



KARUR VYSYA BANK EMPLOYEES' UNION

(Affiliated to AIBEA)

(Regd. No. 2756)

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ADHERENCE TO THE SYSTEMS AND PROCEDURES OF OUR BANK

Dear Comrades,

Of late, we come across instances where some of our members have received charge sheet from the management due to non-adherence of the systems and procedures of the Bank. As part of educating our members, we furnish hereunder some of the issues faced by them in their day to day operations and the need to meticulously follow the laid down systems and procedures and the circular instructions of our Bank.

All the transactions that are executed at the branches should be originated only based on valid instruments / documents such as cheques, challans, vouchers etc. No transaction should be carried out based on the request received from the customers through non-formal modes of communications like Email, WhatsApp etc.

Do not initiate "non-business transactions" in OD / CC accounts to avoid the account becoming Sub-standard (dormancy / SMA / NPA).

Don't make payment to customers without debiting the account.

In respect of RTGS / NEFT transactions, ensure that the same beneficiary account number is written against "Beneficiary Account No." and the "Confirmation Account No." on the NEFT / RTGS challan. In case of any corrections made in the challan, ask the customer to give a fresh challan by filling the required details which will avoid transfer to amount to any wrong beneficiary.

Joint Custodian : In many branches, Clerks are holding the safe keys (second set of keys) as joint custodian. As a joint custodian, ensure that Key movement is recorded in the Key movement register without fail. The Safe Room must be operated only by joint custodians on all occasions. Do not operate the Safe room singly without the presence of the other joint custodian. In exigency where clerk is holding the premises keys, branch premises should not be opened by them.

Union has already represented to the Management to define the roles and responsibilities of the Clerks who are holding the second set of safe keys. This issue was also discussed in the official negotiation held few months back and recorded in the MOU. Union is following up the matter with the management.

Jewel Loan : Jewel loan plays an important role in the overall advances growth of the Bank. Recently, our CO – ABG had given instructions in respect of Rollover of Gold Loan. As per the said instructions, fresh jewel loan should not be opened to close the existing outstanding loan. Also cash deposit entry should not be made without actually receiving the cash for jewel loan adjustment and also in other accounts.

Funds in Transit (FIT) : FIT has to be carried strictly as per the circular guidelines issued by the Bank especially in the area of escort norms, timings of remittance, mode of transportation of funds etc. While carrying

out FIT, only the approved mode of transport / conveyance as prescribed by the Bank should be used. Bank funds should not be transported by using Two Wheeler / self owned Car.

In respect of Sub-staff comrades, they can carry cash upto Rs.5,000/- only (any denomination) singly as per our Bi-partite settlement.

General :

Returning back the jewels to the parties where the loan account is closed, issuing Welcome Kit etc., are to be done by the branch officials only and Clerks should not undertake this work.

Cashiers have to ensure that the CCTV is working properly and clear focus is available in the cash cabin area.

Whenever a Clerk or Sub-staff is deputed to another branch, note to get the deputation order from the respective Divisional Office (either Email or physical order) before commencing the work in the deputed branch.

Our members are working under tremendous pressure at the branches. Majority of the branch transactions are carried out by the Clerks within their Teller powers. In many branches, there is no adequate Clerk and Sub-staff and this result in overloading of routine work. However, if there is any deviation in the systems and procedures prescribed by the Corporate Office, it will not only affect the interest of the Bank but will also land us in trouble and will lead to taking disciplinary action by the management.

Hence, we request our members to strictly adhere to the laid down systems and procedures and also various circular instructions issued by the Corporate Office from time to time. If members experience any pressure at the branch level for violating the systems and procedures, the same may be brought to the notice of the Union to enable us to take up the matter with the Management for redressal.

With greetings,

Yours comradely,



I. Venkatesan

General Secretary