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ALL INDIA UCO BANK EMPLOYEES FEDERATION

(AFFILIATED TO AIBEA) REG. NO. 3489/CNI

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Ref No. AIUCBEF/MD &CEO /163/23- 26 **Dated 18/08/2026**

To

The Managing Director & Chief Executive Officer (I/C)
UCO Bank
Head Office, Kolkata

Dear Sir,

Sub: Duties of SCSA (Cash) in Gold Loan Operations Key Holding Responsibilities vis-a-vis practical problems in complying with the procedures laid down in the Master Circular dt 30.3.2026.

We wish to draw your immediate attention to the severe hardships and undue administrative pressures being faced by our clerical staff, specifically the Senior Customer Service Associates (SCSA - Cash) and Special CSAs, regarding Gold Loan operations and key holding responsibilities.

You may be aware that in different times from our state level unions and from our ALL INDIA UCOBANK EMPLOYEES FEDERATION, it was being represented both at the Zonal level and at the Apex level, in the last three years, on the CSAs /Senior CSAs/Special CSAs being exposed to severe risk due to extreme pressure mounted on them under the pretext of "Joint Custodians" with regard to the process of handling Gold Loans, particularly in the context of most branches having single clerical staff. They are pressurised to sign certain documents like Annexure D and handle safe keeping of the gold ornaments in safe without enabling them to associate with the process physically. It is also not out of place to make a mention about they being compelled to stay late to complete the days routine particularly with regard to gold loans and safe keeping of the gold ornaments in safe vault with the other custodian.

Thus, time and again, we have been drawing the attention of the Management about how due to severe manpower shortages and high business targets at the branch level, our members, particularly Senior Customer Service Associates (SCSA - Cash) who act as Joint Custodians are subjected to immense administrative pressure to bypass standard operating procedures (SOP). This is obviously seen to expedite gold loan processing and strengthen the gold loan portfolio. In view of this constant pressure and increasing volume of Gold Loans we have been demanding to revisit the entire procedures so as to relieve the Clerical staff from being CUSTODIAN OF SAFE VAULT OF GOLD ORNAMENTS to enable them to attend to regular work and counter service without interruption. Though we were repeatedly assured of appropriate corrective steps, till now no meaningful steps appear to have been taken.

While we reiterate our demand once again for relieving the Clerical staff from being custodian of Safe vault of Gold ornaments, we are to convey to you that in order to safeguard the Bank's interests and protect our members from future accountability, charge sheets, and financial liabilities, we will be constrained to advise all rank and file of members to ensure 100% strict and uncompromising compliance of the SOP guidelines without any deviations. This was also duly conveyed to HO during the recently held IR(Policy) & GR meetings held on 15th July, 2026.

Specifically in this backdrop and all sorts of persuasive efforts failing with the Retail department, H.O we will be left with no other option but to advise our members to strictly adhere to the following clauses explicitly mandated by the Head Office:

1. Absolute Joint Custody & Prohibition of Key Delegation: Reference: Chapter 3, Clause 3.1 & 3.2 (Page 18 - 20)

The SOP clearly states that Gold ornaments to be kept in the safe under the joint custody of the Branch Head/Asst. Branch Head and the Cash Custodian (Manager-Cash/Officer/Senior Customer Service Associate (Cash)). Furthermore, Clause 3.2 (g) dictates: "The authorized joint custodians should not hand over their keys freely to the other officers... none of the joint custodians should delegate their powers to any other person to operate the jewel safe during the period of his/her custody."

In most branches in view of giving fast customer service Officers are getting the keys of SCSA and accessing Jewel safe singly or along with other officer without the presence of SCSA.

Hence Our members will not hand over safe keys informally and the safevault will only be operated with both custodians physically present irrespective of any possible disruption in the counter service.

2.Immediate Transfer to Safe Post-Transaction Reference: Chapter 1, Clause 1.2.5 (Page 4) & Chapter 3, Clause 3.1 (e) (Page 19): "Immediately after lodgement of the gold Ornaments by the borrower and appraisal completed, custodians have to cross verify the jewels... get it sealed and the packet containing Ornaments should be transferred to the gold safe after the details are entered in the Jewellery Movement Register."

Hence Our members will avoid encouraging gold packets to get accumulated at the counters. Upon completion of the appraisal process they, being joint custodian, will verify the gold ornaments based on the appraiser's report, get it sealed and immediately transfer packets to the vault following the strict protocol, which may naturally impact the regular/routine counter transactions.

3.Fresh Appraisal for Loan Renewals

Reference: Chapter 1, Clause 1.2.8 (Page 7): For the renewal of Gold Loans, "Fresh appraisal of Gold to be done, as per existing guidelines, even if no change in ornaments."

Hence our members will restrain themselves from entertaining System-level "paper renewals". Every renewal will require the physical extraction of the packet from the safe, fresh appraisal by the appraiser in the presence of the customer and all custodians, and resealing done immediately as per the procedure, mindless of consequential effect on the customer service.

4.Penalty Shield for Delay in Release of Securities

Reference: Chapter 1, Clause 1.2.11 (Page 8): The Bank is required to compensate the borrower "at the rate of ₹5,000 for each day of delay" in releasing pledged collateral beyond 7 days of full repayment.

Hence to protect themselves from being held liable for this penalty, our members may not be found fault if they formally document instances where they are unable to return gold packets to customers due to the non-availability of the Branch Head or the other joint custodian and if they resist release of Jewels without the presence of other custodian.

5. Similarly clerical staff will make sure that payment is facilitated only after the loan amount is credited to the borrower's account.

We are aware that strict adherence to these Head Office guidelines may create some difficult situations in the branches, but looking to the interest of the employees and the Bank and insulate them from being subjected to possible disciplinary action for failing to follow the procedures prescribed by the above said HO communication, we are unable to find any other means to protect the interest of our members. The most contradictory part remains where signing of document (Annexure D) entails for Accountability but Clerical Staff are out of the purview of the Accountability Policy of the bank. We hope that you will not disagree with our views and our demand and avoid putting the blame on the clerical staff for their strict compliance with these rules as they are laid down by the bank notwithstanding that it may result in unavoidable disruption in the routine counter/customer service.

We seek your immediate and needed steps, suitably taking up with Head Office of our above said views and decisions besides advising all the branches to ensure that there is no breach in HO laid down procedures and clerical staff are not forced or encouraged to discharge their responsibilities against the spirit of HO policy guidelines. Furthermore, we request your immediate intervention to ensure branches are provided with adequate Gold Safe capacities, functional CCTV coverage for safe rooms, and uninterrupted supply of tamper-proof packets.

We shall remain thankful for your understanding and cooperation.

Thanking you,

Yours sincerely,

Partha Chanda
General Secretary