

मानव संसाधन विभाग, केन्द्रीय कार्यालय

यूनियन बैंक भवन, २३९, विधान भवन मार्ग, नरीमन पॉइंट, मुंबई - ४०००२९

स्टाफ परिपत्र क्रमांक ६२१९

दिनांक: २२.०७.२०१५

प्रति: सभी शाखाएँ / कार्यालय

**विषय: बैंक में नियुक्त "नेत्रहीन कर्मचारियों" का सशक्तिकरण**

विकलांग व्यक्तियों (पीडब्ल्यूडी)को सहायता प्रदान करने व प्रभावी रूप से उन्हें कर्तव्यों का निर्वहन करने में सक्षम बनाने के उद्देश्य से भारत सरकार, वित्त मंत्रालय, वित्तीय सेवाएँ विभाग ने अनुपालन के लिए कार्मिक एवं प्रशिक्षण विभाग के पत्र क्रमांक एफ.नंबर. 3/13/2014-कल्याण दिनांक 18.11.2014 द्वारा जारी विस्तृत दिशा निर्देश भेजे हैं. ये दिशानिर्देश कार्मिक एवं प्रशिक्षण विभाग के कार्यालय ज्ञापन क्रमांक:36डी25/3 2013-ईएसटीटी.(आरईएस) दिनांक 31.03.2014 द्वारा जारी किए गए हैं, जिसमें विकलांग कर्मचारियों को प्रदान की जाने वाली सुविधाओं / सूचीबद्ध सुविधाओं की सूची है, जहाँ उनके लिए जॉब भूमिकाओं की पहचान, मददगार /सहायक उपकरणों को उपलब्ध करना, भर्ती पूर्व व पूर्व पदोन्नति प्रशिक्षण उपलब्ध कराना, सुगमता व कार्य स्थल पर बाधा मुक्त वातावरण प्रदान करना आदि शामिल हैं, जिससे विकलांग व्यक्ति प्रभावी रूप से अपने कर्तव्यों को पूरा करने में सक्षम हो सके.

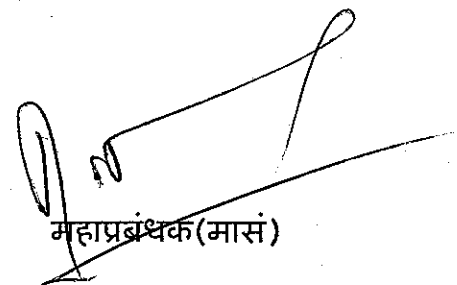
वित्त मंत्रालय द्वारा जारी उपरोक्त निर्देशों के आधार पर हमारे बैंक ने नेत्रहीनों कर्मचारियों द्वारा अपने कर्तव्यों के प्रभावी ढंग से निर्वहन हेतु एक कार्य योजना आरंभ करने के लिए कदम उठाया हैं, जिसमें नेत्रहीन कर्मचारियों के लिए विशेष प्रशिक्षण, सहायता उपकरणों/प्रौद्योगिकी की खरीद द्वारा तकनीकी सहायता प्रदान कर सुगमता व कुशलता से अपने कर्तव्यों के निर्वहन के लिए सक्षम बनाना शामिल है. हमारे बैंक ने अंधे व आंशिक रूप से नेत्रहीन कर्मचारियों की सुविधा के लिए एक समावेशी सीडी का निर्माण किया है, जिसमें फिनेकल गाइड के फ़ोल्डर, सॉफ्टवेयर व ट्यूटोरियल आदि शामिल हैं, जिनका उल्लेख परिपत्र क्रमांक: 6093 दिनांक 30.05.2014 में किया गया है. इसके अतिरिक्त नेत्रहीन कर्मचारियों के लिए प्रभावी रूप से कंप्यूटर संचालित करने के लिए JAWS सॉफ्टवेयर के प्रावधान संबंधी डीआईटी, केका द्वारा जारी पत्र क्रमांक डीआईटी:एसडब्ल्यू:3191-3253/2014 दिनांक 31.12.2014 का भी संदर्भ ले. आपके सुलभ संदर्भ व आवश्यक कार्रवाई के लिए इस परिपत्र के साथ हम उक्त पत्र / परिपत्र की प्रति संलग्न कर रहे हैं.

