



भारत सरकार

Government of India

राष्ट्रीय अनुसूचित जन जाति आयोग

National Commission for Scheduled Tribes

(A Constitutional Body set up under Art. 338A of the Constitution of India)

Case File No.: NCST-17012(MFIN)/21/2020-RU4

Dated: 26.07.2021

The Managing Director & CEO,  
IDBI Bank Ltd,  
IDBI Tower, WTC Complex,  
Cuffe Parade, Colaba,  
Mumbai- 400005  
E- mail: [cmd@idbi.co.in](mailto:cmd@idbi.co.in)

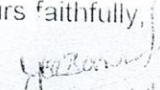
**Subject:** Representation dated 15.10.2020 of Smt Deepika Kispotta, Deputy General Manager, IDBI Bank Ltd, Pusa Road, New Delhi regarding harassment, humiliation and false allegation against ST Officer.

Sir,

I am directed to enclose herewith a copy of the Proceedings of the Sitting held on 13.07.2021 under the Chairmanship of Shri Ananta Nayak, Hon'ble Member, National Commission for Scheduled Tribes on the above mentioned matter for necessary action and submission of compliance report to this Commission within one month period positively for placing the same before the Hon'ble Member, NCST.

(Encl: as above)

Yours faithfully,

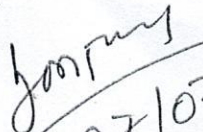
  
(Y.K. Bansal)  
Research Officer

Copy to:

Smt. Deepika Kispotta,  
Deputy General Manager,  
IDBI Bank Ltd,  
RPU North, 11-B/8, Pusa Road,  
Opposite Metro Pillar # 137,  
New Delhi – 110005  
E-mail: [deepika.kispotta@idbi.co.in](mailto:deepika.kispotta@idbi.co.in)

Copy for upload on website

NIC, NCST

  
27/07/21

**NATIONAL COMMISSION FOR SCHEDULED TRIBES**

Case File No. NCST-17012(MFIN)/21/2020-RU4

PROCEEDINGS OF SITTING HELD ON 13.07.2021 CHAIRED BY SHRI ANANTA NAYAK, HON'BLE MEMBER, NATIONAL COMMISSION FOR SCHEDULED TRIBES (NCST) IN THE CASE OF Ms. DEEPIKA KISPOTTA, DEPUTY GENERAL MANAGER, IDBI BANK LTD, PUSA ROAD, NEW DELHI REGARDING HARASSMENT, HUMILIATION AND FALSE ALLEGATION AGAINST HER BY THE SENIOR OFFICER OF THE BANK.

Date of Sitting: 13.07.2021


List of officers present in sitting is Annexed.

Ms. Deepika Kispotta, Deputy General Manager, IDBI Bank Ltd, Pusa Road, New Delhi vide representation dated 15.10.2020 has submitted her grievances of harassment, humiliation and false allegation against her by the Senior Officer of the Bank.

She stated that on 18.10.2018, one Senior Officer Shri Nadkarni, Executive Director of the Bank has abused his position and publicly humiliated her on caste ground. Thereafter, she was issued Memo on false allegations. She had already replied on the false allegations. She then filed a complaint on 31.10.2018 to the Bank Management against her harassment and demanded internal inquiry. However, the Bank ignored her demand and instead, taken a stand that there is no case of discrimination and harassment on caste ground against her. Thereafter, she had again submitted several representations against her harassment before the IDBI Bank Management. But, no action was taken by the Bank management and no departmental action was taken till date against the officer harassing her. She ultimately requested the Commission to conduct an inquiry into her grievances as the Bank Management has failed to redress her grievances.

2. As per procedure, the petitioner's representation was forwarded to the IDBI Bank vide NCST letter dated 27.11.2020 and sought a report. The IDBI Bank Management submitted a report dated 10.12.2020 stating that the petitioner has been charged for irregularities, non performance and indiscipline in the Office. The matter was investigated and corrective actions were taken as per Bank's rule. There is no case of discrimination / harassment. In another letter dated 06.07.2021, the Bank has further submitted a report stating that the Bank had instituted a committee constituting senior level officials of the Bank which was chaired by the Deputy Managing Director and included 3 Executive Directors (ED) of the Bank with one of the members being a lady ED from the reserved category to examine the matter. The Committee had convened a meeting on June 23, 2021 and heard the Complainant and the Complainee. The Committee in its report concluded that it appears to be purely on business related matter and unintentional/without prejudice to hurt the emotions of the Complainant.

3. As the Bank's report was not convincing and there was no action taken on the petitioner's grievances, the Commission fixed for a sitting in the case on 13.07.2021 wherein summons was issued to the MD & CEO, IDBI Bank for personal appearance before the Commission, on 13.07.2021. Accordingly, Shri Rakesh Sharma, Managing Director & CEO, IDBI Bank along with



अनंत नायक/ANANTA NAYAK

सदस्य/Member

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NATIONAL COMMISSION FOR SCHEDULED TRIBES

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Other Officers namely, Shri Ugen Tashi, Chief General Manager, IDBI Bank and Shri Rajesh Rastogi, General Manager, IDBI Bank appeared. The petitioner was also present.

