



ALL INDIA BANK EMPLOYEES' ASSOCIATION

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**Shri Rajneesh Karnatak,
Chairman,
Institute of Banking Personnel Selection-IBPS,
IBPS House, 90 Ft. D.P. Road,
Thakur Complex,
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Kandivali East, Mumbai-400101**

Sir,

Reg: Recruitment of Customer Service Assistants in Banks – review of present system – need for enlarging the panel of selected candidate

After the abolition of BSRBs, IBPS is nowadays entrusted with the job of conducting the examinations for recruitment of clerical staff in the Banks and to supply required number of candidates to the Banks as per the Indents made by the Banks with IBPS. While founding the IBPS, it was claimed that this new institution will improve upon the system and process for recruitment of staff. It is also being claimed that IBPS is handling lakhs of candidates every year under the various processes undertaken by them.

But in the recent years, it has been observed and experienced that the Banks are not being provided with adequate and sufficient number of candidates to fill up the intended vacancies as notified in their Indents placed with IBPS.

It is very much in the knowledge of the IBPS that even though the IBPS is providing selected candidates to the Banks as per the indented number of staff, the actual number of candidates joining the Banks is much less. Additionally, within a few months of joining, the instances of attrition are also on the increase. In effect, the Banks are not able to fill up the clerical vacancies as per their budgeted manpower planning exercise.

While the number of candidates indented by the Banks is far less than the actual requirements in the Branches, even this indented number of candidates are not provided to the Banks due to non-supply of replacements towards candidates who have not joined the Banks or leave the Banks in a short time during a particular recruitment year.

Hence, the vacancies remain unfilled in the Branches due to which the staff in the Branches are facing acute problem of manpower shortage resulting in stress and existing employees being not able to complete the routine work within the stipulated and defined working hours. This is resulting in a lot of frustration and dissatisfaction amongst the employees including the officers and Managers.

Earlier, we were informed that IBPS is keeping a buffer upto 10% of the Indents placed by the Banks towards such replacements and later, we learn, it has been increased to 30%. But this is not at all adequate to match up with the ground reality. We are sure that IBPS will be aware that the rate of non-joining and attrition after joining is more than 50% of the of the original number of Indent placed.

We were informed by the IBA in the conciliation meeting with the UFBU that there is going to be some changes in the sequencing of announcing the results of the examination for recruitments but this may address the issue only partially.

Due to non-maintenance of adequate buffer of empaneled successful candidates, Banks are not being provided with equal number of replacements against drop outs and attrition. In this year's process also, Banks are not getting the replacements. We are informed that hardly 20 to 25% of the number of replacements asked for by the Banks is provided by the IBPS. For example, in on Bank, against the request for replacement of 1200 candidates, only 250 candidates have been supplied by IBPS. In another Bank, against the request for 800 candidates, about 200 has been supplied.

When the unemployed youth apply for the competitive examination conducted by the IBPS and when they are successful in the examination, the entire lot of successful candidates should be kept in the panel of waitlisted candidates till the end of the financial year. This would help the Banks to get adequate number of candidates as per their Indents.

The present system requires review. We seek your intervention.

Thanking you,

Yours sincerely,



C.H.VENKATACHALAM
GENERAL SECRETARY