

STATE BANK OF INDIA OFFICERS' ASSOCIATION

(BENGAL CIRCLE)

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

1, STRAND ROAD, KOLKATA-700 001.

Phone: 2213-0663, 2213-0154, 2213-0665 (after 5.30 P.M.), Fax : (033) 2210-1684



e-mail: sbioabengalcircle@gmail.com
www.sbioabengal.com

Circular No. 25/2021

Date : 09.02.2021

To All Members (Please Circulate)

MINUTES OF 21ST ANNUAL GENERAL MEETING OF AZC, HOWRAH HELD ON 10TH JANUARY 2021 AT CANTEEN HALL OF HOWRAH BRANCH

The 21st Annual General Meeting of SBI Officers' Association (Bengal Circle), Administrative Zonal Committee Howrah was held on 10th January, 2021 (Sunday). The meeting started amidst incessant chanting of slogans at 11:15 AM in presence of Com Asitava Kundu, Circle President and Com Shubhajyoti Chattopadhyay, General Secretary of SBIOA (Bengal Circle) along with other leadership, SBIOA Seniors and members from entire length and breadth of the module.

The open session started at 11:00 with welcome address by Com Moumita Bhattacharya in presence of Com Asitava Kundu, Circle President, Com Shubhajyoti Chattopadhyay, General Secretary, two Deputy General Secretaries of the Circle Association Com Subhas Chandra Mondal and Com Arun Kumar Roy. Circle and Zonal leaders have been called on stage and they have taken their seats accordingly.

Each of them along with the AGMs, off stage, was greeted and felicitated with saplings.

The meeting was formally inaugurated through lightening of lamps followed by a beautiful rendition of a song presented by Com Priyanka Bhattacharya.

After formal inauguration, Zonal president Com. Partha Ghosh took charge of the meeting. Com Indranil Pyne, Chief Regional Secretary, AZC Howrah in his address extended a hearty welcome to all the dignitaries on and off the dais, leaders of the Central Committee alongwith the leaders invited from other Modules and members present in the meeting.

AGM RACPC and RM R&DB (Howrah 1) delivered their valuable speeches. Both of them praised the work culture of the Region and praised all especially the new generation for continuing excellent work throughout the year. AGM, RACPC also expressed his openness towards the Association. RM 1 (R&DB) emphasized on improving customer service and frequent branch visit by controllers.

Com Shubhajyoti Chattopadhyay, General Secretary, SBIOA (Bengal Circle), in his speech, praised total banking fraternity for providing uninterrupted service during lockdown period. He also highlighted some landmark achievements of SBIOA/AIBOC during lockdown period.

- ✓ Reduced banking hours (10 am to 2pm) during lockdown.
- ✓ With constant follow-ups by Circle leadership, Banking service could be included in State Govt. Circular (to remain closed during lockdown days) during 2nd phase of lockdown.
- ✓ 8th Joint note signed with IBA

He also shared some of his concerns

- ✓ Acute staff shortage in Circle (especially in FIMM network) resulting huge increase of Single Officer Branches in the Circle.
- ✓ Poor manpower planning and non-participation of all related functionaries.
- ✓ Increasing work volumes and business parameters coupled with reduction in manpower, compelling branches to compromise with compliance process.
- ✓ Calling on Saturday/Sunday has been started in different Regions of the Circle.
- ✓ While other Circles have already started recruiting Circle based officers to manage manpower shortage, our Circle is yet to take a decision.
- ✓ Frequent calling of "Mahalagin Day" on different parameters on same day.
- ✓ Unusual time for hosting Webinar. Same is being called on Saturday, Sunday and even during lunch time of a working day.
- ✓ Late staying in branches has stated again in different pockets of the Circle.
- ✓ Opening of Currency Chest Branch on almost every second and fourth Saturday.
- ✓ No uniform time frame is allowed for giving response to the explanation call given by controllers(different response time for different Region)

Thereafter the Business session was conducted by Zonal President Com Partha Ghosh. Zonal President extended hearty welcome to the Circle leadership, Chief Guest, leaders from other Modules, SBIOA Seniors and all members present in the meeting. Business session of the meeting started with pledge taken by all the members present in the meeting and it was read by Zonal President. Then he read out the Notice of the meeting and its agenda. **Com Soumya Datta, General Secretary AIBOC and AISBOF joined the meeting amidst warm welcome from all the members.**

Shubhajyoti Chattopadhyay
General Secretary
Mobile : 9434551152

State Bank of India Officers' Association

(BENGAL CIRCLE)

: 2 :

As per agenda No 1, he requested Com Indranil Pyne to present the Chief Regional Secretary's Report before the House for discussion and adoption. One minute's silence was observed to pay respect to the departed soul who breathed their last during the year under report.

