

STATE BANK OF INDIA OFFICERS' ASSOCIATION

(BENGAL CIRCLE)

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

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To All Members (Please Circulate)

7TH ANNUAL GENERAL MEETING ADMINISTRATIVE ZONAL COMMITTEE, SOUTH 24 PARGANAS

The 7th Annual General Meeting of SBI Officers' Association (Bengal Circle), Administrative Zonal Committee, South 24 Parganas was held on 27th November, 2021 (Saturday). The meeting started amidst loud slogans with hoisting of flag of State Bank of India Officers' Association (Bengal Circle) at 11:00 AM by the Chief Guest Shri Prabhas Bose, Deputy General Manager (B&O), Zonal Office, South 24 Parganas alongwith Com Sabuj Mistry, Vice- President of SBIOA (Bengal Circle) in presence of other leadership including the undersigned, SBIOA Seniors and General members.

The opening session started at 11:15 in presence of Com Sabuj Mistry, Vice- President, the undersigned, two Deputy General Secretaries of the Circle Association Com Subhas Chandra Mondal and Com Kusal Chaudhuri and Shri Prabhas Bose, Deputy General Manager (B&O) South 24 Parganas. Com Monali Paul, a young activist anchored the program and welcomed everyone present in the meeting. Then she invited the dignitaries and Management functionaries on the dais one by one. All the dignitaries were warmly greeted with saplings and Uttorio by AZC South 24 Parganas. The cultural wing of South 24 Parganas Module under 'SRIJAN', staged a short Drama on "Bank Bachao Desh Bachao" which was performed by Com. Subir Lahiri, Com. Himadri Das, and Com. Abhijit Das. Then solo dance based on "Bank Bachao Desh Bachao" was beautifully staged by Com. Rittika Halder. The ceremonial lamp was lighted by the Chief Guest, dignitaries on the dais and SBIOA Seniors present in the meeting.

After formal inauguration of the meeting, Com Dipten Dinda, Chief Regional Secretary, AZC South 24 Parganas in his address extended a hearty welcome to all the dignitaries on and off the dais, leaders of the Central Committee along with the leaders invited from other Modules and members present in the meeting. Then Com Paul invited Chief Guest Shri Prabhas Bose to address the meeting.

DGM Sir appreciated SBIOA's collective efforts in fighting the COVID 19 pandemic as well as the all-around contributions made by the Association towards "Amphan" and "Yaas" relief measures. He narrated how the organisation and the trade-union were working in the same line for the betterment of Bank. He stressed upon improving Customer Service and reducing Customer Complaints that were principal focus points of both the Organisation and the Association. He expressed his concern over the increasing number of frauds in different segments and advised to refrain always from third party involvement while sanctioning advance. He said his office would ensure that transfer exercises get carried out keeping in mind the best interest of the individual officer.

Com Paul then invited General Secretary, Com Shubhajyoti Chattopadhyay, for his deliberation. Com. Chattopadhyay greeted the house and requested everybody present to give their best efforts so that the Module can come out of the negative YTD growth and achieve the budget handsomely. He spoke of how one needs to win the work place first to win the market place. He mentioned that these meetings happened to be a great platform to share ones opinion as well as agony, anguish and displeasure over the matters concerning them. He shared with the house how the Chairman had thanked all Association leaders over the robust growth achieved by the Bank as a whole and how "I am the I in SBI" should be believed in letter and spirit. He called for the immediate cessation of calling P Review meetings on Sundays/holidays and that no member should attend office on Sundays / Holidays without prior approval from the appropriate authority. He also said that the SOP regarding the same should be strictly followed. He raised his concern over controllers trying to misinterpret HR policies / Bank's circulars as per their own interests. Issues such as poor connectivity, shortage of manpower, poor manpower planning, abnormal pressure regarding compliance and other related issues were also voiced out. He reminded members that customer service remained Zero Tolerance Area for the bank and all members despite their huge work-pressure and mental exhaustion should be extra careful in their dealings. Com Chattopadhyay said that the practice of calling for explanation over trivial things yielded nothing but had only

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lessened the weightage of an Explanation Call served by the controllers. He said all these issues were being flagged at the apex level too. He asked all members to report which controlling offices were having a high numbers of Sunday working bills pending with them. He said, in the national front, our "Bank Bachao Desh Bachao" movement which had started as a rally named 'Bharat Yatra' on 24th November under the able leadership of General Secretary of AIBOC & AISBOF Com. Soumya Datta had been gaining support exponentially with each passing day. An agitation schedule has already been worked out for the same. He requested all members to mobilize maximum support for the cause through social media campaigns also.

Thereafter Com Paul handed over the microphone to President of the Meeting Com P.K. Ummer Farooq for conducting the Business Session.

Com Farooq heartily welcomed 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 Com Farooq. Then he read out the Notice of the meeting and its agenda. As per agenda No 1, he requested Com Dipten Dinda to present the Chief Regional Secretary's Report before the House for discussion and adoption. One minute silent was observed to pay respect to the departed soul who breathed their last during the year under report. Com Dinda after taking permission from the house read out only pertinent points of the report in the house due to time constraints. Thereafter, Com Asit Baran Purkait, Zonal Treasurer presented the Audited Statements of Accounts to the house for discussion and adoption.

Then Com Farooq invited the members to express their views and opinion on the Secretary's Report and Audited Statement of Accounts.

Following seven members volunteered to discuss on the Secretary's Report and Audited Statement of Accounts.

Com Souvik Banerjee (Canning Bazar Branch): He supported the Secretary's Report and audited Statement of Accounts whole heartedly. He praised the various activity carried out by Circle Association during the past one year.

