◯ SBI

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)

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RECRUITMENT OF JUNIOR ASSOCIATES
(CUSTOMER SUPPORT & SALES) IN STATE BANK OF INDIA
(Advertisement No. CRPD/CR/2017-18/10)
ONLINE REGISTRATION OF APPLICATION AND PAYMENT OF FEES: 20.01.2018 To 10.02.2018

> **Preliminary Examination will be conducted tentatively in the month of March/April 2018 and Main Examination will be conducted tentatively on 12.05.2018. Candidates are advised to check regularly Bank's website https://bank.sbi/careers or https://www.sbi.co.in/careers for details and updates. The examination will be as detailed under point No. 4 Selection procedure.**

Applications are invited from eligible Indian Citizens for appointment as Junior Associate (Customer Support & Sales) in clerical cadre in State Bank of India. Candidates can apply for vacancies in one State only. Candidates can appear for the test only once under this recruitment project. The candidates applying for vacancies of a particular State, should be proficient (reading, writing, speaking and understanding) in the specified opted local language of that State (mentioned in the under given vacancy table against each state/UT).The test for knowledge of specified opted local language will be conducted as a part of selection process. It will be conducted after qualifying the online main examination but before joining the Bank. Candidates who fail to qualify this test will not be offered appointment. Candidates who produce 10th or 12th standard marksheet/ certificate evidencing having studied the specified opted local language will not be required to undergo the language test.

VACANCIES:

Junior Associate (Customer Support & Sales)			Regular Vacancies										Backlog vacancies			
Circle	State		Category wise					PWD			Ex-servicemen					
		Language*	GEN	SC	ST	OBC	Total	LD (OH)	VI	HI	XS	DXS	SC	ST	OBC	TOTAL
Ahmedabad	Gujarat	Gujrati	255	35	75	135	500	7	6	7	50	23	-	-	-	-
Amarawati	Andhra Pradesh	Telugu/ Urdu/Hindi	200	64	28	108	400	5	6	5	40	18	-	-	-	-
Bangalore	Karnataka	Kannada	51	15	7	27	100	2	1	1	10	5	36	11	198	245
Bhopal	Madhya Pradesh	Hindi	258	76	102	76	512	7	6	7	51	23	107	260	-	367
	Chattisgarh	Hindi	145	34	92	17	288	4	4	4	29	13	38	-	--	38
Bengal	West Bengal	Bengali/ Nepali	308	140	30	134	612	8	9	8	61	28	39	5	25	69
	A&N Islands	Hindi / English	9	-	-	2	11	-	-	-	1	-	-	-	1	1
	Sikkim	Nepali/ English	5	-	1	1	7	-	-	-	1	-	-	-	-	-
Bhubaneswar	Odisha	Odia	275	88	121	66	550	8	7	7	55	25	20	23	-	43
Chandigarh	Jammu & Kashmir	Urdu/Hindi	16	2	2	7	27	-	1	-	3	1	-	-	-	-
	Himachal Pradesh	Hindi	76	36	5	29	146	2	2	2	15	7	-	-	-	-
	Haryana	Hindi/ Punjabi	85	29	-	42	156	2	2	2	16	7	-	-	-	-
	Chandigarh	Hindi/ Punjabi	7	1	-	2	10	-	-	-	1	-	-	-	-	-
	Punjab	Punjabi/ Hindi	132	75	-	54	261	4	4	3	26	12	-	-	-	-
Chennai	Tamil Nadu	Tamil	185	65	3	93	346	5	4	5	35	16	52	-	-	52
	Pondicherry	Tamil	3	-	-	1	4	-	-	-	-	-	-	-	-	-
Delhi	Delhi	Hindi	67	19	9	35	130	2	2	2	13	6	-	-	-	-
	Uttarakhand	Hindi	38	9	1	7	55	-	1	1	5	2	-	-	-	-
Hyderabad	Telangana	Telegu/ Urdu/Hindi	57	17	7	29	110	2	1	2	11	5	145	-	-	145
Jaipur	Rajasthan	Hindi	100	34	26	40	200	2	3	3	20	9	-	-	-	-
Kerala	Kerala	Malayalam	155	24	2	66	247	3	3	4	25	11	-	-	-	-
	Lakshadweep	Malayalam	2	-	1	-	3	-	-	-	-	-	-	-	-	-
Lucknow/ Delhi	Uttar Pradesh	Hindi/Urdu	454	185	8	238	885	11	12	11	88	40	85	-	-	85
Mumbai	Maharashtra	Marathi	395	73	65	197	730	10	10	10	73	33	-	-	-	-
	Goa	Konkani	15	-	2	3	20	-	-	-	2	1	-	-	-	-
North Eastern	Assam	Assamese/ Bengali/ Bodo	135	17	29	66	247	3	3	3	25	11	13	-	-	13
	Arunachal Pradesh	English	30	-	23	-	53	1	-	1	5	2	-	-	-	-
	Manipur	Manipuri	6	-	3	1	10	-	-	-	1	-	-	-	-	-
	Meghalaya	English/ Garo	28	-	23	2	53	1	1	-	5	2	-	-	-	-
	Mizoram	Mizo	14	-	12	1	27	-	1	1	3	1	-	-	5	5
	Nagaland	English	19	-	14	-	33	-	1	1	3	2	-	-	-	-
	Tripura	Bengali/ Kokborok	20	6	11	-	37	1	-	1	4	2	12	3	-	15
Patna	Bihar	Hindi/Urdu	229	65	4	109	407	6	6	5	41	18	-	1	-	1
	Jharkhand	Hindi/ Santhali	14	2	5	2	23	-	-	-	2	1	22	-	-	22
TOTAL			**3788**	**1111**	**711**	**1590**	**7200**	**96**	**96**	**96**	**720**	**324**	**569**	**303**	**229**	**1101**

* Candidate to opt for ONE language at the time of online application.

