

**KARUR VYSYA BANK
EMPLOYEES' UNION**

(Affiliated to AIBEA)



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Circular No. 36 / 35 / 2021

October 12, 2021

Dear Comrades,

Reg: Letter written to our Management.

We understand that our Central Office had sent communication to all the Sunday working & split hour branches that from 1st November 2021 onwards Sunday banking service and Split hour timings have to be resumed. In this connection, we have written a letter to our MD & CEO requesting him to review the above decision. The said letter is reproduced hereunder for the information of our Members.

With greetings,

Yours comradely,

I. Venkatesan
General Secretary

KVBEU / 46 / 2021

October 11, 2021

The Managing Director & CEO,
Karur Vysya Bank Ltd.,
Central Office,
Karur.

Dear Sir,

Reg : Sunday banking branches & Split hour branches – need for review

In our Bank, there are more than 50 branches which are functioning on Sundays. Like-wise there are few branches which are following split duty timings (few hours recess during afternoon). During the end of March 2020 when the entire nation was under the grip of Covid – 19 pandemic and also when there was national lockdown imposed by the Central Government, our Operations Department had advised all the Sunday working branches and Split hour timings branches to follow regular branch working including regular working hours. This is in vogue for the past 1 ½ years. Now we understand that our Operations Department

had sent communication to all the Sunday working & split hour branches that from 1st November 2021 onwards Sunday banking service and Split hour timings have to be resumed. In this connection, we would like to make the following representation for your kind consideration.

The concept of Sunday working branches was introduced in our Bank several years back when the usage of technology was in the initial stage. However, over a period of years, our Bank had introduced various technology initiatives for the benefit of our customers. Now in the era of digitalization, our branches are aggressively promoting the alternate delivery channels like ATMs, CDMs, mobile banking, internet banking etc. and our customers have also started using the same. In our analysis there are no much transactions in the branches which are opened on Sundays. The operating cost and other costs require a detailed study by the management.

Further, today we witness acute shortage of workmen in majority of our branches and Sunday working branches are also no exception to it. In the last 1 ½ years, there is steep reduction in our Clerical strength. As per our service conditions, Weekly Off is to be given. If the Sunday banking concept is again resumed, there will not be full clerical strength on all the working days. With the reduced staff strength, it may not be possible to give quick and efficient service to our customers. Also due to this, there will be more work pressure on the existing workmen.

Similarly in the case of Split hour branches also, the business hours is closed late in the evening and after that the workmen have to carry out other works and the working hours is closed in the night.

In the last 1 ½ years, our Customers in the Sunday working branches have accustomed themselves with the regular banking days.

Under the circumstances, we request your goodselves to have a review on the Sunday working branches and the Split hour branches based on our above suggestions. Till such time a decision is taken by the management on the above subject, we request that the present system of Sunday working branches functioning on the regular days as done by the other branches and the split hour branches following the regular timings be continued in the coming days also. This will help the Kayveebians in the branches to give quick and efficient service to our customers on the regular working days.

We are sure and confident that our above representation would be considered favourably by the management.

Thanking you,

Yours faithfully,

Sd/-
I.Venkatesan
General Secretary

Cc: President & COO, Central Office, Karur.

Cc: General Manager, Human Resources Department.

Cc: Deputy General Manager, Operations Department.