



Chander Mukhi Nariman Point Mumbai – 400 021 Web Site : www.centralbankofindia.co.in

**HUMAN RESOURCES DEVELOPMENT DEPARTMENT
(RECRUITMENT AND PROMOTION DIVISION)**

**Engagement of Internal Ombudsman
on Contract Basis**

LAST DATE OF RECEIPT OF APPLICATIONS : 07.01.2022

COMPANY PROFILE

Central Bank of India, a leading Public Sector Bank, with Pan India Branch Network of nearly 4590 plus branches, with total business of more than Rs 500000 Crores and driven by talented work force of 30000 +employees, is looking for **retired(superannuated) or serving officer not below the rank of Deputy General Manager or equivalent of another Bank (other than Central Bank of India)/Financial Sector Regulatory Body, having experience in banking , regulation, supervision, payment and settlement systems and /or consumer protection.**

The details are given below:

1. AGE & ELIGIBILITY (As on 30.11.2021)

Name of the Post	Age	Eligibility
Internal Ombudsman (on Contract basis)	Not to exceed 70 years of age.	<ol style="list-style-type: none">1. The applicant should be a retired(superannuated) or serving officer, not below the rank of Deputy General Manager, or equivalent ,of another bank/Financial Sector Regulatory Body (<u>other than Central Bank of India</u>).2. He/She should possess necessary skills and experience of minimum seven years of working in areas such as banking, regulation, supervision, payment and settlement systems and/or consumer protection.

The Internal Ombudsman will be placed in Head/Corporate Office or in a place where the Bank has Zonal/Regional Office for the purpose of seamless co-ordination.

2. CONTRACT PERIOD

The tenure of appointment on contract basis shall be a fixed term of not less than 3 years, but not exceeding 5 years. The Internal Ombudsman shall not be eligible for reappointment or for extension of term in the same bank.

3. CONTRACT AMOUNT;

For Serving Officers- The remuneration to be paid shall be restricted to last pay and allowance drawn, subject to deduction of taxes as applicable.

For Superannuated Officers- The remuneration to be paid shall be restricted to last pay and allowance drawn, reduced by pension plus additional pension plus dearness relief, subject to deduction of taxes as applicable.

4. LEAVE:

Internal Ombudsman shall be eligible for a total of 12 days leave per year, out of which not more than 04 days can be taken at a time. Applicable leave shall be availed with prior intimation/approval. The working hours shall be the usual hours as applicable on all days except weekly offs as applicable to Bank employees and holidays declared under N.I. Act. Balance of the leave shall not be allowed to be carried over to the next year.

5. JOB PROFILE:

The Internal Ombudsman shall be reporting directly either to Managing Director& CEO or Executive Director of the Bank and shall be the focal point for Internal Grievance Redressal System in terms of Damodaran Committee recommendations so that a minimum number of complaints are escalated to Banking Ombudsman. The Internal Ombudsman will help in strengthening customer confidence in the internal redressal mechanism.

6. SELECTION PROCEDURE

The eligible shortlisted candidates will be called for personal interaction and the decision of the Bank in this regard shall be final.

7. SUBMISSION OF APPLICATION

The last date to submit applications is **07.01.2022** No applications shall be entertained beyond the stipulated date. Incomplete applications will be rejected.

The application should be, **Super scribed as “Application for the post of Internal Ombudsman (IO)” and has to be send to under mentioned address:**

“General Manager- HRD,
Central Bank of India,
Chander Mukhi, 17th floor,
Nariman Point
Mumbai- 400 021

8. APPLICATION FEE

Application fee of Rs.1180 (Rs. 1000/- plus GST @ 18%) will be payable by way of Demand Draft drawn on any Nationalised/Scheduled Bank in favour of “Central Bank of India- Engagement of IO” and payable at Mumbai.

9. GENERAL INSTRUCTIONS:

- a) While applying for the posts, the applicant should ensure that he / she fulfills the eligibility and other norms mentioned above and that the particulars furnished are correct in all respects. In case it is detected at any stage of engagement that a candidate does not fulfill the eligibility norms and / or that he / she has furnished any incorrect / false information or has suppressed any material fact(s), his / her candidature will automatically stand cancelled. If any of the above shortcoming(s) is / are detected even after engagement, his / her contractual engagement is liable to be terminated without any notice.

