



Central Recruitment & Promotion Department  
Corporate Centre, Mumbai  
email: crpd@sbi.co.in

**ENGAGEMENT OF RETIRED BANK OFFICERS ON CONTRACT BASIS**  
**ADVERTISEMENT NO: CRPD/RS/2025-26/28**  
**ONLINE REGISTRATION OF APPLICATION FROM 26.02.2026 TO 18.03.2026**

State Bank of India invites Online application from Indian citizen for engagement of retired officers of SBI for the following post on **Contract Basis**. Eligible candidates are requested to apply Online through the link given on Bank's website <https://sbi.bank.in/web/careers/current-openings>.

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

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

Sr. No.	Parameter	Particulars																																								
1.	Name of the Position	Support Officer (On Contract Basis)																																								
2.	Department	Cash Management Product Operations Centre (CMPOC), Hyderabad																																								
3.	No. of vacancy	<table border="1"> <thead> <tr> <th rowspan="2">Name of Post</th> <th rowspan="2">Type of Vacancy</th> <th colspan="5">Vacancies</th> <th rowspan="2">Total</th> <th>PwBD (Horizontal)</th> </tr> <tr> <th>SC</th> <th>ST</th> <th>OBC</th> <th>EWS</th> <th>UR</th> <th>VI</th> </tr> </thead> <tbody> <tr> <td rowspan="3">Support Officer</td> <td>Regular</td> <td>1</td> <td>1</td> <td>2</td> <td>1</td> <td>3</td> <td>8</td> <td>--</td> </tr> <tr> <td>Backlog</td> <td>--</td> <td>--</td> <td>1</td> <td>--</td> <td>--</td> <td>1</td> <td>1</td> </tr> <tr> <td><b>Total</b></td> <td><b>1</b></td> <td><b>1</b></td> <td><b>3</b></td> <td><b>1</b></td> <td><b>3</b></td> <td><b>9</b></td> <td><b>1</b></td> </tr> </tbody> </table> <p><b>Note:</b> Vacancy for PwBD is Horizontal. <b>ABBREVIATIONS:</b> SC--Scheduled Caste; ST--Scheduled Tribe; OBC--Other Backward Classes (Non-Creamy Layer); EWS: Economically Weaker Sections; UR – Unreserved, PwBD - Persons with Benchmark Disabilities, VI - Visually Impaired.</p>	Name of Post	Type of Vacancy	Vacancies					Total	PwBD (Horizontal)	SC	ST	OBC	EWS	UR	VI	Support Officer	Regular	1	1	2	1	3	8	--	Backlog	--	--	1	--	--	1	1	<b>Total</b>	<b>1</b>	<b>1</b>	<b>3</b>	<b>1</b>	<b>3</b>	<b>9</b>	<b>1</b>
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4.	Place of posting	Hyderabad																																								
5.	Educational Qualification / Experience Required -	<p><b>Educational Qualification/ Experience Required --</b></p> <p><b>Education:</b> No specific educational qualification is required, since the applicants are retired officers of SBI.</p> <p><b>Experience (If any):</b> Preference will be given to Ex-officers who have earlier worked in CMPOC, have adequate knowledge of the operation of CMPOC and have good track record of performance and thorough knowledge of systems and procedures.</p>																																								
6.	Eligibility Criteria for fresh engagement (As on 26.02.2026)	<ol style="list-style-type: none"> <li>The officer should have retired from the Bank's service only on attaining superannuation at the age of 60 years. The officers voluntarily retired/ resigned/ suspended or left the Bank otherwise before superannuation are not eligible for consideration for engagement. However, any officer, who has completed 58 years of age and 30 years of service/pensionable service (both the conditions need to be satisfied) as on the date of applying for voluntary retirement as per e-Circular No. CDO/P&amp;HRD-PM/58/2015-16 dated 07.10.2015, CDO/P&amp;HRD-PM/12/2017-18 dated 05.05.2017 and CDO/P&amp;HRD-PM/20/2022-23 dated 21.06.2022 will be eligible for engagement in the Bank on attaining the age of 60 years.