4. In the sitting, the petitioner submitted that she was working as Branch Head (Retail Recovery) at IDBI Bank's Siri Fort Branch, New Delhi from May 2017 to June, 2018. On 18.10.2018, she was called by Shri S.G. Nadkarni, Executive Director and he shouted at her in very angry and ridiculing manner and humiliated her publicly stating that "you know that you had done debacle in Siri Fort Branch due to which you were removed and this time I am not going to leave you". This was absurd and not only derogatory language but by also threatening. She immediately made a complaint to her immediate Supervisor on 20.10.2018. Subsequently she has made a complaint on 31.10.2018 at the IDBI Bank's Grievances Redressal Cell. But no action was taken in the matter and further she was transferred to another Banks branch'. She then made another complaint on 09.01.2019 through Bank's Grievance Redressal Cell and demanded for independent inquiry into the matter. But there was no satisfactory reply from the Bank Management on the complaint. Here it is to mention that the IDBI Bank Officers (Conduct) Rules 2006 stipulates that "Every officer shall maintain good conduct and discipline and show courtesy and attention to all persons in all transactions and negotiations". The Bank has not adhered to own guidelines and policies in dealing with the grievance of the petitioner which is of a Serious nature. But the Bank Management has not investigated matter as per the Bank's Conduct Rule and did not take action against the defaulter officer. Finally, she approached to the Commission for redressal of her grievances of verbal abuse, targeting, bullying, work-place harassment, mental harassment and abuse of power. However, her grievances are yet to be addressed.

5. The MD & CEO, IDBI Bank has first apologized on behalf of the Bank's management against the humiliation faced by the ST woman Bank's Officer and for not taking timely intervention in the case to address the petitioner's grievances. He further submitted that the alleged humiliation, verbally misbehaviour committed by the Executive Director was a result of work pressure and there is no case of discrimination and harassment on caste ground. It is a fact that the petitioner is a good Officer and she achieved targets. But the Bank Management could not take timely action on the petitioner's complaint dated 31.10.2018 as the Grievance Redressal Cell of the Bank needs further strengthening. However, on receipt of the petitioner's complaint from the Commission, he personally called the defaulter Officer and sought his explanation. The Bank then constituted a Committee of Senior level Officers of the Bank under the Chairmanship of Deputy Managing Director of the Bank to look into the petitioner's grievances. The Committee held a meeting on 23.06.2021 and concluded that it is a matter that had arisen purely on business related matters and unintentional without prejudice to hurt the emotions of the complainant. However, on behalf of the alleged Officer, he expressed his apology about the humiliation felt by the petitioner. He also assured the Commission that such incidents would not occur in future and the Grievance Redressal Cell will be monitored by him.

6. The case was discussed in detail. The Commission observed that it is a case of public humiliation of a lady Scheduled Tribe Bank Officer by a Senior Officer of the Bank and the Bank Management has failed to take timely action on the petitioner's complaint dated 31.10.2018. The Commission observed that the lady Officer experienced mental stress for about 3 years now and that the defaulter Officer has not shown any remorse about his behaviour. The Commission also observed that the Bank's Grievances Monitoring Redressal System is weak due to which the

अनंत नौयक/ANANTA NAYAK  
सदस्य/Member

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petitioner grievance has not been resolved which resulted in her continuing to face mental stress and agony. Had there been an effective Grievance Redressal Mechanism in the Bank, the petitioner would not have to approach the Commission. The Commission recommends that the MD&CEO, IDBI Bank will strengthen the Grievances Monitoring Redressal System in the Bank and will also ensure that such incidents do not happen in future. The Bank's Officers Conduct Rules should be followed in letter and spirit and the Bank to ensure that she is not subjected to any kind of further humiliation, discriminations and intimidation and a safe, fair and transparent work place environment is provided to the petitioner which is free from harassment, discrimination and intimidation. The Commission also recommends that the MD&CEO, IDBI Bank will resolve the petitioner's grievances at personal level and ensure maintenance of dignity of the petitioner and that the MD&CEO will monitor the Grievances Monitoring Redressal System time to time. An action taken report should be submitted to the Commission within 15 days.



**(ANANTA NAYAK)**  
**MEMBER**

**National Commission for Scheduled Tribes**

**अनंत नायक/ANANTA NAYAK**

सदस्य/Member

राष्ट्रीय अनुसूचित जनजाति आयोग

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नई दिल्ली/New Delhi

ANNEX

Attendance Sheet  
National Commission for Scheduled Tribes

File No. NCST-17012(MFIN)/21/2020-RU4

Sitting held on 13.07.2021 at 03.30 A.M. in the case of Smt Deepika Kispotta, Deputy General Manager, IDBI Bank Ltd, Pusa Road, New Delhi regarding harassment, humiliation and false allegation against ST Officer.

Sl. No.	Name and Designation	Address & Phone No.	Signature
I	<u>National Commission for Scheduled Tribes</u>		
1.	Shri. Harsh Chouhan <i>Amanta Nayak</i> Hon'ble Chairperson <i>Member</i>	In Chair	
2.	Shri K. Touthang, Joint Secretary		<i>[Signature]</i>
3.	Dr. Lalit Latta Director		<i>[Signature]</i>
4.	Shri Y.K. Bansal, Research Officer		<i>[Signature]</i>
5.	Shri Chaudhari Rakesh Ekanath PS to Hon'ble Chairperson		
6.	Sh. D.D. Tripathi <i>Legal consultant</i>		<i>[Signature]</i>
7.			
II	<u>Officers from IDBI Bank Ltd.</u>		
1.	Rakesh Sharma 8105801934	MD & CEO IDBI Tower Cuffe Parade Mumbai	<i>[Signature]</i>
2.	Ugen Tashi 8104713191	CAM IDBI Bank, Co. Mumbai	<i>[Signature]</i>
3.	Rajesh Ranthod 9090953448	GM IDBI Bank, Corp. office	<i>[Signature]</i>
4.			
5.			
6.			
7.			
III	<u>Petitioner Deepika Kispotta</u>		
1.	Deepika Kispotta 9501251419	IDBI Bank, Bijwasari House Delhi	<i>[Signature]</i>
2.			