



**STATE BANK OF INDIA**  
**HR DEPARTMENT**  
**LOCAL HEAD OFFICE**  
**NEW DELHI**

**ANNOUNCEMENT**

**ENGAGEMENT OF RETIRED OFFICERS OF THE BANK/e-ABs ON CONTRACT BASIS**  
**FOR THE POST OF RESOLVER**  
**AT CIRCLE COMPLAINTS RESOLUTION CENTRE (CCRC) AT LHO, NEW DELHI**

Applications are invited from the retired officers SBI/e-ABs (Scale II to Scale IV), who have retired from the Bank's services on attaining superannuation at the age of 60 years as per details given below:-

<b>Retired Officers</b>	<b>Role</b>	<b>Scale</b>	<b>Proposed vacancy</b>
Retired Officers of SBI/e-ABs	Resolver at Circle Complaints Resolution Centre (CCRC)	Officers Scale II to IV	13

2. Eligibility criteria & other detailed Terms & Conditions are given at Annexure-I. Application form is given at Annexure-II.
3. The application form complete in all respect may be sent to **HR Department, LHO New Delhi by email at [cmrc.lhodel@sbi.co.in](mailto:cmrc.lhodel@sbi.co.in)** .
4. Last date for submission of application is **17.10.2020**. Applications received after last date will not be entertained.
5. For further details, HR department, LHO New Delhi may be contacted on the telephone number 011-23407078/72.

**ASSISTANT GENERAL MANAGER (HR)**

**Encl : Annexure 1 & Annexure 2**

**ENGAGEMENT OF RETIRED OFFICERS OF THE BANK/e-ABs ON CONTRACT BASIS FOR THE POST OF RESOLVERS AT COMPLAINTS RESOLUTION CENTRE (LOCAL HEAD OFFICE, DELHI)**

Parameters	Eligibility Criteria		
	Post Name	Scale	No. of Vacancies
	RESOLVER	Retired Officers of the Bank/e-Abs (Scale II to IV)	13
	<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 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 <b>not eligible</b> for consideration for appointment.</li> <li>➤ The officer should maintain good health.</li> <li>➤ The integrity of the official should not have been doubtful.</li> <li>➤ No punishment/penalty should have been inflicted on the official 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 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 <b>63 years</b> of age at the time of engagement.</li> </ul>		
Selection Process	<ul style="list-style-type: none"> <li>➤ Candidates will be selected through interview process. Intimation for interview will be sent to the <b>shortlisted candidates</b> through e-mail or will be published on intranet site of SBI Delhi Circle.</li> <li>➤ <b>Preference will be given to the officials who have worked in Technology areas, Customer Service Department and RACPCs.</b></li> </ul>		
Period of engagement	<ul style="list-style-type: none"> <li>➤ The period of engagement will be for a maximum period of 2 years subject to review of performance after every six months.</li> <li>➤ 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 work.</li> </ul>		
Brief Job Profile	<ul style="list-style-type: none"> <li>➤ They will work as Resolver.</li> <li>➤ They will be given viewing rights in CBS and case creation rights (as given to outsourced Agents at Contact Centres) in CRM.</li> <li>➤ The productivity bench mark will be 40 Cases per Resolver per working day and attending of minimum 60 Feedback/Services per Resolver per working day.</li> <li>➤ The above is an indicative job profile. The Bank may add more parameters to meet the specific requirements</li> </ul>		
Execution of agreement for contractual engagement	The Retired Officers will execute a stamped undertaking before taking up the assignment.		

