

State Banks' Staff Union (Kerala Circle)

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

Reg. No. 01-36-2000

Circular No.35/24
To All Unit Secretaries



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

Dear Comrade,

Date 29.10.2024

We reproduce hereunder the full text of letter No.GS/TVPM/CDO/661/24 dated 29th October, 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

URGENT RESOLUTION OF TECHNICAL ISSUES AFFECTING FRONT-LINE STAFF

We are compelled to bring to your attention a serious concern regarding the mental stress and operational challenges faced by our front-line staff, particularly those handling Single Window Counters, following the migration to the New Branch Channel (NBC). Despite our prior correspondences highlighting the hardships encountered during the transition, the issues related to cash transactions remain unresolved and are now causing severe distress among our members.

As you know, cash transactions are the most sensitive work undertaken at the branches. Single Window Operators (SWOs) rely on the cash report to reconcile their physical cash with their cash drawers in the system. Unfortunately, in NBC these reports are not available on real time basis and on 28.10.2024 connectivity issues resulted in numerous instances where the cash drawers of SWOs were not updated correctly, leading to cash discrepancies at the end of the day. The unavailability of real time Teller Cash Reports and the lack of necessary Branch Cash Reports are creating difficulties in tallying the cash drawers and is resulting in cash differences for a significant number of employees across the Circle. This situation, though no fault of their own, has caused undue mental stress and in some cases, financial losses also.

Since the transition to NBC, our front-line staff are under intense pressure to deliver quality service despite ongoing system issues. We hoped these problems would be temporary, yet it is disappointing to see the technical challenges persist even after

the migration phase. While we fully understand the need for technological upgrades for a progressive institution like ours, the process should not be detrimental to the morale and well-being of the employees.

As a responsible trade union dedicated to representing the genuine concerns of our members, we urge your good office to address these technical issues immediately, prioritizing, in particular, the generation of real time teller cash reports and branch cash reports. Kindly escalate this matter with the urgency it deserves to secure a reliable, efficient working environment that allows our employees to perform their duties without undue strain.

We request you to update us on the measures being implemented to resolve these issues at the earliest. If the issues are not addressed promptly, it may leave us with no option but to register our protest through appropriate organisational actions, which may affect the positive Industrial Relations prevailing in our Circle.

Kindly treat the matter as **MOST URGENT**.
