



**Discussions with the Committee of CGMs and CHRO on Employees' Issues
and Welfare Demands**

Dear Comrades,

In continuation of our earlier representation, we wish to inform our Members that the Management invited KVBEU and KVBOA separately for official discussions on 13.10.2026. Discussion with our union representatives was held in the forenoon session.

Management side was represented by the Committee comprising Shri Ravikumar Sadhana, Chief General Manager – Corporate & Commercial Banking, Corporate & Institutional Group (CIG), Chennai; Shri R. Ramshankar, Chief General Manager, Central Office; and Shri Immanuel Gnanaraj Daniel, Chief Human Resources Officer (CHRO), Central Office (HRD).

From Employees' Union Com.G.Ramkumar, President, Com.M.Sai Sri Sankar, Com.R. Athinarayanan, Vice-Presidents, Com.T. Sekar, General Secretary, Com.R. Logeshwaran, Secretary and Com.S. Prasanna Venkatesh, Joint Secretary attended the discussion.

The following important issues concerning employees' welfare, service conditions and operational difficulties were taken up during the discussions for the Management's consideration and appropriate action.

1. Adequate Manpower in Branches

The Union urged the Management to undertake immediate and adequate recruitment of Customer Service Associates (CSAs) to address vacancies arising from resignations, superannuation and promotions. Since 2018, over 1400 CSAs have exited, leaving nearly 50% of branches with only one CSA and around 50 branches without any CSA. The Union also emphasized the need to implement the MOU dated 30.01.2024, absorb the remaining eligible temporary employees as Office Assistants in accordance with the settlement (1990) and MOU provisions, and ensure that a minimum of two CSAs are available in branches wherever required for safe-key rotation, joint custodianship and smooth functioning.

2. Monetary Benefits and Revision of Allowances

The Union reiterated its long-standing representations seeking substantial revision of various allowances and reimbursements, many of which have remained unchanged for more than a decade. Despite repeated representations on several occasions, these issues remain unresolved. The benefits include newspaper and magazine allowances, tea and coffee expenses, educational reimbursement, winter clothing reimbursement, uniform allowance and other employee welfare benefits. The Union urged the Management to consider these pending demands favourably, enhance the existing benefits in line with the rising cost of living, and introduce petrol reimbursement for eligible employees.

3. Special Pay for Holding Safe Keys and Acting as Joint Custodians

The Union requested uniform payment of special pay applicable to Senior CSA for all the CSAs who are holding the safe keys and functioning as joint custodians. We also emphasized that their accountability should remain restricted to cash-handling duties as defined under the 12th Bipartite Settlement.

4. Withdrawal of Circular No. 29/2025 – FIT Norms

The Union sought immediate withdrawal of Circular No. 29/2025, which permits BSSEs/BSSMs to hold safe keys, act as joint custodians and perform Funds in Transit (FIT) duties, as these provisions are considered contrary to the 1989 Settlement Agreement and the Bank's Book of Instructions. The Union further requested the issuance of a consolidated circular ensuring strict compliance with the applicable settlement provisions.

5. Conversion of Eligible BSSEs into CSAs

The Union urged the Management to convert eligible BSSEs who are performing regular CSA duties, including cash handling and joint custodianship into CSAs, ensuring appropriate service status and benefits.

6. Career Progression for Part-Time Employees

The Union requested the conversion of eligible Part-Time Employees (PTEs), particularly those with long years of service, into Office Assistants to ensure fair remuneration, financial stability and social security.

7. Infrastructure Improvements

The Union stressed the need to provide efficient cash-counting machines, properly aligned passbook printers, adequate CCTV coverage and scanning facilities, separate washrooms for women employees, proper air-conditioning and protective

barriers at front counters to prevent unauthorized customer access and ensure staff safety. It was also emphasized that all newly opened branches should be provided with minimum essential infrastructure and basic facilities from the commencement of operations.

8. Ex-gratia for Pensioners and Rejoining Opportunity

The Union requested the extension of ex-gratia benefits to eligible pensioners and sought one additional opportunity for resigned employees to rejoin service, in line with the 12th Bipartite Settlement, IBA advice and the practices followed by peer banks including Federal Bank.

Union also represented to the Management to respond / reply to the letters written by Karur Vysya Bank Retirees' Association and also invite them for discussion to enable them to represent their various issues to the Management.

9. Deduction of Union Levy from Ex-gratia

The Union requested the restoration of the long-standing practice of deducting the Union levy from members' at the time of disbursement of Ex-gratia based on the Union's duly authorised mandate.

10. One-Time Employee Stock Option Scheme (ESOS)

The Union requested the extension of a one-time Employee Stock Option Scheme (ESOS) benefit without restrictive stipulations and irrespective of cadre, ensuring fair and inclusive coverage of eligible employees.

11. Transfer Requests and Relief Measures

The Union requested sympathetic consideration of genuine transfer requests involving distant non-request transfers, family responsibilities, medical, educational and financial hardships. It particularly highlighted that sub-staff employees have been awaiting transfers for several years and urged the Management to consider their long-pending requests favourably. The Union also expressed its appreciation to the Management for considering CSA transfer requests and requested similar consideration for sub-staff employees.

12. Operational Issues

We discussed various operational issues with the Management Committee, particularly those concerning the Jewel Loan process, from fresh sanction to renewal. We emphasised the need for clear and comprehensive circulars, uniform operational guidelines, and submitted relevant data to substantiate our concerns.

13. Healthy and Stress-Free Working Environment

We emphasized the need to ensure a healthy, stress-free and dignified working environment with a proper work-life balance for all employees, irrespective of cadre. We also expressed concern over certain Divisional Offices exerting undue pressure through unrealistic targets and commitments beyond the scope of employees' prescribed duties and service conditions.

14. Training, Meetings and Communication beyond Working Hours

We emphasized that training should enhance employees' knowledge and skills and be conducted during working hours, with employees relieved of regular duties and provided with adequate time and system facilities. We also expressed concern over after-hours conference calls, daily WhatsApp reporting commitments and adding employees to multiple WhatsApp groups of various verticals without their consent. Such practices cause undue stress and may be inconsistent with the applicable Bipartite Settlement provisions. We stressed the need to prioritise offline training, wherever feasible, for effective learning.

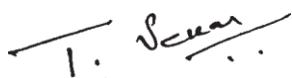
The Committee comprising the two Chief General Managers and the CHRO took note of the issues and demands placed before them and assured to look into the same. The Joint Co-ordination Committee will review the outcome of the discussions and decide on the appropriate course of action in the coming days.

After completing the discussions with the above Committee, Union Representatives met the Executives in Human Resources Department and represented our Members issues viz. considering long pending transfers of CSAs and OAs including non-request transfers effected few months back, memos and charge sheets issued to some of our Members, early release of OA to CSA promotion examination result etc.

We hope that these discussions with the Management will pave the way for constructive engagement and a meaningful, time-bound resolution of the long-pending issues concerning our members. We will continue to pursue these matters with the Management in the larger interests of employees' welfare, fair service conditions and the overall well-being of Kayveebians.

With revolutionary greetings,

Yours comradely,



T . SEKAR
GENERAL SECRETARY