



# 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



UNION IS STRENGTH

**CIRCULAR NO. 05  
TO ALL OUR AFFILIATES**

**DATE: 08.01.2024**

## **ADDRESSING CONCERNS OF IT OFFICERS FOR ORGANIZATIONAL SUCCESS**

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.6180/07/24**

**Date: 06.01.2024**

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

Dear Sir,

## **ADDRESSING CONCERNS OF IT OFFICERS FOR ORGANIZATIONAL SUCCESS**

We are writing to highlight a matter of utmost importance concerning the IT Officers in our esteemed organization. As you are aware, IT officials play a vital role in managing the crucial IT infrastructure of our bank, and their satisfaction and career progression are paramount to the continued success of our institution.

2. In this connection, we would like to outline some concerns along with suggestions that can help us align our promotion policy and manpower planning with the aspirations, talent, and interests of our IT Officers, as well as the best interests of our organization.

- **Manpower Planning of IT Officers:** Specialist manpower is an asset for any organization, and it is essential to align their skills with appropriate tasks and projects. Currently, the absence of a Manpower Planning Policy for IT Officers has resulted in the misutilization of their skills. We propose a job family based MPP that categorizes IT Officers into three grades (Junior & middle management, Senior Management, and Executive Management) to ensure proper utilization and specialization in areas like development, operations, infrastructure, and security. This will enhance productivity and job satisfaction among our IT Officers, ultimately benefiting the organization.
- **Career Growth Opportunities:** Considering the banking industry's ever-growing reliance on technology and information systems, the role of IT Officers has become increasingly pivotal. These professionals are entrusted with the task of not only maintaining but also enhancing the technological infrastructure that underpins our banking operations. Their responsibilities encompass a wide array of tasks, from ensuring the

security of our digital assets to implementing innovative solutions that streamline our processes. Their expertise and dedication have been instrumental in maintaining the stability and efficiency of our IT infrastructure.

However, the absence of clear career growth prospects, recognition of their extensive knowledge, and equitable benefits have led to mounting frustration within this talented group of professionals. To counter this frustration and retain our valuable IT Officers, it is imperative that we offer them a well-defined path for advancement. By extending career growth opportunities up to DMD level, we not only acknowledge their in-depth knowledge but also incentivize their continued commitment to our organization. This approach will not only benefit our IT Officers by providing them with a clear trajectory for career advancement but will also bolster our bank's technological capabilities.

- **Lateral Entry of IT Officers:** One glaring issue we've observed is that the lateral entries is diminishing career opportunities for our highly competent officers, resulting in a significant brain drain. While we recognize the occasional need for such entries to meet project-specific requirements, it is imperative that we proceed judiciously in this matter. We propose a policy that discourages lateral entry of IT Officers above Scale-II, except in situations where it is absolutely unavoidable. However, when such instances do arise, we strongly recommend that these lateral entries be executed on a contractual basis for a maximum period of 3 years. The primary focus of these contracts should be the transfer of knowledge and expertise to our internal IT resources, ensuring their long-term growth and support.
- **Geographic Considerations:** At present, we are facing a situation where a significant portion of our IT Officers is primarily stationed at the GITC. This concentration has inadvertently led to a lack of exposure of branches, RBOs, ZBOs, or LHOs, impacting their overall experience and growth potential. In response to these circumstances, we recommend the establishment of at least one GOC in each circle reporting to GITC. This proactive step will provide our IT Officers with the essential exposure and experience of various geographical areas, branches, and offices within their respective circles. This arrangement will not only synergize development and operations but also resolve constraints related to location.

- **Equity in Increments:** To ensure fairness and parity, we strongly recommend granting four additional increments to all IT Officers upon joining, a practice akin to that of POs/TOs. It is noteworthy that the bank has recognized the IT capabilities of Clerical Staff with Computer Science degrees, introducing the TO Systems promotion channel, which also receives four additional increments. We propose a rationalization that extends the same benefit of four additional increments to all IT Officers upon their commencement with the bank. This approach aligns with our commitment to equity and recognizes the vital contributions of our IT professionals.
  
- **Strategic Transfers:** By placing IT Officers at various levels where their technical expertise can directly or indirectly influence process improvement, innovation, and digital transformation, we ensure their contributions are maximized. This alignment is a win-win situation, benefiting both the bank and the IT Officers.

We believe that implementing these measures will not only address the concerns of our IT Officers but also contribute to the overall success of our organization in this increasingly technology-driven era. We request your urgent attention in this matter and look forward to positive developments in this regard.

Thanking you.

Yours sincerely,

**Sd/-**

**(Deepak K Sharma)**

**General Secretary**

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