

**KARUR VYSYA BANK
EMPLOYEES' UNION**

(Affiliated to AIBEA)



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Circular No. 37 / 8 / 2022

September 30, 2022

Dear Comrades,

Reg: Letters written to our Management.

We reproduce hereunder the letters written to our Management on 1) Recruitment of Branch Sales & Service Executives (BSSEs) and 2) Promotion exam from Sub-staff to Clerk, for the information of our Members.

With greetings,

Yours comradely,

I. Venkatesan
General Secretary

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KVBEU / 37 / 14/2022

September 29, 2022

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

Dear Sir,

**Reg: Recruitment of Branch Sales & Service Executives (BSSEs)
in our Bank – entrusting financial transactions work to them.**

We invite your kind attention to our letter KVBEU / 37 / 9 / 2022 dated 15.7.2022 on the captioned subject.

In the past few months, our Human Resources Department had initiated the process of recruitment of Branch Sales & Service Executives (BSSEs) and posted them at various branches. In this connection, we would like to place our view points on the works carried out by these BSSEs at the branches for your kind information and further action.

Sir, in the Website kvbpbg.com the roles and responsibilities of the Branch Sales & Service Executive (BSSE) has been clearly spelt out by the Consumer Banking Department (Liabilities). The primary role of the BSSE is to drive sales of all the retail products in ensuring retail business growth of the branch. In the said Website they have also furnished the Do's and Don'ts of the Branch Sales & Service Executive (BSSE) which has to be strictly adhered to by them. One of the conditions stipulated by the Department is that BSSE "should not have complete access to FCR Core Banking Solution and permissible only with View Mode".

We come to understand that in all the branches where these BSSEs have been posted during this period, they have been advised 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. The performance of the BSSEs are being monitored on a daily basis and wherever these type of financial transactions are not carried out by them, the branch officials are being advised by the higher authorities to entrust those financial transaction works to the BSSEs on a daily basis.

Sir, in our Bank all these years the above clerical works are being performed only by the Clerical cadre as per the Bi-partite Settlements and internal settlements. Hence, entrusting these works to any persons other than Clerical cadre is violation of the industrial level bi-partite settlements.

Further, advising the BSSEs to carry out financial transactions in FCR core banking solution is contrary to the instructions given in our kvbpbg.com Website which clearly states that BSSEs are permitted to have only View mode in FCR.

Under the circumstances, we request your goodselves to take our above viewpoints into account and instructions be given by the Central Office to the respective authorities not to entrust the work of carrying out financial transactions works in FCR by the BSSEs and they should be permitted only to have View mode in FCR as per the instructions given by kvbpbg.com website without any deviation.

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

Thanking you,

Yours faithfully,

Sd/-
I.Venkatesan
General Secretary

Cc: President & COO.

Cc: General Manager, Human Resources Department.

The General Manager,
Human Resources Department,
Karur Vysya Bank Ltd.,
Central Office,
Karur.

Dear Sir,

Reg : Promotion exam from Sub-staff to Clerk.

As per the Promotion Policy Settlement entered into between the Management and the Employees' Union, the promotion exam for Clerical to Officer and for Sub-staff to Clerk is to be conducted on a yearly basis. For the Clerical staff, the promotion process was completed for the year 2021 – 2022 and eligible clerks have been promoted as Asst. Managers. However, for the Sub-staff cadre, management is yet to initiate the promotion process for the above period. The last promotion exam was conducted in January 2021 and now more than 20 months is over. Sub-staff employees are eagerly waiting for their career progression in our Bank.

At a time when we are witnessing shortage of Clerks in many branches, conducting promotion exam for the Sub-staff, promoting them as Clerks and posting them at the needy branches would definitely help the Bank for sustained business growth.

We request the Department to initiate the promotion process from Sub-staff to Clerical cadre as per the Promotion Policy Settlement at the earliest.

Thanking you,

Yours faithfully,

Sd/-
I.Venkatesan
General Secretary
