



BCC:BR:103/3

1st January, 2011

### CIRCULAR TO ALL BRANCHES / OFFICES IN INDIA

Issued by:-Human Resource Mgmt. Deptt Baroda Corporate Centre, Mumbai

Dear Sir.

Re: Settlements signed on 31st December 2010 with All India Bank of Baroda Employees' Federation.

We are pleased to inform that the following -2- Settlements have been signed between the Bank and All India Bank of Baroda Employees' Federation (recognized Union) on 31st December 2010:-

- 1. Amendment Settlement for assignment of duties of Head Cashier Category- II :: 2010.
- 2. Amendment Settlement on Universal Teller 2010

In arriving at the above mentioned Settlements, negotiations were held with the recognized Union viz. All India Bank of Baroda Employees' Federation, and consultations were held with the All India Bank of Baroda Employees' Coordination Committee, as required under Settlement dated 1st September 1973.

We enclose copies of the aforesaid Settlements for information of all concerned.

Yours faithfully,

(ULHAS SANGEKAR)
GENERAL MANAGER (HRM & Mkting.)

Encl: a.a.

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ਬਤੀਗ ਰਸਪੇਵਿਟ ਦੇ-ਰਵ, ਦੀ-25, जी ਵਾਰਿ, ਬਾਤਰ ਚੂਸ਼ੀ ਲੱਸਪਰੰਸ਼ਰ, ਸੁੰਬई 400 051, ਸਾਵਰ. Baroda Corporate Geures, C-28, G-Block, Bandra Kuria Complex, Mumbal 400 051, India. फोन/Phone 91 22 66985000, फास्सिट्स 91 22 26523514, दे/Web : www.bankofbaroda.com



### MEMORANDUM

OF

### SETTLEMENT

dated

31st December 2010

Between

## BANK OF BARODA

and

# ALL INDIA BANK OF BARODA EMPLOYEES' FEDERATION

on

Amendment Settlement for assignment of duties of HEAD CASHIER CATEGORY – II - 2010

Bank of Baroda
Baroda Corporate Centre
C-26, G- Block,
Bandra-Kurla Complex,
Bandra (East)
Mumbai 400 051

## MEMORANDUM OF SETTLEMENT

(Under Section 2(p) read with section 18(1) of the Industrial Disputes Act, 1947 and Rule 58(4) of the Industrial Disputes (Central) Rules, 1957).

BETWEEN

#### BANK OF BARODA

(Baroda Corporate Centre, Mumbai)

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## ALL INDIA BANK OF BARODA EMPLOYEES' FEDERATION

(Sole Collective Bargaining Agent on behalf of workmen in Bank of Baroda)

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#### 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. Ulhas Sangekar General Manager (HRM & Marketing)

Mr. C. V. Chandrashekhar

Dy. General Manager (HRD & Industrial Law)

Mr. T. K. M. Das

Dy. General Manager (HRM & Administration)

Mr. S. K. Choudhary

Asst. General Manager (HRM)

Mr. Rajkumar Jotsinghani Chief Manager (HRM)

Mr. K. K. Thakore Chief Manager (HRM)

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### All India Bank of Baroda Employees' Federation-

