

*Editorial*

## POSITIVE DEVELOPMENTS

The last round of negotiations in regard to ongoing bipartite discussions held on 29th February 2020 is indicative of a positive movement as regards reaching the final stage of the 11th Bipartite Settlement due to the pressure that was created by the entire banking fraternity for early resolution of the Charter of Demands submitted both by the Officers' organizations and the Staff Union. Our members are aware that the United Forum of Bank Unions were forced to resort to strike action on 31st January, 2020 & 1st February 2020 with the decision of implementing a 3 day strike action during the month of March and thereafter to commence indefinite strike during the month of April 2020. It was a comprehensive plan prepared by the United Forum of Bank Unions after a protracted negotiations and disappointment due to the adamant stand taken by the Indian Banks' Association on several core issues. The IBA and the Government did not respond despite our repeated approach to them both informally as well formally through various forums apart from the participation in the regular rounds of discussions which were held during the last more than 2 years since the submission of the Charter of Demands by United Forum of Bank Unions.

The massive support received from our members across the country in response to our agitation call was widely covered through the media so

that the Government and IBA could realize the sincerity on the part of the United Forum of Bank Unions to resolve the bipartite settlement through continuous dialogue and negotiations. More than 50 rounds of negotiations did not help the UFBU in resolving several issues raised in the Charter of Demands. The core issues that created a bottleneck due to the adamant stand of IBA are the percentage of increase in the wages/salaries, the allocation of funds towards building a fair and equitable scales of pay, the merger of the special allowances with the Basic Pay, the issue of superannuation etc., as well as the contentious issues of 5 days week, the issue of the introduction of performance linked incentives, etc., The advisory sent by the CLC in the last round of conciliation proceedings was loud and clear to IBA and the Government that the whole matter should be resolved through dialogue and a positive position should be arrived by 5th March 2020 to avert the next stages of the agitation call given by the United Forum of Bank Unions. It is in this background, that the IBA machinery started moving in brisk manner, they convened the meeting on the 29th March 2020 well before the deadline set by the CLC to avoid further confrontation between the UFBU and IBA. The talks held on 29th March 2020 saw a totally new outlook in the approach of the IBA. The representatives of IBA's were willing to give a patient hearing to the presentations made by the constituents of the UFBU and to

**NATION FIRST, ORGANISATION NEXT, INDIVIDUAL LAST**

find a solution to almost all the points in comparison with the earlier stubborn stand taken by the IBA during the course of our negotiations. It was a positive approach on the part of the constituents of United Forum of Bank Unions. They submitted the Charter of Demands well before the expiry of the 10th Bipartite Settlement - 31st of October 2017. And thereafter they exhibited tremendous patience in pursuing the Charter of Demands submitted by them and continuous discussions took place between the IBA and the United Forum of Bank Unions.

In order to speed up the task of negotiations after the submission of the Charter of Demands, sub-committees were appointed for Officers as well as Award Staff issues so that both the parties will have sufficient time to discuss all the issues raised in the Charter of Demands threadbare. Unfortunately, the expectation of the UFBU was belied in the initial stages of negotiations since the IBA was unwilling to move from their original lower offer. When the subsequent rounds were conducted, they were always holding the cost factor as the major tumbling block for them to improve their offer of wage increase from the lowest offer made by them. Thus, the strike action became inevitable for the workforce in the banking industry. It is in this backdrop the CLC took a lot of initiative and brought the representatives of the Government and IBA to the negotiating table to avert further escalation in the matter. Thus, the pressure created by the CLC on the IBA and the Government to some extent cleared the environment for a smooth passage of the negotiations between the UFBU and the IBA representatives.

The major issue of the increase in the percentage was resolved with the IBA improving their offer from 13% to 15% with the assurances that there are several other areas where they can still workout some improvements in order to make the settlement attractive. Even, the issues on which they have stoutly refused have now accepted to continue their dialogue to find an amicable settlement on all those issues. As such, the issues of 5 days week, the issue of the

merging the special allowance with the Basic Pay, the issue of improving the load factor towards the construction of the scales without restricting to the earlier stand of 2%, the offer of 5 to 7 days encashment on annual basis which would be in addition to the offer of 15%, the positive approach in regard to the family pension, pursuing of the improvement in the regular pension etc., provided a positive indication and an opportunity for the United Forum of Bank Union to reconsider its stand in regard to the continuation of its agitation planned earlier which includes 3 days strike in the month of March 2020 and the commencement of indefinite strike in the month of April 2020. With these developments, the constituents of UFBU decided unanimously to defer the action program given by them during the month of March and April 2020 so that a proper and congenial atmosphere is available for the IBA as well as UFBU to pursue the negotiations further and ensure an early resolution of the 11th Bipartite Settlement which should provide satisfaction to all our workforce in the banking industry including the Pensioners and Family Pensioners who have been seeking relief in the superannuation benefits for a long time. The Federation and the Confederation expresses its happiness and conveys its gratitude to the entire officers' fraternity across the country for having stood by the organization in all their agitation program and making each and every program a grand success. The media coverage was so excellent that the public could understand the real problem of the employees and officers working in the banking industry. The CLC also took note of the large scale resentment over the pathetic situation of the bipartite negotiations and the advisory it has given to conclude the negotiations in a positive manner so that further escalation of the agitation program could be avoided.