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<b>Monthly Remuneration</b>	Monthly remuneration (Monthly compensation on lumpsum 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	
<b>Reporting</b>	➤ Retired Officers will be reporting to the Head of CCRC.		
Other Terms & Conditions	<ul style="list-style-type: none"> <li>• <b>Leave:</b> 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).</li> <li>• <b>Medical &amp; Other Facilities :</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.</li> <li>• <b>Assignment with other organisation:</b> The Retired Officers / Employees will not accept any assignment with any other organization during the period of their contractual service in the Bank.</li> <li>• <b>Administrative/Financial Powers:</b> The Retired Officers / Employees will not exercise any Administrative/ Financial Powers during the period of engagement.</li> <li>• <b>PF/Bonus/Pension/Arrears:</b> The contractual period will not be reckoned as service for the purpose of superannuation benefits/PF/Bonus etc.</li> <li>• <b>Income Tax:</b> Income Tax or any other tax liabilities on remuneration will be deducted, as per prevailing rates mentioned in the Income Tax rules.</li> <li>• <b>Termination of contract:</b> The engagement of Retired Officers/Employees 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.</li> <li>• <b>Review:</b> The engagement shall be for a period of 1 year (Maximum 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.</li> </ul>		
General Information	<ol style="list-style-type: none"> <li>a. Before applying for the post, the applicant should ensure that he/she fulfills the eligibility and other norms as mentioned for the post.</li> <li>b. In case it is detected at any stage of the selection process that an applicant does not fulfill the eligibility norms and/or that he/she has furnished any incorrect/false information, his candidature will stand cancelled.</li> <li>c. The bank takes no responsibility for any delay in receipt or loss of any communication.</li> <li>d. Decisions of the bank in all matters regarding eligibility / conduct of interview would be final and binding on all applicants. No representation or correspondence will be entertained in this regard. Bank reserves the right to cancel the entire selection process at anytime without giving any notice/ reason.</li> </ol>		

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(Annexure-II)

<b>To:</b>	<b>From:</b>
The Assistant General Manager (HR) State Bank of India Local Head Office, 11, Parliament Street, New Delhi	

Date:

Dear Sir

**CONTRACTUAL ENGAGEMENT OF RETIRED OFFICERS OF THE BANK/ e-ABs  
FOR THE POST OF RESOLVER AT CIRCLE COMPLAINTS RESOLUTION CENTRE (CCRC)**

As the Bank is in a process of contractual engagement of retired officers of SBI/e-ABs (Scale II to IV) for the above posts, I have to advise that I have retired from bank services on \_\_\_\_\_ after attaining superannuation. I offer my candidature for contractual engagement . My detailed Bio-data and photograph is as under:

1.	<b>POST APPLIED FOR</b>	<b>RESOLVER FOR CIRCLE COMPLAINTS RESOLUTION CENTRE, LHO DELHI</b>	
2.	<b>Name</b>		<b>PASTE RECENT PASSPORT SIZE PHOTOGRAPH</b>
3.	<b>PF Index Number</b>		
4.	<b>Date of Birth</b>		
5.	<b>Category (GEN / OBC /SC/ ST)</b>		
6.	<b>Name of the Bank</b>		
7.	<b>Date of joining the Bank</b>		
8.	<b>Joined the Bank as</b>		
9.	<b>Date of Retirement</b>		
10.	<b>Superannuation / Voluntary Retirement</b>		
11.	<b>Officer's Grade at the time of Retirement</b>		
12.	<b>Retired from Branch / Region /Zone</b>		
13.	<b>Officer's age as on date of application</b>		
14.	<b>Contact Details</b>		
	<b>a. Residential Address (Complete postal address)</b>		
	<b>b. Mobile Number</b>		
	<b>c. Email ID</b>		
15.	<b>LAST THREE ASSIGNMENT HELD (LAST AND BACKWARDS)</b>		
	<b>ASSIGNMENT</b>	<b>Department/ Branch / Office</b>	<b>Period From _____ to _____ (Years)</b>
16.	<b>Experience in Technology areas, Customer Service Department and RACPCs. (Please specify)</b>		
17.	<b>Any punishment / penalty imposed during the service? If Yes, date of punishment/penalty</b>		
18.	<b>Any CBI / Other enforcement agencies cases pending?</b>		
19.	<b>Serious ailment, if any ?</b>		
20.	<b>Are you engaged with any organisation (If Yes, please provide details of assignment.</b>		

Signature: