



KARUR VYSYA BANK EMPLOYEES' UNION

(Affiliated to AIBEA)

(Regd. No. 2756)

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President : Ph : 9840517499 General Secretary : Ph: 04324 - 220956 / 9003097744

Circular No. 37/ 15 / 2023

17 / 02 / 2023

Dear Comrades,

We have vide our circular no.37 / 12 / 2023 dated 5.1.2023 communicated to our members about the official negotiation had with the Management on 3.1.2023 on the various demands and issues submitted by the Union.

We are happy to inform our Members that on 14.2.2023, we have signed the Minutes of the Discussion in respect of the above official negotiation had with the Management. We have represented to the management to initiate the process of recruitment of Clerks and Sub-staff in the coming days and post them at the needy branches which will pave for the further business growth of our Bank and also will help in extending better customer service. Management also positively responded to our above representation.

Comrades after a gap of few years, official negotiation with the management has commenced and Minutes of the Discussion was also signed. We thank the Top Management, Executives who have participated in the official negotiation, General Manager – HRD and Chief Manager – HRD. Union will continuously follow up with the management on the various demands and issues discussed in the official negotiation. We are confident that Management would hold such type of official negotiation with the Union at regular intervals in the coming months.

We furnish hereunder the Minutes of the Discussion had with the Management in the official negotiation held on 3.1.2023 for the information of our members.

With greetings,

Yours comradely,

I. Venkatesan

General Secretary

MINUTES OF THE DISCUSSION HELD BETWEEN THE REPRESENTATIVES OF THE MANAGEMENT AND THE REPRESENTATIVES OF THE KARUR VYSA BANK EMPLOYEES' UNION ON 03.01.2023 AT CENTRAL OFFICE, KARUR.

PRESENT

REPRESENTING THE MANAGEMENT

- | | |
|----------------------------------|-------------|
| 1. Shri.S.Sekar | GM - ITD |
| 2. Shri.Immanuel Gnanaraj Daniel | G.M – HRD |
| 3. Shri.Murali L | G.M – IAD |
| 4. Shri. S.Ramu | DGM - Legal |
| 5. Shri.Sureshbabu A | C.M – HRD |

REPRESENTING THE EMPLOYEE'S UNION

- | | |
|------------------------------|-------------------|
| 1. Shri. Sekar T | President |
| 2. Shri. Sai Sri Sankar. M | Vice President |
| 3. Shri. Athinarayanan R | Vice President |
| 4. Shri. Subramani D | Vice President |
| 5. Shri. Venkatesan I | General Secretary |
| 6. Shri. Logeshwaran R | Secretary |
| 7. Shri. Shanmuga Singaram N | Joint Secretary |
| 8. Shri.S.Prasanna Venkatesh | Joint Secretary |
| 9. Shri. Sampath R | Treasurer |

At the outset our GM HRD welcomed the Office Bearers of Karur Vysa Bank Employee's Union for discussion. He has appreciated the role of the Union for their involvement, commitment for the business development of the bank. While stressing the urgent need for the growth in Bank's business during this year, he has requested the representatives to prevail upon their members and make them understand performance is the only way to improve the cooperation; to achieve higher growth and higher income. The Bank is known for its excellent customer service and it is the responsibility of all the employees to retain / maintain this tradition while adapting themselves to changes in the banking industry.

Responding to the above, General Secretary of the Employees' Union thanked the Management for considering their request for organizing the meeting and requested the management to arrange such meetings in regular intervals. He mentioned that this negotiation will end in a fruitful note. With the above positive notes discussion on the demands of the Employees' Union commenced. The following HR Department Related issues at the meeting with KVBEU were discussed.

Sub-staff recruitment to be commenced from the Temporary Employee panel as per the Settlement entered into between the Management and the Employees Union. Many branches are not provided with Sub-staff.

Management Representatives stated that the above demand is being examined.