उपरोक्त पहल के अतिरिक्त बैंक के हित के लिए क्षेत्र कार्यकर्ताओं को इस बात के लिए जागरूक करने की आवश्यकता महसूस की गयी कि नेत्रहीन स्टाफ सदस्यों को शाखाओं/कार्यालयों के विभिन्न विभागों में विविध जॉब भूमिकाओं व जॉब प्रोफाइल के लिए उपयोग किया जा सकता है. तदनुसार, हम एक अनुलग्नक भेज रहे हैं, जिसमें नेत्रहीन कर्मचारियों द्वारा किये जा सकने वाले विभिन्न कार्यों की पहचान की गयी है, तथा ऐसे व्यक्तियों को अधिमानतः जहाँ तक संभव हो, इन्हीं चिन्हित कार्यों को करने के लिए तैनात किया जाना चाहिए. यहाँ यह जोड़ा जा सकता है कि उपरोक्त चिन्हित कार्य परिपूर्ण न होकर केवल निर्देशी है, तथा यह अभीष्ट है कि यदि संबंधित कर्मचारी अन्य प्रकार के कार्य को भी कुशलता पूर्वक कर सकता है तो, उसे ऐसा करने के लिए उत्साहित किया जाना चाहिए तथा उसे इस दिशा में बेहतर प्रदर्शन करने के लिए सभी प्रकार का सहयोग प्रदान किया जाना चाहिए. नेत्रहीन कर्मचारियों को भी उनके कौशल व कैरियर के विकास के लिए उसके समकक्ष अन्य कर्मचारियों के साथ नियमित रूप से प्रशिक्षण कार्यक्रमों के लिए नामांकित किया जाना चाहिए.

समर्थ प्रौद्योगिकियों के विकास के साथ बैंक में कार्य कर रहे नेत्रहीन स्टाफ के सशक्तिकरण के लिए उचित समायोजन के साथ हमारे पास बैंकिंग के विभिन्न क्षेत्रों में उत्पादकता के साथ उनकी सेवाओं का उपयोग करने का सुअवसर है. नवीन तकनीकी विकास, कौशल विकास और पर्याप्त प्रशिक्षण से नेत्रहीन कर्मचारी बहुत से अन्य कार्य भूमिकाओं में उत्पादकता के साथ बेहतर प्रदर्शन कर सकते हैं. ऐसी उम्मीद है कि शाखाओं / कार्यालयों में उनके वरिष्ठों और सहयोगियों से सही समर्थन व और कार्य स्थल पर अनुकूल कार्य वातावरण मिलने पर नेत्रहीन स्टाफ सदस्य भी बहुत कुशलता से अपने कर्तव्यों का निर्वहन करने के लिए सक्षम हो जाएंगे.

इस संबंध में सभी संबंधित से हमारे उच्च प्रबंधन द्वारा उठाए गए कदमों से अवगत होने का अनुरोध है व नेत्रहीन स्टाफ सदस्यों द्वारा उन्हें अपनी क्षमता को पहचानने व कार्यस्थल पर मूल्य जोड़ने के लिए एक समावेशी वातावरण प्रदान कर उन्हें सशक्त बनने में सहायता करें.

कृपया ध्यान दें व इस परिपत्र की विषय वस्तु को समस्त संबंधितों के ध्यान में लाया जाय. कृपया अनुपालना सुनिश्चित करे.

