



BANK EMPLOYEES FEDERATION OF INDIA

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To All Affiliates/Office Bearers/CC/GC Members

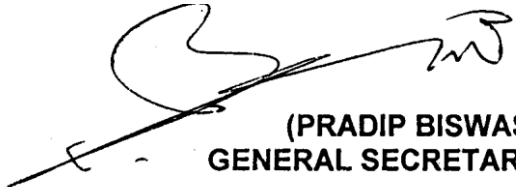
Dear Comrades,

Aadhaar Related Jobs

We have today addressed a letter, on the captioned subject, to the Chairman, Indian Banks' Association. Text of the letter is reproduced below for your information.

With greetings,

Yours Comradely,



(PRADIP BISWAS)
GENERAL SECRETARY

Text of letter dated 7th April 2018 addressed to the Chairman, Indian Banks' Association

“When almost all the Banks have been running with acute shortage of staff at all levels, we observe that most Public Sector Banks have undertaken various Aadhaar related jobs beyond the scope of their normal Banking business.

The Aadhaar related jobs are being got done, by the identified members of staff, within the front office in full view of the entire clientele visiting the Bank-Branches concerned. Naturally enough, customers visiting the Bank-Branches feel neglected and/or deprived since the concerned members of staff, having been busy with Aadhaar related jobs, cannot attend to them as promptly as they would otherwise have in case they were not saddled with the additional Aadhaar related burden. This, consequently, has very often been leading to unpleasant altercations and untoward incidents. The quality of service and, as such, the goodwill of the Banks have been the casualty of these developments.

Undertaking of Aadhaar related job is, in no way, part of normal Banking Business and performance of the same is certainly outside the scope and ambit of a Bankman's job profile; we are opposed to both the practices undertaken by your member banks.

In case, for some reason or the other, the Banks feel obliged to undertake Aadhaar related jobs, **WE DEMAND THAT:**

- i. The job should be entrusted only to those member/s of staff who should be assigned exclusively for the job; they should not be entrusted with any other front office job/s (i.e. customer service related job/s). For this purpose, matching recruitment should immediately be undertaken and then only this type of job should be entrusted to the employees so that normal banking business is not disturbed any way.
- ii. The job should be done in a specially identified area (within the office itself) completely separated from the normal customer service area.

We hope and expect you shall take a serious note of this and advise your member Banks suitably in the best interest of the Banks and the industry as a whole”.