IBOA CONNECT

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Vol : 10 - Issue : 09 | Internal Circulation | July 2026

Maintaining Professional Boundaries with Customers

Dear Comrades,

We are repeatedly receiving information that some officers/ members are in the habit of extending loans to customers or otherwise borrowing money from customers with such transactions being carried out either through their bank accounts or dealt as cash transactions. Needless to say such kind of transactions are explicitly prohibited in our Conduct Regulations and obviously it creates an answerability on the part of the concerned officers who indulge in such kind of actions.

Whenever such transactions come to the notice of the Bank Management, it is obligatory on their part to cause an investigation with regard to the purpose and its Bonafide. Such investigations may lead to disciplinary action irrespective of the intentions behind them.

Members are, therefore, advised to strictly adhere to the provisions of the Indian Bank Officer Employees' (Conduct) Regulations, 1976. As per the said Regulations, no officer employee shall, in his or her individual capacity,

(i) Borrow or permit any member of his family to borrow or otherwise place himself or a member of his family under a pecuniary obligation to a broker or a money lender or a subordinate employee of the Bank or any person, association of persons, firm, company or institution, whether incorporated or not

(ii) Lend money in private capacity to a constituent of the Bank (customer or other party who deals with the bank in the ordinary course of business)

RBI,CVC and internal codes of conduct that are put in place by the Banks require the banks to minimise " vigilance angle" actions/ incidents – ie., cases wherein decisions could be viewed as tainted by corrupt motive, malafide, or involvement of undue influence.

One questionable action or a case involving a cosy staff-customer relationship is sufficient enough to cause damage to the bank's reputation across the system. By enforcing and ensuring strict compliance to the conduct regulations, both by intent as well in practice, banks signal to the public that their employees act as trustees of public funds, not as agents of particular customers or interest groups.

Banks prescribe stringent guidelines on staff-customer relationship/ interactions to protect depositors' money, prevent possible corrupt practices and mis-selling, and maintain trust in the banking system. These rules are not to be viewed as if the customer service is made unfriendly, but to ensure decisions remain objective, auditable and legally defendable. Banks handle public money and hence any biased or favour-based decision can directly harm depositors and the bank's financial health as well the image of the Bank.

Staff members are expected to ensure that their relationship with the customers is strictly professional, keeping them at arm's-length relationship as that alone will demonstrate that principles of integrity, impartiality, and independence is maintained. The officers should avoid entering into any personal financial dealing or indulge in any other kind of action that may create a conflict of interest, compromise their objectivity, or give rise to any sense of obligation towards customers. While staff must "know the customers" for regulatory, credit and service purposes, this knowledge should remain functional and limited to what is necessary for proper assessment, monitoring and compliance, and never lead to extension of social intimacy or personal bonding that could influence or appear to influence, official decisions. Officers shall not solicit or accept gifts, favours, hospitality, personal loans, or connected parties, nor enter into any personal

financial or business relationship with them. Wherever a staff member has,or becomes aware of, any personal, family or business connections with a customer, they should promptly disclose it and recuse themselves from related transactions, so that decisions remain transparent, objective and free from conflict of interest.

Some of our officers, due to a lack of awareness of the above guidelines, enter into personal financial transactions with customers and subsequently come under the vigilance scanner. Once vigilance proceedings are initiated, they approach the Association for assistance. In such situations it becomes an extremely difficult task for the Association to establish the bona fides of such transactions and provide an effective defence or establish the innocence.

As the saying goes,"An ounce of prevention is worth a pound of cure," It is always better to avoid situations that may lead to disciplinary or vigilance actions and to face the consequences thereof .

We therefore, urge upon all our members to remain vigilant, strictly adhere to the Conduct Regulations, and avoid personal financial dealings with customers. Prevention, prudence, and professional conduct are the keys to ensure a safe and successful banking career.

With Greetings.

Yours Comradely



R Sekaran
Secretary General

IMPORTANT CIRCULARS DURING THE MONTH OF JUNE 2026

Circular No	Circular Date	File No	SUBJECT
24180	04/JUN/2026	ADV-51	Launch of New MSME Scheme – IND MSME Gold Secure
24181	04/JUN/2026	ADV-52	Master Circular on Agriculture Products
24187	05/JUN/2026	ADV-53	Time-bound Delivery of Gold Collateral in Gold Loan Accounts & Updation of delivery status in "Security Document Release Monitoring System (SDRMS) portal
24188	06/JUN/2026	ADV-54	Modification in Committee Structure of Retail Assets Processing Centre (RAPC)
24189	06/JUN/2026	ADV-55	Recovery Measure By Invoking action under Section 25 of The Payment And Settlement Systems Act, 2007
24192	06/JUN/2026	ADMIN-51	Modus Operandi and Lessons learnt from the frauds reported at our Bank during March 2026 Quarter
24193	06/JUN/2026	ADV-57	Guidelines on Group Mortgage Redemption Assurance
24196	06/JUN/2026	ADV-58	Retail Jewel Loan - Modification in Loan Amount Assessment Criteria in line with RBI Master Directions on Lending Against Gold & Silver Collateral, 2025
24201	11/JUN/2026	ADV-62	Modification in Existing Guidelines of Home Loan to Non-Resident Indians (NRIs)
24204	11/JUN/2026	FX-28	Special FCNR(B) Deposit scheme
24212	16/JUN/2026	HRMD-21	Reconstitution of Internal Complaints Committees (ICCs) under the Policy for Prevention of Sexual Harassment of Women at Workplace (version 2.0)
24213	16/JUN/2026	HRMD-22	Reconstitution of Women Cell at Corporate Office
24219	19/JUN/2026	ADV-69	Standard Operating Procedure (SOP) for Mediation and Settlement of Cheque Bounce (NI Act) Cases, DRT and Non-DRT Cases through Lok Adalat / Mediation

