



**Telephones**  
Office : 0612-2209117  
Fax : 0612-2209118  
President : 0612-2209115 (O)  
0612-2267513 (R)  
Genl. Secy.: 0612-2209116 (O)  
0612-2665508 (R)

स्टेट बैंक ऑफ इण्डिया ऑफिसर्स एसोसियेशन  
**State Bank of India Officers' Association (Patna Circle)**

All Letters to be  
Addressed to the  
General Secretary

Regd. No. 1872 of 1975  
(REGISTERED UNDER TRADE UNION ACT - 1926)

State Bank Building  
West Gandhi Maidan  
Patna - 800 001

CIRCULAR NO. 14/2012

DATE : 17.04.2012

TO,  
ALL MEMBERS

**REGULATED WORKING HOURS FOR OFFICERS**

We quote hereunder the text of **AISBOF Circular No. 27 dated 17.04.2012** on the captioned subject, the contents of which are self-explicit.

"One of the important demands of the Bank Officers is 'Regulated Working Hours'. The Bank Officers' Service Rules do not provide for defined working hours as in the case of workmen. Officers' services may be requisitioned by the competent authority at any time. It never says that, officers have to work continuously for 24 hours a day. Officers are also human beings. They too require, defined working hours with lunch, recess etc. The nature of duty may require them to report half an hour early to the commencement of business hours, and stay late for another 30 - 45 minutes to close the days work. They have family obligations and social commitments. But today, due to the acute shortage of staff at branches, officers are forced to come early and leave late in the night to complete the days work. They have vicarious responsibility to manage the business of the Bank. The sword of accountability always hangs on their neck. They are suffering from want of time to spare for their family, and the social commitments. They are having acute stress level leading to Diabetes, B.P and Cardiac attacks. The continuous work also affects their concentration, efficiency and quality of work. Therefore, we at Industry level, as well as at Bank level, are advocating for regulated

working hours for officers, so as to improve quality of life of officers as well as quality of work.

**2.** Increasing work pressure due to multiplicity of business of the Bank, reduction of staff strength on account of retirements, deaths and attrition etc., is compelling them to spend more time within four walls of the Bank. It has become fashion for exploiting the situation by ordering the officers to sit late and attend the office on Sundays and Holidays without any extra compensation. Given an option, officers need quality time to spend with their family, than to work for paltry sum of compensation offered by the Management. To discourage late sitting and attending offices on sundays and holidays, we demanded heavy compensation from the Management. We also demanded sufficient number of staff at branches to cater to the need of the customers. The customer service must not affect at any cost.

**3.** When the Management decided to extend business hours on 31<sup>st</sup> March, 2012 and 5<sup>th</sup> April 2012, we effectively negotiated with the Management and settled for compensation of Rs. 2500/- towards local conveyance, dinner, out of pocket expenses etc. In fact during March 2001, negotiations on cash compensation was left to the individual circles for working on full day on Saturday to close the Bank accounts. This has lead to payment of different amount at the Circles, causing heartburn among the officers. Hence, the negotiation on compensation is now centralized.

**4.** Never-the-less, our ultimate aim is to discourage late sitting and working on Sundays and holidays, by fixing regulated working hours. We are also pursuing at industry level, for 5-day week in the Banking Industry. We are confident that, with our continued persuasion and pressure, a long pending genuine demand of Regulated working hours may become a reality in the days to come. However, 5-day week is equally important for Bank employees as available to the employees of Central Govt. PSUs etc.”

*With seasons greetings*

**(ANIRUDH AKHAURI)**  
**GENERAL SECRETARY**

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