Represented by -

Mr. Vinil Saxena President

Mr. Milind Nadkarni General Secretary

Mr. Karunesh Shukla Dy. General Secretary

Mr. K. K. Kotian

Dy. General Secretary

Mr. Maganbhai M Patel Joint Secretary

Mr. A. R. Suriyanarayanan Joint Secretary

Mr. Ashok Varma Joint Secretary

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#### Short recital: 1.0

- WHEREAS Settlement on 'Other Issues' was signed on 3rd October 1978 by Bank of Baroda 1.1 (hereinafter referred to as 'the Bank') and the recognized Union, All India Bank of Baroda Employees' Federation (herein referred to as 'the Federation'). Clause 7.1 of this Settlement laid down the criteria for assignment of duties of Head Cashier Category "C" in all branches.
- AND WHEREAS another Settlement on Other Issues (Amendment) 1984 covering Criteria for 1.2 reckoning seniority for payment of Special Allowances was signed on 18th April 1984.
- AND WHEREAS another Settlement called "the 1978 Settlement (Amendment) Criteria for 1.3 assignment of duties of Head Cashier Category "E" at certain branches and Head Cashier Category "C" at Currency Chests-1991was signed on 16th February 1991
- AND WHEREAS another Settlement called "Settlement to Modify Criteria for Selection to the 1.4 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".
- AND WHEREAS another Settlement called "Amendment Settlement on Head Cashier-2006" 1.5 was signed on 8th August 2006 covering conversion of Head Cashier Category C to Head Cashier Category I.
- AND WHEREAS the Industry level 9th Bipartite Settlement dated 27th April 2010 interalia 1.6 rationalized the posts attracting Special Pay and provided only one category of Head Cashier viz .Head Cashier Category -II
- AND WHEREAS with the rationalization of the posts attracting Special pay, a need has arisen 1.7 to replace the post of Head Cashier Category -I by Head Cashier Category -II in tune with the 9th Bipartite Settlement dated 27th April 2010 by making suitable amendments in the relevant Bank Level Settlements.
- AND THEREFORE negotiations were held between 'the Bank' and 'the Federation' on 1.8 9th August 2010, 29th & 30th December 2010, as required under the Settlement dated 1st September 1973 and following Settlement has been arrived at.

#### 2.0 Terms of Settlement :-

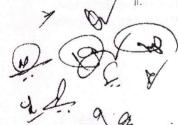
- The Settlement shall be called "Amendment Settlement for Assignment of Duties of Head 2.1 Cashier Category II - 2010"
- This Settlement shall come into force with immediate effect. 2.2

This Settlement shall govern;

Conversion of Head Cashier Category-I- to Head Cashier Category-II-

Criteria for assignment of the duties of Head Cashier Category -II at branches/ extension counters dealing in the cash transactions,

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- 3.0 Conversion of Head Cashier Category-I to Head Cashier Category-II :-
- 3.1 It is agreed that the Clerical Staff presently assigned the duties of Head cashier Category –I, on regular basis prior to 01.05.2010, shall now be converted as Head Cashier Category-II w.e.f. 01.05.2010. The duties of Head Cashier Category –II are placed at Annexure A.
- 4.0 Criteria for assignment of the duties of Head Cashier Category -II at branches/ extension counters dealing in the cash transactions.
- 4.1 It is agreed that consequent upon implementation of 9th Bipartite Settlement dated 27.04.2010 there will be only Head Cashier Category II in the Bank. Accordingly all Branches/Extension counters in India which are dealing with cash transactions shall have Head Cashier Category-II.
- 4.2 All provisions related to the posting and assignment of the duties of Head Cashier by any nomenclature under previous Bank level Settlements/agreements shall stand abolished/ superseded by this Settlement 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 for Selection to Posts Carrying Special. Allowances – 2001" dated 18.03.2001.

The selection procedure for assignment of duties of Head Cashier II shall remain unchanged and the assignment shall be made by inviting applications from Single Window Operator - A and Single Window Operator - B. Detailed revised procedure is given at Annexure B.

- 4.3 All existing regular vacancies of Head Cashier Category II and future vacancies of Head Cashier Category II shall be filled in terms of above provisions.
- 5.0 "Head Cashier Category –II shall be paid corresponding Special Pay as per provisions under 9th Bipartite Settlement dated 27.04.2010 with effect from 01.05.2010.
- 6.0 General:-
- 6.1 The principles of paragraph 529 of Sastry 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.
- 6.2 This Settlement supersedes all previous understandings/ agreements/ practices, local, Regional, Zonal or otherwise in respect of matters covered under this Settlement except as stated in Clause 4.2 above.
- 6.3 If any doubt or difficulty arises regarding interpretation of any provisions of this Settlement, such doubt or difficulty shall be discussed between 'the Bank' and 'the Federation' with a view to resolving it.

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#### Annexure - A

#### Duties of Head Cashier II:

Holding the Bank's cash, key 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;

- 1. Opinion compilation;
- 2. Verification of vernacular signatures/ endorsements;
- 3. Countersigning cheques and/ or drafts (on selves or correspondents), payment orders, deposit receipts, etc.
- 4. Attending to Government Treasury work;
- 5. Discharging/ endorsing bills, cheques, etc;
- 6. Being in charge of clearing and godown departments, etc;
- 7. Passing independently clearing and transfer cheques, vouchers, etc. (whether credits or debits) upto and including ₹ 50000/- and cash vouchers upto ₹ 50000/- jointly with an authorised person.

