

DETAILED NOTIFICATION

**STATE BANK OF INDIA
ANYTIME CHANNELS VERTICAL,
FI & MM, CORPORATE CENTRE, NEW DELHI
(Phone: 011-24309672/671/665/652 email: recruitment.ac@sbi.co.in)**

**ENGAGEMENT OF RETIRED STAFF OF SBI / e-ABs ON CONTRACT BASIS
FOR STATE BANK OF INDIA, ANYTIME CHANNELS
KOLKATA CIRCLE LOCATION**

ADVERTISEMENT No. SBI / AC/ ENGAGEMENT / 2020-21 / 1

Last date of submission of Application through email: 10.03.2021 by 05:00 PM

State Bank of India invites applications from Retired Staff of SBI / erstwhile-Associate Banks of SBI (e-ABs) for the following posts on contract basis for one year extendable to maximum period of two years or attaining the age of 65 years (whichever is earlier), subject to half yearly review.

a) DETAILS OF POST / No. OF VACANCIES / AGE:

Sr.	Post	No. of vacancies	Age
1.	Channel Manager Facilitator-Anytime Channels (CMF-AC)	24	The Retired Staff should not be more than 63 years of age as on date of engagement i.e. joining.
2.	Channel Manager Supervisor – Anytime Channels (CMS-AC)	7	
Total vacancies		31	

b) NATURE OF ENGAGEMENT / SELECTION PROCESS:

Sr.	Name of the Post	Nature of engagement / Grade	Selection Process
1.	Channel Manager Facilitator-Anytime Channels (CMF-AC)	Contractual**	Shortlisting and Interview
2.	Channel Manager Supervisor – Anytime Channels (CMS-AC)	Contractual**	Shortlisting and Interview

***The period of engagement shall be for a period of one year. The services shall be for a maximum period of two years or attaining 65 years of age, whichever is earlier and subject to half yearly review.*

- c) Centre-wise number of vacancies of Channel Manager Facilitator (CMF-AC) and Channel Manager Supervisor (CMS-AC) are given below.

Module	Location	CMF-AC (A)	CMS-AC (B)	VACANCIES (A+B)
Kolkata	Kolkata	0	2	2
	Chinar Park	1	0	1
Bidhannagar	Behrampore	5	1	6
	Krishnagar	1	0	1
	Tehatta	1	0	1
South 24 Pgs	South 24 Pgs	0	1	1
	Port Blair	2	0	2
	Garden Reach	1	0	1
	Bata Nagar	1	0	1
Burdwan	Burdwan	0	1	1
	Purulia / Asansol	1	0	1
	Katwa	1	0	1
Siliguri	Siliguri	1	0	1
	Raiganj	1	1	2
	Cooch Behar	0	1	1
	Malda	3	0	3
	Gangtok	1	0	1
Howrah	Serampore	1	0	1
	Arambagh	1	0	1
	Liluah	1	0	1
	Chinsurah	1	0	1
GRAND TOTAL		24	7	31

NOTE:

- a. The number of vacancies mentioned above are provisional and may vary according to the actual requirement of the Bank.
- b. Bank reserves the right to cancel the recruitment process entirely at any time.
- c. Place of posting / stationing of engaged Retired Staff may be considered at locations other than mentioned above looking into needs and the area where ATMs / ADWMs / Other Channels proposed for allocation to concerned staff are located.

1. ELIGIBILITY CRITERIA

Sr.	Name of the post	Who can apply
		Retired Staff of SBI / e-ABs
1.	Channel Manager Facilitator - Anytime Channels (CMF-AC)	1. Award Staff 2. Officer Scale I, II, III & IV
2.	Channel Manager Supervisor – Anytime Channels (CMS-AC)	1. Officer Scale II, III & IV