  
महाप्रबंधक(मासं)

संलग्नक: उपर्युक्त परिशिष्ट

**HUMAN RESOURCES DEPARTMENT  
CENTRAL OFFICE**

Union Bank Bhavan, 239, Vidhan Bhavan Marg, Mumbai- 400 021

Staff Circular No. 6219

22<sup>nd</sup> July, 2015

To : ALL BRANCHES / OFFICES

**Empowerment of 'Visually Impaired Employees'  
appointed in the Bank.**

With a view to provide assistance to Persons With Disabilities (PWD) and enable them to discharge their duties effectively, Government of India, Ministry of Finance, Dept. of Financial Services has forwarded for compliance, detailed guidelines laid by Department of Personnel & Training through their letter No. F.No.3/13/2014-Welfare dated 18.11.2014. These guidelines are issued by DoPT Office Memorandum No.36D35/3/2013-Estt.(Res) dated 31.03.2014, which has listed facilities / amenities that are to be provided to employees with disabilities including identification of job roles, providing aids/assistive devices, post recruitment and pre-promotion training, accessibility and barrier free environment at work place and so on, to enable persons with disabilities to perform their duties effectively.

Based on the above MOF directive, our bank has taken steps to initiate an action plan for enabling visually impaired employees to discharge their duties more effectively such as imparting of special trainings, procuring of assisting devices/technologies which will provide technological support for the visually impaired staff to perform their duties more easily and efficiently. Our Bank has prepared an inclusive CD for the convenience of blind and partially sighted employees, which includes folders on Finacle Guide, Software and Tutorial, details of which are mentioned in Staff Circular no. 6093 dated 30.05.2014. Also please refer to letter No. DIT:SW:3191-3253/2014 dated 31.12.2014 issued by DIT, C.O., on provision of JAWS software for employees with visual disabilities to operate the computer effectively. We are enclosing copies of above letter / circular with this circular for ready reference and necessary action by all concerned.

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Besides the above initiatives, a need is felt to sensitize the field functionaries that the services of visually impaired staff members can be utilized for a variety of job roles and job profiles in various departments at branches / offices for the benefit of the Bank. Accordingly, we are forwarding an ANNEXURE identifying the types of jobs, which can be performed by employees with visual impairment, and such persons may be preferably posted to perform such identified jobs, as far as possible. It may be added that the identified jobs enumerated in the annexure are only illustrative and not exhaustive, and it is desired that if the concerned employee can also perform other types of jobs efficiently, he / she may be encouraged to do so and all support must be rendered to such employees in this direction.

The visually impaired employees may be nominated for regular training programs at par with other staff for their skills and career development.

With the development of enabling technologies coupled with reasonable accommodation for empowerment of visually impaired staff working in the Bank, we have the opportunity to utilize their services productively in the diverse areas of banking. With newer technological advances, skills development and adequate training, visually impaired employees can perform more job roles productively. It is expected that extending of right support from seniors and colleagues at branches / offices to visually impaired staff members and providing a conducive work environment at the work place will greatly enable the visually challenged staff members to efficiently discharge their duties.

All concerned are requested to be sensitized on the initiatives taken by the Top Management in this regard and assist in empowering the visually impaired staff members to recognize their abilities and add value to their work performance by providing an inclusive environment.

The contents of this Circular may be brought to the notice of all concerned.


Please ensure compliance.



GENERAL MANAGER (HR)



Encl: Annexures as stated above.



## ANNEXURE

### **BROAD AREAS OF POSSIBLE JOBS FOR VISUALLY IMPAIRED STAFF IS:**

- ❖ Helpdesk at branches.
- ❖ Marketing of bank products and coordination of marketing related activities at branch, regional office, FGM office and departments at central office.
- ❖ Reconciling data for various statements to be prepared time to time at various levels.
- ❖ Follow-up with customers on various diverse banking parameters.
- ❖ Managing Email / letters / telephonic correspondence at various offices.
- ❖ Provide technical support for deployment of different packages introduced time to time in the bank.
- ❖ Generation of various statements, reports from different packages like CBS, LAS, closing package OMC, etc and accordingly take suitable action.
- ❖ Non-financial transactions at branch/administrative offices.
- ❖ Various monitoring activities at different offices like ATM monitoring, offsite monitoring cell, credit monitoring, etc.
- ❖ Coordinator / Faculty at staff training centers.