Meanwhile, Com. Soumya Dutta, General Secretary AIBOC along with Com. Ravinder Gupta, Com. Sai Prasad, SBI, Com. Pankaj Kapoor, BOI, Com. Sukkaiah SBI with the active & positive help of Shri Bandi Sanjay MP BJP (Karim Nagar) met Shri Anurag Singh Thakur, MOS Finance Ministry on wage revision issues

**SUCCESS AWAITS AT THE DOOR WHERE DILIGENCE IS**



with major stress on 5 day Banking, updation of Pension, early & decent wage revision etc.

Comrades, with these developments we are confident that the 11th Bipartite Settlement will see light of the day at the earliest and ensure a overall improvement for all in the days to come. The details of the discussions are covered by the United Forum of Bank Unions in their circular on the conclusion of discussions on 29th February 2020 and is furnished in this issue of our magazine. ■

## BIPARTITE TALKS WITH IBA ON 29.02.2020

**Text of AIBOC Circular No.2020/24 dt:29/02/2020**

### BIPARTITE TALKS WITH IBA TODAY – STRIKE ACTION DEFERRED

Further to our successful 2 days strike on 31st January and 1st February, 2020, today, one more round of bipartite talks was held in IBA office in Mumbai. IBA team was led by Shri Rajkiran Rai G, Chairman of the Negotiating Committee. We were represented by our 9 constituent unions.

After a lot of discussions, the following points emerged today:

- \* Offer on Pay slip cost increased to 15%.
- \* Our demand on 5 Day Banking will be taken forward by further discussions.
- \* Our demand for loading more than 2% will be considered by a Joint Committee of IBA and UFBU.
- \* In addition to 15% offer, encashment of

Privilege Leave at 5 days per year.

- \* Improvement in Family Pension – matter recommended to Government, will be expedited.
- \* On updation, IBA agreed that some improvement in the Pension would be worked out for the retirees of earlier settlements period by working out the cost.
- \* Revised offer on PLI was given at 1.37%, 2.74% and 4.11%.

IBA agreed to discuss all other issues through further discussions. In view of these positive developments, all our agitational programmes including the ensuing 3 days strike from 11th March, 2020 stands deferred.

We congratulate all our unions and members for their unity and co-operation due to which the improvements as above could be possible. Further negotiations will continue at the earliest and it would be our endeavour to reach a full-fledged settlement at the earliest. ■

## REVIEW OF “EXTENSION IN SERVICE” INTRODUCTION OF EVALUATION METRICS

**Text of Federation letter No.6704/14/20, Dated: 25.02.2020, Addressed to The DMD(HR) & CDO, State Bank of India, Mumbai - 400021.**

We invite your kind attention to the recent circular instructions issued by the bank vide e-circular no CDO/P&HRD-PM/76/2019-20 dated 04.02.2020 modifying the long-standing well-structured Performance Management System based modalities for extension in service for officers. We are surprised

to note that the Bank has taken a unilateral decision to link CDS grade to extension of service which has violated the bilateral understandings. This communiqué has permeated a sense of strong resentment, anger and frustration amongst the fraternity as the extension will be dependent primarily on CDS, a system which carries innumerable loopholes and flaws. The system is also opaque as the officers are not given any opportunity to know the marks awarded by the

**ARISE, AWAKE, STOP NOT TILL THE GOAL IS REACHED**

Reporting authority and Reviewing authority. The evaluation metrics of 100 marks based on a faulty method loaded with errors and confusion will surely ruin the morale and career of our officers which will eventually leave a disastrous impact on the organization and the officers' fraternity in the long run. The circular instructions will invariably dent the confidence and enthusiasm of the already overburdened and demoralized officers' fraternity. We apprehend that such evaluation metrics based on a faulty CDS for extension in service will certainly be utilized as a potential weapon against the officers and there would be instances of mass scale discontinuation of services of officers as extension denied which will eventually create chaos and fear psychosis amongst the officers' fraternity. A personal bias would surely come in effect and the officers are likely to be threatened by the Controllers with awarding lower score so that total scores under all the metrics comes below 65 leading to discontinuation in service. There are thousands of instances as we have received feedback from the grass root level that application for NOC required for Passport, leave application in the HRMS by the Branch Managers (not rejected & not sanctioned status) and bills remain unattended to at RBO level months together despite repeated request by the applicants. The much hyped Sanjeevani portal has failed to address these issues. In this backdrop, we would like to submit our pointwise views on these evaluation criteria for your consideration and urge upon your good office to rescind the captioned circular instructions forthwith.