</li> <li>The engagement shall be up to the maximum age of 65 years, subject to satisfactory performance and renewal of contract. As such, maximum age as on date of advertisement i.e. on 26.02.2026 should be 63 years for fresh engagement.</li> <li>Officers should have good track record of performance and thorough knowledge of Bank's systems and procedures.</li> <li>Officers should possess appropriate qualification / domain expertise required for the work to be assigned.</li> <li>The integrity of the officer should not have been doubtful.</li> <li>No punishment/ penalty (Censure or higher) should have been inflicted on the official during the five years of his service preceding to his/her retirement.</li> <li>Cases of CBI or other law enforcement agencies should not be pending against the official.</li> <li>The Retired Officer should maintain good health and not be suffering from any major ailments.</li> <li>Officers of SBI with unblemished service record who have retired as <b>MMGS-II / MMGS-III or SMGS-IV</b> are eligible.</li> <li>The retired personnel should have sufficient work experience and overall professional competence in the relevant area, as per the requirement.</li> <li>The retired personnel should possess the special skill/ aptitude/ quality, as per the requirement.</li> <li>Maximum age indicated is for General category candidates. No Relaxation in upper age limit will be available to reserved category candidates.</li> </ol>																																								
7.	Important Guidelines	<ol style="list-style-type: none"> <li>The engagement of retired officers in the Bank shall be on contract basis and shall not be treated as extension in service for the purpose of pension and other superannuation benefits.</li> <li>During the period of engagement, the retired officers (retirees engaged) will not accept any other assignment with any other organization.</li> <li>The retired officers will not exercise any administrative/financial power during the period of engagement.</li> <li>They will not be eligible for any medical facilities under the contract.</li> <li>The number of vacancies including reserved vacancies mentioned above are provisional and may vary according to the actual requirement of the Bank.</li> <li>Candidate belonging to OBC category but coming in the 'creamy layer' are not entitled for OBC reservation. They should indicate their category as 'UR / GENERAL' as applicable.</li> <li>Caste certificate issued by Competent Authority on format prescribed by the Government of India will have to be submitted by the SC/ST candidates.</li> <li>Benefit of Reservation under EWS category can be availed of only upon production of "Income and Asset Certificate" issued by the competent authority on the format prescribed by Govt. of India for the relevant financial year as per the extant DoPT guidelines on or before the closure of online application date.</li> <li>PwBD candidate should produce a certificate issued by a competent authority as per the Govt of India guidelines.</li> <li>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 01.04.2025 to the date of interview, should be submitted by such candidates, if called for interview.</li> </ol>																																								

