



ALL INDIA STATE BANK OFFICERS' FEDERATION

(Registered under the Trade Unions Act 1926, Registration No: 727/MDS)
Central Office: State Bank Buildings, St. Mark's Road, Bangalore-560 001
Registered Office: 22, Rajaji Salai, Chennai- 600 001



**CIRCULAR NO. 03
TO ALL OUR AFFILIATES**

DATE: 03.01.2024

REGISTERING/LINKING STAFF MOBILE NUMBER IN MULTIPLE CIFS

We have sent a communication to the Deputy Managing Director (HR) and Corporate Development Officer, Corporate Center, State Bank of India, on the captioned subject.

A copy is enclosed for your information.

#OurUnityLongLive

With greetings

Yours comradely,

**(Deepak Kumar Sharma)
General Secretary**

At the Service of Members for more than 5 Decades

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No.6466/02/24

Date: 02.01.2024

The Dy. Managing Director (HR) &
Corporate Development Officer
State Bank Bhavan
Nariman Point
Mumbai-400 021

Dear Sir,

REGISTERING/LINKING STAFF MOBILE NUMBER IN MULTIPLE CIFS

We would like to bring to your attention the Bank's circular instructions issued vide e-circular no. CDO/P&HRD-PM/41/2023-24 dated 15.12.2023 concerning the registering/linking of staff mobile numbers in more than one CIF.

The instructions provided in the circular are based on a study conducted by the Risk Management Department regarding the risks associated with the registration of staff mobile numbers in CIFs under which the salary account is opened, as well as in CIFs other than their own. We have carefully reviewed the circular instructions and would like to present our viewpoints and suggestions for your consideration:

1. We acknowledge the importance of monitoring the number of CIFs associated with employees and their dependent family members, as outlined in the existing instructions. It is crucial to maintain transparency and control in this regard. However, we wish to highlight that the mobile number registered with HRMS serves as the official contact number for employees. This number is made publicly available to customers for ease of communication and is also accessible through our intranet site.
2. Requiring the same mobile number to be linked both in HRMS and in the account/CIF may inadvertently expose an employee's personal details to the public, potentially conflicting with the ethical and policy standards of the Bank. Our commitment to preserving the confidentiality and security of customer data, including mobile numbers, from third-party access is a fundamental aspect of our contractual agreement with account holders.

This commitment obligates us to refrain from disclosing such information to third parties, except when compelled by a court order, mandated by a public duty, or necessary to safeguard our own legitimate interests. It is crucial to emphasize that this obligation is not merely a matter of ethics but a legal duty originating from the contractual relationship between the parties involved.

3. Furthermore, we would like to propose that the present practice of requiring the PF Number in the account/CIF profile is adequate for verification, scrutiny, and monitoring of all linked accounts of the employee. The inclusion of an employee's PF Number in the account/CIF profiles offers a unique identifier for controllers to verify and scrutinize staff and family members' accounts effectively. This unique identifier ensures that all linked accounts can be managed and monitored efficiently without the need for disclosing the employee's mobile number.

In light of the above, we respectfully request your careful consideration of this matter and kindly urge you to modify the instructions to align with the points raised. We believe that these modifications would address the concerns while ensuring the security and privacy of our employees' personal information and adhere to our ethical and policy obligations regarding customer data.

Thank you for your attention to this important aspect, and we look forward to your prompt response.

Yours sincerely,

Sd/-
(Deepak K Sharma)
General Secretary

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