Abbreviations stand for: Gen - General Category; SC - Scheduled Caste, ST - Scheduled Tribe; OBC - Other Backward Classes; PWD - Person with Disability; VI - Visually Impaired; HI - Hearing Impaired; LD/OH - Locomotor Disability/Orthopedically Handicapped; XS - Ex-Serviceman; DXS - Disabled Ex- Serviceman/Dependent of Ex-serviceman.

The reservation under various categories will be as per prevailing government guidelines.

(a) The Bank declares that the 4% reservation in direct recruitment to differently abled persons in the existing identified posts is provided. If the post is identified suitable only for one category of benchmark disability, total reservation of 4% will be given to that benchmark disability for which it has been identified. Likewise in case the post is identified suitable for one or more categories of benchmark disability, a reservation shall be distributed between the persons of this category of benchmark disabilities equally as far as possible.

(b) **RESERVATION FOR PWD/XS/DXS CANDIDATES IS HORIZONTAL RESERVATION AND THESE ARE INCLUDED IN THE VACANCIES OF VARIOUS PARENT CATEGORIES.**

(c) 4.5% of the total vacancies are reserved for Disabled Ex-serviceman and dependents of Serviceman killed in action, clubbed together. First priority in the matter of appointment will be given to the Disabled Ex-servicemen and second priority will be given to dependents of defence personnel killed in action or severely disabled (with over 50% disability attributable to defence services).

Important Note:-

(i) **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 (OH/VI/HI) as applicable.**

(ii) **The OBC category candidate should submit the OBC certificate on format prescribed by Govt. of India, having "Non-Creamy Layer" clause issued during period 01.04.2017** to the date of taking up the appointment, if called for.

(iii) The candidates who are working in SBI in the Clerical or Officer cadre are **not eligible** to apply under this project. The candidates who were earlier employed in State Bank of India and resigned from the Bank while in clerical or officer cadre will also be **not eligible** to apply for the post.

(iv) Candidates against whom there is/are adverse report regarding character & and antecedents, moral turpitude etc. are **not eligible** to apply for the post.

(v) Candidates with record of default in repayment of loans/credit card dues and/or against whose name adverse report of CIBIL or other agencies is available, will not be appointed in case of selection. The position in this regard will be verified before joining.

The above vacancies are provisional and depending on the actual requirement of the Bank the said vacancies may vary. Candidates may apply for vacancies of one State only. Candidature of the applicant will be considered only against the vacancies in the State for which he/she has applied/opted. Candidate may appear in the examination from any notified centre. However He/She will have to appear for the test of specified opted local language at a centre (to be decided by the Bank) of the State applied for, at his/her own expenses. Merit list will be drawn State wise, category wise and candidates will be posted in the State for which they are applying, in the event of their selection and will not be entitled for inter/intra-state transfer in the first 5 years of service.

1. ELIGIBLITY CRITERIA:

(A) Essential Academic Qualifications: (AS ON 01.01.2018)

Graduation in any discipline from a recognised University or any equivalent qualification recognised as such by the Central Government.

Candidates having integrated dual degree (IDD) certificate should ensure that the date of passing the IDD is on or before 01.01.2018.

Note (a) The date of passing eligibility examination will be the date appearing on the mark sheet/certificate or provisional certificate issued by the University/Institute. In case the result of a particular examination is posted on the website of the University/Institute, a certificate issued by the appropriate authority of the University/Institute indicating the date on which the result was posted on the website will be taken as the date of passing. (b) Matriculate Ex-servicemen, who have obtained the Indian Army Special Certificate of Education or corresponding certificate in the Navy or Air Force, after having completed not less than 15 years of service in Armed Forces of the Union are also eligible for the post. Such certificates should be dated on or before 01.01.2018.

(B) Age Limit: (As on 01.01.2018)

Not below 20 years and not above 28 years as on 01.01.2018 i.e candidates must have been born not earlier than 02.01.1990 and not later than 01.01.1998 (both days inclusive)

Relaxation of Upper age limit:

Sr. No.	Category	Age Relaxation
1.	SC/ST	5 years
2.	Other Backward Classes (OBC)	3 years
3.	PWD (Gen)	10 years
4.	PWD (SC/ST)	15 years
5.	PWD (OBC)	13 years
6.	Persons domiciled in Jammu & Kashmir State during the period from 01.01.1980 to 31.12.1989	5 years

Sr. No.	Category	Age Relaxation
7.	Ex-Servicemen/ Disabled Ex-Servicemen	Actual period of service rendered in defence services + 3 years, (8 years for Disabled Ex- Servicemen belonging to SC/ST) subject to max. age of 50 years
8.	Widows, Divorced women and women judicially separated from their husbands & who are not remarried	7 years (subject to maximum age limit of 35 years for General, 38 years for OBC & 40 years for SC/ST candidates)

NOTE (i) Candidates seeking age relaxation are required to submit copies of necessary certificate(s) at the time of joining, if qualified. No change in the category of any candidate is permmitted after registration of online application. No correspondence/email/phone will be entertained in this regard

(ii) **CUMULATIVE AGE RELAXATION WILL NOT BE AVAILABLE EITHER UNDER THE ABOVE ITEMS OR IN COMBINATION WITH ANY OTHER ITEMS.**

2. RESERVATION FOR PERSONS WITH DISABILITY (PWD):

The post is identified suitable for person with benchmark disability as under:

A) 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.

