

UNITED FORUM OF BANK UNIONS

(AIBEA-AIBOC-NCBE-AIBOA-BEFI-INBEF-INBOC-NOBW-NOBO)

CIRCULAR No. UFBU/2025/9

Date : 5-6-2025

TO MEMBERS OF ALL CONSTITUENT UNIONS:

Dear Comrades,

Increasing attacks & assaults in Branches

DFS advisory to All State Governments

Our unions and members are aware that in the recent agitation and Strike Notice, we had highlighted the issue of increasing attacks and assaults on employees and officers in bank branches. During the conciliation meeting before the Chief Labour Commissioner, we pointed out that unruly customers and banking public are indulging in physical assaults on employees and officers in Branches and such customers also use abusing language on the staff members.

We demanded that in addition to Bank managements taking swift action on these erring customers, the State Governments should also ensure proper protection of bank staff. We also demanded that Banks should provide Security Staff/ Armed Guards in the Branches.

The representatives of the Dept. of Financial Services, Ministry of Finance, Government of India informed us in the conciliation that they also share our concerns and the issue will be escalated to the higher authorities.

Yesterday, the Secretary of the DFS has sent a communication to all the Chief Secretaries of the States as under:

M. NAGARAJU
SECRETARY

Government of India
Ministry of Finance
Department of Financial Services

D.O. No. 9/9/7/2025-IR

4th June, 2025

Dear Chief Secretary,

Securing the availability of banking services to the public at all times is essential to enable households to meet their daily financial needs, access government welfare benefits through Direct Benefit Transfers (DBT) and for traders, micro-entrepreneurs, farmers and industries to carry on their economic activities without disruption.

2. News reports and social media coverage in the recent past highlighted disturbing incidents of anti-social elements behaving aggressively with bank staff within bank premises, which includes verbal abuse, physical assault and even disruption of operations. These are the unlawful actions which discourage the morale of bank staff and undermine public trust in the safe delivery of banking services. Such actions must be dealt with firmly and promptly, with deterrent legal measures to protect bank staff and ensure uninterrupted public access to banking.

3. In this context, I request you to issue suitable advisories to sensitize and instruct District Magistrates and the State Police to:

- (i) **Take all preventive measures to avoid such incidents in bank branches including deployment of local police/ patrolling during peak banking hours at vulnerable locations.**
- (ii) **Ensure prompt and effective response to such complaints by the designated law enforcement agencies.**
- (iii) **Take strong and deterrent action against perpetrators under relevant provisions.**

4. These measures will enhance public trust, provide a secured environment for bank employees and facilitates the effective delivery of banking services.

With regards,

Your Sincerely.
Sd.. (M. Nagaraju)

To
Chief Secretary
[All States/ UTS]

Copy to

- 1. Chief Executive, Indian Banks' Association
-for information and circulation among members banks
- 2. Chairman, State Bank of India and Managing Director & CEO of all Nationalized Banks
for sensitizing senior bank executives to immediately take stock of such incidents and proactively approach the State and District Authorities concerned for appropriate action

With greetings.


Yours comradely,



AIBEA



AIBOC



NCBE



AIBOA



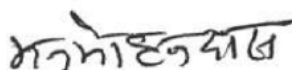
BEFI



INBOC



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NOBW



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