

**KARUR VYSYA BANK
EMPLOYEES' UNION**

(Affiliated to AIBEA)



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Circular No. 37 / 10 / 2022

December 3, 2022

Dear Comrades,

Reg: Letter written to our Management on BSSE issue.

We reproduce hereunder the letter written to our Management against the entrustment of clerical works to the BSSEs, for the information of our Members.

With greetings,

Yours comradely,

I. Venkatesan
General Secretary

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KVBEU / 37 / 17 / 2022

December 2, 2022

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

Dear Sir,

**Reg : Branch Sales and Service Executives (BSSEs) – entrustment of
Clerical works to them – our objection.**

We invite your kind attention to our letter KVBEU / 37 / 9 / 2022 dated 15.7.2022 and KVBEU / 37 / 14 / 2022 dated 29.9.2022 on the captioned subject. In the said letters, we have given our view points on entrusting the regular works of the Clerical cadre (both financial and non-financial works) to these BSSEs which are in violation of the industrial level bi-partite settlements and internal settlements. In the official negotiation held between the Management and the Union in the month of August, 2021, the Union representative raised the issue of role and responsibilities of the BSSEs recruited by the bank and posted in the

branches. The Management representatives informed that they are recruited under Officer / Supervisory cadre. In the meantime, our Human Resources Department had issued a circular no.341/2022 dated 11.10.2022 wherein they have re-defined the roles and responsibilities of the BSSEs in the branch banking and also listed out the various activities to be carried out by them in the branches. Immediately we made representation to the management on this issue and the above circular was put on hold. We thank the management for the same.

On 19th October, 2022 our union representatives met General Manager and Chief Manager of Human Resources Department and explained in detail that in our Bank all the Clerical works performed by the Clerks are governed by the Bi-partite Settlements. In addition to this, there is an internal settlement between the Management and the Union in respect of carrying out Teller work. By this the Clerical Teller can independently pass instruments upto Rs.50,000/-. Hence, the above works cannot be entrusted to BSSEs (who are recruited for the purpose of marketing of bank products, sourcing new business, generating leads etc.) as these works are being carried out by the regular Clerks of our Bank who are governed under Bi-partite settlements and internal settlements. We have also represented to the management representatives to commence the recruitment of Clerks under IBA pay scale and post them at the needy branches. The management representatives have informed us the background of recruitment of BSSEs in our Bank. They have also stated that our view points would be conveyed to the top management.

In the meantime, BSSEs are recruited in large numbers and are posted in various branches. These BSSEs are given access to log into the FCR core banking and carry out financial transactions like RTGS / NEFT / Jewel Loan / Fixed Deposits and all other regular financial transactions that are being carried out by the Clerical cadre in our Bank. Further, instructions are being given by the Divisional Offices to the branches to entrust all the works that are being carried out by the Clerks of our Bank to these BSSEs.

We would like to reiterate that the service conditions of the Workmen cadre including Clerical cadre in our Bank are governed by the industrial level bi-partite settlements and internal settlements. Hence, entrusting the regular works of our Clerical cadre to the BSSEs who are recruited for the purpose of sourcing new business, marketing of bank products etc., is violation of the industrial level bi-partite settlements and internal settlements. Also it defeats the very object of withholding the above referred circular issued by our Human Resources Department.

Further, by permitting the BSSEs to perform the works of the regular Clerks in the branches establishes the fact that there exists huge vacancy for Clerks which remain unfilled. Since 2018 there is no Clerical recruitment in our Bank. Today many branches are suffering from shortage of Clerks. From our Union, for the past few years we are continuously representing to the Management to recruit Clerks and post them at the needy branches. We request the management to immediately commence the recruitment process of Clerks under IBA pay scale.

Sir, all these years our Management is adhering to the industrial level bi-partite settlements without violating the same. Our Employees' Union also is maintaining cordial relationship with the management in the interest of both the Bank and our Members. However, the above action of violation of industrial level bi-partite settlements is causing avoidable strain in the industrial relations.

Under the circumstances, we request your goodselves to kindly intervene in the matter and advice the concerned Departments to stop entrusting the regular works carried out by our Clerical cadre to the BSSEs as it is against the provisions of the Bi-partite settlements and internal settlements. The BSSEs are to be assigned with the works for which they are recruited.

We are sure and confident that our above representation would be taken into account by the management.

Thanking you,

Yours faithfully,

Sd/-
I.Ventakesan
General Secretary

Cc: President & COO.

Cc: General Manager, Human Resources Department.