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### Detailed Revised Procedure for assignment of duties of Head Cashier Category II

### Relevant Clauses with Modification/ Amendment

Clause 7.6 of the Settlement on Other Issues, 1978 dated 3.10.1978 as modified in Clause VI of Settlement to Modify Criteria For Selection to Posts Carrying Special Allowances – 2001.

- (a) Branches in the State or Administrative Region whichever is smaller will be divided into 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

#### Identification in Category (A) Branches

Where a vacancy of Head Cashier Category – It is to be filled in a place in Category (A) i. e. where there is more than one branch or a second branch is to be opened, duties of Head Cashier Category – It to the seniormost eligible Clerical staff (SWO – A and SWO – B) will be assigned by the following procedure:

- i) Bank shall invite applications from amongst eligible Clerical Staff (SWO A and SWO B) in Category (A) branches.
- ii) Head Cashier Category Il would be selected from the combined list of SWO-A & SWO-B amongst the seniormost eligible applicant from them.
- iii) If there is no applicant or where the said applicant is ineligible or the eligible applicant withdraws application before assignment of duties, Bank shall assign duties of Head Cashier Category II to the seniormost eligible Clerical Staff (SWO -A & SWO -B) in the branch where the vacancy occurs, for which purpose, seniority being reckoned branch-wise.

Provided further that in the event of the said seniormost Clerical Staff in the branch being the only Clerical Staff but is otherwise ineligible and where there is none other eligible, the said seniormost Clerical Staff shall be assigned the duty of Head Cashier Category - II.

#### Identification in Category (B) Branches

Where a vacancy of Head Cashier Category - II is to be filled in a place at Category (B), duties of Head Cashier Category - II to the seniormost eligible Clerical Staff from the combined list of SWO - A & SWO - B will be assigned by the following procedure:

Bank shall invite applications from amongst eligible Clerical Staff (SWO – A & SWO – B) in Category (B) branches in the State or Administrative Region of the Bank whichever is smaller.

Head Cashier Category - II would be selected from amongst the seniormost eligible applicant.

If there is no eligible applicant at all, the Bank shall invite applications from eligible Clerical Staff (SWO-A & SWO-B) as defined from branches in Category (A). In the event of there being no eligible applicant even from the branches in Category (A), the Bank shall select an eligible Clerical staff from Category (B) branch for being posted in such a branch as Head Cashier Category II PROVIDED HOWEVER such a Head Cashier Category II would be eligible to apply for transfer as Head Cashier Category II at a later date to a branch of his choice in Category (B) without having to forego his special allowance as required in such cases at present.

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Provided further that in the event of the said seniormost Clerical Staff (SWO - A & SWO - B) in the branch being the only Clerk but is otherwise ineligible and where there is none other eligible, the said seniormost Clerical Staff shall be assigned the duties of Head Cashier Category - II.

### CLAUSE 3 AND 7 OF THE SETTLEMENT ON OTHER ISSUES (AMENDMENT) 1984 **DATED 18.4.1984**

### Clause 3 - Criteria for reckoning seniority for the purpose of assignment of duties attracting special allowances payable on the basis of seniority.

- Clause 3 of 'the 1978 Settlement' is deleted and in its place and instead, the following is 3.1 substituted:
  - 3 DEFINITION

3.1 (a) In this Settlement

- (a) "seniority" shall mean length of regular full time service from the date of entry in the cadre provided that :
  - in the clerical cadre 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/ CAIB-I (London))	- 1 year of service shall be added
For CAIIB/ CAIB-II (London)	- 2 years of service shall be added
Thus, weightage for those who h	nave completed JAIIB/ CAIB-I (London) and
CAIIB/ CAIB-II (London) shall be	3 years of service.

Regular full time service shall mean actual service which shall include all kinds of leave and any period of probation but shall exclude period of temporary/ casual employment for any period for which increment is either stopped or postponed or brought down to lower stage in the scale of pay in which case the period shall be as that equal to the period for which the stage has been lowered.

