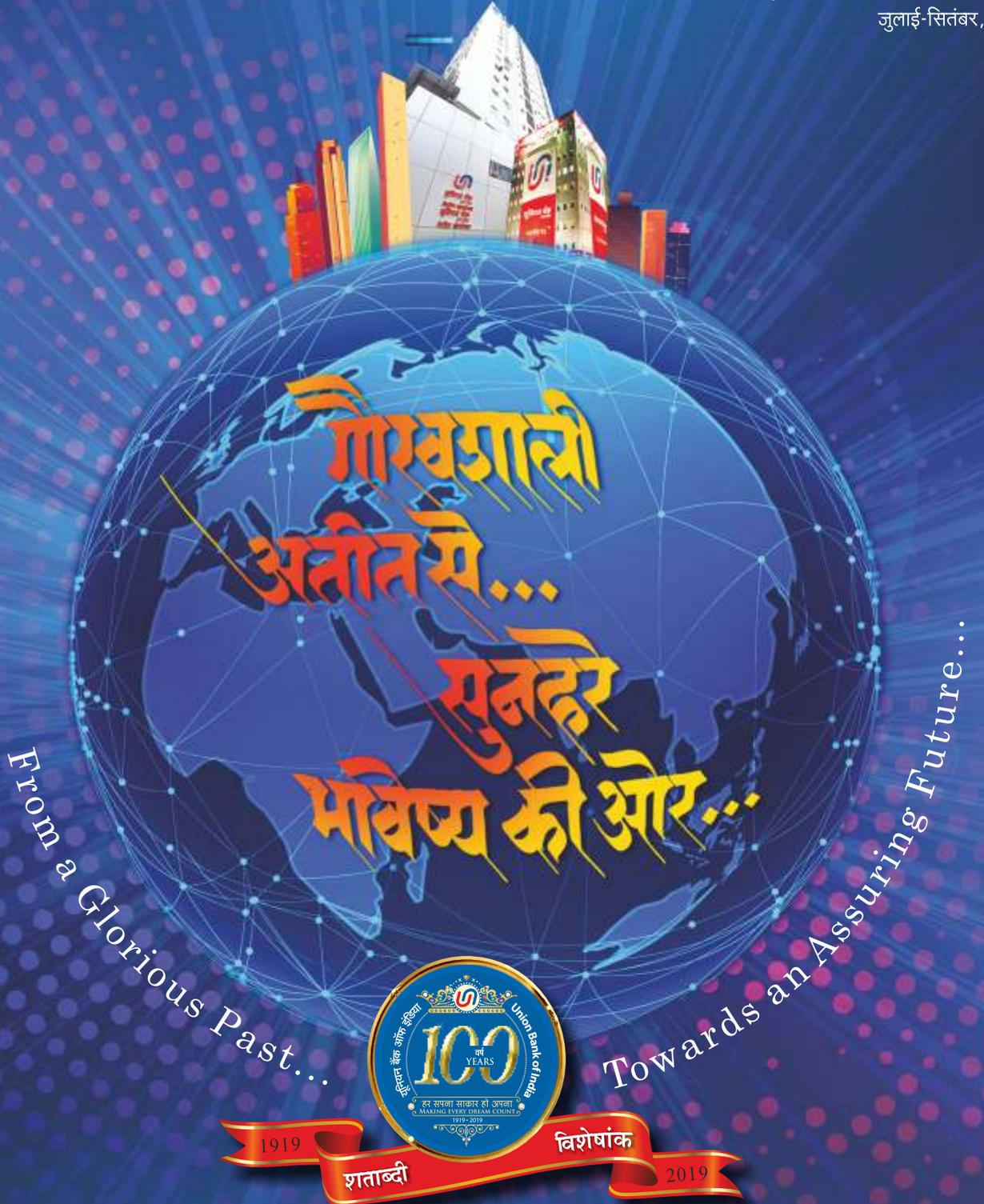


यूनियन धारा

UNION DHARA

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यूनियन बँक
अच्छे लोग, अच्छा बैंक
Union Bank
of India
Good people to bank with



यूनियन धारा

UNION DHARA

जुलाई-सितंबर, 2019 | July-September, 2019

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प्रार्थना

इतनी शक्ति हमें देना दाता
मन का विश्वास कमजोर हो ना

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भूलकर भी कोई भूल हो ना

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दूर अज्ञान के हों अँधेरे
तू हमें ज्ञान की रोशनी दे
हर बुराई से बचते रहें हम
जितनी भी दे भली जिन्दगी दे

बैर हो ना किसी का किसी से
भावना मन में बदले की हो ना
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हम ये सोचें किया क्या है अर्पण
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अपनी करुणा का जल तू बहा के
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वि ज न

V I S I O N

‘अपने पसंदीदा क्षेत्रों में हम बनें,
लोगों की पसंद का पहला बैंक;
ग्राहकों के साथ हितकारी,
चिरकालीन रिश्तों के साथ
कार्य-प्रणाली में अनवरत करते हुए सुधार.’

To become the bank of first choice
in our chosen areas by building
beneficial and lasting relationships
with customers through a
process of continuous improvement.

मिशन

M I S S I O N

एक ऐसी ग्राहक संकेन्द्रित संस्था बनना, जिसकी ग्राहक सेवा के क्षेत्र में अपनी अलग पहचान हो। ग्राहकों की सभी वित्तीय आवश्यकताओं की पूर्ति के लिए उत्पादों की व्यापक श्रृंखला प्रस्तुत करना। लाभप्रद विकास पर फोकस के माध्यम से शेयरधारक संपदा में सर्वाधिक वृद्धि करने वाली संस्था बनना। प्रौद्योगिकी प्रधान अनुभवी कार्यबल वाला युवा बैंक बनना। सभी स्टेक धारकों द्वारा प्रशंसित सर्वाधिक विश्वसनीय ब्रांड बनना। वित्तीय समावेशन के क्षेत्र में अग्रणी बनना।

To be a customer centric organization Known for its differentiated customer service.

To offer a comprehensive range of products To meet all financial needs of customer.

To be a top creator of shareholders wealth Through focus on profitable growth.

To be a young organization Leveraging on technology and experienced workforce.

To be the most trusted brand, admired by all stakeholders.

To be a leader in area of Financial Inclusion



प्रधान मंत्री का संदेश



प्रधान मंत्री
Prime Minister

MESSAGE

I am pleased to know that Union Bank of India is organizing its Centenary celebrations and publishing a special issue of its magazine "Union Dhara" to mark the occasion.

Banking is one of the key indicators of economic growth and development of a nation. Our Government has taken several initiatives to strengthen the sector as also to make banking inclusive.

Banks must strive to ensure that the people at the grassroots level get easy access of the banking services. Banking institutions need to act as custodians of the finances and train their focus on macro and micro-financing to help entrepreneurs reap the benefits of various schemes available for them.

A Centenary celebration is a joyous moment to cherish for any institution. Measured against any indicator, it is indeed a glorious achievement for Union Bank of India. The completion of a hundred years in service of the people is an occasion to reflect on the achievements and introspect on a roadmap for the future.

I am sure that the occasion will inspire everyone who is associated with Union Bank of India in any capacity to continue to strive in the service of our nation with responsibility, accountability and transparency.

Best wishes to the all involved for highly successful Centenary celebrations of Union Bank of India. May the quarterly magazine – "Union Dhara" trace the growth and evolution of Union Bank of India in its hundred-year journey and be read and liked widely.

(Narendra Modi)

New Delhi
कार्तिक 18, शकसंवत् 1941
9th November, 2019

वित्त मंत्री का संदेश



निर्मला सीतारामन
वित्त एवं कार्पोरेट कार्य मंत्री
भारत सरकार



Nirmala Sitharaman

Minister of Finance and Corporate Affairs
Government of India.

November, 2019

MESSAGE

Happy to note that Union Bank of India is celebrating its centenary year on 11th November, 2019 and bringing out a special issue of "Union Dhara" to mark the occasion.

Confident that Union Bank of India will continue to strive hard to provide excellent banking experience to its customers.

Best wishes for the success of the event and for the special issue of "Union Dhara".

(Nirmala Sitharaman)



अध्यक्ष का संदेश



Message From Chairman

हर बड़े काम की शुरुआत एक छोटे कदम से होती है। भारतीय स्वतंत्रता आंदोलन के गर्भ से पैदा हुए यूनियन बैंक की कल्पना धन के प्रभावी प्रबंधन, राष्ट्रीय प्राथमिकताओं को पूरा करने और उच्च नैतिक सिद्धांतों पर कारोबार करने के लिये हुई थी ताकि ये देश की समृद्धि का वाहक बन सके। इन सौ सालों में हमारा बैंक पूरे देश में राष्ट्रीय प्राथमिकताओं को पूरा करते हुये 70 मिलियन से ज़्यादा ग्राहकों का विश्वास जीत चुका है और हमारे देश की आर्थिक व्यवस्था के 5 ट्रिलियन के राष्ट्रीय स्वप्न को साकार करने के लिए प्रतिबद्ध है।

एक सदी का यह सफ़र निश्चित रूप से चुनौतियों भरा रहा है। फिर भी, यूनियन बैंक प्रत्येक चुनौती से जूझ कर और मज़बूती से उभरा है और सफलता की सीमाओं को पार करते हुए वहां से कहीं आगे बढ़ गया है, जहां कई आर्थिक संस्थान अपना अस्तित्व खो बैठे थे।

यूनियन बैंक ऑफ इंडिया ने संवृद्धि, लाभप्रदता और जोखिम प्रबंधन का एक बेहतरीन संतुलित रास्ता अपनाया है जो हमारे बैंक को लगातार सुधार की दिशा में महत्वपूर्ण वित्तीय मानकों, मजबूत जमा संविभाग एवं तेजी से बढ़ रहे वितरण नेटवर्क, सक्षम जनबल और पूंजी की स्वस्थ स्थिति की निश्चितता को सुदृढ़ करने में मददगार रहा है; जिससे इस मार्ग पर तेज़ और सतत् संवृद्धि का हमारे बैंक के लिये एक मंच तैयार हुआ है। बैंक इस संवृद्धि के फलस्वरूप विभिन्न हितधारकों के जीवन में कुछ सार्थक एवं नया जोड़ने हेतु प्रतिबद्ध है।

मैं सभी कार्यरत और सेवामुक्त यूनियनाइट्स और सभी हितधारकों को इस महत्वपूर्ण अवसर पर बधाई देता हूँ। हमारे बैंक के शताब्दी वर्ष पर 'यूनियन धारा' के इस विशेषांक के प्रकाशन के लिए मैं टीम यूनियन धारा का अभिनंदन करता हूँ। मुझे विश्वास है कि पाठकों को इसमें हमारे भूत, वर्तमान और भविष्य की जानकारी का एक अद्भुत खज़ाना मिलेगा।

यूनियन बैंक की आगामी एक और सदी, कारोबार में उत्साह और जीवन में उमंग से भरी हो ऐसी कामना करता हूँ।

From humble beginnings come great things. Born in the cradle of India's national movement for Independence, Union Bank was envisioned to manage money efficiently, serve national priorities, carry business on high moral principles, and be the vehicle of prosperity in country. A hundred years on, the Bank aspires to fulfil the National dream of becoming ₹5 trillion economy while currently enjoying the trust of over 70 million customers across the length and breadth of country, enjoying the trust of 70 million plus customers while proudly serving the National priorities across the length and breadth of country.

In this journey through a century, there have been challenges, of course. Union Bank, however, has emerged stronger with every successive challenge, winning where others perished and pushing new boundaries of success.

Union Bank has adopted a balanced approach to growth, profitability and risk management. This has helped our Bank to further strengthen its position with continued improvements in the key financial parameters, strong deposit portfolio, large and expanding distribution network, skilled workforce and healthy capital position; thereby creating a platform for robust and sustainable growth, going forward. The Bank is committed to add significant value for its various stakeholders.

I congratulate all Unionites, both serving and retired, and all our stakeholders on this momentous occasion. I compliment team Union Dhara for bringing this special issue on our Bank's Centenary. I am sure readers will find it a treasure trove of information on our past, present and future.

Wish Union Bank of India another century of vibrancy in business and improving lives!

केवल हांडा Kewal Handa



Message of Managing Director & CEO



राष्ट्र की सेवा में एक शताब्दी का योगदान, ऐसी महत्वपूर्ण उपलब्धि देश में केवल कुछ मुट्टी भर संस्थाओं को ही प्राप्त होती है। हमारे बैंक के संदर्भ में समय की कसौटी पर यह नवीनता, श्रेष्ठता और व्यावसायिकता का एक उत्कृष्ट उदाहरण है।

नूतन भारत के वरीयता प्राप्त बैंकों में यूनियन बैंक ऑफ इंडिया हमारे देशवासियों का चहेता बैंक है। हमारा बैंक एक युवा एवं विविधता से पूर्ण संगठन है जो अपने तकनीकी-कौशल और सामाजिक संवेदनशीलता के लिए जाना जाता है। हम नई क्षमताओं और सामर्थ्य के निर्माण में इतने कुशल हैं कि जब भी कोई नया अवसर या नई चुनौती हमसे रूबरू होती है, हम वहाँ उसे पूर्णतः अपनाने के लिए पूरी तरह से तत्पर पाये जाते हैं। इसके साथ ही, हम अपनी कार्यप्रणाली को बेहतर करते हुए विश्वास की एक मजबूत नींव पर पारदर्शी कार्यनिष्पादन के लिए मानवीय क्षमताओं का पोषण कर रहे हैं। इस प्रयास के फलस्वरूप हमारा बैंक मजबूत तुलन पत्र, बेहतर आस्ति सम्मिश्रण एवं अच्छी मार्जिन के साथ ग्राहक और कर्मचारियों की संतुष्टि का मापदंड बन गया है। हमारी प्रगति सभी हितैषियों एवं हितधारकों द्वारा विधिवत समझी गई है जिसके परिणामस्वरूप बैंक को हर समय उच्चतर जिम्मेदारियां निभाने का अवसर मिलता है।

यूनियन बैंक की सौ वर्षों की यह यात्रा हम 'यूनियनआईट्स' की उन सभी पीढ़ियों की कहानी है, जिन्होंने अपने ज्ञान, ईमानदारी एवं कठिन परिश्रम द्वारा इसकी स्थापना से लेकर आज तक इसे एक विशिष्ट आधुनिक बैंक बनाने हेतु अपना सर्वस्व दिया है।

मैं, हमारी गृह-पत्रिका 'यूनियन धारा' की टीम की सराहना करता हूँ जिन्होंने इस विशेषांक के पृष्ठों में पूरी शताब्दी को संजो कर यादगार संकलन बना दिया है। मुझे विश्वास है कि यह विशेषांक यूनियनआईट्स की कई यादों को पुनः जीवंत करेगा और हमें, अपने बैंक को और अधिक ऊंचाइयों पर ले जाने के लिए प्रेरित करेगा।

मैं सभी यूनियनआईट्स को बधाई देता हूँ एवं उनके हर भावी उद्यमों में उनके सुनहरे भविष्य एवं सफलता की कामना करता हूँ।

A hundred years in the service to the Nation is a feat achieved by only a handful of institutions. Our Bank indeed has been a shining example of innovation, excellence and professionalism that has stood the test of time.

Union Bank today is firmly positioned to be the Most Preferred Bank of the emerging New India. Our Bank is a young and diverse organization known for its technical prowess and social sensitivity. We have been ahead of the curve in building new capacities and capabilities. Whenever there are opportunities, we are right there, prepared to harness these fully. We have simultaneously been rejigging our processes and building human capabilities to usher in and promote a culture of trust, transparency and performance. Our dedication and zeal to excel reflected in stronger balance sheet, improved asset mix, good margins and not the least in our customer and staff satisfaction. Our progress is duly noted by the stakeholders as the Bank gets entrusted with new higher responsibilities.

Union Bank's journey through a hundred years is the story of generations of Unionites who helped found, nurture and added strength to the bank with their knowledge, integrity and hard work in making it a great modern bank of today's modern India.

I compliment the team Union Dhara, our in-house journal, for commemorating the Centenary through this special issue. I am confident that it will kindle many memories of Unionites, and inspire us to take our Bank to greater heights.

I congratulate all Unionites and wish us success in our chosen endeavours towards a golden future.

राजकिरण रै जी. Rajkiran Rai G





गोपाल सिंह गुसाईं

यूनियन बैंक - प्रमुख भागीदार हो...



मेरा प्रिय बैंक शताब्दी वर्ष मना रहा है और मैं भाग्यशाली हूँ कि मैं अपने यूनियनाइट्स और लाखों हितधारकों के साथ इस उत्सव का हिस्सा बना हूँ. किसी भी संस्था के जीवन में सौ साल बहुत दुर्लभ और महत्वपूर्ण होते हैं. अमेरिका के एक प्रमुख स्टॉक एक्सचेंज ने उन कंपनियों का सर्वे किया जो इंडेक्स का हिस्सा थीं और जो सौ साल बाद भी बनी रहीं तब एक दुःखद बात सामने आई कि सौ में से सिर्फ एक ही कंपनी बच पायी है. सौ वर्षों तक बने रहने के लिए एक संस्था को न केवल सक्षम व मजबूत होना जरूरी है बल्कि उसे इको सिस्टम में हो रहे बदलाव की स्थिति के अनुरूप ढलने की क्षमता रखना भी जरूरी है. ऐसे बहुत से उदाहरण हैं जब कुछ कंपनियां किसी परिवर्तन विशेष को स्वीकार न कर पाने के कारण लंबे समय तक बचे रहने के बाद भी बिखर गईं.

वित्तीय जगत में होने के कारण हमें बहुत से बदलावों का सामना करना पड़ता है क्योंकि हम आर्थिक लेन-देन अर्थात मुद्रा जैसी महत्वपूर्ण चीज़ के साथ काम करते हैं. वस्तु विनिमय व्यवस्था से लेकर धन के बहुत से प्रकारों को हमने अपनाया है. भौतिक से प्लास्टिक और डिजिटल से वर्चुअल मुद्रा तक की यात्रा के हर पल में हम ग्राहक की अपेक्षाओं पर खरे उतरे हैं. शताब्दी वर्ष का उत्सव यूं ही नहीं हो रहा है, बल्कि यह यूनियनाइट्स की प्रतिबद्धता और उनके मजबूत प्रयासों की सफलता के पर्व के रूप में मनाया जा रहा है. हालांकि, हमारा सफल इतिहास हमें भविष्य की चुनौतियों से लड़ने का हौंसला तो देता है लेकिन हमेशा सफल रहने की गारंटी नहीं दे सकता. हमारी भावी सोच, सशक्त आचरण, उत्कृष्ट कार्यप्रणाली की लगन और हर बदलाव को अपनाने की हमारी क्षमता ही हमें हमारा सुनहरा भविष्य आश्वस्त कर सकेगी.

इस यात्रा में हमारा बैंक, बैंकिंग उद्योग का एक मजबूत खिलाड़ी बन गया है इसलिए न केवल संस्था की ओर बल्कि अपने देश और अर्थव्यवस्था के प्रति भी हमारी जिम्मेदारी बढ़ती है. बैंकिंग उद्योग के पर्याप्त योगदान के संबल से ही वर्ष 2024 तक हमारी मौजूदा सरकार के 5 ट्रिलियन अमेरिकी डॉलर के मूल्यांक की अर्थव्यवस्था बनाने के लक्ष्य को प्राप्त किया जा सकता है. मुझे विश्वास है कि इस लक्ष्य की प्राप्ति के लिये पूरे बैंकिंग उद्योग को आगे ले जाने में हमारा बैंक एक अहम भूमिका निभाएगा, जो कि प्रत्येक नागरिक के जीवन को उन्नत बनाने में राष्ट्र की मदद करेगा. इसके लिए हमें प्रगति में गुणोत्तर सुधार लाने होंगे तथा ज्ञान, कौशल और अनुपालन को कई गुना अद्यतन करना होगा. हमारी चुनौती बड़ी है इसलिए हमारा आत्मविश्वास भी!

मुझे विश्वास है कि जीवन के हर क्षेत्र में आगे बढ़ने का यूनियनाइट्स का यह उत्साह न केवल हमारी संस्था को महान बनाएगा बल्कि बैंकिंग उद्योग में अनुसरण हेतु एक मील का पत्थर साबित होगा. आइये, हम सब मिलकर एक ऐसे आर्थिक रूप से विकसित देश का ख़ाब देखें जिसके कण-कण में हमारा 'यूनियन बैंक' प्रमुख भागीदार हो.

कार्यपालक निदेशक

भारत, 2030 के प्रारंभ में 10 ट्रिलियन की यात्रा में, जनसांख्यिकी, शहरीकरण और प्रौद्योगिकी की शक्तियों द्वारा संचालित संरचनात्मक परिवर्तन से गुजरेगा। अर्थव्यवस्था में होने वाले इन संरचनात्मक परिवर्तनों को बैंकिंग संभवतः अपनाएगा और कार्यान्वित भी करेगा। बड़े स्तर के प्रोजेक्ट पर किए जाने वाले वित्तपोषण, संभवतः बॉण्ड मार्केट, इक्विटी या विशेष अवधि के ऋण संस्थानों जैसे विकल्पों को किये जाएंगे। सेवा क्षेत्र और व्यक्तिगत उपभोग में बैंकिंग का निवेश और अधिक बढ़ेगा। प्रौद्योगिकी कंपनियाँ बैंकिंग की कुछ भूमिकाओं को कम करना जारी रखेंगी। आकस्मिक जोखिम और अवसरों के साथ बैंकिंग करने के नए तौर तरीकों में परिवर्तन आएगा।

भारतीय बैंकिंग पहले से ही ग्राहकों की प्राथमिकताओं में बदलाव, फिनटेक का विकास उत्पादों और सेवाओं तथा डिजिटल बैंकिंग के विकास का साक्षी है। हालांकि, आने वाले समय में, बैंक संभवतः दोहरी संरचना यथा : ग्रामीण क्षेत्रों हेतु पारंपरिक बैंकिंग और अन्य क्षेत्रों के लिए डिजिटल बैंकिंग को बनाए रखेगा। राजस्व पूल के दोहन के लिए बैंकों को दूरदृष्टि रखते हुए आगे बढ़ने की जरूरत है। यूनिवर्सल बैंकिंग एक विजयी प्रस्ताव बना रहेगा क्योंकि प्रतिस्पर्धात्मक वातावरण में अर्थव्यवस्था का स्तर और दायरा बढ़ेगा।

यूनियन बैंक आज के बदलते समय से भलीभाँति परिचित है और तदनुसार संगठनात्मक क्षमता एवं लोगों के सामर्थ्य निर्माण में निवेश कर रहा है। हमारी प्रक्रियाओं को कुशल एवं लोगों को जवाबदेह बनाने में यह मध्यवर्ती भूमिका निभाता है। उदाहरण के लिए, क्रेडिट अंडरराइटिंग का केन्द्रीकरण इस विशेषज्ञता के जरिए सेवा की गति एवं गुणवत्ता को सुनिश्चित करना है। सामान्यतः अनुश्रवण एवं संग्रहण में डिजिटल साधनों के उपयोग से तनाव का पता लगाने और समय पर समाधान में सहायक है। बैंक भागीदारी एवं इन-हाउस पहलों के जरिए नए ग्राहक संवर्गों तक अपनी पहुँच बना रहा है। यह डिजिटल बैंकिंग में पहल के साथ जीवंत है। प्रत्येक माह, बैंक अनूठी विशेषताओं के साथ नए उत्पाद लेकर आ रहा है। आंतरिक रूप से, हम कारोबार विश्लेषण, कार्यनिष्पादन अनुश्रवण और तनाव प्रबंधन के अंतर्गत डिजिटल का लाभ उठा रहे हैं।

आगे बढ़ते हुए, बैंक का उद्देश्य अपने समकक्ष बैंकों से अलग डिजिटल बैंक बनना है जो डिजिटल प्रेमियों की आवश्यकताओं एवं अपेक्षाओं को पूरा करेगा, जबकि मूल संगठन सभी प्रकार के ग्राहकों, विशेष रूप से डिजिटल निरक्षरों और डिजिटल साक्षरों की सेवा जारी रखता है लेकिन वे बैंकिंग के व्यावहारिक तरीकों के उपयोग को वरीयता प्रदान करते हैं।

यह हर्ष की बात है कि 'यूनियन धारा' हमारे शताब्दी वर्ष पर एक विशेषांक प्रकाशित कर रहा है, जिससे नए अवसरों को प्रतिबिंबित करने एवं उसे रीसेट करने का हमें मौका मिला है। यूनियन बैंक ऑफ इंडिया का एक गौरवशाली इतिहास, एक जीवंत वर्तमान और आशाजनक भविष्य है। हम अपनी दूसरी शताब्दी में राष्ट्र की सेवा में भारतीय बैंकिंग को और अधिक मजबूती प्रदान करने के लिए प्रतिबद्ध हैं।

सभी प्रिय यूनियनाइट्स को मेरी ओर से बधाई एवं शुभकामनाएं।

कार्यपालक निदेशक



दिनेश कुमार गर्गी

यूनियन बैंक - भविष्य के लिए तत्पर





मानस रंजन बिस्वाल



Business Process Transformation : A journey towards change for adding value.

Our country has entered the global arena and is aiming to become a 5 trillion developed economy marking its presence in space technology to a hi-tech producer of food grains, sustainable and evolving markets to intelligent and skilled work force. Banking has always been the fulcrum of growth of any country and our bank has been contributing to this growth story for past 100 years. We are celebrating the centenary of a strong and robust institution Union Bank of India which hails a strong legacy of 100 years and it is to the credit of the great visionary Seth Seetharamji Podar who brought business community to join hands to start a Bank after the end of the First World War.

The new premises at Apollo Street was inaugurated by Mahatma Gandhi in the year 1921 wherein his speech became an epitome for banking industry. The Mahatma said that “we should have the ability to carry on big bank , to manage efficiently crores of rupees in the course of our national activities.” Since then it paved the vision of the bank and the bank has been continuously growing in business having a pan India presence with 4292 branches now.

The total bank deposits crossed Rupees One crore mark after 18 years of its establishment as of 31 st March 1938. Under the leadership many visionaries, one of which being Mr. F K F Nariman the bank expanded its operations in other parts of country and also its forex business. Bank was given lead bank responsibility in four districts in U.P and two districts in Kerela. The journey of growth has continued and today our bank has achieved a business mix of ₹7.41 Lakh crore and ranks 5th among public sector banks.

During 1980 Bank entered the international scene for the first time by setting up a deposit taking company in Hong Kong and in 1981 opened its first branch in London. Presently the bank has its global presence with branches and representative offices. The opening of bank's staff training college in Bangalore in 1981 and its 8 Staff Training Centers provides best training facilities to create good and knowledgeable bankers.

Since then bank has been continuously looking forward towards sustainable growth leveraging technology with emphasis on social banking. The year 2008 marks the beginning of a new era when Union Bank proudly rolled out the 100% Core Banking Solutions platform and was the pioneer Public Sector Bank achieving this feat. Since then Anytime Anywhere banking took a spree and various innovations in the field of banking technology have been introduced. Digital Banking emerged as a key focus area of our bank with introduction of various digital banking products like Internet Banking, Mobile Banking, SMS Banking, M- Passbook, and Mobile Wallet, Banking at a door step with Bank Account opening with the Tab, Sampurna ATMs for visually challenged and specially-abled people.

With the evolution of banking in unbanked areas, our bank spread its outreach through massive Financial Inclusion drive and strengthening the economy with focus on core areas like Retail, Agriculture and MSMEs. Various business transformation initiatives were taken to meet the needs and requirements of customers. Opening of back offices, centralized processing cells (CPC) for smooth and timely sanctioning of loans, creating vertical structures like customer acquisition group for acquiring new customers, opening of Union Samridhhi Kendras which form CPCs for rural and semi urban areas are some of the new key initiatives taken by the bank.

In the era of Digital Banking, Union Bank has emerged as a digitally enabled bank with innovative and customized product offerings to its huge customer base, in all areas. I'm confident that our bank will be moving into its trajectory of growth with its empowered human resources and will emerge as a leader in banking becoming the first choice for Indians

Executive Director

यूनियन बैंक ऑफ इंडिया के निदेशक



श्री केवल हांडा



श्री राजकिरण रै जी.



श्री गोपाल सिंह गुसाई



श्री दिनेश कुमार गर्ग



श्री मानस रंजन बिस्वाल



डॉ.मदनेश कुमार मिश्रा



श्री अरुण कुमार सिंह



श्री राजीव कुमार सिंह



डॉ. के. रमेश



डॉ. मधुरा स्वामीनाथन्



डॉ. उत्तम कुमार सरकार



श्री के कदिरेसन



डॉ. जयदेव एम.



यूनियन धारा एवं यूनियन सृजन का संपादकीय सलाहकार बोर्ड



Editorial Advisors' Board of Union Dhara & Union Srijan



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संपादकीय

हमारी अत्यंत प्रिय गृह पत्रिका यूनियन धारा के इस शताब्दी अंक को आपके समक्ष प्रस्तुत करते हुए मुझे अत्यंत हर्ष हो रहा है। यूनियन बैंक ऑफ इंडिया ने अपनी 100 वर्षों की यात्रा पूरा की है और मुझे गर्व है कि मैं भी इसका एक हिस्सा हूँ। वर्ष 1919 से यूनियन बैंक ऑफ इंडिया ने भारत के शीर्ष बैंकों में से एक होने की अपनी यात्रा शुरू की थी। एक संस्था के रूप में हमारा बैंक शुरूआती चुनौतियों एवं असफलताओं का सामना करते हुए सभी बाधाओं को पार कर बैंकिंग उद्योग में एक सफलतम अग्रणी बैंक के रूप में उभरा है। हम नए पहलुओं और तकनीकी को अपनाने एवं समाकलन में हमेशा आगे रहे हैं। 100 वर्षों के पश्चात सफलता के पायदान पर पहुंचे हमारे बैंक ने विकास के उन नए रास्तों को अपनाया है जहाँ से वित्तीय क्षेत्र में एक लीडर बनने की प्रक्रिया भविष्य के गर्भ में पनप रही है।

यूनियन बैंक ऑफ इंडिया के साथ अपनी यात्रा प्रारंभ करने वाली गृह पत्रिका यूनियन धारा की शुरुआत 1976 में हुई। अपनी इस यात्रा के दौरान पत्रिका ने कई मील के पत्थर स्थापित किये हैं। इसे बैंकिंग उद्योग में सर्वश्रेष्ठ कॉरपोरेट पत्रिका का खिताब भी हासिल है। इस पत्रिका का उद्देश्य प्रबंधन तथा कर्मचारियों के बीच एक सेतु के रूप में काम करना तथा बाहरी दुनिया में बैंक की छवि को बेहतर बनाना है। अपनी स्थापना से ही इस दिशा में पत्रिका ने कामयाबी हासिल की है। पत्रिका ने कर्मचारियों के सृजनात्मक प्रतिभा को विविध आयाम दिए हैं तथा उनकी प्रतिभा की सराहना भी की है।

शताब्दी यात्रा का हिस्सा बनाना हमारे लिए सम्मान की बात है और यह बात यूनियन धारा के इस विशेष अंक में परिलक्षित भी हुई है। यह यात्रा शानदार एवं गरिमामयी रही है लेकिन फिर भी हमें रुकना नहीं है। जैसा कि वी. एच. डेविस की कविता - 'जीवन क्या है, पर यदि हम ध्यान केंद्रित करें तो पाएंगे कि हमारे पास खड़े होकर आराम करने की फुर्सत नहीं है।' हाँ, सही है, हमारे पास खड़े होकर सुस्ताने तक की भी फुर्सत नहीं है। नए अवसर नित नये क्षितिजों पर उभर कर हमें पुकार रहे हैं। हमें बस नए उत्साह एवं जोश के साथ आगे बढ़ना है - चरैवेति चरैवेति...

यूनियन धारा का यह अंक आपको अतीत की यादों की गोद में झुलाकर भविष्य के अनंत आशावान प्रसार में ले जाएगा, जिसे पढ़कर आपका मन रोमांचित हो उठेगा ऐसी मेरी आशा है। यह विशेष अंक आपको कैसा लगा, हमें अवश्य अवगत कराएं।

Editorial

I am glad to present to you, the centenary issue of our beloved House Magazine 'Union Dhara'. As Union Bank of India completes its 100 year journey, I'm proud to be a part of this legacy. Since 1919, Union Bank of India has embarked upon its journey emerging as one of the Top Banks in India. As an organization, it has had its share of challenges and setbacks, however with all its odds. The Union Bank has emerged as a pioneer in the Banking Industry and has always been in the forefront in adoption and integration of new social aspects and emerging technology. At the mark of 100 years, the bank has excelled and marched into new avenues to establish itself a leader in the financial sector.

Union Dhara, born in 1976, along the journey with Union Bank of India has also established many milestones and has received many accolades as one of the Best Corporate Magazine in the Banking Industry. It has aimed to be a bridge between the management and the employees and to project the image of the Bank to the outer world. Since its inception, it has thrived in this direction. It has given multiple avenues for our employees' creative minds and has taken pride in appreciating their talents.

It is my privilege an honor to be a part of this centenary journey and I fervently hope it reflects in this special issue of Union Dhara. This journey is regal and awesome but we cannot still rest. As W. H. Davies poem goes - "What is this life if, full of care, We have no time to stand and stare". Yes, we don't have time to stand and stare. New avenues are calling us and we just have to move on with new zest and zeal.

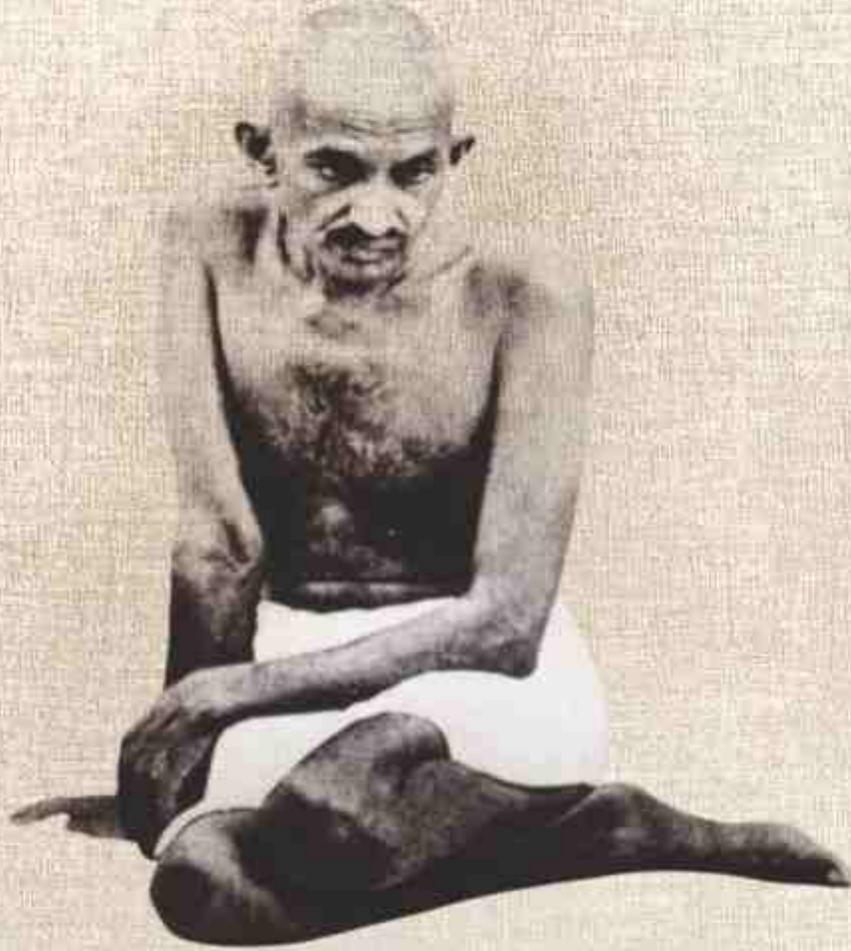
I hope this special issue of Union Dhara will take you through nostalgic moments and an interesting read. Please do share with me your opinion on this special issue.

डॉ. सुलभा कोरे

Dr. Sulabha Kore

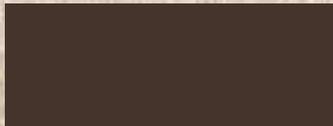


राष्ट्रपिता और यूनियन बैंक



“हमारे परिसर में आने वाला ग्राहक सबसे महत्वपूर्ण व्यक्ति है. वह हम पर निर्भर नहीं है. हम उस पर निर्भर हैं. वह हमारे कार्य की बाधा नहीं हैं. वह इसका आधार है. वह हमारे कारोबार का अंग है. हम उसकी सेवा करके उस पर कोई उपकार नहीं करते अपितु वह सेवा का अवसर प्रदान करके हम पर उपकार करता है”

“A customer is the most important visitor on our premises. He is not dependent on us. We are dependent on him. He is not an interruption in our work. He is the purpose of it. We are not doing him a favour by serving him. He is doing us a favour by giving us the opportunity to serve him. ”



गौरवशाली
अतीत से...
सुन्दर
भविष्य की ओर...

From a Glorious Past...
Towards an Assuring Future...



THE FOUNDATION

As with many a great institution, the story starts with one individual, who is committed to a cause and is determined to serve the nation. A great visionary - Seth Seetharamji Kisondayal Podar was inspired to start the **Union Bank of India Ltd** in Bombay at the end of the **1st World War** (1914-1918). He invested money from his own resources and contacted leading professionals like Solicitors and Chartered Accountants to prepare the first Memorandum, its Articles of Association etc., to register the Bank and lay its strong foundation. Shri Podar had carefully selected the well-known personalities of the time, who, at the turn of the twentieth century held a prominent place in Mumbai's affluent society. These personalities became the Bank's Founder Directors, as listed below:-



Seth Shri Seetharamji Kisondayal Podar

Founder of Podar group of Industries involved in the manufacture and marketing of textiles

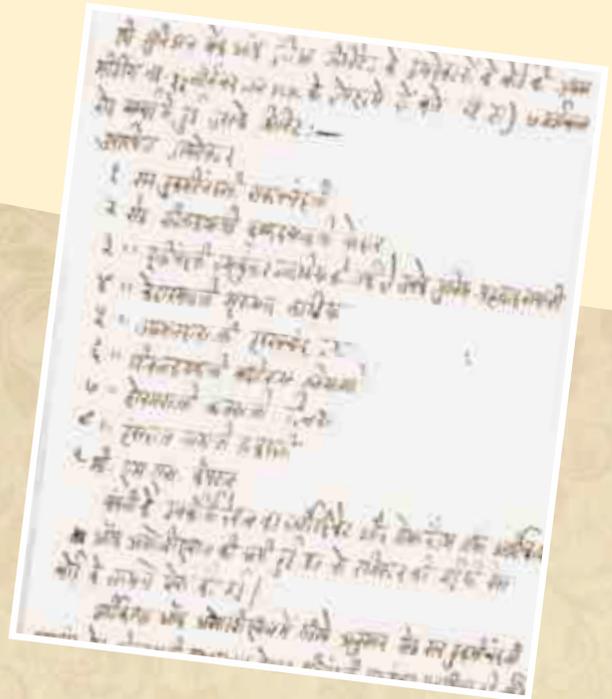
Seth Shri Hormusji Cowasji Dinshaw

The Founder Chairman of the Bank up till its 1st Statutory Meeting. The feathers to his cap were:-

- The family firm M/s Cowasji Dinshaw & Bros was engaged as naval and mill agents, traders and philanthropists
- Recipient of various honours, titles, medals and Sanads by the Portuguese, British, Spanish, Austrian and Abyssinian Governments
- Consul for Austria, Portugal and Spain.
- Founder Patron of the Bombay Parsee Association, Founder President of the Iran League, President of the Bombay Jashan Committee and a regular supporter of the Athornan Mandal and Dadar Athornan Madressa

Sir Hukumchandji Saroopchand

He was elected as Chairman of the Bank in its 1st Statutory meeting. He was the owner of the Hukumchand Textile Mills, Indore, a leader in manufacture and marketing of cotton textiles.



बैंक के निदेशक मंडल की 15 नवंबर 1919 को संपन्न प्रथम बैठक के कार्यवृत्त द्विभाषिक तैयार किए गए थे.

Seth Shri Hansraj Pragji Thackersey

A Philanthropist and the owner of Hindustan Mills, a leading manufacturer and marketeer of textiles

Seth Shri Lachmandasji Harakchand Daga

A renowned trader and a race horse enthusiast from Hyderabad

- Seth Shri Dulichandji Ramkumar Dalmia
- Seth Shri Shivnarainji Bakhshiram Nemani
- Seth Shri Kedarmulji Bhuramal Ladya
- Shri M. S. Captain
- Seth Shri Ramkrishnadas Birla (joined later)
- Secretary – Shri Beshwarnath N. Bhargava

At the Inception

- **Registered Office of the Bank** : No. 7 Murzban Road, Fort, Bombay
- **Telegraphic address** - 'Union Bank'
- **1st Auditors** - M/s A. F Ferguson and M/s S. B. Billimoria & Co.
- **1st Solicitors** - M/s Payne & Co, followed by Shri Captain and Shri Vaidya

- **Bank's Bankers** - The Tata Industrial Bank, the Bank of India Ltd and the Bank of Bombay Ltd.

- **Initial Authorized Capital** : ₹ 5 Crores divided into 10 lakh Shares of ₹ 50/- each.

- **Inaugural Operations** : By Sir Ibrahim Rahimatullah on 3. 3. 1920 when the Bank commenced its business operations.

- **Initial Staff Members** : Shri Vesh (Manager), Shri A.V. Cliphant (Sub-Manager) & Shri A.J. Dadyseth (Cashier), Shri K.C. Wadhvani (Agent – Zaveri Bazar branch)

- **1st Statutory meeting** : Held on 5.3.1920

- **1st Branch** : Zaveri Bazar branch opened on 01.06.1920

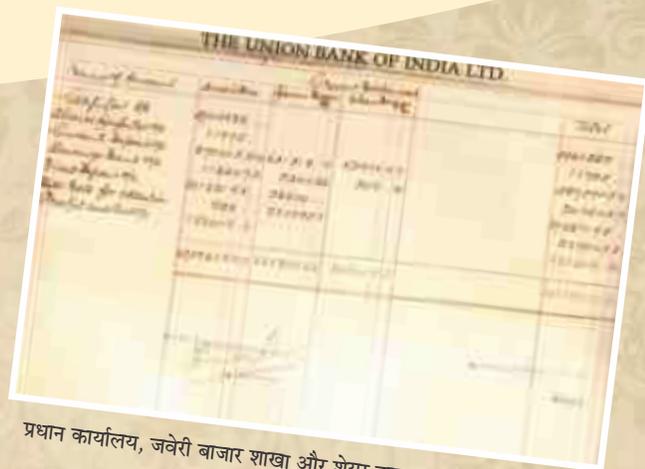
- **1st Balance sheet** for year ended 31.12.1920 showed profit of ₹1,86,605-6 annas and 1 pice only

Committees and Sub-Committees were formed for the purpose of recruitment of staff, allotment of shares, purchase of an office building for the Bank and to place money in Fixed Deposits, after negotiating the rates. The Bank received an offer for amalgamation, even before it commenced operation, from Tata Industrial Bank Ltd., which was politely turned down.

To get business, the print media was considered a source of great help in the Bank's early stages. Accordingly, advertisements were placed in several



31 दिसंबर, 1920 को समाप्त वर्ष का लाभ और हानि विवरण



प्रधान कार्यालय, जवेरी बाजार शाखा और शेयर बाजार शाखा का ऋण शेष



Broad guidelines laid down to conduct the business of the Bank, were as under

| Business | Limits | Margins / Share | | |
|--|------------------------|--------------------------|--------|------------------|
| | | Cotton | Shares | Government bonds |
| Hundi business | 25% of working capital | 40% | 50% | 05% |
| Badla business of shares | upto ₹ 3 lakh | | | |
| Cash credit business | upto ₹ 5 lakh | | | |
| Share of business | ₹ 6 lakh | To Marwari Brokers – 50% | | |
| Share of business | | To Other Brokers – 50% | | |
| List of Marwari Shroffs to be approved | | | | |
| To Invest in Gold and Silver within specific price band | | | | |
| Manager authorized to pass bills of approved parties upto a limit of ₹ 25,000 each, with a ceiling of ₹ 15.00 lakh | | | | |

leading newspapers like The Indian Guides and Directories, The Capital, The Bombay Chronicle, Sanj Vartaman, Commerce, etc., to invite customers by quoting the Bank's deposit/lending rates.

A System of daily committee meetings was started to obtain sanction of loans by directors on rotation. The Bank's first Head Office started in a hired building on 7, Murzban Road, Mumbai.

About this time, the cotton business in India was thriving. Two of the Bank's Directors were authorized to secure the business of the Cotton Clearing House, to enable the Bank get business accounts of the leading cotton traders. In anticipation of business from Cotton Traders,

India Agency was appointed as 'Mukadams' to verify the goods hypothecated or pledged.

A decision was taken also by the Bank to have all employees of the cash department sign a mandatory 5-year agreement, since Cashiers were a very important link to the customers, besides being a very good source for credit information, it was felt that their continuity must be ensured. After overseeing the working of the Bank with great satisfaction for a month and considering the huge untapped business potential, it was decided to open the 2nd branch of the Bank at Kalbadevi in a suitable building selected for the purpose.

The Bank started preparing the monthly Profit & Loss Statement, and, for the first year, it was decided



बैंक के लॉकर की चाबियां



वर्ष 1919 में मुंबई प्रधान कार्यालय में उपयोग की जानेवाली दीवार घड़ी

to finalise the statement as of 30.06.1920. As agreed upon, the 1st statutory meeting of the shareholders was held on 05.08.1920, where the accounts passed by the Board as on 30.06.1920 were placed before the shareholders. The same day, Shri H. C. Dinshaw was elected as the Chairman of the Board. He continued to hold the post of the Chairman for a long time. In the same meeting, a decision was taken by the Bank that the payments of salary as well as dividend to the shareholders should be kept free of income tax.

Late **Seth Shri Sitaram Kisondayal Podar**, was an unsung hero whose contribution to banking industry remained unparalleled till his sudden demise in February 1921. A special Board meeting was called on 01.03.1921 to condole his death. The Board also decided to unveil his portrait in the Bank's premises.

In the meantime, work on the renovation of the **Bank's premises** went on in full swing and items like the strong room (cost ₹4,500), partitions (cost ₹37,000) and railings (cost ₹500) were sanctioned. The Kholis behind the Bank's premises were pulled down to pave the way for a new structure to house the Head Office at Apollo Street, Mumbai.

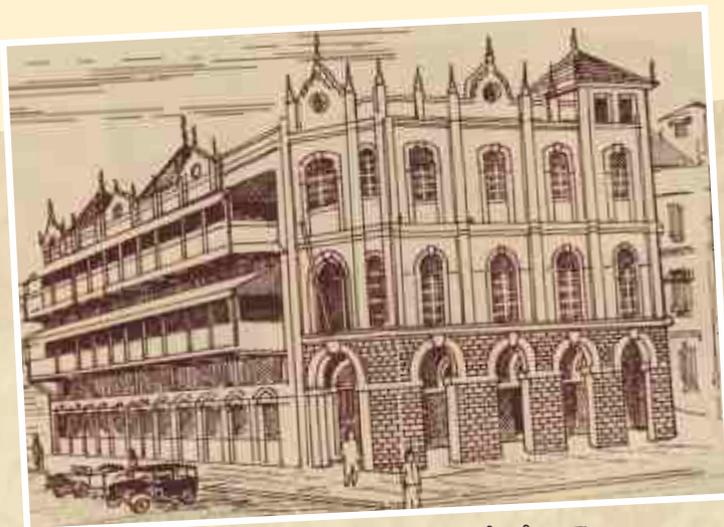
Years 1919 to 1921 were landmark years in the 1st quarter of the 20th century. The Rupee, which was once equal to 2 Shillings, began to fall and came down to 1 Shilling and 4 Pence by the latter half of 1921. On 30.06.1921, Shri Mohandas Karamchand Gandhi called for complete boycott of foreign cloth. The years immediately following the 1st World War were marked by deep industrial discontent in India. There was

hardly a major industrial centre or an industry which was not hit by strikes. Between November 1920 and May 1921, nearly 4.50 lakh workers struck work. In 1921 alone, there were 104 strikes in Bombay Presidency. The 1920-21 period was probably the worst moment for Britain's imperial rulers in India in the 90 years between the Mutiny (of 1857) and 1942 (the beginning of the Quit India movement).

In the meantime, in the year 1921 it was decided that the Head office of the Bank be shifted to the new premises at Apollo Street. It was also unanimously decided that Shri M.K.Gandhi, who was slowly making his mark as the extraordinary national leader and was leading the non-violent movement for Swaraj, should be invited to open the new Bank premises. The formal opening of the new premises took place at 4 PM on Thursday, **21.07.1921** by Mahatma Gandhi in the presence of Ms Sarojini Naidu and a large number of merchants and other invitees.

The Bank took a decision to change the financial year from 1st January to 31st December to 1st April to 31st March and half yearly balances to be taken as on 30th September, to coincide with the financial year notified by the Government.

The Bank was very **strict in its administration and discipline**. It would not approve the forward exchange business even when it could make a profit of ₹20,000 in one transaction. It declined to approve



वर्ष 1921 में महात्मा गांधी द्वारा शुभारंभ की गयी इमारत



गांधीजी नयी पोशाक में.



the transaction and instructed to reverse the entry because it was done without any authority. The Bank's Balance sheet for 15 months ending on 31.03.1922 and the profit and loss account for the half year showed a net profit of ₹2,84,544-14-6. An Englishman, Shri T. C. Anderson, was appointed as the General Manager of the Bank on a monthly salary of ₹3,500 for a period of three years. He took charge of the Bank on 05.04.1922.

Meanwhile, the Bank received a proposal from the Central Bank of India that involved two schemes whereby both could be amalgamated. After a detailed discussion, the Board, by a majority of five to three, rejected the Central Bank's proposal which, thereafter, withdrew its proposal. But this was not going to be the end of the relationship between the two banks. Bank took certain decisions about the distribution of Advances portfolio i.e. working capital to be distributed along the following lines:

| Business | Margins |
|--|---------|
| Shares | 40% |
| Hundis | 15% |
| Cotton and piece goods | 10% |
| Property | 05% |
| Pro-Notes / Loans | 20% |
| Government and other securities recognized by the Negotiable Instruments Act | 10% |

Bank felt it necessary to have a thorough **study of the pay-scales** of the staff for attracting talented and efficient manpower. Consequently, the salary structure was laid down for 41 categories of employees. For this purpose, the Bank also entered into 5-year agreements with the Heads of all the Departments of the Bank.

By then **recession** had set in and floor tenants of the Bank started curtailing their expenditure. General promotions were kept in abeyance, Directors' remuneration reduced by 50% with retrospective effect, Reduction of Authorised Capital of the Bank from ₹ 5 crore to ₹ 2 crore and the subscribed capital from ₹ 4 crore to ₹ 1.6 crore by reducing the face value of shares from ₹ 50 to ₹ 25. The Chairman also desired to accept only ₹ 25 as his fees, as against ₹ 100.

The Bank took an interesting decision to undertake the clearing work of the Bombay Stock Exchange which was a great success. During 1921, the Bank planned to open a branch office in London, but with depressed markets, the proposal was deferred. After shifting to the new premises at Rogay Building at Apollo Street, the Bank's business improved considerably. The signs of depression were also looming large and the Bank had to take steps to curtail expenditure.

Right from the initial days of banking practices, the Bank had taken a very prudent decision as regards



वर्ष 1920 में अग्रणी बैंकों तथा वित्तीय संस्थानों का घर बनी - एलफिन्स्टन इमारत



वर्ष 1920 में जारी किये गये बैंक के शेयर प्रमाणपत्र का नमूना

irregular accounts. In view of certain irregularities shown by some employees, a decision was taken that, henceforth, the nominee of the Bank shall comprise of two officers of the Bank. The concerned defaulter officer was asked to tender his resignation as his explanation was not found satisfactory. This resulted in codifying the business of discounting hundies. As and when certain accounts turned irregular, the Bank appointed a Committee of Directors and such accounts were closely monitored by the Committee. **The practice of rewarding the staff who showed some extraordinary banking results was in place right from the earliest days of the Bank.**

Initial Working Results

Bank published its balance sheet for the period of nine months in the local newspapers as general meeting of shareholders was held on 21.02.1921. The net profit for the nine month period was ₹1,75,095-13-7. Working capital of the Bank increased by over ₹97.00 lakh during the period under review.

During this period **Shri J. R. D. Tata**, the then doyen of the Indian Industry, requested for a loan of ₹5 lakh for Tata Sons Ltd. The Bank sanctioned the Loan immediately.

The impact of recession was being severely felt in India too. The Bank therefore took a decision that henceforth it shall not grant any loans for periods over 72 days. It was also decided that hundies drawn on Calcutta shall not

be accepted for discounting. Yet another decision was that, three months from the date, advances shall not be granted against immovable property, pieced goods and cotton. Another important decision was not to borrow from other banks. Bank also decided not to charge any interest on such doubtful accounts even during early years.

In order to cut down expenditure, a sub-committee was formed which decided to reduce salaries for one year and gave no increments during the current year. Bank also decided to reduce its authorised capital and issued capital by decreasing the nominal price of shares from ₹ 50 to ₹ 15 each.

The business environment in general, and the banking business in particular, was undergoing a bad time and the Bank Management pondered whether Central Bank of India would be willing to take it over as Managing Agents. During a meeting of the Board of Directors it was agreed that Central Bank of India Ltd., should be appointed as Managing Agents of Union Bank of India for a period of 3 years from 25.01.1923. It was also agreed to induct 2 additional Directors on the Board as nominees of the Central Bank of India Ltd. Further, it was also decided to appoint, Shri S.N. Pochkhanawala as the Managing Director of the Union Bank who was given sole powers to manage, organize and run the Bank with the assistance of the Board of Directors. The Central Bank of India was directed by the Board to get 10 % of the profit as their commission.



वर्ष 1930 की भारतीय रिजर्व बैंक की इमारत



बैंक के सुरक्षा प्रहरियों द्वारा वर्ष 1919 में उपयोग किया जानेवाला शस्त्र



HAND HOLDING

Shri Sorabji N. Pochkhanawala took charge of the Bank as Managing Director on behalf of the **Central Bank of India** on 01.02.1923 and continued to manage the Bank till his death in July 1937. Shri T. C. Anderson, who took over as General Manager in April 1922, was asked to resign on appropriate compensation. Managing Director was vested with powers to exceed the limit fixed for granting advances and for investment purposes at his discretion, as also, with 40% margins on new advances against shares.

To tide over immediate requirements due to liquidity crunch, ₹ 14 lakh were taken as Advance from the Central Bank of India against the Bank's own Fixed Deposits Receipts. The net profit for the Year ended 31.03.1923 was brought up to ₹3,17,564 -12-0. From the profits so arrived, a **Maiden dividend of 4 annas per share** was paid free of Income tax on 7,97,615 shares amounting to ₹ 1,99,403 -12-0 and for the first time, half month's salary was paid as **bonus to staff**, amounting to ₹ 3,850 and the balance amount of ₹64,310- 05-08 was carried forward for next year.

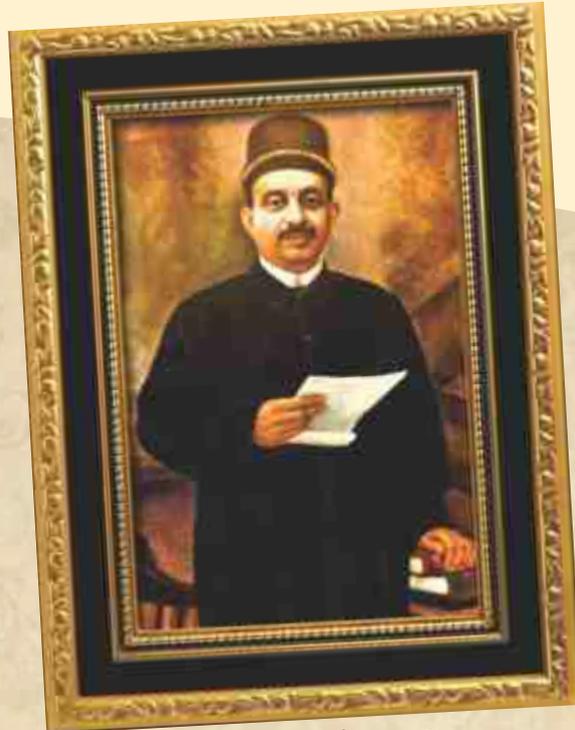
The **Managing Agency** between the Union Bank of India and Central Bank of India was approved in a Special Board Meeting. Interestingly even when these arrangements were being approved, there were talks of the possibility of the Union Bank merging with the Central Bank, in the light of the fact that Tata Industrial Bank had just been merged with the Central Bank of India.

When property rents were uniformly coming down, the Bank's **Zaveri Bazaar Branch** that was opened on 01.06.1920 was shifted to 185/201 Sheikh Memon Street, Mumbai on 10.11.1923.

Bank prepared the list of customers from Kuchi Memon Committee for sanctioning limits. Further, the Bank earmarked limits for discounting hundies from Marwari Shroffs. 50% of the Hundi business was to be routed through Marwari Shroffs.

During this difficult period, Shri S. N. Pochkhanawala was guiding the bank along the right path and in recognition of his services, a bonus payment of ₹10,000 to him was approved by the Board.

The matter of amalgamation of the Bank with the Central Bank of India kept cropping up. There was a feeling that amalgamation may be in the best interest of the share holders. The Amalgamation terms were as follows.



श्री सोराबजी एन. पोचखानवाला

- i. Immediate dividend of 4 annas per share.
- ii. One share of Central Bank of India for five Union Bank shares.
- iii. Those share holders prefer cash payment to get ₹4-12-00 per share.
- iv. Those who do not prefer (i) and (ii) to get payment for their shares as may be fixed by Arbitrators under the provision of the Indian Companies Act and a proposal to this effect was made to Central Bank of India.

Though the Central Bank of India was agreeable for the terms and conditions but owing to certain legal difficulties, the amalgamation scheme could not be put through.

During 1925, it was found that the **Zaveri Bazaar branch** was not doing well and a decision was taken to shut down. The staff was paid 2 months' salary as Gratuity.

Meanwhile, a move was afoot for reorganisation and reducing the Paid-Up Capital for two major reasons as follows:

- i. Depreciation in the value of the Bank's office building, and
- ii. Litigation in Bombay High Court filed against the Bank's Secretary, Shri B.N.Bhargava and others involving a sum of ₹10 lakh.

However, Directors were of the firm view that the Bank was on sound ground and it should not take any step towards liquidation which was being demanded by some sections. The best course open to the Bank was to reduce its expenditure to the maximum extent possible. To strengthen the working of the Bank, Shri B. F. Madan was invited to join the Board of Directors, on the grounds that he had a vast experience in handling matters pertaining to banks.

After completing the formalities, Paid up Capital was reduced from ₹150 lakh divided into 10 lakh of shares of ₹15 each to ₹50 lakh divided into 10 lakh shares of ₹5 each.

Bank was paying an interest @ 3% p.a. on daily balance of ₹500/- to ₹1 lakh, paid half-yearly in September and March, on Current Accounts. In view of the comfortable liquidity position, Bank started discounting Hundies in single name to merchants of sound standing and credentials. The Bank earmarked a provisional limit of ₹10 lakh for discounting Hundis. Then Bank also took an important decision of accepting signatures in Gujarati on cheques.

In the first year of operation with Central Bank of India as its Managing Agent, the Bank made a profit of ₹2,14,690-12-9 and paid a dividend of four annas per share.

For the first time the Bank empowered the



Managing Director to sell and purchase gilt-edged securities to the extent of ₹ 20 lakh at any one time and operate the Sterling Exchange Account to the extent of 1 lakh pound sterling outstanding, at any one time.

In October 1926, a **subsidiary** was established by the Bank under the name of **Indian Investment Trust Ltd.**, with a view to enable the Bank to make investments in Joint Stock Companies to a limited extent on the lines of English and American companies. It was also decided to appoint 2 Directors to its Board.

The bankers were very active in investment whenever opportunities arose. Thus, the Bank subscribed to the bonds of the Municipality of Rangoon, bonds of the Karachi and Lahore Administrations, besides subscribing for various Municipalities in Maharashtra, Madhya Pradesh, Delhi and West Bengal. It was also decided to invest up to ₹ 10 lakh in the ordinary and preferential shares of reputed companies and banks.

Bank was one of the Founder Members of the **Institute of Bankers for India (IBI)** which started its activities in 1928. The idea for IBI had been mooted by the Imperial Bank of India in June 1926. The Bank committed itself to pay a guaranteed amount of a minimum of ₹500/- p.a. to IBI for a minimum period of 5 years. The Bank, in order to encourage participation

of staff in the examinations conducted by IBI to enrich their knowledge even while being ultimately useful to the Bank in its daily functions, started giving **bonus / increments** to them. Later on it was decided to **pay a special bonus** of ₹75 for anyone completing Part-I and ₹100 for completing Part-II of the examination.

Bank decided to start **Employees' Provident Fund** open to those employees who had been in service from 01.03.1920. A sum equivalent to half of 5% on the amount of salaries paid to the employees from 01.03.1920 to 31.03.1927 was credited to accounts of each staff member.

Bank had made a profit of ₹ 3.70 lakh and in appreciation of the work put in by the staff it was decided to pay a month's salary to all by way of **bonus / allowance**, which practice was continued in subsequent years. Bank started granting increments across the board from 1929.

A review of the entire investment portfolio of the Bank and that of investment in shares was undertaken and it was found that the investment were all in first class shares. A decision was taken not to sell any of the shares even when the market was depressed. On the contrary, Bank held the view that the time was ripe to buy shares of sound companies like Bombay Burmah Trading Co, BEST, Tata Hydro Power Supply etc. This was around August 1931 when shares and securities showed a depreciation of ₹ 1.55



पुरानी क्रेकिंग मशीन

lakh. During this period, the Bank decided to do business in gold and silver. Managing Director was authorized to purchase 10,000 to 15,000 tolas of **gold** and about 100 bars of **silver**.

Bank's **Rajkot branch**, 1st outside Bombay was opened on 11.07.1932. Shri Chotalal Morarji Kothari was appointed as the Agent on a salary of ₹200 p.m. and a commission of 10% on the branch's net profits. Bank authorized the Agent to purchase cheques and hundies to the extent of ₹3,000/- per individual party and allow temporary overdraft of ₹2,000/-. Another branch was opened at Wadhwan on 15.12.1932 but due to business non-viability had to be shut down on 01.01.1934

The **Indian Companies Act** was amended in 1936 and the Bank immediately took necessary steps to meet the Act's requirements. The Balance Sheet was re-drawn to comply with the provisions of the Act.

Bank decided to open another **branch at Marwari Bazaar** in Bombay. At the same time, thanks to the good rapport with the government, the Bank was

authorized to **collect taxes, pay pensions** etc., on behalf of the Government of India. It was a feather in the Bank's cap. Changes were made in staff appointments. Shri W.G.Redkar was appointed Agent of the new branch and Shri F. K. F. Nariman was put in charge of securities. Shri Nariman later went on to become the General Manager and ultimately the CMD of the Bank.

During this period the Bank became a **member of the Clearing House of the Native Stock and Share Brokers' Association** for cash delivery of shares. Bank also received deposits for the first time from Bombay Municipality during this period.

Shri Phiroze Sethna was appointed as Managing Director with sole powers to manage, organise and work for the Bank as representative of Central Bank of India as Managing Agent. **Shri Ramdev Anandi Lal Podar** Joined the Board of Directors from February 1938. It was Shri Podar who initiated steps for establishing the first **Safe Deposit Vault** for the Bank, after negotiating with the East India Cotton



वर्ष 1958 की राजकोट शाखा का ग्रुप फोटो



Association. The contract was given to Godrej & Boyce to provide 2540 lockers at the cost of ₹45,000. **The 1st Safe Deposit Vault was formally opened by the Bank for its customers on 22.04.1939.**

After the expiry of **Shri Phiroze Sethna** in September 1938 **Shri M.S.Captain** was appointed as the **Managing Director**.

Bank started the practice of reporting the number of accounts opened during the fortnight for Savings, CD and Term Deposits. A format was developed for reporting the number of deposits renewed, the number of accounts closed with effect from October. Similarly, it was agreed to place a consolidated list of Marwari Shroffs, Multani Shroffs and Memon

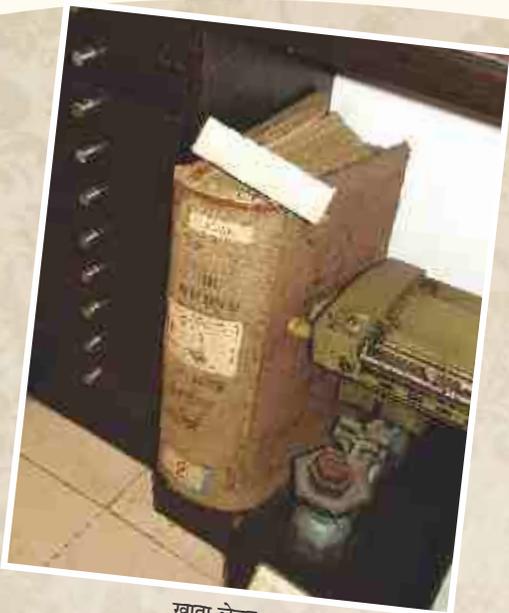
merchants alongwith limits allotted to each of them before the top management for its consideration and approval.

Bank decided to open another **branch at Mandvi**, at a location easily open to wholesale merchants, both Hindu and Muslim, who dealt in wholesale business. The choice fell on Baj Kabibai Trust, a building opposite Dana Bunder Bridge.

Total **Bank deposits crossed ₹1 crore mark** after 18 years of its establishment. It was ₹1,05,69,487 as of 31.03.1938.

Bank very prudently fixed limits for various types of advances to businesses were as follows:

| Commodity Limit | Margin (%) | (₹ in lakh) |
|-------------------------------|------------|-------------|
| Artificial silk, silk goods | 5.00 | 25 to 40 |
| Foreign cotton goods bleached | 5.00 | 30 to 40 |
| Printed Foreign grey goods | 5.00 | 25 to 35 |
| Indian made grey goods | 10.00 | 25 to 30 |
| Indian made fancy bleached | 5.00 | 30 to 35 |



खाता लेजर



वर्ष 1950 में बैंक द्वारा प्रयोग की जानेवाली जोड़ करनेवाली मशीन

At the same time, the Call Loan limits to various Banks were also revised to range from ₹2 lakh to ₹5 lakh. Looking at the economic scenario and depressed conditions in the investment market, Bank reviewed its investment portfolio and decided to reduce investment to the extent of ₹10 lakh; as far as Government Securities were concerned. It was decided to dispose of some premium securities to the extent of ₹10 lakh and to invest in short and medium-rated Indian securities.

In the year 1938, Bank decided to **change its Financial Year** from April-March to January-December and took the necessary approval from the concerned authorities. The accounts were to be drawn for 9 months ending 31.12.1939.

During July 1939 there were **heavy withdrawals at Rajkot Branch** and in 3 days, Bank had to pay more than ₹5 lakh to depositors, that was met by availing advance from Imperial Bank. Confidence amongst customers was thereby established, which resulted in deposits again going up higher than ever before in just one week. Doubts expressed within the management whether to close down Rajkot branch, were thus put to rest.

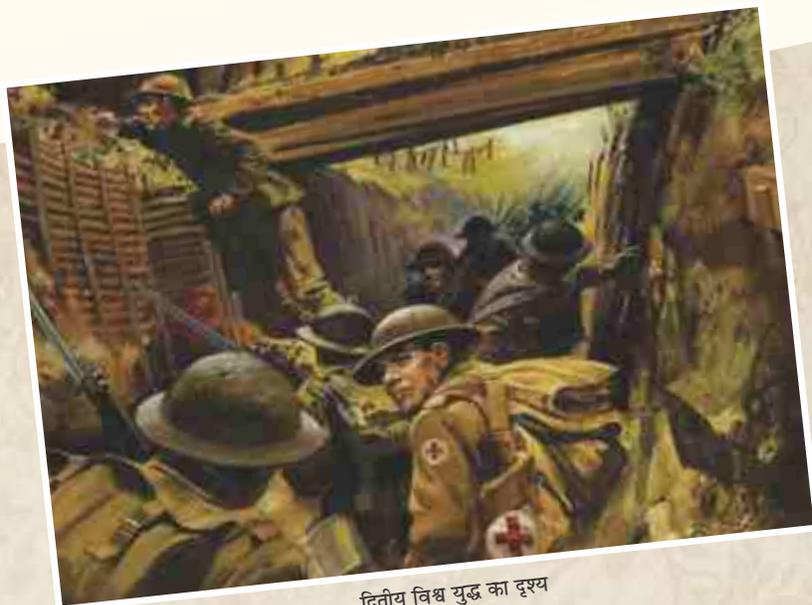
Meanwhile, **Sir Hormusji Cowasji Dinshaw, Chairman** of the Bank since 04.03.1920, expired on 02.08.1939. He was a Founder Director of the Bank, and had steered it all through its most difficult times. In his place **Shri M.S.Captain** was elected Chairman with effect from 03.08.1939.

As the volume of business increased, the Bank started the practice of giving **restricted Power of**

Attorney with limited powers to Junior Officers, Special Assistants and Assistant Head Cashiers.

The 2nd World War had a great impact on the working of the Bank. The cash holding went up to a very great extent because deployment opportunities were not good at that time and the Bank had taken a decision to use its idle funds by investing it in shares and securities to the extent of ₹20 lakh. With prices going up, a demand was made by the staff for **payment of Dearness Allowance**. The demand was accepted. Further, the Bank also agreed to pay 1 month's salary as bonus along with a Special Allowance equal to 1 month's salary, to meet the rising prices of various commodities. Family members of the staff were even permitted to return to their native place at the Bank's expense and given 1 month's salary in advance. But prices kept rising. Ad-hoc increase in Dearness Allowance did not help much. In August 1944, the staff again made a representation to increase the D.A. in view of continued abnormal living conditions, which was accepted. Meanwhile, the Bank took steps to reduce expenditure. Several cost-cutting measures were adopted. Opening of a new branch at Calcutta was also postponed.

The business of the Bank kept rising, whereas its capital remained the same. Therefore, the Bank accepted the view that to improve its working, its capital base had to be expanded. It was proposed to increase the Paid up Capital to ₹80 lakh from ₹39.90 lakh by issue of new shares of Paid Up value of ₹5 each at a premium. At that point of time the Reserve Fund of the Bank was ₹20 lakh. However, the proposal was declined by the Central Bank of India.



द्वितीय विश्व युद्ध का दृश्य



When the economy started looking up and demand rose for credit off-take, the Bank immediately took the opportunity and decided to grant advance against sugar, wheat and bajra crops. In addition, it delegated powers to give advances even to the Rajkot Branch. This was the Bank's **1st delegation of authority** to the field. The delegation was subject to a condition that no single borrower could get an advance exceeding ₹25,000/-. Such powers were given in order not to miss any business opportunities and also to avoid delay in getting the sanction from Head Office for each proposal. The limits in favour of Memon parties for every quarter were reviewed. An amount of ₹2.65 lakh was sanctioned to 31 parties. In case of "Poorjas" endorsed by the above parties, respective limits were doubled.

For the 1st time, Bank decided to have structural Dearness Allowance payable to staff.

Fire broke out at the **Mandvi branch** in 1944. The Bank could salvage the entire cash but not the records which were kept on the 1st floor. 80% of the claim amounts were immediately paid while the rest were settled after obtaining the proof of balances and in some cases, even without it. After making necessary repairs, the branch resumed its operations.

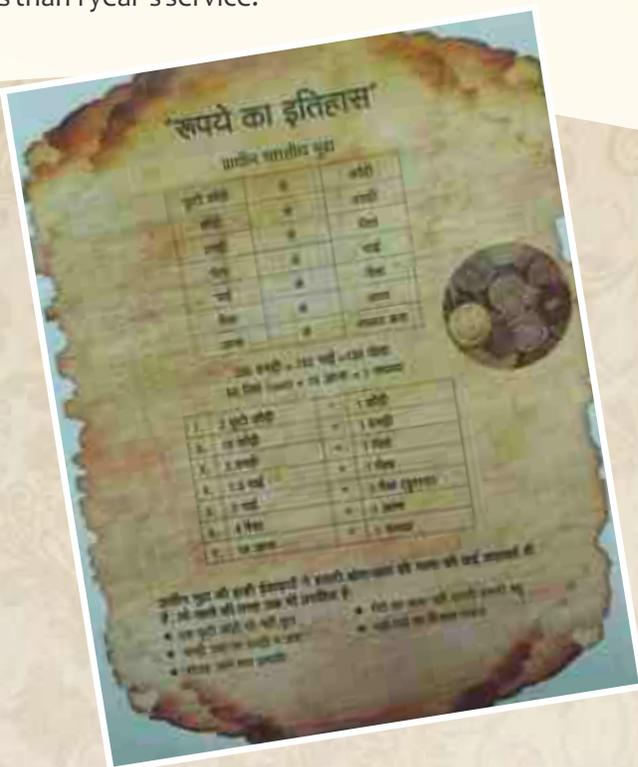
The Bank sanctioned to its staff members, a **Silver Jubilee year Bonus** equivalent of 2 month's salary for 20 years' service, 1 month's salary to other members and proportionate amounts to all those who had put in less than 1 year's service.

The Bank was very meticulous in accounting the valuation on investments portfolio. To strengthen its accounting practices, the following guidelines were laid down by the Bank:-

- i. Investments valued at the average paid price and also their book values were recorded. In no case such paid price of Investments was to be taken in excess of the market value. The difference between the book value and such average paid price was to be transferred to the Investment Adjustment Account. In cases where book value was higher than the average purchase price, the difference between these two was to be taken into account before transferring the difference mentioned above.
- ii. The profits resulting from the sale and purchase of investment in each year were deducted from its value and the debit balance arising in the case of investments sold out, were to be transferred, at the discretion of the Directors, in whole or in part, to the Investment Adjustment Account.

Bank increased the rate of its contribution to Provident Fund from 6.25% to 8.33% w.e.f. 01.01.1945 along with the member's contribution.

Following an amendment of the Indian Companies Act 1944, the **Agency** links of the Bank with the Central Bank of India were **terminated** by end of June 1946. Bank's profit at that point of time was ₹3,45,418-8-10.



Following the **termination of Managing Agency arrangement**, the Bank started its operations without the guidance of Central Bank of India. It took some time for the Bank to adjust to the new situation. The Union Bank of India appointed **Shri F. K. F. Nariman as the Manager in July 1944** who finally took control of the Bank without losing time and started attending Board meetings. The withdrawal of the Central Bank from Managing Agency arrangement had also its impact on the profitability of the Bank, which came down from ₹ 3.45 lakhs to ₹ 2.42 lakhs.

For nearly 21 years from the inception, the Bank operated only through its 4 branches, i.e. 3 at Mumbai, at Apollo Street, at Kalbadevi and at Mandvi with the 4th branch at Rajkot, Gujarat. The Bank soon started exploring the possibilities of opening more branches. This resulted in opening of a **branch at Jetpur**, the capital of then Jetpur State, Gujarat, Jetpur, at that point in time, was left with only Habib Bank with the earlier two Banks viz., International Bank and ABC Bank having failed in their banking ventures. Later, some more branches at Jamnagar, Junagadh, Veraval and Surat were opened.

Soon after, the Bank started negotiations with the **Hind Bank Ltd.** for **amalgamation**. Even though,

approval from the RBI was obtained and an agreement was also entered into between the Management of both the Banks, the amalgamation could not fructify due to litigation by some shareholders of the Hind Bank Ltd. Later, the Bank decided to take over the business premises and the staff of the Jamnagar branch of the Hind Bank Ltd. The assets, liabilities and staff of Calcutta branch of Hind bank were also taken over by the Bank which then came to be known as the Ezra Street branch.

Bank started to canvas foreign exchange business to make out a case for obtaining license from Reserve Bank of India, which had been rejected by it earlier. The Forex business, particularly, of opening Import LCs and handling export bills, was steadily improving.

To strengthen the Bank's management, an important businessman, **Shri Devji Rattansey** was invited to join its Board of Directors in April 1963. This period witnessed a lot of disturbances and strange business relations.

Employees' Service Conditions, Officers' Pay Scales, Bonus, Loan and Gratuity

The newly-formed Union Bank of India Employees' Union had sent a copy of Charter of Rights of the Federation of Bank Employees while issuing a strike notice to the Bank. The strike notice was referred to the Labour Commissioner. Meanwhile, Bank joined **the Indian Banks' Association (IBA)** to



मुं. स. मार्ग शाखा में म. गांधी की कांसे की अर्थ प्रतिमा की स्थापना



श्री देवजी रतनसी



tackle the issue at industry level. The Government had made the Bombay Industrial Disputes Act 1938 applicable to the Banking Companies and the demands of the Bank employees had to be referred for arbitration to the Industrial Court. Ultimately, the Bank received orders from the Labour Commissioner under the Industrial Relations Act 1947 which specified the nature of the contract between the employees and the employer and notified the mutual rights and liabilities legally enforceable.

For the 1st time, **Officers' Pay scales were fixed** categorizing the various grades.

Another important regulation that come into force was fixing of retirement age of staff at 60 years, as agreed upon by certain banking companies in Mumbai with their employees.

On 15th August, 1947, when India became an Independent Sovereign Nation, all staff members of the Bank were paid 15 days' salary as bonus to commemorate the landmark event.

The relationship between the employees and the Bank Management were strained. Since the demands of employees were not amicably settled, the Minister of Labour, Government of India, referred the dispute between the Banking Companies and their respective Unions to an Industrial Tribunal for adjudication. Ultimately, after a series of meetings, a **settlement** was reached between the Bank and the representatives of the employees.

Gratuity rules were framed by the Bank for the first time for the benefit of its employees.

During this period, **the first Housing loan** to an employee for acquiring a house to the tune of ₹1200 was sanctioned by the Bank against lien on his Provident Fund and on deposit of title deeds of the house with the Bank.

To protect interest of depositors and to strengthen the banking system, **Banking Companies Act 1949** was legislated by the Government of India, which came into effect from on 16.03.1949. This Act gave vast powers to the Government of India and to the RBI to regulate all Banking firms in India.

Streamlining Operations

The practice of systematic reporting on the working of branches and on some key parameters to the Top Management was started in the year 1950. New processes and systems in respect of cheque book and cash were also introduced to overcome problems of forging, shortage of cash, etc. To improve accuracy in calculation, Bank for the first time **mechanized its day-to-day working** by purchasing the Burroughs Duplex Portable Adding & Listing machines in 1950. Bank also installed **Intercom systems** for the first time then.

Deposits of the Bank went up considerably by 31.12.1950 which **crossed the ₹5 crore mark**. The Bank,



बैंक का वर्ष 1953 का र्कैलेंडर

thereafter, started **opening Letters of Credit** on a regular basis for its customers.

Shri F. K. F. Nariman was designated as the **General Manager** and he was put in charge of the Bank to report directly to the Board. The Authority levels of General Manager were also increased to improve business prospects. Power of Attorney was also granted to 17 officers at Mumbai.

Around this time, the **Bank purchased the Savoy Chambers premises** situated in Dalal Street, Fort, Bombay. Later on, the old building was demolished and rebuilt and the Bank shifted the day-to-day operations of its M.S.Marg (Apollo Street) branch to the new building, with an air-conditioned Locker department.

With the markets in poor shape and uncertain conditions prevailing everywhere, the importance of scrutinizing various advances was deeply felt. The portfolio was divided into four broad parameters and each was entrusted to the scrutiny of a Director. Verification of godowns through outside agency was also started.

Looking to the nature of business risks involved, the Bank had taken a **Blanket Insurance policy** issued by M/s Lloyds Underwriters for ₹3 lakh to cover the Bank's assets against various types of risks.

The **branch at Ahmedabad** was opened on 10.03.1954. About the same time, Bank decided to

open a **branch at Kolkata (Calcutta)** by taking over the branch of **Habib Bank Ltd.** The Bank took over the Habib Bank Ltd., on 01.07.1954 after obtaining licence from the RBI. Prominent business personalities were persuaded by the Bank to be on the Local Advisory Board of these branches. Shri D. A. Bijoor, who was serving as DGM at Habib Bank Ltd, was appointed as Secretary of the Board effective from 08.08.1954. Later on, he was entrusted with the task of improving the business and also to venture into other areas like investment in shares and underwriting, etc. Soon thereafter, the RBI gave license to open branches at Cochin, Chennai (Madras), and Bhat Bazaar, Mandvi, Abdul Rehman Street Princess Street in Mumbai and by 30.06.1955, Bank had a total of 10 branches.



वर्ष 1960 में बैंक द्वारा इस्तेमाल की जानेवाली एनसीआर मशीन



अपोलो स्ट्रीट इमारत. आज की मुंबई समाचार मार्ग शाखा



RAPID STRIDES

The growth of Union Bank of India after emerging from the control of Central Bank of India started only after **Shri F.K.F. Nariman** had taken over as the Bank's General Manager and **Shri D. A. Bijoor** as the DGM - a man who could translate thoughts into action. Everything was well planned like assessing the net worth of the customers and their likely requirements. Bank attracted more and more clientele on account of its service standards and assessment of credit and its delivery.

One after the other, Bank started new schemes for the benefit of its customers. It sanctioned export facilities by way of Packing Credit limits to 4 customers for the 1st time. Badla business was started in a big way which was routed through share brokers/broker firms many of whom were Marwaris. Also Trust Receipt loans were started for the 1st time. It also started availing re-finance under the Bill Market Scheme. Meanwhile, Forex business had a robust growth.

Bank Goes South

Shri Bijoor was active and would not only decide where to set up a branch but how to staff it as well. Bank opened its 1st South Indian branch at Kochi

(Cochin) on 03.09.1954, followed by a branch at Princess Street, Mumbai on 15.10.1955 and a branch at Chennai (Madras) on 10.11.1955. By 31.12.1955, Bank had a Business Mix of ₹ 14.5 Crores.

Branch in North India

Bank opened its 1st branch in North India at Delhi on 11.02.1957 and went to increase the number in due course of time. Bank also received licenses from RBI to open branches at Hyderabad, Poona (Pune), Vijayawada, Madurai, Calicut and a second branch in Calcutta at Clive Row. Bank opened 5 more branches in 1957, two in Mumbai at Mulund and Opera House and one each in Delhi, Kozhikode (Calicut) and Poona.

In 1957, for the 1st time, the Rupee was defined in terms of 100 Paise, instead of Annas and Paise.

Forex Business

Even though Foreign Exchange business increased substantially, the working of Forex Department was not properly streamlined to meet with the latest trends. As a part of resolution, links were established with Westminster Bank, London which accepted two internees for training. Westminster Bank also agreed to send one of its own experts to the Bank for a period of six to eight months to enable it to upgrade its own procedures. In view of the Bank's rising reputation and business



श्री डी.ए. बिजूर



वर्ष 1954 में प्रयोग किये जानेवाले बिल्ल टोकन



वर्ष 1957 में खोली गयी एसबी सर्राफा मार्केट शाखा, दिल्ली

connections, many foreign banks started opening accounts with it. The Bank of America, the National Trust & Savings Association and the Riyadh Bank appointed the Union Bank of India as their correspondent. The Bank also became very active in its investment portfolio having investment in Government Securities including National Savings, Government of India loans, State Government bonds of Bombay, Rajasthan, Madras, Mysore, etc., and bonds of Air India International.

Expansion of Capital and Listing on Stock Exchange

During the period 1953 to 1957, the Bank's Capital to Deposit ratio had declined from 12% to 4%, to overcome which, the Paid-Up Capital was increased from ₹ 40 lakhs to ₹ 60 lakhs by allotting 1 new share against 2 old shares to the existing shareholders. Out of 4 lakh shares of ₹ 5 each that were issued, 33000 shares remained unsubscribed. Of these, 1130 shares were bought by the Bank's Directors, 15000 shares were offered to staff members at par and the rest were offered to parties in Delhi and other parts of North India. Bank entered in to an agreement with the Native Share and Stock Brokers Association, Bombay for listing the new shares of the Bank in Bombay Stock Exchange.