I. Over decades, the performance appraisal system had been completely subjective and opaque which led to resentment amongst the employees, in the light of this highly competitive and dynamic external environment. As such, "Career Development System" or "CDS" was designed with the idea to bring in objectivity and transparency to this age-old performance evaluation system. However, our Federation had strong reservations on the new system as we had opined that it would end up doing more harm than good. CDS scores have been extremely erratic and do not actually represent the efforts, hard work, sincerity and comprehensive all-round performance of the officers.

- II. AISBOF had earlier made a detailed presentation on our views on CDS and the detrimental effects of the Bell-Curve system. In fact, many global giants like Accenture, Google, Microsoft, Adobe, KPMG, Infosys, Mindtree, HCL Technologies, Cisco, InMobi, GE (the company that pioneered this model) have done away with the Bell curve model and adopted a more practical and concrete way of motivating higher performances amongst employees as the Bell curve system could become counterproductive to improve the company's bottom line.
- III. The reason behind such a strong belief stems from the fact that, since the launch of the new system, we have been overwhelmed with the grievances and complaints from the members and their demand to raise the issue with appropriate authority for remodeling the system and/or even revoking the system as a whole.
- IV. Ours is a service industry. Officers have to do unscheduled and unstructured jobs all-round the year to keep the bank running and to attend to various customers' demands. Announcement of sudden fiscal and government decisions like Demonetization, Kisan fasal Yojana, waiver of crop loan debts schemes etc. tends to throw the normal work out of gear. These factors are not given cognizance in the system.
- V. Categorisation of branches needs to be revisited and officers and award staff should be posted as per categorized positions only else a situation of staff shortage at different branches will distort the cohorts. There are many roles for which KRAs need to be factored.
- VI. Many branches in rural areas are unable to perform due to acute connectivity issue and acute staff shortage. CDS does not account for these issues. Some of the branches are working in condition where basic infrastructure is not provided in the branch. The captive branches are usually facing acute staff shortage like one officer



and one clerical staff despite them serving the customers in large numbers. CDS does not take into these factors while determining the marks of officials.

- VII. CDS has been subsequently modified after our intervention and many of our suggestions have been incorporated but still it needs to be improved significantly. Fact remains that this model has not been able to assess the performance objectively and has created angst and frustration amongst the fraternity.
- VIII. In the light of the above, our Federation decided to conduct a nationwide close ended survey and every officer posted in every nook and corner of the country was open and free to respond to the survey. About 21848 officers from nook and corner of the country participated in the survey. The findings are alarming from the point of view of the officers' dissatisfaction, grievances and angst against the improper and flawed CDS.

### **1. CDS GRADE: MAX SCORE 50**

We have time and again brought out various deficiencies and anomalies in CDS. Such anomalies and deficiencies are depriving many deserving officers who are excellent performers during their entire career from CDS grade matching to their actual performance. While some of the issues have been addressed, still there are many issues resolution of which has not seen the light of the day. Similarly, our demand of removing C category from the CDS was not considered in the past. But we are surprised to note that bank has reckoned this category for assessment of an officer while extending his/her service. We are deeply saddened to note that our demand that CDS should not be linked to extension of service as this is against bilateral understandings has been totally ignored by the management by linking the CDS grade with extension in service. The scoring pattern is also disproportionate to the CDS grade. Consequently, it will be extremely difficult to achieve minimum benchmark score under the metrics for huge number of officers who achieve CDS grade other than "AAA" or "AA".

### **2. MANDATORY LEARNING & CERTIFICATION COURSES : Max score 10**

In many cases where an officer is under suspension/

sabbatical leave/Medical leave/ study leave or any other long leave, the officer is deprived off from mandatory learnings and certification course. Such officer will automatically get NIL score for non-completion of mandatory learning certification courses as per the criterion. In many suspension cases, the officers are reinstated later on. Such officers will also be deprived from scoring under the criterion in addition to losing the scoring under disciplinary action as there is no provision in the proposed Metrics to factor this aspect. This will be entirely against the natural principle of "autrefois convict" guaranteed under fundamental rights.

### **3. FALSE COMPLIANCE & DISCIPLINARY ACTION; MAX SCORE 15**

While we appreciate that there should not be any false compliances in any of the areas, the reasons and pressures for such compliances need to be perceived and considered. We have already sent a detailed communique to you vide our letter no 7151/68/19 dated 25.11.2019 in which we have detailed the circumstances leading to false compliance. It is very disheartening to note that instead of addressing the concerns raised by us through above letter, a criterion of cases of false compliance has been stipulated and Nil score will be awarded to the officer as against the maximum score of 15 for such instances during last 3 years.

