

SYNDICATE BANK PENSIONERS & RETIREES ASSOCIATION (REGD.)

(Affiliated to AIBPARC)

CENTRAL OFFICE

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Cir.No.30/2019

(Please circulate to all members/retirees)

Date: 29.8.2019

Dear Comrades,

**CUSTOMER SERVICE COMMITTEE MEETINGS – BANK GUIDELINES ISSUED
FOR INCLUSION OF SBPRA REPRESENTATIVES
AT BRANCH/RO/ZO LEVEL QUARTERLY MEETINGS**

Our members are aware that bank had earlier conceded our request and issued instructions to all ROs to include our representatives in their Quarterly Customer Service Committee Meetings. (Pl. Ref our Cir.No.6/2016 dated 21.02.2016). Accordingly our representatives i.e. SBPRA office-bearers were participating in the said meetings regularly in most of the ROs. However due some communication gap a few ROs were not following the norms as expected. During the 3rd Structured Meeting held on 23.05.2019 we had requested the management to reiterate its original decision and to issue fresh guidelines to include SBPRA representative in CSC meetings at ROs without giving scope for any ambiguity. We had also requested that the participation of SBPRA representatives be extended to CSC meetings held at ZOs and Branches. Our request was conceded. (Pl Ref our Cir.No.8/2019 dated 24.05.2019). Now we are very happy to inform that, Bank has since issued detailed guidelines exclusively covering this aspect vide Corporate Office Cir. No.450-2019-BC-BS&PD-68 dated 29.08.2019. All the Banking outlets/ROs/ZOs have been advised to invite SBPRA representative to the Branch/RO/ZO level CSC Meetings and also to upload the Minutes/Action points in the URL mentioned there in within 7 days of holding the meeting. Branches/ROs/ZOs have been further advised to ensure compliance and Inspectors should verify that all the Branches are conducting CSC Meetings as per the said extant guidelines.

In the light of the above clear-cut guidelines, all our Zones are requested to get in touch with ZOs/ROs and sponsor local representatives to participate in quarterly meetings at ZOs/ROs/Branches. At centres other than our Zonal Headquarters preference may be given to local Regional Secretaries and similarly to the local Zonal Committee Members at Branches. Regional Secretaries may guide our local members to participate at Branch level meetings. Zones are requested to monitor the participation and inform Central Office Quarterly. Let us utilise the meetings to extend our suggestions for improvement of overall customer service to ensure progress and prosperity of the bank with which our welfare is entwined. At the same time, the forum may also be utilised to ventilate cases of difficulties faced by our retirees at the branches. A copy of Bank Circular cited above is enclosed for information of all.

With greetings

Yours comradely,

C Gangadhar Yadav

GENERAL SECRETARY

**SBPRA - ZINDABAD
AIBPARC - ZINDABAD
CBPRO - ZINDABAD**

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Corporate Office: Manipal Wing-576 104 (Karnataka)
परिचालन विभाग / OPERATIONS DEPARTMENT
संगठन एवं पद्धति प्रभाग
ORGANISATION & METHODS DIVISION

Circular No.450-2019-BC-BS&PD-68



Date: 29-08-2019

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**CUSTOMER SERVICE COMMITTEE (CSC) MEETING - INVITING
REPRESENTATIVE OF SBPRA**

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1. Back ground:

Attention of Branches is invited to the following corporate office, Manipal wing BC circulars issued in respect of **CUSTOMER SERVICE COMMITTEE (CSC) MEETING** for conducting CSC meeting at ROs / Banking Outlets level.

- 1) 313-2018-BC-BS,P&M-048 dt. 09-08-2018
- 2) 145-2017-BC-P&D-020 dt. 11-04-2017
- 3) 247-2016-BC-P&D-054 dt.18-06-2016
- 4) 166-2006-BC-P&D dt. 26-07-2006

2. Current Reference:

During the recent meeting held at Corporate Office, Bengaluru on 23.05.2019, Syndicate Bank pensioners and retirees association (SBPRA) have requested to include their representative in the Branches / ROs / ZOs level Customers service committee meetings.

3. Action by Banking Outlets / ROs / ZOs:

All the Banking Outlets / ROs / ZOs are advised to invite Syndicate Bank pensioners and retirees association (SBPRA) representative for Branch / RO / ZO level Customer Service Committee meeting and upload their Customer Service Committee meeting Minutes / Action Points and Compliance in the URL <http://inhouseweb/CSC Meeting Details>, within 7 days from the date of holding the meeting and ensure the compliance.

The detailed user manual of CSC portal is placed in URL <http://inhouseweb/CSC Meeting Details>.

All the Branches / ROs / ZOs are advised to ensure the above compliance.

4. Action by ZICs:

Inspectors while conducting inspection should verify that all the branches are conducting the CSC meeting as per extant guidelines and are uploading the reports as mentioned above.

Clarifications required, if any, on this circular may be sought from **BUSINESS STRATEGY & PLANNING DEPARTMENT** at Corporate Office, Bengaluru through respective RO/ZO, as per extant guidelines.



(K KALYANI)
DY.GENERAL MANAGER