



## ALL INDIA UCO BANK EMPLOYEES FEDERATION

(Affiliated to AIBEA) REG. NO. 3489/CNE

C/o UCO Bank, 328, Thampu Chetty Street, Chennai 600001

CAMP: UCO Bank, CBO, 891, Bhandarkar Road, Pune 411004.

Email id: ucbeu2012@gmail.com

HO/GM/HRM/109/2017-20

11/3/2022

The General Manager,  
Human Resources Management & PSD,  
UCO BANK,  
Head Office,  
Kolkata

Dear Sir,

**Sub: Manpower Shortage - Sufferings of Branches- Increasing burden on Clerical staff.**

We invite your kind attention to our earlier communications and memorandums sent to your office and the MD & CEO in the last two years, through which we have been expressing our deep concern over the plight of branches and mounting pressure on clerical staff due to acute and unprecedented shortage of clerical staff . We also recall the discussions we had with you and the MD & CEO on various occasions when we tried to impress upon you that Bank should not continue to remain blind to the reality prevailing in the field and turn deaf ears to the cries of the branches. We also repeatedly drew your attention to the adverse effects being caused/experienced both on the Bank and on the morale of staff which we once again list under.

- **More than 80% of the branches are facing the crises due to want of clerical staff .**
- **Front office counters are empty, giving a deserted look to the Banking public. What is more even several branches are functioning with out Head Cashiers.**
- **Customers too are aggrieved due to unavailability of timely response to their needs.**
- **Branches are demotivated or discouraged to scout more business ,fearing over their ability (?) to service the new business.**
- **Increasing tension and friction among the work force**
  
- **Individual staff are unable to avail leave even for necessities and health issues**
- **Hundreds of Functional Allowance posts are unable to be filled , thus depriving the legitimate right of the employees, their career advancement.**
- **Hundreds of employees - particularly women, are stranded without being able to get transfers to join their families.**
- **Above all, in breach of rules, clerical staff are subjected to unfair labour practices,**



**exploitation and unlimited hours of work.**

- **Frequent deputations / temporary transfers have become the order of the day, causing unbearable hardship to the employees.**

It is in the above back ground, our Federation had to resort to organisational means during the last three years to open the eyes and ears of the Management to the need for proper planning and supply of adequate clerical and Substaff. Every time we were assured of steps. Even your office has engaged us in discussions in the last 7 months for arriving at "parameters / mechanism" through which minimum requirement of staff in clerical cadre in each category of branches could be defined . It is well within the knowledge of your office and even the highest authorities, that whichever the scientific way we worked, it is seen that there is a gap of more than 4000 ( clerical staff ) between existing strength and minimum requirement of branches. Thus the stark reality stares at all of us. But, much to our anguish and disappointment, Bank is not seemingly serious to address this.

Even before the steps are taken to address these concerns, your office has come out with a communication ( HRM/MPTP/896/2021-22 Dt 07/03/2022) through which all Zonal Offices are advised to form DEDICATED SALES FORCE , drawing 5 to 7 clerical staff from Branches (in each Zone). We don't know what impression HO has got about the field. How Zonal Offices will be able to identify and mobilize staff when the branches are starving and are experiencing severe pain either without even single clerical staff or with one or two staff where/when their requirements are more to keep the wheel moving. It is for sure that this move will further generate discontentment among the entire work force besides creating unease and undesirable situation in every zone. We are constrained to place a note of caution that such impositions will trigger unavoidable conflict and confrontation in every zone.

We are for the Bank. We have adequately demonstrated our priorities and our commitment in the past and we continue to stretch our hand to strengthen the Management's endeavour in taking the Bank forward. We welcome and support all measures that would make Bank healthier. Administration too should remain conscious of limitations of workforce and what all is required to be in place when they unfold new ventures.

We, wish to submit and demand that Bank should first make proper assessment of requirement, draw up a roadmap to fill the gaps, unleash any scheme/ venture after fully satisfying itself that Zones / branches are fully equipped to make any venture a successful one .

We hope that we will not be misunderstood for our strong views on the need for supply of adequate clerical and Substaff and stop any further attempts to subject the available employees



to hardship and exploitation. *To repeat and reiterate -we demand proper & mutual conclusion on " minimum requirement of clerical staff at branches " , immediate steps for filling the gaps, stop denial of career elevation (functional allowance posts), stop compelling award staff to work beyond their prescribed working hours, stop insisting them to perform duties beyond the provisions , extend humanitarian consideration to their needs and expectations, and above all consider them as real HUMAN RESOURCES / ASSETS to the Bank.*

Thanking you,

Yours faithfully,



C. M. Patel

General Secretary