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# Stressed bankers seek clarity from Reserve Bank of India

By [Saloni Shukla](#), ET Bureau | Updated: Dec 01, 2016, 12.51 AM IST

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MUMBAI: Nearly a million exasperated bankers, who are abused and sometimes even locked up inside their branches for apparently no fault of theirs, are now protesting against the [Reserve Bank of India](#), demanding transparency from the central bank on its handling of the demonetisation issue.

The regulator must do its bit to explain the measures taken to handle the situation rather than issue circulars and tweak rules by the hour, said the biggest bank staff union in a letter to RBI governor [Urjit Patel](#).

"We are writing a letter to RBI governor so that they come clean on the issue as there's no transparency on the part of the regulator," said CH Venkatachalam, general secretary, [All India Banks Employee Association](#).

"They are saying currency is coming, but we have no idea when. RBI should disclose how much currency has been printed and how much they have distributed to the banks so that people can be properly informed."

The bank employees' association also wrote to the [Indian Banks Association](#) against the multiple circulars issued by the central bank and how they were creating problems for bank employees.

"RBI is issuing umpteen number of instructions every day and the branch staff can't cope with such orders —sometimes they create more problems than offer solutions," the letter addressed to IBA chief [Rajeev Rishi](#) said. The association has also told IBA that bank employees have been under severe pressure due to tensions, conflicts and clashes breaking out inside bank branches.

"We seek the IBA's intervention to ask for proper police protection in branches," the letter said.

"We have reports that irritated customers are creating a ruckus inside branches and sometimes even locking the branches and staff had to seek the help of police for their release."



The next 10 days are likely to be crucial as a huge number of employees and pensioners would throng the bank branches to draw their salary but nonavailability of cash may lead to a lot of heartburn.

"We find branches displaying boards like 'No Cash', ATM Out Of Cash', etc, which seriously erode the reputation of our banks in the eye of the common people," the letter said, adding "majority of the ATMs are still non-functional and this would add to the crowd and congestion inside branch premises."

The association also pointed out that due to non-availability of cash, bank branches are finding it difficult to deal with angry customers. "We have got reports about customers abusing the staff since they can't give them the required cash due to reasons beyond their control," the letter said.

"There are reports that customers are asked to withdraw Rs 2,000 or Rs 4,000 instead of the weekly Rs 24,000 which they are eligible to, since there is inadequate cash balance in the branches."

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