



STATE BANK OF INDIA OFFICERS' ASSOCIATION CHANDIGARH CIRCLE

**C/O State Bank of India, Local Head Office, Sector 17, Chandigarh
Contact Nos. : 0172-4567133, 2726684 Email: sbioa.chd@sbi.co.in**

Circular No. 2017/38

Date: 07.04.2017

TO ALL UNITS/MEMBERS,

ACCOUNT OPENING FORM PENDENCY (AOF) : CORPORATE CENTRE LETTER
REF: CPCs R&OP/RS/VT/7 dated 3.4.2017

We reproduce hereunder the Circular No 35 dated 03.04.2017 issued by All India State Bank Officers' Federation on the captioned subject, contents of which are self-explicit.

(Deepak K Sharma)
General Secretary

QUOTE

We have today sent a communication to the Management on the captioned subject. A copy of the same is enclosed for information.

2. All our members/affiliates are requested to await further developments in this regard.

With greetings,

(Y. SUDARSHAN)
GENERAL SECRETARY

No. 6180/20/17

DATE: 07.04.2017

**The Deputy Managing Director & CDO,
State Bank of India,
Corporate Centre,
Madame Cama Road,
MUMBAI - 400 021.**

Dear Sir,

ACCOUNT OPENING FORM PENDENCY (AOF) : CORPORATE CENTRE LETTER
REF: CPCs R&OP/RS/VT/7 dated 3.4.2017

With further reference to the message we had sent on 4th of April, we would like to place before you certain facts on the captioned issue.

2. We appreciate and understand the need for obtention and dispatch of account opening forms to CPC's for the purpose of Digitisation of the same. In fact this was one of the suggestions given by the Federation more than two years ago along with digitization of all the cheques in the clearing CPC's. But the tone and tenor of the communication from Corporate Centre vide their letter mentioned above (copy enclosed) is NOT acceptable, nor is in good taste. This will only result in demotivation for the operating staff and will be counterproductive. We are given to understand that the same instructions as contained in the letter has been conveyed over video conference also. As a result, the executives and controllers at all levels are now threatening that if they are held accountable, the same will be passed on down the line at all levels resulting into disciplinary action and suspensions. The above statements emanate from the following para's of the Corporate Centre letter –

"DGMs (B&O) will bring with them duly signed letters calling for explanation of the Regional Managers, which shall be served at Corporate Centre after interaction with DMD (CDO).

The position will again be reviewed after 15 days and if the pendency position does not become zero for the above defaulting Regions, same set of Regional Managers, DGM (B&O) and GM (Network) will again be called at Corporate Centre. In this meeting, GM (Network) to come with suspension letters for Regional Managers and explanation letter of DGM (B&O, which shall be seen at the Corporate Centre."

3. There is a procedure and an authority structure to call for an explanation/disciplinary action/suspension. Doing so bypassing all norms as per whims and fancy is against accepted principles and rules of the Bank.

4. We are sure that you would appreciate the fact that we do not live in an authoritarian land ruled by the 'whip' and 'fear'. The language used without understanding the constraints has hurt the sentiments of the officers across the country and they are extremely agitated, especially at a critical juncture when the Bank is passing through the pangs of 'Mergers' and amidst total confusion, customer complaints and other merger related logistic issues. The annual closing exercise is underway. Statutory audit work is to be completed before 20th April, 2017. The staff position is acute at branches with more than 4500 single officer branches.

5. The officers across the country have just gone through the rigorous exercise of Demonetization during November, December and January coupled with popularizing alternate channels, POS etc. Later were under stress for reduction of NPA's, write off's etc., and other annual closing work.

6. Apart from the above please consider the following aspect, which are hard ground level reality which has to be kept in mind.

- a. In respect of the AOFs pending many forms are not available at the branches or the LCPC's. Therefore these have to be obtained fresh from customers.
- b. Many customers deny or hesitate to sign the AOF again.
- c. NRE customers and not present in India. In many accounts emails/telephone numbers are not available
- d. In case of Sukanya Accounts opened, some are closed by the systems if 'Same day funding' is not done. Then the next day again a new account is opened by the Branch. Thus there are two accounts for one AOF one on record, another pending.
- e. PPF account customers are residing far away and are not depositing money regularly.
- f. Many customers addresses have changed, telephone numbers have changed and are not traceable.
- g. Many LCPC's have returned forms which are not traceable now at branches. AOF's sent from branches are sometimes misplaced at LCPC's.
- h. Discrepant AOF's opened after January 2016 are available in scan format at the LCPC site, for which the Branch has to rectify the discrepancies and send the hard copy to LCPC, and mark off through work flow. To remove the same from the systems is an 'issue'.
- i. Frequent change of instructions and change in the account opening form is another reason. For example the SATCA declaration has become mandatory now and the some of the IDs accepted earlier now stands withdrawn as recognized IDs for opening an account.

7. Apart from the regular branch work the officers have to attend to the above mentioned task amidst annual closing exercise. None of this forms a part of their KRA also.

8. The threats given down the line that the task "should be completed by Monday, else face charge sheet/suspension" is creating totally demoralizing effect. Officers' have dignity and self-respect and such threats are not acceptable in a civilized society.

9. Under circumstances we request you to intervene and sort out the issue so that officers can work with dignity. In the meanwhile we are instructing our officers not to be cowed down by such threats and shall be constrained to make this an IR issue if any such threats emanate from executives at any levels. Let it be spelt out clearly whether this work has precedence over statutory audit work.

10. At this juncture we would also like to highlight the fact that when a new initiative is introduced, if it is implemented in a hurry and only for the purpose of achieving targets, then such erroneous keying in of data takes place. We have seen this during conversion from Back office to Front office computerisation, during introduction of Core Banking, during BPR etc. The errors of such hasty and haphazard implementation are creating problems even today, and it becomes 'garbage-in -garbage out'.

11. We suggest that each circle forms teams to tackle this issue of AOF, so that the shortage hit branches and the overburdened officers do not buckle under pressure.

12. We request you to please take the above as our positive and frank suggestions. We assure you of our total co-operation and shall be of all help and stand by the Bank in sorting out this issue, in an orderly and civilized manner.

Thanking you,

Yours faithfully,

A handwritten signature in black ink, slanted upwards from left to right. The signature reads "Y. Sudarshan".

(Y. SUDARSHAN)
GENERAL SECRETARY

UNQUOTE