### **INDICATIVE LIST OF POSSIBLE JOB ROLES FOR PERSON WITH VISUAL IMPAIRMENT AT BRANCHES / OFFICES:**

<b>1. JOBS IN BRANCHES</b>	
<b>a. Help desk/ Branch assist</b>	<ul style="list-style-type: none"><li>➤ Handing over forms to customers for different banking services.</li><li>➤ Assisting customers in filling up the form, by once understanding the layout and remembering the key notings on the form.</li><li>➤ Addressing banking products related queries of customers.</li><li>➤ Manage Branch telephone.</li><li>➤ Inform customers about the banking procedures to</li></ul>

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	<p>avail banking services.</p> <ul style="list-style-type: none"> <li>➤ Provide information about service charges to customers.</li> <li>➤ Assist and train customers on using the machines deployed in branches such as Cash deposit machine, Self-Passbook entry machines etc.</li> <li>➤ Information dissemination about the IT products of the bank.</li> <li>➤ Guide customers on usage of Internet banking, mobile banking and other banking channels.</li> <li>➤ Coordinate ATM Charge Back Complaint Management.</li> <li>➤ Understand customers' requirement and direct them to the relevant counter for availing desired services.</li> </ul>
<p><b>b. Non-financial transactions using Finacle</b></p>	<ul style="list-style-type: none"> <li>➤ Pass book entry.</li> <li>➤ Issue statements to account holders.</li> <li>➤ Issue TDS certificates to eligible customers holding deposit.</li> <li>➤ Generate Thanks Letters for new customers.</li> <li>➤ Convey information to deposit customer about yield on their investment in given tenure.</li> <li>➤ Provide information about the status of cheques presented for collection.</li> <li>➤ Generate KYC updation reminder letters to customers.</li> <li>➤ Calculate EMI and eligibility for the amount of loan required by the customer.</li> <li>➤ Manage fulfillment module and address customer grievances.</li> <li>➤ Printing of daily mandatory branch reports.</li> <li>➤ Generate form 15G and 15H and handover same to customer for signature.</li> <li>➤ Generation of interest certificate for housing loan.</li> <li>➤ Generation of TDS certificate for deposit a/c holders.</li> <li>➤ Issue balance certificate.</li> </ul>
<p><b>c. General administration roles at branch level</b></p>	<ul style="list-style-type: none"> <li>➤ Remit TDS online to income tax dept.</li> <li>➤ Pay Online utility bills (Water/electricity/telephone/ Mobile) using internet banking service of the branch.</li> <li>➤ Coordinate with different vendors and AMC companies for ensuring proper upkeep and working of different equipments in the branches.</li> <li>➤ General office work like typing letters, maintaining</li> </ul>

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	<p>database in excel sheets, etc.</p> <ul style="list-style-type: none"> <li>➤ Generate periodical reports from different packages, compile data from customers/branch officials and submitted to higher offices.</li> <li>➤ Preparation of any report, data as demanded by the administrative offices as per the need.</li> </ul>
<p><b>d. Advances / Loan department at branch level</b></p>	<ul style="list-style-type: none"> <li>➤ Generate RBI framework reports from LAS on periodical basis.</li> <li>➤ Generate various monitoring reports from Finacle on periodical basis.</li> <li>➤ Follow-up with borrowers for submission of periodical documents such as insurance policy, stock statements, renewal papers etc.</li> <li>➤ Contact the defaulting borrowers where in there is an overdue in the accounts.</li> <li>➤ Contact the borrowers, whose loan accounts are due for renewal.</li> <li>➤ Contact the NPA borrowers, and inform them about various settlement schemes of the bank.</li> <li>➤ Provide information to customers about the status of loan application.</li> <li>➤ Generate bulk notices from LAS for the borrowers/guarantors for accounts under stress.</li> <li>➤ Type letters to be sent to defaulters by using MS office tools like mail merge.</li> <li>➤ Send e-mails/bulk SMS to loan default borrowers.</li> <li>➤ Generate periodical reports to assist the senior officers.</li> <li>➤ Prepare various annexure/statements to be submitted to higher offices.</li> <li>➤ Maintain diary in excel of various follow-up activities for credit department, and assist the credit team in follow-up related activities.</li> <li>➤ Generate CIBIL reports.</li> <li>➤ Follow up and Record borrower's remarks about the possible regularization date of account. Giving reminder on the said date if A/C not regularized and if needed, have a meeting with the borrower by calling in branch.</li> </ul>
<p><b>e. Marketing jobs at branch level</b></p>	<ul style="list-style-type: none"> <li>➤ Cross selling of bank retail products and conversion.</li> <li>➤ Deposits mobilization.</li> <li>➤ Coordinate with third party business partners for cross selling e.g. KBC mutual fund, SUD life products etc.</li> </ul>

