

MEMORANDUM OF SETTLEMENT SIGNED AT MUMBAI, ON 24TH MARCH 2026 BETWEEN THE MANAGEMENT OF BANK OF INDIA AND REPRESENTATIVES OF THE FEDERATION OF BANK OF INDIA STAFF UNIONS FOR SELECTION AND ASSIGNMENT OF DUTIES OF SENIOR CUSTOMER SERVICE ASSOCIATE (CASH), UNDER SECTION 2(P) AND SECTION 18(1) OF THE INDUSTRIAL DISPUTES ACT, 1947/ INDUSTRIAL RELATIONS CODE- 2020 READ WITH RULE NO. 58 OF THE INDUSTRIAL DISPUTES (CENTRAL) RULES, 1957

PARTIES TO THE SETTLEMENT

Representing the Management of Bank of India	Representing the Federation of Bank of India Staff Unions
1. Shri Sudhiranjan Padhi Chief General Manager (HR)	1. Shri A.M. Pereira President
2. Shri Ranvir Singh General Manager (HR)	2. Shri Dinesh Jha Lallan General Secretary
3. Shri B.S.Fonia Deputy General Manager (HR)	3. Shri P.C. Sridhar Vice President
4. Shri Jitendra Kumar Assistant General Manager (HR)	
5. Shri Ankush Mandyal Chief Manager (IR)	

SHORT RECITAL

Consequent upon signing of 12th Bipartite Settlement dated 08.03.2024 by Indian Banks' Association and various Workmen Unions on the issue of wage revision and other conditions of service, in clerical cadre, Special Pay carrying posts have been rationalized and classified as Customer Service Associate (CSA), Senior Customer Service Associate (Cash) and Special Customer Service Associate. All the clerical staff who had been designated as Single Window Operator "A" and Single Window Operator "B" as per 9th Bipartite Settlement have been re-designated as Customer Service Associate as per 12th Bipartite Settlement. The duties of Special Pay carrying posts have also been specifically mentioned in the said Bipartite Settlement.

2. The procedure for selection and assignment of duties of Head-Cashier-II at present in the Bank is specified and stipulated in the Memorandum of Settlement dated 24.03.2011 entered into by and between Management of Bank of India and Federation of Bank of India Staff Unions. The Federation of Bank of India Staff Unions requested the Management of the Bank to modify the Memorandum of Settlement in view of the change in nomenclature of designation from Head-Cashier-II to Senior Customer Service Associate (Cash) and for offering clarity on certain provisions/ aspects of the said Memorandum of Settlement. In course of discussion, both the parties felt the need of modifying certain provisions of the Settlement and also to substitute the words "Head-Cashier-II", "Single Window Operator 'B'" and "Single Window Operator 'A'", with the words "Customer Service Associate (Cash)" and "Customer Service Associate" in the Settlement.

3. This settlement is hereby entered into by and between the aforesaid parties and the terms and conditions thereof are specified as under:



Classification: Internal

TERMS OF SETTLEMENT

The aforesaid parties, after detailed discussions, agreed as under:-

I. POSTS OF SENIOR CUSTOMER SERVICE ASSOCIATE (CASH)

For vacancies occurred (but where process of selection has not yet been initiated) or occurring hereafter at branches, on account of Opening of new Branches/ Extension counters or on account of promotion or on account of assignment of duties of higher special pay, or on account of retirement or natural wastage or cessation of service of the present incumbent or for any reason not mentioned hereinabove, the following criteria of selection and assignment of duties of Senior Customer Service Associate (Cash) shall be applicable:-

(A) CONSTITUTION OF SELECTION AREA FOR SENIOR CUSTOMER SERVICE ASSOCIATE (CASH)

For the purpose of selection of Senior Customer Service Associate (Cash), the selection area will consist of :-

- i) **Greater Mumbai-** for vacancies in Branches within the control of Mumbai South Zone, Mumbai North Zone and Navi Mumbai Zone located in Greater Mumbai.
- ii) **Municipal Town or Municipal Corporation or Urban agglomeration whichever is larger-** for vacancies in such areas (respective Notified Area/ Municipal Town/ Municipal Corporation/ Urban agglomeration)
- iii) **Respective Revenue Districts-** for the remaining vacancies i.e. not included in (i) & (ii) above.

(B) ELIGIBILITY

All Customer Service Associates (here-in-after referred to as CSAs), who are already drawing special pay lower than the special pay payable to Senior Customer Service Associate (Cash), for unspecified period, and posted in Selection Area or deployed out of the Selection Area, but not those who have been deployed in the selection area, for a temporary period, in terms of the provisions contained under clause 32 of the 8th Bipartite Settlement dated 02.06.2005, shall be eligible for being considered for the post of Senior Customer Service Associate (Cash), **provided they have never been punished by the Bank for having committed any act of misconduct involving financial irregularities.**

Note:

- i. Employees on Sabbatical Leave are not eligible to participate in the Selection process.
- ii. The period spent on Sabbatical Leave by a CSA will not be counted for the purpose of determining length of Service/ Seniority of such CSA.

(C) SELECTION PROCEDURE

1. The application for filling up the vacancies of Senior Customer Service Associate (Cash) shall be invited from eligible staff members from the aforesaid



Classification: Internal

Selection Area, within a reasonable period, preferably Two Months from the date of occurrence of such vacancies;

2. In the event of non-receipt of any application from the eligible candidates from within the selection area in response to the notification of vacancies, further applications shall be invited from amongst the eligible staff members permanently posted in or deployed from the concerned **administrative zone** (except the selection area wherein the vacancy has arisen) of the Bank in which the vacancies have occurred;

Notwithstanding anything contained hereinabove, if an application or applications is/are received from the existing Senior CSA (Cash) and is/are pending for consideration by the Competent Authority, such application/applications will be considered before inviting applications for the Selection Area or the administrative zone as mentioned in para 1 and 2 above, (for district selection area only), for identified vacancy only and not resultant vacancy, on the basis of seniority as Senior Customer Service Associate (Cash);

Note: Identified & Resultant vacancies would mean as under:

- I) *The identified vacancy would mean and include vacancy occurring due to wastage or by opening of a new branch or due to foregoing Senior Customer Service Associate (Cash) post by the present incumbent or likewise.*
- II) *The resultant vacancy would mean and include vacancy occurring due to allowing request transfer of the existing incumbent to another Branch (within same selection zone or to another selection zone) of the Bank.*

To illustrate the above meaning, an example is quoted below:

“Mr. A is working as Senior Customer Service Associate (Cash) in ‘X’ Branch in a specific Selection Area. He seeks his transfer as Senior Customer Service Associate (Cash) against a vacancy in ‘Y’ Branch in the same (excepting within the selection zone having City/ Town Municipal Limits/ Urban Agglomeration or Like Greater Mumbai) or another Selection Area. The request of Mr. A will be considered to fill up vacancy of Senior Customer Service Associate (Cash) at ‘Y’ Branch. But, if any application from another Senior Customer Service Associate (Cash) is pending for consideration for ‘X’ Branch, it will not be considered for reason of being the resultant vacancy at the said branch. The vacancy of ‘X’ Branch will be filled in by inviting applications from the eligible candidates as per the laid down procedure in this Settlement”

3. A selection list of the candidates would be prepared from amongst the eligible CSAs, who apply in response to the notification of vacancies, **according to their seniority.**
4. In the event of non-receipt of any application from the eligible staff members in response to the notification of vacancies of Senior Customer Service Associate (Cash) as stated in Para C (1 & 2) above, such vacancies shall be filled in by assigning the duties to the senior-most Customer Service Associate (including those who are on probation) in the Branch.
5. Posting of the selected candidates, to fill up the identified and/or resultant vacancies of Senior Customer Service Associate (Cash) in terms of this



Classification: Internal

settlement will be out of the purview of the provision pertaining to "Deployment of Staff", as covered under Clause 32 of the Bipartite Settlement dated 02.06.2005;

6. The date for the purpose of reckoning eligibility will be the date of notification of vacancy;
7. Seniority for the purpose of Clause (C-3) above would be reckoned as follows:-
 - i. The seniority of the eligible staff members would be reckoned on the basis of their date of joining in the Bank in the clerical cadre. However, in case the date of joining is same in respect of two or more CSAs the seniority will be decided on the basis of their date of birth. If date of birth is also common, then the seniority will be decided based on the higher qualification.
 - ii. The seniority of the CSAs who have been transferred from another Selection Area to the Selection Area at their request or those who have refused promotion or taken reversion on their own request, after having been promoted to Officers cadre, shall be reckoned on the basis of their date of transfer / reversion / refusal of promotion as the case may be, **for a period of one year from the said date**, after which the seniority will be reckoned as per (i) above.
8. The management would give a letter of offer for assignment of duties of Senior Customer Service Associate (Cash) to the eligible candidate(s) according to his/their ranking in the selection list to the extent of number of vacancy(ies). In case the candidate does not accept the offer unconditionally within four working days of the receipt of the said letter of offer, it will be deemed that he has not accepted the offer of the management. The management thereafter, shall assign the duties of Senior Customer Service Associate (Cash) to the next in rank in the selection list;
9. The selected candidate, who does not accept the offer of the management or later surrenders the assignment, for any reason, will be debarred from applying for the post for a period of one year from the date of such non-acceptance/ surrender. However, such non-acceptance or surrender of assignment would not affect his/her eligibility for assignment of the post of Senior Customer Service Associate (Cash) for specified period;
10. In absence or leave vacancy of Senior Customer Service Associate (Cash) at the Branch/ Extension counter, the senior-most eligible Customer Service Associate of the said Branch/Extension counter will be assigned the duties of Senior Customer Service Associate (Cash) for specified period. The eligibility and seniority for this purpose shall be as applicable for determination of assignment of duties for unspecified period, as stated in para 7 above.
11. **Provision in cases of Disciplinary Action:-**
 - a) A CSA, who has been awarded punishment for gross misconduct under the provisions of the Bipartite Settlements, shall not be considered eligible for assignment of duties of Senior Customer Service Associate (Cash), for a period of **one year** from the date of such punishment, where the punishment awarded is other than **Warning** or **Censure** or adverse remarks entered in his service record. However, if the Punishment awarded is either Warning



Classification: Internal

or Censure, such CSAs will be eligible for assignment of duties, if he/she ranks in the selection list.

Note: In cases where duties/ Special Pay of Senior Customer Service Associate (Cash) are/is withdrawn by way of punishment for gross misconduct, such CSAs will not be reassigned the duties of Senior Customer Service Associate (Cash), either permanently or till the expiry of period of punishment as per the punishment order.

b) Further, in case of an employee, who is selected for assignment of duties of Senior Customer Service Associate (Cash)-

(i) Where disciplinary action has already been initiated for gross misconduct by issuance of a charge-sheet/ Show Cause Notice (Under clause 12 of Settlement dated 10.04.2002) or where the disciplinary authority on consideration of the investigation report has come to a decision to issue charge-sheet/ show cause notice to the employee for gross-misconduct and the employee has been advised in writing about such contemplated disciplinary action for gross misconduct.

OR

(ii) Where steps have been taken by the Bank to prosecute him by lodging F.I.R for an alleged criminal offence.

The Management shall hold the assignment of duties of Senior Customer Service Associate (Cash) to him/her in abeyance till the disciplinary proceedings/ prosecution is over. The employee shall be informed accordingly about the assignment of duties of Senior Customer Service Associate (Cash) being kept in abeyance and he/she shall not be allowed to take part in the subsequent selection process for assignment of duties of Senior Customer Service Associate (Cash) till the disciplinary proceedings/ prosecution is over.

In such a case, the duties of Senior Customer Service Associate (Cash) would be assigned to the next eligible CSA at the concerned Branch/ Office (where vacancy has arisen) during the pendency of the disciplinary proceedings/ prosecution, i.e. only for the specified/ limited period.

c) Ultimately, if the employee is found not guilty or if he is not punished or if it is decided not to go for appeal against acquittal and not to initiate disciplinary action for the same charges, the Management shall assign the duties of Senior Customer Service Associate (Cash) within a reasonable period after completion of the disciplinary / judicial proceedings. However, if the employee is found guilty, the assignment of duties, which was kept in abeyance, as per para C(11) (b) above, shall not be given effect to, and he will further be considered eligible for assignment of duties of Senior Customer Service Associate (Cash) only, as mentioned in para C(11)(a) above.

II. DUTIES

The duties of Senior Customer Service Associate (Cash) will be as enumerated in Part "A" of Schedule-II of 12th Bipartite Settlement dated 08.03.2024.



Classification: Internal

However, in future, if duties of Senior Customer Service Associate (Cash) are reviewed / modified at Industry Level, enhancing passing powers/limits as regards different transactions, for special pay carrying posts mentioned hereinabove or newly introduced, the same will be operative and implemented in the bank and the duties of Senior Customer Service Associate (Cash) mentioned in this Settlement will stand modified accordingly.

III. GENERAL PROVISIONS

- i) If a process for selection and assignment of duties of Senior Customer Service Associate (Cash) has already been initiated in terms of the settlement dated 24.03.2011, such processes will be completed in accordance with provisions contained in the Settlement dated 24.03.2011.
- ii) This Settlement will supersede all earlier Settlements on the subject, specifically the Settlement dated 24.03.2011.
- iii) The Management will serve a letter of offer for assignment of duties, in the prescribed format as annexed as **Annexure 'A'** to selected CSA in order of his/her ranking in the selection list within a period of 15 days. In case the CSA concerned does not accept the assignment or does not communicate unconditional acceptance in response to the offer within four working days of the receipt of the said letter of offer, it will be deemed that the CSA concerned has not accepted the said offer and the Management may thereafter assign the duties of Senior Customer Service Associate (Cash) to next CSA in the rank.
- iv) In case a CSA who is selected for assignment of duties of Senior CSA (Cash) and is not relieved for reporting to the Branch, for which he or she is selected for the post of Senior CSA (Cash), appropriate Special Pay (as applicable to the post from time to time) would be paid to him/her from the 16th day of the succeeding month of acceptance of offer.
- v) An Ex-servicemen may be allowed to opt for availing of benefit of weightage for Defence Service (i.e. in the ratio of 5: 1, subject to maximum of 2 years after they have rendered at least 3 years' service in the Bank) either for appointment against the post of Senior Customer Service Associate (Cash) or Special Customer Service Associate or for promotion from Clerical to Officers' cadre. However, once the Ex-serviceman avails of this benefit for appointment against post of Senior Customer Service Associate (Cash), he/she will not be eligible for the same benefit at the time of his/her consideration for assignment of duties of Special Customer Service Associate or for promotion from Clerical Cadre to Officers' Cadre. The Ex-servicemen should exercise the option at the first available opportunity and option once exercised will be final and no change in the option would be allowed later, whether or not the Ex-serviceman is successful in the exercise.
- vi) If any doubt or dispute arises regarding interpretation of any of the provisions of this Settlement, the matter will be discussed mutually and resolved by and between the parties;



Classification: Internal

- vii) This settlement is arrived at under the provisions of Industrial Disputes Act, 1947/ Industrial Relations Code- 2020 and the rules made thereunder and shall remain in force until it is mutually agreed to modify it.
- viii) The parties to the settlement further agree that copies of this Memorandum of Settlement shall be jointly forwarded to the authorities concerned as specified in the Industrial Disputes Act, 1947/ Industrial Relations Code-2020.

