



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

UNION IS STRENGTH

CIRCULAR NO. 34

DATE: 06.06.2025

TO ALL OUR AFFILIATES

CRITICAL ISSUES IN HRMS, TTS AND SYSTEM RELATED ANOMALIES

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

A copy is enclosed for your information.

#OurUnityLongLive

With Greetings,

Yours Comradely,

(Rupam Roy)
General Secretary

At the Service of Members for more than 5 Decades

General Secretary: +91-9957563825, SBIOA (N.E. Circle) 6901256554

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Letter No.6571/11/25

DATE: 06.06.2025

The Deputy Managing Director (HR)
& Corporate Development Officer
State Bank of India
Corporate Centre,
Mumbai – 400021.

Dear Sir,

Subject: Critical Issues in HRMS, TTS and System related anomalies

This piece of communication is intended to bring into your kind and immediate attention towards a series of critical issues impacting the functionality of the HRMS, TTS, and related reimbursement and payroll structures in Zing HR. These glitches in the system are causing significant operational disruptions, financial inaccuracies, employee dissatisfaction and potential compliance risks which if not looked into with due alacrity might invite a sheer crisis like situation and result in gushing demotivation amongst the work force.

We elucidate below a detailed account of the concerns as observed and representations received from across the circles.

1. Failures Across Reimbursement Services:

- Nearly all reimbursement services, including LFC/TFA, are malfunctioning. The TFA module allows employees to submit two claims within the same four-year block period, violating the one-claim limit, risking incorrect reimbursements, tax compliance issues and future anomaly of legacy data.
- Lack of properly maintained approvers for reimbursement services results in delays or rejections of claims, exacerbating employee frustration and risking data inaccuracies.

2. Salary Creation for New Joinees:

- Salaries for several newly joined employees post-March 2025 have not been processed despite approved PA data. Additionally, approver data fetched from SAP is outdated due to transfers, preventing approval of newly recruited employee data by those approvers.

3. Leave Encashment Failures:

- The leave encashment module is not processing approved requests correctly, causing delayed or non-reflected payments. Encashment against LFC/HTC/TFA is permitted beyond the stipulated 2-3 years or for more than 30 days in a four-year block, violating instructions and risking inaccuracies in leave balance records.

4. Non-Payment of Salaries:

- Several employees have not received their April 2025 salaries, causing significant discontent amongst the workforce.

5. No Provisions for Salary Component Corrections:

- The Zing HR system lacks mechanisms to correct critical salary components such as CCA, PQP, and Job Key Allowances, leading to inaccurate salary calculations fraught with income leakage and unwarranted recalculation or recoveries from the employees.

6. No Backdated Payment Functionality:

- The system does not support backdated corrections for HRA due to lease surrenders, allotments of bank quarters or delayed processing of salaries, increments, or reimbursements aiding to employee woes.

7. Persistent TTS Issues:

- Long-standing issues in the TTS impede efficient tracking and processing of employee transfers, risking inaccuracies in transfer and role allotments. Position creation for newly opened branches/offices is also not supported causing cascading impact on CDS and career prospects for the employees concerned.

8. System Downtime and Slow Performance:

- Frequent outages and slothful performance in HRMS and TTS are causing disruption to critical tasks. We recommend providing a separate interface for Circle HRMS/Zing HR teams to minimize anomalies and timely redressal of the issues crop in.

9. CDS Roles Closure Misconfigurations:

- Recent CDS roles closure exercises were disrupted by HRMS misconfigurations, forcing last-minute resets and rushed evaluations. This

led to inconsistent grading, limited quota issues, and adverse impacts on employee career progression apart from dwindling morale.

10. Centralized Wage Revision Errors:

- The wage revision effective from 01.04.2024 erroneously released increments to ineligible employees in the old HRMS system, causing income leakage, payroll cost inflation, and compliance risks. The system also altered annual increment dates in several other cases.

11. Complex Interfaces and Insufficient Training:

- Non-intuitive interfaces and inadequate training lead to data entry errors, particularly among non-technical staff, menacing HRMS data accuracy.

12. Payments to Separated Employees:

- Salaries for April 2025 were paid to already separated employees/pensioners, leading to financial leakage proliferating losses for the bank apart from hassles of recovery.

13. Family Details Updation Issues:

- Mandatory PAN and Aadhar requirements for updating family details are restrictive in nature. The system does not allow inclusion of father/father-in-law or mother/mother-in-law as dependents causing anomalous connotation of SBIOSR. Conversion to family pension for deceased pensioners has not been processed since March 2025 causing distress to the bread earners.

14. Salary Register Discrepancies:

- The Circle's salary register shows incorrect payroll data, generating inaccurate salary files that are not in sync with the actual payments causing hassles and misery of job repetitions.

15. Deductions and Recovery Issues:

- Deductions for memberships in associations/unions/cooperative societies are being clubbed in salary slips.
- No front-end provisions exist to recover/stop chummy rent, furniture rent, or excess salary paid in cases of unauthorized absence, EOL, or resignation.
- Functionality has not been rolled for backdated promotion actions or full salary payments on completion of one-year suspension periods. Reimbursements like newspaper, labour, telephone, and furniture

maintenance are not processed during suspensions and in few cases even after reinstatements.

- Medical reimbursement bill redirection functionality has not been made available to the Circle team causing inordinate delays in settlement of such reimbursements.

16. Failure of Support Team:

- The Circle HRMS and Corporate HRMS teams have failed in striking a synergy to resolve multifarious issues of employees resulting in largescale dissatisfaction and complaints. We therefore recommend implementing a Turnaround Time (TAT) monitoring system to assess the productivity of the Zing HR team in view of streamlining the efforts.

17. Membership Enrolment/Deduction Control of Association / Cooperative Societies

- To ensure uniformity and adherence to checks and balances requirements, membership enrolment/deductions under the check-off facility for associations/unions/cooperative societies be managed solely by the Circle HR/HRMS teams. Maker-Checker functionality at the branch/office level to be immediately scrapped down to take guard against unauthorised mushrooming/deprivation of membership without any mandate or authority vested by the concerned administrative structure of the circle associations.

We trust that your esteemed office will accord these matters the necessary urgency and take appropriate action to resolve the operational challenges currently affecting the employees. Your timely intervention will not only alleviate the difficulties being faced but also help reinstate seamless operations, thereby safeguarding employee morale and sustaining productivity.

Yours sincerely,

Sd/-
(Rupam Roy)
General Secretary

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