

STATE BANK OF INDIA OFFICERS' ASSOCIATION

(BENGAL CIRCLE)

(Registered under Trade Unions Act 1926-Regd. No. 6908)

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IP No. 500077

Circular No. 68/2019

Date : 14.06.2019

To All Members (Please Circulate)

We reproduce hereunder the Letter No. 6514/43/19 dated 14.06.2019 issued by General Secretary, All India State Bank Officers' Federation, the contents of which are self-explicit.

With revolutionary greetings,

Shubhajyoti Chattopadhyay
(General Secretary)

To all our Affiliates / Members:

The Deputy Managing Director &
Corporate Development Officer
State Bank of India
Madame Cama Road
Mumbai- 400 021

Dear Sir,

ISSUES PERTAINING TO VISUALLY IMPAIRED OFFICERS (VIO)

Bank has been recruiting Visually Impaired Officers (VIO), in terms of the guidelines of Government of India. Though VIOs are no less capable than any other officer, because of their specialty, they need to be provided with all possible comforts and infrastructure not only to make best use of their ability, but also to instil confidence that they can also lead a normal life and contribute, as like anybody else.

2. We had occasions to interact with VIOs, all over the country. During the interactions, they have shared the challenges faced by them and suggested certain institutional support, which can make them perform better as appended:

- a. Officials in offices where VIOs are posted should be sensitized so as to have empathy to their special ability. Expectations from VIO should be reasonable and they should never be compared with other officers. Work allocation should be done keeping in view their ability and as per Govt of India guidelines and norms. Most importantly, VIOs should be treated with due dignity and respect to enable them to work with self-esteem.
- b. Providing computer with JAWS software will enable them to perform better.
- c. Revamping of Intranet sites with the facility to magnify texts upto 200 per cent, screen readers, text alternatives of images and colour contrast for employees, who are colour blind.
- d. Postings to be at their place of choice, in terms of extant policy, as they depend much on their family support. Many a time, extant instructions are overlooked causing mental agony and loss of confidence and self-esteem.
- e. Postings should be at back office like CPCs/RBOs/AOs. Feedback has been very positive on their performance at such offices.

Shubhajyoti Chattopadhyay

General Secretary
Mobile: 8001194340

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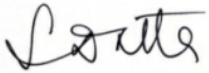
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- f. Assignment of role needs to be done, assessing their potentials into consideration. The KRAs to be set accordingly and feedback to be taken from time to time.
- g. Training to be imparted at regular intervals, say at half-yearly intervals to update them on usage of JAWS Software, shortcut keys etc. which upgrades skills and knowledge.
- h. A liaison officer may be identified at AO/LHO, preferably from among VIOs, who would be able to appreciate their challenges with empathy and also take steps for resolving their grievance, if any.
- i. A Grievance Redressal Day may be observed, say at quarterly intervals.
- j. Appropriate accessibility to be provided at the place of posting for specially abled with compatible work environment (Accessible India Campaign)
- k. An exclusive pre-promotion training facility may be made available as their needs/method of training are different from that of others.
- l. They may also be encouraged to upgrade their knowledge by designing appropriate certificate based learning, without linking it to CDS. This will create an environment of challenge and a trigger to excel.
- m. Audio e-Circular be made available at all Circles as is done by Delhi Circle. Their initiative of Rajbhasa Adhikari is indeed praiseworthy. Audio Circulars in respect of common areas of work allotted/expected from VIOs should be released from time to time.
- n. Permanent Faculty for training VIOs should be provided at identified Learning Centres.
- o. Training for Digital products/YONO/Asset Liability Products may be provided to VIOs at regular intervals.
- p. VIOs should be provided with taxi facilities for all official duties.
- q. Those who are suffer from photophobia should not be posted as FOs where they have to work in bright sun light.

3. The expectations of VIOs are reasonable and provision of the said support merits consideration, which will eventually enable them to contribute better to the organisation. We request you to take suitable steps to implement them and issue necessary instructions in this regard.

With regards,

Yours sincerely



(Soumya Datta)
General Secretary

Shubhajyoti Chattopadhyay

General Secretary
Mobile : 8001194340