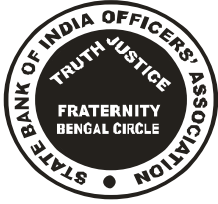


STATE BANK OF INDIA OFFICERS' ASSOCIATION

(BENGAL CIRCLE)



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

"Samridhi Bhavan", E-Block, 6th Floor, 1, Strand Road, Kolkata – 700 001

Phone: (033) 2210 2210

e-mail: sbioabengalcircle@gmail.com
www.sbioabengal.com

Circular No. 184/2026

Date : 12.10.2026

To All Members (Please Circulate)

We reproduce hereunder the Circular No. 104/2026 dated 09.10.2026 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)

Accessibility barriers in the SPARK Learning Portal for visually impaired employees

We have sent a communication to the Deputy Managing Director (HR) & Corporate Development Officer, State Bank of India, Corporate Centre, Mumbai-400021, on the captioned subject.

The content of the communication is reproduced below.

With Greetings,

Yours Comradely,

Sd/-

(Rupam Roy)
General Secretary

Letter No. 6810/23/26

Date: 09/10/2026

The Deputy Managing Director (HR) & CDO,
State Bank of India,
Corporate Centre
State Bank Bhavan, Madame Cama Road
Mumbai – 400021.

Dear Sir,

Accessibility barriers in the SPARK Learning Portal for visually impaired employees

This is to bring to your kind information that we have been receiving representations from a section of our members who face accessibility barriers while undertaking mandatory learning modules and assessments on the SPARK Learning Portal.

As we understand, under the provisions applicable to Mandatory Learning for FY-2026-27, employees classified as "Persons with Disabilities" under Visually Impaired category are not exempted from Role-Based Certification, specified lessons and Coursera courses for the purpose of calculating the Mandatory Learning score.

Visually impaired employees basically depend upon screen readers such as JAWS and keyboard-only navigation to access digital platforms. At present, several features of the SPARK Learning Portal cannot be accessed or operated independently through these assistive technologies causing insurmountable hitches for them for an effective and timely completion of their mandatory learning efforts. The difficulties reported by employees include:

Shubhajyoti Chattopadhyay
General Secretary
Mobile : 9434551152

State Bank of India Officers' Association
(BENGAL CIRCLE)

: 2 :

1. Course content cannot always be navigated effectively using only the keyboard.
2. Buttons, links, headings, form fields, menus, tables, icons and other interactive controls are frequently unlabelled or inadequately identified by screen readers.
3. The focus order is sometimes illogical or unclear, and the position of the keyboard focus is not always conveyed to the user.
4. Certain quizzes, assessments, drag-and-drop exercises and other interactive activities cannot be completed independently through JAWS or keyboard commands.
5. Assessment timers, alerts, error messages, instructions, submission confirmations and feedback are not consistently announced by the screen reader.
6. Images, charts, diagrams, videos, reference documents and other visual materials are not always accompanied by accessible text alternatives, transcripts, audio descriptions or screen-reader-compatible versions.
7. Employees often encounter keyboard traps or controls that require the use of a mouse.

These barriers substantially increase the time required to study course material and complete assessments.

Consequently, such employees are placed on an unequal landscape causing an impediment to their effort for completion of their mandatory courses cascading a direct impact in their career prospects. Their performance on account of glitches in the system is greatly being obstructed on account of their inability to overcome an inaccessible interface rather than by their knowledge or understanding of the subject. A mandatory assessment thus fails the test of being equitable when one group of employees are made to first overcome technological barriers and then perform which is not the case for the others.

The absence of equal and independent access, along with the non-provision of appropriate and reasonable accommodation thus appears to be discordant with the principles and obligations of their Rights conferred in Rights of Persons with Disabilities Act, 2016 (RPwD Act) and in other way demonstrative of an act of denial to their legitimate right to equality and equity.

In view of the difficulties faced by this set of officers, we request that, till such time the SPARK Learning Portal, its course content and its assessment processes are made fully accessible and independently usable; the visually impaired employees may kindly be exempted from the applicable mandatory learning modules and assessment frameworks.

We further propose for a dedicated orientation; demonstration and practice sessions be conducted for visually impaired employees before mandatory modules and assessments are assigned, so as to make them better equipped with the system and to facilitate ease of execution.

This request may please not be construed as for any special privilege or relaxation of learning standards. It is a sincere request for equal access, reasonable accommodation and a fair assessment environment in which visually impaired employees can demonstrate their knowledge without being disadvantaged by an inaccessible technological interface.

We therefore request your kind authority to consider this representation favourably, initiate a time-bound accessibility remediation programme and grant the requested interim exemption to the particular set of officers, until the necessary solutions are fully implemented.

We shall be grateful for an early and favourable response.

Yours sincerely,

Sd/-
(Rupam Roy)
General Secretary

Shubhajyoti Chattopadhyay
General Secretary
Mobile : 9434551152