

**ENGAGEMENT OF RETIRED OFFICERS OF STATE BANK OF INDIA / e-ABs OF SBI AND RETIRED OFFICERS OF OTHER PUBLIC SECTOR BANKS FOR THE POST OF “BUSINESS CORRESPONDENT FACILITATORS (BCF) ON CONTRACT BASIS” FOR WORKS AT MUMBAI METRO CIRCLE LOCATIONS**

Engagement of the Retired Officers of SBI / e-ABs of SBI/ Retired Officers of other Public Sector Banks for the post of “Business Correspondent Facilitators” on contract basis, will be for a **Two-years subject to annual review.**

**ELIGIBILITY CRITERIA/TERMS AND CONDITIONS AND OTHER DETAILS FOR ENGAGEMENT OF RETIRED OFFICERS AS BUSINESS CORRESPONDENT FACILITATOR (BCF)**

<b>1. Proposal for engagement</b>	<b>Engagement of retired officials for CSP visit/Coordination at DSH/FI DSH. 75 CSPs to be allotted to each BCF.</b>
<b>2. Engagement type</b>	Engagement for full time works.
<b>3. Eligibility:</b> Retired Officers from Scale I to V of SBI/e-Abs of SBI/other PSBs.	
<b>Other Eligibility Criteria:</b>	
<b>For Retired officers of SBI/e-Abs of SBI</b>	<b>For Retired officers of other Public Sector Banks</b>
<ul style="list-style-type: none"><li>• The Retired Officer should have good track record of performance and deep knowledge of systems and procedures.</li><li>• The Retired Officer should have knowledge of operating apps / portals on smart phones.</li><li>• They should be a resident of the area, where AO / RBO is functioning.</li></ul> <p>The Retired Officer should have retired from the Bank’s service only on attaining superannuation at the age of 60 years.</p> <ul style="list-style-type: none"><li>• The Retired Officer should maintain good</li></ul>	<ul style="list-style-type: none"><li>• The Retired Officer should have sufficient work experience and overall professional competence in the relevant area.</li><li>• The Retired Officer should possess the special skill/ aptitude/ quality, as per the requirement.</li><li>• The Retired Officer should have good track record of performance and deep knowledge of systems and procedures.</li><li>• 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/</li></ul>

<p>health.</p> <ul style="list-style-type: none"> <li>• The Retired Officer voluntarily retired/resigned/suspended/who have left the Bank otherwise before superannuation is not eligible for consideration for appointment.</li> <li>• The integrity of the Retired Officer should not have been doubtful.</li> <li>• No punishment/penalty should have been inflicted on the Retired Officer during five years of his service in the Bank preceding his retirement.</li> <li>• Cases of CBI or other law enforcement agencies should not be pending against the official.</li> <li>• The candidates called for interview, shall attend at their own expense.</li> <li>• 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.</li> </ul>	<p>who have left the Bank (other PSB) otherwise before superannuation are <b>not eligible</b> for consideration for appointment.</p> <p>The Retired Officer should maintain good health.</p> <ul style="list-style-type: none"> <li>• Officer's education, work experience, and overall background should be matched with the requirement of job and terms and conditions of the Bank's existing engagement policy for retired officers.</li> <li>• The candidates called for interview, shall attend at their own expense.</li> </ul> <p>The engagement shall be up to the maximum age of 65 years, subject to other conditions regarding renewal of contract. As such, the retired officer from other PSBs should not be more than 63 years of age at the time of engagement.</p>
<p><b>4. Period of engagement</b></p>	<ul style="list-style-type: none"> <li>• The engagement shall be for a period of Two years subject to Annual Review.</li> </ul>
<p><b>5. Selection Process: The selection will be based on short listing and interview.</b> Mere fulfilling 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. Intimation/ call letter for interview will be sent by email. NO HARD COPY WILL BE SENT. Reservation policy for the engagement as BCF on contract basis will be followed as per prevailing GOI instructions (even for wait list candidates).</p>	
<p><b>6 .Business Correspondent Facilitators (BCF) at DSH</b></p>	<p><b>Identification of role / responsibilities / Job profile BCF for CSP Visits at District Sales Hub (DSH):-</b></p> <ol style="list-style-type: none"> <li>1. Inspect and monitor the activities at CSPs/BCs at regular intervals i.e. at fortnightly intervals (Proposed monthly). BCF are supposed to do one financial/ non-financial transactions through AEPS or Micro ATM and will submit</li> </ol>