Shri K. R. P. Shroff was elected **Chairman** of Board of Directors on 23.06.1958. He continued as the

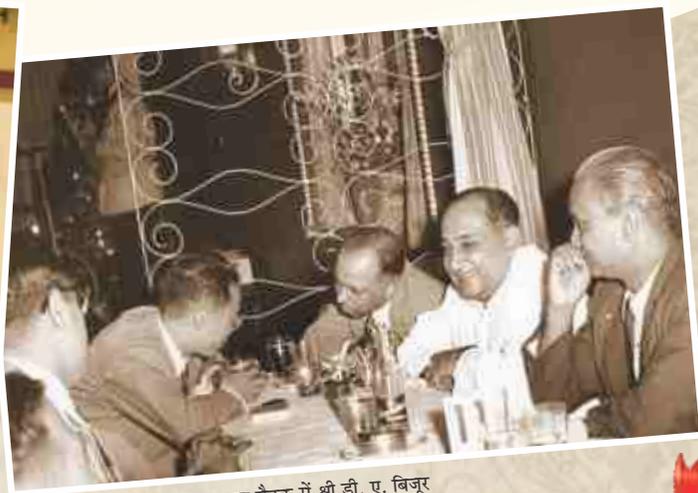
Chairman till 11.02.1963.

Meanwhile, delegated powers to the General Manager were further increased, subject to confirmation by the Board. A Committee of Directors was also set up to see that the liquidity of the Bank was maintained. Another empowered Committee of Directors was also set up to take care of investment and sanctioning of advances. This Committee was permitted to invest in the debentures issued by first class companies. The Bank was also very aggressive in underwriting business wherein it subscribed to Equity / Preference shares of reputed companies. The Bank also put in place the annual system of review of all loan limits, based on which, they were either continued at existing levels or enhanced or reduced, on case to case basis. The Bank took the bold step to write-off what was assessed to be incontrovertibly bad debts. At the same time, it decided not to charge any interest or book profit in respect of doubtful accounts. Bank also took up the exclusive clearing work for M/s Hyderabad Oils & Seeds Exchange Ltd, Hyderabad through its Hyderabad branch.

On 1.10.1958, the Bank opened its **1st Extension Counter** at 'India 1958' Exhibition in New Delhi sponsored by the Government of India. This counter turned out to be very good means of increasing the Bank's prestige and popularity as large number of delegates visited it. It also coincided with annual conferences of the International Monetary Fund, the



वर्ष 1961 में श्री एफ. के. एफ. नरीमन और श्री आर. जे. अंगस द्वारा कोचीन शाखा का किया गया दौरा.



एक बैठक में श्री डी. ए. बिजूर



International Bank of Reconstruction and Development and National Finance Corporation.

For year ending 31.12.1958, the Bank made a Net Profit of ₹ 15.75 lakhs. On account of the growth in the Bank's business and profitability, some of the Executives were promoted as DGMs with enhanced delegated powers.

Ensuring Control of Branches

During this period, the Bank opened additional branches at Mumbai, two in Delhi and one each in Ahmedabad and Kolkata, Dhoraji, Kanpur and Madurai. To fall in line with the observations made in the RBI's Inspection report and to ensure greater all-round control over the working of all the branches the following measures were taken:

- i. Introducing a system of comprehensive internal audit on a daily basis in all Metropolitan branches.
- ii. Twice a year, Surprise quality audit of all accounts by Bank's Statutory Auditors.
- iii. Strengthen the organisational and audit set up by appointing quality and experienced staff;
- iv. Depositing duplicate keys of Bank's Safe with the nearest State Bank branches;
- v. Effective Monitoring by the Committee of Directors.

In order to improve the foreign exchange business, obtain better terms, and also secure good reciprocal business from foreign correspondents, Shri F. K. F. Nariman was advised to undertake a world tour.

Mechanisation in Branches

The Mechanised Accounting System was extended to the Princess Street branch, Mumbai and after ensuring its satisfactory performance. It was decided to add 9 new machines of the National Cash Register Co. for other local branches. Further, Bank installed Teleprinters at its Head Office at Mumbai and also the Calcutta branch.

During the year 1959, unprecedented floods in Gujarat caused extensive damage to life, property and crops in several districts in general and in Surat district in particular. The staff members of Surat were also affected. The Bank was magnanimous in supporting staff members affected by the flood situation.

Acquisition of Property Outside Bombay

The Bank purchased its 1st property outside Mumbai at Mariyam Mahal at Coimbatore in a public auction at a price of ₹ 32000/- in 1959.

In order to have a planned expansion of Bank's activities in Northern India, especially Delhi, Punjab



वर्ष 1959 में यूरोप और यू.एस. में अपने दौर के दौरान बैंक के कार्यपालकों को संबोधित करते हुए एफ.के.एफ. नरीमन



वर्ष 1960 में इस्तेमाल की जानेवाली चेक प्रोटेक्टर मशीन

and Uttar Pradesh as also to have effective control over the business, a Regional Office at Connaught Circus at Delhi was made operational. Reflecting the progress being made by the Bank, one branch, each at Kalyan, Cambay, Bangalore, Coimbatore, Vadodara, Chennai, Porbunder were opened. The Jabalpur Cantonment was the 1st branch to be opened in Madhya Pradesh in 1959.

The Bank's deposits went up from ₹ 24.60 crore to ₹ 32.17 crore and the advances from ₹ 15.78 crore to ₹ 20.57 crore. The Net Profit for year amounted to ₹ 24.27 lakh. In order to preserve the huge size of old records generated on account of increasing business, two floors of a building ad-measuring 6000 sq.ft., were hired on lease, near Sassoon Dock, Colaba, Mumbai.

A need was felt to set up a Training School in 1959 for the Bank's staff to impart banking training in order to increase their efficiency and effectiveness.



After almost 40 years of operations, the Bank faced one of the worst calamities – a run on the Bank. The Bank, though, came out with flying colours.

Certain false rumours spread about the failure of some of the customers at the Princess Street branch in discharging their liabilities that spread like wild fire in no time. One rumour was that the Iron and Steel business had gone bankrupt. A similar story was doing the rounds about a spinning mill. Yet another rumour was that the Bank had lost several crores of rupees in its business with two leading customers. Even as staff was getting down to work, they noticed some ominous signs: depositors were standing in a queue outside each branch to withdraw their money/balances from Savings, Current and Deposit Accounts in large numbers.

However, Shri F. K. F. Nariman and Shri D. A. Bijoor acted swiftly and Instructions were immediately given to all branches to make full payments to whosoever came to the branch demanding withdrawal, irrespective of time. Bank kept its cash counters open even beyond mid-night. Friends and patrons of the Bank were approached to arrange for cash so that it could meet any demand instantaneously. All the Executives and staff members including clerical and



वर्ष 1960 में प्रयोग किया जानेवाला चालू खाता लेजर.



विशेष प्रशिक्षण कार्यक्रम, वर्ष 1963 में वरिष्ठ प्रबंधन टीम



sub-staff went through lot of hardships but they worked day and night during this period. Bank's Directors - Shri Devji Rattansey, Shri Ratilal Nathal and Shri H. K. Vissanji, were particularly helpful in rushing from branch to branch carrying cash in gunny bags. Central Bank of India, singularly stood ground with its all out support to the Bank throughout this crisis. As soon as the rumours got subdued, the Customers started coming back to the Bank queuing again to deposit the amount they had withdrawn and staff had to sit late hours to receive the deposits.

Bank took a vital decision that it would continue to pay the same amount of interest on those deposits which were prematurely withdrawn but had subsequently been re-deposited soon after. **This gesture gave the Bank a very good image and reputation.**

In the meantime, RBI announced its credit policy for the slack season wherein the Reserve Ratio was increased requiring the Bank to correct its liquidity ratio and reduce seasonal and other loans. Bank successfully overcame this difficult phase too. **Delegation of Power** to Bank's executives was comprehensively reviewed and streamlined in response to the observations made by RBI, thereby smoothening the operations. Effective control of all operations was ensured through placing of comprehensive reports to the Board, on various business parameters, on a periodical basis.

Bank witnessed negative growth in its business for the 1st time in its history. During 1960, the Bank's

deposits and advances had come down to ₹ 28.50 crore and ₹ 17.31 crore from the previous year's levels of ₹ 32.17 crore and ₹ 20.57 crore respectively. During the same period, Net Profit grew from ₹ 24.27 lakh to ₹ 27.15 lakh, which was very heartening.

About this time the Bank was upgraded to 'A' Class. As many as 65 Branches were classified under Group 'A', 'B' and 'C'. Consequently, pay-scales of staff members were revised to fall in line with the scales paid by similar Banks. The staff were then entitled to get higher emoluments in the form of increments and allowances including overtime.

The Capital and Reserves of Banks were on a declining trend due to which RBI advised the Banks to increase their Capital base. It was further suggested by RBI that in all Banks where published Reserves were more than the Paid-up Capital, the banks should transfer at least 20% of their declared profit towards Reserves. Accordingly, Union Bank decided to increase its Authorized Capital from ₹ 1 crore to ₹ 2 crore, the Paid-up Capital from ₹ 60 lakhs to ₹ 1 crore by issuing 8 lakh new shares to existing shareholders at the ratio of 2 new shares per existing 3 shares at ₹ 5.50 per share including Premium of ₹ 0.50 Paise per share. All the shares were fully subscribed and Bank received ₹ 44 lakhs, of which ₹ 40 lakhs were transferred to Capital Account and ₹ 4 lakh to Reserve Fund - Premium on shares. The new shares were listed in the Ahmedabad Stock Exchange following the formation of Gujarat State.



वर्ष 1965 का पुराना टेबल फैन



शाखाओं में प्रयोग की जानेवाली लालटेन



वर्ष 1969 में प्रधान कार्यालय में उपयोग किया जानेवाला विंटेज टेलीफोन

Foreign Exchange Business Soars

The Westminster Bank Ltd., had deputed the services of one of its employees named Shri R. J. S. Angus initially. During his stint with the Bank, he organized the Forex Department on a sound footing and trained the Bank's personnel on Forex business. He travelled extensively in Africa and the Far East and concluded arrangements with 90 banks for Rupee Non-Resident Accounts. He was also responsible for many innovative changes that substantially reduced Bank's expenditure. After his visit to Thailand, Bangkok Bank Ltd opened its Rupee account solely with the Union Bank of India and started routing its entire business through it. During the tenure of Shri Angus, the Bank's Forex business grew multifold. Thereafter, Bank entered into foreign trade Agreements with several local banks in Russia and other East European countries which significantly improved its foreign exchange business for a long time to come.

Bank continued its practice of having an Advisory Board with persons of high reputation at important centres. A Ceiling was set up for all Advisory Boards for sanctioning proposals, both clean and secured.

Pay Revision

The staff salaries issue pending since long with the National Industrial Tribunal (Banks Disputes) was settled and Pay Scales, Dearness Allowance, House Rent allowance of all staff members were revised.

Merger of Smaller Banks

Bank took a policy decision in December 1962 to absorb small regional banks to enlarge its network scope of business operations. A small committee of Directors was formed to look into this aspect. Resultantly, after completing the formalities including permissions from RBI, selected assets and liabilities of 3 Banks viz., **Perumbavoor Bank Pvt Ltd., Catholic Union Bank Ltd., and Nadar Mercantile Bank Ltd.**, were taken over by Union Bank alongwith all full time staff members. At that time, Perumbavoor Bank had four branches - one each at Alwaye, Alleppey, Muvattupuzha and Kothamangalam. Catholic Union Bank had eight branches - one each at Alwaye, Angamaly, Chalakudy, Cherpu, Irinjalakuda, Kalady, Parur and Trichur. Nadar Mercantile Bank Ltd., had two branches - one each at Trivandrum and Marthandam. Later on, the Bank took over the selected assets and liabilities of **Sind National Bank** also.

On 29.04.1963 Shri Devji Rattansey took over as Chairman of the Bank as Shri K. R. P. Shroff relinquished the Post.

With business steadily improving, Bank applied to RBI for permission to open new branches at under-mentioned places, which was received in 3 instalments.



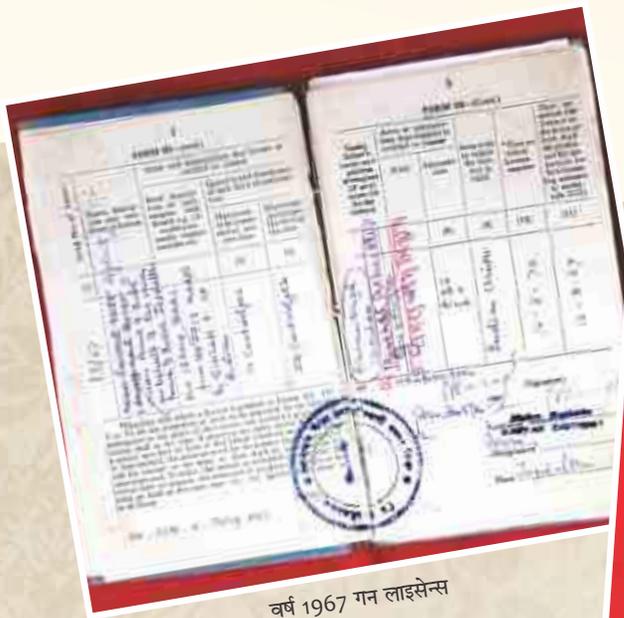
दि. 28 अप्रैल, 1965 में जालंधर शाखा का उद्घाटन



वर्ष 1965 में एर्नाकुलम शाखा का उद्घाटन



| State/City | 1 st instalment | 2 nd instalment | 3 rd instalment |
|------------------------------------|----------------------------|----------------------------|--|
| Mumbai | Borivli, Khar, Malad | Swadeshi Market, Kalbadevi | Dadar, Kurla Industrial Estate, Nepean Sea Road, Dahisar |
| Maharashtra | | Nasik City, Neral | |
| Gujarat Vadej, Vaso, Sojitra | Ellis Bridge, | Bajua | New Cloth Market, Ahmedabad, Bareja and Sunav |
| MP | Jabalpur, Raipur | Vindhya Nagar | Bhopal, Gwalior, Indore City, Katni and Burhar |
| Punjab | Amritsar | Jalandhar, Jandiala | |
| Delhi | Sadar Bazaar | Patel Nagar, Sabzi Mandi | |
| TN | Valparai | | |
| Rajasthan | | Jaipur | |
| AP | | Guntur, Secunderabad | |
| UP | | Landour Candotnment | Varanasi |
| WB | | | Dharamtola, Kancharpara |



वर्ष 1967 गन लाइसेन्स



वर्ष 1967 में सुरक्षा प्रहरियों द्वारा इस्तेमाल की जानेवाली 12 बोर बंदूक

For the first time, Bank was included in the list of Government approved banks for collection of pensions, salaries etc., of Government employees, but was kept under strict compliance of rules.

To augment liquidity position of the Bank it was decided to monitor the liquidity position closely and to borrow for the first time from the RBI under its Export Bills Credit Scheme up to ₹150 lakhs.

Financing Promising Enterprises

During this period, reputed and large corporates who had great potential for growth numbering about 50 were financed by the Bank. At the same time, the **1st consortium advance of ₹1 crore** was sanctioned by the Bank along with National & Grindlays Bank Ltd., to M/s Bombay Dyeing & Mfg Co. Ltd. This event was well publicized.

During 1963, Bank's profit crossed ₹ 50 lakhs for the first time and as on 31.12.1963, it was actually ₹59.16 lakhs.

To encourage broader and wider dissemination of share ownership and promote public savings into joint stock enterprises, the Government of India had issued guidelines to be implemented by Joint Stock companies including the banks. The Union Bank had already put the same in practice.

For the smooth and expeditious administration of

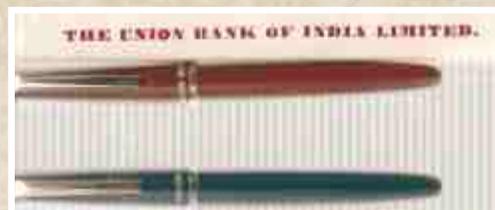
the Bank, a Committee of Directors called the **Administrative Committee** was formed.

Those were times when agitation for higher wages was a standard practice. A part of the staff decided in the first quarter of 1964 to pursue non-co-operation as a means to achieve higher wages which led to a lot of disturbances in branches all over the country. Those in the Officer grade had to perform work long hours to meet the needs of the customers. The agitation failed but the co-operation of the officer and non-union staff was gratefully recognized with an award to each of a lump sum of ₹ 75/-. Further, whenever staff members undergo serious health matters / Hospitalization / Injury, the Bank used to bear the entire cost of treatment.

In July 1969, Shri F. K. F. Nariman was promoted as the Managing Director of the Bank based on the suggestions received from shareholders during the 44th AGM and after RBI's approval.

Issue of Capital

As per RBI guidelines, Paid-up Capital and Reserves of the Bank was to be maintained at 6% of the Deposits, which however, stood at 3% for the Bank as on 31.12.1964. It was therefore increased from ₹ 1 crore to ₹ 25 crore by issuing 5 lakh shares of ₹ 5 each, at par, from existing shareholders at 1 share for every 4 shares.



वर्ष 1969 की बैंक की डायरी और पेन



During this period, Bank had access to sizeable amount of current account / savings account (CASA) deposits on account of making the New Delhi Co-operative Bank Ltd., as its sub-member of the Delhi Clearing House.

As of 30.06.1966, Advances of the Bank crossed the ₹50 crore mark.

Rupee Devaluation

During the year, the Rupee was devalued against the Dollar and other Foreign Currencies and this resulted in an increase in the price of cotton, putting the cotton parties under a severe liquidity problem. Bank, in the circumstances, reviewed all the advances given to parties concerned and raised their existing limits by 50% and even excesses were allowed to export customers to the extent of 85% to 300% to some of the top customers having sizeable exposure.

Government of Pakistan, as a result of hostilities against India, impounded the raw jute imported from Bangladesh (East Pakistan) by the jute mills in

Calcutta through the Bank. Issue was taken note of and necessary assistance to parties was provided. As a response to the hostilities, Bank's Employees' Union and Officers' Association jointly set up a Civil Defence Committee to contribute their might to the Indian Government. The Committee, in turn, trained 75 members of local staff as wardens who were able to take up civil defence measures and assist civil defence authorities in an emergency. Committee also started a Jawans' Welfare Fund to which every member contributed a day's salary every month.

Bank became member of various Chambers of Commerce like Rajasthan, Ahmedabad Bombay.

An employee named **Shri S. D. Major** who was a minor at the time of joining the Bank created a record of sorts for putting up 44 years of service.

In order to develop the Bank's business in Northern India, Bank decided to open branches in Punjab, Chandigarh and Haryana. To start with, Bank bought two plots of 444 sq. Yards at Chandigarh at around ₹ 150 per Sq. Yard and approved a plan outlay of ₹ 7.55 lakh to construct a building in consonance with the Chandigarh Town Planning Scheme.



SOCIAL CONTROL

The years immediately following 1966 were significant for Banking Industry. Prior to Independence, the country had inherited an urban-oriented and weak banking system. There was no efficient co-ordination between currency management and extension of bank credit. Banks used to be guided by the security - oriented approach, with greater reliance on the man behind the project. Thereafter for a good length of time, the advances continued to meet the needs of only the industry and organised trade. Even deposits mobilized from rural and semi-urban areas went to finance urban based industry and trade. Credit needs of agriculture, SSI, rural artisans, retail and small business did not receive the deserved attention. High-yielding variety programmes, changes in cropping patterns and extension of irrigation etc., were opening up vistas for agricultural development. This led to a need for review of banking policies. Social control seemed to provide one answer.

In the wake of various developments like failure of Laxmi Bank and Palai Central Bank in 1960, several amendments were made to the Banking Companies Act during 1949 to 1966 while rechristening the Act as

Banking Regulation Act that gave further regulating powers to Government of India and RBI and brought all Cooperative Banks into its ambit.

On 14.12.1967, **Social Control of Banks** was introduced to regulate the country's social and economic life, to make credit as an instrument of optimum economic development by making it available to a wider section of population and to prevent any monopolistic trend, concentration of economic power and misdirection of resources. Attempts were also being made to strengthen the agriculture and other priority sectors of the economy through various measures including availability of credit.

Consequent to promulgation of measures recommended by Social Control of banks, many members of the Local Advisory Boards at Ahmedabad, Calcutta and Guwahati resigned alongwith some of the Directors on the Bank's Board. The Bank's Board was thereafter reconstituted with reputed persons having background of agriculture, SSI and other priority sectors. **Shri F. K. F. Nariman was appointed as the Whole-time Chairman of the Bank wef from 23.11.1967 on approval from the RBI.**

By the end of 1967, the Bank achieved the distinction of crossing ₹100 crore deposits. It also subscribed to the capital of Agriculture Finance Corporation to the extent of ₹37.50 lakh as a

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समाज और सामाजिक नियंत्रण



Promoter Bank. Foreign Exchange business of the Bank was showing remarkable progress jumping from ₹ 103 crores in 1965 to ₹ 120 crores in 1966 and to ₹ 181 crores in 1967. Shri Nariman was, therefore, authorised by the Board to visit the United States, Britain, Europe and also Australia to renew old contacts and establish new ones.

In view of the complexities involved in agricultural and priority sector financing, Bank put in place a new Organizational Set-up in the Central Office w.e.f. 01.01.1968. A few sub-committees of Executives were also constituted for key Head Office functions like Advances, Organization & Methods and Staff matters. Functional distribution of responsibilities at Central Office and Zone - wise Distribution of Branches was also effected among various executives. Delegated authorities of the Chairman and all Executives, the DGMs, AGMs, Superintendents and Agents were revised upwards.

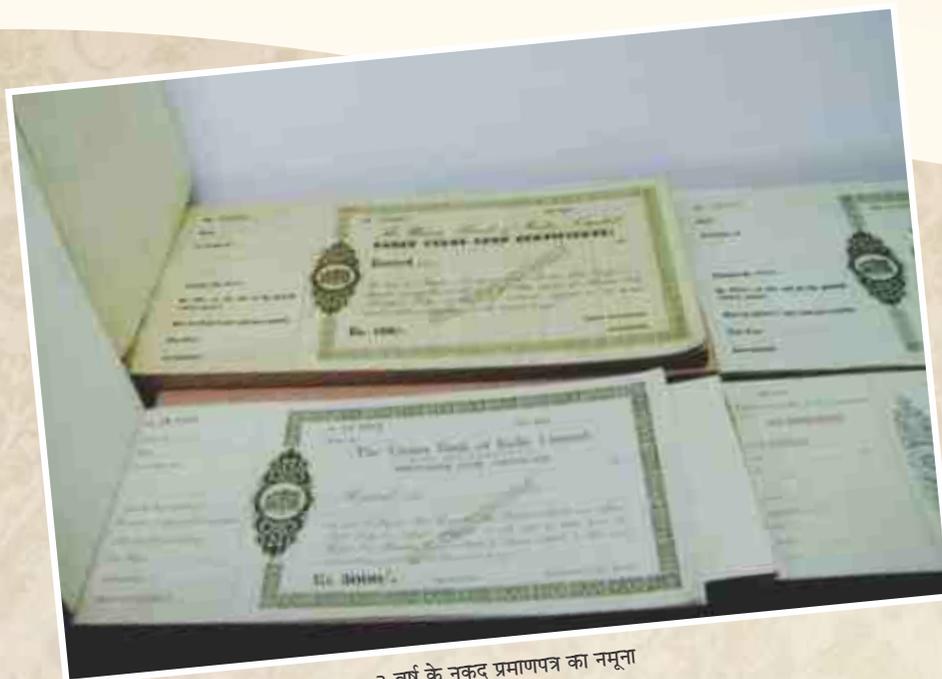
Bank was very **pro-active in meeting customers' demands**, particularly cotton importers. Accounts of 22 companies, where credit limits were considered inadequate, were reviewed and additional loans sanctioned. Union Bank also **financed various State Electricity Boards** for energising of pump sets and drawing lines for power supply in Mysore, Andhra Pradesh and Haryana as per the Scheme drawn up by the Agricultural Finance Corporation.

Economically weaker and neglected sectors of

society were identified for loans which were stepped up. A noticeable shift in emphasis from class to mass banking emerged in 1969.

Efforts of Shri Nariman, Shri Bijoor and Shri Devji Rattansey resulted in many more branches being opened in Bombay, other big cities and State capitals. This also helped the Bank in obtaining conditional Forex license from RBI. Later, a permanent Forex license was granted by RBI on achievement of the targeted business. Soon many more branches all over India were opened with independent forex facilities at selected new branches. The Bank's Deposits rose to ₹ 59 crores while number of branches increased from 3 to more than 162 before nationalization.

Shri Bijoor made many trips every year to all parts of India to select and lease premises in suitable areas to open new branches. He also inspected the old branches arranged lunch and dinner parties to invite prominent businessmen and professionals and also appointed local clerical staff. The branch agents and accountants were deputed from Head Office or old branches. Shri Bijoor would carry letters of introduction from Multani shroffs (indigenous money lenders) and other respectable clients of Bombay. At major branches, Shri Bijoor would stay for about 20 to 30 days to look after the preliminaries. He met thousands of people and claims that the total number of prospective customers he visited during his service would run into lakhs. He stayed at moderate-sized



3 वर्ष के नकद प्रमाणपत्र का नमूना

hotels to keep the expenses down.

The business of the Bank had grown rapidly over these years. In 1954, Bank had just 10 branches. As of 31.12.1967, in a span of these thirteen years, the Bank had set up 173 branches. Work had increased manifold which called for steady supervision and well trained personnel. Efficiency also had to be maintained. It was, therefore, decided that deposit receipts and demand drafts could be issued over the signature of one official authorized to sign on behalf of the Bank up to a limit of ₹10000/-. Bank also opened 40 new branches during 1968 taking the total from 173 to 213 branches.

Of those 213 branches, 64 were opened in places where the population was less than 25,000. With such increase in the volume of business and number of staff, allocation of space for locating

various departments in the same building became very difficult. Bank had to shift some departments to nearby buildings on rent. Staff Department was the first to be shifted to Mehta Chambers and later on, the General Department was shifted to Sun Mill Compound, Parel.

In 1967, for the 1st time in the Bank's history a **study of the Branch Profitability** was conducted followed by corrective measures. Of the total 213 branches, 25 were in existence for over five years and 34 in existence for over 3 years and all were continuously incurring losses. Besides, major branches in urban and metropolitan centres such as at Chandhni Chowk, Delhi, Nagpur, Gandhi Road, Ellis Bridge and Vadej in Ahmedabad were also found incurring losses.

With the introduction of Social Control, the Board was reconstituted and its strength was brought down from 18 to 10.



वर्ष 1970 का एक दुर्लभ छायाचित्र. महत्वपूर्ण कार्यपालकों के साथ श्री पी एफ गट्टा, अध्यक्ष





Even as Social Control was introduced, there was a talk of nationalising the banking industry. This was at a time when socialism was very much in the air. Pandit Jawaharlal Nehru had been succeeded by Shri Lal Bahadur Shastri and with his sudden death, Smt. Indira Gandhi took charge of the Government. She was a beginner as far as economic issues were concerned. Within the Parliament, Congress barely held a majority and Smt Gandhi was aware of it. The Congress Party itself was divided, with senior leaders forming what came to be known as 'the Syndicate'. The main challenge to her came from Shri Morarji Desai, a man with a vast experience in Government. But within the party was a radical element aptly nicknamed 'Young Turks' who wanted revolutionary changes within the society and who wanted to get rid of the old, discredited leaders many of whom had lost their seats in Lok Sabha. Despite a lot of noise and din,

especially from the younger elements in the Congress, a compromise 10-point programme was drafted on which both the radicals and the conservatives could agree which included such subjects as land to the tiller, protection of the rights of dalits and tribals, a national minimum wage for both industrial and farm labour and housing sites for rural homeless. The key issue before the All India Congress Committee (AICC), however, was the future of the banking industry. As far back as 1950, voices were heard in Congress circles favouring Nationalization of major banks. But even Shri Nehru, one avowed to the establishment of a "socialistic pattern" of society, was opposed to it. In the changed atmosphere of 1967, the AICC had settled for Social Control and put bank nationalization in the background. Even Finance Minister and Deputy Prime Minister Shri Morarji Desai was strongly opposing the idea of nationalization. Indira Gandhi believed that Social Control should first be tried out before wholesale nationalization of banks could be enforced.

However, with the turn of events in the country



and the rapid developments in the political arena, a stage came when the Government led by Prime Minister Smt. Indira Gandhi took a bold step by bringing an Ordinance on 19.07.1969 on **Bank Nationalisation** even though Parliament was due to meet in 24 hours. Later on 09.08.1969, The Banking Companies (Acquisition & Transfer of Undertaking) Bill was passed by Parliament and got the approval of the President under which Banks with total deposits in excess of ₹ 50 crore as of 18.07.1969 were identified for nationalization.

Objectives of Bank Nationalization

- i. To raise public confidence in banking system
- ii. To mobilize savings from rural and urban areas
- iii. To expand banking facilities to unbanked and to rural and semi-urban areas
- iv. To give more credit to the priority sectors, like agriculture and allied activities small industries and small businesses
- v. To eliminate concentration of economic power in few hands
- vi. To reduce regional inequalities
- vii. To ensure prompt operations of the banking system for a larger social purpose and subject it to public regulation

viii. To check use of bank credit for speculative and other unproductive purposes.

The Union Bank of India Ltd. was among the first 14 Banks which were nationalized. With this, 83.30% of deposits of Scheduled Commercial banks including deposits of State Bank of India and its seven subsidiaries came within the ambit of public sector. The share was 6.40% of other Indian banks and 10.30% of foreign banks.

With Nationalisation of Banks in 1969, the '**Union Bank of India Ltd.,**' became '**Union Bank of India.**' Its existing **Board of Directors** was abolished and executive powers were vested with Chairman & Managing Director who was re-designated as "**the Custodian**". Thus, Shri F.K.F. Nariman became the 1st Custodian of Union Bank of India in August 1969.

Even before nationalisation of banks, the RBI had appointed various committees to study matters of importance concerning Commercial Banks especially in the fields of rural financing, branch expansion, lending to priority sectors, controlling the concentration of advances to certain groups of industries. Each committee was headed by a prominent Chartered Accountant, a distinguished industrialist, a Deputy Governor of RBI and a retired Chief Justice. One such Committee was headed by Shri F.K.F. Nariman, which recommended the **Lead Bank scheme**, which was accepted for implementation by the RBI in 1969.



19 जुलाई, 1969 - 14 वाणिज्यिक बैंकों को (जिनमें यूनिन बैंक ऑफ इंडिया शामिल) राष्ट्रीयकृत किया गया



सम्मान समारोह



Under the Lead Bank scheme, every district across the country was assigned to a commercial bank with a major local presence. The Lead Banks were entrusted with the responsibility of surveying resources, unbanked areas, population segment depending on money lenders, potential for banking development in the district, etc., and formulate Area Development Plans and Programmes in consultation with development agencies of the State Government / other participating Banks. The Union Bank of India was initially allotted 4 districts in Uttar Pradesh, viz., Varanasi, Ghazipur, Jaunpur and Azamgarh. Later in 1970 and 1972, Ernakulam and Kottayam districts in Kerala state and during 1975, 2 most backward districts viz., Rewa and Siddhi in Madhya Pradesh state, were allotted for Lead Banking activities.

Shri Phiroze Framroze Gutta succeeded **Shri F.K.F. Nariman** as the **Custodian**, who retired from Bank's services on 15.07.1970. Bank's progress under Shri Nariman's dynamic leadership was impressive. During his meritorious service of 37 years in the Bank, Branch network rose from 4 to 339 branches, Deposits increased from ₹5.33 crore to ₹133.02 crore and Advances increased from ₹2.38 crore to ₹107.23 crore.

A **Vigilance Cell** was set up during August 1970 at Central Office and the Chief Inspector of branches was put in charge of the vigilance to work directly under the Custodian.

During this period, Bank's attention was slowly but increasingly being drawn to changes in technology. The Bank approved the **Mechanisation Plan of operations** in December 1970.

The Staff facilities were also looked into by the bank. Thus, interest rates on Housing loans were reduced from 4% to 3% and that on Clean loans from 5% to 4%. As a Staff welfare measure 50% of annual college fees incurred by subordinate staff members for 2 children was reimbursed.

During the fag end of 1970, **Officers' Associations** was formed at important centres and with their affiliation to the All India Officers' Federation. Though, neither the Employees' Federation nor the Officers' Federation was recognized by the Bank, the matters relating to both employees and officers were informally discussed with the concerned Federations, whenever the need arose.

Bank's Golden Jubilee Year

Coinciding with the event of Bank Nationalisation in the year 1969, the Golden Jubilee Year of the Bank was also celebrated. Nearly 101 branches were opened in 1970 of which 43 were in rural areas and 37 in semi-urban areas and 5 in metropolitan centres. The Bank declared a **Golden Jubilee Bonus amounting to ₹7,78,100** to all members of the staff in addition to the normal bonus of ₹6,30,000. During the same year, a **Currency Chest** was established at the Bank's Apollo



वर्ष 1972 में कृषि वित्त पर बैंक की अहमदाबाद में आयोजित विशेष कार्यशाला

Street building in Mumbai, at the behest of RBI. A massive exercise on **branch categorization** based on various business parameters and workload, was also undertaken to streamline the procedures and controls.

The **Balance Sheet** of the Bank with Profit and Loss Account for the year ending 31.12.1970 was **published bilingually**, for the 1st time, i.e. both in English and Hindi in early 1971.

The year 1972 was interesting in many ways. Bank adopted a system of surprise inspection of selected branches by engaging firms of External Auditors. Under this system 134 branches were inspected, largely to keep a check on cash and other securities.

After Nationalisation in 1969, the Bank's Board meeting could not take place for a period of almost 3 years, i.e. till 04.12.1972. On 04.12.1972, Shri P.F. Gutta, Custodian of the Bank since 15.07.1970, was appointed by the Government of India as the Bank's **Chairman and Managing Director (CMD)**. Further, in its quest to professionalise the Bank's Board by bringing professionals from industry, agriculture etc., names of the members of new Board of Directors were also notified separately by the Government. The Government also issued guidelines in respect of business to be carried out in the Board Meetings and various Powers of the Managing Committee were also defined as required under the Banking Corporation Act 1970.

The RBI and Government of India advised the Bank to extend support to **Benaras State Bank Ltd – Varanasi** by way of participation in the Share capital. The principal shareholder of Benaras State Bank Ltd was Highness Maharaj Vibhuti Narayana Singh. This was conditionally accepted. Thus, the Bank was required to subscribe to 20,000 shares of ₹100 each.

Bank prepared its **1st Business Plan** for FY 1972-73 covering Deposit Mobilisation, Deployment of Resources and Advances to Priority Sector, personnel planning, profit planning, recovery of irregular, bad and doubtful accounts and investments. To this end, eight new Regional Offices and several District Development Offices were set up. However, setting up of a new Management Services Department was held in abeyance because of acute shortage of staff.

During 1972, the Bank started **implementation of Raj Bhasha (Hindi)** by making progressive use of Hindi in banking practices, both at the Central Office and in branches.

Innovations in Agriculture Lending

- i. A new Agro-Lending scheme was finalized with M/s Godavari Sugar Mills Ltd., of Somaiya Group who proposed to purchase sugarcane directly from the cane growers. The cane growers were in turn to be financed by the bank's Saidapur-Sameerwadi branch in Karnataka. Similar schemes were also implemented in other parts of the country,

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उत्तर प्रदेश के मुख्य जिलों में बैंक द्वारा आयोजित कठपुतली शो



especially in Maharashtra, Uttar Pradesh, Tamil Nadu and Andhra Pradesh.

- ii. The National Commission on Agriculture recommended setting up of **Farmers' Service Societies (FSS)** for the benefit of small and marginal farmers. Two such centres at Mysore and Nagathana were allotted to the bank. Later on, two more centres were added raising the total number of FSSs to four.
- iii. The Bank named M/s Progressive Agro Industrial Consultants who offered their services to address issues related to the Dairy Farming borrowers in the lead districts of Uttar Pradesh, for improving their dairy produce, both in quality and quantity.

Appointments and Promotions

- ◆ **Ms. J.H. Sethna** became the **1st woman** to be promoted as an **Executive**.
- ◆ The Bank appointed **Shri B.S. Ballal** as its **1st Vigilance Officer** for detection of corruption and frauds.
- ◆ Bank appointed **Shri M.G. Ambani**, a retired officer of the RBI for compiling the **1st manual** of instructions for the Bank's Audit Inspection Department.
- ◆ Bank appointed **Shri R. Seshadri**, a retired officer from Textile Commissioner's Office,

Mumbai to set up a **Technical Cell within its Credit Department**.

The Net profit of the Bank crossed the rupees 1 crore mark (₹1.11 crore) as of 31.03.1973 while total number of branches rose to 579.

During 1974, despite facing a decline in deposits, severe **liquidity crunch** and RBI's restrictions on credit disbursement, the Bank never defaulted on the **Statutory Liquidity Ratio (SLR)**. The large borrowal accounts were monitored on a regular basis. In terms of RBI's suggestions, Bank introduced the system of **daily (concurrent) audit** of 26 selected major branches, to closely monitor its working.

The Bank traditionally held a very high ratio of Current Deposits - around 31% as against the industrial average of 25.82%. But this also acted as a detriment whenever there was a drain on current deposits in the banking system because of credit restrictions imposed by RBI. In order to squarely meet this situation, the Bank established a separate Merchant Banking Division at Central Office to start the **Merchant Banking activities**. The Bank also entered into business of **Underwriting** of capital issues, with both private and joint sector undertakings, with an outlay of ₹100 lakhs.

Chairman's Overseas Visit: Shri P.F. Gutta, CMD was invited by Ministry of Labour to attend a session of the Advisory Committee of the International Labour Organisation (ILO) at Geneva which was a singular honour for the Bank. It was also a great honour for Shri Gutta to be invited by the USSR Bank



सुश्री जे.एच. सेठना
प्रथम महिला कार्यपालक



वर्ष 1977 की यूनियन बैंक की डायरी

for Foreign Trade to attend the Golden Jubilee celebrations of the USSR.

PM's 20-Point Economic Programme provided a new thrust to the Bank. Accordingly, new schemes were devised for setting up of Agro-Service Centres for small and marginal farmers and extension of assistance to the very weak sectors of society, particularly the backward classes.

In 1975, an Extension Counter on board India's first Warship Aircraft Carrier - 'INS Vikrant', was set up by the Bank. It was first floating Bank counter of its kind in the banking industry. The Indian Navy was kind enough to provide all necessary assistance to the Bank to set up the extension counter. As a gesture of goodwill, the Bank donated a sum of ₹3000 towards welfare fund of the Aircraft Carrier crew. Subsequently, Extension Counters were also opened on other naval warships like **INS Angre** and **INS Hamla**.

The Bank's formal Banking **Training system** started with the establishment of a College at Bombay in 1962. Training on operational aspects was imparted for all the cadres. It got further expanded when 3 more Training centres were added one each at Bombay in 1971, at Lucknow in 1972 and at Bangalore in 1974. With the added responsibility brought in by the Social Control followed by Nationalisation, the training curriculum was regularly revised to meet the new challenges.

Head Office Moves to a New Address: Earlier, during 1971, the Bank decided to take over the

Bhaktavar Building, a 14-storey construction with floor area of about 100000 sq.ft., situated at 239, Backbay Reclamation, Mumbai. The Bank agreed to sanction a loan of ₹10 lakh with a 7% interest to the vendors and sale price was fixed at ₹112.50 per sq. ft. The agreement was executed on 14.11.1971. After completion of construction and other formalities, **Bank's Head Office shifted from 66/80, Bombay Samachar Marg, Fort, Mumbai to 239, Back Bay Reclamation, Nariman Point, Mumbai, on 07.01.1976,** and has remained there to date.

The Tenure of Shri P.F.Gutta as CMD of the Bank came to an end in 1975 on his redesignation as the CMD of the Central Bank of India. Out of around 27 years of service in the Bank with last five as its CMD, Shri Gutta had placed the Bank on a very strong footing. His contribution in shaping Bank's organisational structure is greatly appreciated even today.



PROGRESS IN THE SEVENTIES

Shri Raghu Raj took charge as the Bank's CMD wef 01.05.1975.

At that point in time, Bank's **Advances portfolio was causing concern** with a large number of accounts becoming overdue with some of them turning bad. Most of the problem accounts were pertaining to large industries and some even to small business units, small traders, agriculture, professionals and self-employed individuals. Follow-up effort for recovery of such advances was lacking. No steps for recovery had been initiated, including not filing claims with Credit Guarantee Organization (CGO)/Credit Guarantee Corporation (CGC). The Committee of Directors, therefore decided that all such accounts should be subjected to scrutiny at various levels and reviewed from time to time. It was also decided to impart training to operational staff on a selective basis to improve the situation.

Even the **Investment portfolio** was reviewed and a thorough scrutiny was made in respect of government and Trustee securities, with a view to improve the returns, within the set norms. The **RBI's Refinance window** was also utilized to the optimal levels, however, the same was adjusted as soon as the Bank's resource position improved. The **CD ratio** of

the Bank was maintained at a comfortable level to enable a cushion to finance credit requirements for the ensuing busy season.

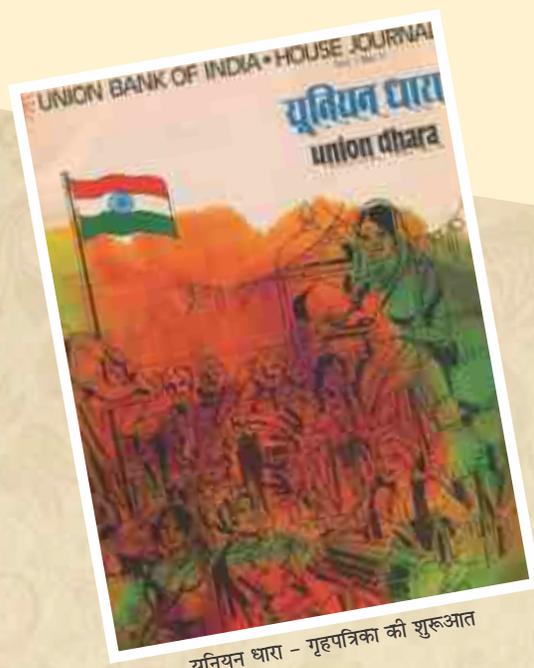
During 1975-76, in the wake of business and geographical expansion and to make provisions for future growth, the Bank underwent an **Organization Restructuring** exercise, by reviewing its organizational set-up, creating additional senior level executive posts, regrouping of various functions at Central Office, Zonal and Regional Office levels, adopting a promotion process based on seniority-cum-merit for filling its vacancies.

Regional Rural Banks (RRBs)

With a view to provide adequate banking and credit facility for agriculture and other rural sectors, Government of India passed an Ordinance on Regional Rural Banks on 26.09.1975 and later on enacted the Regional Rural Banks Act, 1976. A total of 50% of the shares of the RRBs were to be owned by the Central Government, 15% by the respective State Governments and 35% by the Sponsoring Banks. The area of operations of RRBs was limited to one or more districts notified by the Government. The **1st RRB called Samyukt Kshetreeya Gramin Bank** sponsored by the Bank was opened in Uttar Pradesh at Ghazipur and Azamgarh. The Bank contributed a sum of ₹8.75 lakh towards the share capital of this RRB.



श्री रघु राज



The Union Bank of India was the 1st **Bank of the Nation to introduce Night banking services in the country** for better customer service. The services were initially made available in Mumbai at Bhat Bazar, Princess Street, Mohammad Ali Road and Grant Road branches of the Bank and thereafter, at Kolkata, Ahmedabad, Bangalore and Chennai.

The Bank was among the first few to avail of the **Infrastructural Technology** when it purchased 150 electronic calculators for use at various branches to save time and energy.

At the same time Bank prepared a **Rolling Plan** of branch expansion for **opening 280 branches** in rural and semi-urban areas and in its Lead Districts with an aim to take the **total network to 765 branches** by end of 1976 and the total share of rural and semi-urban branches to 63.88%.

Bank Acquisition: Selected assets and liabilities of **Belgaum Bank Ltd.**, which had a sound financial position was **acquired by Union Bank of India** for a sum of ₹24 lakhs, w.e.f 01.12.1975, after obtaining RBI's permission. All its staff members were also absorbed.

Looking to the nature of functions of the field staff, Bank introduced a **Personal Accident Insurance Scheme** for compensating staff members.

Having regard to the special character of banking industry and based mainly on Central Civil Services

Conduct Rules, the **Union Bank of India Employees' (Conduct) Regulations** as also the **Union Bank of India Employees' (Discipline and Appeal) Regulations**, were framed and adopted by the Bank.

For the Bank, **1975 was a year of new horizons**. A high quantitative and qualitative performance in different fields was seen. Bank added 129 branches (98 in rural and semi-urban), raising the total from 644 to 773, of which 46 branches were acquired consequent to the **takeover of Belgaum Bank Ltd.** In deposits, Bank achieved highest growth rate during the post-nationalization period: 35% from ₹396 crore to ₹535 crore. Credit expansion growth was to the tune of ₹92 crore, from ₹276 crore to ₹368 crore. Of the increase in the total credit, Food procurement credit rose by ₹20 crore from ₹7 crore to ₹27 crore while Export credit rose 19.5% to ₹44.97 crores. Of the non-food credit expansion as much as ₹36 crore (57 percent) went for priority sectors (including exports) and ₹3 crore (5%) to assist Public Sector Undertakings (PSUs). Assistance to priority and neglected sectors (excluding exports) rose 27.9% from ₹101.67 crore to ₹130 crore. RBI's Scheme of financing Primary Co-Operative Societies was made available to 78 Societies in 6 States covering 7072 accounts to the tune of ₹52.58 lakh. New Deposit Schemes as well as Night Banking Service towards better customer service were introduced in selected metropolitan centres.



In recognition of its outstanding export performance in 1972-73, the Bank received an Award from the Government of India.

During **Shri Raghu Raj's** leadership, Bank achieved all round progress in almost all sectors, especially in deposit growth lending to priority and neglected sectors and in cultivating a sense of discipline as well as team spirit among the staff.

At the age of 48 only, Shri O.K.Gopalan took charge as the Bank's new CMD wef 11.05.1976. Immediately after taking charge of the Bank, Shri Gopalan went into action. First step in this direction was to adopt the Business Plan for 1976-77 with the Approach Papers, which had been prepared by Dr M. A. Deshpande who was Bank's Economic Advisor. All schemes under implementation in Lead Districts, branch-wise growth in deposits and advances, credit deposit ratio (CDR) and profitability were given importance and strategies were proposed to achieve set targets. To that end, Bank first decided to decentralize Zonal Offices. Shri L.C.Mistry was promoted as General Manager and Shri M. N.Goiporia as Jt. General Manager. To improve the Forex business and to increase NRE deposits Shri P.V.Ahmed Kutty, Branch Manager Irinjalakuda (Kerala), was deputed to Middle East countries to canvass for business and secure NRE deposits.

Importantly, it was decided to start an in-house journal for nurturing creativity of staff members and providing them with a platform to showcase their talent in photography, poetry, writing, and several other skills on personal success stories, births, deaths, marriages, suggestions to the Editor, short stories, jokes, etc. The quarterly **house journal - Union Dhara** was started in June 1976 with bilingual English / Hindi versions. Its 1st edition consisted of 16 pages and had a print order of just 15000 copies.

Working for the Down-trodden

During the year, with a view to help the poor and the downtrodden, credit was made available to 5000 cycle rickshaw pullers through Hyderabad District Scheduled Caste Co-operative Society. Under the 20-Point Economic Programme, Bank financed members of the Scheduled Castes, Scheduled Tribes and Other Backward Classes for purchase of sheep, milch cattle, bullocks and bullock carts. 662 small and marginal farmers and landless labourers and released bonded labourers in Guntur, Krishna and Prakasam districts were identified for purchasing surplus banjar land on lease-cum- ownership basis in the 1st phase. Bank also financed 230 educated unemployed, engaging them in the retail trade of distribution of books and stationery at controlled prices in 4 lead districts of Varanasi, Ghazipur, Azamgarh and Jaunpur. In order



to effectively implement 20-Point Economic Programme and the Development Schemes in the Lead Districts, an Advisory Committee of Directors was constituted for constantly reviewing the Bank's activities.

During 1976, Bank's branch network widened further with addition of 131 branches all over the country which was the highest number of branches ever opened by the Bank in any single year till then. Total branches at the end of 1976 stood at 904 of which 34% were rural, 19% urban and 16% metropolitan. Total deposits increased by 30.6% to ₹698.47 crore while credit extended for food procurement operations saw a sharp rise.

At the same time, the 2nd RRB called **Rewa Siddhi Gramin Bank** sponsored by the Bank with a contribution of ₹8.75 lakhs to its share capital was opened to cover the lead districts of Rewa and Siddhi in the state of Madhya Pradesh.

Unfortunately, on 15.12.1976 Shri O.K.Gopalan passed away which came as a rude shock to the Bank as Shri Gopalan was 49 years of ages and had just completed 7 months as CMD of the Bank. Following his death, **Shri L. C. Mistry was assigned the job of interim Chief Executive.**

The first tough task that Shri Mistry faced was to overcome the precarious cash position and the adverse Statutory Liquidity Ratio (SLR) of the Bank.

After convincing RBI officials, the Bank was permitted to sell ₹4 crores worth of 5.5% Government Securities from its Investment portfolio to the RBI, as a special case. Further, with the involvement of Zonal Heads and Regional Managers, credit expansion was contained.

During 1977, Bank continued its policy of **reducing inter-regional disparities** in the development of banking facilities and making conscious efforts in serving the weaker sections of society. 36 out of 96 newly opened branches were in relatively under-banked states like Assam, Bihar, Orissa, Himachal Pradesh, Rajasthan, Uttar Pradesh and Madhya Pradesh, while 37 branches were in industrially backward districts of different states. As of 31.12.1977, Bank's branches located in the backward districts of the county at 404 constituted over 40% of its network while the number of priority sector accounts went up by over 34000.

During 1977, apart from financing identified small farmers in the areas covered under the Small Farmer's Development Agency (SFDA) and the Marginal Farmers' and Agricultural Laborers' Agency (MFAL), the Bank financed 82 Primary Cooperative Societies in 8 states.

Significantly, the 999th and 1000th branch at Cochin and Chetganj, Varanasi were opened to make 1977 a landmark year.



बैंक की 999 वीं शाखा का उद्घाटन एर्नाकुलम (कोचीन) में किया गया.



उत्तर प्रदेश के मुख्यमंत्री श्री आर.एन. यादव द्वारा बैंक की 1000वीं शाखा, चेतगंज (वाराणसी) का उद्घाटन किया गया.



The **Emergency** ended as suddenly as it had begun. On 18.01.1977, Smt Indira Gandhi dissolved the fifth Lok Sabha and announced fresh elections later on.

Meanwhile, **RBI's Licensing policy** changed, according to which, Bank could open one branch each in a metropolitan centre, for every 4 branches opened in the unbanked areas and rural areas, having a population of less than 10,000. The Board, therefore, proposed to open 345 rural branches between 1977 and 1979.

Bank also took a decision to finance the diamond industry in a big way and became one among the top 3 banks to finance diamond trade. Bank also **introduced its own Travellers Cheques** while **opening its 1001st branch in Mumbai on 22.01.1978**.

The Ministry of Finance had accepted the **Pillai Committee recommendations on standardization of pay scales of Officers of PSBs**. In the circumstances, a separate cell was created for studying the recommendations in depth and for that purpose the services of M/s Credit Trust, a consultancy firm, were solicited.

However, the Year 1977 ended with an overall satisfactory performance, barring a downward growth rate in a few spheres.

The year 1978 saw the reconstitution of the Board of Directors. Three new committees were formed for reviewing progress made in lending to priority and neglected sectors, progress in implementation of Lead Bank scheme and review of Bad and doubtful Debts. The delegated powers withdrawn from the field staff in the previous year due to tight resource position, were restored. At the same time, Bank subscribed to the Small Loans Guarantee Scheme of the Credit Guarantee Corporation of India for covering its advances to neglected sectors. During 1978, a total of 76 branches were opened with a focus on unbanked rural and semi-urban areas taking the total number of branches to 1076. The Bank financed 73 Primary Agricultural Credit Societies and also established its name as one of the leading export banks.

Bank bagged the Certificate of Merit for Outstanding Export Performance for the year 1976-77.

Bank celebrated its Diamond Jubilee in the year 1979. A simple ceremony was held during which tributes were paid to the Chief Executives, Directors and staff who contributed immensely to the growth of the organisation, as also to the Bank's customers for their valuable patronage over the years.



बैंक ने ग्रामीण और गैर बैंककृत क्षेत्रों में अपने पंख फैलाये.



बैंक के हीरक महोत्सवी वर्ष का उद्घाटन करते हुए डॉ.आई.जी. पटेल (बायें से दूसरें) तथा अध्यक्ष एवं प्रबंध निदेशक, श्री बाना परांजपे.

During 1979, Bank crossed the 1100 mark in respect of branch expansion and ₹1100 crore mark in respect of aggregate deposits. Bank's advances to small and marginal farmers with holdings upto 5 acres went up from ₹22.16 crore (covering 1.27 lakh accounts) to ₹26.46 crore (covering 1.47 lakh accounts.) Further, the Bank's assisted Gobar Gas plants increased from 2949 to 3523. Over a decade of Nationalisation, the Bank's witnessed 4-fold increase in branch network to 1117 and 8-fold increase in aggregate deposit to ₹1121 crore. Bank ranked amongst the first 4 Nationalised Banks in agricultural financing.

A 3rd RRB called **Kashi Gramin Bank** sponsored by the Bank with a contribution of ₹8.75 lakhs to its share capital was opened in Uttar Pradesh covering the lead district of Varanasi.

Union Bank wanted to open a **Branch in London** and had appointed a retired London-based banker on a contract basis to look after and also to arrange various preliminary works like arranging for license, finalising premises and maintaining liaison with the Bank of England. Union Bank was initially being considered for functioning as licensed Deposit-taking Institution. However, after lot of follow-ups, the Bank of England finally relented and gave the permission to open a full-fledged branch at London.



लंदन में बैंक की शाखा



CRUISING THROUGH TROUBLED WATERS

During most of the 1980, the Indian economy was affected by several adverse factors on infrastructure, oil price, effects of inadequate monsoon of previous year and overall inflation, etc., which later on eased out due to higher agricultural and industrial production as also power generation. The Balance of Payments position, however, continued to cause concern due to mounting import bill.

RBI adopted a policy-mix of restraining credit expansion in food sectors and curtailing its refinance and re-discounting facilities. However, share of priority sector in total advances was upwardly revised from 33.3% to 40%. The Banks were required to implement the recommendations of the **Chore Committee on 'Cash Credit operations'**, those of the **Tandon Committee on 'Maximum Permissible Bank Finance'** and those of the **Tiwari Committee on 'Customer Service'**. The burden of Interest Tax reintroduced by the Government was to be passed on to borrowers. Further, Government placed renewed emphasis on implementation of the 20-Point Economic programme

During the year 1980, Bank's branch network grew by 54 branches out of which 46 branches were opened in rural and semi-rural areas taking the grand total of branches to 1171. Growth rate of aggregate

deposits of the Bank marginally slackened but that of rural branches grew at 28.8%. Level of advances under various points of the 20-point programme was ₹54 crore spread over 2.1 lakh accounts. Despite facing various difficulties due to the deteriorating economic conditions, the Bank could finance exports to the order of ₹600 crore.

During the last quarter of 1980, the Bank began its international presence by setting up a 'IBU International Finance Ltd' - a deposit-taking company in Hong Kong in equal equity contribution of ₹1.08 crore each with 2 other PSBs, viz., Bank of Baroda and Indian Bank. Shri E.J.Chinoy was appointed as its Resident Director. Its deposits and advances as of 31.12.1981 stood at HK \$92.85 million and HK \$134.35 million, respectively. Within an year of operation, it was not only able to break-even but also declared its maiden dividend.

Bank also finalized opening of its 1st London branch on 16.02.1981.

Role of Regional Offices was expanded, combining developmental as well as financial control functions over 20 to 45 branches.

During 1981, efforts were made to purchase land at various places. Also construction activities started for a branch at Coimbatore costing ₹19.45 lakh and at Gandhinagar in Gujarat costing ₹17.65 lakh. **The Bank's Staff Training Centre was inaugurated by our CMD at Bannerghatta, Bengaluru on 02.10.1981 on a piece of a land purchased earlier.**



स्टाफ कॉलेज बेंगलूर में वरिष्ठ कार्यपालक तथा फैकल्टी सदस्य.

बैंक के स्टाफ प्रशिक्षण कॉलेज, बेंगलूर का उद्घाटन करते हुए श्री आर. आर. कुमार

During 1981, a record number of 137 branches [115 in rural and semi-urban areas including 49 in Lead Districts] was opened.

Bank sponsored its 3rd RRB, viz., the **Gomti Gramin Bank** in Jaunpur district of Uttar Pradesh wef 30.03.1981.

Bank set up a **Sick Industrial Units Cell at the Head Office** assisted by Central Technical Consultancy Cells and drew up a comprehensive rehabilitation programme and strengthened its monitoring system for effectively arresting Industrial Sickness.

During 1981, the overall economic conditions saw some improvement with 3% growth shown in agricultural production and 9.6% of widespread growth seen in Industrial production. The production of Food Grains exceeded 134 million tonnes. However, the international economic scene was marked by high rates of inflation, a deepening recession and a serious balance of payment position of several countries.

During this period, Bank's total deposits grew by 19.89% to reach a total of ₹1722.81 crore. Priority sector lending by the Bank was higher, particularly in exports, PSUs, Food Corporation of India, Small and Marginal farmers, etc. The number of borrowal accounts of **small and marginal farmers** recorded a phenomenal rise of nearly 50000 accounts ranging from 1.66 lakh to 2.15 lakh. The Bank actively associated itself with the Agricultural Refinance and

Development Corporation and also continued its participation in the RBIs Scheme of financing Primary Agricultural Credit Societies.

Bank played a pivotal role in financing India's international trade with emphasis on diversifying its credit portfolio. The Exports financed by the Bank covered both traditional and non-traditional items, namely tea, sea-foods, leather and leather goods, cotton textiles, ready made garments, carpets, spices, oil extractions, engineering goods, gems and jewellery, diamonds etc. The Bank also supported a number of projects abroad undertaken by Indian construction and engineering companies and participated in consortia for financing overseas turn-key projects for construction of cement plants, sugar plants, power plants, woollen blanket manufacturing plants etc.

In addition to the Bank's **Staff Training College with some of the best facilities for learning**, the Bank also started its four Staff Training Centres at Bangalore, Ahmedabad, Alwaye and Lucknow. These centres partly met the Bank's training need, hence the 5th training centre of the Bank was started at Bordi, Thane, Maharashtra during 1981.

Year 1982 witnessed a transition from credit restraint policy to credit liberalisation, and Bank made concerted efforts to meet the credit requirements of the preferred sectors of the Nation's economy viz., national consortium, exports, priority sectors, PSUs and other productive endeavours.



स्टाफ प्रशिक्षण महाविद्यालय, बेंगलोर



स्टाफ प्रशिक्षण केंद्र, अहमदाबाद



During 1982, Bank added to its domestic network 30 branches to reach a figure of 1338 with 930 (69.51% in rural and semi-urban areas], indicating slower expansion. In the same year, Bank crossed the deposits threshold of ₹2000 crore. Bank's export credit turnover worked out to over ₹740 crore, constituting nearly 10% of India's total exports. The Bank won a trophy for outstanding export performance for the Year 1979-80. Total staff strength of the Bank at this time was around 25,000. The Paid-Up capital of the Bank increased from ₹1.25 crore to ₹4 crore by capitalising part of the Reserve Fund. Bank's Net Profit increased by 19% to reach ₹2.80 crores.

Bank's assistance under Integrated Rural Development Programme (IRDP) featured step up advances to small and marginal farmer as also to other target-group of borrowers in rural areas, namely agricultural labourers, artisans / craftsmen, SC/STs, etc. During 1982, 671 of bank's branches were participating in IRDP, disbursing loans to the tune of ₹18.31 crore covering nearly 63700 borrowal accounts. In agriculture, Bank actively associated itself with Agricultural Refinance and Development Corporation (ARDC) and later on with the National Bank for Rural Development (NABARD).

Industrial Sickness was steadily spreading although its incidence was more pronounced on small scale units, which was closely scrutinized and corrective measures initiated towards its revitalization. Meanwhile, meeting was held with RBI

for strengthening the functioning of **Benaras State Bank Ltd., (BSB)**.

Bank's **Business Plan for 1983-84** was finalised later at the Head office which incorporated four new systems, as follows:

- i. Budgeting on average basis as against point of time in respect of deposits.
- ii. Budgeting for number of accounts in deposit and also in priority sector and
- iii. Setting up of recovery targets under priority sectors.
- iv. Switching over to computerisation.

In view of the magnitude of manual transactions of the order of 40000 to 45000 cheques and its anticipated increase in future, the Bank placed a **maiden proposal to go in for an In-house Computerization of Branches Accounts Department**, which was approved in principle by the Board, even though the Union representative - Shri Bardhan, dissented. Later on, it was decided to go for more mechanisation to handle increasingly complex work by purchasing Ledger Posting Machines, which were introduced in 31 branches at various metropolitan and urban centres.

There were concerns of loss-making branches and also those pertaining to counterfeiting of the Bank's Traveller Cheques by criminals. To study the modus operandi of criminals and prevent Traveller Cheque frauds an Adhoc Committee was formed.



स्टाफ प्रशिक्षण केंद्र, अलुवा



स्टाफ प्रशिक्षण केंद्र, लखनऊ

Bank paid great attention for the effective implementation of **Official Language Policy**. On the eve of the 3rd World Hindi Conference in October 2013, Bank organised its 100th Hindi workshop at Delhi, the only Bank to do so at that point in time.

During 1983, the Bank received the President's Award for its export performance and also the **Raj Bhasha Award** from the RBI.

In the same year, **Gomti Gramin Bank**, the Bank's RRB at Jaunpur **won an Award conferred by the Government of Uttar Pradesh** for its best performance during 1982-83.

Assessing Bank's Performance

To ensure that banking system achieves the objectives of national banking policies, banks' performance was assessed on the following parameters by RBI, viz., Rural reach, CD ratio, lending to Priority Sector and Special Schemes, Export credit. Union Bank displayed an excellent performance in all the above parameters.

The rapid expansion of banking business gave rise to a number of problems which affected image, operational efficiency, productivity, deterioration in loan quality, quality of service, housekeeping and profitability of the banking system. The RBI's regime of administering interest rates both on Deposits and Advances, maintenance of High Reserve Ratio at low rates of return, Priority Sector Lending at low rates, opening of unviable branches and Increased wage bill were some of the reasons that affected profitability of PSBs. Industrial sickness also added to the problems of the economy and also of the PSBs.

During 1984, Bank opened 98 branches taking the total to 1505. Deposits increased by 20%. Owing to the downturn in the economy, total number of Sick and industrial units financed by the Bank went up to 1756, as many of them had become unviable.

In the same year, the then Prime Minister - **Smt Indira Gandhi**, the chief architect of Bank Nationalization, was shockingly assassinated on 31.10.1984. With the death of Smt Indira Gandhi, her eldest son, **Shri Rajiv Gandhi** was elected as the Prime Minister of India. India's computerisation programme was given a big push in the new regime towards bringing in new technology in the lives of people. Import duties on components were reduced and foreign manufacturers were permitted to enter the home market. A new 20-Point Economic Programme was also announced.

During 1985, as an effective tool for monitoring loan portfolio, the RBI introduced a **Health Code System** whereby Loan Assets were to be classified in eight codes. This classification was, however, discontinued in 1992.

The **Corporate Plan 1985** envisaged opening of 128 new branches, increase in deposits by 24%, Credit Expansion by 13% and Priority sector lending by 17%.

Meanwhile, the **Miraj State Bank Ltd (MSBL)**, based in Sangli had become very weak. The RBI was very concerned and was exploring the takeover of MSBL by a stronger Bank. After completing the



तत्कालीन रिजर्व बैंक गवर्नर डॉ. मनमोहन सिंह से राजभाषा पुरस्कार-1983 लेते हुए श्री आर.आर. कुमार, अध्यक्ष एवं प्रबंध निदेशक



उकासईम शाखा, गोवा में आज भी इस्तेमाल किया जानेवाला नवताल का ताला



necessary formalities, MSBL which had 26 branches spread across Maharashtra and Karnataka, was finally **amalgamated** with the Union Bank of India on 30.07.1985.

To carry the Mechanization process further, Bank prepared a master plan for computerisation at Central, Zonal and branch levels with a budget of ₹2.13 crore, on the basis of the specific recommendations of Dr. Rangarajan Committee.

Meanwhile, RBI automated its Clearing Houses in Bombay, Delhi and Madras. Thereafter, it advised PSBs to introduce **Magnetic Ink Character Recognition (MICR) technology** for mechanised cheque processing in a phased manner. MICR technology was expected to bring about faster clearance of local and inter-city cheques and better customer service. The Bank released its 1st set of special cheques using MICR technology on 19.02.1985. Automated item processing was expected to result in elimination at branch level of (a) Manually branding cheques on the counter (b) Physical sorting of cheques, and (c) Activity involved in preparation of bank-wise, branch-wise listing.

Being the Lead Banker in Varanasi, Bank sponsored a **Union Bank Chair in Banaras Hindu University** with an endowment of ₹6 lakh on the interest of which the University could fund the chair - a step which enhanced its reputation and was greatly appreciated by the State.

The Bank scaled new heights during 1985. Bank's domestic branch network increased by 115 to reach a total of 1619 branches. Total deposits grew by ₹455 crore to reach ₹3275 crore, while, the profit increased from ₹311 lakhs to ₹506 lakhs. The Government of India contributed ₹15 crore towards augmenting Bank's Equity Capital through Special Non-Negotiable Government Securities.

Lending under 20-Point Programme witnessed a rise of 24% reaching ₹202.62 crore, while under IRDP, 1151 branches actively participated by covering 910 blocks with outstanding advances of ₹47.60 crore spread over 2.24 lakh accounts. Export finance amounted to ₹947 crore constituting more than 9% of country's total exports.

During 1985, Bank had adopted a village called Dasakapalli in Mahabubnagar District in Andhra Pradesh state under the Village Adoption Scheme, which had large tracts of barren and rocky lands. Out of a population of 750, Bank had financed ₹1.16 lakhs to 95 beneficiaries covering nurseries, crop loans, bullock carts, sheep rearing etc. Looking at the performance of the villagers and also that of the Bank, the Directors during their visit to the said village, agreed to finance a Social Forestry Scheme to the extent of ₹2.40 lakh covering 180 beneficiaries.

During 1985, the Bank was awarded 1st prize in Region B, 2nd Prize in Region C and 4th Prize in Region A by the RBI for successful implementation of the Official Language Policy of the Government.



एमआइसीआर चेक नमूना



शानदार निर्यात कार्यनिष्पादन हेतु (1979-80) राष्ट्रपति, श्री जैल सिंह से ट्रॉफी प्राप्त करते हुए, श्री आर. आर. कुमार.

1986 was declared as The Year of the Customers and in line with the guidelines received from the Government, the Bank decided to observe the 15th day of every month as the Customer's Day. The CMD, ED, Zonal Heads, Regional Heads and Branch Heads were to make themselves available at their headquarters between 3.00 PM and 5.00 PM to meet the customers, to assess the quality of service and to attend to specific complaints, if any.

Thanks to the Green Revolution strategy of introducing a package of high yield variety seeds, fertilizers and all other inputs in a concentrated manner, food grain production in the country between 1967 and 1987 rose by 35%. Net food imports fell from 10.3 million tonnes to 3.6 million tonnes, food availability increased from 73.5 to 128.8 million tonnes while Food stocks crossed 30 million tonne mark by the mid-eighties. Due to this massive droughts of 1987-88 could be overcome without any pressure. Rural poverty index was seen to be declining.

RBI through its Branch Licensing Policy 1985-90 sought consolidation of operation of Banks and through its Medium Term Plan closely monitored performance of Banks individually at quarterly intervals. During 1986, total number of branches opened by all Commercial Banks was a meagre 323 in stark contrast to 4380 branches opened during 1985.

Union Bank opened just 5 branches during 1986 taking the total to 1624. Deposits in the same period rose 14% while reaching ₹3736.75 crores. Bank's priority sector advances in Net Bank Credit stood at 44% while reaching ₹859.53 crore. Share of direct agricultural finance in total credit was 16%. Outstanding export credit recorded a sharp increase of 29% to reach ₹183.05 crore. Export turnover handled by the Bank amounted to ₹956 crore constituting around 8% of India's exports. ₹100.65 crore of refinance was drawn from NABARD for agricultural development. 15 FSS were organized in 7 States for lending activities in rural areas. By financing Bio-gas plants, Bank encouraged alternate source of energy. Advances under the new 20-Point Programme stood at ₹237.08 crore covering 5.51 lakh borrowal accounts. All rural branches observed 1-day in a week as 'Non-public Business Working Day' devoted to supervision / follow up / recovery of rural credit, housekeeping etc. Bank actively pursued a Programme for early detection of industrial sickness and formulation and implementation of rehabilitation programmes.

Valiant Efforts to Foil Dacoity

An attempt of dacoity took place at the Pune-Ganesh Khind Branch of the Bank at 12.45 p.m on 13.06.1988. There was a scuffle between the dacoits



गणेशखिंड शाखा, पुणे डकैती की वारदात के बहादुरों का सम्मान



and some members of the staff and customers. The Dacoits resorted to firing during which Bank's Daftary, Shri Pandurang Tukaram Bhargude (aged 42 years) got hurt and eventually died at the Hospital. Two other staff members Shri S.G. Kabe, and Shri P.T. Shinde were injured. Bank compensated the staff members and their family members by writing off their loan, granting educational assistance to children upto graduation level, promotions, cash rewards, permanent job, on case to case basis. The Government also conferred Shaurya Chakra on late Shri P.T. Bhargude posthumously and on Shri S.G.Kabe and Shri P.T.Shinde.

Based on the event, the Government of India notified a Scheme of rewards to motivate bank employees/ general public and others to resist dacoits and robbers.

In view of liquidity tightness, Bank borrowed a sum of ₹100 crore from NABARD as re-finance for various schemes sanctioned by it. On the same lines, Bank increased the re-discounting facility from ₹60 crore to ₹100 crore from IDBI under Bills Rediscounting Scheme.

Meanwhile, the cases of irregular advances were increasing in the Bank's London branch that were considered serious. Similar was the case with Punjab National Bank and Central Bank of India. After much discussion, an agreement was arrived at to transfer the branch operations of these 3 banks in the United

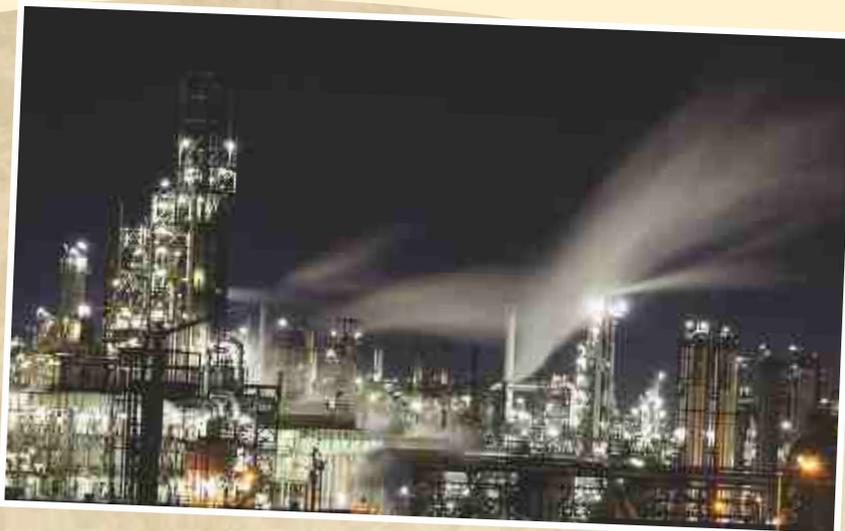
Kingdom to State Bank of India, Bank of India and Bank of Baroda, respectively.

The Industrial Development Bank of India (IDBI) in association with the Government of India had constituted a **National Equity Fund** for providing equity-type assistance to small entrepreneurs for assisting them in setting up manufacturing units as also for rehabilitation of potentially sick, but viable units. Benefits under the Scheme were to be made available to small and tiny units setting up projects with a capital cost of not more than ₹5 lakh and located at places with a population not exceeding 5 lakh. IDBI allocated ₹50 lakh to the Bank that were disbursed in accordance with the scheme.

Rehabilitation of Sick Units

During January 1987, the Government of India set up a **Board for Industrial and Financial Reconstruction (BIFR)** for taking necessary measures for revival of viable Sick Industrial Companies and to shut down the non-viable ones. Bank made a quick review of all such units and referred the same to BIFR. Further, adequate and intensive relief measures were extended to Tiny Sector Units and Units in the Decentralised Sector towards their rehabilitation.

Bank streamlined its manpower planning in line with Government guidelines that restricted future staff expansion at 1.5% p.a. Excess staff in various pockets were identified and re-deployed at needy places. As against the identified vacancies of 2000,



bank was entitled to fill up only 460. During the process of rationalization, 2 stray branches, viz., Nichar in Himachal Pradesh and Khaltsi in Jammu & Kashmir were identified, which were willingly taken over by UCO Bank and State Bank of India, respectively.

Union Bank opened 44 branches during 1987 taking the grand total tally to 1668.

Bank also resorted to write off bad debts amounting to ₹550.90 lakh in respect of 7 accounts at 5 branches, where recovery was found to be very remote and where there was full provision. This also helped in Tax savings.

In order to **expedite the recovery in small accounts**, long pending due to litigations, Bank decided to refer all pending suits upto ₹1 lakh and even pre-litigation accounts to **Lok Nyayalayas**. Regional Managers and Branch Managers in consultation with Bank's advocate were advised to undertake compromise/ commitment on behalf of the Bank.

Towards **Staff Welfare**, following measures were taken:

- i. Additional 1% rate of interest over the ruling rate on deposit accounts of employees;
- ii. Similar benefits extended to retired employees;

iii. Introduction of Scholarship Scheme for children of employees

During 1988, as the Hong Kong Joint Venture - IBU International Finance Ltd., was doing well, its Equity Capital was increased by ₹17.40 crores (our Bank's share being ₹5.80 crores) with prior approval from RBI and in line with the Hong Kong' Banking regulations. This enabled us to increase our business and profits. At the same time Union Bank appointed Shri B.D.Narang, AGM, as its Executive Director.

Bank took corrective steps to overcome the deficiencies as identified by a Study Group constituted for the purpose to reduce the difficulties faced by the Priority Sector borrowers, especially the SC/STs.

As a cost-cutting measure, particularly on travel expenditure of the Inspecting Officials, the Bank set up a Zonal Audit offices as well as Zonal Vigilance Cells at 9 centres, viz., Ahmedabad, Bhopal, Bangalore, Calcutta, Lucknow, Madras, New Delhi, Pune and Bombay.

After having rendered dedicated service to the Bank and contributing substantially to its development for over 3 decades, **Shri J.S.Bhatnagar**, relinquished charge as CMD on 28.12.1988. During Shri Bhatnagar's career with the Bank, branch network grew from 16 to 1700. He was the last person from rank and file of the Bank to be appointed as its CMD.



लोक न्यायालय



ENTERING THE REFORM ERA

There were many other developments in Banking sector at the national level. In April 1988, the RBI, jointly with 28 PSBs and FIs, set up an apex body called **Discount & Finance House of India Ltd., (DFHI)**, to deal in short-term instruments and provide liquidity in the money market. The Bank contributed ₹64.50 lakh towards share capital of DFHI. On 09.07.1988, the Government of India established the **National Housing Bank (NHB)** under the **National Housing Bank Act, 1987** as an apex level institution for housing finance in the country. During the same year, Government of India also changed the period of **Financial Year** from January-December to April-March and the FY 1988-89 comprised a period of 15 months from 01 January 1988 to 31 March 1989.

During 1988-89, the Indian economy performed commendably well particularly with respect to agricultural production and industrial growth that recorded accelerated growth rates, in contrast to the drought stricken previous year. However, Food Credit extended to Food Corporation of India declined by 72.64% from ₹2840 crore to ₹777 crore. The rise in non-Food Credit was of a much higher order and was due to the revival of the economy. During 1988, branch network of all commercial banks in India improved by 1574 to reach 56310 as compared with 1339 branches opened during 1987.

During 1988-89, Bank was entrusted with the **additional lead responsibility** in **Maunath Bhanjan district, in Uttar Pradesh**, raising the number of lead districts assigned to it to 9. In the same period, Bank opened 6 additional branches in its lead districts taking the total branch network in lead districts to 327.

Between January 1988 and March 1989, Bank opened 72 branches, taking its total network to 1740. By the end of March 1989, Bank's total deposits recorded a growth of 18% to reach ₹5143.60 crore. Gross Bank Credit of the Bank increased by 22% to reach ₹2592.83 crore. Credit to Small Scale industries (SSI) registered a sharp rise of 24% clocking ₹76.87 crore while that to Export sector recorded a growth of ₹85 crore. The Bank implemented 650 schemes approved by NABARD for projects like minor irrigation, land development, farm mechanization, plantation and horticulture, gobar gas plants, construction of godowns, and for diversified purposes such as dairy, poultry, fishery and sericulture. Under the SEPUP Programme, Bank sanctioned loans aggregating to ₹5.48 crore covering a total of 14332 beneficiaries. Overall, the Bank's performance was in tune with the Government's Socio-Economic programme. The Bank's profit, after making the usual and necessary provisions worked out to be ₹24.10 crore.

During 1989-90, the Bank converted almost all the pending licenses issued under the earlier branch Licensing Policy for the effective implementation of Service Area Approach.



गोवा क्षेत्र की उकासईम शाखा को दी गयी राजभाषा शीलड, वर्ष 1988-89

During the year, Bank participated in the **Single Window Scheme introduced by Industrial Development Bank of India (IDBI)** which intended to give quick service to clients.

On staff welfare matters, the Bank purchased 56 flats in Thane, Varanasi and elsewhere for providing quarters to officers. A decision was also taken to set up 2 or 3 Holiday Homes every year at different places, so that the staffers and their families could enjoy holidays at a reasonable cost. A Scheme for free Health Check-Up for Executives in Scale-IV & above was also introduced during the year.

Shri B.D. **Dikshit's** tenure as CMD ended on 14.07.1990. He was succeeded by **Shri S.P. Talwar**, the earlier CMD of Oriental Bank of Commerce. Shri Talwar was appointed for a term of 3 year, i.e. till 15.07.1993. His arrival heralded a period of change for the Bank. His main thrusts were on aspects of staff motivation, deposit mobilisation, healthy credit portfolio, productivity and profit.

The 1980s saw many remarkable changes in Government's approach towards industry. There was a substantial jump in the rate of approval of proposals involving foreign collaboration. The average number of approvals for foreign collaboration per year increased from 242 during 1967-79 to 744 during 1980-88. The average value of foreign investment approved per year increased by over 17 times from 53.2 million to 930.84 million. However, growth during 1981-88 was only 4.8%. It was only beginning with 1988-89 that the growth rate shifted significantly, with the average during 1988-91 jumping to 7.6%.

However, India ran a large Current Account Deficit with an increasing trend, i.e. from 1.3% to 1.9% to 2.4% to 3.1% to 3.4 % of GDP during the period 1980 to 1991. There were external borrowings coupled with a very high current expenditure. The Combined Fiscal Deficit at the Central and State levels spiked from an average level of 8% in the 1st half of 1980s to 10.1% in the 2nd half. The continued deficits of the magnitude led to the build up of a very substantial public debt with interest payments accounting for a large proportion of the Government revenues, eventually leading to the June 1991 Financial crisis.

Indian Economy was showing mixed trends with Agricultural Sector recording satisfactory performance but Industrial Sector slowing down considerably. The rate of inflation was high at 11.6%. Forex reserves were depleted at a Billion Dollars equal to 2-weeks of Imports on account of the Gulf Crisis pushing up oil prices to an all-time high of USD 40 a barrel. Intense competition, technological obsolescence and financial mismanagement were the order of the day, causing a steady increase in number of sick and financially weak units. The Fiscal Deficit at 8.5% of GDP was at an unsustainable level. The Country was on the verge of Bankruptcy and had to literally mortgage its Gold reserves.

Reform Era

The Country went through fresh elections. Shri P.V.Narasimha Rao became the Prime Minister. He nominated Dr. Manmohan Singh as his Finance Minister. Dr. Manmohan Singh held an M. A., D. Phil



बैंक की क्रिकेट टीम के साथ श्री ए.टी. पनीर सेल्वम्, अध्यक्ष एवं प्रबंध निदेशक



from Oxford and had been Governor of the RBI during 1982-85.

It was in such circumstances that the liberalisation measures were taken in 1991-92 while renouncing the old policy framework. Some of the measures are highlighted as under:

- Investment Licencing and myriad restrictions in MRTP Act were done away with.
- Public Sector monopoly was stopped.
- Policy of automatic approval for Foreign Direct Investment up to 51% was adopted.
- Government devalued the Rupee by 18% against the US Dollars from ₹21.20 to ₹25.80 per dollar

India's journey to economic recovery had begun and by 1994, India was well on its path to recovery.

During 1990-91, total deposits of the Bank increased by 14% to ₹7190.62 crore. Bank converted the 3 licenses for specialized branches in metropolitan centers, taking total number of branches to 1840. Sickness in the Industrial Sector had almost become endemic and the total amount involved in Industry stood at ₹265 crore. On the positive side, the Bank had implemented 1015 schemes approved by NABARD for agricultural development while drawing Refinance to the extent of ₹190 crore.

The Bank approved the construction of a Staff Training Centre at Bhubaneswar and purchased a Holiday Home at Khandala. More arrangements were

made for housing staff in places like Mumbai and Ludhiana.

The Bank also faced disasters such as a massive fire at the Bank's India Exchange Branch in Calcutta and at the Bank's Extension Counter of Vasna Branch, Ahmedabad. Account books had to be redone based on records available, which was a Herculean task.

Two new deposit schemes were introduced during 1992-93. "UBI Stockinvest" was introduced for facilitating investors of shares, debentures, bonds etc., to earn interest awaiting allotment. To meet requirements of depositors having fluctuating needs for funds, **Suraj Jama Yojana** was introduced which provided multiple facilities like automatic renewal up to 7 times and easy withdrawal in specified units of rupees, along with accrued interest in case of need. The Bank continued to play a pivotal role in financing export trade through its 46 Forex Dealing branches.

With the reduction in inflation rate to a single digit level and emergence of relatively high real rates of interest, minimum lending rate on credit limits of over ₹2 lakh was reduced from 19% to 18% in October 1992 and further to 17% on 01.03.1993. The Total deposits of the Bank increased by 17% to ₹9309.14 crore, as on 31.03.1993. During 1992-93, the Bank's Export credit turnover amounted to ₹2271.17 crore while outstanding export credit expanded by 27% reaching a total of ₹570.66 crore. The IBU International Finance Ltd, a joint enterprise with Indian Bank and Bank of Baroda, performed well and earned an operational profit of HK 5.943 million dollars (₹2.37 crore). However, Bank's Profit declined by 62% at ₹11.26 crore.



स्टाफ प्रशिक्षण कॉलेज, बेंगलुरु में क्रीडा सुविधाएं



फुटबॉल कप

During the Platinum Jubilee Year of the Bank, Shri A.T.Pannir Selvam, was appointed as its CMD wef 04.06.1993. He made his career in Indian Overseas Bank whereafter he was elevated as Executive Director of Bank of India.

Shri Selvam had many attributes of a born leader-ability to impress his will on others, to command respect by virtue of his knowledge and skills, impressive communication skills, decisiveness to a high degree; and, above all, an ability to assess an organisation's capabilities and to visualize what it was capable of achieving. He inherited a Bank with sound fundamentals, but with a relatively weak image and a conservative approach to business. He immediately set about working towards his goal of widening its horizons. He wanted the staff to understand their inherent strength and capability to take the Bank enter the big league. The goal of doubling the Bank's business in 3 years was set. It was also decided to motivate the staff members for their outstanding performance through recognition and rewards. For the purpose, "Stars" to be identified on the basis of performance in various areas. This motivational exercise boosted the confidence levels of staff which got reflected in the results.

Bank's Platinum Jubilee Year and Celebration

At the time of the completing 75 years, Bank progressed from its small but confident beginning to the present stature, had weathered many a storm, built up sound procedures and prudent policies. The staff was very dedicated in their work culture with the conscious ideology of service to society. Corporate Policies were also aligned with the national priorities and the Bank was proud to be a pacesetter in many activities in the banking industry. Post-Nationalization, its growth was encouraging and impressive, both in quantitative and qualitative terms. Branch Network had reached 1900 of which more than 1300 were in rural and semi-urban areas. Business was of the order of ₹13350 crore of deposits and ₹5900 crore of advances. About 32700 of work force were engaged in continuing the tradition, besides rediscovering the potential in human resources, with the sole aim to meet customer-specific needs, area-specific needs and activity-specific needs with appropriate technology.