- (b) "Branch wise seniority" shall mean seniority reckoned in terms of Clause 3.1(a) of this settlement amongst confirmed full time eligible workmen working in a branch/ office.
- (c) "City wise seniority" shall mean seniority reckoned in terms of 3.1(a) of this Settlement amongst confirmed full time eligible workmen 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 have the same meaning as mentioned in clause 3.2 of this Settlement.
- (e) "Basic pay" shall mean the basic salary in the scale excluding any allowance of whatever

"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."

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3.2 Clause 8 of the 1978 Settlement is deleted and in its place and instead, the following is substituted.

#### 8 GENERAL

- 8.1 For the purpose of this Settlement, 'inter-se seniority' shall be determined on the following basis:-
- (a) where two or more workmen have equal seniority, one who has entered the cadre/ category as a regular full time workman earlier would be considered senior.
- (b) where two or more workmen 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 workman earlier would be considered senior.
- (c) where two or more workmen 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."

### Clause 7 - Conditions for ineligibility for receipt of special pay payable on the basis of seniority

7.1 A workman who is transferred at his own request and forgoes/ undertakes not to claim special pay for a specified period, in terms of the Bank's administrative rules, shall not be considered for assignment of duties carrying special pay for that period, provided however, if such a workman is the only otherwise eligible workman for the post, there being no other eligible workman, in that event he would be considered for sanction of the special pay provided he is willing.

7.2

- Once a workman refuses to accept offer of assignment of duties attracting special pay on regular basis, he shall be ineligible for receipt of such special pay on regular as well as on temporary basis for a period of two years from the date of such offer. His case would be considered only after that period, if he makes a written request after that period, for consideration of his case in future.
- When a workman refuses to accept offer of assignment of duties attracting special pay on temporary basis on three occasions, he shall be ineligible for receipt of such special pay on regular as well as on temporary basis for a period of two years from the date of the third offer. His case would be considered only after that period, if he makes a written request after that period for consideration of his case in future.

In a situation where all otherwise eligible workmen are within their respective period of ineligibility, then, notwithstanding 7.1 & 7.2 above, one whose period of ineligibility expires first would be considered for the sanction of the special pay, provided he is willing.

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- Conditional acceptance of an offer of duties attracting payment of special pay either on temporary or on regular basis shall be deemed as a refusal to accept the offer. For this purpose offer by the Bank and acceptance by the workman shall be done only in Proforma 'A' and 'B' respectively attached hereto. Acceptance of offer in any other form shall constitute refusal of the offer.
- 7.5 Clause 7.1, 7.2, 7.3 and 7.4 above shall be applicable in cases where workmen have opted for and have been given reversion from the said post. It is, further clarified that in case of reversion, he/ she would not be eligible for the said post and any higher special pay carrying post for a period of 2 years.
- 7.6 Wherever duties attracting special pay are to be offered to the identified clerical staff in writing, as per prescribed draft, the period to signify his/ her acceptance of the offer, shall be -3-working days.
- 7.7 Procedure for filling vacancies of posts carrying special Pay 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.
- 7.8 Save as amended or modified as indicated hereinabove, the other provisions of various Settlements referred hereinto shall continue to be in force.

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Draft of the letter to be issued to a workman when duties attracting special pay of Head Cashier Category II are entrusted to him, as per Amendment Settlement for assignment of duties of Head Cashier Category II – 2010 dated 31.12.2010

No.	:Date:	
	/ Ms	
	Bank of Baroda branch	
De	ar Sir/ Madam,	
1.	You are hereby advised that in addition to your duties/ functions of your cadre, you are required to perform duties of <u>Head Cashier Category II</u> , with effect from (date) until further instructions, at branch.	
2.	You will be paid special pay of ₹ 780/- per month for the period you are required to perform the aforesaid duties.	
3.	3. Please signify your acceptance of this offer in the proforma attached herewith* within three days of receipt of this letter** failing which it will be presumed that you have refused to accept this offer with consequential results. Please also note that acceptance of this offer in a form other than the one attached herewith shall be deemed to be a refusal of this offer.	
4.	In case this offer is refused, please note that no such offer will be made to you in future for a period of two years from the date of this offer. Thereafter, your case would be considered only on a written request received from you.	
	Yours faithfully,	
×	Branch Head	
Fr	ncl.: Proforma	
No	ote:1 * Proforma of acceptance of the offer.  **To substitute these words with 'immediately' when offer is made for temporary	
	assignment.	
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### Draft of the letter to be given by a workman accepting the offer of assignment of duties of Head Cashier Category II attracting special pay.

