



# STATE BANK OF INDIA

CENTRAL RECRUITMENT & PROMOTION DEPARTMENT  
CORPORATE CENTRE, MUMBAI  
(Phone: 022-2282 0427; Fax: 022-2282 0411; E-mail: crpd@sbi.co.in)

## RECRUITMENT OF SPECIALIST CADRE OFFICERS IN STATE BANK OF INDIA ON CONTRACT BASIS ADVERTISEMENT No. CRPD/SCO/2022-23/05 Online Registration of Application and Online Payment of Fee: From 13.04.2022 To 04.05.2022

State Bank of India invites On-line application from Indian citizen for appointment in the following Specialist Cadre Officer posts on contract basis. Candidates are requested to apply On-line through the link given in Bank's website <https://bank.sbi/web/careers>

- Candidate can apply for one post only.
- 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.
- Before applying, candidates are requested to ensure that they fulfill the eligibility criteria for the post as on the date of eligibility.
- Candidates are required to upload all required documents (detailed resume, ID proof, age proof, educational qualification, experience etc.) failing which their candidature will not be considered for short listing/ interview.
- Shortlisting will be purely 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).
- 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.
- Candidates are advised to check Bank's website <https://bank.sbi/web/careers> regularly for details and updates (including the list of shortlisted/ qualified candidates). **Call letter for interview, where required, will be sent by e-mail only (No hard copy will be sent).**
- In case more than one candidate scores same marks at 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.
- HARD COPY OF APPLICATION & OTHER DOCUMENTS NOT TO BE SENT TO THIS OFFICE.**
- All revision / corrigenda will be hosted only on the Bank's above mentioned websites.**

### A. Details of Post /Contract Period/Vacancy/ Age/Selection Process/Place of Posting:

Sr No.	Post	Contract Period	Vacancy							Max Age as on 01.04.2022	Selection Procedure	Place of Posting *
			GEN	EWS	OBC	SC	ST	TOTAL	PWBD LD (OA/OL)			
1	Vice President & Head (Contact Centre Transformation)	5 Years Renewal: No	1	-	-	-	-	1	1	50	<ul style="list-style-type: none"> <li>Short listing</li> <li>Interview &amp;</li> <li>CTC Negotiation</li> </ul>	Mumbai
2	Senior Special Executive-Program Manager Contact Centre		3	-	1	-	-	4	1	35		
3	Senior Special Executive-Customer experience, Training & Scripts Manager (Inbound & Outbound)		2	-	-	-	-	2	1	40		
4	Senior Special Executive-Command Centre Manager		3	-	-	-	-	3	1	40		
5	Senior Special Executive- Dialler Operations (Outbound)		1	-	-	-	-	1	1	35		

\* Place of posting is only indicative. The selected candidate may be posted anywhere in India.

### ABBREVIATIONS:

Category: GEN- General Category, EWS-Economically Weaker Section, OBC- Other Backward Class, SC - Scheduled Caste, ST - Scheduled Tribe, PWBD- Person with Benchmark Disabilities, LD- Locomotor Disability, OA- One Arm Impaired, OL - One leg Impaired,

### NOTE:

- Candidate belonging to OBC category but coming in the 'creamy layer' are not entitled to OBC reservation and age relaxation. They should indicate their category as 'GENERAL' or GENERAL (PWD) as applicable.
- A declaration will have to be submitted in the prescribed format by candidates seeking reservation under OBC category stating that he/she does not belong to the creamy layer as on last date of online registration of application. OBC certificate containing the 'Non-creamy layer' clause, issued during the period 01.04.2022 to the date of interview, should be submitted by such candidates, if called for interview.
- The number of vacancies including reserved vacancies mentioned above are provisional and may vary according to the actual requirement of the Bank.
- Bank reserves the right to cancel the recruitment process entirely at any time.
- Reservation for Person with Benchmark Disability (PWBD) is horizontal within the overall vacancies for the post.
- PWBD candidate should produce a certificate issued by a competent authority as per the Govt of India guidelines.
- Maximum age indicated is for General category candidates. Relaxation in upper age limit will be available to PWBD candidates as per Government of India Guidelines.
- In cases where experience in a specific field is required, the relevant experience certificate must contain specifically that the candidate had experience in that specific field.
- In cases the certificate of degree/diploma does not specify the field of specialization, the candidate will have to produce a certificate from the concerned university/college specifically mentioning the specialization.