(a) 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 10 degree.
      OR

(b) 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 vision subtending an angle of less than 40 degree up to 10 degree.

B) Hearing Impairment (HI):

(a) Deaf:- means person having 70 DB hearing loss in speech frequencies in both Ears;

(b) Hard of hearing:- means person having 60 DB to 70 DB hearing loss in speech frequencies in both ears.

C) Locomotor Disability (LD): Locomotor Disability*including cerebral Palsy, leprosy cured, dwarfism, acid attack victims and muscular dystrophy. Orthopedically challenged persons are covered under locomotor disability with following bench mark:

OA-One arm affected (Right or left);

OL- One leg affected (Right or left);

OAL-One arm& one leg affected;

BL-Both leg affected but not arms:

Persons with OA and OAL category should have normal bilateral hand functions.

*Locomotor Disability: A person's inability to execute distinctive activities associated with movement of self and objects resulting from affliction of musculoskeletal or nervous system or both, including-

(a) "Leprosy cured person" means a person who has been cured of leprosy but is suffering from-
   (i) Loss of sensation in hands or feet as well as loss of sensation and paresis in the eye and eye-lid but with no manifest deformity;
   (ii) Manifest deformity and paresis but having sufficient mobility in their hands and feet to enable them to engage in normal economic activity;
   (iii) extreme physical deformity as well as advanced age which prevents him/her from undertaking any gainful occupation, and the expression "leprosy cured" shall construed accordingly;

(b) "cerebral palsy" means a Group of non-progressive neurological condition affecting body movements and muscle coordination, caused by damage to one or more specific areas of the brain, usually occurring before, during or shortly after birth;

(c) "Dwarfism" means a medical or genetic condition resulting in an adult height of 4 feet 10 inches (147 centimeters) or less;

(d) "Muscular dystrophy" means a group of hereditary genetic muscle disease that weakens the muscles that move the human body and persons with multiple dystrophy have incorrect and missing information in their genes, which prevents them from making the proteins they need for healthy muscles. It is characterised by progressive skeletal muscle weakness, defects in muscle proteins, and the death of muscle cells and tissue;

(e) "Acid attack victims" means a person disfigured due to violent assaults by throwing of acid or similar corrosive substance.

Note: Only "person with bench mark disability" would be eligible for reservation with not less than 40% of a specified disability where specified disability has not been defined in measurable terms and includes a person with disability where specified disability has been defined in measurable terms, as certified by the certifying authority.

A person who wants to avail the benefit of reservation will have to submit a latest Disability Certificate, on prescribed format, issued by Medical Authority or any other notified Competent Authority (Certifying Authority) in the District of the applicant's residence as mentioned in the proof of residence in the application.The certificate should be dated on or before last date of registration of application.

Use of Scribe & compensatory time:

The scribe will be allowed to be used as per the guidelines issued vide Office Memorandum F.No.16-110/2003-DDIII dated February 26, 2013 of Government of India, Ministry of Social Justice and Empowerment, Department of Disability Affairs, New Delhi and clarification issued by Government of India, Ministry of Financial, Deptt. of Financial Services vide letter No. F.No.3/2/2013-Welfare dated 26.04.2013.

Only those persons with disability who have physical limitation to write including that of speed. In all such cases where a scribe is used, the following rules will apply:

i) Candidates eligible for and who wish to use the services of scribe in the examination should carefully indicate the same in the online application form.

ii) Both the candidate as well as the scribe will have to give a suitable undertaking in the prescribed format with passport size photograph of the scribe at the time of online examination.

iii) Such candidates who are eligible to use a scribe shall be eligible for compensatory time of 20 minutes for every hour of the examination whether availing the facility of scribe or not.

iv) The candidate will have to arrange his/her own scribe at his/her own cost.

v) Any candidate who is not eligible to use scribe as per guidelines, as referred above, uses scribe in the online examination shall be disqualified to participate further in the recruitment process.

vi) Any candidate who is using scribe should ensure that he is eligible to use scribe in the examination as per the guidelines mentioned above.

vii) Any candidate using scribe in violation of the above guidelines shall stand disqualified and can be removed from service without notice, if already joined the Bank.

3. **EX-SERVICEMEN**

Only those candidates shall be treated as Ex-Servicemen who fulfil the revised definition as laid down in Government of India, Ministry of Home Affairs, Department of Personnel and Administrative Reforms Notification No.36034/5/85/ Estt(SCT) dated 27th October, 1986 as amended from time to time.

Disabled Ex-Servicemen: Ex-Servicemen who while serving in Armed Forces of the Union were disabled during war or in peace time but their disability being attributable to Miliary service, shall be treated as Disabled Ex-Servicemen.

Dependents of Servicemen killed in Action : Servicemen killed in the following operations would be deemed to have been killed in action attributable to Military Service (a) war (b) warlike operations or border skirmishes either with Pakistan on cease fire line or any other country (c) Fighting against armed hostiles in a counter insurgency environment viz. Nagaland, Mizoram, etc. (d) Serving with peace-keeping mission abroad (e) Laying or clearance of mines including enemy mines as also mine sweeping operation between one month before and three months after conclusion of an operation (f) Frost-bite during actual operations or during the period specified by the Government (g) Dealing with agitating Para- Military forces personnel (h) IPKF personnel killed during the operations in Sri Lanka. The reservation available to such candidates shall be as mentioned under point no. c given under the vacancy table.

