



SYNDICATE BANK PENSIONERS & RETIREES ASSOCIATION (REGD.)

(Affiliated to AIBPARC, a wing of AIBOC)

CENTRAL OFFICE

203, Glendale Residency, King Koti Road, Abids, Hyderabad – 500001

Phones – Chairman: 09448122384; President; 08171461116;

General Secretary: 09440528806; Secretary: 09885661991



(PLEASE CIRCULATE TO ALL MEMBERS/ RETIREES)

Circular No: 06/2016

Date: 21 .02.2016

Dear comrades,

CUSTOMER SERVICE COMMITTEE

Customer Service Committee (CSC) meetings are held at every level in the bank periodically to review implementation of various services at branches, to examine customer complaints and to invite suggestions for quality improvement. We have been requesting the bank to include our representatives in the committees at Regional Offices to utilise their vast experience in the field by enabling participation and contribution in the meetings. We are happy to inform that bank has conceded our request and instructed all ROs to include our representatives in the quarterly meetings. We thank the management of the bank for the decision. Some ROs viz. Mangalore and Bengaluru (I) have already included our representatives to the CSC meetings. Com. Madhav Kamath Zonal Secretary Mangalore and Com. SB Sai Prakash Vice President have already participated in the meetings at the above ROs respectively and extended valuable suggestions. We have already advised our Zones to get in touch with ROs and sponsor local representatives to participate in quarterly meetings at other ROs too. At centers other than our Zonal Headquarters preference be given to local Regional Secretaries. 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. However the forum may also come handy to ventilate cases of difficulties faced by our retirees at the branches. We will discuss further details and modalities of representation at the ensuing Central Committee meeting.

**BANKING CODES AND STANDARDS BOARD OF INDIA
EMPANELMENT OF RETIRED BANK OFFICERS AS FIELD MANAGERS**

Banking Codes and Standards Board of India (BCSBI) is seeking applications from retired bank officers who worked in senior management cadres for conducting periodical survey to select branches for monitoring implementation of codes. Text of announcement made by HO: PD: HRDD is attached hereunder for information.

With warm greetings
Yours comradely,

C Gangadhar Yadav
GENERAL SECRETARY

SBPRA - ZINDABAD
AIBPARC - ZINDABAD
CBPRO - ZINDABAD

Text of PD:HRDD announcement vide Ref.No.PD.HRDD.REC.EMP.3018 dated 16.02.2016:

QUOTE “Sub: Empanelment of retired Bank / RBI Officers as Field Managers for survey of Bank branches on code Compliance, 2016

Banking Code and Standards Board of India (BCSBI) conducts periodical survey of select Bank branches to monitor implementation of Codes at Grass root level with the help of retired Bank/RBI officials as its authorized Field Managers (FMs).

BCSBI is planning to conduct survey of Bank branches in 2016, for the purpose of which, BCSBI seeks applications from retired Bank Officials whose designation/grade at the time retirement was Deputy General Manager/Asst. General Manager/Chief Manager or equivalent who are willing to participate in this activity for 20 to 25 working days. The detailed requirement and other details for the same is placed in their website www.bcsbi.org.in.

The retired Bank Officials who are meeting the requirement and willing to participate in the activity may send their resume in the prescribed format by post/courier to BCSBI at the given address or scanned/soft copy of the same may be sent by mail to ceo.bcsbi@rbi.org.in latest by 31.03.2016.

Sd/-

General Manager (P)” **UNQUOTE**.