Bank's publicity programme was mainly devoted towards creation of a high Profile image of itself during the Platinum Jubilee Year. A Corporate brochure printed both in English and Hindi was released by RBI Governor at a special function, held in Mumbai. Media was utilised to announce opening of Bank's specialised branches, such as Industrial Finance branch in Bangalore, NRI branch at



बैंक के प्लैटिनम जयंती समारोह के उपलक्ष्य में आयोजित कार्यक्रम में श्री एस.पी. तलवार, उप गवर्नर (भारिबैं), श्री ए.टी. पन्निर सेल्वम (सीएमडी), डॉ. सी. रंगराजन, गवर्नर (भारिबैं), श्री रतन टाटा और श्री एस.ए. कामथ (का.नि.)



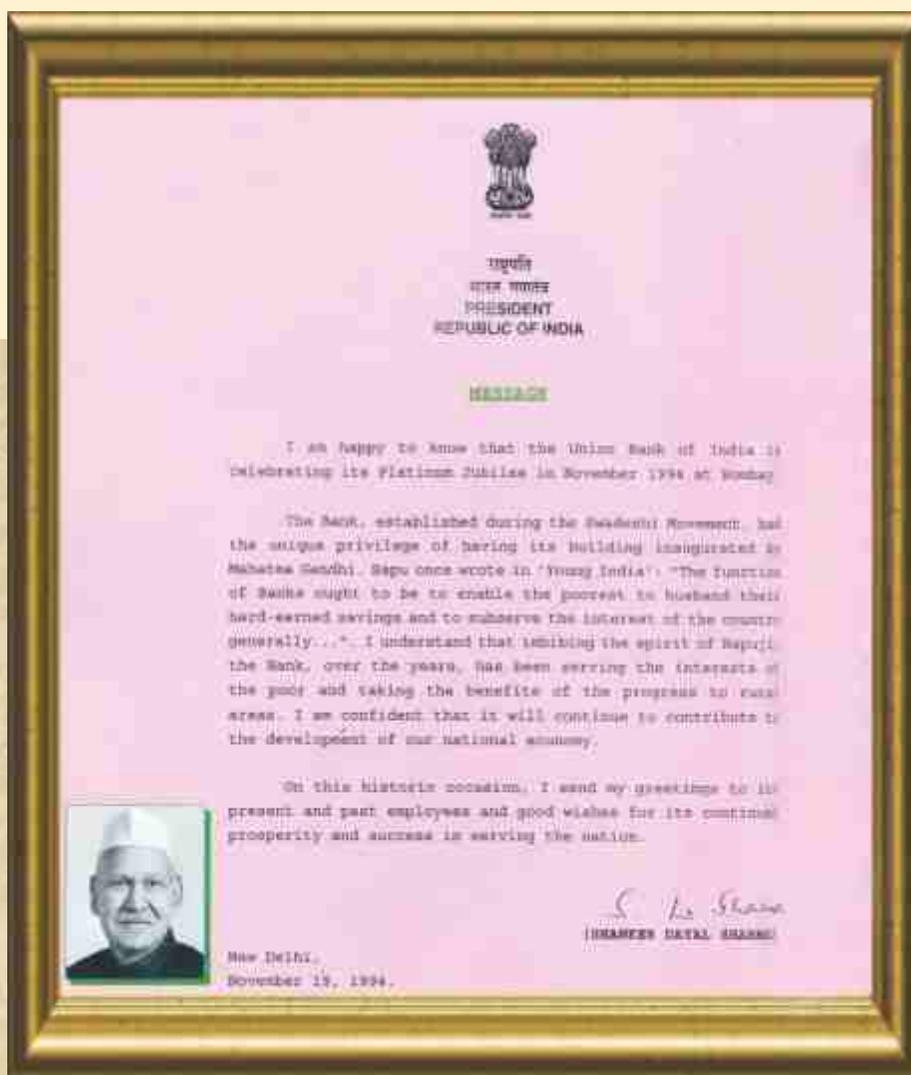
Ernakulam and SSI branches at New Delhi, Panipat and Madras. An 8 words slogan - **“Those Who Bank With Us, Bank with Serenity”** captured the essence of Bank's Customer Service.

As a part of the Platinum Jubilee Year celebration, a special shamiyana was erected opposite the Head Office building, in which over 3,000 persons comprising of Captains of Industry, Chairmen of Banks and Financial Institutions, esteemed customers and staff attended. RBI Governor, Dr.C.Rangarajan presided over the function along with Shri Ratan Tata and Shri S.P.Talwar. Mementos were presented to past Chairmen and in their absence, their wives, Shri D.A.Bijoor (oldest staff member) and leading exporters. One of the more heart-warming and appreciated events took place on 2.10.1994 when the Bank felicitated all the old valued customers and presented each of them with a memento to symbolically observe the 125th birth anniversary of Mahatma Gandhi alongwith the Bank's Platinum Jubilee.

On the occasion of celebrating the Bank's Platinum Jubilee, it received scores of letters of good wishes. In a message to the Bank, the President of India, Dr Shankar Dayal Sharma wrote: “I understand that imbibing the spirit of Bapuji, the Bank, over the years, has been serving the interest of the poor and taking the benefits of the progress to rural areas. I am confident that it will continue to contribute to the development of our national economy.

Growth Fuelled by Reforms

From 1991 to 1995, in just 4 years, Indian economy displayed a remarkable turnaround and was poised to leap further ahead. Exports recoded 20% growth in 1993-94 followed by 18% during 1994-95. Forex reserves stood at over USD 20 billion capable of financing as many as 9 to 10 months of import requirements as against a paltry level of USD 1.2 billion in mid-1991. Approved Foreign Direct Investment (FDI) leap frogged from ₹790 crore in the pre-reforms period to nearly ₹22500 crore. The only grey area was



प्लैटिनम जयंती महोत्सव पर राष्ट्रपति डॉ. शंकर दयाल शर्मा का संदेश

the persistence of near double-digit inflation with its adverse impact on the purchasing power and the declining savings ratio.

During 1994-95, Total Deposits of the Bank increased 30.5% reaching ₹15402 crore with metropolitan areas recording growth of 42%. Bank's Credit Portfolio shot up significantly to record a growth of ₹1993 crore (36.6%). Similarly, Agriculture credit increased 29.3% reaching ₹995 crore, advances to SSI Sector improved 27.5% reaching ₹1141 crore. Under the **Prime Minister's Rozgar Yojana (PMRY)** that was launched in 1993, Bank helped in providing sustained employment to 8841 educated unemployed youth. Forex business improved 33% to ₹7320 crore. Most noteworthy effort was in sanctioning Loans aggregating to ₹9.5 crore to 9288 beneficiaries under the '**National Scheme for Liberation and Rehabilitation of Scavengers (NSLRS)**' launched by the Government in 1993. Bank set up a full-fledged Credit Monitoring & Recovery Department under the charge of a General Manager at the Central Office which received appreciation by RBI.

Era of **computerisation** had begun years earlier but Bank took some time to catch up with it, in part because of Union resistance. But in 1994-95, after the Industry level agreement between Indian Banks' Association (IBA) and Employees' Unions, computerisation took a quantum jump in Bank's

operations with installation of personal computers rising to 896 in 236 branches while 30 branches including M.S.Marg branch were brought under total computerization. Government of India helped the Bank by extending soft loans for computerization and development of infrastructure facilities for training.

Restructuring RRBs

2 RRBs viz. Samyukt Kshetriya Gramin Bank (SKGB) and Rewa Sidhi Gramin Bank (RSGB) were taken up for comprehensive restructuring and Development Action Plan was drawn for MOU with the sponsor banks.

During 1995-96, Bank attained the landmark 2000 branches with its branch network stretching to 2004 as of end-March 1996. Of the 98 new branches, 69 were specialised branches, comprising of 47 specialised Savings Bank branches, 13 SSI branches, 3 each Overseas and Personalised Banking Services branches, 2 Industrial Finance branches and 1 Hi-Tech Agricultural Finance branch.

Bank spent an amount of ₹940 lakhs in building the Staff Training Centre with Staff Quarters at Powai in Mumbai. It also took up the construction of building the Staff Training Centre at Gurgaon at an estimated cost of ₹245 lakhs.

Shri D.N.Kamath, General Manager (Audit & Administration), was assigned the task of updating



वाराणसी में अगस्त, 1995 में क्षेत्रीय ग्रामीण बैंकों द्वारा आयोजित कार्यक्रम में डॉ. सी. रंगराजन, गवर्नर (भारिबैं) के साथ श्री ए.टी. पन्नीर सेल्वम, अध्यक्ष एवं प्रबंधक निदेशक



Bank's Book of Instructions on Administrations and Operations.

Shri S.A.Kamath was instrumental in developing Forex business and setting up Credit Monitoring Department, besides streamlining the working of Credit Department. Under his leadership, Bank was the first to put in place risk management in Forex dealings, treasury operations, credit management, so as to reckon and control systemic risks, exposure containment on a single party or group, business concentration on one market/product/country. Prior to dismemberment of USSR, entire foreign business of India with all the eastern block countries such as Russia, Poland, Hungary, Czechoslovakia, Bulgaria, Romania and East Germany was handled by the Union Bank. All these countries maintained a Rupee Account with us for settlement of import and export transaction in bilateral rupee trade. It was one of the earliest Banks to obtain and operate Whole Turnover Export Finance Guarantee from Export Credit Guarantee Corporation of India (ECGC). Bank had set up export information cell to make available to exporters, information on trade opportunities, credit information on potential buyers, country profiles indicating special features of different countries. One of the hallmark of the Bank's functioning was the complete control on Inter-branch, Inter-bank and NOSTROA/c reconciliation.

Bank's Net Profit for 1995-96, after making

necessary provisions amounted to ₹80.49 crore while its Capital Adequacy Ratio worked out to 9.5% as against the stipulated 8%. From the audit angle, it had good ratings for many of its branches.

In terms of the directions of Hong Kong Monetary Authority, Union Bank and Indian Bank agreed to divest their stakes in favour of Bank of Baroda for which it received HKD 65.74 million (equivalent to ₹35.99 crore).

Total credit outlay for the Bank under **Service Area Approach** for 1996-97 amounted to ₹606.37 crore of which ₹122.28 crore related to its lead districts. Under the Scheme, 18798 villages were to be covered by 1348 branches while 7203 villages were to be covered by 342 branches in the 10 lead districts.

Union Budget 1997-98 effectively addressed 2 most proximate issues facing the economy, viz., a deficient demand and sagging investor confidence, through measures like slashing of taxes and pushing up economic reforms aiming towards higher growth rate.

Bank had a good track record of posting profits since its inception in 1919. Its accumulated profits amounted to ₹169 crore over the first 74 years. Between 1993-94 and 1995-96, it generated profits of over ₹237 crore which was largely the result of its pragmatic business strategy. The result was a self-propelled Capital Adequacy Ratio (CAR) of 10.53%.



विन्स्टार लि., कंसल्टंट, न्यूजीलैंड का स्टाफ प्रशिक्षण महाविद्यालय, बेंगलुरु में स्वागत करते हुए श्री ए.टी. पनीर सेल्वम, सीएमडी एवं श्री श्रीधर, प्राचार्य



गोवा में यूनियन बैंक के तत्वावधान में आयोजित बैंक इकॉनॉमिस्ट कॉन्फरेंस का उद्घाटन करते हुए डॉ. सी. रंगराजन, गवर्नर (भारिबैं)

During 1996-97, Total deposits of the Bank grew by 11.81% and stood at ₹20004.99 crore. Similarly, on the core deposits content ex-CDs, Bank registered a growth of ₹3832 crore or 24.6 %, more than the previous year.

During the year, Bank launched 3 new schemes, viz. **Anukul Jama Yojana, Unfixed Deposit Scheme for NRIs** and the **Capital Gains Exemption Deposit Scheme**. All met with reasonable success.

Organisational Restructuring

The Unitary system of Management (HO directly controlling branches) which had been in vogue for some time gave way to a **3-tier structure**, with the introduction of the Regional Manager. With further expansion in the branch network countrywide, this 3-tier structure necessitated insertion of a 4th tier of Zonal Management in the early 80s, which did not last long. Ushering in of the reformation process, upgradation in technology and telecommunication in banking industry in the country in 1992 ensured that communication between distances was no longer an issue. In order to have a direct linkage between grass roots and operational heads at the controlling level, Bank went for de-layering the 4-tier structure to 3-tier one. This involved international experts and in-house deliberation spread over 2 years. Bank appointed M/s Athreya Management Systems (AMS) for studying it

at a cost of ₹15 lakh. The HO would partially move into the grass roots via its presence in the field by the location of Field General Managers at 4 centres, to begin with, and to increase the number of Regional offices from 39 to 44. In the process of reorganisation, Bank established 4 Field General Manager's Office at Mumbai, Delhi, Lucknow and Chennai and closed the Zonal Offices till then functioning at these four places and Bangalore as well.

During 1996-97, Bank opened 26 branches, 12 of them as Specialised Savings Bank. Total branch tally went up to 2030, of which, 844 were in rural areas, 444 in semi-urban areas, 426 in urban areas and 316 in metropolitan areas.

As of end-March 1997, Bank's sick units portfolio amounted to ₹217.40 crore with 2745 units of which 2639 were small-scale units with outstanding credit of ₹103.32 crore. However, during the year 4 units with an aggregate outstanding credit of ₹2.46 crore were nursed back to health and 265 units with aggregate outstanding credit of ₹14.46 crore were delisted from the sick units portfolio.

The Government was keen to implement the New 20-Point Economic Programme which included attack on rural poverty, strategy for rain-fed agriculture, better use of irrigation water, health for all, justice to scheduled castes and scheduled tribes etc., and it always looked towards the PSBs for meeting its social objectives.



दि. 28 दिसंबर, 1992 को औद्योगिक वित्त शाखा, नई दिल्ली का दीप प्रज्वलित कर उद्घाटन करते हुए श्री एस. ए. कामथ (कार्यपालक निदेशक)



राष्ट्रपति से राजभाषा ट्रॉफी प्राप्त करते हुए श्री ए.टी. पन्नोर सेल्वम, सीएमडी



Bank was most forthcoming in implementation of the plan and its investment rose from ₹692.60 crore as of end-March 1996 to ₹723.97 crore as of end-March 1997. The Prime Minister's Integrated Urban Poverty Eradication Programme (PMIUPEP) had been launched in January 1996 and credit was to be extended to those involved in Self-Employment through setting up Micro-Enterprises and those involved in Shelter Upgradation. Thanks to the Bank's concern, 415 benefited to the extent of ₹1.37 crore. Bank also accorded high priority to lending under the Prime Minister's Rozgar Yojana that had been launched as an exclusive employment generation programme that benefitted 12304 people involving a sum of ₹77.27 crore.

Bank's total business grew from ₹13880 crore in 1993 to ₹26572 crore in 1996. Thus 4 years down the

line, Shri Selvam felt the Bank was ready for the next round of growth process. A critical element of it would be revamping the training system. On his 1st visit to Staff College Bengaluru, he felt that the land acquired by the Bank in 1981 could be better utilized to develop a campus with outstanding facilities that would rival any similar institution anywhere and a training system of global standards.

Shri Sridar under Shri Selvam's guidance ensured that 36 acres of land, run over by trees and shrubs was converted into a campus with well designed classrooms with the latest in teaching aids and a wide gamut of recreational facilities.



फरवरी, 1996 में स्टाफ कॉलेज स्थित ग्लास हाऊस उद्घाटन के समय बैंक के निदेशक गण.



स्टाफ कॉलेज बेंगलोर : मुख्य भवन

ERA OF PRUDENTIAL BANKING

India had become 5th largest industrial economy in the world and 2nd largest producer of fruits and vegetables in its **50th Golden Jubilee Year of its Independence - 1997**. It was such inherent strengths, coupled with effective monetary and fiscal management that enabled Indian economy to steer clear of the crisis surrounding East Asia. Many currencies of East Asian countries had undergone turbulence while Rupee stood relatively firm. It is in this context that the improvement in the Forex Reserves from USD 22.6 billion in March 1997 to USD 25.9 billion in March 1998 has to be seen. Indeed, Foreign Direct Investment of USD 3.2 billion in 1998 exceeded the inflow of USD 2.7 billion in 1996-97.

Interest rate de-regulation was a major policy development witnessed in 1997-98. Bank Rate along with Repo Rate emerged as a signalling mechanism to indicate direction of interest rates. With swift changes in the fortunes and structures of economic entities as well as increasing globalisation, market environment was becoming increasingly unpredictable. Indian banks had necessarily to enhance their risk-taking abilities and become market savvy.

Recommendations of **Narasimham Committee-II**

Report underlined that reforms had to be carried forward further. It implied the need for Indian banks to brace themselves for sterner prudential norms, greater standardization of accounting procedures and complete transparency of balance sheets. PSBs like Union Bank with their enormous network, high operating costs and low technology had an uphill task ahead. Onslaught of high technology and competition from foreign banks and the new breed of Indian Private Sector Banks was getting to be increasingly visible in Indian metros.

A major problem affecting PSBs and other commercial banks was the **size of their Non-Performing Assets (NPAs)**. Actually, working results of scheduled commercial banks had recorded operating losses during 1992-93 and 1993-94 as a result of application of prudential norms for income recognition and provisioning of NPAs. But by the end of 31.03.1997, banking system had recorded an operating profit of ₹12239 crore and net profit of ₹4504 crore. Gross NPAs also declined from 23.2% in March 1993 to 17.8 % at the end of March 1997. Committee on Non-Performing Assets appointed by the Ministry of Finance outlined a definite course of action for improvement in this area. Total business of the Bank had crossed ₹30,000 crore in 1996-97 with total deposit of about ₹20,000 crore and reached a business mix of ₹40000 crore but a cause of concern was mounting NPAs.

74
75



श्री सिकंदर बख्त, उद्योगमंत्री से प्रशिक्षण हेतु गोल्डन पीकॉक अवार्ड प्राप्त करते हुए श्री वी. श्रीधर.



The Credit Monitoring and Recovery Department at Central Office was strengthened by creating 2 sections: one, dealing with non-priority sector NPAs, and the other dealing with Priority Sector NPAs. Instructions were given to go for settlement of the pending cases and also reviewing the entire Suit-Filed-and-Decreed Accounts and call the borrowers for settlement. Bank also gave fresh guidelines for putting up proposals for settlement. It was observed that the amount shown by way of waiver of interest held in dummy ledger was not indicating the actual sacrifice involved in the relief proposal. Instructions were issued that in future, all proposals should include information on the amount that was to be sacrificed by way of write-offs, separately.

Deposit schemes like **Cash Certificate, Bal Shikshan, Unique Deposit, Mini Deposit, Retire Rich and Man Chaha Jama Yojana**, were stopped, in view of poor response.

In December 1997, Government of India launched **Swarna Jayanti Sahakari Rozgar Yojana (SJSRY)** to provide gainful employment to the urban poor (living below the poverty line), unemployed or under-employed, through setting up of self-employment ventures. It replaced 4 existing schemes like **Nehru Rozgar Yojana (NRY), Scheme for Urban Micro Enterprises (SUME), Urban Basic Services for the Poor (UBSP) and Prime Minister's Integrated Urban**

Poverty Eradication Programme (PMIUPEP). Total beneficiaries under the scheme stood at 23979 with outstanding of ₹17.23 crore as of March 1998.

A reference was made about a crisis in East Asia. The South East Asian countries comprising of **Thailand, Indonesia, Singapore, Malaysia, Hong Kong and Republic of Korea** had managed their integration into Global Economy successfully through controlled opening up continual regulations and interventions by Governments. The economies paved for capital formation through higher national saving rate and rapid growth at double the average rate of growth of the rest of the world.

The fascinating growth rates of 8 to 10 % p.a., maintaining full employment for years and achieving near eradication of poverty became the core means to countries like India which were striving for an accelerated growth and development through liberalization and globalization. The globalization meant free cross-border movement of information, goods and services, capital and people. That necessitated intra-country and inter-country integration of market.

On 02.07.1997, however, the **South Asian currency crisis** emanated from Thailand. Thai currency 'Baht' tumbled and depreciated by over 60%. Subsequently, other South-eastern currencies depreciated by over 30%. The crisis was characterized



वर्ष 1997 भारत का 50वां स्वतंत्रता दिवस



आपदाग्रस्त पूर्व एशिया : दक्षिण कोरिया, इंडोनेशिया, फिलिपींस, थाईलैंड, हॉंगकाँग, सिंगापुर, मलेशिया, तैवान.

by debt deflation spiral and had very little to do with fundamentals of economies. The reasons for a flare up of currency crisis included the following:

- Huge volatile short-term borrowing was invested for long term projects such as real estate. Mismatch of assets and liabilities of Banks
- Reckless horizontal and vertical integration of enterprises and excess manufacturing capacities.
- Fast growing Current Account deficits.
- High speculative activities in derivative markets and
- Absence of proper disclosure in the Balance Sheet and financial intermediaries.

The concerned Governments could not manage the integration of capital markets with the same acumen as they did in the other areas of economy.

Indian financial system was relatively unaffected by the South-East Asian crisis due to meagre exposure to real estate sectors, short-term external debt and the relatively transparent infrastructure, among other reasons. The South-East Asian crisis gave an objective lesson to developing countries that strengthening of financial system is of immense importance before opening up economy and need for ensuring assets and liabilities management, quality of

assets and efficient Forex operations. The experience of South East Asian crisis reiterated the need for adequate and effective regulatory and supervisory system of financial intermediaries. The sole responsibility of supervisor was to promote financial market stability and minimise systemic risk.

In the circumstances, the **Basel Committee on Banking Supervision** enunciated 25 core principles for effective banking supervision during 1997. The basic elements of core principles covered pre-conditions, licensing and structure, prudential regulatory requirements, methods of an on-going banking supervision, requirements, formal powers of supervisor and cross-border banking. The Bank for International Settlement (BIS) endorsed the 25 core principles for adoption for all countries and India was an active participant in drafting the core principles. 13 of the 25 core principles on banking supervision were covered by the RBI on the basis of legal provision enshrined in the Banking Regulations Act and RBI Act and/or executive instructions issued by the RBI. The remaining 12 core principles related to prescribing prudential requirement for additional capital charge for market risk, framing guidelines for addressing country and currency risk, need for assessing the sources and quality of capital, supervisory co-operation with regulators inside and outside the country and consolidated supervision of institutions



नई दिल्ली में बैंक द्वारा प्रायोजित क्षेत्रीय ग्रामीण बैंकों की 100% सीबीएस कनेक्टिविटी को चिह्नित करते समारोह के अवसर पर वित्त मंत्री श्री प्रणब मुखर्जी, महिला हिताधिकारी को बायो मेट्रिक कार्ड सौंपते हुए.



and their subsidiaries or conglomerates were covered by the RBI in its Banking Supervisory Policy in the year 2003.

The Bank had sponsored 4 RRBs, viz., **Samyukta Kshetriya Gramin Bank**, Azamgarh; **Kashi Gramin Bank**, Varanasi; **Gomti Gramin Bank**, Jaunpur in Uttar Pradesh and **Rewa Sidhi Gramin Bank** in Rewa in Madhya Pradesh. While reviewing the performance of these banks, it was noticed that Union Bank of India was the only Bank where all its RRBs were making profits. As of December 1997, as many as 1296 branches of the RRBs were serving 23021 villages at an average of 18 villages per branch. In its 11 lead Districts, the average per branch was 36 villages.

Total advances as of 31.03.1998 grew by 12.27% while attaining a level of ₹10,684 crore. Cash recoveries in NPA accounts stood at ₹167.49 crore, besides upgrading of ₹26.41 crore. It was the sluggishness in the economy that led to the ratio of net NPAs slipping from 6.98% the previous year to 7.66% as of March end 1998. For its part, the DICGC could settle claims of only ₹2.46 crore as against ₹30.88 crore during the year before. Bank gave due importance to early detection of incipient sickness in industrial units. Timely corrective steps by way of rehabilitation of the sick units were initiated. Bank's exposure under sick units as at March-end 1998 amounted to ₹292.42 crore. There were 2844 sick

units in the small scale sector, covering an aggregate exposure of ₹121.37 crore. Significantly, during 1997-98, four sick units with outstanding credit of ₹12.57 crore were nursed back to health and 207 units covering an aggregate exposure of ₹4.78 crore were delisted from the sick unit portfolio.

During 1998, 2 Events of note took place. In the 1st place, Bank's CMD Shri A.T. Pannir Selvam was granted further extension of tenure from June 1998 up to 31 March 2000.

Bank also received the prestigious **Golden Peacock National Training Award** 1998 for the best training provider in the country by the Institute of Directors.

In order to make the Bank financially strong and make its mark globally, following action plan was formulated:

- To work towards higher business turnover with focus on low-cost deposits to overcome the problem of narrowing margins.
- Plugging income leakages and to explore business generating higher non-interest income.
- Constant monitoring of all large accounts and speedy recovery in NPA accounts.
- Exercise control over expenditure



- To overcome competition by switching over to higher technology.

India's economic development during 1998-99 was quite noteworthy when seen against the background of extraordinarily turbulent and adverse international economic environment. The year was marked by a contraction in GDP of several East-Asian economies, recession in Japan, a financial crunch in Russia, exceptional volatility in the capital and Forex markets, receding capital flows and a speedy devaluation in Brazil. The East Asian 'melt-down' triggered off a slowdown in the world economy and eased prices. India, though not completely immune to these developments, emerged relatively unscathed during the year. Infact, it logged a real GDP growth of 5.8%, outperforming a large number of economies. The growth was spurred by an incremental 5.3% growth in agricultural output alongside a rise of 7% in the service sector income. Industrial production, however, registered the slowest growth of 3.8% compared to 6.6% in the previous year. The industrial slackening was aggravated by the receding international capital inflows and demand for exports. India's Foreign Exchange Reserves improved from USD 25.9 billion to USD 29.5 billion, bolstered by Resurgent India Bonds.

During 1998-99, RBI adopted policy measures aimed at stabilizing the Forex market, boosting

industrial production, facilitating Government borrowing programme, ensuring low inflation and easing interest rates. At the same time, year 1998-99 was marked by a general down-trend in nominal interest rates. With the easing of liquidity, major banks tended to cut down interest rates on credit even prior to effecting corresponding changes in deposit rates. Perhaps, this reflected their concern at the lack of pick-up in demand for credit for the second successive year.

For boosting finance to Trading sector and also to move away from the traditional method of insisting on financial statements, analysis of Balance Sheet and Operational Ratios, Bank introduced a **Liberalised Trade Finance Scheme** where quantum of credit was to be determined by sales turnover as reflected in the Sales Tax returns of the borrower and to finance the borrower up to 20% of the turnover, which should be collaterally secured by 100% equivalent to the scale of finance at 16% interest rate. With that, Bank hoped it could develop a niche business, customer-specific in nature and improve its market share. In order to improve the off-take of credit, Bank formulated the strategy to market its Consumer Finance, Housing Finance and Trade Finance schemes actively.

Bank continued with its policy of expansion through specialisation, market specific and product specific services. Total branch network increased by



स्वतंत्रता दिवस के अवसर पर केंद्रीय कार्यालय, मुम्बई में तिरंगे को लहराते हुए श्री वी. लीलाधर, अध्यक्ष एवं प्रबंध निदेशक, श्री वेणु गोपालन, कार्यपालक निदेशक तथा ब्रिगेडियर सत्पथी, सीएसओ.



32 and stood at 2119 that included 139 specialised branches, as of March end 1999. The area-wise distribution of branches was: 845 Rural, 459 semi-Urban, 459 Urban and 356 Metro. Decision-making was decentralized to Regional level with vastly improved delegated authority. At the same time, a separate cell was created at Central Office to tap increasing volume of Government Business that involved collection of Government revenue Like Central Excise, Service Tax, Direct Taxes, Sales Tax and Professional Tax. Bank also acted as accredited bankers to important Ministries such as Labour, Environment & Forests, Planning Science and Technology. Designated branches also handled various deposits such as PPF, Relief Bonds, Deposit Scheme for Retiring Government Employees etc., Bank had launched its India Card in 1997. As of March 1998, Bank had a very small card base of around 2500 cards. A special market drive was organised that pushed the card base to over 8000 within a year.

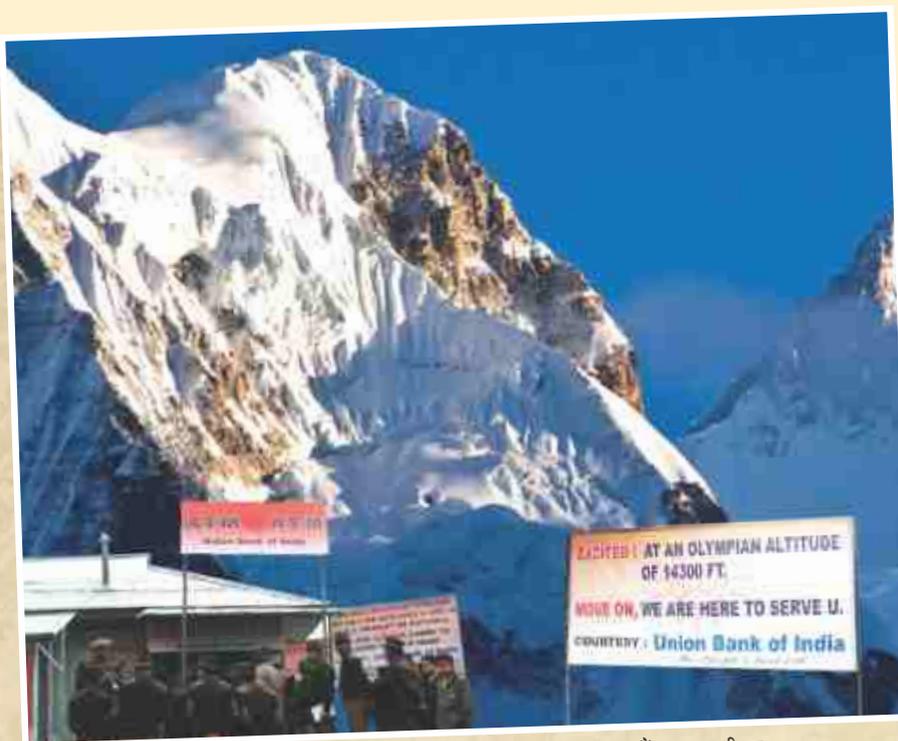
As of March 1999, Bank's net credit grew 9.6% to reach a level of ₹11631 crore, in which, ₹807 crore was accounted for by non-food credit and ₹350 crore by the Bank's newly-launched Liberalized Trade Finance Scheme, During 1998-99, cash recoveries achieved in NPA accounts aggregated ₹204 crore, besides upgrading of accounts to the Standard Category to the tune of ₹51.25 crore. However, due to

recessionary trends in many sectors, net NPAs slipped from 7.11% as of previous year to 8.70% as of end March 1999.

Towards the financial year end in March 1999, CMD Shri Pannir Selvam could feel reasonably comfortable. In his message to the staff in Union Dhara (March 1999) he could say that the response to his call for **The last Mile** wasn't too bad. The Bank was cruising along to touch ₹40000 crore in business-mix; ₹28000 crore in Deposits and ₹12000 crore in Advances.

About this time, RBI had sent a proposal to the Bank to amalgamate **Sikkim Bank**. Under the circumstances, an elaborate exercise was undertaken to keep the risks down. M/s K.C.Khanna & Co., Chartered Accountant, were appointed to determine the assets and liabilities of Sikkim Bank and after due procedure, Sikkim Bank with its 9 branches at Gangtok, Ranipool, Singtam, Jorethang, Siliguri and places in West Bengal, Hyderabad, New Delhi and Bombay were merged with Union Bank w.e.f. 22.12.1999.

As for Bank's own performance during 1999-2000, there was much to be happy about. Total branch network increased by 24 and stood at 2136, of which 148 were Specialized branches. Total deposits rose 10.6% to reach ₹31105 crore. Significantly, Bank recorded considerable improvement in the turnover



सिक्किम में 14300 फुट की दुर्गम उच्चतुंगता पर यूनियन बैंक का ए.टी.एम.

of foreign trade business. Export credit turnover improved by 17.4% from to ₹ 8049 crore.

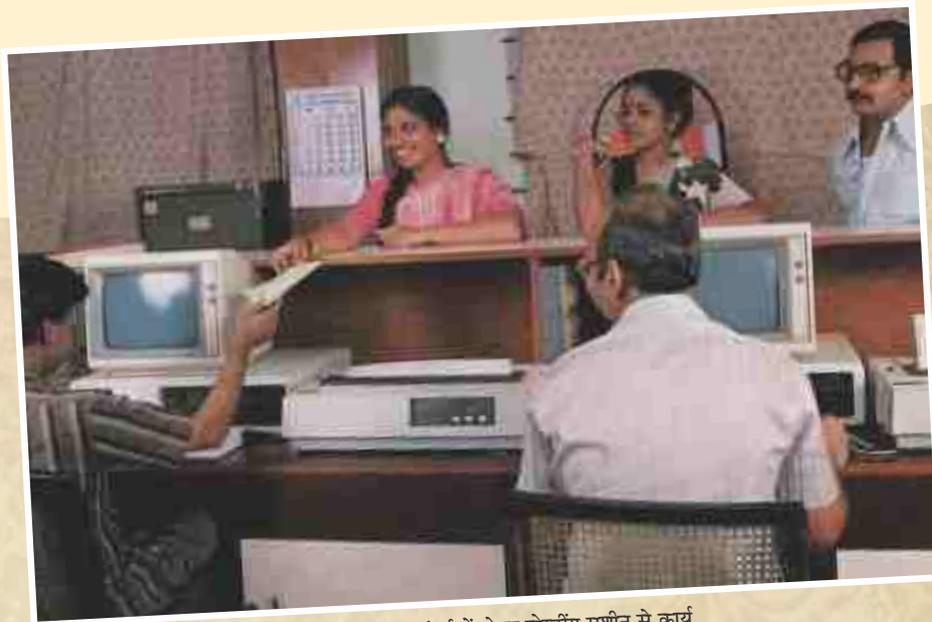
In 1999-2000, Bank's gross NPAs grew 22.46% and stood at a staggering ₹1881 crore, while the net NPAs grew 18.29% which stood at ₹1164 crore. The only consolation was the share of net NPAs in net advances which declined to 7.97% as of March 2000 as against 9.01% as of March 1999.

The Summary of Indian Banking history till the year 2000, is as under:-

- **The era of 'Character Banking'** lasted till 1969, that acknowledged character of the individual, whether rich or poor, literate or otherwise, which alone entitled him or her to open an account with the bank, either to deposit, withdraw or borrow money. 'Default' was taboo by public standards.
- Post-Nationalization of Banks in 1969, compulsion to rescue millions of Indian poor from the clutches of the Money-Lenders, tore open the 2nd phase - **the era of Social Banking**, which led to the explosion in banking activity geographically across the nation.
- Nationalization led to the emancipation of the poor on a magnitude that no other country's banking system could boast of, besides creation of jobs among professionals, among

skilled and unskilled labour, whether employed or self-employed. Its benefits far outweighed the fall-out of effects that may have otherwise been.

- The 3rd phase - **the era of 'Prudential Banking'**, on the back of corrective action taken by overseas Banking regulators, brought to the fore the can of worms of NPAs which led to the much needed cleansing of Balance Sheets of Indian Banks. 2 prudential norms out of Basel changed the very face of banking worldwide and in India - **Income Recognition and Capital Adequacy**. However, as Social Banking pursued by Indian Banks was not Profit-driven, the available reserves could not provide for the accumulated baggage of bad debts.
- A massive upheaval and fierce competition was anticipated in the Indian Banking scenario on the face of globalization and increasing wage costs, leading to shrinkage in the number of existing players in the field and declining income generation.
- Indian nation was seen emerging as a world leader during **the era of Universal Banking** with Indian Bankers forming the fulcrum of edifice at different levels including at the top.



पेडर रोड शाखा, मुंबई में लेजर पोस्टिंग मशीन से कार्य



BUILDING NEWER CAPABILITIES

On 24.04.2000, **Shri V. Leeladhar** was appointed as the new CMD of the Bank. He wanted the Bank staff to pursue the 4 time-tested principles of Management, as under:

- **Transparency** in Decision-taking in all areas and system-driven.
- **Open Door**, i.e Management to be accessible at all times and receptive to ideas and grievances
- **Team Work and Cohesiveness** to scale new levels of productivity.
- **Loyalty to the Institution.**

The Business Objectives were laid down as follows

- **Customer Service:** To aim towards Customer Satisfaction, Customer Delight and Customer Retention through Bank's products and services and support systems.

- **Profits** to remain as the focus in every business connection.
- **To Exploit technology fully.**

A **15-points action plan on business and financial parameters** was drawn to strengthen the Bank's position, as under:

- **Efficiency in Counter Service** through personal touch
- To **raise Tier-II Capital** by way of Bonds Issue (Series-1) through Unsecured Subordinated Debt for an amount of ₹100 crore
- To **participate in price-based repos, auctions conducted by RBI**, depending on excess/short liquidity positions, as part of its liquidity adjustment facility
- To **formulate a scheme for retailing Government securities** to earn Fee Based Income
- To **introduce a sound Credit Risk Management System** in respect of proper asset and liability management
- To **appoint a Consultant for Asset-Liability Management and Market Risk Management processes**
- To **empower Asset Liability Committee**



श्री वी. लीलाधर



स्टाफ कॉलेज, बेंगलुरु का दौरा करते हुए श्री वी. लीलाधर, अध्यक्ष एवं प्रबंध निदेशक एवं श्री डी.टी. पै, कार्यपालक निदेशक का स्वागत करते हुए श्री वी. श्रीधर, महाप्रबंधक (प्रशिक्षण)

(ALCO) to fix Prime Lending Rate, lending rates and general interest rates on deposits

- To appoint M/s Ernst & Young (E&Y) as consultants for implementing information technology in the Bank
- To restrict advances under Liberalised Trade Finance Scheme up to ₹1 crore only in view of several irregularities observed in its implementation
- To merge 75 SSBs with their respective parent branches and to surrender their licenses to the RBI for cancellation.
- To introduce a Special Leave Scheme for employees for joining their spouse abroad on health grounds on leave without pay
- To introduce a new scheme for Deposit Mobilisation called “Union Flexi Deposit Scheme” to be marketed through all computerized and general branches in Metro and Urban areas and Specialised Personal Banking Service branches
- To introduce 2 schemes - Union Rent and Union Trade
- To convert 11 Specialized Branches including Agri High-Tech branches as general banking branches

- To set up a Chairman's Club for encouraging Star Performers for being invited to a resort along with their families to interact with the Chairman. This was applicable to those employees who had not only achieved the targets but had shown better results with higher targets voluntarily agreed upon by them

Shri M.Venugopalan, was appointed as ED of the Bank wef 25.09.2000.

As a measure to reduce expenditure, Voluntary Retirement Service (VRS) was offered to staff members, which was accepted by a large number of employees, because of which, Bank decided to merge 25 branches and convert 57 unviable rural branches into satellite offices. Further, 4 Regional Offices located at Surat, Panaji, Madurai and Kozhikode were merged with Baroda, Kolhapur, Coimbatore and Ernakulam, respectively.

Inter-branch reconciliation activities as well as many such functions under the ambit of Branches Accounts Department were computerized. The Management Information System (MIS) were also improved.

To augment the Fee-Based Income, Bank decided to enter into an Agreement with HDFC Standard Life Insurance Company Ltd to act as its Corporate Agent for marketing all the life insurance products offered



स्टाफ कॉलेज, बेंगलुरु में बैंक के सुरक्षा अधिकारियों हेतु आयोजित प्रशिक्षण कार्यक्रम में सहभागी अधिकारियों से मिलते हुए श्री वी. लीलाधर, अध्यक्ष एवं प्रबंध निदेशक



बैंक के आईपीओ के उपलक्ष्य में जयपुर में आयोजित रोड शो को संबोधित करते हुए श्री एम. वेणुगोपालन, कार्यपालक निदेशक एवं श्री पी.वाई. नागर,



by it. 100 officers were trained for the job. On the first day, 220 policies were released with risk coverage of ₹3 crore. Further, the Bank also started charging its customers for attestation of signatures.

About the same time, Bank introduced **Union Cash scheme** for individual depositors and **Honey Bee Deposit Scheme** for daily collection from account holders. Similarly, Bank made a tie-up with IDFC for introducing a **scheme** named **Take out Financing for Infrastructure Projects**, which are technically feasible and economically viable.

Interest of Senior Citizens was taken care of by offering **additional interest rate of 0.50%** on deposits placed by them with the bank.

Bank also **raised additional Tier-II Capital** by way of Subordinated Debt Bonds amounting to **₹170 crore**. It also subscribed **₹50 lakh to the Share capital of State Trading Corporation of India**.

Union Bank's Core Banking solution (CBS) Project: With a budget of ₹160 crore, Bank initiated implementation of the CBS Project in about 500 branches. The 2 leading IT companies - INFOSYS and WIPRO, joined together to form a consortium for its implementation in the Bank, in terms of the Tripartite agreement signed on 10.06.2002. Shri Azim Premji, Chairman of WIPRO Technologies and Shri Narayana Murthy, Chief Mentor of INFOSYS were present on

the day of announcement of the consortium. Shri V.K.Khanna (GM) and a 4-member implementation team headed by Shri A.K.Vidhyarthi were closely associated. Wipro was the Project Manager and System Integrator.

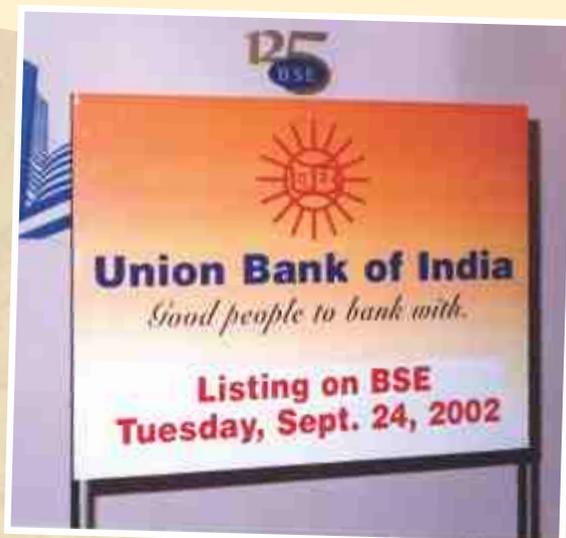
An interim Data Centre was set up at the Head Office with guidance from National Stock Exchange Information Technology (NSEIT). A team of dedicated officials were identified for the purpose and given extensive training on the features of software at the Infosys Training Centre at Bengaluru. Software was parameterized keeping in view the Bank's then prevailing systems and procedures, after which, a thorough User Acceptance Test [UAT] was carried out. The Pilot project was rolled out in 5 branches, viz., Mahalaxmi, IFB and Vikhroli in Mumbai, Koramangala in Bengaluru and Safdarjung Development Area in Delhi on 09.12.2002. Subsequently, based on the experience gained at these 5 branches the solution was rolled out at 20 more branches by March 2003, as planned. The rest was to follow.

Meanwhile, Bank formed a team of Officers, for marketing Bank's different products. They were designated as **Marketing Officers**. Training was also imparted to enhance their efficacy.

To create awareness about **Self Help Groups** and for distribution of **Union Green Cards**, a series of



बॉम्बे स्टॉक एक्सचेंज के साथ बैंक शेयरों को सूचीबद्ध करते हुए श्री वी. लीलाधर, अध्यक्ष एवं प्रबंध निदेशक



बीएसई में बैंक का सूचीबद्ध होना

Credit Camps were organized in the Districts of Varanasi, Badohi and Chandauli in UP state and Wayanad and Ernakulam in Kerala. **Union Laghu Udyami Credit Card scheme**, with simplified credit delivery procedure for small borrowers, was also introduced.

In line with the accounting standards framed by Institute of Chartered Accountants of India, Bank discontinued the practice of making provisions for interest on overdue term deposits at the time of half-yearly and annual closing.

On 11.11.2000 Bank celebrated its **81st Anniversary of its birth**. By then, it had 2141 branches with deposits of `31300 crore, advances of ₹15700 crore and staff strength of 30274.

Earthquake In Gujarat's Kutch area & Bank's Humane Approach

At 8.46 a.m., earthquake shook the Kutch area causing untold damage and a tragedy of mammoth proportions. It was a Bank Holiday and hence none of the staff members lost their lives. However, some staffers lost their relatives. Properties and immovable assets of the Bank were damaged. Branch premises at Bhuj, Kutch and Saurashtra, suffered very badly. Branches at Dhrangadhra, Morbi, Surendranagar, Vaso and Raipur Gate suffered from

big cracks. Sukhpur branch was totally destroyed, leaving heaps of rubble. Branch Manager, Shri I.Sunder Raj, suffered severe bodily injuries. Branch Manager of Bhuj branch, Shri Arvind Kothari, "stood like a rock" and saw that relief work was done meticulously and staff members were safe. Zonal Head, Ahmedabad - Shri G.S.Mehta, formed a Team to supervise relief, for the purpose of rehabilitation, for removing debris from various collapsed branches, difficult task of retrieval of records, tallying of books, ascertaining losses suffered, etc. The story of the tragedy was later published in the Union Dhara.

An important decision was taken by the Bank in restructuring its Capital, and raising additional Capital through **Initial Public Offer (IPO) route**. It returned ₹58 crore (at par) from the existing capital to Government of India while increasing the share capital of the Bank by way of IPO to the extent of ₹200 crore at a premium of ₹6 per share, after getting RBIs approval from RBI, SEBI, etc. Shri S.N. Ananthasubramanian, Company Secretary, was appointed as Retainer and MCS Ltd., was appointed as Registrars. A plan was also drawn to improve the image of the Bank through various means such as holding seminars, arranging meetings with Merchant Bankers etc., and an extensive campaign for popularizing IPO was also conducted. The IPO turned out to be a real trend setter and in a depressed capital



यूटीआई म्यूचुअल फंड के उत्पादों के संवितरण हेतु समझौता



जीवन बीमा उत्पादों के लिए कारपोरेट एजेंसी हेतु एचडीएफसी स्टैंडर्ड लाइफ इन्श्युरन्स कारपोरेशन के साथ टाई-अप



गैर जीवन बीमा उत्पादों की बिक्री हेतु टाई-अप



market, it received an overwhelming response from the investor community leading to oversubscription by 5.22 times. In the IPO, 1.81 crore equity shares were allotted to the employees, 16.20 lakh equity shares were allotted to the public and remaining were allotted to other Banks and Institutions. The Investor base reached 3.25 lakh speaking volumes of investor confidence in the Bank. The Marketing efforts preceding IPO had made all the difference.

Bank launched several new schemes as under

- **Union Life Guard scheme** that envisaged issuance of cards to customers to be used by them at the time of admission at selected hospitals and to meet hospitalization expenses by extending loans upto ₹2 Lakh.
- Grant loans to FCNR-B Deposit holders in foreign currency against their own FCNR-B deposits.
- **Union Float scheme** which involved resetting of interest rate on deposits on 1st May and 1st November every year.
- **Union Dhanyavad Scheme** for retention of excess application money received under IPO
- **Trading in imported Gold, Silver and**

Platinum as per norms prescribed by the RBI and other Statutory Authorities.

- **Cash Management Services** in tie up with Corporation Bank for meeting growing needs of Corporates for managing their receivables efficiently and speedily. The Wide Area Network in Uttar Pradesh provided excellent synergy for the activity.
- Signed an **MOU with New India Assurance Co, for acting as Corporate Agents for general insurance products.**
- Entered into An agreement for **Agency Trade Services** with Standard Chartered Bank for routing Letters of Credit through their network in 10 South-East Asian Countries. This was expected to augment Bank's Fee Based Income as also the advantage of getting scrutiny of documents.

As a prelude to implementing **Anti Money Laundering Rules** and its importance in the international banking, a 1-day workshop on the same was organized by the Bank. Guidelines was also prepared on '**Know Your Customer**' for its implementation.

A **Business Plan Conference** for 3 days starting from 19.04.2001 was held in the picturesque hill station of Khandala attended by Regional Heads, Field



कारोबार योजना बैठक, अप्रैल 2001

General Managers and Top Executives. Many knowledgeable persons like Smt Shyamala Gopinath, ex- RBI Director, Shri P.C.Srivastava - Chief Vigilance Officer and Dr Sandip.K.Rane - Interventional Cardiologist. The inaugural address was delivered by Shri Leeladhar. After dwelling in detail on the economic scenario of the world as well as on the domestic front, he made a critical analysis of the Bank's performance on a region-wise basis and stimulated the executives to promote accelerated business growth in all the parameters. The workshop was a most rewarding one. Since then, the Business Plan Meet, has become a regular annual feature in the Bank.

- Bank raised ₹250 crore by issue of Unsecured Subordinated Debt Bonds on Private Placement basis.
- **91 ATMs** connected to the Bank's own switch were installed. It also installed **Tele-banking system** on a pilot basis in 2 branches. A capital outlay of approximately ₹100 crore spread over 3 years was approved for **operationalizing 1000 ATMs**. An order for purchase of 250 ATMs was placed with NCR Corporation of India Pvt. Ltd.
- Opening of **Representative Offices** at UAE, Doha in Qatar and Oman and a **Foreign**

Exchange Branch at SEEPZ under Regional Office, Mumbai North was approved.

- Opening of **Regional Audit Offices** at Ernakulam, Varanasi and Hyderabad was approved.
- **Merger of 2 RRBs**, viz., Kashi Gramin Bank and Gomti Gramin Bank, was approved.
- Setting up **Enterprise Wide Risk Management System** for which M/s. Price Waterhouse Cooper Ltd. was appointed as Consultants.
- Bank **tied up with DSP Merrill Lynch Mutual Fund** for marketing their products.
- It launched an Insurance Product called **Union Suraksha** to its depositors in partnership with HDFC Standard Life Insurance Company Ltd.
- It installed a **Note to Coin Exchange Machine** at various public places at Mumbai for making available coin to the general public in exchange of currency notes. Later on, it was extended to other cities as well.
- Bank approved a Memorandum on **Digital Signature Policy**.
- It adopted a village in Karimnagar district, A.P., comprising of 900 families all banking with it. A sprinkler and drop irrigation scheme



वर्ष 2001 के विनाशक भूकंप में तहस-नहस हुई बैंक की सुखपर शाखा, भुज (गुजरात)



was approved by the bank with the help of Vikas Volunteer Vahini Club.

- Bank went through a round of inspections by RBI Inspectors during March 2001 under Section 35 of the Banking Regulations Act 1949 during which its ratings on all six parameters were upgraded.
- Bank appointed **Ogilvy Public Relations Worldwide as public relations agency** for it to ensure that the efforts on publicity were not in anyway detrimental to or in contradiction to the Bank's values.
- Annual Get-Together of members of the Chairman's Club was held in Bengaluru.

Bank recorded **impressive performance** during 2001-02, as observed by CMD. A normal monsoon for 12th successive year boosted the buffer stock of food grains to touch a peak level of 70 MT, thereby insulating the country from any shocks on account of food grain shortage. Though the slow-down in economic activities continued for the 2nd successive year, there were signs of recovery towards end of the fiscal. CMD asserted that retail segments in deposits and advances will continue as the thrust areas coupled with exports and credit to SSI sector while improving the ATM network. Among the schemes introduced, **Union Awas Yojana** was specially

designed for housing needs of rural customers while **Union Express** ensured that remittances made by Non-Resident Indians is credited to beneficiaries account within 24 to 48 hours.

Following were the Financial Highlights for 2001-02

- Bank's total business crossed the milestone of ₹62000 crore, with Deposits growing 15% to reach ₹39794 crore with an all-time high accretion of ₹5000 crore, while Advances increased by ₹4105 crore (22%) to reach ₹22465 crore.
- Priority Sector Advances registered a 24% growth of ₹1615 crore to touch ₹8375 crore, with 41% increase in Agricultural Advances that touched ₹2887 crore.
- Credit support through Kisan Credit Cards doubled to ₹517 crore. During the year, 1.17 lakh Cards were issued taking cumulative total to 2.42 lakh.
- Export business turnover improved by 10.16% while reaching ₹9639 crore while Import turnover registered a rise of 9.79% to reach ₹4205 crore.
- Net Interest Margin was 3.01% and Cost of



यूनियन आवास योजना

Deposits improved from 7.57% to 7.03%.

- Operating Profit increased 70% at ₹869 crore while Net Profit increased 102% clocking ₹314 crore, on the back of increased Interest Income of ₹283 crore.
- Capital Adequacy Ratio improved from 10.86% to 11.07% while Return on Assets improved from 0.40% to 0.71%.

After a good monsoon for 12 successive years, country had to face a set back with the failure of the rains in 2002-03. Approximately, 29% of geographical area faced drought conditions that slowed down GDP growth during the year. This also impacted the banking sector which witnessed low growth in deposits. But the Bank was able to do a record growth in business in tandem with banking industry and its thrust on retail lending paid rich dividends by way of appreciable returns on its assets. Treasury Operations continued to play a supportive role in enhancing the Bank's profitability. Following new products and services were launched during the year:

- Tie-Up with New India Assurance Company for distribution of **Non-life products**.
- Introduction of **Bullion Trade**
- Introduction of new scheme titled **Union Smart** aimed at NRI Customers.

- **Importantly, the Bank acquired ISO Certification for 64 of its branches.**

By March 2003, Shri Leeladhar had put in almost 3 years with Union Bank during which time, a high degree of transparency in the dealings, easier accessibility, greater sense of involvement, was brought about. The **Corporate Byline - "We Can We Will"** was adopted to create an awareness amongst staff members of their own strengths, potential, capabilities and to boost their confidence. In the subsequent year the **Corporate Byline - "Speed, Simplicity and Boldness"** was adopted to overcome the emerging challenges and a change in work culture. Side by side, the **practice of bottom-up planning** was introduced where the field was involved in the annual planning process. A **Vision Statement** for the Bank which was translated into numerical volumes under business parameters projected for 5 year was also embraced.

It had been realized that due to increased competition and migration of customers to other banks, PSBs were losing market share. Management, therefore, urged the staff members to learn shifting from traditional methods of banking to **New Generation Banking Methods** that called for value-added products, custom-designed, efficient service, innovative packaging, multi-channelled delivery systems such as ATM, Internet Banking, Phone and



औद्योगिक वित्त शाखा, मुंबई में सीबीएस का शुभारंभ करते हुए श्री लीलाधर, अध्यक्ष एवं प्रबंध निदेशक



महालक्ष्मी, मुंबई शाखा में सीबीएस का शुभारंभ



Mobile Banking, etc, backed by aggressive marketing and a high degree of customer relationship management. Bank has gone in for a massive technology input in branches and designed a variety of new initiatives which not only meet the demands of the market and customers, but also try and anticipate them. Staff members were urged to totally involve themselves, to adapt and change, hone their skills and make the extra effort to enable carving out a special niche in the market for the Bank.

Following were the Financial Highlights for 2002-03

- Bank's total business crossed the milestone of ₹71000 crore and reached ₹71398 crore with Deposits growing at 12.45% to reach ₹44749 crore and Advances growing at 18.62% to attain a level of ₹26649 crore.
- Share of Savings Bank deposits increased from 24.38% to 24.97%. while Credit Deposit Ratio improved to 59.55% from 56.45%.
- Priority Sector Advances grew ₹2819 crore while scaling to ₹11194 crore. Its share to Net Bank Credit soared to 48.14% as against the benchmark of 40%. Agricultural Advances were at ₹3688 crore registering a growth of `801 crore. Advances to Small Scale Industry were at ₹2668 crore.
- 1.40 lakh Union Green Cards (Kisan Credit Card) with credit limits aggregating to ₹331 crore were distributed against a target of 1.35 lakh cards.
- Export business handled by the Bank improved by 18% to ₹11381 crore.
- Gross NPAs decreased from ₹2420 crore to ₹2387 crore. In percentage terms, it came down from a level of 6.26% to 4.91%. The coverage of cumulative provisions as a percentage to Gross NPAs improved from 43.84% to 46.08%. Under various one time settlement schemes, Bank could settle 19252 proposals with aggregate settlement of ₹261 crore of which ₹139 crore were realized till March 2003.
- Operating Profit grew by 50% to ₹1304 crore while Net profit increased 76% clocking ₹553 crore. Capital Adequacy Ratio improved from 11.07% to 12.41%.
- All the Bank sponsored RRBs made profits while substantially reducing the NPAs.
- Board declared a **maiden dividend of 21%** for the year ended 31.03 2003 involving a sum of ₹109 crore including Corporate Dividend Tax.
- Bank's net worth comprised of ₹460 crore of Paid up Equity Capital and ₹2106 crore of



बुलियन बिक्री का शुभारंभ



Reserves (including Revaluation Reserves).

- Retail Lending continued to be the Bank's focus. A full-fledged Retail Banking Department was set up at the Corporate Office with a team of 117 Marketing Officers supplementing the efforts of the field functionaries to give further boost to retail lending.
- Bank used Lok Adalat as an effective tool for recovery. During the year, 2900 borrowers were brought to the negotiating table before the Lok Adalat and successfully settled the cases involving `35.45 crore.
- Bank's risk bearing capacity as indicated by its Capital Adequacy Ratio that improved from 11.07% to 12.41%, left enough room for it to expand its asset base.

2 noteworthy events took place in December 2003. The 1st was the Annual Banks' Economists Conference [BECON] held in Mumbai on 11th and 12th December which was hosted by the Bank. The 2nd occurred on 31st December when Indian Banks' Association released its Vision Report for the year 2010.

Bank Economists' Meet 2003 (BECON) is an annual conference involving IBA and its Member-Banks and it is customary for one of the Member-

Banks to host the conference. 2003 was the Silver Jubilee Year of BECON and the Bank felt it was a privilege to host the conference. At this conference, it was also decided to rechristen BECON as **Bankers' Conference [BANCON]**. To reverse the gradual downslide in the enthusiasm and restore the confidence in the conference, Shri Leeladhar, CMD, who took over the reins of the IBA, modified the Conference format. To render the deliberations livelier, each session was assigned an important sub-theme which was debated upon at length by an eminent panel of Bankers and Economists and summed up by the Chairperson. Around 500 delegates attended each session.

Some of the sub-themes were, as follows

- Globalisation - International Experience where India stands
- Unshackling the past;
- Technology: Life Line or Cost Monster.

Presentations were made in the 2-day Conference and involved in the discussions were professionals, CEOs and other industry leaders from India and abroad from private sector and PSBs, officials from Government and Semi-Government Bodies, Officials from RBI as well as academics – in short a gathering of



बेकोंन 2003 के उद्घाटन समारोह में श्री वाय.वी. रेड्डी, गवर्नर (भारिबैं) और संबोधित करते हुए श्री वी लीलाधर



representatives of all segments that impact the Banking Industry. The Conference was inaugurated by Dr Y.V.Reddy, Governor of RBI and the Valedictory Address was delivered by Shri N.Sisodia, Secretary (Financial Sector), Government of India. The Conference was a resounding success and was marked by professional presentations with a high level of content, meticulous time management and active interaction.

The Conference concluded that the Banking Industry has met the challenges thrown up by the reform process, like Changes in Structure, Product innovation, Technology, Risk Management, Rural and Social Banking issues and HRM. But, as the issues covered by BECON and the IBA Report showed, there were greater challenges ahead. Many experts predicted a major role for India and its Banking Industry in the global economy in the years ahead.

Bank entered into an agreement for **ATM sharing arrangement called - 'CASH ONLINE'**, with 4 other banks viz., Canara Bank, Central Bank of India, Indian Overseas Bank and UCO Bank, that permitted customers of all 5 banks to avail of the facilities provided by ATMs already installed and yet to be installed in each bank.

BASEL-II norms - envisaged providing for credit, market and operational risks and necessitated

greater capital requirements. As it was felt that very few Banks would be in a position to meet the norms within the stipulated time frame, RBI consulted various strong Banks including Union Bank, for its implementation. Finance Ministry charted a 7-point agenda for banks to get ready for the stringent BASEL-II Norms by March 2007 while asking RBI to come up with a guideline by December-end for new hybrid instruments that could be treated as capital. Banks were told to start a new rating model to measure probabilities of default and track the risks minutely. Banks were also told to put in place a “scorecard approach” for further improving control systems and upgrading tracking systems for operational risks.

Rating Model for Banks

The Ministry asked all banks to ensure an active portfolio management and to estimate 2 new parameters: Loss given Default [LGD] and Exposure at Default [EAD]. A model for Risk Adjusted Return on Capital [RAROC] based pricing was also mooted for Banks instead of the current practice of a mere return on capital-based pricing mechanism. Banks were expected to make an estimation of the economic capital.



कैनरा बैंक, सेंट्रल बैंक ऑफ इंडिया, इण्डियन ओवरसीज बैंक और यूको बैंक के साथ ए.टी.एम. शेअरिंग व्यवस्था (कैश ऑन लाइन)

Meanwhile, Bank took the following decisions:

- Approved increased ceiling for unsecured advances to 25% of total advances.
- Approved to include a consensus clause in the documents to be executed by the borrowers and complying with the norms of CIBIL.
- Establishing **Union Bank of India Rural Development and Self Employment Training Institute [RUDSETI]** at Ernakulum/ Idukki and Varanasi. Financial assistance of ₹21.76 lakh was also approved.
- Approved establishing **Union Bank Rural Development Foundation** at Alibagh.

During the tenure of CMD - Shri V. Leeladhar, the progress was impressive in respect of Corporate Governance, Transparent policies, Computerization, Industrial Relations and Customer service. Bank had the potential to become a World-class Institution with footprints in a number of foreign countries, provided staff members to upgrade their skills and knowledge in credit and recovery. Some of the highlights of his tenure was Town Hall meets, Celebration of Independence day, Republic day and Foundation Day, Annual planning exercise, Target setting, Rural Visits by CMD, IPO and New Initiatives.

During **Shri Ratnakar Hegde's** tenure as the Chief Executive Officer [CEO] the Union Bank of India Rural Development and Self Employment Training Institute [UBI RUDSETI] was inaugurated at Perumbavoor, in Kerala. The objectives for establishing this Institute were simple:

- To train the youth in rural and semi-urban areas for taking up self-employment ventures
- To train youth to develop the attitude for working in rural and semi urban areas
- To train the target group to get credit facilities from the Banks etc.

Bank received approval from the Government of India, for **creation of 3 additional posts of General Managers** as against a request for appointment of 5 such.

It also entered into an agreement with Citibank Ireland Financial Services, a subsidiary of Citibank, for income sharing for advising and negotiating Letters of Credit in Europe and the United Kingdom.



यूनियन बैंक ऑफ इंडिया ग्रामीण विकास स्वरोजगार इंस्टीट्यूट (RUDSETI) का पैराम्बवूर में दि. 2 अक्टूबर, 2004 को शुभारंभ करते हुए श्री रत्नाकर हेगडे, कार्यपालक निदेशक



CROSSING RUPEES ONE LAKH CRORE

On 09.12.2004, **Shri K.Cherian Varghese** was appointed as the new CMD.

Shri Varghese desired that the Bank be described as a '**Smiling Bank**' where every customer is impressed with the decorum in the premises, to earn a name for courteous and efficient customer service and aim to become one of the best and largest banks in the country with global aspirations.

During 2004-05, Bank opened 23 new branches, 162 ATMs, 14 new Extension Counters and upgraded 12 Extension Counters into full-fledged branches with total branch network going up to 2051 branches, 400 ATMs and 147 Extension Counters as of 31.03.2005. Further, Bank became a member of "**Cash Tree Network ATMs** of 7 banks, thus giving its customers wide access to over 1200 ATMs of the Cash Tree Network.

Shri Varghese was determined to make an impact. He focused on his 1st Goal and in March 2005, Bank crossed an important milestone figure of ₹1 lakh crore in total business and reached the level of ₹102934 crore from ₹80983 crore as of previous year, registering a growth of 27.11%. The Bank registered a

Net Profit of ₹719 crore. In September 2005, another milestone in total business was crossed with the figure rising to ₹115000 crore. "We are capable of superior performance" glowed Shri Varghese.

The point was that the Indian Economy was riding on the crest of a high wave of optimism. The Central Statistical Organisation (CSO) predicted that the real GDP growth rate during 2004-05 was likely to be around 6.9% which was more robust than was expected in the light of deficient monsoon and rising oil prices. The economy proved its resilience with the Industrial sector and services segment presenting a robust performance and posting a growth of 8.3% and 8.6%, respectively.

Towards Management of NPAs the Bank had focused on

- Arresting slippage of Standard Assets to NPA category by making timely identification and taking corrective action by monitoring of accounts through the mechanism of Early Alert System [EAS] and Special Mention Accounts[SMA]
- Restructuring of viable NPAs and impaired accounts under CDR Scheme.
- Recovery through persuasion and legal remedies.



बैंक की 500 वीं सीबीएस शाखा (कुर्ला, मुंबई) का शुभारंभ करते हुए श्री के. चेरियन वर्गिस, अध्यक्ष एवं प्रबंध निदेशक, श्री रत्नाकर हेगडे, कार्यपालक निदेशक एवं श्री एम.एस. सुंदरराजन, महाप्रबंधक

The Bank took the following decisions

- Approved to pay 20% Interim Dividend on all equity shares.
- To merge all 3 RRBs, the Kashi Gramin Bank of Varanasi, the Gomti Gramin Bank of Jaunpur and the Samyukt Kshtrreya Gramin Bank of Azamgarh.
- Approved raising additional funds of ₹450 crore by issuance of unsecured redeemable non-convertible subordinate bonds on private placement basis.
- It prepared a road-map for implementation of new capital adequacy framework.
- It also approved upgradation of Core Banking Services at Data Centre and Disaster Recovery Sites (DR Sites).
- Approved the shifting of Regional Office at Burdwan to Siliguri while also deciding to reopen the Regional Office at Madurai.
- Approval was given to a contribution of ₹12.50 crore towards a Staff Welfare Scheme for the financial year 2005-06.
- Approved setting-up **Union Retail Super Shoppee** where all retail products of the Bank could be marketed.
- Introduced **Union e-broking'** for on-line

trading in shares by tie-up with a leading share broker - M/s Share Khan, '**Union High Pride**' scheme for financing mid-segment borrowers and '**Union White Card**' meant for procuring milch animals by agricultural borrowers.

Bank's obsession with Customer Service and Grievance Redressal Machinery led to the introduction of a voluntary code which set standards for **Fair Banking Practices**. It also published a revised **Citizens' Charter** covering wide range of banking transactions.

As a responsible corporate citizen, the Bank always endeavoured to serve different segments of the society through various community services, The Bank sought to invest part of its profit in community welfare projects to improve quality of life of poor, weaker and depressed sections of society. Bank also extended relief measures to the Tsunami affected victims by providing them means of livelihood such as financial assistance for the purchase of boats, fishing nets and extension of consumption loans. During the year 2004-05, the Bank made a donation amounting to ₹2 crore to Prime Minister's National Relief Fund in the aftermath of the Tsunami tragedy.

On 26.07.2005, flash floods hit Mumbai and parts of Maharashtra and there were widespread destruction to human life and property. Bank as a rare gesture announced interest-free loans to be



प्रधानमंत्री डॉ. मनमोहन सिंह को प्रधानमंत्री राष्ट्रीय राहत कोश दान का चेक सुपुर्द करते हुए श्री चेरियन वर्गीस, सीएमडी एवं श्री रत्नाकर हेगडे, कार्यपालक निदेशक



sanctioned to affected staff members, besides, providing shelter and food/refreshments to staff members, who stayed back in office owing to non-availability of transport. Further, it contributed ₹1.50 crore to the Maharashtra Chief Minister's Relief Fund for flood relief and rehabilitation.

Upkeep of branches and offices was an area on which Shri Varghese placed great emphasis. Thus, it conducted a training programme for its sweepers; the 1st of its kind ever conducted not only by the Bank itself but perhaps, any other bank in the country. The theme of the programme was: 'My Bank and Myself' and its objective was to enable this segment of the work force to realize their crucial role and develop self respect in themselves so as to contribute better to the organization. Importantly, at the conclusion of the programme, participants were taken to a visit to a 5-Star Hotel in the city where the training was conducted so as to expose them to high standards of maintenance and cleanliness.

Another significant event of this time was the Bank's **Follow On Public Issue (FPO)**. Bank raised ₹495 crore in February 2006 through this issue of 4.5 crore equity shares. The Issue was made through the 100% Book Building Process wherein 50% of the Net Issue to the public was to be allocated on a proportionate basis to Qualified Institutional Buyers (including 5% of the QIB portion that would be

specifically reserved for Mutual Funds). Further, not less than 15% of the Net Issue was made available for allocation on a proportionate basis to Non-Institutional Bidders and not less than 35% of the Net Issue was available for allocation on a proportionate basis to Retail Individual Bidders. Up to 450000 was reserved for allotment on a proportionate basis to Eligible Employees. The Issue received 146225 applications for 1331541300 Equity Shares resulting in 29.59 times subscription. Following the issue, shareholding of Government of India reduced to 55.43% from the existing level of 60.85%.

One of the significant developments during the tenure of Shri Cherian Varghese was his idea of introducing a **special programme titled Management Education Programme (MEP)** aimed at creating future leaders. The programme was designed and delivered by Professors of IIM Bangalore and IISc Bangalore in consultation with officials of the Bank. The concept was to identify a batch of officers who would be given special training on the lines of the MBA programmes offered by the IIMs and other institutions with a duration of 1 year. An Academic Council composed of people eminent in their fields such as Shri Nandan Nilekani, Dr Samuel Paul (former Director, IIM Ahmedabad), Shri Vivek Kulkarni (former Secretary IT, Govt. of Karnataka), was formed to give direction to the programme. Part of the



भारत सरकार को वर्ष 2006-07 का ₹98 करोड का लाभांश देते हुए यूनियन बैंक



यूनियन बैंक प्रबंधन स्कूल की स्थापना

curriculum was a Project to be undertaken by the participants by choosing a topic and work on it for a period of 3 months. In all, 56 projects were undertaken by these batches, some of which were of great utility to the Bank.

Bank won the **Golden Peacock National Training Award** for excellence in training given by the Institute of Directors, New Delhi, for the second time. This is a great recognition that the Bank got for the importance it attaches to impart quality training to staff at all levels and its endeavour to remain an organisation of continuous learning.

Bank had done a comprehensive self-assessment exercise spanning all the risk areas and evolved a road-map to move towards **implementation of BASEL-II**. In addition, Bank also carried out the Quarterly Impact Study on Capital Adequacy as per New Capital Accord. Besides, it constituted a 5-member Supervisory Committee of Directors on Risk and Asset Liability Management to supervise the functions of Risk and Asset Liability Management in the Bank.

On 29.03.2006, **Bank Museum** was opened at the Mumbai Samachar Marg Branch which had been a big draw from among the Bank's valued clients and customers apart from bankers, well wishers and staff.

To channelise all the social and economic welfare and upliftment activities under its **Corporate Social Responsibility initiatives** through a dedicated set-up, Bank established a trust in the name of **Union Bank Social Foundation Trust** which was registered under the Indian Trust Act in March 2006 with the Principal Office at Bengaluru. The objectives of the Trust are to foster initiatives and to act as catalyst in socio-economic development individually as well as with the co-operation of like-minded institutions and development agencies, take part in and fund projects catering to socio-economic development of the people.



एमईपी अधिकारियों की प्रथम बैठक के साथ श्री चेरियन वर्गीस, अध्यक्ष एवं प्रबंध निदेशक एवं श्री रत्नाकर हेगडे, कार्यपालक निदेशक



RAPID STRIDES

Shri M.V.Nair assumed charge as CMD of the Bank on the 1st day of the Financial year 2006-07.

He suggested concentrating on “a few basics” to be used as a roadmap for execution of the strategy envisaged by him for the Bank for the next 4 years that could translate intentions into reality.

- i. Paying attention to our premises and work place which impresses the customers.
- ii. Paying attention to the manner in which the customer is greeted /attended.
- iii. Maintaining a Customer Diary containing complete details of the top customers of the branch to enable the branch staff to focus their sales efforts.
- iv. To put in place a complete Customer Relationship Management (CRM) approach to maximize customer satisfaction.
- v. To popularize the usage of Debit Cards among customers.
- vi. Each Rural area branch to cover minimum 20 villages with 100% banking habit.
- vii. To promote and encourage the formation of

SHGs, Farmers' Clubs, Village Knowledge Centres and other initiatives to improve the Bank's outreach.

The robust technology that had been put in place was perceived as the Bank's greatest strength having the potential for reaching a leadership position. Towards this end, all branches of the Bank were to be migrated into the CBS platform within 2 years. Further, fundamental changes in products and services under Project Nav Nirman were set in motion enabling the rural branches aim towards making financial inclusion a reality. Embark upon a rebranding process to present the changed image of the bank to the public. Initiate the process of Global expansion.

The Bank's Annual Report for FY 2005-06, showed an Operating Profit of ₹1597 crores, and after appropriating ₹922 crores for various provisions, Bank achieved a Net Profit of ₹675 crores. The Bank declared a total dividend of 35% to its shareholders.

Foundation Day

On 11 November 2006 the Bank celebrated the 88th Foundation Day in great style at the Shanmukhananda auditorium in Mumbai. To mark that day, as it were, the Bank launched 'Union Mitr' for Financial Education Services at 51 rural centers across the country as one more step in serving society which has always been dear to its heart. The launch



‘यूनियन मित्र’ के शुभारंभ के अवसर पर श्री एम.वी. नायर, सुश्री श्यामला गोपीनाथ एवं सुश्री उषा धोरात, उप गवर्नर्स (भारिबैं) एवं श्री आर.एस.रेड्डी, कार्यपालक निदेशक

was done at the hands of Smt Usha Thorat, Deputy Governor of the Reserve Bank of India and Smt Shyamala Gopinath, also RBI Deputy Governor and ex-Director of the Bank. The objective of setting up 'UNION MITR' was to spread financial literacy among rural folks and counsel them on various issues related to credit, availability and use of financial products and services, savings and investment avenues and guide them about management of existing debt.

The working results for the quarter ended 31.12.2006 showed that the Bank had “recorded positive achievement” on 3 fronts: NIM, Fee-based Income and NPA Recovery.

The year 2007 opened with a major achievement. In one single day, on 02.01.2007, **56 new branches were opened** across the country, a **Unique event in the history of the Bank**. Another similar achievement was the **1000th CBS branch opening** at Sivganga in Tamil Nadu on 09.03.2007.

For FY 2006-07, the Bank's Total Business Mix went up to ₹148838 crores registering a growth of 15.61%, partly attributed to the Real GDP growth rate of 9.2% and Industrial Growth of 11.3%. Total Deposits registered an addition of ₹11086 crores while reaching ₹85180 crores. Through concerted efforts, the Gross NPAs came down from a level of ₹2098 crore to ₹1873 crore while the Net NPA levels came down from ₹834 crore to ₹601 crore. The Forex turnover reached a

level of ₹52254 crore showing a growth of 27.78%. The Bank crossed an important milestone by recording an Operating Profit of ₹2001 crore, a growth of 36.49%. Non-interest income recorded a growth of 39%. On the other hand, growth in Non-interest expenditure was milder at 5.2% due to effective cost control measures initiated during the year. Ratio of cost to income recorded a decline from 46.47% to 42.45% indicating a significant improvement in efficiency of operations.

Government of India decided to have a 2nd Executive Director in those nationalized banks which have a business mix of over ₹1 lakh crore. Accordingly, Shri T.Y. Prabhu, GM, Canara Bank was appointed as Bank's additional ED on 06.06.2007.

Star Union Dai-ichi Life Insurance Company - The Life Insurance JV: Living up to its promise of **emerging as a diversified financial conglomerate**, the Bank took its 1st step by signing a Joint Venture agreement on 06.12.2007 with Bank of India and Dai-ichi Insurance of Japan, a leading Insurance company in the world for a life insurance subsidiary. The Paid Up capital of the JV was ₹250 crores in which the Bank's share was 26%.

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Financial Inclusion Plan 2010-2013

During the plan period, Bank aimed to establish 20000 credible Branchless Banking Units (BBU) by engaging either corporate or individuals as Business



शिवगंगई शाखा (1000 वीं सीबीएस) के उद्घाटन पर श्री पी. चिदम्बरम, वित्त मंत्री, भारत सरकार

श्री विनोद राय, सचिव, वित्त मंत्रालय, श्री पी. चिदंबरम, केंद्रीय वित्त मंत्री और श्री. पवन कुमार बंसल, वित्त राज्यमंत्री की उपस्थिति में स्टार यूनियन दाई-इची जीवन बीमा लि. के संयुक्त समझौते पर हस्ताक्षर करते हुए श्री कोईची की, उपाध्यक्ष एवं निदेशक दाई-इची श्री टी.एस. नारायण सामी, अध्यक्ष एवं प्रबंध निदेशक, बैंक ऑफ इंडिया, श्री. एम.वी. नायर, अध्यक्ष एवं प्रबंध निदेशक



Correspondents, for inducting hitherto excluded families to the banking fold utilizing biometric, mobile or any other IT-enabled platforms. A combination of savings / credit / insurance / remittance products as well as financial literacy was to be extended. Of the 27,000 villages covered by the Bank around 9,000 villages were under 100% banking habit. The coverage was planned to be extended to 32000 villages

Riding the Technology Wave

The “Aspiration - driven Transformation Workshop” held at Amby Valley Lonavala, Pune deliberated on a range of issues. One of the critical areas identified was the need for technology initiatives. Usage of technology was seen as a key enabler for speedy and efficient processes, innovative products and an important step to attract young customers. Notwithstanding the fact that in a short span of a little over a year till the end of financial year 2004-05, about 500 + branches covering substantial volume of business were brought under CBS, subsequently the progress was found to be halting because of capacity constraints. There was need to substantially upscale the investment in technology. In the next two years only about 200 additional branches could be brought under the CBS network. As part of master plan for the Bank, Mr Nair turned his

attention to bringing all the branches of the Bank under CBS network.

As a next step keeping in mind the necessity of upgrading the existing IT facilities, it was decided to set up a State-of-the-Art Data Centre at Powai in Mumbai with capabilities to scale up to 6 million transactions per day, which involved making huge capital investment.

The Data Centre started operations from Technology Centre, Powai from 20.08.2007. The transition to the new Data Centre and IBM servers was done in flat 30 hours time on a week-end and was so smooth that on that day, when the 1021 branches started work, they hardly knew of the massive activity that went on behind.

Immediately thereafter, the Bank was exploring whether it could migrate all the remaining branches to CBS by March 2008, in a bare six months. Shri Venkataramani, GM (DIT), responded by making an unbelievable promise to the Chairman of achieving 100 % CBS by the date fixed! What it literally meant was migrating 1500 + branches to CBS in about 6 months time flat! A test roll out on new IBM Platform was done by migrating 6 branches on 26.08.2007. There was no stopping thereafter. Initially, 30 – 40 branches were rolled out every week. As the hardware and connectivity were made available at more and more



सीबीएस नेटवर्क के तहत 1501 वीं शाखा के रोल आउट के अवसर पर श्री मोहनदास पै, निदेशक (मा.सं.), इन्फोसिस, टेक्नॉलॉजिस लि.



वर्ष 2007 : पवई, मुंबई में नये तकनीकी केंद्र का उद्घाटन करते हुए केंद्रीय वित्त मंत्री, श्री पी. चिदम्बरम्, श्री एम.वी. नायर, सीएमडी और श्री आर.एस. रेड्डी, ईडी

branches, every week, by October 2007, Bank had rolled out about 1700 branches.

On 05.11.2007, the Bank's **Technology Centre** at Powai, Mumbai was formally inaugurated by the Minister of Finance, Shri P. Chidambaram who also announced 3 new initiatives of the Bank, namely, launching of 12 SME Sarals for speedy processing of MSME loans and 32 Retail Asset Branches (later named as Union Loan Points), the issuance of Biometric Smart Cards for hawkers of Mumbai.

On 27.12.2007, the Bank covered its **1501st branch under CBS Network** offering anytime anywhere banking to its customers. In a function organised for the purpose, the Bank also announced launching of **SMS Banking service**. At the nominal cost of 120 a year + taxes, a customer who opted for this facility would get SMS request on all balances, mini-statements, cheque status, automatic alerts, all credit/debit transactions etc.

The Bank's **2001st CBS branch** started functioning from 18.02.2008. On the same day, the Bank launched 3 new technology based initiatives for the customers' convenience namely:

- i. Online fund transfer through RTGS
- ii. Online application for products and
- iii. Online Grievances Redressal.

100% CBS Connectivity-Ahead of Time: The Bank achieved 100% CBS connectivity with all its branches

on 09.03.2008, well ahead of the scheduled date of 31.03.2008. The Finance Minister, Shri P.Chidambaram formally inaugurated the Bank's 100% CBS networking of all the branches at a function on 28.03.2008.

Road Map for Technology Progress

During the 2nd quarter of 2008-09, it was decided to draw a road map to take forward the technology process, thus:

- i. Develop an integrated solution to facilitate different processes, by seamless integration between delivery channels, front office and central processing centres.
- ii. Move towards centralized view of customer information management across applications and develop automated processes that reduce time required to approve sanction of different facilities.
- iii. Develop an integrated solution to all business needs i.e. CRM Treasury and Wealth Management and
- iv. Focus on cost reduction [centralized operations, process automation, moving customers to optimal channels], product differentiation [churning innovative products, flexi features etc.] and Customer

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सीबीएस नेटवर्क के तहत बैंक की 2001 वीं शाखा के रोल आउट कार्यक्रम में श्री वी. लीलाधर, उप गवर्नर (भारिबैं)



एनएसई लिस्टिंग की उद्घोषणा करते हुए श्री पी. चिदम्बरम, केंद्रीय वित्त मंत्री



Centric Services [instead of product or transactioncentric ones].

The year-end saw the launch of new delivery channels in the form of **Mobile Banking (U-mobile)** and the **state-of-the-art 24x7 Advanced IVR based Call Centre** at Powai.

Forging tie-up for Asset Management Services on 05.09.2008, the Bank announced the launch of 2 prepaid cards - **Gift card and Payroll card**.

With adoption of technology, there was an emerging need to simplify the processes. Thus, to strengthen the credit delivery and credit management system in the bank, an important software support was introduced, known as **Lending Automation Solution [LAS]**.

For the year 2007-08, Bank was adjudged as **the Best Bullion Dealing Bank** at the 5th India International Gold Convention 2008 held in Mumbai.

On 31.10.2008, Bank launched an attractive scheme named **Union Monthly Plus** for monthly savings with flexible instalment for systematic investment and secured returns.

The Bank set up a **Loan Syndication and Advisory Department** to provide specialized products/services like loan syndication, private equity syndication, acquisition financing, infrastructure loans etc.

Net Profit Soars

The Bank made very good progress under all parameters for FY2007-08 with an operating profit of ₹2478 crore. After providing for NPAs, taxation, etc, Bank made a net profit of ₹1387 crore. For the first time, the Bank had achieved a profit figure of over ₹1000 crore with 61.14% increase compared to the previous year.

The contribution of the Staff in this regard was greatly appreciated. Indeed, the Banks' Board unanimously approved to present a **memento in the form of a Gold Coin weighing 5 grams to each of the employees** including officers on roll as on 31.03.2008.

The Bank had something more during this fiscal year: it opened **247** new branches and **536** ATMs during the year, taking the total to **2805** branches and **2327** ATMs as on 31 March 2010. The total outlets including extension counters and service branches stood at **2910**.

Among the several ATMs, the one at Nathula, near the Indo-Chinese Border stands out as it is situated at an altitude of 14,300 feet, perhaps the highest for an ATM in the world. This has benefited the army personnel and visiting tourists considerably.



उन्नत कॉल सेंटर के कार्यपालकों के साथ संवाद करते हुए श्री एम.वी. नायर, अध्यक्ष एवं प्रबंध निदेशक



मोबाईल बैंकिंग का शुभारंभ करते हुए अध्यक्ष एवं प्रबंध निदेशक तथा दोनों कार्यपालक निदेशक



आस्ति प्रबंधन सेवाओं के लिए विदेशी टाई-अप



प्री पेड गिफ्ट कार्ड का शुभारंभ

Awards for Bank

- i. At the Asian Banker Summit 2008 in Hanoi, Vietnam, the Bank received the **Asian Banker IT implementation Award 2007 for Best Human Resources Systems**.
- ii. The Bank's exemplary performance in CBS implementation within a record time attracted due attention and the **Bank won a special citation at FIIA Awards 2009 Singapore, for its 100% Core Banking achievement** through in-house efforts.
- iii. At the inaugural meeting of New Champions held in Dalian, People's Republic of China in September 2007, the **Bank** was included as a **Member** of the **World Economic Forum's community of global growth companies**.
- iv. Asian Banker ranked the Bank as the **7th strongest Bank** in the **Asia-specific Region in 2009**. Within India the Bank was ranked at No:3.
- v. The Bank won several awards such as the **Gold Award for Marketing and Brand Communication 2010** given by the Association of Business Communicators of India (ABCI) and the prestigious **“Skoch Challenger Award” 2009** for excellence in capacity building through innovative concepts.
- vi. In the field of implementing Hindi as an official language, the Bank was **ranked 1st** in linguistic regions 'A' and 'B' under prestigious **RBI Rajbhasha Shield Scheme for the year 2008-09** while simultaneously it bagged the **Protsahan Puraskar under the renowned Indira Gandhi Rajbhasha Shield Scheme** of the Ministry of Home Affairs for the year 2007-08 and declared during 2009-10.
- vii. Interestingly, The Institute of Chartered Accountants of India [ICAI] adjudged the Bank's Annual Report and Accounts for the year ended 31.03.2008 as a commendable entry under the category 'Banking and Financial Institutions' of the ICAI Awards for Excellence in Financial Reporting”.

