

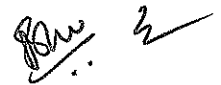
**Human Resources Department  
Employee Benefits Division (EBD), Central Office**

Staff Circular No:8117

October 30<sup>th</sup>, 2023

**Submission of Annual Life Certificate by Staff pensioners / Family Pensioners**

- ④ As per the extant guidelines, staff pensioners / family pensioners are required to submit the Life Certificate during the month of November, every year, to ensure uninterrupted payment of monthly pension.
- ④ Staff Pensioners/Family pensioners of staff may submit their annual life certificate, effective from 01<sup>st</sup> November 2023, through the following modes:
  - Pensioners may visit any branch of the Bank, as per their convenience to update their Life Certificate in UNION PARIVAR.
  - Personal Visit to any of the Branch of the Bank, not necessarily Pension paying branch. Life certificate shall be submitted by the Branch in Union Parivar. Acknowledgment of Life Certificate, generated from Union Parivar to be obtained from the Branch.
  - Jeevan Pramaan: Digital Life Certificate online through AADHAAR based authentication system. The pensioner, however, should ensure that his/her AADHAAR details are updated in Union Parivar records.
  - Door-Step Banking: Pensioners can also avail the door-step Banking facility of the Bank for digital submission of Life Certificate.
  - NRI pensioners / family pensioners who are unable to come to India for personal identification, he/she may be allowed, based on a certificate to be issued by an authorized official of the embassy of India /High Commission of India / Indian Consulates in the country where he/she is residing. The certificate is to be issued on verification of pensioner/family pensioner, based on photograph pasted in the PPO or on the basis of photograph pasted on the passport or any other such document.
  - A Pensioner, not resident in India, in respect of whom a duly authorized agent produces Life Certificate, signed by a magistrate or a notary or an officer of an Indian authorized Bank or Diplomatic Representative of India, is exempted from special appearance.
- ④ Pensioners are advised to carry their AADHAAR card and PAN card for updation of the same in Union Parivar.
- ④ Pensioner will receive a text SMS in their registered mobile number on submission of the life certificate in union parivar by branches / offices, confirming submission of the life certificate.
- ④ Please note, non-updation of life certificate in Union Parivar will lead to discontinuation of pension effective from the month of December-2023.



### Operational Instructions to Branches:

- ④ Staff Pensioners/Family pensioners of staff shall be visiting the Branches from 1<sup>st</sup> November 2023, for updation of their life certificates. Retired staff members/ family pensioners should be treated with due respect and their queries / concerns should be addressed to their satisfaction.
- ④ All branches to update the life certificate of staff pensioners/family pensioners in Union Parivar. Navigation in Union Parivar is as under.
  - **MAIN MENU → MANAGER SELF SERVICE → LIFE CERTIFICATE.**
  - Click on "ADD A NEW VALUE" tab, enter the Employee ID (EMP. NO.) of the staff pensioner and then click on "ADD" button.
  - Fill up the necessary fields/ details appearing on the screen and then click save button.
- ④ Branches to verify the physical PAN and AADHAAR number and ensure that the correct PAN and AADHAAR are updated in the Union Parivar. Mobile number and email ID are also to be updated, to ensure swift communication of our messages.
- ④ Life Certificate shall be updated on real time basis and acknowledgment of Life Certificate, generated from Union Parivar and duly signed by pensioner and Branch official shall be invariably provided to the pensioner.
- ④ Copy of the acknowledgment, duly signed by the pensioner and the Branch official shall be maintained in the branch records.
- ④ In cases wherein, the pensioner has visited a branch, other than the pension paying branch, the copy of acknowledgement duly signed by pensioner and branch official shall be dispatched to pension paying branch, for their records.
- ④ Branch to feed correct PF number in Union Parivar and verify the name & details of the person visiting the branch, to avoid wrong updation of life certificate. Further branch also has to be careful and verify as to who is submitting the life certificate PENSIONER / FAMILY PENSIONER. Reiterated, since such instances have been noticed earlier.
- ④ Pensioners of e-AB and e-CB may quote their old PF / Employee number while visiting the Branches. In cases wherein, pensioner is not aware of the new PF /Employee number, Branch may contact EBD, HR, Central Office on IP No's. 116246, 116268, 116239, 116242.
- ④ In case of any technical issue while updating in Union Parivar, the signed/certified life certificate be mailed to us in email id [ebd.co@unionbankofindia.bank](mailto:ebd.co@unionbankofindia.bank) OR we may be alternatively contacted in IP Nos as stated above.
- ④ Pension paying Branches are advised to follow-up with their Staff Pensioners/Family Pensioners and ensure that the Life Certificates are updated in Union Parivar latest by 30.11.2023.
- ④ The contents of the circular shall be brought to the notice of all staff members and the pensioners of the Branch.
- ④ All branches/ offices are advised to ensure strict compliance of the above instructions. Any lapses observed shall be viewed seriously.

  
General Manager (HR)