

All Branches/ LHOs / Offices of
State Bank of India

Madam/Dear Sir,

RESERVATION WITH "PERSONS WITH DISABILITIES" (PWDs)
IDENTIFICATION OF TASK/ROLES

In terms of 'Persons with Disabilities (Equal opportunities, Protection of Full Rights and Full Participation) Act, 1995, every Government Department /Bank shall :

- i) provide 3% of the vacancies w.e.f. 1.1.1996 in case of direct recruitment to officers, clerical and subordinate cadres towards reserved quota for PWDs, of which 1% each shall be reserved for persons suffering from :
 - (a) blindness or low vision
 - (b) hearing impairment
 - (c) locomotive disability
- ii) identify posts in the establishment, as the reservation is applicable in the posts identified for each disability. While 3% of the identified posts in officers' cadre will have to be reserved for PWDs, 3% of the total posts in award categories need to be reserved for PWDs.
- iii) review the lists of posts identified and update the lists at periodical intervals not exceeding three years taking into consideration the development in technology.

Although there is a provision for providing 3% reservation in promotion from subordinate to clerical cadre under the above Act, the same is not applicable in our Bank, as the quantum of direct recruitment in clerical cadre is more than 75%.

2. In view of the above guidelines, the Government of India have asked us to implement reservation policy in accordance with DOPT OM No. 36035/3/2004-Estt.(Res) dated 29.12.2005.

3. To Implement the Government of India guidelines/instructions and to utilise the services of the PWDs, effectively, a Committee was formed to identify the Tasks/Roles for "Persons with Disabilities (PWDs)" after switching over to Core Banking and implementation of BPR initiatives in the Bank. The Working Committee in consultation with EnAble India, a NGO based at Bangalore have finalised the under noted tasks/ roles identified for PWDs, detailed in **Annexure-I**.

Sr. No.	Disability	Nature of Task/Role		
		Officers*	Clerical*	Sub-Staff
1.	LV	2 to 4, 6, to 12, 14 to 20, 22.23, 25, 30, 33 to 35,37,40 to 47	1 to 4, 6, to 12, 14 to 20, 22.23, 25, 30 to 36, 38 to 47	Nil
2.	VI	2,7,10,18,30,31,33,35, 39 to 47	2,7,10,18,30,31,33,35, 39 to 47	Nil
3.	HI	3 to 6,8,9,11,13 to 29, 33 to 36, 38, 40,41,43,44	3 to 6,8,9,11, 13 to 29, 33 to 36, 38, 40,41,43,44	Nil
4.	OH	2 to 10, & 12 to 47	1 to 10, & 12 to 47	Nil
5.	CP	1 to 47	1 to 47	Nil

- LV** - Low Vision, **VI**- Visually Impaired, **HI**- Hearing Impaired,
OH - Orthopaedically Handicapped, **CP**-Cerebral Palsy.
CPM - Mild Cerebral Palsy, **MPD**- Mild Physically Disabled,
MR - Mentally Retarded,

***Nature of work as per Sr. No. in the Annexure**

4. The Central Human Resources Committee in its Meeting held on 16.01.2012 has approved the Tasks/Roles as detailed in Annexure-I, which are to be performed by the "Persons with Disabilities (PWDs) ".

5. Please arrange accordingly and bring the contents of the Circular to the notice of all concerned.

**For Dy. Managing Director &
Corporate Development Officer**

Encl. : As above.

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ANNEXURE-I

Sr. No.	Role/Task	L V	VI	H I	O H	CP	Officer	Clerical	Sub-staff	Remarks
1.	Pass Book Printing	Y	Y	Y	Y	Y	No	Yes	Yes	This work can be assigned to PWDs. Separate printer for printing Barcode stickers with A/c Number and Barcode Reader are required.
2.	Enquiry of Loans	Y	Y	N	Y	Y	Yes	Yes	No	With "JAWS" software and Open Source Screen readers.
3.	Foreign Exchange	Y	N	Y	Y	Y	Yes	Yes	No	-
4.	Clearing of Cheques	Y	N	Y	Y	Y	Yes	Yes	No	Except Visually Impaired all other PWDs can perform this role.
5.	Common Table cash	N	N	Y	Y	Y	Yes	Yes	No	Except Visually Impaired all other PWDs can perform this role.
6.	Pooling Branch: Entering of the EPF details	Y	N	Y	Y	Y	Yes	Yes	No	This role is for Non VIs.
7.	Assistant to Agro Based Loan Officer	Y	Y	N	Y	Y	Yes	Yes	No	This role can be clubbed with Sr. No. 2, Useful in Semi-urban and Rural Branches.
8.	Establishment Seat-Salary HRMS correction	Y	N	Y	Y	Y	Yes	Yes	No	With the help of "JAWS" Software PDWs can work as maker and update/amend/add in HRMS Salary correction site.
9.	Cash Administration. Cell – Cash Reserve Table	Y	N	Y	Y	Y	Yes	Yes	No	The Role is for Non VIs and may be clubbed with Role No.5(Common Table Cash) if placed in Chest Branches.
10.	Service Desk/ Grahak Mitra- May I help you Table	Y	Y	N	Y	Y	Yes	Yes	No	Except Hearing Impaired all other PWDs can perform this role. Can be clubbed with Roll No.2 (Enquiry of Products)

