

# STATE BANK OF INDIA OFFICERS' ASSOCIATION

## (BENGAL CIRCLE)

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

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Circular No. 06/2022

Date : 04.01.2022

### To All Members (Please Circulate)

### **41<sup>ST</sup> ANNUAL GENERAL MEETING** **ADMINISTRATIVE ZONAL COMMITTEE, BIDHANNAGAR**

The 41<sup>st</sup> Annual General Meeting of State Bank of India Officers' Association (Bengal Circle), Administrative Zonal Committee, Bidhannagar, was held on 11<sup>th</sup> December, 2021(Saturday). The meeting started at 11:00 A.M with the hoisting of the SBI Officers' Association (Bengal Circle) flag in the presence of the Chief Guest Sri Ravindra Kumar Srivastava, Deputy General Manager (B&O), Bidhannagar, Circle President Com. Asitava Kundu, Circle Vice-President Com. Sabuj Mistry, the three Deputy General Secretaries Com. Subhas Chandra Mondal, Com. Arun Roy and Com. Kusal Chaudhuri and other leadership, including the undersigned, SBIOA Seniors and other general members.

The opening session started at 11:15 A.M in the presence of the Chief Guest Sri Ravindra Kumar Srivastava, Deputy General Manager(B&O), the undersigned, Com. Asitava Kundu, Circle President, Com. Sabuj Mistry, Circle Vice-President, the three Deputy General Secretaries of the Circle Association Com. Subhas Chandra Mondal, Com. Arun Kumar Roy and Com. Kusal Chaudhuri.

Young activists Com. Arunima Ghosh and Com. Debkanta Adhikary anchored the opening session of the meeting and welcomed everyone present at the August house. The ceremonial lamp was lighted by the Chief Guest, dignitaries on the dais and SBIOA seniors who were present in the meeting. The cultural wing of Bidhannagar module under '**SRIJAN**' produced an impeccable song performance. The beautifully composed songs were sung by the cultural group comprising of young lady activists namely Com. Some datta Basu, Com. Paramita Dutta, Com. Nisha Jaiswal, Com. Sumana Mitra and Com. Paulami Ghosh.

The Chief Guest and the dignitaries were warmly greeted on dais with saplings and uttorio by AZC Bidhannagar. A digital show highlighting the ills of Bank Privatisation and covering 'Bharat Yatra' under the leadership of Com. Soumya Datta was shown to the audience present. The credit for the impressively crafted digital show firmly goes to the AZC Bidhannagar digital team comprising of Com. Bikash Saha, Com. Biswaran Ghosh, Com. Pinaki Ranjan Das, Com. Koulik Chakraborty, Com. Anirban Ghose and Com. Anirban Chakraborty.

Com. Chandan Mukherjee, Chief Regional Secretary AZC Bidhannagar module, in his welcome address urged general members to use the platform for escalating issues and topics to the Circle leadership. In his address he extended his heartiest welcome to the dignitaries on and off the dais, Central Committee Members, leaders invited from other modules and general members present in the August house. Comrade Mukherjee then invited the Chief Guest Sri Ravindra Kumar Srivastava, Deputy General Manager (B&O) to address the meeting.

In his address to the House, Sri Ravindra Kumar Srivastava thanked the Circle and Module Association for various staff welfare activities undertaken during covid-19 pandemic like vaccination programmes, distribution of masks and sanitizers etc. He stressed on the fact that everyone should still maintain covid appropriate behaviour and urged the unvaccinated to get vaccinated on a priority basis. Respected DGM praised the performance of the module and credited everyone for contributing to Bidhannagar module being ranked Pan- India number 1 for two consecutive months in MD Ranking parameters. He also highlighted a few concern areas where there are ample scope for improvement for the module. The areas of concern, as per respected DGM, are compliance, RFIA, LCPC, KYC and customer service. He stressed on the fact that respected Chairman, in the DGM conclave held earlier in December, had highlighted that 65% high footfall branches were in Kolkata Circle and Bidhannagar module has the highest number of footfall branches in PAN India. As the module head Sri Srivastava urged all the stakeholders of Bidhannagar to take adequate steps in reducing the footfall in branches. In the final part of his address, Sri Ravindra Kumar Srivastava asked officers to convince the award staff to take up the challenge of promotion as the opt out percentage among the clerical staff remained a serious matter of concern. He hinted that some changes might come up regarding the transfer policy of Award Staff which might change the present scenario regarding promotion to higher category.

