



सिंडिकेटबैंक **SyndicateBank**

भारत सरकार का उपक्रम A Govt. of India Undertaking

प्रधान कार्यालय: मणिपाल (कर्नाटक)/Head Office: Manipal - 576 104 (Karnataka)

संगठन एवं पद्धति प्रभाग / ORGANISATION & METHOD

eCircular

Circular No. 349-2011-BC-PD-76-IRD

Date: 12-12-2011

PERMANENT UTILITY

COMMON LUNCH-RECESS IN CBS BRANCHES

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Prior to introduction of Core Banking Solutions (CBS), Common / Uniform lunch-recess existed for all staff members in the Branch. On introduction of CBS system, cash transactions were permitted for 6 hours continuously without break vide Cir.No.219-2006- BC dated 28.09.2006. In order to facilitate this, it was suggested vide Cir.No.54-2008-BC dated 28.02.2008 that by grouping the staff members into two batches, the duty hours be staggered so that there are two consecutive breaks of half an hour each for lunch to the employees by which the customer service is not hampered and no customer is made to wait on account of lunch recess.

As a large section of employees is finding it difficult to have their lunch, with customers standing across the counter, representations were being made by Syndicate Bank Officers' Association and Syndicate Bank Employees' Union for fixing a common lunch time to all employees in a particular Branch instead of present system of allowing lunch time in a staggered manner.

On examining the feasibility of reverting back to the earlier system of availing a common lunch time in a branch, it has been decided that taking into consideration the present timings, convenience, location and other business considerations of the Branches, common lunch-recess of **half an hour duration** can be permitted by the concerned Regional Offices by following the guidelines, i.e. giving required advance notice to the employees and displaying the revised timings for information of the customers sufficiently in advance. However, it should be ensured that restoring of common / uniform lunch-recess should not come in the way of extending customer service.

The Branches/Offices are requested to circulate this Circular among the employees besides displaying a copy in the Notice Board of the Branch/Office.

Clarifications required, if any, to this circular may be sought from **PERSONNEL DEPARTMENT - INDUSTRIAL RELATIONS DIVISION** at Head Office, Manipal, through respective RO, as per extant guidelines.

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(K P MURALIDHARAN)
GENERAL MANAGER (P)