11.	Locker Assistant	Y	N	Y	N	Y	Yes	Yes	No	If handled by the Low Vision person then he should have a suitable magnifier.
12.	SMECCC: Preparing the Stock Statement	Y	N	N	Y	Y	Yes	Yes	No	In SME Business Centric branches Clerical staff are doing the data entry of Stock Statement in CBS, Similarly this Activity can be pooled in MCG/CAG/SMECCC/ BIG BRANCHES . Except Vis all PWDs can perform this role. After entry Stock statements can be sent to respective Relationship Managers, CSOs for uthorisation of the ques.
13.	Opening of New Loan Accounts at SMECCC	N	N	Y	Y	Y	Yes	Yes	No	Knowledge/Hands on experience about Loan Module in CBS is required. This Role is for Non VIs is only
14.	Role as Administrator and Task: Tracking sheet at Credit CPCs	Y	N	Y	Y	Y	Yes	Yes	No	Low Vision with Magnifier & Mild PD/CPM/MR can do it. This can be clubbed with other roles like Opening of New Loan A/cs or with Dispatch seat. This role is for Non VIs.
15.	Dispatch at CPCs/ Branches	Y	N	Y	Y	Y	Yes	Yes	No	Low Vision with Magnifier & Mild PD/CPM/MR can do it.
16.	Inward and Outward Register	Y	N	Y	Y	Y	Yes	Yes	No	Low Vision with Magnifier & Mild PD/CPM/MR can do it. This role is for Non VIs.
17.	LCPC: Inward mail Part-1.	Y	N	Y	Y	Y	Yes	Yes	No	Low Vision with Magnifier & Mild PD/CPM/MR can do it. This role is for Non VIs.

18.	LCPC: Outward mail	Y	Y	Y	Y	Y	Yes	Yes	No	VI-count via hand touch and feel.
19.	LCPC: Inward mail part-2.	Y	N	Y	Y	Y	Yes	Yes	No	Basic data entry. This role is for Non VIs.
20.	LCPC: Scrutiny	Y	N	Y	Y	Y	Yes	Yes	No	Can be clubbed with Role No. 26. Since verification of KYC is also a part of the role. This role is for Non VIs.
21.	LCPC: Bulk Account Creation	N	N	Y	Y	Y	Yes	Yes	No	Skill in MS-Excel is required to enter all the data from the branches and upload the file in CBS.
22.	LCPC: Scanning	Y	N	Y	Y	Y	Yes	Yes	No	This role is for Non VIs.
23.	LCPC: Accounts Department	Y	N	Y	Y	Y	Yes	Yes	No	Enter financial fields, linkage of minor accounts, nominations etc. This role is for Non VIs.
24.	LCPC: Welcome Kit	N	N	Y	Y	Y	Yes	Yes	No	May be clubbed or part of the Role Nos. 27 & 28. Role is for Non VIs.
25.	LCPC: Documentation DEO	Y	N	Y	Y	Y	Yes	Yes	No	Can be clubbed with Role No. 23. This role is for Non VIs.
26.	LCPC: Documentation checker	N	N	Y	Y	Y	Yes	Yes	No	This role is for Non VIs.
27.	LCPC: Non personalized kit	N	N	Y	Y	Y	Yes	Yes	No	This role is for Non VIs.
28.	LCPC: personalized kit	N	N	Y	Y	Y	Yes	Yes	No	This role is for Non VIs
29.	LCPC: Welcome kit Returns	N	N	Y	Y	Y	Yes	Yes	No	This role is for Non VIs
30.	Accounting Tracking Centre (ATC) Role: Caller	Y	Y	N	Y	Y	Yes	Yes	No	-

31.	Happy Room Caller	Y	Y	N	Y	Y	No	Yes	No	-
32.	Holiday Home Booking	Y	N	N	Y	Y	No	Yes	No	-
33.	Data Entry and replying through mails	Y	Y	Y	Y	Y	Yes	Yes	No	-
34.	Central Stationary Department: Role: Sorter	Y	N	Y	Y	Y	Yes	Yes	No	-
35.	Operator at BPM/MIS	Y	Y	Y	Y	Y	Yes	Yes	No	-
36.	Scholarship updation at MIS	Y	N	Y	Y	Y	No	Yes	No	-
37.	Role SBLC: Trainer	Y	Y	N	Y	Y	Yes	No	No	-
38.	Central Pension Processing Cell(CPPC): Operator	Y	N	Y	Y	Y	No	Yes	No	-
39.	Receptionist at CPPC	Y	Y	N	Y	Y	No	Yes	No	-
40.	Printing of daily Reports- Morning task	Y	Y	Y	Y	Y	Yes	Yes	No	-
41.	Printing of Demand Drafts	Y	Y	Y	Y	Y	Yes	Yes	No	-
42.	Printing of TDR	Y	Y	N	Y	Y	Yes	Yes	No	-
43.	CMP (Cash Management Process)	Y	Y	Y	Y	Y	Yes	Yes	No	-
44.	E-mail Handling	Y	Y	Y	Y	Y	Yes	Yes	No	-
45.	SMS & Telecalling Reminders on NPA & outstanding payment dues/ECS	Y	Y	N	Y	Y	Yes	Yes	No	-
46.	Green Channel Counter Operator	Y	Y	N	Y	Y	Yes	Yes	No	-
47.	CMS (Complaint Management System) : ATM Complaints	Y	Y	N	Y	Y	Yes	Yes	No	-

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