

**KARUR VYSYA BANK
EMPLOYEES' UNION**

(Affiliated to AIBEA)



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Circular No. 38 / 03 / 2024

December 10, 2024

Dear Comrades,

We append hereunder the text of our letter dated 7.12.2024 written to our Management in respect of role assignment of Senior Customer Service Associate to some of our Customer Service Associates, for the information of our Members.

With greetings,

Yours comradely,

**T . SEKAR
GENERAL SECRETARY**

KVBEU / 38 / 04 /2024

December 7, 2024

The Chief Human Resources Officer,
Human Resources Department,
Karur Vysya Bank Ltd.,
Central Office,
Karur.

Dear Sir

**Reg: Customer Service Associate – role assignment of
Senior Customer Service Associate.**

This is with reference to the Email sent by Asst. General Manager, Human Resources Department to some of our Customer Service Associates under the caption "Role Assignment" advising them about entrustment of Special Pay duties of Senior Customer Service Associate to them as per 12th Bi-partite Settlement dated 8.3.2024 with an advice to acknowledge the same and report compliance. In this connection, we would like to bring the following for your immediate consideration.

In our Bank, all these years in some of our branches the clerical cadre employees are holding the second set of safe keys and functioning as Joint Custodians as and when required with limited responsibilities. After the implementation of 12th Bps the designation

and nomenclature of the Clerical cadre employee has been changed as Customer Service Associate and the same was implemented in our Bank. As per 12th B-partite Settlement, holding of Safe Keys is not the part of CSA duties. However, even today in many branches the Customer Service Associates are holding the second set of safe keys and following the existing practice that is with limited responsibilities for the smooth day to day functioning and without affecting the customer service of our branches even though there is change in the nomenclature. In this regard we have already represented to the Department to have a detailed discussion on this subject.

When this is the position, the Department had sent the above email to some of the Customer Service Associates. On receipt of the above email, we are receiving enquiry from our Members as to whether the existing practice of holding the second set of safe keys without limited responsibilities have to be followed or not. because as per the above email sent by HRD, the CSAs are entrusted with the special pay duty of Senior Customer Service Associate. As per 12th Bi-partite Settlement, the Senior Customer Service Associate (Cash) holding the safe keys are responsible only for Cash Section. Under such circumstances it has to be clarified whether those who are assigned with the special pay duty as per the mail received from HRD has to follow the existing practice of our Bank or they are now responsible for the cash section only.

We already requested the management to fix a date for discussion on this subject to resolve the long pending issues on holding the keys. As this is one of the important operational issues our Members are facing in the branches, we once again request you to arrange for a discussion with the representatives of the Union at the earliest.

Till such time a clear cut guidelines on CSAs holding second set of safe keys is evolved, entrusting Special Pay duty of Senior Customer Service Associate (Cash) to our Customer Service Associate shall be put on hold by the Department.

We are sure and confident our request shall be considered positively.

Yours faithfully,

Sd/-
T.Sekar
General Secretary
