



**Central Recruitment & Promotion Department  
Corporate Centre, Mumbai**

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**RECRUITMENT OF "INTERNAL OMBUDSMAN" IN SBI ON CONTRACT BASIS**

ADVERTISEMENT NO: CRPD/ SCO-IO/ 2021-22/ 22

**ONLINE REGISTRATION OF APPLICATION & PAYMENT OF FEES: FROM 24.12.2021 To 13.01.2022**

State Bank of India invites Online application from Indian citizen for appointment to the post of 'Internal Ombudsman' on contract basis. Candidates are requested to apply Online through the link given on Bank's website <https://bank.sbi/careers>

- The process of Registration is complete only when fee is deposited with the Bank through Online mode on or before the last date for payment of fee.
- Before applying, candidates are requested to ensure that they fulfil the eligibility criteria for the post as on the date of eligibility.
- Candidates are required to upload all required documents (brief resume, ID proof, age proof, educational qualification, experience etc.) failing which their candidature will not be considered for shortlisting/ interview.**
- Short listing & interview will be provisional without verification of documents. Candidature will be subject to verification of all details/ documents with the original when a candidate reports for interview (if called).
- In case a candidate is called for interview and is found not satisfying the eligibility criteria (Age, Educational Qualification and Experience etc.) he/ she will neither be allowed to appear for the interview nor be entitled for reimbursement of any travelling expenses.
- Candidates are advised to check Bank's website <https://bank.sbi/careers> regularly for details and updates (including the list of shortlisted/ selected candidates). The Call letter/ advise, where required, will be sent by e-mail only (No hard copy will be sent).
- All revisions/ corrigendum (if any) will be hosted on the Bank's website only.
- In case more than one candidate scores same marks as cut-off marks in the final merit list (common marks at cut-off point), such candidates will be ranked in the merit according to their age in descending order.
- Hard copy of application & other documents not to be sent to this office.

**A. DETAILS OF NATURE OF ENGAGEMENT/ VACANCY/ AGE/ SELECTION PROCESS/ LIKELY PLACE OF POSTING:**

Post	Nature of engagement	Grade (Comparable Grade Scale)	Vacancy <sup>§</sup>								Max. Age (as on 01.12.2021)	Selection Process	Likely place of posting
			Gen / UR	OBC	SC	ST	Total	LD	HI	VI#			
Internal Ombudsman (IO)	Contractual (3 years)	Deputy General Manager (TEGS-VI: Top Executive Grade Scale-VI)	02	--	--	--	02	--	--	01	Below 65 years of age.	Shortlisting and Interview	Mumbai

§ - The number of vacancies mentioned above are provisional and may vary according to the actual requirement of the Bank.

# The vacancy for VI is Horizontal. Relaxation in upper age limit will be given to the reserved category candidates as per extant guidelines of Government of India.

ABBREVIATIONS (Category): Gen - General; UR - Unreserved, OBC - Other Backward Classes; SC - Scheduled Caste; ST - Scheduled Tribe; LD - Loco motor Disability, HI - Hearing Impaired; VI - Visually Impaired

**B. DETAILS OF EDUCATIONAL QUALIFICATION/ OTHER QUALIFICATIONS/ EXPERIENCE:**

Educational Qualification	Qualification	Experience (As on 01.12.2021)
-Graduate in any discipline.	-The applicant should either be a retired or serving officer not below the rank of Deputy General Manager or equivalent of any Scheduled Commercial Bank / Financial sector regulatory body, other than State Bank of India or e-ABs. -The applicant should not have worked / be working in any capacity in State Bank of India or e-ABs.-The applicant, if not a serving officer, should have superannuated or have taken voluntary retirement at not less than the rank of Deputy General Manager of Scheduled Commercial Bank other than SBI or e-ABs.	The applicant should possess necessary skills and experience of minimum seven (07) years of working in areas such as Banking, regulation, supervision, payment and settlement systems and/ or consumer protection.

