



# State Bank of India

Central Recruitment & Promotion Department  
Corporate Centre, Mumbai  
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**RECRUITMENT OF SPECIALIST CADRE OFFICER ON CONTRACT BASIS  
IN SBI CONTACT CENTRE  
(ADVERTISEMENT NO: CRPD/SCO/2023-24/10)  
ONLINE REGISTRATION OF APPLICATION & PAYMENT OF FEES: FROM 01.06.2023 TO 21.06.2023**

State Bank of India invites Online application from Indian citizen for engagement to the following Specialist Cadre Officers posts on Contract Basis. Candidates are requested to apply Online through the link given on Bank's website <https://bank.sbi/careers>

1. The process of Registration is complete only when fee is deposited with the Bank through Online mode on or before the last date for payment of fee.
2. Before applying, candidates are requested to ensure that they fulfil the eligibility criteria for the post as on the date of eligibility.
3. Candidates are required to upload all required documents (resume, ID proof, age proof, caste certificate, OBC Certificate, PwBD Certificate (if applicable), educational qualification, experience etc.) failing which their application/candidature will not be considered for shortlisting/ interview.
4. Short listing 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).
5. In case a candidate is called for interview and is found not satisfying the eligibility criteria (Age, Educational Qualification and Experience etc.) he/ she will neither be allowed to appear for the interview nor be entitled for reimbursement of any travelling expenses.
6. Candidates are advised to check Bank's website <https://bank.sbi/careers> regularly for details and updates (including the list of shortlisted/ selected candidates). The Call (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 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 not to be sent to this office.

#### A. DETAILS OF POSTS/VACANCIES/SUGGESTED PLACE OF POSTING/SELECTION PROCESS:

Sl. No.	Post	Vacancies			PwBD LD (OA/OL)	Maximum Age * As on 01/04/2023 (in Years)	Suggested place of posting #	Selection Procedure
		OBC	GEN	Total				
1	Vice President (Transformation)	x	1	1	1	50	Mumbai	Shortlisting, Interview & CTC Negotiation
2	Senior Special Executive - Program Manager	1	3	4	1	35		
3	Senior Special Executive - Quality & Training (Inbound & Outbound)	x	1	1	1	40		
4	Senior Special Executive - Command Centre	x	3	3	1	40		

Abbreviation: OBC-Other Backward Class, GEN – General, PwBD-Person with Benchmark Disability, LD-Locomotive Disability, OA-One Arm, OL- One Leg

\* Relaxation in upper age for reserved categories is as per GOI guidelines.

# Place of posting is indicative only and the selected candidates may be posted anywhere in India at the sole discretion of the Bank.

#### IMPORTANT POINTS:

- i) The number of vacancies including reserved vacancies mentioned above are **provisional and may vary** according to the actual requirement of the Bank.
- ii) The educational qualification prescribed for various posts are the minimum. Candidate **must possess the qualification and relevant full-time experience** as on specified dates.
- iii) Candidate belonging to reserved category including Person with Benchmark Disabilities for whom no reservation has been mentioned are free to apply for vacancies announced for General category provided they fulfil all the eligibility criteria applicable to General Category.
- iv) The reservation under various categories will be as per prevailing Government Guidelines.
- v) PwBD candidate should produce a certificate issued by a competent authority as per the Government of India Guidelines.
- vi) **Reservation for PwBD candidates is horizontal** and is included in the vacancy of the respective parent category.
- vii) Vacancies reserved for OBC Category are available to OBC candidates belonging to '**Non-creamy Layer**'. Candidates belonging to OBC category but coming in creamy layer are not entitled to any relaxation/reservation available to OBC category. They should indicate their category as General or General (LD), as the case may be.
- viii) OBC category candidate should submit the OBC certificate on **format prescribed by Govt. of India**, having Non-Creamy Layer clause issued during the period 01.04.2023 to the date of taking up of engagement, if selected.
- ix) Caste certificate issued by Competent Authority on **format prescribed by the Government of India** will have to be submitted by the OBC (Non-creamy layer) candidates.
- x) The relevant **experience certificate from employer must contain** specifically that the candidate had experience in that related field as required.

