

**MEMORANDUM OF SETTLEMENT SIGNED AT MUMBAI, ON 24<sup>TH</sup> 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 SPECIAL CUSTOMER SERVICE ASSOCIATE, 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**

<b>Representing the Management of Bank of India</b>	<b>Representing the Federation of Bank of India Staff Unions</b>
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**

The First Bipartite Settlement dated 19<sup>th</sup> October, 1966, as modified from time to time, between certain Banking Companies (represented by the Indian Banks' Association) and their workmen (represented by the Unions) has, inter alia, laid down provisions for payment of special allowance for performing additional duties and functions involving greater skills and/or higher responsibilities by certain specified categories of workmen. "Special Assistant" is one such specified category in clerical cadre therein.

2. In the year 1970, the Management of Bank of India (hereinafter referred as "The Bank") agreed to create posts of Special Assistant in the Bank on the request of the Federation of Bank of India Staff Unions. Thereafter, modifications in the certain terms and conditions of the settlements have been carried out, from time to time, to meet the implementation challenges and changing job requirements. Further, in order to amalgamate/ consolidate/ update/ incorporate the provisions so put in place, a comprehensive settlement was signed between the parties on 3<sup>rd</sup> July, 1992. Subsequently, on 28<sup>th</sup> September, 1999, 24<sup>th</sup> March, 2011, 25<sup>th</sup> June, 2019 and on 07<sup>th</sup> January, 2020, under the provisions of Industrial Disputes Act, 1947 and rules made thereunder, Settlements were signed modifying certain provisions of the settlement dated 3<sup>rd</sup> July, 1992.

3. The number of Special Assistants was initially determined on the basis of one Special Assistant for each block of twenty clerks in the City/District-selection zone (hereinafter referred to as selection zone) constituted for this purpose on ad hoc basis. The said ratio was changed from time to time. At present, the number of Special Assistants is fixed at 1600.

4. Consequent upon signing of 12<sup>th</sup> Bipartite Settlement dated 08.03.2024 between Indian Banks' Association and various Workmen Unions on the issue of wage

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revision and other conditions of service, there are only three Special Pay carrying posts in clerical cadre viz. 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 9<sup>th</sup> Bipartite Settlement have been re-designated as Customer Service Associate as per 12<sup>th</sup> Bipartite Settlement. The duties of Special Pay carrying posts have also been specifically enumerated in the said Bipartite Settlement.

5. The procedure for selection and assignment of duties of Special Assistant at present in the Bank is as per the Memorandum of Settlement dated 25.06.2019 and 07.01.2020 entered between Management of Bank of India and Federation of Bank of India Staff Unions. In course of discussion, both the parties felt the need of modifying certain provisions of the Settlement and also of changing the nomenclature of designations used in the earlier settlements, as in the Industry level Settlement dated 08.03.2024, Special Pay carrying posts have been rationalized and classified into three categories viz. Customer Service Associate (CSA), Senior Customer Service Associate (Cash) and Special Customer Service Associate.

6. This settlement is being entered into by the aforesaid parties to incorporate the change in designation from Special Assistant to Special Customer Service Associate and also modify/clarify certain procedures involved in the assignment of duties of Special Customer Service Associate. **Accordingly, in supersession of all the existing Settlements on selection and assignment of duties of Special Assistants**, the parties hereby agree to enter into a "Settlement" specifying the terms and conditions of selection and assignment of duties of Special Customer Service Associate as laid down hereunder.

### TERMS OF SETTLEMENT

The scheme for selection and assignment of duties of "Special Customer Service Associate" shall be as per **Annexure 'A'** to this Settlement.

2. The duties of Special Customer Service Associate will be as enumerated in Part "A (III)" of Schedule-II of 12<sup>th</sup> Bipartite Settlement dated 08.03.2024 and as may be modified from time to time.

