

# STATE BANK OF INDIA OFFICERS' ASSOCIATION

## (BENGAL CIRCLE)

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

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IP No. 500077

Circular No. 38/2017

Date : 07.03.2017

### To All Members (Please Circulate)

We reproduce hereunder the Circular No. 29 dated 07.03.2017 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:

## **WORK FROM HOME CONCEPT: SUGGESTIONS**

We have today sent a communication to the Management on the captioned subject. A copy of the same is enclosed for information.

2. All our members/affiliates are requested to await further developments in this regard.

With greetings,

**(Y.SUDARSHAN)**  
**GENERAL SECRETARY**

No.6466/12/17

DATE: 07.03.2017

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

Dear Sir,

### **WORK FROM HOME CONCEPT: SUGGESTIONS**

Please refer to our letter No. 6466/33/15 dated 18.3.15 & 6466/16/15 dated 8.3.15; wherein we had requested that the Concept of work from home be introduced to help our officers who are on sabbatical leave, sick leave and are unable to attend office for various reasons, but also capable of working from home or elsewhere. We are very happy that during the CNC meeting also this issue received a very positive response from the management. Further, as requested, we are appending below a few areas where the concept of work from home can be introduced and hope that the Bank will provide this as an International Women's Day Gift to all officers.

- Complaint management Knowledge helpline.
- HR helpline/ complaint resolution.
- App related queries and feedback resolution
- Customer Relationship management.
- Customer Feedback.
- Credit appraisal Cross selling Marketing.
- Lead management Wealth management ATM cash out monitoring CSP monitoring.

**Soumya Datta**  
General Secretary  
Mobile : 9830044737

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# State Bank of India officers' Association

(BENGAL CIRCLE)

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: 2 :

- Inspection and Audit compliance monitoring.
  - Salary processing and other HRMS linked activities under SAP ERP Market research for effective marketing and cross selling, telemarketing.
  - KYC/ FATCA /PAN Seeding/ Aadhaar Seeding other statutory updates (with a trickle feed module) for bulk upload subsequently at front end.
  - Legal support RTI Queries Ifams.
  - NPA monitoring and recovery drive and follow-up.
  - Help Desk.
  - HR :: Fitment, Scrutinizing Bills such as TA, LFC, Medical etc.
  - Reservation rooster, promotion exercise data scrutiny, recruitment data scrutiny. Monitoring Job Family and Transfer Tools.
  - Scrutinizing bills of vendors, Pathological lab (Tie up).
  - Follow up of various Pan India initiatives (Present and future) such as: Migration to cloud server, 2 mbps leased line and backup connectivity, Branch Ambience etc.
  - Vendor Management Services for faster resolution of issues of branch and monitoring of services of vendors.
  - Customised MIS Data preparation/presentation for seminars, meetings, Training etc.
2. We hope that the above mentioned jobs may be considered during implementation of the concept of work from home.

Thanking you,

Yours faithfully,



(Y.SUDARSHAN)  
GENERAL SECRETARY

**Copy to:** (1) Shri. R.Jayaraman, CGM (HR), Corporate Centre, Mumbai.  
(2) Shri. Sanjeev Bihari Lal, DGM (Service condition), Corporate Centre, Mumbai.