



**Canara Bank Officers' Union[Regd.]**  
[AFFILIATED TO ALL INDIA BANK OFFICERS' ASSOCIATION]  
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**REF: CBOU/06/2021-GS**

**DATE : 23-03-2021**

To

**THE MANAGING DIRECTOR & CHIEF EXECUTIVE OFFICER  
CANARA BANK,  
HEAD OFFICE,  
112 J C ROAD,  
BANGALORE 560 001**

Sir,

Reg: **PROPOSED MOVE TO ENTRUST OFFICERS WITH APPRAISAL OF GOLD.1**

Ref: Head Office circular GLW/PPDS/AB/PAG/116/243/2021-21 dated 1/03/2021.

We draw your attention to the above-referred communication, wherein it is mentioned that there is a corporate call to remove the services of the Jewel Appraiser in due Course and entrusting the works of Jewel Appraisers to Officers working in the Gold Loan Section. While we feel that any move to impart training, resulting in acquiring additional knowledge is always welcome by the officers and managers. But at the same time dispensing the jewel appraising works by experienced appraisers with officers/managers is a matter of major concern.

2. In this regard, we wish to submit the following for your favourable consideration:

3. Gold Loans constitute a major portfolio under Agriculture/Priority credit for our Bank. Gold Loans are the safest, secured, hassle-free and performing asset portfolio of our bank. A jewellery appraisal is an expertise that a Goldsmith acquires over many years, through traditional procedures and practical experience. The work has to be done with the utmost care and concentration.

4. Such expertise and skill cannot be acquired or achieved by attending a crash course of limited hours. This move is beyond the scope of their job role as an officer in the Branch. Moreover, it will result in a grave risk to the Bank and also to the individual officers.

5. The system of valuation of gold jewellery has been working for decades together smoothly by engaging skilled and experienced jewel appraisers. Though the appraisers are engaged by the bank to weigh, assess the value and quantities of gold jewellery, the rapport created by the Jewel Appraisers, with the local public, over considerable time has been helpful in the business development of our Branches and Bank as a whole

6. The points necessarily considered because of the foregoing are:

1. All Officers/ Managers of the Branches are already under tremendous work pressure.
2. All Officers/ Managers of the Branches are already unable to manage even the routine branch work and are forced to remain in the branches up to 7-8 pm and even beyond on some days.
3. All branches are already having a shortage of supervisory staff and such important work if allotted to them will only harm the portfolio.
4. Many small branches especially in rural areas have only one officer and such allotment will put the office work in jeopardy.
5. In case of such a move, the officers will have to almost daily be on their feet for regular reappraisal and reappraisal works during RBIA.

We have already appraised your office through our letter CBOU/51/2020-GS dated 19.12.2020 on the work pressure that the Officers are facing and requested to take necessary actions to reduce the strain adequately by recruiting staff.

To conclude, It is, therefore, requested to revisit the decision of removing the Jewel appraisers and further loading the officers, who are already burdened with multiple roles and responsibilities, more and more portfolios beyond what is possible. Alternatively, the selection and continuation of the Jewel Appraiser in the branches need to be properly examined. Substituting them by the ordinary officer shall open a new chapter of problems and the core banking business gets a beating in the long run.

Hope you'll consider the submission dispassionately

*Yours Faithfully*

A handwritten signature in black ink, appearing to read 'H Vinod Kumar', with a large, stylized initial 'H' and 'V'.

**H VINOD KUMAR**  
**GENERAL SECRETARY**