



# SBI OFFICERS' ASSOCIATION : BHOPAL CIRCLE : BHOPAL

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

STATE BANK OF INDIA  
Local Head Office  
Mezzanine Floor  
Hoshangabad Road  
Bhopal - 462 011

All Letters to be Addressed  
to the General Secretary

AS/35

06/05/2022

To,

The Chief General Manager,  
State Bank of India,  
Local Head Office,  
Hoshangabad Road,  
Bhopal

Dear Sir,

**LETTER OF INTENT**  
**FOR PROCESSING OF CURRENCY CHEST NOTEM ON NSMs**  
**(NOTE SORTING & OTHER RELATED MACHINES) ON HIRE BASIS**  
**ISSUES FACED BY THE CURRENCY CHEST BRANCHES**

Apropos above, we refer to Letter No. R&DB/ABD/AP/166 dated 08.10.2020 on the captioned subject. While we appreciate that the Bank has outsourced the agency for counting & sorting of Bank Notes for Currency Chest Branches with a view to reduce the work load on the staff. On the other hand it will not be out of context to mention that as per the terms & condition agreed by the service provider in SLA, the service provider is fully responsible for any shortages, counterfeit notes/deficiencies detected at RBI/Bank Branches in the notes processed by their employee(s) and if RBI imposes any penalty for such shortages/deficiencies, service provider will be responsible and compensate the Bank for such penalties. Amount of such penalties levied by the RBI will be recovered from the amount of bill payable by the Bank or by invoking the Bank Guarantee submitted by Service Provider.

Of late it has brought to our notice that during a Teams Meeting conducted few days back by the concerned department of LHO with all the CC branches of MP & CG, in which it was instructed that:-

- i) Despite the bi-laterally agreed SLA in force, some Branches viz. Gadarwara (372), Kareli (2860), Bina (1427) Narsinghpur (436) & Khurai (412) have been compelled to make good the amount of shortage/penalty to the outsourced agency by recovery from the joint custodians, which is explicit violation of the terms & condition decided by the Bank as well as a harsh punishment for the joint custodians for no fault on their part.
- ii) Other branches are being pressurized not to recover penalties as mentioned above from the service provider or to refund the penalty amount to service provider if already recovered by recovering the same from the joint custodians of the branch for no fault on their part. Needless to mention that such verbal instruction violets the instructions issued by the ABD Corporate Centre, Mumbai.

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- iii) It has come to our notice that the service providers/representatives of the service providers were also the participants of the said Teams Meeting and our officers from the CC Branches were fired in presence of the said outsiders, which itself makes a matter of grave concern that the dignity was compromised of our officers and it will encourage the wrong spirits of the service providers.

We, on the backdrop of the above, request your good office to intervene in the matter and arrange for issuance of necessary instructions to all concerns to abide by the Corporate Centre instructions as well as to rescind from including outsiders in the Teams Meetings.

With assurance of all time best possible support,

Yours faithfully,

Sd/-

**(SANJEEV SABHLOK)**  
**GENERAL SECRETARY**

✓ Copy forwarded for information to The Dy. General Secretary, SBI Officers' Association, C/OSBI, Admin Office, Bhopal/Indore/ Gwalior/ Jabalpur/ Raipur and Bilaspur.

  
**GENERAL SECRETARY**

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