**C. REMUNERATION:**

Compensation	1 <sup>st</sup> year of contract	2 <sup>nd</sup> year of contract	3 <sup>rd</sup> year of contract
Annual CTC, payable on monthly basis @1/12 of the annual CTC (without any prejudice to his / her pension in other bank, if any. Income tax / any other tax liabilities will be deducted at source as per I-Tax rules. (The contract period is Three years only. No further extension is permitted).	Rs.39.00 lac	Rs.39.00 lac	Rs.39.00 lac

**D. JOB PROFILE & OTHER DETAILS:**

i. Job Profile	: The official is required to act as the Internal Ombudsman of the Bank to strengthen the grievances redressal mechanism and to reduce the complaints to Banking Ombudsman. He/ she shall be the focal point for Internal Grievances Redressal System of the Bank.
ii. Period of contract	: The tenure of the Internal Ombudsman shall be a fixed term of three years. The Internal Ombudsman shall not be eligible for re-appointment or further extension of term in the same bank.
iii. Leave details	: The official shall be entitled to leave of 30 days per financial year. The official may be permitted leave on pro-rata basis in a given financial year with the approval of the Bank/ authority to whom he/ she reports. For the purpose of computation of leave, intervening Sundays/ holidays shall not be included. The Bank shall have absolute right in its discretion to either grant or reject the application for leave taking into consideration the administrative exigencies. The leaves not availed during a financial year will normally lapse and will not be carried over to the next financial year. However, if it has been on account of the Bank declining the leave, it may be encashed @ of monetary monthly compensation amount during a financial year.
iv. Other facilities	: In case of travel on outstation duty, eligible Travelling, Halting allowance and eligibility for stay in hotel at par with the Deputy General Managers in TEG Scale-VI of the Bank shall be paid. Apart from the Contract Amount & other details mentioned above, the IO will not be entitled to any other Perquisites / Facilities/benefits etc. from the Bank
v. Other Terms and Conditions	-The appointment of IO will be subject to satisfactory completion of medical Examination as prescribed by the Bank and verification testimonials. -The IO will not take up any assignment with any other organisation during the period of contract with the Bank. -The IO will not exercise any administrative / financial powers during the period of engagement. -The engagement shall not be construed as an employment in the bank and the official is not eligible to claim Provident Fund / Bonus / Pension during the period of contract or thereafter. -They will not be eligible for membership of SBI Pension Fund / Defined Contribution Pension Scheme (New pension Scheme) and SBI Employees' Provident Fund. -Normal working hours of the Bank. -Reporting to DMD & COO of the Bank.

**E. HOW TO APPLY:** Candidates should have valid email ID which should be kept active till the declaration of result. It will help him/her in getting call letter/Interview advices etc. by email.

