



State Bank of India

Central Recruitment & Promotion Department

Corporate Centre, Mumbai

Email: crpd@sbi.co.in



**SBI RECOGNISED AS “BEST BANK IN INDIA”
FOR THE YEAR 2024 BY “GLOBAL FINANCE”**



RECRUITMENT OF SPECIALIST CADRE OFFICERS ON CONTRACTUAL BASIS
(ADVERTISEMENT NO: CRPD/SCO/2024-25/32)
ONLINE REGISTRATION OF APPLICATION & PAYMENT OF FEES: FROM 08.02.2025 TO 02.03.2025

State Bank of India invites Online application from Indian citizen for appointment to the following Specialist Cadre Officers post. 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 (brief resume, ID proof, age proof, caste 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. Hard copy of application & other documents not to be sent to this office.

A: DETAILS OF POSTS/VACANCIES/ELIGIBILITY CRITERIA/SUGGESTED PLACE OF POSTING:

Sl. No.	Name of Post	Vacancy					Age as on 31/12/2024 (Years)	Suggested place of posting ++	Selection Process	Contract Period
			OBC	Unreserved	Total	PwBD VI				
1	INTERNAL OMBUDSMAN (IO)	Backlog	0	0	0	1	Below 65 Years	Mumbai	Shortlisting & Interaction	3 Years
		Regular	1	1	2	0				

++ The Bank reserves the right to transfer the services of such OECs (Officers Engaged on Contract) 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. Request for posting/transfer to a specific place/office may not be entertained.

IMPORTANT POINTS

- i. The vacancy mentioned above is **provisional and may vary** according to the actual requirement of the Bank.
- ii. Candidate belonging to reserved category including Person with Benchmark Disabilities (PwBD) 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.
- iii. The educational qualification prescribed for various posts are the minimum. Candidate **must possess the qualification and relevant full-time experience** as on specified dates.
- iv. PwBD candidate should produce a certificate issued by a competent authority as per the Government of India Guidelines.
- v. OBC category candidate should submit the OBC certificate on **format prescribed by Govt. of India**, having Non-Creamy Layer clause issued **during the period 01.04.2024 to the date of interview**.
- vi. Valid 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.
- vii. The relevant experience certificate from the employer must contain specifically that the candidate has experience in that related field as required. **Without the production of proper experience certificate, Bank has right to cancel the candidature at any point of time.**
- viii. Bank reserves the right to cancel the recruitment process entirely at any stage.

- ix. **TRANSFER POLICY:** The bank reserves the right to transfer the services of such officers engaged on contract (OECs) 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. **Any request for posting/transfer to a specific place/office may not be entertained.**
- x. **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.
- xi. 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.**
- xii. 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 for any relaxation/ reservation available to OBC category. They should indicate their category as General OR General (VI/HI) as applicable.
- xiii. **OBC category candidate should submit the OBC certificate on format prescribed by Govt. of India, having "Non-Creamy Layer" clause issued during period 01.04.2024 to the date of interview, if called for. No request for extension of time for production of 'OBC Certificate' beyond the said date shall be entertained and candidature will be cancelled.**
- xiv. **Visual Impairment (VI):** Only those Visually Impaired (VI) persons who suffer from any one of the following conditions, after best correction, are eligible to apply.
- Blindness:** i. Total absence of sight; OR ii. Visual acuity less than 3/60 or less than 10/200 (Snellen) in the better eye with best possible correction; OR iii. Limitation of the field of vision subtending an angle of less than 10 degree. OR
 - Low Vision:** i. Visual acuity not exceeding 6/18 or less than 20/60 upto 3/60 or upto 10/200 (Snellen) in the better eye with best possible corrections; OR ii. Limitation of the field of vision subtending an angle of less than 40 degree up to 10 degree.
- xv. A person who wants to avail the benefit of reservation will have to submit latest Disability Certificate, on prescribed format, issued by Medical Authority or any other notified Competent Authority (Certifying Authority). **The certificate should be dated on or before last date of registration of application.**