Recruitment of adequate Clerks: Many branches are suffering from shortage of Clerks due to superannuation, promotions, resignations etc. It affects the customer service and the growth of the Bank. Hence, adequate recruitment of Clerks should commence under IBA pay scale and posted at the branches. In the year 2016 when the management recruited Clerks, an opportunity was given to the Sons and Daughters of

our employees to apply for the clerical post along with recruitment done through campus mode. The same can be extended this time also.

Award staff^{2f}our bank:

- 3180 employees (approx) as on 31.03.2018
- 2460 employees (approx) as on 31.12.2022
- 720 employees are reduced in the past five years

Management Representatives stated that the above demand will be examined and will be placed before the Top Management for consideration.

Branch Sales & Service Executives (BSSEs): BSSEs working in various branches are entrusted with all the works that are being performed by the regular Clerks of our Bank. Eventhough the circular issued by HRD on this subject was put on hold, still these works are carried out by the BSSEs. It is the violation of the provisions of the Bi-partite settlements. The BSSEs should not be allowed to perform the works that are being performed by the regular Clerks of our Bank. The BSSEs are to be assigned only with the works for which they are recruited.

Management Representatives stated that relevant access has been created in FCR for BSSEs to carry out Non-financial works and authority to assign roles has been moved out from Branches to Central Office.

Outsourcing of Clerical works in Currency Chests: In Karur, Chennai, Madurai, Coimbatore, Trichy, Bangalore Currency Chests, Clerks are transferred and in their place Outsourced persons are engaged for carrying out the works done by the regular Clerks all these years. Outsourcing of this type of core and perennial works and entrusting the same to outsourced persons is violation of the Bi-partite Settlement and RBI guidelines. Hence, our regular Clerks are to be posted in the above Currency Chests.

Management Representatives stated that they will examine this issue.

1.Increase in the quantum of various reimbursement expenses (Present Amount Last Revised)

- | | |
|--|---------------|
| a. Reimbursement of Coffee / Tea Expenses
1.1.2013 (10 years) | Rs.225/- p.m. |
| b. Reimbursement of educational expenses
1.1.2012 (11 years)
(maximum 2 children) | Rs.250/- p.m. |
| c. Reimbursement of Newspaper cost
1.1.2017 (6 years) | Rs.200/- p.m |
| d. Magazine allowance
1.1.2017 (6 years) | Rs.50/- p.m |

2. Local Deputation Allowance

Metro centre	Rs.150/-	1.1.2012 (11 years)
CCA Centre	Rs.125/-	"
Other Centres	Rs.100/-	"

Amount to be increased to Rs.300/- for Metro and CCA centres and Rs.200/- for other Centres.

3. Reimbursement of cost of Master Health

Check up (once in two years) Rs.2,000/- 1.1.2012 (11 years)

Adequate increase to be considered. Spouse to be added in the above scheme as available for Asst. Managers.

In respect of the above demands, Management Representatives stated that it will be examined

4. Reduction in Rate of Interest on Staff Loans (last revision took place more than 10 years back). The present rate of interest on our various staff loans are furnished hereunder.

S.No.	Nature of loan	Rate of interest	Interest last revised
01.	Consumer Credit loan	7%	1.1.2004
02.	Vehicle loan	7%	1.1.2004
03.	Jewel loan	8%	1.7.2004
04.	Computer loan	7%	1.1.2010
05.	Personal loan	8%	1.1.2010
06.	Marriage loan	8%	1.1.2010
07.	Car loan	7.5%	2.6.2014
08.	Housing loan	8%	1.10.2010

The Management representatives have informed that ROI for the various staff loans are very low compared to the ROI for the general public and in the present trend of higher ROI in the market, this request will be reviewed.

5. Increase in Staff Loans – Housing Loan and Car Loan quantum increased. This should form part of this Minutes of Understanding. Further, there shall not be any disparity in respect of the centres. The increased quantum of Rs.40.00 lakh for Clerks and Rs.26.00 lakh for Sub-staff should be considered irrespective of the area where the house is purchased / constructed.

