

Identification of jobs: The services of Retired Officers / Employees shall be used for following purpose:

Support Officer to AGM (AC-Operations) at Network

- Monitoring of all Anytime Channels products i.e., ATMs / ADWMs / SWAYAM etc.
- Monitoring & follow up of rollouts of ATMs / ADWMs / SWAYAM across Circle and co-ordination with vendors.
- Co-ordinate / manage with the vendor at local level for smooth running of all Anytime Channel products.
- Follow up with MS Vendors for timely resolution of faults.
- Escalation of issues raised by Channel Manager Supervisors (CMS - AC) to vendors.
- Monitoring of reconciliation of ATM related entries including admin balance of all ATMs.
- Ensure surprise cash verification of ATMs / ADWMs through i-alert portal. Follow-up with concerned CMS & RBO for periodic cash verification of ATMs / ADWMs.
- MIS Reports generation and maintenance of data.
- Responsible for GIS mapping of ATMs / ADWMs.
- Scrutinize visit reports of all the Channel Manager Facilitators (AC) through i-alert portal and ensure corrective action required.

Support Officer to AGM (AC – S & P) at Circles

Support Officer No. 1

- Nodal officer for providing CCTV / DVSS footage cases within Circle & outside Circle including CMD at GITC.
- Responsible for overall ambience of ATM / ADWM-lobbies and e-Corners.
- Monitoring & follow up of rollouts of e-surveillance across Circle and co-ordination with vendors.
- Follow up for unclean ATM sites with Channel Manager Supervisor & Channel Manager Facilitator on the data received from e surveillance.
- Co-ordinate with e-Surveillance vendors for follow up of incidences occurred at ATM sites causing loss to bank / Near miss events.
- Maintain data of CCTV / DVSS or e-surveillance for each site / ATM.

- Submission of flash report in case of near miss events
- Reporting of Vandalism, Uprooting & looting cases.

Support Officer No. 2

- Handling of ATM related SOP cases for unsuccessful / disputed transactions.
- Ensuring TAT is maintained for SOP related cases.
- Follow-up with branches for timely submission of ATM related SOP cases with necessary papers, once the case is rejected by Complaint Management Dept.

Channel Manager Supervisor (CMS - AC):

- Monitor performance of Channel Manager Facilitators (CMF-AC).
- Responsible for overall ambience of ATM-lobbies and e-Corners & 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 i-Alert 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

Channel Manager Facilitator (CMF-AC)

- 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.

Eligibility Criteria

For Retired Officers/Employees of our Bank/e-ABs

- Retired clerical employees and an officer of the Bank / e-ABs retired in the Scale I to IV shall be considered for engagement for the above positions.
- The Retired Employees / Officer should have good track record of performance and deep knowledge of systems and procedures.
- The Retired Employees / Officer should have knowledge of operating apps / portals on smart phones.
- The retired employee should possess a Smart mobile Phone & the skill / aptitude / quality for monitoring through PC / Mobile App / Laptop or as per requirement.
- The Retired Employees / Officer should have retired from the Bank's service only on attaining superannuation at the age of 60 years.

They should be a resident of the area, where AO / RBO is functioning.

- The Retired Employees / Officer should maintain good health.
- The Retired Employees / Officer voluntarily retired/resigned/suspended/ who have left the Bank otherwise before superannuation are not eligible for consideration for appointment.
- The integrity of the Retired Employees / Officer should not have been doubtful.
- No punishment/penalty should have been inflicted on the Retired Employees / Officer during five years of his service in the Bank preceding his retirement.
- Cases of CBI or other law enforcement agencies should not be pending against the Employees / official.
- The candidates called for interview, shall attend at their own expense.
- The engagement shall be up to the maximum age of 65 years, subject to other conditions regarding renewal of contract. As such, the Ex-officer / Employees should not be more than 63 years of age at the time of engagement.

For Retired officers of other Public Sector Banks

- Officers retired from other Public Sector Banks (Scale- I, II, III & IV) will be eligible for engagement/empanelment.
- The Retired Officer should have sufficient work experience and overall professional competence in the relevant area.
- The Retired Officer should possess the special skill/ aptitude/ quality, as per the requirement.
- The Retired Officer should possess a Smart mobile Phone & the skill / aptitude / quality for monitoring through PC / Mobile App / Laptop or as per requirement.
- The Retired Officer should have good track record of performance and deep knowledge of systems and procedures.
- The Retired Officer should have retired from the Bank's service (other PSB) only on attaining superannuation at the age of 60 years. The Officers voluntarily retired/resigned/suspended /dismissed/ who have left the Bank (other PSB) otherwise before superannuation are **not eligible** for consideration for appointment.
- The Retired Officer should maintain good health.

Officer's education, work experience, and overall requirement of job and terms and conditions of the officers. The Circles/ User Departments should ensure genuineness of information/document submitted to

- The candidates called for interview, shall attend
- The engagement shall be up to the maximum age of 63 years of age at the time of engagement/empanelment regarding renewal of contract. As such, the retired