



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

C/O State Bank of India, Local Head Office, Sector 17, Chandigarh  
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TO ALL OUR MEMBERS:

**SERIOUS IMPLICATIONS OF MENTAL HARRASMENT AT WORKPLACE**

We are continuously raising the issues concerning our members at all platforms. Although, there is improvement in various areas, issues in some areas are still to be resolved. We are confident that our persistent efforts will yield results and we will be able to bring further improvements in service conditions of our members.

We have sent a communication to the Circle Management on the above subject. The copies of earlier communications have been annexed with the letter so as to bring the concerns of our members in the kind notice of CMC who have recently joined the Circle. A copy of communication has been reproduced below for the information of members. We note to keep our members advised of further developments in due course.

Comradely yours,

(Deepak K Sharma)  
General Secretary

2018/09/41

12-06-2018

The Chief General Manager,  
State Bank of India,  
Local Head Office,  
Chandigarh.

Dear Sir,

**SERIOUS IMPLICATIONS OF MENTAL HARRASMENT AT WORKPLACE**

The need for every individual to be treated with respect and dignity at his/ her workplace is not only imperative but non-negotiable, and cannot be allowed to be compromised, even the slightest, under any circumstances, whatsoever. The CONSTITUTIONAL DUTY of the State to protect every citizen's right to live with human dignity echoed by the apex court of our country is an unconditional promise that the polity owes to every citizen. This reverberation generated a bonhomie benevolent rights to the marginalised groups of our society. In the case of *Vishaka v. State of Rajasthan*, the Supreme Court dealt with issue of bullying and laid down certain guidelines for the protection of woman employees from sexual harassment. But it is not the women alone who are subjected to harassment at work places but all sections of employees, irrespective of their gender, are facing one or the other kind of harassment.

There is no denying the fact that Officers in our Circle are being harassed, pressurised and victimised which has been brought to the notice of Circle Management through various letters, copies of which are attached for ready reference and kind perusal. It would not be out of place to mention here that in addition to these written communications, we have brought many more such cases in the notice of Circle Management during formal discussions and meetings. Sir, bullying at workplaces is recognized as violence and it can be in different subtle forms like undue criticism, exclusion, false allegations, constant bantering, humiliation or unnecessary oral/written warnings. Even cases of verbally humiliating officers in front of their subordinates and/ or customers have been brought to our notice. The most vulnerable to this plight are the subordinates in offices which is perpetrated by the superior officers or senior colleagues. A superior officer and Controlling Officer is given certain authority to

supervise the work of all the employees and see that the work is being carried by all the employees as per the roles assigned and goals set. In their interaction with the members of the staff, some of the superior officers out of zeal for excellence or any other extraneous considerations like prejudices, or even false ego at times, make an attempt knowingly or may be even unwillingly, to bring pressure on them and at times the behavior of such anxious bosses is resulting in hurting the feelings of the employees working under them. When the actions of the superior officer, because of his prejudices, are targeted against a particular section of employees, it causes more stress and great emotional disturbance to the sufferers. This continuous bullying and harassment to our officers is causing a devastating effect on the health, confidence, morale and performance of our workforce in the Circle.

We agree that administration of an office requires certain control over the employees by superiors, but it certainly does not require humiliation and bullying at workplace. There is a clear demarcation between humiliation and enforcing discipline. The behavior and interaction among staff members are not governed by any set of rules. The deafening silence of Circle Management on such issues is most undesirable and a matter of great concern for us.

It is quite frequently heard that officers are being threatened on regular basis for achieving the various un-achievable targets of Cross selling, advances, KYC, NPA recovery, Addhar seeding, Mudra Loans etc not only by the Controllers but also by the operating staff posted in administrative offices, who enjoy an advantageous position in the office irrespective of their cadre. A good officer, well trained in administration employs a soft approach to achieve the desired targets and an untrained or biased boss makes a great mess of the situation leading to emotional disturbances to many employees in the office. Officers are still waiting for the compensation pertaining to the period of demonetisation. However, Bank is recovering amount of penalties imposed by RBI on Banks from Joint custodians which is bringing in negativity, demotivation, distrust on management and lack of zeal to perform. Unfortunately, instead of recognising the root cause, all the efforts are being made by the Management to identify scape goats in the shape of junior employees posted in the branches to shield and cover up misdeeds or wrong directions of the Controllers at various level.

We also brought to your kind notice many times that Suspension is being misused as a tool of punishment to terrorize officers in the Circle. Subsistence allowance, leased accommodation and other benefits to which they are entitled are also being denied. The Bank's extant guidelines and Supreme Court decisions in this regard are being ignored. Despite existence of the rules for free and fair departmental enquiries, the embarrassment, the stigma and trauma of facing the explanations, charge sheets, transfers and denial of legitimate benefits is developing a feeling of insecurity in our members and forcing them to work under more tense and charged atmosphere all the time. Allowing the practice of bullying and humiliation of subordinate officers by their superiors amounts to violation of human rights of the employees and it also greatly affecting the efficacy of working system.

The reaction of the employees to the attitude of the superior officers can range from passive to aggressive which are generally unhealthy, unproductive and in extreme cases violent, as we witnessed at ZBO Building Panchkula on 12<sup>th</sup> June, 2018. We strongly feel that there is an urgent need to take cognizance of all our communications in the backdrop of this unfortunate incident. We request an early audience with your good self for detailed discussions on all such related issues so as to arrive at some conclusions to create a homogenous working environment in the Circle.

Thanking you,

Yours faithfully,

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**(DEEPAK K. SHARMA)**  
**GENERAL SECRETARY**

Annexure: The copies of earlier communications for kind perusal and ready reference.