



**ENGAGEMENT OF RETIRED BANK OFFICER ON CONTRACT BASIS**

ADVERTISEMENT NO: CRPD/RS/2022-23/19

**ONLINE REGISTRATION OF APPLICATION FROM 10.10.2022 TO 31.10.2022**

State Bank of India invites Online application from Indian citizen for engagement of retired officers of SBI & erstwhile Associates (e-ABs) to the following post on **contractual basis**. Candidates are requested to apply Online through the link given on Bank's website <https://bank.sbi/careers> or <https://www.sbi.co.in/careers>

- Before applying, candidates are requested to ensure that they fulfil the eligibility criteria for the post as on the date of eligibility.
- Candidates must upload all required documents (Assignment details, ID proof, age proof etc.) failing which their application/ candidature will not be considered for shortlisting/ interview.**
- 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).
- In case a candidate is called for interview and is found not satisfying the eligibility criteria he/ she will not be allowed to appear for the interview.
- Candidates called for interview, shall attend on their own expenses.**
- Candidates are advised to check Bank's website <https://bank.sbi/careers> or <https://www.sbi.co.in/careers> regularly for details and updates (including the list of shortlisted/ selected candidates). The Call Letter (letter/ advice), 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 CAREERS 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 are not required to be sent to this office.

**A. DETAILS OF POSTS/DEPARTMENT/VACANCY/ PLACE OF POSTING/ ELIGIBILITY/REMUNERATION ETC.:**

Sr. No.	Parameter	Particulars																									
1.	Name of the Position	Resolver																									
2.	Department	Customer Service Department																									
3.	No. of vacancy <sup>\$</sup>	<table border="1"> <thead> <tr> <th colspan="7">Vacancy<sup>#</sup></th> <th colspan="2">PWD<sup>\$\$</sup></th> </tr> <tr> <th>Gen</th> <th>OBC</th> <th>SC</th> <th>ST</th> <th>EWS</th> <th>Total</th> <th>VI</th> <th>HI</th> </tr> </thead> <tbody> <tr> <td>21</td> <td>12</td> <td>07</td> <td>03</td> <td>04</td> <td>47</td> <td>1</td> <td>1</td> </tr> </tbody> </table> <p><b>\$</b> -The number of vacancies mentioned are provisional and may vary according to the actual requirement of the Bank. <b>\$\$</b> Vacancy for PWD is horizontal. <b>#</b> -No Relaxation in age available to reserved category candidates. Candidate belonging to reserved category including Person with Disabilities, for whom no reservation has been mentioned, are free to apply for the posts announced for General category provided they fulfil all the eligibility criteria applicable to unreserved category.</p> <p><b>ABBREVIATIONS:</b> Gen - General; OBC - Other Backward Classes; SC - Scheduled Caste; ST- Scheduled Tribe, EWS-Economically Weaker Section, e-ABs- Erstwhile Associate Bank of SBI, PSB- Public Sector Bank, PWD-Persons with Benchmark Disabilities, VI-Visual Impaired, HI- Deaf &amp; Hearing impaired.</p>	Vacancy <sup>#</sup>							PWD <sup>\$\$</sup>		Gen	OBC	SC	ST	EWS	Total	VI	HI	21	12	07	03	04	47	1	1
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4.	Place of posting	Circle Complaints Resolution Centre (CCRC) at LHOs. (Bank reserves the right to post anywhere in India as per its requirement.)																									
5.	Educational Qualification / Experience Required -	<p><b>Educational Qualification/ Experience Required -</b></p> <p><b>Education:</b> Since, the applicants are retired officers of SBI, no specific educational qualifications are required.</p> <p><b>Experience (If any):</b> Preference will be given to Ex-officers having sufficient work experience, deep knowledge of system and procedures and overall professional competence in the relevant area.</p>																									
6.	Eligibility Criteria for fresh engagement (As on 10.10.2022)	<ol style="list-style-type: none"> <li>The retired officer should have retired from the Bank's service only on attaining superannuation at the age of 60 years. The officers voluntarily retired/ resigned/ suspended or left the Bank otherwise before superannuation are not eligible for consideration for engagement. However, any officer, who has completed 58 years of age and 30 years of service/pensionable service (both the conditions need to be satisfied) as on the date of applying for voluntary retirement as per e-Circular Nos. CDO/P&amp;HRD-PM/58/2015-16 dated 07.10.2015 &amp; CDO/P&amp;HRD-PM/12/2017-18 dated 05.05.2017 will be eligible for engagement in the Bank on attaining the age of 60 years.</li> <li>The engagement shall be up to the maximum age of 65 years, subject to satisfactory performance and renewal of contract. As such, maximum age as on date of advertisement i.e., on 10.10.2022 should be 63 years.</li> <li>The retired Officers should have good track record of performance and thorough knowledge of Bank's systems and procedures.</li> <li>The retired officers should have sufficient work experience and overall professional competence in the relevant area, as per requirement.</li> <li>The integrity of the officer should not have been doubtful during his previous tenure.</li> <li>No punishment/ penalty (Censure or higher) should have been inflicted on the official during the five years of his service preceding to his/her retirement.</li> <li>Cases of CBI or other law enforcement agencies should not be pending against the official.</li> <li>The Retired Officer should maintain good health.</li> <li>The engagement of retired officers in the Bank shall be on contract basis and shall not be treated as extension in service for the purpose of pension and other superannuation benefits.</li> <li>The retired officers of SBI and its e-Associate banks with unblemished service record who retired as <b>MMGS-II, MMGS-III &amp; SMGS-IV</b> shall be considered for engagement for the above positions.</li> <li>The retired officers will not exercise any administrative/financial power during the period of engagement.</li> <li>They will not be eligible for any medical facilities under the contract.</li> <li>The retired officers will not accept any assignment with any other organization during the period of their contractual service in the Bank.</li> <li>The number of vacancies including reserved vacancies mentioned above are provisional and may vary according to the actual requirement of the Bank.</li> <li>Candidate belonging to OBC category but coming in the 'creamy layer' are not entitled to OBC reservation. They should indicate their category as 'GENERAL' as applicable.</li> <li>Caste certificate issued by Competent Authority on format prescribed by the Government of India will have to be submitted by the SC/ST candidates.</li> <li>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 last date of online registration of application. OBC certificate containing the 'non-creamy layer' clause, issued during the period 01.04.2022 to the date of interview, should be submitted by such candidates, if called for interview.</li> <li>Maximum age indicated is for General category candidates. No Relaxation in upper age limit will be available to reserved category candidates.</li> <li>PWD candidate should produce a certificate issued by a competent authority as per the Government of India Guidelines.</li> <li>Reservation for Economically Weaker Section (EWS) in engagement is governed by Office Memorandum no. 36039/1/2019-Estt (Res) dt. 31.01.2019 of Department of Personnel &amp; Training, Ministry of Personnel, Public Grievance &amp; Pensions, Government of India. EWS vacancies are tentative and subject to further directives of Government of India and outcome of any litigation. The engagement is provisional and is subject to the Income &amp; Asset certificate being verified through the proper channels." Benefit of reservation under EWS category can be availed upon production of an "Income &amp; Asset Certificate" issued based on gross annual income for the Financial Year 2021-22 as per DoPT guidelines.</li> </ol>																									
7.	Service Rule	The Engaged Retired official will not be covered under SBI Officers' Service Rules or any other service condition.																									
8.	PF/Bonus/Pension/Arrears	The contractual period will not be reckoned as service for the purpose of superannuation benefits/PF/Bonus/gratuity etc.																									
9.	Termination of Contract	The engagement of retired officers in the Bank shall not be considered as a case of re-employment in the Bank. The Bank / retired officer may cancel / terminate the contract of the engagement at any time with an option of 30 days' notice period or payment of remuneration in lieu thereof.																									
10.	Execution of agreement for contractual engagement	The retired personnel will execute a stamped Service Level Agreement (SLA) before taking up the assignment. Key Performance metrics etc. shall be defined separately by the User Department/Vertical as per nature of work to be assigned to retired personnel. During the period of their engagement with the Bank, it is likely that they may come across certain information of critical or secret nature. They will not divulge any information gathered by them during the period of their assignment or thereafter to anyone who is not authorized to know/have the same. The User Department will ensure to protect the confidentiality of the information in respect of customers, documents, records and assets of the Bank by putting in place a system at their end.																									
11.	Income Tax/TDS	Income tax or any other liabilities on remuneration would be deducted at source as per prevailing rate(s) mentioned in the Income Tax Rules or any other rules from time to time.																									

