



# State Banks' Staff Union

(CHENNAI CIRCLE)

(Regd. No: 883)

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

POST BOX NO.1754  
STATE BANK BUILDINGS  
84, RAJAJI SALAI  
CHENNAI - 600 001.

**CIRCULAR NO.68**

**26<sup>TH</sup> DECEMBER 2014**

## **CUSTOMER ASSISTANT – RESOLUTION OF RELATED ISSUES**

We reproduce hereunder the text of the Circular No.19 dated 26.12.2014 issued by Com. M.V.Murali, General Secretary of our dear Federation, the contents of which are self-explanatory.

**(C.M.BASKARAN)**  
**GENERAL SECRETARY**

### **TEXT OF THE CIRCULAR NO.19 DATED 26<sup>TH</sup> DECEMBER 2014:**

"Members are aware that the Federation has been demanding that the position of Customer Assistant should be a part of Career Progression Scheme and applicable/available to all the Assistants, irrespective of their place of posting or nature of duties. The issue of debarment for out-of-cadre promotions to the Assistants who have earlier refused to opt for Customer Assistant was also taken up by the Federation since no such bar exists in Career Progression Scheme. It was suggested by the Federation that additional marks for completion of specified number of e-lessons, in lieu of CAIIB, could be awarded in the promotion process of Trainee Officers, as a measure to incentivize e-learning, instead of making the same mandatory.

The above issues along with other related matters were under persistent follow-up with the management by the Federation and we are glad to inform that the Memorandum of Settlement was signed between the Federation and the bank management on Empowerment of Staff on 23<sup>rd</sup> December 2014. The salient features of the settlement are furnished hereunder for the information:

#### **SALIENT FEATURES OF MEMORANDUM OF SETTLEMENT BETWEEN SBI AND AISBISF ON EMPOWERMENT OF STAFF**

- ❖ All Assistants (excluding Record Keepers/Record Keeper-cum-Cashiers/ Godown Keepers/ Bill Collectors) with minimum qualification of matriculation and 1 year of service or more as on 1<sup>st</sup> June each year will be eligible for in-cadre higher appointment as Customer Assistant;
- ❖ The passing power of such Customer Assistant will be Rs.35,000/- (Cash) and Rs.70,000/- (Transfer);
- ❖ The amount of Special Pay payable to Customer Assistant is Rs.1,000/- p.m., which will also be reckoned for DA, HRA and Superannuation benefits;
- ❖ For the current promotion year 2014-15, Assistants who are fulfilling the eligibility criteria for in-cadre promotion to Customer Assistant as on 01.06.2014 but not considered will be given an opportunity to opt for such in-cadre higher appointment in the current promotion year but all consequential monetary benefits will be paid to them from the actual date of appointment.
- ❖ Assistants who are earlier debarred from out-of-cadre promotions due to their refusal to opt for Customer Assistant will no longer be debarred and are eligible for out-of-cadre promotions;
- ❖ The duties of Customer Assistants also include checking of VVRs; opening, uploading and updating of deposit accounts in CBS in cases of accounts under financial inclusion where such account opening is duly authorized;

Further, in view of the large number of Assistants becoming eligible for promotion to Officers' cadre JMGS-I under Merit Channel and also insufficient number of candidates available to fill up the vacancies under Normal Channel, it was agreed to change the ratio of distribution of vacancies upto 30:70 i.e., 30% under Normal Channel and 70% under Merit Channel for the promotion years starting from 2015-16 to 2018-19.

We thank the management for providing the benefit of Customer Assistant to all the Assistants irrespective of their place of posting or nature of duties. Comrades – with the signing of this Memorandum of Settlement on Empowerment of Staff, the long pending demand on Customer Assistant has been achieved and we sincerely thank the membership for the patience shown and total confidence reposed on the leadership of the Federation."

Sd/-  
**(M.V.MURALI)**  
**GENERAL SECRETARY**

**SBSU (CC) ::: AISBISF : : : NCBE ::: UFBU ... ZINDABAD**