



STATE BANK OF INDIA

HUMAN RESOURCES DEPARTMENT, LOCAL HEAD OFFICE, AHMEDABAD

ENGAGEMENT OF RETIRED OFFICERS/ EMPLOYEES OF SBI/e-ABs AND RETIRED OFFICERS OF OTHER PUBLIC SECTOR BANKS ON CONTRACT BASIS.

ADVERTISEMENT NO: HR/RPD/ SCO/CONTRACT/ 2020-21/ 04
SUBMISSION OF APPLICATION 01.02.2021 to 15.02.2021

State Bank of India, Local Head Office, Ahmedabad invites application from **Retired Officers/Employees of SBI/E-Associate Banks of SBI and retired Officers of Public Sector Banks** for engagement on contract Basis for its **Anytime Channels in Ahmedabad Circle**. The eligible and interested candidates are requested to apply through hard copy.

1. Before applying, candidates are requested to ensure that they fulfill the eligibility criteria for the post as on the date of eligibility.
2. The applicant should have retired on superannuation on completing 60 years of age and having good health and track record and should not have undergone any punishment in disciplinary action by Bank in preceding 5 years prior to his retirement. No case by CBI or other Law Enforcement Agency should be pending against the candidate at the time of application or candidate should not have been convicted in criminal case. Officers, who have been retired under Voluntary Retirement Scheme/Compulsory Retirement Scheme/Exit option Scheme etc or dismissed/terminated by the Bank are not eligible to apply.
3. The applicant's age should not be more than completed **63 years** as on 01.04.2021.
4. The selection process consists of short listing and interview.
5. The period of engagement shall be for a period of one year. The services shall be extended for a maximum period of two years or attaining 65 years of age, whichever is earlier and subject to half yearly review.
6. Candidates are required to submit all necessary documents (ID proof, age proof, educational qualification, experience, caste/EWS certificate, wherever applicable etc.) failing which their application/ candidature will not be considered for short listing/ interview.
7. Candidature/ Short listing of a candidate will be provisional and will be subject to satisfactory verification of all details/ documents with the originals when a candidate reports for interview (if called). The candidate should submit self attested photocopies of these documents at the time of Interview (i) Certificate/letter given by the Employer at the time of retirement. ii) Service Certificate issued by the employer at the time of retirement. Iii) Pan card iv) Aadhar Card v) Residence Proof vi) Caste/EWS/OBC Non Creamy Layer Certificate (if applicable).
8. Selected candidates are liable to be posted anywhere in Ahmedabad Circle as per the requirement of the Bank.

A. DETAILS OF POST/ NATURE OF ENGAGEMENT/ GRADE/ VACANCY/ AGE/ SELECTION PROCESS

Sr	Post	Nature of engagement/ Grade	Category wise					Total
			Gen	SC	ST	OBC	EWS#	
1	Channel Manager Facilitator (CMF-AC)	Contractual	10	2	1	4	1	18
2	Channel Manager Supervisor (CMS-AC)	Contractual	3	-	-	1	-	04
		Total	13	3	1	4	1	22

Gen – General; OBC – Other Backward Classes; SC – Scheduled Caste; ST – Scheduled Tribe; EWS: Economically Weaker Sections

Reservation for EWS in recruitment is governed by Office Memorandum no. 36039/1/2019-Estt (Res) dated 31.01.2019 of Department of Personnel & Training, Ministry of Personnel, Public Grievance & Pensions, GOI. Disclaimer: "EWS vacancies are tentative and subject to further directives of Government of India and outcome of any litigation. The appointment is provisional and is subject to the income & Asset certificate being verified through the proper channels". Benefit of reservation under EWS category can be availed upon production of an 'Income and Asset Certificate' issued by a Competent Authority on the format prescribed by GOI.

Centre-wise number of vacancies of Channel Manager Facilitator (CMF-AC) and Channel Manager Supervisor (CMS-AC) are given below. However, Selected candidates are to be posted anywhere in Ahmedabad Circle as per the requirement of the Bank.

