

## Advertisement in Bank's Website : [www.bankofmaharashtra.in](http://www.bankofmaharashtra.in)

### Empanelment of retired officers of the bank as Tele-Callers in Bank's Loan Tracking Cell on Contract Basis

It is decided to empanel retired officers of the Bank as Tele-callers in Bank's Loan Tracking Cell on Contract Basis in following centers:

Ahmedabad	Chandigarh	Jabalpur
Bangalore	Chennai	Kolkata
Bhopal	Delhi	Lucknow
Bhubaneswar	Hyderabad	Solapur
Pune		

Bank reserves the right to empanel the tele-callers other than these centers and also to cancel the engagement process partially or entirely at any stage.

#### Modalities for outsourcing the work of Loan Tracking Cell:

##### 1. Scope of Work:

- a) Contacting borrowers / guarantors through tele-calling for recovery of dues / overdues in Loan / Cash Credit (Stressed and NPA) accounts which are overdue owing to non-payment of interest / instalment on due dates both Retail and others.
- b) Noting and maintaining record of response.
- c) Further follow-up in case of repayment as per commitment.
- d) Additional Tele-Calling work related to Cross- Selling of our Bank's other products, Operational Nirmal as per Bank's Requirement.
- e) Tele-Caller will not further delegate or assign his assignment to others.
- f) He / She will maintain secrecy of Bank's Data & Information.
- g) He / She should not exercise any administrative or financial powers during the period of engagement.

##### 2. Criteria for selection for empanelment:

- a) Retired officers of Bank of Maharashtra.
- b) At the time of joining as tele-caller, age of retire officer should not be less than 60 years and should not exceed 65 years. No age relaxation will be allowed for retired employees belonging to reserved category. The engagement will be cease to exist on attaining age of 65 years.
- c) The officers voluntarily retired / resigned / suspended or left the bank otherwise than on superannuation are not eligible for this engagement.
- d) The integrity of the officer should not be doubtful during the regular service rendered by the applicant.

- e) No punishment / penalty (Censure or higher) should have been inflicted on the official during the 5 years preceding to his / her retirement.
- f) Cases of CBI or other law enforcement agencies should not be pending against the official.
- g) The retired official should maintain good health and should not be suffering any major ailments.
- h) Retired officers who have worked in Recovery / Credit Monitoring Department of Head Office / Zonal Office / Branch will be given preference.
- i) Officers applying for a particular center must be conversant with local language of the particular center. Candidates with speaking ability in additional languages will be given preference.

### **3. Authority for selection of retired officers for empanelment:**

From the applications received, the short-listed candidates will be called for an interaction with the Selection Panel at respective Zonal Offices without any TA/DA. Final Selection will be made by DGM / GM Credit Monitoring and DGM / GM Recovery Head Office, Pune

### **4. Terms of appointment:**

The engagement / empanelment shall be ordinarily for an initial period not exceeding 1 year. On expiry, the contract may be renewed / extended for a further period of 1 year at a time, subject to the satisfactory performance of retire officer and at the sole discretion of the bank.

This period of contract engagement will not be reckoned or clubbed with the service period already rendered by the applicant, pursuant to his regular / permanent appointment in bank, for the purpose of claiming additional pensionary or other terminal benefits such as gratuity, Provident Fund, Profit Linked Incentive, Encashment of Privilege Leave etc.

During the period of contract engagement in bank, the retired office should not take up any assignment or job in any company / organization / institution / entity.

The empaneled or engaged officers will not be covered by Bank's Officers Service Regulations or any other Regulations.

### **5. Incentive / Honorarium:**

Each tele-caller shall be paid consolidated honorarium of Rs.20,000/- per month (fixed) for all working days and Rs.5000/- as variable pay as per existing approved SOP. Thus maximum emoluments per month is Rs.25000 only after deducting applicable TDS. If

any tele-caller does not attend full working day proportionate deduction of Rs.1000/- per day will be made. The selected retired officers will not be eligible for any medical benefits, transport allowance, dearness allowance, increments, house rent allowance.

The retired officers will not sub-contract or assign the work / service to others.

**6. Termination Clause:**

The Bank / Retired Officer may cancel / terminate the contract of the engagement at any time with an option of 30 days' notice period or payment / surrender of remuneration in lieu thereof.

**7. Duty Hours:**

10.30 a.m. to 5.30 p.m. with lunch break of 30 minutes.

**8. Review of performance:**

The performance of tele-callers will be reviewed on monthly basis.

**9. Submission of Applications:**

Interested retired officers should submit scanned copy of their application latest by 28.07.2023 to following email ids:

[Cmcremon\\_ho@mahabank.co.in](mailto:Cmcremon_ho@mahabank.co.in); [cmloantracking@mahabank.co.in](mailto:cmloantracking@mahabank.co.in); [cmoperationnirmal@mahabank.co.in](mailto:cmoperationnirmal@mahabank.co.in) under copy to [dgmcrem@mahabank.co.in](mailto:dgmcrem@mahabank.co.in).

**Vacancies will be filled in on the basis of first come first served basis and Bank has reserved the right to close the selection process before the cutoff date of 28.07.2023 if number of applications will be sufficient to fill up the required vacancies.**

10. For further details, interested retired officers may contact Mr. Dilip Kumar Raulo, DGM Credit Monitoring email: [dgmcrem@mahabank.co.in](mailto:dgmcrem@mahabank.co.in) and Mr. Vishal Kharabe [cmloantracking@mahabank.co.in](mailto:cmloantracking@mahabank.co.in)

**(Dilip Kumar Raulo)  
Deputy General Manager  
Credit Monitoring**

Date: 17.07.2023