

भारत में स्थित सभी शाखाओं/कार्यालयों को परिपत्र

मानव संसाधन प्रबंधन विभाग, बीसीसी, मुंबई
द्वारा जारी

महोदया / महोदय,

विषय: यूनिवर्सल टेलर पर संशोधन समझौता - 2024 दिनांक 30.03.2024

हमें यह बताते हुए प्रसन्नता हो रही है कि बैंक और ऑल इंडिया बैंक ऑफ बड़ौदा एम्प्लोयी कॉर्डिनेशन कमेटी (मान्यता प्राप्त कामगार संघ) के बीच 30 मार्च 2024 को यूनिवर्सल टेलर - 2024 पर संशोधन समझौते पर हस्ताक्षर किए गए हैं।

उपर्युक्त समझौते पर पहुंचने के लिए मान्यता प्राप्त संघ अर्थात् ऑल इंडिया बैंक ऑफ बड़ौदा एम्प्लोयी कॉर्डिनेशन कमेटी के साथ नेगोशिएशन की गई तथा दिनांक 11 नवंबर 2021 को किए गए समझौते के तहत आवश्यकतानुसार अखिल भारतीय बैंक ऑफ बड़ौदा कर्मचारी फेडरेशन के साथ परामर्श किया।

हम सभी संबंधितों की जानकारी के लिए उपर्युक्त समझौते की एक प्रति संलग्न कर रहे हैं।

भवदीय

हस्ता/-

(शैलेंद्र सिंह)

मुख्य महाप्रबंधक (मासंप्र)

संलग्न : यथोक्त

BCC:BR:116:208

30th March 2024

CIRCULAR TO ALL BRANCHES/OFFICES IN INDIA

Issued by
HRM Dept, BCC, Mumbai

Madam/ Dear Sir,

Re: **Amendment Settlement on Universal Teller – 2024 dated 30.03.2024.**


We are pleased to inform that Amendment Settlement on Universal Teller – 2024 has been signed between the Bank and All India Bank of Baroda Employees' Coordination Committee (recognized workmen union) on 30th March 2024.

In arriving at the above mentioned Settlement, negotiations were held with the recognized Union viz. All India Bank of Baroda Employees' Coordination Committee, and consultations were held with All India Bank of Baroda Employees' Federation, as required under Settlement dated 11th November 2021.

We enclose a copy of the aforesaid Settlement for information of all concerned.

Yours faithfully,


(SHAIENDRA SINGH)
CHIEF GENERAL MANAGER (HRM)

Encl: a.a. 



MEMORANDUM OF SETTLEMENT

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

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

Amendment Settlement on Universal Teller -2024 dated 30.03.2024.

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 Corporate Constituted under the Banking Companies (Acquisition and Transfer of Undertakings) Act, 1970.

Represented by - Mr. Shailendra Singh
Chief General Manager (HRM)

Mr. Prateek Agnihotri
General Manager (HRM)

Mr. Shashi Bhushan Kumar
Dy. General Manager (HRM)

Mr. Swapnil Srivastava
Asst. General Manager (HRM)

Ms. Leena John
Chief 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. S D Srinivasan
Dy. General Secretary

Mr. P V Patil
Vice President

1.0 SHORT RECITAL:

- 1.1 **WHEREAS** the Bank, by way Settlement on Universal Teller – 2003 signed on 3rd April 2003 introduced the concept of Universal Teller in computerised branches wherein the customers can transact all types of business transactions relating to all functions of the branch including payment and receipt of cash at one counter for operationalising the 'single window concept' and bring synergy between technology, business processes and human resources available with the Bank.
- 1.2 **AND WHEREAS** the Bank also entered into 'Amendment Settlement on Universal Teller-2006' & 'Amendment Settlement on Universal Teller-2010' on 8th August 2006 and 31st December 2010 respectively, modifying certain terms and conditions of the Settlement on Universal Teller – 2003 to meet the changing business requirements as also the expectations of customers.
- 1.3 **AND WHEREAS** as per practice, consequent to revision of special pay at the industry level, in terms of Bipartite Settlements signed between Indian Banks' Association and the workmen unions, the ad-hoc Special Pay payable to Universal Tellers is periodically revised by the Bank, in line with industry standards after discussions with recognized workmen union.
- 1.4 **AND THEREFORE**, consequent to signing of 11th Bipartite Settlement on 11th November 2020, Clause 2.2 (b) of Amendment Settlement on Universal Teller-2010 was amended and the ad-hoc special pay payable to Universal Tellers was revised from Rs. 1930/- per month to Rs. 2920/- per month w.e.f. 1st November 2017.
- 1.5 **AND WHEREAS**, 12th Bipartite Settlement has been signed between Indian Banks' Association and the workmen unions on 8th March 2024 *inter alia* empowering clerical staff with diverse responsibilities and enhanced scope of work with corresponding increase in special pay.
- 1.6 **AND WHEREAS** for improved operational efficiency, enhanced customer service and greater competitiveness in the banking sector, a need has been felt to revisit the Settlement on Universal Teller and subsequent amendments thereof and align the same with industry standards.
- 1.7 **AND THEREFORE**, negotiations were held with the recognized workmen union, All India Bank of Baroda Employees' Coordination Committee on 20th March 2024 as required under Settlement dated 11.11.2021 and the following amendments to the aforesaid Settlements have been arrived at –

2.1 TERMS OF SETTLEMENT:-

- 2.1 This settlement shall be called "Amendment Settlement on Universal Teller– 2024".
- 2.2 This settlement shall come into force with immediate effect.
- 2.3 It is agreed that the duties of Universal Teller enumerated in Clause 7 of Settlement on Universal Teller – 2003 dated 3.4.2003 amended vide settlement dated 8.8.2006 and 31.12.2010 shall stand further amended as under w.e.f. 1.4.2024 :

The duties of Universal Teller in general shall include :-

1. Verify customer's signature, 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 Rs. 1,00,000/-.

2. Independently authorize and receive Cash and wherever necessary stamp, sign and issue counter slips/ acknowledgements up to and including Rs.1,50,000/-;
3. 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;
4. Accept instruments for transfer/ other similar instruments, give due acknowledgements, process, post and authenticate/ pass independently up to and including Rs 3,00,000/- and above Rs. 3,00,000/- but up to Rs. 4,00,000/- jointly with another Customer Service Associate/ up to Rs. 4,50,000/- with Senior Customer Service Associate (Cash);
5. Prepare print and issue remittance instruments i.e. DD/ MT/ BC and relative advice wherever required, paste protective tapes and punch values where applicable and sign them independently up to and including Rs. 1,50,000/-. For DD/ MT/ BC beyond Rs 1,50,000/- the universal Teller will be required to print and only sign as second signatory;
6. Accept, verify, and post cash/ transfer cheques and other instruments, as the case may be, in appropriate books of accounts/ ledgers, either manually or online, and give due acknowledgements;
7. Accept instruments for clearing/ collection and give due acknowledgements;
8. Briefly explain, the features of Bank's various products and services to customers, to reply their queries and to refer interested customers to appropriate personnel, sensitizing customers about digital products, loan products and available alternate delivery channels. To assist customers to migrate from cash counters to carry out transactions via ATM/ CDMs and ensure uptime of ATM, CDM, Passbook printer, etc.;
9. 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;
10. Update pass books;
11. Initiating the process of opening savings and current accounts at the entry-level subject to verification by supervisory staff and facilitating / guiding customers through completion of KYC/ e-KYC/ Re-KYC/ C-KYC processes, subject to availability of time.
12. Loading/ replenishing cash in on-site ATMs / Cash Recycler machines or other similar machines during office hours jointly with a Senior Customer Service Associate (Cash)/ Officer, subject to availability of time.
13. 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 Senior Customer Service Associate (Cash)/ Officer, subject to availability of time.