8.	Service Rule	The Engaged Retired Official will not be covered under SBI Officers' Service Rules or any other service conditions but will be bound by the terms of offer of the engagement.												
9.	PF/Bonus/Pension/Arrears	The contractual period will not be reckoned as service for the purpose of superannuation benefits/PF/Bonus/Gratuity etc.												
10.	Termination of Contract	The engagement of retired officers in the Bank shall not be considered as a case of re-employment in the Bank. The Bank may terminate the contract at any time by giving 30 days' notice in writing. However, in case of any misconduct observed on part of the such contractual employee, the contract will end with immediate effect without any notice.												
11.	Execution of agreement for contractual engagement	The retired personnel will execute a stamped Service Level Agreement (SLA) before taking up the assignment. During the period of their engagement with the Bank, it is likely that they may come across certain information of critical or secret nature. They will not divulge any information gathered by them during the period of their assignment to anyone who is not authorized to know/have the same. The User Department will ensure to protect the confidentiality of the information in respect of customers, documents, records and assets of the Bank by putting in place a system at their end.												
12.	Income Tax/TDS	Income tax or any other liabilities on remuneration would be deducted at source as per prevailing rate(s) mentioned in the Income Tax Rules or any other rules from time to time.												
13.	Selection Process for Fresh Engagement	The selection will be based on Shortlisting & Interaction. <b>Shortlisting:</b> -Mere fulfilling minimum qualification and experience will not vest any right in candidate for being called for interview. The Shortlisting Committee constituted by the Bank will decide the shortlisting parameters and thereafter, adequate number of candidates, as decided by the Bank will be shortlisted and called for interaction. The decision of the Bank to call the candidates for the interaction shall be final. No correspondence will be entertained in this regard. <b>Interaction</b> - Interview will carry 100 marks. The qualifying marks in interview will be decided by the Bank. No correspondence will be entertained in this regard. <b>Merit list:</b> - Merit list for final selection will be prepared in descending order of scores obtained in interview only, subject to candidate scoring minimum qualifying marks. In case more than one candidate score common cut-off marks, such candidates will be ranked in the merit in descending order of their age. For Fresh engagement: i. The shortlist candidates shall be interviewed by the interaction committee and decision of the committee will be final and binding in this regard. ii. No TA/DA will be paid to the candidates appearing in the Interview process. iii. The selected candidates will be advised to report for duty at CMP Operations Centre (CMPOC), Hyderabad, after submission of stamped undertaking letter and SLA. If not reported within stipulated period, his candidature will be treated as cancelled and no further correspondence will be entertained in this regard.												
14.	Leave	The retired officers shall be entitled to leave of 30 days during the engagement period of one year which they may avail during the period of engagement with the approval of the Bank/authority to whom they report. For the purpose of computation of leave, intervening Sunday/ 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 pro-rata basis. However, if the officer has not applied for the leave anytime during the financial year / before the termination / expiry of contract, whichever is earlier, no encashment of leave is permissible.												
15.	Period of Engagement	The contract will be for a period of: a) Minimum 1 year, however, Bank has the right to extend the contract period to maximum 3 years or up to retired officer attaining age of 65 years, whichever is earlier, subject to quarterly review of performance of the official. b) Initial contract may be for a period of 2 years, after which it may be renewed for one year based on performance of Support officers, subject to attainment of age of 65 years. Thereafter the contract will not be extended after the age of 65 years.												
16.	Remuneration	The remuneration will be paid at monthly intervals For the Support Officer as under: <table border="1"> <thead> <tr> <th>S. No.</th> <th>Grade of the retired officers</th> <th>Monthly Remuneration payable (Fixed)</th> </tr> </thead> <tbody> <tr> <td>1.</td> <td>MMGS-II</td> <td>Rs.45,000/-</td> </tr> <tr> <td>2.</td> <td>MMGS-III</td> <td>Rs.45,000/-</td> </tr> <tr> <td>3.</td> <td>SMGS-IV</td> <td>Rs.50,000/-</td> </tr> </tbody> </table> <p>a) The above compensation amount is on lumpsum basis and without prejudice to their pension. b) There will be no provision for house / furniture by the bank nor other benefits / perquisites / a membership in Provident fund / pension fund and gratuity during the contract period and no other claim will be entertained. c) Income tax will be deducted at source as per the rates mentioned in the extant IT rules as applicable.</p>	S. No.	Grade of the retired officers	Monthly Remuneration payable (Fixed)	1.	MMGS-II	Rs.45,000/-	2.	MMGS-III	Rs.45,000/-	3.	SMGS-IV	Rs.50,000/-
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17.	Designation	The ex-officers may use designation as Support Officer, wherever necessary. A suitable photo Identity Card containing HRMS No., brief details of engagement and validity period would be provided to all engaged retired personnel.												
18.	Working Hours	The retired officers/ employees will follow the normal working hours as applicable to the serving official or as required.												
19.	Job Profile	a) CRM Help Desk – Ticket generation and follow up for resolution. b) Follow up with Govt. departments for obtaining VDMS and LOC. c) Follow up with Branches for expired limits of Govt. accounts. d) Follow up with Cash Pick-up and Cheque Pick-up agencies for grievance redressal of clients availing these services. e) Follow up with the clients for recovery of CMP service charges. List of clients to be followed up will be advised on daily basis.												
20.	Roles & Responsibilities	a) The Support Officer shall generate tickets for the issues raised by the clients/ MEs/ Branches through e-mails, calls and providing resolutions within stipulated time norms (TAT). Further, the support officers shall be allocating the tickets raised in CRM helpdesk to the concerned team, if required, and follow up for closure of the tickets as per TAT. b) The Support Officer shall contact each defaulting PAOs and CDOs for obtaining the VDMS and for issue of LOCs in time. c) The service of retired officials may be utilized for handling of Customer Complaints in Cash and Cheque Collection services arising due to issues like delay in processing by the branches, errors in processing, reconciliation support to the clients, irregular cash pickups by agencies, non-acceptance of depositions from the clients/agencies etc. d) In addition to the above, services of the retired officials may also be utilized for activities like follow up with clients for recovery of CMP charges, follow up with branches for timely liquidation of cheques etc. <b>Remarks:</b> Roles/Responsibility mentioned above are illustrative. Roles/Responsibility, in addition to the above mentioned, may be assigned but the bank from time to time for the above position.												

