



SBI OFFICERS' ASSOCIATION : BHOPAL CIRCLE : BHOPAL

(Regd. Under Indian Trade Unions Act. 1926, Regn. No. 1562/BPL/73)

C/O SBI, LHO, BHOPAL
All letters to be addressed to
The General Secretary

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ASN/7

Dt. 02/02/2022

To,
The Dy General Manager & CDO,
State Bank of India,
Local Head Office,
Hoshangabad Road,
Bhopal

Dear Sir,

MD Matrix
INDENT FOR STATIONERY
VARIOUS ISSUES

Apropos above, we appreciate that the Bank has started the Centralized Stationery Supply System to discourage the branches for local printing of stationery at a uniform rate PAN India; however we would like to draw your kind attention towards the issues faced by the branches on the captioned subject as under:-

1. Since the Indent for Stationery is categorized under the MD Matrix, the Branches are being pressurized by controllers to lodge indent for Branch Stationery even if the sufficient stock is available at the branch increasing the overheads expenses at a time when it is not required.
2. The Seshasai Business Forms Pvt Ltd, Mumbai has been identified as authorized Vendor. A period of one months has been provided for supply of stationery items from the date of indent; however it is reported that the branches are not receiving the indented items even after expiry of the scheduled one months period and in some cases the partial stationery items are being dispatched by the vendor. Recently in a crucial situation of supply of Passbooks to the branches, GM of Network had to intervene for supply of the required item to the branches. This undue delay results in customer complaints and adversely affects image of the bank.
3. The calls on the given No. 022-49180243/244 is not responded even after the number of attempts and the branches feel helpless especially in the crucial demand of essential items like Passbooks, Letter Heads etc. and many a times, branches are forced to cut sorry figure before our valued customers for non availability of the required stationery items.

We, on the backdrop of the above, request your good office:-

- a) To instruct the controllers not to pressurized the branches to lodge for forced/undesired indent,
- b) To take up the issue with the Vendor to adhere to the agreement to ensure supply of the indent with scheduled time frame and last but not the least,
- c) To take up with the vendor to attend the calls, received from branches promptly.

We are sanguine that with your intervention the issue will be resolved to the satisfaction of Branches/Customers

With assurance of our all time best support,

Yours faithfully,

Sd/-

(SANJEEV SABHLOK)
GENERAL SECRETARY

Copy to:- Dy General Secretaries Bhopal / Indore / Jabalpur / Gwalior / Raipur / Bilaspur Module for information. You are advised to please collect the information from the branches on the points raised above, collate the Region-wise data and send us to escalate the same to the Circle Management as well as to our Federation for ultimate resolution.


GENERAL SECRETARY