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## 2. JOBS IN SPECIALIZED CELLS / DEPARTMENTS

<p><b>a. Credit Processing Cell (SARAL &amp; Credit Department at Regional Office)</b></p>	<ul style="list-style-type: none"><li>➤ Provide information to branches and customers about the status of loan proposals.</li><li>➤ Maintain management information system data for assisting the senior officials.</li><li>➤ Telephonic/Email follow-up for reconciling the departmental data.</li><li>➤ Issue nomination letters for credit process audit.</li><li>➤ Issue nomination letters to stock auditors and coordinate with branches and the auditors.</li><li>➤ Maintain a roster of accounts due for renewal and facilitate the process by timely providing MIS reports to the senior officials.</li></ul>
<p><b>b. Loan Recovery (Asset recovery Branch and CRLD)</b></p>	<ul style="list-style-type: none"><li>➤ Checking on the intranet the NPAs of branches in the purview of the credit processing cell.</li><li>➤ Cross checking the same with the balances of respective customers' loan accounts.</li><li>➤ Informing customers about the status of their default and consequences of continuation of the same.</li><li>➤ Typing letters to be sent to NPA borrowers by using MS office tools like mail merge.</li><li>➤ Generate periodical reports to assist the officers on the field.</li><li>➤ Monitor large NPA accounts of INR 10 lacs and above by following up with the branches and the borrowers.</li><li>➤ Communicate recovery policies and guidelines of the Central office to the branches on a regular basis.</li><li>➤ Assist in achievement of the recovery targets of the branches under the various parameters of the NPA Management (like Cash recovery, up gradation) by continuous review of branch performance.</li><li>➤ Follow up with the branches on identifying the eligible accounts under SARFAESIA/Legal action and monitors the progress of the same.</li><li>➤ Monitor submission of control returns by the Branches to the Corporate Office.</li><li>➤ Liaison with branches to conduct recovery camps and with court officials to conduct Lok Adalats.</li></ul>

### 3. JOBS IN THE ADMINISTRATIVE OFFICES (RO / FGMO / ZO)

<b>a. General Administration Work</b>	<ul style="list-style-type: none"><li>➤ Typing letters on dictation by superiors.</li><li>➤ Receiving phone calls and connecting to the top executives by prioritizing them.</li><li>➤ Follow up with branches about the work assigned by the zonal/regional managers to branches.</li><li>➤ Generation of periodical reports thereby assisting managers.</li><li>➤ Addressing customer complaints about branches after taking guidance from managers.</li><li>➤ Working with databases using MS excel.</li><li>➤ Informing branches about any reconciliation work to be done at their end over phone and following it up.</li></ul>
<b>b. Secretaries to the middle and top level managers</b>	<ul style="list-style-type: none"><li>➤ Typing letters on the dictation by the managers.</li><li>➤ Receiving phone calls and connecting to the managers by prioritizing them.</li><li>➤ Handling appointments.</li><li>➤ Follow up with branches about the work assigned by the zonal managers to branches.</li></ul>
<b>c. HRMS Management</b>	<ul style="list-style-type: none"><li>➤ Maintenance of the record of dependent family members of employees.</li><li>➤ Coordinate training nominations and issue letters.</li><li>➤ Coordination, follow up and admin jobs in CSR department of our bank.</li><li>➤ Follow-up with staff for PMS, assets liability statement submission, annual appraisal, filling up investment declaration, etc.</li><li>➤ Sanctioning of various perquisites like conveyance reimbursement (petrol), newspaper, telephone expenses, canteen subsidy Etcetera of the staff members of the office.</li><li>➤ Managing user maintenance activities such as password re-set in HRMS application, etc.</li></ul>
<b>d. Planning and Development Department</b>	<ul style="list-style-type: none"><li>➤ Prepare reports on various business parameters of branches and evaluate their performance.</li><li>➤ Set targets for various business parameters on annual/half yearly basis.</li><li>➤ Coordinate the meetings/workshops of branch officials at regional office.</li></ul>

