



# KARUR VYSYA BANK EMPLOYEES' UNION

(Affiliated to AIBEA)

(Regd. No. 2756)

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Circular No. 37 / 24 / 2023

July 6, 2023

Dear Comrades,

We reproduce hereunder the letter dated 4.7.2023 written to our Managing Director & CEO on "Recruitment of Clerks and Sub-staff in our Bank", for the information of our Members.

In the 29<sup>th</sup> National Conference of our All India Bank Employees' Association held in Mumbai during the month of May, 2023, the issue of acute shortage of Clerks and Sub-staff in all the Banks was highlighted and the urgent need for adequate recruitment of staff in the Banks. The Conference has also resolved to launch a sustained agitation on this issue. AIBEA has also exhorted the Bank-wise Unions to take up the matter of recruitment of Clerks and Sub-staff with their respective Bank Managements.

In our Bank also, we find that there is acute shortage of Clerks and Sub-staff in many branches. The Executive Committee of our Union will be meeting on 22<sup>nd</sup> & 23<sup>rd</sup> July, 2023 at Chennai and this important issue will be discussed. The decisions taken in the committee meeting will be informed to our Members.

With greetings,

Yours comradely,

**I.Venkatesan**

General Secretary

KVBEU / 37 / 26 /2023

July 04, 2023

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

Dear Sir,

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

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We invite your kind attention to our various letters written to the Management on the captioned subject. We would like to again make the following representation to your goodselves for immediate consideration and further action.

## **Recruitment of Clerks :**

Ours is one among the few First Generation Private Sector Banks where recruitment of Clerks was conducted at periodical interval. The last recruitment of Clerks in our Bank was conducted in the year 2017 – 2018. In the last 5 years, the total business volume of our Bank had increased manifold. Further, new branches were also opened during this period. However, the total strength of the Clerks has come down by more than 600 due to promotion, retirement, resignation, death etc.

In nearly 240 branches (around 30% of our branch network) there is only 1 Clerk. Out of this in more than 100 branches earlier there were 2 Clerks working and now reduced to only 1 Clerk, which includes sizeable number of well established Metro, Urban and Semi-urban branches. In majority of these Single clerk branches, Clerks are functioning as Joint Custodian also by holding second set of safe keys.

Today majority of the branch transactions are carried out by the Clerks and they are independently passing vouchers upto Rs.50,000/- as Teller which is not prevailing in other Banks. Due to decline in clerical strength and increase in work load, the Clerks are not able to complete their routine works within the stipulated working hours and invariably their working hours gets elongated. Bank is continuously recruiting Sales Force for sourcing new business. The customers brought in by these sales force are being serviced by the front line staff in the counters. This further adds to the existing workload of the Clerks. Yet without losing patience, they offer the best services to the customers.

Our Operations Department had announced that during the current fiscal 2023 – 2024, nearly 40 branches will be opened. We welcome this decision as KVB will have the opportunity to expand its banking activities to the new areas. Already few branches were opened during last month. However, we observe that Clerks were transferred from the existing branches to these newly opened branches. Already we are witnessing shortage of clerks in the branches and this leads to further depletion in the clerical strength at the branches.

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

A Memorandum of Settlement under Section 12 (3) read with Section 18 (3) under the Industrial Disputes Act, 1947 was entered into between our Management and the Employees' Union before the Assistant Labour Commissioner (Central), II, Madras on 1<sup>st</sup> November, 1990 for the recruitment of Sub-staff in our Bank. As per this Settlement, Bank will assess permanent vacancies taking into account man-power planning, vacancies caused by retirements, resignations, deaths and promotions and such assessment will be made as far as possible once in a year and the vacancies will be notified. Further, the recruitment of Sub-staff will be made through Temporary Employee Panel. 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.

Our Management was adopting the above method right from the year 1990 and recruited Sub-staff from the temporary employee panel for the past more than 25 years. However, in the last six years there is no recruitment of Sub-staff in our Bank. In our assessment in more than 350 branches (more than 40% of our branch network) there are no Sub-staff, which include some of the long established branches also. Out of these NIL Sub-staff branches, in more than 100 branches previously Sub-staff was provided and now there is no Sub-staff. Further, in the branches where Sub-staff are provided they are now deputed to branches where there are no Sub-staff to clear the pending works.

During this period, the Sub-staff strength has come by more than 100 due to promotions, retirement, resignation, death etc. Since there are no Sub-staff in many branches, Clerks are forced to carry out the works of the Sub-staff like Cash bundling etc., in addition to performing their routine works. Higher authorities are advising the Clerks to carry out the Sub-staff work also.

We request the Management to honour the above Settlement signed under the Industrial Disputes Act, 1947.

In the official negotiation held between the Management and the Employees' Union on 3<sup>rd</sup> January, 2023, we have raised the issue of recruitment of Clerks and Sub-staff. Subsequently in the Minutes of Understanding (MOU) signed on 14<sup>th</sup> February, 2023, Management representatives have agreed that this issue is being examined and will be placed before the Top Management for consideration. Now more than 5 months have passed but Management is yet to commence the recruitment process.

Sir our Bank has got a unique culture of caring for the Customers. Customer Service extended by the Kayveebians is the best advertisement that none could rival. The diminishing strength of Clerks and Sub-staff has certainly caused dent in the good customer service rendered at the counters. It is sometime de-motivating that people in the higher levels of Management overlook this vital factor. The ground reality in the branches must be stimulating for better service and not like the present situation. The prolonged shortage of Clerks and Sub-staff in the branches is causing frustration and de-motivation among the workmen. We are of the considered view that the de-motivated workforce will not be in a position to deliver the desired results.

Our Bank had posted excellent business results in all the business parameters for the year ended 31<sup>st</sup> March, 2023 and has also fixed ambitious business targets for the financial year 2023 – 2024. In order to reach greater heights in all the business parameters, providing sufficient Clerks and Sub-staff in the branches is essential.

Hence, we request the Management to immediately commence the process of recruitment of Clerks and Sub-staff to have sustained business growth and for extending best service to our Customers.

Thanking you,  
Yours faithfully,



**I. Venkatesan**  
General Secretary

Cc: President & COO.  
Cc: General Manager, Human Resources Department.