Bank Gets A+ Rating

At the same time, the Bank got a **brand value rating of A+ (meaning strong)** compared to **BB (meaning average)** in previous year. The Bank's brand value increased by 148% during the calendar year 2009.

The Bank's total business mix rose from ₹179737 crore during 2007-08 to ₹236969 crore during 2008-09, recording a growth of 31.84 %. Its total deposits moved up from ₹103859 crore to ₹138703 crore in a year showing a growth of 33.55%. And the Bank's total

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होई, विएतनाम में एशियन बैंकर समिट, 2008 में उत्कृष्ट मानव संसाधन पद्धति हेतु एशियन बैंक आईटी कार्यान्वयन अवार्ड, 2007 प्राप्त करते हुए श्रीमती वी.आर.अय्यर, महाप्रबंधक एवं श्री आर. सूर्यनारायण, वरिष्ठ प्रबंधक



केंद्रीय वित्त मंत्री, प्रणब मुखर्जी के साथ श्री एम.वी. नायर, अध्यक्ष एवं प्रबंध निदेशक 'बैंकर्स बिकॉन' का विमोचन करते हुए.



income grew from ₹10534 crore in 2007-08 to ₹13372 crore in 2008-09 recording a growth of 26.94%. In fact, by the end of September 2008 itself, **the Bank had crossed ₹200000 crore business mark** surpassing the goal set for the 1st half of the year with a very comfortable margin. Within a short span of 3 years, the Bank had doubled its business which is a record in the Banking Industry.

On the occasion of inauguration of the bank's Jangipur branch in West Bengal on 31.01.2010 by the Finance Minister Shri Pranab Mukherjee, Bank launched its **201 Village Knowledge Centre** and announced **101st Adarsh Gram** with the adoption of Kharibona Village with 100% banking habitat. The bank also declared open **Management & Skill Development Institute (MSDI)** jointly with SIDBI to train rural youth for skills and self reliance.

Union KBC Asset Management Company

Bank started offering mutual fund services to the clients through a tie-up with reputed asset management companies. Later on, it was decided to have its own subsidiary company. Thus, Bank entered into a **joint venture with KBC Asset Management**, the globally active asset manager of the Belgian KBC group to mark its presence in the Asset Management Services with an aim to create a joint top Asset

Management Company for retail and corporate investors in India. The JV agreement was signed on 07.11.2008 which had the unique distinction of the signing ceremony being graced by His Excellency, King Albert II of Belgium. The Paid Up capital of the JV was ₹120 crores in which the Bank's share was 51%.

Wealth Management: In tie -up with reputed Wealth Advisers, Edelweiss Securities Ltd., one of the leading companies in this space, Bank started offering wealth management services to high net worth individuals. By this, one more addition was done towards meeting the Vision of becoming a financial supermarket.

Overseas Expansion: The global opportunities for Indian Banks were expanding rapidly in tune with the growth of Indian economy. Indian corporates having set sights on ambitious global expansion, multi-billion dollar acquisitions featured almost every second day. Indian Diaspora, matching the best in the world for their entrepreneurship and financial strength, have come to the center stage and are acknowledged as world citizens. In this backdrop, Union Bank set its vision to become a leading Indian Bank and to become a global player as a part of its overall ambition.

- i. The Bank opened its **1st Representative office at Shanghai, Peoples' Republic of China** on 18.05.2007. The representative Office was



बैंक के पश्चिम बंगाल स्थित जांगीपुर शाखा का उद्घाटन करते हुए केंद्रीय वित्त मंत्री, प्रणब मुखर्जी। इस अवसर पर बैंक ने अपनी 201 वें वीकेसी, 101 वें आदर्श ग्राम की घोषणा की।

primarily to carry out a liaison function that will facilitate trade and business opportunities between India and China and develop correspondent relationships with banks in the country.

- ii. On 01.12.2007, the Bank opened its **next Representative office in Abu Dhabi**, the 1st one in Gulf Co-operation Council (GCC) Countries.
- iii. **The Hong Kong Branch** was formally inaugurated by the Union Minister of State for Finance Shri Pawan Kumar Bansal on 01.08.2008. The branch carries out normal commercial banking operations like acceptance of Deposits, Trade finances, ECB and Syndicated Loans.

Project 'Nav Nirman'

The Bank felt that due to its advancements in leveraging technology by bringing all its branches under the CBS network and because of the rapid changes in the demography of its customers, the time was ripe for transformation. This was launched under the title Project Nav Nirman.

During the workshop held at Amby Valley, the top management of the Bank were engaged in exploratory discussions and analysis of the Bank's position with a view to draw the Bank's vision for the

next 5 years. The Boston Consulting Group (BCG), was retained to advise on the transformation process and identify certain critical gaps. 9 critical areas were identified which were ranked in order of importance and subsequently, the gaps to be covered were also identified.

The following Vision statement was adopted:

"We, Union Bank will be one of the top three Nationalised Banks in India, with global presence."

- A financial supermarket, with leadership in identified spaces
- A Bank where customers come first
- A top creator of shareholder wealth through focus on profitable growth
- A young organisation leveraging its experienced workforce
- The most trusted brand, admired by all stakeholders
- A socially responsible organization known for best Corporate Governance

In order to convey the importance of the transformation process to all the employees of the Bank, CMD held a series of town hall meetings across the country. The aim of the Nav Nirman project was to convert the Bank into a customer centric organization and to achieve its vision by 2012.

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अबु धाबी कार्यालय



बैंक के प्रथम ओवरसीज प्रतिनिधि कार्यालय का श्री विष्णु प्रकाश, कौंसल जनरल की उपस्थिति में उद्घाटन किया गया.



हाँगकाँग शाखा का उद्घाटन करते हुए श्री एम.वी नायर, अध्यक्ष एवं प्रबंध निदेशक



New Brand Identity

The objective of the re-branding exercise was to present to the public and stakeholders the changes that had internally being accomplished over a period of 1½ years under Project Nav Nirman, for which Mudra Communications Pvt. Ltd. was hired by the Bank.

The rationale of the new logo was to focus on an element which would enable the Bank to retain its old base line of **“Good People to Bank with”** while at the same time, taking care of the aspect of instant recall while projecting a contemporary look and feel. It was decided to keep as the theme of the rebranding process, the relationship between the customer and the Bank. The concept being that the Bank would play the role of an Institution that would partner customers and consumers and help them in realizing their dreams. Several designs were developed and discussed and finally the design chosen for the Bank was the Union Bank interlock two us symbolizing relationship. The colours chosen were red and blue - red standing for determination, power, energy, strength while blue stood for depth, faith, stability and integrity. It was decided to adopt the campaign baseline as **“Your Dreams are not yours alone”**.

In taking the brand identify to cover all the staff members of the Bank, it was decided that this could be reinforced by collaterals in the form of badges,

posters, e-mail, templates, writing pads, mouse pads etc. Equally important would be the necessity of changing the signage of the name boards of all the branches and offices of the Bank. A campaign was unleashed across the country in the print and out of home media as well as on television. It was finally launched on 01.09.2008 by unveiling the new logo.

The rebranding exercise culminated in the announcement of brand promise to customers through 4 key offerings announced by Chairman.

- i. Value for Money
- ii. Value of Time
- iii. Choices of Banking channel
- iv. Transparency in offerings

Revamping the HR System

Once the transformation project had taken root and started to yield results, it was time to move to the next phase. This related to the much more complex transformation process relating to HR, for which Bank retained the services of Aon Hewitt, a major player in the HR project management space. Through HR Transformation exercise, Bank aimed to create a competent HR system that enables efficient management of HR process and create a work



ज्वाइंट वेंचर आस्ति प्रबंधन कंपनी के समझौते पर हस्ताक्षर करते वक्त बेल्जियम के हिज रॉयल हाइनेस किंग अल्बर्ट II, को सम्मान चिह्न प्रदान करते हुए श्री एम.वी. नायर, अध्यक्ष एवं प्रबंध निदेशक

environment which delivers the desired business results and take Union Bank of India to the next level of performance and success.

The focus areas of the Bank were identified as under

- Structure of HR Department
- Job Description of all unique positions in the Bank
- Revisiting HR Policies & Practices
- Introducing a transparent, objective and credible PMS
- Competency Framework for defining organizational & role specific competencies
- Career Path planning
- Succession Planning
- Manpower Planning
- HRD Audit and Training Audit.

Job Descriptions

To enable people to improve their performance, key responsibilities / accountabilities were worked out for 153 critical roles and 280+ other roles, with the objective to provide clarity on Key Responsibility

Areas (KRAs), expectations, and Key Performance Indicators (KPIs). On finalization of the job descriptions they were uploaded on Union Parivar for reference.

Some of the **HR policies** already existing in the Bank were refined and other new areas also studied and brought under a policy framework.

Performance Management System was redesigned to ensure that the rigour of the time schedule is adhered to, backed by a scientific approach.

Competency Model and Framework was introduced. After several rounds of discussion, competencies were identified for all levels of officials, which would be a precursor to competency mapping in connection with succession planning.

In order to try and address the issue of preparing a leadership pipeline, the Bank put in place an initiative for **Succession planning**. For the first time, an **Assessment Centre** was carried out on a pilot basis. The goal was to identify executives with a good track record, but also with a minimum of 5 years residual service.

Training had always been a priority in the Bank and the tradition of a College could be traced back five decades at least. While the transformation projects were in progress, the training system turned out, in a space of 19 months, some 23 programmes covering

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नयी दिल्ली के IGNOU कैम्पस में दि. 22 सितंबर, 2010 को समझौता हस्ताक्षरित किया गया। तब (बायें से दायें) श्री एस.सी. कालिया, कार्यपालक निदेशक, श्री एम.वी.नायर, अध्यक्ष एवं प्रबंध निदेशक एवं विश्वविद्यालय के वाइस चांसलर, श्री वी.एन.आर. पिल्लई



आईआईएम में यूनियन बैंक की Chair of Excellence स्थापित करने के समझौते पर हस्ताक्षर करते हुए श्री एम.वी. नायर, अध्यक्ष एवं प्रबंध निदेशक और श्री समीर बरुआ, निदेशक, आईआईएम अहमदाबाद.



the entire gamut of employees (Members of Sub-Staff to Executives and Women Managers and Retirees) and departments. Each programme was rigorously designed. First the need of the specific target audience was assessed. Then the elements of the content were designed at Staff College. To validate this a focus group composed of all stake holders – representatives from the target group, from the field, from the departments of Corporate Office as well as faculty members would thoroughly vet the content and the methodology. Changes based on their suggestions would be incorporated. Thereafter a pilot programme would be run and the programme would be refined based on the feedback from participants. The resultant thrust and drive given to

training would see the Bank bag the Golden Peacock Award 6 times in coming days.

As the year 2011-12 and Shri Nair's tenure came to an end, the Bank could show commendable results. Total business stood at ₹403900 crore. Operating profit was ₹5254 crore and Net Profit ₹1787 crore. NIM was a healthy 3.21% while Cost to income ratio was held at 43.15%. As the year ended, the number of branches stood at 3201 and for the first time ATMs crossed the number of branches and stood at 3801.



अबु धाबी में बैंक के प्रतिनिधि कार्यालय का उद्घाटन करते हुए श्री पवन कुमार बंसल, राज्य वित्त मंत्री, भारत सरकार.

Shri Debabrata Sarkar took charge as CMD of Union Bank of India on 01.4.2012.

At the time he took charge of Union Bank, the industry as a whole was facing challenging times on account of the slowdown in the economy, fall in profits due to deterioration of asset quality, particularly in Infrastructure Lending that started a decade ago. Union Bank's lending to infrastructure had climbed from 9.94% of its total advances in 2010 to 15.73% by March 2012. Gross NPAs of Union Bank which stood at ₹3623 crore in March 2011 rose to ₹5460 crore in March 2012 while Slippages rose from ₹2924 crore to ₹3760 crore. Total business at that time was ₹402766 crore with Deposits of ₹222869 crore and Advances of ₹181031 crore. Number of customer touchpoints was 7000 comprising of 3201 branches and 3800 ATMs.

During those days, staff morale was down as their credit decisions were called to question by external agencies, However, Shri Sarkar demonstrated support for field and other staff – those who took decisions in the Bank's interest, by defending all decision of genuine nature and resolving the cases.

During his field visits he mingled with the staff members and struck the right note. As a result people started focussing on taking action to grow the business. Side by side, the Promotion process was also conducted even when he had no background or knowledge of the Bank's Executives, These 2 acts of Shri Sarkar truly stood him in good stead and galvanised the rank and file around him.

At a time when large advances were choking the system and the bottom line, he built the **Retail and Agriculture thrust** on the back of **Nav Nirman initiatives** and Bank's technology platform which resulted in a strong performance on the business front. ATM expansion during his tenure was undertaken in a sort of mission mode. By June 2013, number of ATMs crossed 5000 and shortly thereafter it went up to 6429 against branch strength of 3871, dramatically shifting Branch to ATM ratio to 1.66. Six quarters of dedicated efforts and at the end of September 2013 – Bank had added ₹100000 crore in business which crossed the **Milestone figure of ₹500000 crore**. Bank's business touched ₹508713 crore, with Deposits of ₹287029 crore and Advances of ₹221684 crore, setting the Bank on a growth trajectory. Growth in advances to Retail and Agriculture by 37% was heartening.

The period also saw further **Innovations in ATM**, including introduction of **Talking ATMs** and scaling up



ए.टी.एम., चेक जमा मशीन, नकद जमा मशीन एवं पासबुक प्रिंटिंग मशीन के साथ एक सम्पूर्ण ई-लॉबी



वाक् सक्षम एटीएम (Talking ATM)



of **Sampurna ATMs** thus meeting varying needs of customers through this channel. The first Talking ATM of the Bank as well as by a PSB in India, was inaugurated at the Blind Association Office in Vastrapur, Ahmedabad on 06.06.2012. Not only was the ATM made user-friendly for the visually challenged customer, but also to other differently abled users and even to those restricted to a wheel chair. It was provided with an access ramp so that even a customer who needed to use a wheel chair could easily gain access. If the customer desires he can access instructions via the Braille pad as well. The ATM does not need any special Card and cards of other Banks can also be used here. This innovation was widely welcomed Eminent individuals like Dr. Sam Taraporevala, Director, XRCVC and Head, Dept. of Sociology, St. Xavier's College, Mumbai and Shri Kevin Carey, Chair, Royal National Institute of Blind People (RNIB), UK, also welcomed this innovation.

Bank won **4** of the **8 IBA Awards**, in the year 2012 in the following categories:

- **Best Financial Inclusion Initiative** award was given for deploying various technological solutions in the form of Biometric Smart Card based system, Mobile based Financial Inclusion, Mobile Based Interbank Payment System (IMPS) and Aadhaar Enabled Payment System to meet customer expectations and

further deepen the financial inclusion.

- **Best Technology Bank of the Year** award recognised Bank's efforts in introducing a few innovative solutions such as Implementation of middleware solution, System Driven NPA and roll out of Branches with **Cheque Deposit Machine, Queue Management System, Self Service Pass Book Printer**. Additionally Green Banking Channel initiated in many branches of bank and Phone banking terminals integrated with CRM.
- **Best Use of Mobility Technology in Banking** award recognized the Bank's Mobile Technology Initiative named '**Union Bank Money**' - a mobile prepaid (mobile wallet) initiative in which Bank had partnered with Nokia to create an open eco-system for mobile payments in India.
- **Best Use of Business Intelligence** award was for the efforts taken in launching Business Intelligence Initiatives with a view to support business and organizational decision-making activities.

The awards were given away by the Chief Guest Shri N.R.Narayana Murthy, Chief Mentor, Infosys Technologies on 30.08.2012.

Another area of technology based banking which



was given a thrust during this period was the **concept of e-lobby**. It was felt that best way to successfully build a franchise of younger generation was to build the convenience around front office automation. Such e-lobbies' enabled customers to experience a range of branch banking services like pass book printer for updating pass book, cheque deposit machines, cash deposit machines, internet banking kiosk, product information terminals, call centre support through dedicated hotline in addition to Sampurna ATM with its variety of services.

Another area in which Shri Sarkar made an impact was **Meaningful Financial Inclusion** execution of which impacted the poor and needy in transforming their lives. This involved the activation of accounts of 1st time customers from hitherto unbanked segments and empowering them with loans and other products like insurance and using the account actively and regularly. One of the proudest moments for Shri Sarkar was when the **Bank was awarded the prize by RBI Governor - Dr Subbarao, for achieving 100% Meaningful Financial Inclusion in Ernakulam District, 1st district in the country to do so**. Present on the dais were Shri Oomen Chandy the Chief Minister of Kerala and Shri Nandan Nilekani, Chairman of UIADI.

This and other initiatives under Financial Inclusion were vigorously pursued. As part of initiatives taken under 'Meaningful Financial Inclusion' and 'Financial

Inclusion Plan 2010-13', Bank extended its reach to 29497 unbanked / under-banked villages by providing basic banking services through Business Correspondent Model (BCM). Close to 1.25 crore of hitherto financially excluded customers were acquired under BCM and were provided with bio-metric cards thereby bringing them under the fold of Financially Included (FI) customers. The Bank continued its practice of extending micro loans as emergency credit, providing micro insurance at a nominal premium, thus promoting economic activities among the rural/urban poor. During FY2012-13, Bank disbursed ₹83.10 crores to 32451 women beneficiaries as Joint Liability Groups (JLGs) under micro loan product – Pragati. Recognising that migrant labour forms a large part of the Bank's loyal customer base, a micro remittance facility was designed for this segment using bio-metric card technology leveraging the NEFT platform. In the course of 1 financial year, Bank facilitated 24.58 lakh remittances amounting to about `812 crores.

Direct Benefit Transfer (DBT) was implemented in 43 Pilot Districts wef 01.01.2013 in Phase-I and in 78 districts w.e.f. 01.07.2013 in Phase II. As of 31.03.2013, the Bank as a sponsor, remitted ₹67.31 lakhs involving 19523 accounts and as a destination Bank received ₹176.89 lakhs to the credit of 12902 beneficiary accounts maintained at various branches. This



बदलते हुए युग के साथ बैंक के बदलते प्रतीक चिह्न एवं आदर्श वाक्य



considerably saved the amount of time and effort by the beneficiaries.

Overseas Branch in Dubai - DIFC

Bank's 2nd overseas branch came almost after 5 years, which became a possibility only with the active involvement of CMD - Shri Sarkar and ED -Shri Jain, who convinced the Dubai Monetary Authority about the Bank's capability to carry out full-fledged Bank's operations in Dubai. Similarly, Shri Sarkar and Shri Jain could use their background and experience in convincing the Financial Services Authority (FSA) in London, which paved the way for the Bank to upgrade the Representative office in London into a full-fledged branch later.

A very important element of this phase of Bank's progress was the continued emphasis on building Bank's technology capabilities across products and processes. This was duly recognised in the form of **Awards from IDRBT** under 3 categories viz.,

- **IT Excellence for “Best IT Team”;**
- **Special Award for “Technology for Financial Inclusion” and**
- **Special Award for “Managing IT Risk”.**

Yet another 1st to the credit of Shri Sarkar's period is the starting of the practice of **Honouring eminent citizens on the Foundation Day of the Bank**, a practice that is followed till date. Recognition of people rendering selfless contribution to the society, is an important role of a public institution. It gives the Institution a sense of purpose outside its area of responsibility. The spirit of Ramakrishna Mission of which he is a dedicated follower gives him his philanthropic bent of mind.

Traits of a Captain: Shri Debabrata Sarkar

A cricket aficionado, one who followed the game since childhood and imbibed its spirit in his style and approach to working life and a key to Shri Sarkar's success as the head of Union Bank. As one captures various measures taken by Shri Sarkar it is safe to conclude that he made an indelible mark on Institutional building within this given time.



स्थापना दिवस पर समाज के गणमान्य नागरिकों का सम्मान-एक नयी पहल

As the year 2013 made way for the year 2014, there was an air of expectation across the country towards a better quality of life and to a lifestyle that two decades earlier would be reserved only for the very rich in this country. All Indian citizens knew that the coming election would decide the fate of the country in the coming decade. The rapid expansion of the reach of the media took these expectations to every part of the country. Two cards and what they stood for captured the spirit of this new India and its aspirations, viz. the Voter ID and the Aadhaar. Young Indians everywhere eagerly sought these 2 cards and proudly displayed them; for, one gave them a say in their future and the other enabled them to participate in the Indian dream. Even as the entire population was ready for a better life they were faced with the reality of a slowing economy. An economy operating below potential with GDP growth at 4.5% and 4.7% between 2012 to 2014 (GDP at market price as per the old series restated at 5.1 and 6.6 under revised series – RBI annual report), fewer jobs being created, investments in infrastructure yet to yield results and other similar factors added to the anxiety of people everywhere. Resultantly, expectations from the financial sector and the Banking sector continued to be high.

For the financial services sector, the game changing event was the **appointment of Dr Raghuram Rajan as Governor of RBI** in September 2013. It was during his tenure as Chief Economist of the IMF that he attracted media attention by predicting the financial crisis. He indicated his plans for the financial sector by setting clear priorities – inclusive banking, strengthening the financial infrastructure by refining the roles of all the players, changes in the payment system, asset quality management and investment aspirations of households. Each of these would affect the Banking system to varying degrees in the days ahead. Hence, Banks, were considered as - A bridge to the future.

Shri Arun Tiwari, who had been the ED of Allahabad Bank, took charge of Union Bank of India as its CMD in December 2013.

Sizing up the Bank

Union Bank has always enjoyed a favourable image among its peers – one that it richly deserved. Shri Tiwari came with the knowledge that the Bank he was inheriting was one with strong fundamentals and the adaptability to move with the times and overcome adverse circumstances. This was reflected in the Brand Image of the Bank. The 2 strengths of the Bank viz., the people and their ability to adapt to change and its sound technology platform built over the years, which would be a launch pad for his future



strategies. However it could not be denied, that the Bank was also labouring under many weaknesses of most PSBs viz., over reliance on lendings to Corporate and Infrastructure leading to ballooning of stressed assets and an aging work force in critical positions.

Consequently, as a first step, he set out four imperatives for Union Bank.

- i. Change asset mix towards **Retail, Agriculture and MSME**, making it popular and a well-accepted strategy under the acronym **RAM**
- ii. Moderating the Business Growth – grow on small value better yielding assets with lesser capital charge
- iii. Enable Treasury operations to support profit growth
- iv. Continued focus on Asset Quality Management

He demonstrated numerically (with a comparison with industry peers) to the top management team while unveiling the business strategy as to how even a small shift of 1% of Risk Weighted Assets as profit plough back, could significantly reduce the need for additional capital for growth. As we will see, this emphasis on **RAM** from day one had a significant impact on the performance of the Bank in steering through challenging times faced by the industry.

Beyond the Milestone

As the concept of rebalancing the growth was taking root and various strategies around it being designed, FY2014 came to a close. The Bank had crossed the milestone figure of ₹5 lakh crore with a robust network of 3871 branches and 6429 ATMs. As Shri Tiwari signed the balance sheet, he viewed the situation from 2 perspectives – on the one hand the Bank was capable of vigorously pursuing a given target while on the other hand there was a necessity to usher in a keener sense of understanding of the need for capital conservancy and cost efficiency if growth had to be sustained. In any event, the time was ripe to start framing and executing strategy in the short term as well as the long term.

Asset Quality Management

The phase 2009 to 2012 was one of muted global growth. During 2010 to 2014, India grew in a very skewed fashion. While infrastructure led investment enabled a fairly strong GDP numbers, credit flow got sucked in infrastructure and core sector and needy sectors suffered on the supply side of credit flow. Resultantly inflation too ruled high. The next 2 years 2013 and 2014 witnessed a very troubled journey with large value loans to Power, Roads, Telecom and Steel failing to repay Bank loans and mounting bad loans. PSU Banks which were in the forefront to support the



यूएई कार्यालय

core and infrastructure in the belief that this would support economic growth had to face the brunt for this transitional mismatch. To stem this deterioration, Asset Quality Review was carried out by Banks jointly with RBI during 2014. Sensing the depth of the problem of stressed assets which were reaching alarming proportions, RBI withdrew all regulatory forbearance hitherto available for stressed assets under the debt restructuring programme. A series of alternative measures were taken to practically address the problem of stressed assets, simultaneously ensuring that the promoters of such enterprises would be responsible and accountable for the revival and improved performance of the company. These measures have enabled banks to gain greater strength and control post restructuring including conversion of debt into equity and replacement of management.

As this period would go down in the history of Indian banking as the most challenging times for asset quality management, it is worth noting the measures taken by Union Bank to take advantage of the guidelines of the regulator and to tackle some of the problems of major assets.

1. **5:25 Scheme** meant for infrastructure and core industries to enable reset of loan every 5 years, linked to the life cycle of the project thus aligning repayment to the productive

phase of an infrastructure loan. 18 accounts of the Bank with an outstanding of `8,700 crore were benefitted with signs of improvement.

2. **Strategic Debt Restructuring (SDR)** allows Banks to take over 51% of the equity if restructuring fails. SDR was invoked in 19 cases in the Bank amounting to `5000 crore with change in Management in few of them.
3. **Sustainable Structuring of Stressed Assets (S4A)** - The guiding principle is to enable turnaround of the company through a sustainable part and carving out the non-sustainable portion, subject to the overall Techno Economic Viability (TEV) of the sustainable debt part in large accounts of `500 crore and above. 7 accounts with an outstanding of `1720 crore in the Bank benefitted under the scheme.

However, even the ideal strategy can falter for lack of proper execution. Bank found a solution by bringing technology into play for a robust monitoring process.

Since people are the backbone of any Bank, and since **Promotions** are in a sense the ultimate recognition tool in PSBs, it was taken up as a major talent management initiative. Due to some external factors, promotions which had been an annual exercise in the Bank since long could not be



रुपे कार्ड और वीसा कार्ड



conducted. As one of the priorities, staff at all levels was assured that the maximum possible was being done to ensure the process could be held at the earliest. Once the obstacles were removed, the Bank took up the promotion process as a mission mode. Over the next two years 8000 promotions were effected. This initiative came as a great morale booster for the younger segment who was looking to accelerate their careers. An attempt was made to make the transfer process more systematic and timely.

As the context for a profitable growth of business in a challenging economic environment was being set, another great change of significance was unfolding.

The Election for Change

The next significant event occurred around this time. The NDA led by Bharatiya Janata Party was voted to power and Shri Narendra Modi became Prime Minister. There was a palpable sense of excitement across the country. The new leader seemed to be Incorruptible, hard working, a visionary with the ability to take bold decisions, the creativity to innovate and think of new solutions – he changed the entire dynamics of Indian politics.

To counteract trying economic conditions, strong intervention from the new government came into play. The new leader in New Delhi continued to pursue

his vision for his country with his slogan – 'Sabka Sath, Sabka Vikas'. The transformation, however, would not come without effort. Some of his initiatives placed demands upon the Banking system which forced them to confront challenges squarely and prepared them for the demands that a growing economy would make on it.

Launching a new Framework - the HDR formula

Matching the positive mood of the nation, at this time, Shri Tiwari unveiled his strategic reset towards the next level. In one of the early speeches to the staff he articulated a strategy on strengthening 3 pillars other than 3 Pillars of BASEL - 1) Human Capital, 2) Information Technology, which is the bedrock of service delivery, and 3) Risk Management. To set the conceptual framework he aligned the business strategy to internal strengths.

To take on emerging competition & challenges, Bank identified key focus areas in 2014

- a. Rebalancing of Loan Portfolio and Optimization of RWA through the **RAM** Focus, i.e., **R**etail, **A**griculture and **MSME**
- b. Digital Deepening and Enhancing HR



सामाजिक दायित्व के साथ यूनियन बैंक

Capabilities through the **HDR Framework i.e., Human Resources, Digital Deepening and Risk Management**

These objectives led to launching of 5 transformation initiatives across BPR and HR areas under the name **Project Utkarsh**, summarised as under:-

- Better customer experience through improved Turn Around Time (TAT);
- Increased cross-selling through frontline referral generation;
- Higher sales productivity through catchment planning;
- Increased migration enabling more quality interaction;
- Strengthened HR proposition.

At the same time, aspirations for the **Centenary Year** were outlined, as under:-

- Continue to be among the top PSBs in Profit after Tax
- Grow at 20% per year in CASA and RAM to reach `1.9 Lakh Crore and `2.3 Lakh Crore, respectively
- Be a leader amongst PSBs in adoption and use of Digital channels
- Be the Best Place to work amongst PSBs and a second home for employees

Focus areas of Project Utkarsh

- **Union Xperience Branches** – Redesigning the branch operating model to streamline processes and increase sales (outbound & service to sales)
- **Union Loan Points (ULPs)** – Revamp ULPs to reduce TAT and boost acquisition through branches and Sales Officers
- **SARAL (MSME)** – Revamp SARAL units to streamline MSME loan processing and reduce TAT
- **Digital channels** – Programme to enhance features and customer migration for digital channels
- **Business Analytics** – Set up Business Analytics team, design and implement cross-selling model through campaigns

An incentive scheme specifically for RDOs and Rural Branch Managers was rolled out for the first time in 2016-17. Modelled on the Chairman's Club scheme for achievers this came as recognition to achievements in the Rural Sector specifically. In the first year 47 people were recognized.

With these initiatives, the share of **Retail, Agriculture and MSME (RAM)** in Total Advances of the Bank moved from 44.3% in the year 2014 to 53.8% in the year 2017.

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'प्रोजेक्ट उत्कर्ष' की यात्रा : एक 'यूनियन अनुभव'



PSB customers have in recent decades been segregated as (i) the generation of students who are yet to open a bank account, and (ii) the segment of the population who have transited to adult hood without opening a Bank account.

The project – **Pradhan Mantri Jan Dhan Yojana (PMJDY)** was launched on 24.08.2014. The entire concept of Financial Inclusion had transformed over the years from one of setting up branches in unbanked centres to reach the unreached, usage of micro ATMs, the introduction of Business Correspondents, 100% Banking Habit, Financial Literacy. The PMJDY infrastructure has been ably leveraged to bring universal social security, with schemes like **Pradhan Mantri Jeevan Beema Yojana, Pradhan Mantri Suraksha Beema Yojana and Atal Pension Yojana**, which together have 130 million subscribers. Bank has so far covered 18,000 plus villages and opened more than 68 lakh accounts.

Union Aadarsh Gram Yojana is a village adoption model under the command area of a rural branch for an integrated socio-economic development. The Bank has 211 vilalges under Union Aadarsh Gram Yojana spread out over 21 states. One important intervention in these villages is adoption of five girl children in each village and to help them in their education till they reach 12th Standard. A sum of ₹2.46 crore had been spent under this scheme till 2017.

Digital Channels of Union Bank

Union Bank in 2002 became a pioneer in launching its CBS project that would ultimately see all its branches connected under a central network. It had to its credit the design and delivery of a number of technology based products as well. In the year 2013 for the first time, ATMs of the Bank outnumbered the number of brick and mortar branches.

The Bank also launched its **Outbound Call Centre** coupled with launch of simpler and accessible products which could harness the potentials of digital banking to enhance customer satisfaction to enable cross selling of Bank's products and services. Bank's efforts were recognised by the fact that scarcely a year went by without the Bank being honoured with an award related to effective use of technology for Banking.

Payment Infrastructure

The **National Payment Corporation of India (NPCI)**, set up in the year 2009, was a major step in building the country's Payment Infrastructure to handle the growing burden of electronic transfer of funds. Union Bank's digital initiative found a favourable environment with the strengthening of the payment infrastructure under the aegis of NPCI and it could roll out a number of products on the back of the payment infrastructure.



‘प्रोजेक्ट उत्कर्ष’ की यात्रा : ग्राहकों का स्वागत करती एक सजीली शाखा

Bank's Presence in Social Media

To enhance customer experience, Bank encourages, customer interaction through **Facebook, Twitter, Instagram and YouTube**. The Bank is the only PSB with a handle on Twitter enabled 24 X 7. As the age profile of the staff and the customers' drops over the years, the usage of these channels is expected to go up exponentially and customer experience would be vastly improved. Though nascent, it is evident, the Bank enjoys a growing following on the Social Media networks as can be gauged from the data below:

- i. **Tabulous Banking** introduced on 31.05.2014, was a major step in adding to customer convenience by enabling a complete account opening process at the residence of the customer including capturing the photograph and KYC documents and uploading them on to CBS data base. The Bank won an award for its innovation for this product.
- ii. **Union 24X7 Comfort** lobbies were launched at 101 locations pan India which provides the State of Art technology where customers can meet all their banking needs without visiting the parent branch. Self-service facilities like **Card-to-card transfer, Union E-Cash, IMPS fund transfer, Mobile recharge, Aadhar number seeding, Cash Deposit Machine, Cheque Deposit Machine and Self Service Passbook Printer** are made available.

iii. **Mobile Passbook (mPassbook)** was launched to enable customers to view account statement for a particular period through mobile. The **mPassbook app** is available for downloading at all Mobile App stores viz. **Android, IOS, Blackberry, Windows, etc.**

iv. **Immediate Payment Service (IMPS)** facility, a pioneering initiative by the Bank, allows both retail and corporate customers to instantly transfer funds up to ₹2 lakhs per day, to any other Bank account.

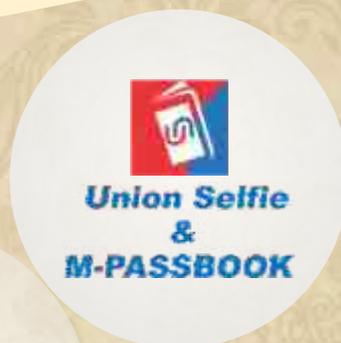
v. **Digipurse' Mobile wallet** was launched in November 2015, wherein customers can digitally load amounts in the wallet and use it for various services like **Mobile recharge, DTH recharge, Online Shopping, Fund Transfer** etc. The user base had crossed the figure of 1 Lakh and increasing by the day.

vi. **Union Selfie** is a mobile based savings account opening process which allows a prospective customer to open savings account just by scanning identity details and uploading a selfie photo in a hassle free manner.

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Business Analytics – Understanding and Anticipating Customer Needs

Consumer behaviour and marketing analytics are driving sustainable competitive advantage in an era with eroding product differentiation, waning customer loyalty and exploding volume, velocity and



variety of data. In a far reaching initiative Union Bank has set up a strong **Business Intelligence Unit (BIU)** and a framework to harness this potential. BIU was established to build a consolidated view of the customer across all the Bank's products and services to-

- Design advanced analytics models
- Generate customer insights
- Deliver business campaigns along with the business verticals
- Further strengthen the bank's position and
- Improve customer relations.

Strengthening HR Proposition

Important areas of HR intervention that enriched employee's relations were:

- Bank formulated an **e-learning portal** to scale up the reach of training system. Modules on different critical and important aspects of Banking are provided to the workforce that reinforces the skills imparted in regular programmes and enabled staff to remain up to date on products and services.
- 1st PSB to have a dedicated online **grievance redressal portal** to all staff members titled “**HR Aapke Dwaar**”, that provides an easily

accessible platform to prefer their grievances/complaints for expeditious redressal. It also has provisions for timely escalations to higher authorities if not redressed by the lower authorities.

- A platform in the form of dedicated e-mail id “**innovation@unionbankofindia .com**” has been created to motivate the staff and to encourage them to freely communicate with the top management with their views/suggestions for the betterment of the organization, majority of which have led to improvements in systems and processes. Every staff member whose suggestion is implemented receives a book on motivation autographed by the Chairman by way of appreciation.

Brand Value & Brand Ranking

Bank's performance started to earn a name in the field of Brand Building also. Brand Finance Plc., rates brands, based on selection on various parameters like past financial performance as well as forecasts, the long-term prospects of the macroeconomic environment they operate in and individual brand strength in relation to direct competitors, and publishes the results in a list every year. Among Scheduled Commercial Banks, Union Bank of India



महिला सशक्तिकरण
संपूर्ण महिला शाखा - डहानुकरवाडी, मुंबई

ranked 11th after a 34% increase in brand value for the year 2015 with a **Brand Rating of AA** improved from A+ the previous year. Union Bank of India was ranked 47th in the report on brand value published by **BrandZ™ Top 50 “Most Valuable Indian Brands 2016”**. BrandZ identified five major operational requirements, viz., Be different, Be purposeful, Be Indian, Be on the cutting edge of change and Identify new niches, for successful brand building in India for the period under report. Likewise, the Bank's rank improved in the Brand Finance Banking 500 list because of consistent improvement in financial performance coupled with efforts to leverage technology.

Risk Management

Post liberalisation when Banks started adopting a systematic approach to Risk Management more in line with international practices, the Bank made a mark in the industry by adopting a strong Risk Management framework. The Bank has continued to focus on strengthening its Risk Management practices based on the following six objectives:

- To build a strong Risk Management culture across the Bank.
- Improving the Policy framework for prudent Risk Management.
- Ensuring risk mitigation in Bank's Products and processes and taking profitable risks.

- Enhancing Performance Evaluation System and moving over to Risk Based Performance Measurement.
- Implementation of RAROC framework for Corporate Borrowers.
- Implementing Capital Conservation measures.

Risk Management in Union Bank is viewed as an organisation wide initiative and responsibility. However, on 21.07.2016, Bank had to face a **Cyber Attack** by an unidentified hacker who was attempting to swindle the Bank of \$171 Million (approximately ₹1100 crores at the then prevailing conversion rate) from its Nostro Account. The meticulous systems and procedures put in place by the Bank, helped it to crack the mischief within just a few hours setting off a series of actions which led to prompt recovery of entire amount that had travelled far and wide across the globe at alarming speed. The speed with which the Bank reacted enabled it to recover 70% of the amount within 24 hours. But it took about 50-60 hours to recover the rest of the amount due to the legal processes involved. A noteworthy and commendable fact is that the Bank was able to recover the entire amount without suffering any monetary loss. Inspection and investigations done by multiple agencies viz., Cybercrime Cell Officials, Indian Computer Emergency Response Team (CERT-In), RBI, Ernst & Young (E&Y) and also by a team of officials from the Bank have all concluded that there was no insider involvement.

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साइबर अटैक को लेकर सावधानी



Vigilance Machinery

Be it an organisation in a Public Sector or Private Sector, Vigilance Machinery, is today, an inseparable part of management. It promotes clean business transactions, professionalism, productivity, ~~promptness and transparent practices~~. Thereby it ensures putting in place systems and procedures to curb opportunities for corruption which results in improving efficiency and effectiveness of the personnel as well as the organization. The vigilance administration in a PSB is ensured as per guidelines of Central Vigilance Commission and Ministry of Finance.

Bank today functions on end-to-end on electronic platform namely '**Union Vigil**' for all vigilance activities.

- i. **e-Vigilance:** Online processing of Vigilance cases right from complaint, investigation, 1st stage & 2nd stage advices in a seamless fashion, with features like facility for submission, processing, tracking of status & printing etc.
- ii. **Preventive Vigilance Visit Corner:** Online facility for submission, generation, scrutiny and downloading of preventive vigilance visits reports. Based on Preventive Vigilance (PV) Scores, controllers can initiate well informed corrective steps to safeguard Bank's interest in the desired direction.

iii. **Vigilance Clearance:** A user specific facility provided across the Bank for employees who are seeking 'Vigilance Clearance Certificate' from Vigilance Department for various reasons like Retirement, Resignation, Foreign Posting, Promotions etc.

iv. **Blow Your Whistle:** Provision for online lodgement of the complaints under Whistle Blowing Mechanism with guaranteed confidentiality as the complaint-access option rests exclusively with the CVO. This link is accessible to all employees and Directors of the Bank.

v. **Knowledge Hub** provides various checklists pertaining to Operations, Advances, Credit Monitoring, Forex, etc., in downloadable form. This link is accessible to all employees and it is well received by the employees as they are able to utilise these check-lists for guidance and reference in their day to day working. This is, thus, an effective preventive vigilance tool for creating awareness among the employees about the systems and procedures of the Bank.

vi. **Use of mobile telephony** for creation of preventive / ethical awareness by sending m-Nuggets to all the BMs/ Executives every morning.

vii. **Successful activation of proactive Vigilance Cell** Offsite monitoring of various



सिडनी शाखा का शुभारंभ

transactions related to operations for early detection of wrongdoings.

Demonetisation

One of the most stressful and disruptive episodes in the lives of Bank officials in India and its citizens, commenced on the night of 8.11.2016 through an announcement made by the Prime Minister of the Nation that set in motion one of the largest demonetisation exercises ever seen. Notes of ₹1000 and ₹500 denominations accounting for 83% of the value of money in circulation at that point in time were rendered worthless. It impacted every citizens across the country and affected the normal banking services and made heroic demands on bankers across the country. The rules governing deposit and withdrawal of notes were frequently being changed by the RBI, and the staff had a difficult time attending to the customers. It is to their credit that they kept their composure and continued service day after day. Recalibration of ATMs was another herculean task and the Bank once again showed its commitment to serving customers by recalibrating 6000 odd ATMs in record time. It is a matter of pride that Union Bank, like many other PSBs rose to the occasion and carried out this exercise.

Demonetisation is seen as a move to shift the preference to digital banking and speed up financial inclusion. The Government introduced its mobile based platform BHIM to facilitate interbank transfers

leveraging on Unified Payment Interface of NPCI. Bank, with its readiness to offer digital banking in all its forms, looks to strengthen its bonds with the community it serves in the days to come.

Overseas Expansion – The Quest Continued

As a late comer to this arena the Bank did not want to miss on the growth opportunities in the overseas market particularly when Indian Corporates were seeking global scale and presence coupled with the affluence and importance of Indian Diaspora in the global world.

Bank earlier had adopted the Representative Office route in establishing its presence in foreign countries. The first Representative Office was opened in Shanghai on 18.05.2007 followed by Abu Dhabi on 01.12.2007, Beijing on 24.08.2009, Sydney on 03.12.2009 and London on 01.04.2010.

The first overseas branch was established in Hong Kong on 7.5.2008, followed by DIFC in Dubai on 9.3.2013. Branch at Antwerp, Belgium was opened on 20.6.2014 and 4th branch was opened at Sydney on 29.3.2016 on conversion of the existing representative office.

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विमुद्रीकरण का जलवा, 8 नवंबर 2016 : लंबी कतारें – मुस्कुराते लोग



PRESENT LEADERSHIP AND WAY FORWARD

Mr. Rajkiran Rai G. took charge as the first Managing Director and CEO of the bank on July 1, 2017. He realized that the banking industry was undergoing a serious transformation, with technology and competition bringing about an unforeseen change in the operating milieu. He also realized that the need of the hour was proper asset management and to build up quality assets with a balance of risks and returns. Thus, he decided to focus on profitability and asset quality.

Mr. Kewal Handa joined the Bank as its first Non-Executive Chairman and Part-Time Non-Official Director on July 6, 2017. Mr Handa brought with him a storehouse of management experience and financial acumen.

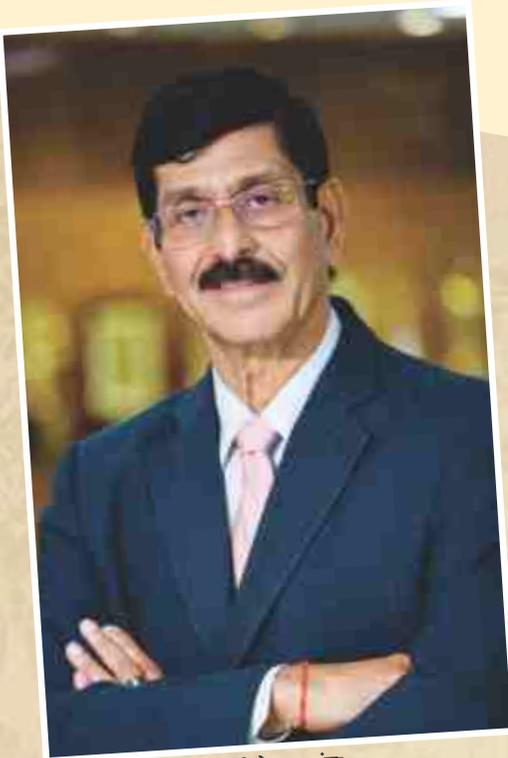
In the leadership summit held after Mr.Rai taking charge, the Bank set as aspirational target to become the third largest nationalized bank in domestic business with approx 1 percent of return on asset by 2020. Bank has formulated a vision 2020 statement as under:

“To be a next generation digitally-enabled Universal Bank which is known for inclusive, responsive and responsible banking through customer centric business models and significant investment in employee development”.

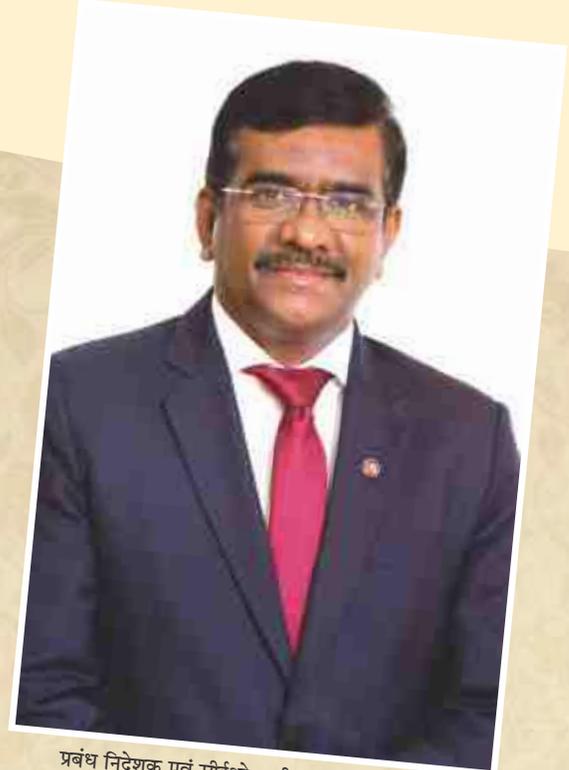
To achieve the above objectives, Bank has initiated five paradigm shifts which are as under:

- 1 Verification of Resources: Formation of a separate vertical named Customer Acquisition Group (CAG) to source the new business through channel development, its activation and also deepening of relationship with existing customers. CAG undertook formation of specialized marketing teams and also utilizing alternate channels for business sourcing.
 - 2 Centralisation of credit underwriting: In Order to bring in quality in credit underwriting, improve Turn Around Time (TAT), standardization in credit appraisal, reduction in stress and to give push to credit growth, the Bank has embarked upon centralization of processing and sanction of loan proposals.
- A. Revamped SARAL and its scale-up: The SARAL set up has been revamped to move major

प्रगति पथ पर वर्तमान नेतृत्व



अध्यक्ष : श्री केवल हांडा



प्रबंध निदेशक एवं सीईओ : श्री राजकिरण रै जी.

portion of MSME loan processing to CPCs.

- B. Revamped Union Loan Point (ULP): As on date the Bank has 73 ULPs for expeditious retail loan processing and sanctioning.
- C. Mid-Corporate Vertical (MCV): To tap Mid-Corporate opportunity, Bank has embarked upon creating a separate MCV and opened specialized Mid Corporate Branches (MCBs) besides revamping the existing ones.
- D. Union Samridhi Kendra: Rising credit needs and growing customer expectations necessitated a transformation in the credit delivery structure at Rural and Semi Urban (RUSU) branches. The bank created a system for centralized credit processing for quality and quick appraisal. A new operating model for RUSU branches was developed by introducing the the Hub and Spoke Model, where “Hub” is a centralized processing centre and “Spoke” is mapped RUSU Branches. The centralized processing centre, the Hub, is known as the Union Samridhi Kendra (USK).

The Rural transformation process aims at (i) creating an optimum system for centralized credit processing to improve quality with improved TAT: (ii) improved compliances (iii) developing a digital

ecosystem for transaction of banking products and services to provide near doorstep services through extensive use of business correspondent and establishment of Union Digi-Cash points and (iv) enhanced customer experience. The USP of this model is digital Tablets provided to Rural Development Officers which have the facility of geo-tagging, capturing customer data, video upload, due diligence, inspection report, etc, thereby enhancing their efficiency and productivity to acquire customers.

- 3. Specialisation in Monitoring and Recovery: Specialised team for monitoring and recovery has been created in every region.
- 4. Organisational Structure and Culture of Trust, Transparency and Performance: Bank has developed Job Family concept to groom officers in specialized areas like treasury, forex, credit, risk etc. where the job roles and responsibilities for every officer has been defined.
- 5. **Cost:** Optimisation and Rationalisation of Distribution Channels:

Bank has been taken steps for leveraging digital channels for saving operational expenditure, rationalization of branches incurring continuous losses etc.

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यूनियन समृद्धि केंद्र (यूएसके)

टाऊन हॉल मिरिंग - एक नयी संकल्पना का आगाज



To support the intended paradigm shift a holistic endeavour was undertaken to revamp HR initiatives as under:

Shared Service Centre (HR Suvidha Centre)

A HR shared service centre has been established for the automated processing of employee bills at the central level with an improved TAT and increased productivity. Employee TE/TF bills are now sanctioned in an average of 1.31 days.

Revamped Training System

The training system has taken many initiatives to groom future bankers besides class room activities like e-learning, e-manual, R & D, Post-course evaluation, online quiz-Union Gyan Kasauti, mock test for promotion aspirant- ASPIRE, question bank, mentoring of newly recruited officers etc.

Probationary Officers: On boarding and Training:

Training system has developed a 52-week programme comprising of classroom residential training and field assignments for Probationary Officers in select branches.

Union Bhavishya

To meet the need of modern day true leaders, the Bank has undertaken a major transformation initiative

in the form of Union Bhavishya-a flagship On-boarding and Capability Building Programme. It is with this objective of creating the “Banker of the Future”- one who can ensure that bank is able to meet the aspiration of being one among the top 3 PSU banks in terms of profitability. The programme has been designed by M/s.MCKinsey & Co. world renowned international consultants. Over 1000 executives and officers have been trained under this programme and are on their journey from good to great.

Under the visionary leadership of MD & CEO Mr.Rajkiran Rai, town hall meetings are conducted to educate and enlighten staff members about the new initiatives taken by the Bank and seeking their support and contribution at every level to achieve the objectives set by the bank.

The Union Bank hopes to envisage more options that might crop up. These might be similar to the banking scenario or totally radical like departmental stores opening up mortgage departments; like the Sainsbury's departmental chain did in the United States. What matters is to stay on top of evolving technology and pack it in the product offerings as one of the first movers. It is crucial to be innovative and choose prospective paths in order to stay future ready.

Even as we talk about our achievements and aspirations, our capabilities and our competencies,



we should not lose sight of our limitations. Post liberalization, the bank has undoubtedly doubled its business several times; undertaken journeys of transformation embraced new models of business, and heartily adopted technology and new processes. At each of these stages of great change were a series of leaders, each of whom gave the required impetus of the time. It goes without saying that these tenures are what made the bank what it is today.

The Future...

As the bank celebrates its centenary year, the magnitude and dimensions of its growth and complexity hits us. Given the pace of growth and change that has become the norm these days what the next few years will bring in the way banks conduct business and how, is beyond comprehension. It goes beyond doubt to say that the nature of banking itself is set to change in the coming years and even the format of a balance sheet is expected to change in future.

The changes of the past decade or so, lead us to believe that the future too will see technology play a major role in shaping the future of the bank, and banking on the whole. To keep pace with the upcoming futuristic changes, the bank will need to align its resources and structures and upgrade its systems to take on big data, analytics and even artificial intelligence.

Another factor that will bring a drastic change in the banking sector is how customer actions, interactions and patterns of consumption will be affected and changed by the internet and social media. While mobile apps and cloud technology have already made its presence felt in the banking sector, changes and evolutions can be expected in how services are being meted out to customers.

Even as cognitive computing algorithms help design business plans for the future, robotics, drone technology, and 3D printing technology can also influence the banking sector to unimaginable levels, especially in terms of delivery and supply.

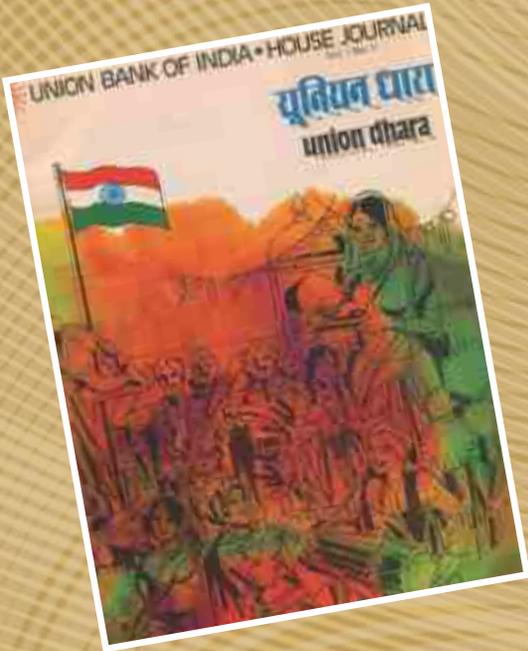


सोशल मीडिया पर यूनिन बैंक

बहुत दूर जाना है...



यात्रा आंतरिक संवाद की, यात्रा यूनियन धारा की...



संदेश देना और संदेश लेना, बातचीत करना आदि बातों को संवाद कहते हैं और यह संवाद जहां होता है, वहाँ गलत फहमी को कोई स्थान नहीं मिलता. जब किसी भी संस्था या संगठन में उचित संवाद होता है तो वहाँ का कार्य सुचारु रूप से होता है और समस्याओं का समाधान भी उचित तरीके से होता है.

गृहपत्रिका का प्रकाशन इसी मूल उद्देश्य को ध्यान में रखते हुए किया जाता है. भारत में गृहपत्रिकाओं का इतिहास 70-80 साल पुराना है. वर्ष 1931 में दिल्ली क्लॉथ मिल पत्रिका से इस परंपरा की शुरुआत हुई थी. इसके मुख्य उद्देश्य के अलावा कर्मचारियों की प्रतिभा को स्थान देना, उनके कौशल, उपलब्धियों को उजागर करना, कर्मचारियों को संस्था की गतिविधियों, नयी-नयी उपलब्धियों से अवगत कराना और संस्था की एक गरिमामई छवि प्रस्तुत करना भी है. संक्षेप में, गृह पत्रिका एक ऐसा सशक्त जरिया या माध्यम होता है जो उच्च प्रबंधन और कर्मचारियों के बीच सेतु का काम करता है.

यूनियन बैंक ऑफ इंडिया, आज शताब्दी वर्ष को पूरा कर रहा है लेकिन गृह पत्रिका प्रकाशन की प्रक्रिया राष्ट्रीयकरण के बाद तुरंत शुरू हो गयी थी क्योंकि आंतरिक संवाद के महत्व को बैंक प्रबंधन ने भांप लिया था और संस्था की प्रगति में इसकी महत्वपूर्ण भूमिका से भी बैंक वाकिफ था.

अतः जून 1976 में द्विभाषिक(अंग्रेजी + हिन्दी) पत्रिका के रूप में यूनियन बैंक ऑफ इंडिया के तत्कालीन अध्यक्ष एवं प्रबंध निदेशक श्री रघु राज द्वारा 'गृह पत्रिका' की इस संकल्पना को स्वीकार किया गया. 'यूनियन धारा' यह शीर्षक भी उनके द्वारा सुझाया गया था.

यूनियन धारा का पहला अंक जून, 1976 को प्रकाशित किया गया. 8 ½' x 11 ¼' के आकार में 16 पृष्ठों के साथ इसकी 15000 प्रतियाँ प्रकाशित की गयी. 1976-79 के दौरान यूनियन बैंक के केंद्रीय कार्यालय से प्रकाशित इस पत्रिका की लोकप्रियता और पाठकवर्ग बढ़ता गया और इसके पृष्ठों की संख्या भी बढ़ायी गयी. जून 1979 के (मार्च-जून) संयुक्त अंक को दिसंबर, 1979 में प्रकाशित किया गया. लेकिन तदुपरांत मार्च, 1983 तक यूनियन धारा का कोई भी अंक प्रकाशित नहीं हो पाया. मार्च, 1983 का अंक 48 पृष्ठों के बम्पर अंक के रूप में प्रकाशित किया गया और 32 पृष्ठों के साथ इसके बाद यूनियन धारा निरंतर तथा नियोजित रूप से वर्ष 1987-88 तक प्रकाशित होती रही. बढ़ती शाखाओं की संख्या तथा उसके परिप्रेक्ष्य में बढ़ते कर्मचारियों की संख्या की वजह से पत्रिका के प्रतियों की संख्या 15000 से 33000 तक बढ़ायी गयी. 1976 से 1987 तक प्रतियों की संख्या में 100% से ज्यादा बढ़ोत्तरी हुई.

श्री ए एम मनचंदा, यूनियन धारा के प्रथम संपादक रह चुके थे और सहायक संपादक के रूप में सुश्री सैद्धा फर्नांडीस काम किया करती थीं. जबकि हिन्दी खंड की ज़िम्मेदारी श्री विजय कुमार मल्होत्रा को सौंपा गया था.

प्रथम संपादकीय सलाहकार बोर्ड निम्नानुसार थे:

- श्री एल सी मिस्त्री
- श्री एम एन गोईपोरिया
- श्री एस पी चंदावरकर
- श्री एम ए देशपांडे

मार्च, 1983 को सैद्धा फर्नांडीस को अंग्रेजी खंड के संपादक के रूप में नियुक्त किया गया

और हिन्दी खंड, तत्कालीन राजभाषा प्रभारी श्री जगजीवन सिंह पवार के पास जारी रहा. श्री एम आर विचारे, सुश्री जे एच सेठना और श्री यू एम भट के संपादकीय सलाहकार बोर्ड के साथ श्री जे एस भटनागर, तत्कालीन अध्यक्ष एवं प्रबंध निदेशक के साथ यह व्यवस्था जारी रही.

यूनियन धारा को एशोसिएशन ऑफ बिज़नेस कम्यूनिकेटर्स ऑफ इंडिया (एबीसीआई) के 27 वें वार्षिक सम्मान समारोह में 'भारतीय भाषा प्रकाशन' के रूप में यूनियन धारा को पहली बार पुरस्कृत किया गया और वर्ष 1987 के लिए दिनांक 10.12.1987 को बैंकों तथा कॉर्पोरेट संगठनों में यूनियन धारा को उत्कृष्ट गृह पत्रिका का पुरस्कार प्राप्त हुआ. होटल प्रेसिडेंट के प्रेसिडेंट हॉल में आयोजित चमचमाते समारोह में हमारे अध्यक्ष एवं प्रबंध निदेशक, श्री जे. एस. भटनागर और अन्य उच्च कार्यपालकों की उपस्थिति में संपादक, सुश्री सैड्रा फर्नांडीस द्वारा उस पुरस्कार को स्वीकार किया गया. फिर तो पुरस्कार प्राप्ति का यह अविरल, निरंतर सिलसिला शुरू हो गया और एबीसीआई के साथ यूनियन धारा का अलग सा रिश्ता बन गया.



श्री मनचंदा की सेवानिवृत्ति के बाद सुश्री सैड्रा फर्नांडीस को मार्च, 1983 में संपादक के रूप में नियुक्ति मिल गयी. हिंदी अनुभाग, अपनी पुरानी परंपरा के अनुसार हिन्दी खंड संभाल रहा था. सुश्री सैड्रा फर्नांडीस के रूप में यूनियन धारा को एक सशक्त संपादक मिला था क्योंकि उनका चयन ही संपादक के रूप में किया गया था. उनके कार्यकाल के दौरान यूनियन धारा नए-नए स्तंभों तथा नयी संकल्पनाओं को लेकर बहने लगी थी. दिसंबर, 1998 को यूनियन धारा के हैदराबाद विशेषांक के रूप में अपनी कार्य अवधि का अंतिम अंक प्रकाशित करने के बाद सुश्री सैड्रा का स्थानांतरण हुआ और मार्च, 1999 को बड़ौदा विशेषांक के संपादक के रूप में सुश्री शीला वेसुना ने संपादक के रूप में कार्यग्रहण किया. अंग्रेजी पत्रकारिता में अपनी मुहर उठानेवाली सुश्री शीला का समय डेढ़ वर्ष का ही रहा लेकिन अंग्रेजी भाषायी रूप में वह यूनियन धारा को एक

नयी पहचान दे गयी. हिन्दी खंड का काम राजभाषा विभाग के विभिन्न अधिकारियों द्वारा जैसे कि सुश्री मधु रॉय, श्री राधे श्याम गुप्ता द्वारा किया जा रहा था. अपने अस्वास्थ्य को लेकर जब सुश्री शीला अवकाश पर रहने लगी तो कुछ समय के लिए यह काम सुश्री केटी लकडावाला के पास आया. अर्थशास्त्री लकडावाला ने हिमाचल प्रदेश विशेषांक तथा राजभाषा स्वर्ण जयंती वर्ष विशेषांक को प्रकाशित कर यूनियन धारा के प्रति अपनी ज़िम्मेदारी निभाई.

दि. 23-02-2001 को अर्थात् मार्च, 2001 से यूनियन धारा के संपादन की ज़िम्मेदारी सुश्री सुलभा कोरे के पास आई. यूनियन धारा के साथ उनका पुराना लगाव था ही, अब उसके साथ यह नयी ज़िम्मेदारी भी आई. भुज के भूकंप विशेषांक के साथ संपादक के रूप में इनकी यात्रा शुरू हुई.

संपादक का यह पद वैसे बहुत ज़िम्मेदारीपूर्ण पद होता है जोकि गैजेटेड पद होता है और संपादक को न्यायालय के समक्ष गोपनीयता तथा ईमानदारी की शपथ लेनी होती है.

तब 40 पृष्ठों की यूनियन धारा के 24 पृष्ठ रंगीन और शेष 16 पृष्ठ श्वेत-श्याम होते थे. राजभाषा अधिकारी के रूप में कार्यरत होने की वजह से सुश्री सुलभा को हिन्दी खंड को संभालने का अनुभव था. साथ में हिन्दी-मराठी पत्रकारिता में काम करने की वजह से संपादन का अनुभव भी था. इनके कार्यकाल के दौरान यूनियन धारा के अलग अलग रंग, उसके पृष्ठों तथा स्तंभों के रूप में दिखाई देने लगे. सर्वश्री के. एल. गोपाल कृष्ण, वी ए मेंडोंसा, ए. के. विद्यार्थी तथा श्री एस. गोविंदन, तत्कालीन संपादकीय बोर्ड द्वारा दिये गए मार्गदर्शन तथा सपोर्ट की वजह से संपादक को नए विचारों तथा संकल्पनाओं के साथ काम करने में कोई समस्या नहीं आई और नित नयी कल्पनाओं तथा रूपों में यूनियन धारा एक महत्वपूर्ण पत्रिका के रूप में बैंकिंग उद्योग में अपना नाम बनाने लगी. यूनियन धारा की समग्र पृष्ठ संख्या तथा रंगीन पृष्ठ संख्या में भी बढ़ोत्तरी होने लगी. पुरस्कार प्राप्ति का एक नया दौर चलने लगा. एबीसीआई, भारतीय रिजर्व बैंक, पीआरसीआई, भारत सरकार, मायाराम सुरजन, शैलजा फाउंडेशन, आशीर्वाद-मुंबई, कितने पुरस्कार गिनवाए जाएँ. यूनियन धारा, हर एक पुरस्कार पर अपना नाम अंकित कर रही थी. सुश्री सुलभा कोरे की संपादक के रूप में यह कार्यावधि बड़ी लंबी रही.

इस कार्यावधि के दौरान यूनियन धारा के कलेवर, साज सज्जा के साथ एक कॉर्पोरेट गृह पत्रिका के रूप में निम्नानुसार अनेक सकारात्मक परिवर्तन किए गए.

- पृष्ठों की संख्या बढ़ायी गयी तथा रंगीन पृष्ठों की संख्या बढ़ाए जाने के साथ-साथ अंततः संपूर्ण पत्रिका रंगीन पृष्ठों में प्रकाशित की जाने लगी.
- नयी साज सज्जा, रंगीन पृष्ठ, नए स्तंभ, पृष्ठों की बढ़ती संख्या आदि बातों ने पत्रिका की पठनीयता, दर्शनीयता में बढ़ोत्तरी की.
- दि. 10-07-2003 को संपादकीय बोर्ड ने पत्रिका में लेखकीय योगदान देने वाले स्टाफ सदस्यों को मानदेय देने का निर्णय लिया.
- यूनियन धारा में 2 पृष्ठ सेवानिवृत्त कर्मचारियों के लिए आरक्षित रखे जाने का निर्णय लिया गया.
- सेवानिवृत्त कर्मचारियों के लिए यूनियन धारा की एक प्रति उनके घर के पते पर प्रेषित करने का निर्णय इसलिए लिया गया क्योंकि सेवानिवृत्त कर्मचारी बैंक के साथ मानसिक रूप से जुड़े होने के साथ-साथ बैंक के महत्वपूर्ण ग्राहक भी होते हैं.





वर्ष, 2018 की स्टार संवाददाता



‘मैगजीन ऑफ द इयर’ पुरस्कार प्राप्त करते हुए श्री. एम.वी. नायर, सीएमडी, श्री. एस.सी. कालिया, कार्यपालक निदेशक, श्री.डी.के. जैन, महाप्रबंधक, श्रीमती सुलभा कोरे, संपादक तथा अन्य कार्यपालकगण

- वर्ष 2008 से योगदानकर्ताओं के मानदेय में तकरीबन 4 गुना बढ़ोत्तरी की गयी. यह बात, योगदान की मौलिकता तथा महत्व को अधोरेखित करती है. इस बात ने सामग्री की गुणवत्ता पर सकारात्मक प्रभाव डाला.
- भारत भर में फैले यूनियन धारा के संवाददाताओं हेतु अखिल भारतीय वार्षिक कॉन्फ्रेंस का आयोजन तथा इस कॉन्फ्रेंस के आयोजन में नियमितता.
- अखिल भारतीय वार्षिक कॉन्फ्रेंस में वार्षिक योगदान तथा उनके कार्य निष्पादन के आधार पर ‘स्टार संवाददाता’ का चयन तथा उसे शीलड और नकद पुरस्कार के साथ सम्मानित किया जाना.
- एबीसीआई के पुरस्कार विजेताओं को प्रमाणपत्र के साथ सम्मानित किया जाना.

इन परिवर्तनों ने यूनियन धारा को जानकारी से परिपूर्ण, मौलिक, कलात्मक विषय वस्तु और गुणवत्तापूर्ण बनाया तथा कॉर्पोरेट क्षेत्र में सही मायने में कॉर्पोरेट गृह पत्रिका के रूप में इसने अपनी एक अलग मुहर लगाई. इसके साथ ही उनकी कार्यावधि के दौरान तत्कालीन अध्यक्ष एवं प्रबंध निदेशक सर्वश्री वी. लीलाधर एवं एम वी नायर के अनुरोध पर छत्तीसगढ़, उत्तराखंड, झारखंड, हिमाचल प्रदेश, सिक्किम जैसे अनछुए प्रदेशों को लेकर विशेषांक प्रकाशित किए गए जिन्हें चहुं ओर से सराहा गया.

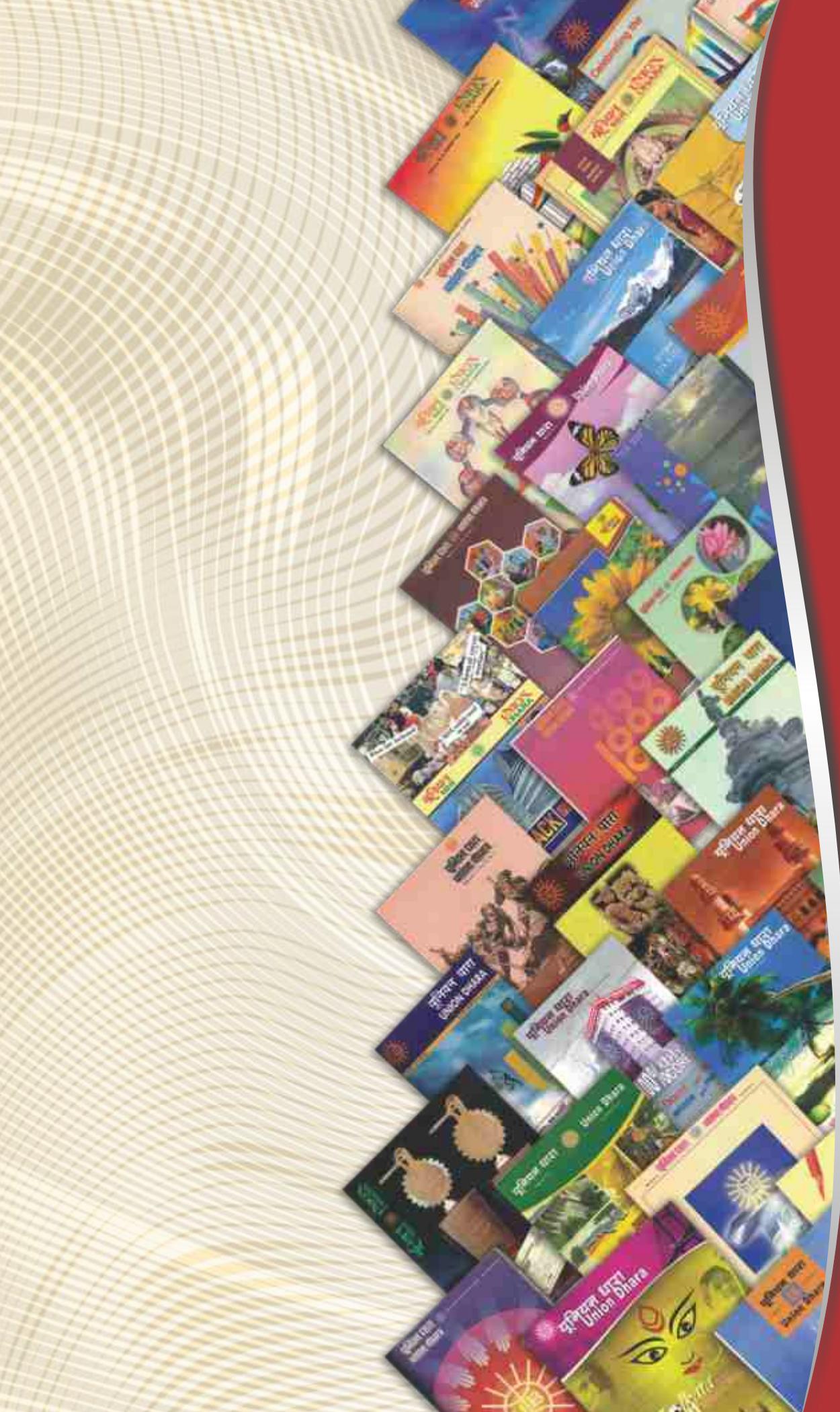
एशोसिएशन ऑफ बिजनेस कम्प्यूनिकेटर्स - अंतर्राष्ट्रीय संगठन द्वारा बैंकों, सरकारी कार्यालयों तथा निजी क्षेत्र की सीमेंस, बिडला, लार्सेन एंड टुब्रो, कॉलगेट जैसी कंपनियों के साथ प्रतियोगिता में कांटे की टक्कर देते हुए वर्ष 2010 में पहली बार यूनियन धारा को Magazine of the Year अवार्ड प्राप्त हुआ. राष्ट्रीयकृत बैंकों में यह

अवार्ड प्राप्त करनेवाला यूनियन बैंक प्रथम बैंक बना. होटल ओबरॉय, मुंबई में यह अवार्ड श्री एम. वी. नायर, तत्कालीन अध्यक्ष एवं प्रबंध निदेशक, श्री सुभाष कालिया, तत्कालीन कार्यपालक निदेशक, श्री डी. के. जैन, तत्कालीन महाप्रबंधक (कार्मिक) तथा सुश्री सुलभा कोरे, संपादक द्वारा प्राप्त किया गया. सिर्फ गुणवत्ता और विषय वस्तु की मौलिकता के आधार पर यूनियन धारा ने यह पुरस्कार प्राप्त किया और पुरस्कारों की सूची में एक सुनहरा अध्याय जोड़ा.

जून, 2011 को पदोन्नति के पश्चात सुश्री सुलभा कोरे का पुणे में स्थानांतरण हुआ और डॉ. नीरा प्रसाद ने संपादक के रूप में कार्यभार ग्रहण किया.

डॉ. नीरा प्रसाद ने यूनियन धारा के ‘प्रशिक्षण विशेषांक’ के साथ संपादन कार्य की शुरुआत की. इनका कार्यकाल ढाई वर्ष का रहा और इन्होंने तमिलनाडु, गुजरात, उत्तर प्रदेश, केरल इन भौगोलिक विशेषांकों के साथ राजभाषा, एमएसएमई, लेखा परीक्षा और सतर्कता आदि अन्य विशेषांकों का प्रकाशन किया. इनके कार्यावधि के दौरान पहली बार बैंक को भारत सरकार द्वारा ‘ख’ क्षेत्र में उत्कृष्ट पत्रिका का द्वितीय पुरस्कार प्राप्त हुआ. यह एक बड़ी उपलब्धि थी.

अपनी पारिवारिक जिम्मेदारियों तथा अस्वास्थ्य की वजह से डॉ. नीरा प्रसाद स्थानांतरण लेकर बेंगलुरु चली गयी और संपादन की जिम्मेदारी सितंबर, 2013 के वित्तीय विशेषांक के साथ सुश्री सविता शर्मा पर आ गयी. लखनऊ से उन्हें मुंबई बुलाया गया. अपनी साहित्यिक अभिरुचि के चलते इन्होंने युवा शक्ति, आर-सेटी, स्वास्थ्य, जोखिम प्रबंधन, तकनीकी क्रांति, मानव संसाधन, इंडिया 2020, लोक संस्कृति, सतर्कता आदि विषयों पर तथा कश्मीर पर भी विशेषांकों का प्रकाशन किया. लगभग साढ़े तीन वर्षों की अपनी कार्यावधि के दौरान इन्होंने यूनियन धारा की पुरस्कार प्राप्ति की गरिमामयी परंपरा को आगे बढ़ाया





राष्ट्रपति के हाथों यूनियन धारा पत्रिका का सम्मान.

और मार्च, 2017 को पदोन्नति के पश्चात इनका भी स्थानांतरण हुआ.

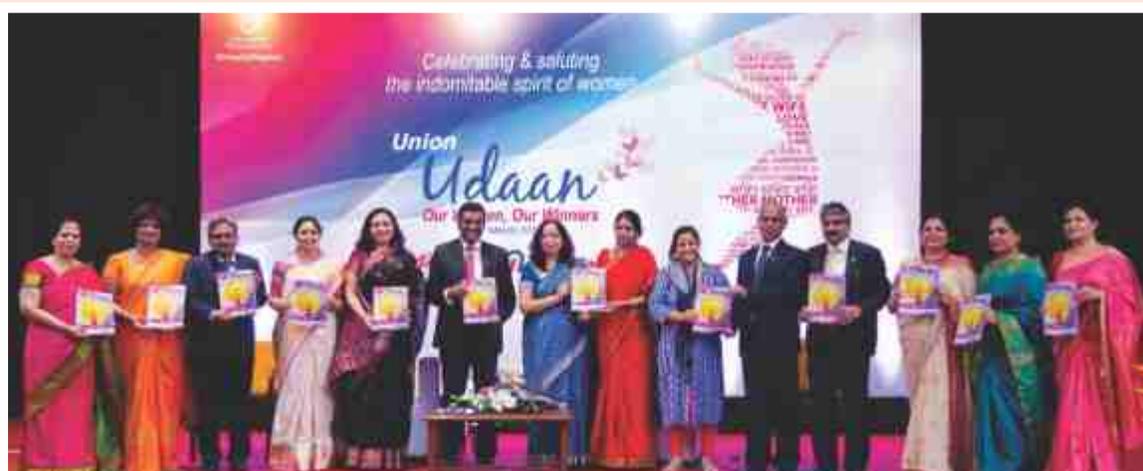
फिर से यूनियन धारा के लिए संपादक की खोज शुरू हुई और अंततः यह काम फिर से डॉ. सुलभा कोरे के पास आ गया. जून, 2017 के मानव संसाधन विशेषांक के साथ फिर एक बार यूनियन धारा पुराने हाथों में सौंप दी गयी. लेकिन इस बार सिर्फ यूनियन धारा ही नहीं बल्कि यूनियन सृजन - बैंक की हिन्दी पत्रिका के संपादन का काम भी उन्हें सौंपा गया. हालांकि यूनियन सृजन का प्रकाशन, वर्ष 2014 से शुरू हुआ था और राजभाषा विभाग द्वारा इसका काम देखा जा रहा था लेकिन वर्ष 2017 के मुंबई में आयोजित यूनियन धारा संवाददाता सम्मेलन में तत्कालीन महाप्रबंधक (मानव संसाधन) द्वारा अधिकृत रूप से यह घोषणा कर दी गयी कि यूनियन धारा का संपादक ही यूनियन सृजन के संपादन का कार्य करेगा.

फिर नए सिरे से काम की शुरुआत की गयी. दो पत्रिकाएँ, दो भिन्न पहलू! पत्रिका का प्रकाशन समयबद्ध होता है. ऐसे में दो-दो पत्रिकाओं का समय पर प्रकाशन करना बहुत बड़ी चुनौती थी, जिसे स्वीकार कर डॉ. कोरे ने अपनी छोटी टीम तथा संपादकीय सलाहकार बोर्ड के समर्थन तथा मार्गदर्शन के तहत फिर से यूनियन धारा और यूनियन सृजन में आमूलचूल परिवर्तन कर यूनियन सृजन का ढांचा ही बदल दिया. इस कार्यान्वयन में संपादक को निर्णय लेने की स्वतंत्रता और नयी

कल्पनाओं का स्वागत इन दो बातों ने बहुत महत्वपूर्ण भूमिका निभाई. मार्च, 2018 को 'अंतर्राष्ट्रीय महिला दिवस' पर यूनियन धारा के 'महिला विशेषांक' का प्रकाशन दि. 8 मार्च, 2018 को होटल ओबरोय, मुंबई में आयोजित रंगारंग कार्यक्रम में श्रीमती शिखा शर्मा, एमडी एवं सीईओ, एक्सिस बैंक तथा हमारे बैंक के प्रबंध निदेशक, कार्यपालक निदेशकों की उपस्थिति में संपन्न हुआ. इसके अलावा रीटेल बैंकिंग, एनपीए प्रबंधन और लाभप्रदता, ऋण अनुश्रवण और संरचना, ट्रांसफॉर्मेशन जैसे बैंकिंग से जुड़े विशेषांकों के साथ 'मध्य प्रदेश' विशेषांक का भी प्रकाशन किया गया और अब इस शताब्दी विशेषांक को विशेष रूप से प्रकाशित कर यूनियन धारा ने अपने इतिहास की पुस्तक में एक सुनहरा पन्ना जोड़ दिया है.

यूनियन सृजन के कलेवर तथा साजसज्जा में भी नए परिवर्तन किये गए. एक आम हिन्दी पत्रिका के रूप में प्रकाशित होनेवाली यूनियन सृजन को भी विशेषांक का नया जामा पहनाया गया. जून, 2018 से यह सिलसिला शुरू हुआ. 'फिल्मी दुनिया', 'भाषा और बोली', 'अद्भुत भारत', 'कुंभ', 'भारतीय संस्कृति एवं परंपरा' आदि विशेषांकों के साथ अपनी अलग मुहर उठाते हुए यूनियन धारा के साथ यूनियन सृजन का सफर भी जारी है.

अंतर्राष्ट्रीय महिला दिन, 2018 पर यूनियन धारा के महिला विशेषांक का विमोचन



यूनियन धारा का वर्तमान संपादकीय सलाहकार बोर्ड

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| अध्यक्ष | - | श्री ब्रजेश्वर शर्मा |
| सदस्य | - | श्री अविनाश कुमार सिंह श्री के. पी. आचार्य श्री नितेश रंजन श्री नवल किशोर दीक्षित |
| सदस्य सचिव | - | डॉ. सुलभा कोरे |

यूनियन सृजन का वर्तमान संपादकीय सलाहकार बोर्ड

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| अध्यक्ष | - | श्री ब्रजेश्वर शर्मा |
| सदस्य | - | श्री आर के कश्यप श्री डी. सी. चौहान ब्रिगेडियर आशुतोष सीरौठिया, सेना मैडल श्री नवल किशोर दीक्षित |
| सदस्य सचिव | - | डॉ. सुलभा कोरे |

वर्तमान में यूनियन धारा के पृष्ठों में आवश्यकता के अनुसार बढ़ोत्तरी की जाती है तथा वर्ष 2017 में इसमें योगदान देनेवालों के मानदेय में भी दुगुनी बढ़ोत्तरी की गयी है. प्रोत्साहन योजनाएँ और प्रतियोगिताओं के कारण कर्मचारियों के बीच इसमें योगदान देने हेतु होड़ सी मच जाती है जो कि इसकी मौलिकता को और पुख्ता बनाती है.

आंतरिक संवाद की जब बात होती है, तब गृह पत्रिका के अलावा और कोई औज़ार उतना कारगर साबित नहीं होता और यह औज़ार जब यूनियन धारा जैसी सशक्त पत्रिका हो तब तो कोई और बात हो ही नहीं सकती. प्रबंधन और कर्मचारियों को जोड़कर रखनेवाली यह पत्रिका, कर्मचारियों की प्रतिभा को स्थान देनेवाला एक मजबूत साधन है और उच्च प्रबंधन की बात नीचे तक पहुंचाने वाला उचित माध्यम. यह स्टाफ के परिवारजनों के साथ भी जुड़ता है और बाहरी संस्थाओं तथा लोगों के बीच अपनी संस्था की छवि निर्माण का काम भी करता है.

अपनी मौलिकता, अपना अनूठापन तथा कर्मचारियों की दमदार सहभागिता लेकर यूनियन धारा का सफर अब बैंक के सौवें वर्ष में कुछ अलग ही निखार लेकर आया है. अपने लक्ष्य के प्रति समर्पित तथा उद्देश्यों को अपने में समाहित कर भविष्य के सपनों को लेकर यूनियन धारा निरंतर रूप से बह रही है.

- प्रस्तुति : टीम यूनियन धारा

यूनियन सृजन



यूनियन धारा और यूनियन सृजन की वर्तमान टीम






यूनिफ़ाइड बैंक
एन.ए.ए.ए.
केंद्रीय कार्यालय
यूनिफ़ाइड बैंक
एन.ए.ए.ए.
केंद्रीय कार्यालय



बैंकिंग आकाश गंगा में यूनियन बैंक के सितारे



श्री पी.एफ. गडा - भारत सरकार द्वारा 1976 में हमारे अध्यक्ष एवं प्रबंध निदेशक का उस वक्त की सबसे बड़ी राष्ट्रीयकृत बैंक, सेंट्रल बैंक ऑफ इंडिया के मुख्य के रूप में चयन किया गया.

श्री रघु राज - 1977 में अध्यक्ष एवं प्रबंध निदेशक का उस वक्त की सबसे बड़ी ऋण देनेवाली संस्था 'इंडस्ट्रियल डेवलपमेंट बैंक ऑफ इंडिया' (आई डी बी आई) के अध्यक्ष एवं प्रबंध निदेशक के पद पर नियुक्ति की गई. बाद में उनका 'एयर इंडिया' के चेअरमन के रूप में चयन किया गया.



श्री एम.एन. गोइंपोरिया - अगस्त, 1978 में हमारे इस संयुक्त महाप्रबंधक का कार्यपालक निदेशक के रूप में चयन किया गया तथा तदुपरान्त उन्हें देना बैंक के अध्यक्ष एवं प्रबंध निदेशक पद पर नियुक्त किया गया. बाद में उनकी नियुक्ति बैंक ऑफ बड़ौदा, सेंट्रल बैंक ऑफ इंडिया तथा स्टेट बैंक ऑफ इंडिया में की गयी. गौरतलब है की वे पहले बाहरी व्यक्ति थे जिन्होंने स्टेट बैंक ऑफ इंडिया के अध्यक्ष के रूप में कार्यभार संभाला.

