



# ALL INDIA STATE BANK OFFICERS' FEDERATION

(Registered under the Trade Unions Act 1926, Registration No: 727/MDS)

**Central Office: State Bank Buildings, St. Mark's Road, Bangalore-560 001**

**Registered Office: 22, Rajaji Salai, Chennai- 600 001**



**CIRCULAR NO. 17/2026**

**Date: 09/01/2026**

**TO ALL OUR AFFILIATES**

**SUBJECT: STREAMLINING REQUISITION, APPROVAL AND COMPENSATION FOR OFFICERS WORKING ON SUNDAYS/HOLIDAYS**

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,  
Mumbai-400021.

Dear Sir,

**SUBJECT: STREAMLINING REQUISITION, APPROVAL AND COMPENSATION FOR OFFICERS WORKING ON SUNDAYS/HOLIDAYS**

We have the reference to the extant instructions on work-life balance and reimbursement/compensatory off for officers required to work on Sundays/holidays on extreme emergencies, as conveyed vide e-Circular No. CDO/P&HRD-IR/54/2017-18 dated 30.10.2017, CDO/P&HRD-PM/96/2020-21 dated 26.03.2021 and the related guidelines on compensatory off/leave credit in terms of Circular No. CDO/PM/06/CIR/29 dated 11.09.2000, besides subsequent communications on minimal calling of officers on Sundays/holidays.

We also refer to Letter No. HR/CDS/2021-22/KBP/288 dated 05.02.2022 and the discussions held in various forums wherein the need to ensure prior planning, justified deployment and timely settlement of eligible compensation/leave has been reiterated.

It is observed that despite the above directives being in place, several operational gaps continue to persist across Circles/Controllers, resulting in unnecessary disruption of officers' legitimate personal commitments and inconsistent adherence to the policy framework. These issues have now assumed urgency on account of repeated representations from our constituents, and the continuing instances of officers being called on holidays/Sundays at short notice, without proper documentation and without timely settlement of admissible benefits.

We submit that the existing instructions clearly stipulate that approvals for working on Sundays/holidays are to be obtained from the controlling authority not below the rank of DGM, with a cap on the maximum number of days, and with the requirement of providing compensatory off/leave credit and/or out-of-pocket expenses, as applicable. However, in practice, Controllers often issue sweeping office orders at the close of business on the preceding working day, and in several cases, officers are called upon without prior notice, sometimes even without formal office orders.

Such ad-hoc requisitioning not only disrupts family/social commitments and planned leave, but also indicates sub-optimal planning and utilisation of resources during regular working days, thereby transferring routine workload to holidays/Sundays. We also observe instances of excessive calling of officers without a need-based justification, absence of productivity assessment for the holiday work performed, and repeated calling of certain "key/preferred" officers and joint custodians, leading to burnout, frustration and uncalled-for attrition risks.

Further, the monetary compensation and/or compensatory off is either denied or unduly delayed. Joint custodians, particularly those associated with currency chest/ATM cash replenishment and cash provisioning to CRAs, are frequently called beyond the stipulated ceiling, and thereafter approvals/claims are kept pending due to reluctance at the controlling level to process the requisite sanction, resulting in prolonged uncertainty and financial inconvenience to the officers concerned.

Meanwhile, we place on record our strong discontent over the withdrawal of both compensatory off and monetary compensation that were earlier extended for working on Sundays and holidays, as communicated vide Letter No. CD&S/2022-23/MR/59 dated 19.08.2022, addressed to all Chief General Managers of the Circles. Subsequently, the said letter was withdrawn on 23.08.2022 vide Letter No. HR/CD&S/2022-23/MR/61, whereby the benefits were discontinued and only one of the two benefits was allowed to officers working on Sundays/holidays, with an assurance that a comprehensive review of the policy on compensation for such work would be undertaken.

This abrupt withdrawal of benefits led to widespread dissatisfaction among officers. During discussions held across various forums, it was assured that the earlier benefits, both monetary compensation and compensatory off, would be restored. However, a considerable period has since elapsed, and the promised restoration is yet to materialize. This prolonged delay reflects insensitivity and has resulted in a trust deficit, which runs contrary to the spirit of the commitment made for a comprehensive policy review, as conveyed vide Letter No. HR/CD&S/2022-23/MR/61 dated 23.08.2022.