B. REMUNERATION, DETAILS OF CTC & CONTRACT PERIOD:

Sl. No.	Name of Post	Annual CTC (Fixed)	Additional Perquisites	Contract Period \$	Detail of CTC
1	Internal Ombudsman (IO)	Rs. 51,00,000/-	In case of travel to outstation on duty, eligible Travelling, halting allowance and eligibility for stay in hotel at par with the General Managers in TEGS – VII of the Bank shall be paid. Apart from the Contract Amount and other details mentioned above, the IO will not be entitled to any other perquisites / facilities / benefits etc., from Bank.	03 Years The tenure of Internal Ombudsman shall be fixed term of three years. The Internal Ombudsman shall not be eligible for re-appointment or further extension of term in the Bank.	The IO will be paid monthly equivalent of lump-sum monetary compensation of annual CTC as given in Annual CTC column without any perquisites and without prejudice to his / her pension in other Bank, if any. The monetary compensation will be paid for the contractual period on monthly basis @ 1/12th of annual CTC. The amount of compensation will remain fixed during the engagement period and does not have any effect due to an increase/decrease in Dearness Allowance, Wage Revision, etc. Income Tax or any other tax liabilities on such monetary compensation / remuneration will be deducted at source, as per prevailing rate (s) mentioned in the Income Tax Rules.

\$ The contract period is of 3 Years. The Internal Ombudsman cannot be removed before the completion of his / her term without the explicit approval of Reserve Bank of India. If there is a change in the incumbency of Internal Ombudsman for any reason midway through the tenure, the Bank shall submit a report to Reserve Bank of India indicating the reasons.

C. DETAILS OF BASIC REQUIREMENTS / SKILLS & EXPERIENCES / JOB PROFILE & OTHER TERMS AND CONDITIONS ETC:

Qualification	Graduate in any discipline
Basic Mandatory Requirement	i The applicant shall either be a retired or serving officer, in the rank equivalent to a General Manager of another bank / Financial Sector Regulatory Body (other than State Bank of India or e-ABs), having necessary skills & experience of minimum seven years of working in areas such as banking, non-banking finance, regulation, supervision, payment and settlement systems, credit information or consumer protection. ii The applicant should not have worked / be working in any capacity in State Bank of India or erstwhile-Associate Banks (e-ABs) of SBI. iii The applicant, if not a serving officer, should have superannuated or have taken voluntary retirement at not less than the rank of General Manager of Scheduled Commercial Bank other than SBI or e-ABs
Mandatory Skills & Experience	The applicant should possess necessary skills and experience of minimum seven years of working in areas such as Banking, regulation, supervision, payment and settlement systems and / or consumer protection.
Job profile	The Internal Ombudsman shall be an independent, apex level authority on Customer Grievance Redressal Mechanism of the Bank, so that a minimum number of complaints are escalated to Banking Ombudsman.
Other Terms and Conditions	❖ The appointment of IO will be subject to satisfactory completion of medical examination as prescribed by the Bank and verification of testimonials. ❖ The IO will not take up any assignment with any other organization during the period of contract with the Bank. ❖ The IO will not exercise any administrative / financial powers during the period of engagement. ❖ The engagement shall not be construed as an employment in the Bank and the Official is not eligible to claim Provident Fund / Bonus / Pension during the period of contract or thereafter. ❖ They will not be eligible for membership of SBI pension Fund / Defined Contribution Pension Scheme (New Pension Scheme) and SBI Employees Provident Fund.

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

D. 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.

E. SELECTION PROCESS: The selection will be based on Shortlisting & Interaction.

- ❖ **Shortlisting:** Mere fulfilling minimum 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 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.** The shortlisted candidates will be called for interview.
- ❖ **Interaction:** Interaction will carry 100 marks. The qualifying marks in interaction will be decided by the Bank. No correspondence will be entertained in this regard.

