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State Banks' Staff Union (Kerala Circle)

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

Reg. No. 01-36-2000

Circular No.57/25
To All Unit Secretaries



State Bank of India
Local Head Office
Poojappura
Thiruvananthapuram-695 012
Date: 06.10.2025

Dear Comrade,

OVERLAPPING OF CLERICAL AND SUBORDINATE DUTIES BY SSL EMPLOYEES

We reproduce hereunder the full text of letter No.FED/GS/2025/144 dated 23rd September, 2025 issued by Com. L. Chandrasekhar, General Secretary, AISBISF, addressed to the Chief General Manager (HR), State Bank of India, Corporate Centre, Mumbai, the contents of which are self-explicit.

Yours comradely,

(Akhil S)
General Secretary

"We refer to our earlier communication vide Letter No. FED/GS/2025/125 dated 04.08.2025 and Letter No. HR:IR:PKM:2470 dated 29.02.2020, and once again seek to draw your kind attention to the provisions of the settlement dated 29.12.2020, which clearly delineates the duties of SSL employees. The settlement explicitly stipulates that SSL employees are to be engaged exclusively for customer facilitation and shall not be entrusted with duties overlapping those of regular clerical, subordinate, or *Grahak Mitra* staff.

It has, however, been brought to our notice that SSL employees recently recruited through SBOSS and deployed in branches are being assigned tasks that are inconsistent with the settlement. These assignments include, among others:

- ❖ Carrying out YONO registrations and setting passwords.
- ❖ Preparing credit and debit vouchers for regular and illiterate customers.
- ❖ Distributing vouchers to customers.
- ❖ Collecting feedback from customers.
- ❖ Filling forms on behalf of illiterate customers.

- ❖ Tele-calling customers regarding NPAs and marketing of products.
- ❖ Directing customers to toll-free services irrespective of their requirements.
- ❖ In certain cases, being deployed in advances-related activities.

As per the agreed settlement, are to be confined to activities such as meeting and greeting customers at the branch entry, guiding them to the appropriate counters, and educating them on alternative banking channels. Any assignment of clerical, subordinate, or *Grahak Mitra* duties constitutes a clear violation of the settlement.

We, therefore, request your immediate intervention to ensure strict adherence to the settlement provisions and to issue suitable instructions to all operating units so that SSL employees are engaged strictly within their defined scope of duties.

Please treat the matter as most urgent”

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