



ALL INDIA BANK EMPLOYEES' ASSOCIATION

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To

**Mrs. Nirmala Sitharaman,
Hon. Minister for Finance,
Ministry of Finance,
Govt. of India,
New Delhi.**

Respected Madam,

Provision of adequate manpower in Branches of Banks and necessity for needful recruitment of clerical and subordinate staff/part-time house-keepers/safaikarmacharis in Banks – withdrawal of instructions on ban on recruitment of subordinate staff and part-time house-keepers in Banks.

You are well aware that Banks in general and Public Sector Banks in particular are playing a pivotal role in broad-based economic development of our country in multiple and varied ways. Banks are also serving more than 100 crores of customers. Especially after nationalisation of Banks, these Banks have transformed phenomenally through proliferation of Branches throughout the country including in very remote rural areas and hitherto unbanked villages and in reaching the masses and common people. In mobilising the precious savings of the people and extending credit to the needy segments, these Banks have performed an exceptional role with utmost social orientation.

All these patriotic roles to subserve national objectives have been undertaken by the Banks only because of the dedicated customer services being rendered by the employees of these Banks. Given the type and range of clientele served by the Banks, provision of adequate number of staff in the Branches is critical and crucial for the effective and satisfactory services to be rendered to the banking public at large.

We are conscious that over the years, alternative delivery channels have evolved including technology based and digitalised banking transactions. But these are more supplemental in nature and the need for adequate manpower in the Banks cannot be undermined or dented.

When everyone – Government, RBI, bank managements, banking public – expects and demands best customer services, we find that due to acute shortage of staff

in the Branches and non-provision of adequate staff, existing employees are unable to cope up and invariably the quality of customer service suffers. The only way to ensure best customer service is to provide needed staff in the Branches.

But we observe that in the recent years, there is a disturbing trend in the Banks in as much as that the intake of clerical staff by the Banks have drastically come down. Year after year, Banks have reduced the number of clerical staff to be recruited and lesser and lesser Indents are placed with the Institute of Banking Personnel Selection. Some of the Banks do not place any Indent at all. To quote the current example, only 5 Banks have placed their Indent with IBPS for recruitment of 4045 clerical staff for the year 2024-25. Remaining public sector Banks have not placed any Indent at all. Consequently the number of staff in the Branches has come down considerably resulting in undue workload on the staff.

In addition to reduction in number of clerical staff due to lack of adequate recruitments, we observe that the Banks have not been filling up the vacancies of Subordinate staff and part-time house-keeping staff/safaikarmachari employees. These segments of employees are equally vital and important part of the manpower in the Banks in extending proper customer services. Satisfactory customer services and proper functioning of the Bank Branches is incomplete without them. But Banks have been extremely parsimonious and miserly in recruitment of subordinate staff and part time staff. Without exaggeration we can state that Banks are deliberately avoiding recruitment of these categories of staff.

To add salt to the wound, we reliably learn that some instructions have been given by the Ministry of Finance, Government of India to the Banks not to fill up these posts through regular employment of permanent staff, particularly the part time employees and house-keeping staff. On this premises, bank managements are not willing to recruit staff to fill up these vacancies.

In view of this, Banks are engaging staff on temporary, casual and adhoc basis which in due course would entangle the Banks into a lot of litigations and legal complications.

Hence, in the interest of the Banks, these instructions not to fill up these vacancies through regular recruitment needs to be withdrawn. We request you intervene in the matter and advice the Banks suitably to provide adequate staff in the Bank Branches.

Thanking you,

Yours sincerely,



C.H.VENKATACHALAM
GENERAL SECRETARY