



State Bank of India
CENTRAL RECRUITMENT & PROMOTION DEPARTMENT,
CORPORATE CENTRE, MUMBAI
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RECRUITMENT OF CHIEF CUSTOMER SERVICE OFFICERS IN STATE BANK GROUP
ADVERTISEMENT NO. CRPD/CON/CCSO/2015-16/03

ONLINE REGISTRATION OF APPLICATION : 25.08.2015 TO 05.09.2015
PAYMENT OF FEES – ONLINE : 25.08.2015 TO 05.09.2015

LAST DATE FOR RECEIPT OF APPLICATION PRINT OUT WITH SCANNED COPY OF TESTIMONIALS THROUGH EMAIL: 10.09.2015

Applications are invited from retired General Managers of Schedule Commercial Banks, for engagement of Chief Customer Service Officer on contract basis in State Bank Group.

1. VACANCIES :

S.N.	Name of Bank	No. of Post	Place of Posting
1.	State Bank of India	1	Mumbai
2.	State Bank of Bikaner & Jaipur	1	Jaipur
3.	State Bank of Patiala	1	Patiala
4.	State Bank of Hyderabad	1	Hyderabad
5.	State Bank of Mysore	1	Bengaluru
6.	State Bank of Travancore	1	Thiruvananthapuram

2. JOB PROFILE :

The Chief Customer Service Officer is required to act as the Internal Ombudsman of the Bank to strengthen the grievances redressal mechanism and to reduce the complaints to Banking Ombudsman. He/ she shall be the focal point for Internal Grievances Redressal System of the Bank. The Chief Customer Service Officer for SBI shall report to the Chairman and for Associate Banks to respective Managing Director.

3. ELIGIBILITY CRITERIA:

(A) Age Limit: (As on 01.08.2015): Not above 65 years as on 01.08.2015

(B) Essential Qualifications: (AS ON 01.08.2015)

- Retired in the grade as General Manager from any Schedule Commercial Bank other than the Bank(s) for which he has applied. The official should have superannuated or have taken voluntary retirement and should have retired as on 01.08.2015.
- The official should not have worked in any capacity in the Bank(s) for which he is applying.

(C) Experience:

The official should possess necessary skills and should have exposure in working of more than three areas of operations in banking such as General Banking, Credit, Forex Operation, Treasury Operation, Government Business, Merchant Banking, Credit Card Operations etc.

4. NATURE OF ENGAGEMENT: CONTRACTUAL

- PERIOD OF CONTRACT:** The initial tenure of appointment shall be for 3 years which can be extended at the discretion of the Bank till the candidate attains the age of 68 years subject to fulfilling eligibility criteria of the Bank.
- TERMINATION OF CONTRACT:** The contract can be terminated at one months' notice on either side or on payment / surrender of one month's compensation amount in lieu thereof.

5. SELECTION PROCEDURE:

- Selection will be based on personal interview.
- Candidates will be short-listed for personal interview, based on their qualification and experience.

6. REMUNERATION:

Remuneration payable over the period of 3 years of contractual agreement by each Bank will be as under:

State Bank of India			
Remuneration (in Rupees)	1 st year of contract	2 nd year of contract	3 rd year of contract
CTC	27.00 lac	29.00 lac	31.00 lac
Reimbursement of Medical Insurance Premium (actual basis)	Up to 0.30 lac	Up to 0.40 lac	Up to 0.50 lac
Total	27.30 lac	29.40 lac	31.50 lac
State Bank of Bikaner & Jaipur			
Remuneration (in Rupees)	1 st year of contract	2 nd year of contract	3 rd year of contract
CTC	21.70 lac	23.70 lac	25.70 lac
Reimbursement of Medical Insurance Premium (actual basis)	Up to 0.30 lac	Up to 0.40 lac	Up to 0.50 lac
Total	22.00 lac	24.10 lac	26.20 lac
State Bank of Patiala			
Remuneration (in Rupees)	1 st year of contract	2 nd year of contract	3 rd year of contract
CTC	20.00 lac	22.00 lac	23.00 lac
Reimbursement of Medical Insurance Premium (actual basis)	Up to 0.30 lac	Up to 0.40 lac	Up to 0.50 lac
Total	20.30 lac	22.40 lac	23.50 lac
State Bank of Hyderabad			
Remuneration (in Rupees)	1 st year of contract	2 nd year of contract	3 rd year of contract
CTC (All inclusive)	15.00 lac	15.00 lac	15.00 lac