We submit that employee well-being and motivation are directly linked to productivity and service quality, and when these are compromised, it becomes challenging to achieve corporate objectives on a sustainable basis. Moreover, inconsistent practices in holiday working and compensation expose the Bank to reputational risk, including adverse social media narratives, which is best avoided through a transparent, standardised and technology-enabled process.

In this context, we place below a set of constructive measures for your kind consideration, aimed at streamlining requisition, approval, compensatory leave management and reimbursement, while ensuring accountability and transparency:

- (i) **Improved Requisition and Approval Process in HRMS:** A dedicated HRMS module may be introduced wherein Controllers can raise holiday-work requisitions with valid justification, and officers may also indicate voluntary availability where appropriate. Post completion, the concerned officer should submit a closure/completion report capturing start/end time and work performed. Approvals/rejections must be time-bound, with mandatory remarks in case of rejection; in the absence of action within the prescribed time, the requisition may auto-progress as per the defined workflow to prevent arbitrary denial/delay. A verification mechanism may also be built in to flag false claims, if any, for appropriate review as per the disciplinary framework.
- (ii) **Compensatory Leave Management:** On approval of holiday work, compensatory leave should be auto-credited in HRMS, to be availed within the next month in line with the policy intent. Where compensatory leave cannot be availed due to exigencies, it should convert into credit to privilege leave (within permissible limits), with a clear cut-off so that such credit is not carried forward indefinitely beyond the next month.
- (iii) **Streamlining Monetary Compensation:** Once holiday work is approved through the system, the admissible out-of-pocket allowance (presently Rs. 2,000/- per day) may be credited automatically, eliminating manual delays. Further, where an officer is required to work as custodian of a vault/locker on a holiday, the admissible halting allowance provisions may be operationalised through the same workflow to ensure uniform compliance and timely payment.
- (iv) **Priority for Personal Commitments and Health Needs:** Prior to requisitioning officers on holidays/Sundays, Controllers should mandatorily consider genuine pre-declared personal commitments, medical requirements and family responsibilities, and wherever such exigencies exist, alternative deployment/rotation should be ensured. A prioritised compensatory off option may also be provided for officers with pre-approved health/family needs.
- (v) **Rationalising Resource Allocation and Delegation:** Controllers should prepare a strictly need-based list of officers for holiday deployment, avoiding unnecessary summoning and ensuring optimal utilisation of resources during working days. Productivity metrics/closure assessment for holiday work may be introduced to discourage unwarranted requisitioning. Further, branch/office heads should be entrusted with reasonable discretion to manage local requirements, reducing micromanagement and avoiding undue pressure on officers who are otherwise exempted by their branches/offices.

(vi) **Addressing Burnout and Overburdening of Key Officers:** A rotation policy for critical roles, including joint custodians, should be institutionalised so that the same set of officers are not repeatedly compelled to work every holiday/Sunday, thereby protecting work-life balance and preventing burnout.

(vii) **Regular Review and Monitoring:** Periodic review at LHO and Corporate Centre level may be initiated to monitor adherence to the policy on holiday working, ensure optimal utilisation of resources and address deviations promptly.

In view of the foregoing, we request your good office to kindly consider issuing necessary directions and instituting a standardised process with immediate effect, as under:

1. **To introduce and operationalise a dedicated HRMS workflow** for holiday/Sunday work requisition, time-bound approval, closure reporting and automated crediting of compensatory leave and admissible allowances.
2. **To reiterate and strictly enforce the approval hierarchy and the stipulated caps** on holiday/Sunday working, ensuring that no officer is called without formal, prior authorisation and documented justification.
3. **To implement a rotation and accountability framework** for critical roles (including joint custodians/currency chest related duties), along with periodic monitoring at Circle/LHO/Corporate Centre level to prevent repeated overburdening and to ensure timely settlement of all eligible benefits.

We are confident that your good office will appreciate the necessity of a transparent, technology-enabled and policy-consistent mechanism, which will not only safeguard officers' legitimate entitlements and well-being but also enhance efficiency, accountability and the Bank's overall organisational image.

Yours faithfully,

**Sd/-**

**(Rupam Roy)**  
**General Secretary**

**At the Service of Members for more than 6 Decades**

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