

State Banks' Staff Union (Kerala Circle)

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

Reg. No. 01-36-2000

Circular No.21/24

To All Unit Secretaries



State Bank of India

Local Head Office

Poojappura

Thiruvananthapuram-695 012

Date 04.07.2024

Dear Comrade,

MIGRATION OF CBS TO NEW BRANCH CHANNEL

We reproduce hereunder the full text of letter No.GS/TVPM/CDO/512/24 dated 4th July, 2024 addressed to the Circle Development Officer, State Bank of India, Local Head Office, Thiruvananthapuram, the contents of which are self explicit.

Yours comradely,

(Akhil S)

General Secretary

"We invite your kind attention towards the recent migration of Core Banking Solutions (CBS) to New Branch Channel (NBC). We appreciate the initiatives of the Bank to improve the Core Banking platform, which has been used in our Bank from 2006 onwards. At the same time we are deeply concerned about the implementation of new initiatives without proper notice and training for the frontline staff.

2. During the initial days of this migration staff members working in the branches were struggled a lot for ensuring superior customer service, with a banking platform, which are not known to them. Presently more than 200 branches and offices in our circle has been migrated to NBC platform. In connection with the migration to NBC, we are receiving various concern from our members working in the branches. We append below the main concerns and difficulties faced by the frontline staff while working in NBC.

- I. **BGL Debit/Credit Authorisation:** BGL debit & credit while ATM/ADWM replenishment are authorized at the Maker's capability level itself.
- II. **Cash Reports Generation:** Cash reports are generated the next day, preventing tellers from cross-checking vouchers with the report in case of excess/short cash incidents.
- III. **Frequent Log-offs:** Frequent log-offs from NBC disrupt customer service.

- IV. **Signature verification:** Checkers are unable to view signatures of customers while passing queues.
- V. **Passbook Printing Screen:** The passbook printing screen is not available; only the reprint screen is accessible.
- VI. **Green Channel Counter:** GCC migration is incomplete, and GCC is not working in branches as of now.
- VII. **Transaction Screen Layout:** Difficulty in finding transaction screens and switching between CBS and NBC.
- VIII. **Supervisory Authorisation:** High-risk transactions like BGL cash debits, IBTS and standing instructions are passed without supervisory authorisation.

3. The above issues gives us a belief that the transition to NBC has caused disruptions and difficulties for staff, leading to delays and increased customer wait times, resulting in a decline in customer satisfaction. The main reason we understand is that no adequate training was provided prior to implementation, and the integration with existing systems has been more complex than anticipated.

4. We request you to kindly advise the ITS department at LHO to flag these issues with Corporate Centre for rectification. In the same time we expect that before implementing NBC to all branches proper training may be given to the frontline staff to get accustomed to the new platform.

5. We also request you to treat the transactions passed beyond the capability of Award Staff as a serious matter, as such instances are violating the passing powers and duties agreed vide various bank level settlements.

6. Kindly acknowledge receipt of this communications and advise us the developments in this regard.”

STATE BANKS' STAFF UNION (KERALA CIRCLE)	ZINDABAD
ALL INDIA STATE BANK OF INDIA STAFF FEDERATION.....	ZINDABAD
NCBE, UFBU.....	ZINDABAD