Merit list: Merit list for selection will be prepared in descending order on the basis of scores obtained in interaction only. In case more than one candidate scores 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 list.

F. 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	GUIDELINES FOR PAYMENT OF FEES
i. Candidates will be required to register themselves online through the link available on SBI website https://bank.sbi/careers/current-openings and pay the application fee using Internet Banking/ Debit Card/ Credit Card etc. 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'). 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. iv. After registering online, the candidates are advised to take a printout of the system generated online application forms.	i. Application fees and Intimation Charges (Non-refundable) is ₹ 750/- (₹ Seven Hundred Fifty only) for General/EWS/OBC candidates and no fees/intimation charges for SC/ ST/ PwBD candidates. 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. 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/UPI etc. by providing information as asked on the screen. Transaction charges for online payment, if any, will be borne by the candidates. 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. v. If the online payment of fee is not successfully completed in first instance, please make fresh attempts to make online payment. vi. A provision is there to reprint the e-Receipt and Application form containing fee details, at later stage. 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.

G. HOW TO UPLOAD DOCUMENTS:

a. Details of Document to be uploaded: i. Recent Photograph & Signature ii. Detail Resume (PDF) iii. ID Proof (PDF) iv. Proof of Date of Birth (PDF) v. Graduation Certificates: Relevant Mark-Sheets & Degree Certificate (PDF) vi. Experience certificates (PDF) vii. Form-16/Offer Letter/Latest Salary slip from current employer (PDF) viii. No Objection Certificate (If applicable) (PDF) ix. Caste Certificate / PwBD certificate (if applicable) (PDF) x. Bio-data (in Bank's format) (In PDF)	d. Document file type/ size: i. All Documents must be in PDF (except Photograph & Signature) ii. Page size of the document to be A4 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.
b. Photograph file type/ size: i. Photograph must be a recent passport style colour 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 colour, taken against a light-coloured, 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"	e. Guidelines for scanning of photograph/ signature/ documents: 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 & 20 kb respectively by

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 colour etc., during the process of scanning.	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 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.
c. Signature file type/ size: 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.	f. Procedure for Uploading Document: i. There will be separate links for uploading each document. ii. Click on the respective link "Upload" iii. Browse & 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. If the face in the photograph or signature is unclear the candidate's application may be rejected.
H. GENERAL INFORMATION:	
i. Before applying for the 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. ii. 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 fulfil all the eligibility conditions applicable to General category. 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. iv. The applicant should ensure that the application is strictly in accordance with the prescribed format and is properly filled. 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 of the Bank for such post in the Bank, in force at the time of joining the Bank. vi. Candidates are advised to keep their e-mail ID active for receiving communication viz. call letters/ Interview date advices etc.	xi. DECISION 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. 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. xiii. 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. xiv. In case of multiple application, only the last valid (completed) application will be retained, the application fee/ intimation charge paid for other registration will stand forfeited. 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. xvi. Outstation candidates, who may be called for interview after short-listing will be reimbursed the cost of travelling by Air (Economy Class) fare for the shortest route in India OR the actual travel cost in India (whichever is lower) on the basis of actual journey. Local conveyance like taxi/cab/personal vehicle expenses/fares will not be payable. A

VII. The Bank takes no responsibility for any delay in receipt or loss of any communication. VIII. 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. IX. In case of selection, candidates will be required to produce proper discharge certificate from the employer at the time of taking up the engagement. X. 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.	candidate, if found ineligible for the post will not be permitted to appear for the interview and will not be reimbursed any fare. XVII. Bank reserves the Right to cancel the recruitment process entirely at any stage. XVIII. At the time of interview, the candidate will be required to provide details regarding criminal cases 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.
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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 liable for printing errors, if any.		
Mumbai 08.02.2025		GENERAL MANAGER (RP&PM)



HOW TO APPLY

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