Com Shrikant Pandey (RACPC South Kolkata)- He congratulated the Association and the leadership on the signing of the historical 8th Joint Note. He thanked the Circle leadership for their timely COVID support. He advised all members to pay more attention to themselves and their family members and asked everyone to provide the due amount of respect to their juniors as fellow colleagues also expect the same from their seniors. He also opined that every able leader should have certain amount of shock absorbing capacity when taking flak from their respective seniors.

Com Debasree Bhowmik(Khariberia Branch)- She requested for a Non-Banking day in Single Officer Branch so that the Branch personnel get some breathing time to update the pending works.

Com Ayanjit Saha (Krishnachandrapur Branch): He thanked Association for getting the monthly 5 in 1 through automated mode which proved to be immensely helpful for the entire Officer fraternity. He also praised the Association for the Vaccination Drives conducted by them. He spoke about training sessions being conducted over webinars which were not as good as physical training in acquiring knowledge. He voiced his protest against the practice of Sunday/Holiday working.

Com Amit Kumar (Bakkhali Branch): He spoke of the acute staff shortage and also suggested that the workload should be shared by all. He thanked the Circle Association for their timely support during COVID 19 pandemic.

Com Chiranjib Chatterjee (Chetla Branch): He flagged off various issues related to Current Account opening and also shared his concern regarding the lack of support provided by LCPC. He also spoke of the problems of VKYC and YONO owing to poor connectivity and lack of technical support. He mentioned that the accounts were being debited for "Doorstep Banking Service" but services were far from being satisfactory leading to customer dissatisfaction. He voiced his support for the " Bank Bachao Desh Bachao" movement.

Com Gopal Mishra (Alipore Branch): He spoke of the menace regarding the monitoring of BGL 98581 and the repeated absurd instruction from controllers for monitoring that the said BGL does not get debited. He requested that the laid down TAT for resolution of CDM related complaints be increased. He also requested that the Compensation policy for ATM/CDM Complaints be revised suitably, to plug the existing loopholes in the system.

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Thereafter, Chief Regional Secretary Com Dipten Dinda in his reply answered all the questions raised by the members. He described about 'Bharat Yatra', the mission of "Bank Bachao Desh Bachao" movement which was started from Kolkata and Mumbai simultaneously to converge at Jantar Mantar, New Delhi to strongly protest against the proposed Banking Laws(Amendment) bill 2021 scheduled/expected to be presented in the Winter Session of the parliament. He expressed his displeasure over the dwindling number of members' participating even in yearly event like the module AGM. He spoke of the omnipresent issue of manpower shortage and mentioned that the issue of the Non-Banking day was put before the ANC in their last meeting. He instructed all members to strictly follow SOP in their day to day works. He spoke of the medical team and the tremendous work that they had been rendering. He praised the Circle Defence Team for their relentless work and requested more and more members to join voluntarily in this yeoman service. He said the practice of cluster branch visit which was slightly hampered due to the COVID 19 scenario, had been started again with fresh vigour. He asked all members to go through the Association circulars on a regular basis. He reminded the members the need of a united stand at this crucial juncture when the Government was trying to privatise the national assets and concluded with a call for a befitting strong and united movement.

The Report and Statement of Accounts were unanimously accepted and passed by the House.

Since, there was no resolution, so President of the meeting clubbed Agenda No 3 and 4.

Then Com Farooq invited Com. Debasish Mukherjee, Assistant General Secretary, Corporate Module for his valuable view.

Com Debashish Mukherjee, AGS (Corporate Module) greeted everyone and said that it would not be possible to compile the innumerable works done by the AZC in a single report. He spoke of the "Bank Bachao Desh Bachao" movement. He praised and thanked for the newly incorporated Sundarban allowance in the 8th joint note. He narrated that the Medical and the Defence Team had been working relentlessly towards the cause of the members. He spoke of the ill effects of the privatisation and how the merging of posts had caused in reduction of employment. He said, the complaints related to customer service remained a Zero Tolerance Area for the bank and that the members should take extra care towards the same. He also mentioned that despite the bank having 38% female employees many branches still needed a ladies' toilet and the exact figure of the same had been reported to the Circle CGM.

In his deliberation to the house, Com Sabuj Mistry, Circle Vice President, warmly greeted everyone. He spoke of the "Bank Bachao Desh Bachao Movement", the fight against privatisation He spoke of the various initiatives taken by the Association in the form of Alert Series & Handbooks on various roles. He requested everybody to take part in the "Bank Bachao Desh Bachao" movement in true spirit and concluded by saying that SBIOA Bengal Circle had always been beside its members in every respect and would continue to do so.

The undersigned strongly condemned the Bongaon Branch incident where an Officer was asked by the Controller whether he was a Bank Officer or a member of the Association. This was in relation to an incident of Sunday working where there was no written approval from the appropriate authority and the repercussion came when the same was flagged by our Association. He heavily criticised this statement with strongest of words and demanded an exemplary action. He expressed his displeasure over the questionable conditions under which Gold Loans were being done at branches and the fact that no real intention was observed to revise the Gold retention limit for many branches even after exceeding same time and again. Information gap relating to termination of relationship with outsourcing units conducting post sanction survey was discussed. Citing the example of Motiganj branch he called for an immediate cessation of such practices. He said that the circular on Staff Accountability should be meticulously perused by the Controllers too since so many incidents had come to light where explanation calls had been served to Officers in excess of their assigned powers. He reiterated the need to stand united against the tyrannical decisions of the government and reminded that the government would be on its way to present the Banking Laws Amendment bill in the Winter Session of the parliament. He concluded by calling for an unwavering support towards the cause of "Bank Bachao Desh Bachao".

The meeting was concluded with vote of thanks by Com. Pranabesh Banerjee followed by National Anthem.

With revolutionary greetings,



Shubhajyoti Chattopadhyay
(General Secretary)

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