



SOUTH INDIAN BANK OFFICERS' ASSOCIATION
(Affiliated to AIBOC)
Central Office: SIBOA Centre, Mission Quarters, Thrissur-1
Zonal Office: 1st Floor, Sunpaul Dezira Blueberry,
Infopark Expressway, Kakkanad, Ernakulam
Website: www.siboa.in, Mob: 9387100334



CIRCULAR No. 02 /2024-27

(TO MEMBERS ONLY)

23/07/2024

Dear Comrades,

We reproduce hereunder the representation submitted to our beloved MD & CEO on 18/06/2024 which was not published at the time due to the Code of Conduct which prevailed in connection with SIBOA Elections:

“We would like to bring to your notice about the extreme inhuman treatment being meted out to the branch heads in the meetings being called by Sri.Sanchay Sinha, CGM at various regional centres of late. It is reported that, in most meetings, certain branch heads are singled out on some criteria or the other and made to remain standing for extended periods of time, stretching to even half an hour or so. Likewise, they are made to remain in the meeting for long hours without break, thus remaining starving. Moreover, the abuse being hurled at officers in these meetings is practically infringing on their right of dignity of labour which the Bank is bound to protect. You may kindly appreciate that abusing your workforce doesn't really yield any result other than making them antagonists, at best.

On various occasions in the past also, most recently during the last structured meeting, we had pointed out the instances where Sri.Sinha was going around these meetings spreading information that, to our knowledge, was not yet approved by Board. We were then assured that he will be instructed not to repeat such deeds. Moreover, his total lack of understanding of what is the actual situation in branches despite being it's head places a huge burden on each clog of branch network resulting in total chaos which, we feel might seriously affect our chances of stabilizing our business prospects. Already, we are being branded as a reformed Bank in the negative sense, ie, the lack of understanding the needs and wishes of the customer, which is a sea change from our tradition of being a customer centric Bank. We feel that it is high time that branch banking is brought back to track with appropriate corrective measures. In this context, we would like to bring to your attention the positive assurance given by your goodself during our last meeting, about upholding our tradition and ensuring customer friendliness.

Moreover, it is totally shameful that nobody seems accountable in this vertical, except branch functionaries. Even a rough count of the calls required to be made from branches to customers under the CMS system goes upto 100 at a time and nobody is bothered about the result thereof. Calling customers in such huge numbers and not bothering about any results is most surprising and those responsible for the decision shall be definitely held accountable for the wasted man hours. Most of the new activities being pushed to branches nowadays are of this nature and there is never any talk about results. Same is the case of the innumerable reviews and VCs where the decisions once communicated are never followed up.



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Talking to our branch heads, the front runners of the Bank in this fashion and trying to establish a system of fear psychosis is something totally despicable and we place on record our strongest displeasure and objection in the matter. You are requested to give necessary instructions to the concerned executive and correct the inhuman attitude forthwith.

Yours faithfully,
(Praveen R)
General Secretary
SIBOA ”

We were planning to seek a meeting with MD to discuss this issue jointly with SIBEA. However, we are glad to note that our representation has been taken in the right spirit and appropriate action has been taken by making changes to the organizational set up at the top level. In this context, we would like to clarify that we are perfectly in alignment with the Bank's policy of growth and are totally committed to the cause but we feel very strongly about the unnecessary pressure being brought on branch staff without any support mechanism to actually do the business. The so called inverted pyramid with umpteen number of supervisors making life miserable for the few at front office does not yield any result at all and to top it, the extreme abuse being hurled at branch staff was also crossing all limits and this is precisely why we decided to attack the root cause. We place on record our sincere gratitude to our beloved MD, ED and CGM HR & Operations for redressing our grievance timely and assure full co operation of SIBOA in the road ahead.

Comradely Yours

(Praveen R)
General Secretary