

MINUTES OF THE CENTRAL CONSULTATIVE COMMITTEE WITH THE REPRESENTATIVES OF THE FEDERATION OF BANK OF INDIA OFFICERS' ASSOCIATIONS, HELD ON 13.06.2018 AT HEAD OFFICE, MUMBAI.

The following members were present.

Sr. No.	Management Representative	Sr. No.	Federation Representative
1.	Shri Damodharan N. Executive Director	1.	Dr. V. Chidambara Kumar President
2.	Shri A. K. Das Executive Director	2.	Shri B.N. Madhusudana Working President
3.	Shri C.G.Chaitanya Executive Director	3.	Shri Sunil Kumar General Secretary
4.	Shri M.K. Gupta General Manager (HR)	4.	Shri Sunil Lakra Joint General Secretary
5.	Shri K.V.V.S.Prasad Deputy General Manager (HR)	5.	Shri Manoranjan Das Joint General Secretary
6.	Shri I.C. Mishra Deputy General Manager (HR)	6.	Shri B.S. Chouhan Joint General Secretary
7.	Shri Jay Narain Chief Manager	7.	Shri Pankaj Kapoor Joint General Secretary
8.	Shri S. A Hoskeri Chief Manager	8.	Shri Shvetang Trivedi Deputy General Secretary
9.	Shri M.S.Satpute Chief Manager		
10.	Shri G. Surayya Chief Manager		
11.	Smt Banirupa Datta Choudhury Senior Manager		

Shri M K Gupta, General Manager - HR welcomed Shri Damodharan N. Executive Director, Shri A. K. Das, Executive Director, Shri C.G.Chaitanya, Executive Director and the representatives of the Federation. The following residual issues remaining after the meeting of the Screening Committee held on 12.06.2018 were taken up for discussion today in the meeting :

1. **Creation of AMOs and its Impact:** There is no headway in the suggestion of the Federation to Top Executives of the Bank (given in the formal/informal discussion) for providing relief to branches which are enormously sufferings after withdrawal of more than 750 officers for implementation of two new verticals. The officers were to be taken out from the administrative offices, whose job is undertaken by these verticals.

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A separate department headed by a General Manager has been created to review the functioning and the expenses incurred by the AMOs. Based on the report of the GM, appropriate steps will be taken.

2. **IT & IT PRODUCTS; A Perennial Issue**: New verticals are being opened & new products are being introduced without improving the basic IT products & services. IT & ITES branches are facing lot of problems and there seems to be no road map to resolve the issues. Creation of Star Prime vertical is another blow on branches without much positive impact on business. Connectivity issue still persists in our Bank. Many branches remain without connectivity every day. The issue needs to be closely monitored.

Various steps are being taken by the concerned department to make the products customer / user friendly. Presently, 3030 Branches are provided with 2MBPs link and it is a continuous process to cover other branches, subject to feasibility. In this regard, the concerned department is taking necessary steps to improve the position.

3. Down period of ATMs needs closely monitored as this is also an issue causing concern. Relocation/closer of ATMs with low/negligible hits should be taken up on priority basis. Out of 580 ATMs identified for closer due to low heat/non/viability, 286 ATMs are yet to be closed.

294 ATM's have been closed. Other ATMs are monitored online. Closure of low hit ATMs are under process and it will be done shortly.

4. ATM/Debit card frauds and instances of transfer of amount through ATM cards without receipt of OTPs. Such money is going to various applications like IDEA Money etc., on the rise and it should be controlled fully to avoid fraudulent transactions.

The concerned department has been advised to take suitable action to avoid recurrence of such incidents and check the vulnerability of the system.

5. Inefficient services rendered by AMC contractors for ADC channel is hampering business growth as well increasing dissatisfied customer lot. Bank should review the policy of AMC operators for all services as well and immediately black list those service providers whose services are found sub-standard.

The concerned department is reviewing the services of AMC vendors / contractors. Bank has also initiated steps to replace the faulty Bulk Note Acceptor Machines.

6. House Keeping has been put on back burner again which is very dangerous. It should be focused again as Bank has to make provision for outstanding entries more than 3/6 months old.

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Shri A.K.Das, Executive Director clarified that Head Office is giving due importance to the matter and monitoring the expenditure. It was stated that there has been a substantial reduction in the unreconciled entries of office accounts and the position is being closely monitored.

7. Need to curb wasteful expenditure and to device control mechanism and outsourced work/ vendors.


The services of outsourced vendors is being regularly reviewed by the concerned department.

8. CTS features may be inserted in cheques to safeguard the same from any alteration. System generated alert is required to be implemented without any further delay. This issue was raised earlier also but our suggestion remained unheeded too till date.

Bank's CTS Cheque book has been designed with various security features. The details on these security features has been circulated to branches vide Circular Letter No. 2015-16/46 dated 29.06.2015. Presently SMS alerts are being sent to customers intimating them Cheque number and amounts presented in CTS clearing.

The details of cheques presented in clearing for amount of Rs. 2.00 Lakh and above are also being sent to concerned branches by email for getting information on genuineness of cheque from the customers. It was also further clarified that wherever cheques are passed based on the image presented in the CTS Grid, the collecting banker will be held responsible for any fraud which may occur.

Meeting ended with a vote of thanks to the Chair.


(Sunil Kumar)
General Secretary
Federation of Bank of India
Officers' Associations


(M.K.Gupta)
General Manager - HR