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	<ul style="list-style-type: none"> <li>➤ Manage EKYC module and follow-up with branches regarding the suspicious transactions.</li> <li>➤ Manage Data reconciliation process and submit the compiled data to higher offices.</li> <li>➤ Monitor cash holding limits of the branch and coordinate with branch and currency chest in case of need.</li> <li>➤ Reconciliation of various unadjusted entries lying in the branches based on the CBS report</li> </ul>
<p><b>e. Credit Monitoring</b></p>	<ul style="list-style-type: none"> <li>➤ Check and download list of SMA0, SMA1 and SMA2 accounts from LAS monitoring module on regular basis.</li> <li>➤ Follow-up with branches by sending letters, e-mails, phone calls.</li> <li>➤ Record branch's remarks about the possible regularization date of accounts. Taking feed back again on the said date and if needed, have a conversation with the borrower.</li> <li>➤ Prepare periodical return for submission to higher authority.</li> <li>➤ Scrutinize Monthly/quarterly monitoring reports for large borrower accounts.</li> <li>➤ Follow-up for mock run accounts and cross check the same in the system.</li> <li>➤ Send bulk notices to the stress assets borrowers.</li> <li>➤ Maintain a roster of accounts eligible for credit process audit.</li> <li>➤ Assist in conducting AQMC (Asset Quality Monitoring Committee) meetings regularly for the region.</li> <li>➤ Assist to ensure implementation of action plans suggested by the AQMC and follows up with branches for the same.</li> <li>➤ Ensures submission of consolidated position of stressed assets (Annex C &amp; D) on monthly basis to the Central Office.</li> <li>➤ Ensures all branches are regular in timely submission of monitoring reports adhering to corporate guidelines.</li> </ul>
<p><b>f. Regional Computer Cell</b></p>	<ul style="list-style-type: none"> <li>➤ Conduct vocational workshops for enhancing IT knowledge on introduction / up gradation of new technology.</li> <li>➤ Coordinate with vendors, DIT and ATM cell for installation, monitoring and maintenance of ATMs.</li> <li>➤ Assist other departments in Regional Office for</li> </ul>

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	<p>generation of various reports.</p> <ul style="list-style-type: none"> <li>➤ Maintain records of coverage of hardware under AMC and Insurance.</li> <li>➤ Provide trouble shooting support to all branches/offices.</li> <li>➤ Promote the marketing of alternative delivery channel products.</li> </ul>
<p><b>g. Official Language Department</b></p>	<ul style="list-style-type: none"> <li>➤ Translation of defined documents (issued from Regional Office) to Official Language as per Official Language Act, 1963.</li> <li>➤ Training / workshops of staff on official language from a banking context as per regulations.</li> <li>➤ Assist in smooth conduct of inspection by Government officials and Member of parliamentary committee on Official Language with respect to Bank's compliance to OL, 1963.</li> <li>➤ Coordinate submission of Official Language reports from the Branches relating to provisions of the Act and submits the same to competent authorities.</li> <li>➤ Develops and implements innovative means for enhancing implementation of official language in the region.</li> <li>➤ Organize and conduct Regional Office Official Language Implementation Committee meetings and provides updates on official language implementation on the same on a quarterly basis.</li> <li>➤ Assist in timely publication of Hindi house journals with quality material and any other reference literature for promotion of OL.</li> </ul>
<p><b>h. Marketing</b></p>	<ul style="list-style-type: none"> <li>➤ Monitor the performance of branches with respect to transaction banking products (e.g. Cards, e Banking etc) and provide necessary support to the branches to drive the same.</li> <li>➤ Coordinate with Marketing Officers for submission of Monthly Monitoring Report (MMR) as per Central Office guidelines.</li> <li>➤ Assist in achievement of business goals under CASA, Third Party Products by driving efforts through Branch Managers / Marketing Officers to canvass products to customers.</li> <li>➤ Monitors the performance of Branches in distribution of Third Party Products organize camps; arrange participation in the fairs, exhibitions, events, etc.</li> <li>➤ Assist in implementation of all central initiatives for driving use of alternate channels in the region.</li> </ul>

