



दिनांक: 27 अगस्त, 2026

भारत में स्थित सभी शाखाओं/ कार्यालयों के लिए परिपत्र

मानव संसाधन प्रबंधन विभाग, बीसीसी, मुंबई द्वारा जारी

महोदया/ महोदय,

विषय: वरिष्ठ ग्राहक सेवा सहयोगी (कैश) के कार्यदायित्व समनुदेशन से संबंधित समझौता - 2026

हमें आपको यह सूचित करते हुए हर्ष हो रहा है कि बैंक तथा ऑल इंडिया बैंक ऑफ़ बड़ौदा एम्प्लॉइज कोऑर्डिनेशन कमिटी (मान्यता प्राप्त कर्मचारी संघ) के बीच 25 अगस्त, 2026 को **“वरिष्ठ ग्राहक सेवा सहयोगी (कैश) के कार्यदायित्व समनुदेशन से संबंधित समझौता - 2026”** पर हस्ताक्षर किए गए हैं।

सभी संबंधितों की जानकारी हेतु उपर्युक्त समझौते की एक प्रति संलग्न है।

भवदीय,

हस्ता/-

(अश्विनी कुमार)

मुख्य महाप्रबंधक (मानव संसाधन प्रबंधन)

अनुलग्नक: यथोक्त



27th August, 2026

CIRCULAR TO ALL BRANCHES/ OFFICES IN INDIA

Issued by
HRM Dept., BCC, Mumbai

Madam/ Dear Sir,

Re :: Settlement for Assignment of Duties of Senior Customer Service Associate (Cash)– 2026.

We are pleased to inform that the “**Settlement for Assignment of Duties of Senior Customer Service Associate (Cash)– 2026**” has been signed between the Bank and the All India Bank of Baroda Employees' Coordination Committee (recognized workmen union) on 25th August 2026.

A copy of the aforesaid Settlement is enclosed herewith for the information of all concerned.

Yours faithfully,

sd/-

(Ashwini Kumar)
Chief General Manager (HRM)

Encl: As above



बैंक ऑफ़ बड़ौदा Bank of Baroda



MEMORANDUM OF SETTLEMENT

(Under Section 2(z) read with section 57(1) of the Industrial Relations Code, 2020, read with Rule 4 (5) of the Industrial Relations (Central) Rules, 2026)

between

BANK OF BARODA

and

ALL INDIA BANK OF BARODA EMPLOYEES' COORDINATION COMMITTEE
(Sole Collective Bargaining Agent on behalf of workmen in Bank of Baroda)

on

Settlement for Assignment of duties of Senior Customer Service Associate (Cash) -2026

Dated 25th August, 2026

Bank of Baroda
Baroda Corporate Centre
C-26, G- Block,
Bandra-Kurla Complex,
Bandra (East)
Mumbai 400051



NAME OF THE PARTIES

Bank of Baroda:- Having its Head Office at Mandvi, Baroda being a Corporation constituted under the Banking Companies (Acquisition and Transfer of Undertakings) Act, 1970.

Represented by - Mr. Ashwini Kumar
Chief General Manager (HRM)

Mr. C. M. Tripathy
General Manager (HRM)

Dr. Dinesh Kumar
Dy. General Manager (HRM)

Mr. Mandeep Kumar
Asst. General Manager (HRM)

Ms. Leena John
Asst. General Manager (HRM)

&

All India Bank of Baroda Employees' Coordination Committee:

Represented by- Mr. C. S. Dahiya
Chairman

Mr. Rajneesh Gupta
President

Mr. Janak Rawal
General Secretary

Mr. P V Patil
Vice President

Mr. K. C. Kemkar
Joint Secretary

Settlement for Assignment of duties of Senior Customer Service Associate (Cash) -2026