The Branch Manager Bank of Baroda	
branch	
Dear Sir,	
I refer to your letter No	
me the duties of	with effect from a
branch.	
I hereby accept the above offer made by the Bank	i i i i i i i i i i i i i i i i i i i
	Yours faithfully,
	(Signature) Name
Date :	enters a girs and French present of the Ag.
Place :	
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#### SIGNATURE OF THE PARTIES

For Bank of Baroda

Mr. Ulhas Sangekar General Manager (HRM & Mkting)

Mr. C. V. Chandrashekhar

Dy. General Manager (HRD & Industrial Law)

Mr. T. K. M. Das

Dy. General Manager (HRM & Admn)

Mr. S. K. Choudhary

Asst. General Manager (HRM)

Mr. Rajkumar Jotsinghani

Chief Manager (HRM)

For All India Bank of Baroda

Employees' Federation

Mr. Vinil Saxena President

Mr. Milind Nadkarni

General Secretary

Mr. Karunesh Shukla

Dy. General Secretary

Mr. K. K. Kotian

Dy. General Secretary

Mr. Maganbhai M. Patel

Joint Secretary

### SIGNATURE OF THE PARTIES

For Bank of Baroda

For All India Bank of Baroda Employees' Federation

Mr. K. K. Thakore Chief Manager (HRM) Mr. A. R. Suriyanarayanan Joint Secretary

Mr. Ashok Varma Joint Secretary

WITNESSES

(V. V. Salvi) Senior Manager (HRM)

(Ayush Gupta) Officer (HRM) (N. B. Dandiwala)

Treasurer

(Amrit Kalas)

cer (HRM) Joint Treasurer

DATED THIS 31st DAY OF DECEMBER, 2010 AT BANK OF BARODA, BARODA CORPORATE CENTRE, MUMBAI

c.c.: The Secy to the Govt. of India, Ministry of Labour, New Delhi

c.c.: The Chief Labour Commissioner (Central), New Delhi c.c.: The Regional Labour Commissioner (Central), Mumbai

c.c.: The Assistant Labour Commissioner (Central), Mumbai



### MEMORANDUM

OF

#### SETTLEMENT

dated

31st December 2010

Between

## **BANK OF BARODA**

and

## ALL INDIA BANK OF BARODA EMPLOYEES' FEDERATION

on

Amendment Settlement on UNIVERSAL TELLER - 2010

Bank of Baroda Baroda Corporate Centre C-26, G- Block, Bandra-Kurla Complex, Bandra (East) Mumbai 400 051

### MEMORANDUM OF SETTLEMENT

(Under Section 2(p) read with section 18(1) of the Industrial Disputes Act, 1947 and Rule 58(4) of the Industrial Disputes (Central) Rules, 1957).

BETWEEN

#### BANK OF BARODA

(Baroda Corporate Centre, Mumbai)

&

#### ALL INDIA BANK OF BARODA EMPLOYEES' FEDERATION

(Sole Collective Bargaining Agent on behalf of workmen in Bank of Baroda)

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#### 1.0 SHORT RECITAL:

- WHEREAS Settlement on Universal Teller 2003 was signed on 3rd April 2003 by Bank of Baroda (hereinafter referred to as 'the Bank') and All India Bank of Baroda Employees' Federation the recognized Union (hereinafter referred to as 'the Federation').
- AND WHEREAS another Settlement called 'Amendment Settlement on Universal Teller -2006' was signed between 'the Bank and 'the Federation' amending the duties of Universal Teller and enhancing the ad-hoc Special Pay on 8th August 2006.
- AND WHEREAS in the highly competitive environment in the banking industry, ever increasing demand and expectations of the clientele, changing business requirements and also up-gradation of technology, it has become essential to live up to the expectations and aspirations of our existing customers and potential customers to innovate, reinvent and upgrade our service levels ceaselessly to compete and stay ahead of our peer banks.
- 1.4 AND WHEREAS 'the Bank' and the 'Federation' having perceived the severe competition from other Banks and Financial Institutions and to meet the customers expectations, felt the need for providing customer convenience.
- 1.5 THEREFORE, need was felt to carry out certain immediate amendments to 'Settlement on Universal Teller 2003' dated 3<sup>rd</sup> April 2003 and 'Amendment Settlement on Universal Teller 2006' dated 8<sup>th</sup> August 2006.
- AND THEREFORE negotiations were held with the recognized 'All India Bank of Baroda Employees' Federation' on 9th August 2010, 29th & 30th December 2010 as required under the Settlement dated 1st September 1973 and the following amendments to the aforesaid Settlements have been arrived at:-

#### 2.0 TERMS OF SETTLEMENT:-

- 2.1 This Settlement shall be called "Amendment Settlement on Universal Teller 2010".
- 2.2 It is agreed that the duties of Universal Teller enumerated in 7.1(f) and Clause 11.1 of the Bank level Settlement on Universal Teller 2003 dated 03.04.2003 amended under 'Amendment Settlement on Universal Teller 2006 dated 08.08.2006 shall stand further amended as under:
  - a) The word and figure "₹ 1,00,000/-" appearing in Clause 2.2 (b) of Amendment Settlement on Universal Teller 2006 shall be substituted by word and figure "₹ 1,50,000/-".
  - b) The word and figure "₹1600/-" appearing in Clause 2.2 (c) of Amendment Settlement on Universal Teller -2006 shall now be substituted by the word and figure "₹ 2180/-" w.e.f. 01.11.2007 and upto 30.04.2010. Thereafter out of ₹2180/-, ₹1000/- shall be merged into basic pay w.e.f. 01.05.2010. Accordingly ad-hoc Special Pay payable to Universal Teller shall be ₹ 1,180/- w.e.f. 01.05.2010.
  - c) It is further clarified that Settlement on Universal Teller has been arrived at to operationalise "Single Window Concept' i.e. where Customers can transact all types of business transactions relating to all functions of the branch including payments and receipts of cash at one counter. Therefore, posting, passing and receipt/payment of cash is part of the duties of Universal Teller. Duties of Universal Teller are enumerated at Annexure A.

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#### 3.0 GENERAL:-

- 3.1 This Settlement shall come into force with immediate effect.
- 3.2 Except the provisions which are amended hereinabove other provisions of the Bank level "Settlement on Universal Teller 2003" dated 03.04.2003 as amended in "Amendment Settlement on Universal Teller 2006" dated 08.08.2006 shall remain unchanged.
- 3.3 It is clarified that there is no change in Clause 4.1 of the "Settlement on Universal Teller 2003" dated 03.04.2003. All confirmed Clerical staff i.e. Single Window Operator A, Single Window Operator B and Head Cashier Category II shall be eligible to apply for assignment of duties of Universal Teller.
- 3.4 It is also clarified that the word "Clerical Staff" as may appear in the "Settlement on Universal Teller 2003" dated 03.04.2003 or in the "Amendment Settlement on Universal Teller 2006" dated 08.08.2006 shall be substituted with the words "Single Window Operator A, Single Window Operator B or Head Cashier Category It" as may be applicable.
- 3.5 If any doubt or difficulty arises regarding interpretation of any provision of this Settlement, such doubt or difficulty shall be discussed between 'the Bank' and 'the Federation' with a view to resolve it.

#### **DUTIES OF UNIVERSAL TELLER**

As per Clause 7.0 of Settlement of Universal Teller – 2003 (Updated as per Amendment Settlement on Universal Teller – 2006/2010)

7.1 The duties of Universal Teller in general shall include:

- a. Receive cheques/ withdrawal forms/ demand drafts/ bankers cheques, process, verify that the instrument is correctly drawn, verify customer account details, operational instructions and correctness of endorsements:
- b. Verify customer's signature/thumb impression\*, post transactions in branch computer system and authenticate/independently pass and make payment of cheques/ withdrawal forms/ demand drafts/ bankers cheques up to and including ₹ 35000/-;
- c. Receive and post Cash and whenever necessary, stamp, sign and issue counter slips/ acknowledgements up to and including ₹ 40,000/-;
- d. Accept cash from Head Cashier, maintain and manage records, tally cash and hand over remaining cash to Head Cashier and generation of relevant/required reports;
- e. Update pass books;
- f. Accept instruments for transfer, give due acknowledgements, process, post and authenticate/pass independently up to and including ₹ 150,000/-;
- g. Prepare, print and issue remittance instruments i.e. DD/MT/BC and relative advices wherever required, paste protective tapes and punch values where applicable and sign them independently up to and including ₹ 25,000/-.

