

**KARUR VYSYA BANK  
EMPLOYEES' UNION**

(Affiliated to AIBEA)



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Circular No. 38 / 22 / 2025

October 3, 2025

Dear Comrades,

We append hereunder text of our letter dated 30.09.2025 written to our management in respect of Concerns regarding workload, recruitment, and adherence to settlement obligations for the information of our Members.

With greetings,

Yours comradely,

**T. SEKAR  
GENERAL SECRETARY**

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KVBEU / 38 / 23 / 2025

September 30, 2025

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

Sir,

**Subject: Concerns regarding workload, recruitment, and adherence to  
settlement obligations**

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We wish to bring to your kind notice certain pressing issues concerning recruitment, staff deployment, workload management, and adherence to earlier settlements, which are causing serious discontent and operational strain at the branch level.

Despite repeated assurances and efforts, the following key points require immediate attention.

Since 2017, there has been no recruitment of Clerks/CSAs and Sub Staff/OAs, while nearly 1,000 members have left from the bank through superannuation, VRS, or resignation. Many branches have only a single clerk who is required to assume additional custodial duties (Joint Custodians) without appropriate designation under the 12th BPS Settlement.

Staff members are compelled to work beyond their stipulated duty hours, by official instructions rather than personal choice is routinely denied appropriate overtime compensation. CSAs, when forced to undertake marketing assignments and meet sales targets during banking hours, must postpone their core branch duties until after hours, resulting in extended working hours and increased stress. This dual responsibility is unsustainable and has led to a decline in both the quality of service and staff morale. It is imperative that management ensure fair and timely payment of overtime wages to all the CSAs who are forced to work beyond the stipulated working hours in accordance with prevailing agreements.

Furthermore, several genuine requests for leave are denied, or members are routed through divisional office executives for permission. Almost 50 percentage branches are without Sub Staff/OAs altogether, further burdening operational staff.

We find that of late some of our Divisional Offices are exerting undue pressure on our Workmen (both CSAs & OAs) to give their Sales commitment for sourcing new business like Deposits, third party products etc. Officials in the Divisional Offices are continuously following and threatening over phone. Today in nearly 50% of our branches, there is only ONE CSA totally managing the Cash Section and also acting as joint custodians. In such a situation whether it is humanly possible for these CSAs to source new business rather than attending to their routine works? We leave it to your kind judgement.

In the 12<sup>th</sup> Bi-partite Settlement also, it is clearly agreed that CSAs may be utilised for acquisition of new business, marketing etc. within office hours and without any assigned targets. However, our Divisional Offices are not adhering to the same and exerting pressure on the employees.

Our Members are contributing their mite for the growth and development of our Bank by sourcing new business, contacting the customers etc. and will continue to do the same.

In the last few years, our Bank is recruiting more and more personnel and posted in all the branches. The job profile of majority of these personnel are basically marketing and sourcing new business. In many branches we find that their strength is more than our own IBA staff. Management is also incurring huge establishment expenses on this count. We do not know whether Divisional Offices are monitoring the performance of these sales personnel because it is observed that their services are utilised more in branch operations works (which has to be performed by CSAs) rather than marketing and sourcing of new business etc.

The continued shortage of staff, despite ongoing recruitment, and the failure to fulfill commitments made in previous agreements/MOU have exacerbated operational challenges. Unimplemented agreements/MOU regarding CSA duties, office assistants, and rational manpower planning erode trust and create friction among staff.

**Concall conducted by Divisional Offices :** It has become a routine practice by the Divisional Heads to conduct Concalls with the Kayveebians in their Division. In these Concalls, Workmen are also advised to participate. Many of our branches are provided with only ONE CSA. These Concalls invariably start after the close of the working hours and lead to One to Two hours. Workmen are compelled to stay in the branch beyond their working hours. Further, in these Concall meetings, performance of individual CSAs in the area of sourcing new business and also commitment to bring new business is being sought by the Divisional Heads. This we strongly object as there is no assigned target for bringing in new business for CSAs. Likewise we express our concern that Workmen should not be compelled to sit beyond the working hours simply for the purpose of attending the Concall of the Divisional Managers.

In light of the above, we urge the Management to:

1. Strictly adhere to Settlements / MOUs on staff recruitment, workload distribution and manpower utilization.
2. Restrict CSAs to their designated branch duties and prevent their routine diversion into sales or marketing functions. Necessary instructions are to be given by our Human Resources Department to all the Divisional Offices on this issue.
3. Provide fair and timely compensation for all staff required to work beyond normal duty hours by granting suitable overtime wages.
4. Adequate recruitment of CSAs & OAs and post them at the branches to tide over the manpower shortage and to extend seamless service to our Customers.
5. Streamline concalls, as frequent and prolonged calls delay customer service at branches. Concall sessions should be designed to support and motivate staff without disturbing branch operations.

We trust that Management will accord the utmost importance to these genuine demands and implement timely corrective actions in the interest of organizational efficiency, staff welfare, and industrial harmony.

We look forward to your kind consideration and a positive response.

Thanking You,

Yours faithfully,

Sd/-

**T.Sekar**  
**General Secretary**