Centre	CMF-AC	CMS-AC	Total
Gandhidham	2	0	2
Veraval	2	0	2
Vadodara	0	1	1
Bhavnagar	0	1	1
Surat	3	1	4
Godhra	0	1	1
Valsad	2	0	2
Anand	1	0	1
Navsari	3	0	3
Jetpur	1	0	1
Junagadh	2	0	2
Nadiad	1	0	1
Palanpur	1	0	1
Total	18	4	22

B. DETAILS OF ELIGIBILITY:

Sr	Post	Eligibility Criteria
1	Channel Manager Facilitator (CMF-AC)	Retired Officers (Scale-I to IV) / Clerical staff of SBI & e-ABs and Retired Officers (Scale-I to IV) of other PSBs
2	Channel Manager Supervisor (CMS-AC)	Retired Officers (Scale-II to IV) of SBI/ e-ABs and other PSBs

NOTE: i. The number of vacancies including reserved vacancies mentioned above are provisional and may vary according to the actual requirement of the Bank. ii. The eligibility criteria prescribed for various posts are the minimum. Candidate must possess the requisite eligibility and relevant experience. iii. Caste certificate issued by Competent Authority on format prescribed by the Government of India will have to be submitted by the SC/ ST/ OBC candidates. iv. Candidate belonging to OBC category but coming in the 'creamy layer' are not entitled to OBC reservation. v. A declaration will have to be submitted in the prescribed format by candidates seeking reservation under OBC category stating that he/she does not belong to the creamy layer and latest OBC certificate containing the 'Non-creamy layer' clause, at time of interview, should be submitted by such candidates, if called for interview. vi. PWD candidates should produce a certificate issued by a competent authority as per the GoI Guidelines.

C MONTHLY REMUNERATION & PERKS /ALLOWANCES:**i. The monthly remuneration for different roles are as under:**

Particulars	CMF – AC	CMS - AC
Fixed Pay	₹ 30,000/- per month	₹ 35,000/- per month
Conveyance	₹ 5,000 /- per month	₹ 5,000/- per month
Mobile	₹ 1,000 /- per month	₹ 1,000/- per month

ii. Travelling Allowance:

In case the hired employee is required to travel beyond 15 KM from office, the actual conveyance @ ₹ 10/- per KM shall be paid on certificate basis.

iii. Incentive Structure:**a) Channel Manager Facilitator (CMF-AC)**

The Incentive Structure for Channel Manager Facilitator (CMF-AC) (₹ per ATM / ADWM / Swayam per month) * is as under:

Avg. Avail.	Metro		Urban		Semi Urban		Rural		Difficult Centers #	
	ATM / ADWM	Swayam	ATM / ADWM	Swayam	ATM / ADWM	Swayam	ATM / ADWM	Swayam	ATM / ADWM	Swayam
> 98 %	200	100	200	100	250	150	300	180	350	210
> 96 % to 98 %	150	75	175	90	200	120	250	150	300	180
> 94 % to 96 %	125	60	150	75	150	90	200	120	250	150
> 92 % to 94 %	100	0	100	0	100	0	150	50	150	75

*incentive is payable only if following criterion also achieved: -

- Overall availability of all machines under him / her should be as under:

Population Group	ATM / ADWM	Swayam
Metro & Urban	> 96 %	> 97 %
Semi- urban	> 95 %	> 95 %
Rural	> 94 %	> 94 %
Difficult Centers	> 92 %	> 92 %

#Difficult Centers – ATMs / ADWMs / Swayams of NE States, Sikkim, Uttarakhand, J & K, Ladakh & LWE districts.

b) Channel Manager Supervisor (CMS-AC)

The Incentive Structure for Channel Manager Supervisor (CMS-AC) (₹ per Channel Manager Supervisor Performance per month) * is as under:

Avg. Avail.	Metro		Urban		Semi Urban		Rural		Difficult Centers #	
	ATM / ADWM	Swayam	ATM / ADWM	Swayam	ATM / ADWM	Swayam	ATM / ADWM	Swayam	ATM / ADWM	Swayam
> 98 %	1000	500	1000	500	1500	750	1800	900	2000	1000
> 96 % to 98 %	750	375	750	375	1000	500	1250	625	1500	750
> 94 % to 96 %	500	250	600	300	600	300	900	450	1250	625
> 92 % to 94 %	250	0	250	0	250	0	500	250	900	450

* incentive is payable if following criterion also achieved: -

- Overall availability of at least three Channel Manager Supervisors under him / her should be as under:

Availability	ATM / ADWM	Swayam
At least 3 CMF - ACs	>95%	>97%
For remaining CMF -ACs	>92%	>94%

Difficult Centers - ATMs / ADWMs / Swayams of NE States, Sikkim, Uttarakhand, J & K, Ladakh & LWE districts.

