

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. 65/2022

Date : 30.04.2022

To All Members (Please Circulate)

We reproduce hereunder the Circular No. 32 dated 30.04.2022 issued by the General Secretary, All India State Bank Officers' Federation, the contents of which are self-explicit.

With revolutionary greetings,

Shubhajyoti Chattopadhyay
(General Secretary)

IT RELATED ISSUE: TECHNICAL GLITCHES IN ONLINE BANKING OPENING OF STDR/TDR/MOD ACCOUNTS

We have sent a communication to the Dy. Managing Director (HR) & Corporate Development Officer, State Bank of India, on the captioned subject.

A copy is enclosed for information.

Yours comradely,

(Soumya Datta)
General Secretary

NO. 6180/15/22

Date. 29/04/2022

The Deputy Managing Director (HR) & CDO
State Bank of India
Corporate Centre
Madame Cama Road
Mumbai – 400 021

Dear Sir,

IT RELATED ISSUE: TECHNICAL GLITCHES IN ONLINE BANKING OPENING OF STDR/TDR/MOD ACCOUNTS

We would like to draw your kind attention to the fact that recently branches are receiving complaints from the customers as they are unable to open TDR/STDR or MOD from joint accounts for the last few days through Internet Banking/ YONO. While trying to open such an account, an error is displayed by the system as:

“Unable to set the mode of operation for your Term Deposit Account. Please contact your branch.”

02. It was later revealed that TDR/STDR accounts had been opened in the system but the same was closed before EOD due to non-funding in the account. This has led to customer grievances leading to a spate of complaints.

03. Sir, while our bank is emphasizing digital banking as a measure of sustainability and combating competition in the market, the grievances arising out of such inconveniences faced by the customers will not only tarnish the reputation of our esteemed institution but also definitely lead to losing our potential business. In fact, many such issues were highlighted in the recently concluded 28th Triennial General Council meeting of our Federation.

04. We, therefore, request your good office to kindly initiate remedial measures to resolve the problem forthwith. We also request your good office to convene an IR-IT meeting at the earliest so we can flag several issues related to CBS and technology and also offer possible solutions.

With best regards,

Yours sincerely

(Soumya Datta)
General Secretary

Shubhajyoti Chattopadhyay

General Secretary
Mobile : 9434551152