GUIDELINES FOR FILLING ONLINE APPLICATION:	GUIDELINES FOR PAYMENT OF FEES:
<ol style="list-style-type: none"> <li>Candidates will be required to register themselves online through the link available on SBI website <a href="https://bank.sbi/careers">https://bank.sbi/careers</a> and pay the application fee using Internet Banking/ Debit Card/ Credit Card etc.</li> <li>Candidates should first scan their latest photograph and signature. Online application will not be registered unless candidate uploads his/ her photo and signature as specified on the online registration page (under "How to Upload Document").</li> <li>Candidates should fill the application carefully. Once application is filled-in completely, candidate should submit the same. In the event of candidate not being able to fill the application in one go, he can save the information already entered. When the information/ application is saved, a provisional registration number and password is generated by the system and displayed on the screen. <b>Candidates should note down their respective registration number and password.</b> They can re-open the saved application using registration number and password and edit the particulars, if needed. This facility of editing the saved information will be available for <b>three (3) times only</b>. Once the application is filled completely, candidate should submit the same and proceed for online payment of fee.</li> <li>After registering online, the candidates are advised to take a printout of the system generated online application forms.</li> </ol>	<ol style="list-style-type: none"> <li>Application fees (Non-refundable) is ₹ 750/- (₹ Seven Hundred and Fifty only) for General and OBC candidates and ₹ -NIL- (-NIL-) for SC/ ST/ PWD candidates.</li> <li>After ensuring correctness of the particulars in the application form, candidates are required to pay the fees through payment gateway integrated with the application. No change/ edit in the application will be allowed thereafter.</li> <li>Fee payment will have to be made online through payment gateway available thereat. The payment can be made by using Debit Card/ Credit Card/ Internet Banking etc. by providing information as asked on the screen. Transaction charges for online payment, if any, will be borne by the candidates.</li> <li>On successful completion of the transaction, e-receipt and application form, bearing the date of submission by the candidate, will be generated which should be printed and retained by the candidate.</li> <li>If the online payment of fee is not successfully completed in first instance, please make fresh attempts to make online payment.</li> <li>A provision is there to reprint the e-Receipt and Application form containing fee details, at later stage.</li> <li>Application Fee once paid will <b>NOT</b> be refunded on any account <b>NOR</b> can it be adjusted for any other examination or selection in future.</li> </ol>

## F. CALL LETTER FOR INTERVIEW:

Intimation/ call letter for interview will be sent by email or will be uploaded on Bank's website. NO HARD COPY WILL BE SENT.

## G. SELECTION PROCESS:

The selection will be based on shortlisting and interview. Mere fulfilling minimum qualification and experience will not vest any right in candidate for being called for interview. The Shortlisting Committee constituted by the Bank will decide the shortlisting parameters and thereafter, adequate number of candidates, as decided by the Bank will be shortlisted and called for interview. Interview will carry 100 marks. The qualifying marks in interview will be decided by the Bank. No correspondence will be entertained in this regard. The decision of the Bank to call the candidates for the interview 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.

