

State Banks' Staff Union (Kerala Circle)

(Affiliated to All India State Bank of India Staff Federation)

Reg. No. 01-36-2000

Circular No.30/24
To All Unit Secretaries



State Bank of India
Local Head Office
Poojappura
Thiruvananthapuram-695 012

Dear Comrade,

Date 20.09.2024

We reproduce hereunder the full text of letter No.GS/TVPM/CDO/594/24 dated 20th September, 2024 addressed to the Circle Development Officer, State Bank of India, Local Head Office, Thiruvananthapuram, the contents of which are self explicit.

Yours comradely,

(Akhil S)
General Secretary

MIGRATION OF CBS TO NEW BRANCH CHANNEL

We are writing in continuation of the discussions from the recent CCC Meeting held on 21.08.2024 and our earlier letter Ref: No. GS/TVPM/CDO/512/24 dated 04.07.2024 regarding the migration to the New Branch Channel (NBC) from the existing Bancslink. In this regard, we would like to bring to your kind attention to the issues being faced by the staff and customers due to the ongoing transition.

2. The transition process is causing delays in customer service, resulting in dissatisfaction and potential business loss. Meanwhile, front-end staff are experiencing significant stress due to escalating customer complaints and struggling to manage the increasing frustration stemming from delays in our Core Banking System (CBS) due to the migration to NBC.

3. One of the most unfortunate aspects is that the migration of branches to the new system is often initiated at the last hour of the previous day without prior notice, leaving both customers and staff unprepared for the delays that follow.

4. Considering the ongoing challenges, we kindly request you to advise the operating heads to display a notice in the branches informing customers about the technical upgrade. This will effectively manage customer expectations and mitigate frustration. Furthermore, we request you to organize a sensitization program for branch staff to equip them with the necessary tools and skills to navigate this challenging period. This training will enable staff to provide empathetic support and effectively address customer concerns, ensuring a smoother transition.

5. We are confident that, by working together, we can navigate this phase successfully and ensure the best possible outcome for our bank.

6. Please treat this matter as **MOST URGENT.**