	<ul style="list-style-type: none"> <li>➤ Monitor the indices regarding issue of cards. Mobile and internet banking registrations.</li> <li>➤ Follow up with bank frontline to push alternate channels penetration.</li> </ul>
<p><b>i. Channel Manager at ROs</b></p>	<p><b><u>ATM Maintenance:</u></b></p> <ul style="list-style-type: none"> <li>➤ Work towards zero cash outs in the branch managed ATMs through follow ups and escalations regarding poor performance to regional head.</li> <li>➤ Create and communicate daily performance reports to regional head and central office follow up with vendors to reduce turnaround time on FLM and SLM related issues and ensure that they meet their SLAs.</li> <li>➤ Manage on -- site vendor's utilization to maintain ATM uptime, reporting and site maintenance checklist.</li> <li>➤ Actively develop corrective and preventive actions for high ATM downtime issues.</li> </ul>
	<p><b><u>ATM reach and channel usage:</u></b></p> <ul style="list-style-type: none"> <li>➤ Monitor the average number of hits on ATMs in the region.</li> <li>➤ Identify ATMs with continuously low hits and recommend change of locations for the same to central and regional office monthly.</li> <li>➤ Ensure that the new ATMs are made operational before deadline by removing bottlenecks to quick installation.</li> <li>➤ Promoting alternate channels products at various levels.</li> </ul>
	<p><b><u>Complaints Management:</u></b></p> <ul style="list-style-type: none"> <li>➤ Assist the customer care unit to reach out and follow with branches to solve complaints regarding ATM channel.</li> <li>➤ Coordinate with branches for faster resolution on "incorrect amount dispensed" complaints Manage MIS for ATM channel complaints for the region and communicate the same to Regional head and Central office.</li> </ul>

#### 4. JOBS IN THE TRAINING CENTERS

<b>a. Admin</b>	<ul style="list-style-type: none"><li>➤ Coordinates housekeeping and other administrative activities.</li><li>➤ Assisting in the library management.</li><li>➤ Issuing welcome and feedback letters to participants.</li><li>➤ Follow up for various training activities.</li></ul>
<b>b. Faculty in Training Centers</b>	<ul style="list-style-type: none"><li>➤ As a coordinator for training programs.</li><li>➤ Contribute articles to Bank's internal publications.</li><li>➤ As a training faculty/resource person.</li></ul>

