



BANK OF BARODA RETIRED OFFICERS' ASSOCIATION

(Estd. 1990-Regd. Trade Union Act. 1926 Reg. No. G/4766/90)

Affiliated to: All India Bank Pensioners and Retirees Confederation, Kolkata

CHAIRMAN

Shri V. T. Makwana

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National President:

Shri J. G. Lakhawala

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jagdish_lakhawala@yahoo.com

Executive President:

Shri Prakash Jain

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General Secretary:

Shri V. B. Chavan

(M) +91-9823063347

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BOBROA/26/04/04

Date: 11.04.2026

CIRCULAR TO MEMBERS

Re: Discussions held & Decisions taken in the General Body meeting held on 17&18th March 2026

Dear Members,

The General Body Meeting held in Baroda on 17–18 March 2026 commenced with introduction of Shri V K Rathi GM of Baroda Zone. In his address the GM expressed happiness at seeing a large number of familiar officers gathered together and congratulated members for supporting one another and sustaining the organisation over the past 37 years. He remarked that younger members might wonder at the long existence of the association and shared his own journey from joining as a clerk to becoming an executive, attributing his growth to the guidance of seniors. He observed that the current generation faces different challenges, with changing work culture and reduced personal connect, which has affected services to retirees. He emphasized the need for senior members to mentor younger officers and encouraged greater engagement to build a stronger future. He also assured support to members whenever required. He was felicitated & thanked.

Shri Jatin Patel, Executive President, stated that the meeting had around 320 delegates representing more than 14,000 life members of BOBROA across all zones. He highlighted that the organisation has completed 37 eventful years and mentioned the celebration of the 98th birthday of its founder member and former General Secretary Shri V T Makwana. He urged delegates to focus on enrolling new members and to help train younger retired officers. He then requested the General Secretary to present his report for the period 2022 to 2025 to the General Body.

The General Secretary, Shri J. G. Lakhawala, presented his detailed report covering key aspects such as activities, achievements of the Association, amendments to the constitution approved by the Governing Council, financial statements for the years 2021–22, 2022–23, 2023–24 and 2024–25, provisional figures upto date, the status of legal cases initiated by the association, and updates on membership and donations. He invited members to discuss the report and offer suggestions, after which the first session of the General Body Meeting concluded.

The second session of the meeting began with Shri Shashank Wagh, Founder Chief Editor and Governing Council member Pune presenting the quarterly "Spandan" e-bulletin published by the Pune Zone. He introduced a special print edition containing articles written by members on financial matters relevant to retirees and customers. The Chairman, Shri V. T. Makwana, formally unveiled the publication, and copies of the January–March 2026 edition were distributed to all delegates.

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(2)

During the session, a delegate shared his personal experience of falling victim to a cyber-fraud involving a fake social media advertisement for a pension card in December 2025. He explained that he had lodged complaints with the Cyber Fraud Cell, the police, and the bank, but had not yet received a response. He cautioned members to be vigilant while carrying out digital transactions, to avoid fraudulent links—especially APK files—and to follow the safety guidelines issued by BOBROA.

Shri Arora, editor associated with the bulletin, spoke about improving its content and presentation. He requested members to submit their reports and articles in simple Word format and suggested introducing features that allow readers to read, listen, and view content simultaneously. He also encouraged members to contribute more actively by sending in write-ups and supporting the publication with quality content.

Shri J. G. Lakhawala General Secretary informed the house that the bank had earlier deducted TDS on interest earned on BOBROA deposits due to non-submission of the income tax exemption certificate. However, upon compliance, a refund of ₹2.44 lakhs was received just a day prior to the meeting. He then invited members to initiate discussions on the matter.

