

# State Banks' Staff Union (Kerala Circle)

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

Reg. No. 01-36-2000

Circular No.32/24  
To All Unit Secretaries



State Bank of India  
Local Head Office  
Poojappura  
Thiruvananthapuram-695 012  
Date 25.09.2024

Dear Comrade,

## **RECRUITMENT OF MESSENGERS**

We reproduce hereunder the full text of the letter no. FED/GS/2024/32 dated 25<sup>th</sup> September, 2024 addressed to the DMD (HR) & CDO, State Bank of India, Corporate Centre, submitted by Com. L Chandrasekhar, General Secretary, AISBISF, the contents of which are self-explicit.

Yours comradely,

(Akhil S)  
General Secretary

“We would like to draw your kind attention to the subject of recruitment for the Messenger cadre. The subordinate staff designated as Messengers perform critical duties across various outfits of our bank, ensuring the smooth functioning of branches and other areas. However, recruitment for this cadre has not taken place for twenty seven years.

02. Messengers are entrusted with tasks like passbook printing (at branches with incumbency above Scale III), assisting at unexamined tables, carrying CAC boxes for ATM replenishments and CDM evacuations, organizing loan document files, and maintaining records. They assist in daily voucher arrangement and play an essential role in customer assistance, including delivering drafts and IOI instruments, carrying documents inside and outside the office, and supporting Doorstep Banking services by picking up cheques, bills, and other documents from customers. They also contribute to NPA recoveries, particularly in small rural branches, by facilitating repayments for gold and KCC loans.

03. Furthermore, Messengers often act as the first point of contact for customers at branches, assisting with general inquiries about bank products, interest rates, account openings, and various loan options. Their role in promoting business by helping open Current and Savings accounts, which represent low-cost deposits for our bank, cannot be overstated.

04. Messengers are crucial in ensuring the security of cash handling at counters, often serving as Cash Peons or Daftaries when necessary. They also facilitate

remittances to currency chests, ensuring compliance with the RBI's Clean Note Policy. The bank has introduced cassette-swapping methods for ATM/CDM replenishment, and Messengers play a vital role in transporting these cassettes. Additionally, their involvement in handling CAC boxes in CAC- linked branches and managing cash remittances through CAC vans remains essential to the smooth functioning of these operations.

05. Despite the growing utilization of alternative delivery channels like ATMs and Internet Banking, many Savings Bank account holders continue to visit branches for passbook updates after making withdrawals at ATMs. To enhance customer service and reduce wait times, Messengers have been trained and deployed for passbook updating, as per the agreement with the All India State Bank of India Staff Federation on 11th June 2007. Messengers stationed at branches with incumbency of Scale III and above, after receiving the required training are utilized for passbook printing. Additionally, it is mandatory for Messengers at currency chest branches to handle cash movement from the strong room and ensure its secure return at the end of the day. Given that these currency chest branches are under continuous observation and audit by the RBI, the need for creating additional Messenger posts at such branches is crucial. This would ensure compliance with RBI norms and support the safe handling of cash operations at these sensitive locations.

06. Furthermore, Messengers play a valuable role in assisting customers who come for locker operations, especially when employees like cash-in-charges or service managers are occupied with their routine tasks. This support helps enhance customer service and operational efficiency in the branch.

07. It is also important to note that many Messengers are nearing retirement. The loss of their experience may affect the efficiency of our operations. Therefore, we strongly believe that the recruitment of new Messengers is crucial to maintaining customer service standards, complying with RBI policies, facilitating cash replenishments, enhancing customer engagement, and supporting our efforts in NPA recovery. Additionally, Messengers play a vital role in marketing and tele-calling for the business development of bank products, further contributing to the bank's growth.

08. It is with deep concern that we bring to your attention the disparity in the recruitment policies of the banking industry. While most nationalized banks are continuing to recruit messengers regularly, we have observed that the State Bank of India has not followed a similar approach. This disparity places a significant operational burden on existing staff, as the demand for support services within branches and offices creeping high. Moreover, the absence of regular recruitment for messengers is impacting adversely in the overall efficiency of bank operations.

09. We kindly request you, to take positive steps to initiate recruitment for the Messenger cadre at the earliest to ensure continued excellence in customer service and branch operations.”

STATE BANKS' STAFF UNION (KERALA CIRCLE) .....	ZINDABAD
ALL INDIA STATE BANK OF INDIA STAFF FEDERATION.....	ZINDABAD
NATIONAL CONFEDERATION OF BANK EMPLOYEES.....	ZINDABAD