

# HR AWARDS & ACCOLADES



#### **ENGAGEMENT OF RETIRED BANK OFFICERS AS RESOLVERS ON CONTRACT BASIS**

#### ADVERTISEMENT NO: CRPD/RS/2023-24/25

Online Registration of Application From 01.11.2023 to 21.11.2023

State Bank of India invites Online application from (Indian citizen) for engagement of retired officers of SBI/ e-ABs (Erstwhile Associate Bank of SBI) as Resolvers

on **contractual basis**. Candidates are requested to apply Online through the link given on Bank's website

#### https://bank.sbi/web/careers or https://www.sbi.co.in/web/careers

- 1. Before applying, candidates are requested to ensure that they fulfil the eligibility criteria for the post as on the date of eligibility.
- 2. Candidates must upload all required documents (Assignment details, ID proof, age proof etc.) failing which their application/ candidature will not be considered for shortlisting/ interview.
- 3. Candidature of a candidate will be provisional and will be subject to satisfactory verification of all details/ documents with the originals when a candidate reports for interview (if called).
- 4. In case a candidate is called for interview and is found not satisfying the eligibility criteria he/ she will not be allowed to appear for the interview.
- 5. Candidates called for interview, shall attend on their own expenses.
- 6. Candidates are advised to check Bank's website <a href="https://bank.sbi/web/careers">https://www.sbi.co.in/web/careers</a> regularly for details and updates (including the list of shortlisted/ selected candidates). The Call Letter (letter/ advice), where required, will be sent by e-mail only (no hard copy will be sent).
- 7. ALL REVISIONS/ CORRIGENDUM (IF ANY) WILL BE HOSTED ON THE BANK'S CAREERS WEBSITE ONLY.
- 8. In case more than one candidate scores same marks as cut-off marks in the final merit list (common marks at cut-off point), such candidates will be ranked in the merit according to their age in descending order.

9. Hard copy of application & other documents are not required to be sent to this office.

A. DETAILS OF POSTS/DEPARTMENT/VACANCY/ PLACE OF POSTING/ ELIGIBILITY/REMUNERATION ETC.:

Sr. No.	Parameter	Particulars											
1.	Name of the Position			RESOLVERS									
2.	Department	Customer	Service Department										
3.	No. of vacancy <sup>\$</sup>	Sr No	Circle	No of	SC	ST	OBC	EWS	UR			PwBD	\$\$
				Vacancies #						VI	HI	LD	d & e
		<u> </u>	Ahmedabad Amaravati	4 3	-	-	1	-	3	1	-	-	-
		3.	Bengaluru	6	-	-	1	-	5	1	-	-	-
		4.	Bhopal	6	-	-	1	-	5	1	-	-	-
		5.	Bhubaneswar	3	-	-	-	-	3	1	-	-	-
		6. 7.	Chandigarh Chennai	6 5	-	-	1	-	5 4	1	-	-	-
		8.	Delhi	13	2	-	3	- 1	4	1	-	-	
		9.	Hyderabad	4	-	-	1	-	3	1	-	-	-
		10.	Jaipur	9	1	-	2	-	6	1	-	-	-
		<u>11.</u> 12.	Kolkata Lucknow	6 9	- 1	-	1 2	-	5 6	1	-	-	-
		12.	Maharashtra	6	-	-	1	-	5	1	-	-	
		14.	Mumbai Metro	3	-	-	-	-	3	1	-	-	-
		15.	Guwahati	2	-	-	-	-	2	1	-	-	-
		16.	Patna	7	1	-	1	-	5	1	-	-	-
		17.	Thiruvananthapuram	2	-	-	-	-	2	1	- -	- -	-
		<ul> <li>\$ -The number of vacancies mentioned are provisional and may vary according to the actual requirement of the Bank. \$\$ Vacancy for PwBD is horizontal. # -No Relaxation in age available to reserved category candidates. Candidate belonging to reserved category including Person with Disabilities, for whom no reservation has been mentioned, are free to apply for the posts announced for General category provided they fulfil all the eligibility criteria applicable to unreserved category.</li> <li>ABBREVIATIONS: Gen - General; OBC - Other Backward Classes (Non-Creamy Layer); SC - Scheduled Caste; ST- Scheduled</li> </ul>											
			EWS-Economically We			ile Assoc	ciate Bank	of SBI, F	wBD-Pe	ersons v	vith Be	enchma	rk
4.	Place of posting		ilities, <b>V</b> I-Visual Impaired, pplaints Resolution Centre			Rank rese	erves the rid	nht to post	anvwher	e in Indi	a as ne	er its rec	nuirement)
ч.	r lace of posting			e (001(0) at £1103.	(However,	Dankies		jiii to post	anywher		a as pi	51 113 160	quirement.)
5.	Educational Qualification / Experience Required -	Educatio	ce (If any): Preference	applicants are retire will be given to Ex-	-officers hav	/ing suffic	cient work e						d procedures
	01.11.2023)	<ul> <li>In the retired officers of SBI and its e-ABs (Erstwhile Associate Bank of SBI) with unblemished service record who retired as MMGS-II, MMGS-II,</li></ul>											
		availed upon production of an "Income & Asset Certificate" issued based on gross annual income for the Financial Year 2022-23 as p DoPT guidelines.											
7.	Service Rule	,	ged Retired official will not										
<u>8.</u> 9.	PF/Bonus/Pension/Arrears		ctual period will not be re									tired - "	ioor most area
J.	Termination of Contract		ement of retired officers in the contract of the engage										