xi)	Bank reserves the <b>right to cancel</b> the recruitment process entirely or for any particular post at any stage.
xii)	Maximum age indicated is for General category candidates. <b>Relaxation in upper age limit</b> will be available to reserved category candidates as per Govt. of India guidelines (wherever applicable).
xiii)	One candidate <b>not permitted to apply for multiple positions</b> . If any candidate applies for multiple positions, the latest valid application will be considered for the Post.
<b>TRANSFER POLICY:</b> THE BANK RESERVES THE RIGHT TO TRANSFER THE SERVICES OF SUCH OFFICERS TO ANY OF THE OFFICES OF STATE BANK OF INDIA IN INDIA OR TO DEPUTE TO ANY OF ITS ASSOCIATES/SUBSIDIARIES OR ANY OTHER ORGANIZATION DEPENDING UPON THE EXIGENCIES OF SERVICE. <b>REQUEST FOR POSTING/TRANSFER TO A SPECIFIC PLACE/OFFICE MAY NOT BE ENTERTAINED.</b>	
<b>MERE FULFILLING MINIMUM QUALIFICATION AND EXPERIENCE WILL NOT VEST ANY RIGHT IN CANDIDATE FOR BEING CALLED FOR INTERVIEW.</b> 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. <b>THE DECISION OF THE BANK TO CALL THE CANDIDATES FOR THE INTERVIEW SHALL BE FINAL. NO CORRESPONDENCE WILL BE ENTERTAINED IN THIS REGARD.</b>	

**B. DETAILS OF THE REQUIREMENTS OF EDUCATIONAL QUALIFICATIONS/POST-QUALIFICATION EXPERIENCES/SPECIFIC SKILLS ETC**

Sl. No.	Post	Educational Qualification (As on 01/04/2023)	Professional Qualification	Post-Qualification Experience (As on 01/04/2023)	Specific Skills required
1	<b>Vice President (Transformation)</b>	<p><b>Mandatory:</b> Any Graduate from Government recognized University or Institution</p> <p><b>Preferred:</b> Graduation in IT field or post-graduation in IT/Management field</p>	<p><b>Preferred:</b> Holding any of the undernoted or equivalent BPO related certificates:</p> <ol style="list-style-type: none"> <li>1. PMP or PMI</li> <li>2. Master Trainer for COPC implementation</li> <li>3. Lean Six sigma (Black Belt)</li> <li>4. BPO Quality Analyst</li> <li>5. BPO Business Leader</li> <li>6. BPO Operation Leader</li> <li>7. BPO Master Trainer</li> <li>8. Customer Interaction Specialist</li> <li>9. Certified Domain trainer</li> </ol>	<ul style="list-style-type: none"> <li>➤ Post Qualification Experience: Total exp. - 7 years of which CC of Banks – 3 years <b>or</b> Bank BPO – 3 years <b>or</b> Other BPO – 4 years (Operations)</li> <li>➤ Experience in running Digital transformation/Change management projects in the BPO</li> <li>➤ Good knowledge of Contact Centre fundamentals, Service Excellence, Client Management &amp; Project Management</li> </ul>	<ul style="list-style-type: none"> <li>➤ <b>Preferred:</b> Excellent knowledge of Microsoft Office, call centre tools / technology</li> </ul>
2	<b>Senior Special Executive - Program Manager</b>	<p><b>Mandatory:</b> Any Graduate from Government recognized University or Institution</p> <p><b>Preferred:</b> Graduation in IT field or post-graduation in IT/Management field</p>	<p><b>Preferred:</b> Holding any of the undernoted or equivalent BPO related certificates:</p> <ol style="list-style-type: none"> <li>1. PMP or PMI</li> <li>2. Master Trainer for COPC implementation</li> <li>3. Lean Six sigma (Black Belt)</li> <li>4. BPO Quality Analyst</li> <li>5. BPO Business Leader</li> <li>6. BPO Operation Leader</li> <li>7. BPO Master Trainer</li> <li>8. Customer Interaction Specialist</li> <li>9. Certified Domain trainer</li> </ol>	<ul style="list-style-type: none"> <li>➤ Post Qualification Experience: Total exp. - 5 years of which CC of Banks – 2 years <b>or</b> Bank BPO – 2 years <b>or</b> Other BPO – 3 years (Operations)</li> <li>➤ Experience in managing projects for customer journeys, designing customer journeys, driving cross-functional interactions with business, IT teams to deliver new journeys</li> </ul>	<ul style="list-style-type: none"> <li>➤ <b>Preferred:</b> Excellent knowledge of Microsoft Office, Call Centre tools / technology</li> </ul>

