



# IBOA CONNECT



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## ADHERE TO SYSTEMS AND PROCEDURES AND AVOID VIGILANCE ACTIONS

**Dear Comrades,**

In recent times, our Association has observed increasing number of instances where core banking functions are being delegated to non-permanent staff in branches, thereby violating the compliance of dual role functioning and the attendant responsibilities in critical areas. When the question is raised as to why this practice is being resorted to, the reason attributed to the same is that the non-permanent staff have gained the trust and confidence of permanent employees over a period of time due to their prompt completion of the assigned core functions.

However the fact remains that the main reason for succumbing to such kind of practices is non availability of permanent staff in adequate number and as a result dictated by circumstances the permanent staff delegate core banking functions to non-permanent staff. Incoming Branch Managers and officers sometimes continue such existing branch practices of allocating core functions to non-permanent staff, such as cash loading in ATMs, sharing system and ATM passwords, and handling of jewel packets while lodging and releasing of the same in jewel safe.

Yet another dimension of this problem is that the Colleague staff members are being permitted to perform dual role functions individually (like cash loading in ATMs and handling cash and jewel packet) due to manpower shortage .

Non-permanent staff, having spent many years in the branch and being familiar faces to the customers, are being assigned with the works beyond their domain of role and responsibility due to intense pressure from administrative offices to meet campaign and marketing targets. This kind of pressure has pushed Branch Managers and officers to delegate core functions to non-permanent staff.

When core functions are assigned to non-permanent staff beyond their role and responsibility, there is a risk that these individuals may indulge in financial irregularities to meet their personal financial

obligations which may end up occurrence of frauds too. Such actions can lead to severe consequences, including the suspension of officers, leading to vigilance actions and at times actions by external agencies leading to their arrest and landing in police custody too. We recognize that the Bank has not provided the required number of permanent staff to branches, while the workload has increased manifold resulting in a rise in customer complaints. In an effort to manage these complaints and complete the works some officers have resorted to assigning core functions to non-permanent staff. While this may seemingly provide immediate relief, it is fraught with high risks, inclusive of providing scope for suspension etc as already stated.

Regardless of the constraints faced on the manpower front, the only solution for avoiding the adverse consequences such as suspension,, landing in vigilance net or police custody etc is not to delegate core functions to non-permanent staff as they are not authorized to handle these duties. Branch Managers and officers should carry out core functions based on the capacity and within the achievable limits of the available permanent staff. Since the Bank does not endorse the allocation of core functions to non-permanent staff, we strongly advise for the adherence to Bank guidelines without any let up to protect both yourself and the Bank's interest. This advice goes well with the fundamental concept on preventive vigilance which says that Bankers are paid to suspect and not to blindly believe anything in the name of branch practice, reposing trust or faith etc as the rules and regulations are well intended and prescribed for compliances and not otherwise.

**With Greetings.**

**Yours Comradely**

**R Sekaran**  
**Secretary General**

# Let us Know

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## AI WASHING

**Context:** Soon after the release of ChatGPT in 2022, there was an explosion of news and a surge of interest in AI, triggering a hype cycle that continues unabated. Suddenly, it seems every tech company or startup is marketing an AI product. Tech companies and startups marketing themselves as using AI, but not doing so forms the basis of 'AI washing'

### About AI WASHING

- AI washing is a term derived from greenwashing, where companies exaggerate their environmental friendliness to appeal to customers. Similarly, businesses that claim to have integrated AI into their products, when they're actually using less sophisticated technology, can be accused of AI washing.
- When it comes to AI washing, there are several types. Some companies claim to use AI when they're actually using less-sophisticated computing, while others overstate the efficacy of their AI over existing techniques, or suggest that their AI solutions are fully operational when they are not.
- While it is unclear who coined the term AI washing, it was popularised by the US Securities and Exchange Commission (SEC) when it levied fines against investment advisory firms Global Predictions and Delphia in March 2024.
- The securities regulator found that the companies had made false statements to their clients about providing expert AI-driven forecasts' and using machine learning to manage retail client portfolios.

What are some real-life examples of AI washing?

- Recently, Amazon reportedly removed its cashier-less checkout systems from many physical grocery stores after Business Insider found that the 'Just Walk Out' technology, which claimed to use AI and sensors to detect what was in a customer's shopping cart, actually relied on employees in India to review the transactions.