### B. Details of Post/Educational Qualification/ Experience & Specific Skill:

Sr No.	Post	Educational Qualification	Work Experience & Specific Skill as on 01.04.2022
1	Vice President & Head (Contact Centre Transformation)	Graduation degree in Engineering / IT or Computer Science from a recognized University.  Computer Science / IT graduates / post-graduation in IT related fields will be preferred	<ul style="list-style-type: none"> <li>Post qualification experience of minimum 10 yrs with at least 5-7 yrs experience in running Digital Transformation/Change Management projects across large and complex accounts in the customer service BPO domain or in captive centres of Banking Financial Services and Insurance Sector (BFSI) companies (preferred), global e-commerce, etc.</li> <li>Deep knowledge of contact centre fundamentals, service excellence, and client management.</li> <li>Excellent communication skills,</li> <li>Strong team management skills</li> <li>Knowledge of Digital deployment of applications through call centres</li> </ul> <p><b>Specific Skills:</b></p> <ul style="list-style-type: none"> <li>Advanced Microsoft Office, Advanced analytics, Statistics, LSS including Machine Learning (preferred)</li> </ul>
2	Senior Special Executive-Program Manager Contact Centre	Graduation degree in Engineering / IT or Computer Science from a recognized University.  Computer science / IT graduates / post-graduation in IT related fields will be preferred	<ul style="list-style-type: none"> <li>Post Qualification experience of minimum 5 yrs. with at least 2 yrs experience as Program Manager across Customer service BPO domain or in captive centres of Banking Financial Services and Insurance Sector (BFSI) (preferred), global e-commerce, etc.</li> <li>Experienced in identifying process gaps and measuring Key Performance Indicator (KPI)</li> <li>Managing projects for customer journeys</li> <li>Designing customer journeys</li> <li>IT Service Management workflow configurations</li> <li>Hands on experience in configurations for Event management &amp; Information Technology Infrastructure Library (ITIL) standards</li> </ul> <p><b>Specific Skills:</b></p> <ul style="list-style-type: none"> <li>Advanced Microsoft Office Tools skills, Call Centre tools / technology (Preferred)</li> </ul>
3	Senior Special Executive-Customer experience, Training & Scripts Manager (Inbound & Outbound)	Graduate from a recognized University  Postgraduate in Human Resource Management will be Preferred.	<ul style="list-style-type: none"> <li>Post Qualification experience of minimum 5 yrs with at least 2 yrs experience in managing Customer service BPO domain or in captive centres of Banking Financial Services and Insurance Sector (BFSI) (preferred), global e-commerce, etc. (Preferably-Customer Operations Performance Centre (COPC) certified organizations)</li> <li>Deep knowledge of contact centre fundamentals of Banking Financial Services and Insurance Sector (BFSI), service excellence, and client management</li> <li>Excellent communication skills, both written and verbal to manage international client communications (English and Hindi languages)</li> <li>Strong team management skills</li> </ul> <p><b>Specific Skills:</b></p> <ul style="list-style-type: none"> <li>Advanced Microsoft Office Tools, Advanced analytics, Statistics, Call Centre tools / technology (Preferred)</li> </ul>

4	Senior Special Executive-Command Centre Manager	Graduate from a recognized University Postgraduate in Quality Management /Analytics/ Data Sciences will be preferred.	<ul style="list-style-type: none"> <li>Post Qualification experience of minimum 5 yrs with at least 2 yrs experience in managing Customer service BPO domain or in captive centres of Banking Financial Services and Insurance Sector (BFSI) companies (preferred), global e-commerce, etc.</li> <li>Deep knowledge of contact centre fundamentals, service excellence, and client management</li> <li>Strong team management skills</li> <li>Data analysis</li> <li>Managing strong MIS / development of new Management Information System (MIS)</li> <li>Designing dashboards</li> <li>Troubleshooting</li> <li>IT service Management workflow configuration</li> </ul> <p><b>Specific Skills:</b></p> <ul style="list-style-type: none"> <li>Proficiency in Microsoft Office Tools and Call Centre tools / technology (Preferred)</li> </ul>
5	Senior Special Executive- Dialler Operations (Outbound)	Graduation degree in Engineering / IT or Computer Science from a recognized University. Computer science / IT graduates / post-graduation in IT related fields will be preferred	<ul style="list-style-type: none"> <li>Post Qualification experience of minimum 5 yrs with at least 2 yrs experience in campaign management in the outbound BPO domain or in captive centre of Banking Financial Services and Insurance Sector (BFSI) companies (preferred), global e-commerce, etc.</li> <li>Deep knowledge of contact centre fundamentals, outbound Contact Centre efficacy, etc.</li> <li>Prior experience of Improving KPIs such as connect percentage, dial outs, etc.</li> <li>Strong team management and data driven skills</li> <li>Troubleshooting</li> <li>Hands on experience in configurations for Event management &amp; Information Technology Infrastructure Library (ITIL) standards</li> </ul> <p><b>Specific Skills:</b></p> <ul style="list-style-type: none"> <li>Call Centre Operations, Call Centre tools / technology (Preferred)</li> </ul>