12.	Selection Process for Fresh Engagement	<p>The selection will be based on shortlisting &amp; interview.</p> <p><b>Shortlisting:</b> - 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. The decision of the Bank to call the candidates for the interview shall be final. No correspondence will be entertained in this regard.</p> <p><b>Interview:</b> - Interview will carry 100 marks. The qualifying marks in interview will be decided by the Bank. No correspondence will be entertained in this regard.</p> <p><b>Merit list:</b> - Merit list for final selection will be prepared in descending order of scores obtained in interview only, subject to candidate scoring minimum qualifying marks. In case more than one candidate score common cut-off marks, such candidates will be ranked in the merit in descending order of their age.</p> <p>For Fresh engagement:</p> <p>i. The shortlist candidates shall be interviewed by the interview committee and decision of the committee will be final and binding in this regard.</p> <p>ii. No TA/DA will be paid to the candidates appearing in the Interview process.</p>												
13.	Leave	The retired officers shall be entitled to leave of 30 days during the engagement period of one year which they may avail during the period of engagement with the approval of the Bank/authority to whom they report. For the purpose of computation of leave, intervening Sunday/ 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 the engagement period will normally lapse. However, if the leave is declined on administrative grounds and not availed during the contract period, it may be encashed at the time of termination of contract period at the rate of monetary compensation package component. For any period less than or over one year, eligibility of leave would be determined on prorata basis.												
14.	Period of Engagement	The contract will be for a period of minimum 1 year and maximum 3 years or retired officer attaining age of 65 years, whichever is earlier, subject to quarterly review of performance of the official.												
15.	Remuneration	<p>The remuneration will be paid at monthly intervals</p> <p>For the resolvers as under:</p> <table border="1"> <thead> <tr> <th>S. No.</th> <th>Grade of the retired officers</th> <th>Monthly Remuneration payable (Fixed)</th> </tr> </thead> <tbody> <tr> <td>1.</td> <td>MMGS-II</td> <td>Rs.40,000/-</td> </tr> <tr> <td>2.</td> <td>MMGS-III</td> <td>Rs.40,000/-</td> </tr> <tr> <td>3.</td> <td>SMGS-IV</td> <td>Rs.45,000/-</td> </tr> </tbody> </table> <p>a) The above compensation amount is without prejudice to their pension.</p> <p>b) There will be no provision for house / furniture by the bank nor other benefits / perquisites / a membership in Provident fund / pension fund and gratuity during the contract period and no other claim will be entertained.</p> <p>c) Income tax will be deducted at source as per the rates mentioned in the extant IT rules as applicable.</p>	S. No.	Grade of the retired officers	Monthly Remuneration payable (Fixed)	1.	MMGS-II	Rs.40,000/-	2.	MMGS-III	Rs.40,000/-	3.	SMGS-IV	Rs.45,000/-
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16.	Roles & Responsibilities	<p>The role requirement for officers posted as Resolvers is of follow-up and obtaining timely and qualitative resolution of customer complaints &amp; any other task as assigned by the competent authority from time to time.</p> <p><b>Remarks:</b> Roles /Responsibility mentioned above are illustrative. Roles/Responsibility, in addition to the above mentioned, may be assigned but the bank from time to time for the above position.</p>												
18.	Designation	The ex-officers may use designation as Resolvers, wherever necessary. A suitable photo Identity Card containing HRMS No., brief details of engagement and validity period would be provided to all engaged retired personnel.												
19.	Working Hours	The retired officers will follow the normal working hours as applicable to the serving official or as required.												

**B. 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.

**C. 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 advice etc. by email.

**GUIDELINES FOR FILLING ONLINE APPLICATION:**

- Candidates will be required to register themselves online through the link available on SBI website <https://bank.sbi/careers> OR <https://www.sbi.co.in/careers>.
- After registering online, the candidates are advised to take a printout of the system generated online application forms
- Candidates should first scan their latest photograph and signature. Online application will not be completed unless candidate uploads his/ her photo and signature as per the guidelines specified under 'How to Upload Document'. Candidates should fill the 'application form' carefully and submit the same after filling it completely. In case a candidate is not able to fill the application in one go, he/ she can save the partly filled 'Form'. On doing this, a provisional registration number & password is generated by the system and displayed on the screen. **Candidate should carefully note down the registration number & password.** The partly filled & saved application form can be re-opened using registration number & password where-after the particulars can be edited, if needed. This facility of editing the saved information will be available for three times only. Once the application is filled completely, candidate should submit the application form.