- Not just tech companies, the AI-related claims of multinational brands such as McDonalds and Coca Cola have also come under scrutiny.
- McDonalds recently decided to ditch its AI technology at drive-thru restaurants in the US after customers complained that their orders had been incorrectly taken down.
- The rush to be branded as an AI business follows a long pattern of companies looking to capitalise on the hype surrounding new and emerging technologies.

Why is AI washing a growing concern?

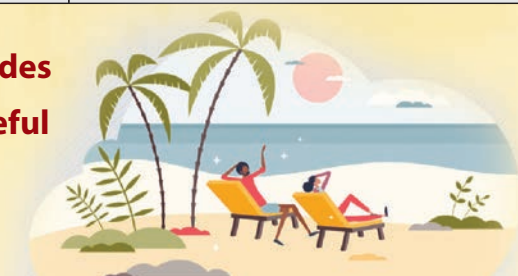
- While AI washing may seem like harmless hyperbole, it could have far-reaching consequences for consumers and the tech industry itself.
- AI washing diverts management attention and resources away from practical AI innovation. Instead of developing meaningful AI capabilities, companies might make misguided investments in superficial enhancements, slowing real progress with the technology.
- AI washing can complicate decision making for businesses that are genuinely looking for valuable AI solutions. This can hinder their digital transformation efforts, stifle innovation, and jeopardise performance.
- As for consumers, subpar AI technology could pose data security and privacy risks while additionally pushing consumers away from using the technology.

## RETIREMENTS

| S.No. | NAME                          | DESIGNATION            | BRANCH                    |
|-------|-------------------------------|------------------------|---------------------------|
| 1.    | COM. VIJAYALAKSHMI P .        | DEPUTY GENERAL MANAGER | INSP. CENTRE, CHENNAI     |
| 2.    | COM. SINGAMSETTY ANNAPURNA .  | CHIEF MANAGER          | ZO:VISAKHAPATNAM          |
| 3.    | COM. ANIL ARORA .             | CHIEF MANAGER          | INSP. CENTRE, NEW DELHI   |
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| 6.    | COM. ARJUN DUTT .             | CHIEF MANAGER          | ZO:DEHRADUN               |
| 7.    | COM. NARASIMHA MURTHY .       | SENIOR MANAGER         | IC BENGALURU              |
| 8.    | COM. GHODE TANAJI BABAN .     | SENIOR MANAGER         | INSP. CENTRE, MUMBAI      |
| 9.    | COM. LALITHA VAIDYANATHAN .   | SENIOR MANAGER         | ZO:MUMBAI(WEST)           |
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| 12.   | COM. HARI MOHAN LAL .         | SENIOR MANAGER         | MUZAFFARNAGAR KUKRA N.M.S |
| 13.   | COM. HEM RAJ .                | SENIOR MANAGER         | JALAUN                    |
| 14.   | COM. RAM ROOP SINGH .         | SENIOR MANAGER         | KANPUR PUKHRAYAN          |
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| 21.   | COM. RAJAN M R .              | MANAGER                | SALEM FORT                |
| 22.   | COM. ADIYA SAIKIA .           | ASST. MANAGER          | NEW MARKET H.S.ROAD       |
| 23.   | COM. DHANBIR SINGH .          | ASST. MANAGER          | DELHI KISHANGANJ          |
| 24.   | COM. TAMBAVE SANJAY SITARAM . | ASST. MANAGER          | KOLHAPUR MARKET YARD      |
| 25.   | COM. DINESH KUMAR UIKEY .     | ASST. MANAGER          | JARA MAHGAON              |
| 26.   | COM. DINESH KUMAR SINGH .     | ASST. MANAGER          | DHARAMSALA BAZAR          |
| 27.   | COM. MAHADEB SARKAR .         | ASST. MANAGER          | GUMA                      |



**AIIBOA Wishes the above Comrades  
a Very Happy, Healthy and Peaceful  
Retired Life.**



## Photo Gallery



Bank of India Conference held at Jaipur on 15.07.24



On the occasion of Bank Nationalization Day, our association presented a cheque for Rs. 1.00 lakh to Nirmal High School, which is operated by the Workers Trust



UCO Bank Officers Association (TN & P) conference, held at Chennai on 10.08.24

## Members Meet



Held at Puducherry on 25.07.24



Held at Bengaluru on 26.07.24



Held at Tiruvallur on 12.08.24