1. **SHORT RECITAL :-**

- 1.1. WHEREAS Settlement on 'Other Issues' was signed on 3rd October 1978 by Bank of Baroda (hereinafter referred to as 'the Bank') and the then recognized Union. Clause 7.1 of this Settlement laid down the criteria for assignment of duties of Head Cashier Category "C" in all branches.
- 1.2. AND WHEREAS another Settlement on Other Issues (Amendment) 1984 covering Criteria for reckoning seniority for payment of Special Allowances was signed on 18th April 1984.
- 1.3. AND WHEREAS another Settlement called 'the 1978 Settlement (Amendment) Criteria for assignment of duties of Head Cashier Category "E" at certain branches and Head Cashier Category "C" at Currency Chests-1991 was signed on 16th February 1991.
- 1.4. AND WHEREAS another Settlement called "Settlement to Modify Criteria for Selection to the Posts carrying Special Allowances-2001" was signed on 18th March 2001 amending / modifying certain provisions related to payment of Head Cashier Category "C" allowance and procedure for assignment of duties of Head Cashier Category "E"
- 1.5. AND WHEREAS another Settlement called "Amendment Settlement on Head Cashier-2006" was signed on 8th August 2006 covering conversion of Head Cashier Category C to Head Cashier Category I.
- 1.6. AND WHEREAS the industry level 9th Bipartite Settlement dated 27th April 2010 inter alia rationalized the posts attracting Special Pay and provided only one category of Head Cashier viz. Head Cashier Category -II.
- 1.7. AND WHEREAS another Settlement called "Amendment Settlement for assignment of duties of Head Cashier Category - II-2010" was signed on 31.12.2010 covering revised procedure for assignment of duties of Head Cashier Category II at branches/ extension counters dealing in the cash transactions. Further, vide this settlement all other provisions related to the posting and assignment of duties of Head cashier under previous Bank level settlements were stand abolished/superseded except for :
 - Clause 7.6 of "Settlement on other issues" dated 03.10.1978
 - Clause 3 and 7 of "The Settlement on other issues (Amendment) 1984" dated 18.04.1984
 - Clause 7.2 of "Settlement to Modify Criteria of Posts carrying Special Allowance -2001" dated 18.03.2001
- 1.8. AND WHEREAS another Settlement called "Amendment Settlement for assignment of duties of Head Cashier Category - II-2019" was signed on 28.03.2019 covering partial modification in procedure for assignment of duties of Head Cashier Category-II.
- 1.9. AND WHEREAS the industry level 12th Bipartite Settlement dated 8th March 2024 inter alia revised the duties of Head Cashier and modified the nomenclature of Head cashier & other designations of Award staff. Head cashiers are redesignated as "**Senior Customer Service Associate (Cash)**" **w.e.f 1st April 2024.**
- 1.10. Subsequently a need has been felt to revisit the settlement in line with 12th BPS, consolidate all the relevant provisions into a single comprehensive settlement and to modify certain provisions of the settlement to bring operational efficiency.

Settlement for Assignment of duties of Senior Customer Service Associate (Cash) -2026



1.11. And therefore, negotiations were held between 'the Bank' and 'All India Bank of Baroda Employees' Coordination Committee (the recognized workmen union - hereinafter referred to as AIBOBECC) on several dates including 19/12/2025, 17/01/2026, 13/02/2026 and 25/08/2026 as required under the settlement dated 11.11.2021 and the following settlement has been arrived at.

2. TERMS OF SETTLEMENT :-

2.1. Consequent upon implementation of 12th Bipartite Settlement dated 8th March 2024, the nomenclature of Head Cashier has been modified. Head Cashiers are redesignated as "**Senior Customer Service Associate (Cash)**" w.e.f 1st April 2024.

2.2. This Settlement shall now be called "**Settlement for Assignment of Duties of Senior Customer Service Associate (Cash)- 2026**".

2.3. The Settlement shall come into force with immediate effect.

2.4. This Settlement shall govern criteria for assignment of the duties of Senior Customer Service Associate (Cash) at branches / extension counters dealing in cash transactions.

