



## STATE BANK OF INDIA OFFICERS' ASSOCIATION

(NORTH EASTERN CIRCLE)

(AFFILIATED TO ALL INDIA STATE BANK OFFICERS' FEDERATION)

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TO ALL MEMBERS/UNITS

We reproduce the circular no 71 issued by the Federation on 19/07/2018 , the content of which is self-explicit, for the benefits of our members.

With Greetings

(General Secretary)



## **ALL INDIA STATE BANK OFFICERS' FEDERATION**

(Registered under the Trade Unions Act 1926, Registration  
No: 727/MDS)

State Bank Buildings, St. Mark's Road, Bangalore - 560 001



**CIRCULAR NO.71**

**DATE: 19.07.2018**

**TO ALL OUR AFFILIATES/MEMBERS:**

### **LETTERS ISSUED TO BRANCH MANAGERS IN RESPECT OF "TRUST REPOSED IN BRANCH MANAGER OF SBI"**

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**



## **ALL INDIA STATE BANK OFFICERS' FEDERATION**

(Registered under the Trade Unions Act 1926, Registration  
No: 727/MDS)

State Bank Buildings, St. Mark's Road, Bangalore - 560 001



**No.6466/30/18**

**DATE: 19.07.2018**

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

Dear Sir,

### **LETTERS ISSUED TO BRANCH MANAGERS IN RESPECT OF "TRUST REPOSED IN BRANCH MANAGER OF SBI"**

With reference to the above, we understand that letters are being issued (copy enclosed) to all Branch Managers on the captioned subject. The Branch Managers appreciate the intention behind the letter, i.e., to inculcate the spirit of vision, mission and values of State Bank of India. They also appreciate the fact that upholding the honesty, integrity and ensuring compliance of systems, procedures, inspection and audit reports etc., are imperative.

**2.** But the tone of the letter gives an impression of accusation and being individual oriented rather than as an advisory. The last line of the letter i.e., item No.3:

"Please acknowledge the duplicate of this letter which will be placed in your service file for our record", is not in good taste, as it creates an impression that this is a warning letter or a letter of punishment or censure that is being placed in the service record. Instead, if this message was more positive,

encouraging and motivating it would have been very well received by the Branch Managers.

**3.** The officers are already under fear due to the series of incidents that have occurred across the country consequent to the Police/CBI cases being

filed indiscriminately, the Bankers being made the first accused, attack on Bankers in many places by politicians and bureaucrats for not achieving agriculture targets etc. There is now a situation of extreme pressure by multiple controllers on charging priorities, pressure of cross selling, staff shortage and other constraints, working on holidays under pressure, sluggish economic environment and a slow credit off-take. Under circumstances where officers are now afraid of lending, giving fresh advances, renewals or restructuring of loans etc., there has to be a positive vibe/motivation from the controllers so as to instill confidence in the Branch Managers. The Branch Managers are the most hit, most targeted, most abused lot and are under tremendous pressure and strain. We need to encourage them, else they will shy away from taking responsibility.

**4.** While we whole heartedly appreciate the need for compliance and to uphold the values, vision, mission of SBI, we request that a positive message on the issues will instill confidence in them and bring the desired result.

Thanking you,

Yours faithfully,

A handwritten signature in black ink, appearing to read 'Y. Sudarshan', written in a cursive style with a long horizontal stroke extending to the right.

**(Y.SUDARSHAN)**  
**GENERAL SECRETARY**