While we appreciate Bank's concern in the cases of financial misconduct, any malafide acts etc there is a need to distinguish between the malafide and bonafide cases. In case of disciplinary action, an officer will be penalized with NIL score which is against the natural principle of "autrefois convict" guaranteed under fundamental rights. As such, this provision is totally unjustified.

Further, if the name of an officer features in 'Agreed List(LODI), he will be awarded zero as per provisions of the circular. This will be a clear of double jeopardy as disciplinary proceedings against the concerned officer may have been completed and punishment meted out.

### **4. CONTINUED USEFULNESS TO THE BANK: MAXIMUM SCORE 5**

Under the criterion, overall assessment of officer's utility to the bank will be done and accordingly whether or not his/her continued service in the bank

**LET CUSTOMER SERVICE BE OUR MOTTO**

will be useful or not will be decided. There is no provision in the Metrics for leveraging performance of an officer in regard to natural calamities, political unrest leading to closure of branches for a considerable period of time like in Jammu& Kashmir, bandh in the Darjeeling district for couple of months, sudden announcement of schemes by the Government like demonetisation, other programmes like Aadhar linkage, Census related work, which will affect considerably an officer's performance at the material time. As the performance of an official is dependent on various factors including unproductive work being done in branches particularly in rural and semi urban branches, it is the need of the hour to consider all such factors while determining the utility of an official. We apprehend that the score under this category will be at the mercy of the controllers as there is no specific quantifiable and transparent criterion which will determine such utility and also this will be utilised against the officers for taking any revenge. So, awarding of zero score under this criterion cannot be ruled out. Further, as stated earlier personal bias could well come into picture while awarding the score.

#### **5. ATTITUDE TOWARDS SENIORS/PEERS/ SUBORDINATES: MAX SCORE 5**

We have time and again raised the concern on increasing use of abusive and threatening language of the controllers publicly in meetings for under performance more particularly in the selling of third party products irrespective of the potentials of a particular branch demeaning the officers continuously which eventually lead to many untoward incidences. We have always been vocal on respecting the dignity of officers at all levels. Due to continuous abusive and threatening language used by the controllers, the situation turns into a conflict many times. The officers cannot desist themselves from disagreeing with the seniors/controllers even sometimes for the sake of the institution. Such disagreement leads to further harassment of officers. We fear that this criterion will be utilized to victimize mainly junior level officers by awarding them zero score. It is also an irony that the same controller who misbehaves with his subordinates would be assessing the attitude of the concerned official towards seniors, peers and subordinates.

#### **6. SOCIAL MEDIA VIOLATION: MAX SCORE 5**

While concurring with the views that all officers should adhere to the guidelines of Code of Conduct for expressing views in Social Media, we wish to point out that despite official communication, the bank has not discontinued the so called "WhatsApp" groups where internal information, fact and figures are openly shared. It has also become an open forum for humiliation of officers by their superiors. It will be an irony when someone is pulled up by the assessing official for having violated the social media guidelines is flouting the same at every instance.

#### **7. EXTERNAL INFLUENCE FOR TRANSFER/ PROMOTION: MAX SCORE 2**

In many genuine cases, there is abnormal delay in transfer of officers to their place of choice. Similarly, many deserving officers do not get promotions due to various flaws in CDS which has been brought to your kind attention from time to time. There may be very few cases in which the officers' approach outside authorities and that only because of sheer frustrations and after losing all the hopes of redressal of their grievances within the bank's framework. While we will continue to educate the officers to approach the forum which are available within the bank, we are of the opinion that such harsh penalty will only increase the frustration and anxiety levels in officers.

#### **8. ATTITUDE TOWARDS CUSTOMER SERVICE: MAX SCORE 8**

We agree that customer service has paramount importance in today's highly competitive world and each employee must ensure an excellent customer service and speedy redressal of customer grievances. However, it is also a fact that the increased workload over the years due to implementation of various government initiatives and non-recruitment of adequate staff commensurate with increasing workload is the major reason in spurt of customer grievances. This has coupled with incompatibility of various available technological resources with the Bank's operating systems viz CBS and loss of connectivity in branches for hours together or throughout the day more particularly during the day after consecutive

**BE TRUTHFUL, BE FEARLESS**

holidays. Instead of analyzing the actual reasons and addressing the issues beyond the control at branch level leading to customer grievances, the approach of the management is only to identify scapegoat. It is our considered opinion that recruitment of the staff commensurate with increasing workload and deployment of them judiciously will certainly redress the customer grievances effectively.