10.	Execution of agreement for contractual	The retired personnel will execute a stamped Service Level Agreement (SLA) before be defined separately by the User Department/Vertical as per nature of work to be a							
	engagement	During the period of their engagement with the Bank, it is likely that they may come across certain information of critical or secret nature. They not divulge any information gathered by them during the period of their assignment or thereafter to anyone who is not authorized to know/have the secret nature.							
		same. The Circle/Vertical/User Department will ensure to protect the confidentiality of							
		and assets of the Bank by putting in place a system at their end.							
11.	Income Tax/TDS	Income tax or any other liabilities on remuneration would be deducted at source as per prevailing rate(s) mentioned in the Income Tax Rules or any other rules from time to time.							
12.	Selection Process for	The selection will be based on shortlisting & interview.							
	Fresh Engagement	<b>Shortlisting:</b> -Mere fulfilling minimum qualification and experience will not vest any right in candidate for being called for interview. The Shortlisting Committee constituted by the Bank will decide the shortlisting parameters and thereafter, adequate number of candidates, as decided by the Bank will be shortlisted and called for interview. The decision of the Bank to call the candidates for the interview shall be final. No correspondence will be entertained in this regard.							
		Interview: - Interview will carry 100 marks. The qualifying marks in interview will be on this regard.	decided by the Bank. No correspondence will be entertained in						
	Merit list: - Merit list for final selection will be prepared in descending order of scores obtained in interview only, subject minimum qualifying marks. In case more than one candidate score common cut-off marks, such candidates will be ranked in order of their age.								
		For Fresh engagement:							
		i. The shortlist candidates shall be interviewed by the interview committee and decis	sion of the committee will be final and binding in this regard.						
		ii. No TA/DA will be paid to the candidates appearing in the Interview process.							
		iii. Merit list will be drawn by Circle wise, category wise, and the candidates will be p event of their selection and will not be entitled for inter-circle transfer.	osted in the preferred Circle for which they are applying, in the						
13.	Leave	The retired officers shall be entitled to leave of 30 days during the engagement p	eriod of one year which they may avail during the period of						
	engagement with the approval of the Bank/authority to whom they report. For the purpose of computation of leave, intervening								
		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 the engagement period will normally lapse. However administrative grounds and not availed during the contract period, it may be encashed at the time of termination o									
		monetary compensation package component. For any period less than or over one y							
14.	Period of Engagement	The contract will be for a period of minimum 1 year and maximum 3 years or office							
	r oned of Engagement	subject to quarterly review of performance of the official.							
15.	Remuneration	The remuneration will be paid at monthly intervals							
		For the resolvers as under:							
		S. No. Grade of the retired officers	Monthly Remuneration payable (Fixed)						
		1. MMGS-II	Rs.40,000/-						
		2. MMGS-III	Rs.40,000/-						
		3. SMGS-IV	Rs.45,000/-						
		a) The above compensation amount is without prejudice to their pension.							
		b) There will be no provision for house / furniture by the bank nor other benefits / pe	rquisites / a membership in Provident fund / pension fund and						
		gratuity during the contract period and no other claim will be entertained.	wiles as similarities						
<ul> <li>c) Income tax will be deducted at source as per the rates mentioned in the extant IT rules as applicable.</li> <li>16. Roles &amp; Responsibilities</li> <li>The role requirement for officers posted as Resolvers is of follow-up and obtaining timely and qualitative resolution of cu</li> </ul>									
16.	Roles & Responsibilities	intery and qualitative resolution of customer complaints & any							
		other task as assigned by the competent authority from time to time. <b>Remarks:</b> Roles /Responsibility mentioned above are illustrative. Roles/Responsib	ility, in addition to the above mentioned, may be assigned by						
		the bank from time to time for the above position.							
17.	Designation	The ex-officers may use designation as Resolvers, wherever necessary. A suitab	le photo Identity Card containing HRMS No., brief details of						
		engagement and validity period would be provided to all engaged retired personnel.							
18.	Working Hours	The retired officers will follow the normal working hours as applicable to the serving	official or as required.						

B. CALL LETTER FOR INTERVIEW: Intimation/ call letter for interview will be sent by email or will be uploaded on Bank's website. NO HARD COPY WILL BE SENT.

C. How To APPLY: Candidates should have valid email ID which should be kept active till the declaration of result. It will help him/her in getting call letter/Interview advice etc. by email. GUIDELINES FOR FILLING ONLINE APPLICATION:

i. Candidates will be required to register themselves online through the link available on SBI website <u>https://bank.sbi/web/careers</u> OR <u>https://www.sbi.co.in/web/careers</u>.
 ii. After registering online, the candidates are advised to take a printout of the system generated online application forms

iii. Candidates should first scan their latest photograph and signature. Online application will not be completed unless candidate uploads his/ her photo and signature as per the guidelines specified under 'How to Upload Document". Candidates should fill the 'application form' carefully and submit the same after filling it completely. In case a candidate is not able to fill the application in one go, he/ she can save the partly filled 'Form'. On doing this, a provisional registration number & password is generated by the system and displayed on the screen. Candidate should carefully note down the registration number & password. The partly filled & saved application form can be re-opened using registration number & password where-after the particulars can be edited, if needed. This facility of editing the saved information will be available for three times only. Once the application is filled completely, candidate should submit the application form.

#### D. HOW TO UPLOAD DOCUMENTS:

. HOW TO DI LOAD DOCOMENTS.	
<ul> <li>a. Details of Document to be uploaded: <ol> <li>Recent Photograph</li> <li>Signature</li> <li>Brief particular of the experience of last 10 years (assignment-wise Details) (PDF)</li> <li>ID Proof (PDF)</li> <li>Proof of Date of Birth (PDF)</li> <li>EWS/ Caste Certificate (SC/ST/OBC/PwBD (if applicable)</li> <li>vii. Any other document (If Available)</li> <li>Photograph file type/ size:</li> <li>Photograph must be a recent passport style colour picture.</li> <li>File size should be between 20 - 50 kb and Dimensions 200 x 230 pixels (preferably)</li> </ol> </li> </ul>	<ul> <li>Photograph file type/ size:</li> <li>iii. Make sure that the picture is coloured and is taken against a light-coloured (preferably white) background.</li> <li>iv. Look straight at the camera with a relaxed face.</li> <li>v. If the picture is taken on a sunny day, please make sure that the sun is behind you, or you are in a shaded area, so that you are not squinting or there are no harsh shadows.</li> <li>vi. In case flash is used, ensure there's no "red-eye"</li> <li>vii. If you wear glasses make sure that there are no reflections and your eyes can be seen clearly.</li> <li>viii. Caps, hats, dark glasses are not acceptable. Religious headwear is allowed but must not cover your face.</li> <li>ix. Ensure that the size of the scanned image is not more than 50 kb. In case the file size is more than 50 kb, adjust the scanner settings such as the DPI resolution, number of colour etc., before scanning the photo.</li> </ul>
<ul> <li>c. Signature file type/ size: <ul> <li>i. The applicant has to sign on white paper with Black Ink pen.</li> <li>ii. The signature must be signed only by the applicant and not by any other person.</li> <li>iii. The signature will be used to put on the Call Letter and wherever necessary.</li> <li>iv. Size of file should be between 10 - 20 kb &amp; Dimensions 140 x 60 pixels (preferably).</li> <li>v. Ensure that the size of the scanned image is not more than 20 kb.</li> </ul> </li> </ul>	<ul> <li>e. Guidelines for scanning of photograph/ signature/ documents:</li> <li>v. Image dimensions can be checked by listing the folder/ files or moving mouse over the file image icon.</li> <li>vi. Candidates using MS Windows/ MSOffice can easily obtain photo and signature in .jpeg format not exceeding 50 kb &amp; 20 kb respectively by using MS Paint or MSOffice Picture Manager. Scanned photograph and signature in any format can be saved in .jpg format by using 'Save As' option in the File menu. The file size can be reduced below 50 kb (photograph) &amp; 20 kb (signature) by using crop</li> </ul>

<ol><li>vi. Signature in CAPITAL LETTERS shall NOT be accepted.</li></ol>	and then resize option (Please see point (i) & (ii) above for the pixel size) in the 'Image' menu. Similar					
d. Document file type/ size:	options are available in another photo editor also.					
i. All documents must be in PDF	vii. While filling in the Online Application Form the candidate will be provided with a link to upload					
<ol> <li>Page size of the document should be A4.</li> </ol>	his/her photograph and signature.					
<ol> <li>Size of the file should not exceed 500 kb.</li> </ol>	f. Procedure for Uploading Document:					
iv. In case a Document is being scanned, please saved it as PDF with size not more the						
500 kb. If the size of the file is more than 500 kb, then adjust the setting of the scann such as the DPI resolution, no. of colors etc., before rescanning the file. <u>Please ensu</u>	Browse & select the location where the JPG of JEPG PLIE tile has been saved					
that Documents uploaded are clear and readable.	III. Select the file by clicking on it and Click the 'Upload' button.					
<ul> <li>a. Guidelines for scanning of photograph/ signature/ documents:</li> <li>i. Set the scanner resolution to a minimum of 200 dpi (dots per inch)</li> </ul>	iV. Click Preview to confirm that the document is uploaded and accessible properly before submitting the application. If the file size and format are not as prescribed, an error message will be displayed					
ii. Set Color to True Color	V. Once uploaded/ submitted, the Documents uploaded cannot be edited/ changed.					
<ul> <li>iii. Crop the image in the scanner to the edge of the photograph/ signature, then use the upload editor to crop the image to the final size (as specified above).</li> <li>iv. The photo/ signature file should be of JPG or JPEG format (i.e. file name should apper as: image01.jpg or image01.jpeg).</li> </ul>	check that the images are clear and have been uploaded correctly. In case the photograph or					