3	<b>Senior Special Executive-Quality &amp; Training (Inbound &amp; Outbound)</b>	<p><b>Mandatory:</b> Any Graduate from Government recognized University or Institution</p> <p><b>Preferred:</b> Post-graduate degree in Management field</p>	<p><b>Preferred:</b> Holding any of the undernoted or equivalent BPO related certificates:</p> <ol style="list-style-type: none"> <li>1. Master Trainer for COPC implementation</li> <li>2. Lean Six sigma (Black Belt)</li> <li>3. BPO Quality Analyst</li> <li>4. BPO Business Leader</li> <li>5. BPO Operation Leader</li> <li>6. BPO Operation Manager</li> <li>7. BPO Master Trainer</li> <li>8. Customer Interaction Specialist</li> <li>9. Certified Domain trainer</li> </ol>	<ul style="list-style-type: none"> <li>➤ Post Qualification Experience: Total exp. - 5 years of which CC of Banks – 2 years <b>or</b> Bank BPO – 2 years <b>or</b> Other BPO – 3 years (Operations)</li> <li>➤ Experience of training and quality control in BPO/Contact Centre</li> <li>➤ Experience in designing customer-oriented scripts and driving training for adherence of scripts with strong Quality Control etc.</li> </ul>	<ul style="list-style-type: none"> <li>➤ Excellent communication skills, both written and verbal to manage domestic, international customer communications (English and Hindi languages), Strong team management skills</li> </ul>
4	<b>Senior Special Executive - Command Centre</b>	<p><b>Mandatory:</b> Any Graduate from a recognized university</p>	<p><b>Preferred:</b> Holding any of the undernoted or equivalent BPO related certificates:</p> <ol style="list-style-type: none"> <li>1. Master Trainer for COPC implementation</li> <li>2. Lean Six sigma (Black Belt)</li> <li>3. BPO Quality Analyst</li> <li>4. BPO Business Leader</li> <li>5. BPO Operation Leader</li> <li>6. BPO Operation Manager</li> <li>7. BPO Master Trainer</li> <li>8. Customer Interaction Specialist</li> <li>9. Certified Domain trainer</li> </ol>	<ul style="list-style-type: none"> <li>➤ Post Qualification Experience: Total exp. - 5 years of which CC of Banks – 2 years <b>or</b> Bank BPO – 2 years <b>or</b> Other BPO – 3 years (Operations)</li> <li>➤ Deep knowledge of Contact Centre (inbound and outbound) fundamentals, key performance metrics, agent rostering, WFH and scheduling of agents as per skill set.</li> </ul>	<ul style="list-style-type: none"> <li>➤ <b>Preferred:</b> Excellent knowledge of Microsoft Office, Call Centre tools / technology <b>(Preferred)</b></li> </ul>

**C. JOB PROFILE & KEY RESPONSIBILITY AREAS:**

Job Profile	Key Responsibility Areas
<b>POST SI. NO. 1: VICE PRESIDENT (TRANSFORMATION)</b>	
<ul style="list-style-type: none"> <li>➤ Inclusion of new services offered by the Bank to the customers through Contact Centre and Project Management across all departments to ensure launch of new services to make CC best in class</li> <li>➤ Benchmarking and market landscaping across journeys and features offered by best-in-class Contact Centre in India and globally in Banking Financial Services and Insurance Sector (BFSI) and outside</li> <li>➤ Co-ordination with Business Unit (BU), IT Department and other stakeholders to drive transformation initiatives</li> <li>➤ Suggestions for inclusion of new services at agent, Interactive Voice Response System (IVR) and hybrid squad</li> <li>➤ Design of workflows incorporating new age tech features and coordination with IT verticals to drive procurement and implementation</li> <li>➤ A deep understanding of numbers and ability to use statistical modelling</li> <li>➤ Ability to provide business insight to multiple levels of management with appropriate level of detail</li> <li>➤ Develop and maintain a comprehensive forecasting model using Regression, Time Series.</li> </ul>	<ul style="list-style-type: none"> <li>➤ Ensuring Top End Tech and innovative initiatives are implemented as adopted by peers in the industry</li> <li>➤ Inclusion of new age tech in CC operations.</li> <li>➤ Conducting ideating sessions and devising new journeys through garages and meetings</li> <li>➤ Monitoring journeys are redesigned in accordance with current requirement</li> <li>➤ Ensuring digital adoption drive for integration of INB/YONO with Contact Centre operations</li> <li>➤ Achievement of project milestones and adherence to timelines</li> <li>➤ Monitoring / ensuring collaboration among various stakeholders</li> <li>➤ Manage forecast results by providing feedback, input and reporting to develop more scientific and accurate forecasting methodology</li> </ul>