For the purpose of this reservation, the member of the family would include his widow, son and daughter or near relations who agree to support his family. The relaxation in upper age and educational qualifications available to Ex-servicemen will not be available to dependents of Servicemen killed in action.

NOTE: 1) (i) Candidates, who are released/retired from Armed Forces, are required to submit a certificate as per Proforma 'A' attached to this advertisement if they do not possess discharge certificate/booklet, (ii) The candidates, who are still serving in Armed Forces and desirous of applying under Ex-Servicemen category will be required to submit a certificate (Proforma 'B') from the competent authority showing his/her date of completion of the specific period of engagement (SPE) along with declaration (Proforma 'C'). Such candidates whose SPE is completed on or before 28.02.2019 only are eligible to apply under this recruitment. They will also be required to submit the release letter along with a self-declaration at the time of joining the Bank that he/she is entitled to the benefits admissible to Ex-Servicemen in terms of Govt. of India rules, (iii) Those candidates, who have already completed their initial period of engagement and are on extended assignment, are required to submit certificate as per Proforma 'D'. If selected, such candidates mentioned in (ii) and (iii) above, should get released and join the Bank on or before 30.04.2019. These certificates are required to be submitted at the time of joining invariably. 2) The Territorial Army Personnel will be treated as Ex-Serviceman w.e.f. 15.11.1986. 3)An Ex-Serviceman who has once joined a Government job on the civil side after availing of the benefits given to him as an Ex-Serviceman for his reemployment, his Ex-Serviceman status will be governed in terms of OM No.36034/1/2014-Estt.(Res.) dated 14.08.2014.

4. **SELECTION PROCEDURE:** The selection process will consist of on-line test (preliminary & main examination) and test of specified opted local language.

Phase-I : Preliminary Examination: Preliminary Examination (online) consisting of Objective Tests for 100 marks will be conducted online. This test would be of 1 hour duration consisting of 3 Sections as follows:

SL.	Name of test	No. of Questions	Marks	Duration
1.	English Language	30	30	20 Minutes
2.	Numerical Ability	35	35	20 Minutes
3.	Reasoning Ability	35	35	20 Minutes
	Total	100	100	1 Hour

Each test will have a separate timing as mentioned above.

Adequate number of candidates in each category as decided by the Bank (approximately 10 times the numbers of vacancies. subject to availability) will be short listed for the Main Examination from the list of all candidates arranged in descending order of aggregate marks scored. No minimum qualifying marks for individual subject as well as for aggregate (overall) are prescribed.

Phase – II: Main Examination:

The structure of main examination (online objective type) would be as follows.

SL.	Name of test	No. of Questions	Marks	Duration
1.	General/Financial Awareness	50	50	35 minutes
2.	General English	40	40	35 minutes
3.	Quantitative Aptitude	50	50	45 minutes
4.	Reasoning Ability& Computer Aptitude	50	60	45 minutes
	Total	190	200	2 Hours 40 minutes

Each test will have a separate timing as mentioned above.

The questions in objective tests, except for the test of General English, will be bilingual i.e., English & Hindi. There will be negative marks for wrong answers in the Objective tests. 1/4th of mark assigned for question will be deducted for each wrong answer.

Candidates are required to score a minimum percentage marks on aggregate (For SC/ST/OBC/PWD/XS candidates, 5% relaxation available thereon). Minimum percentage marks on aggregate will be decided by the bank. No minimum qualifying marks for individual subject are prescribed. Merit list will be drawn State wise, category wise. Candidates qualified in the test (main examination) will be placed according to their aggregate marks in descending order in respective States and Categories.

NOTE: Other detailed information regarding the examination will be given in the 'Acquaint Yourself' booklet, which will be made available to the eligible candidates along with the call letter for the test.

Test of specified opted local language:

Those who qualify for selection and produce 10th or 12th standard mark sheet/ certificate evidencing having studied the specified opted local language will not be subjected to any Language test. In case of others (qualified for selection), specified opted local language test will be conducted after provisional selection but before joining. Candidates not found to be proficient in specified opted local language would be disqualified.

Provisional Selection (Subject to qualifying specified opted local language).

The marks obtained in the Preliminary Examination (Phase-I) will not be added for the selection and only the aggregate marks obtained in Main Examination (Phase-II) will be considered for preparation of the final merit list. Provisional selection will be made on the basis of candidate's performance in the test (main examination).

Final selection: will be subject to:-

I) Verification of eligibility for the post and information furnished in the online application.

II) Qualifying in test of specified opted local language, where applicable, as detailed above.

Results of the candidates who have provisionally qualified for selection will be made available on the Bank's website.

Wait List:

A wait list of upto 50% of vacancies (State-category wise) will be maintained. Candidates will be released from this waitlist on quarterly basis against non-joining and resignation out of the current batch only, subject to the candidates securing minimum qualifying marks as may be stipulated by the Bank for selection. This wait list will be valid for a period of one year from the date of declaration of final result.

5. **The preliminary examination will be held in the month of March/April 2018 (Tentatively).** The Tentative List of examination centres is provided under Annexure I.

- Candidate should choose the name of the Centre where he/she desires to take the examination. SBI, however, reserves the right to cancel any of the examination centre and/or add some other centres, at its discretion, depending upon the response, administrative feasibility etc.. SBI also reserves the right to allot the candidate to any centre other than one he/she has opted for.

No request for change of centre for examination shall be entertained.