**Shubhajyoti Chattopadhyay**

General Secretary

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After the address of DGM, the undersigned was invited for his deliberation. He thanked respected DGM Sir for being present in the meeting and addressing the August House. The undersigned mentioned that while he respected DGM Sir's concerns regarding the module, to him 'internal customer' service also remained a concern. The concerns showcased by the undersigned being;

- Misbehaviour towards officers
- Reckless calling of officers on Sundays/holidays
- P-reviews being conducted till 11 p.m. It seemed the 'I' in SBI was being misrepresented by some controllers
- Poor connectivity of branches hampering officers' working condition and morale
- Unhealthy and faulty manpower planning
- Unhealthy target setting
- MD Parameters Rankings putting substantial pressure on the Officer community
- Huge pendency in payment of medical bill of officers and Circle Association is considering to take up the matter with respected CGM Madam.

The undersigned also highlighted the fact that disciplinary proceedings against officers were being brought about for small reasons and many such concerns would be taken up for discussion in the Corporate Negotiation Committee meeting to be held on 29.12.2021. The undersigned in the final part of his address announced that a useful handbook on 'Deceased payment' would be launched soon. He urged the members present in the August House to befittingly mobilise the 'Bank Bachao Desh Bachao' movement and urged all the stakeholders to make the upcoming 2-days' strike immensely successful.

Thereafter, the podium was passed to the President of AZC Bidhannagar Com. Saroj Kumar Das for conducting the business session of the 41<sup>st</sup> Annual General Meeting.

Comrade Saroj Kumar Das heartily welcomed the Circle leadership, Chief Guest, leaders from other modules, SBIOA seniors and all the members present in the August House. Business session commenced with the taking of pledge by all the members present in the meeting and the pledge was read by Com. Saroj Kumar Das. The notice of the meeting and its agenda were read out and as per agenda no. 1, Com. Das requested Com. Chandan Mukherjee to present the Chief Regional Secretary's report before the House for discussion and adoption. A minutes' silence was observed by the House to pay respect to the departed souls who breathed their last during the year under report.

Apart from presenting his report, Com. Chandan Mukherjee pointed out some essential points to the House. He appealed to the management to encourage good customer service and good work so that officers are motivated to perform their daily duties, urged members to utilise the social media platform for taking trade union activities forward. While highlighting the crisis that has unfolded at Catholic Syrian Bank, he specifically stressed that AIBOC and SBIOA were firmly behind the employees of CSB in their rightful fight against injustice. Com. Mukherjee expressed his disappointment that his module was not being 'internal fraud' free and urged members to be vigilant always. Respected CRS urged members not to fall into the trap of unhealthy pressure as 14 charge sheets had been given across the Circle for Xpress Credit loans. He asked Regional Secretaries to arrange periodic regional level meetings either through webinar or through physical presence although the respective regional secretaries were burdened with excessive pressure at their respective desks. Com. Mukherjee ended his report presentation by stressing on the fact that 'Union is strength'.

Thereafter, Com. Swadhin Halder, Zonal Treasurer presented the Audited Statements of Accounts to the house for discussion and adoption.

Com. Saroj Kumar Das then invited members to express their views and opinion on the Secretary's report and Audited Statement of Accounts.

