

27 Nov 2020

Ms Sandhra M Jose  
Mavelly House  
Chalaky, Potta S.O, Thrissur, Potta  
Potta Thrissur  
Kerala - 680722  
Mobile No: 9745143273  
E-mail ID: -josesandhra@gmail.com

Dear **Ms Sandhra M Jose**,

**OFFER LETTER: RELATIONSHIP EXECUTIVE**

1. With reference to your application for appointment and subsequent interview, we are pleased to offer you the position of **Relationship Executive** on the terms and conditions given in the succeeding paras.

**Posting**

2. **Place of Posting:** You will be posted initially at our **Madathumpady Branch, CSB Bank LTD, St Augustines Church Building, Madathumpady PO, Via Poyya, Thrissur(Dist), Kerala-680733, 9072601422, Madathumpady@csb.co.in**. However, you will also be subjected to transfers to any of the branches/ offices of the Bank solely at its discretion.
3. **Date of Joining:** As discussed, you are required to join for duty latest by **30 Dec 2020**. The date on which you join the above office / branch will be reckoned as your date of joining in the service of the Bank.
4. **Reporting:** The position will report to the **Branch Head**. However, your title, responsibilities and reporting lines can be changed at any point of time based on organizational necessity and as decided by the Board and / or Management acting in the best interest of the Bank.

**Compensation**

5. You will be eligible for a consolidated pay on Cost to the Company (CTC), basis of Rs **249,996/-** , ie, **Rupees Two Lakh FourtyNine Thousand Nine Hundred NinetySix Only per annum**. The detailed salary structure is attached at **Appendix A**.
6. Your salary is confidential and should not be discussed with anyone other than your reporting authority and HR Department.



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### **Roles and Responsibilities**

7. Your roles and responsibilities are at **Appendix B**.

### **Probation and Confirmation**

8. You will be on probation for a period of One Year. Your performance will be evaluated regularly, and the Bank at its discretion, may confirm your service, on successful completion of probation period.
9. The Bank is at liberty to extend your probation period for any further period or terminate your services without notice or without assigning any reason whatsoever.

### **Performance**

10. Attainment/achievement of key deliverables are the primary consideration for your recruitment and employment. You are, therefore, required to continuously improve your performance and excel in your profession in the service of the Bank. You will be subject to a performance review, as per policy of the Bank. You will be given increment and opportunity for promotion, subject to availability of vacancy and policy of the Bank, at the sole discretion of the Bank.
11. The Bank reserves the right to terminate your services in the event of under-performance of your duties, responsibilities and key deliverables.

### **Testimonials**

12. You are required to submit the documents and testimonials as given in **Appendix C**. You will also be required to produce the original certificates for verification on the first day of joining.

### **Leave**

13. In addition to the statutory and Bank/public holidays in India and any other holidays declared by the Bank, you will be eligible of leave as per Leave and Working Hours Policy for CTC staff. This includes 12 days of Casual Leave, 10 days Sick Leave on pro-rata basis.
14. You will also be eligible for Earned Leave of 24 days on completion of 12 months of service; Maternity Leave of 182 days/ 7 days of Paternity Leave as per eligibility specified, as per Leave and Working Hours Policy for CTC staff.
15. Your employment is liable to be terminated if you absent yourself from the services of the Bank, without prior written permission or overstay of sanctioned leave, except in cases of medical exigencies duly supported by medical certificate.



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### Reference Check and Background Verification

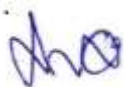
16. This offer of appointment is subject to obtaining satisfactory responses to reference checks.
17. Your employment in the Bank is also subject to satisfactory verification of the certificates, testimonials and personal particulars/credentials submitted by you. The Bank reserves the right to carry out a background check (including criminal history record search, medical history search, education & previous employment and personal details verification) through nominated third party/ agencies.
18. In the event that such verification or background search reveals any discrepancy in the statement(s) made in your application for employment or bio data/curriculum vitae submitted to the Bank, your appointment shall be deemed to be invalid and you shall be liable to be discharged from your services by the Bank forthwith.

