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ALL INDIA UCO BANK EMPLOYEES FEDERATION

(AFFILIATED TO AIBEA) REG. NO. 3489/CNI

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Ref No. AIUCBEF/ MD & CEO /129/23- 26

Dated 21/10/2025

The Managing Director & CEO
UCO BANK
10, B.T.M Sarani
Kolkata 700001

Dear Sir,

Sub: Work load on SENIOR CUSTOMER SERVICE ASSOCIATE (CASH)

Time and again we have been inviting your attention about the stress and strain being undergone by the Senior Customer Service Associates (Cash) and those CSAs who are required to hold charge of Cash Management in branches. To recapitulate, we list under the issues that are causing great anxiety and anguish to the concerned staff and also to us as a responsible trade union representative of them.

You are well aware that, most of the branches are provided with only one clerical staff - maybe he or she is CSA or SENIOR CSA (Cash) or SPECIAL CSA, while at the same time deploying a good number of officers in each branch, regardless of category of branches - Rural or Urban / Small or Medium. The one and only clerical staff is required to hold the keys of the safe vault including the one where the jewels are kept, manage Cash, work in the front office to deal with the customers and handle all entry level work, besides performing prescribed supervisory nature of work. Thus, he or she is to perform multiple tasks, what is more, working beyond the prescribed working hours. Thus, such unbearable burden, unequal distribution of work and unfair labour practice has become a matter of routine in most branches. In this background the recent recategorisation of branches where 281 more branches are going to be added to medium ones which will only add further salt to injury. As long as these branches remained under the large category, keys of the safe vaults and cash management were being handled by the officers. You may be aware that in most of these branches only one CSA (maybe even in the form of Special CSA) is to handle all front office work and now with the revised category, the only CSA may be burdened with cash management and be a joint custodian of safe vaults. Thus, the crises would be

compounded if the Management fails to see reasons in providing one additional Clerical staff in the form of Senior CSA (Cash) in these branches.

We further understand that in many zones, steps are under way to deploy clerical staff from branches where there are more than one to meet the requirements of proposed new branches which will ultimately compel the remaining Clerical staff to take the additional burden of work, besides causing huge hardship to those who are being disturbed by the deployment.

We have been already taking up with you about various complaints of "DENIAL OF LEAVE (Including casual leave), REGULAR LATE SITTINGS, VINDICTIVE TREATMENT TO THOSE WHO RAISE THEIR CONCERNS, NON-RELIEVING OF STAFF ON SELECTION TO VARIOUS FUNCTIONAL ALLOWANCE POSTS AND TRANSFER UNDER REQUESTS FOR SEVERAL MONTHS, PRESSURE ON SENIOR CSA (Cash) TO SIGN BLINDLY ON CERTAIN JEWEL LOAN RELATED DOCUMENTS". We are afraid that such complaints and grievances are bound to increase multifold if the Management does not find justifications into our demand for adequate recruitments and frame a policy for MINIMUM REQUIREMENT/ DEPLOYMENT of CLERICAL STAFF with a sense of urgency.

While we remain hopeful that you are alive to and will appreciate our above said concerns, hence we reiterate our demand for immediate steps for more recruitment of clerical staff and resumption of discussions for arriving at an appropriate policy for minimum requirement of clerical staff keeping in view the existing problems, expansion of branches, revised categorisation of branches and above all the ambitious business target set for the current fiscal and complaint free customer service.

Awaiting your timely response,

Thanking you,

Yours sincerely,



Partha Chanda
General Secretary

Copy To: **1. Executive Director (1), UCO Bank**
2. Chief General Manager, HRM, PSD, OL & Training, UCO Bank