## H. HOW TO UPLOAD DOCUMENTS:

<p><b>a. Details of Document to be uploaded:</b></p> <ol style="list-style-type: none"><li>Brief Resume (PDF format)</li><li>ID Proof (PDF)</li><li>Proof of Date of Birth (PDF)</li><li>Educational Certificates: Relevant Mark-Sheets/ Degree Certificate (PDF)</li><li>Experience certificates (PDF)</li><li>Form-16 as on 31.03.2021 (PDF)</li><li>Recent Photograph</li><li>Signature</li></ol> <p><b>b. Photograph file type/ size:</b></p> <ol style="list-style-type: none"><li>Photograph must be a recent passport style colour picture.</li><li><b>Size of file should be between 20 kb - 50 kb and Dimensions 200 x 230 pixels (preferred)</b></li><li>Make sure that the picture is in colour, taken against a light-coloured, preferably white, background.</li><li>Look straight at the camera with a relaxed face</li><li>If the picture is taken on a sunny day, have the sun behind you, or place yourself in the shade, so that you are not squinting and there are no harsh shadows</li><li>If you have to use flash, ensure there's no "red-eye"</li><li>If you wear glasses make sure that there are no reflections and your eyes can be clearly seen.</li><li>Caps, hats and dark glasses are not acceptable. Religious headwear is allowed but it must not cover your face.</li><li>Ensure that the size of the scanned image is not more than 50kb. If the size of the file is more than 50 kb, then adjust the settings of the scanner such as the DPI resolution, number of colours etc., during the process of scanning.</li></ol> <p><b>c. Signature file type/ size:</b></p> <ol style="list-style-type: none"><li>The applicant has to sign on white paper with "Black Ink pen".</li><li>The signature must be signed only by the applicant and not by any other person.</li><li>The signature will be used to put on the Call Letter and wherever necessary.</li><li>If the Applicant's signature at the time of the examination / interview / document verification (as the case may be) does not match the signature on the Call Letter, the applicant will be disqualified.</li><li><b>Size of file should be between 10 kb - 20 kb and Dimensions 140 x 60 pixels (preferred).</b></li><li>Ensure that the size of the scanned image is not more than 20 kb.</li><li>Signature in CAPITAL LETTERS shall NOT be accepted.</li></ol> <p><b>d. Document file type/ size:</b></p> <ol style="list-style-type: none"><li>All Documents must be in PDF format.</li><li>Page size of the document to be A4.</li></ol>	<p><b>d. Document file type/ size (contd...)</b></p> <ol style="list-style-type: none"><li>Size of the file should not be exceeding <b>500 kb</b>.</li><li>In case of Document being scanned, please ensure it is saved as PDF and size not more than 500 kb as PDF. If the size of the file is more than 500 kb, then adjust the setting of the scanner such as the DPI resolution, number of colors etc., during the process of scanning. Please ensure that Documents uploaded are clear and readable.</li></ol> <p><b>e. Guidelines for scanning of photograph/ signature/ documents:</b></p> <ol style="list-style-type: none"><li>Set the scanner resolution to a minimum of 200 dpi (dots per inch)</li><li>Set Color to True Color</li><li>Crop the image in the scanner to the edge of the photograph/ signature, then use the upload editor to crop the image to the final size (as specified above).</li><li>The photo/ signature file should be JPG or JPEG format (i.e. file name should appear as: <b>image01.jpg</b> or <b>image01.jpeg</b>).</li><li>Image dimensions can be checked by listing the folder/ files or moving the mouse over the file image icon.</li><li>Candidates using MS Windows/ MSOffice can easily obtain photo and signature in .jpeg format not exceeding 50 kb &amp; 20 kb respectively by using MS Paint or MSOffice Picture Manager. Scanned photograph and signature in any format can be saved in .jpg format by using 'Save As' option in the File menu. The file size can be reduced below <b>50 kb (photograph) &amp; 20 kb (signature)</b> by using crop and then resize option (Please see point (i) &amp; (ii) above for the pixel size) in the 'Image' menu. Similar options are available in other photo editor also.</li><li>While filling in the Online Application Form the candidate will be provided with a link to upload his/her photograph and signature.</li></ol> <p><b>f. Procedure for Uploading Document:</b></p> <ol style="list-style-type: none"><li>There will be separate links for uploading each document.</li><li>Click on the respective link "Upload"</li><li>Browse &amp; select the location where the JPG or JPEG, PDF, DOC or DOCX file has been saved.</li><li>Select the file by clicking on it and Click the 'Upload' button.</li><li>Click Preview to confirm the document is uploaded and accessible properly before submitting the application. If the file size and format are not as prescribed, an error message will be displayed.</li><li>Once uploaded / submitted, the Documents uploaded cannot be edited/ changed.</li><li><b>After uploading the photograph/ signature in the online application form candidates should check that the images are clear and have been uploaded correctly.</b> In case the photograph or signature is not prominently visible, the candidate may edit his/ her application and re-upload his/ her photograph or signature, prior to submitting the form. <b>If the face in the photograph or signature is unclear the candidate's application may be rejected.</b></li></ol>
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## I. GENERAL INFORMATION:

<ol style="list-style-type: none"><li>Before applying for a post, the applicant should ensure that he/ she fulfils the eligibility and other norms mentioned above for that post as on the specified date and that the particulars furnished by him/ her are correct in all respects.</li><li>Candidates belonging to reserved category including, for whom no reservation has been mentioned, are free to apply for vacancies announced for unreserved category provided they must fulfil all the eligibility conditions applicable to unreserved category. The vacancy for VI is Horizontal. Relaxation in upper age limit will be given to the reserved category candidates as per extant guidelines of Government of India.</li><li>IN CASE IT IS DETECTED AT ANY STAGE OF RECRUITMENT THAT AN APPLICANT DOES NOT FULFIL THE ELIGIBILITY NORMS AND/ OR THAT HE/ SHE HAS FURNISHED ANY INCORRECT/ FALSE INFORMATION OR HAS SUPPRESSED ANY MATERIAL FACT(S), HIS/ HER CANDIDATURE WILL STAND CANCELLED. IF ANY OF THESE SHORTCOMINGS IS/ ARE DETECTED EVEN AFTER APPOINTMENT, HIS/ HER SERVICES ARE LIABLE TO BE TERMINATED.</li><li>The applicant should ensure that the application is strictly in accordance with the prescribed format and is properly and completely filled.</li><li>Appointment of selected candidate is subject to his/ her being declared medically fit as per the requirement of the Bank. Such appointment will also be subject to the service and conduct rules of the Bank for such post in the Bank, in force at the time of joining the Bank.</li><li>Candidates are advised to keep their e-mail ID active for receiving communication viz. call letters/ Interview date advices etc.</li><li>The Bank takes no responsibility for any delay in receipt or loss of any communication.</li><li>Candidates serving in Govt./ Quasi Govt. offices, Public Sector undertakings including Nationalised Banks and Financial Institutions are advised to submit 'No Objection Certificate' from their employer at the time of interview, failing which their candidature may not be considered and travelling expenses, if any, otherwise admissible, will not be paid.</li><li>In case of selection, candidates will be required to produce proper discharge certificate from the employer at the time of taking up the appointment.</li></ol>	<ol style="list-style-type: none"><li>Candidates are advised in their own interest to apply online well before the closing date and not to wait till the last date to avoid the possibility of disconnection / inability/ failure to log on to the website on account of heavy load on internet or website jam. SBI does not assume any responsibility for the candidates not being able to submit their applications within the last date on account of aforesaid reasons or for any other reason beyond the control of SBI.</li><li>DECISIONS OF BANK IN ALL MATTERS REGARDING ELIGIBILITY, CONDUCT OF INTERVIEW, OTHER TESTS AND SELECTION WOULD BE FINAL AND BINDING ON ALL CANDIDATES. NO REPRESENTATION OR CORRESPONDENCE WILL BE ENTERTAINED BY THE BANK IN THIS REGARD.</li><li>The applicant shall be liable for civil/ criminal consequences in case the information submitted in his/ her application are found to be false at a later stage.</li><li>Merely satisfying the eligibility norms does not entitle a candidate to be called for interview. Bank reserves the right to call only the requisite number of candidates for the interview after preliminary screening/ short-listing with reference to candidate's qualification, suitability, experience etc.</li><li>In case of multiple application, only the last valid (completed) application will be retained and the application fee/ intimation charge paid for other registration will stand forfeited. Multiple appearance by a candidate for a single post in interview will be summarily rejected/ candidature cancelled.</li><li>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 Mumbai and Courts/ Tribunals/ Forums at Mumbai only shall have sole and exclusive jurisdiction to try any cause/ dispute.</li><li>Outstation candidates, who may be called for interview after short-listing will be reimbursed the cost of Airfare (economy class) for the shortest route in India OR the actual travel cost (whichever is lower) on the basis of actual journey. Local transportation will not be reimbursed. A candidate, if found ineligible for the post will not be permitted to appear for the interview and will not be reimbursed any fare.</li><li>At the time of interview, the candidate will be required to provide details regarding criminal case(s) if any, pending against him / her. The Bank may also conduct independent verification, inter alia, including verification of police records etc. The Bank reserves the right to deny the appointment depending upon such disclosures and / or independent verification.</li></ol>
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**BANK RESERVES THE RIGHT TO CANCEL THE RECRUITMENT PROCESS ENTIRELY, AT ANY STAGE, WITHOUT ASSIGNING ANY REASONS.**

For any query, please write to us through link "CONTACT US" which is available on Bank's website (URL - <https://bank.sbi/web/careers/post-your-query>)

Mumbai,  
Date: 24.12.2021

The Bank is not responsible for printing errors, if any.

**GENERAL MANAGER**