

**ANNEXURE IV**

**1. Identification of jobs: The services of Retired Officers / Employees shall be used for following purpose:**

**a. Support Officer to AGM (AC- Operations) at Network**

- Monitoring of all Anytime Channels products i.e., ATMs/ ADWMs / SWAYAM etc.
- Monitoring & follow up of rollouts of ATMs / ADWMs / SWAYAM across Circle and co-ordination with vendors.
- Co-ordinate / manage with the vendor at local level for smooth running of all Anytime Channel products.
- Follow up with MS Vendors for timely resolution of faults.
- Escalation of issues raised by Channel Manager Supervisors (CMS - AC) to vendors.
- Monitoring of reconciliation of ATM related entries including admin balance of all ATMs.
- Ensure surprise cash verification of ATMs / ADWMs through i-alert portal. Follow-up with concerned CMS & RBO for periodic cash verification of ATMs / ADWMs.
- MIS Reports generation and maintenance of data.
- Responsible for GIS mapping of ATMs / ADWMs.
- Scrutinize visit reports of all the Channel Manager Facilitators (AC) through i-alert portal and ensure corrective action required.

**FUNCTIONS**

- For all the ATMs / ADWMs /Swayam / GCC, ensure timely service/resolution of problems in accordance with timelines / SLAs in the respective agreements.
- Feedback to DGM (AC), regarding penalties for breach in SLA clauses by the vendors.
- Attending to any other situation where his presence is required, as instructed by Bank.
- Any other work which deemed fit for the role.

**b. Support Officer to AGM  
(AC – S & P) at Circles**

**RESPONSIBILITIES**

**Support Officer No. 1**

- Nodal officer for providing CCTV / DVSS footage cases within Circle & outside Circle including CMD at GITC.
- Responsible for overall ambience of ATM / ADWM- lobbies and e-Corners
  - Monitoring & follow up of rollouts of e-surveillance across Circle and co-ordination with vendors.
- Follow up for unclean ATM sites with Channel Manager Supervisor & Channel Manager Facilitator on the data received from e-surveillance.
- Co-ordinate with e-Surveillance vendors for follow up of incidences occurred at ATM sites causing loss to bank / Near miss events.
- Maintain data of CCTV / DVSS or e-surveillance for each site / ATM.
- Submission of flash report in case of near miss events.
- Reporting of Vandalism, Uprooting & looting cases.

**FUNCTIONS**

- Ensure timely submission of requirement of CCTV / DVSS footages as and when required.
- Ensuring cleanliness of ATM rooms / e- lobbies.
- Feedback to AGM (AC), regarding penalties for breach in SLA clauses by the e- surveillance vendors.
- Attending to any other situation where his presence is required, as instructed by Bank.
- Any other work which deemed fit for the role.

**MEASURES OF SUCCESS:**

- Monitoring and ensuring effective functioning of e-Surveillance Systems.
- Monitoring and ensuring overall ambience of ATM lobbies and e-Corner.

	<p><b><u>Support Officer No. 2</u></b></p> <ul style="list-style-type: none"> <li>• Handling of ATM related SOP cases for unsuccessful / disputed transactions.</li> <li>• Ensuring TAT is maintained for SOP related cases.</li> <li>• Follow-up with branches for timely submission of ATM related SOP cases with necessary papers, once the case is rejected by Complaint Management Dept.</li> </ul> <p><b><u>FUNCTIONS</u></b></p> <ul style="list-style-type: none"> <li>• Scrutiny and submission of ATM related SOP cases for unsuccessful / disputed transactions to AGM (AC – S &amp; P).</li> <li>• Attending to any other situation where his presence is required, as instructed by Bank.</li> <li>• Any other work which deemed fit for the role.</li> </ul> <p><b>MEASURES OF SUCCESS:</b></p> <ul style="list-style-type: none"> <li>• Maintaining or timely disposition of SOP cases.</li> </ul>
<p><b>C. <u>Channel Manager Supervisor (CMS-AC)</u></b></p>	<p><b><u>RESPONSIBILITIES</u></b></p> <ul style="list-style-type: none"> <li>• Monitor performance of Channel Manager Facilitators (CMF-AC).</li> <li>• Responsible for overall ambience of ATM-lobbies and e-Corners &amp; functioning of the ATMs attached to him along with SWAYAMs / GCC / any other AC products.</li> <li>• Ensuring maximum availability and uptime of ATMs / SWAYAMs as per Bank's guidelines.</li> <li>• Ensuring the e-surveillance Systems is functioning.</li> <li>• Effective Vendor Management of all the products under AC department</li> <li>• Ensure updation / verification of ATM Data details in the i-Alert Portal Database.</li> <li>• Updation / verification of SWAYAM Data in SWAYAM Dashboard.</li> <li>• Assist AGM (AC-Ops) / DGM (AC) in site selection as per guidelines for new ATMs/ SWAYAMs and relocation of existing ATMs/ SWAYAMs where warranted.</li> </ul>

