the TPA and to exchange views on smooth functioning of the MAF Scheme. Accordingly, a meeting was convened in the Kochi office at 10 AM on Monday the 25th March 2013. Two officials from MD India Healthcare Services (one being Shri Sreejith Rajan , Kochi Branch Head) were present. Shri C V George, GM and Sri Suresh Kumar AGM along with the staff from Medical Desk represented RBI. From our side, Shri M O Sebastian, Secretary, Shri Abdul Salam, Treasurer and Shri P K Janardhanan, as special invitee, were present.

GM welcomed the participants and underlined the purpose of the meeting which was being held at the request of the pensioners' forum to sort out certain issues/problems being faced by them. He then requested the secretary to initiate the discussion. Shri

Sebastian thanked the Kochi Office, specially the GM, for arranging this meeting with MD India. During the course of the discussions, he made the following points/submissions.

Prior to engaging Insurance Company to administer the MAF Scheme both retirees and serving employees were enjoying identical facilities under the scheme. Cashless treatment facility was highlighted as the most attractive feature of the insurance system. Several other beneficial features like per hospitalization limit, no separate limit for hospital services except per diem limit and grade-wise overall limit were also highlighted as additional benefits for the retirees.

Now the cashless facility is almost non-existent as more and more reputed hospitals were withdrawing it from the scheme for reasons such as:

- (1) Delay in settling claims by Insurance company/TPA
- (2) Unnecessary queries and long correspondence
- (3) Calling for additional documents/information again
- (4) Questioning the decision of the treating doctor in the matter of investigation, visits etc.

The TPA/Insurance Company was not adhering to the time limit of 15 days fixed for settling claims. Inordinate delay was observed in certain cases. The TPA/Insurance Company was found to be insensitive to the needs/sentiments of the ailing and aged retirees. Calling for additional information/documents/reports on piece meal basis or calling for the details already submitted, and arbitrarily effecting cuts on claim amounts and restoring the cuts on representation, thereby entailing additional delay and efforts, besides causing mental and physical strains to the retirees, had become a regular feature. There appeared to be constant and conscious efforts to narrow down the scope of the scheme over a period of time, to the disadvantage of the pensioners:-

e.g.

- (1) Proportionate reduction in other hospital charges, if the per diem charges exceed the individual limit/eligibility.
- (2) Fixing sub-limits for certain type of treatment, like cataract operations.
- (3) Fixing minimum interval between hospitalizations.
(These were not there in the original scheme)
- (4) Strict adherence to the requirement of prior notice before hospitalization and rejecting claims for such technical reasons.

Responding to the above points, Shri Sreejith of MD India Healthcare Services stated that the delay in settling the claims was due to non submission of all the required documents/supporting bills/reports/ etc. No claim was rejected on technical ground like not informing the TPA about the hospitalization within the stipulated period of 7 days and such claims admitted on receipt of satisfactory explanation/clarification. On withdrawal of cashless facility by some hospitals, he mentioned that in some cases the TPA itself had terminated the cashless arrangements with some hospitals like Ernakulam Medical Center due to quoting of inflated rates when the treatment was covered under the Insurance scheme. At this point, we emphasized the need for re-introduction of the cashless facility in reputed and leading hospitals after sorting out the problems/issues with them and also to include new hospitals like KIMS Edapally and Renai Medicity in the network hospital list. The TPA agreed to hold discussions with Lakeshore, Lisie, Lourde, PVS etc hospitals for revival of the cashless facility and also to take steps to include the two new hospitals in its list. On non submission of all the required documents by the claimants, we pointed out to them that a system of conducting a prima facie scrutiny at the time of receipt of the claims/bills at its Kochi Office was desirable so that calling for additional documents/clarifications by TPA's Head Office could be minimized, if not eliminated altogether. In any case such additional document/clarification/report should be obtained at one go and not on a piece meal basis and TPA should ensure that all claims are settled with in a maximum period of one month. Another point raised at the meeting was in respect of the TPA's practice of showing per annum limit for RBI retirees and reducing the claim amount from the annual limit as available balance for admitting the next claim instead of indicating per hospitalization limit at every stage of claim.

Referring to the specific cases of complaints, we brought to the TPA's notice about the inordinate delay of one year in settling the claim in one case and of 4 months in another case, rejection of two claims in respect of ayurvedic treatment taken in private hospitals, and arbitrary reduction to the extent of Rs 20,000 effected on a total claim amount of Rs 61,000. The TPA responded saying that the ayurvedic treatment had been withdrawn from the insurance policy and hence such claims were rejected. As the position stated by the TPA was not correct, GM intervened and showed the TPA the relevant clause in Central Office circular issued last year in terms of which ayurvedic treatment taken in Government Ayurvedic hospitals/ recognized Ayurvedic hospitals is eligible on reimbursement basis. The TPA then agreed to consult its H O and make a review. They also agreed to re-open the claim where a reduction of Rs 20,000 was effected as stated above.

The GM summed up the proceedings of the meeting and called upon the TPA to initiate corrective action. The meeting came to an end at 12 Noon. As such meetings are very useful in sorting out issues/problems with the TPA, we made an appeal to the GM to hold them periodically.