2.5. All previous settlements/ provisions/ understandings/ practices or arrangements whether local, Regional, Zonal or otherwise relating to the assignment of duties of Senior Customer Service Associate (Cash) by any nomenclature shall stand superseded with effect from the date of this settlement and shall henceforth, be governed by the provisions of this Settlement, unless specifically mentioned otherwise.

3. The Selection procedure for assignment of duties of Senior Customer Service Associate (Cash) at branches/extension counters dealing in the cash transactions :

3.1 All branches/ extension counters in India which are dealing with cash transactions shall have Senior Customer Service Associate (Cash).

3.2 Procedure for filling vacancies of Senior Customer Service Associate (Cash) that are required to be filled in terms of this Settlement shall be initiated within -30- days of occurrence of the vacancies and completed within -90- days.

3.3 Branches in the State or Administrative Region whichever is smaller, will be divided into the following categories:-

Category (A) Cities / Towns / Places which have more than one branch or where a second branch is to be opened.

Category (B) Other Cities/ Towns/ Places which have only one branch

3.4 In terms of this "**Settlement for assignment of duties of Senior Customer Service Associate (Cash)- 2026**", criteria for identification of Senior Customer Service Associate (Cash) shall be read as under:

3.4.1 Identification of Senior Customer Service Associate (Cash) in Category A Branches

Where a vacancy in the post of Senior Customer Service Associate (Cash) arises in a Category 'A' centre, i.e., a centre having more than one branch or where a second branch is proposed to be opened, the duties of Senior Customer Service Associate (Cash) shall be assigned to the senior-most eligible Customer Service Associate (CSA) in accordance with the following procedure:

Settlement for Assignment of duties of Senior Customer Service Associate (Cash) -2026



- i. The Bank shall first invite applications from existing Senior Customer Service Associates (Cash) from category 'A' branches of a city/centre where vacancy arises. Selection shall be made on the basis of city seniority, subject to the following conditions:
 - a. The applicant has completed a minimum period of two years as Senior Customer Service Associate (Cash) in the present branch; and
 - b. The option to seek such transfer shall be available only twice during the employee's entire service.

Notes:

- At centres/cities where more than one Region exists, the Principal Region shall invite applications from eligible existing Senior Customer Service Associates (Cash) within the city where vacancy arises.
- The requirement of completing a minimum period of two years in the present branch shall not apply to Senior Customer Service Associates (Cash) who have been assigned such duties on administrative reasons.
- ii. Consequent upon the selection of an existing Senior Customer Service Associate (Cash) under above clause (i), Bank shall invite applications for resultant vacancy from amongst confirmed Customer Service Associates (CSAs) in Category [A] Branches as under:
 - a. At a Centre where only one administrative region exists, applications for the resultant vacancy shall be invited from amongst confirmed Customer Service Associates (CSAs) working in Category 'A' branches within that centre.
 - b. At a Centre where more than one administrative region exists, applications for the resultant vacancy shall be invited from the confirmed Customer Service Associates (CSAs) working in Category 'A' branches of the centre within the Administrative Region in which the resultant vacancy has arisen. CSAs working in Category 'A' branches of any other administrative region at the same centre shall not be eligible to apply for or be considered against such resultant vacancy.

Note : Customer Service Associates attached with Corporate Office, Head Office, Zonal Office, GIFT City, Apex Academy, Govt Business Delhi, Data Center, DR Site and others shall be eligible to apply under the Region corresponding to their respective geographical area.
- iii. Senior Customer Service Associate (Cash) would be assigned to the senior-most applicant amongst the applicants.
- iv. If there is no eligible applicant, then the vacancy will be filled up from the ineligible applicants on seniority basis.
- v. **Filling of Vacancy in the absence of Applications:** Where no application is received in response to the circular issued under the preceding clauses, the vacancy of Senior Customer Service Associate (Cash) shall be filled in the following manner:
 - a. The duties of Senior Customer Service Associate (Cash) shall be assigned to the senior-most confirmed Customer Service Associate (CSA) in the concerned branch, based on branch seniority.