The delegate discussed & presented their suggestions as under:

- Pointed out discrepancies in the reporting of office expenses for the years 2023–24 and 2024–25. The same was clarified satisfactorily during the discussion.
- Raised a query regarding the sharp decline in Special Contribution from ₹103 lakhs in 2024–25 to ₹21 lakhs in the provisional data for 2025–26. The General Secretary explained that Special Contribution is an uncertain source of income and that the higher contribution in 2024–25 was due to retirees receiving ex gratia benefits and voluntarily contributing to BOBROA.
- Highlighted operational issues, stating that many branches are not aware of how to upload Family Pension (FP) applications in the system, leading to delays in sanction. He also noted that UFOBOBRA had only one meeting with the bank in the last four years, pointed out that the AIBPARC office location is incorrectly mentioned as Kolkata on the letterhead, and observed that the website is not updated. The General Secretary responded that delays in FP sanction would be taken up with the bank, the agenda for meetings has already been submitted and will be followed up, and the website Updation work will be completed shortly.
- Suggested that retirees should be allowed loans against Fixed Deposits at FD ROI, the branches are currently charging penal rates. He also mentioned that repeated requests for Special Contribution to BOBROA are causing concern among members and suggested celebrating the foundation day in a more organized and meaningful manner every year. The General Secretary informed that the issue of loans against FD has already been taken up with the General Manager.

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- Proposed that the BOBROA Central Office should include zone-wise monthly expenditure in its reports. He also raised concerns about the high premium under the IBA Group Health Insurance (GHI) policy for individuals and top-up policies, suggesting that Requests for Proposal (RFP) be invited for top-up policies as well. He pointed out delays in claim settlement, non-adherence to turnaround time (TAT), and the need for a master circular and operational manual covering retiree entitlements.
- Suggested increasing the limit under the Contributory Medical Scheme to ₹5 lakhs and annual reimbursement to ₹5,000. He further recommended extending coverage to e-VRS 2001 retirees and those who retired after October 2015, including dental treatment under the scheme, streamlining the health check-up process, and establishing help desks at Zonal Offices for claim settlement.
- Highlighted issues with the Third Party Administrator (TPA), stating that large deductions are being made under the “customary and reasonable” clause. He pointed out that cataract claims are being settled for less than ₹40,000 and that justifications submitted are not accepted by the TPA or the insurance company’s grievance cell, forcing retirees to approach the Ombudsman, which is a lengthy process.
- Suggested allowing individual subscribers the option to switch from the existing IBA GHI policy to another insurance company.
- Emphasized the need for verification of pension correctness, addressing issues in recovery of buy-back amounts under the furniture scheme, assisting members in representations to the bank, and ensuring that zonal teams escalate grievances to Regional Managers, Zonal Managers, and BOBROA Central Office for resolution and refund of excess recoveries. He also pointed out that the HR Connect system does not contain complete data on terminal benefits, which needs to be updated.
- Suggested that in the case of super senior retirees, holiday home accommodation should also be extended to an accompanying person traveling with the eligible retiree.
- Proposed that the amount under Special Medical Aid should be increased and disbursed every year.
- Suggested that resignee pensioners be given preferential rates of interest on their deposits, along with access to holiday home facilities and subsidy under the Group Health Insurance (GHI) scheme.
- Recommended that TDS on interest from Fixed Deposits be directly debited to Savings Bank accounts for better transparency.

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(4)

- Highlighted that pensions were being stopped in January due to non-verification or non-submission of life certificates. He stressed that branches should ensure timely verification through video calls or home visits wherever required. He also suggested that the list of pensioners who have not submitted life certificates by the last week of December should be shared for timely compliance. Additionally, he recommended that Special Medical Aid be credited automatically to eligible members' accounts.
- Mentioned that super senior members appreciated receiving silver mementos and suggested that a 10-gram silver medal be given to them as a gesture of recognition.
- Suggestions included improving communication with members, holding meetings with the bank on pending agenda items, treating states as operational units, providing financial support to families on the death of pensioners, and improving the Special Medical Aid scheme. Were presented it was also informed - due to centralized HR functions at HO, the issues are not taken up at RO/ZO
- Submitted practical suggestions regarding hospitalization procedures, advising that patients should carry KYC documents, photographs, e-cards under GHI, policy documents for individual cover, doctor's admission notes, previous test reports, and prescribed medication details.