श्री आर.एल. वधवा - मार्च 1986 में हमारे महाप्रबंधक की इलाहाबाद बैंक के कार्यपालक निदेशक के पद पर नियुक्ति की गयी. उन्हें बाद में इलाहाबाद बैंक के अध्यक्ष एवं प्रबंध निदेशक के रूप में पदोन्नति मिली.



श्री एस.पी. तलवार - 07.11.1994 में उन्हें भारतीय रिजर्व बैंक के डेप्युटी गवर्नर के पद पर नियुक्त किया गया. सात साल तक वे इस पद पर बने रहे. अपनी सेवानिवृत्ति के उपरांत भी वे कई कॉर्पोरेट कंपनियों के बोर्ड पर पदस्थ थे.

श्री एस.ए. कामथ - जुलाई, 1995 में हमारे कार्यपालक निदेशक की बैंक ऑफ महाराष्ट्र के अध्यक्ष एवं प्रबंध निदेशक के रूप में पदोन्नति हुई. 1996 में सरकारी क्षेत्र के बैंकों में से कार्यपालक निदेशक के पद हेतु चुने गए कुल 10 में से 4 हमारी बैंक से थे.



श्री एच.एन. सिनोर - दिसंबर, 1996 में इन्हें सेंट्रल बैंक ऑफ इंडिया के कार्यपालक निदेशक के पद पर नियुक्त किया गया. बाद में इन्हें आईसीआईसीआई बैंक के प्रबंध निदेशक एवं सीईओ तथा इंडियन बैंक्स असोसिएशन के सीईओ के रूप में नियुक्त किया गया. उन्होंने द बैंक्स ब्यूरो बोर्ड का पदभार भी संभाला.

श्री बी. सामल – दिसंबर, 1996 में इलाहाबाद बैंक के कार्यपालक निदेशक के रूप में नियुक्त किये गये. बाद में उन्हें उसी बैंक में अध्यक्ष एवं प्रबंध निदेशक के रूप में पदोन्नति मिली. साथ ही उन्होंने इंडस्ट्रियल इनवेस्टमेंट बैंक ऑफ इंडिया के अध्यक्ष के रूप में समवर्ती कार्यभार भी संभाला.



श्री बी.डी. नारंग – दिसंबर, 1996 में पंजाब एंड सिंध बैंक के कार्यपालक निदेशक के रूप में नियुक्त किये गये. फिर उन्हें ओरिएंटल बैंक ऑफ कॉमर्स के अध्यक्ष एवं प्रबंध निदेशक के रूप में पदोन्नति मिली.



श्री के.आर. छाबरिया – अप्रैल, 1997 में उन्होंने पंजाब नैशनल बैंक के कार्यपालक निदेशक के रूप में पदभार संभाला.



श्री माइकल बास्टीयन – मार्च, 2000 में विजया बैंक के कार्यपालक निदेशक के रूप में नियुक्त किये गये. फिर उन्हें सिंडिकेट बैंक के अध्यक्ष एवं प्रबंध निदेशक के रूप में पदोन्नति मिली.



श्री डी.टी. पै – मई, 2000 में पदोन्नति पर सिंडिकेट बैंक के प्रबंध निदेशक के रूप में नियुक्त किए गए.



श्री वी. श्रीधर – दिसंबर, 2000 में यूको बैंक के कार्यपालक निदेशक के रूप में नियुक्त किये गये. फिर उनका चयन नैशनल हाउसिंग बैंक, दिल्ली के प्रमुख के रूप में किया गया. बाद में उन्हें यूको बैंक के अध्यक्ष एवं प्रबंध निदेशक के रूप में पदोन्नति मिली.



श्री टी.एस. नारायणसामी – पहले पंजाब नैशनल बैंक के कार्यपालक निदेशक के पद पर नियुक्ति की गयी, फिर उन्हें तीन सरकारी क्षेत्र के बैंक यानि आंध्र बैंक, इंडियन ओवरसीज बैंक और बैंक ऑफ इंडिया के अध्यक्ष एवं प्रबंध निदेशक के रूप में कार्यभार संभालने का स्वर्णिम अवसर प्राप्त हुआ.



श्री एम. वेणुगोपालन - अगस्त, 2003 में पदोन्नति पर बैंक ऑफ इंडिया के प्रबंध निदेशक के रूप में नियुक्त किए गए हैं.



श्री वी. लीलाधर - सितंबर, 2004 में पदोन्नति पर भारतीय रिजर्व बैंक के डेप्युटी गवर्नर नियुक्त किए गए.

सुश्री एच.ए. दारुवाला - अगस्त, 2004 में उन्हें ओरिएंटल बैंक ऑफ कॉमर्स के कार्यपालक निदेशक के पद पर नियुक्त किया गया, फिर उन्हें सेंट्रल बैंक ऑफ इंडिया के अध्यक्ष एवं प्रबंध निदेशक के रूप में पदोन्नति मिली.



श्री पी.एल. गैरोला - जून, 2005 में बैंक ऑफ इंडिया के कार्यपालक निदेशक के पद पर नियुक्त किया गया. बाद में उन्हें देना बैंक के अध्यक्ष एवं प्रबंध निदेशक के रूप में पदोन्नति मिली.

श्री के.एल. गोपालकृष्ण - जुलाई, 2005 में कॉर्पोरेशन बैंक के कार्यपालक निदेशक के पद पर नियुक्त किया गया.



श्री यू.एस. कोहली - वर्ष 2005 में बैंक के मुख्य सतर्कता अधिकारी के रूप में पदस्थ श्री कोहली को देना बैंक के कार्यपालक निदेशक के पद पर नियुक्त किया गया.

श्री एम.एस. सुंदर राजन - अप्रैल, 2006 में इंडियन बैंक के कार्यपालक निदेशक के पद पर नियुक्त किया गया. बाद में उन्हें इसी बैंक के अध्यक्ष एवं प्रबंध निदेशक के रूप में पदोन्नति मिली.





श्री भास्कर सेन - नवंबर, 2007 में देना बैंक के कार्यपालक निदेशक के पद पर नियुक्त किया गया. बाद में उन्हें यूनाइटेड बैंक ऑफ इंडिया के अध्यक्ष एवं प्रबंध निदेशक के रूप में पदोन्नति मिली.



श्री वी.के. धीगरा - जून, 2007 में यूको बैंक के कार्यपालक निदेशक के पद पर नियुक्त किया गया.



श्री एस.सी. सिन्हा - अक्टूबर, 2008 में ओरिएंटल बैंक ऑफ कॉमर्स के कार्यपालक निदेशक के पद पर नियुक्त किया गया, फिर 2012 में वे बोर्ड फॉर इंडस्ट्रियल एंड फ़िनान्शियल रिकंस्ट्रक्शन (बी आई एफ आर) के सदस्य के रूप में कार्य किया.



श्री राजशेखर रेड्डी - अगस्त, 2008 में पदोन्नति पर आंध्र बैंक के प्रबंध निदेशक के रूप में नियुक्त किए गए.

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श्री एच.एस.यू. कामथ - मार्च, 2009 में केनरा बैंक के कार्यपालक निदेशक के पद पर नियुक्त किया गया. बाद में उन्हें विजया बैंक के अध्यक्ष एवं प्रबंध निदेशक के रूप में पदोन्नति मिली. तदुपरान्त उन्होंने तमिलनाडु मार्केटाइल बैंक के सीईओ के रूप में कार्य किया.



श्री एम.वी. टंकसाले - मार्च, 2009 में पंजाब नेशनल बैंक के कार्यपालक निदेशक के पद पर नियुक्त किया गया, फिर उन्हें सेंट्रल बैंक ऑफ इंडिया के अध्यक्ष एवं प्रबंध निदेशक के रूप में पदोन्नति मिली. तदुपरान्त उन्होंने इंडियन बैंक्स असोसिएशन के सीईओ का पदभार भी संभाला.



श्री ए.ए. ताज - दिसंबर, 2009 में आंध्र बैंक के कार्यपालक निदेशक के पद पर नियुक्त किया गया.



श्री एस.एल. बंसल – अप्रैल, 2010 में यूनाइटेड बैंक ऑफ इंडिया के कार्यपालक निदेशक के पद पर नियुक्त किया गया, बाद में उन्हें ओरिएंटल बैंक ऑफ कॉमर्स के अध्यक्ष एवं प्रबंध निदेशक के रूप में पदोन्नति मिली.



श्रीमती वी.आर. अच्यार – 1 सितंबर, 2010 में सेंट्रल बैंक ऑफ इंडिया के कार्यपालक निदेशक के पद पर नियुक्त किया गया, बाद में उन्हें बैंक ऑफ इंडिया के अध्यक्ष एवं प्रबंध निदेशक के रूप में पदोन्नति मिली. तदुपरान्त उन्होंने बीमा विनियामक और विकास प्राधिकरण (आई आर डी ए) में सदस्य (वित्त) के रूप में कार्य किया.

श्री ए.के. बंसल – 1 सितंबर, 2010 में इण्डियन ओवरसीज बैंक के कार्यपालक निदेशक के पद पर नियुक्त किया गया, बाद में उन्होंने केयर रेटिंग्स (CARE Ratings) के अध्यक्ष के रूप में कार्यभार संभाला.



श्री एम.वी. नायर – अप्रैल, 2012 में बैंक से सेवानिवृत्ति के बाद क्रिसिल (CRISIL) के सदस्य के रूप में कार्य कर रहे हैं.

श्री एस.एस. मुंदडा – जनवरी, 2013 में पदोन्नति पर बैंक ऑफ बड़ौदा के प्रबंध निदेशक के रूप में नियुक्त किए गए. बाद में आपको पदोन्नति पर भारतीय रिजर्व बैंक के डेप्युटी गवर्नर के पद पर नियुक्त किया गया.



श्री डी. सरकार – दिसंबर, 2013 में बैंक से सेवानिवृत्ति के बाद बैंक ऑफ इंडिया के 'बोर्ड ऑफ डायरेक्टर' नियुक्त किए गए हैं.

श्री टी.के. श्रीवास्तव – वर्ष, 2013 में उन्हें सिंडिकेट बैंक के कार्यपालक निदेशक के पद पर नियुक्त किया गया.





श्री अजित रथ – वर्ष, 2015 में उन्हें आंध्र बैंक के कार्यपालक निदेशक के पद पर नियुक्त किया गया.

श्री आर.एस. पाण्डेय – वर्ष, 2015 में उन्हें सिंडिकेट बैंक के कार्यपालक निदेशक के पद पर नियुक्त किया गया.



श्री मयंक के. मेहता – मार्च, 2016 में उन्हें बैंक ऑफ बड़ौदा के कार्यपालक निदेशक के पद पर नियुक्त किया गया.

डॉ. आर.सी. लोढा – ओरिएंटल बैंक ऑफ कॉमर्स में मुख्य सतर्कता अधिकारी के रूप में पदस्थ डॉ. लोढा को मार्च 2017 में सेंट्रल बैंक ऑफ इंडिया के कार्यपालक निदेशक के पद पर नियुक्त किया गया.



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श्री अतुल कुमार गोयल – नवंबर, 2018 में पदोन्नति पर यूको बैंक के प्रबंध निदेशक के रूप में नियुक्त किए गए हैं.

श्री वी.वी. शेणॉय – दिसंबर, 2018 में उन्हें इंडियन बैंक के कार्यपालक निदेशक के पद पर नियुक्त किया गया.



श्री पी.आर. राजगोपाल – मार्च, 2019 में उन्हें इलाहाबाद बैंक के कार्यपालक निदेशक के पद पर नियुक्त किया गया





क्षे.का., गाजीपुर

संदीप उर्फ रिकू अग्रवाल, ए एस अग्रवाल इंटरप्राइजेज़ प्राइवेट लिमिटेड

श्री संदीप अग्रवाल गाजीपुर ने अपने कारोबार की शुरुआत एक छोटे से मिठाई की दुकान 'अग्रवाल स्वीट्स' से की थी, जिसे उन्होंने हमारे बैंक से सरकारी प्रायोजित योजना के अंतर्गत ₹ 5,000.00 का ऋण लेकर प्रारम्भ की थी. समय के साथ धीरे धीरे प्रगति करते हुए वे अपने कारोबार को नई ऊंचाइयों पर ले गए और वर्तमान में वे गाजीपुर के सबसे बड़े प्रतिष्ठानों जैसे अग्रवाल स्वीट्स, अग्रवाल रसोई, अग्रवाल पैलेस आदि के मालिक हैं. उनका वार्षिक टर्नओवर लगभग 3 करोड़ रुपये का है. बहुत जल्द वे जालान शॉप और कई अन्य बड़ी कंपनियों के साथ समझौता कर, गाजीपुर में मल्टी ब्रांड मॉल एवं सिनेमा घर जैसे पीवीआर, फूड कोर्ट आदि का शुरुआत करने वाले हैं.



श्रीमती अंजना राय, पत्नी - श्री रवि शंकर राय (भैया जी)

श्रीमती अंजना राय, पत्नी - श्री रवि शंकर राय, गाजीपुर ने शुरुआत एक छोटी सी राइस मिल से की थी, जो उन्होंने हमारे बैंक से सरकारी प्रायोजित योजना पीएमईजीपी के अंतर्गत ₹ 25.00 लाख का ऋण लेकर प्रारम्भ की थी. प्रगति के सोपान पार करते हुए वे अपने कारोबार को नई ऊंचाइयों पर ले गए और वर्तमान में वे विभिन्न राज्यों एवं पड़ोसी देश नेपाल में अपनी राइस मिल द्वारा उत्पादित चावल का निर्यात करते हैं. इनकी राइस मिल द्वारा तैयार चावल की मांग दिन प्रतिदिन बढ़ती जा रही है. वर्तमान में मेसर्स गौरी शंकर राइस मिल की कुल ऋण सीमा 8.00 करोड़ रुपये हो चुकी है और आपकी राइस मिल गाजीपुर की प्रथम तीन बड़ी राइस मिलों में से एक है. उनकी यूनिट पूर्णतया आधुनिक एवं तकनीकी मशीनों से संचालित है. आपने जिले के किसानों द्वारा उत्पादित धान हेतु गोदाम का भी निर्माण किया है. अपना व्यवसाय विस्तारित करते हुए लगभग 4 एकड़ जमीन पर पशु आहार उत्पादन (कैटल फीड) का कारखाना स्थापित करने की दिशा में आप कार्यरत हैं.

क्षे.का., जबलपुर

मुरारीलाल, अलंकार ज्वेलर्स, जबलपुर केन्ट शाखा

“मध्य प्रदेश की पहली शाखा जबलपुर केन्ट के हम प्रारम्भिक सदस्य रहे हैं. 2012 में बैंक ने 50 वीं वर्षगांठ पर हमारा अभिनंदन किया था. बैंक अफसर व सभी सहयोगियों से हमारे संबंध मधुर रहे हैं. बैंक व हमारी फर्म 'अलंकार' ने एक दूसरे को हमेशा ही पूर्ण सहयोग दिया है. 'यूनियन बैंक' कर्तव्यनिष्ठ बैंक है. अपने ग्राहकों की सुविधा का पूरा ध्यान रखता है. वरिष्ठ नागरिकों को सभी सुविधा व सम्मान दिया जाता है. 'अच्छे लोग, अच्छा बैंक' के नारों को मूर्तरूप दिया गया है.”

हमारे सम्माननीय
ग्राहक



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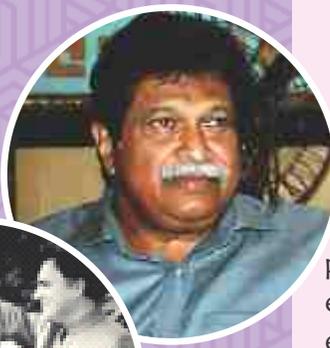
R.O., Goa

Francisco Martins, The Choreographer, The Organizer

Our Panaji Branch's customer Shri Francisco Martins is the most prominent event manager in the state of Goa. He has left his mark in event management at the regional, National and International level, earning accolades from the Government of India and Government of Goa. Martins has played a major role in reviving the Goa carnival tradition which had received a setback after Portuguese rule in 1961. His floats and events in Goa have won awards and a string of prizes for floats based on the Carnival theme at the prestigious Republic Day Parade in New Delhi. These awards have been won in the face of competition from the best designers and event managers from different parts of India who have competed in the event.

He moved up the ladder swiftly and soon began designing cultural floats for events in Goa, he was soon asked to design cultural floats for the annual Republic Day Parade in New Delhi and walked away with a string of prizes. His fame grew and he was asked to set up Goa pavilions at the well known tourism event of Goa from 1995 to 1998, and then again in 2000 and 2001. Martins is also the only event organizer who who has been involed in gigantic event organized by the Central Government in New Delhi called "Bharatiyam", 1989. He was the chief visualiser for this event. He managed the dressed and transport of 12,000 children from Goa to New Delhi for the event.

Awards been presented to Mr. Francisco Martins for Republic Day Parade, New Delhi. (1st Prize – 1987, 1988, 1991, 2000) (2nd Prize – 1989, 1990, 1995, 2006)



Being Presented 1st prize (Gold Trophy) by the Prime Minister Shri Rajiv Gandhi - 1987



Being Presented State Award – 2010 by the Chief Minister of Goa



R.O., Hyderabad

Shri Gautam Chand Jain CMD, Pokarna Ltd.

Shri Gautam Chand Jain, CMD, Pokarna Limited, is associated with our Bank Since 1974. M/s. Pokarna Ltd. is India's largest exporter of natural granite & quartz surfaces. He acknowledges and compliments our Bank for the professional banking over the years and exclaims "our association with the Bank stood rock solid as our granite."





क्षे.का., गुवाहाटी

श्री नवलकिशोर अग्रवाल ग्राहक, बोंगाईगाँव शाखा

हमारी बोंगाईगाँव शाखा के ग्राहक श्री नवलकिशोर अग्रवाल पहले साइकिल पर मसाले रखकर बेचने का कार्य करते थे और वर्तमान में बृहद पैमाने पर चॉकलेट का व्यापार करते हैं. व्यापार का मासिक टर्नओवर 55-60 लाख के आस पास है.

क्षे.का., गुवाहाटी के अंतर्गत आनेवाली बोंगाईगाँव शाखा पुरानी शाखाओं में से एक है. बहुत छोटी उम्र में साइकिल पर मसाला बेचने का कार्य करनेवाले अग्रवालजी आज भी मसालावाला के नाम से प्रसिद्ध हैं. बोंगाईगाँव शाखा द्वारा खुद से पहल कर 3 लाख का सीसी लिमिट व्यापार के लिए श्री नवल किशोर अग्रवाल जी को दिया गया. इस मदद के पश्चात श्री अग्रवाल जी ने चॉकलेट के व्यापार की शुरुआत छोटे स्तर से की जो अब विस्तार ले चुकी है. प्रारम्भ में इनका व्यापार अपने शहर तक ही सीमित था लेकिन अब श्री अग्रवाल कई शहरों में चॉकलेट का व्यापार करते हैं. इस व्यापार ने उनके जीवन स्तर एवं सामाजिक प्रतिष्ठा को भी आगे बढ़ाया जो उनके लिए सुखद अनुभूति है एवं वे सदैव इसके लिए बैंक के ऋणी हैं.

जब सारे बैंक जटिल औपचारिक प्रक्रिया के पश्चात ऋण/लिमिट प्रदान करते थे, उस समय यूनियन बैंक ऑफ इंडिया बोंगाईगाँव शाखा ने सामान्य औपचारिक प्रक्रिया के पश्चात मुझे लिमिट प्रदान किया. बैंक द्वारा मुझे उस वक्त केवल ऋण नहीं प्रदान किया गया बल्कि समय समय पर बैंकिंग के साथ व्यापार प्रबंधन भी सिखाया गया. वे बोंगाईगाँव शाखा में कार्यरत सभी स्टाफ सदस्यों को धन्यवाद देते हैं और कहते हैं कि यह शाखा मेरे लिए बैंक नहीं, घर है.

श्री अग्रवाल बैंक को व्यापार वृद्धि का महत्वपूर्ण कारक मानते हैं भविष्य में भी बैंक के साथ अपने रिश्ते को निष्ठापूर्वक निभाना चाहते हैं और बैंक से जुड़े रहना चाहते हैं.



श्री उत्पल कुमार बरुआ चांदमारी शाखा (गुवाहाटी क्षेत्र)

चांदमारी शाखा, गुवाहाटी क्षेत्र के ग्राहक श्री उत्पल कुमार बरुआ शाखा से वर्ष 1990 से जुड़े हैं एवं अपने कारोबार विकास में वे बैंक का महत्वपूर्ण योगदान मानते हैं. बैंक के बारे में बताते हुए श्री बरुआ कहते हैं कि घर के बड़े बुजुर्गों की तरह बैंक ने मुझे कारोबार विकास में मदद की है तथा समय समय पर व्यापार प्रबंधन भी सिखाया है. श्री उत्पल कुमार बरुआ एलपीजी ट्रांसपोर्टेशन के व्यापार से जुड़े हैं जो सीएनसी लुब्रिकेंट्स को असम के हल्दिया पोर्ट से गुवाहाटी शहर स्थिति ऑयल कंपनी तक पहुंचाते हैं. श्री बरुआ बताते हैं कि इस व्यापार की शुरुआत से लेकर विकास तक प्रत्येक कदम पर बैंक ने आर्थिक मदद की. 'मैं बैंक के नियमों का पालन करता हूँ और बैंक मुझे नियमानुसार औपचारिक प्रक्रिया के बाद आर्थिक मदद करता रहता है' यह उनका कहना है.

क्षेत्रीय कार्यालय एवं चांदमारी शाखा में आगजनी की दुर्घटना हुई थी. दुर्घटना को देखकर कुछ लोग जो मुझे बताने आए कि 'आपके बैंक में आग लगी है'. यह बात बताती है कि लोग भी मानते हैं कि यह मेरा बैंक है. श्री बरुआ को यह पूर्ण विश्वास है कि मेरा बैंक कभी मेरा साथ नहीं छोड़ेगा तथा भविष्य में हम सब एक नया आयाम बनाएंगे.



R.O., Howrah

Sital Chandra Bhattacharya, Mangrul Branch

"I am Sital Chandra Bhattacharya, Customer of Union Bank of India, Mangrul Branch. I am the customer of this branch since opening day. Now I am 67 years old. As a customer of this branch I experienced some good moments and my relation with Union Bank of India is wonderful. I want to share my experience as:

There was a time when no Commercial Bank was in this area. Even local people of this area did not know anything about the Bank. Some educated persons of the locality along with Head Master of the "Mangrul High School" deeply felt the importance of presence of the Bank in the backward area. Bank had become need of the people and vice versa.

The Head Master of Mangrul High School decided to offer the school premises for opening of any Commercial Bank's Branch. In the month of March 1990, we came to know that Union Bank of India had accepted the proposal and going to open its branch at Mangrul. In this connection, some Bank officials visited the place and did the necessary survey. Finally the Branch of Union Bank of India was opened on 26th March, 1990. It was the happiest moment for every people of this locality.

Mr. Chandan Saha from Kolkata was the first Branch Manager. He along with other employee reported to the Branch. Mr. Tozammel Haque, I and other villagers stood in the queue to open Bank account. The First person who opened his account was the Head Master of the High School, Mr. Tozammel Haque and I got the Bank account A/c no is 102.

I know and I also wish that Union Bank of India, Mangrul branch always offer us better services in future."

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क्षे.का., हावड़ा

श्रीमती बीना सिंह, मंगरुल शाखा

24 साल की श्रीमती बीना सिंह हमारे मंगरुल शाखा, क्षे.का., हावड़ा, पश्चिम बंगाल की सबसे ऊंची ग्राहक है. उनकी ऊंचाई 188 सें.मी. है.





शे.का., कोलकाता

श्री शिव भगवान कजारिया

एजरा स्ट्रीट शाखा, कोलकाता की पहली यूनियन बैंक की शाखा है। यह शाखा 01.07.1954 को खोली गई थी। श्री शिव भगवान कजारिया इस शाखा के सबसे पुराने ग्राहक हैं। वे हमारे बैंक से वर्ष 1958 जुड़े हुए हैं।

10 अगस्त 1938 को जन्में श्री कजारिया ने बहुत ही अल्प आयु से ही पिता के व्यवसाय में हाथ बटाना शुरू कर दिया था। चार भाईयों में सबसे बड़े, शिव भगवान कजारिया बताते हैं कि पढ़ाई के साथ-साथ उन्हें तीन पीढ़ियों से चले आ रहे कारोबार में गहरी रुचि थी। वे वर्ष 1954 से ही अपने पिता के साथ कारोबार की बारीकियों को सीखने के लिए बड़ा बाजार आते थे।

इनका मुख्य कारोबार मसालों की थोक बिक्री का था। इनकी कंपनी, कजारिया एंड कंपनी केरल के एलेप्पी से मसालों को मंगवाकर यहाँ के बाजार में आपूर्ति किया करती थी। इसके अलावा इनकी कंपनी सिंगापुर से सुपारी एवं कत्था भी आयात करती थी। आयात संबंधी नियमों में बदलाव के कारण यह व्यवसाय वर्ष 1965 में बंद करना पड़ा। कुछ वर्षों तक इनकी कंपनी ने रेल की पटरियों के बीच लगने वाले कंक्रीट के स्लैब के निर्माण का कार्य भी किया था। बाद में रेल के निविदा संबंधी नियमों में बदलाव एवं कम लाभ मार्जिन के कारण यह कारोबार बंद कर दिया गया और वर्ष 1975 में इनकी कंपनी ने रियल इस्टेट के कारोबार की शुरुआत के जे डेवलेपर्स के नाम से की।

श्री कजारिया यूनियन बैंक को अपने लिए बहुत ही भाग्यशाली मानते हैं। वे कहते हैं कि वर्ष 1958 में हमारे बैंक से जुड़ने के बाद उनके कारोबार में लगातार बढ़ोत्तरी हुई है। बैंक के साथ उनका भावनात्मक जुड़ाव तो है ही साथ ही समय के साथ बैंक के साथ कारोबारी संबंध भी प्रगाढ़ होते चले गए। उनकी तीनों गुप कंपनियों के खाते भी शाखा में खोले गए। श्री कजारिया के अनुसार जो आत्मीयता और परिसेवा यूनियन बैंक से मिली वो कहीं नहीं दिखती। ऐसे कई अवसर आए हैं, जब बैंक ने उनको भरपूर सहयोग दिया, इसके लिए वे हृदय से आभार व्यक्त करते हैं।

बैंक ने उन्हें जो सम्मान और प्यार दिया है उसके लिए वे चीर कुतज्ञ रहेंगे एवं जीवन के अंतिम सांस तक नहीं भूलेंगे। श्री कजारिया अभी भी अपने व्यवसाय में सक्रियता से जुड़े हुए हैं। उनके परिवार में उनके एकमात्र पुत्र, दो पुत्रियाँ एवं पत्नी हैं। उनके पुत्र अपने पिता कारोबार में सक्रिय भूमिका निभाते हैं। वर्तमान में उनकी कंपनी के जे डेवलेपर्स एक नए प्रोजेक्ट पर कार्य कर रही है जिसके बैंकिंग संबंधी जरूरतों को वे हमारे बैंक से पूरा करेंगे।

श्री कजारिया के अनुसार बैंक ने उन्हें उनके जीवन का सबसे बड़ा सम्मान दिया और उनके जीवन एवं कारोबार के लिए बैंक भाग्यशाली साबित हुआ।



श्री हरि प्रसाद केजरीवाल, धर्मतल्ला शाखा, कोलकाता

दिनांक 02.11.1964 को खोली गई धर्मतल्ला शाखा, कोलकाता के श्री हरि प्रसाद केजरीवाल सबसे पुराने ग्राहक हैं। वे हमारे बैंक में फरवरी 1972 से जुड़े हुए हैं।

श्री हरि प्रसाद केजरीवाल ने बी.आई.टी., सिंद्री से इंजीनियरिंग की पढ़ाई की एवं सर्वप्रथम हिंदुस्तान मोटर में कार्य ग्रहण किया। उनकी खुद की ऑटोमोबाइल कंपनी थी। इसलिए वर्ष 1973 में नौकरी छोड़कर बिज़नेस लाइन में आ गए।

श्री हरि प्रसाद ने यूनियन बैंक के धर्मतल्ला शाखा में खाता इसलिए खोला था क्योंकि यह शाखा उनके ऑफिस से काफी नजदीक थी। लेकिन वे यूनियन बैंक के साथ इस तरह से जुड़ गए कि यूनियन बैंक के साथ रिश्ता नहीं छोड़ पाएं। वर्तमान में धर्मतल्ला शाखा में श्री हरि प्रसाद एवं उनके परिवार के सदस्यों सहित कुल 14 खाते हैं। श्री हरि के अनुसार जो आत्मीयता और अपनापन बैंक से मिला वो कहीं नहीं दिखता। श्री हरि प्रसाद हमारे बैंक के उज्ज्वल भविष्य की कामना करते हैं।



R.O., Kottayam

Kalarickal Agencies - Journey with our Awesome Bank

"Our experience with Union Bank of India started more than four decades back and we still continue our journey through Union Bank only. Way back in 1974 myself and my brother Dr. Mathew Samuel, Kalarickal instituted Kalarickal Agencies as a partnership firm at Kottayam with distribution of Agro inputs and were transacting our business through State Bank of Travancore. In 1976, the charisma of Mr.M.C.Nair, the then Union Bank Manager, Kottayam, attracted Kalarickal Agencies to UBI and he smartly took over our account from SBT. Kalarickal Agencies started to take off from there, till 1991, when Mr.Nair, after retirement was compelled to join Kalarickal Agencies. Immediately after that Kalarickal Agencies was reconstituted as a Private Ltd. Co. with Mr. Sajan Kurian as Chairman and Mr.M.C.Nair as Managing Director. Other Professionals also joined the Company and the company's business started to boom. With the genuine support of the various UBI Managers of Kottayam Branch, we diversified into different lines of distribution of medical devices and leading FMCG companies. Presently our annual turnover reached nearly Rs.60 crores. The bank continued their help in all our ventures and we have been keeping a track record of prompt payments and there was no instance of any cheque return in our account.

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All along the Branch Managers and staff of UBI have given us unstinted and warm support and vice versa. We are very happy to associate with a Centurion, while trying to attain a half century of association with Union Bank, now at 43 years of contented association. In these Centenary years, we wish the Bank all the best to attain greater heights, while thanking all the staff, with a promise of togetherness from our side."



क्षे.का., इंदौर

पवन ऑटोमोबाइल, सियागंज शाखा, इंदौर

लगभग 50 वर्षों से यूनियन बैंक ऑफ इंडिया की सियागंज शाखा से जुड़े हुए हैं। पवन ऑटोमोबाइल के खातेदार यह मानते हैं कि यूनियन बैंक ऑफ इंडिया की सियागंज शाखा, उनके परिवार की तरह ही है। जब भी शाखा को उनके सहयोग की आवश्यकता होती है, तब पूरा सहयोग उन्हें पवन ऑटोमोबाइल से प्राप्त होता है।





क्षे.का., इंदौर

श्री हाजी अज़ीज़

ये इंदौर क्षेत्र की सियागंज शाखा के सबसे अनुभवी और पुराने ग्राहक हैं। श्री हाजी अज़ीज़ द्वारा सियागंज शाखा में अपने परिचय के माध्यम से, विभिन्न ग्राहकों द्वारा 50 से 60 चालू खाते खुलवाने में मदद की गयी है। उनके खानदान की तीन पीढ़ियाँ, यूनियन बैंक ऑफ इंडिया की सियागंज शाखा में खातेदार है। श्री हाजी अज़ीज़ की पहचान की बदौलत सियागंज शाखा को सियागंज बाज़ार में कारोबार बढ़ाने के अवसर प्राप्त हुए हैं। एक बार जब सियागंज शाखा में लूट की वारदात किए जाने की कोशिश की गयी थी तब भी, श्री हाजी अज़ीज़ ने बड़े अफसरों से अपनी पहचान के चलते, बदमाशों को पकड़वाने में शाखा की मदद की थी। इस प्रकार वे इंदौर क्षेत्र के एक महत्वपूर्ण ग्राहक हैं।



क्षे.का., जौनपुर

श्री प्रदीप सिंह

जौनपुर के प्रतिष्ठित व्यवसायियों में से एक श्री प्रदीप सिंह ने अपने कारोबार की शुरुआत एक पेट्रोल पंप से की थी, जो उन्होंने हमारे बैंक से ऋण लेकर प्रारम्भ किया था। समय के साथ, धीरे धीरे प्रगति करते हुए वे अपने कारोबार को नई ऊंचाइयों पर ले गए और वर्तमान में वे जौनपुर में सोनानन्दन टीचर्स ट्रेनिंग इंस्टीट्यूट, सफ़ायर पेट्रोलिअम, सोनानन्दन पेट्रोलिअम जैसे सफल प्रतिष्ठानों के मालिक हैं। उनका वार्षिक टर्नओवर लगभग 4 करोड़ रुपये हैं।



क्षे.का., कानपुर

श्री सोम गोएंका एवं श्री सुरेन्द्र गुप्ता, गोल्डी मसाले

‘गोल्डी मसाले’ के मालिक श्री सोम गोएंका एवं श्री सुरेन्द्र गुप्ता आज के युग में अपनी अटूट दोस्ती के प्रमाण हैं। 54 साल की दोस्ती, 40 साल से संयुक्त व्यापार, अरबों का कारोबार फिर भी क्या मजाल की कभी आपस में ऊंची आवाज़ में बात तक की हो। “गुरबत में बुकनू रोटी आधी-आधी खाई लेकिन दोस्ती ईमानदारी से निभाई।”

‘गोल्डी मसाले’ के संस्थापक सोम प्रकाश गोएंका और सुरेन्द्र गुप्ता दोस्ती के नाम पर हंस पड़े और बोले ‘दोस्त नहीं, दो जिस्म एक जान कहिए.’ इसे संयोग ही कहा जाएगा कि बी.कॉम. तक साथ पढ़ाई की. दोनों की शादी दो महीने के अंतराल में हुई. दोनों की ससुराल भी महाराष्ट्र में है. इनकी घनिष्ठ मित्रता का असर इनके बच्चों पर भी पड़ा. यही वजह है कि दूसरी पीढ़ी ने कारोबार को रॉकेट की रफ्तार से बढ़ाया. संघर्ष के दिनों को याद करते हुए बताया कि दोनों दोस्त खड़े मसाले खरीदने जाते थे. खुद चक्की में खड़े होकर मसाला पिसवाते थे. रात में लिफाफे में पैक करते थे. फिर सुबह सात बजे रिक्शा लेकर आसपास की दुकानों में बेचते थे. अम्मा कुल चार रोटी में बुकनू लगाकर देती थीं. दोपहर में दोनों दो-दो रोटी चाय के साथ खाते थे. रात 12 बजे घर लौटते थे और साथ में ही खाना खाते थे. आज गोल्डी भारत का एक ब्रांड बन चुका है, जिसका प्रचार प्रसार हमारे जाने माने अभिनेता सलमान खान टीवी पर करते हैं।



क्षे.का., वाराणसी

श्री केशव जालान, जालान सिंथेटिक्स, वाराणसी

जालान सिंथेटिक्स, वाराणसी के सबसे बड़े कपड़ा व्यावसायिक हैं। इनका यूनियन बैंक के साथ लगभग 55 वर्षों का साथ है। पहली सीसी ऋण सीमा 50,000/- रूपये जिसे बैंक ने फेस वैल्यू पर प्रदान किया। श्री केशव जालान इसके लिए बैंक के आभारी हैं। उनके अनुसार बैंक द्वारा उस वक्त मदद न की गयी होती तो शायद आज व्यवसाय इतनी ऊंचाई पर न पहुँच पाता। तमाम उतार चढ़ाव देखे, पर बैंक ने अपना विश्वास बनाए रखा और इस कारण व्यवसाय को पहचान मिली। आज व्यवसाय लगातार ऊंचाइयों को छू रहा है, उत्तर भारत का सबसे बड़ा टेक्सटाइल एम्पायर है जालान ग्रुप! सिर्फ यूनियन बैंक से ही हर प्रकार की व्यावसायिक गतिविधियाँ करते हैं। बैंक का वाराणसी और उत्तर भारत में मजबूत नेटवर्क है। हर 2 कि.मी. पर शाखा है। “बैंक के कार्यपालक निदेशकों और प्रबंध निदेशक महोदय का बहुत बहुत आभारी हूँ कि जिस प्रकार का साथ पहले मिलता था वैसा ही आज मिलता है। बैंक निरंतर नई ऊंचाइयों को छूए ऐसी मेरी कामना है।” यह कहते हुए केशव जालान जी की आंखों में बैंक के प्रति विश्वास दिखायी देता है।



श्री जी एन पेशवानी, पेशवानी साड़ी घर, वाराणसी

साड़ी घर - वाराणसी का सबसे प्रतिष्ठित साड़ी कारोबार - कुल 3 प्रतिष्ठान - साड़ी घर दशाश्वमेध घाट, रथयात्रा तथा अर्दली बाजार में स्थित है। यूनियन बैंक ऑफ इंडिया के वाराणसी मुख्य शाखा के ये सबसे पुराने ग्राहक हैं। शाखा के साथ ही खाता संचालन का कार्य प्रारम्भ किया तथा पहली सीसी लिमिट ₹18 लाख की प्राप्त की। व्यवसाय की शुरुआत करने में धन की आवश्यकता थी जिसे यूनियन बैंक द्वारा पूरा किया गया। व्यवसाय के बढ़ने का श्रेय यूनियन बैंक को देते हैं और कहते हैं कि यदि यूनियन बैंक न होता तो व्यवसाय भी नहीं होता। पेशवानी जी वर्तमान में वाराणसी का सबसे बड़ा साड़ी कारोबार चला रहे हैं और वर्तमान सीसी सीमा ₹3 करोड़ की है। कुल कर्मचारियों का 120 वेतन खाता बैंक के पास है जिससे बैंक को कासा की प्राप्ति होती है इसके अतिरिक्त 6 एचयूएफ और 15 पीपीएफ खाते संचालित हैं। यूनियन बैंक ने उस समय साथ दिया जब व्यवसाय में जरूरत होने पर महाजनों से कर्ज लेना पड़ता था और ₹18 लाख की पहली सीसी सीमा से अपनी प्रथम दुकान दशाश्वमेध घाट पर उस स्तर तक पहुंची जिससे व्यवसाय को पहचान मिली और आज 3 प्रतिष्ठान हैं। ‘यूनियन बैंक निरंतर नई ऊंचाइयों तक पहुंचे ऐसी मेरी कामना है।’

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क्षे.का., गोरखपुर

श्री सुरेन्द्र जायसवाल, गोरखपुर मुख्य शाखा

श्री सुरेन्द्र जायसवाल, हमारी गोरखपुर मुख्य शाखा के एक सम्मानित ग्राहक हैं जो हमारे बैंक से वर्ष 1995 से जुड़े हुए हैं। इन्होंने 2005 में बैंक से सीसी ऋण लिया, जिसमें इनकी प्रारम्भिक ऋण सीमा 5 लाख से बढ़कर आज 1.90 करोड़ हो चुकी है। वर्तमान में विभिन्न ऋण योजनाओं के अंतर्गत इनके द्वारा लगभग 5 करोड़ की ऋण सुविधाओं का लाभ उठाया जा रहा है। श्री सुरेन्द्र आज गोरखपुर शहर में मशीनरी पार्ट के एक अत्यंत सफल कारोबारी की रूप में जाने जाते हैं, इनके प्रतिष्ठान का नाम सुरेन्द्र मशीनरी हाउस है। श्री सुरेन्द्र जायसवाल बैंक के सेवाओं से संतुष्ट हैं तथा वह अपनी इस सफलता में बैंक के सहयोग का बहुत बड़ा योगदान मानते हैं। उनका हमारी मुख्य शाखा से बहुत ही आत्मीय संबंध है तथा निश्चित रूप से ऐसे ग्राहक ही हमारी वास्तविक पूंजी हैं।





श्री रमाशंकर जयसवाल, गोरखपुर मुख्य शाखा

श्री रमाशंकर जयसवाल, हमारी गोरखपुर मुख्य शाखा के सम्मानित ग्राहक हैं जो हमारे बैंक से 2003 से जुड़े हुए हैं। इन्होंने 2003 में बैंक से सीसी ऋण लिया, जिसमें इनकी प्रारम्भिक ऋण सीमा 40 लाख से बढ़कर आज 1.20 करोड़ हो चुकी है। वर्तमान में विभिन्न ऋण योजनाओं के अंतर्गत इनके द्वारा लगभग 4 करोड़ की ऋण सुविधाओं का लाभ उठाया जा रहा है। श्री रमाशंकर जयसवाल आज गोरखपुर शहर में लोहे से संबंधित कारोबार में अत्यंत सफल कारोबारी के रूप में जाने जाते हैं तथा आरएस प्लाईवुड, आरएस हार्डवेयर, आरएस स्टील आदि नाम से कई प्रतिष्ठानों का संचालन करते हैं। श्री रमाशंकर जयसवाल बैंक की सेवाओं से संतुष्ट हैं तथा वह अपनी इस सफलता में बैंक के सहयोग का बहुत बड़ा योगदान मानते हैं। श्री रमाशंकर जयसवाल का हमारे बैंक से बहुत ही मधुर संबंध है।



क्षे.का., रायपुर

फूलबासन बाई यादव, सुकुलदेहान शाखा, गोरखपुर

छुरिया गांव, राजनंदगांव, छत्तीसगढ़ की रहने वाली फूलबासन बाई यादव ने गरीबी को संगठन की ताकत से दूर किया। अत्यंत गरीबी के कारण वे दूसरों की बकरियां चराकर अपना जीवन यापन करती थीं। उनकी इस स्थिति के बारे में हमारी सुकुलदेहान शाखा के तत्कालीन शाखा प्रमुख श्री पी.के. सिंघा को पता चला। उन्होंने फूलबासन बाई को 11 महिलाओं को संगठित कर एक संगठन बनाने को कहा, जिसका नाम 'माँ बम्लेश्वरी स्वयं सहायता समूह' रखा गया। वर्ष 2000 में संगठित 'माँ बम्लेश्वरी स्वयं सहायता समूह' को बकरी पालन हेतु हमारी सुकुलदेहान शाखा से स्वयं सहायता समूह (SHG) लोन दिया गया। राजनंदगांव जिले में आज लगभग 13444 महिला स्वयं सहायता समूहों का निर्माण हुआ है। 2-2 रुपये से शुरू की गई इस योजना में आज 40 करोड़ रुपये की बचत राशि है एवं 52 करोड़ रुपये बैंक से लोन के रूप में निकली जा चुकी है।

हमारी सुकुलदेहान शाखा की एक छोटी सी मुहिम की वजह से फूलबासन बाई को अपने कार्यों के लिए राष्ट्रपति द्वारा 'पद्मश्री पुरस्कार' से सम्मानित किया गया एवं 35 अन्य राष्ट्रीय पुरस्कार प्राप्त हुए हैं। राजनंदगांव जिले की पूरी दुनिया में इनकी एक विशेष पहचान है। पूरे राजनंदगांव जिले में 81 गांव हैं और सभी गांवों में महिला स्वयं सहायता समूह है, जिनमें 2.5 लाख महिलाएं जुड़ चुकी हैं। सरकार से एक रुपये की भी मदद न लेते हुए यूनियन बैंक एवं अन्य बैंकों के सहयोग से आर्गेनिक खाद बनाकर विदेशों में भेजा जाता है। आज राजनंदगांव के हर गांव में महिलाएं सामाजिक, आर्थिक एवं शैक्षिक रूप से आगे बढ़ चुकी हैं। बिना सरकार की मदद से ही आज इस गांव में स्वच्छता के तहत शौचालय का निर्माण किया गया है।

हमारे बैंक के पूर्व प्रबंध निदेशक श्री एम.वी. नायर द्वारा श्रीमती फूलबासन बाई को 'लाइफ टाइम अचिवमेंट अवार्ड' से सम्मानित किया गया था। बैंक के लिए यह बहुत ही गर्व की बात है कि एक छोटे से सहयोग से फूलबासन बाई जैसे कितने ही लाखों लोगों की जिंदगी में बड़ा बदलाव आया है और उन्हें गर्व एवं सम्मान के साथ जीने का एक अवसर प्रदान किया गया है।



क्षे.का., दिल्ली (दक्षिण)

श्री अशोक कुमार तुलसियान

दिल्ली क्षेत्र में एस बी सर्राफा बाजार शाखा वर्ष 1956 में उत्तर में खुलने वाली प्रथम शाखा थी. इसी शाखा के हमारे बहुत पुराने ग्राहक हैं श्री अशोक कुमार तुलसियान.

“मैं पुराना दिल्लीवासी हूं. हमारे कपडे का पारिवारिक कारोबार है. ‘दी यूनियन बैंक ऑफ इंडिया लिमिटेड’ के नाम से जब यूनियन बैंक को जाना जाता था, तब वर्ष 1965 में ‘मेसर्स जगन्नाथ राधेश्याम एण्ड कंपनी’ के नाम से हमारी पारिवारिक फर्म का खाता खोला गया था. वहीं मेरा स्वयं का बचत खाता नं. 838 जनवरी 196८ में खुला जो आज भी सक्रिय है. तभी से हमारा संबंध यूनियन बैंक के साथ बना हुआ है. जब बैंकों में कार्य मैनुअली किये जाते थे तब अच्छे खातों के खाता धारकों पर ज्यादा तवज्जो दी जाती थी परंतु आज जो नामें होना है वो तो सीधे कम्प्यूटरों से आटोमेटिक हो जाता है. गलत नामों को रिवर्स कराने में काफी परेशानी आती है. मेरा कहना है कि जब मैनुअली कार्य थे तब बैंकों में शाखा स्टाफ को अच्छे खातों के खाताधारकों की पहचान रहती थी उनके साथ अच्छे कारोबारी संबंध बने रहते थे परंतु आज ऐसा कुछ नहीं है काम तो कम्प्यूटर करते हैं मानव भावनाएं प्रायः समाप्त हो चुकी हैं.

हम तो ट्रेडिशनल बैंकिंग करते हैं, खाते में पैसा रखते हैं और चेक काटते हैं. वैसे तो कभी कोई दिक्कत नहीं हुई है. यदि एकआध हुई भी तो उसे व्यक्तिगत संबंधों के चलते तुरंत समाधान कर दिया जाता है. मैं तो बहुत संतुष्ट ग्राहक हूं. मेरे ही नहीं हमारे समाज के भी सारे खाते आपके बैंक में ही हैं. यूनियन बैंक में हमारा विश्वास है, जब कम्पलसरी डिपॉजिट खाते खोले गये थे, उस समय हमारे सारे के सारे खाते यूनियन बैंक में ही खोले गये थे.

शाखा में उपलब्ध कराई गई सुविधाओं से हम संतुष्ट हैं, आज सभी शाखाएं ए.सी. वाली हो गई हैं, पीने का पानी उपलब्ध है, नोटिस बोर्ड पर आवश्यक सूचनाएं मिल जाती हैं. ग्राहक बैठकों का आयोजन शाखाएं नियमित रूप से करें तो सामान्य तौर पर होने वाली कई छोटी छोटी शिकायतों का निपटान चुटकियों में हो जायेगा और ग्राहकों के साथ लगातार परस्पर चर्चा से नये ग्राहकों को प्राप्त करने में भी आसानी होगी और बैंक का कारोबार भी बढ़ाने में मदद होगी.

यह हमारा बैंक है, यह तरक्की करें, हमारी यही मनोकामना है. बैंक प्रबंधन को सलाह देना चाहता हूं कि वो चाहे तो ग्राहक सेवाओं को मानव-संबंधों से जोड़ने के लिये अपने स्टाफ को उचित प्रशिक्षण प्रदान कराएं, मानव मूल्यों का ज्ञान स्टाफ में कूट कूट कर भरा जाये, और आवश्यक समझें तो क्षेत्र विशेष में तैनात किये गये स्टाफ को उस क्षेत्र के कारोबार विशेष के अनुसार ही उत्पादों का प्रशिक्षण प्रदान करें. यूनियन बैंक 100 साल पूरे करने वाला है. मेरी शुभकामनाएं हैं मेरे बैंक को, हमारे बैंक को! हम जल्द कई और महत्वपूर्ण खातों के साथ अपने इस बैंक के साथ जुड़ेंगे.”





क्षे.का., आगरा

श्री लाखन सिंह

आगरा जिले के एक छोटे से गाँव टीकरी में एक निम्न मध्यम वर्ग किसान परिवार में जन्में श्री लाखन सिंह ने वर्ष 1990 में अपने गाँव में एक छोटा सा किराना स्टोर खोला. अगले छह वर्षों में इस जनरल स्टोर की आय से बचत करते हुए 1996 में वे निर्माण ठेकेदार के व्यसाय से जुड़ गए. लेकिन समय-समय पर धनाभाव के कारण वर्ष 2010 में उन्होंने यूनियन बैंक ऑफ इंडिया की आगरा मुख्य शाखा में नकदी ऋण सीमा हेतु आवेदन किया और लिमिट मंजूरी के बाद उन्हें धन की कमी में राहत का अनुभव हुआ. तब से आज तक वे इसी शाखा से ऋण नकदी सीमा का लाभ प्राप्त कर रहे हैं तथा नियमित खर्चों को पूरा करने के लिए समय-समय पर उन्होंने इसमें बढ़ोतरी भी पायी है. उनका मानना है 'आज मैं जिस स्थिति में हूँ, इसी शाखा के कारण हूँ. मैंने अपना टर्न ओवर ₹15.00 लाख से प्रारंभ किया था और अब इस वित्तीय वर्ष में मैं ₹500.00 लाख के टर्न ओवर की उम्मीद कर रहा हूँ. वर्तमान में मैं ₹900.00 लाख की लागत के निर्माण की ठेकेदारी पर कार्य कर रहा हूँ. मेरे सपनों को साकार करने के लिए मैं यूनियन बैंक ऑफ इंडिया की आगरा मुख्य शाखा का दिल से शुक्रिया करता हूँ और ईश्वर के प्रति आभार व्यक्त करता हूँ.'



श्री रतनवीर सिंह, मथुरा शाखा, आगरा

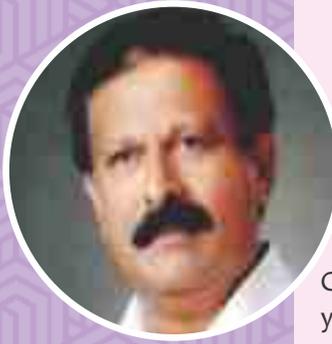
श्री रतनवीर सिंह का जन्म आगरा जिले के एक छोटे से गाँव अवेरनी में निम्न मध्यम वर्ग के किसान परिवार में हुआ. चूंकि अवेरनी क्षेत्र में आलू की फसल बहुत अधिक होती है, वर्ष 2002 में उन्होंने यहाँ कोल्ड स्टोरेज खोलने का विचार बनाया. धन अभाव के कारण अपने प्रोजेक्ट को शुरू करने हेतु उन्होंने एसबीआई, सिंडीकेट बैंक आदि के चक्कर लगाएँ किन्तु उनका प्रपोजल स्वीकृत नहीं किया गया. लेकिन उनके घर से 32 किलोमीटर दूर स्थित यूनियन बैंक ऑफ इंडिया की मथुरा मुख्य शाखा ने उन्हें वर्ष 2002 में प्रोजेक्ट के निर्माण कार्य के लिए ₹ 90 लाख टर्म लोन और ₹ 20 लाख की सीसी लिमिट मंजूर की. उनका कहना है, 'मेरा कारोबार प्रगति करने लगा था. समय-समय पर मैंने कोल्ड स्टोरेज की भंडारण क्षमता को बढ़ाने हेतु अपनी लिमिट को और अधिक बढ़ाया. वर्तमान में मेरी कैश क्रेडिट लिमिट ₹ 200 लाख है. आज मैं जिस स्थिति में हूँ, इसी शाखा के कारण हूँ. मेरे सपनों को साकार करने के लिए मैं ईश्वर तथा बैंक के प्रति आभार व्यक्त करता हूँ.'



R.O., Belgavi

Asif N. Sait

Shri Asif N. Sait, the owner of M/s. Sait Transport Corporation, is fleet owner and transport contractor. Khimjibhai Rowji & Sons is their main firm while Sait & Company and Sait Transport Corporation are the subsidiaries. Their first CC limit of ₹ 25 lakhs was sanctioned to them on 25.11.1998. With the passage of time and growth of their business, now their current turnover is of ₹ 60.00 crores while the CC limit has gone upto ₹ 05.00 crores. He totally dedicate their firm's growth to our esteemed bank!



R.O., Belgavi

N.S. Chougule

B.E. (Civil) and Class I Govt. Contractor by profession, Shri N.S. Chougule commenced his banking endeavours with our Bank almost 23 years ago i.e. in 1996. In his frank opinion, he opines, "I started with opening a saving bank account first. Later it helped me to take SOD limit against deposit & mortgage and the bank guarantees as well, hence a total exposure of around 10 crores loan for smooth functioning of my business. The Union Bank stood strongly behind me in my needy hours. Its timely support in 1996 in the form of DPGL (Defer Payment Bank Guarantee) so as to purchase new vehicles for timely completion of committed works of Civil Department, established me as a successful businessman. I will never forget thismy heartfelt thanks to the Bank for all their support and services!"



क्षे.का., करनाल

श्री रघुवीर सिंह, मॉडल टाउन शाखा, करनाल

श्री रघुवीर सिंह, करनाल शहर में एक जाना माना नाम है. ये एक कुशल कृषक के साथ कुशल कारोबारी भी हैं. करनाल शहर में थियेटर शुरू करने का श्रेय भी इन्हीं को जाता है, करनाल स्थित के आर थियेटर के यह मालिक भी हैं. ये हमारे बैंक के मॉडल टाउन, करनाल शाखा से लगभग 35 वर्षों से जुड़े हुए हैं. इनके चार पुत्र हैं श्री रामपाल सिंह, श्री हरपाल सिंह, श्री सतपाल सिंह व श्री सुरेन्द्र सिंह. श्री रघुवीर के साथ इनके चारों पुत्रों व इनके समस्त संबंधी भी हमारे बैंक से ही जुड़े हैं. वर्तमान समय में मुख्य रूप से ये सब सब्जी उत्पादन, ग्रीन हाउस व मशरूम की खेती से जुड़े हुए हैं. इनकी प्राथमिकता प्रौद्योगिकी आधारित खेती पर ज्यादा केन्द्रित है. इस कार्य में इनके पुत्र श्री हरपाल सिंह काफी अहम भूमिका निभा रहे हैं. वर्तमान समय में इनके द्वारा उत्पादित मशरूम का देश के विभिन्न हिस्सों में काफी मांग है.

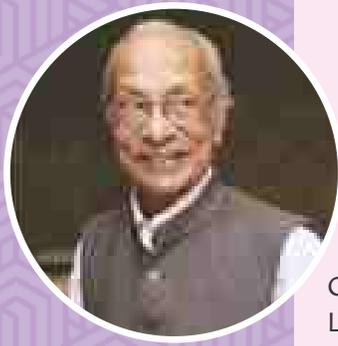
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क्षे.का., वाराणसी (सफलता की कहानी)

सेवापुरी शाखा

वाराणसी क्षेत्र के ग्रामीण क्षेत्रों में सघन मत्स्य पालन में किसानों की रुचि दिन-प्रतिदिन बढ़ रही है. इस मत्स्य पालन में देशी (रोहू, कत्ल, मृगल) एवं कुछ विदेशी मछलियों (ग्रासकॉर्प, कॉमनकॉर्प, सिल्वर, फंगेसियस) एवं रूपचन्दा जैसी मछलियों का सघन उत्पादन करते हुए किसान पारंपरिक विधि से खेती की अपेक्षा 200-300 प्रतिशत अधिक मुनाफा कमा रहे हैं. हमारी सेवापुरी शाखा भी वैज्ञानिक पद्धति से मत्स्य उत्पादन कर रहे कुछ प्रगतिशील किसानों को वित्तीय सहायता प्रदान कर उनके आय एवं आत्मनिर्भरता में सहयोग प्रदान कर रही है.





R.O., Mumbai (South)

Shri Govindbhai Chokhani, M/s. Jupiter Dyechem Pvt. Ltd.

Shri Govindbhai Chokhani, along with his brothers Ashok and Ramesh Chokhani and nephew Nimesh Chokhani of M/s. Jupiter Dyechem Pvt. Ltd. having an annual turnover of crores of rupees and 3 offices in Mittal Court, Mumbai, is our esteemed customer of Mumbai Samachar Marg Branch.

"I have been banking with this great institution of Union Bank of India, for more than 35 years since mid-1980's. The Bank helped me to rise from humble beginnings as a medium businessman to now one of the top traders in Bulk Chemicals. My success has been possible due to the timely support of Union Bank of India during my earlier days. The Bank has been with us through thick and thin and supported us during tough situations. Union Bank of India has been like a family to us. The staff are dedicated and most helpful.

On behalf of our organization, we extend our heartiest congratulations to Union Bank of India, its Senior Management and all staff members on their wonderful and successful journey of 100 years of dedicated service in the Banking Sector and hope the same will continue in future also."



R.O., Vijaywada

Ranjit Tyres

Ranjit Tyres is one of the biggest customers of our Labbipet Branch, Vijayawada since last 40 years. Mr. Pushkar Juneja, Mr. Jitendra Kharbanda & Ms. Ritu Juneja are the three partners of this company. Mr. Pushkar, the pivotal executive, migrated from Punjab to Guntur in 1980 at a young age of 22. He was dealing in Timber trading then. The relationship with UBI started when he opened a current account in our Guntur Main Branch. Later on they also opened another account in our Pathankot Branch. In 1991, they ventured in to tyres business and opened a Cash Credit account in our Governorpet Branch. Starting with an initial limit of 15 Lakhs, they have now gone to Cash credit limit account of 90 Lakhs in our Labbipet Branch.

Mr. Pushkar has always expressed that our bank has been providing great support and service to him, even when he was in downturn. He has fond memories with our bank during these many years. So even though his new generation wants him to shift to other banks, he is very much firm on staying back with our bank only due to the loyalty and service provided by our bank. *"I will be with this bank till my last moment"*, said Mr. Pushkar Juneja himself.

क्षे.का., वड़ोदरा

श्री महिजीभाई, बोरसद शाखा



श्री महिजीभाई (बाएँ) एवं श्री ज्ञानेश्वर पानझाडे,
शाखा प्रमुख (बाएँ)

‘यह कहानी है बोरसद शाखा, क्षे.का., बड़ौदा के एक ग्राहक श्री महिजीभाई एवं शाखा के स्टाफ सदस्यों के सहयोग की, जिसे महिजीभाई ने स्वयं अपने पत्र के साथ बैंक के प्रति आभार को व्यक्त किया है. शाखा के तत्कालीन शाखा प्रमुख श्री ज्ञानेश्वर पानझाडे एवं अन्य अधिकारी स्वर्गीय श्री ब्रह्मभट्ट जी द्वारा किए गए सहायता के संबंध में चर्चा भी की है. श्री महिजीभाई के परिवारजनों द्वारा उन्हें वृद्धाश्रम में भेजे जाने की घटना के संबंध में सुनकर बैंक के इन दो अधिकारियों ने अपने प्रयासों से उनकी हिम्मत बढ़ाई और उनके पास मौजूद सम्पत्तियों (करीबन 12 लाख रुपये) को खाते में जमा कर प्रति माह ब्याज हेतु प्रावधान किया ताकि वे अपने आगे का जीवन शांति से काट सकें. इस प्रकार बैंक ने अपने सामाजिक दायित्व का निर्वहन करते हुए किसी व्यक्ति के जीवन को बचाने एवं उनके भविष्य को सुरक्षित करने का महत्वपूर्ण कार्य किया है. साथ ही, यूनियन बैंक के कॉर्पोरेट लाइन ‘अच्छे लोग अच्छा बैंक’ को पुनः स्थापित किया है.



R.O., Mumbai (South)

Shri Kaushal P. Chheda, Key Promoter, Mulji Devshi & Company

M/s. Mulji Devshi & Co. is dealing with us since 1959 and enjoying credit facility since 1972. They are engaged in import/export of oilseeds which are procured from various centres in India, are lab tested and then exported to countries in Europe, Middle East, South East Asia, USA and Russia. The seeds that are not available in the local markets are imported on LC from African countries.

Shri Kaushal P. Chheda, the Key Promoter of the company opines, "At the onset, many congratulations to Union Bank of India for completing 100 years of exemplary service to the nation. Lot of people get jewels and other valuables in their family inheritance, we got something even more valuable that is our relations with Union Bank! Having banked with Union Bank since over 75 years, we feel that our bank not only understands the business but also over the time has continuously and regularly transformed itself and evolved to be able to serve not only the older generation which still wish to visit the bank and do things by themselves, but also the younger generation who believe in the digital/self and e-banking route. This unique approach has held the bank in good stead with its relations and reputations being only further enhanced in times both good and bad.

One thing that has characteristically stood out for the branch, are the quality of its people, team and management. Of course the senior leadership has always had tall leaders here and often also lead other banks and other positions of high importance. Here the leadership quality has been enviable and this has reflected down the branch and regional levels as well, we continuously have met people with high integrity and immense customer concern in all silos of the bank."

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R.O., Bengaluru

Mr. M. Manal, The Himalaya Drugs Company

Cantonment Branch, Bengaluru

Himalaya began its journey at a time when herbal products were regarded with skepticism. But, Mr. M. Manal, the founder of Himalaya Drugs Co., had firm belief in the power of nature's goodness. Braving all odds, he persevered with a staunch spirit to realize his dreams. After four years of extensive research and several trials and errors, Mr. Manal formulated Serpina® and laid the foundation for Himalaya's strong foothold in research. His vision was to bring the traditional Indian science of Ayurveda to society in a contemporary form. In 1955, Himalaya introduced the second breakthrough in medicine with the launch of 'Liv.52', a liver formulation that ensures optimum liver function. The product became synonymous with brand Himalaya, and over the years, has gone on to become their flagship brand and a top-selling herbal medicine. The other iconic brands such as Septilin, Cystone, Bonnisan, and Rumalaya forte have now become household names by winning the trust of customers. The one-man revolution that began in 1930 with a small-scale operation in Dehradun was transformed into a global healthcare solution. In 1975, they set up a full-fledged, state-of-the-art Research and Development Center and manufacturing facility in Makali, Bengaluru, India. Staying true to their commitment of providing safe, gentle, and efficacious products infused with herbs, they further expanded their portfolio and launched animal health products with the objective of caring for the health and well-being of animals. Now, they consolidated their portfolios in Pharmaceuticals, Personal Care, Baby Care, Himalaya FOR MOMS, Wellness, and Animal Health to evolve as a 'head-to-heel' wellness provider under the single umbrella 'Himalaya since 1930'.

Relationship of Himalaya and Union Bank of India

The firm is banking with our Bank since 1969 and enjoying credit facilities since 1970. The firm is growing steadily and is a front player in herbal healthcare products in India and abroad. Their main account is with CANTONMENT BRANCH, Bengaluru. M/s Himalaya Global Holdings Limited (HGHL)(Foreign Company) is the holding Company of the Himalaya group companies all over the world. with its registered officer in Cyman Island. The company is also enjoying unsecured credit limits, fund based overdraft limit of USD 27.00 Mio from our DIFC branch, Dubai branch.



क्षे.का., नासिक

डॉ संजय जोशी, देवपुर शाखा, नासिक

क्षेत्रीय स्तर, देशीय व अन्तर्देशीय स्तर पर बाल रोग विशेषज्ञ डॉ. संजय जोशी हमारी देवपुर शाखा के 67 वर्षीय पुराने खाताधारक है. डॉ जोशी की कई वर्षों की प्रैक्टिस के चलते इन्हे कई अन्य देशों में गेस्ट लैक्चर के लिए आमंत्रित किया जाता है. डॉ जोशी ने जर्मनी, फ्रांस, अमेरिका, इत्यादि में कई सेमिनार में हिस्सा लिया है और अपने देश की उपचार प्रक्रिया का प्रचार प्रसार किया है. हमारी बैंक की विभिन्न सेवाओं का लाभ लेने वाले डॉ. जोशी ने अपने प्रथम हॉस्पिटल का निर्माण भी यूनियन बैंक के द्वारा वित्तपोषित योजना के द्वारा किया था. डॉ जोशी की सफलताएँ हमारे लिए गौरव का विषय हैं. अपनी बैंक के प्रति ऐसे ग्राहकों की निष्ठा हमारी लाभप्रदता के साथ - साथ लोकप्रियता पर भी उत्प्रेरक का कार्य करती है. डॉ जोशी हमारे बैंक के निष्ठावान एवं अनमोल ग्राहक हैं.



क्षे.का., नासिक

श्री सरकार साहेब रावल, दोंडाईचा शाखा, नासिक

कर्म परायण, कर्म योगी, 'उद्योग रत्न' पुरस्कार प्राप्त तथा कृषि विकास में जीवन व्यतीत करनेवाले श्री सरकार साहेब रावल हमारे दोंडाईचा शाखा, नासिक के सन्माननीय ग्राहक हैं. कृषि महाविद्यालय, पुणे से बी.एससी. (एग्री) की स्नातक परीक्षा ऑनर्स के साथ उत्तीर्ण करने के उपरांत उन्होंने धुले जिले में पहला कृषि सेवा केंद्र स्थापित किया, जिसके माध्यम से किसानों को कृषि में आधुनिकीकरण लाने हेतु प्रेरित किया. साथ ही, 'लोकहितवादी मण्डल सामाजिक संस्था की स्थापना करते हुए उसके माध्यम से किसानों के विकास को नया रूप दिया. 1973-74 में दोंडाईचा नगर परिषद में नगर सेवक के रूप में अपनी राजनीतिक जीवन की शुरुआत करने के साथ साथ उन्होंने 'दादा साहेब रावल स्टार्च फैक्ट्री' की स्थापना कर उद्योगिकीकरण की शुरुआत भी की. उनकी लगन और अनुशासन की बदौलत सरकार साहेब रावल को 'उद्योग रत्न' पुरस्कार से सम्मानित किया गया. उन्होंने शिक्षा के विकास के लिए भी बहुत कार्य किए जिसके अंतर्गत अनेक गरीब और आर्थिक रूप से कमजोर विद्यार्थियों ने उच्च शिक्षा प्राप्त की. सरकार साहेब का जीवन एक प्रेरणा स्रोत है. अनुशासित कद काठी, अनुशासित जीवन, चेहरे पर हमेशा एक सुखद मुस्कान उनके जीवन की उपलब्धियों को दर्शाती है.

सरकार साहेब रावल का हमारी बैंक से बहुत पुराना रिश्ता रहा है. जबसे हमारी शाखा दोंडाईचा शहर में खुली है, तब से उनके व्यक्तिगत और व्यावसायिक खाते हमारी दोंडाईचा शाखा में ही संचालित हो रहे हैं. अभी हाल ही में उन्हें हमारी शाखा ने 25 करोड़ का लोन दिया है. उनके ही असीमित प्रेम से हमारी शाखा में नगर परिषद दोंडाईचा की अनेक योजनाओं के खाते भी संचालित किए गए हैं जिनकी सम्पूर्ण राशि ₹70.00 करोड़ है.

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क्षे.का., मुंबई (पश्चिम)

श्री राम प्रकाश मालपानी, जय जगदम्बा लिमिटेड

जमीनी स्तर से जीवन में संघर्ष करते हुए इतनी ऊंचाई को पहुँचने वाले व्यक्ति है है जय जगदम्बा लिमिटेड के निदेशक श्री राम प्रकाश मालपानी.

इनका प्लांट मुंबई के सबसे बड़े प्लांटों में से एक है. इनका व्यक्तित्व शानदार है और आप अपने व्यवहार में बहुत ही सरल हैं. इनकी सबसे बड़ी विशेषता यह है की वे अपने कंपनी के स्टाफ सदस्यों को हमेशा अपने परिवार के सदस्य की तरह मानते हैं और लोगों के साथ इनका संबंध बहुत ही मजबूत है.

मेसर्स 'जय जगदम्बा लिमिटेड' अपनी स्थापना के आरंभ से ही, फरवरी, 2013 से हमारे बैंक से जुड़े हुए हैं तथा हमारे बैंक से इनका कुल क्रेडिट टर्नओवर 1674 करोड़ रुपए हैं एवं ऋण की सीमा 5.25 करोड़ रुपए है. वे मानते हैं कि कारोबार संवर्धन में हमारे बैंक का महत्वपूर्ण सहयोग है.



Mr. Aakash Maheshwari, Borivali West Branch

One of the finest customers of our Borivali West Branch. Besides being highly educated, he has quite a good experience in this particular business line. Quitting his job in marketing with Cadbury India Ltd. for 4 years, he joined this business as a helping hand to attain the efficiency and run the new installed plant at 100% capacity, with his experience in all India marketing. He opines, "I have been banking with Union Bank Borivali West Branch since last 2 to 3 years now. All my company and personal accounts are being maintained at Union Bank only. Their service has been quite good and I am completely satisfied with the way my queries and issues have been handled in the past."



R.O., Agra (Success Story)

Ankita Dua, Owner-Shree Gopal Laddu

Ms. Ankita Dua has been sanctioned a Term Loan of ₹ 5.00 Lacs under 'Union Mudra' Scheme for working Capital requirement and purchase of equipment for setting up of a Laddu / Karachi Halwa manufacturing unit in Sept 2019. She had started her unit with 3 workers. Now she is selling 40-45 Kgs Laddu/Karachi Halwa per Day to various wholesalers & retailers in and around Lucknow. She has also developed retail chain buyers and an on line channel also. Her daily sale is now ₹ 8000-10000. She had thanked our Bank for providing timely support & Honourable PM, Sh. Narendra Modi for bringing PMMY Scheme.



R.O., Hyderabad

Shri Ramoji Rao Cherukuri

Shri Ramoji Rao Cherukuri, the Chairman of Ushodaya enterprises Pvt Ltd., hails from an Agro-based family. A graduate in Science, he has been conferred with Doctorate by Andhra University and SV University. He is the chief promoter of the reputed Ramoji Group. This versatile personality is a publisher of 'Eenadu', the well established newspaper of Telugu Speaking states and is also a successful film producer, having credit of producing over 80 films in Telugu and Hindi languages as well. He is the brain behind the famous 'Ramoji Film City' in Hyderabad, world's largest film infrastructure complex extending all facilities for film production under one roof. Besides, he has also ventured into Satellite Television business under the brand name 'ETV', Andhra's first regional satellite channel and subsequently, with a foray into other languages too.

He is honoured with the 'Padma Vibhushan', India's second highest civilian honour for his contribution in the field of Journalism, Literature and Education in 2016.

Shri Ramoji Rao is banking with us since 1973 and is having attachment with our Bank.



क्षे.का., सूरत

उदय सिंह राणा, बरियाव शाखा, सूरत

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“वर्ष 1990 में हमने यूनियन बैंक में अपना पहला खाता खोला था. तब से विगत 29 वर्षों से हम यूनियन बैंक ऑफ इंडिया, बरियाव शाखा में खाताधारक हैं. आपकी बरियाव शाखा से वर्ष 1990 में 10 हजार की कृषि ऋण सुविधा प्राप्त हुई, जिससे हमने खेती करना प्रारंभ किया. इसके बाद बैंक ने यथासंभव तरलता वर्ष दर वर्ष हमें प्रदान की है एवं कृषि को बढ़ाने में सदैव सहयोग प्रदान किया है.

एक समय में हमारे पास खेती करने हेतु पर्याप्त पूंजी नहीं थी, लेकिन खेती करने का जुनून था. यूनियन बैंक के शाखा प्रमुख ने उस समय हमारी मदद की जिसके बदौलत आज हम एक मध्यम वर्ग के कृषक हैं तथा वर्ष दर वर्ष यूनियन बैंक द्वारा मदद मिलने से हमारी खेती दिन दूनी रात चौगुनी तरक्की कर रही है. खेती से जो लाभ हमें पैसे के रूप में प्राप्त हुआ है, वो भी हम यूनियन बैंक ऑफ इंडिया में ही जमा के रूप में रखते हैं.

यूनियन बैंक के सौ वर्षों के सफर में हमारे जैसे कई किसान या ग्राहकों के सपनों को बैंक ने यथार्थ रूप दिया है. शायद इसलिए हमने अन्य बैंक की अपेक्षा यूनियन बैंक को चुना है तथा उससे अभी तक जुड़े रहे हैं. यूनियन बैंक से हम यही अपेक्षा रखते हैं कि बैंक अपने ग्राहकों को निरंतर बेहतर सेवाएँ प्रदान करती रहेगी तथा अपनी घोष वाक्य 'अच्छे लोग अच्छा बैंक' को हमेशा हमेशा कायम रखेगी.”





क्षे.का., अहमदाबाद

श्री विष्णु मेहता, एलिस ब्रिज शाखा अहमदाबाद

श्री विष्णु मेहता, अहमदाबाद क्षेत्र में यूनिजन बैंक ऑफ इंडिया की एलिस ब्रिज शाखा, से 1971 से जुड़े हुए हैं। वह एक प्रतिष्ठित कंपनी सेल्स इंडिया में बतौर एडवाइसर के तौर पर कार्यरत हैं। उन्होंने 1975 में सेल्स इंडिया कंपनी बतौर सेल्स मैनेजर जॉइन की थी वहाँ अपने परिश्रम व कार्यप्रणाली की वजह से कार्य करते हुए पहले महाप्रबंधक बने उसके बाद लगातार आगे बढ़ते हुए वे उपाध्यक्ष, वरिष्ठ उपाध्यक्ष और एडवाइसर के पद तक पहुँचें। बैंक की एलिस ब्रिज शाखा में उनका खाता संख्या- 312802010042507 वर्ष 1971 से है। इस शाखा में उनकी ₹ 56 लाख की एफ़डी है एवं साथ ही बचत खाते में भी अच्छी राशि जमा है। इसके साथ ही उनके सभी रिश्तेदारों के खाते भी हमारे बैंक की एलिस ब्रिज शाखा में ही हैं। उनकी कंपनी के अध्यक्ष श्री जॉन जी वर्गिस जी के भी हमारे बैंक के वरिष्ठ अधिकारियों से अच्छे संबंध हैं एवं साथ ही उन्होंने एशिया चैरिटेबल ट्रस्ट की अधिकतम एफ़डी हमारे बैंक में ही करवाई है। वे हर मायने में हमारे बैंक के प्रतिष्ठित ग्राहकों में से एक हैं।



क्षे.का., मेहसाणा

डॉ. राजेश पटेल, अड़ालज शाखा, मेहसाणा

डॉ. राजेश पटेल, न्यूरोलॉजिस्ट, यूएसए, हमारी अड़ालज शाखा, मेहसाणा के सम्माननीय ग्राहक हैं। उनके अनुसार अड़ालज शाखा के प्रति उनका विशेष लगाव है क्योंकि अड़ालज में खुलनेवाला यह सबसे पहला बैंक होने के साथ-साथ यहाँ की ग्राहक सेवा बहुत अच्छी है। इस शाखा में अन्य एफ़डी के साथ 1 करोड़ 43 लाख की 10 एफ़डी हैं। कुल जमा (Total Deposit) लगभग 10 करोड़ 57 लाख है। उत्कृष्ट सेवा प्रदान करने के लिए अड़ालज शाखा की सभी एनआरआई ग्राहक मित्रों द्वारा सराहना की जाती है। सभी स्टाफ सदस्य मृदु भाषी एवं उत्साह से भरे हुए हैं। वे मीठी मुस्कान के साथ कार्य करने हेतु हमेशा तत्पर रहते हैं।



मनुभाई मणिभाई पटेल, सरपंच

श्री मनुभाई म. पटेल कहते हैं, “आपकी शाखा की हालीसा में जब से स्थापना हुई तब से मैं यूनिजन बैंक का ग्राहक हूँ। हालीसा एक छोटा-सा गाँव है। मेरा सालाना खाता व्यवहार 10 से 15 लाख है। शाखा में आने वाले ग्राहकों की सभी स्टाफ सदस्य बहुत मदद करते हैं। हम भी शाखा के सदस्यों की रिकवरी कराने में सहयोग करते हैं। आपके हालीसा शाखा के स्टाफ सदस्यों का व्यवहार एवं सर्विस, आसपास के अन्य बैंकों की शाखाओं में नहीं मिलती। नोटबंदी के दौरान हालीसा शाखा में पारदर्शक तथा सराहनीय कार्य हुआ, जिसका आसपास के सभी गाँव वाले सराहना करते हैं।”



R.O., Bengaluru

M/s. Nirani Sugars Ltd., Avenue Road Branch, Bangalore

M/s. Nirani Sugars Ltd., one of the prestigious customers of our Avenue Road Branch, Bangalore, is banking with us since 2010 and enjoying consortium credit facilities, are engaging in the line of manufacturing of sugars and related activities. M/s. Nirani sugars Groups has witnessed dynamic growth by setting up many industries in various niches in a record time period of merely two decades. By doing so, this group fulfills a dream to bring balanced economic development for social upliftment and to empower the common masses with rapid industrialization. By offering credit facilities to them, our Bank is contributing towards nation's growth as well as companies' growth in sugar Industry. This unit emerged to benefit the cane growers in and around the area. Company has employed over 5000 workers and over 100000 famers in and around directly dependent on the sugar unit.



R.O., Meerut

Arvind Kumar Agarwal, Chairman-PASWARA GROUP

PASWARA GROUP's journey with Union Bank of India's Delhi Road Branch, Meerut has been an exciting one. The group is associated with the bank since last 40 years. Their turnover in 1984 was Rs 28 Lacs which now stands at Rs 600 Cr. With the next mega project, they aim to achieve the next milestone to cross 1000 Cr mark with the support from Union Bank. The group has achieved a lot of success which was possible because of the timely support extended by the bank. The bank has always had a huge faith in their potential and had even supported during their downtimes. They are looking forward to continue this journey with Union Bank of India in all their future endeavors.





R.O., Meerut

Saurabh Swarup, Chairman-Swarup Group of Industries

"I remember 25 years ago, when I tied up with Union Bank's Muzaffarnagar Main Branch for my banking needs, I was 24 years old and had an exposure of only Rs 10 lakhs with the bank. Now, with the passing time, Swarup Group, which was a seed then, has now grown into a mighty tree and Union Bank of India is our Sun and water. With the support of the Bank we have grown manifolds and will continue to do so. We wish the bank hearty congratulations for completing 100 years and hope the bank completes many more centuries."



R.O., Samastipur

M/s Bhimseria Agro Pvt. Ltd.

Mr. Shyam Sunder Bhimseria and Mr. Raj Kumar Todi are both old friends as well as Directors of M/s Bhimseria Agro Pvt. Ltd. and are also engaged in trading of coal from last 27 years. The company is banking on us since January, 2014. The company is engaged in Food Processing Unit (Parboiled/Steam and Plain Rice with Co-generation). Firm is having Credit facility with us since 2014 with limit of rs 3.45 crores. Current limit is 7.00 crore.



M/s Anmol Feeds Private Limited

This is a Private Limited Company dealing in manufacturing of Poultry/ Cattle/ Fish feed. Mr. Amit Kumar Sarawagi, basically a engineer but engaged in poultry and animal feed business for more than 12 years, is playing a key role and responsibility of the company. Mr. Pawan Kumar Sarawagi, Chairman and Director of the company, was a visionary businessman with positive attitude. He had a wide and varied experience in various types of industries and trade. He died on 18.06.2018. His son Ashish Kumar Sarawagi is also a director in this Company. Firm is banking with us since 2012 with limit of rs 3.40 crore . Current limit is 11.00 crore.



क्षे.का., मुंबई (उत्तर)

श्री जलील शेख, प्राइम कान्सैट

यूनियन बैंक के भांडूप शाखा, जो क्षेत्रीय कार्यालय मुंबई उत्तर के अधीन आती है उनकी शाखा के एक बहुत बड़े ग्राहक है मेसर्स प्राइम कान्सैट. इसका कार्यालय भांडूप इंडस्ट्रियल इस्टेट में स्थित है. प्राइम कान्सैट ने वर्ष 2005 से यूनियन बैंक की भांडूप शाखा से जुड़े और बैंक के सहयोग से अपने कारोबार को कई गुना बढ़ाया. इसके संस्थापक श्री जलील उद्दीन शेख है. श्री जलील शेख बैंक को अपने लिए भाग्यशाली मानते हैं और कहते हैं कि यूनियन बैंक मेरे लिए बहुत भाग्यशाली रहा है.



सुश्री नीलिमा चंद्रशेखर कुलेषकर, जीके इंडस्ट्रीज

यूनियन बैंक के क्षेत्रीय कार्यालय मुंबई (उत्तर) के सबसे पुरानी शाखा के महत्वपूर्ण ग्राहकों में भांडूप शाखा की जीके इंडस्ट्रीज हैं, जो वर्ष 2006 में हमसे जुड़ी और इनका कार्यालय पन्नलाल कंपाउंड में स्थित है.

जीके इंडस्ट्रीज की संस्थापक सुश्री नीलिमा चंद्रशेखर कुलेषकर हैं जिन्होंने यूनियन बैंक के सहयोग से अपने कारोबार को नई ऊंचाईया दी है. सुश्री नीलिमा कहती हैं, "यूनियन बैंक से जुड़ना मेरे कारोबार के लिए सबसे अच्छा निर्णय रहा, उत्तम ग्राहक सेवा और नई तकनीति के कारण मेरा कारोबार शानदार तरीके से वृद्धि कर रहा है."

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R.O., Mumbai (South)

Shri Harshkumar N. Seksaria, Director, Govindram Brothers Pvt. Ltd.

Shri Harshkumar N. Seksaria, Director, Govindram Brothers Pvt. Ltd. opines, "It is our pleasure to contribute to the centennial anniversary celebrations of Union Bank of India. On behalf of Govindram Brothers Pvt. Ltd. and allied concerns, we extend our heartiest congratulations to the Bank for completing 100 glorious years of success and service to the Nation and we wish you continued success for many more years to come. Govindram Brothers Pvt. Ltd. has had a long and satisfactory association with the Bank and hopes the relationship will continue to grow in the future!"





क्षे.का., दुर्गापुर

श्री रोहित खैतान, श्री श्याम एग्रोबायोटेक प्रा. लि., दुर्गापुर

क्षे.का., दुर्गापुर के अधीन रानीगंज शाखा, मंगलपुर स्थित 'श्री श्याम एग्रोबायोटेक प्रा. लि.' सफलता की एक अलग कहानी को दर्शाता है. इस पार्टनरशिप फर्म की स्थापना 19 मई 2001 को यूनियन बैंक की रानीगंज शाखा के सहयोग से हुई थी. श्री राजेंद्र खैतान जी ने बेहद कम पूंजी (लगभग 50 लाख) के साथ इस कंपनी की स्थापना की थी. अपने अथक प्रयासों और असीम मेहनत से आज यह रानीगंज की सबसे बड़ी फूड प्रोसेसिंग इकाईयों में से एक है. राजेंद्र जी के बाद उनके पुत्र श्री रोहित खैतान जी, श्री शंभू अग्रवाल एवं श्री प्रकाश चन्द्र शर्माफ ने भी बेहद लगन से 'श्री श्याम एग्रो' को नई ऊंचाइयों पर पहुंचाया है. आज फूड प्रोसेसिंग, सीमेंट, प्लास्टिक बैग्स, आदि कई क्षेत्रों में इनके व्यापार का विस्तार हुआ है. यूनियन बैंक से खैतान परिवार के इतने आत्मीय संबंध हैं कि उनके परिवार में आज भी किसी शिशु के जन्म पर उस बच्चे का एक खाता हमारे बैंक में खोला जाता है. श्री श्याम एग्रो एवं यूनियन बैंक ऑफ इंडिया का रिश्ता 'अच्छे लोग अच्छा बैंक' की धारणा को शत प्रतिशत सही ठहराता है.



श्री चंदन दत्ता, दत्ता ऑटोमोबाइल्स, दुर्गापुर

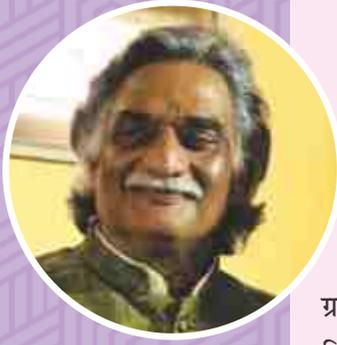
हमारी दुर्गापुर शाखा के परिसर में स्थित 'दत्ता ऑटोमोबाइल्स' हमारे बेहद ही पुराने और अजीज ग्राहकों में से एक है. श्री चंदन दत्ता जी दुर्गापुर, बेनाचिटी के नाचन रोड पर भिरिंगी कालीबाड़ी के विपरीत स्थित दुर्गापुर बेल्ट के लगभग सबसे बड़े ऑटोमोबाइल डीलर हैं. ये हीरो मोटरकॉर्प के (ऑथराइज्ड) डीलर हैं. हीरो के हर वैरिएंट का यह एक बेहतरीन शोरूम है. दत्ता ऑटो मोबाइल्स के दुर्गापुर शाखा के साथ हमेशा से अच्छे संबंध रहे हैं. अपनी लग्न और मेहनत से श्री चन्दन दत्ता जी ने अपने व्यापार को काफी कम समय में आगे बढ़ाया है. 2 करोड़ की अधिकृत पूंजी एवं 16,105,600 की पूंजी के साथ दत्ता ऑटोमोबाइल्स के बैंक से काफी अच्छे संबंध रहे हैं. उनके शांत और सहयोगी व्यवहार के कारण श्री दत्ता जी की समाज में एक अलग पहचान है.