- Coordinate for introduction of locale specific ATM / SWAYAM features and or infrastructure (e.g. Regional language display, larger capacity UPS, etc).
- Maintain the Preventive Maintenance (PM) reports of Machines from respective OEM Vendors of ATM / ADWM /SWAYAM
- Coordinate with local RBOs for installation of Swayam kiosks as required.
- Responsible for follow up of zero transaction branches in Swayam & GCC with branches or respective vendors

### **FUNCTIONS**

- Monitoring and ensuring optimum utilization of dashboards, mobile app and manpower provided in the form of Support to CMF.
- Verification/perusal of physical visits done by CMF- AC. Apprising the same to AGM (AC-Ops). He/she should also make surprise visits to ATMs room / lobbies / e-corners to check whether things are in order as described in roles of CMF-AC once in quarter through Channel Manager Access Card (CMAC).
- Monitoring HP-ESQ Tool for uptime/downtime/faults through portals/ app and advise Support to Channel Manager Facilitators to follow up with respective stakeholders for early resolution.
- Monitor SWAYAM Dashboard for down/ zero txn kiosks and advise Support to Channel Manager Facilitators to follow up with respective stakeholders for early resolution.
- Advise physical ATM / ADWM / Swayam / GCC visit schedule to CMF-AC.
- Obtaining the latest Approved Publicity materials to be displayed in the ATM room & ATM / ADWM/ SWAYAM Screens from AGM (AC-Ops) and advise the same to CMFAC for compliance.
- Any short coming must be rectified within shortest time in consultation/coordination with controllers/vendors.
- In addition to periodic visits, visit ATMs / ADWMs / SWAYAMs in case of exigencies like installation/ replacement, vandalism, fraud, fire, flood etc.

	<ul style="list-style-type: none"> <li>• Co-ordinating and overseeing between vendors and operating Bank Staff (CAC/Branch) for early resolution/fixing of problems.</li> <li>• Any other situation when presence of Channel Manager Supervisor at the site is warranted. This is applicable for CAPEX/BLA/TOM Machines.</li> <li>• Ensure to follow up with CMS vendor for timely resolution of Auto call logged for Swayam.</li> <li>• Ensure to call log manually for zero transaction Swayam Kiosks.</li> <li>• For all the ATMs / SWAYAMs, will ensure timely service/resolution of problems in accordance with timelines/SLAs in the respective agreements. Feedback to AGM (AC-Ops), regarding penalties for breach in SLA clauses by vendors.</li> <li>• Assist AGM (AC) in (a) locations/site selection as per location guidelines for new ATMs / SWAYAMs. (b) location analysis for existing ATMs / SWAYAMs- suggesting relocation where warranted.</li> <li>• Attending to any other situation where his presence is required, as instructed by AC Dept. at Circle.</li> </ul> <p><b>MEASURES OF SUCCESS:</b></p> <ul style="list-style-type: none"> <li>• Ensuring maximum availability and uptime of the attached ATMs along with SWAYAMs / GCC / any other AC products, as per Bank's guidelines.</li> <li>• Monitoring and ensuring effective functioning of eSurveillance Systems.</li> <li>• Effective Vendor Management of all the products under AC department.</li> <li>• Monitoring and ensuring overall ambience of ATM lobbies and e-Corners, is of desired standard.</li> </ul>
<p>d. <b><u>Channel Manager Facilitator (CMF-AC)</u></b></p>	<p><b>RESPONSIBILITIES</b></p> <ul style="list-style-type: none"> <li>• Responsible for overall ambience of ATM/ADWM- lobbies and e-Corners &amp; functioning of the ATMs along with SWAYAMs / GCC / any other AC products.</li> <li>• Ensuring maximum availability and uptime of ATMs /ADWMs / Swayam / GCC as per Bank's guidelines.</li> <li>• Responsible for follow up of zero transaction</li> </ul>