Notes:

- a. *Countersigning/ verification would mean signing in a manner whereby the primary responsibility for ensuring that all the formalities are complete rests with the other signatory.*
- b. *Checking/ verifying would mean verifying that the instrument/ material checked is in order in all respects and includes verification of signature and authenticating the same on the instrument/ material, initiating the relative entries in the respective books of accounts, manually and/ or online.*
- c. *Passing includes verification of signatures and scrutiny as to the correctness of endorsement on and other particulars of such instruments. It will also include checking and authenticating the relative entries in the respective books of accounts/ ledgers / computer sheets and / or online.*

2.4 The Universal Teller shall, subject to availability of time, also perform routine duties of his/ her cadre i.e. Customer Service Associate.

2.5 The word and figure "Rs. 1600" appearing in clause 2.2 (b) of Amendment Settlement dated 31.12.2010, subsequently amended to "Rs. 2920" as mentioned in para 1.4 above shall now be substituted by the word and figure "Rs.3925" per month w.e.f. 1.11.2022 and up to 31.3.2024. Thereafter, the word and figure "Rs. 3925" shall stand substituted by the word and figure "Rs. 4600" per month w.e.f. 1.4.2024. Accordingly, ad-hoc Special Pay payable to Universal Teller shall be "Rs. 4600/-" per month, w.e.f. 01-04-2024.


3.0 GENERAL:

3.1 Except the provisions which are amended hereinabove other provisions of the Settlement on Universal Teller 2003 dated 3.4.2003 as amended in "Amendment Settlement on Universal Teller-2006 dated 8.8.2006 and "Amendment Settlement on Universal Teller-2010 dated 31.12.2010 shall remain unchanged.

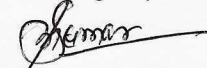
3.2 If any doubt or difficulty arises regarding interpretation of any provision of this Settlement, such doubt or difficulty shall be discussed between 'the Bank' and 'recognized workmen union' with a view to resolving it.

SIGNATURE OF THE PARTIES.

For Bank of Baroda.


(Shailendra Singh)
Chief General Manager (HRM)


(Prateek Agnihotri)
General Manager (HRM)



(Shashi Bhushan Kumar)
Dy. General Manager (HRM)

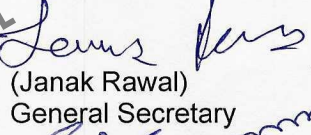

(Swapnil Srivastava)
Asst. General Manager (HRM)

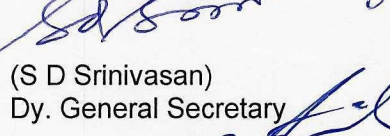

(Leena John)
Chief Manager (HRM)

For All India Bank of Baroda Employees' Coordination Committee.


(C S Dahiya)
Chairman


(Rajeev Gupta)
President


(Janak Rawal)
General Secretary

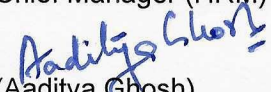

(S D Srinivasan)
Dy. General Secretary


(P V Patil)
Vice President

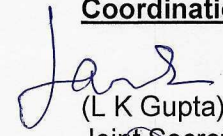
Witnesses

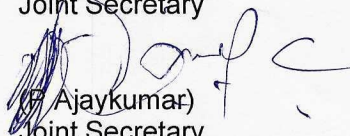
For Bank of Baroda.


(Ashish Shegokar)
Chief Manager (HRM)


(Aaditya Ghosh)
Manager (HRM)

For All India Bank of Baroda Employees' Coordination Committee.


(L K Gupta)
Joint Secretary


(Ajay Kumar)
Joint Secretary

DATED THIS 30TH DAY OF MARCH, 2024 AT BANK OF BARODA, BARODA CORPORATE CENTRE, MUMBAI

CC : The Secy. To Govt. of India, Ministry of Labour, New Delhi

CC : The Chief Labour Commissioner (C), New Delhi

CC : The Regional Labour Commissioner (C), Mumbai

CC : The Assistant Labour Commissioner (C), Mumbai

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