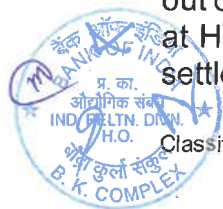
#### **Note:**

- (i) If any modification or modifications is / are made in future at Industry Level Settlement / Bipartite Settlement in the list of duties or in the passing powers to be exercised, such change/s shall take effect automatically.
- (ii) The Draft Letter of assignment of duties of Special Customer Service Associate for Unspecified period and Specified period shall be as per **Annexure 'B'** and **Annexure 'C'** to this Settlement respectively.

3. The sanctioned strength of Special Customer Service Associates in the Bank, Zone-wise, is attached herewith as **Annexure 'D'** to this Settlement.

4. The parties further agree that if any doubt, difficulty or dispute arises regarding the interpretation of any of the provisions of this settlement or any other matter arising out of it or connected therewith, it shall be taken up only at the level of the Management at Head Office and the Federation of Bank of India Staff Unions for discussions and settlement.

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5. This Settlement is arrived at under the provisions of the Industrial Disputes Act, 1947/ Industrial Relations Code- 2020 and the Rules made there under & shall remain in force until it is mutually agreed to revise/modify the same.

6. 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 Twenty Fourth day of March, Two Thousand Twenty-Six.







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**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)	
5.  (Ankush Mandyal) Chief Manager (IR)	

**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.



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- 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 Shruti 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, Dwarka,  
New Delhi - 110 075.
- 4) The Secretary to the Government of India,  
Ministry of Labour,  
Shram Shakti Bhavan, Rafi Marg,  
New Delhi - 110 001.



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**SCHEME OF SELECTION FOR ASSIGNMENT OF DUTIES OF SPECIAL CUSTOMER SERVICE ASSOCIATES**

The scheme of selection for assignment of duties of 'Special Customer Service Associates' shall be as under:-

**1) SELECTION ZONES**

For the specific purpose of creation of posts of Special Customer Service Associates, selection zones will be constituted in the following manner:-

- a) On city-wise basis, in respect of places where the number of Branches (as also Administrative Offices) is more than one;
- b) On district-wise basis in all other cases.

The Clerks or the Clerical Staff, by whatever designations they are termed / called, who are assigned the duties of Special Customer Service Associate, would be posted to work at any of the Branches/Offices within such Zones irrespective of the Clerical Strength at the Offices / Branches where they are to be posted. Such posting will be done solely at the discretion of the Management.

Any change in the Constitution of Zones or the Seniority-cum-qualifications list (See 3 (a) below) for any reason would be made effective from the 1<sup>st</sup> date of the month of January, succeeding the occurrence of the cause for such change.

**2) ELIGIBILITY**

In order to be eligible for assignment of duties of Special Customer Service Associate, whether for Specified limited period or unspecified period, a member of clerical staff should be in full time, permanent service in the clerical cadre and should have completed minimum TWO YEARS of such service.

**3) METHOD OF SELECTION**

- (a) A list of the members of Clerical staff, for each Specified Zone, shall be prepared on the basis of service-cum-qualification as on 1<sup>st</sup> January every year, by allotting marks as follows :

**MARKS**

- i. Service: for each completed year of full time permanent service  
In the clerical cadre in the Bank 1
- ii. Qualifications :
  - Graduate 2
  - Part I – CAIIB / JAIIB 1
  - Part – II CAIIB / CAIIB 2

(Additional)

Such list would normally be ready by 31<sup>st</sup> January every year.

- (b) Applications will be invited from amongst the eligible candidates from out of the seniority list so prepared to fill up the vacancy / vacancies in the specified selection zone within a period of ONE month from the date of occurrence of



such vacancy / vacancies, but not earlier than a period of TWO weeks from the date of occurrence of such vacancy / vacancies.

Whenever a vacancy of a Special Customer Service Associate arises due to retirement, promotion, transfer etc. of the incumbent to the post, the selection of a candidate for assignment of duties of Special Customer Service Associate for filling up such vacancy would be made in accordance with the procedure stated above. The relevant date to reckon the eligibility of candidates for selection and assignment of duties of Special Customer Service Associate who are undergoing the rigour of debar, for any reason whatsoever, under the provisions of the settlement would be the last date for submission of the applications as specified in the notice therefor.