For DD/MT/BC beyond ₹ 25,000/- the Universal teller will be required to print and only sign as second signatory.

- h. Accept instruments for clearing/collection and give due acknowledgments;
- i. To briefly explain the features of Bank's various products and services to customers, to reply their queries and to refer interested customers to appropriate specialized sales personnel.

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\* Verifying Customer's Thumb Impression - To be implemented after issuance of administrative guidelines by General Manager (Operations & Services), Head Office, Baroda.

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### SIGNATURE OF THE PARTIES

For Bank of Baroda

Mr. Whas Sangekar

General Manager (HRM & Mkting)

Mr. C. V. Chandrashekhar Dy. General Manager (HRD & Industrial Law)

Mr. T. K. M. Das

Dy. General Manager (HRM & Admn)

Mr. S. K. Choudhary

Asst. General Manager (HRM)

Mr. Rajkumar Jotsinghani

Chief Manager (HRM)

For All India Bank of Baroda

Employees' Federation

Mr. Vinil Saxena President

Mr. Milind Nadkarni General Secretary

Mr. Karunesh Shukla Dy. General Secretary

Mr. K. K. Kotian

Dy. General Secretary

Mr. Maganbhai M. Patel

**Joint Secretary** 

#### **DUTIES OF UNIVERSAL TELLER**

# As per Clause 7.0 of Settlement of Universal Teller – 2003 (Updated as per Amendment Settlement on Universal Teller – 2006/2010)

- 7.1 The duties of Universal Teller in general shall include:
  - Receive cheques/ withdrawal forms/ demand drafts/ bankers cheques, process, verify that the instrument is correctly drawn, verify customer account details, operational instructions and correctness of endorsements;
  - b. Verify customer's signature/thumb impression\*, post transactions in branch computer system and authenticate/independently pass and make payment of cheques/ withdrawal forms/ demand drafts/ bankers cheques up to and including ₹ 35000/-;
  - c. Receive and post Cash and whenever necessary, stamp, sign and issue counter slips/ acknowledgements up to and including ₹40,000/-;
  - d. Accept cash from Head Cashier, maintain and manage records, tally cash and hand over remaining cash to Head Cashier and generation of relevant/required reports;
  - e. Update pass books;
  - f. Accept instruments for transfer, give due acknowledgements, process, post and authenticate/pass independently up to and including ₹ 150,000/-;
  - g. Prepare, print and issue remittance instruments i.e. DD/MT/BC and relative advices wherever required, paste protective tapes and punch values where applicable and sign them independently up to and including ₹ 25,000/-.
    - For DD/MT/BC beyond ₹ 25,000/- the Universal teller will be required to print and only sign as second signatory.
  - h. Accept instruments for clearing/collection and give due acknowledgments;
  - i. To briefly explain the features of Bank's various products and services to customers, to reply their queries and to refer interested customers to appropriate specialized sales personnel.

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\* Verifying Customer's Thumb Impression - To be implemented after issuance of administrative guidelines by General Manager (Operations & Services), Head Office, Baroda.

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#### SIGNATURE OF THE PARTIES

For Bank of Baroda

For All India Bank of Baroda Employees' Federation

Mr. K. K. Thakore Chief Manager (HRM) Mr. A. R. Suriyanarayanan Joint Secretary

Mr. Ashok Varma Joint Secretary

WITNESSES

(V. V. Salvi)

Senior Manager (HRM)

(Ayush Gupta) Officer (HRM) (N. B. Dandiwala)

Treasurer

(Amrit Kalas)
Joint Treasurer

DATED THIS  $31^{\rm st}$  DAY OF DECEMBER, 2010 AT BANK OF BARODA, BARODA CORPORATE CENTRE, MUMBAI

c.c.: The Secy, to the Govt. of India, Ministry of Labour, New Delhi

c.c.: The Chief Labour Commissioner (Central), New Delhi c.c.: The Regional Labour Commissioner (Central), Mumbai c.c.: The Assistant Labour Commissioner (Central), Mumbai