### Resignation / Termination of Service

19. You shall provide 3 months' notice, should you wish to resign from the services of the Bank. Date of relieving will be at the sole discretion of the Bank.
20. You will not be permitted to adjust any accumulated leave in your credit including accruals against the notice period.
21. In addition to what has already been mention in the foregoing, your service with Bank are liable to be terminated:
  - (a) By giving 90 days' notice or notice pay in lieu thereof.
  - (b) Any breach of the conditions mentioned in this letter on your part.
  - (c) Any breach of the instruction/guidelines/circulars issued by the Bank, the RBI and regulators as applicable or made applicable to you from time to time.

### Code of Conduct

22. **Confidentiality:** In the course of employment with the Bank, you may receive or be made privy to confidential and proprietary information including information relating to the Bank, its customers, licensors that is not publicly available, trade secrets, salary details of the employees and property protected by intellectual property rights. You shall not, directly or indirectly, during the tenure of your employment with the Bank or thereafter, reveal, disclose or make known to the public or any person, entity, or use for your own benefit or the benefit of any third person any confidential information acquired during the course of employment. Any information that you obtain from time to time regarding the Bank's processes, methods or business practices and client information



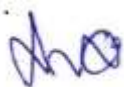
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etc., should be treated as being of the utmost confidential character and you shall not divulge any such information to anyone, unless authorized by a Competent Authority. You will return all documents, papers etc., relating to the affairs of the Bank or any other material that you may have

in your possession on termination / resignation / absconding of service from either side. Any confidential information regarding the Bank or its customers acquired during the course of your duties should not be used by you in any context, while in service and /or after the termination / resignation / absconding of service. The Bank is entitled to take legal action on any breach of the above obligation by you.

23. **Exclusivity:** During the period of your employment with the Bank, you shall exclusively serve the Bank and will not engage or become interested, directly or indirectly, with or without remuneration, in any trade, business, occupation, employment, service or calling whatsoever nor will undertake any activities which are or will be contrary to or conflict with interests of the Bank and/or your duties and obligations to the Bank.
24. **IT Security Practice & Procedures:** During the service with the bank, you will adhere to the IT Security Practices & Procedures as prescribed by Bank. Any instances of violation or any attempted violation of the aforesaid IT Security Practices and Procedures on your part shall result in disciplinary action.
25. **Membership in Other Organisations:** During the period of your employment with the Bank, you will not seek membership of any local or public body or political organization without obtaining prior permission in writing from the Board or its delegated authorities.
26. During the course of your services with Bank you cannot be a member of any anti-social/national outfits or of any outfit which is declared as banned by the Government. Any act in breach of this term would entail initiation of termination by the Bank.
27. During the period of your service with Bank you will not take part in nor organise any demonstration/agitation against Bank and its official(s) either on your behalf or on behalf of other persons either inside the Bank or otherwise, any external bodies/political outfits-either as a member or as sympathizer. Any act in contravention of the above would be treated as prejudicial to the interest and reputation of Bank would amount to breach of employment contract leading to initiation of appropriate action.
28. **Non-Competition:** As by virtue of your position in the Bank, you will be privy to business sensitive, strategic and confidential information of the Bank, you will need to agree that during the term of your service with the Bank, you shall not be entitled to directly or indirectly, run, operate, control, be employed by or provide any services to any competitor of the Bank in India or elsewhere. During the term of your service with the Bank, you shall under no circumstances be employed in or work for or operate or participate, either directly or indirectly, in a business which is directly or indirectly in the same line of business with any Bank / Financial Institution.