Settlement for Assignment of duties of Senior Customer Service Associate (Cash) -2026



b. Where there is no confirmed Customer Service Associate (CSA) in the concerned branch, the duties shall be assigned to the senior-most eligible Customer Service Associate on the basis of city-wise seniority within the respective Administrative Region.

vi. A Customer Service Associate (CSA) assigned the duties of Senior Customer Service Associate (Cash) on administrative grounds shall continue to be eligible to apply for a vacancy of Senior Customer Service Associate (Cash) in any Category 'A' Branch of his/her choice of the same center at a later date. In such cases, the requirement of minimum tenure in the present branch as Senior Customer Service Associate (Cash) shall not apply; however, his/her placement shall be determined strictly in accordance with the seniority amongst Senior Customer Service Associate (Cash).

3.4.2 Identification of Senior Customer Service Associate (Cash) in Category B Branches

Where a vacancy of Senior Customer Service Associate (Cash) is to be filled in a Category (B) branch, duties of Senior Customer Service Associate (Cash) to the seniormost eligible clerical staff will be assigned by the following procedure:

i. Bank shall invite applications from existing Senior Customer Service Associate (Cash) of Category (B) branches to fill up vacancy on seniority basis provided that such Senior Customer Service Associate (Cash) had completed at least -02- years in the present branch and such option will be given only twice in their entire service.

Note:

> Criteria for completion of minimum -2- years as Senior Customer Service Associate (Cash) in the present branch shall not be applicable to such Senior Customer service Associate(Cash) who have been assigned duties on administrative reasons.

ii. Bank shall invite applications for resultant vacancy from amongst confirmed Customer Service Associates (CSAs) in Category (B) branches within the State or the Administrative Region, whichever is smaller and assign the duties to the senior-most applicant.

iii. If there is no eligible applicant, then the vacancy will be filled up from the willing ineligible applicants on seniority basis.

iv. Where no application is received from confirmed Customer Service Associates (CSAs) working in Category 'B' Branches, the Bank shall invite applications from confirmed Customer Service Associates (CSAs) working in Category 'A' Branches within the State or the Administrative Region, whichever is smaller and the senior-most eligible CSA shall be assigned the duties of Senior Customer Service Associate (Cash).

If there is no eligible applicant, then the vacancy will be filled up from the ineligible applicants on seniority basis.

v. In the event when no application is received from Customer Service Associates of either Category 'B' Branches or Category 'A' Branches, the vacancy shall be filled in the following manner:

a. The duties of Senior Customer Service Associate (Cash) shall be assigned, on administrative grounds, to the senior-most confirmed Customer Service Associate (CSA) in the branch where the vacancy has arisen, based on branch seniority.

Settlement for Assignment of duties of Senior Customer Service Associate (Cash) - 2026



- b. Where no confirmed Customer Service Associate (CSA) is available in the concerned branch, the duties shall be assigned, on administrative grounds, to the senior-most confirmed Customer Service Associate (CSA) posted at category B branches on the basis of District wise Seniority.
- c. The following categories of Customer Service Associates (CSAs) may be exempted on their request in writing from assignment of the duties of Senior Customer Service Associate (Cash) on the basis of District Wise Seniority under administrative grounds:
 1. Widows;
 2. Women employees who have attained the age of 55 years or above;
 3. Male employees who have attained the age of 57 years or above; and
 4. Persons with Benchmark Disabilities (PwD) as defined under the applicable Government of India guidelines.
- d. The exemptions specified as above shall not apply where the assignment of duties of Senior Customer Service Associate (Cash) is made within the same place or centre.
- vi. Further a Customer Service Associate (CSA) who is assigned the duties of Senior Customer Service Associate (Cash) on administrative grounds shall remain eligible to apply, at a later date, for any vacancy of Senior Customer Service Associate (Cash) in a Category 'B' Branch of his/her choice, irrespective of the tenure completed as Senior Customer Service Associate (Cash) in the present branch. Such employee shall be accorded preference over other eligible applicants. *

***Note:**

Where more than one Senior Customer Service Associate (Cash) assigned duties on administrative grounds and is seeking placement against a notified vacancy under above clause, preference shall be given to the Senior Customer Service Associate (Cash) who was first assigned such duties. In the event that the date of assignment of duties is the same, the seniormost as per clause 5 amongst them shall be considered for such assignment.