- Candidate will appear for the examination at the allotted centre at his/her own risk and expenses and SBI will not be responsible for any injury or losses etc. of any nature.

- Any unruly behaviour/misbehaviour in the examination hall may result in cancellation of candidature disqualification from future exam conducted by SBI.

6. **PAY SCALE**

11765-655/3-13730-815/3-16175-980/4-20095-1145/7-28110-2120/1-30230-1310/1-31450.

7. **EMOLUMENTS**

The total starting emoluments of a Clerical Cadre employee payable at Metro like Mumbai will be around ₹ 23600/- per month inclusive of D.A. and other allowances at the current rate. Allowances may vary depending upon the place of posting. They will be eligible for reimbursement of various perquisites, provident fund, Pension under New Pension scheme (Defined Contribution Benefit), Medical, Leave fare and other facilities, as per instructions of the Bank as may be issued from time to time.

8. **PROBATION PERIOD:** Selected candidates will be governed by the terms and conditions of the Service Regulations of the Bank in force at the time of joining. The newly appointed Junior Associates will be on probation for a Minimum period of 6 months. 15 prescribed e-lessons will be required to be completed by newly recruited Junior Associates during the probation, for getting confirmed in the Bank, failing which their probation will be extended till completion of the same. 15 prescribed e-lessons (for confirmation) will include role-based e-lessons. Further, before the probation period comes to an end, the performance of the newly recruited employees will be evaluated and the probation period of those employees whose performance fails to meet Bank's expectation, may be extended.

9. **APPLICATION FEE AND INTIMATION CHARGE: (Non Refundable)**

Sr. No.	Category	Total
1.	SC/ST/PWD/XS	₹ 100/- (Intimation Charges only)
2.	General and OBC	₹ 600/- (App. Fee including intimation charges)

Fee/Intimation charges once paid will NOT be refunded on any account nor can it be held in reserve for any other examination or selection.

10. **PRE-EXAMINATION TRAINING:**

SBI may arrange pre-examination training at certain centres for SC/ST/XS/ Religious Minority Community candidates in consonance with the guidelines issued by Government of India. Candidates belonging to the above categories who desire to avail themselves of such training at their own cost may indicate to that effect against relevant column while applying on-line. An indicative list of training centres is given below:

Agartala	Agra	Ahmedabad	Aizawl	Akola	Allahabad
Anantnag	Asansol	Aurangabad	Bareilly	Bhubaneswar	Berhampur (Ganjam)
Bhopal	Bangalore	Chandigarh	Chennai	Coimbatore	Dehradun
Delhi NCR	Dibrugarh	Ernakulam	Gangtok	Gorakhpur	Gulbarga
Guwahati	Hubli	Hyderabad	Imphal	Indore	Itanagar
Jabalpur	Jaipur	Jammu	Kanpur	Kathua	Kohima
Kolkata	Leh	Lucknow	Madurai	Meerut	Mumbai
Mysore	Nagpur	Panaji (Goa)	Patna	Port Blair	Purnea
Pune	Raipur	Ranchi	Ri-Bhoi	Samba	Sambalpur
Silchar	Siliguri	Shillong	Srinagar	Tirupati	
Vadodara	Varanasi	Vijayawada	Vishakhapatnam		

The Bank may add additional centres or may delete some of the centres indicated for training. Candidates opting for pre-examination training should download their call letter for training by entering their registration number and password/date of birth from 25.02.2018 onwards from Bank's website. No hard copy of the call letter will be sent by post.

11. **HOW TO APPLY**

Candidates can apply online and no other mode of application will be accepted

(a) **GUIDELINES FOR FILLING ONLINE APPLICATION:**

Candidates will be required to register themselves online through Bank's website **https://bank.sbi/careers** or **https://www.sbi.co.in/careers - Recruitment of Junior Associates.** After registration candidates are required to pay the requisite application fee through online mode by using debit card/credit card/Internet Banking.

Helpdesk: In case of any problem in filling up the form, payment of fee/ intimation charges or receipt of Admission/call letter, queries may be made at telephone no. 022-22820427 (between 11:00 AM to 06:00 PM on working days) or lodge his/her query on http://cgrs.ibps.in. Candidates are advised not to forget to mention 'Recruitment of Junior Associate-2018' in the subject of the email.

Pre-requisites for Applying Online: Candidates should have valid email ID and mobile no.which should be kept active till the declaration of results. It will help him/her in getting call letter/advices etc. by email/SMS.

(b) **PAYMENT OF FEES: [ONLINE MODE ONLY]:**

i) Candidates should first scan their photograph and signature as detailed under guidelines for scanning the photograph and signature (Annexure-II).

ii) Candidates to visit Bank's website **https://bank.sbi/careers** or **https://www.sbi.co.in/careers** and open the appropriate Online Application Form, available in the 'Current Openings'.

iii) Fill the application carefully. Once the application is filled in completely, candidates should submit the data. In the event of candidates not being able to fill the data in one go, they can save the data already entered. When the data is saved, a provisional registration number and password will be generated by the system and displayed on the screen. Candidates should note down the registration number and password. They can re-open the saved data using registration number and password and edit the particulars, if needed. This facility will be available three times only. Once the application is filled in completely, candidates should submit the data. No change/edit will be allowed thereafter. The registration at this stage is provisional.

iv) After ensuring the correctness of the particulars of the application form, candidates are required to pay fees through the payment gateway integrated with the application, following the instructions available on the screen.

v) The payment can be made by using debit card/credit card/Internet Banking by providing information as asked on the screen. Transaction charges for online payment, if any, will be borne by the candidates.

vi) On successful completion of the transaction, e-receipt and application form with fee details will be generated; which may be printed for record. **The printout of the application form is NOT to be sent to the Bank.**

vii) If the online transaction is not successfully completed, please register again and make payment online.

viii) There is also a provision to reprint the e-Receipt and Application form containing fee details, at later stage.