State Bank of Mysore			
Remuneration (in Rupees)	1 st year of contract	2 nd year of contract	3 rd year of contract
CTC	24.00 lac	24.00 lac*	24.00 lac*
Reimbursement of Medical Insurance Premium (actual basis)	Up to 0.40 lac	Up to 0.40 lac	Up to 0.50 lac
Total	24.40 lac	24.40 lac	24.50 lac

* In addition to Rs.24.00 lac p.a. an annual increase equal to the differential in General Manager's remuneration (at the top of scale) between the start & end of the earlier year of the contract, will be added at the end of each year.

State Bank of Travancore			
Remuneration (in Rupees)	1 st year of contract	2 nd year of contract	3 rd year of contract
CTC	20.00 lac	21.50 lac	23.00 lac
Reimbursement of Medical Insurance Premium (actual basis)	0.30 lac	0.40 lac	0.50 lac
Total	20.30 lac	21.90 lac	23.50 lac

- The remuneration will be paid monthly equivalent of lump-sum monetary compensation of annual CTC without any perquisites and without prejudice to his/ her pension in other Bank if any. The monetary compensation will be paid for the contractual period on monthly basis @ 1/12th of annual CTC which may be distributed on the components of Basic Pay, HRA, Conveyance Allowance etc.

- Income Tax or any other tax liabilities on such monetary compensation/ remuneration will be deducted at source, as per prevailing rate(s) mentioned in the Income Tax Rules.

- The official may obtain a suitable medi-claim policy covering domiciliary as well as hospitalisation expenses for treatment of self and spouse only and obtain reimbursement of the insurance premium on actual basis within the above ceiling during the period of contract.

7. OUTSTATION OFFICIAL DUTIES AND OTHER FACILITIES:

- Travelling expenses / Halting allowance and eligibility for stay in hotel while on official duty, outside the Head Quarters, will be at par with the General Manager in TEG Scale – VII of the Bank shall be paid.

- Apart from the Contract Amount & other details mentioned above, the CCSO will not be entitled to any other Perquisites / Facilities/benefits etc. from the Bank

8. LEAVE DETAILS:

- The official shall be entitled to leave of 30 days per financial year. The official may be permitted leave on pro-rata basis in a given financial year with the approval of the Bank/authority to whom he/she reports.
- 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 leaves not availed during a financial year will normally lapse and will not carried over to the next financial year. However, if it has been on account of the Bank declining the leave, it may be encashed @ of monetary monthly compensation amount during a financial year.

9. Other Terms & Conditions

- The CCSO will not take up any assignment with any other organization during the period of contract with the Bank.
- The CCSO will not exercise any administrative/ financial powers during the period of engagement.
- The engagement shall not be construed as an employment in the Bank and the Official is not eligible to claim Provident Fund/ Bonus/ Pension during the period of contract or thereafter.
- They will not be eligible for membership of SBI Pension Fund/Defined Contribution Pension Scheme (New Pension Scheme) and SBI Employees Provident Fund.

10. APPLICATION FEE (Non Refundable) : Rs. 500/- (Rupees five hundred only)

Application Fee once paid will NOT be refunded on any account nor can it be held in reserve for any other examination or selection.

11. HOW TO APPLY

For detailed guideline procedure - a) Application Registration, b) Payment of Fees, c) Photograph & signature scan & upload visit bank's website www.statebankofindia.com or www.sbi.co.in -> careers with us -> Recruitment of CCSO in State Bank Group – 2015.

The scanned copy of downloaded online application along with scanned copies of Photo ID, Retirement Letter, Brief resume, specialized certificates / diploma/ degree (if any), document indicating area of exposure (if any) should be sent to Central Recruitment & Promotion Department by 10th September 2015 on email address crpd@sbi.co.in. If scanned copies of application and testimonials are not received by 10.09.2015 application will be rejected.

Mumbai,
Date : 24.08.2015

GENERAL MANAGER
(CRPD)