Further, the Internal Customer service, which we have been focusing on, has not been cognizance. The assessing authority, who tramples upon the fundamental principles of the constitution by humiliating his subordinates will be assessing the official on his attitude on customer service

At a time when the attrition rate is increasing day

by day, and in the background of mounting NPA's, provisioning, tardy recovery due to the economic conditions prevailing, we feel it necessary to ensure that the officers morale is kept high with encouraging and positive signals at least in the area of appraisals, promotions and extension in service etc. The implementation of the circular instructions without understanding the sentiments of the grass root level officers, who are working tirelessly to carry the Bank through the tough times and challenges will only demoralise the officers in the bank. Therefore, we impress upon you to please understand the sentiments of the grass root level officers and rescind the circular instructions immediately. It is high time to understand that well being of the officers and relationship are more valuable than ego. ■

## **OPENING OF CURRENCY CHEST BRANCHES ON SUNDAYS & HOLIDAYS**

***Text of our letter No.6180/13/20, Dated: 25.02.2020, Addressed to DMD (HR) & CDO, State Bank of India, Mumbai - 400021.***

We draw your kind attention to the opening of Currency Chest Branches across the country on every 2nd and 4th Saturday/Sunday. Despite raising this issue in successive CNC meetings, the same has not been addressed. This is taking a toll on a large number of officers serving in this position and has also become a cause for concern over safety and management of Currency Chests itself. Any deficiency in Currency Chest Management observed by RBI has resulted stricture by RBI and hefty penalties have been levied by them leading to reputational and financial loss to the Bank. Invariably the joint custodians have been penalized and the amounts are being recovered from their accounts without any enquiry being conducted. As such, we feel it is high time a review of functioning of Currency Chest branches is undertaken and corrective measures initiated.

Some major deficiencies of critical nature have become glaringly apparent and needs to be addressed forthwith. Issues ailing the Custodians, inter-alia, are as under:-

1. Currency Chest branches across the country are being opened on Sundays, especially, on weekends with successive holidays. Despite vaulting arrangements being provided by CIT agencies, we

cannot fathom why as a matter of routine the Currency chests are being opened causing much angst to the joint custodians. We also like to point out that as per provision of SBIOSR compensatory leave is also not being granted in almost all cases. Further, no additional leave is being credited to their 'Privilege Leave' balance when compensatory leave cannot be granted as laid down in SBIOSR.

In addition, Joint Custodians have to report to office early for disbursement of Cash and leave office late after reporting cash position to RBI through ICCOMS. This goes on, incessantly, throughout their assignment period. As a result, Joint Custodians are subjected to extreme duress and stress and the 'work-life' balance is seriously affected.

Incidentally, it is observed that our Delhi Circle, one of the biggest circles of the country, has been an exception to the above trend. The Circle has been able to ensure the Branches remain closed on Sunday/ Holiday and, this being the case, it is surprising why other Circles cannot follow the best practice exemplified by Delhi Circle.

2. Another area of concern is handing over and taking over of Currency Chest during change in incumbency of Joint Custodians. The current trend of Bank to relieve officers without giving proper time for completing the formalities of handing/taking over is fraught with danger. The period required for this

exercise to be completed is substantial, especially, when you have to take into account the large amount of cash held by the Chests. A number of major frauds have recently emerged, which remained undetected for long periods because of dilution in the process. This needs to be addressed forthwith. Adequate time should be mandated to complete the exercise of handing/taking over charge.

3. The Bank has provided various incentives to officers for their exceptional performance in operational areas, such as, Advances, NPA recovery, Campaigns, etc. But, somehow or the other the dedicated and committed work of Joint Custodians have remained unrecognized. Currency Chest Management has always remained outside the ambit of similar encouragements despite branches earning substantial commission from RBI. While Currency Chest Management is one of the most stressed jobs in the bank, no incentive program has been formulated for Joint Custodians. On the contrary, cash penalties are being inflicted upon them regularly thus causing angst, frustration and demotivation.

4. RBI while changing the rules for exchange of notes has not laid down cut off dates in respect of notes already in vault and as such notes exchanged or available notes with Bank prior to change of note exchange rules if not sent to RBI would be treated in terms of the revised exchange policy. The matter needs to be addressed suitably as this may have a direct bearing on note valuation and consequential losses and accountability.

5. The burden of Joint Custodians is increasing day by day due to the high expectations of RBI and the Bank. There is a huge daily turnover of cash in all the Chests as nearly all the chests are linked with other Banks/Branches. Additionally, management of Chest is proving to be a cumbersome task as revealed hereunder:-

- i) Support officer provided to the Cash-in-Charge, has long since withdrawn and permanent messengers (Cash-Coolies) are also not provided in many instances
- ii) Note Sorting Machines are not supported with adequate manpower both in terms of its operations and maintenance.

Outsourcing of these functions has led to other complications relating to security and accountability issues.