(c) **GUIDELINES FOR SCANNING THE PHOTOGRAPH & SIGNATURE**

Before applying online a candidate will be required to have a scanned (digital) image of his/her photograph and signature as per the specifications given in Annexure-II. Online application will not be registered unless candidates upload photo and signature as specified.

Note:

i) In case the face in the photograph or signature is unclear, the candidate's application may be rejected.

ii) In case the photograph or signature is unclear, the candidate may edit his application and re-upload his photograph or signature.

12. **CALL LETTERS FOR EXAMINATION:**

Preliminary Examination:

The candidates should download their call letter and an "acquaint yourself booklet" by entering their registration number and password/date of birth from the Bank's website from 01.03.2018 onwards (Tentatively).

Main Examination:

Candidates qualified for main examination would be able to download their call letter from the Bank's website (following the instructions available on the screen) from 26.04.2018 onwards (Tentatively).

NO HARD COPY OF THE CALL LETTER (PRELIMINARY/MAIN)/ACQUAINT YOURSELF BOOKLET WILL BE SENT BY POST.

13. **PROOF OF IDENTITY TO BE SUBMITTED AT THE TIME OF EXAMINTION:**

The candidates must bring one photo identity proof such as passport/Aadhar/ PAN Card/Driving Licence/Voter's Card/Bank Passbook with duly attested Photograph/Identity Card issued by School or College/Gazetted Officer in the official letter head in original as well as a self-attested Photocopy thereof. The photocopy of Identity proof should be submitted along with call letter to the invigilators in the examination hall, failing which or if identity of candidates is in doubt the candidate will not be permitted to appear for the test.

14. **BIOMETRIC VERIFICATION:** The Bank, at various stages, may capture thumb impression of the candidates in digital format for biometric verification of genuineness of the candidates. Candidate will ensure that correct thumb impression is captured at various stages and any inconsistency will lead to rejection of the candidature. In case of any candidate found to be not genuine, apart from taking legal actions against him/her, his/her candidature will be cancelled. As such, they are advised not to apply any external matter like mehandi, ink, chemical etc. on their hands.

15. **ACTION AGAINST CANDIDATES FOUND GUILTY OF MISCONDUCT:**

(a) Candidates are cautioned that they should not furnish any particulars that are false, tampered/fabricated and they should not suppress any material information while filling up the application form.

(b) At the time of examination, if a candidate is (or has been) found guilty of: (i) using unfair means during the examination or (ii) impersonating or procuring impersonation by any person or (iii) misbehaving in the examination hall or (iv) resorting to any irregular or improper means in connection with his/her candidature for selection or (v) obtaining support for his/her candidature by any unfair means, such a candidate may, in addition to rendering himself/herself liable to criminal prosecution, will also be liable:

a) to be disqualified from the examination for which he/she is a candidate

b) to be debarred, either permanently or for a specified period, from any examination or recruitment conducted by Bank.

(c) The Bank would be analyzing the responses of a candidate with other appeared candidates to detect patterns of similarity. On the basis of such an analysis, if it is found that the responses have been shared and scores obtained are not genuine/valid, the Bank reserves the right to cancel his/ her candidature.

(d) USE OF MOBILE PHONES, PAGERS, CALCULATOR OR ANY SUCH DEVICES:

i) Mobile phones, pagers or any other communication devices are not allowed inside the premises where the examination/interview is being conducted. Any infringement of these instructions shall entail cancellation of candidature and disciplinary action including ban from future examinations.

ii) Candidates are advised in their own interest not to bring any of the banned item including mobile phones/pagers etc. to the venue of the examination, as arrangement for safekeeping cannot be assured.

iii) Candidates are not permitted to use or have in possession of calculators in examination premises.

16. **GENERAL INFORMATION:**

i) Candidates are advised to take a printout of their system generated online application form after submitting the application.

ii) Candidates should satisfy themselves about their eligibility for the post applied for. The Bank would admit to the test all the candidates applying for the post with the requisite fee on the basis of the information furnished

in the online application and shall determine their eligibility only at the time of joining. Admission to tests will be purely provisional without verification of age/qualification category (SC/ST/OBC/PWD/XS) etc. of the candidates with reference to documents.

iii) 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.

iv) 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.

v) Not more than one application should be submitted by a candidate. In case of multiple applications, only the last valid (completed) application will be retained and the application fee/intimation charges paid for the other registrations will stand forfeited. Multiple attendance/appearance by a candidate in examination will be summarily rejected/candidature cancelled.

vi) The possibility for occurrence of some problems in the administration of the examination cannot be ruled out completely, which may impact test delivery and/or result from being generated. In that event, every effort will be made to rectify such problem, which may include the conduct of another examination if considered necessary.

vii) Candidates serving in Govt./Quasi Govt. offices, Public Sector undertakings including Nationalised Banks and Financial Institutions will be required to produce proper discharge certificate from the employer at the time of taking up the appointment, if selected.

viii) Caste certificate issued by Competent Authority on format prescribed by the Government of India will have to be submitted by the SC/ST candidates, at the time of joining, if called for.