4. Temporary Assignment of duties of Senior Customer Service Associate (Cash):

- 4.1. Assignment of duties of Senior Customer Service Associate (Cash) on temporary basis should be made on the basis of Branch Wise Seniority from amongst the Customer Service Associates posted at the respective branch.
- 4.2. There shall be no provision of refusal of assignment of duties attracting special pay on temporary basis.

5. Criteria for reckoning seniority for the purpose of assignment of duties of Senior Customer Service Associate (Cash)

- 5.1 Criteria for reckoning seniority for the purpose of assignment of duties of Senior Customer Service Associate (Cash) is defined as under:
 - a. 'Seniority' shall mean length of regular full time service from the date of entry in the clerical cadre provided that: -

Settlement for Assignment of duties of Senior Customer Service Associate (Cash) - 2026



- i. Following period, if any, must be excluded while calculating Seniority:
- Period of temporary/ casual employment
 - Period for which increment is stopped.
 - Period for which increment is brought down to lower stage in the scale of pay.
 - Period for which increment is postponed.
- ii. While calculating the length of regular full time service additional weightage shall be given as follows:-

For Graduation	: 2 years of service shall be added
For JAIIB/ CAIIB-I (London)	: 1 year of service shall be added
For CAIIB-II (CAIIB)/CAIB-II (London)	: 2 years of service shall be added
Thus, weightage for those who have completed CAIIB/JAIIB/CAIB-I (London) and CAIB-II/CAIB-II(London) shall be -3- years of service	

- b. "Branch wise Seniority" shall mean seniority reckoned in terms of above point (a) of this settlement amongst confirmed full time eligible Customer Service Associate working in a branch/office.
- c. "City wise Seniority" shall mean seniority reckoned in terms of above point (a) of the Settlement amongst confirmed full time eligible Customer Service Associate working in all the branches/ offices in a city / town/ place irrespective of the number of administrative regions of "the Bank" in a city/town / place.
- d. "Inter se Seniority" shall be determined on the following basis:

(A) Where two or more employees have equal seniority	One who has entered the cadre /category as a regular full-time employee earlier would be considered senior.
(B) Where two or more employees have equal seniority and the date of their entry into the cadre/ category as per (A) above is also the same.	The one who has joined 'the Bank' as a regular full-time employee earlier would be considered senior.
(C) Where two or more employees have equal seniority and their date of entry into the cadre/ category and the date of joining 'the Bank' is also the same as per (A) and (B) above.	The one whose date of birth falls earlier would be considered senior.

- e. "Basic pay" shall mean the basic salary in the scale excluding any allowance of whatever nature.
- f. "A half year" shall mean a period of six calendar months from 1st January to 30th June or from 1st July to 31st December of a year."
- g. Provision for Seniority for Ex-Servicemen recruited in Bank as workmen is annexed as **ANNEXURE A.**

Settlement for Assignment of duties of Senior Customer Service Associate (Cash) -2026



5.2 Seniority for the employees of the following amalgamated/merged Bank shall be reckoned as under:

Whether employee of →	ETBL : BOB	EBCBL : BOB	EBSBL : BOB	SGLABL : BOB	EDB : BOB	EVB : BOB
Date of amalgamation →	12 th May 1988	2 nd June 1999	18 th June 2002	24 th June 2004	1 st Apr 2019	1 st Apr 2019
Regular service rendered in respective Bank prior to the date of amalgamation / merger to be reckoned in Bank of Baroda in the ratio of	1.5 : 1	1.5 : 1	2 : 1	3 : 1	1 : 1	1 : 1

