



ALL INDIA STATE BANK OFFICERS' FEDERATION

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TO ALL OUR AFFILIATES

Centralized Cyber Cell, Patna – Inadequate staff deployment and operational lacunae impacting foolproof service dispensation

We have sent a communication to the Deputy Managing Director (HR) & Corporate Development Officer, State Bank of India, Corporate Centre, Mumbai, on the captioned subject.

The content of the communication is reproduced below.

With Greetings,

Yours Comradely,

(Rupam Roy)
General Secretary

To,
The Deputy Managing Director (HR) & CDO
State Bank of India
Corporate Centre,
Madame Cama Road
Mumbai-400021.

Dear Sir,

Centralized Cyber Cell, Patna – Inadequate staff deployment and operational lacunae impacting foolproof service dispensation

The All-India State Bank Officers' Federation (AISBOF) places on record its appreciation for the Bank's initiative in establishing the Centralized Cyber Cell (CCC) at Patna as a specialized, national-level set-up. Conceived as a single point of contact for cyber-crime related complaints and coordination with law enforcement agencies, the CCC is a critical and time-sensitive unit and therefore requires commensurate staffing and support systems to ensure consistent, accurate, and fool-proof service delivery in line with its stated objectives.

It has been brought to our attention that, despite the passage of several months since commencement of operations, and with the Cell functioning 24x7 in shifts, the existing staff deployment is inadequate in view of the sharp rise in the volume, complexity, and time-criticality of work handled by the NCRP and LEA wings. The reported mismatch between workload and manpower is creating operational lacunae, resulting in preventable pendency build-up, hurried processing, elevated operational risk, and serious strain on officers posted at the Cell.

The CCC is reportedly dealing with very high daily transaction/complaint volumes on NCRP, with a substantial number remaining unattended each day due to constrained staffing availability across shifts and weekly offs. This, in turn, contributes to pendency accumulation and delays in time-bound actions, apart from creating an unnecessary and impending threat of disciplinary apprehension, future litigation, and avoidable harassment.

Similarly, the LEA wing is stated to be receiving an exceptionally high number of daily requests from government and law enforcement authorities. Pendency is reportedly building up repeatedly even after temporary support arrangements. The continuing gap between daily inflow and daily disposal underscores the need for structured and permanent strengthening of manpower.

It is further reported that targets assigned per officer, acknowledgements/transactions per day, do not sufficiently factor in the actual processing time and complexity, which vary significantly from case to case and often require multi-platform verification and detailed analysis. In such circumstances, a purely numeric target framework may compromise the quality and consistency of resolutions, which would be counter-productive for a sensitive cyber-fraud handling unit.

It is also represented that a comprehensive SOP covering manpower norms, resolution benchmarks linked to complaint types, infrastructure, technical support, and HR/shift practices is either not fully institutionalized or not adequately operationalized for a 24x7 set-up. The absence of standardized shift allocation practices, particularly for night shifts, may further aggravate stress levels and increase attrition risk in a high-pressure environment.

Continuous work pressure, difficulty in availing leave even in exigencies, prolonged system sittings, and insufficient support arrangements are reportedly impacting the morale and well-being of officers. For a unit of this importance, sustainable HR practices are essential to safeguard both service quality and employee welfare.

In view of the above, we request your kind intervention to ensure immediate review and corrective measures, including:

- Reassessment and augmentation of manpower in both NCRP and LEA wings, aligned to actual inflow trends and 24x7 shift requirements.
- Rationalization of performance expectations by adopting workload metrics linked to complexity, rather than uniform numeric targets.
- Issuance/strengthening of a detailed SOP and governance framework for CCC operations, including shift roster principles, night-shift frequency norms, and adequate relief arrangements.
- Strengthening of support infrastructure and HR practices to ensure continuity, accuracy, and timely handling of cyber-fraud complaints and LEA requirements.

Given the national importance and reputational sensitivity attached to cyber-crime complaint handling, it is imperative that the CCC is equipped with adequate staff deployment and enabling support systems so that the Cell can deliver foolproof service dispensation consistently and uphold the Bank's public commitment to prompt and reliable redressal.

We shall be glad to share additional field feedback/details, should it required, to facilitate a prompt and early resolution of the issues flagged.

Yours faithfully,

Sd/-

(Rupam Roy)
General Secretary

At the Service of Members for more than 6 Decades

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