ix) 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 registration. OBC certificate containing the 'Non-creamy layer' clause, issued during the period 01.04.2017 to the date of taking up the appointment, if found suitable for.

x) Candidates are advised to keep their registered e-mail ID/mobile active for receiving advices, viz. call letters/advices etc.

xi) Appointment of selected candidates is subject to his/her being declared medically fit as per the requirement of the Bank and satisfactory completion of KYE (Know your employee) formalities. Such appointment will also be subject to the service and conduct rules of the Bank.

xii) 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.

xiii) The candidate will have option to answer test questions in Hindi or English except in English Language/General English. They will have to appear for the tests at their own cost.

xiv) The new recruits must have flair for marketing and will be required to make customer calls and provide banking services, advisory services and cross sell products etc. inside and outside Bank premises. The duties may involve extensive outdoor travelling. Depending upon requirement, there will be flexible working hours and working in shifts.

xv) As record for this project will not be maintained after one year of declaration of result of online test, the information/data regarding this project will not be available thereafter.

17. **ANNOUNCEMENTS:**

All further announcements/details pertaining to this process will only be published/provided on SBI authorised website **https://bank.sbi/careers** or **https://www.sbi.co.in/careers** from time to time.

18. **DISCLAIMER**

In case it is detected at any stage of recruitment that a candidate does not fulfil the eligibility norms and/or that he/she has furnished any incorrect/false information or has suppressed any material fact(s), indulge in unfair pratice during examination, his/her candidature will stand cancelled. If any of these shortcomings is/are detected even after appointment, his/her services are liable to be terminated. Decisions of bank in all matters regarding eligibility, conduct of written examination, 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.

CANVASSING IN ANY FORM WILL BE A DISQUALIFICATION

This advertisement is also available on Bank's Website: **https://bank.sbi/careers** or **https://www.sbi.co.in/careers**.
The Bank is not responsible for printing errors, if any.

Mumbai - 400021
Dated: 20.01.2018

General Manager

ANNEXURE-I

EXAMINATION CENTERS (Tentative List)

State code	State/UT	Centre
11	Andaman & Nicobar	Port Blair
12	Andhra Pradesh	Chirala, Chittoor, Guntur, Kakinada, Kurnool, Nellore, Ongole, Puttur, Rajahmundhry, Srikakulam, Tirupati, Vijaywada, Vishakhapatnam, Vizianagaram
13	Arunachal Pradesh	Itanagar, Naharlagun
14	Assam	Dibrugarh, Guwahati, Jorhat, Kokrajhar, Silchar Tezpur
15	Bihar	Arrah, Aurangabad, Bihar Sharif, Bhagalpur, Darbhanga, Gaya, Hajipur, Muzaffarpur, Patna, Purnea, Samastipur, Siwan
16	Chandigarh	Chandigarh
17	Chhattisgarh	Bhilai, Bilaspur, Raipur
18	Goa	Panaji, Verna
19	Gujarat	Ahmedabad, Anand, Gandhinagar, Himmatnagar, Jamnagar, Mehsana, Rajkot, Surat, Vadodara
20	Haryana	Ambala, Bahadurgarh, Hissar, Karnal, Kurukshetra, Panipat, Palwal, Rohtak, Sonipat, Yamunanagar
21	Himachal Pradesh	Baddi, Bilaspur, Dharamshala, Hamirpur, Kangra, Kullu, Mandi, Shimla, Sirmaur, Solan, Una
22	Jammu & Kashmir	Anantnag, Jammu, Kathua, Leh, Samba, Srinagar
23	Jharkhand	Bokaro, Dhanbad, Hazaribag, Jamshedpur, Ranchi
24	Karnataka	Belgaum, Bengaluru, Bidar, Gulbarga, Hubli, Mangalore, Mysore, Shimoga, Udipi
25	Kerala	Alappuzha, Kannur, Kochi, Kollam, Kottayam, Kozhikode, Malappuram, Palakkad, Thrichur, Thiruvananthapuram
26	Manipur	Imphal
27	Meghalaya	Ri-Bhoi, Shillong, Tura
28	Lakshwadeep	Kavarrati
29	Madhya Pradesh	Bhopal, Gwalior, Indore, Jabalpur, Satna, Sagar, Ujjain
30	Maharashtra	Amaravati, Aurangabad, Chandrapur, Dhule Jalgaon, Kolhapur, Latur, Mumbai/Thane/Navi Mumbai, Nagpur, Nanded, Nasik, Pune, Ratnagiri, Sangli, Satara
31	Mizoram	Aizawal
32	Nagaland	Kohima
33	Delhi -NCR	Delhi, Faridabad, Ghaziabad, Greater Noida, Gurgaon
34	Odisha	Angul, Balasore, Bargarh, Baripada, Berhampur (Ganjam), Bhubaneshwar, Cuttack, Dhenkanal, Jharsuguda, Rourkela, Sambalpur
35	Puducherry	Puducherry
36	Punjab	Amritsar, Bhatinda, Fatehgarh Sahib, Jalandhar, Ludhiana, Mohali, Pathankot, Patiala, Phagwara, Sangrur
37	Rajasthan	Ajmer, Alwar, Bhilwara, Bikaner, Jaipur, Jodhpur, Kota, Sikar, Udaipur
38	Sikkim	Gangtok
39	Tamilnadu	Chennai, Coimbatore, Dindigul, Krishnagiri, Madurai, Nagercoil, Namakkal, Perambalur, Salem, Thanjavur, Thiruchirapalli, Tirunelvelli, Thoothukodi, Vellore
40	Telangana	Hyderabad, Karimnagar, Khammam, Warangal
41	Tripura	Agartala
42	Uttar Pradesh	Agra, Aligarh, Allahabad, Bareilly, Bulandshaher, Gorakhpur, Jhansi, Kanpur, Lucknow, Mathura, Meerut, Moradabad, Muzaffarnagar, Unnao, Varanasi
43	Uttarakhand	Dehradun, Haldwani, Haridwar, Roorkee
44	West Bengal	Asansol, Berhampur (West Bengal), Bardhaman, Dumkal, Durgapur, Hooghly, Howrah, Kalyani, Kolkata, Siliguri