<b>POST SI. NO. 2: SENIOR SPECIAL EXECUTIVE - PROGRAM MANAGER</b>	
<ul style="list-style-type: none"> <li>➤ Evaluation for feasibility &amp; inclusion of new services, journeys to be offered by the Bank on Contact Centre (both Inbound – Customer service, Outbound – Sales, collections) to the customers</li> <li>➤ Benchmarking and market landscaping across journeys and features offered by best-in-class Contact Centre in India and globally</li> <li>➤ Redesign prioritized journey's Redesigning journeys in accordance with current requirements/ Reviewing existing journeys and tweak it to make it effective and customer centric</li> <li>➤ Suggestions for inclusion of new customer service journeys (at agent, IVR), Outbound journeys (Sales, Collections) and new-age technologies in Contact Centre</li> <li>➤ Design of the journeys in cross-functional manner with business, IT teams</li> <li>➤ Continuous troubleshooting and de-bottlenecking to ensure adherence to agreed timelines</li> </ul>	<ul style="list-style-type: none"> <li>➤ Prioritize continuously: High traction journeys prioritized for early launch/ Interaction with stake holders.</li> <li>➤ Identification of journeys and features offered by leading Contact Centre in India &amp; globally</li> <li>➤ Structure the problem: Conducting garage meetings / Devising and suggesting of new CC journeys</li> <li>➤ Design, facilitation of development as per bank processes and ensuring timely launch of new features and journeys</li> <li>➤ Data analysis of Current Calls Utilizing analytics for designing fresh journeys/ Improvement in quality of data for better analytics</li> <li>➤ Improvement in Contact centre performance metrics on inbound, outbound processes</li> </ul>
<b>POST SI. NO. 3: SENIOR SPECIAL EXECUTIVE – QUALITY &amp; TRAINING (INBOUND &amp; OUTBOUND)</b>	
<ul style="list-style-type: none"> <li>➤ Responsible to improve quality of service provided by improving agent interaction, scripts, training processes and continuous monitoring</li> <li>➤ Responsible to improve customer experience - Monitoring and mentoring of Agents for scripts utilization, timely Training and briefing of agents</li> <li>➤ Ensure overall quality of interaction by agents at respective sites, along with call audit &amp; scoring of calls audited by team</li> <li>➤ Rationalization of scoring parameters to improve overall quality and customer satisfaction from time to time</li> <li>➤ Reconciliation of difference of opinion between QM team and vendor on the scores assigned to particular calls (if applicable)</li> <li>➤ Raising of poor-quality issues with top management of vendor and internally to ensure best in class quality on all calls</li> <li>➤ Listening into call recordings to identify gaps &amp; opportunities for improvement of on call experience</li> <li>➤ Responsible for CSAT measurement methodology and revising the same from time to time</li> <li>➤ Coordination with the BUs for latest updates for changes in business processes and products</li> <li>➤ Work with script owners to add/modify/remove scripts along with partner agencies and Business Units to achieve objectives of higher customer satisfaction, lower Average Handling Time (AHT) and improved service to sales</li> <li>➤ Responsible for reviewing and suggesting changes to the training curriculum across vendors for different categories of agents. Random sampling of training sessions of vendors to ensure quality</li> </ul>	<ul style="list-style-type: none"> <li>➤ Internal &amp; external Customer Satisfaction scores (CSAT) (measurement, computation &amp; improving fill rate)</li> <li>➤ Overall call interaction quality score</li> <li>➤ Timely modification of scripts and agent training as per changes required due to internal/external circumstances</li> <li>➤ Script utilization &amp; adherence to scripts by agents</li> <li>➤ Lower Average Handling Time (AHT) and improved service to sales</li> <li>➤ Overall quality of interaction by agents along with scoring of calls audited</li> <li>➤ Rationalization of scoring parameters to improve overall quality</li> </ul>
<b>POST SI. NO. 4: SENIOR SPECIAL EXECUTIVE - COMMAND CENTRE</b>	
<ul style="list-style-type: none"> <li>➤ Real-time monitoring of all metrics associated with Inbound/Outbound Contact Centre operations</li> <li>➤ Monitoring Campaigns whenever launched, analysis of results and impact analysis</li> <li>➤ Proactive identification, and flagging-off of key challenges/ impacted metrics</li> <li>➤ Detailed RCA of the key issues along with business, IT stakeholders and draft resolution plan for the same</li> <li>➤ Preparation and circulation of relevant reports and dashboards to relevant stakeholders including top management</li> <li>➤ Forecasting &amp; monitoring of forecast for Contact Centre calls across different channels</li> <li>➤ Proactive identification &amp; resolution of issues impacting inbound/ Outbound Contact Centre performance</li> <li>➤ Raising of poor-quality issues with top management of vendor and internally to ensure best in class quality on all calls</li> <li>➤ Rationalization of scoring parameters to improve overall quality and customer satisfaction from time to time</li> </ul>	<ul style="list-style-type: none"> <li>➤ Improvement in Contact centre performance metrics on inbound, outbound processes (e.g. self-service, AWT, AHT, CSAT etc.)</li> <li>➤ All metrics associated with collections/Sales calling (e.g. conversions, PTP etc.)</li> <li>➤ Improving efficacy of launched campaigns, and subsequent analysis and recommendations</li> <li>➤ Adherence to SLA parameters (internal &amp; external)</li> <li>➤ Timely circulation of reports &amp; dashboards as per agreed cadence</li> <li>➤ Data analysis of Current Calls/ Improvement in quality of data for better analytics</li> </ul>

