



KARUR VYSYA BANK EMPLOYEES' UNION (Regd.No 2756)

(Affiliated to AIBEA)

Plot "E", New No: 44, Old No: 33B, 8th Street, Sourashtra Nagar
Choolaimedu, Chennai - 600094, Tamil Nadu

Phone: 044-45542649 E-Mail: kvbeu1959@gmail.com

President : Ph : 88073 37880

General Secretary : Ph: 98405 17499

Circular No. 38 / 6 / 2025

January 27, 2025

Dear Comrades,

We append hereunder the text of our letter dated 22.01.2025 written to our Management in respect of Career Development System (CDS) for Customer Service Associates – Our opposition, for the information of our Members.

With greetings,

Yours comradely,

T. SEKAR

GENERAL SECRETARY



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KVBEU / 38 / 8 / 2024

January 22, 2025

To

The Managing Director & CEO.

Karur Vysya Bank Ltd.,

Central Office,

Karur.

Dear Sir,

Reg: Career Development System (CDS) for Customer Service
Associates – Our opposition.

We invite your kind attention to the Circular No.20/2025 dated 18.1.2025 issued by our Human Resources Department under the caption Career Development System (CDS) for Customer Service Associates – Key Performance Indicators. It has been mentioned in the circular that the above System will be effective from 1st January, 2025. We raise our opposition of bringing the Workmen cadre (CSA) under the purview of CDS and place the following view points for your immediate consideration.

In our Bank the assessment of the Workmen (both Customer Service Associates & Office Assistants) are done on an annual basis. Now suddenly our HRD had deviated from the existing practice of assessing the Customer Service Associates and introduced the concept of CDS, which is not in the service condition of the Customer Service Associates. The service condition of the Customer Service Associates is well defined in the 12th Bi-partite Settlement and the duties of the Customer Service Associates have been enhanced including the passing powers. The same was also implemented in our Bank.

Our Customer Service Associates are working in the branches and are attending to all type of works including attending to the Customers. Many works are intangible which

cannot be quantified by way of awarding marks. Already there is a shortage of CSAs in many branches. In nearly 400 branches (around 50% of our branch network) there is only One CSA who is attending to not only the Cash counter but also the counter works. Our Union has continuously represented to the Management for recruitment of adequate Customer Service Associates and Office Assistants, but till date there is no positive response for the same.

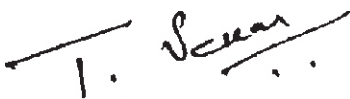
All these years our Customer Service Associates are contributing for the growth of the branches where they work. Ultimately the Team work alone will help the branches to improve the business in all spheres. This CDS concept will force the CSAs to focus on Review Scores rather than the overall business growth of the branch.

Further, bringing the Customer Service Associates under the ambit of CDS and reviewing their performance is nothing but target oriented, which is against the job profile of the Customer Service Associates as defined in the Bi-partite Settlement. We raise our Oppose to the imposition of unilateral service conditions in the said circular issued by our Human Resources Department, which is against the established procedures hitherto followed by our Bank and also at Industry level. The introduction of CDS concept is causing significant unrest from our members. While we have always strived to maintain a positive industrial relationship with the bank for mutual growth, we seek a similar understanding and support from management in adhering to the Bi-partite Settlements.

Under the circumstances, we request your goodselves to look into our above representation and advise our HRD to withdraw the circular no.20/2025 dated 18.1.2025 on Career Development System (CDS) for Customer Service Associates.

Thanking you,

Yours faithfully,

A handwritten signature in black ink, appearing to read 'T. Sekar', with a horizontal line underneath it.

T.Sekar
General Secretary