



INDIAN OVERSEAS BANK OFFICERS' ASSOCIATION

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

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UPDATE ON BILATERAL MEETING HELD ON 10.03.2026 WITH BANK MANAGEMENT

Dear Comrades,

Pursuant to the strike notice issued by our Association on 09.02.2026 raising various demands and issues affecting officers across the Bank, conciliation proceedings were initiated before the Chief Labour Commissioner on 25.02.2026 and as part of the conciliation process, a bilateral meeting was held on 10.03.2026 between the representatives of our Association and the Bank Management at Central Office, Chennai. During the meeting, the Association reiterated the demands raised in the strike notice and explained in detail the difficulties, work pressure and issues faced by officers across the Bank.

The meeting was attended by the representatives of the Association and the Bank Management where in the issues raised by the Association were discussed in detail.

The Association strongly raised the issue of End of Day blocking and forced late sitting in branches and demanded that the practice of blocking EOD should be stopped and clear operational guidelines should be issued so that officers are not forced to sit late unnecessarily. The Association also raised concerns regarding operational pressures and safety issues arising out of late sittings, particularly in remote and semi-urban branches. The deterioration of health of the officers due to the present work style and various stress induced health issues faced by the officers community was deliberated by us.

The Management informed that there are no general instructions from Central Office to block EOD except where system-driven checks exist and further informed that instructions have already been issued to complete EOD by 8:00 PM and cases where EOD extends beyond this time would be reviewed and analysed. We emphasised that the system of blocking EOD and making officers forcibly to sit at branch should be stopped.

The Association also demanded that officers should not be called to branches on holidays except in genuine exigencies and in such instances, suitable compensation in the form of compensatory off or monetary compensation should be provided.

The Management stated that instructions regarding operational discipline and staff welfare have already been issued and reiterated that officers may be required to work on holidays in exigencies.

The Association raised serious concerns regarding the safety of women officers and demanded improved security arrangements including recruitment of armed guards, recruitment of Office Assistants and permission for engaging temporary staff for voucher stitching work in branches. Risk involved by the staff sitting late at branches especially lady officers, which also put Bank and Banks property in risk was explained.

The Management informed that safety and security of employees is a priority and recruitment of armed guards and Office Assistants is under discussion at industry level, however, it was informed that guidelines cannot be issued for engaging temporary staff for voucher stitching work. Bank also explained that by closing the branch by 8 pm and even earlier for branches at rural/remote areas will address these issues.

The Association demanded that VCs and review meetings should be conducted within fixed time schedules and suggested issuance of a formal Standard Operating Procedure regarding timing and frequency of such meetings. We also brought to the notice of Bank, the difficulties faced due to the reviews/VCs happening during business hours, which even leads to customer complaints.

The Management stated that VCs may be conducted beyond business hours when operationally required and indicated that timely completion of EOD would reduce such instances. The Management also stated that a formal SOP is not considered necessary and specific instances may be brought to their notice.

The Association demanded restriction on the use of WhatsApp for official communication and requested that official communication should be routed through proper channels such as email and circulars. The risks involved in using the private platform to share the data was also explained by us.

The Management clarified that WhatsApp is used as a supplementary communication channel for quick coordination and dissemination of information and that formal instructions and policy communications would continue through official channels such as email and circulars.

The Association raised concerns regarding pressure on officers for activation of accounts and suggested that system-based communication should be sent directly to customers instead of pressurising officers.

The Management clarified that no instructions have been issued for forceful activation of accounts and stated that deposit mobilisation and account activation are part of normal banking responsibilities and further informed that the suggestion regarding system-based customer communication would be examined.

The Association demanded withdrawal of the probation clause in the promotion policy stating that the clause adversely affects morale and career progression of officers.

The Management informed that the promotion policy has been approved by the Board and similar provisions exist in other public sector banks and therefore the clause cannot be withdrawn at present.

The Association demanded regular conduct of Central Consultative Committee meetings so that issues affecting officers can be discussed periodically. The Management stated that industry practices would be examined before taking any further decision on the matter.

The Association raised issues relating to transfers and requested adherence to transfer policy guidelines and favourable consideration for genuine cases.

The Management stated that transfers are governed by policy and administrative requirements and any deviation from policy may be brought to their notice for examination.

The Association pointed out delays in sanction of TA bills in certain cases and requested timely settlement of TA bills.

The Management informed that TA bills are normally processed without delay and any specific pending cases may be brought to their notice for immediate resolution.

The Association also raised the issue relating to the transfer/posting of the Central Office Assistant General Secretary and requested reconsideration of the transfer in view of the organisational responsibilities of the office bearer and to enable him to effectively discharge association responsibilities. The Management stated that the request cannot be considered as per the existing transfer policy and informed that the officer can continue to discharge association responsibilities from the present place of posting.

The Association raised issues relating to denial of medical leave and loss of pay marking in some cases resulting in salary denial and requested that genuine medical leave should not be denied.

The Management clarified that no instructions have been issued to deny genuine medical leave and genuine cases may be brought to their notice for appropriate action.

The Association raised the issue of salary recovery for late coming and requested reconsideration and refund of recovered amounts for value dated transactions for some officers in September 2025. We also raised our concern that instructions from the Top Management to the regional heads/departments are not properly percolated down to the officers, which also is a reason for such issues.

The Management stated that clear instructions has already been issued in this regard and emphasised that adherence to regulatory, audit and compliance requirements to be ensured. However, cases involving genuine business transactions with valid justification, may be brought to their notice for appropriate review and consideration. Further, the Management stated that punctuality guidelines are mandatory and salary deduction for habitual late coming has been made as per guidelines and such recoveries will not be refunded.

The Association demanded deployment of Armed Guards, Customer Service Associates and Office Assistants in newly opened branches to reduce work pressure on officers.

The Management informed that recruitment of Customer Service Associates is being undertaken in phases and Regional Offices have been instructed to deploy available Customer Service Associates to newly opened branches.

The Association demanded withdrawal of QR code based individual feedback system.

The Management stated that customer feedback mechanisms are part of service quality improvement initiatives/EASE reforms and therefore the system cannot be withdrawn.

The Association requested favourable consideration for compassionate transfers, spouse joining cases and dependent parents' health issues under compassionate grounds.

The Management stated that such requests will be considered to the maximum possible extent during the transfer exercise subject to administrative requirements and availability of vacancies.

During the meeting, the Association expressed serious concern over several issues affecting officers such as late sittings, increasing work pressure, staff shortage, transfer related issues, salary recovery for late coming and safety concerns in branches. The Association placed on record that officers across the Bank are working under severe pressure and many of the issues raised require administrative intervention and policy level decisions.

The bilateral discussions were held in a cordial and constructive atmosphere and the Association placed all the issues raised in the strike notice in a detailed manner. While certain issues were clarified and some issues are stated to be under examination, several important issues remain unresolved and require further discussion. The Association will continue to pursue these issues with the Management and the matter will be reviewed in the ongoing conciliation proceedings before the Chief Labour Commissioner. The Association is hopeful that the issues raised in the strike notice will be resolved through discussions and conciliation.

The Association assures all members that it will continue to safeguard the service conditions, dignity and welfare of officers and will keep members informed of further developments. Let's all work together for the Bank and at the same time be united under the banner of IOBOA for your genuine needs.

With regards,

Yours comradely



(RAGHAVENDRA SHRIPAD HEGDE)
PRESIDENT



(R SREENIVAS NAICK)
GENERAL SECRETARY

IOBOA ZINDABAD!!!
AIBOC ZINDABAD!!!
OUR UNITY ZINDABAD!!!