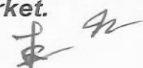
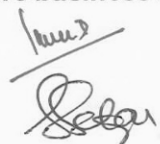
Management Representatives have informed that they have since given effect to the increase in the quantum of Housing Loan(Clerks Rs.40.00 lakhs for New Delhi, NCR, Metro, and other centres having population of Rs.12 lakhs and Rs.35.00 lakhs for other centres having population of below 12 lakhs & for Sub staff Rs.26.00 lakhs for Delhi, NCR , Metro and centres having population of above Rs.12.00 lakhs and 21 lakh for other centres). Further the Quantum of Car loan has been increased to Rs.5.00 lakhs for clerks. The above has been communicated vide circular no.399/2022 dated 01.12.2022.

6. In the 2 Wheeler Loan category – purchase of E-Vehicle 2 wheeler to be considered.

Management Representatives stated that the demand will be examined and will be placed before Top Management for consideration.

7. In respect of payment of Ex-gratia, there shall not be any disparity in the name of Business Departments and Non-Business Departments. All the employees are working for the growth and development of our Bank and should be uniformly paid the Ex-gratia.

Management Representatives clarified that the intent to recognize high performers and reward them higher will continue as an approach to encourage more business and performance and remain competitive in the market.



8. Encashment of lapsed Casual Leave and Privilege Leave – facility to be restored.

Management Representatives stated that they are not in favour of considering this issue.

Other Issues

1. Due to the increase in the workload in many branches employees are not able to complete their allotted work especially financial related transactions within the stipulated working hours. Hence, management has to consider payment of Overtime for the works done by the members beyond the stipulated working hours.

2. A consolidated circular to be issued on Funds in Transfer (FIT) norms. Specific Office Orders to be issued for funds transfer or travel between branches for official purposes.

3. In some branches, leave is denied to the employees and marked as absent even though the leave is applied in the system in advance.

4. Delayed authorization by Officers which leads to customers waiting despite the Clerks making entry. Like-wise delayed authorization by Officer leads to cash being kept in the safe room after the working hours. This leads to elongated working hours for the Clerks.

5. Anticipated vacancies for the year 2022 – 2023 not declared by HRD and not communicated to Union in respect of promotion of Clerk to Officer. HRD has to furnish the list to Union.

The Management Representatives informed that the above issues will be examined and suitable steps will be taken to resolve the issues.

6. Inordinate delay in the settlement of medical bills by Safeway TPA. No proper response from the representatives at their Chennai office.

Management Representatives stated that matter has been frequently discussed with the TPA and NICL and also had meeting through VC on 09.02.2023 and they have assured to set right the issue. Now the IBA is organising a meeting with the member Banks regarding Medical Insurance claims issues with the Safeway TPA.

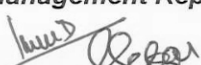
Sub-staff Members issues :

- Change in the Question Paper pattern (both English and Basics of Banking and also Arithmetic) for Sub-staff to Clerical promotion examination with more focus on day to day banking operations.
- Sub-staff are not having access to HR.Com, FRS.Com, Wise Fin Module. Due to this they are not able to feed TA bills. They have to seek the help of the branch officials for the same. Inordinate delay is noticed in claiming the TA bills. Divisional Offices are issuing deputation orders to the Sub-staff. Hence, they themselves can process the TA Bills submitted by the Sub-staff and forward the same to EMC for sanction.
- A Career path to be defined for Permanent Part-time Employees.

The Management representatives stated that as regard to the above whatever feasible will be done after examining the specific issues.

- Identity Card (ID) to be provided to all the Permanent Part-time Employees

Management Representatives assured to examine the issue.



