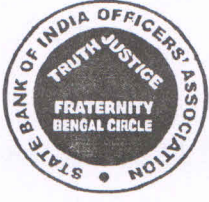


STATE BANK OF INDIA OFFICERS' ASSOCIATION



(BENGAL CIRCLE)

(Registered under Trade Unions Act 1921-Regd. No. 6908)

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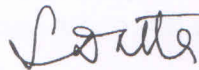
Circular No. 05/2016

Date : 04.01.2016

To All Members (Please Circulate)

We reproduce hereunder the Letter No. 6528/05/16 dated 02.01.2016 issued by General Secretary, All India State Bank Officers' Federation, the contents of which are self-explicit.

With revolutionary greetings,


Soumya Datta
(General Secretary)

TO ALL OUR AFFILIATES / MEMBERS :

No.6528/05/16

Date: 02.01.2016

The Deputy Managing Director & CDO,
State Bank of India,
Corporate Centre,
Madame Cama Road,
MUMBAI - 400 021.

Dear Sir,

EXTENSION OF BUSINESS HOURS AT BRANCHES

We have been given to understand that many Branches in Kolkatta Circle have been instructed to advance the business hours by one hour during the last two days and the first five days of the month, on a pilot basis to attend to pensioners. We also understand that these instructions are to be extended to all the circles, wherein the SWO's will be asked to come one hour early on staggering basis.

2. While we appreciate the intention and spirit behind this initiative, the fact remains that this would automatically extend the business hours for the Joint custodians and the Branch Manager/Passing Officer. We are not sure if the office of the DGM, Branch Redesign has brought this fact to the notice of the HR department of the Corporate Centre, as, extension of business hours involves HR/IR issues, which need to be discussed with the Federation.

3. Pensioners don't come to the Branch frequently. Therefore, when they come for withdrawals, they may want to complete all their transactions, including Lockers operations etc. Hence they may insist on availability of all transactions and not just withdrawals or Pass Book printing; non-availability may lead to customer complaints. Also, when the Branch is opened one may not be able to prevent other customers from entering and insisting on transacting. This may again lead to complaints.

4. Apart from the above, additional SWO's and Officers need to be posted, as, on account of staggering, the SWO's who come early would be leaving the Branch one hour early, putting the officers' under more pressure. The above issue has also not been taken into account by the Boston Consultants and this will again affect the assessment of staff/business levels etc.

Soumya Datta
General Secretary
Mobile : 9830044737

State Bank of India officers' Association

(BENGAL CIRCLE)

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5. Moreover in sensitive areas, when the branches are required to be opened early, armed guards are also required to be present early and need to be staggered.
6. The present exercise is like the 8:00 a.m to 8:00 p.m experiment which the Bank introduced few years back, which failed and had to be wound up subsequently. The extension of business hours of the Bank from 2:30 pm to 4:30 pm (by 2 hrs.) also has not yielded any incremental business to the Bank. Moreover, the footfall between 2:30 to 4:30 pm at branches is minimal. The same customers who used to come in the morning now come in the evening. Some years back, the Bank had also introduced evening counters, which also had to be scrapped, as they failed.
7. Moreover in the branches where this initiative has been implemented, the footfall during the extended hour has been very less and is dwindling.
8. The Bank has always been focusing and pressurising the officers to shift customers to alternate channels like ATM's, Self-help kiosks CDM's, E-Lobby etc. It would be more appropriate to ensure installation of more number of ATM's, Pass Book printers, Tech-Mitras/Grahak-Mitras, to help out pensioners to utilize the same optimally. Alternately we may also have dedicated counters/SWO's for Pensioners during the month end and month beginnings.
9. In view of the above and more importantly, as it involves extension of business hours for the Branch Manager and Joint Custodians, who are already bogged down with innumerable work pressures, and leave the branch very late in the evenings, we request you to immediately discuss the above issue with us before implementation of the same in all circles.

Thanking you,

Yours faithfully,

Sd/-
(Y. SUDARSHAN)
GENERAL SECRETARY

Soumya Datta
General Secretary
Mobile : 9830044737