C. DETAILS OF ROLES & RESPONSIBILITIES/JOB PROFILE & KRAS:

Sr	Post	Roles & Responsibilities
1	Channel Manager Facilitator (CMF-AC)	<p><u>RESPONSIBILITIES</u></p> <ul style="list-style-type: none"> • Responsible for overall ambience of ATM/ADWM-lobbies and e-Corners & functioning of the ATMs along with SWAYAMs / GCC / any other AC products. • Ensuring maximum availability and uptime of ATMs /ADWMs / Swayam / GCC as per Bank's guidelines. • Responsible for follow up of zero transaction branches in Swayam & GCC. • Supervision of Terminal Installation Service (TIS) / civil work for relocation/revamp of existing ATMs / SWAYAMs. In case of BLA/TOM, monitoring and reporting. • Follow-up with respective vendors for early rectification of the faults. • Coordinate for introduction of locale specific ATM / ADWM / Swayam features or infrastructure (e.g. Regional language display, larger capacity UPS, etc.). • Login for HP-ESQ ATM Monitoring tool or other App/ portals provided to check ATM status through the system or mobile phone (smart phone). • Channel Manager Access Card (CMAC) will be issued to record their visits through ATMs / ADWMs / SWAYAMs /GCC /any other AC products. • During ATM site visits, the parameters detailed in the ATM Site Visit Checklist to be complied with. • Ensuring the e-surveillance Systems is functioning. • Any other work which deemed fit for the role. <p><u>FUNCTIONS</u></p> <ul style="list-style-type: none"> • Monitoring through dashboards& Mobile App. • Visiting all ATMs / ADWMs / Swayam / GCC attached to him at least once in a month and furnishing the visit reports to Channel Manager Supervisor (AC). • During visits, the official should take colour pictures (through mobile phone camera preferred) of the entire ATM lobby / eCorner. All visits to be substantiated with photos, shared through emails/mobile app. • Ensuring that ATM rooms / lobbies / e-corners are clean and tidy. • Lighting arrangement in ATM rooms / lobbies / e-corners is proper. The lighting arrangement should be in front of the user/behind the camera so that the user's face is clearly visible in CCTV footage. • Ensuring that Swayam machine is functioning properly. Also, ensure for regular replacement of printer cartridges in Swayam for proper printing of passbook. • Follow up with vendor for timely resolution of Auto call logged for Swayam. • Ensure to call log manually for zero transaction Swayam Kiosks or down kiosks. • Ensure that GCC machine at branches are functioning. For any issue, coordinate with concerned branch for call log in service desk. If any help from local level is required, inform the War Room at Network for resolution of issue. • No skimming / extraneous device like camera, etc. is placed by the fraudsters in the ATM rooms / lobbies / e-corners. • There is no tampering in the card reader (the slot for insertion of ATM card) and keypad of the ATM. • Port, Cable and Power connections are not accessible to the customers. • A notice 'WE ACCEPT ALL BANKS CARDS' is properly displaced on the glass door of the ATM. • A poster on Do's and Don'ts to be observed by the customers while doing transactions on ATMs is properly displayed. • Ensuring the correct ATM / ADWM ID is displayed on the Machine. • For ATMs located at Metro cities "METRO ATM" should be displayed on the machine. • Ensuring that Caretaker (wherever provided) is present, is in uniform, wears identity card and is in alert position. • Monitoring functioning of AC, UPS, CCTVs (wherever installed), lighting, Signage lighting, e-Surveillance Systems (wherever installed), Solar Power Systems (wherever installed) etc. and ensuring that they are in working condition. • Ensuring that only Current Publicity materials are displayed in the ATM room and no obsolete material should be there. Verifying that the latest approved ATM/ SWAYAM Ad Screens are being shown at ATMs/ SWAYAMs. • Any shortcoming to be reported immediately to Channel Manager Supervisor (AC) and ensure rectification strictly as per SLAs in consultation/coordination with controllers/vendors. • In addition to periodic visits, visit ATMs/ SWAYAMs in case of exigencies like installation / replacement, vandalism, fraud, fire, flood etc. • Co-ordinate with concerned RBO (where ATM / ADWM is located) for periodical & surprise cash verification of ATMs / ADWMs, as advised by respective AGM (AC). • Coordinating and overseeing between vendors and operating Bank Staff (CAC/Branch) for early resolution/fixing of problems. • To maintain contact details and liaison with field personnel of vendors and local representatives of central vendors viz. MS/BLA/TOM Vendor, SLM/OEM Vendor, Joint custodians (Bank staff/CITs/Bank's CAC), caretaker/security guards, housekeeping persons, e-Surveillance vendor, communication vendor, etc. for better coordination. • For all the ATMs / ADWMs /Swayam / GCC, he will ensure timely service/resolution of problems in accordance with timelines / SLAs in the respective agreements. • Feedback to Channel Manager Supervisor (CMS-AC) / AGM (AC-Ops), regarding penalties for breach in SLA clauses by the vendors. • For existing ATMs / ADWMs, liaise with linked branch / Cash-in-Transit agencies/ CAC in respect of Cash