6. Condition for ineligibility for receipt of special pay of Senior Customer Service Associate (Cash) on the basis of seniority

- 6.1 A workman who is transferred at his/her own request and, in accordance with the Bank's administrative rules, has forgone or undertaken not to claim special pay for a specified period shall not be considered for assignment of duties carrying special pay for a period of 2 years from the date of reporting at the new place of posting of his/her choice.
- 6.2 However, such workmen may be assigned the duties of Senior Customer Service Associate (Cash) on temporary basis and on administrative grounds, in accordance with the prescribed seniority guidelines set out in Point 5.
- 6.3 In a situation where all otherwise eligible workmen are within their respective period of ineligibility, then, notwithstanding 6.1 above, one whose period of ineligibility expires first would be considered for the payment of the special pay.

7. SPECIAL PAY : Senior Customer Service Associate (Cash) shall be paid corresponding Special Pay as per provisions under Bipartite settlement in vogue. (As per 12th Bipartite Settlement dated 08.03.2024, special pay of Rs.3050/- is being paid to Senior Customer Service Associate (Cash) with effect from 01.04.2024.)

8. Duties of Senior Customer Service Associate (Cash) :

- 8.1. The duties and passing powers of Senior Customer Service Associate (Cash) shall be governed by the provisions of the applicable Bipartite Settlement. Any amendment, modification, or revision in the duties and responsibilities of Senior Customer Service Associate (Cash) as prescribed under the Bipartite Settlement shall, from time to time, automatically form part of and be applicable to the duties of Senior Customer Service Associate (Cash). The duties of Senior Customer Service Associate (Cash) as prescribed under the 12th Bipartite Settlement dated 08.03.2024 are enclosed herewith as **Annexure B**.

Settlement for Assignment of duties of Senior Customer Service Associate (Cash) -2026



- 8.2. Order of assignment of duties attracting payment of special pay of Senior Customer Service Associate (Cash) either on temporary or on regular basis shall be done only in Proforma 'A' attached hereto/ HR Connect. There shall be no provision for refusal of such assignment of duties, whether on a temporary or regular basis, including assignments made on administrative grounds.

9. General Guidelines:-

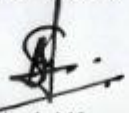
- 9.1 Customer Service Associates occupying positions attracting Special Pay of Senior Customer Service Associate (Cash) shall cease to draw such special pay immediately on their proceeding on sabbatical leave. There shall be no lien on special pay of Senior Customer Service Associate (Cash), if occupied by the staff members at the time of their proceeding on sabbatical leave and their candidature for Senior Customer Service Associate (Cash) on resumption shall be considered afresh in terms of the Bank's guidelines as applicable at the time, subject to such a vacancy.
- 9.2 The principle of paragraph 529 of Sastri Award will be applicable for sanction of special pay positions under this settlement and the Bank shall have the right to supersede a senior employee in terms of the principles laid down under the paragraph.
- 9.3 In the event of any difficulty arising in the smooth implementation or operation of this settlement, the matter shall be taken up for discussion with the recognised workmen union (AIBOBECC). The issue shall be resolved amicably through mutual consultation by the Bank with the recognised workmen union, and the decision arrived at, shall be duly recorded in the form of minutes, signed by both parties and, where necessary, effected by way of an amendment settlement.