#### 5. JOBS IN THE CENTRAL OFFICE, ATM CELL AND DIT

	<ul style="list-style-type: none"><li>➤ Various departments in the CO need to do lot of follow up work with branches / ROs / ZOs, and vendors, etc. Visually impaired staff can be assigned these follow up tasks.</li><li>➤ Above mentioned various tasks at RO level related to P&amp;HR, P&amp;D, PBOD, CRMD, CRLD, DBD, ATM, MIS, Marketing, secretary level, OL, can be suitably assigned at central office departments level.</li><li>➤ At ATM cell, replying to customers' complaints/queries received via e-mails and portal pertaining to alternative channels like ATM, internet banking, mobile banking, etc. through email.</li><li>➤ Informing branches about any reconciliation work to be done at their end over phone and e-mail and following it up.</li><li>➤ Queries pertaining to statements, billing, hot listing of the Cards, change in account details and address change of the card holders, reissue of cards, SMS about the statements and grievance handling.</li><li>➤ At call center operations for call audits and monitoring.</li><li>➤ Assisting team of mobile banking, internet banking, and corporate website for testing and usability/accessibility assessment.</li><li>➤ Assisting various sections with vendor follow up and monitoring work.</li><li>➤ Assisting in corporate website and UBI NET content preparation.</li></ul>
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	<ul style="list-style-type: none"><li>➤ Assisting in fulfilling requests from banks internal department regard to changes, additions, uploads to bank portals.</li><li>➤ Working with databases using MS excel and preparation of periodical returns in preset formats.</li><li>➤ Assisting in various daily reports generation.</li></ul>
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**PLEASE NOTE THAT THE FOLLOWING PRE-REQUISITES WILL BE NECESSARY FOR UNDERTAKING ABOVE MENTIONED JOB PROFILES:**

- The employee possess working knowledge of computer, given system access and his/her PC is updated with suitable access technologies like screen reader, screen magnifier and OCR as per the requirement of the visually impaired employees after due assessment of their needs as provided in the Bank's circular.
- Soft copy data is a key need for screen reader user i.e. most of the data provided to visually impaired employee in order to undertake abovementioned tasks is in MS Word, MS Excel, HTML, notepad, etc.
- The accessibility of various softwares, platforms and web sites used in the Bank (Finacle, Internet site, Intranet site, lotus e-mail client, Union Parivaar, etc.) with assistive technology also needs to be ensured. Accessibility means that such programs and platforms are readable using screen reading softwares (JAWS).
- Please ensure that visually impaired employees get reasonable human assistance as and when required to discharge his or her duties.
- Central Office will communicate about conducting of special training in order to equip these employees with knowledge of systems and procedures in the Bank.

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Circular no.: 6093

Date: 30 May 2014

To : All Branches / Offices,

**Inclusive CD for blind and partially sighted employees**

We are pleased to inform you that for the convenience of our blind and partially sighted staff members, Bank has prepared an inclusive CD. Folder wise contents of this CD are as under:

1. **Finacle Guide:** In this guide, Designed for visually challenged users, basic knowledge for working on FINACLE is provided. It is feasible for new comers and many old employees.
2. **Software:** In Software folder, there are screen reader (Demo version of JAWS and full version of NVDA), Magnifier (MAJIC for partially sighted) and TTS (Lekha for reading hindi).
3. **Tutorial:** this folder contains specially designed training material of MS Office, Windows, Internet: etc.

The contents of this CD could be avail from the FTP link:  
<ftp://172.31.14.186/Departments/UBI%20Welcome%20Inclusive%20CD/>

Your suggestions for development and improvement of the contents of this CD are welcome.

Please convey the content of this circular to all concern.

  
(A.K Thakur)  
General Manager (P & HR)



<b>From:</b> Department of Information Technology, Technology Center, Powai, Mumbai.	<b>To:</b> All Regional Heads
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Ref: DIT:SW: 3191-3253/2014

December 31, 2014

**Subject: guidelines for providing certain facilities in respect of Persons with Disabilities who are already employed in Government for efficient performance of their duties**

Please refer the Letter from Department of Personnel & HR, Reference No. DP: MPRD: 450: 2014 dated 01-12-2014 regarding the caption subject (Copy Enclosed for your ready reference).

We wish to inform that based on the request received from Regional Offices, DIT has provided JAWS software for employees with visual disabilities to operate the computer efficiently. DIT is also providing budget for the procurement of JAWS Software to fulfill the requirements of RO.

Kindly confirm that all visually impaired Staff/Officers are provided with JAWS software. In case we need to provide the Software to any newly joined visually impaired officials, please inform the details for providing necessary Budget.

  
(Ajit Kumar Rath)  
✓ GENERAL MANAGER

Encl: Copy of Letter No. DP:MPRD:450:2014 dated 01.12.2014