		<p>outsourced ATMs and take all necessary steps to ensure timely replenishment, to avoid cash outs and rectification of CHF, RBF, etc. to achieve maximum uptime.</p> <ul style="list-style-type: none"> • Attending to any other situation where his presence is required, as instructed by Bank. • Any other work which deemed fit for the role. <p><u>MEASURES OF SUCCESS:</u></p> <ul style="list-style-type: none"> • Ensuring maximum availability and uptime of the attached ATMs along with SWAYAMs / GCC / any other AC products, as per Bank's guidelines. • Monitoring and ensuring effective functioning of eSurveillance Systems. • Effective Vendor Management of all the products under AC dept. Monitoring and ensuring overall ambience of ATM lobbies and e-Corners is of desired standard.
2	Channel Manager Supervisor (CMS-AC)	<p><u>RESPONSIBILITIES</u></p> <ul style="list-style-type: none"> • Monitor performance of Channel Manager Facilitators (CMF-AC). • Responsible for overall ambience of ATM-lobbies and eCorners & functioning of the ATMs attached to him along with SWAYAMs / GCC / any other AC products. • Ensuring maximum availability and uptime of ATMs / SWAYAMs as per Bank's guidelines. • Ensuring the e-surveillance Systems is functioning. • Effective Vendor Management of all the products under AC department • Ensure updation / verification of ATM Data details in the iAlert Portal Database. • Updation / verification of SWAYAM Data in SWAYAM Dashboard. • Assist AGM (AC-Ops) / DGM (AC) in site selection as per guidelines for new ATMs/ SWAYAMs and relocation of existing ATMs/ SWAYAMs where warranted. • Coordinate for introduction of locale specific ATM / SWAYAM features and or infrastructure (e.g. Regional language display, larger capacity UPS, etc). • Maintain the Preventive Maintenance (PM) reports of Machines from respective OEM Vendors of ATM / ADWM /SWAYAM. • Coordinate with local RBOs for installation of Swayam kiosks as required. • Responsible for follow up of zero transaction branches in Swayam & GCC with branches or respective vendors. <p><u>FUNCTIONS</u></p> <ul style="list-style-type: none"> • Monitoring and ensuring optimum utilization of dashboards, mobile app and manpower provided in the form of Support to CMF. • Verification/perusal of physical visits done by CMF-AC. Apprising the same to AGM (AC-Ops). He/she should also make surprise visits to ATMs room / lobbies / e-corners to check whether things are in order as described in roles of CMF-AC once in quarter through Channel Manager Access Card (CMAC). • Monitoring HP-ESQ Tool for uptime/downtime/faults through portals/ app and advise Support to Channel Manager Facilitators to follow up with respective stakeholders for early resolution. • Monitor SWAYAM Dashboard for down/ zero transaction kiosks and advise Support to Channel Manager Facilitators to follow up with respective stakeholders for early resolution. • Advise physical ATM / ADWM / Swayam / GCC visit schedule to CMF-AC. • Obtaining the latest Approved Publicity materials to be displayed in the ATM room & ATM / ADWM/ SWAYAM Screens from AGM (AC-Ops) and advise the same to CMFAC for compliance. • Any short coming must be rectified within shortest time in consultation/coordination with controllers/vendors. • In addition to periodic visits, visit ATMs / ADWMs / SWAYAMs in case of exigencies like installation/ replacement, vandalism, fraud, fire, flood etc. • Co-ordinating and overseeing between vendors and operating Bank Staff (CAC/Branch) for early resolution/fixing of problems. • Any other situation when presence of Channel Manager Supervisor at the site is warranted. This is applicable for CAPEX/BLA/TOM Machines. • Ensure to follow up with CMS vendor for timely resolution of Auto call logged for Swayam. • Ensure to call log manually for zero transaction Swayam Kiosks. • For all the ATMs / SWAYAMs, will ensure timely service/resolution of problems in accordance with timelines/SLAs in the respective agreements. Feedback to AGM (AC-Ops), regarding penalties for breach in SLA clauses by vendors. • Assist AGM (AC) in (a) locations/site selection as per location guidelines for new ATMs / SWAYAMs. (b) Location analysis for existing ATMs / SWAYAMs - suggesting relocation where warranted. • Attending to any other situation where his presence is required, as instructed by AC Dept. at Circle. <p><u>MEASURES OF SUCCESS:</u></p> <ul style="list-style-type: none"> • Ensuring maximum availability and uptime of the attached ATMs along with SWAYAMs / GCC / any other AC products, as per Bank's guidelines. • Monitoring and ensuring effective functioning of eSurveillance Systems. • Effective Vendor Management of all the products under AC department. • Monitoring and ensuring overall ambience of ATM lobbies and e-Corners, is of desired standard.

