

# STATE BANK OF INDIA OFFICERS' ASSOCIATION

## (BENGAL CIRCLE)

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

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Circular No. 21/2022

Date : 29.01.2022

### To All Members (Please Circulate)

We reproduce hereunder the Letter No. 14/23 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,  
Kolkata- 700 001.

No. 14/23

Date: 29.01.2022

Respected Madam,

### **CUSTOMER SERVICE: MISBEHAVIOUR AGAINST INTERNAL CUSTOMERS** **COMPLAINT AGAINST REGIONAL MANAGER, REGION-3, BIDHANNAGAR**

We are constrained to draw your kind attention to the abrasive behaviour of Regional Manager, Region-III, Bidhannagar Zone with internal customers, which has vitiated the entire working atmosphere of the Region. You are well aware that the Circle has been performing consistently performing well and achieving a respectful position pan India in MD ranking amidst the ongoing pandemic. This was made possible by the untiring effort of our fraternity, who have been performing sincerely, diligently and with utmost commitment despite constraints.

02. We wish to narrate an incident that has taken place today at RBO-3, Bidhannagar. It appears that Smt. Piyali Paul, the Branch Manager, Osmanpur Battala branch, was summoned by the Regional Manager, Region-3, Bidhannagar, to report to RBO yesterday i.e. on 28.01.2022. She was verbally instructed to canvas for Cross Selling and PAPL from RBO. She was not even provided with proper sitting arrangement thereat. In the evening she was humiliated by the RM who spoke in an abrasive manner and questioned her commitment. It is pertinent to mention that Smt Paul, happens to be a dedicated officer of the bank and her branch is one of the better performing branches of the Region and has recently improved the inspection rating of the branch by dint of sheer industry and commitment.

03. Today morning, she has been again humiliated at RBO by the concerned RM in presence of everyone in the hall. The RM reportedly asked her to work under the supervision of a clerical staff who has been instructed to monitor her every movement. This is not only a case of humiliation of an individual officer, but it is also a slur on the dignity and self esteem of entire officers' fraternity. Her abrasive behaviour in dealing with the officers had created an unhealthy and vitiated working atmosphere in the region. **We strongly denounce such unbecoming conduct of the said Regional Manager, who considers the entire region as her fiefdom and also lodge a formal complaint of customer misbehaviour against her.**

04. We consider it is a case of extreme misconduct by the said RM, who is known for her misbehaviour with the officers on numerous occasions and is a known history-sheeter in this aspect. It is also worthwhile to mention that Smt. Piyali Paul, after being inducted as Central Committee Member of our Association very recently, has been frequently targeted and humiliated by the said RM ever since. We have reasons to believe that the behaviour of the RM emanates from purely personal and ego related issues.

05. Madam, as stated earlier, we have several feedback of misbehavior with the internal customers by this particular RM even during her earlier assignment who perhaps derives sadistic pleasure in humiliating her subordinates in open fora. The ilk of her kind are actually causing irreversible damage to employee morale and need to be reined in forthwith for the greater interest of the bank. We are of the considered view that when bank has adopted a system of investigation into the complaint of staff misbehaviour lodged by the customer, the similar procedure should be adopted in this case also and appropriate demonstrative action to be taken against the said Regional Manager, if substantiated.

06. We, therefore, earnestly request to your good office to kindly look into the matter and take appropriate action against the controller, who is responsible for the angst, demotivation and frustration amongst the officers, which could potentially snowball into a major IR issue in the entire Region.

With best regards,

Yours sincerely,

Sd/-

(Shubhajyoti Chattopadhyay)  
General Secretary

**Shubhajyoti Chattopadhyay**

General Secretary

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