

ALL INDIA UNION BANK EMPLOYEES FEDERATION

(Celebrating 60 years of Glorious existence)

C/o Union Bank of India
15, India Exchange Place
Kolkata - 700 001
Email : aiubefhome@gmail.com

26th November 2019

Shri Shailesh Kumar Singh
Head - GBOD
Union Bank of India
Central Office
Mumbai

Dear Sir,

Uniform Banking Hours

This has reference to the Instruction Circular No.1768-2019 dated 22.11.2019 read with that of No. 1748-2019 dated 17.10.2019 through which, in the name of clarification of the decision of SLBC, you want to mean that the cash counters will remain open for customers till 4.00 PM in places where banking hours is from 10.00 AM to 5.00 PM. While doing so, you have totally overlooked or undermined the Master Direction on Rationalisation of Branch Authorisation Policy-Revision of Guidelines of the Reserve Bank of India despite the fact that your predecessor, vide Instruction Circular No. 1291:2018 dated 27.08.2018, had instructed all branches and controlling offices to strictly adhere to the above guidelines of the RBI. In your circular you have neither clarified nor stated that your present instruction supersedes the earlier instruction given through Instruction Circular No. 1291:2018 dated 27.08.2018.

Your predecessor had, in the Instruction Circular dated 27.08.2018, stated that as per master circular of RBI on customer Service in Banks, and Master Direction all the branches should accept cash transactions from customers for five hours on week days - branches should accept cash transactions for four hours from the commencement of business hours upto lunch time and one hour after lunch - whereas your instruction is for accepting transactions of cash from customers for five and half hours. Your predecessor had also stated that even for implementing RBI guidelines the prevailing relevant local laws such as Shops and Establishment Act, etc. and Bank's obligations to the staff under the Industrial Awards / Settlements, should be complied with. These are also missing in your so-called clarification circular.



You are ought to explicitly state that your present instructions supersede the RBI guidelines in regard to counter timings for cash transactions and also not subjected to Industrial Awards / Bipartite Settlements. In avsence of said confirmation your present instruction cannot avoid appropriate organisational as well as legal actions which may please be noted.

We also would like to make it clear that (1) no employee should be asked to continuously work for five hours unless he/she has been given a break of not less than half an hour, (2) in the name of uninterrupted service to customers no cash counter should be manned by mixture of employees, (3) due to extension of business hours wherever necessary Bank has to pay overtime allowance in terms of Bipartite Settlement, (4) since your department desires that no counter for the customers should remain unmanned, please arrange to provide the branches with adequate manpower for the same and (5) since for rendering timely and proper customer services contributions of subordinate staffs are badly needed, your department should be proactive for filling up the vacancies of subordinate staffs through absorption of casual employees into permanent employment.


Copy to : Shri Rajkiran Rai G
MD & CEO

All Executive Directors

Shri Brajeshwar Sharma
GM (HR)

All General Managers &
Regional Heads

Yours faithfully



(Jagannath Chakraborty)
General Secretary