The following members volunteered to discuss on the Secretary's report and Audited Statement of accounts:

**Com. Subhra Prakash Das (RBO-1, Berhampore):** He supported the Chief Regional Secretary's report and the Audited Statement of Accounts. Com. Das expressed that staff shortage was leading to increasing customer complaints at various levels while he asked the Circle leadership to look into matter of repatriation where members were reaching after the cut off date of 30<sup>th</sup> June which in turn was leading to a much lengthy stay at outside home module. He also suggested that many departments were increasing at the top levels while the branch levels were bereft of staff and furthermore despite a pre-set annual budget, login days were increasing regularly.

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**Com. Pradip Bose (RBO-2, Berhampore):** Thanked module Association for supporting members in need. He supported the Secretary's report and Audited Statement of Accounts. Com. Bose advised fellow colleagues and members to maintain time discipline and to be very careful about pre-sanction of Xpress credit loans. In his opinion the Management wants to take away the 2<sup>nd</sup> & 4<sup>th</sup> Saturdays by calling officers regularly.

**Com. Ramesh Mishra (Alambazar Branch, Region-3):** Thanked the Association for providing him the opportunity to place his views. He also justified the need to have an active Association as it was the Association that supported the members in tough times. He urged officers to be united and opined that login days would eventually stop if we also take appropriate steps on login days. As far as customer complaints are concerned Com. Mishra urged everyone concerned to find out the real reasons of complains. He touched upon the pertinent dubious point; when business is increasing staff is reducing at a drastic pace.

**Com. Naba Sen (MCC Branch, Region-4):** He supported the CRS's report and the Audited Statement of Accounts and thanked the Circle Association for helping members during the pandemic. Emphasised on C-KYC problems which was leading to customer complains. Com. Naba Sen pointed out that when everything was normal staff training was taking place through webinars during branch hours. He also said that many branches in region-4 remained Single Officer Branch and distance between CSPs and the branches are far away. He advised that the number of caratometers could be increased for branches.

**Com. Amit Pal (Krishnagar Town Branch, Region-5):** He supported Chief Regional Secretary's report and the Audited Statement of Accounts. Pointed out problems related to ATM and suggested a feasibility study for counting premises-wise ATM. Comrade Amit Pal highlighted a serious issue that unethical customer calling was on the rise by SBI credit card agents. SBI credit card is misutilising the opportunity to work in our premises. He urged the leadership for proper training of Branch Managers, Service Managers and Field Officers and also asked for a programme on stress management. Com. Pal appealed to members to make the 2-day Bank strike on the 16<sup>th</sup> and 17<sup>th</sup> of December successful.

**Com. Aryabhusan Roy (NRI Kalyani, Region-6):** Supported the Secretary's report and the Audited Statement of Accounts. He pointed out that for working on Sundays/Holidays, the controllers are reluctant to issue office order. Com. Roy urged members not to come on Holidays without proper office order. Problems related to C-KYC were highlighted as huge accounts being opened at branch were being rejected by LCPC.

**Com. Barnali Roy (MCC Branch, Region-4):** She supported the Chief Regional Secretary's report and the Audited Statement of Accounts. She spoke on behalf of SBIOA lady officers highlighting a disturbing trend wherein the top management and even some customers were misbehaving with lady officers. Such attitude might lead to counter arguments by the victimised lady officers which in turn might lead to customer complaints. Com. Barnali Roy urged the leadership to take up the issue of why training centres were closed when everything was working normally. Lack of proper training in risky areas is creating a knowledge gap. She urged members to feel proud in being attached with the Association.

Thereafter, Chief Regional Secretary Com. Chandan Mukherjee in his reply address answered all the members' queries and questions and assured the House that the issues coming up in the meeting would be taken up for the upcoming ANC meeting on 22.12.2021.

In the middle of CRS' reply address, the inaugurator Com. Soumya Datta arrived amidst a rousing applause and roaring 'Bank Bachao Desh Bachao' slogans.

Com. Chandan Mukherjee ended his reply and offered his salute to Com. Soumya Datta and the Secretary's report and Audited Statement of Accounts were subsequently passed by the August House.