**C. Job Profile & KRAs:**

Sr No	Post & Grade	Job Profile & KRAs*
1	Vice President & Head (Contact Centre Transformation)	<p><b>Job Profile:</b></p> <ul style="list-style-type: none"> <li>Inclusion of new services offered by the Bank to the customers and overall ownership and Project Management Office (PMO) across all departments to ensure launch of new the same</li> <li>Co-ordination with Business Unit (BU), Information Technology Department and other stakeholders to drive transformation initiatives 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>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 Information Technology verticals to drive procurement and implementation</li> <li>Project manager of complex and large-scale cross-team, cross-functional initiatives</li> </ul> <p><b>KRAs:</b></p> <ul style="list-style-type: none"> <li>Development, Research. Market movement in the similar landscape</li> <li>Coordinating with IT vertical for new technologies and new age tech inclusion in CC</li> <li>Inclusion of new journeys in CC setup for inbound &amp; outbound Inclusion of new age tech in CC operations</li> <li>Coordination with BU/IT for all transformation related activities to improve CC services, Market landscaping</li> <li>Monitoring of peer banks to identify potential opportunities for CC improvement.</li> <li>Facilitating interactions of all stakeholders including BU, IT and vendors for transformation related initiatives in inbound &amp; outbound</li> </ul>
2	Senior Special Executive-Program Manager Contact Centre	<p><b>Job Profile:</b></p> <ul style="list-style-type: none"> <li>Inclusion of new services offered by the Bank to the customers and overall ownership and Project Management Office (PMO) across all departments to ensure launch of new the same</li> <li>Co-ordination with Business Unit (BU), Information Technology Department and other stakeholders to drive transformation initiatives to make CC best in class</li> <li>Benchmarking and market landscaping across journeys and features offered by best-in-class Contact Center in India and globally in Banking Financial Services and Insurance Sector (BFSI) and outside</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 Information Technology verticals to drive procurement and implementation</li> <li>Project manager of complex and large-scale cross-team, cross-functional initiatives</li> <li>Troubleshooting</li> </ul> <p><b>KRAs:</b></p> <ul style="list-style-type: none"> <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>Suggestions for inclusion of new services at agent, Interactive Voice Response System (IVR) and hybrid squad</li> <li>Design of new services and overall ownership and Project Management Office (PMO) across all departments to ensure launch of new journeys</li> <li>Co-ordination with Business unit, Information Technology Department and other stakeholders to drive transformation initiatives to make Contact Centre best in class</li> <li>Design of journeys incorporating new age tech features and coordination with Information Technology Department verticals to drive procurement and implementation</li> </ul>
3	Senior Special Executive-Customer experience, Training & Scripts Manager (Inbound & Outbound)	<p><b>Job Profile:</b></p> <ul style="list-style-type: none"> <li>Responsible for overall quality of interaction by agents at respective sites</li> <li>Responsible for 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>Responsible for working with quality monitoring team to improve customer experience - i.e., through the usage of proper scripts by the agents</li> <li>Listening into call recordings to identify gaps &amp; opportunities for improvement of on call experience</li> </ul> <p><b>KRAs:</b></p> <ul style="list-style-type: none"> <li>Responsible for internal &amp; external Customer Satisfaction scores (CSAT) (measurement, computation &amp; improving fill rate)</li> <li>Responsible for setting up external CSAT measurement methodology and revising the same from time to time</li> <li>Responsible for working with quality monitoring team to improve customer experience - i.e., through the usage of proper scripts by the agents</li> <li>Monitoring and mentoring of Agents for scripts utilisation, timely Training and briefing of agents</li> <li>Coordination with the BUs for latest updates for changes in business processes and products</li> <li>Responsible for working with transformation team to give inputs and make journeys seamless so as to improve customer experience</li> <li>Responsible for coordinating with Learning &amp; Development (L&amp;D) team across vendors for enhanced training of all vendors</li> <li>Overall 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</li> <li>Random sampling of training sessions of vendors to ensure quality</li> </ul>
4	Senior Special Executive- Command Centre Manager	<p><b>Job Profile:</b></p> <ul style="list-style-type: none"> <li>Real time monitoring of all metrics associated with inbound 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>Preparation and circulation of relevant reports and dashboards to relevant stakeholders including top management</li> <li>Forecasting &amp; monitoring of forecast</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> <p><b>KRAs:</b></p> <ul style="list-style-type: none"> <li>Real time monitoring of all Contact Centre metrics associated with inbound/Outbound</li> <li>Real time monitoring of all metrics associated with collections/Sales calling</li> <li>Monitoring Campaigns whenever launched, Analysis results and impact analysis</li> <li>Proactive identification, and flagging off of key challenges/impacted metrics</li> <li>Cross functional working across all departments to identify reasons for dip in performance and resolution</li> <li>Analysis of performance parameters in weekly meeting, Actions for improving performance under Service Level Agreement (SLA) based parameters</li> <li>Preparation and circulation of relevant reports and dashboards to relevant stakeholders including top management</li> </ul>
5	Senior Special Executive- Dialler Operations (Outbound)	<p><b>Job Profile:</b></p> <ul style="list-style-type: none"> <li>Developing calling strategy for outbound calling and campaign management for outbound calls</li> </ul> <p><b>KRAs:</b></p> <ul style="list-style-type: none"> <li>Developing calling strategy for outbound calls across outbound sales &amp; collections</li> <li>Managing campaigns in real time making necessary decisions to improve efficacy of outbound Contact Centre</li> <li>Real time monitoring of all metrics associated with outbound Contact Centre</li> <li>Monitoring of metrics around outbound Contact Centre including dial outs, connect percentage, etc and taking real time decisions to improve efficacy</li> </ul>

