



KARUR VYSYA BANK EMPLOYEES' UNION
(Affiliated to AIBEA)
CHENNAI



KARUR VYSYA BANK OFFICERS' ASSOCIATION
(Affiliated to AIBOC)
KARUR

Circular No. 38 / 1 / 2025

February 18, 2025

Dear Comrades,

The Co-ordination Committee of both KVBEU & KVBOA met recently and discussed the various issues pertaining to both Workmen & Officers.

We append hereunder the text of our letter dated 17.02.2025 written to our Management for the early commencement of recruitment of Workmen & Officers under IBA Pay Scale and also for withdrawal of the concept of Career Development System (CDS).

With greetings,

Yours comradely,

T . SEKAR
GENERAL SECRETARY, KVBEU

S.RENGAN
GENERAL SECRETARY, KVBOA

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KVBEU / KVBOA / 2025

February 17, 2025

To

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

Dear Sir,

The Co-ordination Committee of both KVBEU & KVBOA met recently and discussed the various issues pertaining to both Workmen & Officers. In the meeting it has been decided to represent to the Management for the early

commencement of recruitment of Workmen & Officers under IBA Pay Scale and also for withdrawal of the concept of Career Development System (CDS).

We represent hereunder the following issues for your immediate consideration.

1) Recruitment of adequate Officers and Workmen under IBA PayScale:

We observe that for the past 7 years, there is no recruitment of Office Assistant, Customer Service Associates and Officers under IBA Pay Scale in our Bank. Adequate manpower is a prerequisite for the sustained business growth of our Bank. Shortage of Officers, Customer Service Associates and Office Assistants is witnessed in many branches. The vacancies arisen out of promotions, retirements etc., have not been filled up under IBA. Whereas, the management recruited staff under the CTC model to run the branches. It does not serve the purpose and it is only a temporary solution for staff shortage. The CTC employees are frequently quit their jobs within a short span of time stating various reasons and there are no specific contributions on their part due to their short tenure. But, In case of IBA employees, it is proved that they are staying with our bank for a long time on permanent basis compared with CTC pattern and their performance are reflecting in our financials continuously. Further, increasing the attrition rate in CTC model has also increased the recruitment cost and other cost associated with recruitment compared with the IBA recruitment. The experienced and trained staffs are asset to the bank, but in the present scenario as the CTC employees not staying with us for a long period. This leads to our members has to train the fresher again and again in the branches and the branches has become a training center for the CTC employees in our bank.

Further, in many branches there are no Office Assistants for several years. The work of the Sub-staff is being carried out by the Customer Service Associates and Officers in the branches. This further adds to the workload of Customers Service Associates and Officers.

For the past several years, both KVBEU & KVBOA continuously representing to the Management to immediately commence the recruitment of the above cadre of employees under IBA Pay Scale and post them at the needy branches. However, there is no positive response from the Management.

Career Development System (CDS) : All these years, our Officers and Customer Service Associates are carrying not only the works assigned to them

but also other works entrusted to them and attending to the banking needs of the customers in the branches. Our Bank had grown in business to this level with the dedicated work put in by the above employees without restricting to the roles assigned to them. This CDS concept is definitely a de-motivating factor for all.

Today the Members of both the Organisations are facing lot of issues in the branches like dearth of Officers and Customers Service Associates, Sales pressures especially on sourcing third party products, system related issues, network issues etc. In spite of repeated representations made by both the Organisations to resolve the above issues, still the Management had not initiated any steps to resolve the same. In spite of various issues faced at the branches, Officers and Customer Service Associates are contributing their mite for the growth of our Institution and the tremendous financial results are the evidence to our Members contribution.

The introduction of the concept Career Development System (CDS) to Customer Service Associates to evaluate their performance is against the Bi-partite Settlement provisions. When the existing practice of annual assessment of the Customer Service Associates is in vogue, we do not know the reasons for introducing this CDS concept to them which is nothing but target based performance of work and against the service conditions of the workmen.

Like-wise, recently, our Human Resources Department had issued a circular no.380/2024 dated 27.12.2024 for Officers which contains certain objectionable clauses like Performance Improvement Plan (PIP) etc., which is against the spirit of the bi-literalism, Officer Service Regulations etc. This type of arbitrary and unilateral introduction of new policies in the Bank will affect the career growth of both Officers and Customers Service Associates. Both the Organizations have already written letters to your goodselves lodging our objection and represented for the withdrawal of the above two circulars issued by our Human Resources Department. The above circulars had caused concern and anxiety among the Officers and Customer Service Associates. Now we once again represent to your goodselves to advise the Human Resources Department to withdraw the circular no.380/2004 dated 27.12.2024 for Officers and Circular no.20/2025 dated 18.1.2025 for Customer Service Associates in the best interest

of the harmonious industrial relationship which both the Organisations are maintaining all these years.

Under the circumstances, we request your goodselves to consider our above representation and

- i) Immediately commence recruitment of Office Assistants, Customer Service Associates and Officers under IBA Pay Scale and
- ii) Abolish the concept of Career Development System (CDS) for both Customer Service Associates and Officers.

We are sure and confident that our above representation would definitely considered by the Top Management.

Thanking you,

Yours faithfully,

Sd/-
T.Sekar
General Secretary
KVBEU

Sd/-
S. Rengan
General Secretary
KVBOA