



मानव संसाधन प्रभाग, प्रधान कार्यालय,
प्लॉट सं 4, सेक्टर 10, द्वारका, नयी दिल्ली
HUMAN RESOURCES DIVISION HEAD OFFICE,
PLOT No. 4, SECTOR 10, DWARKA, NEW DELHI

TO ALL BRANCHES/OFFICES.

23.10.2024

NOTICE

SCHEME OF LOAN TO RETIREES FOR PAYMENT OF MEDICAL INSURANCE PREMIUM-ISSUES IN LOAN ACCOUNT OPENING

Please refer to HRMD Circular No. 789/2024 dated 09.10.2024 vide which we have circulated premium and other terms and conditions for renewal of the IBA's Group Medical Insurance Policy for Retired Officers and Workmen Employees-2024-25. The last date for submission of consent was 21.10.2024 till 5.00 PM which was further extended vide notice dated 21.10.2024 up to 28.10.2024 till 12 PM.

We are receiving references from the field functionaries/ retirees regarding issues being faced in processing of demand loan to the retired employees for payment of Medical Insurance Premium through CBS under scheme code DLSCL. Accordingly, matter was taken up with the HO-ITD team and it is informed that necessary troubleshooting has been done at their end.

Further, branches are advised to ensure the following parameters before proceeding for sanctioning loan to the retired employees for payment of Medical Insurance Premium:

1. In CRM the Employee ID should not be prefixed with "0".
2. In CRM, Category of staff should be "Ex-Staff" in Customer Category of Basic Information.
3. In CRM, Category of staff should be "Ex-Staff" in Free Code 8, under Core Interface.

In case of any further clarification and system related issues, please contact the officials as under:

- Minali Chaudhary, Senior Manager – 8091341406
- Karan Pratap Singh, Dy. Manager – 8851159575

The contents of this communication be brought to the notice of retirees.

**GENERAL MANAGER
(ANUPAM)**