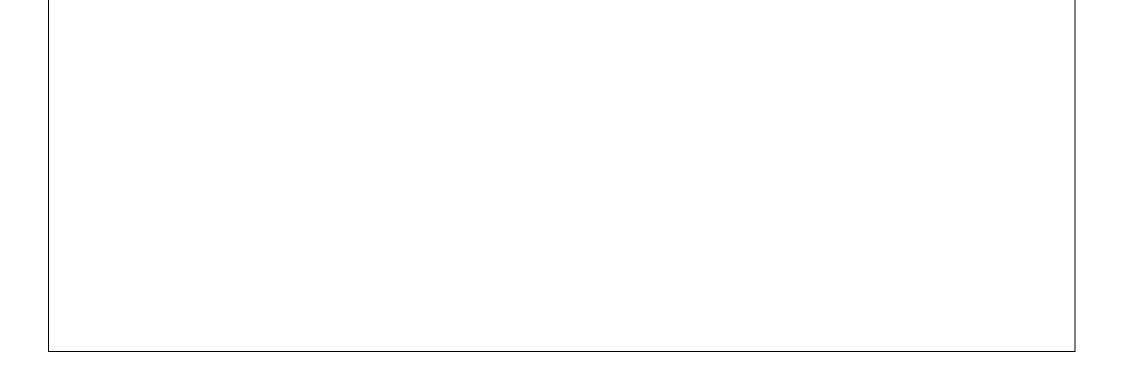
. Gen	NERAL INFORMATION:		
i. ii. iii.	NERAL INFORMATION:         Before applying for a post, the applicant should ensure that he/ she fulfils the eligibility and other norms mentioned above for that post as on the specified date and that the particulars furnished by him/ her are correct in all respects.         Candidates are advised in their own interest to apply online well before the closing date and not to wait till the last date to avoid the possibility of disconnection / inability/ failure to log on to the website on account of heavy load on internet or website jam.         SBI does not assume any responsibility for the candidates not being able to submit their applications within the last date on account of aforesaid reasons or for any other reason beyond the control of SBI.         Candidates belonging to reserved category, for whom no reservation has been mentioned, are free to apply for vacancies announced for unreserved category.         IN CASE IT IS DETECTED AT ANY STAGE OF ENGAGEMENT THAT AN APPLICANT DOES NOT FULFIL THE ELIGIBILITY NORMS AND/ OR THAT HE/	x. xi. xii.	In case of selection, candidates will be required to produce proper discharge certificate from the employer at the time of taking up the engagement. (If Applicable DECISIONS OF BANK IN ALL MATTERS REGARDING ELIGIBILITY, CONDUCT OF INTERVIEW, OTHER TESTS AND SELECTION WOULD BE FINAL AND BINDING ON ALL CANDIDATES. NO REPRESENTATION OF CORRESPONDENCE WILL BE ENTERTAINED BY THE BANK IN THIS REGARD The applicant 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. Merely satisfying the eligibility norms does not entitle a candidate to be called for interview. Bank reserves the right to call only the requisite number of candidates for the interview after preliminary screening/ short-listing with reference to candidate's qualification, suitability, experience etc. In case of multiple application, only the last valid (completed) application will be retained. Multiple appearance by a candidate for this post in interview will be
vi.	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 CONTRACTS ARE LIABLE TO BE TERMINATED. The applicant should ensure that the application is strictly in accordance with the prescribed format and is properly and completely filled. Engagement of selected candidate is subject to his/ her being declared medically fit as per the requirement of the Bank. Candidates are advised to keep their e-mail ID active for receiving communication		summarily rejected/ candidature cancelled. Any legal proceedings in respect of any matter of claim or dispute arising out of th advertisement and/ or an application in response thereto can be instituted only Mumbai and Courts/ Tribunals/ Forums at Mumbai only shall have sole and exclusive jurisdiction to try any cause/ dispute. BANK RESERVES THE RIGHT TO CANCEL THE ENGAGEMENT PROCES ENTIRELY AT ANY STAGE. At the time of interview, the candidate will be required to provide details regarding criminal case(s) pending against him /her, if any. The Bank may also condu- independent verification, inter alia including verification of police records etc. The
viii.	viz. call letters/ Interview date/ advices etc. The Bank takes no responsibility for any delay in receipt or loss of any communication.		Bank reserves right to deny the engagement depending upon such disclosure and/or independent verification.

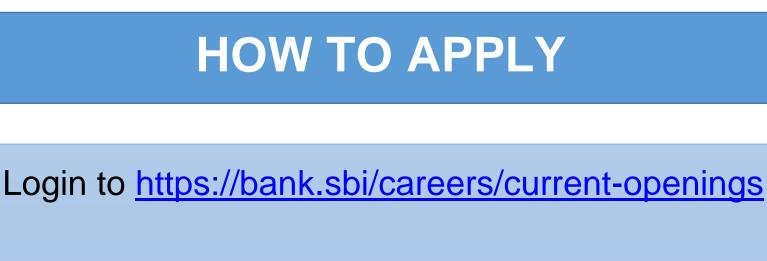
For any query, please write to us through link "CONTACT US/ Post Your Query" which is available on Bank's website (URL - <u>https://bank.sbi/web/careers/post-your-query)</u>

The Bank is not responsible for printing errors, if any.

Mumbai, Date: 01.11.2023

GENERAL MANAGER (RP & PM)





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