



# SYNDICATE BANK EMPLOYEES' UNION(Regd.)

(Affiliated to A.I.B.E.A)

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CIRCULAR NO. 3/2016/CO

Dated: 12.12.2016

**TO ALL THE OFFICE BEARERS/CEC MEMBERS AND STATE SECRETARIES**

Dear Comrades,

## **Reg:- Acute shortage of currency notes is Bank Branches and problems faced by customers and employees.**

We all have been facing tremendous pressure and hardship while discharging our duties to implement Demonetization Scheme of govt./RBI. As a matter of fact, we all were under official compulsion to work till late hours to follow the guidelines issued by Bank/RBI and attend to our customers/Public, to which, all the Bank Employees have responded remarkably. Everyone throughout country knows that during this period bank employees have contributed like soldiers and had worked daily tirelessly for longer period continuously to complete the work as per directions of management & RBI. Every Branch Head as well as RO knows that employees have worked beyond working hours till late night and they all deserve/entitled for appropriate compensation as per service condition but still uniform instructions in this regard are not issued. It is also an unpleasant truth that inspite of doing work sincerely upto late night employees had to suffer threats, abuses etc. because of non availability of cash and required infrastructure. Even media reports also confirms that currency is not supplied to branches as per requirement or demand of customers and due to annoyance of customers, the employees working in the branches are suffering in many ways because of no fault of them and bank is also getting bad name besides dissatisfaction of customers/Public.

These matters were timely taken up by the organisation and AIBEA/AIBOA has represented the matter before RBI/Govt. as well CLC and demanded appropriate and timely solution of problems being faced by employees/ customers but expected response is still awaited.

AIBEA/AIBOA has given call for organisational action through circular dated 9.12.2016 to which we are reproducing herewith and advise all our functionaries to rise to the occasion and respond to the call in a befitting manner as per the Direction and Guidance of State Federation. Compliance report must be sent to C.O of the union.

With Warm Greetings,

Yours Comradely,

**(Suresh Kumar Sangtani)**  
General Secretary

**AIBEA/AIBOA – ZINDABAD ZINDABAD**  
**SBEU/AISBOF – ZINDABAD ZINDABAD**



## **Reproduction of circular of AIBEA/AIOBA dated 09.12.2016**

Dear Comrades,

**Rise and Protest Against  
Heavy shortage in supply of cash to Banks by RBI  
Non-working of ATMs  
And demanding proper compensation to employees/officers for late sitting in branches to  
complete additional work  
on account of demonetisation**

For the past one month, employees and officers in the Banks have been undergoing extraordinary pressure of work and mental tensions on account of the huge task cast upon them for implementing the demonetisation scheme. But they have responded to the task in a remarkable manner receiving the appreciation of one and all including the Prime Minister Sri Narendra Modi who praised bank employees and officers for completing one year's work in one week.

When everyone was expecting that things would improve and there would be respite, new problems have arisen and employees and officers continue to face the wrath of the customers and public. Even though RBI is making statements that enough cash is being supplied to Banks, in reality we all know that there is acute shortage of cash supply to Banks from RBI. Especially there is short supply of Rs. 500 and Rs. 100 currency notes which are most needed by customers. Even the restricted amount of Rs. 24,000 per account per week is unable to be paid to customers.

Out of the total 2,20,000 ATMs in the country, more than 70% of them are still not functioning or not recalibrated. Due to shortage of cash supply, most of the recalibrated ATMs also remain cashless most of the time. There are number of ATMs where shutters are down for the past one month. All these result in customers coming inside branch premises for cash withdrawal adding to the pressure in the Branches.

Because of the acute short supply of cash, and when Branches are unable to meet the requirements of cash withdrawals, irritated customers are naturally becoming angry, frustrated, unsatisfied and annoyed and their anguish is turned towards to staff, officers and Managers. Instances of customers hurling abuses on the staff with very bad and intemperate language are increasing. Employees, especially lady employees are unable to bear these abuses. In a few cases, there are reports that customers become violent when they are not able to draw cash from their own account, even upto what is permitted by RBI.

There are also reports that in some cases, customers and public have broken the counters and glass panes inside the premises and in some cases, employees have been injured.

Employees and officers are losing their patience and rightfully feel aggrieved.

Adding insult to injury, when they have done extraordinary work during the initial days of the implementation of Scheme by working beyond office hours till very late hours in the evenings, sometimes till midnight, there is reluctance and apathy in extending proper compensation for the working done by them beyond their regular timings. There are different instructions in different

Banks but proper compensation, even what is provided in the Bipartite settlement. For officers also, the compensation is not adequate or uniform.

Employees and officers want to serve the customer efficiently. But there is no reason why they should be subjected to these harassments, humiliations and abuses.

Why public sector Banks are being discriminated and not supplied adequate cash ? Why RBI is not able to be transparent ?

Why Banks are not able to ensure that all the ATMs function. How long it will take to restore all ATMs?

Is it wrong for the employees and officers to expect legitimate and proper compensation for sitting late and doing work till late evenings?

To rise our voice of protest and to demand redressal of our demands, it has been decided to undertake programmes as under:

- 1. Holding demonstrations in all State Capitals on 14-12-2016.**
- 2. Meeting the local Regional Directors of RBI and hand over a copy of our letter to Governor, RBI.**

**Demands:**

- RBI should take steps to supply adequate cash to all Banks**
- Details of Notes supplied to Banks should be announced publicly by RBI on a daily basis**
- All ATMs should be enabled to function immediately**
- If RBI is not able to supply adequate cash to Banks, then decision should be taken to suspend cash transactions in the bank branches till sufficient cash is supplied to Banks.**

Yours comradely,



**C.H. VENKATACHALAM  
GENERAL SECRETARY  
AIBEA**



**S. NAGARAJAN  
GENERAL SECRETARY  
AIBOA**