Com Indranil Pyne, Chief Regional Secretary, delivered his welcome speech. He briefly explained the changing scenario and upcoming challenges in banking sector. He thanked circle leadership for their constant support to the module. He thanked all the comrades for their support and for providing relentless banking service to every corner of module during lockdown.

Com Pyne after taking permission from the house read out only most significant points of the report in the house due to time constraints. Then, on being invited by the President of the meeting, Com Rahul Chowdhury, Zonal treasurer, presented the Statement of Accounts to the house for discussion and adoption.

Then Com President invited the members to express their views and opinion on the Secretary's report and audited Statement of Accounts.

Following members volunteered to deliberate on the Secretary's report and audited statement of accounts. All of them supported Secretary's Report and Statement of Accounts.

- Com Biswajit Pal, Howrah branch, highlighted some common issues like
 - ✓ Network and connectivity related issues during working hours
 - ✓ Increasing work pressure
 - ✓ Calling of Webinars during working hours
- Com Joydeep Mukherjee, Howrah RACPC, pointed out some of the disputed area of wage revision and some long pending issues of ex-servicemen,
- Com Rumeli Sengupta, Mahishadal branch, highlighted ATM and CDM related issues. She also pointed out the issues of Pre-LCPC, Post LCPC and discrepant AOF issues,
- Com Souvik Mondal pointed out absence of armed guards during remittance of cash resulting in increasing operational risk for the bank.
- Com Pranab Heera, TAMLUK DSH, highlighted different aspects of mis-selling that was happening in branches. He requested members to refrain from getting involved in any unethical practice.

Com CRS, in his reply, asked the members to improve the quality of customer service in the days to come. He also explained the need of customer support in upcoming fight against privatization. He also highlighted poor internal customer service in SBI. He shared his concern about internal and external fraud. In Region-1 position of external fraud is alarming. He advised branches to not entertain any middleman for sourcing loan proposals and to discourage sanctioning of any substandard proposal. He highlighted some technical glitches in bank's software during office hours hampering customer service. He covered all the issues raised by previous speakers.

Then the house unanimously approved the Secretary's Report and Statement of Accounts for adoption.

Com. Zonal president asked Com. Subir Chowdhury, AGS, Howrah to deliver his speech. He assigned great emphasis on holding of regular and frequent Composite Unit Committee meetings. He briefly explained how frauds and grievances of members could be reduced by organizing frequent Unit Committee Meetings. He thanked all concerned for holding such a wonderful Zonal AGM.

Com Asitava Kundu, President, SBIOA (Bengal Circle), thanked all the Assistant General Managers present there. He elaborately discussed the different important aspects of recently concluded wage negotiation. He highlighted the relentless efforts of AIBOC leadership and their sacrifices to achieve the settlement. He thanked Howrah module to organize such a momentous meeting.

Com. Soumya Datta, General Secretary AIBOC and AISBOF, mentioned the poor internal customer service and humiliation of our internal customers that were evident at different levels of the Bank. He shared some significant areas of the journey of recently concluded wage negotiation, especially, the mandate issue and AIBOC's continuous uncompromising stand to clinch the same. He also discussed some other aspects of the wage negotiation. He asked the members to remain united for the upcoming fight against Government's policy of privatization and amalgamation. He expressed his hopefulness to resolve some of the non financial issues like 5-day banking, pension structure in the days to come.

The meeting was concluded with vote of thanks by Com Tarak Mallick, followed by National Anthem.

With revolutionary greetings,

Shubhajyoti Chattopadhyay
(General Secretary)

Shubhajyoti Chattopadhyay

General Secretary
Mobile : 9434551152