

CHANGES IN DESIGNATION

8. Change in designations:

With effect from 1st April, 2024, the following designations/nomenclatures will be in vogue:

Existing	Changed as
Clerk / SWO A and SWO B	Customer Service Associate (CSA)
Head Cashier	Senior Customer Service Associate (Cash)
Special Assistant	Special Customer Service Associate
Substaff / Peon	Office Assistant
Bill Collector / Daftary	Senior Office Assistant
Head Peon	Special Office Assistant
Armed Guard	Armed Guard/Security Guard
Driver	Driver
Electrician/AC Plant helper	Office Assistant (Tech)
Head Messenger in IOB	Head Messenger in IOB
Sweeper/Safaikarmachari	Housekeeper (HK)
Part time sweeper	Part time Housekeeper / PTHK

Source: 12th BPS 8-3-24 – Website of Federation of Bank of India Staff Union