



Indian Overseas Bank Officers' Association

(Regd. No. 321/MDS) (Recognised by the Management) **(Affiliated to All India Bank Officers' Confederation)**

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Sri. Ajay Kumar Srivastava,
Managing Director & Chief Executive Officer
Indian Overseas Bank
Central Office
Chennai

Respected Sir,

Supervisory Staff – Officers' service condition needs your immediate redress to provide healthy industrial relations climate – reg.

On behalf of the Officers community of IOB, our special greetings to you and the TEAM - IOB, on the positive Financial Results for the third quarter of the current fiscal 2023 – 24, declared with a Net Profit of Rs.723 crore and Rs.1,848 crore for the nine months period ending 31st December, 2023. Sir, you would appreciate that the workforce has made the Corporate goal come true by running extra mile and placing always the institution first and self-next in achieving continuous net profit.

Sir, we do not intend to interrupt your good selves frequently but we may be permitted to bring to your kind notice that the issues confronting officers, submitted by us time and again, are left pending and an opportunity to put forth our views through a CCC Meeting also remain a distant dream. Hence, we are constrained against our wishes and compelled to write the following lines on pending and urgent HR matters for your favourable consideration and immediate redress as you always believe and advocate that **"to win the market place; we must first win the work place"**.



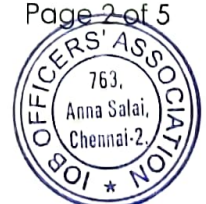


Sir, as you are aware, during the entire journey of Turnaround, our organisation gave a clarion call to officers to run the extra mile to resurrect the bank. Responding to the call of the organisation, they have bravely fought the challenges and lived up to the expectations of the Top Management, by sacrificing their personal space and stretching beyond office hours every day and worked assiduously by foregoing holidays.

Sir, We, the officer community, the main workforce of our beloved institution have been discharging duties with utmost sincerity and commitment despite several hardship Viz. denial of permission for Day End by Regional Offices on a daily basis results in officers leaving the branch at late hours exposing their life to risk; inadequate award staff at field level; NIL messengers in many branches; imbalanced officers strength; denial of leave for genuine reasons; working on holidays and Sundays as per Regional Office directions as a routine to chase the inappropriate targets and in the process losing the work-life-balance.

Sir, in the recent past, we have been witnessing a unilateral approach in various HR Policies of our bank; bilateralism is given a go by and transfer orders are issued to officers for cross country branches under the pretext of non-performance without even verifying the tenure of the branch head in that branch and his past performance. Above all, our representatives are taken to task for discharging their role function thereby trying to create a fear in the minds of the officers of our bank.

Sir, we, as a responsible organization with the interest of the Bank uppermost in mind, has so far successfully restrained the provocations from our rank and file. The entire officer community is in pot boil and their morale is at low ebb due to the recent stress being caused by the bank in transferring officers for reasons beyond imagination; denial of leave for genuine reasons also; denial of



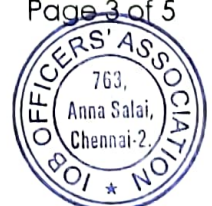


permission for day end; Sundays and holidays made as working days under one or other ploy and frequent transfers within the region violating transfer policy in vogue.

IOBOA, the only recognized association for Officers, with a purposeful existence for 56 years has always demonstrated the philosophy of "participative management" and the thoughtful support of our members to meet challenges and emerge winners in the face of crisis has been scripted in the pages of IOB & IOBOA's history. The quarterly results since December 2020 posting of Net Profit continuously is the testimony to the bound and determinations of our workforce and their solidarity. The resilience exhibited by our rank and file and the splendid work done by our officers across the country denying themselves quality personal life and comforts deserve in full a special treatment from the beloved bank.

Sir, we invite your kind attention to the following service issues of officers in our Bank which are presently on the rise and vitiate the industrial relations climate across the regions.

- **Inadequate Clerical staff and NIL Messengers at many branches adding workload to officers eventually.**
- **Unethical practice of denying Day End Permission which pose life threat to lady officers in particular and others including bank property in general.**
- **Calling of officers on Sundays and Holidays denying their quality time to be spent with family.**
- **Conducting frequent Review Meetings at late hours/holiday/Sunday leading to increase in health issues of officers on account of continuous stress.**
- **Denial of leave request of officers for genuine reasons also.**
- **Denial of better work life balance to officers who are the main work force behind every milestone achieved by the bank.**
- **Violation of board approved Transfer Policy and issuing transfer orders by Regional Management under the pretext of non-achievement of targets**





without providing fair opportunity and time to the branch heads for such disproportionate targets.

- Humiliating officers in the meetings.
- Compassionate appointment pending over three years to be expedited as the family of the deceased were left in lurch over the loss of the bread winner and needs attention of the bank without further delay.
- Different practice being followed at region level for treating Loss of Pay which needs a uniform SOP urgently.
- The salary & other benefits of Officers working in overseas branches have to undergo changes as per the Standing Committee Recommendations.
- Vigilance issues are not addressed by protecting bonafide decision to alleviate fear psycho from the mind of field level officers.
- Non-conduct of CCC (Central Consultative Committee) Meeting on a quarterly basis to clear pending matters related to service conditions of Officers despite several requests made. The CCC Meeting provides a platform for the senior office-bearers of our Organisation to interact with the Top Management and mutually discuss issues in right perspective. Quite a many occasions in the past, such meetings have fostered better understanding and cohesiveness. Such meetings are held periodically in the peer Banks too. Our oral requests in this regard is yet to yield a positive response. In our Bank the last CCC Meeting was conducted as early as on 4th December, 2019. As today's challenges confronting the Bank are dynamic and require a better understanding and cohesive nature of resolution, we request you for early convening of Central Consultative Committee Meeting.
- Non consideration of our request to adopt the system of arriving Memorandum of Understanding with IOBOA on all HR matters to be placed in the bank's board till such time an Officer Director is posted in the bank's





board. This system is being followed in all the peer banks in the absence of officer Director.

We sincerely believe that the Top Management shall empathise with Officers and would enhance their morale by implementing healthy HR policies through bilateral discussion with our organisation addressing the above issues and provide healthy working environment for officers to work with dignity.

Sir, we are a trusted and tried organization. We have always kept our composure in the interest of the institution to which we are all inextricably linked by flesh and blood. We have been taking the high moral ground for too long in the hope that our repeated letters and interactions on the above issues would yield results by way of proper discussion with us. However, if the recent happenings on the HR front in our bank are any indication, we are left with no other alternative but to respond in equal measure. There is very little that we could do to assuage the hurt feelings of our members when the reasonable demands of our organization in HR matters are not addressed through bilateral discussion.

Sir, we seek your intervention to resolve all the issues listed above on an urgent basis and an affirmative action on this would pave way for a good IR climate which would enable the officers to feel doubly reassured and ultimately result in their augmented contribution.

We look forward an expeditious positive response from your good selves.

With regards,

Yours faithfully,


(S. PREMKUMAR)
PRESIDENT

