

ENGAGEMENT OF RETIRED OFFICERS (SCALE II TO IV) OF THE BANK / E-ABs ON CONTRACT BASIS FOR THE POST OF RESOLVER AT CIRCLE COMPLAINTS RESOLUTION CENTRE (CCRC) AT LHO AMARAVATI CIRCLE

1. **Identification of jobs:** The services of Retired Officers shall be used for timely and qualitative resolution of customer complaints.
2. **Engagement for the position:** The retired officers of the Bank/e-ABs in the Scale-II, III & IV shall be considered for engagement on contract basis.
3. **Brief Job Profile:**
 - a) They will work as Resolver.
 - b) They will be given viewing rights in CBS and case creation rights (as given to outsourced Agency at Contact Centres) in CRM.
 - c) The above is an indicative job profile. The Bank may add more parameters to meet the specific requirements.
4. **Eligibility Criteria:**
 - An officer of the Bank/e-ABs in the scale-II, III & to IV shall be considered for engagement for the above positions.
 - The 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 only on attaining superannuation at the age of 60 years. The officers voluntarily retired/resigned/suspended who have left the Bank otherwise before superannuation are **not eligible** for consideration of appointment.
 - The Officer should maintain good health.
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 - The integrity of the official should not have been doubtful.
 - No punishment/penalty should have been inflicted on the official 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 official.
 - 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 should not be more **than 63 years** of age at the time of engagement.

5. Period of Engagement:

- a) Maximum period of 2 years subject to review of performance after every six months.
- b) During the period of contract of service with the Bank, the Retired Officer will not take up any assignment with any other organization, as the engagement is for fulltime works.

6. Execution of Agreement for Contractual Engagement: The Retired Officers will execute a stamped undertaking before taking up the assignment.

7. Selection Process: The selection will be based on short listing and interview: Mere fulfilling eligibility criteria will not vest any right in candidate for being called for interview and selection. Preference will be given to the officials who have worked in Technology areas, Customer Service Department, RACPCs, etc., 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. Intimation/ call letter for interview will be sent by email. NO HARD COPY WILL BE SENT. Reservation policy for the engagement as Resolver on contract basis will be followed as per prevailing GOI instructions.

8. Monthly remuneration (Monthly compensation on lump sum basis and without prejudice to the pension)

S. No.	Grade of the retired officers	Monthly Remuneration payable (fixed)
1	MMGS-II	Rs 25,000.00
2	MMGS-III	Rs 30,000.00
3	SMGS-IV	Rs 35,000.00

9. Reporting: The retired officers will be reporting to the head of CCRC.

10. Other facilities/ Provisions to the retirees during engagement:

Leave: The retired officers shall be entitled to leave of 30 days during the engagement period of each one year. 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 leave not availed during the engagement period will lapse. However, if it has been on account of the Bank declining the leave, it may be encashed at the rate of monetary components (other than travel expenses).

- b) The Retired Officers shall not be eligible for re-imburement of medical or any other benefits during the engagement period. However, they will continue to avail the facilities to them as a pensioner of the Bank.

- c) The Retired Officers will not accept any assignment with any other organization during the period of their contractual service in the Bank.
- d) The Retired Officers will not exercise any Administrative/ Financial Powers during the period of engagement.
- e) **PF/Bonus/Pension/Arrears:** The contractual period will not be reckoned as service for the purpose of superannuation benefits/PF/Bonus etc.
- f) **Income Tax:** Income Tax or any other tax liabilities on remuneration will be deducted, as per prevailing rates mentioned in the Income Tax rules.
- g) **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 may cancel/terminate the contract of the engagement at any time without assigning any reason whatsoever with an option of 30 days' notice period or payment/surrender of remuneration in lieu thereof. DGM (PBBU & CS) of the network will be the competent authority to approve the discontinuation/termination of contract.
- h) **Review:** The engagement shall be for a period of 2 years and the same will be reviewed after every 6 months based on careful evaluation of the contribution of such engaged Retired Officers / Employees on contract basis.

11. General Information:

- a) Before applying for the post, the applicant should ensure that he/she fulfils the eligibility and other norms as mentioned for the post.
- b) In case it is detected at any stage of the selection process that an applicant does not fulfil the eligibility norms and or that he/she has furnished any incorrect/false information, his candidature will stand cancelled.
- c) The bank takes no responsibility for any delay in receipt or loss of any communication.
- d) Decisions of the bank in all matters regarding eligibility /conduct of interview would be final and binding on all applicants. No representations or correspondence will be
- e) entertained in this regard. Bank reserves the right to cancel the entire selection process at anytime without giving any notice/reason.