2. JOB PROFILE / ROLE

Sr.	Name of the Post	Job Profile / Role
1	Channel Manager Supervisor - Anytime Channels (CMS-AC)	<p><u>RESPONSIBILITIES</u></p> <ul style="list-style-type: none"> • Monitor performance of Channel Manager Facilitators (AC). • Responsible for overall ambience of ATM-lobbies and e-Corners & functioning of the ATMs attached to him along with SWAYAMs / GCC / CDK / any other AC products. • Ensuring maximum availability and uptime of ATMs / SWAYAMs / CDKs as per Bank's guidelines. • Ensuring the e-surveillance Systems is functioning. • Effective Vendor Management of all the products under AC department. • Ensure updation / verification of ATM Data details in the i-Alert Portal Database. • Updation / verification of SWAYAM Data in SWAYAM Dashboard. • Assist AGM (AC) / DGM (AC) in site selection as per guidelines for new ATMs / SWAYAMs / CDKs and relocation of existing ATMs / SWAYAMs / CDKs where warranted. • 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 / CDK. • 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 <p>Any other work which deemed fit for the role.</p>

		<p><u>FUNCTIONS:</u></p> <ul style="list-style-type: none"> • 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. Apprising the same to AGM (AC). 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 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 / CDK / GCC visit schedule to CMF. • Obtaining the latest Approved Publicity materials to be displayed in the ATM / CDK room & ATM / ADWM / SWAYAM Screens from AGM (AC) and advise the same to CMF 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 / CDKs in case of exigencies like installation / replacement, vandalism, fraud, fire, flood etc. • Co-ordinating and overseeing between vendors and operating Bank Staff (CAC / Branch) for early resolution/fixing of problems. • Any other situation when presence of ATM Supervisor at the site is warranted. This is applicable for CAPEX / BLA / TOM Machines. • Ensure to follow up with CMS vendor for timely resolution of Auto call logged for Swayam. • Ensure to call log manually for zero transaction Swayam Kiosks. • 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), regarding penalties for breach in SLA clauses by vendors.
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		<ul style="list-style-type: none"> • Assist AGM (AC) in (a) locations/site selection as per location guidelines for new ATMs / SWAYAMs. (b) location analysis for existing ATMs / SWAYAMs / CDKs - suggesting relocation where warranted. • Attending to any other situation where his presence is required, as instructed by AC Dept. at Circle Location. <p><u>MEASURES OF SUCCESS</u></p> <ul style="list-style-type: none"> • Ensuring maximum availability and uptime of the attached ATMs along with SWAYAMs / GCC / CDK / any other AC products, as per Bank's guidelines. • Monitoring and ensuring effective functioning of e-surveillance Systems. • Effective Vendor Management of all the products under AC department. • Monitoring and ensuring overall ambience of ATM lobbies and e-Corners, is of desired standard.
2.	<p>Channel Manager Facilitator</p> <p>– Anytime Channels (CMF-AC)</p>	<p><u>RESPONSIBILITIES</u></p> <ul style="list-style-type: none"> • Responsible for overall ambience of ATM / ADWM / CDK-lobbies and e-Corners & functioning of the ATMs along with SWAYAMs / GCC / CDK / any other AC products. • Ensuring maximum availability and uptime of ATMs / ADWMs / Swayam / GCC / CDK as per Bank's guidelines. • Responsible for follow up of zero transaction 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 / CDK 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 / CDK / 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.

		<p><u>FUNCTIONS:</u></p> <ul style="list-style-type: none"> • Monitoring through dashboards & Mobile App. • Visiting all ATMs / ADWMs / Swayam / GCC / CDK 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 / e-Corner. 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 from 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.
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		<ul style="list-style-type: none"> • 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. • In addition to periodic visits, visit ATMs / SWAYAMs / CDKs in case of exigencies like installation / replacement, vandalism, fraud, fire, flood etc. • Co-ordinate with concerned RBO (where ATM / ADWM is located) for periodical & surprise cash verification of ATMs / ADWMs, as advised by respective AGM (AC). • Coordinating and overseeing between vendors and operating Bank Staff (CAC / Branch) for early resolution/fixing of problems. • 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. • For all the ATMs / ADWMs /Swayam / GCC / CDK, he will ensure timely service/resolution of problems in accordance with timelines / SLAs in the respective agreements. • Feedback to Channel Manager Supervisor (AC) / AGM (AC), regarding penalties for breach in SLA clauses by the vendors. • 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. • Attending to any other situation where his presence is required, as instructed by Bank. • Any other work which deemed fit for the role.
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		<p><u>MEASURES OF SUCCESS</u></p> <ul style="list-style-type: none"> • Ensuring maximum availability and uptime of the attached ATMs along with SWAYAMs / GCC / CDK / any other AC products, as per Bank's guidelines. • Monitoring and ensuring effective functioning of e-Surveillance Systems. • Effective Vendor Management of all the products under AC Department. • Monitoring and ensuring that overall ambience of ATM lobbies and e-corners are of desired standard.
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3. OTHER GUIDELINES