D. CALL LETTER FOR INTERVIEW: Intimation/ call letter for interview will be sent by email. **NO HARD COPY WILL BE SENT**

E. SELECTION PROCESS: The selection will be based on short listing and interview. Mere fulfilling minimum qualification and experience and eligibility criteria will not vest any right in candidate for being called for interview and selection. The Short listing Committee constituted by the Bank will decide the short listing parameters and thereafter, adequate number of candidates, as decided by the Bank will be short listed and called for interview. The decision of the bank to call the candidates for the interview and selection shall be final. No correspondence will be entertained in this regard.

Merit List: Merit list for selection will be prepared in descending order on the basis of scores obtained in interview only. In case more than one candidate score the cut-off marks (common marks at cut-off point), such candidates will be ranked according to their age in descending order, in the merit.

F. HOW TO APPLY: The candidates should download the application form annexed hereto and after filling the same complete in all respects and attaching the requisite documents should send the same to the undersigned at the under mentioned address by post/courier/hand delivery. An advanced scanned copy thereto with all annexure attached may also be sent on the email id. mgrprd.lhoahm@sbi.co.in and cmrpd.lhoahm@sbi.co.in. The Candidates should have their personal email id which should be kept valid and active till the declaration of result. It will help him/ her in getting call letter/ Interview advices etc. by email (if shortlisted).

G. Bank reserves the right to defer/cancel the above process at any stage without notice and without assigning any reasons.

GENERAL INFORMATION:

- Candidates are advised in their own interest to apply well before the closing date and not to wait till the last date.
- SBI does not assume any responsibility for the candidates not being able to submit their applications within the stipulated time period on account of any other reason beyond the control of SBI.
- In case of selection, candidates will be required to produce proper discharge certificate from the employer if employed elsewhere at the time of taking up the appointment.
- The original documents regarding eligibility criteria and proof of date of birth should be produced for verification on the date of interview. Candidates will not be allowed to attend the interview if original certificate are not produced for verification on the date of interview.
- Caste Certificate issued by competent authority on the format prescribed by the Government of India will have to be submitted by the SC/ST Candidates, if called for interview.
- A declaration will have to be submitted in the prescribed format by candidates seeking reservation under OBC Category stating that he/she does not belong to the 'Creamy Layer' as on 31.03.2020. OBC Certificate containing the non creamy layer clause, issued during the period 01.04.2020 to the date of Interview should be submitted by such candidates, if called for interview.
- Benefit of reservation under EWS category can be availed upon production of an 'Income and Asset Certificate' issued by competent authority on the format prescribed by Government of India.
- Appointment of Selected candidates is subject to his/her/their being declared medically fit as per the requirement of the Bank.
- Any legal proceedings in respect of any matter of claim or dispute arising out of this advertisement and or an application in response thereto can be instituted only in Ahmedabad and Courts/Tribunals/Forums situated at Ahmedabad only shall have sole and exclusive jurisdiction to try any cause/dispute.
- During the contractual engagement, if it comes to the notice of the Bank that candidate has concealed any material information to gain the said employment, his contract is liable to immediately terminated without any notice and Bank has a right to initiate any legal action under the appropriate laws.