क्षे.का., देहरादून

श्री सफ़िउल्लाह खान, हाइप इम्पेक्स, जारा फुटवेयर प्रा.लि.

"मेरा अब तक का अनुभव यह कहता है कि यूनियन बैंक ऑफ इंडिया की राजपुर रोड शाखा, देहरादून द्वारा मेरा बैंकिंग संबंधित सरल कार्यशैली को त्वरित गति से संपादित किया जाता है, जिसका श्रेय मैं इस शाखा में कार्यरत दक्ष एवं कुशल स्टाफ को देना चाहूँगा और आशा करता हूँ कि भविष्य में भी यह बैंक इसी ध्येय से अपने सभी ग्राहकों को संतुष्ट रखेगा."



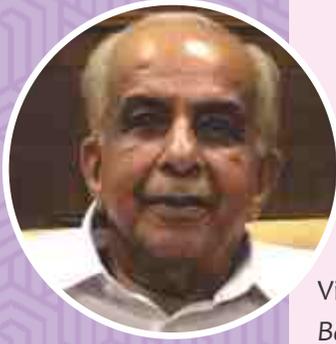
क्षे.का., वाराणसी (सफलता की कहानी)

डॉ रजनी कान्त, लेढुपुर शाखा, वाराणसी

जीआई विशेषज्ञ पद्मश्री डॉ. रजनी कान्त हमारी लेढुपुर शाखा, वाराणसी के सम्माननीय ग्राहक हैं। साथ ही उन्होंने 500 से ज्यादा स्वयं सहायता समूहों के खाते भी खुलवाने में मदद की है, जिनमें से एक भी एनपीए नहीं है। वाराणसी में लकड़ी के खिलौने की कला हो या बनारसी साड़ी के हुनरमंद हाथों को दुनिया में सम्मान दिलाने में दिल-दिमाग से जुटे डॉ. रजनी कान्त को पद्मश्री सम्मान से नवाजा गया है। लकड़ी के खिलौने के उद्योग को जीआई इंडिकेशन और इंटरनेट के सहारे दुनियाभर में पहुंचाने में उन्होंने अहम भूमिका निभायी। पूर्वांचल के हस्तशिल्पियों के उत्पादों को दुनिया में जगह दिलाने में ये एक दशक से ज्यादा समयसे तन्मयता से लगे हुए हैं। आपने साइल्स एंड एग्रिकल्चर कैमिस्ट्री में पीएचडी कर प्रतिष्ठित बनारस हिन्दू विश्वद्यालय में 5 वर्षों तक गंगा एक्शन प्लान के तहत रिसर्च एसोशिएट के रूप में कार्य किया। फिर 1993 में नौकरी छोड़कर समाजसेवा हेतु 'सोशल डेवलपमेंट ऑर्गनाइजेशन' जाँइन किया और विगत 25 वर्षों से आप इस क्षेत्र में कार्यरत हैं। आप द्वारा संचालित 'ह्यूमन वेलफेयर एसोशिएशन' के तहत कार्यान्वित 'महिला शक्ति प्रोजेक्ट' के तहत वाराणसी में 100 से अधिक स्वयं सहायता समूहों का गठन किया गया है जिनमें 1000 से अधिक महिलाएं जुड़ी हुई हैं। चिरइंगांव ब्लॉक के पिछड़े तबकों के महिलाओं द्वारा स्वयं सहायता समूह बनाकर हमारे बैंक के सहयोग एवं आपके मार्गदर्शन में सफलता के नए आयाम स्थापित किए जा रहे हैं। इन समूहों द्वारा तैयार उत्पाद काफी लोकप्रिय हैं जिनकी मांग देश के साथ विदेशों में भी है और इस सफलता के पीछे आपका बहुत बड़ा योगदान है। डॉ रजनी कान्त जी के नेतृत्व में 'ह्यूमन वेलफेयर एसोशिएशन' महिलाओं, बुनकरों, हस्तशिल्प कारीगरों, छोटे किसानों, भूमिहीन युवाओं एवं बच्चों के उत्थान स्वयं सहायता समूह, मूलभूत शिक्षा, जीआई पंजीकरण एवं आईपीआर के माध्यम से सुनिश्चित कर रही है। बनारस ब्रोकेड व साड़ी, भदोही के हस्तनिर्मित कार्पेट, बनारस की गुलाबी मीनाकारी, बनारस के लकड़ी के खिलौने, मिर्जापुर की हस्तनिर्मित दरी, निजामाबाद की ब्लॉक पॉटरी और बनारस की ग्लास बीड्स के जीआई पंजीयन में आपकी सराहनीय भूमिका रही है। बनारस एवं इसके आस-पास के इलाकों के छोटे-छोटे कारीगरों के कामों की न सिर्फ पहचान प्राप्त हो रही है बल्कि उन्हें एक बाजार भी उपलब्ध हो रहा एवं इस प्रकार से इन कलाओं को संरक्षण के साथ ही साथ उनके विकसित होने के लिए आप एक जरिया बन गए हैं।

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R.O., Mumbai (South)

Shri Issardas V. Talreja, MD, Narolene Textile Mills Pvt. Ltd.

Shri Issardas V. Talreja, MD, Narolene Textile Mills Pvt. Ltd. and Health View Holiday Resorts Ltd. opines, "At the outset let me congratulate Union Bank of India on successfully completing 100 years in the Banking Industry. As you are stepping into the 101st year, we feel proud of the contribution we could garner in your Bank's journey, at the same time we are thankful to the contribution and trust Union Bank has shown to our various ventures such as Narolene Textile Mills Pvt. Ltd., Health View Holiday Resorts Ltd., Silver Fabrics Pvt. Ltd., etc. I would like to share that EVERSHINE - A KEYS RESORT, our 5 star hotel at Mahabaleshwar could become a grand success due to financial backing of your Bank which we paid off before the due date.

In our relation with Mumbai Samachar Marg Branch since 01.06.1984, we are happy to quote that the various Branch Managers whom we interacted with have always been helpful and supportive and have always maintained high levels of customer service. I am looking forward to many more years of Banking with UnionBank of India and would like to wish you all the best for your future successes."



R.O., Lucknow

Shri Parmanand Singhal, Proprietor of Govind Electricals

Mr. Parmanand Singhal is the Proprietor of Govind Electricals. The Firm has been banking with Union Bank of India since 1990 & availing Credit Limit of ₹ 2.00 Crores from our Bank. The Firm is one of the reputed suppliers of Electrical Goods.

He opines, "We had been banking with Union Bank of India since 1990 and it has been a very good journey till date. Staff at the branch have always been very supportive. We have seen many ups and downs in our business. However, the Union Bank always stood by us and provided us the requisite support. We congratulate Union Bank of India for completing its journey of 100 years and give our best wishes for bright future."



R.O., Agra (Success Story)

Shri Abhisekh Bhartiya, Prop., BCS Consultancy Pvt. Ltd.

Incorporated on 06.05.2009, BCS Consulting Pvt Ltd., a Private Limited Company is engaged in the business of advertising, skill development, employee process outsourcing & HR management. The Company has two directors - Mr Abhishek Bhartiya and Mrs Uma Sharma. The Company is enjoying credit facilities of Rs. 50.00 Lacs under PSB59 portal & got approval of working capital term loan of ₹ 20.57 Lacs. Since the activity of the Company is not covered under CGTMSE scheme, a Term loan (Unsecured) of ₹ 20.50 Lacs was sanctioned by our Bank. With the help of Bank's funds, the Company has applied for running skill development of youth under DDU-GKY scheme at 2 centres in Uttarakhand & Karnataka. The Company was sanctioned BGL Limit of ₹ 59.00 Lacs subsequently for submission to State Govt. for DDU-GKY projects. The company has THANKED Union Bank of India for the support given to enhance their business. The company is providing training at par with changed scenario and assisting the employed skill youth in a big way.



क्षे.का., भोपाल

बागमल पवईया, भोपाल मुख्य शाखा

“वर्ष 1965 में हमने (बागमल पवईया) अपना पहला खाता यूनियन बैंक की भोपाल मुख्य शाखा में खोला था. विगत 54 वर्षों से हमें बैंक के साथ जुड़ने का सौभाग्य प्राप्त हुआ है. वर्ष 1975 में बैंक द्वारा दी हुई ₹ 5 हजार की ऋण सुविधा से हमने ‘एम पी तिलहन संघ रघुनाथ फ्लोर मील’ तथा ‘सेंट्रल फ्लोर मील’ से अपना व्यापार आरंभ किया. इसके बाद भी बैंक की सहायता से ‘अदानी विलमार’ तथा ‘कैडवरी’ के साथ व्यापार शुरू किया. वर्ष दर वर्ष बैंक के सहयोग से ही हमें अन्य सूक्ष्म औद्योगिकी इकाईयों से जुड़ने में मदद मिली. शुरुआती दिनों में व्यापार प्रारम्भ करने हेतु हमारे पास पर्याप्त पूंजी नहीं थी, लेकिन बैंक की समयोचित मदद के कारण आज हम ‘अदानी विलमार’, ‘कैडवरी’ जैसी 8 कंपनियों के सुपर स्टॉकिस्ट के रूप में कार्य कर रहे हैं. हमारे कारोबार की वृद्धि एवं उन्नति में यूनियन बैंक का बहुत ही बड़ा योगदान है. बैंक के शताब्दी वर्ष में यह जरूर कहना चाहूंगा कि, यूनियन बैंक के सौ वर्षों के सफर में हमारे जैसे कई अन्य ग्राहकों के सपनों को बैंक ने यथार्थ रूप दिया है, शायद इसलिए किसी अन्य बैंक से जुड़ने की हमें इच्छा नहीं है. वाकई में यह अच्छा बैंक अच्छे लोगों से जुड़ने पर व्यक्ति आसमान को छूता है. शताब्दी वर्ष के शुभ अवसर पर बैंक को हार्दिक बधाई देते हुए बैंक की उन्नति के लिए शुभकामनाएँ!”





R.O., Ernakulam

Synthite Industries, www.synthite.com

Synthite Industries (www.synthite.com) ventured into spice oleoresin manufacturing in a modest way in 1972 and today it dominates spice oleoresin exports, with group revenues touching the 300 million USD, commanding 50% of the global market share. It has a portfolio of over 500 products, focusing on plant derived ingredients for the flavor and fragrance industry. The company that had its humble beginnings at Kadayiruppu, Ernakulam district has today crossed boundaries in setting up six manufacturing units spread across at Kadayiruppu and Pancode in Kerala, Marudur in Tamil Nadu, Harihar in Karnataka, Ongole in AP, Xinjiang Province in China and has sales offices in Bangalore, Delhi, Mumbai and Ahmedabad in India and Sri Lanka, China, Brazil and USA. Synthite's products have come to be the prized ingredients of some of the world's best known brands bringing spice, taste, scent and health to millions. During the course of its journey, Synthite has accumulated the Best Export Performer award from The Government of India on numerous occasions, receiving it thrice from the honorable President of India. In all its ventures, Synthite's inspiration is nature, and the driving force, excellence.

Synthite's commitment to the betterment of the community is driven through the CVJ Foundation, its CSR arm. The foundation takes initiatives to carry out various community development programs primarily in the fields of health, education and housing.

Union Bank of India – Our valued Partner

Synthite's relationship with Union Bank of India dates back to its inception i.e. 1970. During the initial stages of the company, when there was requirement of working capital needs, it was Union Bank of India that supported the company by granting working capital limits despite the company being in the inception stage. The then General Manager of Union Bank of India, Mr. K.P. Menon took the initiative and the bank reiterated its trust in the business idea of Mr. C.V.Jacob. It was this gesture by the bank that enabled the company to move forward and take up further orders to grow its business. Over the years, Synthite saw tremendous growth in its business and was supported all along by Union Bank of India. The Bank had the capability to undertake transactions in foreign exchange of any amount, including all the export related compliances, which was the need of the company. For the first 25 years, Union Bank of India was Synthite's sole banker. Even today Union Bank of India continues to be the 'Preferred Bank' of the company. Almost 70% of the company's business transactions are still routed through Union Bank of India. The support and service and product range offered by the company is unmatched and is one of the best in the industry. We are very glad and fortunate to have partnered with Union Bank of India and look forward to continuing this remarkable journey in the years to come.



R.O., Ernakulam

ABAD Group, Mr. Anwar Hashim, MD

Abad Fisheries was established in 1931 and today are one of the largest processors of high quality quick frozen seafood in India managed by its Managing Director Mr. Anwar Hashim, with 11 accredited and certified factories with production capacity of 300 MT per day and 4 public cold stores with a capacity of over 12000 MT. The factories are located near major fishing harbours. Aquaculture farms in Andhra Pradesh provide Vannamie and Black Tiger Shrimps as raw materials. Very high quality standards are maintained at every stage of processing and packing by qualified and motivated workforce, the best in the industry.

The Abad Group is also engaged in Hospitality and Real estate business.

AWARDS WON BY THE COMPANY

- a. Best Marine Products Europe Award from Spain - 1980
- b. Top Exporter to Europe received from President of India - 1992
- c. Certificate of Excellence as Second Best Exporter(MPEDA) - 1991
- d. Certificate of Excellence as Second Best Exporter(MPEDA) - 1992
- e. Best Exporter of Marine Products to Europe (MPEDA) - 1995
- f. Best Exporter of Marine Products to Europe (MPEDA) - 1997
- g. Best Export Performance Award - 1997 to 2006
(Indian Chamber of Commerce and Industry)

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Union Bank of India and Abad Group

Abad Group's relationship with Union Bank of India dates back to 1965. Over the years, Abad Group has been growing and the support extended by UBI in this growth is really appreciable. For last 54 years, Union Bank of India is Abad Group's sole banker for FOREX transactions. The Bank's capacity to handle any FOREX related issues, transactions and other regulatory challenges is the prime reason as to why still Union Bank of India is the only bank with whom ABAD group is dealing. The services provided by Union Bank of India have been one of the best in the industry. It is really a great pleasure for ABAD Group to get associated with UBI and we wish to take this forward in the coming years.





वीर गाथाएँ



वी.एल.बी. चांदगंज शाखा,
लखनऊ

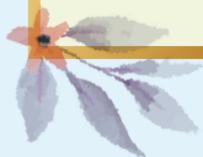
वी.एल.बी. चांदगंज शाखा, लखनऊ में तैनात गार्ड ने अपनी शाखा की रक्षा करते हुए अपना जीवन समर्पित कर दिया. रोज की भांति शाखा के सभी स्टाफ दैनिक बैंकिंग के कार्यों में व्यस्त थे तभी भोजन के समय चार बंदूकधारी बदमाशों ने शाखा के कैश काउंटर पर मौजूद कैशियर पर बंदूक तानी और उससे पैसों की मांग करने लगे. शाखा में उस समय चार से पांच बैंक कर्मी मौजूद थे. तभी वहां के गार्ड ने अपनी जान की परवाह न करते हुए उन बदमाशों का दृढ़तापूर्वक सामना किया और उन्हें बलपूर्वक शाखा से बाहर धकेल दिया. इसी संघर्ष के बीच बदमाशों द्वारा चलाई गई गोली से गार्ड साहब सिंह की शाखा परिसर में ही मृत्यु हो गयी. उनकी याद में आज भी शाखा के प्रवेश द्वार पर उनकी फोटो लगी है और प्रतिदिन शाखा के सभी स्टाफ सदस्य प्रार्थना में उनको याद करते हैं.



Gandey Branch (Ranchi Region)
On 22 September 2003

As per report, at about 11.45 a.m. on 22 September 2003, a remittance party of Gandey Branch (Ranchi Region) comprising a cashier and a peon was carrying ₹3.00 lakhs in a hired Ambassador car from Giridih to Gandey. Enroute about 13 kilometres from Giridih, two motorcycle-borne miscreants overtook the car and ordered the driver to stop. As the driver suspected foul motive, he didn't stop the car. Seeing this, the miscreant hurled a country-made bomb, at the moving vehicle, which hit the front wheel, but skidded away before exploding. The remittance party drove for another three kilometres till they reached a small market place, where they stopped in front of a Bank of India branch and informed our Giridih Branch, Gandey Branch and Police Control Room on telephone.

The driver Shri Gopal Ram has displayed exemplary presence of mind, rare courage and sense of duty in saving the Bank's money and lives of our staff members, in recognition of which, we recommend for a cash reward of ₹10,000/- and a letter of appreciation.



Overseas Branch (Moradabad)
Meerut On 17.06.2010

On 17th June 2010, Thursday at about 15.15 hours, three miscreants of age group 20-25 entered the branch and held all the four staff members and approx. 10 customers present there on gun point; all three were having hand guns in their hands. One of miscreant blocked main entrance and other two covered the staff members and customers out of which one moved to cash cabin and ordered Mr. Arora, Asst Manager who was handling cash to open the door and hand over the cash. After putting all the cash in the bag, miscreants were all set to flee hence in order to ensure their safe exit and to delay the reaction from staff members one of the miscreant took all the staff members and customers to the stationary room to lock them in. Mr. M.C. Minocha, Sr. Mgr suddenly pounced on the miscreant inspiring other staff members & customers to come forward and dragged him inside the room holding miscreant's hand gun held hand upwards and while others latched the door of stationary room from inside. Smt Mohini Devi, Daftary the only lady inside took the small hammer/scissor which was lying inside room started hitting the miscreant. Also Mr. V. K. Jain and Mr. A. M. Arora joined till the time miscreant fell on the ground and surrendered. The miscreants who were outside the stationary room fled on their bike along with looted cash. The police arrived at scene within 10-12 min and took hold of the captured miscreant who immediately disclosed the rest of the plan and route of escape hence police could barricade all the escape routes and apprehend both the miscreants along with complete looted cash.

Cash rewards to the following staff members of our Overseas Branch, Moradabad were approved by the top management in recognition of their dedication and commitment towards duty and exceptional bravery:

| | |
|----------------------|------------|
| a) Shri C.M. Minocha | ₹ 75,000/- |
| b) Smt. Mohini Devi | ₹ 25,000/- |
| c) Shri. V.K. Jain | ₹ 25,000/- |
| d) Shri A.M. Arora | ₹ 25,000/- |

Munari Branch
RO Varanasi

On 21/02/2019 at around 12.15 PM three miscreants entered the branch with their faces covered and with weapons. They threatened the customers and told them to assemble in one corner of the branch.

One Miscreant entered the branch manager's cabin and fired a round in the ground and threatened the branch manager to hand over the keys. Meanwhile other two miscreants went to cash counter and asked the cashier to fill the bag with cash. In the meantime, the Single window operator sensing an opportunity pressed the Alarm button and raised the alarm. Panicking the miscreants fled the branch on the two wheeler parked outside the branch. The vehicle number was noted down by the staff and the same was handed over to the police.

Shyamali Colony Branch, Ranchi

Robbery and dacoity continued to plague the Bank's branches in rural Bihar. At its Shyamli Colony branch in Ranchi District, Bihar, dacoits had got away with ₹1.60 lakh in cash. An ordinary citizen, Mr. Ajay Kumar Singh had managed to intercept them and recover half the amount. But in the process, he was seriously wounded and later succumbed to his injuries. The Bank paid a sum of Rupees one lakh to his family.

Bidura Branch, Bhadohi District (U.P.)

Again, an armed robbery took place in Bidura Branch in Bhadohi District (U.P.) on 28 November 1994 when a part time sweeper showed exemplary courage to put up a fight. The Bank recognised his bravery and not only gave him a cash award but also gave him full-time employment.

Mhandoli Branch, Morena (M.P.)

On 13 March 1995 Mr.V.K.Chaturvedi, Manager of the Mhandoli Branch in Morena district was shot dead while on his way to open the satellite branch near Jaralia village. The village was located in a dacoit-prone area and pressures mounted to close down branches, throughout such areas. Bank paid handsome compensation to Shri Chaturvedi's family and also undertook to bear the education expenses of his two children till their graduation.

Hansarajpur Branch, Gazipur

Dacoity attempt at Hansrajpur Branch at Gazipur, the armed guard Shri Sarbadeo Ram thwarted the attempt, who was handsomely awarded by Bank.





वारिसनगर शाखा, क्षे.का., समस्तीपुर

समस्तीपुर क्षेत्राधीन वारिसनगर शाखा में एक ट्रैक्टर लोन एनपीए होने पर वसूली के संबंध में तत्कालीन शाखा प्रबन्धक, श्री रतन कुमार बैंक की शाखा को एनपीए मुक्त करने के उद्देश्य से उन दिनों अक्सर अपनी शाखा के एक ट्रैक्टर कर्जधारक के यहाँ जाते थे, किन्तु खाताधारक बैंक में एक भी रुपया जमा करने के स्थान पर शाखा प्रबन्धक को सिर्फ परेशान किया करता था.

यही सिलसिला कुछ समय तक चलता रहा. अंततः एनपीए खाताधारक ने शाखा प्रबंधक के निरंतर अनुश्रवण से तंग आकर श्री रतन कुमार, शाखा प्रबन्धक को जान से मारने की ठान ली. उसे लगा कि शायद शाखा प्रबन्धक को जान से मारने पर बैंक से लिए हुए ऋण को चुकाना नहीं पड़ेगा और बैंक द्वारा फिर कभी भी उनसे ऋण चुकता करने के लिए नहीं कहा जाएगा. इसी धिनौनापूर्ण कार्य को अंजाम देने के लिए दि. 06.11.2007 की उस काली शाम को कुछ अज्ञात हमलावर श्री रतन कुमार का पीछा करते हुए घात लगाकर बैठे थे. वारिसनगर शाखा के शाखा प्रबन्धक श्री रतन कुमार एवं श्री राम कुमार झा, सहायक प्रबन्धक शाम के समय रेलवे क्रॉसिंग (गुमटी) के पास मोटरसाइकल पर बैठे थे, तभी उधर से एनपीए खाताधारकों ने हमारे स्टाफ पर दनादन गोलियाँ चला दी. हमारे शाखा प्रबन्धक श्री रतन कुमार की मौके पर ही मौत हो गई, जबकि श्री राम कुमार झा, वारिसनगर शाखा को भी दो गोलियाँ लगी, किन्तु अंततः वे जीवित बचे. अपने बैंक के लिए निःस्वार्थ सेवा से कार्य करते हुए बैंक के लिए शहीद हो जाने पर हम एक बार पुनः श्री रतन कुमार को शत् - शत् नमन करते हैं.



श्री बृज मोहन गुप्ता, एम.जी. रोड शाखा, इंदौर

दि. 11 अप्रैल 2008, को शाम 4.30 से 5 बजे के बीच, हमारी एम.जी. रोड शाखा इंदौर में कार्यरत, प्रधान खजांची श्री बृज मोहन गुप्ता अपनी शाखा के सहकर्मियों, महिला कार्मिक रेखा बाई और बैंक में कार्यरत अस्थायी स्टाफ सदस्य, श्री विकास शिंदे के साथ ऑटो में, 19 लाख 50 हजार नकद राशि लेकर, बैंक की सिंधी कॉलोनी शाखा में जमा कराने के लिए जा रहे थे. भीड़-भाड़ वाले इलाके में, अचानक बाइक पर आए, 3 नकाबपोश लूटैरों ने ऑटो को कट मारकर रोकने की कोशिश की, जब ऑटो की गति धीमी पड़ गयी और उन्होंने ऑटो को रोक दिया तब नकाबपोशों ने नकद राशि को छीनने के लिए श्री बृज मोहन गुप्ता पर हमला किया, लेकिन प्रधान खजांची श्री ब्रिज मोहन गुप्ता और श्री विकास शिंदे ने नकद के बक्से को मजबूती से पकड़ लिया, इस बात से गुस्साये नकाबपोशों ने पहले उन पर चाकू से वार किया. फिर, नकाबपोश नकद पेटी छीनकर भागने लगे. इस पर श्री बृज मोहन गुप्ता ने नकाबपोशों की बाईक को पीछे से पकड़ लिया, बहुत कोशिश करने के बावजूद श्री गुप्ता ने बाईक को नहीं छोड़ा तब नकाबपोशोंने श्री बृज मोहन गुप्ता पर गोली चला दी, जिससे श्री बृजमोहन की घटना स्थल पर ही मौत हो गयी. उनके साथ, अस्थायी बैंक सदस्य श्री विकास शिंदे पर भी उन्होंने गोलियां चलाई, जिससे उनका पैर बुरी तरह घायल हो गया. नकाबपोशों के पास हथियार होने के बावजूद श्री गुप्ता ने अदम्य साहस का परिचय देते हुए, बैंक की राशि को बचाने हेतु अपने प्राण त्याग दिये. हालांकि इस वारदात में बदमाश नकद पेटी लेकर भागने में सफल हो गए लेकिन श्री गुप्ता ने अपने प्राणों की परवाह किए बगैर, बैंक की राशि को बचाने का प्रयास किया था, जिसे बैंक भूल नहीं सकता. श्री बृज मोहन गुप्ता के सुपुत्र श्री अभिषेक गुप्ता बताते हैं कि, इस वारदात ने गुप्ता परिवार के जीवन को हमेशा के लिए बदल दिया. श्री बृजमोहन गुप्ता की पत्नी श्रीमती उषा गुप्ता, आज भी उनके पति की हत्या के सदमे से उबरी नहीं हैं लेकिन उनके पति ने जिस साहस का परिचय दिया, उन्हें अपने पति की शहादत पर गर्व है. श्री बृजमोहन के पुत्र श्री अभिषेक, बैंक प्रबंधन का धन्यवाद करते हैं, जिसने इस दुःख की घड़ी में उनका साथ दिया. आज श्री अभिषेक गुप्ता इंदौर क्षेत्र की अन्नपूर्णा शाखा में अनुकंपा नियुक्ति के आधार पर खजांची के पद पर पदस्थ हैं, उनके छोटे भाई भी पंजाब नेशनल बैंक में लिपिक के पद पर कार्य कर रहे हैं, किन्तु पिता की हत्या से कभी न भरने वाला घाव जो उन्हें मिला है वो भरना असंभव है. पुलिस की सूझ - बूझ से बदमाशों को धर दबोचा गया और बदमाशों द्वारा लूटी गयी अधिकांश राशि भी बरामद कर ली गयी थी.



पांडुरंग तुकाराम भारगुडे

गणेशखिंड शाखा, पुणे : एक साहसिक अभियान

पुणे स्थित गणेशखिंड शाखा, मॉडल कॉलोनी के शांत रहिवासी क्षेत्र के नजदीक दो मंजिला इमारत में स्थित है। शुक्रवार 13 जून, 1986 का दिन भी दूसरे दिनों की भांति एक सामान्य दिन था। 6 महिलाओं सहित 17 स्टाफ सदस्य अपने काम में व्यस्त थे, अन्य 4 व्यक्ति काम से बाहर गये हुए थे। शाखा प्रबन्धक, आरडीओ के साथ 12.20 पर होने वाली चर्चा में भाग लेने हेतु अंचलीय कार्यालय जा चुके थे, एक अधीनस्थ स्टाफ (पांडुरंग तुकाराम भारगुडे) पुणे सिटी ब्रांच से आवक समाशोधन लाने के लिए गया हुआ था। दूसरा अधीनस्थ स्टाफ डाकखाने गया हुआ था, उस वक्त शाखा में कोई ग्राहक नहीं था।

12:45 पर 25-30 वर्ष की आयु वर्ष वाले 3 व्यक्ति स्वचालित हथियार लिए बैंक में घुसे। उनमें से एक व्यक्ति का रंग गोरा था तथा अन्य दो गेहुंए रंग के थे। वे लोग मध्यम कद काठी तथा बिना दाढ़ी-मूँछ के थे तथा हिंदी बोल रहे थे। उनमें से एक व्यक्ति को शाखा प्रबन्धक के कक्ष में जाते और पर्दे गिराते हुए देखा गया। स्टाफ सदस्य कुछ समझ पाते, इतने में उनमें से दो व्यक्तियों ने अपनी पिस्तौल दिखाते हुए उपस्थित स्टाफ को ठेठ उत्तर- भारतीय बोली में धमकी दी 'कोई बोलेगा नहीं, सब अपनी जगह पर बैठो'। इससे पहले कि स्तंभित स्टाफ समझ पाते कि क्या हो रहा है, शाखा प्रबन्धक के केबिन से निकला व्यक्ति सामने से होता हुआ कैश काउंटर केबिन के सामने जाकर खड़ा हो गया और एक तीसरा व्यक्ति चालू काउंटर के ऊपर से कूद कर कैश केबिन में घुस गया और झपट्टा मारते हुए उसने कैशियर श्रीधर गणपत काबे को चाबी सौंप देने की धमकी दी। काबे ने समझ से काम लिया और यह कहते हुए कि "चाबी मैंनेजर के पास है जो कि अंदर कुछ काम कर रहे हैं" यह कहते हुए उसे स्ट्रांग रूम की तरफ ले गए। मैंनेजर के केबिन की तरफ जाते हुए श्री काबे (40) ने, जो एक भूतपूर्व सैनिक भी था, डाकू को अपने बाएँ हाथ की कोहनी से गिरा दिया और 'चोर-चोर, बैंक डकैती' चिल्लाते हुए बाहर की तरफ भागा। फिर शाखा से जुड़े होटल चेतक के आँगन में आकर उसने होटल मैंनेजर से पुलिस कंट्रोल रूम में फोन करने के लिए कहा। डाकुओं से मुठभेड़ कर बाहर जा रहे काबे पर डाकू द्वारा कई गोलियाँ चलाकर उसे घायल कर दिया था। जैसे ही भीड़ इकट्ठी होने लगी, गिरा हुआ डाकू उठा और उसने अपने आदमियों को सचेत कर दिया। बाकी दो डाकुओं ने महसूस किया कि कुछ गड़बड़ हो गई है और एक डाकू जो लूट का पैसा बटोर रहा था एवं कैश काउंटर से अपने लाल रंग के थैले में लगभग ₹ 13000 तक के नोट भर चुका था। जब उसने देखा कि बैंक स्टाफ प्रतिरोध कर रहा है, तो घबरा कर उसने उसे वहीं छोड़ दिया और भाग खड़ा हुआ।

इसके बाद जो कुछ हुआ, उसे पुणे के बैंकिंग इतिहास में सर्वाधिक खूनी, निष्प्रयोजन लूट-पाट कहा जा सकता है। विशेष सहायक श्री सुभाष गंगाधर सुकेनकर (35) ने गोलियों की आवाज सुनी। उसने एक अन्य क्लर्क श्री प्रकाश शिंदे (30) को बुलाया और दोनों बाहर की तरफ भागे। डाकू, बैंक कंपाउंड में पार्क किये हुए शाखा-प्रबंधक श्री पी. एस. देबे के स्कूटर के ताले को तोड़कर स्टार्ट कर भागने की कोशिश करने में लगे थे। यह स्कूटर बाद में ज्ञानेश्वर पाडुका चौक पर पड़ा मिला। श्री सुकेनकर द्वारा स्कूटर पर सवार उनमें से एक डाकू को नीचे खींचने की कोशिश में डाकू स्कूटर से नीचे गिर गया और उसने पिस्तौल निकाल कर सुकेनकर पर गोली चलाई। गोली कमीज की दाहिनी तरफ से कमीज को फाड़ती हुई, पेट से रगड़ खाती हुई बायीं तरफ से बाहर निकल गयी। भागते हुए डाकुओं ने उन पर गोलियाँ बरसाईं।

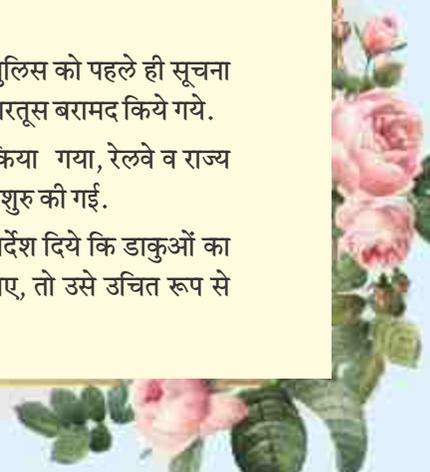
इतनी देर में दफ्तरी श्री पांडुरंग तुकाराम भारगुडे दफ्तरी (42) जो बाहर गया हुआ था, अचानक ही मौके पर आ गया और उसने इन डाकुओं को पकड़ने की कोशिश की। उनमें से एक डाकू द्वारा श्री भारगुडे पर बहुत नजदीक से गोली चलाई गई। उसके पेट में ढेरों गोलियाँ दाग दी गयीं। वह शाखा में गंभीर रूप से घायल अवस्था में दाखिल हुआ और सोफे पर लुढ़क गया। बाद में डॉक्टरों के दल के अथक प्रयासों के बावजूद उसने हर्डीकर आर्थोपेडिक अस्पताल में दम तोड़ दिया। इस पूरे प्रयास में बैंक को धन की क्षति नहीं हुई, पर यह क्षति कुछ ज्यादा हुई थी।

अन्य क्लर्क श्री प्रकाश शिंदे, जो पास के होटल में गये हुए थे, भीड़ को देखकर अपनी एम-50 पर डाकुओं का पीछा करने लगे। डाकुओं ने उस पर गोली दाग कर उनका हाथ जख्मी कर दिया, जिससे उन्हें पीछा करना छोड़ना पड़ा।

महिला स्टाफ द्वारा शाखा में आकर क्षेत्रीय और अंचलीय कार्यालय को घटना की जानकारी दी गई, पुलिस को पहले ही सूचना दी जा चुकी थी। पुलिस करीब 1.00 बजे पहुंची और उन्होंने स्थिति को नियंत्रण में लिया। घटना स्थल से 7 कारतूस बरामद किये गये।

पुलिस ने शहर से बाहर जाने वाले सभी रास्ते बंद कर दिये, राज्य की वायरलैस सेवाओं को सूचित किया गया, रेलवे व राज्य परिवहन को सचेत किया गया तथा बड़ी मात्रा में, पुणे पुलिस इतिहास में सबसे बड़ी पुलिस तलाश अभियान शुरु की गई।

गणेशखिंड शाखा में डकैती के प्रयास के परिप्रेक्ष्य में केन्द्रीय वित्त मंत्री ने सभी सरकारी बैंकों को निर्देश दिये कि डाकुओं का प्रतिरोध करते हुए यदि कोई कर्मचारी, कोई अन्य व्यक्ति या पुलिस का जवान मारा जाए या घायल हो जाए, तो उसे उचित रूप से पुरस्कृत किया जाए।



सरकारी प्रेस विज्ञप्ति के अनुसार यदि डाकुओं का प्रतिरोध करते हुए घायल हो जाने से किसी कर्मचारी की मृत्यु हो जाती है, तो बैंक मृत व्यक्ति के परिवार को ₹ 1 लाख की क्षतिपूर्ति प्रदान करेगा. उसके बच्चों की स्नातक स्तर तक की शिक्षा का भार वहन करेगा तथा उसके परिवार के किसी एक सदस्य को तुरंत नौकरी देगा. यदि कोई भी सदस्य तुरंत नौकरी पर लिये जाने की स्थिति में न हो तो नौकरी का यह अधिकार बड़े बच्चे के स्नातक स्तर तक की शिक्षा पूरी करने तक रोका जायेगा.

हमारे प्रबंधन वर्ग ने मृत श्री भारगुड़े के परिवार को ₹ 1 लाख की मंजूरी के साथ-साथ उसके द्वारा लिये गये आवास ऋण और भविष्य निधि ऋण को बट्टे खाते डाल दिया तथा उसके बच्चों को स्नातक स्तर तक की शिक्षा के लिये सहायता अनुदान दिया है. साथ ही प्रबंधक वर्ग ने घायल सर्वश्री एस.जी.काबे, एस.जी.सुकेनकर और पी.के.शिंदे तीनों में से प्रत्येक को ₹ 50,000/- की राशि प्रदान की तथा उन्हें वरीयता क्रम के बिना ही अधिकारी वर्ग में पदोन्नत कर दिया. लेखाकार अंजली देशमुख को ₹ 10000/- दिये गये तथा छुट्टियों में नियुक्त (अस्थायी) क्लर्क मंजिरी कुलकर्णी को ₹ 5000/- तथा बैंक में स्थायी नौकरी दी गई.

यह उल्लेखनीय है कि इस डकैती प्रयास को विफल करने में यूनियन बैंक कर्मियों ने बैंकिंग इतिहास को एक नया मोड़ दिया. डकैती के इस निष्फल प्रयास के बारे में बहुत कुछ कहा गया है और कहा जायेगा. स्थानीय व राष्ट्रीय समाचार पत्रों व पत्रिकाओं के शीर्षों और प्रमुख लेखों में भी शहर में घटित इस घटना को प्रकाशित किया गया.

जून 1986 में यूनियन बैंक की गणेशखिंड शाखा, पुणे में बैंक डकैती के प्रयास को निष्फल करने में दिखाए गए अनुकरणीय साहस और बहादुरी के लिए दि. 11.04.1987 को स्वर्गीय दफ्तरी, श्री पी.टी. भारगुड़े (मरणोपरांत), कैशियर, श्री एस.जी.काबे और क्लर्क श्री पी.टी.शिंदे को राष्ट्रपति, ज्ञानी जैल सिंह जी द्वारा राष्ट्रपति भवन में एक शानदार रक्षा समारोह में 'शौर्य चक्र' से सम्मानित किया गया. अपने दिवंगत पति की ओर से श्रीमती भारगुड़े ने पुरस्कार ग्रहण किया.

डकाच्या शाखा, इंदौर, मध्य प्रदेश

हमारी ग्रामीण शाखा डकाच्या, मध्य प्रदेश के इंदौर जिले में एक पक्की इमारत में स्थित है जिसमें सुरक्षा हेतु अलार्म सिस्टम तो लगी हुई थी परंतु सुरक्षा रक्षक तथा दूरभाष की सुविधा उपलब्ध नहीं थी. दिनांक 27.7.1987 को घुंघराले बालोंवाले 5 फीट लंबे एक अजनबी ने शाखा में प्रवेश किया और वह कैश काउंटर के सामने खड़ा हो गया. शाखा के खजांची श्री आर.सी. लड्डा ने उससे पूछताछ करते हुए उसके हाथ में पैसे निकालने हेतु पर्ची थमा दी. परंतु उसने हाथ में रिवाल्वर हिलाते हुए नकदी नोटों की मांग की.

खतरे की आशंका से शाखा प्रबन्धक श्री पी.एस. बजाज ने प्यून को ₹7660.20 की नकद राशि ट्रे में भरकर उसे देने को कहा. आज्ञा का पालन करते हुए प्यून श्री नानुराम चौधरी कैश केबिन से नकदी राशि ट्रे में लेकर आया. जब अजनबी ने उस ट्रे को सामने जमीन पर नीचे रख देने को कहा, तब उसका ध्यान विचलित करने हेतु नानुराम जी ने वह ट्रे उस अजनबी के सर के ऊपर से पीछे फेंक दिया. जमीन पर पड़े हुए नोट इकट्ठा करते हुए डकैत ने खजांची के स्कूटर की चाबी उसे सौंपने का हुक्म दिया. लेकिन स्कूटर स्टार्ट न होने के कारण शाखा के भीतर फायर करते हुए वह पैदल ही भाग निकला. प्रसंगावधान रखते हुए नानुराम जी ने लकड़ी का स्टूल और भारी पंचिंग मशीन उस डकैत पर फेंक मारा. तभी शाखा के बाकी स्टाफ ने अलार्म सिस्टम का बटन दबाकर लोगों को डकैती के बारे में चौकन्ना किया. इस वजह से नजदीक के चाय के स्टाल पर खड़े 4 ग्रामीण भी दौड़ते चले आए. फिर नानुराम जी ने उनको साथ लेते हुए 1 कि.मी. भागकर डकैत का पीछा किया और उसे पकड़ लिया. इकट्ठा हुई भीड़ ने डकैत की खूब पीटाई की. पुलिस ने डकैत से एक 32 बोर का रिवाल्वर तथा 5 जिंदा कारतूस जब्त किए. पूछ ताछ के दौरान पता चला कि डकैत बरवाह पुलिस कस्टडी से फरार हुआ आतंकवादी बलवंत सिंह उर्फ जगताप था. इस डकैती को नाकाम करनेवाले बैंक कार्मिकों और ग्रामीणों को पुलिस ने ₹5,000/- का नकद पुरस्कार दिया. बैंक की ओर से भी नानुराम चौधरी और 04 ग्रामीणों को प्रत्येकी ₹1,000/- का पुरस्कार दिया गया.

Huda Complex Branch, (Karnal region) on 27/10/2017

Remittance of cash amounting to ₹70 lakhs kept in a bag was being carried out at around 2.40 PM by the Head cashier of the branch, Shri S.K. Malik, in a car (Maruti Ertiga) belonging to him. The remittance was accompanied by the outsourced armed guard of the branch.

Shri Malik was himself driving the car with outsourced armed guard, Shri Sahib Singh seated in co-driver's seat with his weapon (12 Bore Double Barrel Gun).

As they travelled around 4 KMs on the route and took a left turn for Gannuar Branch (2-3 KMs away), three bullets were fired upon them from a car behind them which was on left rear side of the road. One of the bullets hit the front tyre of Shi Malik's car, second hit the rear side window panel and the third bullet hit the side rear door.

Shri Malik did not stop the car and tried to drive faster but could not do so because of the burst left front tyre. The miscreant's car came on the left side of Shri Malik's car and the miscreants again fired two bullets upon them. One bullet missed the car and the other bullet pierced the side door, driver's seat and hit Shri Malik in the left lower back. Shri Malik informed the guard of the injury. In the meantime, the miscreant's car overtook Shri Malik's car and stopped ahead blocking the road.

As Shri Malik's car stopped, Shri Saheb Singh (armed guard) asked him to stay inside the car. In spite of being injured, Saheb Singh came out of the car and fired one round from his weapon towards the miscreants and challenged them. Being challenged, all the miscreants got back into their car and fled the scene towards Gannuar.

In the mean time another car came from opposite side having two adults and one child and halted near them. On being informed of the incident and having verified their credentials, Shri Malik requested them for help to drop them back along with the cash bag to Huda Complex branch.

On reaching the branch around 3.20 PM, complete cash amounting to ₹70 lakhs was taken possession of by the Branch Head. Another staff immediately took Shri Malik to Frank Institute of Medical Sciences (FIMS) Hospital for treatment.

Considering the act of bravery by Shri Malik and Saheb Singh and saving ₹70 lakhs for the Bank, FGM New Delhi, has recommended a cash reward of ₹1 lakh each to Shri Malik and Shri Saheb Singh respectively, in accordance to the Bank's policy.

सर्वे ऑफ इंडिया शाखा, हैदराबाद

दिनांक 25.06.2015 को हमारी सर्वे ऑफ इंडिया शाखा, हैदराबाद में शाम 4.00 बजे के आसपास एक बदमाश ने प्रवेश किया। उसने मन्की कैप और हेल्मेट पहना था, उसकी एक हाथ में पेपर स्ट्रे और दूसरे में पिस्तौल था। स्टाफ की ओर बढ़ते हुए उसने सभी को जबरन कैश काउंटर के पास एक लाइन में खड़ा किया। तभी अपने मोबाइल पर बात करते हुए एक ग्राहक ने शाखा में प्रवेश किया। शाखा के प्रवेश द्वार के निकट ही उस बदमाश ने ग्राहक पर हमला किया लेकिन वह भाग निकला। इस ग्राहक को झपटने की चक्कर में बदमाश भी गेट के बाहर निकल गया। मौके का फायदा उठाते हुए चालाकी से शाखा के स्टाफ ने शाखा का गेट और काँच का दरवाजा अंदर से बंद कर दिया। हथियार लैस बदमाश ने फिर एक बार शाखा के अंदर घुसने की कोशिश की लेकिन वह नाकामयाब हो गया और फिर भाग गया। इस घटना के बारे में पुलिस स्टेशन में एफ आई आर दर्ज किया गया। इस दौरान बैंक को किसी प्रकार की जीवित हानि या संपत्ति का नुकसान नहीं हुआ।



To promote a culture of continuous learning
for the development of individual and the Bank

Knowing Our Training System

Our training system provides holistic environment of learning through Apex college situated at Bengaluru along with 8 Training Centers Pan India, equipped with innovative training methodologies along with various digital channels providing 24*7 learning environment.

Staff College / Staff Training Centres

- Staff Training Centre Aluva
- Staff Training Centre Ahmedabad
- Staff Training Centre Bhopal
- Staff Training Centre Bhubaneswar
- Staff Training Centre Gurgaon
- Staff Training Centre Lucknow
- Staff Training Centre Kolkata
- Staff Training Centre Powai



Training Mission

STAFF COLLEGE / CENTRES





STC Bengaluru



STC Bengaluru

NON-ACADEMICS

Major Initiatives by Training System

A New hostel block is constructed and furnishing work is under process – The new hostel will host all modern facilities for the trainees.

We have erected a **Centenary Wall** at the entrance of the College, to commemorate the ongoing centenary year. The wall stands as a testimony to 100 years of Bank's great journey.

We have **Accu-pressure** Track at two places to create awareness among the participants about their health aspects, and to make them start with such practices.

Dhanwantri Vatika – An area at the rear end of the college administrative building, where medicinal plants are grown, to demonstrate the importance of natural medicine available from herbs and plants.

Shanti Niketan (Open Classroom) – is conceptualized to give a serene experience in the lap of nature. The classroom is provided with a beautiful lawn enclosure encircled by seating arrangement. The whole place is surrounded by beautiful plants. Participants enjoy the tranquil atmosphere in this classroom even while learning continues.

Chintan-Kutir is a special hut created for brainstorming Woods of Happiness is a place where beautiful bamboo bush was grown. The Bamboo branches are grown very tall and look as if they may reach out to the sky.

Meditation Hut with Fountain for engaging in meditation in the lap of nature beside a pond.

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ACADEMICS

The following initiatives have been taken recently and they are being carried out in full swing giving a new dimension to the training system.

52 weeks PO Induction and On boarding

• Preparation of Classroom and On the Job Training Schedule in 2 phases(1st Phase Operations 2nd Phase Credit related)

- Phase I (3 Weeks)-Operations
- Phase I (20 Weeks)-Operations
 - ♦ All related modules & e- lessons to be completed
 - ♦ JAIIB Exam enrollment, Online evaluation test, JAIIB Exam

tion test, JAIIB Exam

- Phase II(4 Weeks)-Credit
- Phase II(25 Weeks)-Credit
 - ♦ All related modules & e- lessons to be completed
 - ♦ CAIIB Exam enrollment, Online evaluation test, CAIIB Exam
- Conceptualizing of Workbook(3 volumes)
- E-Learning Modules for each topic (233 in house developed modules)
- Placement and rotation as per training schedule





STC Aluva



STC Powai



STC Kolkata



STC Ahmedabad



STC Bhubaneswar



STC Gurgaon



STC Bhopal



STC Lucknow

Training analytics Unit is set up

- ◆ To do Post Training Impact study after the training is over.

Query Corner

- ◆ To raise the query by Filed functionaries and get it resolved within stipulated TAT .
- ◆ A Repository is being maintained of all the replied queries for future references.

Web Based Post Course Evaluation

- ◆ Qualitative Feedback to ascertain skill improvement in the individual employees
- ◆ Assessment on Quantitative Parameters to ascertain the impact of training on Business aspects

Online Quiz for the following employee categories

- ◆ Gyan Kasauti for Executives
- ◆ Promotion Aspirants
- ◆ Faculty Knowledge Enrichment

Online Self Training Nomination

It gives a platform to an individual employee for indenting self training requirements.

E-Learning

- ◆ **Role Based Modules**
 - In house developed
- ◆ **Monthly Updates**
 - Gist of RBI Speech
 - Gist of Circulars Dept Wise
 - Weekly News Updates
- ◆ **Promotion Prep Materials**
 - Current Event topics and discussion consolidation
 - GD Topics and Contents
 - MCQ

Innovative & Interactive Training Methodologies

- ◆ Mix & Match
- ◆ Gallery Walk

- ◆ Open Classroom
- ◆ New Energizes & Program Closures
- ◆ Cross Word
- ◆ Gamification
- ◆ Audio Visual Training Methods
- ◆ Thematic Apperception test
- ◆ Press Conference
- ◆ Reverse Quiz
- ◆ Connecting Dots
- ◆ E-Learning

Mid Course evaluation to interfere and take steps to enhance training receptivity

- ◆ OTS Package developed by research and development team at staff College
- ◆ Handy at the field level to know the minimum settlement amount
- ◆ To Improve TAT in finalizing the OTS proposals
- ◆ Facilitate the weighing of offer made by the borrower.

Making Training as a Profit Centre

- ◆ Tie-up arrangement with Calcutta Business School for Faculty and Course Contents
- ◆ Further plans for imparting Leadership training to other Banks.
- ◆ Recently an induction program for SWOs of Andhra Bank has been conducted at our Staff College Bengaluru Campus.

E-Learning Policy introduced to specify the project implementation and enhance learning through alternative methods. Work on providing an E-Learning app is under progress. Various programs have been devised for new concept of Job Family which will give a well trained focused workforce in each field. A major highlight has been conduct of 100 Locational Program as Centenary Year Celebration Focused Locational Programs on the following topics generated widespread appreciation among the field staff.

- ◆ War Against NPA
- ◆ Digi Gaon



- ◆ Digital Banking Program
- ◆ CARE (CASA & Retail)
- ◆ Gold Loan
- ◆ Agrasar Aap Agrasar Hum
- ◆ Monitoring & Documentation
- ◆ Compliance
- ◆ Credit
- ◆ Business Correspondents

Union Bhavishya : The flagship leadership program covers the following

- ◆ Wave I Business Projects
- ◆ Wave II & Wave III through In house developed

Faculty Members

- ◆ Developmental Council Meetings
- ◆ Graduation Ceremony of Wave I
- ◆ Exclusive Women Batch

Conducted Leadership Development Program for all Dy General Managers with external experts from Tata Institute of Social Science

Induction of 25 Faculty Members

- ◆ To further strengthen the system for the upcoming challenges
- ◆ We have an in house developed Faculty Induction program consisting of Classroom & on the Job training



Staff Training College, Bengaluru



Awards & Accolades- Received by Training System

Award Giving Authority

Institute of Directors

Indian Society for Training & Development Award

Awards Category

Seven Times awarded with Golden Peacock HR Excellence Award

"National Award for Innovative Training Practices" (Second Prize for 2014-15) instituted by Indian Society for Training & Development (ISTD), New Delhi

Awards Since F Y 2018-19

Times Ascent Award

Asian Training & Development Leadership Award

Indian Society for Training & Development Award

6th Global Training & Development Leadership Awards- World HRD Congress

Institute of Directors

Asia Pacific HRM Congress

1. For best results based training
2. For most innovative use of training & Development as an HR Initiative for Organizational Development
3. Best Leadership Development Award for Top Management
4. Best Leadership Development Award for Middle Management
5. National Innovative Training Practices
6. Excellence in Training & Development Award. An Overall Award for Best Results Based Training
7. Best Use of Technology for Training
8. Best Development Program in Public Sector for Top Management
9. Golden Peacock National Training Awards
10. Use of Best Training Methods for Knowledge Management

- Team Staff College Bengaluru



यूनियन बैंक का सफर और राजभाषा हमसफर



जिंदगी चाहे किसी व्यक्ति की हो या किसी संस्था की अपने पथ पर चलती रहती है. अब यह निर्भर करता है उसके हमसफर पर कि उस संस्था या व्यक्ति का सफर कैसा है. किसी ने कहा भी है:-

गर तुम सा हो कोई हमसफर मेरी राहों में,
जाना है कब और जा कहाँ रहे, सोचता कौन है?

राजभाषा और यूनियन बैंक का रिश्ता भी कुछ ऐसा ही है. 11 नवंबर 1919 को स्थापित इस गौरवशाली संस्था यूनियन बैंक ऑफ इंडिया का हर सफर यादगार रहा है. एक ऐसा बैंक जिसने अपनी सफलताओं की सेंचुरी मारी है और भारतीय अर्थव्यवस्था को एक मजबूत नींव प्रदान करते हुए अपने सौ वर्ष पूरे किए हैं. बैंक के इस सफर में राजभाषा ने शुरू से ही कंधे से कंधा मिलाकर साथ दिया है. इसका प्रमाण है 15 नवंबर 1919 को आयोजित मात्र 5 दिन के इस बैंक के निदेशक मंडल की प्रथम बैठक के पूर्णतः द्विभाषिक कार्यवृत्त. राजभाषा की दृष्टिकोण से यह बात विशेष रूप से नोट करने योग्य भी है एवं प्रत्येक यूनियनाइट्स के लिए गर्व की बात भी. गर्व का कारण इसलिए कि राजभाषा के आलोक में यह हमारे 100 वर्ष पुराने इतिहास और हमारी दूरदर्शिता को प्रदर्शित करता है.

अपने स्वर्णिम इतिहास से प्रगति के पथ पर चलते हुए बैंक ने राजभाषा के क्षेत्र में भी अनगिनत कीर्तिमान स्थापित किए हैं और साबित किया है कि व्यवसायिकता के इस दौर में भी बैंक में राजभाषा कहीं भी पीछे नहीं है. फिर चाहे वो हिन्दी के लिए जन-जागरण हो, देशव्यापी कार्ययोजनाएँ, सूचना प्रणाली एवं कार्यनिष्पादन हों या फिर भारत सरकार एवं अन्य ख्याति प्राप्त संस्थाओं से प्राप्त पुरस्कार एवं सम्मान हों. हम कहीं भी कमतर नहीं हैं.

आइए, तारीखों के आईने एवं उपलब्ध तस्वीरों से आपको लिए चलते हैं राजभाषा की समृद्ध दुनिया के अबतक के सफर में, जिसे पढ़-कर आपको गर्वानुभूति होगी. साथ ही कुछ महान व्यक्तित्वों का संक्षिप्त विवरण जिन्होंने अपने कार्यकाल में राजभाषा के क्षेत्र में अपनी अमिट छाप छोड़ी है.

केंद्रीय कार्यालय में राजभाषा कार्यान्वयन प्रभाग की स्थापना 1973 ई. में हुई. साथ ही सभी अंचलीय कार्यालय एवं क्षेत्रीय कार्यालय में वर्ष 1976 ई. में राजभाषा कक्ष की स्थापना की गई. आज हमारी प्रत्येक शाखा / कार्यालय / प्रशिक्षण महाविद्यालय / प्रशिक्षण केंद्र में राजभाषा कार्यान्वयन समिति का गठन किया जा चुका है, जहां नियमित रूप से त्रैमासिक बैठकें आयोजित की जाती हैं. 1977 ई. में यूनियन बैंक भारत का पहला राष्ट्रीयकृत बैंक बना, जिसने अपनी वार्षिक रिपोर्ट द्विभाषिक जारी कर राजभाषा के क्षेत्र में एक नया कीर्तिमान स्थापित किया.

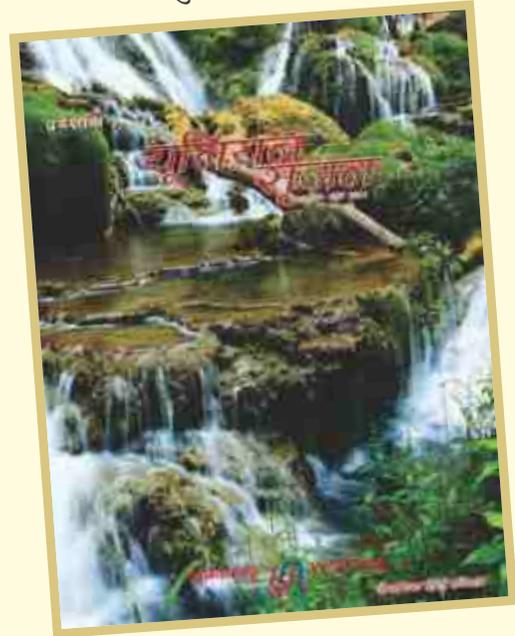
मैनुअल बैंकिंग से हमारे इस सफर ने अचानक से डिजिटल क्रांति का रुख कर लिया. हम कागज़ी बैंकिंग से कम्प्यूटर प्रणाली बैंकिंग में आ गए. ऐसे में बैंक की हिन्दी आवश्यकताओं के मद्देनजर हिन्दी टंकण के लिए वर्ष 2000 में एक विशेष एपीएस टंकण पैकेज बनाया गया जिसने कम्प्यूटर पर हिन्दी में कार्य को संभव बना दिया. इसके बाद दौर आया, एक शाखा से दूसरे शाखा को जोड़ने का अर्थात सीबीएस (कोर बैंकिंग सोल्यूशंस) का, मार्च 2008 में बैंक की सभी शाखाओं को सीबीएस से जोड़ दिया गया. यहाँ भी हिन्दी ने हमसफर के रूप में बैंकिंग को सहज बनाने में अपना योगदान दिया. 2008 में ही हम स्क्रिप्ट मैजिक के माध्यम से हिन्दी में पासबुक प्रिंट करने की सुविधा लेकर आए. राजभाषा कार्यान्वयन की दुनिया में यह बैंकिंग क्षेत्र में हलचल पैदा करने वाला पल था क्योंकि विभिन्न राष्ट्रीयकृत बैंकों में इस प्रकार का विशेष पैकेज लाने वाले हम पहले बैंक थे. बाद में इसी पैकेज का नाम बदलकर लिंग्वीफ़ाई टूल किया गया.

समय बीतता गया. जरूरतों के अनुसार बैंकिंग परिवर्तित होती गई. यूनियन बैंक के राजभाषा विभाग में भी नवोन्मेषी पहल की खोज होती रही. एपीएस जैसा एक अन्य टाइपिंग टूल माइक्रोसॉफ्ट इंडिक लैंग्वेज इनपुट टूल (यूनिकोड) के माध्यम से हिन्दी में टंकण और सरल एवं सहज हो गया. यह टूल दिसंबर 2009 में तैयार किया गया जिसे हम अपने बैंक में 2010 से प्रयोग कर रहे हैं. यह विंडोज एक्सपी, विंडोज 7, विंडोज 8, विंडोज 10 में सपोर्ट करता है, जिससे आज हिन्दी के साथ-साथ 9 अन्य भाषाओं (बंगाली, गुजराती, कन्नड़, मलयालम, मराठी, ओड़िया, पंजाबी, तमिल एवं तेलुगू) में काफी आसानी से टंकण किया जा रहा है.



सीबीएस आने के बाद भी हम शाखाओं/कार्यालयों की राजभाषा विषयक मासिक/तिमाही प्रगति रिपोर्ट मैनुअल तैयार कर प्रेषित करते थे. ऐसे में जरूरत थी सीबीएस जैसे एक पैकेज की जिससे हम भी राजभाषा के क्षेत्र में एक कदम आगे बढ़ सकें. वर्ष 2010 में इस सोची गयी संकल्पना पर कार्य शुरू हुआ. इसको नाम दिया गया

'सीआरएस (कोर राजभाषा सोल्यूशन)'. पहले भाषायी आधार पर 'क', 'ख' और 'ग' क्षेत्र में बाँट कर इस पर इन क्षेत्रों के 3-3 कार्यालयों की रिपोर्ट भरी गई. साथ ही कई डमी रिपोर्टें भी भरी गईं, ताकि जो डाटा संबंधी गलतियाँ हो उन्हें दूर किया जा सके. सबसे पहली रिपोर्ट क्षेत्रीय कार्यालय, रायपुर द्वारा अप्रैल-जून 2011 की रिपोर्ट 07/07/2011 को प्रस्तुत की गई. सभी कार्यालयों की आईडी बनाकर एवं सभी मूलभूत समस्याओं को दूर कर जून 2012 से तिमाही प्रगति रिपोर्ट (QPR) लाइव कर दिया गया. चूंकि यह हमारा अपना ईजाद किया हुआ पैकेज है, इसलिए इसमें शाखाओं, कार्यालयों, कर्मचारियों से संबंधित विभिन्न जानकारियों का डेटाबेस तैयार करने में उस समय कार्यरत सभी राजभाषा अधिकारियों ने अपना अमूल्य योगदान दिया. इस पूरे पैकेज को बनाने में अपना अमूल्य योगदान दिया श्री राजेश कुमार एवं श्री नीलेश पटेल ने जो आज पेपरलेस बैंकिंग की तरफ अग्रसर हो गया है. 04 जून 2016 को इसमें ऑनलाइन पत्र-प्रबंधन लाइव कर दिया गया. इससे रजिस्ट्रारों और फ़ाइलों की संख्या कम करने में काफी मदद मिली है. 19 सितंबर 2018 को धारा 3(3) संबंधी समस्त दस्तावेजों को ऑनलाइन करने का विकल्प भी लाइव कर दिया गया. आज स्टाफ सदस्यों का डेटा सीधे यूनियन परिवार से जोड़ दिया गया है. इसमें कार्यालयों / शाखाओं की ऑनलाइन रिव्यू सिस्टम भी है. नगर राजभाषा कार्यान्वयन समिति, राजभाषा विभाग, गृह मंत्रालय, भारत सरकार को प्रस्तुत करने वाली तिमाही रिपोर्टें जैसी कई सुविधाएं एवं राजभाषा से संबंधित अन्य सभी आवश्यक जानकारियाँ इस पर उपलब्ध हैं. इस पर नित्य कोई न कोई नवोन्मेषी कार्य चलता रहता है. हाल ही में हमने 24 सितंबर 2019 को सीआरएस में पुस्तकालय प्रबंधन भी लाइव कर दिया है. इसके साथ ही मूल्यांकन रिपोर्ट में राजभाषा के प्रयोग को समुचित स्थान दिया गया है.

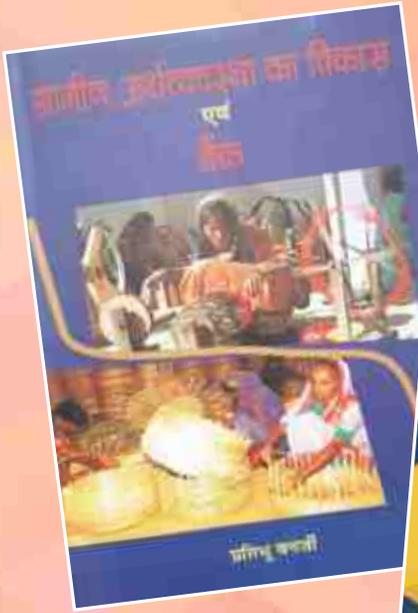


बैंक ने गृह पत्रिका के क्षेत्र में यूं तो 1976 में ही अपना कदम रखा है. तब से द्विभाषिक हिन्दी गृह पत्रिका 'यूनियन धारा' बैंक की धारा के साथ अनवरत बहती जा रही है. राजभाषा के आलोक में जुलाई 2014 से एक नया मेहमान यूनियन बैंक की पत्रिका परिवार में जुड़ा. नाम दिया गया 'यूनियन सृजन'. यह पूर्ण हिन्दी साहित्यिक पत्रिका है और अप्रैल-जून 2014 अंक से प्रत्येक तिमाही प्रकाशित हो रही है.

गृह पत्रिका के साथ-साथ हमारी बहुत सारी अन्य पुस्तकें भी प्रकाशित होती हैं. प्रति वर्ष हम किसी एक महत्वपूर्ण बैंकिंग विषय पर पुस्तक प्रकाशित करते हैं जिसके विषय का चयन उस समय की मांग के अनुसार किया जाता है. प्रतिवर्ष बैंक ने एक विविध आयाम पुस्तक प्रकाशित किया है:- जिसका विवरण निम्नानुसार है.

1. विविध आयाम - (2008-09)
2. मानव संसाधन - विविध आयाम - (2009-10)
3. संव्यवहार बैंकिंग - विविध आयाम - (2010-11)
4. वित्तीय समावेशन - विविध आयाम - (2011-12)
5. खुदरा बैंकिंग - विविध आयाम - (2012-13)
6. एनपीए प्रबंधन - विविध आयाम - (2013-14)
7. ग्राहक सेवा - विविध आयाम - (2014-15)
8. डिजिटल बैंकिंग - विविध आयाम - (2015-16)
9. सतर्कता के विविध आयाम - (2016-17)
10. कृषि विकास - विविध आयाम - (2017-18)
11. साइबर सुरक्षा एवं डिजिटल बैंकिंग के विविध आयाम (2018-19)
12. एमएसएमई के विविध आयाम - (2019-20) (प्रकाशनाधीन)

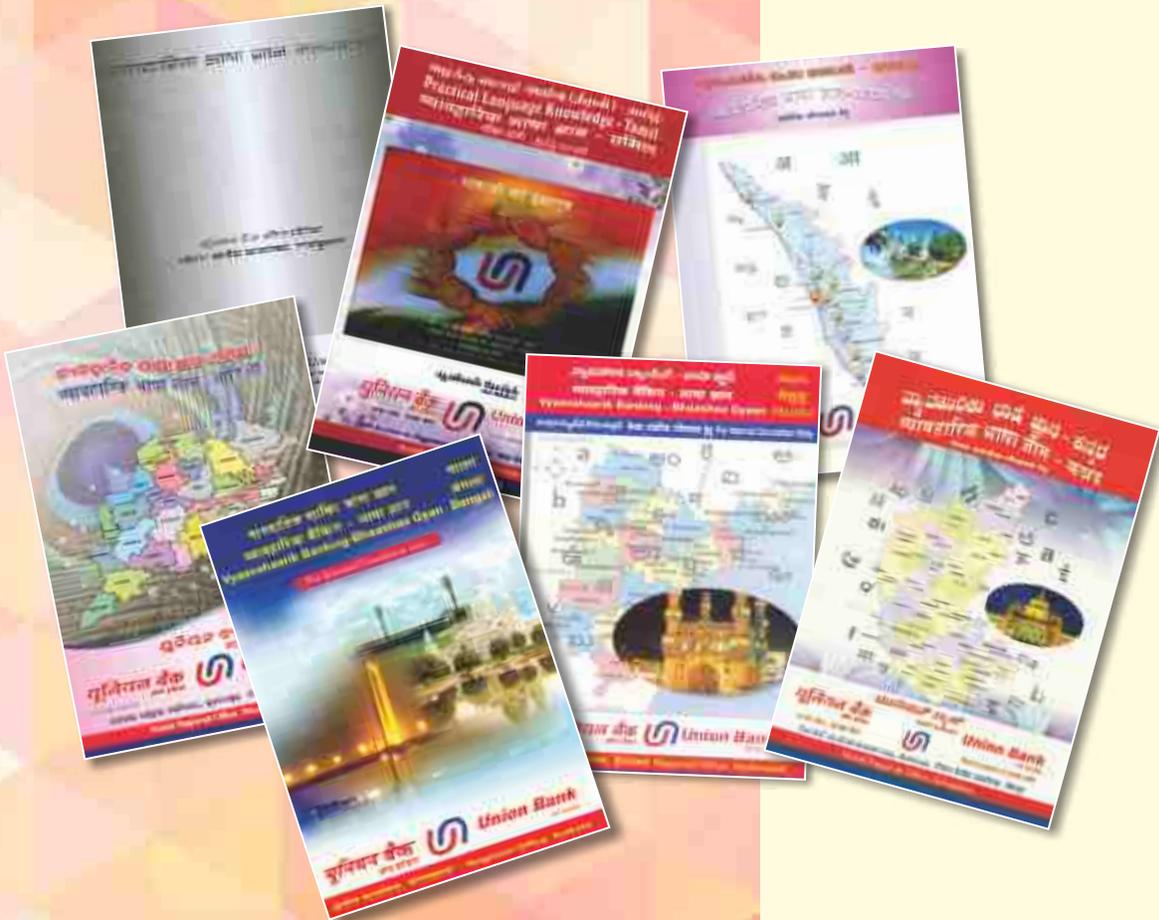




'मौलिक पुस्तक लेखन योजना'

1993 ई. से आरंभ की 'मौलिक पुस्तक लेखन योजना' के अंतर्गत हमारे बैंक से अब तक दो पुस्तकें प्रकाशित की जा चुकी हैं.

1. भारतीय अर्थव्यवस्था का विकास एवं बैंक तथा
2. ग्राहक सेवा - मनोवैज्ञानिक पहलू. साथ ही स्थानांतरण जैसी अभिन्न प्रक्रिया वाली संस्था 'बैंक' में हिन्दीतर भाषा में सहज वार्तालाप के लिए छः अन्य भारतीय भाषाओं (तेलुगू, ओडिया, कन्नड़, मलयालम, बंगला एवं तमिल) में 'व्यावहारिक भाषा ज्ञान' नाम की पुस्तिका प्रकाशित की गई है.



इसके अलावा हमारे बैंक में भारत सरकार की योजनाओं के अलावा कई अन्य योजनाएं हैं, जो प्रोत्साहन एवं प्रेरणा के साथ स्टाफ सदस्यों का मनोबल बढ़ाने के लिए लाई गई हैं। ये योजनाएँ निम्नानुसार हैं:-

1. यूनियन बैंक आंतरिक राजभाषा शील्ड योजना (1982 ई. से आरंभ) – केंद्रीय कार्यालय स्तर पर 'क', 'ख' एवं 'ग' क्षेत्र के क्षेत्रीय कार्यालयों को पुरस्कृत किया जाता है।
2. अंतर शाखा राजभाषा शील्ड योजना (1995 ई. से आरंभ) – क्षेत्रीय कार्यालय स्तर पर शाखाओं को पुरस्कृत किया जाता है।
3. सर्वश्रेष्ठ राजभाषा कार्मिक पुरस्कार योजना - (1995 ई. से आरंभ) – केंद्रीय एवं क्षेत्रीय कार्यालय स्तर पर हिन्दी में कार्य करने वाले श्रेष्ठ कर्मचारियों को पुरस्कृत किया जाता है।
4. अंतर्विभागीय राजभाषा शील्ड योजना (2005 ई. से आरंभ)- केंद्रीय कार्यालय स्तर पर हिन्दी में अच्छा कार्य करने वाले विभागों को पुरस्कृत किया जाता है।
5. कार्यपालकों हेतु हिन्दी टिप्पण व आलेखन योजना (2010 ई. से आरंभ)।
6. भारतीय बैंक संघ द्वारा परिचालित हिन्दी प्रशिक्षण संबंधी प्रोत्साहन योजनाएं जिस पर बैंक द्वारा विशेष मानदेय का प्रावधान है।
7. राजभाषा कार्यान्वयन में गुणात्मक सुधार लाने हेतु भारत सरकार एवं भारतीय बैंक संघ द्वारा परिचालित हिन्दी प्रशिक्षण संबंधी योजनाओं के लिए बैंक में नकद प्रोत्साहन योजना का आरंभ।

हिन्दी पुस्तक में अंशदान करने वाले कार्मिकों को उनकी रचनाओं के आधार पर मानदेय भी दिया जाता है। फिर चाहे वो योगदान यूनियन धारा / यूनियन सृजन के लिए हो या फिर किसी भी अन्य पुस्तक में प्रकाशित रचनाओं के लिए हो।

जब आप और हमने मिल कर इतने सारे काम किए हैं तो निश्चित है कि हमें उचित सम्मान भी मिला होगा। बैंक को राजभाषा के क्षेत्र में प्राप्त विभिन्न पुरस्कार हमारे उन सभी कार्यों का प्रमाण है, जो राजभाषा के क्षेत्र में अग्रणी रहकर कई राष्ट्रीयकृत बैंकों के लिए मील का पत्थर साबित हुई है।

उपलब्ध आंकड़ों के अनुसार अखिल भारतीय स्तर पर यूनियन बैंक ऑफ इंडिया को जिन राजभाषा शील्ड पुरस्कारों से नवाजा गया है, उसकी वर्षवार सूची निम्नानुसार है:-

इन्दिरा गांधी राजभाषा पुरस्कार (राजभाषा विभाग, गृह मंत्रालय, भारत सरकार द्वारा प्रदत्त) की जानकारी

| क्रम सं. | वर्ष | पुरस्कार |
|----------|---------|------------|
| 1. | 2001-02 | प्रथम |
| 2. | 2002-03 | द्वितीय |
| 3. | 2003-04 | द्वितीय |
| 4. | 2004-05 | प्रोत्साहन |
| 5. | 2007-08 | प्रोत्साहन |
| 6. | 2008-09 | प्रथम |
| 7. | 2009-10 | द्वितीय |
| 8. | 2010-11 | द्वितीय |
| 9. | 2011-12 | द्वितीय |
| 10. | 2012-13 | द्वितीय |
| 11. | 2013-14 | प्रथम |
| 12. | 2014-15 | द्वितीय |

** 2015 से इस पुरस्कार का नाम बदल कर 'राजभाषा कीर्ति पुरस्कार' कर दिया गया है।



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रिजर्व बैंक राजभाषा शील्ड पुरस्कार (भारतीय रिजर्व बैंक द्वारा प्रदत्त)

| क्रम सं. | वर्ष | 'क' क्षेत्र | 'ख' क्षेत्र | 'ग' क्षेत्र |
|----------|---------|-------------|-------------|-------------|
| 1. | 1982 | --- | प्रथम | --- |
| 2. | 1983 | --- | प्रथम | द्वितीय |
| 3. | 1984 | --- | प्रथम | द्वितीय |
| 4. | 1985 | --- | प्रथम | तृतीय |
| 5. | 1986 | --- | द्वितीय | द्वितीय |
| 6. | 1987 | --- | चतुर्थ | तृतीय |
| 7. | 1989 | --- | तृतीय | --- |
| 8. | 1990-91 | --- | चतुर्थ | --- |
| 9. | 1991-92 | --- | प्रथम | द्वितीय |
| 10. | 1992-93 | --- | प्रथम | द्वितीय |
| 11. | 1993-94 | द्वितीय | द्वितीय | --- |
| 12. | 1994-95 | तृतीय | प्रथम | द्वितीय |
| 13. | 1995-96 | द्वितीय | तृतीय | द्वितीय |
| 14. | 1996-97 | चतुर्थ | चतुर्थ | चतुर्थ |
| 15. | 1997-98 | --- | चतुर्थ | --- |
| 16. | 2000-01 | --- | प्रथम | --- |
| 17. | 2001-02 | प्रथम | चतुर्थ | तृतीय |
| 18. | 2002-03 | प्रथम | तृतीय | चतुर्थ |
| 19. | 2003-04 | द्वितीय | चतुर्थ | चतुर्थ |
| 20. | 2004-05 | चतुर्थ | चतुर्थ | चतुर्थ |
| 21. | 2006-07 | चतुर्थ | चतुर्थ | --- |
| 22. | 2007-08 | चतुर्थ | --- | --- |
| 23. | 2008-09 | प्रथम | प्रथम | --- |
| 24. | 2009-10 | प्रोत्साहन | प्रथम | प्रोत्साहन |
| 25. | 2010-11 | प्रथम | प्रथम | प्रथम |
| 26. | 2011-12 | तृतीय | प्रथम | चतुर्थ |
| 27. | 2012-13 | तृतीय | द्वितीय | प्रोत्साहन |
| 28. | 2013-14 | प्रोत्साहन | प्रोत्साहन | प्रोत्साहन |
| 29. | 2014-15 | --- | प्रोत्साहन | --- |



इन पुरस्कारों की फेहरिस्त काफी लंबी है, जिनसे बैंक को समय-समय पर गौरवानुभूति हुई है। फिर चाहे वो किसी संस्था द्वारा बैंक को प्रदत्त हो, या फिर स्थानीय पुरस्कार हो, गृह मंत्रालय एवं नगर राजभाषा कार्यान्वयन समिति द्वारा विभिन्न कार्यालयों/शाखाओं को प्रदत्त हो या फिर व्यक्तिगत पुरस्कार हो। इन सभी ने यूनियन बैंक को कई बार गर्व करने का मौका दिया है। निश्चित रूप से इन पुरस्कारों के पीछे बैंक के हर एक कार्मिक का योगदान है। साथ ही बैंक के केंद्रीय कार्यालय में कार्यरत राजभाषा प्रभारी एवं उनकी टीम का योगदान भी अविस्मरणीय है। तो आइए, हमारे बैंक में अब तक के राजभाषा प्रभारियों के बैंक में उनके योगदान से संबंधित संक्षिप्त जानकारी प्राप्त करते हैं:-

श्री विजय कुमार मल्होत्रा (1973-78)

यूनियन बैंक ऑफ इंडिया में राजभाषा के क्षेत्र में एक ऐसा नाम, जो बैंक के पहले राजभाषा अधिकारी थे। इन्होंने न सिर्फ बैंक में राजभाषा की नींव रखी, बल्कि बैंक के बाहर भी देश-विदेश में राजभाषा का परचम लहराया है। हिन्दी को 'क्लास बैंकिंग' से निकाल कर 'मास बैंकिंग' तक पहुंचाया। क्योंकि तब तक बैंकिंग सिर्फ बैंकिंग से आगे निकाल कर ग्रामीण विकास के कार्य में जुट गया था। आज भी वे राजभाषा के क्षेत्र में सक्रिय हैं और विश्व के कई देशों में अपना वक्तव्य देने हेतु उन्हें आमंत्रित किया जाता है। वे भाषायी तकनीकी के क्षेत्र में कार्यरत हैं। एक ऐसा टेक्नोसेवी व्यक्तित्व, जिसने अपने बैंक के कार्यकाल के दौरान राजभाषा में 'पदों का सृजन' एवं 'बैंकिंग की मुख्यधारा में हिन्दी' जैसे मुख्य कार्य में अपना योगदान दिया। साथ ही राजभाषा अधिकारियों को बैंकिंग शब्दों के अनुवाद की समझ के लिए सामान्य बैंकिंग पर प्रशिक्षण कार्यक्रम की शुरुआत की। हम बैंकिंग के साथ-साथ राजभाषा में भी शुरू से अग्रणी रहे, इसमें श्री मल्होत्रा का योगदान अविस्मरणीय है।

स्व. जगजीवन सिंह पवार (1979-88)

यूनियन बैंक में राजभाषा विभाग के एक सशक्त प्रभारी के रूप में इनका नाम सदैव याद किया जाएगा। इनके कार्यकाल के दौरान लिपिक से अधिकारी संवर्ग में पदोन्नति की परीक्षा के माध्यम में हिन्दी की स्वीकार्यता, कार्यालयों/शाखाओं में द्विभाषी रबड़ की मोहरें, बैंक द्वारा सभी फॉर्म का द्विभाषिक रूप, राजभाषा के क्षेत्र में उत्कृष्ट कार्य करने पर बैंक द्वारा संबंधित कार्यालय एवं कार्मिकों हेतु राजभाषा शील्ड एवं पुरस्कार जैसी कई योजनाएँ शुरू की गयीं। बैंक को मिलने वाले पुरस्कारों का दौर इनके कार्यावधि के दौरान ही शुरू हुआ। इन्हें एक कुशल एवं प्रभावशाली प्रशासनिक अधिकारी के रूप में जाना जाता है।

श्री हनुमान प्रसाद तिवारी (1989-96)

श्री हनुमान प्रसाद तिवारी ने बैंक के केंद्रीय राजभाषा प्रभारी के रूप में कार्य संभाला और सभी मैनुअलों को अनिवार्यतः द्विभाषिक करने की दिशा में पहल की। इनके कार्यकाल के दौरान विभिन्न क्षेत्रीय ग्रामीण बैंकों में हिन्दी के कार्यान्वयन के लिए योजनाबद्ध प्रयास किए गए। बैंकों में हिन्दी टाइपिंग को आसान करने के लिए हिन्दी टाइपिंग प्रशिक्षण की शुरुआत कराई गई। कम्प्यूटर प्रणाली आधारित बैंकिंग में देवनागरी सुविधाओं की उपलब्धता हेतु प्रयास किए गए। बैंकिंग लाभप्रदता में राजभाषा हिन्दी एवं विभिन्न क्षेत्रीय भाषाओं का योगदान इनके कार्यकाल का मूल रहा था।

श्री विमल मेहता (1996-98)

कार्यकाल अल्पकालिक था लेकिन आप अपनी स्पष्टवादिता, ज्ञान एवं निर्णय क्षमता जैसे गुणों के कारण चर्चा में बने रहे। राजभाषा अधिकारी के मुख्य गुणों में अनुवाद, काम करने की गति एवं यथार्थता को लेकर इन्हें जाना जाता है। स्वभाव से मितभाषी एवं अत्यंत कुशल प्रभारी के रूप में इनका नाम सुमार है।

श्रीमती मधु राँय (1998-2000)

इनका भी कार्यकाल ज्यादा लंबा नहीं था। बैंक में आप एक कुशल प्रशासक रही हैं और बैंक को राजभाषा के पथ पर आगे ले जाने में आपका योगदान महत्वपूर्ण रहा।

श्री हरी तिवारी (2000-02)

श्री हरी तिवारी को सहजता से किसी भी बात को स्वीकार कर उस पर अमल करने के लिए जाना जाता है। आपने बैंक द्वारा पूर्व में लिए गए निर्णय पर अनुवर्ती कार्रवाई कर राजभाषा को और आगे बढ़ाया।



श्री सुभाष देवल (2002-07)

श्री सुभाष देवल के कार्यकाल में बैंक में पत्राचार प्रतिशत एवं आंतरिक काम-काज में हिन्दी के प्रयोग संबंधी प्रतिशत को बढ़ाने के लिए सघन प्रयास किए गए एवं कई फॉर्मेट बैंक के विभिन्न शाखा/कार्यालयों में उपलब्ध कराए गए.

श्री अरुण श्रीवास्तव (2007-15)

यूनियन बैंक ऑफ इंडिया में डिजिटल क्रांति के बाद बैंक में राजभाषा भी डिजिटल क्रांति की दौड़ में शामिल हो गया. यह आपके कार्यकाल की एक बहुत बड़ी उपलब्धि रही. श्री अरुण श्रीवास्तव बैंक में राजभाषा कार्यान्वयन में एक विशिष्ट व्यक्तित्व के रूप में जाने जाते हैं जिन्होंने बैंक में राजभाषा अधिकारी के रूप में अब तक का सर्वोच्च पद 'उप महाप्रबंधक (राजभाषा)' प्राप्त किया है. स्वभाव से सरल एवं एक कुशल प्रशासक रहे. वाक्पटुता, निर्णय लेने की क्षमता में इनका जोड़ नहीं था. कार्टून बुक का प्रकाशन इनके कार्यकाल में ही शुरू किया गया. साथ ही इनके कार्यकाल में ही कई नवोन्मेषी योजनाएँ जैसे कार्टून फिल्म, प्रति वर्ष प्रकाशित विविध आयाम पुस्तक, बैंक की तिमाही हिन्दी गृह पत्रिका यूनियन सृजन इत्यादि का बैंक में प्रकाशन शुरू किया गया. बैंक को इनके कार्यकाल में प्रतिवर्ष कोई ना कोई पुरस्कार गृह मंत्रालय से एवं भारतीय रिजर्व बैंक से भी मिलता रहा. यह प्रमाण है आपकी कार्यकुशलता एवं कुशल नेतृत्व क्षमता का.

श्री रामगोपाल सागर (2015-17)

श्री रामगोपाल सागर स्वभाव से मृदुभाषी एवं कार्यकुशल रहे हैं एवं आज भी बैंक के राजभाषा परिवार से जुड़े हुए हैं. उनके अल्पकालिक कार्यकाल के दौरान हुए कुछ महत्वपूर्ण कार्य हैं:- इंटरनेट बैंकिंग में हिन्दी, दृष्टिबाधित लोगों को पढ़ने के लिए बैंक की हिन्दी गृह पत्रिका 'यूनियन सृजन की HTML फ़ाइल बनाना एवं हिंदीतर भाषी क्षेत्रों में बैंक की क्षेत्रीय गृह पत्रिका में क्षेत्रीय भाषा के लिए 2 पृष्ठ एवं उनका हिन्दी अनुवाद प्रमुख है.

