



# ALL INDIA RRB OFFICERS' FEDERATION

(AFFILIATED TO AIBOC)

Central Office: JGGP House, Raja Rammohan Roy Road, Hakimpara, Siliguri – 734001  
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Circular # 24:2015

19<sup>th</sup> March 2015

All Affiliates/ Members  
(Please re-circulate)

**HR POLICY CIRCULATED BY NABARD – HIGHLY  
DETRIMENTAL TO THE INTEREST OF CUSTOMER SERVICE OF RRBs**

We reproduce hereunder the text of the letter written by the Federation on the captioned subject to Shri A.K. Dogra, Deputy Secretary (RRBs), Department of Financial Services, Govt. of India, Ministry of Finance, for your information & necessary action.

**QUOTE**

Please refer to our earlier letter no. 2022:13:2015 dated 25<sup>th</sup> February, 2015 on the captioned subject. We now prepared our observation in detail. We attach the same for your observation & necessary action.

You may please also note Branch Categorisation norms for RRBs are on the higher side compared to public Sector Banks. Whereas RRBs universally do retail Banking the unjust categorisation norm shall reduce the sanctioned strength of officers & employees in RRBs. This would affect customer service and consequently business & profitability of RRBs.

We once again voice. Our strong protest over the HR Policy and request you to call back the circular.

**UNQUOTE**

With greetings,

  
(S.K. Bhattacharjee)  
GENERAL SECRETARY



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## **EFFECTS OF HR POLICY ON RRBs**

<b>Sr. No</b>	<b>Para no.</b>	<b>Effects of Recommendations</b>
2	3.20	Technology Fund is to be created out of Net Profit. It will reduce the profit of RRBs that already under strain of low profit. Such funds should be given by Govt. / NABARD as given earlier.
6	4.8	Staffing Pattern at HO is less. In RRBs Category I & II, there would be 6 Functional Depts. However only one scale I officer is proposed for entire HO. At least one scale I officer should have been proposed for each Dept.
6	4.8	No Separate Inspection Dept. is suggested. Compliance of Audit Report would be difficult.
6	4.8 d (i)	One officer has to carry inspection of 35 branches. It means one branch is to be inspected approx. within average 7 man days. It would be very hard task considering Geographical area / distance of branches RRBs.
8	4.10	Area of RRBs is now spread in the radius of 1000 to 1500 K.Ms. Shifting of all staff related matters from Regional Offices to HO will create Staff problems particularly managing relieving arrangements & deputation of staff etc.
9	4.12	A criterion for Regional Office is 60-65 branches which is on higher side. Many RRBs will have to reduce the existing Regional Offices. Reduction in RO will not be feasible and manageable. It will be difficult for Regional Managers to monitor 65 branches spread over in 300 K.Ms.
10	4.13	Ambiguity is appearing in Business level of categorization. A upto 10, B 11-30, C 31-75, D 76-200, E >200, it should have been A upto 10, B >10-30, C>30-75, D>75-200. What would be the fate of branches having business between 10-11, 30-31, 75-76.
		Enhancement in Business level for D & E (Scale IV & V) category branches is on higher side. This will reduce the promotion opportunities of Scale IV and V officers.
11	4.14	Single window concept at A & B branches is not practicable considering the staff pattern (1+1) proposed.
12	4.16	Work of Office Attendant is to be outsourced in A & B category branches. It would affect smooth functioning and customer service because of frequent change in outsourced person. They may leave job after some time in absence of surety of job confirmation or higher salary in other fields.
14	4.18	Recruitment of additional staff strength up to 2.5% of total Staff strength is inadequate experiencing the recent attrition of staff. It would affect customer service and business too.
22	6.4	At least Two Faculty members are suggested for Staff Training Center but it has not been added in Staffing Pattern of HO.
23	6.5	Training Fund is to be set up out of Net Profit; it would affect the profitability of RRBs. Govt. should provide grant for creating such funds under Rural Area Skill Development Programme or any other scheme as being given to BIRD, CAB & other Training Centers.