AHMEDABAD
DATE: 29.01.2021

ASSISTANT GENERAL MANAGER (HR)

APPLICATION FORMAT

To
The Assistant General Manager (HR),
State Bank of India,
Ahmedabad Local Head Office,
Bhadra, Lal Darwaja,
Ahmedabad -380001

Paste (not to staple) a recent passport size photograph and sign across

Madam / Dear Sir,

ENGAGEMENT OF RETIRED OFFICERS / EMPLOYEES OF SBI/ E-ASSOCIATE BANKS OF SBI AND RETIRED OFFICERS OF OTHER PUBLIC SECTOR BANKS FOR ANYTIME CHANNELS, AHMEDABAD CIRCLE ON CONTRACT BASIS

I submit herewith my application for the undernoted post(s) on contract basis in State Bank of India. I have read the Role, Remuneration and Terms & Conditions relating to the post and advise that they are acceptable to me.

S. No.	Name of the Post	Tick
1	Channel Manager Facilitator (CMF-AC)	
2	Channel Manager Supervisor (CMF-AC)	

1.Full Name Shri/Smt./Kum (in Block Letters, as per degree certificate):

2.Father's/ Husband's Name:

3. P.F. Index No. :

4. Date of Birth: (DD/MM/YYYY) *

* (Applicants should not have completed 63 years of age as on 01.04.2021)

5. Joined the Bank as _____ on _____.

6. Date of Retirement: (DD/MM/YYYY):

7. Details of Branch/Office from where retired: _____

8. Officer's Grade at the time of retirement: _____

15. a. Presently Engaged: Full Time / Part Time – (Yes/ No)

If yes, Name of Organization :
Place of Work :
Details of work :
Details of contract :
Monthly emoluments :

16. preferences of place to work :

1. _____ 2. _____ 3. _____

17. Declaration: I hereby declare that:

1. I am an Indian Citizen and retired from the Bank's service on attaining superannuation at the age of 60 years and not under Voluntary Retirement Scheme or Exit Option Scheme.
2. No punishment/penalty was inflicted on me during last five years of my service in the Bank preceding my retirement.
3. No case of CBI or any other Law Enforcement Agency is pending against me.
4. I am physically fit to carry out duties of the Resolver at CCRC at LHO Ahmedabad including continuous travel for duties.
5. I further declare that all statements made in this application are true, complete and correct to the best of my knowledge and belief. I understand that in the event of any information being found untrue or incorrect at any stage of my not satisfying any of the eligibility criteria according to State Bank of India, my candidature/engagement is liable to be cancelled.
6. Further, I will not claim any extension of contract as a right.

Place :

Signature:

Date :

Name of the Applicant:

Enclosures:

(self-attested photocopies to be enclosed to the application and original certificates will be verified during interview)

01. Certificate/letter given by the Bank at the time of retirement.
02. Service Certificate issued by the Bank at the time of retirement.
03. PAN Card.
04. Adhaar Card
05. Residence proof.
06. Caste certificate (if applicable only)
07. Appreciation letters/certificates given by the institution if any.

CONTACT NUMBERS : +91 79 25506800

MAIL ID : mgrrpd.lhoahm@sbi.co.in cmrpd.lhoahm@sbi.co.in

Address for correspondence:

The Assistant General Manager (HR),
State Bank of India,
Ahmedabad Local Head Office,
Bhadra, Lal Darwaja,
Ahmedabad -380001