Com. Soumya Datta was heartily welcomed on the dais with sapling and Uttorio and the digital video show was shown again in the presence of the General Secretary of AIBOC & AISBOF. Com. Saroj Kumar das then invited the digital team on stage for making the wonderful digital presentation for the man of the moment.

Com. Sisir Ghosh, a SBIOA Senior popularly known as 'Sisirda', was felicitated by the House for his dedicated service being a part of the medical team even after his retirement.

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Com. Saroj Kumar Das invited Com. Tushar Kanti Ghosh, AGS In-charge, to the podium to deliver his speech. Com. Ghosh supported the Secretary's report and the Audited Statement of Accounts. He raised concern about the fact that unit leaders and grass root organisers were being strategically bogged down with excessive work by the management. He talked about the usefulness of the 41<sup>st</sup> Annual General Meeting report. After this he ended his address by wishing all the members, dignitaries and SBIOA seniors a prosperous ensuing New Year 2022.

The Zonal President then invited Com. Asitava Kundu, Circle President, to the podium for his address to the August House. Circle President talked about the telling role played by the Association during the covid-19 crisis and thanked every member for supporting the Circle Association's cause. He expressed concerns about various unhealthy events that were being reported and observed in Bidhannagar module. Com. Kundu was highly critical of the fact that lady officers were victims of misbehaviour. He assured that the Federation would take up that issue and many other concern areas including opening of training centres with immediate effect. The veteran leader pointed out that frauds were taking place due to Mahalagin days and the management was solely responsible for that. Management functionaries are not concerned about anything but only their individual promotions. To stop this he urged members for fullfleged support to the Circle leadership. He thanked the undersigned for working so hard for the betterment of the work life of the members. He again assured that our Association would pursue all the issues aggressively with the management. Highlighting one of the major achievements of the Circle Association, Circle President pointed out that suspensions had been revoked due to the intense determination of the Association. He urged members to make the upcoming strike successful.

Then, Com. Saroj Kumar Das heartily and emotionally invited Com. Soumya Datta to the podium. Com. Datta thanked everyone for such a hearty welcome and told the audience that he cancelled a meeting in Aurangabad to attend this AGM. Com. Datta added that he was keen to attend the maximum meetings on his home ground. He assured everyone that he still have close connection with ground level functionaries. Lest Management might take advantage because of lack of co-ordination. He praised the undersigned for actively working for the betterment of the members. He asked the Circle leadership to take zero tolerance for controllers who were misbehaving. Almost 85% eligible for promotion are opting out due to this unhealthy work atmosphere as officers are losing the urge to attend Association Office and he urged the Circle Association to make arrangements for counselling the officers. In a letter to the respected Chairman it has been categorically stated by the Federation that to win the market you have to win the workplace. Although issues related to the work life balance have been raised with the upper echelons of the Management, Com. Datta admitted that things were not improving. Work Life balance of officers is a priority for him and AIBOC. Regarding the upcoming strike he urged the members to involve family members and the wider general public to make it immensely successful. People have supported AIBOC's 'Bharat Yatra' wholeheartedly and this is a fight for our very existence. He urged the Hon'ble Finance Minister to come for a debate on Bank Privatisation publicly and there is a lot of political decisions involved in tabling the draconian Banking Amendment Bill in the Parliament. He urged all the members to 'like' Facebook page of 'Bank Bachao Desh Bachao' as he was concerned that the number of Facebook 'likes' was not increasing at the desired pace. He concluded by thanking everyone present and wishing all a very happy and prosperous New Year and appealed everybody to extend total support, in every way possible, towards the cause of 'Bank Bachao Desh Bachao'.

The meeting was concluded with a vote of thanks by Com. Indranil Datta, Regional Secretary (Region-3) which was duly followed by the singing of our National Anthem.

**With revolutionary greetings,**



**Shubhajyoti Chattopadhyay**  
(General Secretary)

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