

STATE BANK OF INDIA OFFICERS' ASSOCIATION [Chennai Circle]

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Circular to All Unit Secretaries / Members:

No. 56 /23/ 2018
10.08.2018

Dear Comrade,

ATM CASH LOADING

We reproduce hereunder our letter no.ORG/39/2018 dated 14.09.2018 addressed to the Chief General Manager, SBI, Chennai Circle regarding the captioned subject for your information.

Comradely yours,

(G. SELVARAJ)

GENERAL SECRETARY

Text of our letter No.ORG/39/2018 dated 14.09.2018

The Chief General Manager
State Bank of India
Local Head Office,
Chennai 600 006

Dear Sir,

ATM CASH LOADING

The era of digital banking has started resulting in reduction of footfall to the branches. Alternate channels of banking have become the order of the day. In such circumstances arresting the cash shortage in ATMs will save the face of the Bank. The reasons for cash shortage need to be addressed on a war footing.

Our Circle has around 4548 ATMs out of which Onsite ATMs are 1318 and Offsite are 3230. The share of offsite ATMs are higher at Rs.180 crores and onsite ATMs at Rs.120 crores. We require around Rs.300 crores of currency to be loaded in these ATMs per day. Monthly requirement of currency for loading the ATMs alone will be Rs.9000 crores. Definitely the available cash position at any point of time

will be less than 50%, which indirectly implies that it is not at all possible to load all ATMs to the full capacity. This is the reason for frequent cash out and the inability to achieve 100% ATM availability to the public.

Both frequent cash out situation and unavailability of cash will affect the brand image of our Bank, which in turn leads to a situation where our customers are forced to use other bank ATM which will increase the issuing transactions instead of acquiring transactions, despite having largest number of ATM networks. Moreover the CIT/CRA agencies are not loading the ATMs to the fullest capacity even during the peak days.

Some of the suggested measures are:

1. CIT/CRA vendors should be advised to increase the number of vaults from the present 40 and vaulting capacity from Rs.10 crores to Rs.20 crores.
2. Vendors should be advised to load regularly on holidays and the increased cost to be borne by the bank.
3. Since Rs.2000/- denomination is short of stock, Rs.2000/- cassettes can be recalibrated for Rs.500/- denomination cassettes as more cash can be loaded.
4. Additional cassettes may be kept in readiness in RBOs to load any currency as per the availability of cash in that area.
5. Dependency on ATM channel to be reduced by promoting digital transactions.
6. Getting adequate cash from the Reserve Bank of India and load all our ATMs with fullest capacity.
7. Vendors may be advised to hold stock of the notes required for the next day so that the vendors can load cash in the ATMs early morning itself, instead of starting by noon as per the existing practice.
8. a) ATM vendors NCR, Diebold, Hyosung etc are to be advised to manufacture ATMs which can have the capacity of 6 cassettes instead of present 4 cassettes(*since there is an increase of number of denominations viz., Rs.50/-, Rs.100/- Rs.200/- Rs.500/- and Rs.2000/-*)so that we can load cash of the following denominations: Eg

| | | |
|------------|----------------|------------------|
| Cassette 1 | Rs.2000 x 2000 | 40,00,000 |
| Cassette 2 | Rs.500 x 2000 | 10,00,000 |
| Cassette 3 | Rs.500 x 2000 | 10,00,000 |
| Cassette 4 | Rs.200 x 2000 | 4,00,000 |
| Cassette 5 | Rs.100 x 2000 | 2,00,000 |
| Cassette 6 | Rs.100 x 2000 | 2,00,000 |
| | Total | 68,00,000 |

We can load Rs.68.00 lacs in a single ATM so that the availability will not be affected for continuous 3 or 4 days.

b) Insurance coverage for the ATMs needs to be enhanced.

Suitable recommendations may be sent to Corporate Centre for the points mentioned at Sl.No.8 a & b. The measures stated above will avert cash out situation even when there is 3 to 4 days of continuous holidays. We therefore request you to ensure adequate supply and availability of cash.

Further Onsite cash loading can be given back to vendors since many of the operating staff are unaware of ATM mechanics and will reduce the pressure on our operating staff.

Yours faithfully,

Sd/-

(G. SELVARAJ)
General Secretary