



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.97

29TH OCTOBER 2018

BE ALERT & CREATE VALUES VIGILANCE AWARENESS WEEK 2018

As we all know, the Central Vigilance Commission is organizing the Vigilance Awareness Week from 29th October to 3rd November this year to promote integrity, transparency and accountability in public life and has chosen "Eradicate Corruption – Build a new India" as a main theme.

It is pertinent to remember that in order to demonstrate its commitment to effectively fight corruption our country has ratified United Nations Convention Against Corruption (UNCAC) on 01 May 2011. We, therefore, shoulder onerous responsibility to act ethically under any circumstances because we are all public servant under Section 2 (c) (i) of Prevention of Corruption Act, 1988. Webster's Third New International Dictionary defines corruption as inducement by means of improper consideration to commit a violation of duty.

An analysis of recent charge sheets has brought to light the indirect inducement to ignore the elementary precautions, procedural safeguards under the camouflage of achieving performance benchmark. As a result, we come across unethical attitudes that are in a way against the values of our Bank viz., "**STEPS**" (SERVICE, TRANSPARENCY, ETHICS, POLITENESS AND SUSTAINABILITY).

As you are aware, our Bank has introduced compliance policy designed to reduce undesirable behavior but not to off load the moral responsibility. Paradoxically, we found **ethical fading** whereby ethics are removed from the decisions we face, a process that contributes to bounded ethicality. **Bounded ethicality** refers to the systematic and predictable ways in which people engage in unethical acts without their own awareness that they are doing anything wrong. Unfortunately, our members are in the recent past, charge-sheeted for their "failure to act" as Whistle Blower in contravention of provision of subsisting settlement on Disciplinary Action Procedure for Workmen.

With a view to enforce the Code of Conduct our Bank has instituted a vigilance mechanism which is built on three primary behavioural aspects - Preventive, Punitive and Participative and is further complemented by a well-defined whistle blower policy. It allows any employee to communicate a concern or complaint confidentially and anonymously. The whistle blower policy covers all employees of the organization and guarantees a timely response and an assurance that there will be no retribution or negative consequences.

In case our members are apprehensive of any negative consequences, we impress upon them to immediately inform the Headquarters directly on unethical behavior obtaining in the branches.

At this juncture, we advise our members to keep in mind that a customer centric culture is more than merely good things. It is a matter of survival. We must endeavour to strengthen our relationship with customers by providing valuable services seamlessly. Particularly in this digital age, customers are increasingly expect us to respond swiftly to enquiries and customize products besides providing easy access to the information they need. Customer-centricity extends far beyond marketing and product design.

Notwithstanding the above, we should keep in mind that launching of "APPS" like Yono or the digitization of banking operations do not imply that systems and procedures can be given a go-by. There is a belief amongst some of the operational functionaries that meticulous compliance of system and procedure is not practical under the present juncture which ultimately resulted in punitive action against our members.

Our Bank encourages and respects professional behaviour that encapsulates strong moral values. The ethos of the organization is outlined by its Code of Conduct which emphasizes on the zero tolerance towards unethical business practices. The cornerstone of the Code of Conduct is the belief that the Bank is a trustee and custodian of public money and in order to fulfil its fiduciary obligations and responsibilities, it has to maintain and continue to enjoy the trust and confidence of public at large.

When we take the pledge to "Eradicate Corruption – Build a new India", let us remind ourselves that corruption is an improbity or decay in the decision-making process in which a decision-maker consents to deviate or demands deviation from the criterion which should rule his or her decision-making, in exchange for a reward or for the promise or expectation of a reward, while these motives influencing his or her decision-making cannot be part of the justification of the decision.

(S.M.SELVARAJ)
GENERAL SECRETARY