- iii) Note sorting Machines are not properly engaged due to absence of sufficient and trained manpower. This has led to unchecked entry of large remittance without it being sorted through the machines. It is cause for concern that adequate staff is not available to ensure quantity and quality of notes before the same is entered into the Chest.
- iv) Bi-monthly verification of Chest and other mandatory verifications have become a formality as time taken to accomplish this task is grossly insufficient to detect 'defective' notes kept within packets/ bundles. Mere checking of number of bundles kept in bins would not throw light on the quality and quantity of notes. This has been amply proved time and again.

The above issues have been highlighted to bring forth the risk involved to our Joint Custodians and the daily stress under which they function over long periods.

Sir, you are aware that UFBU have announced an agitation programme wherein "Work to Rule" and not attending office on Sundays and holidays is part of the agitation. All officers who are members of associated trade unions are participants to this program. It has come to our notice that certain Currency Chests have been opened and officers made to work on holidays in direct infringement of the agitational programme. Disciplinary action has been threatened on those custodians, who refrained to attend office on holidays and Sundays as per organizational directive thereby throttling a valid expression of Trade Union rights. It goes without saying that this is unwarranted, especially, when the matter of agitation is at the industrial level. This act of coercion, if not stopped forthwith, may lead to potential industrial unrest in the bank.

We, therefore, request you to kindly intervene and ensure that the services of officers working in Currency Chest branches are not requisitioned on Sundays / Holidays a matter of routine.

The matter may kindly be accorded due attention it deserves. ■



## TRANSFER OF SPECIALIST OFFICERS

**Text of our letter No.6543/12/20,Dated: 20.02.2020, Addressed to DMD (HR) & CDO, State Bank of India,Mumbai - 400021.**

We draw to attention to the transfer orders issued to System officers (specialists) of various circles to GITC with immediate effect possibly due to the downsizing of staff strength of System Officers reportedly based on a study done at some circles. This abrupt transfer orders have evoked enormous adversities not only for the respective Circles but for the persons concerned also.

With these above mentioned transfer movements, which are against the principles of Bank's own Circular No.: CDO/P&HRD-CM/40/2018 - 19 dated 26th Sep 2018 issued with an objective to optimally utilize human resources to achieve the business goals, the following undesirable implications are anticipated and hence we request your immediate intervention to sort out the issue by keeping the transfer orders in abeyance till the end of the current fiscal.

1. CDS scores (mostly Non-measurable roles) of

all these officials will get adversely affected as the effective work they have done so far at the branches / offices in all likelihood will not be given due cognizance. Moreover, it is detrimental to the Circles at this critical juncture i.e. the last quarter of the current fiscal. All the officials are entrusted with important jobs, which would directly affect the functioning of the concerned circles as proper replacement will not be provided equipped to handle the same type of work.

2. Mid academic year movements of these officials will disturb the entire personal and family life of these officials, which is also against the current HR policies of the bank that gives paramount importance to it. The bank has specifically laid down guidelines that there should not be any movement of officials after September'18 keeping in view of the CDS scores and other aspects. Thus, this order is in direct violation of the extant guidelines.

In view of the above, we urge upon your good office to keep the orders in abeyance till the end of the current fiscal and undertake a fresh assessment exercise in consultation with the Circles. ■

## **SBIOA, DELHI CIRCLE - 9TH TRIENNIAL GENERAL COUNCIL MEETING & CELEBRATION OF 54 YEARS OF FOUNDATION (1966-2020) A GRAND EXHIBITION OF SOLIDARITY**

9th February 2020, witnessed a gala exhibition of camaraderie, solidarity and passion as hundreds of members of SBIOA(Delhi Circle) congregated at "Siri Fort" Auditorium in the country's Capital city – Delhi along with executives of the bank, leaders of yesteryear, well wishers, retired executives, members of other fraternal organisations to celebrate the 9th Triennial General Council meeting along with the celebration of 54th year of Foundation of SBIOA, Delhi Circle. The rhythmic beats of drums and the passionate rendition of organizational slogans enthralled the environment.

2. The meeting preceded by hoisting of the flag of SBIOA by Shri VijayRonjan, Chief General Manager, Delhi Circle in august presence of the entire Federation leadership along with senior executives of the bank, office bearers of Circle Association, Presidents and General Secretaries of various affiliates of AISBOF and leaders of yesteryears. As the guests and the members settled down inside

the auditorium, a documentary highlighting the illustrious journey of the Association, the struggle, achievements, diverse activities were screened which were appreciated by one and all.

3. Com Sushil Ahuja, President and Com. Ravinder Gupta, General Secretary of Delhi Circle welcomed the distinguished Chief Guest, Shri VijayRonjan, Chief General Manager of the Circle and General Managers of the Circle & CCGRO, President and General Secretary of Federation, former Chief General Managers, General Managers, former Presidents, General Secretaries, other Office Bearers of Circle Associations and Pensioner Association. The event commenced with rendition of a prayer song and lighting the ceremonial lamp by dignitaries on the dais.

