

Bank of Baroda advances working hours at admin offices by an hour

VINSON KURIAN

PRINT · T+

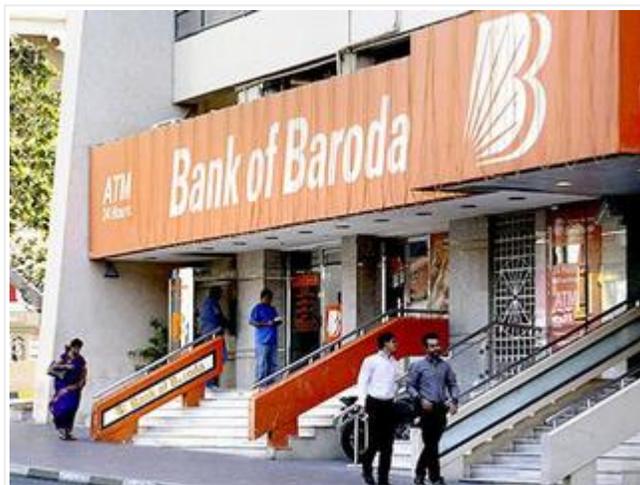
Share

Save

Share

3

Aimed at ensuring speedy and timely support to branches



Thiruvananthapuram, August 28:

Digital transformation is forcing changes in the way banks conduct business as reflected in how their focus has switched from being product-centric to customer-centric.

It was only to be expected that the services at various levels would also get a look-in, which is what has led Bank of Baroda to think differently in that perspective.

The public sector bank has decided to open its administrative offices across the country for business earlier by an hour than branches/service outlets in business district areas.

In a circular to all branches/offices, it said that the work timings of its administrative offices will be changed to 9 am to 4 pm with effect from September 18.

This is inclusive of the recess period of 30 minute from 1 pm to 1.30 pm. The offices for which the revised timings are

applicable are: head office, corporate office, zonal offices, regional offices, zonal inspection and audit divisions, SME loan factories, specialised mortgage stores, back-offices, Baroda Academies and Apex Academy, and the government business department, New Delhi.

Different timings

Accordingly, the notice of a change in terms of Section 9A of the Industrial Disputes Act has also been issued. Explaining the logic, the circular issued by the Human Resources Management Department said that the branches/service outlets operate on different timings.

These are determined by the market dominion such that the service outlets located at suburban districts commence business at 9 am.

This is to suit the requirements of customers who would ideally be residents of the locality and prefer to carry out some banking activity on the way to work.

Support to branches

Likewise, branches/service outlets located in business district areas catering to the banking requirements of business houses/ corporates/ traders commence business hours usually at 10 am or 11 am.

So, administrative offices should commence work before a majority of branches open for customer service, and close at 4 pm at close of business hours in those branches.

This would ensure speedy and timely support to the branches, the circular said.

In a circular, the bank said that the work timings of its administrative offices will be changed to 9 am to 4 pm with effect from September 18

(This article was published in the Business Line print edition dated August 29, 2017)