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29. In the event of cessation of your services in future, due to any reason whatsoever, you shall, for a period of 6 months from the date of such cessation, directly or indirectly ,either your own accord or in conjunction with any other person(s) or organization refrain/desist from canvassing or soliciting or attempting to or inducing any employee(s)/business associates to leave their current employment with the Bank to join the services of your new employer/organization or any other competitor of Bank. Any such act in contravention of the above provision shall entail initiation of appropriate action as deemed fit by Bank.
30. Please note that while joining the services of the Bank and during the term of employment with Bank, you would be required to notify the Bank immediately with the details of civil or criminal cases instituted against you in any court of law or any complaint / show cause notice/prosecution with/by any police station or by any statutory authority, as also you will notify any outcome of such complaint like filing of chargesheet/arrest/conviction/acquittal/discharge. Any act in breach of this term would entail initiation of appropriate action as deemed fit by Bank.
31. The Bank expects resolution of issues relating to your employment, if any, within the framework internally, at all times during your service period and even after cessation of service due to any reason whatsoever. Please note that any attempt to bring any outside influence – directly or indirectly – upon any authority to further your interest(s) in respect of matters pertaining to your services with Bank would breach of employment contract leading to initiation of appropriate action.
32. During the Bank’s employment term, you will not indulge in acts of commission/omission which maybe prejudicial to the interests of the Bank or any act of dishonesty, disobedience, insubordination or any other misconduct or neglect of duty or incompetence in the discharge of duty on your part.
33. You will abide by the policies, rules and regulations and internal guidelines of the Bank, which are in force, and any additions and/ or alterations that may be made thereto from time to time, by the Management.
34. At the sole discretion of the Bank, your services are liable to be terminated without any notice or salary in lieu thereof in the event of your involvement in any serious misconduct, misdemeanor, or any offence which may or may not be directly connected with the business of the Bank.
35. **Dress Code:** You shall always maintain a business like formal dress code and appearance, in tune with the policy / norms of the Bank.
36. You will be bound by the instruction / guidelines/ circulars issued by the Bank, RBI and regulators from time to time.



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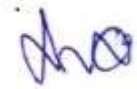
37. You will keep Bank informed of any change in your residential address/contact details.

**Acceptance of the Offer Letter**

38. If you are agreeable to the terms and conditions of this Offer letter, please sign and return to the Bank a duplicate copy as a token of your acceptance, within 2 days of receipt of this Offer Letter, in the format provided in Appendix D (attached).

39. We look forward to your joining Team CSB.

Thanking you,  
Yours Sincerely,



**(P V Satheesan)**  
**Head-Talent Acquisition**  
**For CSB Bank**

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**APPENDIX – A**

**COMPENSATION AND BENEFITS**

**Name: MsSandhra M Jose**  
**Designation: Relationship Executive**

<b>DETAILS OF COMPENSATION</b>				
<i>Ser No</i>	<i>Details</i>	<i>Monthly</i>	<i>Per Annum</i>	<i>Remarks</i>
<b>Gross Salary</b>				
1.	Basic + DA	8,334	100,008	
2.	Conveyance	250	3,000	
3.	HRA - 50% of Basic Pay	4,167	50,004	
4.	Education Allowance	200	2,400	
5.	Bonus*	2,500	30,000	
6.	Medical Allowance	250	3000	
7.	CCA	250	3,000	
8.	Canteen Allowance	250	3,000	
9.	Special Allowance	3,798	45,576	
10.	<b>Total Gross Salary</b>	<b>19,999</b>	<b>239,988</b>	
11.	NPS (10% of Basic Pay)	834	10,008	
12.	<b>Total (Retiring Benefits)</b>	<b>834</b>	<b>10,008</b>	
<b>Total CTC</b>		<b>20,833</b>	<b>249,996</b>	
<b>CTC Per Year: Rupees Two Lakh FourtyNine Thousand Nine Hundred NinetySix Only</b>				
<b>Deductions</b>				
13.	NPS Employee Contribution	834	10,008	
14.	NPS Employer Contribution	834	10,008	
15.	<b>Total</b>	<b>1,668</b>	<b>20,016</b>	
<b>Notes:</b>				
(a) *Bonus includes statutory bonus, if any, as applicable as per policy				
(b) The incentive/ Performance bonus will be entitled, as applicable for the post, as per the policy of the Bank				
(c) CCA will be based on the place of posting				
(d) Gratuity will be paid as per Gratuity Act 1972				
(e) Professional Tax, Income Tax, and other deductions will be made as per statute.				
(f) You will be covered under medical insurance as per Bank policy				

**Signature:**



**(P V Satheesan)**  
**Head-Talent Acquisition**  
**For CSB Bank**

**APPENDIX – B****DUTIES, RESPONSIBILITIES, AND KEY PERFORMANCE AREAS**  
**RELATIONSHIP EXECUTIVE****Branch Service and Operations:**