Responding to these suggestions, the General Secretary stated that the bank is already examining the demand for revision in the Contributory Medical Assistance Scheme, though achieving the desired increase may be difficult. He informed that requests have already been made to the bank to remove restrictions on holiday home facilities for retirees, but no response has been received so far. However, the possibility of extending accommodation to an accompanying person for super senior retirees would be explored. He agreed to raise the demand for auto-credit of Special Medical Aid and confirmed that benefits for resignee pensioners have already been taken up with the bank. Regarding TDS, he clarified that such deductions are system-generated transactions. He also said that due to rising costs of silver and administrative expenses, the silver memento scheme has been revised.

Following these discussions, the General Secretary's report, financial statements, and constitutional amendments were approved unanimously. The house also took note of the legal status, membership data, and donation position. A proposal was then placed to appoint Shri Harshad Desai as Chief Election Officer (CEO) to conduct elections for the posts of National President and General Secretary, which was accepted. Shri R. K. Chauhan proposed the name of Shri J. G. Lakhawala for the post of National President, seconded by Shri Madhav Reddy, and the proposal was approved unanimously. Similarly, Shri Milind Devare proposed the name of Shri V. B. Chavan for General Secretary, seconded by Shri H. S. Banerjee, and this was also approved by the house.

Shri Harshad Desai then declared Shri J. G. Lakhawala elected as National President and Shri V. B. Chavan as General Secretary of BOBROA for the term 2026–2030. He requested members to send suggestions for improving the association's website and the members' handbook, noting that the Pune Zone had already submitted inputs in this regard.

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(5)

The General Secretary acknowledged the suggestions and assured that they would be examined and taken forward where feasible. He also informed that the Executive Director and Chief General Manager of the bank have assured consideration of some demands

He then invited the newly elected Executive President, Shri Prakash Jain, to address the gathering.

In his address, Shri Prakash Jain thanked members for their confidence in new team and assured that the organisation's activities would be further strengthened. He expressed commitment to achieving at least 20% growth in membership and special contributions over the performance of 2025–26 & thanked for electing him as Executive President.

The newly elected General Secretary, Shri V. B. Chavan, expressed his gratitude for the opportunity given to him to serve the organisation further and assured that he would work collectively for the organisation's progress. He emphasized improving communication, strengthening liaison with the bank and other organisations, engaging in continuous dialogue, focusing on services for super seniors and family pensioners, and developing an expert cadre to resolve members' issues with help of the bank. He also assured to extend continued support in business development of the bank, for committee-based functioning and the ladies' wing in their activities

Shri Jatin Patel congratulated the newly elected team and reflected on the 37-year journey of the organisation, acknowledging the contributions of Shri V. T. Makwana. He emphasized the importance of change, youth participation, and organisational strength. He appreciated the efforts of Shri Sunil Padhye and the Baroda team in successfully organizing the conference. He also announced contributions received during the event, including ₹1,30,000/- from Mumbai and commitments of ₹2 lakhs each from Rajasthan, Delhi, and Baroda.

Shri T. K. Balasubramanian, in his address, affirmed his continued association and loyalty, proudly referring to his 50-year trade union career. He encouraged the emergence of young leadership and stressed the importance of unity and solidarity within BOBROA. Shri V. T. Makwana reminisced about his long association with the organisation, highlighting the values of patience and tolerance, and reaffirmed his continued support. The meeting was anchored by our DGS Shri Ketan Dave

The conference concluded with a vote of thanks proposed by Shri R. K. Gupta, marking the successful completion of the General Body Meeting.

This is for your information

Yours Sincerely,

V. B. Chavan

GENERAL SECRETARY

PLEASE CIRCULATE AMONGST ALL MEMBERS