



All India IDBI Officers' Association



1st Floor, IDBI Tower, Cuffe Parade, Mumbai - 400 005

(Registration No. ALC - KARYASAN - 17 - 10311)

website : www.aiidbioa.net (Affiliated to AIBOA)

Correspondence Address : All India IDBI Officers' Association, c/o IDBI Bank, 3rd Floor, Mission Road, Bengaluru - 560 027

Help Line Number : 022-6655 3439 / 77009 71036

To

Bengaluru,
March 27, 2023.

The Managing Director & Chief Executive Officer,
IDBI Bank,
Head Office, IDBI Tower,
Mumbai – 400005.

Respected Sir,

Sub:- Request to sort out the issues in respect of transfer of the Officers of the Bank to safeguard the financial interest of the Bank and career progression of the workforce as well - Reg.,

Ref:- Our letters dated July 03, 2021, January 25, 2022 and June 01, 2022 to the Bank

With further reference to the above, the Officers' Body of the Bank, i.e., "All India IDBI Officers' Association" had approached your goodselves several times in the past about **lack of proper job rotation** and **biased approach** on account of **serious disparities** in implementation of the Officers' Placement and Transfer Policy (OPTP) of the Bank through the above referred letters.

2. We, once again, bring to your kind attention some of the **concerns** and **viewpoints** that need to be urgently addressed and considered:

(a) Posting of Officers in **Branch roles** in **other than native language State** is leading to a **deficiency** in customer service and putting both the Officers and the Bank **at risk** due to not knowing the Local/Regional language. We strongly recommend that such postings to be **avoided**.

(b) There is **acute shortage of manpower** at **Branches** with some Branches having only two staff members. It is imperative that sufficient manpower be posted at Branches. The Head Office Circular on "**Branch Categorization**" in line with IBA/RBI/MoF guidelines has NOT yet been issued which led to Officers in Grade 'B', 'C' and 'D' being posted as Branch Heads in Branches where the Officers in Grade 'C', 'D' and 'E' are supposed to be posted as Branch Heads, respectively. This is putting the Officers working in the Branches, as well as the Bank, **at risk**.

(c) There are hundreds of Officers who have been transferred to **other than their native State/Zone** on administrative grounds and have **NOT** been **repatriated** to their native State/Zone **even though** they had completed more than three (3) years of service in other than their native State/Zone.

(d) **On the other hand**, there are **around 500 Officers** working in a **single Metro station** for **more than ten (10) years** either continuously or with a gap. This goes **against** the **Clause 6.2. (b)** of the **OPTP** of the Bank and **deprives equal opportunity** to the other Officers who are willing to get transferred to such Metro stations on medical grounds or on spouse joining spouse grounds or any other valid grounds. Some Officers are **always** posted in **metro locations only**; not even to urban locations i.e., transfer from **one metro** location to **another metro** location even though they have completed more than ten (10) years service in the Bank.

(e) After serving in **Branch roles** for over **a decade**, some Officers are starting to resemble more like **Agents** of Life Insurance, General Insurance and Mutual Fund Advisors rather than real Bank Officers. The Officers' Body of the Bank has been urging the Bank to post these Officers to **non-Branch roles** at least now, so that they can gain exposure to other aspects of Banking and enhance their skills and knowledge.

(f) **On the contrary**, there are **hundreds** of Officers in each Grade viz., 'C' and 'D' who have **NOT** been posted in **Branch Head role** for a minimum period of three years even though they had completed more than ten (10) years of



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~~service in the Bank and got promotion/s. Similarly, there are hundreds of Officers in each Grade viz., 'A', 'B' and 'C' who have NOT been posted in Branch role for a minimum period of three years even though they had completed more than ten (10) years of service in the Bank.~~

(g) **Non-implementation** of the repeated request made to the Bank to provide **Seniority/Serial Number** for the registration made in **i-ARTS** towards the **requested** State/Region/City has been leading to **lack of clarity** on the timelines of consideration of the request made through i-ARTS by the Officers.

(h) **All requests** made through i-ARTS for transfer to be considered to the maximum extent possible with a **preference** to spouse joining spouse category as well as medical grounds of self, family members and parents. The Officers who have been working in **Rural branches** for more than two years or in **Semi-urban branches** for more than three years should be posted to their native District in Home State on administrative grounds.

(i) Requests made by physically (**orthopedically**) challenged Officers for a change in **job role** from Branch roles to Non-Branch roles should be considered immediately on **humanitarian** grounds.

(j) Applications called for **specialist officer** under **i-CAPBUILD** policy since **2018** should be considered in order to provide proper job rotation and to reduce dependency on a single Officer / few Officers in a job family.

(k) No Officer should be transferred from the present place of posting within **three** years without his/her consent. Similarly, No Officer should be transferred from the present place of posting during the period of **mid-academic year** i.e., from July to March without his/her consent.

(l) Roles like ZOM, ROM, Internal Audit, RAC/CSC – Centre Head, BDM – PSL & FI, Zonal/Regional Co-ordinator (Liabilities/Assets/TPD) are to be entrusted to such Officers who completed minimum three years of Branch Head role so that the Officers in such non-Branch roles can really **guide** and **motivate** the Officers in Branch roles in a better manner. Branches are in need of someone who can guide them and motivate them; **NOT** someone who chase them without guidance and motivation.

(m) Around 3,000 **Officers** in Grade 'A' and 'B' have been working in **clerical** roles viz., Teller Service Executive (**TSE**) and Customer Service Executive (**CSE**) for years together. Officers should be **relieved** from TSE and CSE roles in order to improve their job knowledge in Banking and to become real Bank Officers.

Failure to address these genuine concerns could lead to **dissatisfaction** among the Officers and affect their overall performance, which could have **negative** consequences for the Bank as a whole. Therefore, as a **responsible** Trade Union, we, once again urge the Bank to take prompt action to **address** these issues and ensure that the Officers are provided with adequate opportunities for professional development and growth which in turn will ensure overall financial interest of the Bank.

Thanking you,

Yours faithfully,

Vithal Koteswara Rao A.V.
GENERAL SECRETARY

Copy to

Shri Samuel Joseph Jebaraj, The Deputy Managing Director, IDBI Bank, Head Office, Mumbai.
Shri Suresh K. Khatanhar, The Deputy Managing Director, IDBI Bank, Head Office, Mumbai.