श्री राजेश कुमार (2017-19)

हमने पूर्व में ही बताया कि डिजिटल दुनिया में कदम रखते हुए राजभाषा का वेब पोर्टल इनकी ही परिकल्पना थी और इनका नाम आज बैंक में राजभाषा के क्षेत्र में उदाहरण के रूप में बताया जाता है. श्री राजेश कुमार स्वभाव से सरल एवं मृदुभाषी हैं. कम बोलते हैं लेकिन उन्हें वस्तुनिष्ठ बात करना अच्छा लगता है. साथ ही अपने सम्पूर्ण सेवाकाल में काफी कर्मठ रहे हैं. उनके कार्यकाल में बैंक के राजभाषा पोर्टल 'कोर राजभाषा सोल्यूशन' को पेपरलेस बैंकिंग की तरफ ले जाते हुए इसे और अधिक व्यापक कर दिया गया. इसके अतिरिक्त 'यूनियन ज्ञान कसौटी' के ऑनलाइन क्विज के प्रश्न में द्विभाषिकता, वर्तमान एवं सेवानिवृत्त स्टाफ सदस्यों को यूनियन धारा एवं यूनियन सृजन की PDF फाइल की लिंक को एसएमएस के माध्यम से फोन पर भेजा जाना एवं केंद्रीय राजभाषा कार्यान्वयन प्रभाग में 'अनुवाद कक्ष' की स्थापन, इनके समय की महत्वपूर्ण उपलब्धि रही.

श्री नवल किशोर दीक्षित (2019- अब तक)

श्री नवल किशोर दीक्षित ने जून 2019 में राजभाषा प्रमुख के पद पर कार्यभार संभाला है. एक कुशल संचालक के अलावा वह एक अच्छे वक्ता भी हैं. शब्दों के मोती से खेल कर इसे छंदों की माला में पिरोकर प्रस्तुत करने का इनका अंदाज़ निराला है, जो इन्हें एक कुशल मंच संचालक बनाता है. आप यूनियन बैंक की हिन्दी गृह पत्रिका यूनियन सृजन के पहले संपादक रहे हैं एवं सतर्कता पर बनी लघु फिल्म 'सावधानी हटी-दुर्घटना घटी' की स्क्रिप्ट इन्होंने ही तैयार की है. इनके कार्यकाल में अनुवर्ती कार्रवाई करते हुए दिनांक 24 सितंबर 2019 को कोर राजभाषा सोल्यूशंस में पुस्तकालय प्रबंधन को ऑनलाइन कर दिया गया है. हिन्दी में एसएमएस बैंकिंग की शुरुआत की गई है एवं कई अन्य योजनाएँ प्रक्रियाधीन हैं.

राजभाषा का ये विकासोन्मुख कदम यूनियन बैंक के साथ, आप सभी यूनियनाइट्स के साथ यूं चलता रहेगा. आप सभी के सहयोग एवं कार्यकुशलता से यह भविष्य में भी नए कीर्तिमान स्थापित करेगा, इसका हमें पूर्ण विश्वास है. राजभाषा परिवार आप सभी से राजभाषा के प्रति सकारात्मक रुख अपनाने हुए इसे और रौशन करने की अपेक्षा करता है.

दिन डूबता है डूबने दो, आप शाम से ढलते रहिए,
सुबह सूरज आपकी हथेलियों में होगा, बस चिरागों से जलते रहिए.

सावन सौरभ
राजभाषा विभाग, कें.का.



हमारी विरासत...

हमारी शाखाएँ...



गोपाल बाग शाखा,
क्षे.का. जबलपुर

जून 2005 को जब स्थानांतरण के बाद मैं जबलपुर पहुँचा तो मुझे जबलपुर की सबसे अच्छी शाखा गोपालबाग में नियुक्त किया गया.

प्रथम दिन से ही मुझे एहसास था कि इस शाखा कि इमारत में कुछ तो है जो इतिहास को समेटे हुये है. शाखा के बारे में एक सज्जन श्री शंकर भाई खक्कर से बातचीत से पता चला कि जिस इमारत में यह शाखा है, वहाँ कभी महात्मा गांधी भी रुके थे तथा इस इमारत की छत से उन्होने एक बड़े जन सैलाब का अभिवादन स्वीकार किया था. गांधी जी की वो जबलपुर की तीसरी यात्रा थी.

गांधी जी का आगमन जबलपुर में चार बार हुआ. प्रथम बार 20.03.1921 दूसरी बार 03.12.1933 तीसरी बार 24.02.1941 तथा चौथी बार 27.04.1942. उन्हें दरअसल इलाहाबाद में नेहरू अस्पताल का शिलान्यास करने जाना था. और इसी बीच में 24 फरवरी 1941 को तीसरी बार उनका जबलपुर आना हुआ था. उनके साथ निजी सचिव महादेव भाई देसाई कनु गांधी और महाराज कुमार विजयानगरम् भी साथ थे. ये वह समय था, जब जबलपुर नगर के अधिकांश कार्यकर्ता व्यक्तिगत सत्याग्रह के कारण जेलों में बंद थे.

गांधी जी के ठहरने की व्यवस्था प्रसिद्ध व्यापारी हीरजी गोविंद जी के चेरीताल स्थित निवास में की गई थी. चेरीताल (गोपाल बाग) स्थित इमारत 'रतन हीर' भवन में गांधी जी का ठहरना हुआ है यह जानकर एक भारी जन समूह उनके दर्शन को उमड़ पड़ा था. इसी 'रतन हीर' भवन की छत पर खड़े होकर गांधी जी ने जनता का अभिवादन स्वीकार किया था.

गांधी जी और उनके दल के सभी सदस्यों ने अपने इस प्रवास में सेठ रतन जी भाई और सेठ लक्ष्मी दास का जो मेसर्स हीरजी गोबिन्द जी एंड कंपनी के स्वाधिकारी थे का आतिथ्य सहर्ष स्वीकार किया. गांधी जी के लिए चेरीताल वार्ड स्थित निवास स्थान 'रतन हीर' में हर संभव सुविधाएं जुटाई गई थी और इंतजाम किए गए थे. और इस रतन हीर को गांधी जी की गरिमा के अनुकूल स्वरूप प्रदान किया गया था.

इस ऐतिहासिक इमारत के अंग में ही हमारी गोपालबाग जबलपुर शाखा दिनांक 30.03.1978 से कार्यरत है तथा बापू के शब्दों को चरितार्थ कर रही है जो बापू ने कहे थे...

'ग्राहक हमारी शाखा में आने वाला सबसे प्रमुख आगंतुक है' – महात्मा गांधी



खरवा एवं सिरस शाखा क्षे. का. जयपुर

खरवा शाखा, जयपुर क्षेत्र की दसवीं सबसे पुरानी खोली गई शाखा है। यह शाखा खरवा किले में स्थित है जो खरवा गाँव अजमेर जिले में आता है। यह शाखा 12 जुलाई 1977 में किले के अंदर खोली गई थी। यूनियन बैंक ऑफ इंडिया ने इस शाखा के माध्यम से बैंक से स्थानीय नागरिकों व अन्य नजदीकी गांवों के लोगों को बैंकिंग सुविधा प्रदान की। खरवा गाँव के राजपरिवार ने भी इस सुविधा का स्वागत कर व अपने गाँव को गौरवान्वित किया। खरवा राजपरिवार की जायदाद 15 गांवों तक फैली हुई है। यह करीब 45 वर्ग मील तक फैली हुई है। इसे 1590 में राव साकेत सिंह पुत्र राजा उदय सिंह (जोधपुर) ने बसाया था। श्याम सिंह राठौड़ इस रियासत के तात्कालिक राजा हैं। खरवा गाँव की जयपुर शहर से दूरी करीब 168 किमी है। इसकी जनसंख्या लगभग 3430 है व इस गाँव में 686 घर बसे हुए हैं। यह किला पर्यटकों के लिए भी आकर्षण का केंद्र है। 'खरवा फोर्ट होमस्टे' के नाम से पर्यटकों के यहाँ ठहरने की उत्तम सुविधा भी प्रदान करता है व हैरिटेज होने का एहसास कराता है।



सिरस शाखा



सिरस शाखा, जयपुर क्षेत्र की सबसे पुरानी खोली गई शाखाओं में से एक शाखा है। यह शाखा सिरस गाँव के किले में स्थित है। यह शाखा जून 1977 में खोली गई थी। सिरस गाँव टोंक जिले के अंतर्गत आता है। इस किले के राजपरिवार ने यूनियन बैंक ऑफ इंडिया द्वारा शाखा खोलने के प्रस्ताव को सहर्ष स्वीकार किया व स्थानीय नागरिकों को बैंकिंग सुविधा के उपयोग हेतु उन्हें जागरूक भी किया। इस शाखा के कारोबार बढ़ाने के लिए राजपरिवार ने हमेशा से ही बैंक की हर संभव मदद की ताकि यह सुविधा स्थानीय नागरिकों व आस-पास के गांवों के लोगों को मिल सके। वर्तमान में इस राजपरिवार के वंशज श्री भानु प्रताप सिंह इस किले के स्वामी हैं। यह गाँव जयपुर शहर से तकरीबन 87 किमी की दूरी पर स्थित है। इस गाँव में करीब 601 घर बसे हुए हैं एवं यहाँ कई तरह की 'सफारी' होती है व 'कैम्प' का आयोजन भी किया जाता है। हमारी बैंक की शाखा करीब 660 वर्ग फीट क्षेत्र में है तथा अकेली शाखा है जो स्थानीय व आस-पास के गांवों को वित्तीय सेवाएं प्रदान करती है।

इंडिया एक्सचेंज प्लेस शाखा, क्षे. का. कोलकाता



इंडिया एक्सचेंज प्लेस शाखा की शुरुआत, दिनांक 11.03.1958 को 6, क्लाइव रोड, नेताजी सुभाष चन्द्र बोस, कोलकाता में हुई थी. दिसंबर 1968 से इस शाखा ने लॉ बिल्डिंग में प्रवेश किया जो कि एक हेरिटेज बिल्डिंग है और तब से बिना किसी रुकावट के इस बिल्डिंग में यह शाखा कार्य कर रही है. यह बिरला ब्रदर्स की बिल्डिंग है. श्री एम.एन.गोइपुरिया भी इसी शाखा में शाखा प्रमुख के रूप में कार्य कर चुके हैं जिन्होंने बाद में भारतीय रिजर्व बैंक के उपगवर्नर के रूप में कार्य किया. श्री एम.एन.गोइपुरिया की अध्यक्षता में बैंकों में ग्राहक सेवा में सुधार की सिफारिश हेतु गोइपुरिया समिति का गठन सितंबर 1990 में किया गया. यह पूरे ईस्टर्न ज़ोन की सबसे पुरानी शाखा है. इसमें एक समय में 400 कर्मचारी कार्य करते थे. इस बिल्डिंग का 15066.53 वर्ग फुट का क्षेत्र हमारे बैंक द्वारा लीज पर लिया हुआ है. हमारी आईईपी शाखा शहर के प्रमुख स्थान पर स्थित है जो देखने में ब्रिटिश बिल्डिंग जैसी लगती है. करंसी चेस्ट, फ़ॉरेन एक्सचेंज एवं सर्विस ब्रांच सभी पहले इसी शाखा में थे. लगभग 51 वर्षों से इसी परिसर में शाखा बिना किसी रुकावट और बाधा के कारोबार कर रही है. इस शाखा का कुल कारोबार ₹1450.20 करोड़ का है.

भारत एक ऐतिहासिक देश है और इसका एक गौरवशाली इतिहास भी है जिसमें अनेकों आश्चर्यचकित कर देने वाले तथ्य आपको मिलेंगे. जिसे सुनकर, पढ़कर आपको रोमांच का अनुभव होगा.

मैं आपको ऐतिहासिक इमारत के संबंध में बताने वाला हूँ. महाराष्ट्र के रायगड जिले में वैसे तो कई सारे किले और महाराजाओं के द्वारा बनाए हुए ऐतिहासिक इमारतें हैं किन्तु यहां के नेरल नामक स्थल पर, वर्तमान में जहाँ अपनी शाखा भी स्थित है का उल्लेख, मैं यहां करने वाला हूँ. इस ऐतिहासिक इमारत का नाम है: 'नाजे निवास'

नाजे निवास का निर्माण ज़ैद मुस्तफा नाजे के द्वारा आज से 100 वर्ष पूर्व किया गया था. यह सागौन की लकड़ी से बना 2 मंजिला इमारत है जब मुस्तफा नाजे ने इस ऐतिहासिक भवन का निर्माण किया था उस समय यहां कोई नहीं रहता था. ये चारों तरफ से जंगलों से घिरी थी. ब्रिटिश शासकों ने बस्ती बनाने के लिए इस मुस्तफा नाजे को दिया था. इस इमारत में प्रयुक्त लकड़ियों को यहां के जंगलों से काट कर लाया गया था और भवन का निर्माण किया गया था.

वर्तमान में यह इमारत नेरल रेलवे स्टेशन से नजदीक है और नाजे परिवार की चतुर्थ पीढ़ी ज़ैद नाजे अब्दुल रहमान नाजे इस इमारत में रहते हैं और इसकी देखभाल करते हैं.



नेरल - नाजे निवास
(ऐतिहासिक इमारत)
क्षे.का. मुंबई (उत्तर)





When Senior Executives of Union Bank were busy at work, their wives decided to come together and form an NGO to carry out social welfare activities for the upliftment of needy and the poor with special focus on girl child education and woman empowerment. Thus, a bright sunny 29th day of May 2014 saw the light of an NGO – UniOne. UniOne meaning united as one for a good cause. It's one more great achievement in the glorious chapters of the Union Bank. The NGO was given a shape and was inaugurated by the then dynamic leader and Chairman & Managing Director Mr. Arun Tiwari along with his three Executive Directors – Mr. S.K. Jain, Mr. K. Subrahmanyam and Mr. R.K. Sethi.



The following are the main objectives of the UniOne Foundation

- To provide support and services for women affected with HIV.
- Encourage young women to work as agents of change in issues related to the sensitization of civil society, empowerment and sustainable development
- To arrange, establish, run , manage, control, look-after, and supervise the Hospital, Medical and charitable Dispensaries, widow homes, old age homes, orphanages, Lunatic Asylums, Maternity homes, children welfare centers, women welfare centers to provide medical relief and/or aid to the suffering human beings.





- To distribute awards, prizes, scholarship, efficiency evaluation certificates and testimonials, to the brilliant, brave and eligible girl students.
- To make adequate arrangements to assist blind, deaf, dumb, physically handicapped and mentally disturbed persons, orphanages, helpless children and women
- To conduct community development programmes/ activities, to arrange assistance for community Hall/centers, Dharam shalas, sulabh-shouchalayas, old aged homes, health centers charitable dispensaries , hospitals etc.. Also support Anganwadi, balwari, Drama-stage, Music, Dance, Folk Dance and other social and cultural activities and their artisans.
- To generate effective, reasonable and lawful steps for eradication of social evils such as Bal Vivah, Dowry systems, Child labour, Bonded labour etc. and prevent wastage of money earmarked for the common welfare for people at large.
- To manage the awareness programme for generation of Kits, posters, banners, audio-video cassettes, documentary film etc regarding various social issues to effectively fulfill the aims and objectives of the society.
- To approach concerned authorities regarding the solution of the women's problems in different societies and seek solutions.
- To assist and co-operate with other association/ societies/ trusts with similar aims and objects for benefits of the society.

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- To arrange, organize and support development of nurseries and farms especially for medicinal plants, flowers, fruits, plantations and to foster green revolution in order to balance the environment and control pollution.
- To promote Indian Art and Cultural Activities, Educational Programmes, Provide training for music, dance, Art School for the interested women including conduct of Quiz contests and Poster Campaigns etc.
- To Organize and arrange for blood donation Camps, eye-operation and eye-donation Camps, Mobile Hospital in vehicle and to provide ambulance facilities for the poor and needy group of patients.
- To generate awareness about importance of family planning to control population in our societies as per Govt. policies and rules.
- To raise the nursery and plantation in the wasted lands seeking permission from Govt. concerned authorities and/or from public.
- To support maintenance of cleanliness and hygiene in poor residential areas, slums, juggi-jhopri and in basties for public hygiene and generate awareness of healthy environment for the welfare of the common people.
- To arrange vaccination camps for the common people to save them from contagious diseases in concern with Govt. authorities.





- To arrange for providing pulse-polio drug and different vaccines injection to save the lives of children and adults from time to time with the help and assistance of the concerned Govt. authorities.

While the spouse of the MD & CEO holds the responsibility of the President of UniOne, the spouses of Executive Directors act as the Vice Presidents duly supported by a nominated lady Secretary and a lady treasurer.

Mrs. Sathyavathi Rai G is currently holding the charge of the president of UniOne.

Activities conducted by UniOne

Blood donation camps

UniOne has given an opportunity to its members to step into people's lives and make a difference, to see people at their best and at their worst and never ceased to be amazed at people's capacity for love, courage & endurance. It has made them to realise that when done in right earnestness, the social work is a feeling larger than their own life. The programs conducted by UniOne not only gave its members lot of satisfaction but seeing visible happiness on the faces of target groups encouraged them to do more for the society.





The details of the events conducted by M/s UniOne Foundation are as under:

- Event at VD Indian Society at Malad on 11th December, 2018
(Help to Mentally challenged)
- Event at V K Krishna Menon Academy at Borivli on 12th March, 2019
(Tree Plantation Drive)
- Visit to Bal Asha Trust at Mahalakshmi on 7th May, 2019
(Home for the abandoned/underprivileged Kids)
- UniOne Foundation Day Celebration held at Canteen Hall on 6th June, 2019
- Umbrella Distribution Function by UniOne Foundation at Chembur on 6th July 2019 (to the poor & needy - housemaids etc.)
- Diwali Mela Event by UniOne Foundation held at Canteen Hall on 3rd October, 2019



Sangita Sharma
Secretary, UniOne Foundation



Bank and Armed Forces

Armed forces are not only the watch dog to any civilized society; they too are the pride and conceit of a free nation. A sense of sanctuary and protection is brought about by a strong, disciplined and professionally trained defence force. When they are the guards to our lives and properties, taking care of any internal or external aggressions, Banks are the financial watch dog and banking personnel are the true guards to the safety and security of our financial and economic prosperity.

The joint efforts of these two custodians of our nation have built up a strong and concrete pillar system based on which every citizen enjoys a safe and secure life both socially and economically. The nationalized Banks therefore are the prime source of pillars for the establishment of socio-economic justice for the weaker sections. The employees and officers working in the Banks are not merely the trustees of the societies, but also bear responsibility and owe duty to the Society for effectuation of socio-economic empowerment.

At the same time, fighting dust, storm and extreme weather conditions, the Indian Armed Forces trudge on every single day in adverse conditions. Leaving their families behind, they take up the role of guarding the nation, truly living up to the saying that the Indian soldier is never off duty.

Like any other Bank, even more than that Union Bank of India has always taken its pride towards extending liberal steps to cater to the banking needs of our Armed Forces personnel. Union Bank of India has extended its banking services to far flung and remotest areas where our brothers and sisters in uniform are serving us without any woe, agony or despair. Many ATMs and branches in brick and mortar forms are set up to look into the banking needs of armed forces personnel. We have our banking network from Kashmir to Kanyakumari and to North

Eastern States too.

Our defence personnel's courage is inspirational and Union Bank of India feels privileged to serve their banking needs. Their unique work life has unique banking requirements so Union Bank has designed a salary package which is especially designed to empower them with hassle free banking i.e. Special Salary Account for Defence (Military & Para Military) Personnel

Eligibility

Serving personnels of Army, Navy, Air Force, BSF, CISF, CRPF, COBRA, ITBP, NSG, NDRF, NDMA, NCB, NCRB, RAF, SSB, NDMA, Border Roads Organization, NCC, Indian Coast Guard etc.

All Officials who belong to the civilian cadres and associated with Ministry of Defence and Ministry of Home Affairs are also eligible for all the benefits offered to their equivalent cadres in the Armed/Paramilitary Forces.

This Special Salary Account comes bundled with multiple benefits such as waiver of service charges, concessions in interest rates on loan products and much more. This facility is available in four variants, namely Pride, Premium, Prestige and Paramount depending on the designation of the employees in their respective organization.

Some of the Facilities Provided are as under

- Zero Balance Account – No minimum balance requirements.
- Unlimited Free Multicity Cheque Books
- Unlimited free Demand Drafts/Pay Orders drawn at Union Bank locations
- Unlimited Free Electronic Fund Transfer (NEFT/RTGS) facility across all Banks in India
- ATM cum Debit Card, Issued free of charge
- Free Accidental Insurance cover by Debit Card usage





- Free Internet Banking facility - unique facility of Self User Creation & Reset Password
- Preferential allotment of lockers
- Overdraft/Credit Card facility
- Loans – Waiver of processing charges on Home loan, Personal Loan, Car loans.
- Interest rate concessions in Personal Loan.

Benefits for the family

- Free Add on Debit Card available for Joint Account Holders opened on 'either or Survivor' basis.
- Easy access to cash with Debit Card for joint account holder with no issuance and annual charges
- Free Accidental Insurance on Debit Card up to of ₹1,00,000 for the add-on card holder.

Benefits for Pensioners

- Union Bank of India is authorized for Defence and Defence Civilian pension distribution. Bank has a centralized Pension Processing Centre which acts as one point contact for the Defence and paramilitary pensioners.
- Bank is already handling more than 40 thousand

Defence pensioner's accounts.

- Senior citizens are offered additional interest of 0.50% for term deposits of 01 year and above.
- Although the basic object of our banking system is to provide affordable and hassle free banking services as well as empowerment of the weaker sections of the people, as a part of social and economic justice envisaged in the 'preamble' of the Constitution of India but at the same time banking services for Armed forces personnel are devised with great planning, care and regard, looking into their unparalleled roles to the whole of the society.



Subrat Kumar Dhal
RO Raipur

In 1975, an Extension Counter on board India's first Warship Aircraft Carrier - 'INS Vikrant', was set up by the Bank. It was first floating Bank counter of its kind in the banking industry. The Indian Navy was kind enough to provide all necessary assistance to the Bank to set up the extension counter. As a gesture of goodwill, the Bank donated a sum of ₹3000 towards welfare fund of the Aircraft Carrier crew.

Subsequently, Extension Counters were also opened on other naval warships like INS Angre and INS Hamla.

आईएनएस विक्रान्त पर एक्सटेंशन काउंटर शुरू करने से लेकर भारत-चीन सीमा के पास भारत का सबसे ऊंचाई पर स्थित एटीएम खोलने तक, यूनियन बैंक ऑफ इंडिया अपने ग्राहकों को सेवा प्रदान करने में आगे निकल चुका है।



आईएनएस विक्रान्त पर एक्सटेंशन काउंटर का उद्घाटन



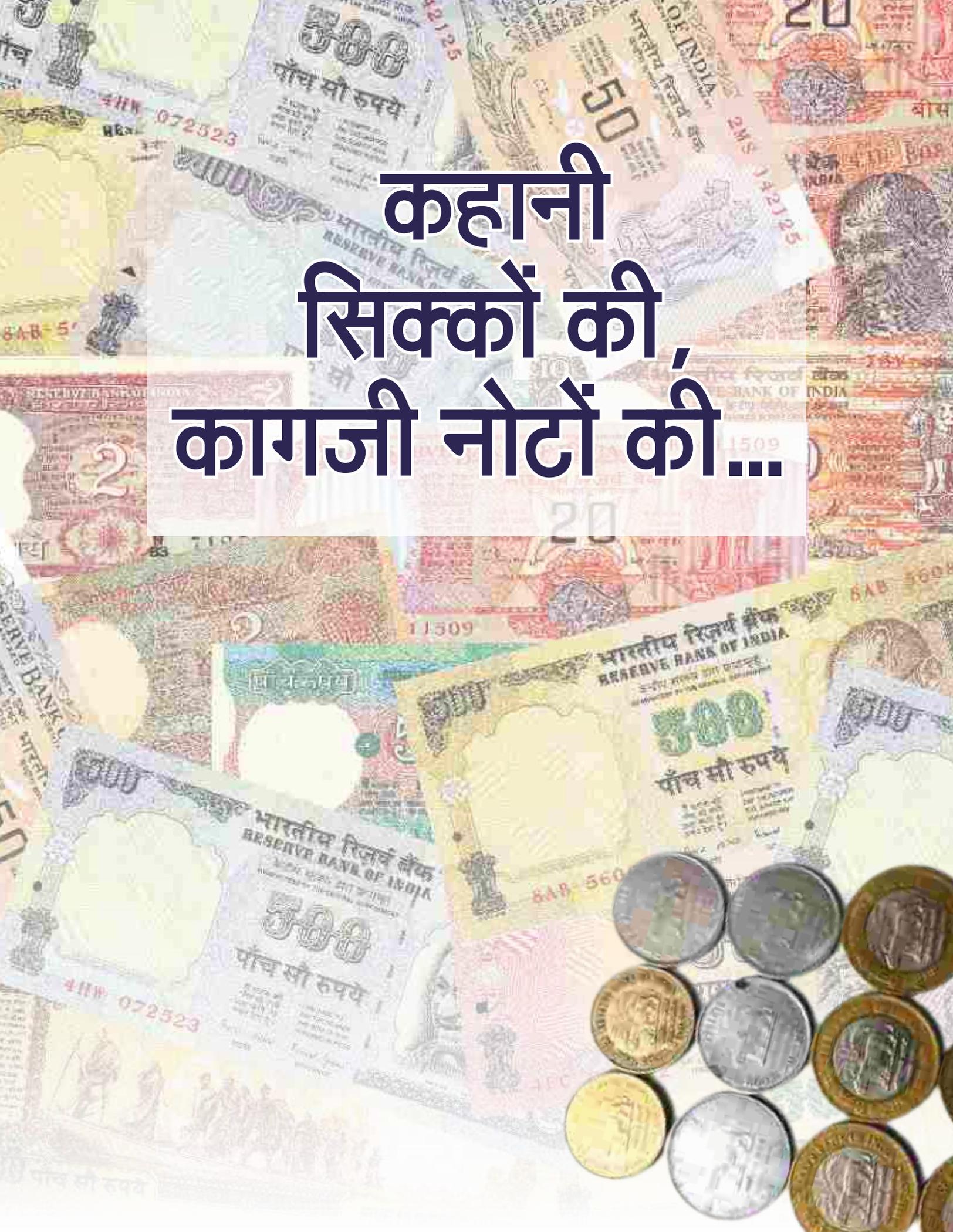
आईएनएस विक्रान्त पर एटीएम का उद्घाटन



आईएनएस आंग्रे पर एटीएम का उद्घाटन



कहानी सिक्कों की, कागजी नोटों की...





भारतीय गणतंत्र के सिक्के

‘यह पैसा बोलता है,’ यह हर वक्त कहा जाता है. पैसा फिर वह कागजी रुपयों की सरसराहट हो या धातु के सिक्कों की खनखनाहट, यह पैसा बोलता है. सचमुच पैसा बोलता है. पुराना बार्टर सिस्टम हो या वस्तुओं की अदला-बदली, अपनी जरूरतों, आवश्यकताओं को खरीदने का काम करता है, पैसा! पैसों की उत्पत्ति और यात्रा के बारे में समग्र रूप से जानना, कुछ ज्यादा व्यापक है लेकिन भारत में इसकी यात्रा को आज के परिप्रेक्ष्य में जानना, बेहद जरूरी है तथा दिलचस्प भी! तो चलिए, हम आपको ले चलते हैं, पैसों की यात्रा पर...

भारत ने 15 अगस्त 1947 को स्वतंत्रता प्राप्त की. संक्रमण की अवधि के दौरान भारत ने पूर्ववर्ती समय की मुद्रा प्रणाली और मुद्रा एवं सिक्कों को जारी रखा. जहां पाकिस्तान ने सिक्कों की नई शृंखलाएं 1948 में और नोटों की शृंखला 1949 में शुरू की वहीं भारत ने अपने विशेष सिक्के 15 अगस्त 1950 को जारी किए. समय के साथ साथ भारतीय गणतंत्र की सिक्का निर्माण नीति को निम्नलिखित बातों ने प्रभावित किया:

- स्वतंत्रता के संदर्भ में संप्रभुता के प्रतीकों और स्वदेशी अवधारणाओं को शामिल करना.
- मौद्रिक प्रणाली के परिचय के साथ सिक्का निर्माण में सुधार.
- समय समय पर यह आवश्यकता महसूस की गई कि सिक्कों के धातु का मूल्य उसके अंकित मूल्य से अधिक बढ़ न जाए.
- मुद्रा नोटों को सिक्का रूप में जारी करने के लागत लाभ.

स्वतंत्र भारत के निर्गमन को मोटे रूप से निम्नानुसार वर्गीकृत किया जा सकता है.

अवरुद्ध शृंखला 1947-1950

यह भारतीय गणतंत्र की स्थापना होने तक के संक्रमण काल के दौरान की मुद्रा व्यवस्थाओं का प्रतिनिधित्व करती है. 192 पाई वाले एक रुपए की मुद्रा प्रणाली अपरिवर्तित रही.

- 1 रुपया - 16 आना
- 1 आना - 4 पैसा
- 1 पैसा - 3 पाई

आना शृंखला

इस शृंखला ने भारतीय गणतंत्र के प्रथम सिक्का निर्माण का प्रतिनिधित्व किया. राजा के चित्र को हटाकर उसके स्थान पर शौर्य के प्रतीक अशोक स्तंभ के सिंह की आकृति उकेरी गई. एक रुपए के सिक्के पर बाघ की जगह मक्के की बालियों ने ले ली. एक तरह से इसने प्रगति और उन्नति पर ध्यान केंद्रित करने के बदलाव का प्रतिनिधित्व किया. अन्य सिक्कों पर भारतीय अवधारणाओं को शामिल किया गया. मौद्रिक प्रणाली आम तौर पर अपरिवर्तित रही, जिसमें 16 आने का एक रुपया होता था.





दशमलव शृंखला

एक शताब्दी तक दशमलवकरण अभियान जारी रहा. तथापि सितंबर 1955 में भारतीय सिक्का ढलाई अधिनियम में संशोधन किया गया, ताकि देश में सिक्का निर्माण के लिए मैट्रिक प्रणाली को स्वीकार किया जा सके. यह संशोधित अधिनियम 1 अप्रैल 1957 से लागू किया गया. रुपए के मूल्य और नाम में कोई परिवर्तन नहीं किया गया. तथापि उसे 16 आना अथवा 64 पैसे के स्थान पर 100 पैसे में विभाजित किया गया. जून 1964 तक नया दशमलव पैसा सार्वजनिक स्वीकार्यता के लिए 'नया पैसा' कहा जाता था परंतु इस तारीख के बाद नया शब्द हटा दिया गया.

नया पैसा शृंखला 1957-1964

वर्ष 1964 के आगे पैसा श्रेणी ('नया' शब्द हटाया गया और शब्दों में मूल्य को जोड़ा गया.) साठ के दशक में वस्तुओं के मूल्य में वृद्धि के साथ छोटे मूल्यवर्ग के सिक्के जो कांस्य, निकेल-पीतल, ताम्र-निकेल और एल्युमिनियम-कांस्य में ढाले जाते थे, क्रमशः एल्युमिनियम में ढाले जाने लगे. यह परिवर्तन 3 पैसे के नए षट्कोणीय सिक्कों को लागू करने के साथ शुरु हुआ. वर्ष 1968 में बीस पैसे का एक सिक्का जारी किया गया लेकिन इसे अधिक लोकप्रियता हासिल नहीं हुई.

20 पैसे तक के छोटे सिक्कों के लिए धातु को बदला गया. वर्ष, 1965 में विस्तृत विवरण को हटा दिया गया और हिंदी और अंग्रेजी में उपयोग किये गये 'पैसा / पैसे' शब्द को हटाया गया और उनका वजन भी कम किया गया.

एल्युमिनियम शृंखला 1961 से आगे

वर्षों बाद लागत-लाभ को ध्यान में रखकर 1, 2 और 3 पैसे के

सिक्कों को क्रमशः सत्तर के दशक में बंद कर दिया गया तथा 10, 25 और 50 पैसे के स्टेनलेस स्टील के सिक्के वर्ष 1988 में और एक रुपये के सिक्के वर्ष 1992 में जारी किए गए. नोटों के निर्गम की लागत के कारण 1 रुपए, 2 रुपए और 5 रुपए के नोटों को 1990 के दशक के प्रारंभ से धीरे-धीरे इसी मूल्यवर्ग में सिक्कों के रूप में बदल दिया गया.

सम सामयिक सिक्के

वर्ष 1982 में राष्ट्रीय एकता को दिखानेवाले राष्ट्रीय झंडे के साथ भारतीय नक्शे को दिखाया गया. वर्ष 1982 में ही पेपर करेंसी को परिशिष्ट करते हुए ताम्र निकेल में ₹5/- का निर्णायक सिक्का जारी किया गया. इस मूल्य वर्ग हेतु कमल की कली और तने के साथ फूल और पत्ते, मुख्य विचार बन गये. ₹10/- के अलावा सभी मूल्य वर्गों के लिए वर्ष 2011 में रूपया प्रतीक श्रेणियों पर कमल का प्रतीक फिर से शुरू किया गया.

वर्ष 2000 से भारतीय गणतंत्र के सिक्के

वर्ष 2003 में सिक्कों की मांग में भारी गिरावट आयी. 5 पैसे, 10 पैसे, 20 पैसे मूल्यवर्गों के सिक्कों में उलटा प्रवाह बहने लगा. अतः यह निर्णय लिया गया कि सभी निम्न मूल्य वर्ग के सिक्कों अर्थात् 5 पैसे, 10 पैसे, 20 पैसे, 25 पैसे, 50 पैसे और एक रूपया सिक्कों के ताम्र-निकेल सिक्कों को परिचालन से बाहर किया जाएं.

धातु की बढ़ती किमतों के मद्देनजर ₹2/- के ताम्र-निकेल सिक्कों के बारे में भारत सरकार ने भारतीय रिजर्व बैंक के साथ विचार विमर्श कर वर्ष 2005 में सभी मूल्य वर्ग के सिक्कों को फेरिटिक स्टेनलेस स्टील में ढालने का निर्णय लिया.





भारतीय रुपये की यात्रा

हुंडी, जोकि एक वित्तीय दस्तावेज़ माना जाता है तथा लेन देन का काम करता है, इसका अपना इतिहास है जोकि बैंक ऑफ हिंदोस्तान (1770-1832), दी जनरल बैंक इन बंगाल और बिहार (1773-75), बंगाल बैंक (1784-91) से शुरू हुआ. इनमें से कुछ नोट्स समय के साथ टिक पाये जबकि ज्यादातर समय के साथ बह गए. 19वीं शताब्दी में अर्द्ध सरकारी बैंकों (दी बैंक ऑफ बंगाल, दी बैंक ऑफ बॉम्बे और दी बैंक ऑफ मद्रास) के साथ कागजी मुद्रा ने अधिक व्यापक परिचालन की शुरुआत की लेकिन यह परिचालन कुछ विशेष उपयोगकर्ताओं तक ही सीमित रहा.



निजी और प्रेसीडेंसी बैंकों का नोटों से संबंधित एकाधिकार खत्म करने के लिए पेपर करेंसी एक्ट 1861 भारत सरकार ने जारी किया. समय के साथ कागजी मुद्रा, मुद्रा नियंत्रणकर्ता कार्यालय के अधीन आ गया. शुरू में बहुत सीमित सीमा तक सरकार प्रतिभूतियों के पेटे कागजी मुद्रा जारी करने हेतु सरकार के साथ बुलियन द्वारा विवेकाधिकार के तहत इसे समर्थन मिलता था लेकिन बाद में ये सीमाएं 'व्याप्ति या विश्वासदर्शक सीमाएं' बन कर समय के साथ बढ़ती गयी.

1 अप्रैल, 1935 तक सरकार द्वारा कागजी मुद्रा का प्रबंधन किया जाता था. जब देश के केंद्रीकृत बैंक के रूप में भारतीय रिजर्व बैंक की स्थापना की गयी तब उसने मुद्रा नियंत्रणकर्ता कार्यालय से नोट जारी करने का कार्य अपने पास ले लिया और रिजर्व बैंक द्वारा जारी किये गये नोट्स 'बैंक नोट्स' के नाम से पहचाने जाने लगे.



शुरू में रिजर्व बैंक ने नोट जारी करने हेतु अनुपातिक आरक्षण पद्धति को अपनाया, जिसमें नोटों से संबंधित मामलों में 40% आस्तियों को स्वर्ण या विदेशी प्रतिभूतियों के रूप में रखा जाता था. वर्ष 1956 में अनुपातिक आरक्षण पद्धति का स्थान न्यूनतम आरक्षण पद्धति ने लिया. लेकिन समय के साथ निर्धारित न्यूनतम आरक्षण ने परिचालनात्मक महत्व को गंवाया और रुपया फाइएट (fiat) मुद्रा बन गया.

वर्ष 1919 में कम मूल्यवर्ग के नोटों अर्थात एक रुपया, दो रुपए और पाँच रुपए के नोटों का स्थान सिक्कों ने लिया.

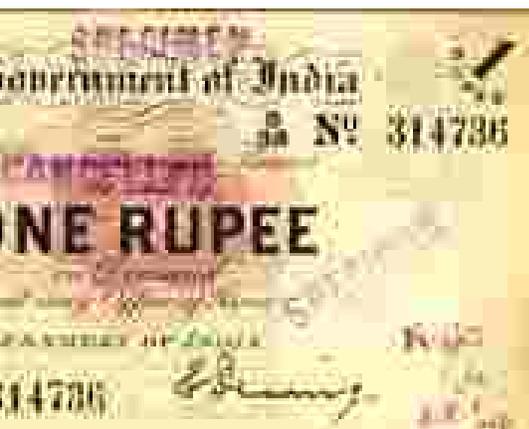


कागजी मुद्रा से पूर्व आवश्यकतानुसार अदा करने का वचन, कपड़ा, ऊन आदि वस्तुओं के रूप में भी लेन-देन चलता था. एक टोकन के रूप में उनका लेन-देन हेतु उपयोग किया जाता था. विश्व में सबसे ज्यादा उत्पादित की जानेवाली वस्तुओं के रूप में मुद्रा और बैंक नोट्स गिने जाते हैं. सुरक्षा की दृष्टि से, बैंक नोटों पर वॉटर मार्क, मल्टी टोनल प्रिंटिंग, एक दूसरे में उलझा हुआ प्रिंटिंग, सुरक्षा धागा (thread), गुलाश (guillache) डिजाइन आदि द्वारा सावधानियाँ बरती जाती रही हैं. ये सुरक्षा की पारंपारिक पद्धतियाँ थी लेकिन रिप्रोग्राफिक तकनीक की प्रगति के साथ नोटों की सुरक्षा में नयी बातें जैसे कि टेक्स्ट सिक्क्यूरिटी थ्रेड्स, विंडोज सिक्क्यूरिटी थ्रेड्स, फ्लुरोसेंट प्लांचेट्स, होलोग्राम, एंटी कॉपियर डिवायसेज, मैग्नेटिक रिडेबल इंक, ऑप्टिकल वैरिएबल इंक आदि जुड़ गयी.

वर्तमान में, भुगतान की पारंपरिक पद्धतियों का स्थान क्रेडिट कार्ड्स, डेबिट कार्ड्स की तथा इलेक्ट्रॉनिक मनी द्वारा तेजी से किया जा रहा है लेकिन बावजूद इसके, विशेष रूप से आमने-सामने या प्रत्यक्ष भुगतान के लिए कागजी मुद्रा अपनी भूमिका निभाती रहेगी.

कागजी (पेपर) पैसा

10वीं शताब्दी में चीन में जीयाओ जी (jiao zi) के रूप में पेपर मनी जानी जाती थी, जो जमा, परिचालन और नकदीकरण हेतु उपयोग में लायी जाती थी लेकिन इसके चलते जो विवाद, गलत उपयोग, वारदातें होने लगी तब सरकार ने 11वीं शताब्दी में स्वतंत्र अधिकार के रूप में इसे अपने



पास ले लिया लेकिन टोकन जारी कर सरकार भी स्रोतों को तैयार नहीं कर पायी, अतः 13वीं शताब्दी में चीन को बड़े पैमाने पर आर्थिक विघटन का सामना करना पड़ा. भारत में 14वीं शताब्दी में मुहम्मद बिन तुगलक का टोकन मनी जारी करना और चांदी के टंका को तांबे के टोकन से प्रतिस्थापित करने का मामला अनर्थ साबित हो गया. पश्चिम में कागजी मनी की शुरुआत 17वीं और 18वीं शताब्दी में हुई. भारत में यह समय, राजनीतिक दुर्दशा का था. मुगल सल्तनत का हास और कॉलोनियल शक्तियों की बढ़ती ने स्थिति को और बिगाड़ दिया. घरेलू बैंकों और स्थानीय वित्तीय पद्धतियों के लिए 18वीं सदी का यह समय चुनौतीपूर्ण था. तब 'मांग पर धारक को देय नोटों' का प्रारंभ हुआ. इन नोटों पर सुरक्षा विशेषताओं को समाविष्ट किया गया.

18वीं सदी के अंत में और वर्ष 1861 तक की अवधि के दौरान भारत, मुक्त बैंकिंग सदी के रूप में जाना जाता है. बैंक इस वक्त सिर्फ मुक्त रूप से चेक जारी तो कर ही रहे थे साथ ही मांग पर वाहक को देय प्रोमिसरी नोटों को भी जारी कर रहे थे. ये नोट्स क्षेत्र के वर्तमान सिक्कों में परिवर्तित किए जाते थे. 19 वीं सदी के आरंभ में, चांदी सिक्का रुपया और स्वर्ण मोहर, बंगाल प्रेसिडेंसी के वर्तमान सिक्के थे जबकि गोल्ड स्टार पैगोड़ा और सिल्वर अर्काट रुपया मद्रास प्रेसिडेंसी के सिक्के थे व बैंक नोट्स के रूप में जाने जाते थे. बैंकों को 'प्रवेश' और 'निकास' दोनों मुक्त था और आरक्षण आवश्यकताओं तथा निधियों को प्रचलन पर कुछ पाबंदियां थी. लेकिन बैंकों को बैंक नोट जारी करने और आपूर्ति हेतु एक दूसरे के साथ प्रतिस्पर्धा करने पर भी कुछेक पाबंदियां थी.

बैंक ऑफ हिंदोस्तान (1770-1832), दी जनरल बैंक इन बंगाल और बिहार (1773-75), बंगाल बैंक (1784-91), बैंक ऑफ बंगाल (1806-1921), कमर्शियल बैंक (1819-1828), कलकत्ता बैंक (1824-1829), यूनियन बैंक (1829-48), ये बैंक पूर्व भारत में बंगाल प्रेसिडेंसी में थे जबकि कर्नाटक बैंक (1788), एशियाटिक बैंक (1804), गवर्नमेंट बैंक (1806-1843) और बैंक ऑफ मद्रास (1843-1921), ये बैंक दक्षिण भारत में स्थित थे जबकि बैंक ऑफ बॉम्बे (1840-1868, 1868-1921) औरिएंटल बैंक (1842-1884) तथा कमर्शियल बैंक ऑफ इंडिया (1845-1866) आदि पश्चिम भारत में स्थित थे.

ये सभी बैंक विभिन्न कंपनियों से जुड़े हुए थे और वे कंपनियां उन्हें चलाती थी. बैंक ऑफ हिंदोस्तान मेसर्स अलेक्जेंडर एंड कंपनी से जुड़ी थी और बहुत से वाणिज्यिक और आर्थिक थपेड़ों को झेलकर वह सफल भी थीं.

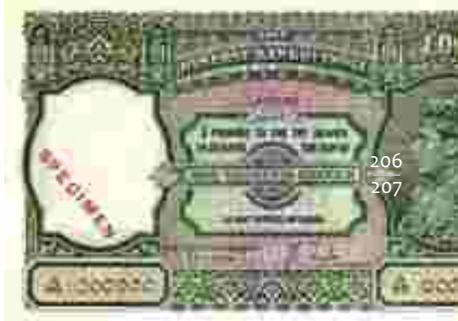
कॉइनेज एक्ट ऑफ 1835 के अनुसार नोटों को सिक्का रुपये के एवज में 'कंपनी के रुपये' की संज्ञा दी गयी. ₹10, 15, 20, 25, 50, 100, 250, 500, 1000 और 10000 के नोट्स जारी किये गये, जिन पर बैंक का नाम और मूल्यवर्ग 3 लिपियों में मुद्रित किया गया.

सुरक्षा और तकनीकी विकास के मद्देनजर फिर रुपये के डिजाइन में परिवर्तन करना पड़ा. 'मैं वचन देता हूँ...' के बजाय 'हम वचन देते हैं...' यह वाक्यांश जोड़ा गया.

दूसरे प्रेसिडेंसी बैंक की शुरुआत बॉम्बे में दिनांक 15 अप्रैल, 1840 से की गयी. दी बैंक ऑफ बॉम्बे में अधिकतर भारतीय निदेशक थे और बैंक अनेक तकलीफों के बावजूद बेहतरीन तरीके से चल रहा था.

वर्ष 1861 के कॉटन बूम ने बैंक ऑफ बॉम्बे का परिसमापन लाया.

बैंक ऑफ मद्रास, तीसरा प्रेसिडेंसी बैंक था, जिसने 1 जुलाई, 1843 से अपना कारोबार शुरू किया. गवर्नमेंट बैंक का स्थान इस बैंक ने लिया. बैंक ऑफ बॉम्बे की असफलता से इन तीनों प्रेसिडेंसी बैंकों का विलीनीकरण करने का प्रस्ताव वर्ष 1867 में आया. हालांकि इनका विलीनीकरण सरकार को भारी पड़ेगा ऐसा अंदेशा था लेकिन इन तीनों बैंकों ने वर्ष 1919 में अपनी





हामी भरी और वर्ष 1921 में इम्पीरियल बैंक ऑफ इंडिया की स्थापना की गयी. कमर्शियल बैंकिंग कार्यकलापों के साथ यह बैंक तदनुषंगी केंद्रीय बैंकिंग कार्यकलापों को भी अंजाम देने लगा. भारतीय रिजर्व बैंक की स्थापना के साथ इस बैंक ने स्वयं को कमर्शियल बैंक के रूप में प्रतिस्थापित किया और वर्ष 1955 में संसद के अधिनियम के साथ यह भारतीय स्टेट बैंक बन गया.

नोटों की जालसाजी को लेकर बैंक ऑफ हिंदोस्तान और बैंक ऑफ बंगाल को समय-समय पर काफी परेशानी से जूझना पड़ा. वित्तीय बाज़ार में जालसाजों ने आतंक पैदा किया था. बैंकों ने जब सावधानीपूर्ण तरीकों को अपनाया, तब उन्हें भी हानि उठानी पड़ी. इन जालसाजों के समाचार की वजह से लोगों ने बैंक से अपनी नकदी निकालना शुरू किया. अंततः वर्ष 1861 के पेपर करेंसी एक्ट ने भारत में मुक्त बैंकिंग परंपरा को खत्म कर दिया.

इस अधिनियम ने भारतीय बैंकों को बैंक नोटों को जारी करने की सदी का अंत कर सरकार को भारत में नोट जारी करने का एकाधिकार दिया. भारत सरकार के प्रथम वित्तीय सदस्य श्री जेम्स विल्सन, ने वर्ष 1859 में सरकारी पेपर करेंसी की शुरुआत की लेकिन उनकी असामयिक मृत्यु पर श्री सैम्युएल लिपिंग ने उनके बिल को अपने संशोधनों के साथ आगे बढ़ाया. पेपर करेंसी एक्ट ने प्रेसिडेंसी बैंको को प्रोमिसरी नोटों को जारी, भुगतान और विनिमय करने हेतु सरकार के एजेंट बनने का मौका दिया लेकिन भारत जैसे विस्तृत और व्यापक देश के लिए यह इतना सहज और आसान नहीं था. परिणामस्वरूप, यह पद्धति भी खत्म करनी पड़ी.

पेपर करेंसी का प्रबंधन फिर मिंट्स को दिया गया. वर्ष 1910 में 4 करेंसी वृत्त अन्य 4 उपवृत्त, के साथ पुनर्गठित किये गये और साथ में समाहित किये गये. अर्थात् कलकत्ता (कोलकता), कावनपुर (कानपुर), लाहौर, मदुरै (चेन्नई), बॉम्बे (मुंबई), कराची और रंगून.

मूल्य और मात्रा में नोटों की बढ़ती मांग की वजह से वर्ष 1913 में मुद्रा नियंत्रणकर्ता कार्यालय की स्थापना की गयी.

जब वर्ष 1935 में केंद्रीय बैंक के रूप में भारतीय रिजर्व बैंक की स्थापना की गयी तब रिजर्व बैंक ने 1 अप्रैल 1935 से मुद्रा नियंत्रणकर्ता से नोट जारी करने के सभी क्रियाकलापों को अपने अधिकार में कर लिया. साथ ही भारत सरकार से नोट जारी करने से संबंधित ₹186.10 करोड़ की देयताएं भी ले ली.

‘ब्रिटीश इंडिया नोटों’ का प्रथम संचय विक्टोरिया पोर्ट्रेट इस श्रेणी के तहत ₹10, 20, 50, 100 और 1000 के मूल्य में वर्ग जारी किया गया. करेंसी अधिनियम 1861 ने निर्धारित किया था कि न्यूनतम मूल्य का ₹10 का नोट जारी किया जाएगा. ये नोट्स तब हैंड मोल्डेड पेपर पर प्रिंट किए जाते थे. सुरक्षा के मद्देनजर वॉटर मार्क



प्रिंटेड हस्ताक्षर और नोटों का रजिस्ट्रेशन क्रमांक रहता था. आम लोगों द्वारा इन नोटों का बहुत कम उपयोग किया जाता था जबकि राजस्व वसूली और कमर्शियल तथा कार्यालयीन उद्देश्य हेतु निधियों के विप्रेषण के लिए इन नोटों का उपयोग किया जाता था.

विक्टोरिया पोर्ट्रेट श्रेणी को जालसाजी के उठाव के तहत निरस्त कर उनके स्थान पर 1867 में 'यूनिफेस्ड अंडरप्रिंट श्रेणी' की शुरुआत की गयी. पहली अंडरप्रिंट श्रेणी हरे और बाद में लाल रंग में प्रिंट की गयी. ये श्रेणी मोल्डेड पेपर पर और चार भाषा पैनल पर प्रिंट की गयी थी जबकि बाद में लाल श्रेणी भाषा के पैनल को 8 भाषाओं तक बढ़ाया गया.

लोगों की मांग और करेंसी सर्कल के नवोदित स्वरूप ने, वर्ष 1903 और 1911 को नोटों के साधारणीकरण को जन्म दिया, जिसमें 5, 10, 50 और 100 के मूल्यों के नोटों का 'साधारणीकरण' कर दिया गया. अर्थात जारी करने के बाद करेंसी सर्कल के भी बाहर विधिक रूप से नकदीकृत की जा सकती थी.

सरकारी अनास्था के रहते, यह साधारणीकरण की प्रक्रिया धीरे-धीरे चल रही थी. सरकार को कमीशन/ विनिमय की आशंका भी थी. डाक द्वारा नोटों को भेजा जाता था और वे भी नोट के दो टुकड़े कर अलग-अलग डाक से. प्राप्तकर्ता उन दो टुकड़ों को जोड़कर भुगतान के लिए नोट को प्रस्तुत करता था. 'साधारणीकरण' ने मूल्य और मात्रा के परिप्रेक्ष्य में भारतीय पेपर करेंसी को आगे ढेल दिया.

वर्ष 1920 तक नोटों पर राजा का चित्र आने तक यूनिफेस्ड अंडर प्रिंट श्रेणियां बड़े पैमाने पर अपरिवर्तित रही. प्रथम विश्व युद्ध के चलते छोटे मूल्य की पेपर करेंसी का आगाज हुआ. एक रुपया का

नोट 30 नवंबर, 1917 को शुरू किया गया और उसके बाद दो रुपयों का रंगीन नोट तथा आठ आने को जनवरी 1918 में मार्केट में लाया गया. इन नोटों पर किंग जॉर्ज V का चित्र था और इसे 'किंग्स पोर्ट्रेट श्रेणी' नाम दिया गया था. ये नोट्स भी ₹5, 10, 50, 100, 500, 1000 और 10000 के मूल्य में थे. अब तक करेंसी नोट इंग्लैंड में छापे जाते थे. लेकिन 1922 में अब लेफ्ट कर्नल जीएच विल्स., बॉम्बे मिंट मास्टर और श्री एफ डी अस्कोली, नियंत्रणकर्ता, प्रिंटिंग एंड स्टेशनरी को भारत में प्रतिभूति प्रेस स्थापित करने हेतु संभावना रिपोर्ट तैयार करने का काम सौंप दिया गया. उनकी रिपोर्ट के आधार पर वर्ष 1925 में प्रतिभूति प्रेस तथा वर्ष 1928 में करेंसी नोट प्रेस नासिक, पश्चिम महाराष्ट्र में स्थापित किया गये और भारत में नोटों की प्रिंटिंग का काम जोर-शोर से शुरू हुआ. वर्ष 1932 तक नासिक प्रेस, भारतीय करेंसी नोटों का संपूर्ण हिस्सा प्रिंट कर रहा था.

भारत सरकार ने वर्ष 1861 तथा 1935 के बीच पेपर करेंसी से संबंधित मामले का प्रबंधन किया. जिस पद्धति को अपनाया गया, वह निम्नलिखित दो मुख्य मुद्दों पर आधारित थी - (1) नोट जारी करने का कार्य समग्र रूप से बैंकिंग से अलग होगा (2) जारी किये जानेवाले नोटों की रकम सरकारी प्रतिभूतियों के पेटे बहुत सीमित न्यासीय सीमाओं के अलावा धातु संचय के परिवर्तन के साथ परिवर्तित होगी. समय के साथ ये नियम भी बदले लेकिन वर्ष 1882 और 1927 में समय के साथ पेपर करेंसी अधिनियम फिर से परिवर्तित किया गया और देश के हित के मद्देनजर केंद्रीय बैंक के रूप में 1935 में भारतीय रिजर्व बैंक की स्थापना की गयी, जिसने भारत में पेपर करेंसी के नये अध्याय की शुरुआत की. आनुपातिक संचय पद्धति पर आधारित



प्रकाश टका
 प्रकाश टका
 ਪ੍ਰਕਾਸ਼ ਤਪਿਯਾ
 پشراہ روپیہ
 பன்னாச ருபயே
 ପଣ୍ନାସ ରୁପਯੇ
 ਪੰਨਾਸ ਰੁਪਯੇ
 ਪੰਨਾਸ ਰੁਪਯੇ

भारत
 केन्द्र

I PROMISE TO
 PAY THE BEARER
 THE SUM OF
 FIFTY RUPEES



भारतीय रिजर्व बैंक अधिनियम, 1934 द्वारा पेपर करेंसी पर अधिकार जताने लगा.

रॉयल कमीशन ऑफ इंडियन करेंसी एंड फायनांस (दी हिल्टन-यंग कमीशन, 1927) की संस्तुतियों के आधार पर भारतीय रिजर्व बैंक का आगाज हुआ और इन्हीं संस्तुतियों के आधार पर स्वर्ण मानक एवं भारतीय रिजर्व बैंक बिल को जनवरी, 1927 में भारतीय विधान सभा में प्रस्तुत किया गया. 5 मार्च 1934 को इसे गवर्नर जनरल की स्वीकृति मिली. 1 अप्रैल, 1935 से शेयर धारक के बैंक के रूप में रिजर्व बैंक ने अपना परिचालन कोलकाता के अपने केंद्रीय कार्यालय से शुरू किया. कोलकत्ता, बॉम्बे, मद्रास, रंगून, कराची, लाहौर और कावनपुर स्थित इनके करेंसी कार्यालय, बैंक के जारीकर्ता विभाग की शाखाएं बन गयीं.

किंग जॉर्ज VI का चित्र लेकर पहला पांच रुपये का नोट जनवरी, 1938 में, फरवरी में ₹10, मार्च में ₹100 तथा ₹1000 और जून में ₹10000 के नोट्स जारी कर परिचालन में लाए गये. सर ओस्बोर्न स्टीथ, प्रथम गवर्नर ने किसी नोट पर हस्ताक्षर नहीं किये बल्कि द्वितीय गवर्नर सर जेम्स टेलर को भारतीय रिजर्व बैंक के नोटों पर हस्ताक्षर करने का मौका मिला.

युद्ध के दौरान भारतीय मुद्रा को अस्थिर करने हेतु किये गये जापान के प्रयासों के कारण गवर्नर सी डी देशमुख द्वारा हस्ताक्षरित, ₹10 के नोटों की जालसाजी की गयी. जापान के प्रयासों की वजह से उन नोटों पर चित्र, वॉटरमार्क आदि परिवर्तन किये गये. भारत में इस वक्त पहली बार सुरक्षा धागे का प्रयोग किया गया. वर्ष 1947 के बाद किंग जॉर्ज VI श्रेणी के नोट्स वर्ष 1950 तक यह श्रेणी समाप्त होने तथा स्वतंत्रता के बाद के नोट्स जारी होने तक यूंही जारी होते रहे. 15 अगस्त, 1947 की मध्यरात्रि में भारत स्वतंत्र हुआ अगस्त, 1947 में अखंड भारत में ₹1181 करोड़ के नोट्स परिचालन में थे. नवनिर्मित पाकिस्तान से परिचालित भारतीय नोट्स और सिक्कों को रोकना, बहुत बड़ा काम था. रिजर्व बैंक को 30 सितंबर 1948 तक

पाकिस्तान के बैंक नोट्स जारी करने का एकल अधिकार था. संयुक्त मौद्रिक व्यवस्था की समयावधि के दौरान भारत सरकार एवं पाकिस्तान के बीच करेंसी एवं सिक्कों का लाभ दोनों के बीच विभाजित करना था और रिजर्व बैंक की आस्तियों को इस व्यवस्था की समाप्ति के बाद विभाजित किया जाना था. 1 अप्रैल से 30 जून 1948 तक बैंक ने ₹2, 5, 10 और 100 के नोटों के साथ 1 रुपये के नोट्स और अन्य तदनुषंगी सिक्कों को जारी किया, जिन पर पाकिस्तानी निकेल रुपया और विशिष्ट डिजाइन को उकेरा गया. दिनांक 30 जून 1948 को मूल समझौते में संशोधन के तहत पाकिस्तान की करेंसी अथॉरिटी के रूप में रिजर्व बैंक को समाप्त कर दिया गया और 1 जुलाई, 1948 को स्टेट बैंक ऑफ पाकिस्तान की स्थापना के बाद उसने रिजर्व बैंक के कार्यालयों पर अपना अधिकार कर लिया.

स्वतंत्र भारत के प्रतीक के रूप में किंग के स्थान पर महात्मा गांधी का चित्र लगाने की बात तय की गयी लेकिन अंतिम विश्लेषण में महात्मा गांधी के चित्र के बजाय सारनाथ के अशोक स्तंभ के सिंह को लेना तय हुआ. वर्ष 1951 में हिंदी भाषा को नए नोटों पर प्रमुखता से दर्शाया गया. वर्ष 1954 में उच्च मूल्य वर्ग (₹ 1000, 5000, 10000) के नोटों को फिर से लाया गया. भारत ने वर्ष 1957 में अपनी मौद्रिक पद्धति में सुधार किया, जहां रुपया और पैसे को स्थापित कर 100 पैसे का एक रुपया बन गया. नोटों का आकार भी 1967 में कम कर दिया गया. महात्मा गांधी के जन्म शताब्दी वर्ष समारोह के उपलक्ष्य में सेवाग्राम आश्रम में बैठे हुए गांधीजी की तस्वीर को वर्ष 1969 में नोट पर दिखाया गया.

भारत में 'बैंक नोट पेपर' हरदम सरकार और बैंक के बीच वाद-विवाद का विषय रहा. होशंगाबाद में वर्ष 1967 में दी इंडिया सिक्क्यूरीटी मिल की स्थापना की गयी और वर्ष 1972 में ₹ 20 तथा वर्ष 1975 में ₹ 50 के नोटों का मुद्रण किया गया. सिमल्टन ड्राय ऑफसेट मशीनों के जरिए प्रयोग कर ₹ 5 के नोट्स प्रिंट किए गये

भारतीय रिज़र्व बैंक

भारतीय सरकार द्वारा प्रत्याभूत

50

मैं धारक को
पचास रुपये
अदा करने का
वचन देता हूँ।

और 1975 में जारी किए गये. इसी समय देवास में बैंक नोट प्रेस की स्थापना की गयी और अशोक स्तंभ के वाटर मार्क को आशोधित कर 6 आरों वाला चक्र दिखाया गया.

उच्च मूल्य वर्ग वाले नोटों को वर्ष 1978 फिर एक बार विमुद्रीकृत किया गया; यह घटना वर्ष 1946 में भी हुई थी.

वर्ष 1970 में संपूर्ण नये नोटों का सेट परिचालन में आया, जिनमें विज्ञान और तकनीक (₹2/- पर आर्यभट्ट), प्रगति (₹5/- पर खेती मैकनिजम), ₹10 और ₹20 के नोटों पर भारतीय कोणार्क चक्र, मोर को अहमियत दी गयी. वर्ष 1980 में 'सत्यमेव जयते' को नोटों पर जोड़ा गया. नोटों के परिचालन की मात्रा को कम करने हेतु अक्टूबर 1987 में ₹500 का नोट लाया गया. 1980 और 1989 के बीच परिचालन में रहे नोटों की संख्या दुगुनी हो गयी. क्षमता की सीमा के मद्देनजर रिज़र्व बैंक ने अपने दो प्रेस स्थापित किये. दिनांक 3 फरवरी 1995 को भारतीय रिज़र्व बैंक नोट मुद्रण प्राइवेट लिमिटेड (BRBNMPL) से भारतीय रिज़र्व बैंक के पूर्ण स्वामित्व वाला प्रेस मैसूर में स्थापित किया, जिसने दिनांक 1 जून 1996 से उत्पाद शुरू किया तथा 11 दिसंबर, 1996 में सालबोनी में दूसरा प्रेस स्थापित किया गया. नासिक तथा देवास के बैंक नोट प्रेस की क्षमता भी बढ़ाई गयी. दूसरे स्तर पर जो कमी थी उसे पूरा करने के लिए ₹1, 2 तथा 5 के सिक्के करेंसी प्रबंधन समिति (नायक समिति) की संस्तुतियों पर लाये गये. एक छोटे उपाय के रूप में कमी को पूरा करने हेतु वर्ष 1997-98 में विदेशों में भी नोटों का मुद्रण किया गया.

वर्ष 1996 में नयी श्रेणी- महात्मा गांधी श्रेणी के नाम से शुरू की गयी. जिन पर महात्मा गांधी का चित्र था. इन नोटों की विशेषताएं बढ़ायी गयी तथा अंध व्यक्ति के लिए समझने हेतु इन्हें अलग पहचान दी गयी.

दिनांक 9 अक्टूबर 2000 को ₹1000 के नोट्स प्रिंट किये गये तथा दिनांक 18 नवंबर 2000 को ₹500 के नोट्स का रंग बदल दिया.



मई 2001 में ₹5/- के मूल्य के नोटों को फिर से लाया गया. इस पर ट्रैक्टर का चित्र जोड़ा गया. दिसंबर, 2005 में इन नोटों की प्रिंटिंग बंद कर दी गयी लेकिन मार्च, 2009 में फिर से इनकी प्रिंटिंग शुरू की गयी जिसमें पुराने मोटीफ की छुट्टी कर दी गयी थी.

वर्ष 2005 में बैंक नोटों पर अतिरिक्त सुरक्षा विशेषताओं को जोड़ा गया. यहां नोट के दूसरे हिस्से में प्रिंटिंग का वर्ष अंकित किया गया था. अन्य विशेषताओं को बाद में धीरे-धीरे जोड़ा गया.

19 अप्रैल 2006 में बैंक ने 'स्टार' श्रेणी के नोटों की शुरुआत की. ये नोट्स पहले नोटों की तरह ही थे लेकिन उन पर नंबर पैनल पर चिह्न रहता है. नोटों के प्रिंटिंग मूल्य को कम करना, इन नोटों की प्रिंटिंग का मूल उद्देश्य था.

दिनांक 30 जून, 2008 को परिचालनगत नोटों का मूल्य ₹6,12,340 करोड़ बढ़ गया.

भारतीय गणतंत्र में दूसरे बड़े मौद्रिक सुधार नवंबर 2016 में हुए जब रिज़र्व बैंक ऑफ इंडिया द्वारा 8 नवंबर, 2016 तक जारी महात्मा गांधी शृंखला वाले (रुपये का चिह्न) 500 और 1000 मूल्य-वर्ग के नोटों को अवैध मुद्रा घोषित कर दिया गया.

देश की सांस्कृतिक धरोहर और वैज्ञानिक उपलब्धियों को दर्शाने वाले नए बैंक नोट, महात्मा गांधी (नई) शृंखला में जारी किये गए. प्रत्येक मूल्य-वर्ग के लिये अलग रंग का प्रयोग किया गया और आकार छोटा कर दिया गया. 08 नवंबर, 2016 को 2000 और 23 अगस्त, 2017 को 200 मूल्यवर्ग के नए नोट महात्मा गांधी (नई) शृंखला में जारी किये गए.

तो यह रही भारतीय सिक्कों और नोटों की यात्रा! सिक्कों और नोटों के साथ यूँ यात्रा करना बड़ा मजेदार रहता है, है ना?

डॉ. सुलभा कोरे

यूनियन धारा, के.का.

(आभार: मौद्रिक म्यूजियम, भारतीय रिज़र्व बैंक, मुंबई)



हमारे प्रतिभाशाली स्टाफ सदस्य



Staff Achievers

यूनियन बैंक के बारे में एक बात तो निश्चित रूप से कही जा सकती है कि उसने खिलाड़ियों, कवियों, लेखकों, फोटोग्राफरों और रंगमंच तथा सिनेमा के कलाकारों, गायकों, संगीतकारों यहाँ तक कि उद्घोषकों को जो संरक्षण दिया, वह स्वयं में उल्लेखनीय है, क्योंकि उनमें से कई स्टाफ सदस्यों ने विभिन्न क्षेत्रों में अपनी विशेष पहचान बनाई है।

सुचित्रा नारकर

13 वर्ष की उम्र में ताराणी विद्यालय, कोल्हापुर से विद्यालय स्तर पर टेबल टेनिस खेलना शुरू करने वाली श्रीमती सुचित्रा नारकर, हमारे क्षेत्र का कोल्हापुर की क्षेत्र प्रमुख हैं तथा वे टेबल टेनिस में 80-90 दशक की मशहूर खिलाड़ी रह चुकी हैं। उन्हें जिला, राज्य और राष्ट्रीय स्तर पर खेलने का मौका मिला। पुणे, मुंबई, कोलकाता, दिल्ली जैसे बड़े शहरों में उन्होंने अपने खेल का बेहतरीन प्रदर्शन किया तथा उन्होंने शिवाजी विद्यापीठ, महाराष्ट्र राज्य का नेतृत्व कर टीम को जीत दिलाई। टेबल टेनिस में वह आक्रामक खेल के लिए ज्यादा जानी जाती हैं। यूनियन बैंक ऑफ इंडिया में सन 1984 में स्पोर्ट्स कोटे में उनके कार्यकाल की शुरुआत अधिकारी पद से हुई। उस समय बैंक की टेबल टेनिस टीम बहुत प्रसिद्ध थी जिसमें इंदु पुरी, कश्मीरा पटेल भी शामिल थीं।

1984 में आपको महाराष्ट्र राज्य का शिवछत्रपति पुरस्कार प्राप्त हुआ। 1986 में दक्षिण कोरिया, सियोल एशियाड में भारतीय टीम का प्रतिनिधित्व करने के बाद पुरस्कार स्वरूप बैंक में पदोन्नति दी गयी। टेबल टेनिस के खेल के साथ बैंक में विभिन्न ज़िम्मेदारी पूर्ण पदों पर कार्य करते हुए एवं अपने घर-परिवार के सहयोग से आज भी आप बैंक में उप महाप्रबंधक के पद पर कार्य कर रही हैं।

संजीव राव

श्री संजीव राव द्वारा 1983 में मुंबई में, यूनियन बैंक ऑफ इंडिया में कार्य ग्रहण किया गया। श्री राव ने बैंक में कार्य करते हुए, राज्य स्तर एवं राष्ट्रीय स्तर पर क्रिकेट खेला है। आपने लगातार 16 वर्षों तक क्रिकेट खेलकर बैंक का गौरव बढ़ाया है। दिलीप ट्रॉफी एवं रणजी ट्रॉफी के मैच आपने खेले हैं। अंतर बैंक टूर्नामेंट में भी आपने बैंक का प्रतिनिधित्व किया है तथा मैच जीते हैं। जिसके फलस्वरूप श्री संजीव को बैंक द्वारा तीन वेतन वृद्धियां प्रदान की गयी। मध्य प्रदेश सरकार द्वारा 1986 में, श्री संजीव को 'विक्रम अवार्ड' से सम्मानित किया गया। आपने वर्ष 2001 में, स्वैच्छिक सेवानिवृत्ति ली।

संतोष कौशिक

श्री संतोष कौशिक ने यूनियन बैंक ऑफ इंडिया में दि. 2 जनवरी 1969 में कार्यग्रहण किया। श्री संतोष द्वारा 25-30 वर्षों तक लगातार, मध्य प्रदेश राज्य के लिए, राज्य स्तर टेबल टेनिस मैच खेले गए तथा आप वर्ष 1973 से 1995 तक बैंक की अखिल भारतीय टीम का हिस्सा रहे हैं। 1980 में आपने मुंबई की फर्स्ट डिविज़न लीग जीती। श्री संतोष को 1975 में, मध्य प्रदेश सरकार के सर्वोच्च खेल सम्मान 'विक्रम अवार्ड' से नवाज़ा गया। आपने आयु वर्ग 60 प्लस, 65 प्लस एवं 70 प्लस में भी कई चैंपियनशिप्स जीती है।



श्रीमती सुचित्रा नारकर



श्री संजीव राव



श्री संतोष कौशिक

प्रवीण ठिप्से,

केवल बैंक ही नहीं बल्कि पूरे देश का नाम रोशन करने वाले भारत के ग्रैंडमास्टर श्री प्रवीण ठिप्से (शतरंज खिलाड़ी) ने यूनियन बैंक ऑफ इंडिया में दिनांक 07-07-1983 को सहायक प्रबंधक के रूप में कार्यग्रहण किया तथा 36 वर्ष की बेहतरीन बैंकिंग सेवा के पश्चात हाल ही में दि. 31-08-2019 को बांद्रा टर्नर रोड शाखा से वरिष्ठ प्रबंधक के पद से बैंकिंग सेवा से सेवानिवृत्त हुए हैं।

अंतर्राष्ट्रीय ग्रैंडमास्टर श्री प्रवीण ठिप्से ने सात बार राष्ट्रीय खिताब पर कब्जा किया जिसमें अंतिम तीन लगातार थे।

आपकी उपलब्धियाँ कुछ इस प्रकार हैं:

- शतरंज के क्षेत्र में आपको अर्जुन पुरस्कार प्राप्त हुआ है।
- आपने वर्ष 1982,1984,1985,1989,1992,1993 एवं 1994 में भारतीय शतरंज चैम्पियनशिप जीता है तथा वर्ष 1994 में भारत के लिए ओलिंपिक्स भी खेला है।
- 34वीं अखिल भारतीय शतरंज टूर्नामेंट का बिहार में अगस्त 2019 में आयोजन किया गया, जहां अतिथि के रूप में शतरंज टूर्नामेंट का उद्घाटन भी आपने किया है।

बिहार डाक विभाग ने श्री प्रवीण ठिप्से के सम्मान में डाक टिकट जारी किया है. देश के शायद यह पहले शतरंज खिलाड़ी हैं जिन पर डाक टिकट जारी किया गया है।

उदय एस शेटी

श्री उदय एस.शेटी द्वारा भारोत्तोलन (वेटलिफ्टिंग) में विशिष्ट उपलब्धि प्राप्त की गयी है. 1985 में सर्वप्रथम जूनियर नेशनल चैम्पियनशिप जीतकर शुरुआत करते हुए आपने कई पदक अपने नाम किए हैं. इंटर जोन चैम्पियनशिप वर्ष - 1986 (स्नैच में राष्ट्रीय रिकॉर्ड सहित) 67.5 और 75 कि.ग्रा. की कैटेगरी में राष्ट्रीय मेडल वर्ष 1986 से 1992 तक प्राप्त किया. इसी तरह आपके द्वारा स्नैच एवं जर्क में राज्यस्तरीय रिकॉर्ड भी किया गया है जो कि अपने आप में एक रिकॉर्ड है. वर्ष 1988-89 में आपको भारोत्तोलन (वेटलिफ्टिंग) में शिव छत्रपति पुरस्कार प्रदान किया गया. अपने समय में कोच एवं सेक्रेटरी की भूमिका में रहते हुए बैंक ने 15 बार अंतर बैंकिंग चैम्पियनशिप जीती है. अंतर राज्य चैम्पियनशिप कई बार जीतने में कोच के रूप में आपकी भूमिका महत्वपूर्ण रही है. वर्तमान में बैंक से स्वैच्छिक सेवानिवृत्ति लेकर आप होटल उद्योग में कार्यरत हैं.

दारा सुरती

वर्ष 1970 में बड़ौदा के एम. जी. रोड़ शाखा से श्री दारा सुरती ने यूनियन बैंक में अपने कार्यकाल की शुरुआत की थी. पूर्व में टेबल टेनिस खिलाड़ी रह चुके दारा ने फिर बैडमिंटन के क्षेत्र में कदम रखा और फिर सफलता उनके कदम चूमने लगी. आपने विभिन्न अंतर राज्य टूर्नामेंट में सहभागिता देकर जीत हासिल की है तथा गुजरात राज्य का प्रतिनिधित्व कर राज्य को अनेक बार जीत दिलवायी है. आपको बेहराम कामा मेमोरियल अवार्ड तथा मार्च 1995 में मामासाहिब घोडपड़े ट्रस्ट से भी सम्मानित किया गया. विभिन्न आयु वर्ग की बैडमिंटन प्रतियोगिताओं में सहभागिता देकर अब उम्र के 72 साल में भी आप अंतर्राष्ट्रीय स्तर पर वर्ष 2007 में मलेशिया, वर्ष 2009 में स्पेन, वर्ष 2011 में टर्की, वर्ष 2015 में स्वीडन, वर्ष 2017 में केरल एवं वर्तमान वर्ष 2019 में पोलैंड में आयोजित 'वेटरेन संवर्ग' में अंतर्राष्ट्रीय बैडमिंटन टूर्नामेंट में देश का प्रतिनिधित्व कर रहे हैं.



श्री प्रवीण ठिप्से



श्री उदय एस शेटी



श्री दारा सुरती



प्रकाश पादुकोण

श्री प्रकाश पादुकोण को कौन नहीं जानता?

वे पहले ऐसे भारतीय बैडमिंटन खिलाड़ी हैं, जिन्होंने 1985 में ऑल इंग्लैंड बैडमिंटन चैम्पियनशिप में अपने इंडोनेशियाई प्रतिद्वंद्वी श्री लीम स्वी किंग को हराकर खिताब पर कब्जा किया. सन् 1978 में उन्होंने अपना प्रथम अंतर्राष्ट्रीय खिताब जीता तथा कनाडा के एडमोंटन में राष्ट्रमंडल खेलों में एकल स्पर्धा में स्वर्ण पदक जीता. 1979 में लंदन के रॉयल अल्बर्ट हॉल में इवनिंग ऑफ चैम्पियनशिप में भी आपने जीत हासिल की.

श्री पादुकोण ने 1972 में सिर्फ 17 वर्ष की उम्र में भारतीय राष्ट्रीय जूनियर बैडमिंटन खिताब जीता. उसके बाद 1979 तक उन्होंने लगातार सात बार भारतीय राष्ट्रीय बैडमिंटन खिताब पर कब्जा किया. सन् 1980 में उन्होंने डेनिश ओपन और स्वीडिश ओपन जीतकर बैडमिंटन की दुनिया में अपनी पहचान बनाई. सन 1991 में सक्रिय खेल से अपनी सेवानिवृत्ति के बाद वे कुछ समय के लिए भारतीय बैडमिंटन एसोशिएशन के अध्यक्ष बने. वे 1993 और 1996 में भारतीय राष्ट्रीय बैडमिंटन टीम के कोच रहे. उनकी उपलब्धियों के कारण 1982 में उन्हें पद्मश्री से सम्मानित किया गया. यूनियन बैंक की सेवा से त्यागपत्र देने से पूर्व श्री पादुकोण 1975 से 1982 तक बैंक के बैंगलोर कार्यालय में कार्यरत रहे थे.



श्री प्रकाश पादुकोण



सुनील चतुर्वेदी

क्रिकेट की दुनिया में बैंक के प्रतिनिधित्व का श्रेय मुम्बई की खार शाखा के प्रबंधक श्री सुनील चतुर्वेदी को जाता है. उन्होंने 64 रणजी ट्राफी मैच, छह दिलीप ट्राफी मैच और भारत दौरे पर आई वेस्टइंडीज और इंग्लैंड की टीम के विरुद्ध एक-एक मैच खेला है. सलामी बल्लेबाज के रूप में खेलते हुए आपने प्रथम श्रेणी क्रिकेट में 4,754 रन बनाए और विकेटकीपर के रूप में 194 कैच लपके और कई स्टम्पिंग किये.

आपको हिंदू जिमखाना क्लब द्वारा वर्ष 1984 - 85 के दौरान सर्वश्रेष्ठ विकेटकीपर चुना गया. 1977 में खेला गया और दूरदर्शन पर सीधा प्रसारित दिन - रात का वह मैच, जिसमें अजहरुद्दीन, अनिल कुम्बले, अजय जडेजा, अजीत अगरकर जैसे खिलाड़ी भी शामिल थे, आपके द्वारा खेले गए अविस्मरणीय मैचों में से एक है.



श्री सुनील चतुर्वेदी

अनंत नाग

श्री अनंत नाग सिनेमा से जुड़े हुए हैं. अपने प्रभावशाली योगदान / रिकार्ड के कारण उन्हें कन्नड़ फिल्म उद्योग की सर्वकालिक महान हस्तियों में गिना जाता है. उन्होंने 50 कन्नड़ फिल्मों, 9 हिन्दी फिल्मों, 6 तेलुगु फिल्मों और तमिल तथा मलयालम में एक - एक तथा दो मराठी फिल्मों में काम किया है. व्यावसायिक तौर पर प्राप्त सफलता कन्नड़, कोंकणी और हिन्दी पर अपने पूर्ण अधिकार तथा तमिल और मलयालम की अच्छी समझ होने के कारण वे दक्षिण भारतीय फिल्म उद्योग के सच्चे प्रतिनिधि थे. 'मंथन', 'अंकुर' आदि फिल्मों में उनके अभिनय को सराहा गया. श्री आर.के.नारायणन की कहानियों पर आधारित 'मालगुडी डेज़' में उनके अभिनय को लोग आज भी याद करते हैं. वे हमेशा विवादों से दूर रहे, मीडिया के साथ भी उन्होंने दूरियाँ बनाए रखी और अपने स्व-सम्मान को बरकरार रखा. श्री अनंत नाग सत्तर के दशक के प्रारंभ में यूनियन बैंक से जुड़े रहे और बैंक के केन्द्रीय कार्यालय, मुंबई में कार्यरत रहे.



श्री अनंत नाग



सुश्री इंदु पुरी

इंदु पुरी

सुश्री इंदु पुरी बैंक में क्षेत्र महाप्रबंधक कार्यालय दिल्ली में मुख्य प्रबंधक के पद से सेवानिवृत्त हुई हैं। वर्ष 1970 से टेबल टेनिस प्रतियोगिताओं में सहभागिता दी तथा 1973 से 1985 तक 43 अंतरराष्ट्रीय प्रतियोगिताओं में भारत का प्रतिनिधित्व किया जिसमें

- 1978 में एशियाई चैम्पियनशिप में उस समय के विश्व चैम्पियन उत्तर कोरियाई खिलाड़ी को हराने की उपलब्धि हासिल की।
- उन्होंने 1973 से 1985 के बीच 38 अंतरराष्ट्रीय पदक जीतकर अपनी विशेष पहचान बनाई। 1981 के राष्ट्रमंडल खेलों में वरीयता क्रम में द्वितीय स्थान पाने वाली वे प्रथम महिला बनीं।
- 1982 के एशियाई खेलों की वरीयता सूची में उन्हें आठवाँ और 1985 में विश्व वरीयता सूची में 63 वां स्थान दिया गया।
- वर्ल्ड वेटरंस चैम्पियनशिप 2000 में रजत पदक जीतकर खेल में अपने कौशल को साबित किया। उन्होंने राष्ट्रीय एकल खिताब पर लगातार छह बार और कुल आठ बार कब्जा किया जो कि एक रिकार्ड है।
- उन्होंने महिलाओं का राष्ट्रीय युगल खिताब छः बार, मिश्रित युगल खिताब भी छः बार, राष्ट्रीय ट्रिपल क्राउन लगातार तीन बार जीता।
- 1981 में उन्होंने अर्जुन पुरस्कार, 1979 में रेल्वे मंत्री पुरस्कार, 2000 में ट्वेंटी वन अप ट्रस्ट द्वारा लाइफ टाइम अचीवमेंट पुरस्कार, कल्पना चावला एक्सीलेंस पुरस्कार 2006 में तथा 2007 में पंजाबी भूषण पुरस्कार प्राप्त किया।

उन्होंने सिंगापुर, सराजेवो, बीजिंग, कार्डिफ, मेलबोर्न, बर्मिंघम(यू.के.), प्लेजन (चेकोस्लोवाकिया), कुआलालमपुर, प्यॉंगप्यांग, टोक्यो जयूरिक, जकार्ता, कराची, ढाका, लास वेगस, इस्लामाबाद, वेंकूवर ल्यूसन और गोथेन्बर्ग (स्वीडन) में खेलने का गौरव प्राप्त किया है। खेलों में अपनी उत्कृष्ट उपलब्धियों के साथ-साथ आपने अपने कार्यालयीन दायित्वों का भी उसी कुशलता के साथ निर्वहन किया।



श्री लक्ष्य खत्री

लक्ष्य खत्री

राज्य और राष्ट्रीय स्तर पर टेनिस खेलने वाले श्री लक्ष्य खत्री को जो कि हमारी जेएनवी शाखा, बीकानेर में प्रबंधक के रूप में कार्यरत हैं, वर्ष 2008 में हाथ में लगी चोट की वजह से टेनिस खेलना छोड़ना पड़ा। लेकिन खिलाड़ी, खिलाड़ी ही रहता है। आपने शूटिंग को अपनी पसंद बनाया। आपने 10 मीटर एअर पिस्तौल एवं 50 मीटर फ्री पिस्तौल शूटिंग में कई राष्ट्रीय प्रतियोगिताओं में सहभागिता दी है। वर्ष 2016 में नयी दिल्ली में समायोजित 36 वीं उत्तरांचल शूटिंग प्रतियोगिता में प्रथम स्थान, 12 वीं राजस्थान राज्य ओपन शूटिंग चैम्पियनशिप में तृतीय स्थान जैसी उपलब्धियों के साथ आप राजस्थान – बीकानेर एनसीसी के वर्ष 2010-11 के सर्टिफिकेट बी और सर्टिफिकेट सी धारक भी हैं।





श्री सुधाकर एम. कामत

सुधाकर एम. कामत

पावर लिफ्टर्स, भारोत्तोलकों और शरीर सौष्ठव (बॉडी बिल्डिंग) समूह में श्री सुधाकर एम. कामत अपनी विशेष पहचान रखते हैं. 21 जुलाई 1986 को वे बैंक में क्लर्क के रूप में शामिल हुए और एक वर्ष के भीतर ही पावर लिफ्टिंग में अपनी पहचान बना ली. 1987 में आपको विश्व ज्यूनियर पावर लिफ्टिंग प्रतियोगिता हेतु चयनित किया गया. आपने 1991 में बरमिंगम, यू. के. में विश्व चैम्पियनशिप में भारत का प्रतिनिधित्व किया और रजत पदक जीता. फिर उन्हें जोहान्सबर्ग, दक्षिण अफ्रीका में भारत का प्रतिनिधित्व करने के लिए चुना गया. 1992 में वे राष्ट्रीय चैम्पियन बने और फिर से उन्हें विश्व चैम्पियनशिप के लिए चुना गया. 1993 और 1995 में इसकी पुनरावृत्ति हुई. उन्होंने इतने अधिक पुरस्कार और सम्मान अर्जित किए कि 1994 में उन्हें अधिकारी पद पर तथा 2008 में वरिष्ठ प्रबंधक पद पर पदोन्नत किया गया.



श्री सतीश राय

ऑलिम्पियन सतीश राय

श्री सतीश राय ने राष्ट्रीय तथा राज्य स्तर की भारोत्तोलन (वेटलिफ्टिंग) प्रतियोगिताओं में लगातार जीत हासिल की है. उन्होंने 29 नए राष्ट्रीय रिकार्ड बनाए और 1992 में कर्नाटक सरकार द्वारा प्रदत्त 'एकलव्य' और 'दशहरा पुरस्कार' तथा 1998-99 में भारत सरकार से 'अर्जुन पुरस्कार' प्राप्त किए.