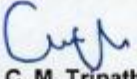


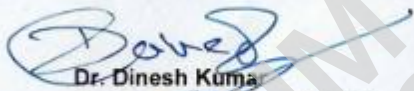
Settlement for Assignment of duties of Senior Customer Service Associate (Cash) -2026

SIGNATURE OF PARTIES

For Bank of Baroda


Mr. Ashwini Kumar
Chief General Manager (HRM)

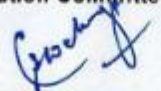

Mr. C. M. Tripathy
General Manager (HRM)


Dr. Dinesh Kumar
Dy. General Manager (HRM)


Mr. Manoj Kumar
Asst. General Manager (HRM)

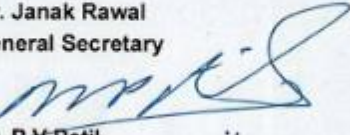

Ms. Leena John
Asst. General Manager (HRM)

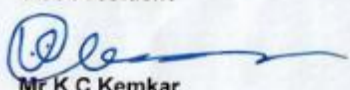
For All India Bank of Baroda Employees'
Coordination Committee


Mr. C S Dahiya
Chairman

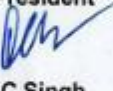

Mr. Rajneesh Gupta
President


Mr. Janak Rawal
General Secretary

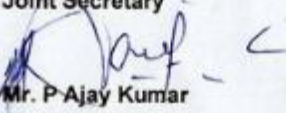

Mr. P.V Patil
Vice President


Mr. K C Kemkar
Joint Secretary


Mr. S M Bawangade
Vice President


Mr. V C Singh
Vice President


Mr. L K Gupta
Joint Secretary


Mr. P Ajay Kumar
Joint Secretary

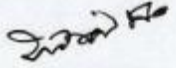
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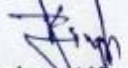


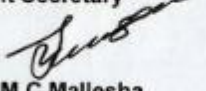
SIGNATURE OF PARTIES

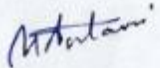
For Bank of Baroda

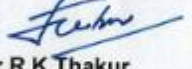
For All India Bank of Baroda Employees'
Coordination Committee

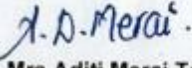

Mr. Indranil Mitra
Joint Secretary


Mr Jayant Kumar Singh
Joint Secretary


Mr. M C Mallesha
Joint Secretary


Mr U H Antani
Joint Secretary


Mr R K Thakur
Treasurer


Mrs Aditi Mera Tailor
Asstt Secretary


Ms. Shivangi Dwivedi
Asstt Secretary


Mr. Bijay Kumar Nayak
Asstt Secretary

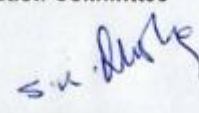
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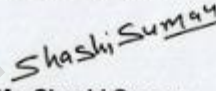


SIGNATURE OF PARTIES

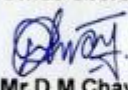
For Bank of Baroda

For All India Bank of Baroda Employees'
Coordination Committee

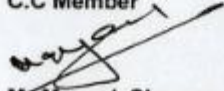

Mr. S K Mishra
Asstt Secretary


Mr. Shashi Suman
Asstt Secretary


Mr. Ashwin Mehta
Office Secretary


Mr D M Chavda
C.C Member


Mr Saikumar K P
C.C Member


Mr Mayank Sharma
C.C Member


Mr Om Kumar Verma
C.C Member

Settlement for Assignment of duties of Senior Customer Service Associate (Cash) -2026



WITNESSES

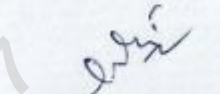
For Bank of Baroda

For All India Bank of Baroda Employees'
Coordination Committee


Ms. Anjali Kumari
Chief Manager (HRM)


Mr Akshay Patkar
C.C. Member


Mr. Shweta Chandel
Chief Manager (HRM)


Mr Gajendra Tiwari
C.C. Member

DATED THIS 25th DAY OF AUGUST 2026 AT BANK OF BARODA, BARODA CORPORATE
CENTRE, MUMBAI

cc : The Secy. to the Govt. of India, Ministry of Labour, New Delhi
cc : The Chief Labour Commissioner (Central), New Delhi
cc : The Regional Labour Commissioner (Central), Mumbai
cc : The Assistant Labour Commissioner (Central), Mumbai



Settlement for Assignment of duties of Senior Customer Service Associate (Cash) -2026

