

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. 20/2022

Date : 29.01.2022

To All Members (Please Circulate)

We reproduce hereunder the Letter No. 14/21 dated 29.01.2022 addressed to the Chief General Manager, State Bank of India, Local Head Office, Kolkata, the contents of which are self-explicit.

With greetings,

Shubhajyoti Chattopadhyay
(General Secretary)

To all our Affiliates / Members:

The Chief General Manager,
State Bank of India,
Local Head Office,
Samriddhi Bhavan,
1, Strand Road, Kolkata – 700 001.

No. 14/21

Date: 29.01.2022

Respected Madam,

CUSTOMER SERVICE QUEUE AUTHORISATION PROBLEM IN CBS

We like to invite your kind attention to the fact that under the maker-checker concept, a queue originated by a maker in CBS for financial/non-financial transactions is required to be authorized by a checker in accordance with his delegated financial powers.

02. We are receiving feedback that recently, a change in CBS has been made in respect of authorisation of queues. In the wake of recent change, a queue originated/generated by a maker can be authorized only by a checker having CBS capability higher than that of the maker. To elucidate it through an example, a queue for CIF Amendment should be sent to the group of Capability 4 and above users for authorization, irrespective of who is doing the maker part of the transaction. But after this recent update if an official having capability level 7 makes a queue of CIF Amendment, it will be sent to the group of Capability 8(7+1) and above users even though such transaction queues fall under the delegated financial/non-financial power of an official/staff with CBS capability of "6" or "5".

03. Thus, official(s)/staff at the branches previously having adequate financial/non-financial power to authorize such queues, are now unable to authorize the same. This development is creating impediment in improved and speedy customer service. Specially, branches having single officer are facing severe inconvenience in rendering customer service where any queue originated by the officer cannot be authorized by anyone else at the branch. Consequently, officers of single officer branches are not able to complete the day's work within working hours and more so, customer's requests relating to various banking services are getting delayed, leading to customer dissatisfaction and could invite customer complaints.

04. We, therefore, request to your good office to kindly take up the matter with the appropriate level so as to resolve the issue early to enable the branches to render customer service without inconvenience.

With best regards,

'Stay Safe, Stay Healthy'

Yours sincerely,

Sd/-
(Shubhajyoti Chattopadhyay)
General Secretary

Shubhajyoti Chattopadhyay
General Secretary
Mobile : 9434551152