



# ALL INDIA BANK EMPLOYEES' ASSOCIATION

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**Chief Executive,  
Indian Banks' Association,  
Mumbai**

Dear Sir,

**Continuous banking services in Branches without lunch recess – review needed**

In the recent years, many of the Banks have adopted the system of continuous banking hours without any lunch break in between. Branch staff are advised to have their lunch recess in a staggered manner without interrupting customer service.

There can be no objection or reservation to the idea that we should give the best of customer services to the banking public. But we are getting repeated feedback from our Unions and employees that many times the employees virtually do not get any lunch recess at all. Customers keep coming and in Branches where there are only very few employees like one CSA and/or one Cashier and the staff are not able to take their lunch.

If the staff go for taking lunch and at that time, if customers come in, invariably they start shouting as to why the staff is not in the counter. In many Branches, there is no separate lunch room and hence employees take lunch in their desk/counter and they get shouted by customer when they take lunch.

Employees come to the Bank and work for their livelihood and not to get abuses from customers while taking their lunch. This is totally unacceptable.

Under the various enactments of different States under Shop and Establishment Act, employer has to give lunch recess after four hours of work.

Hence, in the name of uninterrupted customer service, not allowing proper lunch recess for the staff is improper and extending continuous banking hours without fixed lunch hours needs to be reviewed by Banks. We seek the intervention of IBA in this regard.

Thanking you,

Yours sincerely

**C.H. VENKATACHALAM  
GENERAL SECRETARY**