ANNEXURE A**Provision for Seniority for Ex-Servicemen recruited in Bank as Workmen**

The Ex-servicemen employees may opt for the service rendered in the Armed Forces for the purpose of either assignment of duties of Special Pay or for promotion, but not both, subject to the following conditions: -

- One year weightage will be given for every completed -3- (three) years of service rendered in armed forces subject to a maximum of -2- years weightage.
- This benefit is available only once in the service career.
- The benefit of weightage to defence service for the purpose of appointment on permanent basis against special pay/ allowance carrying post within the cadre for promotion from one cadre to a higher cadre is available to the re-employed ex-servicemen at the time of first available opportunity only. The benefit may be availed by the re-employed ex-servicemen for the purpose of temporary appointment to an allowance carrying post or for regular promotion to next higher cadre from the post to which he was initially re-employed. In view of the above, once an employee has availed of the benefit of weightage to defence services for assignment of duties carrying special pay, he cannot avail the benefit again for assignment of duties of a higher special pay.
- Once the Ex-Servicemen opts for seniority for purpose of special pay carrying post, he/she will be eligible for the Special pay carrying post till the time he actually assigned the additional duties attracting special pay. Once assigned such special pay carrying post duties on regular basis, he/she will not be eligible for such seniority for another special pay carrying post.

Settlement for Assignment of duties of Senior Customer Service Associate (Cash) -2026

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ANNEXURE B**Duties of Senior Customer Service Associate (Cash)**

Besides the passing power provided under the Bipartite Settlement, duties of Senior CSA (Cash) involve holding the bank's cash, keys and/or other valuables in safe custody jointly with an officer and being accountable for them and being responsible for the running of the cash department and besides the following duties :

1. Passing cash cheques and other like instruments independently upto and including Rs.50,000.
2. Cash receipt and authorisation independently upto and including Rs.50,000.
3. Cash receipt for pre-signed DD, etc. independently upto and including Rs.50,000.
4. Passing clearing/transfer vouchers/other similar instruments independently upto and including Rs.1,50,000.
5. Passing clearing and transfer vouchers and other similar instruments of Rs.1,50,000 and above but upto Rs.2,50,000 jointly with another Customer Service Associate/ upto Rs.4,50,000 with Special CSA.
6. Loading / replenishing cash in on-site ATMs / Cash Recycler machines or other similar machines during office hours jointly with a Special CSA / Officer.
7. To collect and deposit the cash from the Cash Deposit machines / Cash Recycler machines or other similar machines available in the Branch after reconciling the entries jointly with a Special CSA / Officer.
8. Opinion compilation.
9. Verification of vernacular signatures/ endorsements.
10. Countersigning cheques and/or drafts (on selves or correspondents), payment orders, deposit receipts, etc.,
11. Attending to Government Treasury work;
12. Discharging/endorsing bills, cheques, etc ;
13. In dedicated and exclusive cash counters, there shall be no limit for accepting and paying cash from/ to customers.



Settlement for Assignment of duties of Senior Customer Service Associate (Cash) -2026

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Proforma A

Draft of the letter to be issued when duties attracting special pay of Senior CSA (Cash) are entrusted, as per Settlement for Assignment of duties of Senior Customer Service Associate (Cash) – 2026

Date : _____

No.: _____

Mr./Ms. _____

C/o Bank of Baroda

Branch

Madam/Dear Sir

1. You are hereby advised that in addition to your duties/ functions of your cadre, you are required to perform duties of **Senior Customer Service Associate (Cash)**, with effect from _____ (date) until further instructions, at _____ branch.
2. You will be paid special pay of Rs.3050 per month for the period you are required to perform the aforesaid duties.
3. Duties of Senior Customer Service Associate (Cash) is enclosed for your necessary action.

Yours faithfully,

Branch Head

Encl: Duties of Senior Customer Service Associate(Cash)

Settlement for Assignment of duties of Senior Customer Service Associate (Cash) -2026