

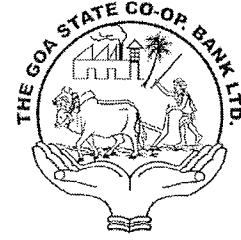


International Year  
of Cooperatives

Cooperatives Build a Better World

दि गोवा राज्य सहकारी बँक मर्यादित  
The Goa State Co-operative Bank Ltd.

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GSCB/ADM/2025-2026/

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## BANK CONTRACT EMPLOYEES HIRING POLICY

### 1. Purpose

This policy establishes guidelines for the recruitment, selection, placement, and management of contract employees within the Bank. It aims to promote skill development, support workforce planning, and contribute to employment opportunities.

### 2. Scope

This policy applies to:

- All departments and branches of the Bank
- All department categories (e.g., banking operations, customer service, IT support, finance, Audit, Recovery)

### 3. Definitions

- **Contract Employees:** An individual enrolled in a structured training program combining practical on-the-job learning with academic or theoretical instruction that provides skill development in banking operations or support functions.

### 4. Eligibility Criteria

#### 4.1 Age

- Minimum age: 20 years
- Maximum age: 35 years

#### 4.2 Educational Qualification

- Minimum: Graduation in any field.
- Preferred: Graduation in Commerce, Finance, Business Administration, or related fields

### **4.3 Additional Requirements**

- Basic computer proficiency
- Strong communication skills

## **5. Recruitment Process**

### **5.1 Workforce Planning**

HR and department heads will assess the contract employee requirement annually based on:

- Branch expansion
- Workload analysis

### **5.2 Advertisement**

Vacancies must be advertised through:

- Bank's official website
- On Notice Board of Branches

### **5.3 Application Screening**

Applications will be screened based on:

- Eligibility
- Academic performance
- Relevant skills or certifications

### **5.4 Selection Process**

The selection process may include:

- Written aptitude test
- Interview (Chairman, Managing Director & General Manager(ADMN))
- Verification of academic and identity documents

The Bank will follow principles of fairness, transparency, and equal opportunity.

## **6. Training and Responsibilities**

### **6.1 Induction**

All contract employees will undergo orientation covering:

- Bank policies
- Code of conduct

- AML/KYC guidelines
- Safety and security procedures

## 6.2 On-the-Job Training

Training will be structured and may cover:

- Customer service
- Account opening and KYC processes
- Cash handling (where permitted)
- Digital banking & fintech systems
- Back-office operations
- Compliance and audit fundamentals

## 6.3 Departmental Rotation

Where applicable, contract employees may rotate between departments to gain broader exposure.

## 7. Stipend and Benefits

- Contract employees will receive a monthly pay of ₹ 15,000/-.
- They are **not eligible** for regular employee benefits such as PF, gratuity, medical insurance, paid leave, etc., unless mandated by law.
- Contract employees are covered under workplace safety.

## 8. Duration of Apprenticeship

- Typically 6–12 months depending on program type
- Extensions may be granted only under special circumstances with HR approval.

## 9. Performance Evaluation

- Periodic assessments will be conducted by supervisors
- Evaluation will be based on:
  - Attendance and punctuality
  - Learning attitude
  - Skill development
  - Work quality and customer interaction
- Unsatisfactory performance may result in termination as per policy

## 10. Code of Conduct

Contract employees must adhere to:

- Bank's code of ethics and confidentiality rules
- Data protection guidelines
- Uniform and grooming standards
- Zero-tolerance policies (fraud, harassment, misconduct)

## **11. Termination**

The Bank may terminate the Contract employees under the following conditions:

- Misconduct or breach of policy
- Poor performance
- Unauthorized absence
- Violations of security or confidentiality

Contract employees may also resign with reasonable notice as per guidelines.

## **12. Completion and Certification**

Upon successful completion:

- The Contract employees will receive a completion certificate
- The Bank may consider them for future employment based on:
  - Vacancy availability
  - Performance
  - Organizational fit
  - Selection through standard recruitment processes

*Completion of the Contract employment does not guarantee permanent employment.*

## **13. Compliance**

This policy shall comply with all applicable:

- Banking regulations
- Labor laws
- Equal opportunity and diversity standards