4. The dignitaries on the dais which included Shri VijayRonjan, CGM of the Circle, Shri Abhay Pandey, GM-NW I, Shri Barkat Ali, GM-NWII, Shri Vinod Kumar, GM -CCGRO-I, Shri Radhakrishna R, GM-CCGRO-II,

**DUTY FIRST, RIGHT NEXT**

Shri Manaw Prasad, GM(CAG), Shri Prasanta K Tripathy, DGM & CDO of the Circle, Com Sambit Misra, President, AISBOF, Shri Sushil Ahuja, President and Shri Ravinder Gupta, General Secretary, SBIOA Delhi Circle, Com Rupam Roy, General Secretary (North East), Com Nilesh Radia, President (Ahmedabad), Com Nagesh V.N. President, (Karnataka), Com Sanjay Sharma President (Chandigarh) Com Asitava Kundu, President and Com Shubhajyoti Chattopadhyay, General Secretary (Bengal), Com Madan K Jain, President and Shri Sanjeev Sabhlok, General Secretary (Bhopal), Com C. Balaji, President (Chennai), Com Sai Prasad A, President and Com Sukkaiah B, General Secretary (Hyderabad), Com Vinay Balla, General Secretary (Jaipur), Com V K Premachandran, President (Kerala), Com Ajit Mishra, General Secretary (Patna), Com Arun Bishoyi, President (Bhubaneswar), Com N V Kulkarni, Treasurer (AISBOF), Com Prabir Sorkhel, Admin Secretary (AIBOC), Com T N Goel, President, SBIPA (Delhi Circle), Com Parveen Chhabra, General Secretary, SBISA, Delhi Circle, Com K V Acharya, General Secretary, (AIBPARC) and the undersigned along with a host of other dignitaries were present.

5. Com Sushil Ahuja, President of the Circle, in his presidential address, recalled the warm relationship the CGM and other Executives had with the association and thanked all the guests and comrades for making the event a huge success. He also urged upon the members present to be ready for a tough struggle as we were in the final stage of the 11th bipartite wage settlement. Com. Sushil Ahuja also thanked all the guests and members present in large number.

6. Com Ravinder Gupta, Chairman, AISBOF, who is also the General Secretary of SBIOA Delhi, welcomed all the Guests on the dais and off the dais and all Comrades to the General Council and emphasized the need for unity. He urged upon the members to take part in all organization activities for achieving a decent wage revision. Com Ravinder Gupta welcomed and also thanked the dignitaries on dais, former executives, office bearers and the members for attending the meeting in large numbers and making it a great success. He welcomed the vibrant officers from Delhi Centre and officers who had come from far flung areas like Agra, Dehradun, Haldwani and Meerut Modules for the grand success of the General Council meeting.

7. Following the lighting of lamp, the 'heroes of 1969'

who had taken part in the historic 'Indefinite Strike of 1969' were felicitated. The entire auditorium gave a standing ovation to Com N L Goel, Com H R Magon, Com B N Magon, Com B P Khanna, Com Madhukar, Com Harbans Lal and Com N P Thareja, all octogenarian comrades, who graced the program. Shri Vijay Kumar Arya, the organising Secretary of AISBVOF a Veterans Association was felicitated by Shri Vijay Ronjan, CGM for distribution of more than 75000 pollution masks and for his untiring effort in environmental awareness in the society.

8. Shri Vijay Ronjan, CGM, Delhi Circle in his inaugural address recollected the cordial relationship the Circle Association had with the Circle Management. His address profoundly inspired the audience as he dwelled on several issues concerning the bank, work-life balance and importance of being human. The entire house spontaneously applauded when he said that all of us have to remember at every moment that we were all human beings. He acknowledged the contribution of Association for achieving countless benefits for the entire fraternity and all the executives, who were present on the occasion, had been members of the association for more than two decades. He said that the banking was like a relay race and how adroitly the baton is exchanged ultimately decides the winner. He congratulated the officers' fraternity in that despite recessionary trends, the recent Q3 of the bank has been the best ever. He said work-life-balance was very essential and for that officers have to plan and work hard so that there should not be any reason to work late hours and on holidays. Equitable and proper work distribution was the responsibility of bank and the association. He also stressed the need for allocating 'Me Time' every day for relaxation and pursuing passions and hobbies. He stressed the importance of converting negativity to the positivity. He stressed on YONO as a digital marketing product which was unique in nature and the need to popularize the same. While he touched upon various aspects of banking, he concluded that we must all aim at doing something for society to gain respect for ourselves in society.

