



# KARUR VYSYA BANK EMPLOYEES' UNION

(Affiliated to AIBEA)

(Regd. No. 2756)

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**President : Ph : 9003097746 General Secretary : Ph: 04324 - 220956 / 9003097744**

**Circular No.: 36/30/2021**

**09.07.2021**

Dear Comrades,

## **Recruitment of Clerks and Sub-staff in our Bank**

We are witnessing shortage of Clerks and Sub-staff in many of our branches. In the last few years, many Clerks have gone on promotion and these posts were not filled up. Due to this, there is increase in the workload of the existing clerks in the branches. Like-wise there are no Sub-staff in many branches and temporary employees are also not provided.

We have written a detailed letter to our MD & CEO on the need to recruit adequate number of Clerks and Sub-staff in our Bank. We reproduce the said letter for the information of our members.

With greetings,

Yours comradely,

**I.VENKATESAN**

General Secretary

KVBEU / 42 / 2021

July 7, 2021

**The Managing Director & CEO,**

Karur Vysya Bank Ltd.,  
Central Office,  
Karur.

Dear Sir,

## **Reg: Recruitment of Clerks and Sub-staff in our Bank.**

At the outset, we congratulate you Sir for the good financial results posted by our Bank for the year ended 31st March 2021. We are confident that under your dynamic leadership and contribution and support from all the Kayveebians, our Bank will reach greater heights during this financial year.

In this connection, we would like to state that we have vide our letters KVBEU/35/ 41 / 11 / 2019 dated 8.8.2019 and KVBEU / 24 / 2020 dated 7.12.2020 represented to the Management on the need for recruitment of Clerks and Sub-staff in our Bank. We would like to once again place the following issues faced by our members, which needs the immediate attention of the Management to have sustained business growth and for extending best customer service.

## **Recruitment of Clerks :**

Today the Clerks in our Bank are carrying out the following works at the branches.

- Clerical Teller employees who are entrusted with the frontline teller duties are handling and authorizing cash and non-cash instruments up to Rs.50,000/- independently ( without maker and checker concept) and also making payments and receiving cash up to the above limit independently. By this process, majority of the branch transactions are taken care by the Clerical Teller.
- Right from the year 2008, Clerks are assigned with the work of concurrent checking. In addition to performing their assigned works the clerks are carrying out the concurrent checking works. In some branches, Cashiers are entrusted with the Concurrent checking work. Further, the concurrent checking clerks have to scan the vouchers on a daily basis and send the same to RPC, Coimbatore.
- In many branches, Clerks are holding the second set of safe keys as joint custodians.
- Apart from carrying out the assigned works, clerks are advised to carry out scanning of vouchers, AOS work, Customer Service data entry, feeding data in WiseFin software pertaining to EMC etc.
- In more than 300 branches, there are no Sub-staff which include some of the long established branches. Clerks in these branches apart from carrying out their assigned works are doing the works of Sub-staff also like cash stitching, filing etc.

Till few years ago, our management recruited Clerks. However, for the past few years, there is no recruitment of Clerks in our Bank. Further, in the last 3 years nearly 400 Clerks were promoted as Asst. Managers. In addition to this, many Clerks have retired on superannuation, resignation etc. during this period. These Clerical posts were not filled up.

**In 170 branches, there is only One clerk and in 338 branches, there are only 2 Clerks.**

Also it can be seen that in many branches, the Officers strength is more than the clerical cadre strength. Since there is no recruitment, in majority of the branches there is severe shortage of Clerks and it increases the workload of the existing clerks in the branches. Due to increase in workload, the Clerks are not able to complete the works assigned to them within the stipulated working hours and invariably their working hours gets elongated. Customer Service is our forte and KVB is known for extending best personalized services to the customers by the Kayveebians at the branches. We are of the view that shortage of staff is affecting the customer services at the counters.

## **Recruitment of Sub-staff :**

In our Bank, Sub-staff are recruited through the Temporary Employee Panel as per the Settlement entered into between the management and the employees' union. As per this Settlement, a temporary employee has to work for a minimum period of 50 days and a maximum period of 180 days to qualify for attending the interview as and when the recruitment process is initiated by the management. After assessing the suitability of the candidates and after conducting personal interview, management will offer employment to these temporary employees and recruit them as sub-staff. Some of the temporary employees have already completed 180 days and also attended the interview process conducted by the management. They are waiting for the posting orders from our HRD.

Till last few years, our management was recruiting sub-staff by adopting the above procedure. However, in the last 4 years we find that there is no recruitment of sub-staff in our Bank. In our assessment in more than 300 branches there are no sub-staff which include some of the long established branches also.

In our Bank, Sub-staff are the main connecting link between the customers and the front line staff of the branch. They will attend to the customers when they visit the branches. Further, with their good rapport with the customers, the Sub-staff are contributing for the business growth of the branches. The non-availability of the Sub-staff is also affecting the customer service at the branches.

We wish to state that our Union had already entered into an agreement with the management for increasing the minimum qualification for empanelment of casual labour. We find that in many branches, there is no Temporary Employee Panel. We request that the branches may be permitted to have temporary employee panel and engage the services of the temporary employees where there is no sub-staff and also utilize their services whenever the regular sub-staff of the branch goes on leave etc.

We request your goodselves to kindly take our above viewpoints into consideration and recruit adequate number of clerks and sub-staff. We are of the view that providing adequate number of clerks and sub-staff in the branches would definitely help in the overall business growth of our Bank as well as for extending best customer service at the branches.

Thanking you,

Yours faithfully,

Sd/-

**I.VENKATESAN**

**General Secretary**

Cc: President & COO.

Cc: General Manager, Human Resources Department.

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We reproduce hereunder the letter written to General Manager - HRD for providing Identity Card to Permanent Part-time employees of our Bank and also permitting Subordinate Staff to have access in FRS.com and HR.com for the information of our Members.

KVBEU/ 40 /2021

June 11, 2021

The General Manager,  
Human Resources Department,  
Karur Vysya Bank Ltd.,  
Central Office,  
Karur.

Dear Sir,

**Reg: 1) Providing Identity Card to Permanent Part-time employees.**

**2) Permitting Subordinate staff to have access in FRS.com & HR.com.**

Our Bank had provided Identity Card to all the employees who are on the rolls of the Bank. However, Permanent Part-time employees of our Bank are not provided with the same.

We request you to provide Identity Card to all the Permanent Part-time employees who are all on the rolls of the Bank.

Further, we have already brought to your knowledge that the Subordinate staff is not having access to log into the frs.com. Due to this, they are not able to either view their own SB account to know the balance outstanding or take print out of the statement of account. Also our Subordinate staff are not having access to the revamped website HR.com. They are having access only to HRD.com.

We request you to consider our above view points and permit our subordinate staff to have access in FRS.com and HR.com.

Thanking you,

Yours faithfully,

**Sd/-**

**I.VENKATESAN**

**General Secretary**

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