



BANK EMPLOYEES FEDERATION OF INDIA

NARESH PAUL CENTRE

53 RadhaBazar Lane, (1st Floor), Kolkata – 700 001

e-mail:pradipbefi@yahoo.co.in Website: www.befi.in

(Ph):033-2225-4414/2236-5108 (M)9433144271 Fax:033-2236-5109/2242-0690

07.04.2018

The Chairman,
Indian Banks' Association,
World Trade Center Complex, Centre - 1, 6th Floor,
Cuffe Parade,
Mumbai – 400005.

Dear Sir,

Aadhaar related jobs

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, have 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.

Anticipating positive response,

Thanking you,

Yours faithfully,



(PRADIP BISWAS)
GENERAL SECRETARY