

**KARUR VYSYA BANK  
EMPLOYEES' UNION**

(Affiliated to AIBEA)



Plot "E", New No: 44, Old No: 33

B, 8th Street,

Sourashtra Nagar,

Choolaimedu, Chennai -

600094.

Phone: 044-45542649

E-Mail: kvbeu1959@gmail.com

**President: Ph: 8807337880**

**General Secretary: Ph: 9840517499**

Circular No. 38 / 19 / 2025

August 7, 2025

Dear Comrades,

We append hereunder text of our letter dated 06.08.2025 written to our management in respect of Immediate recruitment of CSAs & OAs – honouring of MOU and Settlements Circular for the information of our Members.

With greetings,

Yours comradely,

**T. SEKAR  
GENERAL SECRETARY**

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KVBEU / 38 / 21 / 2025

August 6, 2025

The Managing Director & CEO,  
Karur Vysya Bank Ltd.,  
Central Office,  
Karur.

Sir,

**Sub: Immediate recruitment of CSAs & OAs – honouring of MOU and Settlements.**

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The expansion of our Bank is progressing rapidly with significant growth in business, profitability and branch network. However recruitment in the workmen cadre who are the Frontline Staff and Face of the Bank in the branches has not taken place in the last Seven Years.

We write to bring to your kind attention the acute shortage of Customer Service Associates (CSAs) and Office Assistants (OAs) in our Bank which is severely affecting branch operations and quality of customer service. Since **2018**, over **900** CSAs and **114** Office Assistants have exited the Bank due to promotion, retirement, resignation, death etc., leaving **50%** of branches with just one CSA to handle cash and counter duties. This has led to unmanageable workloads and employee burnout.

Our Employees' Union for the past few years have been continuously representing to the Management to commence the recruitment of Customer Service Associates and Office Assistants. As there was no positive response from the Management, our Employees' Union was forced to service a Strike Notice on 14.11.2023 and Assistant Labour Commissioner (Central), Pondicherry conciliated the matter. In the conciliation meeting held on 6.12.2023, ALC had advised the Management to commence the discussion on the issues raised by the Union. Management invited Union for discussion on 26.12.2023 and 20.1.2024. Detailed discussion took place and both sides placed their view points and finally a Memorandum of Understanding (MOU) was signed on 30.1.2024.

In the said MOU Management agreed to examine the recruitment of clerical staff in a new format with additional roles and initiate discussions shortly. However, no concrete steps have been taken till date, despite repeated follow-ups by the Union. The clerical strength continues to decline due to retirements, promotions, and resignations, severely affecting branch operations.

In the 12<sup>th</sup> Bi-partite Settlement signed on 8<sup>th</sup> March 2024 at all India level, the nomenclature of Clerk has been changed as Customer Service Associate (CSA). Also the revised role and duties including passing powers of the Customer Service Associates have been codified. By this majority of the branch transactions are carried out by the CSAs within their powers.

In the matter of recruitment of Office Assistant (formerly designated as Sub-staff), there is a Settlement (MOS) between Management, the Union signed before the Assistant Labour Commissioner signed under Section 12(3) of the Industrial Disputes Act, 1947, dated 01.11.1990. Based on this, a further understanding was reached through an MOU dated 30.01.2024, wherein Management had agreed to recruit Office Assistant from the Temporary Employees Panel. Even though Management had initiated the recruitment process, they have recruited only 10 Office Assistant out of Temporary Employees who have all the required qualification and attended the interview process, leaving critical branches understaffed and forcing existing Office Assistants to go for deputation to other branches in their Division on a regular basis and clear the pending works in those branches which do not have Office Assistant. The plight of such Office Assistants is that after completing the deputation work they have to return to their base branch on the subsequent days and complete the backlog works.

**NIL Clerk in newly opened branches** : In the last one year, our Bank had opened more number of branches. It is the practice that our HRD would post at least One Clerk in these newly opened branches who will attend not only the Cash section but also attend the counter works. However, instead of posting Clerks, our HRD had posted BSSEs in all these newly opened branches and they are carrying out the Cash section work and also attending to the counter works and also performing the role of joint custodian by holding the safe keys.

In the 12<sup>th</sup> Bi-partite Settlement, the duties and responsibilities of the Customer Service Associates have been well codified. **By entrusting these works of the CSAs to the BSSEs is nothing but violation of the Bi-partite Settlement.**

In the last more than one year, we have written the following letters to our Management, but there is no response for any of our letters.

S.No	Date	Subject
1.	30.01.2024	Understanding reached with Management post-ALC intervention (Recruitment of Clerks & Sub-Staff).
2.	12.09.2024	Letter to GM, HRD – Recruitment of Clerks (E-Mail).
3.	12.11.2024	Letter to MD & CEO – Recruitment of Clerks & Sub-Staff (KVBEU/37/56/2024).
4.	03.12.2024	Letter to MD & CEO – Adequate Recruitment of CSAs & OAs (KVBEU/38/3/2024).
5.	17.02.2025	Joint Letter from KVBEU & KVBOA – Recruitment under IBA Pay Scale.
6.	12.03.2025	Letter to MD & CEO – Recruitment of CSAs, OAs & New Branch Staffing (E-Mail).
7.	15.04.2025	Joint Letter from KVBEU & KVBOA – Recruitment under IBA Pay Scale.
8.	21.05.2025	Letter to CHRO – Violation of Settlement Agreement (Circular No. 29/2025).
9.	07.07.2025	Official Discussion with HRD Officials for all pending Issues.

Peer Group Banks, such as Federal Bank and Karnataka Bank, have already completed their CSA recruitment. Recently Bank of Baroda recruited nearly 500 Office assistants (OAs).

Our all India body (AIBEA) has already undertaken direct action demanding recruitment of Workmen across the industry. Furthermore the need for recruitment was acknowledged in the MOU and justified in the 12<sup>th</sup> BPS wherein the revised role and duties of the Customer Service Associates have been clearly codified.

Despite multiple representations and discussions with the Executives in Human Resources Department during our official visits to the Central Office in Karur, the Management has failed to address these critical issues. Our management neither honoured the MOU nor adhered to the industry level settlements, leaving the Union with no option but to proceed with industrial action.

Given the urgency of the situation, we urge the Management to:

- Immediately commence recruitment of Customer Service Associates to fill existing vacancies as per Memorandum of Understanding (MOU) dated 30.01.2024 and also posting adequate number of Customer Service Associates in all the newly opened branches (at present there is not even a single CSA in all the newly opened branches).
- **Appoint all 90 interviewed candidates as Office Assistants** to address the severe shortage, as agreed in the MOU (30.01.2024) based on MOS (01.11.1990)

We are confident that your goodselves will pay special attention to this important issue and also advise our Human Resources Department to honour the above Minutes of Understanding in its letter and spirit to initiate the recruitment process of Customer Service Associates and Office Assistants.

Thanking You,

Yours faithfully,

Sd/-  
T.Sekar  
General Secretary