OPERATIONAL ISSUES

Concurrent checking:

ISSUES FACED IN THE NEW CONCURRENT CHECKING SYSTEM

- There is no provision for uploading certain important vouchers like tax challan, digital jewel loan etc. in the existing software. These are sensitive areas which require concurrent checking.
- Omission / Missing of certain vouchers while uploading is not being detected by our new system.
- Some cheques are not reflected in Day book.
- Mismatch in name and account number is not being detected.
- Minor errors are highlighted by the current system. One of the errors mentioned was "mismatch in debit and credit" for Single Debit Multiple Credit entries i.e. GLM vouchers, Batch DD , Batch NEFT etc.
- Meanwhile, Clericals are also expected to validate these types of minor errors for which they demand explanation and rectification for the same.
- We are also expected to rescan the vouchers multiple times without mentioning the rectification remarks. Repetitive performance of the same work.
- As per circular (Any staff having windows login id can scan and upload) but only clerks are insisted to scan the voucher. Calls from COC are directed to clerks and advised to scan immediately.
- Voucher preparation not clearly mentioned.
- RTGS/ NEFT voucher preparation Data entry is not available in FRS.
- Whether School/College voucher to be scanned.
- Internal Voucher paper quality is poor and every time gets struck in printer.

Cheque Truncation System:

- When we scan the instrument (Both the challan and cheque) it will be displayed in screen and notification will be given as whether the instrument is correct as PASS or FAIL. When network is slow the time taken by the indication field is very slow i.e. for one challan we have to wait for one minute. If we book a batch of 40 instruments time taken is 40 minutes. Not only when the network is slow when we run above 4 batches has same happened.
- Some cheques are not reflected in Day book.
- Day Book - Term deposit renewal is not reflected.

FCR:

- Signature can be displayed in withdrawal fast path.
- Bulk NEFT – Modification option should be enabled.



- Term Deposit Renewal: Account number of new opened term deposit is not reflecting – every time we have to verify the account no in 6006. (account number can be displayed while Officer authorizing the transaction).
- Old deposit opening fast path to be enabled.

Clerks holding second set of safe keys as Joint Custodians:

- Clear directions to be defined about the duties and responsibilities of the Clerks who are holding the second set of safe keys as joint custodians.
- Clerks should be immuned with the responsibilities of all the documents / securities / valuable things / other items placed in the Safe Room. Recent IAD circular states signing of both the joint custodians in the Tamper proof cover in respect of all the documents.
- In many branches, it is noticed that the Cash and Jewels are kept in the Safe room only after the working hours. Due to this, the working hours of the joint custodian clerks gets elongated and there is no insurance coverage for the security items kept outside after working hours.
- Due to security reasons single clerk branches to operate safe room is risky one.
- In the year 2016, HRD had issued a circular exempting the Branch Managers of the newly opening branches from holding the Safe keys as they have to be in the market for sourcing new business, meeting parties etc. Now more than 6 years have passed. Hence, Branch Managers can hold the safe keys.

Slow network connectivity issues

Issues in Digital Jewel Loan:

Infrastructure issues :

- Latest Cash counting machines to be provided in the branches where there is huge inflow of cash.
- In the CCTVs installed in the branches, priority should be given in the Cash cabin area for having clear view.
- Adequate Scanning machines with good working condition to be provided to the branches.

The Management representative informed that as regard to the above operational issues matter will be taken up with the respective departments and assured to rectify the problems.

GENERAL

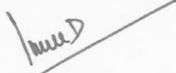
Management and KVBEU Representatives appreciated the open nature of discussions, and the positive tone of the meeting. **The Management Representatives reassured the KVBEU that all the demands would be examined, and reasonable and feasible demands would be taken up with the consultation and guidance of the top management.**



The meeting concluded with a reiteration by GM HRD that the real competition is outside, and KVBians will always be united and customer focused in the market.

SIGNED: ON THIS 14TH DAY OF FEBRUARY 2023

Representing the Management

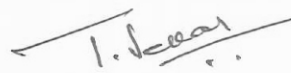


(Immanuel Gnanaraj Daniel)
General Manager – HRD

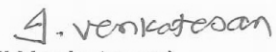


S.Sekar
General Manager- ITD

Representing the KVB Employees' Union



(T.Sekar)
(President)



(I.Venkatesan)
(General Secretary)