Senior most (in accordance with the seniority as determined in para 3(a)) twice the number of candidates of the requisite number of vacancies of Special Customer Service Associates in each specified selection zone shall be called for interview. If on two consecutive occasions, the requisite number of candidates are not available for being interviewed, on third consecutive occasion, the requirement of two candidates for being interviewed would be waived. The single applicant would be interviewed and if found suitable, assignment of duties of Special CSA would be made to him/her.

Where two or more members of Clerical staff from the aforesaid list obtain equal number of marks, one who is senior in the full-time permanent service in the clerical cadre, shall have priority over other/s for the purpose of calling the requisite number of eligible candidates for the interview. Further, where two or more number of clerical staff from the aforesaid list obtain equal number of marks and have equal length of such clerical service also, one, who is senior in age shall have priority over others for the purpose of calling requisite number of eligible candidates for interview. If date of birth is also common, then the one who has higher qualification shall have priority.

The interview shall carry 12 marks and the interview of the eligible candidates will be conducted by the Interview Committee consisting of Three Officers headed by an officer not below the rank of Chief Manager. The interview committee will be constituted at Zonal level.

Explanation -

- (i) The relevant date to reckon the eligibility of candidates for selection and assignment of duties of Special Customer Service Associate who are undergoing the rigour of debar, for any reason whatsoever, under the provisions of the settlement would be the last date for submission of the applications as specified in the notice therefor. However, for the purpose of allotment of marks, the date relevant would be 1<sup>st</sup> January as stated in 3 (a).
- (ii) The assignment of duties of Special Customer Service Associate for unspecified period, would normally be made within a period of 15 days from the date of completion of selection process. However, where the process of fresh selection on account of non-acceptance / refusal of offer of the post is involved, such assignment would be made with prospective effect only.



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(c) All the candidates interviewed in each specified zone shall be listed in order of merit determined by the total number of marks obtained for the seniority-cum- qualifications and in the interview as under :

(i) Service	-	73 marks	
		(3 mark for each year of service subject to maximum 73 marks)	
(ii) Educational Qualifications	-	15 marks	<u>Marks</u>
Graduation			6
JAIIB/CAIIB-I			3
CAIIB/CAIIB-II			6
			(additional)
(iii) Interview	-	12 marks	

- (d) Where two / more members of the Clerical staff obtain equal number of marks, in the aforesaid specified zone-wise final merit lists, one who is senior in the full-time permanent service in the clerical cadre shall have priority over the other/s for assignment of duties of Special Customer Service Associate in the respective specified zone. Further, where two or more members of Clerical staff obtain equal number of marks in the aforesaid final merit list and have equal length of such Clerical service also, one who is senior in age shall have priority over the other/s, for assignment of duties of Special Customer Service Associate in the respective specified Zone. If date of birth is also common, then the one who has higher qualification shall have priority.
- (e) The duties of Special Customer Service Associate for unspecified period would be assigned to the eligible clerks to the extent of the requisite number of Special Customer Service Associates as mentioned in (b) above in order of their ranking in the said merit list for each specified zone prepared on the basis of aggregate marks obtained by them for their seniority in service, qualification and in interview.
- (f) On each occasion immediately after filling up of the requisite number of vacancies, the remaining candidates on such list will have to undergo the process of selection afresh if and when next occasion arises subject to Clause (g) below.
- (g) The eligible candidates, who after undergoing the process of interview on two consecutive occasions could not be assigned the duties of Special Customer Service Associate for unspecified period due to non-availability of vacancies upto their ranking in merit list, would be given such assignment in order of their ranking in the list prepared as per clause (a) above without interview at the time of third occasion of selection provided they are otherwise eligible at that time.

#### 4) NUMBER OF POSTS OF SPECIAL CUSTOMER SERVICE ASSOCIATES

In supersession of all existing provisions on the number of posts of Special Customer Service Associates in the Bank, it is agreed that total number of sanctioned post of Special Customer Service Associates is fixed and would be



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maintained at the level of 1600. In future, if total number of Special Customer Service Associates posts is required to be increased as per the needs, the issue will be discussed and decided by and between the parties to the settlement.

