

Madam/Dear Sir,

ENGAGEMENT OF RETIRED OFFICERS OF THE BANK
“AS FACILITATORS FOR ATM MANAGEMENT ON CONTRACT BASIS”
FOR MUMBAI METRO CIRCLE

RETIRED FROM BANK’S SERVICE ON ATTAINING SUPERANNUATION AFTER 31.08.2018
RETIRED OFFICERS OF THE BANK IN THE GRADE OF MMGS II & MMGS III

Bank has approved a scheme for engagement of skilled and experienced retired officers of the Bank in the grade of MMGS II and MMGS III (Retired from Bank’s service on attaining superannuation after 31.08.2018) as **“Facilitators” for ATM Management on contract basis**”.

2. In this connection, ex-officers are requested to go through the **Attached Files**, containing the following details for your information and necessary action.

- i. Brief Role of the Job.
- ii. Eligibility Criteria & Terms and conditions of Engagement etc.
- iii. Application form

3. We request you to go through the above, and if desirous of taking up this assignment, please arrange to submit your application form, as per the enclosed standard format, to The Assistant General Manager, Channel Management and Customer Service (CM & CS) Department, State Bank of India, Local Head Office, **Mumbai (Metro) circle**. Please send scanned copy of your application to email Id cmatm.lhomum@sbi.co.in, agmatm.lhomum@sbi.co.in, and agmhr.lhomum@sbi.co.in to avoid postal delays.

4. Please note that the applications from interested retired Officers must reach this Office latest by **27th February 2020**, so as to enable us to complete the exercise at the earliest. **Please also note that the engagement process/vacancy is only for Mumbai Metro Circle.**

ASST.GENERAL MANAGER (HR)
Mumbai (Metro) Circle

Encl:-

- i. Brief Role of the Job.
- ii. Eligibility Criteria & Terms and conditions of Engagement etc.
- iii. Application form

Role & Responsibilities of "Facilitators for ATM Management"

No financial power will be entrusted to the new position. The responsibilities and functions for the new position would be as under:

RESPONSIBILITIES

- Responsible for overall functioning & ambience of the ATMs attached to him.
- Ensuring maximum availability and uptime of ATMs as per Bank's guidelines.
- Supervision of TIS work for relocation/revamp of existing ATMs. In case of BLA/TOM, monitoring and reporting.
- Follow-up with respective vendors for early rectification of the faults.
- Coordinate for introduction of locale specific ATM features or infrastructure (e.g. Regional language display, larger capacity UPS, etc.).
- Login for HP-ESQ ATM Monitoring tool will be provided to check ATM status through the system or mobile phone.
- Channel Manager Access Card (CMAC) will be issued for them to record their visits through ATMs.
- During ATM site visits, the parameters detailed in the ATM Site Visit Checklist to be complied with.
- Ensuring the e-surveillance Systems (if installed) is functioning.

FUNCTIONS

- Visiting all ATMs attached to him at least twice in a month and furnishing the visit reports to Channel Manager & AGM (ATM Operations). It is preferred that surprise visits are made with a gap of few days in between 2 visits. There may be situations where daily visits are required.
- During visits, the official should take colour pictures (through mobile phone camera preferred) of the entire ATM lobby. All visits to be substantiated with photos, shared through emails.
- Ensuring that ATM room is clean and tidy.
- Lighting arrangement in ATMs is proper. The lighting arrangement should be in front of the user/behind the camera so that the user's face is clearly visible in CCTV footage.
- No skimming / extraneous device like cameras are placed by the fraudsters in the ATM rooms.
- There is no tampering in the card reader (the slot for insertion of ATM card) and key pad of the ATM.
- Port, Cable and Power connections are not accessible to the customers.
- A notice 'WE ACCEPT ALL BANKS CARDS' is properly displaced on the glass door of the ATM.
- A poster on Do's and Don'ts to be observed by the customers while doing transactions on ATMs is properly displayed.
- Ensuring the correct ATM ID is pasted on the Machine.
- For ATMs located at Metro cities "METRO ATM" should be pasted on the machine.

- Ensuring that Caretaker (wherever provided) is present, is in uniform, wears identity card and is in alert position.
- Monitoring functioning of AC, UPS, CCTVs (wherever installed), lighting, Signage lighting, e-Surveillance Systems (wherever installed), Solar Power Systems (wherever installed) etc. and ensuring that they are in working condition.
- Ensuring that only Current Publicity materials are displayed in the ATM room and no obsolete material should be there. Verifying that the latest approved ATM Ad Screens are being shown at ATMs.
- Any shortcoming to be reported immediately to Channel Manager and ensure rectification within a week in consultation/coordination with controllers/vendors.
- In addition to periodic visits, visit ATMs in case of exigencies like installation/replacement, vandalism, fraud, fire, flood etc.
- Co-ordinating and overseeing between vendors and operating Bank Staff (CAC/Branch) for early resolution/fixing of problems.
- To maintain contact details and liaison with field personnel of vendors and local representatives of central vendors viz. MS/BLA/TOM Vendor, SLM/OEM Vendor, Joint custodians (Bank staff/CITs/Bank's CAC), caretaker/security guards, housekeeping persons, e-Surveillance vendor, communication vendor, etc for better coordination.
- For all the ATMs, he will ensure timely service/resolution of problems in accordance with timelines/SLAs in the respective agreements. Feedback to Channel Managers/AGM (ATM-Ops), LHO regarding penalties for breach in SLA clauses by the vendors.
- Assist Channel Managers in (a) locations/site selection as per location guidelines for new ATMs. (b) Location analysis for existing ATMs-suggesting re-location where ever warranted.
- For existing ATMs, liaise with Cash-in-Transit agencies/ CAC in respect of Cash outsourced ATMs and take all necessary steps to ensure timely replenishment, to avoid cash outs and rectification of CHF, RBF, etc to achieve maximum uptime.
- Attending to any other situation where his presence is required, as instructed by Bank.
- Any other work which deemed fit for the role of the Support to Channel Manager.