\* Remarks: Job Profile/KRA mentioned above are illustrative. Role/Jobs/KRAs in addition to the above mentioned may be assigned by the Bank from time to time for the above posts.

**D. Remuneration/ CTC (Negotiable):**

CTC will not be a limiting factor for deserving candidate. CTC will depend upon experience and emoluments of candidate in the present employment and place of posting.

## E. 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 advices etc. by email.

### GUIDELINES FOR FILLING ONLINE APPLICATION:

- Candidates will be required to register themselves online through the link available on SBI website <https://bank.sbi/web/careers> and pay the application fee using Internet Banking/ Debit Card/ Credit Card etc.
- 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 Documents').
- 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.** There are no reflections and your eyes can be clearly seen. 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.
- After registering online, the candidates are advised to take a printout of the system generated online application forms.

### GUIDELINES FOR PAYMENT OF FEES:

- Application fees (Non-refundable): Rs 750/- (Seven Hundred Fifty only) for General/ OBC/EWS candidates and NIL for SC/ST/PWD candidates.
- Fee payment will have to be made online through payment gateway available thereat.
- 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.**
- 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.
- 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.
- If the online payment of fee is not successfully completed in first instance, please make fresh attempts to make online payment.
- There is also a provision to reprint the e-Receipt and Application form containing fee details, at later stage.
- Application Fee once paid will NOT be refunded on any account NOR can it be adjusted for any other examination or selection in future.

## F. How to Upload Documents:

### a. Details of Document to be uploaded:

- Detailed Resume (PDF)
- ID Proof (PDF)
- Proof of Date of Birth (PDF)
- Educational Certificates: Relevant Mark-Sheets/ Degree Certificate (PDF)
- Experience certificates (PDF)
- Latest Salary slip/ Form 16 (PDF)
- PWD certificate, if applicable (PDF)

### b. Photograph file type/ size (jpg/jpeg):

- Photograph must be a recent passport style colour picture.
- Size of file should be between 20 kb-50 kb and Dimensions 200 x 230 pixels
- Make sure that the picture is in colour, taken against a light-coloured, preferably white, background.
- Look straight at the camera with a relaxed face
- 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
- If you have to use flash, ensure there's no "red-eye"
- If you wear glasses make sure that there are no reflections and your eyes can be clearly seen.
- Caps, hats and dark glasses are not acceptable. Religious headwear is allowed but it must not cover your face.
- 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 colours etc., during the process of scanning.