The parties to the settlement further agree that allocation of number of Special Customer Service Associates administrative zone-wise and selection-zone wise as well will mutually be discussed and finalized.

5) The assignment of duties of Special Customer Service Associate as envisaged in the foregoing paragraphs would be subject to the following conditions:-

- (i) Refusal of offer of promotion from Clerical to Officers' cadre shall not debar a clerk for assignment of duties of Special Customer Service Associate, provided he/she is otherwise eligible;
- (ii) A clerk, who after accepting the offer of promotion, subsequently refuses such offer of promotion before the actual date from which his/her promotion is to become effective, shall not be considered eligible for the assignment of duties of Special Customer Service Associate both for specified limited period and for unspecified period for a period of one year from the date of such refusal;
- (iii) A Clerk, who upon his/her promotion to Officers' cadre, is reverted at his/her request from Officers' cadre to Clerical cadre, shall not be considered eligible for assignment of duties of Special Customer Service Associate both for specified limited period and for unspecified period for a period of one year from the date of such reversion;
- (iv) A clerk, who upon his/her promotion to officers' cadre is reverted by the Bank from Officers' cadre to Clerical cadre, would however, be considered eligible for assignment of duties of Special Customer Service Associate on selection for specified limited period / unspecified period in the normal course;
- (v) A Clerk, who does not appear for interview on first occasion will be debarred for a period of 12 months from the date on which the interview was conducted.  
However, a clerk, who does not appear for interview on second and subsequent occasions will be debarred for a period of 24 months from the date on which the interview was conducted.
- (vi) A clerk, who refuses to accept assignment of duties of Special Customer Service Associate for unspecified period, shall not be considered eligible for assignment of duties of Special Customer Service Associate, both for specified limited period and unspecified period for a period of one year from date of such refusal;
- (vii) A Clerk, who refuses to accept assignment of duties of Special Customer Service Associate for specified limited period, shall not be considered eligible for assignment of duties of Special Customer Service Associate for specified limited period of ONE year from the date of refusal. However,



Classification: Internal

he/she shall be considered eligible for assignment of duties of Special Customer Service Associate for an unspecified period;

- (viii) A Special Customer Service Associate, who does not accept the offer of promotion to the Officers' cadre or who after accepting the offer of promotion subsequently refuses such offer of promotion, before the actual date from which the promotion is to become effective, will continue to work as a Special Customer Service Associate in the normal course;
- (ix) A Special Customer Service Associate, who upon his/her promotion to Officers' Cadre is reverted at his/her request from Officers' cadre to Clerical cadre shall not be considered eligible for assignment of duties of Special Customer Service Associate, both for Specified Limited period and unspecified period for a period of ONE year from the date of such reversion;
- (x) A Special Customer Service Associate, who upon his/her promotion to Officers' cadre, is reverted to Clerical Cadre at the instance of the Bank, will upon his/her reversion be assigned clerical duties but when the next occasion arises for assigning duties of Special Customer Service Associate either for unspecified period or for specified limited period, he/she will be considered eligible for assignment of such duties on selection in the normal course;
- (xi) A Clerk, who has been assigned the duties of Special Customer Service Associate for specified limited period subsequently requests for withdrawal of such duties, shall not be considered eligible for assignment of duties of Special Customer Service Associate for a specified limited period for a period of ONE year from the date of withdrawal of such duties of Special Customer Service Associate at his/her request. However, he/she shall be considered eligible for assignment of the duties of Special Customer Service Associate on selection of unspecified period;
- (xii) A Special Customer Service Associate, who subsequently requests for withdrawal of his /her duties of Special Customer Service Associate, shall not be considered eligible for assignment of the duties of Special Customer Service Associate for a specified limited period for a period of ONE year from the date of withdrawal of such duties of Special Customer Service Associate at his / her request and for TWO years for unspecified period from the date of such withdrawal of duties at his /her request.
- (xiii) A Clerk, who has been transferred at his/her request from one specified zone to another, shall not be considered eligible for a period of ONE year from the date of such transfer, for assignment of duties of Special Customer Service Associate both for specified limited period and unspecified period. In the event of re-transfer at his/her request to his/her former specified zone, he/she will not be considered eligible, for a period of three years from the date of his/her re-transfer, for assignment of duties of Special Customer Service Associate, both for specified limited period and unspecified period;
- (xiv) A Clerk, who has been transferred at his/her request within a selection zone, shall not be considered eligible for assignment of duties of Special Customer Service Associate for Specified period for a period of One year from the date of such transfer. However, he/she will be considered eligible for assignment



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of the duties of Special Customer Service Associate on selection for unspecified period.