श्री विराफ ई. पंथकी

विराफ ई. पंथकी

भारत के अग्रणी वेटलिफ्टर (भारोत्तोलक), श्री विराफ ई. पंथकी नौ बार महाराष्ट्र राज्य चैम्पियन और दो बार अखिल भारतीय अंतर राज्य चैम्पियन बनें. उनके नेतृत्व में बैंक ने लगातार 13 वर्षों तक भारोत्तोलन चैम्पियनशिप जीती. विश्व के कई देशों में ऐसी ही कई प्रतियोगिताओं में आपने सहभागिता दी और 1964 में जोहान्सबर्ग में आयोजित प्रतियोगिता में डेड लिफ्ट में स्वर्ण, स्क्वैट में रजत और बेंच प्रेस में कांस्य पदक प्राप्त किया.



श्री किरण कौशिक

किरण कौशिक

श्री किरण कौशिक, राष्ट्रीय युगल (डबल्स) बैडमिंटन चैम्पियन थे और उन्हें युगल (डबल्स) वरीयता क्रम में प्रथम स्थान दिया गया था. उन्होंने कई अंतर्राष्ट्रीय प्रतियोगिताओं में भारत का प्रतिनिधित्व किया. खेल की तरह ही, श्री कौशिक अपने कार्यालयीन दायित्वों में भी स्टार परफार्मर रहे थे. वे बैंक में कई महत्वपूर्ण पदों पर रहे. वर्ष 2001 में बैंक से स्वैच्छिक सेवा निवृत्ति लेने से पूर्व वे मुम्बई में औद्योगिक फाइनेंस शाखा में सहायक महाप्रबंधक के पद पर कार्यरत रहे.

वे खिलाड़ी, जिन्होंने दो राष्ट्रीय विजेता / चैम्पियन सहित, टेबल टेनिस में बैंक का प्रतिनिधित्व किया, वे थीं सुश्री कश्मीरा पटेल, सुश्री सुचित्रा नारकर, सुश्री सरिता गोकर्ण, सुश्री पल्लवी हरी, श्री सी. आर. आनंद, श्री रमेश बाबू, श्री आर. हरी और श्री किशोर घोरपडे.

रवि शेटी

यूनियन बैंक आफ इंडिया की फुटबाल टीम ने अन्य फुटबाल टीमों की तरह ही स्थानीय फुटबाल शासी निकाय (गवर्निंग बॉडी) वेस्टर्न इंडिया फुटबाल एसोसिएशन (WIFA) से 1963-64 में मान्यता प्राप्त करने के बाद विनम्र शुरुआत की थी. टीम को सबसे लोवर डिवीजन में रखा गया था. 8 वर्षों के लम्बे और कड़े संघर्ष के बाद 1972 - 73 में टीम ने प्रथम डिविजन के लिए क्वालीफाई किया. शीर्षस्थ सीनियर डिविजन, (जिसमें केवल मुम्बई के सर्वश्रेष्ठ क्लब ही भाग लेते थे) तक पहुंचने के लिए टीम सिर्फ एक कदम दूर रह गई. एक बार फिर, 6 वर्ष के लंबे और थकाने वाले/पीड़ादायक (agonizing) संघर्ष के बाद यूनियन बैंक टीम ने 1979 - 80 में मोरारजी मिल्स (अभी अस्तित्व में नहीं) के साथ संयुक्त रूप से विजेता बनकर फुटबाल के शीर्ष में अपनी उपस्थिति दर्ज कराई. एक बार शीर्ष में पहुंचने के बाद टीम ने पीछे मुड़कर नहीं देखा. 1980 - 81 से कोच सह मैनेजर श्री रवि शेटी के योग्य मार्गदर्शन में अपनी क्षमता में वृद्धि करना आरंभ किया.

इस चरण में, समर्पित खिलाड़ी, एक दृढ़निश्चयी कोच और एक सहयोगी प्रबंधन के सम्मिलित योगदान के कारण टीम ने ना सिर्फ मुम्बई में बल्कि पूरे भारत में बहुत उच्च रेटिंग हासिल की. टीम की कुछ उपलब्धियां नीचे वर्णित हैं-

- फर्स्ट डिविजन लीग 1979 - संयुक्त विजेता
- काम्पटी कोलियरीज गोल्ड कप 1986 नागपुर विजेता
- फर्स्ट डिविजन लीग 1987 - विजेता
- हारवुड लीग सीनियर डिविजन - 1989 उपविजेता
- नाडकर्णी कप - 1989 - उपविजेता
- हारवुड लीग सीनियर डिविजन - 1990 उपविजेता
- नेवेली लिगनाईट कार्पोरेशन क्लब - 1991 चेन्नई - विजेता
- ओर्के सिल्वर ज्यूबिली क्लब : 1992 मुम्बई विजेता
- स्टैफोर्ड चैलेंज कप - 1993 उपविजेता
- नौवा अखिल भारतीय भेल (BHEL) कप - विजेता
- नाडकर्णी कप मुम्बई - 2008 विजेता

बैंक ने 1989 में पहला पश्चिम क्षेत्रीय अंतर बैंक फुटबाल टूर्नामेंट आयोजित किया. टूर्नामेंट के प्रारंभिक चरण से अंतिम चरण तक बैंक ने अच्छा प्रदर्शन किया और आठ बार जीत हासिल की तथा 3 बार उपविजेता रहा.

प्रथम अखिल भारतीय बैंक टूर्नामेंट का आयोजन कोलकाता में 1988 में और अंतिम संस्करण बैंक के ओलम्पियाड के रूप में 2006 में मुंबई में आयोजित हुआ. यूनियन बैंक प्रमुख आयोजक था, इस टूर्नामेंट में भी बैंक ने दो बार जीत हासिल की और दो बार उपविजेता रहा.

श्री रवि शेटी हमेशा एक मार्गदर्शक / संरक्षक रहे और 1978 से 1981 तक बैंक की टीम के कप्तान भी रहे हैं.



श्री रवि शेटी



विजय बहादुर थापा

श्री विजय बहादुर थापा वर्ष 1988 में एक खिलाड़ी के रूप में बैंक की सेवा में आए और उन्होंने राष्ट्रीय टीम से खेलते हुए अच्छा प्रदर्शन किया तथा महाराष्ट्र टीम के एक बार कप्तान भी रहे. उन्होंने अनेक बार टीम को स्वर्ण, रजत और कांस्य पदक दिलवाये.



श्री विजय बहादुर थापा

डॉ. सुलभा कोरे

डॉ. सुलभा कोरे वर्तमान में केन्द्रीय कार्यालय में मुख्य प्रबंधक (राजभाषा) के पद पर सेवारत हैं, बैंक की द्विभाषिक गृह पत्रिका 'यूनियन धारा' एवं हिन्दी पत्रिका 'यूनियन सृजन' की संपादक हैं. हिन्दी और मराठी साहित्य में योगदान के लिए उनकी विशेष पहचान है. वर्ष 1996 में 'सारस्वत सम्मान पुरस्कार', 'एक नया आकाश' के लिए 'महाराष्ट्र हिन्दी साहित्य अकादमी पुरस्कार', हिन्दी पत्रकारिता में योगदान के लिए 'अग्निशिखा मंच पुरस्कार', 2003 में 'वाङ्मयीन स्त्री कार्यकर्ती स्वर्गीय राजवाडे पुरस्कार', महाराष्ट्र हिन्दी साहित्य अकादमी द्वारा हिन्दी साहित्य और पत्रकारिता में उनके योगदान के लिए वर्ष 2007-08 में उन्हें 'स्वर्गीय पद्मश्री अनंत गोपाल शेवडे, राज्य पुरस्कार' प्रदान किया गया. वर्ष 2010 में 'आशीर्वाद, मुंबई राजभाषा पुरस्कार', वर्ष 2014 में महात्मा गांधी अंतर्राष्ट्रीय हिन्दी विश्वविद्यालय का हिन्दी साहित्य में योगदान हेतु 'राष्ट्रीय हिन्दी सेवी सम्मान' वर्ष 2017 को केन्द्रीय हिन्दी निदेशालय, भारत सरकार का 'हिंदीतर भाषी हिन्दी लेखक' यह राष्ट्रीय पुरस्कार तथा वर्ष 2017-18 के लिए सांस्कृतिक मंत्रालय, भारत सरकार की ओर से 'रविंद्रनाथ टैगोर फेलोशिप' प्राप्त हुई है.

उनके कई भाषणों और कविताओं का आकाशवाणी, विविध भारती तथा दूरदर्शन द्वारा प्रसारण किया जा चुका है. अनेक रचनाओं का अनुवाद और कई कवि सम्मेलनों का संचालन किया है तथा कई सेमीनारों और साहित्यिक कार्यक्रमों में सहभागिता दी है. उनकी 'मनातल्या मनात' इस मराठी फिल्म ने दक्षिण अफ्रीका अंतर्राष्ट्रीय फिल्मोत्सव में, 'सर्वश्रेष्ठ विदेशी फिल्म का पुरस्कार' तथा कैलिफोर्निया फिल्म फेस्टिवल में 'उत्कृष्ट फिल्म का पुरस्कार' प्राप्त किया. हिन्दी और मराठी में आपकी लगभग 19 पुस्तकें प्रकाशित हो चुकी हैं.



सुश्री सुलभा कोरे, प्रसिद्ध संगीतज्ञ श्री खैयाम और महाराष्ट्र के उप मुख्यमंत्री श्री आर.आर. पाटील से पुरस्कार ग्रहण करते हुए

रमा जोशी

सुश्री रमा जोशी ने एक अभिनेत्री के रूप में अपनी पहचान बनाई है और क्षेत्रीय तथा अखिल भारतीय स्तर पर कई अंतर बैंकिंग प्रतियोगिताओं में बैंक का प्रतिनिधित्व किया है. आपने महाराष्ट्र राज्य प्रतियोगिताओं में हिन्दी और मराठी के लंबे नाटकों के लिए चार बार सर्वश्रेष्ठ अभिनेत्री का पुरस्कार प्राप्त किया. सुश्री जोशी 1978 से 2001 तक बैंक में सेवारत रहीं.



सुश्री रमा जोशी

रीमा लागू

सुश्री रीमा लागू, प्रसिद्ध हिन्दी फिल्म अभिनेत्री, हिन्दी फिल्मों में कई हीरो/हिरोइनों जैसे शाहरूख खान, सलमान खान की माँ की भूमिका में किरदार निभाती रही हैं. वे फिल्मों को मुख्य कैरियर के रूप में अपनाने से पूर्व सत्तर के दशक में बैंक में कुछ समय तक कार्यरत थीं.



सुश्री रीमा लागू



श्री विवेक लागू, महान फ़िल्मकार राजकपूर से पुरस्कार ग्रहण करते हुए.



श्री कुशल गंगोपाध्याय



विवेक लागू

श्री विवेक लागू, 25 वर्षों तक बैंक में सेवारत रहे. इस अवधि के दौरान आपको अंतर बैंक प्रतियोगिताओं में मराठी और हिन्दी में 30 से अधिक एकांकी, नाटकों में कलाकार और निर्देशक के रूप में भाग लिया तथा अनेक बार सर्वश्रेष्ठ निर्माता, सर्वश्रेष्ठ निर्देशक, सर्वश्रेष्ठ कलाकार, सर्वश्रेष्ठ प्रकाश व्यवस्था, सर्वश्रेष्ठ मंच सज्जा और सर्वश्रेष्ठ लेखक का पुरस्कार प्राप्त किया. आपको नाट्य दर्पण द्वारा सर्वश्रेष्ठ ऑल राउंड आर्टिस्ट का पुरस्कार भी प्रदान किया गया.

आपने 20 से अधिक व्यावसायिक नाटकों में अभिनय किया है और 2000 से अधिक बार प्रस्तुति दी. आपने प्रसिद्ध नाटक 'घासीराम कोतवाल' में नाना फडनवीस के किरदार में एक ही वर्ष में मराठी, हिन्दी और गुजराती में अभिनय किया. श्री लागू ने ना सिर्फ हिन्दी और मराठी में नाटक लिखे बल्कि टेलीविजन मीडिया के कई धारावाहिकों में पटकथा लेखन और अभिनय भी किया है.

कुशल गंगोपाध्याय

श्री कुशल गंगोपाध्याय एक श्रेष्ठ फोटोग्राफर हैं. वो 1986 में बैंक की सेवा में शामिल हुए और वर्तमान में सेवा शाखा, कोलकाता में कार्यरत हैं. वे एक सक्रिय पर्यटक हैं, आपने पूरे भारतवर्ष का भ्रमण करके इस महान देश की जीवन शैली को कैमरों में कैद किया है. 2007 में उनकी पहली एकल प्रदर्शनी 'द ग्रेट इंडियन बाजार' दिल्ली के इंटरनेशनल सेंटर में आयोजित की गई. संभवतः वे एकमात्र भारतीय फोटोग्राफर हैं जिनके कार्य को किसी अन्य देश द्वारा अपने डाक टिकटों में प्रयोग किया गया है. आपको अपना प्रथम पुरस्कार UNCTAD फोटो प्रतियोगिता में आपके मरुस्थलीय फोटोग्राफ के लिए प्राप्त हुआ. उस फोटोग्राफ को वेटिकन सिटी पोस्टल विभाग ने मरुस्थलीकरण के कारण बढ़ रहे पर्यावरण के गंभीर खतरे के प्रति लोगों को जागरूक बनाने के लिए 'मरुस्थलीकरण पर अंतर्राष्ट्रीय वर्ष 2006' की याद में जारी किए गए अपने टिकट में प्रयोग किया.

- सोनी वर्ल्ड फोटोग्राफी पुरस्कार में एमेच्योर कैटेगरी में विजेता.
 - बढ़ते मरुस्थलीकरण से निपटने के लिए 2005 में संयुक्त राष्ट्र सम्मेलन द्वारा आयोजित अंतर्राष्ट्रीय फोटो प्रतियोगिता में प्रथम पुरस्कार.
 - संयुक्त राष्ट्र कार्यालय द्वारा बेलारूस में 2005 में शांति और विकास के लिए आयोजित अंतर्राष्ट्रीय फोटो प्रतियोगिता में द्वितीय पुरस्कार.
 - यूनेस्को, जापान के लिए एशियन कल्चर सेंटर द्वारा आयोजित खेलों के आनंद विषय पर एशिया कल्चर फोटो प्रतियोगिता में उत्कृष्टता पुरस्कार.
 - यूनिसेफ द्वारा 1985 व 1986 में राष्ट्रीय फोटो प्रतियोगिता में मेरिट पुरस्कार.
- दुनिया भर के सभी अंतर्राष्ट्रीय फोटोग्राफी प्रदर्शनियों में उनके द्वारा खींचे गए फोटो प्रदर्शित किये गये हैं.





श्री अनिल रंजन भौमिक

अनिल रंजन भौमिक

श्री अनिल रंजन भौमिक के नाम एक ऐसा थिएटर रिकार्ड दर्ज है जो शायद अब तक नहीं टूटा है और संभवतः आने वाले कई वर्षों तक टूटने वाला भी नहीं है. वर्तमान में बैंक की इलाहाबाद सिविल लाइन शाखा में कार्यरत श्री भौमिक वर्ष 1970 से अपने स्कूल के दिनों से थिएटर में सक्रिय रहें. प्रारंभ में भारतेन्दु नाट्य केंद्र द्वारा आयोजित सघन नाट्य प्रशिक्षण शिविर (1976) द्वारा ट्रेनिंग प्राप्त की. अपनी थिएटर यात्रा में आपने 25 से ज्यादा थिएटर, 60 से अधिक प्रमुख डायरेक्शन प्ले किए. कई प्रमुख थिएटर प्रॉडक्शन आयोजन में इनके द्वारा भाग लिया गया. 1980 से पूरे भारत में कई प्रमुख थिएटर प्रशिक्षण कार्यशाला आपके द्वारा आयोजित की गईं. कई प्रमुख थिएटर प्रसिद्ध कलाकारों के साथ कार्य का अनुभव आपको प्राप्त है. 1996 में सांस्कृतिक मा.स.वि. द्वारा ग्रामीण और शहरी थिएटर सम्मिश्रण में रिसर्च के लिए आपको जूनियर फेलोशिप प्राप्त हुई. आपको कई सारे पुरस्कार, अवार्ड, सम्मान द्वारा सम्मानित किया गया है. आप नाट्य लेखक, अभिनेता और निदेशक भी रहे हैं. नुक्कड़ नाटकों तथा राजनीतिक प्रचार के लिए नाटकों के प्रस्तुतिकरण के पश्चात आपने स्थानीय और क्षेत्रीय विषयों और अनुभवों को तात्कालिक प्रस्तुति और समीक्षात्मक विश्लेषण के लिए उठाना प्रारंभ किया. आपने कई बार दुनिया के बड़े निर्देशकों जैसे श्री पीटर ब्रुक, श्री बादल सरकार, श्री बी.वी. कामत, जॉन मार्टिन, श्री एम.के. रैना एवं अन्य तथा कई नृत्य कलाकारों जैसे श्री सुधीर कुमार, सुश्री अनुपमा सेठ और सुश्री सरोज ढींगरा के साथ भी काम किया. 'समानांतर, इलाहाबाद' के बाद आप संस्थापक सदस्य रहे हैं.

आपको नेहरू युवा केंद्र और भारत जनविज्ञान समिति के साहित्यिक पर्यावरण प्रोजेक्ट के लिए उ.प्र. का कैम्प निदेशक चुना गया और दरभंगा के ललितनारायण मिथिला विश्वविद्यालय के बाह्य निरीक्षक के रूप में आमंत्रित किया गया. आपने 25 से ज्यादा नाटकों में अभिनय किया है तथा 60 से ज्यादा नाटकों का निर्देशन किया है. अनेक थिएटर फेस्टीवल्स और नाट्य कार्यशालाओं के आयोजन तथा संयोजन का अनुभव आपके पास है. लेखन, निर्देशन, अभिनय, निर्णायक, अनुवाद, परीक्षण आदि अनेक क्षेत्रों में आपकी उपस्थिति रही है.

उ.प्र. संगीत नाटक अकादमी सम्मान, रंग विथिका सम्मान, नाट्य भूषण सम्मान, साम्यांतर सम्मान, रंग यात्री नंदु ठाकूर सम्मान आदि राष्ट्रीय सम्मानों से आपको सम्मानित किया गया है.

नागेश्वर राव



श्री नागेश्वर राव

श्री नागेश्वर राव, जो बैंक के यूएलपी सैफाबाद शाखा, हैदराबाद में शाखा प्रबंधक के पद पर कार्यरत हैं तथा अपने प्रशंसकों के बीच 'लोकरंगी नागेश्वर राव' के नाम से जाने जाते हैं. टीवी के दर्शकों के लिए यह एक जाना पहचाना नाम है.

उन्होंने गायन के प्रति नए और रोमांचक प्रयोगों द्वारा प्रशंसकों को मंत्र मुग्ध कर दिया है. श्री नागेश्वर राव ने अपना एक म्यूजिक एल्बम 'फोक टू रॉक' निकाला है. संभवतः आन्ध्रप्रदेश से वो पहले ऐसे शख्स थे जिन्होंने पंजाबी लोक गीतों को तेलुगु में गाया है. उनके अदम्य उत्साह और अतुलनीय प्रतिभा को भारत सरकार ने भी पहचाना और उन्हें भारत संस्कृति यात्रा 1977 (इंडियन कल्चरल टूप) में प्रतिभागिता के लिए आमंत्रित किया था.

रजत कुमार दास

फोटोग्राफी में निपुणता प्राप्त श्री रजत कुमार दास वर्तमान में इंडिया एक्सचेंज प्लेस शाखा, कोलकाता से सेवानिवृत्त हुए हैं। भारत सरकार, सूचना एवं प्रसारण मंत्रालय के फोटो प्रभाग द्वारा 15 अगस्त 1997 में आयोजित इंडिया टर्न्स 50 टुडे फोटो कॉन्टेस्ट में सर्टीफिकेट, विश्व स्वास्थ्य संगठन, यूनिसेफ, जेनेवा द्वारा 1998 में सर्टीफिकेट ऑफ रिकग्निशन, फेडरेशन इंटरनेशनल डीएल आर्ट फोटोग्राफिक पुरस्कार, अर्जेन्टिना में ब्यूनस आयरस फोटो क्लब द्वारा गोल्ड मेडल एवं कई अन्य पुरस्कार भी शामिल हैं। उनके द्वारा खींचे गए फोटोग्राफों में से एक 'होमेज 11' को स्पेन के संग्रहालय में स्थान दिया गया है।



श्री रजत कुमार दास

निबेदिता जेना

सुश्री निबेदिता जेना ने बैंक में क्लर्क और कैशियर के रूप में बैंक की राउरकेला शाखा में दो दशकों से भी अधिक समय तक कार्य किया है। वे एक स्त्री समर्थक विचारधारा वाली महिला हैं। वे एक बहुआयामी पत्नी, माँ और मित्र के साथ-साथ एक दार्शनिक और मार्गदर्शक भी हैं।

आपने हिंदी और उड़िया में लेखिका और अभिनेत्री के रूप में अपनी पहचान बनाई है। वे ऐसे पात्रों को अभिनीत करना पसंद करती हैं जो छोटे हो लेकिन परंपरागत पात्रों से अलग हो। वे दो दशकों तक रंगमंच से जुड़ी रहीं और इस दौरान आपने परंपरागत गाथाओं से लेकर कई सामाजिक चरित्रों जैसे वृद्ध, भिखारी, पत्नी, शास्त्रीय नृत्यांगना, कुली और वेश्या आदि की भूमिका अदा की है। उनके लिए 'जीवन से बढ़कर कोई सत्ता नहीं है उसे जीना ही सबसे बड़ी शिक्षा है.'



सुश्री निबेदिता जेना

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नरेश शांडिल्य

कवि, दोहाकार, रंगकर्मी, संपादक, समीक्षक विभिन्न भूमिकाओं को समेटे हुए श्री नरेश शांडिल्य, मूल नाम श्री : नरेश चंद शर्मा, यूनियन बैंक के दिल्ली कार्यालय में कार्य करते हुए सेवानिवृत्त हुए हैं।

आपको प्राप्त विभिन्न पुरस्कार-दिल्ली साहित्यिक कृति सम्मान (1996) हिंदी अकादमी, वातायन अंतरराष्ट्रीय कविता सम्मान (2005), कविता का 'परम्परा ऋतुराज सम्मान' (2010) है। आपके 7 कविता संग्रह प्रकाशित हुए एवं 3 पुस्तकों का सम्पादन भी आपके द्वारा किया जा चुका है।

दिल्ली के प्रतिष्ठित लाल किला कवि सम्मेलन, श्रीराम कवि सम्मेलन सहित भारत के लगभग सभी प्रमुख शहरों में आपने काव्यपाठ किया है। आपका काव्यपाठ आकाशवाणी और दूरदर्शन के अनेक चैनलों एवं बी बी सी और कई विदेशी रेडियो चैनलों पर भी प्रसारित किया गया है। इसके अतिरिक्त इंग्लैंड के सभी प्रमुख शहरों में तथा जोहान्सबर्ग (साउथ अफ्रीका) के 9वें विश्व हिन्दी सम्मेलन में भी आपने काव्यपाठ किया है।

20 नुक्कड़ नाटकों में आपने अभिनय और गीत लेखन किया। नुक्कड़ नाटकों में आपने भारत सरकार से फेलोशिप प्राप्त की। वर्तमान में आप हिन्दी समिति, कृषि मंत्रालय, भारत सरकार एवं फिल्म सेंसर बोर्ड, सूचना व प्रसारण मंत्रालय, भारत सरकार में सलाहकार सदस्य हैं।



श्री नरेश शांडिल्य





श्री फिरदौस श्राँफ



फिरदौस श्राँफ

श्री फिरदौस श्राँफ ने 1972 में यूनियन बैंक ऑफ इंडिया में कार्य ग्रहण किया। उसके बाद अपनी शैक्षिक पात्रता में निरंतर रूप से बढ़ोतरी करते हुए श्री श्राँफ आज डॉ. फिरदौस श्राँफ बन गये हैं। बैंकिंग, तकनीकी प्रबंधन, कारोबार / तनाव प्रबंधन, मानव संसाधन एवं कार्मिक प्रबंधन, विपणन, कंप्यूटर/आईटी, बीमा, सामाजिक सेवा आदि अनेक क्षेत्रों में उनका मुक्त संचार चलता है। मुंबई विश्वविद्यालय और सर एम. विश्वेश्वरैया इंस्टीट्यूट ऑफ मैनेजमेंट स्टडीज एवं रिसर्च की ओर से आप अनुमोदित निदेशक-प्रोफेसर हैं। अनेक सम्मानित संस्थाओं के निदेशक बोर्ड पर आप नियुक्त हैं। आपके अनेक रिसर्च पेपर्स प्रकाशित हुए हैं। 'Modern B@nking Technology' एवं 'Pearls of Wisdom – Inner Engineering- Self development-know thyself' किताबों का लेखन आपने किया है तथा आपके लेख/रिसर्च पेपर्स अनेक राष्ट्रीय, अंतर्राष्ट्रीय जर्नल्स, बुलेटिन्स में प्रकाशित हुए हैं। असोसिएशन ऑफ ओवरसीज टेक्निकल स्कॉलरशिप टोक्यो, जापान, रोटरी एक्सीलेंस अवार्ड, आईबीसी, लंदन से ग्लोबल रिकग्निशन अवार्ड, 'इंटर नेशनल एशिया पैसिफिक गोल्ड स्टार अवार्ड', आदि ढेरों पुरस्कार आपने प्राप्त किए हैं। अनेक महाविद्यालयों, शैक्षणिक संस्थाओं से आप 'विजिटिंग फ़ैकल्टी' के रूप में जुड़े हैं। विभिन्न लीडरशिप, प्रेरक, स्ट्रेस मैनेजमेंट, आदि कार्यशालाओं में आप मुख्य वक्ता के रूप में उपस्थितों को उम्दा मार्गदर्शन करते हैं। आपकी इन सारी उपलब्धियों के मद्देनजर भारतीय डाक विभाग ने एक डाक टिकट आपको समर्पित किया है।



श्री मुकेशभाई विठलानी



मुकेशभाई विठलानी

श्री मुकेशभाई विठलानी बैंक के क्षेत्रीय कार्यालय, राजकोट में कार्यरत है तथा प्रशंसकों के बीच समाज सेवा के लिए नवाजे जाते हैं। वर्ष 1993 से राजकोट के विविध अस्पतालों में दाखिल गरीब मरीजों को अपने घर पर बनाया हुआ भोजन बिना किसी शुल्क के मुफ्त में ही पहुंचाते हैं। 2004 में आपने 'आशीर्वाद सेवा चेरिटेबल ट्रस्ट' की स्थापना की, जिसे 2010 में भारत सरकार, गृह मंत्रालय ने रजिस्टर्ड करवाया। इस ट्रस्ट द्वारा वे जाति-धर्म का भेदभाव किए बिना एक दिन के बच्चे से लेकर बूढ़े-बुजुर्ग हरेक की मदद करते हैं। गर्मी के मौसम में फुटपाथ पर सोनेवाले गरीबों को छास तथा ठंड के मौसम में कंबल, शाल, आदि देते हैं। सर्वोत्कृष्ट समाजसेवा हेतु गुजरात सरकार द्वारा दिये जानेवाले 'कबीर अवार्ड' के लिए आपको नामित किया गया था। गुजरात सरकार द्वारा प्रकाशित 'प्राउड ऑफ गुजरात' किताब में भी विठलानी जी पर एक लेख प्रकाशित हुआ है। 25 सालों से चल रही इस सेवा के लिए आपको 25.10.2018 को ब्रिटिश पार्लियामेंट की ओर से 'महात्मा गांधी सम्मान' और मेडल भारत के पूर्व प्रधान मंत्री श्री एच.डी. देवेगौड़ा जी की उपस्थिति में लंदन के मेयर द्वारा और एन आर आई फाउंडेशन के प्रेसिडेंट द्वारा मेडल भी प्रदान किया गया। इसके बाद नवंबर, 2018 में नई दिल्ली में 'मदर टेरेसा सद्भावना अवार्ड' और गोल्ड मेडल भी दिया गया।



श्री रघुनंदन गोखले

रघुनंदन गोखले

श्री रघुनंदन गोखले, वर्ष 2001 तक बैंक में अधिकारी थे। गोखले जी ने शतरंज में कई पुरस्कार जीते हैं। शतरंज खिलाड़ियों को प्रशिक्षण / कोचिंग देने के लिए उन्हें 1988 में भारत के राष्ट्रपति से द्रोणाचार्य पुरस्कार प्राप्त हुआ। 1990 में उन्होंने महाराष्ट्र गौरव पुरस्कार प्राप्त किया। वर्तमान में बॉम्बे शतरंज एसोसिएशन और महाराष्ट्र शतरंज एसोसिएशन के मानद अध्यक्ष हैं।



The logo for Union Bank Social Foundation Trust (UBSFT) features a stylized 'U' symbol in blue and red, positioned above a horizontal line. Below the line, the text 'Union Bank Social Foundation Trust (UBSFT)' is written in a blue, serif font.

Union Bank Social Foundation Trust (UBSFT)

Background

Union Bank of India is committed to its role as a responsible corporate entity not only by adopting ethical business practices but also contributing towards economic development beyond its statutory obligations. Bank fully realizes its social responsibility to improve the quality of life of the local community and the society at large. The Bank sets aside 1% of its published profits of previous year for undertaking CSR activities.

Union Bank of India, with an objective of upliftment of the under privileged communities and to make significant improvement in the living standards of poor and marginalized, registered its Union Bank Social Foundation (UBSFT) as a Trust on 2nd March, 2006, under section 12AA and 80 G of Income Tax Act 1961.

Vision Of UBSFT

To foster public private initiatives and to act as a catalyst in socio economic development, individually or in case of need with co-operation from the other agencies, to accomplish our obligation to the society as a corporate citizen. The UBSFT aims to work through improvement in social Health, providing infrastructure & tools for education of students and aiding continuous & sustainable skill development.

Mission Of UBSFT

To launch, implement, participate, fund or otherwise assist social programs and projects catering to socio-economic development of people to return our obligation to the society.

Objectives Of UBSFT

To cooperate with Government bodies/NGO & Individuals in socio economic programs to support the following broad social sectors:

1. Health care.
2. Education & skill development.
3. Women empowerment.
4. Rural Development.
5. Restoration of Heritage.
6. Aid in Natural Disasters/Calamities.
7. Upliftment of Small & Marginal Farmers , Artisans etc.

Board Structure

UBSFT Board is headed by the Bank's MD & CEO as its Chairman



Trustee, Executive Directors as Vice Chairman Trustees and other trustees include Bank's serving General Managers and one appointed independent trustee. The board provides directions in accordance with Union Bank's thrust areas under CSR and undertakes review of the activities every quarter. The directions of the Board are executed by the Chief Executive of UBSFT headquartered at Mumbai.

Union Bank has also formed the CSR committee of the Board of Directors at apex level to monitor the CSR activity of Bank as well as UBSFT on quarterly basis. The committee is Headed by MD & CEO, with Executive directors, one part time non official Director nominated under 9(3)(h) of the Banking Companies (Acquisition & transfer of Undertaking Act 1970) and One Share holder Director elected under section 9(3)(i) of the said act, as members of the committee.

Administrative Set up (At present)

The day today activities of the UBSFT & RSETIs are managed by the Chief Executive assisted by a Project Director, Development Managers and a Manager.

Projects/programs Undertaken By UBSFT

Union Bank Social Foundation (UBSF) undertakes participation in the social causes for addressing larger issues viz. poverty, hunger, skill updation, community development and social justice. It synergizes the efforts of the Bank and social sector agencies towards sustainable growth and development of social objectives at large.

Since 2006, in line with the objectives of the foundation several projects were approved under various sectors. The purpose of the projects is clearly geared towards, Community Welfare, Education, Health Care, Human Resource Development, Girl Child & Women Empowerment, and Environment Protection. Union Bank Social Foundation showed its unflinching commitment to the objective of corporate social responsibility (CSR) by creating enablers for social and community development.

UBSFT has successfully implemented various projects in various sectors across the country benefiting more than 236000 people belonging to socially and financially weaker sections of society during the last three years. Since inception, UBSFT has carried out projects/programs across the country involving an amount of around Rs.40 crore.

UBSF has also successfully undertaken various relief activities at the time of cloud burst/landslides in Uttarakhand and floods in Kerala state, Maharashtra, Karnataka etc.

The activities carried out by the UBSFT during the last 7-8 years have created a reasonably good impact on the targeted population and it has also raised the expectations of the general public looking upto similar projects in future.

Some Of The Major Projects Undertaken By UBSFT Are As Under

Education

Union Bank Social Foundation has undertaken a training program "Pragna plus" for children of four schools at Ahmedabad and one school at Varanasi for 4 years. Recently the project was visited by Dist. Govt. Authorities and appreciated well.

A Govt. Primary school renovated by UBSFT and was visited by Shri Manoj Sinha, Hon'ble Minister of Communication and minister of State for Railways.

UBSFT has assisted Bunt's alias Nadawara Mathru Sangha, Mangaluru for setting up a computer lab in Sri Ramakrishna Pre-university college managed by them.

Community Welfare

UBSFT has supported the setting up of community hall in the Kurumanddali Panchayat under Vijayawada.

Distribution Of Blankets In The Cold Affected Area Of North Bihar

District Magistrate Samastipur & RH Samastipur distributing the Blanket.

Construction Of Waiting Shed

UBST has constructed a bus shed in front of the Panchayat office Idukki, enhancing the visibility of the Foundation and Bank

Since inception, UBSFT had supported various projects amounting to Rs.40.00 crores across India, which has benefitted more than 2,00,000 people belonging to weaker sections.

Sanitation

UBSFT has helped in construction of more than 500 individual/community toilets within which 83 sets of toilets have been constructed in Girls schools.

UBSFT has also constructed community toilet on Bandra (West) Mumbai Railway station with a child care unit inaugurated by Shri Ashish Shelar MLA Bandra (W). The facility is used by large number of commuters every day.

The objectives of CSR has been achieved by creating positive impact on targeted group of society.



1 & 2 Project was visited by Dist. Govt. Authorities

3 & 4 Govt. Primary school renovated by UBSFT and visited by Shri Manoj Sinha, Hon'ble Minister of communication and minister of State for Railways

5 Shri Rajkiran Rai G, MD & CEO of bank inaugurating the computer lab.

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6 Central Vigilance commissioner inaugurating the building

9/10 District Magistrate Samastipur & RH Samastipur distributing the Blankets

7 UBSFT has supported the setting up of community hall in the Kurumandali Panchayat under Vijayawada.

8 Completed toilet.

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11 community toilet on Bandra (West) Mumbai Railway station with a child care unit inaugurated by Shri Ashish Shelar, MLA Bandra (W)

14 Hand holding with differently able student

12 Shri D.K.Garg, ED distributing Blankets to beneficiaries at Samastipur

15 Donating Ambulance to Sewa Bharathi Trust at Bhopal on 24.6.2019

13 Donation for Talking Book library for Visually challenged people's association (NAB Mumbai)



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16 Distribution of wheel chair

17 Giving Donation to National association for the Blind, Mumbai

18 UBSFT has constructed a bus shed in front of the Panchayat office Idukki, enhancing the visibility of the Foundation and Bank

Between April-2013 and March 2016 the Trust had undertaken around 130 CSR-projects/programmes covering following different areas

1. Care & Rehabilitation
2. Education
3. Health
4. Rural Development & Village adoption
5. Skill Development
6. Hygiene & Sanitation
7. Physically disabled & specially enabled

An impact study was conducted through an external agency viz. Centurion University of Technology & Management, Bhubaneshwar on major 28 CSR projects/programmes covering 10 states across the country comprising an investment of Rs.1178.10 lakhs.

The study revealed that positive impact on the lives of the target beneficiary has been achieved as under:
The projects focused clearly in creating critical infrastructure which enabled the target beneficiary to leverage upon the strength and build their life prospects giving positive results.

The products and services provided the needed coping mechanism easing out the target beneficiary from the hardships of life , as many of these beneficiaries belong to special category who need special care. The projects ensured inclusive development by enhancing the access of excluded communities to realize their entitlements in accessing services. The health services offered by different projects have clear bearing on the lives of the beneficiary where they could access timely and precise help.

Rural Self Employment Training Institutes(RSETIs)

RSETIS have been playing a significant role in training and empowerment of unemployed youth in several yester-years under National Rural Livelihood Mission (NRLM) by creating employment opportunities for rural poor candidates. At the national level cumulatively since inception till date , RSETIs have trained over 31 lacs candidates of which , over 21 lacs have been successfully settled achieving an average settlement rate of 64.5%.

MORD, Government of India has allotted 14 RSETIs to Union Bank across four states viz. Kerala-2, Bihar-2, Madhya Pradesh-3 and Uttar Pradesh-7. Union RSETIs have been offering training programs to the rural unemployed youth for setting up self employment ventures which are culturally relevant and meeting the local requirements, have low input cost and high returns, and are self-sustainable. The courses include beautician training, mobile phone repairing, tailoring, repairing of electrical appliances, animal husbandry, computer training, various agriculture related programmes, PMEGP etc. The Union RSETIs extend hand holding support to the trained candidates for starting their own ventures and also regularly follows-up with those who have completed their training till they are fully settled.

Cumulatively since inception till 31.3.2019, Union RSETIs have trained 76280 candidates of which, over 50608 have successfully settled with an average settlement rate of 66.34%.

Effective from 1.4.2019 , all the 14 RSETIs of Union Bank of India have been brought under the ambit of UBSFT for better management , better control in accounting procedures and better utilization of the funds in discharging social obligations.

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- Vivek Kamath
Chief Executive Officer,
Union Bank Social Foundation





बैंक के अध्यक्ष एवं प्रबंध निदेशक



श्री हुकूमचंदजी सरुपचंद



श्री होरमुसजी कावसजी दिनशाँ
30.06.1920 - 01.08.1939



श्री एम.एस. कैप्टन
03.08.1939 - 20.12.1956



श्री लछमनदास हरकचंद दागा
21.12.1956 - 19.06.1958



श्री के.आर.पी. श्रॉफ
23.06.1958 - 11.02.1963



श्री देवजी रतनसी
29.04.1963 - 18.07.1969



श्री एफ.के.एफ. नरीमन
19.07.1969 - 14.07.1970



श्री पी.एफ. गट्टा
15.07.1970 - 30.04.1975



श्री रघु राज
01.05.1975 - 15.02.1976



श्री ओ.के. गोपालन्
12.05.1976 - 14.12.1976



श्री बाना परांजपे
26.05.1977 - 31.12.1980



श्री आर.आर. कुमार
02.01.1981 - 30.04.1984



बैंक के अध्यक्ष एवं प्रबंध निदेशक



श्री जे.एस. भटनागर
11.05.1984 - 28.12.1988



श्री बी.डी. दीक्षित
29.04.1989 - 14.07.1990



श्री एस.पी. तलवार
16.07.1990 - 17.04.1993



श्री ए.टी. पन्नीर सेल्वम्
04.06.1993 - 31.03.2000



श्री वी. लीलाधर
24.04.2000 - 20.09.2004



श्री के. चैरियन वर्गीज
09.12.2004 - 31.03.2006



श्री एम.वी. नायर
01.04.2006 - 31.03.2012



श्री देबब्रत सरकार
01.04.2012 - 30.11.2013



श्री अरूण तिवारी
26.12.2013 - 30.06.2017

वर्ष 2017 में अध्यक्ष, प्रबंध निदेशक एवं सीईओ, ये दोनों पद अलग-अलग हो गये.



श्री केवल हांडा
(अध्यक्ष)
06.07.2017



श्री राजकिरण रै जी.
(प्रबंध निदेशक एवं सीईओ)
01.07.2017





कार्यपालक निदेशक



श्री जे.एस. भटनागर
06.03.1981 - 10.05.1984



श्री एम. उपेंद्र किणी
21.02.1986 - 21.02.1989



श्री युवराज करण
06.03.1989 - 23.08.1991



श्री एस.ए. कामथ
03.04.1992 - 30.06.1995



श्री डी.टी. पै
23.08.1996 - 24.05.2000



श्री एम. वेणुगोपालन
25.09.2000 - 14.08.2003



श्री आर. रत्नाकर हेगडे
05.02.2004 - 30.04.2006



श्री राजशेखर रेड्डी
01.05.2006 - 02.08.2008



श्री टी.वाय. प्रभु
06.06.2007 - 28.08.2009



श्री एस. रमण
15.10.2008 - 31.08.2010



श्री सुभाष चंद्र कालिया
21.11.2009 - 31.08.2011



श्री एस. एस. मुंदडा
01.09.2010 - 20.01.2013



कार्यपालक निदेशक



श्री एस. के. जैन
01.09.2011 - 31.05.2014



श्री के. सुब्रमण्यम्
22.01.2013 - 31.07.2015



श्री राकेश के. सेठी
05.08.2013 - 30.06.2016



श्री किशोर खरात
10.03.2015 - 14.08.2015



श्री विनोद के. कथुरिया
22.01.2016 - 31.07.2018



श्री राजकमल वर्मा
08.09.2016 - 28.02.2019



श्री अतुल कुमार गोयल
15.09.2016 - 01.11.2018



श्री गोपाल सिंह गुसाई
20.09.2018



श्री दिनेश कुमार गर्ग
02.11.2018



श्री मानस रंजन बिस्वाल
01.03.2019



श्री एम.वी.एस.एन. मूर्ती
(मुख्य सतर्कता अधिकारी)



बैंक के वर्तमान उच्च कार्यपालक

महा प्रबंधक / उप महाप्रबंधक



कौशिक शिव नारायण



विनायक टेंभूर्णे



लाल सिंह



अतुल कुमार



कल्याण कुमार



के.पी.आचार्य



आशीष पाण्डेय



डी.सी. चौहान



अविनाश कुमार सिंह



योगेंद्र सिंह



पी.एस.राजन



एस. चंद्रशेखर



डॉ. के. एल. राजू



वी.टाटा वेंकट



बिजू वासुदेवन

बैंक के वर्तमान उच्च कार्यपालक

महा प्रबंधक / उप महाप्रबंधक



इशराक अली खान



पी.सी. पाणिग्राही



मोनिका कालिया



ब्रजेश्वर शर्मा



एम. वेंकटेश



बी.एस.जे. वेंकटेश



संजय शर्मा



रविंद्र कुमार कश्यप



नितेश रंजन



बी.श्रीनिवास राव



अभिजीत बसाक



पी.सत्यनारायण



एस. के. मोहपात्रा



दीपक कांबळे



प्रवीण शर्मा



जगमोहन सिंह

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मीना खन्ना



प्रमोद कुमार सोनी



आइ. ए. नारायणन



लुकमान अली खान



अखिलेश कुमार



ए. के. एस. चौहान



आलोक कुमार



के.एस. एन मूर्ती



सर्वेश रंजन



सी.वी.एन. भास्कर राव



डॉ. के.रविंद्रनाथ



अजय कुमार



गुरतेज सिंह



मनोज कुमार



अरुण कुमार



ई.पुल्ला राव



अनुराग चतुर्वेदी



रमेश वेगे



ए. कृष्णास्वामी



के.जे.श्रीनिवास राव



बरुन कुमार



निहार रंजन सामल



राजेश कुमार



अश्विनी कुमार परीदा



वी.के.सिंघल



कपूर सिंह यादव



अजय श्रीवास्तव



सत्येंद्र कुमार सिंह



भोला प्रसाद



बैज नाथ सिंह



राम कुमार जगलान



पवन कुमार दास



राजीव कुमार झा



एस. सी. कंथारिया



अनिल कुरिल



नवनीत कुमार



अशोक कुमार



जी. मुरुगन



नवीन रोशन जैन



वी. के.एस. साखी



संजय नारायण



दिलीप सरुप्रिया



महाबीर वर्मा



एन. चेजियन



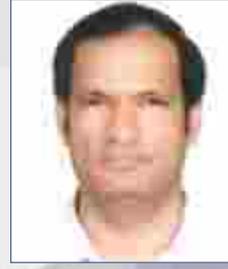
मंगेश महाले



सुशील कुमार पाणिग्राही



सुमित श्रीवास्तव



ओ.एस.कारवा

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धीरेंद्र जैन



अरविंद कुमार चौधरी



टी. सरवनई



शैलेश कुमार सिंह



राकेश चोपडा



डी. चिरंजीवी



राकेश कुमार गुप्ता



के.एस.अनंत



प्रकाश लोखंडे



जी. एन.दास



अंकेश जैन



सौम्या श्रीधर



मनोज कुमार नंदा



चंदर मोहन मिनोचा



विकाश कुमार



जीतेंदर मनीराम



आशुतोष कुमार



एस. शक्तिवेल



आर. विश्वेश्वरन



कबीर भट्टाचार्य



विपीन कुमार शुक्ल



अशोक कुमार दाश



राजीव मिश्रा



चन्द्र मोहन गुप्ता



अमरेंद्र कुमार



प्रदीप कुमार श्रीवास्तव



शीबा प्रसाद कर



शालिनी मेनन



जी. के. सुधाकर राव



गिरीजा भूषण मिश्रा



गिरीश चंद्र जोशी



विजय कुमार श्रीवास्तव



सरोज कुमार दाश



सुरेश चंद्र तेली



जितेंद्र सिंह तोमर



सुचित्रा नारकर



सुमेर सिंह सरोया



अजित मराठे



ओम प्रकाश बलोधी



रूप लाल मीणा



गोपा बंधु त्रिपाठी



विपन सिंह



गुना नंद गामी



मुकेश भारती शर्मा



सतीश कुमार भार्गव



संजय कुमार अग्रवाल



निवृत्त जीवन से...



बेलगावी क्षेत्र

Shri Appaji Ramchandra Kulkarni

This 82 yrs young Unionite retired from the services of the Bank on 30.06.1007. His stint with Indian Air Force (i.e. March, 1957 till retirement in Sept., 1972) taught him 5 most precious principles of living - devotion, dedication, sincerity in your assignment, positive thinking and adoption, and strong will to accept challenges of life in whatever form they are. In his second innings of civil life, he joined Belgaum Bank Ltd. in April, 1973 and then on its merger joined Union Bank in Dec., 1975. It was an entirely different routine of living, working and dealing with a variety of characters for him. He opines: I was and am lucky till this day where I am understood and admired by my superiors, co-workers and many social personalities of various fields. I enjoyed every moment of my service and gave same message to all my friends to dedicate, devote, be honest to work and enjoy every moment in life which is very precious b'coz 'ONCE LOST IS LOST FOREVER' and there is no chance of regret over the same. I believe the simple truth of life - 'Life is science and we live artistically.'

इंदौर क्षेत्र

इंदौर क्षेत्र के सबसे वरिष्ठ कार्मिक, श्री गोपाल शरण गंगराड़े ने एम कॉम तक शिक्षा प्राप्त की है. इन्होंने यूनिनयन बैंक ऑफ इंडिया 1964 में लिपिक के रूप में भोपाल जाँइन किया. जून 1997 में आप बैंक से सेवानिवृत्त हो गए. एक संस्मरण जो उन्हें हमेशा याद रहेगा वो डकाच्या शाखा से संबन्धित है. बात उस समय की है जब श्री गंगराड़े मल्हारगंज शाखा में पदस्थ थे. मल्हारगंज शाखा खुलते ही अपनी बड़ी जमा राशि के कारण सबकी नज़र में आ गयी थी. डकाच्या के किसानों ने डकाच्या के ग्रामीण क्षेत्र में बैंक की शाखा खोलने का अनुरोध किया. कुछ समय बाद जब बैंक के तत्कालीन चेयरमैन, श्री गोपालन इंदौर क्षेत्र का दौरा करने वाले थे, समय की कमी का हवाला देकर नई शाखा खुलवाने की बात को नज़रअंदाज़ कर दिया गया. तब श्री गंगराड़े ने ग्रामीणों को एक तरकीब बताई कि जब चेयरमैन की गाड़ी इंदौर से भोपाल की ओर जाएगी तब आप लोग समूह बनाकर सड़क पर ही उनके स्वागत हेतु उस गाड़ी को रोक लेना एवं उन्हें गाँव आने का अनुरोध करना. ग्रामीणों ने ऐसा ही किया. बारिश के मौसम में कीचड़ से भरे रास्ते पर श्री गोपालन पैदल चलकर ही ग्राम सभा के आयोजन स्थल पर पहुँचे. वहाँ ग्रामीणों ने उनका स्नेह से स्वागत किया एवं उनके समक्ष बैंकिंग सुविधा के अभाव की बात रखी और यूनिनयन बैंक ऑफ इंडिया की एक शाखा डकाच्या में खोलने की बात कही. डकाच्या शाखा की नींव ऐसे रखी गयी.



बड़ौदा क्षेत्र

श्री महेंद्र कुमार बी. पंड्या

निजामपुरा, वडोदरा, गुजरात के निवासी और '85+ आयु के युवा' यूनिनयनाइट श्री महेंद्र कुमार बी. पंड्या दिनांक 28.02.1994 को हमारी समा शाखा, वडोदरा से सहायक प्रबन्धक पद से सेवा निवृत्त हुए. आप योग एवं ध्यान में रुचि रखते हैं. आपका मानना है कि रोमांच और आनंद के क्षण ही अविस्मरणीय याद बनकर हमारे साथ रहते हैं. बैंकिंग कार्यकाल में शाखा में रोज के काम-काज के साथ अपने स्थानांतरण और पदस्थियों के बीच छोटी-मोटी रोमांच भरी जिंदगी भी समानान्तर चलती रहती हैं. अपने ख़ाब-ओ-खुशियाँ पाने के लिए अक्सर हमें जोखिम के सबसे क़ूर दौरे पर जाना होता है... किन्तु जोखिम से बचकर कहानी सुनाने का आनंद काफी रोचक और सुकून भरा होता है.





जयपुर क्षेत्र

मेरी यूनियन बैंक यात्रा

“जब जब भी मैं अपनी बैंक को याद करता हूँ तो मुझे इस महान संस्था में गुजारे 41 साल 2 महीने 20 दिन का समय चलचित्र की भांति मेरे सामने घूम जाता है. आज मैं अपने अतीत में देखता हूँ तो मुझे मेरे वरिष्ठ साथी बहुत याद आते हैं जिन्होंने मुझे मिट्टी से एक घडा बनने में बहुत सहायता की. बैंक की नियुक्ति के दौरान ही मैंने अपना ग्रेज्युएशन/पोस्ट ग्रेज्युएशन/सीएआईआईबी पूरी की. मुझे क्लेरिकल के पद के दौरान ही माउंट आबू शाखा खोलने का अवसर प्राप्त हुआ और बाद में उसी शाखा मे मेरी नियुक्ति शाखा प्रबन्धक के रूप में हुई. विभिन्न पदों पर काम करते हुए मैं जनवरी 2015 में मुख्य प्रबन्धक के रूप में क्षेत्रीय कार्यालय, जयपुर से सेवा निवृत्त हुआ. इस 41 सालों में मैंने कई शाखा, क्षेत्रीय कार्यालय, सेवा शाखा, माइक्रो सेंटर, ए आर बी इत्यादि में कार्य किया. सबसे बड़ा अनुभव मुझे उत्तर प्रदेश की शाखा में कार्य करने से हुआ, जहां मूलभूत जरूरत के

साधन कम होने के बावजूद स्टाफ की कार्यशैली ने मुझे प्रभावित किया. शाखा में काम की बहुत अधिकता थी किन्तु स्टाफ बेहद तीव्र गति से ग्राहक के कामों को निपटाते थे. बैंकिंग सेवा के दौरान मेरे बहुत ट्रांसफर हुए किन्तु मैंने सभी ट्रांसफर को एक चैलेंज के रूप में लिया. जिससे मेरे भौगोलिक व बैंकिंग ज्ञान में बढ़ोत्तरी हुई. मैंने अपनी बैंकिंग जीवन में कई उतार चढ़ाव देखे पर मैंने कभी जीवन में काम से मुंह नहीं मोड़ा. मेरे साथ कभी खुशी के पल, कभी निराशा के पल भा रहे किन्तु मैंने अपना बैंकिंग जीवन हँसते हुए व्यतीत किया. मैं मेरे इस मातृ संस्थान को नमन करता हूँ कि इस विशाल संस्था ने मेरा व मेरे परिवार का जीवन यापन कर श्रेष्ठ व उत्तम जीवन व्यतीत करने का सौभाग्य दिया. परिवर्तन एक शाश्वत नियम है. चहुँ ओर नित नए परिवर्तन हो रहे हैं, आज के परिप्रेक्ष्य में संस्था को देखता हूँ कि नई नई प्रतिभाएं कार्य ग्रहण कर रही हैं. पुराने लोग जाएँगे और नए लोग आकर इस गंगासागर में मिलेंगे और नई सीपियों और मोतियों का निर्माण होगा और इन प्रतिभाओं से बैंकिंग में नव संचार होगा. बैंकिंग की नई पौध उच्च शिक्षा प्राप्त व प्रतिभा शाली है किन्तु थोड़ा माँजने की जरूरत है, हल्की सी रगड़ से ये चमक उठेंगे ऐसा मेरा विचार है.’

स्नेह सम्मेलन

बुढ़े हो गए हम यारो, बालों में आ गयी है सफेदी...

सेटल हो गए बच्चे, कर दी सब की शादी...

आओ मिलते हैं एक बार

और मनाते हैं जिंदगी की असली जश्ने आज़ादी...

बैंक की स्थापना के 100 वर्ष पूरे होने के उपलक्ष्य में दिनांक 28-29 अगस्त 2019 को बैंक के खंडाला स्थित हॉलिडे-होम में यूनियन बैंक के सेवा निवृत्त राजभाषा अधिकारियों का एक स्नेह-मिलन आयोजित किया गया. इस मिलन समारोह में कुल 8 सदस्य शामिल हुए जिसमें से 7 कार्यपालक थे.

सर्वप्रथम सदस्यों ने लोनावला स्थित नारायणी धाम में दर्शन करके महाप्रसाद लेते हुए न केवल एक दूसरे के दीर्घायु व स्वास्थ्य होने की कामना की, बल्कि बैंक की अस्मिता अक्षुण्ण रहने व इसके समग्र कारोबार में उल्लेखनीय प्रगति के लिए भी प्रार्थना की. शाम को सदस्यों ने अपनी बैंक सेवा के सुमधुर क्षणों की सुनहरी यादों को साझा किया. हममें से अधिकांश सदस्य ऐसे समय बैंक सेवा में आए थे जब बैंक में हिंदी का प्रयोग अपनी शैशवावस्था में था. हमें इस बात का गर्व है कि हमारे कार्यकाल के दौरान बैंक को लगातार कई वर्षों तक भारतीय रिजर्व बैंक व भारत सरकार के राजभाषा पुरस्कार मिलते रहे और यूनियन बैंक की पहचान एक हिंदी-प्रेमी बैंक के रूप में बनी. इतना ही नहीं, बैंक की शीर्ष गृह पत्रिका 'यूनियन धारा' को भी कई पुरस्कारों से नवाजा गया. अगले दिन 'सांस्कृतिक संध्या' के दौरान संगीत व प्रहसन का कार्यक्रम आयोजित किया गया. स्नेह-मिलन के इस आखिरी सत्र में यह तय किया गया कि ऐसे कार्यक्रम हर 6 महीनों के अंतराल में किए जाएं, ताकि मिलने-जुलने की निरंतरता बनी रहे.

मिल ही जाएंगे फिर हम-तुम ये यकीं रखना...

हमारा भी तेरे पास वाले शहर में ही बसेरा है...



अरुण श्रीवास्तव
सेवानिवृत्त उप महाप्रबंधक (राजभाषा)



Dil Se...

During the year 2018, while on a visit to USA, I was travelling from Los Angeles to Chicago. As the flight took off, I settled down in my seat. I observed my co-passenger; an American gave a pleasant smile towards me and expressed his keenness to have a conversation with me. He introduced himself and enquired about me and my profession. When I told him that I had superannuated after working for long 33 years from a single organization, he was taken aback.

“How could you spend such a long years in a single institution?” He asked me, still with that astounded look in his face. It was a normal thing in India to be in the same institution all your life, but his query compelled me to visit down the memory line as to how I initiated my journey in my Institution.

I was born in such a family, where most of my family members had served in one or the other Government organizations. So, when I started my career as a HR professional in one of the leading private sector organization, it was looked upon as if I had committed some kind of sacrilege! My father, being a government servant himself, also showed his displeasure, though not directly, for my taking up a job in the private sector. He wanted to see me make a career in government or in semi-government institution.

Though it was my parents' dream that I was fulfilling by joining the public sector bank, I must admit, the organization made me a complete man! I was made ready to face any challenges that life threw at me. It also taught me to contribute to the society at large.

“I'm really curious to know how you could remain in the same organization for so long and how do you relate to it now.” My co-passenger's query brought me out of my thoughts. For us Indians, serving the same institution for a long period is common place but for him, it was a kind of revelation!

I laughed and told him, “In Indian culture, we marry twice! Once, with your wife and once with the organization. Loyalty to both is mandatory and divorce is strictly prohibited!”

He burst out laughing as I too joined in. I explained to him that legally and morally, I have not separated from my organization, because technically, I still continue to be a public servant and relation with my employer continues as I receive pension from it every month.

I explained to him how the bank has helped me in developing my persona.

“I was groomed to take challenging positions which gave me confidence to reach the level of General Manager from a junior level officer. It taught me to take firm decisions in life. The varied experience and exposure that I got, helped me to contribute to the society at large. The organization took care of my family needs by extending a helping hand always.”

He interrupted and asked how a retired person could contribute to his/her organization and also to the society?

“You become a family member of the organization and emotions and sentiments towards the institution from where spent major part of your life and get pension till the end of life,”. I told him, “At the time of retirement, employees keep most of their terminal benefits in the same bank without giving a second thought, rather than keeping their money in some other bank/financial institution. So indirectly, the retirees contribute to the tune of 10 -20% of total deposit resources of the bank.

“The organization has provided sufficient training / exposure in different fields which has not only benefitted the organization but has also helped to create value for National growth.”

“How does it add to the value of national Growth?” was his next query.

I replied with a proud smile, “The skilled employees created by the organization, after retirement, are absorbed by other organizations. These skilled and experienced seniors train talented youngsters of the country. Is this not contribution towards national growth?”

“Hmmm” He appreciated nodding in his typical American style.

After a while, sipping his coffee, he asked me, “What is your personal contribution to your beloved organization after your superannuation?”

Since the interaction with my co-passenger was interesting, I narrated an incident to emphasize my direct

involvement, “One of my relatives, an 82 year old, Sahitya Academy award winner and Ex IAS officer, had invited me for dinner. After the exchange of pleasantries, he discussed about his financials with me. He told me that he has deposited his money in multiple bank accounts in different banks. Considering his advanced age, I convinced him to transfer all his funds to one public sector bank for easy financial dealings, rather than running around in different banks. Knowing my long years of service in a public sector bank, he offered to transfer all his funds to My Bank i.e. Union Bank. The next day I took him to our bank, opened his account and transferred all his funds from other banks with the help of erstwhile colleagues. The process was so fast and seamless, he was thoroughly impressed and extremely delighted with the services rendered by the staff there. This is my small contribution for resource mobilization in the bank even after my retirement.”

We were so engrossed in the conversation that only the announcement in the flight made us to realize that our journey is about to end and we are about to land at Chicago Airport. As we parted, he complemented, “Great value system built by your organization.”

As I end, a small message for retirees; continue in whatever way you are attached to your organization, Dil Se. Please remember, affinity and close bonding with organization matters a lot!



R R Mohanty
Retired GM (HR), CO

SUG 2019

As the name suggests SUG is the meeting forum of Senior Unionites where they meet with family and exchange memories. First SUG took place in 2017 while the second and third editions of SUG took place in 2018 and 2019.

SUG 2019 took place at Acres Club Chembur on 3rd August where more than 100 Senior Unionites registered for participation. The event was marked Centenary Celebration of Bank. Many of the attendees travelled from outside Mumbai. Leaders like Mr S Mundra, Arun Tiwari, D Sarkar, Mohan Tanksale, HSU Kamat, VR Iyer, AA Taj, Mayank Mehta, Ajit Rath graced the event with a large no of Ex- General Managers.

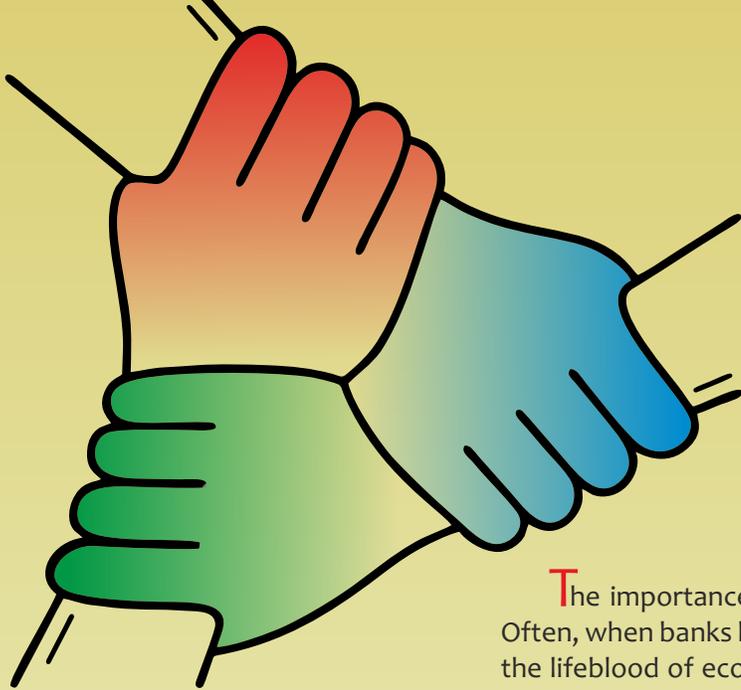
Ms Anuradha Prabhudesai, an Ex-Unionite was the guest speaker. Mr Govindan welcomed everyone and briefed on SUG activities. The event was also attended by present MD of Bank Mr Rajkiran Rai and some 15 present GMs. A large Centenary Cake was cut by the top leaders of Bank. Mr Usharia anchored the entertainment activities which included songs, poetry, fun games with prizes etc. All attendees carried home a especially designed souvenir.

Lalit Sinha
Retired GM, SUG 2019



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“You can have the best strategy and the best building in the world, but if you don't have the hearts and minds of the people who work with you, none of it comes to life.”
– Renee West

The importance of a robust banking sector cannot be overstated. Often, when banks have gone down, economies have come undone. It is the lifeblood of economic activity in a country. The last few years have been traumatic for this crucial sector as banks grappled with huge non-performing assets (NPAs) on their books. Though asset quality of banks has improved with the recoveries and resolutions under the Insolvency and Bankruptcy Code (IBC), a complete turnaround is still remains a work in progress.



Amalgamation - A Platter Full of Opportunities

Narsimham Committee Recommendations

The argument for banking amalgamation is an old one. In 1991 itself, a Committee was established under the chairmanship of Shri M. Narasimham, former governor, Reserve Bank of India to study the problems faced by the Indian financial system and recommend solutions for improvement in its efficiency and productivity. Pertinent among its recommendations for the banking sector were:

1. Amalgamation of large Indian banks to make them strong enough for supporting International trade.
2. Three tier banking structure in India with the establishment of three to four large banks with international presence and a large number of local and regional banks.

Current Scenario

Cut to today, banks, government and the regulator are all taking a 'clean and consolidated' approach as a thrust to banking transformation. Finance Minister had already announced structural reforms with its EASE Agenda for bringing about uniformity and clearer accountability in the functioning of PSBs. With the country's economic growth hitting a five-year low of 6.8 per cent, the Government is seeking to address some of these issues through consolidation and governance reforms. In an effort to revive the economy, a slew of banking reform measures including amalgamation of 10 PSBs into 4 entities has been announced.

Consumer behaviour and global finance being dictated by few large organisations across the globe, consolidation of banks is a necessary

precondition for aspirations of higher growth and leading internationally. It would lead to the creation of big banks with global competitive edge, and increased operational efficiency through reduced cost of lending and risk. A diverse talent pool would be an added advantage.

Efficiency & Effectiveness

Whenever we explore any potential amalgamation, we look at the various possibilities for creating value for all stakeholders. The belief is simple: Big banks can lend effectively, mobilise deposits efficiently and meet priority sector lending norms better, spur credit growth effectively as more capital will be available for lending and investments, over a larger geographical area.

Conventionally, the motives for bank amalgamation have been: cost benefits (economies of scale, efficiency, cost of funding, risk diversification); revenue benefits (economies and scope for large deals); economic conditions (cushion against up and downswings in business cycles); and other motives such as valuation, managerial benefits, pre-empting possible takeovers, etc. In addition, there is the need to speedup growth, which is the biggest concern for India today.

On an excel sheet or from an accounting perspective, mega-mergers seem to be neat and tidy, but in practice they are chaotic. In the near term, the integration issues such as redefining the organizational structure, redeployment of staff members across various branches and verticals and evolving a new organizational culture shall occupy the management bandwidth.

Global Learning

Every amalgamation has its own challenges, related to culture, perception, strategy or valuations which are unique to the entities involved. Also not all amalgamations are necessarily successful. So whether an amalgamation succeeds or fails, it is always worth examining the process up close to decipher 'how was it done' or 'what can we learn from it?'

Globally, there have been several cases where amalgamation between two world-leading players did not turn out to be triumphant due to internal glitches. For example, in the Bank of America and Merrill Lynch amalgamation, there was an exodus of key managerial employees from the latter. In the AOL and Netscape amalgamation, the former could not understand the latter's independent and informal culture, which resulted in a 36 per cent market share loss in the first year of their coming together.

Cultural Shock

Exposure to a new culture during an ongoing amalgamation activity, challenges the old organizational value system, leading to stress and a psychological phenomenon called the culture shock. In case of a cultural clash, the dominant culture may get preference in the organization causing frustration and feelings of loss amongst for the employees of the non-dominating culture. These employees may get feelings of loss of identity associated with the acquired firm, start to lose trust in their organization and feel disowned by the leadership. Consequently, in an attempt to regain control over individual job situations, many employees begin to contemplate “jumping ship” as amalgamation is implemented.

On the other hand, employees following the dominant culture may develop a feeling of superiority. When the workplace is contaminated with hostile attitudes of “us” versus “them”, the organization takes a hit. Therefore, managing culture is crucial to capturing amalgamation value.

Redefining Culture and Managing Perceptions

As a nation, we promote amalgamation of thoughts, ideas and various cultures to create a model of sustainable progress. Integration, more often than not, is an art and less of a science. Cultural differences act as major roadblocks in achieving synergies in amalgamations. The process is described as somewhat akin to a new marriage. Each bank has a different set of beliefs and value systems, which may clash owing to the M&A activity. A study conducted by

McKinsey & Co. observed that varying organisational cultures was the most likely reason for the failure of amalgamations.

Communication is Key

An organization may seek to achieve cultural harmony and synergies through focussed efforts on communication, retention and re-branding activities. Some of these initiatives could take the following forms:

Town Hall Meetings

In order to address these issues, a unique internal communications initiative can be Town Hall Meetings to update employees on developments of the integration process and introduce and acquaint them with senior leadership through Q&As. Regular 'town-halls' may be organized for the employees of amalgamating banks, addressed by the senior leaders to create trust and transparency.

Organizational Support

The perceived organizational support perspective is guided by the principle that most employees need to feel that their organization respects and supports them in order to remain committed and satisfied with their job and willing to work hard. Hence, organizational support in the form of credible leadership, sufficient access to information, ongoing learning and professional development are the key. Exhaustive classroom, on-the-job training and online programmes across verticals need to be conducted in order to ensure that the combined team functions as one unit.

Managerial Support

Employees develop impressions about the extent to which their immediate manager acknowledges their contributions and is concerned about their well-being through perceived supervisor support. Therefore, managers can play the most crucial role for employee engagement and retention by recognizing

employee efforts, clear articulation of organizational goals, encouraging employee development and helping attain necessary information, resources and technology.

Triumph against all odds: Story of a banker

Shri SS Mallikarjuna Rao worked with Global Trust Bank in the initial years of his career, which got amalgamated with Oriental Bank of Commerce. He rose to the position of General Manager and Chief Financial Officer (CFO) at OBC. Shri Rao went on to become an Executive Director at Syndicate Bank and then elevated to the rank of Managing Director & Chief Executive Officer at Allahabad Bank. As on date, he has been chosen to lead the new entity formed as a result of amalgamation of Oriental bank of Commerce and United Bank of India with Punjab National Bank.

Conclusion

Amalgamation of banks is not an economic taboo. It is being seen as a vehicle of growth, with the rationale that it shall make banks sustainable with huge market accessibility and the ability to tackle higher NPAs. Announcements of the recent bank consolidations are a concrete step in this direction in terms of strengthening lending capacity, cost efficiency and ease of operation.

Amalgamation not only helps in creating bigger and better brands, it also helps in bringing synergies by unifying people who bring their own goals, decision making-prowess and strategic acumen to the playing field.

As William Arthur Ward said, '...while a pessimist complains about the wind; and an optimist expects it to change, it is the realist who adjusts the sails', so it is upon us all to turn this perceived threat into the opportunity of a lifetime.



Brajeshwar Sharma
HRMD, CO



Business Process
Transformation:
A journey towards
change for
adding value.

Business Process Transformation or Business Process Engineering is a process of analysing and redesigning the workflows and processes within the organisation and between enterprises in order to optimize end-to-end processes and automate various tasks.

Banking industry has seen various transformation processes, as banks have been evolving since their inception based on the current trends, perceptions and requirements of the customers.

Union Bank which was established by the business community coming together under the leadership of Seth Seetharamji Poddar in Mumbai has covered 100 years of its successful journey emerging in to a large Bank, having Pan India presence with more than 4200 branches and 13000+ ATMs. Though various structural changes were introduced in the bank depending on the requirements of the times, however business process transformation or business process reengineering which came into limelight during the 1990s could not keep Union Bank away from the transformation journey.

The business process transformation project was initiated in the bank under the name of Project Nav Nirman in the year 2007-08. The objective of the Business Process Transformation initiatives can be underlined as bringing in value added services and processes which will help to reach out to the customers in a more efficient manner; reduce the transaction cost; reduce the turnaround time of delivery thus offering the best product and services to the customers.

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Business process transformation project consists of the following phases.

1. **The Diagnostic phase:** In this phase the organisation first studies the existing structures and processes and identifies the gaps and requirements. This also includes creating a vision for the coming years with changes to be adopted during the process of transformation.
2. **Design Phase:** The 2nd phase consists of the design phase in which the organisation draws the map or Action Plan for the entire transformation journey.
3. **Execution Phase:** The final phase consists of the execution phase where in the project is executed in a well-designed timelines and the monitoring of the action plan execution is done. With the launch of Project Navnirman Union Bank of India aimed at higher growth owing to see 5-10% above the industry growth
4. Hence the Project Navnirman was launched taking into account the growing retail segments and young sets of customers doing banking using technology. The aim was to augment the market share and grow rapidly and achieve sustainable business. The aspirations were set high to achieve the level of top three



nationalised banks with global presence and trusted brand amongst all its stakeholders. The aim was to transform from a banking organisation to a Sales oriented financial services organisation.

Thus Project Navnirman covered two critical aspects of growth – instilling the drive of sales and marketing across bank staff and reconfiguration of the business model to grow for the future. The following initiatives were focussed.

- a. Retail Asset (marketing and Processing)
- b. SME (marketing and processing)
- c. Branch Sales and service (improving customer experience in branches)
- d. Centralisation of key processes (enabling branch staff to be freed for interaction with customers so that branch can concentrate on business development.
- e. Arebranding campaign was also initiated

In this process the main objective was to convert branches into hubs for sales, and marketing when the bank was trying to compete more aggressively with private sector banks. Thus the bank chalked up an ambitious plan to turn its branch offices into sales and marketing hubs while centralizing back-office operations to free up personnel for spending more time with current and potential customers.

It was a process of transformation of the bank to take on the competition head-on by trying to change the fundamental architecture of the way bank used to deal with its customers. The project particularly focussed on technology and people skills as it sought to alter its retail financial services as well as its small and medium enterprise business model with an increased focus on customers.

The goal was to change branches from mere transaction processing centres into places where the focus will be on customer relationship management.

All its 2,300 branches were brought onto the core banking software platform which helped the bank to link all its branches seamlessly. After rolling out the CBS platform the Bank wanted to centralize and warehouse all its data, allowing the bank to handle

functions such as clearing activities, processing loan requests and preparing bank statements at nine zonal offices, with uniform service levels across all of the bank's outlets. The concept was that a branch has to be almost like a store where product display has to be more important and customer choices and preferences given focus. The staff was enabled to interact more with the customer, extend quality customer service, and market products. To start the process, the bank had given 5,000 of its officers 100 customers each to handle as these 500,000 Union Bank customers constituted 50% of the bank's business

The bank also Centralised its retail assets business by introducing 33 retail assets branches in all major cities initially with an idea was to free other branches in those cities to focus on selling and marketing products.

The bank outsourced its advanced due diligence as well as document verification and valuation process to quicken decision making and an outsourced call centre at its data centre in Powai, Mumbai was set up, which is being supervised by the bank's personnel.

ATM expansion with setting up of more self-service kiosks was given impetus so that the customer comes to the discovery area where the products are advertised prominently and customers have their individual choices.

Then in the Wave II of Nav Nirman the bank targeted 20% growth in deposits, 22% in advances as one of the country's leading public sector banks, aimed to scale up its international banking operations.

After setting up of a full-fledged branch at Hong Kong and representative offices in Shanghai, Beijing, Abu Dhabi and London, bank advanced to set up a subsidiary in London as well as branches in Sydney, Belgium and Dubai. Approximately 400 more branches were set to be opened in 2011-12. The ATM network of the bank also set to grow from about 2,700 to 5,000 in this year.

Besides, as a part of its Business Process Re-Engineering initiative, which started as 'Project Nav

Nirman' on pilot basis to set new benchmarks in customer service escalated further to set up of Union Experience Branches. The aim of the bank was to become the number one retail bank in terms of customer service. The initiative gave a great fillip to the visibility of Union Bank and its brand improved the customer's experience. All these Union Experience branches were given improved infrastructure, staffs were trained in boot camps for customer service, roles and responsibilities of the staffs were re-designed..

The project Nav Nirman was successful in transformation of processes and creation of specialised branches for Retail & MSMEs but a need was felt with changing scenario in banking to revamp the structures and create new structures.

Although Union Bank was known for good customer service, it faced a challenge because of shifting consumer aspirations due to the following major reasons:

- Increasing consumer affluence, with approximately 80 million households and 400 million consumers joining the middle class between 2015 and 2025
- Increasingly discerning consumers, as reflected in sharply declining loyalty (an approximately 50% drop in the likelihood of recommending a financial institution to friends or colleagues between 2007 and 2014)

The bank had to leverage its legacy of good customer service and customize it in order to stay relevant to the changing consumer aspirations and preferences.

The most important channel for acquiring new customers for the bank was its extensive network of branches. However, there was no effective or dedicated efforts at the branch level to increase sales. It was observed that only the branch head was driving sales. However, even the BM was able to only allocate a maximum of 60 percent of time for new business acquisition.

Union Bank had to thus redesign the branch organization and operating model to significantly

increase the capacity available for sales. Hence Bank tied up with Mckinsey & Co. as knowledge partner and another ambitious project termed as Project Utkarsh was launched in the year 2014-15.

The main objective of the Project Utkarsh was “to become the leading digitally enabled Public Sector Bank with improved profitability and high customer centricity”.

The scope of the business transformation project under Union Utkarsh covered 5 key areas and themes:

- i. Business Process Re-engineering
- ii. Alternate channel enablement
- iii. Revamping marketing and sales
- iv. Human resource development
- v. Business Analytics

The entire project was run in three phases which included as under

Phase I

- i. Revamping of existing Union Experience branches structure: The existing branch models were redesigned with more focus on outbound service and sales. Branches were prepared to conduct effective catchment planning and focus on customer acquisition. The infrastructure as well as job roles and KRAs of employees were redesigned. New work flows like Branch Assist, CSRs, and Sales Head were created.
- ii. Creation of Union Loan Point (ULP): Revamping the earlier formed retail asset braches to Union Loan Points with a revisited operating model to reduce Turnaround Time and boost acquisition through branches and MOs;
- iii. Creation of revamped SARALs: Centralized processing cells to streamline MSME loan processing and reduce TAT were revamped and strengthened;
- iv. Enabling Digital channels for Designing programs to increase customer migration and availability;
- v. HR: Creation of HR shared service center as a centralized processing cell for various bills of employees;
- vi. **Business analytics:** Setting up the Business

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Analytics Team, designing and implementing the cross-sell model through campaigns; Leveraging Analytics into other business areas.

Phase II

- i. Organization initiatives: Various initiatives to revamp the existing structures were taken in this phase which are given below.
- i. Large Corporate Vertical created with pilot launch of the new operating model in 5 IFBs
- ii. Home and Mortgage Loan (HL-ML) cells piloted in 5 regions; Currently the team is merged with Customer Acquisition group for asset sales and marketing;
- iii. Creation of DART for stressed assets with a focus on ₹ 50+ crore NPA accounts
- iv. Area Managers for Agri growth implemented in 21 high potential districts in the region, which later merged with USK. Later the RUSU model was implemented to strengthen the processing of loans in rural and semi urban branches and the Centralised processing cells termed as Union Samriddhi Kendras were formed. Currently with the formation of USKs the Development Managers have been assigned for the inclusive development of the area in place of Area Managers.
- II. Scaling up Project Utkarsh in other regions and support to Business Process Transformation Vertical.

Phase III

- I. Integrated model for rural and semi-urban branches – Rural and Semi Urban areas play a vital role in overall development of economy. Growing customer expectations with rising credit needs in this fast changing era has necessitated the transformation in credit delivery structure in Rural & Semi Urban branches. In this direction and to strengthen the RAM portfolio of selected Rural & Semi-Urban branches, our Bank has already started Centralized Processing Center in the name “Union Samriddhi Kendra (USK)” to improve

asset quality by systematic credit appraisal and also to open up other alternate channel for sourcing of credit proposal i.e. BC, Partnership/tie up. As of now, total 47 USKs in 44 Regions covering 697 branches are functional. Formation of **Union Samriddhi Kendra** is a unique initiative of banking industry wherein even the rural and semi urban areas were brought under Specialised processing aimed at enhancing ease of banking through centralization, digitization & increased coverage. The key tenets of the model can be defined as

- a. **Suvidha**(Centralization): which includes centralisation of processing of loans
- b. **Sampark**(Sales): Branches are mapped to increase the coverage for customers with focus of bank staff for sales and marketing.
- I. **Sahaj** (Digital Migration): Creation of digital channels and **Enhanced access to banking services** via an increase in number of service touch points (digi-cash points, ATMs, business correspondent kendras etc.) This was aimed at reaching out to more set of customers as well as bring in ease of doing business for rural customers.

Rural and Semi Urban areas play a vital role in overall development of economy. Growing customer expectations with rising credit needs in this fast changing era has necessitated the transformation in credit delivery structure in Rural & Semi Urban branches. In this direction and to strengthen the RAM portfolio of selected Rural & Semi-Urban branches, our Bank has already started Centralized Processing Center in the name “Union Samriddhi Kendra (USK)” to improve asset quality by systematic credit appraisal and also to open up other alternate channel for sourcing of credit proposal i.e. BC, Partnership/tie up. As of now, total 44 USKs in 42 Regions covering 645 branches are functional.

- II. Build advanced analytics models in the areas of Bank's priorities such as ATM Cash optimization, branch cash, dormancy, EWS.
- III. Scaling up of Project Utkarsh to other regions to cover 35 regions.

Project **Utkarsh** thus brought impacted all the regions and branches under its umbrella in the following major areas:

- CASA Acquisition:
- Retail loans sanctioning and increasing the performance of ULPs:
- MSME loans and strengthening the SARALs:
- Improving the TAT of sanctions:
- Smooth functioning of Shared Service Center thus timely sanction of Employee claims:
- Leveraging Business Analytics for campaigns and analysis of asset and liability portfolio:
- Improving ATM hits by developing the ATM replenish model:

Thus the Business Process Transformation Vertical has been focussing on bringing in changes in processes, products and service models. Some of the other key initiatives during the centenary year by the vertical has been as under

- I. Strengthening of Business Intelligence Unit: The Business Analytics is the need of the hour and we the Analytics team need to be strengthened so as to derive the following benefits
 - a. The Unit may lead the overall strategy & execution of analytics tools and analysis for designing innovative analytics based solutions to deliver business impact like development of models for EWS and ATM Management
 - b. It engages with cross-functional teams (verticals and technology) to build a strong data infrastructure.
 - c. The Unit act as partners with business verticals across the bank to understand strategic needs & translate them into analytics use cases.
 - d. It also supplements the ideation & design of campaigns across the analytics use cases like (Take-over of Housing Loans campaigns) and Salute Tiranga Campaigns for business development.

Going forward the Business analytics is going

to expand its horizon so as to capture the dynamic world of Artificial Intelligence and machine learning for business development, customer acquisition, risk management and risk assessment, predictive models for fraud detection.

- II. Creation of a Product Innovation Cell: The product innovation cell has been formed wherein after studying the existing structures and also on the feedback and suggestions received from the customers and the staff members new products prototype can be designed and provided to verticals for further development and promotion. An Innovation portal which is available for customers as well as employees have been developed which was inaugurated by MD & CEO Sir on 01st October 2019.
- III. Launch of sustainability initiative under the umbrella of Go Green Campaign. This campaign was launched on 15th August 2019 and a set of activities took place which included planting of trees, conducting online green pledge by the staff members and customers, conducting Ecothon which was run for environment conservation and creating awareness for making our earth a green and clean planet. Various verticals across the Central Office are participating in this campaign which is divided into the following categories
 - a. Entries under category 'Substantial Financial Savings'.
 - b. Entries under category 'Visible impact on employees'.
 - c. Entries under category 'Most Innovative Green Initiative'.

All regions and zones since then have been participating in these initiatives. As a part of the Innovative Green Initiatives our Customer Acquisition Group initiated for installation of E-Waste Collection Bin in the MMO Branch on 1st October 2019.

- IV. **Union Sampurna** : One stop solution for farmers and customers in rural and semi urban areas.

At present, financial services / facilities to rural/semi-urban areas are delivered at the following centres of our bank:





- **Union Samridhhi Kendra (USK)** for Centralized Credit Processing & Sanction
- **Financial Literacy & Credit Counseling Centre (FLCCs)** for financial literacy to rural households
- **Village Knowledge centre** as information dissemination centre.
- **E-kiosk**- Presently provided through onsite and offsite ATM, E-lobby with passbook printers, CRM etc. at selected location.

Going forward, apart from satisfying the credit needs, understanding of financial products along with access/updation of latest information and technology at regular interval is also required for better livelihood and to boost the income through diversified sources to rural households.

In view of the above, to tap the business opportunities and to strengthen the relationship with various stake holders, a new model, one step ahead of USK, is proposed in which the above facilities will be delivered through digital mode with personal touch

under one roof.

The new model will have a complete set up of USK, VKC, FLCC & other financial services. This model will be one stop mall for facilities like financial literacy, credit counseling and information/knowledge dissemination for overall development of Rural & Semi-urban areas. The new model to be named as **“UNION SAMPURNA”**.

This centenary year marks the beginning of a new era where Union Bank is going to raise its bar and achieve greater heights. Hence the journey of change continues and as it is well said that change is inevitable and hence success depends on how efficiently we embrace the changes.



Kalyan Kumar
Business Process Transformation, CO



आभार

- माननीय प्रधानमंत्री एवं उनका कार्यालय
- माननीय वित्त मंत्री एवं उनका कार्यालय
- माननीय वित्त राज्य मंत्री एवं आदरणीय मुख्य सचिव (वित्त)
- मौद्रिक संग्रहालय, भारतीय रिजर्व बैंक
- यूनियन धारा के संरक्षक एवं बैंक के अध्यक्ष, प्रबंध निदेशक एवं मुख्य कार्यपालक अधिकारी तथा कार्यपालक निदेशक गण
- उच्च प्रबंधन वर्ग के सभी कार्यपालक
- यूनियन धारा एवं यूनियन सृजन का संपादकीय सलाहकार बोर्ड
- यूनियन धारा के अखिल भारतीय संवाददाता
- इस अंक के योगदान कर्ता / सहयोग कर्ता
- विशेष संपादकीय सलाहकार
- रिजोनेंस डिजाइंस एवं टीम
- जयंत प्रिंटरी एलएलपी एवं टीम
- सभी यूनियनाइट्स
- यूनियन धारा टीम
- प्रिय पाठकगण





हम सपने
बेचते हैं....
क्षरीयेंगे?



यूनियन बैंक  **Union Bank**
ऑफ इंडिया **of India**
अच्छे लोग, अच्छा बैंक *Good people to bank with*