Dated at Mumbai this Twenty Fourth day of March, Two Thousand Twenty-Six







Classification: internal

SIGNATURE OF THE PARTIES

For and On behalf of Bank of India	For and On behalf of Federation of Bank of India Staff Unions
1.  (Sudhiranjana Padhi) Chief General Manager (HR)	1.  (A.M. Pereira) President
2.  (Ranvir Singh) General Manager (HR)	2.  (Dinesh Jha Lallan) General Secretary
3.  (B.S. Fonia) Deputy General Manager (HR)	3.  (P.C. Sridhar) Vice President
4.  (Jitendra Kumar) Assistant General Manager (HR)	4.
5.  (Ankush Mandyal) Chief Manager (IR)	5.

WITNESSES

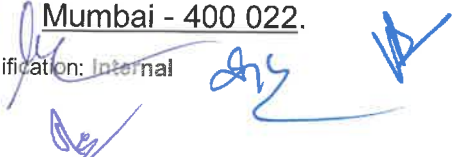
1.  (Madhu Kochubabu) Senior Manager (IR)	1.  (Vilas Vishwas Sondkar) Deputy General Secretary
2.  (Saurabh Mathur) Senior Manager (IR)	2.  (Suryakant Baban Pawar) E.C. Member

C.C.:

- 1) The Assistant Labour Commissioner (Central),
Government of India, Ministry of Finance,
Office of the Dy. Chief Labour Commissioner (Central) (West Zone),
Shram Raksha Bhavan, First Floor,
Opp. Priyadarshini, Shiv Shrusti Road,
Eastern Express Highway, Sion,
Mumbai - 400 022.

Classification: Internal







- 2) The Regional Labour Commissioner (Central),
Government of India, Ministry of Finance,
Office of the Dy. Chief Labour Commissioner (Central) (West Zone),
Shram Raksha Bhavan, First Floor,
Opp. Priyadarshini, Shiv Shrusti Road,
Eastern Express Highway, Sion,
Mumbai - 400 022.
- 3) The Chief Labour Commissioner (Central),
Government of India, Ministry of Labour,
Shram Jayate Bhawan, G-4,
Sector-10, Dwaraka,
New Delhi - 110 075.
- 4) The Secretary to the Government of India,
Ministry of Labour,
Shram Shakti Bhavan, Rafi Marg,
New Delhi - 110 001.



Classification: Internal

**DRAFT LETTER FOR ASSIGNMENT OF DUTIES OF
SENIOR CUSTOMER SERVICE ASSOCIATE (CASH) FOR UNSPECIFIED
PERIOD**

**BANK OF INDIA
HEAD OFFICE
BANDRA KURLA COMPLEX
MUMBAI**

(Place) _____
(Date) _____

To,
Shri/Smt./Kum _____

Pursuant to provisions as contained in the Settlement entered into by and between the Management and Federation of Bank of India Staff Unions on **24.03.2026**, we are pleased to inform you that you are hereby assigned the duties of Senior Customer Service Associate (Cash) at _____ Branch with effect from the date of reporting or subject to clause III (iv) of this Settlement and/ or until otherwise instructed.

2. By virtue of the duties (as enumerated in Part “A” of Schedule-II of 12th Bipartite Settlement dated 08.03.2024) required to be performed and the corresponding responsibilities to be shouldered by you in discharge of the assignment referred to above you will be entitled to Special Pay applicable to the category of ‘Senior Customer Service Associate (Cash)’ under the provisions of the Bipartite Settlements, which is at present Rs. 3050/- per month as per Bipartite Settlement dated 08th March, 2024.

3. Duplicate and triplicate copies of this letter of offer are enclosed which may please be returned to us, within **FOUR WORKING DAYS** from the receipt of this letter, duly signed by you in token of your having agreed to and accepted the terms and conditions herein above mentioned. In case we do not receive your acceptance within the stipulated time; it may be deemed that you have refused to accept the assignment of duties of Senior Customer Service Associate (Cash) and the Management will be free to give the assignment to another selected candidate in order of rank in selection list. Please note that any conditional acceptance of this Offer / Acceptance will be deemed as refusal and will be treated as such.

MANAGER

I accept the duties of Senior Customer Service Associate (Cash) on the aforesaid terms and conditions.

Place: _____

Date: _____

Classification: Internal

(Signature)