Explanation

Wherever in the foregoing clauses/ paragraphs, a reference is made to the acceptance of duties, assignment, offer etc. it shall be understood to mean unconditional acceptance of the same. Conditional acceptance would be treated as refusal and will be dealt with as such.

**6) ASSIGNMENT OF DUTIES FOR UNSPECIFIED PERIOD**

The Management will give a letter of offer for assignment of duties as per **Annexure 'B'** to clerks according to their ranking. In case the clerk concerned does not accept the assignment or does not communicate unconditional acceptance in the matter within four working days from the date of the receipt of the said letter of offer, it will be deemed that the clerk concerned has not accepted the said offer and the Management may thereafter assign the duties of Special Customer Service Associate to next eligible clerk as per the final merit list prepared for the concerned selection zone.

**7) ASSIGNMENT OF DUTIES FOR SPECIFIED LIMITED PERIOD**

- a) During the absence of Special Customer Service Associate for a period of one day or more at a branch / Office, his/her duties shall be assigned for a specified limited period only, to the next Customer Service Associate on the basis of his/her seniority-cum-qualifications (as specified in para 3(a) above) amongst the clerks working at that Branch / Office;
- b) The Customer Service Associates who have not completed minimum two years of full-time permanent service are not to be considered for the purpose. In the event of eligible Customer Service Associates not being available at that Branch, no such assignment need be to made;
- c) Normally, a letter of assignment as per **Annexure 'C'** will be given for this purpose;
- d) Pursuant to 12<sup>th</sup> Bipartite Settlement dated 08.03.2024, all the clerical staff are drawing Special Pay. Senior Customer Service Associate (Cash) who are already in receipt of special pay for unspecified period, will not be considered eligible for assignment of duties of Special Customer Service Associate for a specified limited period. However, they will be eligible for assignment of duties of Special Customer Service Associate on selection for unspecified period in accordance with procedure stated above. The assignment for a specified period will be made to Customer Service Associate on the basis of his/her seniority-cum-qualifications (as specified in para-3(a) above) amongst the clerks working at that branch/office.

**8) PROBATION PERIOD**

- a) A member of Clerical staff, who is assigned the duties of Special Customer Service Associate on selection for unspecified period, will be on six months' probation as provided for in para VI of the Bipartite Settlement dated 17<sup>th</sup> September, 1984;



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- b) If his/her work, conduct or attendance is not found to be quite satisfactory during the probation period, the Management may at its discretion by an order in writing withdraw the assignment of duties of Special Customer Service Associate during the probation period;
- c) On withdrawal of such duties he/she will cease to draw the Special Pay payable to him/her as a Special Customer Service Associate and resultantly he/she will be reverted back to original post and posted back at the same branch where he/she was working prior to assignment of Special CSA duties. However, he/she will be considered eligible for assignment of duties of Special Customer Service Associate both for specified period and unspecified period, on the next occasion. Such candidates would have to go through the process of interview again for the purpose of such assignment for unspecified period.

**9) PROVISION IN CASE OF DISCIPLINARY ACTION**

- a) A clerk, who has been awarded punishment for gross misconduct under the provisions of the Bipartite Settlement, shall not be considered eligible for selection and assignment of duties of Special Customer Service Associate, for a period of ONE year from the date of order of punishment, where the punishment awarded is other than "warning" or "censure" or "adverse remarks entered in his/her service record". However, where the punishment awarded to an employee for gross misconduct under the provisions of Bipartite Settlement is "Warning" or "Censure" or "adverse remarks entered in the service record", he/she shall not be considered eligible for selection and assignment of duties of Special Customer Service Associate, for a period of SIX months from the date of order of punishment.