Retention of Dispensary facilities with Lisie Hospital

As members are aware, there was a proposal to start a dispensary in the premises of Kochi office and thereafter, to discontinue the arrangement made with the Lisie Hospital. Preliminary work for establishing the dispensary had started in the officers' quarters in 2011. The matter was discussed in the AGM held in June 2011 and as majority of our members were in favour of continuing the present arrangement with the Lisie Hospital, we passed a resolution for the retention of the existing arrangement and accordingly, sent a letter to both the local office and HRMD CO. This was followed by a visit by the Secretary (MOS) and then Vice- President (CA Jacob) to the GM Kochi office. The matter was under correspondence with Central Office for quite some time.

During the course of our discussions with the GM, after the meeting with MD India Healthcare, he indicated to us that the approval of CO has since been obtained to continue the present dispensary arrangement with the Lisie Hospital. We thanked him for his efforts in this regard.

New Members

Smt Uma Narayanan, S/Shri V Jose Vazhappalli, P N Nandakumar and T S Prakasan have enrolled as members of our Association. We extend our warm greetings and best wishes to all of them. The name and address of the new members will be sent to members along with the notice for the next AGM.

The next AGM

The next Annual General Meeting is proposed to be held in the third or fourth week of May 2013 for which separate notice will be sent to the members in due course. As was done last year, we propose to honour our octogenarian members at this year's meeting also. The members who will be attaining the age of 80 years as on 31st May 2013 are requested to send their bio-data (name, date of birth, service details in the Bank, present activities, if any, family background, etc) to the Secretary preferably by 20th of April 2013.

Thought for the month

Time slips through your hands like grains of sand, never to return again. Those who use time wisely from an early age are rewarded with rich, proactive and satisfying lives.

149. Shri K P Nandakumar (Life member) 0487-2322408
'Ambalapat' 9496756153
V/534, Sury Gardens
Chembukavu, Thrissur- 680 020
150. Smt. Sali Idicula,(Life Member) 0479-2340345
Manthanath House 9847898035
Pynumood, Kunnam P O
Mavelikkara- 690 108
151. Shri Abraham Mathew 9995124333
3G, Tower 2
Noel Arcadia
Padamugal, Kochi- 682 030
152. Shri Raju Kurien (Life Member) 9446038191
'Ushus'
1, Parijatham Road,
P O Changampuzha Nagar,
Pathadipalam
Kochi- 682 033
153. Shri C V Alexandar (Life member) 9446419676
House No CC 39/687
'Chithraka' Karakat Road,
Ernakulam South, Kochi- 682 016
154. Smt. Uma Narayanan (Life member) 0484-2778020
E-1, Prasanthi Trippadam Apartments, 9496680121
Tripunithura, Kochi- 682301
155. Shri V Jose Vazhapilly (Pre-1986 retiree) 09995773891
'SAN JOSE' Puthan Angady
Aranattukara P O
Thrissur - 680 618
156. Shri P N Nandakumar(Life member) 9446541523
VRINDA, VRRRA-4
Vayalil Road, Thiruvankulam , Ernakulam
157. Shri T S Prakasan(Life member), 9446068911
'Shree Sankaram',
MERRA- 137, Lane 2, Edakkattu Road
Edappilly , Kochi- 682024

The following members have since become life members

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|------|--------------------------|------|--------------------------|
| 66. | Shri C.S.R. Nair | 96. | Smt. Santhakumari Kaimal |
| 133. | Shri K. P. Johnkutty | 134. | Smt. C.A. Rosa |
| 138. | Smt.Suma Devi Jeevan Lal | | |

List of new members with their full address and phone number who have joined the Association

since the last AGM held on 21st June 2012

Serial No	Name and address	Phone Number
140.	Shri K. Sivadas Flat No B-2, Kailas Apartments North Fort, Thrippunithura Dt.Ernakulam Pin: 682 306	9495597439
141.	Smt. Susan Annie John 35/2563G, Banjara Gardens, South Janatha Road, Palarivattom, Kochi -682 025	0484-2340729 9037085711
142.	Shri G.S. Pai 40/8578, vishakom, T D Road Kochi-682035	0484- 2364483
143.	Shri P.A. Balan Puvath House, P.O. Perakam (via) Chavakkad, Pin: 680 506	0487-2509773
144.	Shri V. R. Sudevan Velekkat House, P.O. Karayamuttom Dt. Trichur, Pin: 680 567	0480-2837823 9745392185
145.	Shri K. Gopalakrishnan(Life member) "Sreevalsm" P.O.Anamangad (via) Perinthalmanna, Pin: 679357	04933-205618 9447458936
14	Shri K.K.Mohanan Kalaparambil House, Khandakarnan Veli, North Paravur, Dt. Ernakulam Pin: 683513	9446491974
147.	Smt. Sabita Varma Balachandran(Life member) 15, Palm Green Garden Villas, Kanjana Bava Road Ponnuranni, Vyttila P.O. Kochi- 682019	0484-2112172 9995822041
148.	Shri M. Aithu Puthiyakudi House, Parayil Road, Elamakkara , Kochi- 682026	9495425397