

Federation of State Bank of India Pensioners' Associations

Ref. No. GS-09 of 2008-09

Date : 8th April 2008

The General Manager
State Bank of India
H.R.Department, 16th Floor,
State Bank Bhavan,
Madam Cama Road,
Mumbai - 400021

Dear Sir,

Core Banking Solution

While establishing Core Banking Solution at the branches the team of technical officers has clubbed pensioners of all institutions into one group viz.- Central / State Government retirees from LIC, Rlys, BPT including State Bank of India retirees.

The following is the result to SBI Pensioners.

- 1) Their account is not treated at par with the Staff
- 2) Additional 1% rate of interest to staff is not extended to Pensioners / Family Pensioners.
- 3) Exchange is charged on remittance.
- 4) Commission is charged on issue of Cheque Book
- 5) Commission is charged on ATM debit card
- 6) Concessionary facilities / rates of interest are not extended on Loans.
- 7) Tax is deducted at source inspite of the fact that form No.15-H in duplicate is handed over to the staff.
- 8) Despite clear instructions not to insist on compliance of 'KYC' norms, branches continue to insist on compliance of these instructions whenever pensioners are requesting for adding the names of their spouses to the pension A/c, causing unnecessary troubles and expenses to our members. For your information, we add that a request made by Shri.Bapu Naik from Ghatkopar (E) branch to add the name of his wife was not complied and the wife was called to complete the 'Deceased A/c' formalities, because in the mean time he died in the month of November 2006.

In view of the above, we request your honour to kindly take up the matter with (IT) cell at CBD Belapur and redress the difficulties of Pensioners by carving out the accounts of SBI Pensioners separately for which act of kindness we will remain grateful to you.

Yours faithfully,

Sd/-
General Secretary
(S.B.Gokhale)