Clarification:

In case where Special Customer Service Associate's Special Pay is withdrawn by way of punishment for gross misconduct, such CSA will not be re-assigned or be allowed to take part in the process of selection of a post of Special Customer Service Associate till the expiry of period of punishment.

- b) Further, in case of an employee, who is selected for assignment of duties of Special Customer Service Associate:

- (i) Where disciplinary action has already been initiated for gross misconduct by way of issuing (i) Charge-sheet or (ii) A Show Cause Notice (Under clause 12 of Settlement dated 10.04.2002);

OR

- (ii) Where steps have been taken by the Bank to prosecute him/her by lodging F.I.R. for criminal offences and the bank has communicated to that effect to the concerned employee;

OR

- (iii) Where the disciplinary authority on consideration of the investigation report has come to a decision to issue a charge sheet to the employee for gross misconduct and the employee has been advised in writing about such contemplated disciplinary action for gross misconduct.



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The management shall hold the assignment of duties of Special Customer Service Associate to him/her in abeyance till the disciplinary proceedings / prosecution is over. The employee shall be informed accordingly about his/her assignment of duties of Special Customer Service Associate being kept in abeyance and he/she shall not be allowed to take part in subsequent selection procedure for assignment of duties of Special Customer Service Associates till disciplinary proceedings / prosecution is over.

In such a case and during the pendency of the disciplinary proceedings / prosecution, the duties of Special Customer Service Associate would be assigned to the next eligible CSA at the concerned branch / office (where vacancy had arisen) for specified limited period only.

- c) Ultimately, if the employee is found not guilty or if he/she 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 Special Customer Service Associate within one month from the date the decision is given after completion of disciplinary proceedings. However, if the employee is found guilty and punishment for gross misconduct is awarded, he/she will be further not considered eligible for assignment of duties of Special Customer Service Associate as mentioned in para 9 (a) above.

## 10) DUTIES

The duties of Special Customer Service Associate will be as enumerated in Part "A-III" of Schedule-II of 12<sup>th</sup> Bipartite Settlement dated 08.03.2024 and as modified/ amended from time to time would be applicable.

## 11) SPECIAL PAY

- (i) Special Customer Service Associate will be entitled to Special Pay prescribed in the Bipartite Settlement signed from time to time and is at present Rs. 4600/- per month (w.e.f. 01.04.2024).
- (ii) For the assignment of duties of Special Customer Service Associate, for specified limited period, the clerk concerned will be eligible for such special pay on pro-rata basis;
- (iii) For the purpose of payment of Special Pay, the Special Customer Service Associate will be governed by the conditions laid down in the Bipartite Settlement for special pay duties.

## 12) HOLDING THE CHARGE OF THE BRANCH DURING LEAVE / ABSENCE OF BRANCH MANAGER

During the leave / absence of not exceeding six continuous days of the Manager of a Single Officer Branch, the Special Customer Service Associate working at that Branch will hold charge of the branch during such absence. The Special Customer Service Associate holding charge of the branch, will not have powers to sanction advances / loans.



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### 13) GENERAL

- a) The Management is free to transfer a Special Customer Service Associate to any of its branches/ offices under the provisions of Awards / Bipartite Settlements. Nevertheless, the Management will endeavour to see that such transfers are minimised as far as possible within agreed zone.
- b) The service rendered by a Clerical staff in erstwhile Parur Central Bank Ltd. as a permanent full-time clerk shall be given weightage for the purpose of this scheme in the ratio of 1.5:1 i.e.1½ years' service in Parur Central Bank Ltd. will be treated as one-year service in this Bank, in terms of Memorandum of Settlement dated 8<sup>th</sup> February, 1991 between the Management and the Federation of Bank of India Staff Unions.
- c) 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 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 Special Customer Service Associate, he/she will not be eligible for the same benefit at the time of his/her consideration 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.
- d) Employees on Sabbatical Leave are not eligible to participate in the Selection process.
- e) The period spent on Sabbatical Leave by a female CSA will not be counted for the purpose of determining length of Service/ Seniority of such CSA.
- f) The word/words "Clerical Staff" and "Clerk/s", is/are wherever used/ employed in this settlement, would be read and understood as Customer Service Associate/s / Senior Customer Service Associate (Cash).
- g) If any process of selection and assignment of duties of Special Customer Service Associates is already initiated in terms of the Settlement dated 25.06.2019 and 07.01.2020, the process will be completed in accordance with old provisions. However, for a process to be initiated afresh, the provisions of this settlement will apply.