branches in Swayam & GCC.

- Supervision of Terminal Installation Service (TIS) / civil work for relocation/revamp of existing ATMs / SWAYAMs. In case of BLA/TOM, monitoring and reporting.
- Follow-up with respective vendors for early rectification of the faults.
- Coordinate for introduction of locale specific ATM / ADWM / Swayam features or infrastructure (e.g. Regional language display, larger capacity UPS, etc.).
- Login for HP-ESQ ATM Monitoring tool or other App/ portals provided to check ATM status through the system or mobile phone (smart phone).
- Channel Manager Access Card (CMAC) will be issued to record their visits through : ATMs/ADWMs/SWAYAMs/GCC/any other AC products.
- During ATM site visits, the parameters detailed in the ATM Site Visit Checklist to be complied with.
- Ensuring the e-surveillance Systems is functioning. • Any other work which deemed fit for the role.

#### **FUNCTIONS**

- Monitoring through dashboards& Mobile App.
- Visiting all ATMs / ADWMs / Swayam / GCC attached to him at least once in a month and furnishing the visit reports to Channel Manager Supervisor (AC).
- During visits, the official should take colour pictures (through mobile phone camera preferred) of the entire ATM lobby / eCorner. All visits to be substantiated with photos, shared through emails/mobile app
- . • Ensuring that ATM rooms / lobbies / e-corners are clean and tidy.
- Lighting arrangement in ATM rooms / lobbies / e- corners is proper. The lighting arrangement should be in front of the user/behind the camera so that the user's face is clearly visible in CCTV footage.
- Ensuring that Swayam machine is functioning properly. Also, ensure for regular replacement of printer cartridges in Swayam for proper printing of passbook.
- Follow up with vendor for timely resolution of Auto

call logged for Swayam.

- Ensure to call log manually for zero transaction Swayam Kiosks or down kiosks.
- Ensure that GCC machine at branches are functioning. For any issue, coordinate with concerned branch for call log in service desk. If any help form local level is required, inform the War Room at Network for resolution of issue.
- No skimming / extraneous device like cameras are placed by the fraudsters in the ATM rooms / lobbies / e- corners.
- There is no tampering in the card reader (the slot for insertion of ATM card) and keypad of the ATM.
- Port, Cable and Power connections are not accessible to the customers.
- A notice 'WE ACCEPT ALL BANKS CARDS' is properly displaced on the glass door of the ATM.
- A poster on Do's and Don'ts to be observed by the customers while doing transactions on ATMs is properly displayed.
- Ensuring the correct ATM / ADWM ID is displayed on the Machine.
- For ATMs located at Metro cities "METRO ATM" should be displayed on the machine.
- Ensuring that Caretaker (wherever provided) is present, is in uniform, wears identity card and is in alert position.
- Monitoring functioning of AC, UPS, CCTVs (wherever installed), lighting, Signage lighting, e-Surveillance Systems (wherever installed), Solar Power Systems (wherever installed) etc. and ensuring that they are in working condition.
- Ensuring that only Current Publicity materials are displayed in the ATM room and no obsolete material should be there. Verifying that the latest approved ATM/ SWAYAM Ad Screens are being shown at ATMs/ SWAYAMs.
- Any shortcoming to be reported immediately to Channel Manager Supervisor (AC) and ensure rectification strictly as per SLAs in consultation/coordination with controllers/vendors.

