



ALL INDIA BANK PENSIONERS' & RETIREES' CONFEDERATION



(A.I.B.P.A.R.C.)

C/O BANK OF INDIA OFFICERS' ASSOCIATION

(EASTERN INDIA BRANCHES)

BANK OF INDIA, KOLKATA MAIN BRANCH

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(For circulation among all the members of the Managing Committee as well as
the Governing Council of AIBPARC, Special Invitees, State Secretaries and Advisors of AIBPARC.)

Dear Friends,

**Sub : Unfortunate death of elder citizens while standing for long hours before
banks and demand to arrange immediately separate payment counters
for elder citizens and ensure hassle-free payments.**

We are reproducing hereunder the text of the letter written by us to DOFS, Ministry of Finance, Govt. of India on the above subject which speaks for itself. This is for information of members.

(S. R. SEN GUPTA)
GENERAL SECRETARY

**The Additional Secretary,
Department of Financial Services,
Ministry of Finance, GOI,
Jeevan Deep Building, 3rd Floor,
Samsad Marg, New Delhi – 110001.**

Respected Sir,

**Sub : Unfortunate death of Several Elder Citizens in last few days
while standing in queues before banks.**

You have definitely noticed that in last 3 days, several elder citizens while standing in queues before banks for hours together have first fallen ill and then declared dead in hospitals. You would surely appreciate that even after expiry of a month since demonetization, the situation still continues to be uncomfortable. It is all the more acute for pensioners/retirees/other elder citizens who because of advanced age are not in a position to bear the physical, mental and financial stress arising out of it.

Under the circumstances, we make an earnest to you to kindly take up the issue on an emergent basis with the authorities of Reserve Bank of India/Chiefs of individual banks to ensure that separate payment counters are opened in each branch for elder citizens and if space permits, arrangements for sitting and availability of drinking water be ensured. We have seen that a few bigger branches have been able to make such arrangements but in most other cases, Bankmen are reeling under enormous pressure of work with scanty manpower and a single line is operating before the ATM and the payment counter. The situation has further aggravated by inadequate supply of Rs.500/- notes and payment of lesser quantum of money against what is permissible and as a result, a senior citizen has to come to the bank for multiple number of occasions in consecutive days.

We hope that we have been able to explain to you the problem in its real perspective and we expect that quick steps would be taken to ensure that pensioners/retirees/elder citizens of the society get a hassle-free service. As a retirees' organisation of the banking sector, we share our concern with the authority proper and expect redressal.

With kind regards,

(S. R. SEN GUPTA)
GENERAL SECRETARY