	<p>the report through online portal.</p> <ol style="list-style-type: none"><li>2. To ensure issuance of printed receipts to the customers and oversee the fund handling at CSP outlets.</li><li>3. Ensure maintenance of registers.</li><li>4. Provide guidance and training to the CSPs on banking practices and improve compliance report of BCs / CSPs on various Bank's instructions.</li><li>5. Escalate operative issues of CSPs to higher authority.</li><li>6. Ensure resolution of CSP issues quickly.</li><li>7. Provide feedback to DSH team to improve efficiency of BC channel.</li><li>8. Send alerts to CM (FI Channel) at DSH on critical issues.</li><li>9. Improve financial literacy training to BCs / CSPs in handling of new products.</li><li>10. Conduct due diligence on new BCs / CSPs.</li><li>11. Activating inactive BCs / CSPs.</li><li>12. Report instances of CSPs marketing products that compete with our Bank products.</li><li>13. Accelerate linking of Aadhar, Mobile seeding in FI account.</li><li>14. Monitor activation of Micro ATMs supplied to BCs for issuance of Green PIN and activation of RuPay Cards.</li><li>15. Persuasion of CSPs for acquisition of the Debt Recovery Agent (DRA) qualifications to supplement the Bank's recovery efforts.</li><li>16. Any other work assigned by the Bank.</li></ol>
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**7. Remuneration Matrix - BCF**

- i) For retired staff (Scale I to Scale III) including officers of other PSBs.), appointed as Business Correspondent Facilitator (BCF), for CSP visits Rs 30000/- plus Rs 6000/- as travel expenses per month.
- ii) For retired staff (Scale IV to Scale V) including officers of other PSBs.), appointed as Business Correspondent Facilitator (BCF), for CSP visits Rs 35000/- plus Rs 6000/- as travel expenses per month.

Criteria: -	% of CSPs Visits	Remuneration details
Each CSP is to be visited by the BCF every month. CSPs not visited in the previous month need to be necessarily visited in the current month else only 50% remuneration will be paid.	90% and more visits at allotted CSPs	Full remuneration
	80% and upto 90% visits	80% of the remuneration
	70% and upto 80% visits	70% of the remuneration
	Below 70% visits	50% of the remuneration

Remuneration to BCFs to be paid in the first week of the following month. BCF will be required to provide certificate detailing the CSP visits done by him during the month and submit it on the last date of the month.

**Further, if CSP visits by BCF are less than 70% for 2 months, letter to be issued giving notice of 1 month and thereafter the services of BCF will be terminated.**

## **8. Reporting:**

Business Correspondent Facilitators (BCF): The Retired Officers will report to Chief Manager (FI) at the concerned DSH.

## **9. Other facilities/provisions to the retire officers 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).
- The Retired Officers of our Bank/e-ABs/ Retired Officers of other Public Sector Banks shall not be eligible for re-imburement of medical or any other benefits during the engagement period. However, Retired Officers of SBI/e-ABs will continue to avail the facilities to them as a pensioner of the Bank.
- The Retired Officers will not accept any assignment with any other organization during the period of their contractual service in the Bank.
- The Retired Officers will not exercise any Administrative/ Financial Powers during the period of engagement.
- **PF/Bonus/Pension/Arrears:** The contractual period will not be reckoned as service for the purpose of superannuation benefits/PF/Bonus etc.
- **Income Tax:** Income Tax or any other tax liabilities on remuneration will be deducted, as per prevailing rates mentioned in the Income Tax rules.
- **Termination of contract:** The engagement of Retired Officers in the Banks 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 (AC) will be the competent authority to approve the discontinuation/termination of contract with the Retired Officers engaged.
- **Execution of agreement for contractual engagement:** The Retired Officers will execute a stamped undertaking before taking up the assignment.