	<ul style="list-style-type: none"> <li>• In addition to periodic visits, visit ATMs/ SWAYAMs in case of exigencies like installation / replacement, vandalism, fraud, fire, flood etc.</li> <li>• Co-ordinate with concerned RBO (where ATM / ADWM is located) for periodical &amp; surprise cash verification of ATMs / ADWMs, as advised by respective AGM (AC).</li> <li>• Coordinating and overseeing between vendors and operating Bank Staff (CAC/Branch) for early resolution/fixing of problems.</li> <li>• To maintain contact details and liaison with field personnel of vendors and local representatives of central vendors viz. MS/BLA/TOM Vendor, SLM/OEM Vendor, Joint custodians (Bank staff/CITs/Bank's CAC), caretaker/security guards, housekeeping persons, e- Surveillance vendor, communication vendor, etc. for better coordination.</li> <li>• For all the ATMs / ADWMs /Swayam / GCC, he will ensure timely service/resolution of problems in accordance with timelines / SLAs in the respective agreements.</li> <li>• Feedback to Channel Manager Supervisor (CMS-AC) / AGM (AC-Ops), regarding penalties for breach in SLA clauses by the vendors.</li> <li>• For existing ATMs / ADWMs, liaise with linked branch / Cash-in-Transit agencies/ CAC in respect of Cash outsourced ATMs and take all necessary steps to ensure timely replenishment, to avoid cash outs and rectification of CHF, RBF, etc. to achieve maximum uptime.</li> <li>• Attending to any other situation where his presence is required, as instructed by Bank.</li> <li>• Any other work which deemed fit for the role.</li> </ul> <p><b><u>MEASURES OF SUCCESS:</u></b></p> <ul style="list-style-type: none"> <li>• Ensuring maximum availability and uptime of the attached ATMs along with SWAYAMs / GCC / any other AC products, as per Bank's guidelines.</li> <li>• Monitoring and ensuring effective functioning of eSurveillance Systems.</li> </ul> <p>Effective Vendor Management of all the products under AC dept.</p>
	<ul style="list-style-type: none"> <li>• Monitoring and ensuring overall ambience of ATM lobbies and e-Corners is of desired standard.</li> </ul>



**Monthly remuneration & Perks/Allowances:**

**i. The monthly remuneration for different roles are as under:**

Particulars	CMF – AC	CMS - AC	Supp. Off.
Fixed Pay	₹ 30,000/- per month	₹ 35,000/- per month	₹ 35,000/- per month
Conveyance	₹ 5,000 / month	₹ 5,000 / month	₹ 5,000 / month
Mobile	₹ 1,000 / month	₹ 1,000 / month	₹ 1,000 / month

**ii. Travelling Allowance:**

- In case the hired employee is required to travel beyond 15 KM from office, the actual conveyance @ ₹ 10/- per KM shall be paid on certificate basis.

**iii. Incentive Structure:**

**a) Channel Manager Facilitator (CMF-AC)**

The Incentive Structure for Channel Manager Facilitator (CMF-AC) (₹ per ATM / ADWM / Swayam per month) \* is as under:

Avg. Avail.	Metro		Urban		Semi Urban		Rural		Difficult Centers #	
	ATM / ADWM	Swayam	ATM / ADWM	Swayam	ATM / ADWM	Swayam	ATM / ADWM	Swayam	ATM / ADWM	Swayam
> 98 %	200	100	200	100	250	150	300	180	350	210
> 96 % to 98 %	150	75	175	90	200	120	250	150	300	180
> 94 % to 96 %	125	60	150	75	150	90	200	120	250	150
> 92 % to 94 %	100	0	100	0	100	0	150	50	150	75

\* incentive is payable only if following criterion also achieved: -

Overall availability of all machines under him / her should be as under:

Population Group	ATM / ADWM	Swayam
Metro & Urban	> 96 %	> 97 %
Semi- urban	> 95 %	> 95 %
Rural	> 94 %	> 94 %
Difficult Centers	> 92 %	> 92 %

**#Difficult Centers** – ATMs / ADWMs / Swayam's of NE States, Sikkim, Uttarakhand, J & K, Ladakh & LWE districts.

**b) Channel Manager Supervisor (CMS-AC)**

The Incentive Structure for Channel Manager Facilitator (CMS-AC) (₹ per Channel Manager Facilitator Performance per month) \* is as under:

Avg. Avail.	Metro		Urban		Semi Urban		Rural		Difficult Centers #	
	ATM / ADWM	Swayam	ATM / ADWM	Swayam	ATM / ADWM	Swayam	ATM / ADWM	Swayam	ATM / ADWM	Swayam
> 98 %	1000	500	1000	500	1500	750	1800	900	2000	1000
> 96 % to 98 %	750	375	750	375	1000	500	1250	625	1500	750
> 94 % to 96 %	500	250	600	300	600	300	900	450	1250	625
> 92 % to 94 %	250	0	250	0	250	0	500	250	900	450

\* incentive is payable if following criterion also achieved: -

- Overall availability of at least three Channel Manager Facilitators under him / her should be as under:

Availability	ATM / ADWM	Swayam
At least 3 CMF - ACs	>95%	>97%
For remaining CMF -ACs	>92%	>94%

# **Difficult Centers** – ATMs / ADWMs / Swayams of NE States, Sikkim, Uttarakhand, J & K, Ladakh & LWE districts.

**c) Support Officer at Network**

The Incentive Structure for Channel Manager Facilitator (CMF-AC) (₹ per Channel Manager Supervisor Performance per month) \* is as under:

Avg. Avail.	Metro		Urban		Semi Urban		Rural		Difficult Centers #	
	ATM / ADWM	Swayam	ATM / ADWM	Swayam	ATM / ADWM	Swayam	ATM / ADWM	Swayam	ATM / ADWM	Swayam
> 98 %	1000	500	1000	500	1500	750	1800	900	2000	1000
> 96 % to 98 %	750	375	750	375	1000	500	1250	625	1500	750
> 94 % to 96 %	500	250	600	300	600	300	900	450	1250	625
> 92 % to 94 %	250	0	250	0	250	0	500	250	900	450

\* incentive is payable if following criterion also achieved: - • Overall availability of at least three Channel Manager Supervisors (CMS-AC) under him / her should be as under:

Availability	ATM / ADWM	Swayam
At least three CMSs	>95%	>97%
For remaining CMSs	>92%	>93%

# **Difficult Centers** – ATMs / ADWMs / Swayams of NE States, Sikkim, Uttarakhand, J & K, Ladakh & LWE districts

## **1. Reporting:**

- Support Officer at Circle locations will report to their respective AGMs.
- Staff handling the role of Channel Manager Facilitator (AC) will report to Channel Manager Supervisor (AC).
- Channel Manager Supervisor (AC) and retired Support Officers (AC) will report to their respective AGM (AC).

## **2. Other facilities/provisions to the retire officers / Employees during engagement:**

- **Leave:** The retired officers/ Employees 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/Employees of our Bank/e-ABs/ Retired Officers of other Public Sector Banks shall not be eligible for reimbursement of medical or any other benefits during the engagement period. However, Retired Officers/Clerical Employees of SBI/e-ABs will continue to avail the facilities to them as a pensioner of the Bank.
- The Retired Officers / Employees will not accept any assignment with any other organization during the period of their contractual service in the Bank.
- The Retired Officers / Employees 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/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. DGM (AC) will be the competent authority to approve the discontinuation/termination of contract with the Retired Officers/Employees engaged.
- **Review:** 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.
- **Execution of agreement for contractual engagement:** The Retired Officers / Employees will execute a stamped undertaking before taking up the assignment.

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