**REMARKS: Job profile/KRAs mentioned above are illustrative. Roles/Job/KRAs, in addition to above, may be assigned by the bank from time to time for the above posts.**

**D. CONTRACT PERIOD & RENUMERATION:**

Post Sr. No.	Post Name	Remuneration/CTC *	Employment Type	Contract Period
1	Vice President (Transformation)	Rs. 50.00 Lakhs to Rs. 75.00 Lakhs per annum	Contractual	3 Years  (Renewable for a further period of 1 years at the discretion of Bank)
2	Senior Special Executive - Program Manager	Rs. 22.00 Lakhs to Rs. 30.00 Lakhs per annum		
3	Senior Special Executive - Quality & Training (Inbound & Outbound)	Rs. 22.00 Lakhs to Rs. 30.00 Lakhs per annum		
4	Senior Special Executive - Command Centre	Rs. 22.00 Lakhs to Rs. 30.00 Lakhs per annum		

(\*): Total negotiated CTC will be bifurcated into Fixed & variable components in 70:30 ratio. Performance review on specified matrix will be conducted at half-yearly intervals. Annual increment subject to a maximum of 5% of previous year CTC

**E. TERMINATION OF CONTRACT:** The contract can be terminated without assigning any reason by giving one months' notice from either side or on payment/ surrender of one month compensation amount in lieu thereof.

**F. LEAVE:** The contractual officers will be entitled for 30 days leave during a year for which intervening holidays will be included in case of Post no: 2, 3 & 4. However, for Post no 1. Vice President (Transformation) intervening holidays will not be included in computation of leave. The leaves not availed during a financial year will lapse.

**G. SELECTION PROCESS:**

The selection of candidates will be based on Shortlisting, Interview & CTC Negotiation.

**Shortlisting:** Mere fulfilling minimum qualification and experience will not vest any right in candidate for being called for interview. The Short-listing 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 decided by Bank. No correspondence will be entertained in this regard.

**Merit List:** Merit list for selection will be prepared in descending order based on scores obtained in interview only. In case, more than one candidate score the cut-off marks (common marks at cut-off point), such candidates will be ranked according to their age in descending order, in the merit.

**H. HOW TO APPLY:** Candidates should have valid email ID/Mobile phone number which should be kept active till the declaration of result. It will help him/her in getting call letter/Interview advises etc. by email.