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

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

**GUIDELINES FOR FILLING ONLINE APPLICATION:**

- Candidates will be required to register themselves online through the link available on SBI website <https://sbi.bank.in/web/careers/current-openings>.
- After registering online, the candidates are advised to take a printout of the system generated online application forms.
- Candidates should first scan their latest photograph and signature. Online application will not be completed unless candidate uploads his/ her photo and signature as per the guidelines specified under 'How to Upload Document'. Candidates should fill the 'application form' carefully and submit the same after filling it completely. In case a candidate is not able to fill the application in one go, he/ she can save the partly filled 'Form'. On doing this, a provisional registration number & password is generated by the system and displayed on the screen. **Candidate should carefully note down the registration number & password.** The partly filled & saved application form can be re-opened using registration number & password where-after the particulars can be edited, if needed. This facility of editing the saved information will be available for three times only. Once the application is filled completely, candidate should submit the application form.

#### D. HOW TO UPLOAD DOCUMENTS:

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

- i. Recent Photograph
- ii. Signature
- iii. Brief particular of the experience of last 10 years (assignment-wise Details) (PDF) in the Biodata format available under this advertisement in SBI Career portal- (file size up to 1024 kb)
- iv. ID Proof (PDF)
- v. Proof of Date of Birth (PDF)
- vi. Caste Certificate (SC/ST/OBC-NCL) (if applicable)
- vii. EWS / PWD certificate (if applicable)
- viii. Any other document (if available)

##### b. Photograph file type/ size:

- i. Photograph must be a recent passport style colour picture.
- ii. File size should be between 20 - 50 kb and Dimensions 200 x 230 pixels (preferably)
- iii. Make sure that the picture is coloured and is 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, please make sure that the sun is behind you, or you are in a shaded area, so that you are not squinting or there are no harsh shadows.
- vi. In case flash is used, ensure there's no "red-eye"
- vii. If you wear glasses make sure that there are no reflections and your eyes can be seen clearly.
- viii. Caps, hats, dark glasses are not acceptable. Religious headwear is allowed but must not cover your face.
- ix. Ensure that the size of the scanned image is not more than 50 kb. In case the file size is more than 50 kb, adjust the scanner settings such as the DPI resolution, number of colour etc., before scanning the photo.

##### 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 - 20 kb & Dimensions 140 x 60 pixels (preferably).
- v. Ensure that the size of the scanned image is not more than 20 kb.
- vi. Signature in CAPITAL LETTERS shall NOT be accepted.

##### d. Document file type/ size:

- i. All documents must be in PDF
- ii. Page size of the document should be A4.
- iii. Size of the file should not exceed 500 kb.
- iv. In case a Document is being scanned, please saved it as PDF with size not more than 500 kb. 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., before rescanning the file. Please ensure that Documents uploaded are clear and readable.

##### 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 of JPG or JPEG format (i.e. file name should appear as: image01.jpg or image01.jpeg).

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

- v. Image dimensions can be checked by listing the folder/ files or moving 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 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.

##### f. Procedure for Uploading Document:

- i. There will be separate links for uploading each document. Click on the respective link "Upload"
- ii. Browse & select the location where the JPG or JPEG, PDF file has been saved.
- iii. Select the file by clicking on it and Click the 'Upload' button.
- iv. Click Preview to confirm that the document is uploaded and accessible properly before submitting the application. If the file size and format are not as prescribed, an error message will be displayed
- v. Once uploaded/ submitted, the Documents uploaded cannot be edited/ changed.
- vi. **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.**

#### E. GENERAL INFORMATION:

- i. 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.
- ii. 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.
- iii. Candidates belonging to reserved category, 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 unreserved category.
- iv. **IN CASE IT IS DETECTED AT ANY STAGE OF ENGAGEMENT 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.**
- v. The applicant should ensure that the application is strictly in accordance with the prescribed format and is properly and completely filled.
- vi. Engagement of selected candidate is subject to his/ her being declared medically fit as per the requirement of the Bank.
- vii. Candidates are advised to keep their e-mail ID active for receiving communication viz. call letters/ Interview date/ advices etc.
- viii. The Bank takes no responsibility for any delay in receipt or loss of any communication.

- 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. (If Applicable)
- x. **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.**
- xi. 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.
- xii. 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.
- xiii. In case of multiple application, only the last valid (completed) application will be retained. Multiple appearance by a candidate for this post in interview will be summarily rejected/ candidature cancelled.
- xiv. 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.
- xv. **BANK RESERVES THE RIGHT TO CANCEL OR MODIFY THE ENGAGEMENT PROCESS ENTIRELY OR PARTILY AT ANY STAGE.**
- xvi. 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 right to deny the engagement depending upon such disclosures and/or independent verification and/ or terminate the contract forthwith without notice at any time if found that the information provided was false.

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

Mumbai,  
Date: 26.02.2026

The Bank is not responsible for printing errors, if any

GENERAL MANAGER  
(RP & PM)