



ALL INDIA BANK RETIREES' FEDERATION (REGD.)

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The Secretary.
Department of Financial services, (DFS)
Government of India, New Delhi

Respected Sir

Re: Indian Banks' Association refusing to accept any accountability towards bank retirees & Others

We wish to draw your kind attention to a matter of serious concern affecting more than seven lakh retired bank employees and their families across the country.

2.For over five decades, the Indian Banks' Association (IBA) has been entrusted with the responsibility of negotiating, drafting and finalizing service conditions of bank employees, including pension and other superannuation benefits. Since 1966, IBA has signed twelve Bipartite Settlements and several other industry-level agreements on behalf of Public Sector Banks and participating private sector banks.

3.In this regard, we invite your attention to DFS Letter No. 4/2/1/2026-IR dated 20.05.2026 addressed to the Chairman, State Bank of India and Chief Executives of all Nationalized Banks, authorizing IBA to undertake negotiations and finalize the 13th Bipartite Settlement. This clearly demonstrates the confidence reposed by the Government of India in IBA and the important public functions discharged by it in matters affecting service conditions and retirement benefits of bank employees and retirees.

4.As a consequence of these responsibilities, IBA exercises enormous influence and authority over the service conditions of more than seven lakh serving employees and pensionary and other retirement benefits of nearly seven lakh retirees. It also issues interpretations of

settlement provisions that directly affect the rights and entitlements of employees and retirees. In several legal proceedings involving service matters, IBA represents and defends the collective position of member banks before judicial forums.

5. Further, we find that a substantial portion of IBA's operational expenditure is funded by Public Sector Banks, which are public institutions owned by the Government of India.

6. Despite exercising such extensive authority and influence, IBA has consistently maintained that it bears no accountability towards employees, retirees or their representative organisations. It generally does not acknowledge or respond to communications received from retiree organisations on important policy issues affecting retired employees. We understand that in several cases electronic communications sent by retiree representatives are not being entertained.

7. Our concern has been further strengthened by the following disclaimer displayed on the official website of IBA:

NOTICE ON OFFICIAL WEB SITE OF IBA

"Indian Banks' Association (IBA) has been receiving a number of communications from bank customers, members of the public, bank employees and bank retirees conveying their grievances against banks/making enquiries/seeking information about banks.

IBA wishes to clarify in this regard that IBA is:

- An association of banks and other entities in the banking ecosystem in India catering to its members;**
- Neither a Governmental entity nor a Regulatory Authority;**
- Not amenable to Writ Jurisdiction of Courts; and**
- Not subject to the RTI Act.**

In view of the above, bank customers, members of the public, bank employees and bank retirees may take up their grievances against banks/make enquiries/seek information directly with the concerned bank, without involving IBA, and it may not be possible for IBA to entertain or respond to such communications."

8. The above stand of IBA raises a fundamental issue. An organisation which is authorized to negotiate and determine service conditions and retirement benefits affecting lakhs of

employees and retirees, and which acts on behalf of Public Sector Banks and under the mandate of the Government of India in industry-level negotiations, cannot claim complete immunity from accountability to the very stakeholders whose interests are directly affected by its decisions.

9. We respectfully submit that principles of transparency, fairness, natural justice and participative governance require that retirees and their representative organisations should have an opportunity to place their views before IBA and receive **reasoned responses** on issues affecting their welfare.

10. The present position effectively deprives retirees of a meaningful platform for dialogue on matters that directly concern their pension, medical benefits and other retirement-related issues. Such an approach is inconsistent with the expectations of accountability from institutions **exercising significant public functions.**

In view of the above, we request your good office to kindly:

1. Examine the matter in its entirety and clarify the accountability obligations of IBA towards bank retirees and their representative organisations;
2. **Advise IBA to withdraw or suitably modify the disclaimer appearing on its official website, which conveys a complete disassociation from retirees and their concerns;**
3. Direct IBA to establish a structured mechanism for interaction and consultation with recognized retiree organisations on issues concerning retired bank employees; and
4. Ensure that communications received from retiree organisations are duly acknowledged and appropriately responded to by IBA.

We shall be grateful for your kind intervention in this important matter affecting a large section of retired bank employees who have devoted their lives to the growth and development of the Indian banking industry.

With respectful regards,

Yours Sincerely

A handwritten signature in black ink, appearing to read 'mabas', written over a horizontal line.

(S. C. JAIN)
GENERAL SECRETARY

c.c. to

1. The Chairman Indian Banks Association (Mumbai)

2. The General Secretaries, AIBEA, AIBOC, AIBOA, BEFI, INBOC, INBEFE, NOBOW, NOBRO