<b>GUIDELINES FOR FILLING ONLINE APPLICATION:</b>	<b>GUIDELINES FOR PAYMENT OF FEES:</b>
<p>i. Candidates will be required to register themselves online through the link available on SBI website <a href="https://bank.sbi/careers">https://bank.sbi/careers</a> and pay the application fee using Internet Banking/ Debit Card/ Credit Card etc.</p> <p>ii. Candidates should first scan their latest photograph and signature. Online application will not be registered unless candidate uploads his/ her photo and signature as specified on the online registration page (under 'How to Upload Document').</p> <p>iii. Candidates should fill the application carefully. Once application is filled-in completely, candidate should submit the same. In the event of candidate not being able to fill the application in one go, he can save the information already entered. When the information/application is saved, a provisional registration number and password is generated by the system and displayed on the screen. Candidate should note down the registration number and password. They can re-open the saved application using registration number and password and edit the particulars, 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 same and proceed for online payment of fee.</p> <p>iv. After registering online, the candidates are advised to take a printout of the system generated online application forms</p>	<p>i. Application fees and Intimation Charges (Non-refundable) is Rs 750/- (Rupees Seven Hundred Fifty only) for General/EWS/OBC candidates and no fees/intimation charges for SC/ ST/ PwBD candidates.</p> <p>ii. After ensuring correctness of the particulars in the application form, candidates are required to pay the fees through payment gateway integrated with the application. No change/ edit in the application will be allowed thereafter.</p> <p>iii. Fee payment will have to be made online through payment gateway available thereat. The payment can be made by using Debit Card/ Credit Card/ Internet Banking etc. by providing information as asked on the screen. Transaction charges for online payment, if any, will be borne by the candidates.</p> <p>iv. On successful completion of the transaction, e-receipt and application form, bearing the date of submission by the candidate, will be generated which should be printed and retained by the candidate.</p> <p>v. If the online payment of fee is not successfully completed in first instance, please make fresh attempts to make online payment.</p> <p>vi. A provision is there to reprint the e-Receipt and Application form containing fee details, at later stage.</p> <p>vii. Application Fee once paid will NOT be refunded on any account NOR can it be adjusted for any other examination or selection in future.</p>

**I. 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.

## J. HOW TO UPLOAD DOCUMENTS:

<p><b>a. Details of Document to be uploaded:</b></p> <p>I. Recent Photograph II. Signature III. Detailed Resume (PDF) IV. ID Proof (PDF) V. Proof of Date of Birth (PDF) VI. Caste certificate, (if applicable) (PDF) VII. PwBD certification (if applicable) (PDF) VIII. Educational Certificates: Relevant Mark-Sheets/ Degree Certificate (PDF) IX. Experience certificates (PDF) X. Form-16/Offer Letter/Latest Salary slip from current employer (PDF)</p> <p><b>b. Photograph file type/ size:</b></p> <p>I. Photograph must be a recent passport style color picture. II. Size of file should be between 20 kb - 50 kb and Dimensions 200 x 230 pixels (preferred) III. Make sure that the picture is in color, taken against a light-colored, preferably white, background. IV. Look straight at the camera with a relaxed face V. If the picture is taken on a sunny day, have the sun behind you, or place yourself in the shade, so that you are not squinting and there are no harsh shadows VI. If you have to use flash, ensure there's no "red-eye" VII. If you wear glasses make sure that there are no reflections and your eyes can be clearly seen. VIII. Caps, hats and dark glasses are not acceptable. Religious headwear is allowed but it must not cover your face. IX. Ensure that the size of the scanned image is not more than 50kb. If the size of the file is more than 50 kb, then adjust the settings of the scanner such as the DPI resolution, no. of color etc., during the process of scanning.</p> <p><b>c. Signature file type/ size:</b></p> <p>i. The applicant has to sign on white paper with Black Ink pen. ii. The signature must be signed only by the applicant and not by any other person. iii. The signature will be used to put on the Call Letter and wherever necessary. iv. Size of file should be between 10 kb - 20 kb and Dimensions 140 x 60 pixels (preferred). v. Ensure that the size of the scanned image is not more than 20 kb. vi. Signature in CAPITAL LETTERS shall NOT be accepted.</p> <p><b>d. Document file type/ size:</b></p> <p>i. All Documents must be in PDF ii. Page size of the document to be A4 Document file type/ size (contd.)</p>	<p>iii. Size of the file should not be exceeding 500 kb. iv. In case of Document being scanned, please ensure it is saved as PDF and size not more than 500 kb as PDF. If the size of the file is more than 500 kb, then adjust the setting of the scanner such as the DPI resolution, no. of colors etc., during the process of scanning. Please ensure that Documents uploaded are clear and readable.</p> <p><b>e. Guidelines for scanning of photograph/ signature/ documents:</b></p> <p>i. Set the scanner resolution to a minimum of 200 dpi (dots per inch) ii. Set Color to True Color 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). iv. The photo/ signature file should be JPG or JPEG format (i.e. file name should appear as: image01.jpg or image01.jpeg). v. Image dimensions can be checked by listing the folder/ files or moving the mouse over the file image icon. 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 and then resize option (Please see point (i) &amp; (ii) above for the pixel size) in the 'Image' menu. Similar options are available in another photo editor also. vii. While filling in the Online Application Form the candidate will be provided with a link to upload his/her photograph and signature.</p> <p><b>f. Procedure for Uploading Document:</b></p> <p>I. There will be separate links for uploading each document. II. Click on the respective link "Upload" III. Browse &amp; select the location where the JPG or JPEG, PDF, DOC or DOCX file has been saved. IV. Select the file by clicking on it and Click the 'Upload' button. V. Click Preview to confirm 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 VI. Once uploaded/ submitted, the Documents uploaded cannot be edited/ changed. VII. After uploading the photograph/ signature in the online application form candidates should check that the images are clear and have been uploaded correctly. In case the photograph or signature is not prominently visible, the candidate may edit his/ her application and re-upload his/ her photograph or signature, prior to submitting the form. <b>If the face in the photograph or signature is unclear the candidate's application may be rejected.</b></p>
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## K. GENERAL INFORMATION:

<p>I. Before applying for a post, the applicant should ensure that he/ she fulfils 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.</p> <p>II. Candidates belonging to reserved category including, for whom no reservation has been mentioned, are free to apply for vacancies announced for General category provided they must fulfil all the eligibility conditions applicable to General category.</p> <p>III. 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 CONTRACTS ARE LIABLE TO BE TERMINATED.</p> <p>IV. The applicant should ensure that the application is strictly in accordance with the prescribed format and is properly and completely filled.</p> <p>V. Engagement of selected candidate is subject to his/ her being declared medically fit as per the requirement of the Bank. Such engagement will also be subject to the service and conduct rules/instructions of the Bank for such post in the Bank, in force at the time of joining the Bank.</p>	<p>XI. 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 OR CORRESPONDENCE WILL BE ENTERTAINED BY THE BANK IN THIS REGARD.</p> <p>XII. 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.</p> <p>XIII. <b>Merely satisfying the eligibility norms does not entitle a candidate to be called for interview.</b> 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.</p> <p>XIV. In case of multiple application, only the last valid (completed) application will be retained and the application fee/ intimation charge paid for other registration will stand forfeited. Multiple appearance by a candidate for a single post in interview will be summarily rejected/ candidature cancelled.</p> <p>XV. 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 Mumbai and Courts/ Tribunals/ Forums at Mumbai only shall have sole and exclusive jurisdiction to try any cause/ dispute.</p>
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<p><b>VI.</b> Candidates are advised to keep their e-mail ID/mobile no. active for receiving communication viz. call letters/ Interview date advices etc.</p> <p><b>VII.</b> The Bank takes no responsibility for any delay in receipt or loss of any communication.</p> <p><b>VIII.</b> Candidates serving in Govt./ Quasi Govt. offices, Public Sector undertakings including Nationalized Banks and 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 and travelling expenses, if any, otherwise admissible, will not be paid.</p> <p><b>IX.</b> In case of selection, candidates will be required to produce proper discharge certificate from the employer at the time of taking up the engagement.</p> <p><b>X.</b> 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.</p>	<p><b>XVI.</b> Outstation candidates, who may be called for interview after short-listing will be reimbursed the cost of travelling by Railway-AC Three tier (mail or express only) for the shortest route in India from their residence/place of work OR the actual travel cost in India (whichever is lower) on the basis of actual journey. Local transportation will not be reimbursed. A candidate, if found ineligible for the post will not be permitted to appear for the interview and will not be reimbursed any fare.</p> <p><b>XVII.</b> BANK RESERVES RIGHT TO CANCEL THE RECRUITMENT PROCESS ENTIRELY OR FOR ANY PARTICULAR POST AT ANY STAGE.</p> <p><b>XVIII.</b> 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 conduct independent verification, inter alia, including verification of Police Records etc. The Bank reserves the right to deny the engagement depending upon such disclosure and/or independent verification.</p>
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**FOR ANY QUERY, PLEASE WRITE TO US THROUGH LINK "CONTACT US" WHICH IS AVAILABLE ON BANK'S WEBSITE (URL – <https://bank.sbi/web/careers/post-your-query>)**

MUMBAI  
01.06.2023

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

**GENERAL MANAGER  
(RP & PM)**