### c. Signature file type/ size (jpg/jpeg):

- The applicant has to sign on white paper with Black Ink pen.
- The signature must be signed only by the applicant and not by any other person.
- The signature will be used to put on the Call Letter and wherever necessary.
- If the Applicant's signature on the answer script, at the time of the examination, does not match the signature on the Call Letter, the applicant will be disqualified.
- Size of file should be between 10kb - 20kb and Dimensions 140 x 60 pixels.
- Ensure that the size of the scanned image is not more than 20kb
- Signature in CAPITAL LETTERS shall NOT be accepted.**

### d. Document file type/ size:

- All Documents must be in PDF format.
- Page size of the document to be A4.
- Size of the file should not be exceeding 500 KB.
- 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 500KB, 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.

### e. Guidelines for scanning of photograph/ signature/ documents:

- Set the scanner resolution to a minimum of 200 dpi (dots per inch)
- Set Colour to True Colour
- 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).
- The photo/ signature file should be JPG or JPEG format (i.e. file name should appear as: image01.jpg or image01.jpeg).
- Image dimensions can be checked by listing the folder/ files or moving the mouse over the file image icon.
- Candidates using MS Windows/ MSOffice can easily obtain photo and signature in .jpeg format not exceeding 50kb & 20kb 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) & 20 kb (signature) by using crop and then resize option (Please see point (i) & (ii) above for the link size) in the 'Image' menu. Similar options are available in other photo editor also.
- While filling in the Online Application Form the candidate will be provided with a link to upload his/her photograph and signature.

### f. Procedure for Uploading Document:

- There will be separate links for uploading each document.
- Click on the respective link "Upload"
- Browse & select the location where the PDF file has been saved.
- Select the file by clicking on it and Click the 'Upload' button.
- 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
- Once uploaded/ submitted, the Documents uploaded cannot be edited/ changed.
- 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. **If the face in the photograph or signature is unclear the candidate's application may be rejected.**

**Note:** In case the face in the photograph or signature or documents is/are unclear, the candidate application may be rejected. In case the photograph or signature or documents is/are not prominently visible, the candidate may edit his/her application and re-load his/ her photograph or signature or documents, prior to submitting the form.

## G. 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.**

## H. Selection Process:

The selection of candidates will be based on Short listing, 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 short listing 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: Merit list for selection will be prepared in descending order on the basis of 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.

### I. General 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.
- 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 CONTRACT 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 provisional and 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 of the Bank for such post in the Bank, in force at the time of joining the Bank.
- Candidates are advised to keep their e-mail ID alive for receiving communication viz. call letters/ Interview date advices etc.
- The Bank takes no responsibility for any delay in receipt or loss of any communication.
- Candidates belonging to reserved category including, for whom no reservation has been mentioned, are free to apply for vacancies announced for unreserved category provided, they must fulfill all the eligibility conditions applicable to unreserved category.
- 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.
- In case of selection, candidates will be required to produce proper discharge certificate from the employer at the time of taking up the engagement.
- 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.
- DECISIONS OF BANK IN ALL MATTERS REGARDING ELIGIBILITY, CONDUCT OF INTERVIEW, OTHER TESTS AND SELECTION PROCESS WOULD BE FINAL AND BINDING ON ALL CANDIDATES. NO REPRESENTATION OR 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.
- Where interview without any written test is the mode of recruitment, 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 for single post, 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.
- 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.
- Outstation candidates called for interview after short listing will be reimbursed the travel fare of AC-III tier (mail/ express only) for the shortest route in India or actual expenses incurred (whichever is lower) from the place of residence (i.e. address furnished in the application) or from the place of posting, to the place of interview and back. Local transportation expenses will not be reimbursed. A candidate, if found ineligible for the post will not be permitted to appear in interview and will not be reimbursed any fare.
- BANK RESERVES RIGHT TO CANCEL THE RECRUITMENT PROCESS ENTIRELY AT ANY STAGE.**
- At the time of interview, the candidate will be required to provide details regarding criminal cases(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 right to deny the engagement depending upon such disclosures 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 <https://bank.sbi/web/careers>

The Bank is not responsible for printing errors, if any

Mumbai  
Date: 13.04.2022

GENERAL MANAGER  
(RP & PM)