

**KARUR VYSYA BANK
EMPLOYEES' UNION**

(Affiliated to AIBEA)



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Circular No. 38 / 5 / 2024

December 19, 2024

Dear Comrades,

We append hereunder the text of our letter dated 18.12.2024 written to our Management in respect of Various Issues faced by our members, for the information of our Members.

With greetings,

Yours comradely,

**T . SEKAR
GENERAL SECRETARY**

KVBEU / 38 / 6 / 2024

December 18, 2024

To

Chief Human Resources Officer,
Human Resources Department,
Central Office,
Karur.

Dear Sir,

We furnish hereunder some of the issues faced by our Members from their Divisional Offices and branches, which needs your immediate attention and redressal.

1. Huddle meeting:

Few years back, our HRD had introduced the concept of conducting Huddle Meeting in the branches. The purpose is to share important messages received from the Corporate Office / Divisional Office, business development of the branch etc. The Branch Manager as the Head of the branch has to utilize this meeting to motivate the staff members. However, we

observe that in some branches, the Branch Heads instead of motivating the employees is utilizing this Huddle Meeting to analyse the performance of individual employees especially in the area of sourcing new business, giving business commitment etc. In some cases, demotivating words are used against the employees in the open forum. In some branches, Branch Heads are extending this meeting beyond the commencement of the business hours and customers are forced to wait in the banking hall. Due to this, the Customer Service Associates are not able to commence their work at the start of the business hours and thereby faces the wrath of the customers for no fault of them.

2. Concall meetings:

In Some divisions, the Executives and Officials in the Divisional Offices are regularly conducting Virtual meetings with the Branch Managers at regular intervals during working hours. Instructions are being given that all the staff members should also join the meeting. During the entire elongated concall meeting, all the staff members were made to stand for an extended period, almost as if it were a punishment. Due to this our members are not able to complete their assigned works within the stipulated working hours including the Cash Department. In the said concall meetings, Workmen are advised to give commitment for sourcing new business especially on sourcing insurance products.

3. Sales Commitment:

Today majority of the branch transactions are carried out by the Customer Service Associates (CSAs) within their powers. They are receiving the Cash and authorizing the same upto Rs.50,000/- independently and passing Clearing, transfer vouchers and other similar instruments independently upto and including Rs.1,00,000 as per 12th BPS. In many branches there is only one CSA. Also in many branches, there is no Office Assistant. The CSAs are forced to carry out the work of Office Assistant like cash stitching, filing etc. Our Bank is continuously recruiting Sales Team and posting them in the branches. The new customers brought in by this Sales Team are effectively serviced by the available CSA in the counter in addition to attending to the existing customers. The Divisional Managers and the Officials in the Divisional Offices are fully aware of the shortage of workmen and the works carried out by them in the branches. In spite of this, some of the Divisional Managers especially the Divisional Manager of Tirunelveli Division is insisting on our Members for daily Sales commitment especially on sourcing Third Party insurance products. They are also pressuring the Member not to leave the branch unless they achieve their sales target. The CSAs are treated like Sales Team for whom the only work is to source new business whereas for CSAs their primary work is to perform the operational works as defined in the Bi-partite Settlement. This type of approach by the Divisional Head is causing mental stress among the Members.

Our Consumer Banking Department had issued a circular advising all the CSAs to contact customers and source new business. They have also advised the Divisional Offices and branches to provide necessary infrastructure in the branches for carrying out the above assignment. However, no infrastructure like Landline connection, separate Mobile phone etc. is provided in the branches. Due to this, CSAs are forced to contact the customers from their personal mobile phones. Further, in many branches there is only One CSA and it is very difficult to carry out the above work apart from doing our routine works.

In this regard we already raised this issue with HRD officials and our Union representatives also discussed this issue with the Tirunelveli Divisional Head. But still there is no change in the approach of the above Divisional Manager and the Officials in the Divisional Office. Similar type of method is adopted by few other Divisional Offices also.

Sir, all these years, our employees are contributing their mite for the business growth of the Bank and they will continue to do it. However, the above incidents are de-motivating the employees, which we feel is not good for the business growth and industrial relationship of

the Bank. We request you to look into the above grievances faced by the employees at the branches and redress the same.

Thanking you,

Yours faithfully,

Sd/-
T.Sekar
General Secretary
