

State Banks' Staff Union (Kerala Circle)

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

Reg. No. 01-36-2000

Circular No.54/25
To All Unit Secretaries



State Bank of India
Local Head Office
Poojappura
Thiruvananthapuram-695 012

Dear Comrade,

Date: 08.08.2025

RECRUITMENT OF GRAHAK MITRAS THROUGH SBOSS

We reproduce hereunder the full text of letter No.GS/TVPM/CDO/1240/25 dated 7th August, 2025 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 wish to raise our serious concern and strong protest against the ongoing process of recruiting Grahak Mitras through SBOSS (State Bank Operations Support Services Pvt. Ltd.), which we believe is in clear violation of the mutually agreed settlements signed between the Bank and the All India State Bank of India Staff Federation. The decision to outsource these duties, which fall under the core functions of clerical staff, has caused deep unrest among the workmen employees of our Circle and is viewed as a breach of the Bank's commitment under the legally binding settlements.

2. As you are aware, the Memorandum of Settlement dated 29.12.2020 and 24.12.2021, signed under Section 2(p) read with Section 18(1) of the Industrial Disputes Act, 1947, clearly lay down the following points:

- i. Outsourced employees shall not perform duties which overlap with the work of Bank's Grahak Mitras.
- ii. Promotion of subordinate staff to Grahak Mitra posts shall be continued as a policy to gradually replace outsourced employees.
- iii. Access to customer data and manning of counters shall remain exclusive to bank staff.

3. However, we are disappointed to note that interviews for Grahak Mitras are being conducted through SBOSS for duties that are directly related to clerical functions such as assisting customers, promoting digital banking, handling customer feedback, and product promotion. These are clearly core duties of the clerical cadre, and their outsourcing goes against the spirit and terms of the above-mentioned settlements.

4. This act amounts to a **violation of Section 18(1)** of the Industrial Disputes Act, 1947, which makes such settlements legally binding on both the management and the workmen. It also undermines the promotional opportunities for eligible subordinate staff and disrupts the industrial understanding achieved through bilateral discussions.

5. For your kind consideration, **we are enclosing herewith the letter submitted by the General Secretary of the All India State Bank of India Staff Federation to the Deputy Managing Director (HR) & Corporate Development Officer**, which highlights the seriousness of this issue at the national level and calls for immediate corrective measures.

6. In this context, we humbly urge you to immediately halt the selection process for recruiting Grahak Mitras through SBOSS in our Circle. In the event this issue remains unresolved, we shall be left with no alternative but to explore appropriate remedies including those provided under the Industrial Disputes Act 1947 and other applicable provisions.

7. We sincerely hope for your understanding and immediate intervention to maintain industrial harmony and uphold the Bank's commitment to its employees."

STATE BANKS' STAFF UNION (KERALA CIRCLE)	ZINDABAD
ALL INDIA STATE BANK OF INDIA STAFF FEDERATION.....	ZINDABAD
NATIONAL CONFEDERATION OF BANK EMPLOYEES.....	ZINDABAD