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**DRAFT LETTER FOR ASSIGNMENT OF DUTIES OF  
SPECIAL CUSTOMER SERVICE ASSOCIATE FOR UNSPECIFIED PERIOD**

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

(Place) \_\_\_\_\_

(Date) \_\_\_\_\_

To,  
Shri/Smt./Kum \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Pursuant to Clause 5.11 of the First Bipartite Settlement dated 19<sup>th</sup> October, 1966 and also pursuant to para 6 of Annexure 'A' to this settlement dated 24<sup>th</sup> March, 2026 between the Management and Federation of Bank of India Staff Unions, you are hereby informed that with effect from \_\_\_\_\_ and until otherwise instructed you are assigned the duties applicable to the category of "Special Customer Service Associate" as set out in Bipartite Settlement dated 08<sup>th</sup> March, 2024 and Para 10 of Annexure 'A' to the Settlement dated 24<sup>th</sup> March, 2026 between the Management and Federation of Bank of India Staff Unions. Such duties will be over and above the routine duties and functions of the clerical cadre. You will be governed by the terms and conditions laid down in the Bipartite Settlements as also in the settlement dated 24<sup>th</sup> March, 2026 between the Management and Federation of Bank of India Staff Unions and such other conditions as may be prescribed from time to time.

2. By virtue of the duties 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 'Special Customer Service Associate' under the provisions of the Bipartite Settlements, which is at present Rs. 4600/- per month as per Bipartite Settlement dated 08<sup>th</sup> March, 2024.

3. You will be on probation for a period of 6 months during which you will be expected to attain the standards required by the Bank, as to your work, conduct and attendance. Failing this, the Management may at its discretion by an order in writing withdraw the assignment of duties of Special Customer Service Associate during the probation period. On withdrawal of such duties you will cease to draw Special Pay Payable to you as a Special Customer Service Associate.

4. The particulars of your date of joining, number of years of service, qualifications etc. are as follows:

Date of Joining :  
No. Of years of Service :  
Qualifications :

Please confirm that they are correct.



Classification: Internal

*[Handwritten signature]*

5. For the present you will be posted at our \_\_\_\_\_ Branch to work as Special Customer Service Associate, provided, however, that the management will be free to transfer you to any other Branch / Office / Department and / or any other place, under the existing provisions of the Awards / Bipartite Settlements.

6. In the event of your not abiding by the order of your transfer for any reason whatsoever, it will be deemed as your refusal to work as Special Customer Service Associate and the Management may immediately withdraw the duties of Special Customer Service Associate and the Special Pay will cease to be paid to you.

7. Duplicate and triplicate copies of this letter 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 Special Customer Service Associate and the Management will be free to give the assignment to another eligible person. 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 Special Customer Service Associate on the aforesaid terms and conditions. I confirm that the particulars given about me in paragraph 4 above are correct.

Place: \_\_\_\_\_

Date: \_\_\_\_\_

(Signature)



