



केन्द्रीय कार्यालय



HUMAN CAPITAL MANAGEMENT - INDUSTRIAL RELATION & POLICY DEPARTMENT

मानव सम्पदा प्रबंधन – औद्योगिक संबंध एवं निति विभाग

CO/HCM/IRP/2024-25/01

April 01st, 2024.

DEAR ALL CENTRALITE AND RETIREES.

SUBJECT: LAUNCHING OF CENT-CHEITNA (EMPLOYEE ASSISTANCE PROGRAMME) AND CENT-AAROGYA (24X7 UNLIMITED TELE-MEDICAL CONSULTATION SERVICE) IN OUR BANK FROM 1st APRIL 2024.

We are pleased to announce **The Launch of Employee Assistance Programme (EAP) and 24x7 Tele-medical Consultation Services** in association with 1to1 help.net Private Limited and Qikwell Technologies India Private Limited "Practo" for Employees and Retirees in our Bank. This initiative is designed to provide comprehensive support to our valued Employees ensuring their well-being both personally and professionally.

The Employee Assistance Programme offers confidential counselling and support services to help employees navigate through various challenges they face in their personal or professional life. Whether they need **assistance with stress management, Post-Maternity work transition, work-life balance, financial concerns, or any other issues**, a team of trained counsellors will be available to provide the right guidance and support through virtual as well as Face to face consultation. This service shall be available to our Employees only, including their immediate family members (Spouse and two Children maximum).

Besides above, our partnership with Qikwell Technologies India Private Limited "Practo" shall provide access, at Bank's cost, to **24x7 Unlimited Tele-medical consultancy services to Employees & Retirees of The Bank**. They can consult qualified medical professionals via phone or video call addressing various health concerns conveniently and confidentially. This service shall be extended to all our Employees and Retirees, including their close family members (Spouse, Two Parents & Two children). Further to mention, other services, besides Consultation to Doctors, shall be chargeable as per the Partner Company's fee rules.

This corporate Plan shall be activated using the Mobile number of the Employees/Retirees authenticating from what they have registered in HRMS record. Employee/Retirees can be guided by the Partner company's User Guide and avail of their services from 1st of April 2024 onwards itself.

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Given the Post Covid-19 Scenario and ever-challenging service condition in the Banking Industry, Employees and Retirees' well-being is our top priority, and we are committed to providing the support they may need to thrive both inside and outside of the workplace. We encourage all our employees and valued Retirees of the Bank to take advantage of these resources.

In case of need, support team of company service provider is to be approached using toll-free Number/chat boat facility mentioned in the user guide attached herewith.

(Poppy Sharma)
General Manager-HCM.

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Enclosure: User Guide- EAP service.
User Guide- Tele-Medical Consultation.