CHAPTER V

CONCLUSION
The trade union movement in India was passed many years back as a protest against low wages, rise in prices, petty oppressions and mal-practices of supervisory officers. The protest in most cases was mild and was more in the form of an appeal or prayer for Justice than a demand for regular. The workers had, however learnt to come together, to organise themselves into stable organisation giving expression to their discontent and resentment. The lesson that they learnt was never forgotten and out of that small beginning in 1918 has now flowered a big and impressing movement with a distinct and proud place of its own in the life of the nation. The movement in banking Industry had also many ups and down, (some periods of growth and some of defeat and disaster) but on the whole it was a march forward towards stability, strength and effectiveness. After nationalisation its demand were settled through "Shastri" and "Desai Tribunals". The post nationalisation period entered in to a new phase with a distinct bias towards consolidation, sophistication, and improvement in operational efficiency.

As banking industry in our country plays a vital role in ruling the economy, it has greatly changed in the last decades. The Reserve Bank of India, which is an
apex institution of banking has taken great strides in urban and rural development through the industry. The establishment of Regional Rural Banks specifically for the rural development is a significant factor in banking history. A new concept, under implementation is known as "service Area Approach". Under the scheme, each village will be having the facility of banks. There will not remain any area "un-banked". The concept has brought operational limitations areawise for bank's branches there by serving the people under a limited sphere more effectively and serving the social purpose, like helping the needy persons in the village financing them for productive purposes and also keeping watch over their producing activity.

The new 20 Economic Programme includes banking development programme too. In recent year banking development has crossed rupees thousand crores. Though the pace of branch expansion slowed down considerably because the Reserve Bank of India and not issue new licences. At the end of June 1986, the bank branches stood at 53,287. Re-grouping and consolidation of some of the foreign offices of Indian banks undertaken during the year with a view to strengthening their operations. Banking industry has turned a new leaf in
the area of profitability. The factors responsible for profitability and attributed to the conscious effort on the part of banks and the better funds are management rationalisation, service charges, enlargement of capital etc.

The commercial role of banking industry has been rationalised, therefore, it has become a great source of inspiration for better working. The banking industrialist falls in the category of service industry and deals with the general public, it becomes its responsibility to maintain cordial relations towards its clients.

Now along with changing circumstances, banking industry has also improved its efficiency in customer services. The year of 1986 has been designated as "the year of the customer", concerted efforts were made to further improve the range and quality of service rendered to the customers.

A new range of schemes and services covering deposits, credit cards and financing facilities was added during the year, keeping in view, the varied needs of the cross section of the banking public. At the branch level, teller counters, "May I Help You"
counters, quality circles and branch level, customer service groups, were further strengthened in different banks. The banks also laid adequate stress on the observance of the "customer day" every month, for facilitating interface of members of the public having grievances against the functioning of the banks with the top level executives of the banks. At the industry level, while the joint publicity committee of the public sector banks continued its efforts to disseminate banking related information to the banking public, the customer service centres already established in major cities forwards ensuring better redressal of customer complaints. The major complaint against the banking system at present is the undue delay in encashment of cheques across the counter. Though "Teller" system has been introduced by most of the banks and its branches but it is still lacking in many banks, hence, the facility should be provided by each bank. The outlay in the encashment of out-station cheques is also a big problem. Therefore it has been directed by the government through the Reserve Bank of India to all banks, that up country cheques in individual names up to Rs. 2500/- should be attended to on a priority basis. All out station cheques deposited by the customers in
their accounts if not credited within 10 days are realisable at state capitals and those cheques drown on other places within 15 days, the interest of 5% at the rate of saving bank account be credited without asking the customer. This is one of the important landmark in customer services by the banks. Other areas also require prompt attention. The implementation of standing instruction timely and transferring of amount by many of mail transfers on telegraphic transfers promptly.

Customer services requires decent behaviour of employees towards it customers which has scope to improve upon.

As banking industry plays a vital role to rule the economy. This industry like any other big industry of economy also requires the patronage and guidance both the controlling management and the other working class categories popularly known as working class. The two, together form the wings of an industry which can fly according to need of time. Its success and failure have great dimensions which entirely depends on the togetherness of the two. Above mentioned wings its role and displays depends on the fundamentalism of trade union. The nationalisation of banks brought about a
tremendous change in bank not only with regards to its objectives but over-all concept which includes union-management relations. The concept of participating management started gaining roots. Gradually employees director were chosen for the board of bank to raise voice not only with regard to employer problems but also participating in framing banking policy within the frame work entrusted upon by the government and the Reserve Bank of India. Participating management though has taken shape but neither banks nor the employee directors are serious in playing effective role.

In fact for every small or major issues involved, the banks look at 'Indian Bank's Association'. Association of banking management which guides them and interprets various forms of the awards of Unions. It will not be out of place to mention here that Indian Bank's Association has no legal entity to survive, but as a matter of practice, it has come to stay as an "Association of bank's Management".

There are a small number of Unions which are affiliated with one political party or another:

(1) Separate award for Reserve Bank of India
(2) Separate award for State Bank of India
(3) Trade Unions presently working in Banks

(a) All India Bank Employees Association (CPI)
(b) National Confederation of Bank Employees (INTUC)
(c) Bank Employees Federation of India (CPI(M))
(d) National Organisation of Bank Workers (BJP)

There is a general recognition of these Unions as they can be of value for maintaining Industrial peace and for development production. The idealism and philosophy of Unions are directed towards national welfare. In the present age, banking Industry on one side and trade unions on the other have been playing significant role to develop the country. Trade Unions which were regarded as agents of class-war and agencies for collecting bargaining only, now have become popularly known as the watch-dog for the economic activities of the well being of the society. According to the new ideology of the trade union they work hand-in-hand with the management. It is now essentially a social organisation looking after the all-round interest of workers as a social group and more importantly looking after the welfare of the whole society.

The Indian Banks so far at the one end, have been exhorted to shed their conventional outlook which was
conservative, static and negative has changed giving a positive social orientation in order to enable them to promote social and economic welfare of the country. To fulfill this aim banks are acting in such a way, it inspires confidence among the people. The late Prime Minister, Smt. Indira Gandhi truly said "the bankers have now become employees of a publicity owned and socially responsible system".

On the other end, trade unions are expected to work with co-operation, devotion and dedication in the discharge their duties with positive effect. It is also expected by them, to involve into the development programme applying new technology and modern methods of working in banking system as use of computer and other new techniques etc. Therefore trade unionism in banking industry happens to be that instrument by which nation can active its objective of alround development and social welfare. Hence it places a number of new responsibilities on its shoulders to placing a dynamic role in realising the national goals and shaping egalitarian social order. The work of banking and its trade unions will not stop here but they may include their country's into the list of fully developed at the end of this century.