Classification: Internal

**DRAFT LETTER FOR ASSIGNMENT OF DUTIES OF  
SPECIAL CUSTOMER SERVICE ASSOCIATE FOR SPECIFIED LIMITED PERIOD**

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

(Place) \_\_\_\_\_

(Date) \_\_\_\_\_

To,  
Shri/Smt./Kum \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Pursuant to Clause 5.11 of the First Bipartite Settlement dated 19<sup>th</sup> October, 1966 and also pursuant to para 7 of Annexure 'A' to this settlement dated 24<sup>th</sup> March, 2026 between the Management and the Federation of Bank of India Staff Unions, you are hereby informed that with effect from \_\_\_\_\_ to \_\_\_\_\_ or until instructed otherwise (at \_\_\_\_\_ Branch) you are assigned the duties applicable to the category of "Special Customer Service Associate" as set out in Bipartite Settlement dated 08<sup>th</sup> March, 2024 and Para 10 of Annexure 'A' to the Settlement dated 24<sup>th</sup> March, 2026 between the Management of the Bank and the Federation of Bank of India Staff Unions. Such duties will be over and above the routine duties and functions of the clerical Cadre. You will be governed by the terms and conditions laid down in the Bipartite Settlements as also in the settlement dated 24<sup>th</sup> March, 2026 between the management of the Bank and Federation of Bank of India Staff Unions and such other conditions as may be prescribed from time to time.

2. By virtue of the duties 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 'Special Customer Service Associate' under the provisions of the Bipartite Settlement, which is at present Rs.4600/- per month as per Bipartite Settlement dated 08<sup>th</sup> March, 2024.

3. Duplicate and triplicate copies of this letter 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 Special Customer Service Associate and the Management will be free to give the assignment to another eligible person. 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 Special Customer Service Associate on the aforesaid terms and conditions.

Place: \_\_\_\_\_

Date: \_\_\_\_\_

Classification: Internal

(Signature)



*[Handwritten signatures and initials in blue ink]*

*[Handwritten signature in blue ink]*

**ANNEXURE-“D”**

**Sanctioned Strength of the Special Customer Service Associates (then Special Assistants) in Zones**  
(as conveyed vide IOM No. HO:HR:IR:MKB:I-282 dated 12.10.2022 and after further re-organization of Zones)

<b>Sanctioned strength of Special Customer Service Associates</b>		
<b>S. No.</b>	<b>Zone</b>	<b>Sanctioned Strength</b>
1	AGRA	18
2	AHMEDABAD	39
3	AMRITSAR	32
4	BARASAT	19
5	BARDHAMAN	15
6	BARIPADA	13
7	BENGALURU	25
8	BHAGALPUR	18
9	BHOPAL	32
10	BHUBANESWAR	18
11	BOKARO	20
12	CHANDIGARH	23
13	CHENNAI	36
14	COIMBATORE	23
15	DEHRADUN	10
16	DELHI NCR	6
17	DHANBAD	23
18	DHAR	15
19	ERNAKULAM	20
20	GANDHINAGAR	26
21	GAYA	12
22	GHAZIABAD	18
23	GOA	20
24	GORAKHPUR	9
25	GUWAHATI	20
26	HARDOI	19
27	HAZARIBAGH	23
28	HOWRAH	31
29	HUBLI-DHARWAD	20
30	INDORE	29
31	JABALPUR	10
32	JAIPUR	25
33	JAMSHEDPUR	30
34	JODHPUR	19
35	KANPUR	16
36	KEONJHAR	14
37	KHANDWA	17
38	KOLHAPUR	35

Classification: Internal



Handwritten signatures and initials in blue ink.

Handwritten signature in blue ink.

S. No.	Zone	Sanctioned Strength
39	KOLKATA	34
40	LUCKNOW	24
41	LUDHIANA	20
42	MADURAI	24
43	MUMBAI NORTH	36
44	MUMBAI SOUTH	55
45	MUZAFFARPUR	21
46	NAGPUR	43
47	NASIK	22
48	NAVI MUMBAI	26
49	NEW DELHI	46
50	PATNA	20
51	PUNE	42
52	RAIGAD	14
53	RAIPUR	18
54	RAJKOT	32
55	RANCHI	36
56	RATNAGIRI	22
57	SAMBALPUR	13
58	SILIGURI	17
59	SIWAN	9
60	SOLAPUR	25
61	SURAT	22
62	TELANGANA	25
63	THIRUVANANTHAPURAM	9
64	UJJAIN	27
65	VADODARA	21
66	VARANASI	18
67	VIDARBHA	31
68	VIJAYAWADA	23
69	VISAKHAPATNAM	27
	Total	1600



Classification: Internal