1. Assisting the Branch Manager in carrying out day to day activities and all general banking activities of the branch under Core Banking System environment (CBS).
2. Assisting the Branch Manager in recovery and monitoring of Non-Performing Assets (NPA) accounts and the process.
3. Rendering effective customer service at counter including disbursement of cash.
4. Maintaining proper book of accounts
5. Performing the duties as an officer in charge of cash, including receipt and payment of cash and giving and signing receipts and giving effectual discharge for money that are paid and received
6. Issue of FD Receipts, receiving & paying deposits on terms and conditions to be determined from time to time by the Bank and issuing, signing receipts with regard to such deposits thus received & paid and also paying interest on deposits in accordance with the rates passed by the Bank
7. Release of Gold loans along with the joint custodian
8. Authorization of credit & debit entries (related to cash/transfer, clearing, OBC, FDs, etc.)
9. Accounting of receipts and payments correctly
10. Reconciliation of statements
11. Keeping joint custody of cash
12. Receiving and paying moneys on behalf of and in the name of the BANK and giving and signing receipts and giving effectual discharge for money that is paid and received
13. To make, draw, accept, endorse, negotiate, pay, discount, satisfy, deal in or transfer any bills of exchange, promissory notes, cheques, drafts, orders for payment or for delivery of money and other negotiable or mercantile instruments in the name of and on behalf of the BANK
14. Demanding, collecting, receiving and giving effectual bonafide discharge of, in the name and on behalf of the BANK, all debts, advances and claims due to the BANK
15. Any other role assigned from time to time

**Sales Role:**

16. On all working days, post branch customer hours, CREs are also required to engage in marketing of various products and achieve the targets that will be given. The activities will include:-
  - a. CASA/ Gold Loan / Retail Assets acquisition
  - b. Cross selling of insurance products
  - c. Market mapping, customer mapping competitor mapping in the geography assigned
  - d. Active participation in promotional activities to build up CASA and Gold proactive support to the team leader
  - e. Working within the compliance boundaries set by the regulatory bodies and the Bank
  - f. Working for satisfying the customer needs by selling the right products and services offered by the Bank
  - g. The above would require field activities and work would involve local travel in the assigned geography
17. Any other duties and responsibilities, assigned by the Bank.



**(P V Satheesan)**  
**Head-Talent Acquisition**  
**For CSB Bank**

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**APPENDIX – C**

**DOCUMENTS REQUIRED TO BE SUBMITTED AT THE TIME OF JOINING**

Ser No	Document	Remarks
1.	CV	
2.	Bio-data form Part-I & Part II ( <i>in the format provided by the Bank</i> )	
3.	Two copies of Passport size photograph	
4.	Copy of Aadhaar Card	
5.	Copy of PAN Card	
6.	Identity proof (Voters Identity Card/ Driving License/ PAN Card/Passport)	
7.	Address proof (Voters Identity Card/ Driving License/ Passport)	
8.	<b>Copies of Educational Qualification Certificates</b> (original shall be produced for verification and attested copies to be submitted to the Bank)	
	(a) 10 <sup>th</sup> / SSLC	
	(b) 12 <sup>th</sup>	
	(c) Graduation	
	(d) Post-Graduation, if any	
	(e) Professional qualifications, if any	
9.	Last 3 months salary slips	
10.	<b>Resignation Letter (Submitted and acknowledged by to the last Organisation)</b>	
11.	Copy of Experience Certificate from latest employer	
12.	<b>Other Documents / Declarations (to be submitted in the format provided by the Bank)</b>	
	(a) Application for Employee Identity Card	
	(b) Background Verification Consent Letter	
	(c) Declaration Regarding Fidelity & Secrecy	
	(d) Declaration Regarding Compliance with Direction under Section 10 on Banking Regulation Act	
	(e) Certificate of having read Chapter-1 of Bank's Book of Instruction	
	(f) Application for National Pension Scheme ( <i>format to be provided to the candidate</i> )	
	(g) Medical Certificate / Physical Fitness Certificate	<i>Within 7 days of joining</i>
<b>Note:</b> All Original Certificates is required to be produced for verification on the day of joining, Copies of all certificates shall be submitted after self-attestation by the candidate and by the reporting officer		



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**APPENDIX - D**

**ACKNOWLEDGEMENT AND ACCEPTANCE OF OFFER LETTER BY CANDIDATE**

1. I have read and understood the above terms and conditions, and hereby sign in acceptance of the same.
2. I look forward for a long-term association with the Bank.
3. I agree to join by the date as specified in para 3 of the Offer Letter. I understand that if I fail to join within 7 days of the date specified in para 3 of the Offer Letter, the Offer Letter will become invalid.

Signature of the Candidate:

Name of the Candidate:

Date:

Place:

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