

CIRCULAR NO. 19 /2022

DATE : 19.03.2022

TO,  
ALL MEMBERS

**HR AND WORK-RELATED ISSUES CONCERNING OFFICERS**

We reproduce hereunder the text of the **AISBOF Circular No. 19** dated 19.03.2022, the contents of which are self-explicit.

*With warm greetings,*

**(Ajit Kumar Mishra)**  
**GENERAL SECRETARY**

OUR UNITY : ZINDABAD-ZINDABAD  
S.B.I.O.A. : ZINDABAD-ZINDABAD

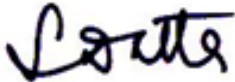
TEXT

**HR AND WORK-RELATED ISSUES CONCERNING OFFICERS**

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**

The Deputy Managing Director (HR) &  
Corporate Development Officer  
State Bank of India,  
Madame Cama Road  
Mumbai - 400 021

Dear Sir,

**HR AND WORK-RELATED ISSUES CONCERNING OFFICERS**

We wish to draw your kind attention to several HR and other issues faced by our fraternity, as appended, which are impediments to their wellbeing as well as in day-to-day functioning in various assignments.

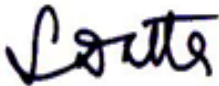
- a) It has been observed that branches/ offices are suffering from acute connectivity problems on a daily basis, possibly due to the introduction of multiple apps and bandwidth related issues. An increasing number of global downtimes of CBS operations (9-10 times in the last two months) in the present competitive environment is a serious matter of concern for the officers' fraternity in view of stiff competition in target achievement, business growth and preserving the brand value of the Bank. In fact, the branches across the country are unable to function smoothly in the last quarter of the current fiscal on account of technical glitches in the CBS. These outages have become almost a routine which is tarnishing the image of the institution as well as inviting unwarranted customer complaints from irate customers. We are of the considered view that our market share will definitely increase if only we could provide unhindered connectivity at branches and processing centres.
- b) It is a matter of great concern that the officers are constantly being hammered with threats and are tormented in every possible way viz. misbehaviour, public humiliation, use of derogatory language, undue transfers before completion of normal tenure, cancellation of all types of leaves, inhumane behaviour, avoidable suspensions, delay in sanctioning of increments, payment of bills, releasing of benefits etc. It has been brought to our knowledge that recently in one circle, CMC members while addressing senior officers in Scale IV and Scale V have threatened them with dire consequences, suspensions etc. and advised them to take VRS by submitting three months' notice. Sir, you will also appreciate that every individual is to be treated with respect and dignity at his/ her workplace which is not only imperative but non-negotiable, and cannot be allowed to be compromised, even the slightest, under any circumstances, whatsoever. Moreover, bullying at workplaces is recognized as violence and it can be in different subtle forms like undue criticism, exclusion, false allegations, constant bantering, humiliation or unnecessary oral/written warnings. This continuous bullying and harassment of our officers are causing irreparable damage to the psyche, health, confidence, morale and performance of our workforce. We are aware that Corporate Centre is genuinely concerned about this malaise and have already initiated measures to address this issue. However, sensitization programs need to be conducted throughout the year to address the need to be courteous and respectful to Internal Customers.
- c) Officers are being called on Sundays/ Holidays rampantly across the country through Corporate Centre has issued a strict advisory on this sensitive issue and has initiated several proactive measures for which we place on record our sincere appreciation. As per reports received from most Circles, the requisition of services of officers is being done without adhering to extant S.O.Ps and without formal approval of the competent authority, despite clear cut instructions issued by Corporate Centre.

- d) Feedback from various Circles indicates that CRO(PB)s are now being posted as DBMs or BMs at many branches, particularly in rural areas, which is clearly in contravention with their role manuals as well as defeating the basic purpose of their recruitment. On one hand, such officers are facing serious work-related difficulties as they were assigned CBS viewing rights only, and on the other hand, it is violating the OSR for these specialist cadre officers.
- e) After the formulation of the new promotion policy and subsequent clarification regarding the treatment of assignments, we have been given to understand that a large number of officers are to be transferred from Corporate Centre establishments, including GITC and will be repatriated to their respective Circles for completion of the mandatory assignment to make them eligible for promotion in the next promotion exercise for 2022-23. We understand that some of them are handling sensitive assignments, which could adversely affect the annual closing related work.
- f) While clarity in treatment of mandatory assignments has been spelt out in the Corporate Center letter-number HR/CDS/2021-22/KBP/311 dated 14<sup>th</sup> March 2022, we have received representations from several MMGS-III officers, who were posted to a branch as BM that was subsequently downgraded to JMGS-I scale incumbency without their knowledge, as well as from those who were posted in JMGS-I scale branches despite being in the MMGS-III cadre, which has made them ineligible for promotion to SMGS-IV. We urge upon your good office to consider such cases sympathetically to enable such officers to be eligible for promotion in the current exercise. Further, to avoid mass transfer orders in the last month of every fiscal for the completion of mandatory assignments, we are of the considered opinion that the effect of promotions to all cadres may be given from a common date viz. 1<sup>st</sup> April of every year, irrespective of the date of publication of results to address this issue once for all.

We, therefore, urge upon your good office to kindly initiate suitable measures to address the issues flagged in the foregoing.

With best regards,

Yours sincerely,



**(Soumya Datta)**  
**General Secretary**