**D. HOW TO UPLOAD DOCUMENTS:**

<p><b>a. Details of Document to be uploaded:</b></p> <ol style="list-style-type: none"> <li>Recent Photograph</li> <li>Signature</li> <li>Brief particular of the experience of last 10 years (assignment-wise Details) (PDF)</li> <li>ID Proof (PDF)</li> <li>Proof of Date of Birth (PDF)</li> <li>EWS/ Caste Certificate (SC/ST/OBC/PWD (if applicable))</li> <li>Any other document (If Available)</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>File size should be between 20 - 50 kb and Dimensions 200 x 230 pixels (preferably)</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>Size of file should be between 10 - 20 kb &amp; Dimensions 140 x 60 pixels (preferably).</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</li> <li>Page size of the document should be A4.</li> <li>Size of the file should not exceed 500 kb.</li> <li>In case a Document is being scanned, please saved it as PDF with size not more than 500 kb. If the size of the file is more than 500 kb, then adjust the setting of the scanner such as the DPI resolution, no. of colors etc., before rescanning the file. <u>Please ensure that Documents uploaded are clear and readable.</u></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 of JPG or JPEG format (i.e. file name should appear as: image01.jpg or image01.jpeg).</li> </ol>	<p><b>. Photograph file type/ size:</b></p> <ol style="list-style-type: none"> <li>Make sure that the picture is coloured and is 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, please make sure that the sun is behind you, or you are in a shaded area, so that you are not squinting or there are no harsh shadows.</li> <li>In case flash is used, ensure there's no "red-eye"</li> <li>If you wear glasses make sure that there are no reflections and your eyes can be seen clearly.</li> <li>Caps, hats, dark glasses are not acceptable. Religious headwear is allowed but must not cover your face.</li> <li>Ensure that the size of the scanned image is not more than 50 kb. In case the file size is more than 50 kb, adjust the scanner settings such as the DPI resolution, number of colour etc., before scanning the photo.</li> </ol> <p><b>e. Guidelines for scanning of photograph/ signature/ documents:</b></p> <ol style="list-style-type: none"> <li>Image dimensions can be checked by listing the folder/ files or moving 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 50 kb (photograph) &amp; 20 kb (signature) 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 another 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. Click on the respective link "Upload"</li> <li>Browse &amp; select the location where the JPG or JPEG, PDF file has been saved.</li> <li>Select the file by clicking on it and Click the 'Upload' button.</li> <li>Click Preview to confirm that 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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## E. GENERAL INFORMATION:

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| <p>i. 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.</p> <p>ii. 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.</p> <p>iii. Candidates belonging to reserved category, 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.</p> <p>iv. IN CASE IT IS DETECTED AT ANY STAGE OF ENGAGEMENT 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 ENGAGEMENT, HIS/ HER CONTRACTS ARE LIABLE TO BE TERMINATED.</p> <p>v. The applicant should ensure that the application is strictly in accordance with the prescribed format and is properly and completely filled.</p> <p>vi. Engagement of selected candidate is subject to his/ her being declared medically fit as per the requirement of the Bank.</p> <p>vii. Candidates are advised to keep their e-mail ID active for receiving communication viz. call letters/ Interview date/ advices etc.</p> <p>viii. The Bank takes no responsibility for any delay in receipt or loss of any communication.</p> | <p>ix. In case of selection, candidates will be required to produce proper discharge certificate from the employer at the time of taking up the engagement. (If Applicable)</p> <p>x. 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.</p> <p>xi. 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.</p> <p>xii. 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.</p> <p>xiii. In case of multiple application, only the last valid (completed) application will be retained. Multiple appearance by a candidate for this post in interview will be summarily rejected/ candidature cancelled.</p> <p>xiv. 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.</p> <p>xv. <b>BANK RESERVES THE RIGHT TO CANCEL THE ENGAGEMENT PROCESS ENTIRELY AT ANY STAGE.</b></p> <p>xvi. At the time of interview, the candidate will be required to provide details regarding criminal case(s) pending against him /her, if any. The Bank may also conduct independent verification, inter alia including verification of police records etc. The Bank reserves right to deny the engagement depending upon such disclosures and/or independent verification.</p> |
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For any query, please write to us through link "CONTACT US" which is available on Bank's website (URL - <https://bank.sbi/careers/psq.htm?action=pquery> OR <https://sbi.co.in/careers/psq.htm?action=pquery>)

Mumbai,  
Date: 10.10.2022

The Bank is not responsible for printing errors, if any

GENERAL MANAGER

**ANNEXURE-I**

**DETAILS OF VACANCIES AT CUSTOMER SERVICE DEPARTMENT**

**FOR THE POST OF RESOLVERS, IN CIRCLE IS AS UNDER:**

<b>Sl. No.</b>	<b>Circle</b>	<b>Vacant Position</b>
		<b>Resolvers</b>
(i)	Amaravati	02
(ii)	Bengaluru	06
(iii)	Bhopal	06
(iv)	Hyderabad	03
(v)	Jaipur	02
(vi)	Kolkata	04
(vii)	Lucknow	04
(viii)	Maharashtra	06
(ix)	Mumbai Metro	02
(x)	New Delhi	05
(xi)	Patna	05
(xii)	Thiruvananthapuram	02
	<b>Total</b>	<b>47</b>