Guidelines for scanning and Upload of Photograph (4.5cm × 3.5cm) & Signature

Before applying online a candidate will be required to have a scanned (digital) image of his/her photograph and signature as per the specifications given below.

Photograph Image:

- Photograph must be a recent passport style colour picture.
- 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.
- Dimensions 200 x 230 pixels (preferred)
- Size of file should be between 20kb–50 kb
- 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.

Signature Image:

- 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.
- Dimensions 140 x 60 pixels (preferred)
- Size of file should be between 10kb – 20kb
- Ensure that the size of the scanned image is not more than 20kb
- Signature in CAPITAL LETTERS shall NOT be accepted.

Scanning the photograph & signature:

- Set the scanner resolution to a minimum of 200 dpi (dots per inch)
- Set Color to True Color
- File Size as specified above
- 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 image file should be JPG or JPEG format. An example file name is : 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 and 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 other photo editor also.
- If the file size and format are not as prescribed, an error message will be displayed.
- While filling in the Online Application Form the candidate will be provided with a link to upload his/her photograph and signature.

Procedure for Uploading the Photograph and Signature

- There will be two separate links for uploading Photograph and Signature
- Click on the respective link "Upload Photograph/Signature"
- Browse and Select the location where the Scanned Photograph/Signature file has been saved.
- Select the file by clicking on it
- Click the 'Open/Upload' button

Your Online Application will not be registered unless you upload your photograph and signature as specified.

Note:

(1) In case the face in the photograph or signature is unclear the candidate's application may be rejected. 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.

(2) After registering online candidates are advised to take a printout of their system generated online application forms.

PROFORMA - A

Form of Certificate applicable for Released/Retired Personnel

It is certified that No. .... Rank......................... Name..whose date of birth is........................ has rendered service from......................... to.......................... in Army/Navy/Air Force.

2. He has been released from military services:

   % a) on completion of assignment otherwise than

   (i) by way of dismissal, or

   (ii) by way of discharge on account of misconduct or inefficiency, or

   (iii) on his own request, but without earning his pension, or

   (iv) he has not been transferred to the reserve pending such release

   % b) on account of physical disability attributable to Military Service.

   % c) on invalidment after putting in at least five years of Military service

3. He is covered under the definition of Ex-Serviceman (Re-employment in Central Civil Services and Posts) Rules, 1979 as amended from time to time

Place:
Date:

Signature. Name and Designation of the Competent Authority**
SEAL

% Delete the paragraph which is not applicable.

PROFORMA - B

Form of Certificate for Serving Personnel

(Applicable for serving personnel who are due to be released within one year)

It is certified that No. .... Rank......................... Name.. serving in the Army/Navy/Air Force from........................

2. He is due for release retirement on completion of his specific period of assignment on.

3. No disciplinary case is pending against him.

Place:
Date:

Signature. Name and Designation of the Competent Authority**
SEAL

PROFORMA - C

Undertaking to be given by serving Armed Force personnel who are due to be released within one year

(1) I understand that if selected on the basis of the recruitment/Examination to which this application relates, my appointment will be subject to my producing documentary evidence to the satisfaction of the appointing authority that I have been duly released/retired/discharged from the Armed Forces and that I am entitled to the benefits admissible to Ex-Servicemen in terms of the Ex-Servicemen (Re-employment in Central Civil Service and Posts) Rules, 1979, as amended from time to time.

(2) I also understand that I shall not be eligible to be appointed to a vacancy reserved for Exserviceman in regard to the recruitment covered by this examination, if I have at any time prior to such appointment, secured any employment on the civil side (including Public Sector Undertaking, Autonomous Bodies/Statutory Bodies, Nationalised Banks, etc.), by availing of the concession of reservation of vacancies admissible to Ex-serviceman.

Place:
Date:

Signature
Name of Candidate

PROFORMA - D

Form of Certificate applicable for Serving personnel who have already completed their initial assignment and are on extended assignment

It is certified that No. .... Rank.................... Name................................ .... whose date of birth is......................... is serving in the Army/Navy/ Air Force from.................................

2. He has already completed his initial assignment of -- years on......................... and is on extended assignment till

3. There is no objection to his applying for civil employment and he will be released on three months notice on selection from the date of receipt of offer of appointment

Place:
Date:

Signature. Name and Designation of the Competent Authority**
SEAL

** Authorities who are competent to issue certificate to Armed Forces Personnel for availing Age concessions are as follows:

(a) in case of Commissioned Officers including ECOs/SSCOs: Army: Military Secretary Branch, Army Hqrs., New Delhi; Navy: Directorate of Personnel, Naval Hqrs., New Delhi; Airforce: Directorate of Personnel Officers, Air Hqrs., New Delhi. in case of JCOs/ORs and equivalent of the Navy and Air Force: Army: By various Regimental Record Offices; Navy: BABS, Mumbai; Air Force: Air Force Records, New Delhi.