



**STATE BANK OF INDIA OFFICERS' ASSOCIATION
CHANDIGARH CIRCLE**

C/O State Bank of India, Local Head Office, Sector 17, Chandigarh
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Circular No. 2017/53

Date: 14.05.2017

TO ALL UNITS/MEMBERS,

WORK-LIFE BALANCE
LATE SITTING AND WORKING ON SUNDAYS/HOLIDAYS

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 are requested to await further developments in this regard.

With greetings,

(Deepak K Sharma)
General Secretary

Letter No 2017/09/42

12-05-2017.

The Chief General Manager,
State Bank of India,
Chandigarh L.H.O.

Dear Sir,

WORK-LIFE BALANCE
LATE SITTING AND WORKING ON SUNDAYS/HOLIDAYS

Our officers have contributed immensely and stretched themselves beyond imaginable limits to ensure that the Bank grows in terms of business and achieves all the realizable targets. It is because of the untiring efforts of our officers that the Bank has excelled in all parameters and we have emerged as a Bank with strong fundamentals, reaching out to far flung, difficult/most difficult and terrorist affected areas in adverse conditions.

2. It has already been brought to your kind notice that the officers are being forced to sit late and work on Holidays, 2nd and 4th Saturdays, Sundays, festival days on a regular basis citing one reason or another. This is not a one-time affair, but almost a 'round the year' routine for Janadhan, Mudra, De-duplication, Demonetization, NPA recovery, Bank Adalats, Cross Selling, Home Loans, Auto Loans, quarter/half year/year end work, audit, RFIA, cash loading for ATMs etc. including meetings with Joint Ventures and Controllers. The acute staff shortage, changing priorities on daily basis, multiple instructions from multiple controllers and departments have put enormous pressure on the officers. The officers are overburdened with the changing priorities and immediate requirements to such an extent that they are not in a position to avail leave or spare time even for attending important social functions such as marriage, to give a courtesy call on the occasion of the death of a relative or even to attend the funeral of a colleague working in same office/branch.

3. The encroachment on personal/family time is resulting in a conflict between personal and work commitments. Today almost 40% of the officers are the youth who look for a good salary, perquisites and quality of life. Due to prevailing working environment, the attrition rate is increasing day by day and frustration in all the cadres is at the highest level. Without ensuring work life balance, it will be impossible to retain good talent and a satisfied work force. There is an urgent need to step into the shoes of such officers who are deprived of any social life by understanding their problems and come up with a permanent solution for this issue.

4. Another factor which is contributing greatly to the difficulty in achieving a healthy work life balance is a perceptual conception of some controllers who treat the officer employees as specialized robots available 24x7 as per their choice. They are so focused on targets, personal goals, incentives or the rat race for being number one that they behave in an inhumane manner, ignoring the genuine requirements of juniors. The comparative charts and instructions on WhatsApp from controllers and executives of joint ventures is putting unsustainable workload on officers. If the boss sends a text message at eleven at night, does the employee have to answer it? What is the limit of extended working hours? When will an officer be able to spend quality time with family and children without any call from team of controllers? These are some of the questions to which everyone is searching an answer for.

5. The most affected group of employees due to work-life imbalance in our beloved organization is the lady officers and there is an urgent need to show gender-sensitivity towards the women employees and recognize that they have multiple responsibilities in addition to their professional commitments. There are many instances, when the women officers are forced to attend Performance Review meetings, Video/Audio Conferences and other various meetings in the late hours and holidays.

6. We were able to get 2nd and 4th Saturday as Holiday after a prolonged struggle. The prime objective of the additional holidays was to enable the officers to have a healthy work life balance, which is conducive not only to the mental health of the officers but also for better output in their professional domain. The regular pressure to sit late and work on Holidays is putting immense stress on officers to the level of burn out, increasing stress related health problems, spreading frustration in all cadres, adversely affecting their performance resulting in lower productivity at work, demoralizing the officers' community and tarnishing the image of our beloved Organisation.

7. The matter was also discussed and deliberated in detail in the last Central Negotiating Council meeting held at Mumbai wherein DMD & CDO instructed all the circles in the presence of CDO and AGM (HR) to ensure work life balance of employees by not calling them on holidays and forcing to sit late. The memories of your first message after assuming the charge of the Circle are still fresh in our mind wherein it has been impressed upon by your goodself to maintain the work-life balance and take care of our own health.

In view of the foregoing, we strongly feel that the issue needs to be addressed with all seriousness and request your good-self to convey suitable instructions down the line to transform our beloved bank into the best place to work in. This will enhance work satisfaction, commitment and loyalty of employees towards the organisation resulting in better productivity, retention of staff and reduction in associated costs.

Thanking you,

Yours faithfully,



(Deepak K. Sharma)
General Secretary