Non-inclusion of a circular does not reflect on its importance



Retirement



S.No.	NAME	DESIGNATION	BRANCH
1	Com. SUDHANSHU GAUR .	General Manager	CO:INTERNATIONAL DIVISION
2	Com. MANOJ KUMAR DAS .	General Manager (HRM)	CORPORATE OFFICE
3	Com. MITHILESH KUMAR .	Deputy General Manager	FGMO KOLKATA
4	Com. RAJA SEKHARA RAO KONDA VENKATA	Deputy General Manager	FGMO CHENNAI
5	Com. U V SUBBA RAO .	Asst. General Manager	FGMO HYDERABAD
6	Com. THIRUVENKADAM RAMANATHAN .	Branch Manager	RAIPUR
7	Com. PARNAM VENKATESWARA PRASAD .	Head Of Inspection Centre	IC HYDERABAD
8	Com. THAKOOR KIRAN KISHORE SINGH .	Head Of Verticals (BM)	RAC MUMBAI WEST
9	Com. ARPUTHAVATSALA .	Chief Manager	FGMO CHENNAI
10	Com. MEHALAI S K .	Chief Manager	ZO:MADURAI
11	Com. SUMATHY K V .	Chief Manager	CO:INSPECTION DEPT
12	Com. RAMAKANTO PATNAIK .	Chief Manager	ZO:PUNE
13	Com. SANDEEP BHUTANI	Senior Manager	PITAMPURA
14	Com. VIJAYA BHASKAR P .	Senior Manager	IC HYDERABAD
15	Com. KARUNANITHI M .	Senior Manager	THEEVATTIPATTY
16	Com. MUNNA D .	Senior Manager	NALGONDA
17	Com. JALLI SAIRATHNA KUMAR .	Senior Manager	ONGOLE
18	Com. BALDEV RAJ CHHABRA	Senior Manager	FAZILKA
19	Com. MADNANI SURESH TOPANDAS .	Branch Manager	THANE
20	Com. RADHESHYAM BEHERA .	HR Officer	ZO:SAMBALPUR
21	Com. CHINMAYA KUMAR PRUSTY .	Branch Manager	PURI
22	Com. SUDHIR MAJHI .	Asst. Branch Manager	BHAWANIPATNA
23	Com. JITEN KUMAR SHYAM	Asst. Branch Manager	BANGAON
24	Com. MATHURA SINKU .	Asst. Branch Manager	BARIPADA
25	Com. NEERAJ KUMAR SAXENA .	Asst. Branch Manager	RISHIKESH
26	Com. BIJENDRA KUMAR RAI .	Asst. Branch Manager	VANPOKHERA
27	Com. SARAVANAN S P .	Manager	CAPC CHENNAI
28	Com. S N D MALLESWARA RAO .	HR Officer	ZO:AMARAVATHI
29	Com. SARIKA SRIVASTAVA .	Manager	GOMTINAGAR (UJARIYAWAN)
30	Com. SIVA RAM DIKSHIT .	Officer - Currency Chest	SAHEED NAGAR
31	Com. SHASHI BHUSHAN SINGH .	Asst. Manager	VIKAS NAGAR
32	Com. AMAR NATH CHAUDHURY .	Asst. Manager	ST. ANDREWS COLLEGE GORAK
33	Com. THIAGARAJAN V S .	Asst. Manager	NANDANAM
34	Com. INITHA B .	Asst. Manager	KELLYS
35	Com. GANDHI KUMARI A .	Asst. Manager	ERUKANCHERI

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

Wedding Bells

Selvan. B S Rahul, M.Tech
Married to
Selvi. S Archana, B.E.,
(D/o Amutha Sundramurthy, Senior Manager, Indian Bank)
At
Tirumala on 17 06 26

Selvi. Maria Benita Chandini Roche
(D/o. Sagayamary Priya Roche, Retd CM, Indian Bank)
Married to
Selvan. Frederick S
At
Chennai on 24 06 26

Selvan. Ayush
(S/o. Shri. Deepak Gupta, CGM, Indian Bank)
Married to
Selvi. Shezal
Reception at
Chennai on 27 06 26

Selvan. PK Muthiyasivam,B.E.,
(S/o. A Katchiyappasivam, Retd Mgr, Indian Bank)
Married to
Selvi. G Poornima Bharathi, M.A.B.Ed.,
At
Kumbakonam on 02 07 26

Selvi. G R Nalina Radhika
(D/o. H Ramakrishnan, Manager, Indian Bank)
Married to
Selvan. A Naveen Srinivasan
At
Chennai on 05 07 26

AIIBOA Wishes a Very Happy Married Life to the Newly Wedded Couple.

PHOTO GALLERY

AIBOC Tamilnadu conducted members meet on 26th June in Chennai. Com R Sekaran & Com Rupam Roy addressed the gathering.





Members Meet held on 09 07 26 at Cuddalore zone.



