

GOVERNMENT OF INDIA  
MINISTRY OF FINANCE  
DEPARTMENT OF FINANCIAL SERVICES

**LOK SABHA**  
**UNSTARRED QUESTION NO. 1111**

ANSWERED ON 2<sup>nd</sup> DECEMBER, 2024 (MONDAY) / AGRAHAYANA 11, 1946 (SAKA)

**Shortage of Staff in SBI**

1111. Shri Rambhual Nishad:  
Shri V K Sreekandan:

Will the Minister of FINANCE be pleased to state:

- (a) whether it is a fact that the State Bank of India cuts its headcount by 25,000 in the last five years and facing a shortage of staff;
- (b) whether the reduction in headcount is taking place despite the fact that the bank enjoys one of the lowest attrition rates in the banking sector which stood at 1.43% during the Financial Year 2024;
- (c) whether in view of the staff shortage, the customers have to wait for hours for small transactions in all the branches of State Bank of India including Kurebhar Branch in Sultanpur district; and
- (d) the details of steps taken/being taken by the Government to improve the situation including deployment of officials and employees?

**ANSWER**

MINISTER OF STATE IN THE MINISTRY OF FINANCE  
(SHRI PANKAJ CHAUDHARY)

(a) to (d) : Public Sector Banks (PSBs) including State Bank of India (SBI) are board governed commercial entities. The requirement of manpower in each PSB is determined by the respective PSB keeping in view various factors which include, *inter-alia*, business requirement, spread of activities, superannuation and other unplanned exits. Appointment of officers and staff is done accordingly by the bank and it varies from year to year based on their requirements.

As per SBI, the current staff is adequate for carrying out the operations smoothly and recruitment drive(s) are conducted from time to time to supplement the staff position in the Bank well in advance.

Further, the bank has informed that as on 22.11.2024, a total of 101 staff has been posted in the Sultanpur District. A new Regional Office has also been established there. Additionally, 75 Customer Service Points are linked to the Sultanpur District branches to cater services to customers. As per the bank, the average transaction time in these branches range from 5-10 minutes depending upon the nature of transaction.

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