9. The undersigned congratulated the Chief General Manager of the Circle for his plain speak on banking, humanity and implementing work life balance, and for not calling the officers to work on holidays. He stated that he always cites the example of Delhi Circle, which was one among a very few circles where

**NEVER BEND BEFORE THE INSOLENT MIGHT**

currency chest branches were never opened on 2nd and 4th Saturdays or holidays. This issue was a matter of serious industrial dispute all over the country. He appreciated the vision of the Chief General manager, who ensured that officers working in Delhi Circle could effectively leave office by 7 pm. He congratulated SBIOA Delhi Circle for organising the grand show of solidarity. He recalled that the meeting was being held on golden jubilee year of bank nationalization as well as the indefinite strike of the officers of the Bank. He also mentioned that this year marked the 100 years of establishment of SBI Staff Federation. He touched upon the need for introducing Happiness Index for all bank employees, which was a dire need of the hour. He stated that the Bank needed to introspect itself why 85% of staff was opting out of promotions and mere relaxation of transfer policy would not be generating the urge amongst them.

10. Com Sambit Misra, President, AISBOF, congratulated the fraternity for active participation. He also touched upon the various aspects of wage revision, complimenting and supplementing the views of the undersigned. He drove home the importance attached to 5 Day Banking, merging of special allowance etc.

11. Comrade Parveen Chhabra, General Secretary, SBISA, Com T N Goel, President SBI Pensioner

Association (Delhi Circle), former President, AISBOF and former General Secretary of Delhi Circle congratulated and extended the fraternal greetings. Following former executives and office bearers were felicitated by the dignitaries

\* Former Chief General Managers: Sh. Madhukar; Sh. Harbans Lal; Sh Gautam Kanjilal; Shri Suriender Kumar Chaudhary;

\* Heroes who took part in 1969 indefinite strike - Sh. Madhukar, retired Chairman, United Bank of India, Shri Harbans Lal, Retd CGM, Shri H R Magon, Retd DGM, Shri B N Magon, Retd AGM, Shri B P Khanna, Retd AGM, Shri N P Thareja, Retd AGM, Shri N L Goel Retd Chief Manager.

\* The occasion was graced by former General Secretary/Presidents of Delhi Circle - Shri Kanwar Singh, former GS, Shri M M Magon, Shri Tilak Raj and Shri V K Yadav, former Presidents and many former office bearers of Circle Association, Federation and Pensioners' Association and executives.

12. The programme was energetically compered by Comrades J K Jetwani, Smiti Misra, Anvit Vyas and Akansha Rastogi.

We congratulate our affiliate, SBIOA (Delhi Circle) and the vibrant leadership and membership who made the event a huge success. ■

*Article*

## **BANK CREDIT GROWTH LIKELY TO BE IN DOUBLE DIGITS IN FY21: SBI CHIEF**

The current GDP growth is not up to the mark where it needs to be, said Rajnish Kumar

BANK credit growth, which has been in the slow lane, is expected to revert to double-digit growth next fiscal, according to SBI chairman Rajnish Kumar. The country's largest lender confirmed that it may miss its credit disbursement target set for the current fiscal, but is hopeful of a revival in FY21.

"We are trying to push it up (credit offtake) this fiscal, but we may find it difficult to reach the target. Hopefully, we will be in double-digit next fiscal, that's what the target will be," Kumar said. For FY20, the bank aimed at a credit growth of 10-12 per cent, but given the slack in demand, particularly from the corporate sector, the bank

is likely to exit FY20 with total advances growing in single digit. As per the latest RBI data, system-wide bank credit in 2019 stood at 7.1 per cent. Speaking to this publication on the sidelines of ThinkEdu Conclave here on Thursday, he, however said working capital needs of enterprises and retail loans, including housing loans, are already seeing an uptick. "interest rate transmission is happening and we have the lowest interest rates for home loan borrowers. Both MSME and retail loans are now linked to external benchmark and we innovate continuously to introduce products," Kumar said.

SBI'S housing exposure currently is about '4.5 lakh crore accounting for over 22 per cent market share including housing finance companies. According to him, the bank is also actively looking

**TIME AND TIDE WAIT FOR NONE**

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at the infrastructure sector to lend, though its exposure to large borrowers, which has been declining, will confirm to the RBI'S credit exposure framework. Stating that the government's recent thrust on infrastructure investments to the tune of '102 lakh crore was essential to drive GDP growth, he said, banks will have to manage credit risks arising out of the sector. "Infrastructure investments are essential in picking up GDP growth rate and the quality of infrastructure in India is sub-optimal. I think there's no other way but to invest in infra. May be this year, we'll continue that (lending to infra)," he explained.

#### HIS VIEW ON NBFCs

Kumar was of the view that the situation has subsided and that India's shadow bankers are in a better position than what they were in. Things are under control. It's unlikely that the situation will flare up. He said. According to him, the bank has under taken vital changes including a major re-organisation of its corporate loan book and is currently rejigging its retail banking portfolio .■

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