- Retired Staff should have good track record of performance and deep knowledge of systems and procedures.
- Retired Staff should have knowledge of operating apps / portals on smart phones.
- Retired Staff should possess a Smart Mobile Phone & the skill / aptitude / quality for monitoring through PC / Mobile App / Laptop or as per requirement.
- The Retired Staff should have retired from the Bank's service only on attaining superannuation at the age of 60 years.
- The Retired Staff should maintain good health.
- The Retired Staff voluntarily retired / resigned / suspended / who have left the Bank otherwise before superannuation are **NOT eligible** for consideration for appointment.
- The integrity of the Retired Staff should not have been doubtful.
- No punishment / penalty should have been inflicted on the Retired Staff during five years of his/her service in the Bank preceding his retirement.
- Cases of CBI or other law enforcement agencies should not be pending against the Retired Staff.
- The Retired Staff members called for interview, shall attend at their own expense.

4. PERIOD OF ENGAGEMENT

- The engagement shall be for a period of one year.
- The services shall be extended for a maximum period of two years or attaining 65 years of age, whichever is earlier. As such the applicant should not be more than 63 years of age as on date of engagement i.e joining. The agreement for engagement will stand terminated on attaining the age of 65 years.
- During the period of contract of service with the Bank, the Retired Staff will not take up any assignment with any other organization, as the engagement is for fulltime work.

5. MONTHLY REMUNERATION & PERKS / ALLOWANCES

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

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

ii. Travelling Allowance

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

iii. Incentives will be paid based on performance.

6. OTHER FACILITIES / PROVISIONS TO THE RETIRED STAFF DURING ENGAGEMENT

- **Leave:** The Retired Staff 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 Staff shall not be eligible for re-imbusement of medical or any other benefits during the engagement period. However, Retired Staff of SBI / e-ABs will continue to avail the facilities to them as a pensioner of the Bank.
- The Retired Staff will not accept any assignment with any other organization during the period of their contractual service in the Bank.
- The Retired Staff 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 Staff 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 Staff 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 Staff on contract basis.

7. HOW TO APPLY

Application, eligibility criteria, terms, and conditions, contact details etc., are available at SBI site at **BANK.SBI** (<https://sbi.co.in>) – Announcements – Engagement of Retired Officers/Employees, Kolkata Circle Location. The Retired Staff should download the application form. Scanned copy of duly completed application form in all respects alongwith annexures / documents, with signature on every page, should be e-mailed to recruitment.ac@sbi.co.in on or before 5.00 P.M on 10.03.2021.

The Retired Staff should have their personal email id which should be kept valid and active till the declaration of result. It will help him / her in getting call letter/ Interview advices etc. by email (if shortlisted).

If the Retired Staff is desirous of applying for more than one post, he / she should submit separate scanned application forms through email.

Documents to be attached (Self-attested & Scanned)

1. Certificate given by the Bank at the time of retirement.
2. PAN Card
3. Aadhaar Card
4. PPO
5. Caste Certificate (if applicable)
6. Appreciation letter / Certificates given by the Bank, if any.
7. No objection certificate from the Employer (if applicable)

8. CALL LETTER FOR INTERVIEW

Intimation / call letter for interview will be sent by email. No hard copy will be sent.

9. SELECTION PROCESS

- (i) The selection will be based on short listing and interview. Mere fulfilling, experience and eligibility criteria will not vest any right for being called for interview and selection. The decision of the Bank to call the eligible Retired Staff for the interview and selection shall be final. No correspondence will be entertained in this regard.
- (ii) Shortlisting will be provisional without verification of documents. Candidature will be subject to verification of all details / documents with the original when a candidate reports for interview (if called) and joining. In case a candidate is called for interview / joining and is found not satisfying the eligibility criteria, he / she will not be allowed to appear for the interview / joining.

10. MERIT LIST

Merit list for selection will be prepared in descending order on the basis of scores obtained in interview only. In case more than one Retired Staff score the cut-off marks (common marks at cut-off point), they will be ranked according to their age in descending order, in the merit.

11. DECLARATION OF RESULTS: Appointment letters would be sent to the selected candidates through e-mail only.

12. Bank reserves the right to defer / cancel the above process at any stage without notice and without assigning any reasons.

GENERAL INFORMATION

- i. Before applying for a post, the applicant should ensure that he / she fulfills the eligibility and other norms mentioned above for that post as on the specified data and that the particulars furnished by him / her are correct in all respects.**
- ii. Retired Staff members are advised in their own interest to apply well before the closing date and not to wait till the last date to avoid the possibility of inability / connectivity issues in internet. No application will be accepted after the last date of receipt of application. SBI does not assume any responsibility for the Retired Staff not being able to submit their applications within the stipulated time period on account of any other reason beyond the control of SBI.
- iii. The applicant should ensure that the application is strictly in accordance with the prescribed format and is properly and completely filled in.

- iv.** SBI does not assume any responsibility for the Retired Staff not being able to submit their applications within the stipulated time period on account of any other reason beyond the control of SBI.
- v.** Retired Staff working in any other Department / Institutions / Organizations including Nationalized Banks & Financial Institutions are advised to submit “No objection Certificate” from their employer at the time of interview, failing which their candidature may not be considered. In case of selection, Retired Staff will be required to produce proper discharge certificate from the employer if employed elsewhere at the time of taking up the appointment.
- vi.** The original documents, mentioned in para no. 7, should be produced for verification on the date of interview. Retired Staff Members will not be allowed to attend the interview, if original certificates are not produced for verification on the date of interview. If the interview is done through VC or MS Teams, documents would be verified at the time of their joining.
- vii.** Appointment of selected Retired Staff is subject to his / her / their being declared medically fit as per the requirement of the Bank.
- viii.** Retired Staff are advised to keep their e-mail ID alive for receiving communication viz. call letter / interview date advices etc. The Bank takes no responsibility for any delay in receipt or loss of any communication.
- ix.** Any legal proceedings in respect of any matter of claim or dispute arising out of this advertisement and or an application in response thereto can be instituted only in Kolkata and Courts/Tribunals/Forums situated at Kolkata only shall have sole and exclusive jurisdiction to try any cause/dispute.
- x.** In case it is detected at any stage of recruitment that an applicant does not fulfil the eligibility norms and / or that he / she has furnished any incorrect / false information or has suppressed any material fact(s), his / her candidature will stand cancelled. If any of these shortcomings is / are detected even after engagement, his / her services are liable to be terminated without any notice and Bank has a right to initiate any legal action under the appropriate laws.
- xi.** The applicants shall be liable for civil / criminal consequences in case the information submitted in his / her application are found to be false at a later stage.
- xii.** Decision of the Bank in all matters regarding eligibility, conduct of interview & selection would be final and binding on all candidates. No representation or correspondence will be entertained by the Bank in this regard.

- xiii.** In case of multiple applications for single post, only the last valid (completed) application will be retained and other applications will be treated as null and void. Multiple appearances by a candidate for a single post in interview will be summarily rejected and candidature cancelled.
- xiv. BANK RESERVES THE RIGHT TO CANCEL THE RECRUITMENT PROCESS ENTIRELY AT ANY STAGE.**
- xv.** Candidates are advised to check Bank's Website i.e. BANK.SBI (<https://sbi.co.in>) / Announcement regularly for details and updates. The call letters / advice, where required, will be sent by e-mail only (no hard copy will be sent). All revision / corrigenda, if any, will be hosted only on the Bank's above-mentioned website.
- xvi.** The Bank is not responsible for printing errors, if any.
- xvii.** The candidates will have to appear for interview at their own cost.

DEPUTY GENERAL MANAGER (AC- HR & ADMIN)

State Bank of India,
Anytime Channels Vertical,
FI & MM, Corporate Centre,
Lodhi Road, New Delhi – 110 003