Details of the Selection Criteria, Process and Terms & Conditions

Parameters	Eligibility Criteria
Who can apply	<ol style="list-style-type: none"> Officers in the scales of MMGS-II, MMGS-III, retired from bank's service on attaining superannuation; <u>after 31-08-2018</u> They should have retired with good track record, They should not have undergone any punishment in the Bank during their service. They should be a resident of the area, where RBO is functioning. They should be maintaining good health and are able to move freely in the area of operation entrusted to them. The candidates called for interview, shall attend at their own expense.
Selection Process	The respective Circles will select the candidates through interview process. The selection committee will be comprised by 1 DGM and 2 AGMs.
Period of Engagement and Age	<ol style="list-style-type: none"> The engagement shall be for an initial period of 6 months and the same will be reviewed after 6 months. The review will be done by the same committee mentioned above on the basis of feedback received from respective Channel Manager, Chief Manager (CMCS) and Regional Manager of RBO. The services of the personnel shall be extended for a maximum total period of three years or attaining 65 years of age, whichever is earlier. As such the applicant should not be more than <u>62 years of age as at the time of engagement.</u>
Experience	Preference will be given to the officials who have worked in ATM operations.
Monthly Remuneration	Salary : ₹ 30,000/- per month Conveyance : ₹ 5,000/- per month Mobile Reimbursement: ₹ 1,000/- per month (on declaration basis)
Other Terms & Conditions	<ol style="list-style-type: none"> For official travel for out of station visits, they will be entitled to the facilities and allowances as applicable presently to the grade at the time of retirement. The retired officers shall be entitled to leave of <u>30 days</u> per year which they may avail during the period of engagement with the approval of the Bank/authority to whom they report. For the purpose of computation of leave, intervening Sundays/ holidays shall not be included. The Bank shall have absolute right in its discretion to either grant or reject the application for leave taking into consideration the administrative exigencies. The leaves not availed during the engagement period will normally lapse. However, if the leave is declined on administrative grounds and not availed during the contract period, it may be encashed at the time of termination of contract period at the rate of monetary compensation package component. For any period less than or over one year, eligibility of leave would be determined on prorata basis. The retired officers will not accept any assignment with any other organization during the period of their contractual service in the Bank. Income Tax or any other tax liabilities on remuneration will be deducted as per prevailing rates(s) mentioned in the Income Tax Rules. The contractual period will not be reckoned as service or re-employment for the purpose of superannuation benefits. During the period of engagement, the retired officers (retirees engaged) will not accept any other assignment with any other organization. The retired officers will not exercise any administrative / financial power during the period of engagement. They will not get any medical facilities under the contract. The retired officers will follow the normal working hours as applicable to the serving officials where required. The selected Facilitators will execute a stamped undertaking before taking up the assignment.
Other instructions in respect of Engagement of Retired Bank officials will be adhered to.	

To:	From:	Photograph
The Chief General Manager State Bank of India Local Head Office Mumbai Metro Circle		

Dear Sir,

**ENGAGEMENT OF RETIRED OFFICERS OF THE BANK AS
“FACILITATORS FOR ATM MANAGEMENT ON CONTRACT BASIS” FOR MUMBAI METRO CIRCLE
RETIRED FROM BANK’S SERVICE ON ATTAINING SUPERANNUATION AFTER
31.08.2018: RETIRED AS MMGS II & MMGS III**

As the Bank is in a process of engagement of retired officers as facilitators for ATM Management on contract basis. In this connection, I have to advise that I have retired from the Bank’s service on _____ after attaining superannuation. I offer my candidature for engagement as Facilitator for ATM Management.

My detailed Bio-data is as under:

1.	Name	
2.	P.F. Index Number	
3.	Date of Birth	
4.	Category (GEN/SC/ST/OBC)	
5.	Date of joining the Bank	
6.	Joined the Bank as	
7.	Date of Retirement	
8.	Officer’s Grade at the time of Retirement.	
9.	Contact Details	
10.	a. Address	
11.	b. Mobile Number	
12.	c. Email ID	
13.	LAST FIVE ASSIGNMENTS HELD (LAST AND BACKWARDS)	
14.	Assignment	Department /Office/ Branch
		Period From ____ to ____ (Years)
15.		
16.		
17.		
18.		
19.		
20.	Experience in ATM Operations (please specify)	
21.	Any punishment / penalty imposed during the service?	
22.	Details of other par time/full time employment, if any	
23.	Any CBI/Other enforcement agencies cases pending?	

Yours faithfully

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Date: