

STAFF NORMS FOR ASSISTANTS IN THE NON-COMPUTERISED
BRANCHES(MANAGEMENTS PROPOSAL FOR DISCUSSION AS ON 28.07.2010)
Rationale

The existing norms have been agreed upon between the Unions and Management way back in 1985. Now there are obviously tremendous changes in the infrastructure facilities, work environment, employee attitude and preferences, techniques and technology, tools and instruments etc. And all of which result in the upward improvement of efficiency of employees in the industry level. Similarly, there are wide ranging changes in the business model, systems and procedure and also rules and regulations. Adding to these, KSFE extends the industrial best pay, perquisites, incentive, service conditions and other comforts as also other motivating factors. The employees are given near total home town posting and timely promotions and other rewards.

Thus it is inevitable to have a relook at the staff norms in toto.
Factors which are contributing in the reduction of man hours.

1 The Chit business continues to be the major business area in the company. There is evidently substantial reduction in the number of chittals in each chits via-a-vis its value. As a result the man-hours have come down drastically in

- a. Tallying of schedules
- b. Cash Tallying(ignoring Nai Paise etc.)
- c. Maintenance (details) of chittals per chit.

Due to the reduction of complexity, the time and efforts can be channelised for other activities.

2. The Sugama/FD transactions come next as far as the number of transactions are concerned. The Single PC provided in the branches and the Internet connectivity has induced extra vigor in the communication process in the branches. More importantly the Sugama and FD sections have been benefited to a large extent of tallying, interest application and related accounts maintenance matters.

3. In the cash section, the advent of cash counting machine, substantial number reduction in the lower denomination in the lower denomination notes and almost zero utilization of paise have lessened the difficulty level in the branches. Considering the dominant role of cash transactions in the total transaction volume of the branches, this will add additional man hours.

4. Introduction of CAS has eased the IB reconciliation in the Company. Coupled with the reduction of labor directly connected with the reconciliation (like preparation of schedules, statements etc.) and other attendant benefits by way of tapal reduction, accuracy in transactions etc. there is a substantial progress in the efficiency level.

5. Other related area which contribute directly or indirectly to the upward change in the efficiency level include:

- a. Effective corporate governance
- b. Decentralized organizational structure(Creation of Regions, Departments etc.)
- c. Overall improvement in the organizational structure of the Company
- d. Enriched job knowledge of new recruits and their cognitive skills
- e. Training and development of employees
- f. Mounting awareness level of market condition and industrial affairs.
- e. Well informed customers, other clients and end users of the Company.