- b) Mere submission of application against the advertisement and apparently fulfilling the criteria as prescribed in the advertisement would not bestow on him / her right to be called for interview.
- c) Not more than one application should be submitted by any candidate. Multiple Applications/Registrations will be summarily rejected and the application fee forfeited.
- d) Applications, once submitted, will not be allowed to be withdrawn and the application fee/intimation charges once paid, shall be neither refunded nor held in reserve for any other examination. The Bank would be free to reject any application, at any stage, if the candidate is found ineligible for the post, for which he/she has applied. The decision of the Bank regarding eligibility of the candidates, the stage at which scrutiny of eligibility is to be undertaken, qualifications and other eligibility norms, the documents to be produced etc. and any other matter will be final and binding on the candidate. No correspondence or personal enquiries shall be entertained by the Bank in this behalf.
- e) A recent, recognizable color passport size photograph should be firmly pasted on the application form and duly signed across by the candidate
- f) Candidates serving in nationalized banks and Financial Sector Regulatory Body are required to produce a "No Objection Certificate" from their employer at the time of interview, in the absence of which, their candidature may not be considered.
- g) All candidates will have to produce, if called for interview, originals as well as self attested photocopies of their experience certificates and any other certificate required, in the prescribed proforma in support of their eligibility, failing which their candidature will be cancelled.
- h) No Travelling Allowance is payable to candidates who are called for the interview.
- i) The Bank takes no responsibility for any delay /non-receipt or loss of any communication.
- j) Any resulting dispute arising out of and/or pertaining to the process under this advertisement shall be subject to the sole jurisdiction of the Courts situated at Mumbai.
- k) Request for change of contact no./address/ email ID/ interview centre will not be entertained
- l) In case any dispute arises on account of interpretation of version other than English, English version will prevail.
- m) Appointment of selected candidates is subject to their being declared medically fit as per the requirements of the Bank. Such appointment will also be subject to the Service, Conduct Rules & Policies of the Bank.

DATE:22.12.2021

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GENERAL MANAGER-HRD

ANNEXURE A
APPLICATION FOR THE POST OF INTERNAL OMBUDSMAN ON CONTRACT BASIS

To,
General Manager-HRD
Central Bank of India,
17th Floor, Chandermukhi,
Nariman Point, Mumbai-400021

Paste Passport
size Photograph

Please sign across
the Photograph

With reference to your advertisement on Bank's website dated _____
I, submit my application in prescribed format.

1. NAME (in full)- _____

2. FATHER's/ HUSBAND's NAME: _____

3. ADDRESS FOR CORRESPONDENCE:

4. PERMANENT ADDRESS:

5. CATEGORY: _____ (SC/ST/OBC/GEN)

6. If person with Disability:

Type of disability:

Percentage of disability:

7. DATE OF BIRTH (As per School leaving Certificate) :

Age in completed years as on 30.11.2021:

8. BIRTH PLACE _____ **NATIVE PLACE:** _____

9. MARTIAL STATUS:

10. GENDER :

11. NATIONALITY:

12. Details of Non refundable Application Fee :

Name of DD issuing Bank:

State of Issue:

City of Issue:

Date of Issue :

Amount:

13. Contact Details:

MOBILE NO. -

LANDLINE No.

E-MAIL ID-

14. EDUCATIONAL QUALIFICATION:

15. EXPERIENCE (Preceding 07 years) - Total (in years)_____

SN	Name of Institution	Designation/ Scale	Duration		Responsibilities	Extra Ordinary Achievements
			From	To		

16. RETIRED(SUPERANNUATION) _____
DATE OF RETIREMENT _____
TOTAL YEARS OF SERVICE _____ years

17. DO YOU HAVE EXPOSURE OF OPERATIONAL BANKING
IF YES, FOR HOW MANY YEARS _____

18. NO. OF YEARS WORKED AS BRANCH MANAGER AND
/OR RM AND/OR ZM _____

19. DETAILS OF PRESENT EMPLOYMENT:

- (a) Organisation
- (b) Full Address:
- (c) Position:
- (d) Reporting to:
- (e) Salary/Compensation presently drawn:

DECLARATION

I hereby declare that the particulars furnished above are true and correct to the best of my knowledge and belief and I understand that in the event of any information being found false or incorrect at any stage or not satisfying the eligibility criteria according to the requirements of the related advertisement, my candidature/ engagement for the said post is liable to be cancelled/terminated at any stage and if engaged, my service are liable to be terminated. I am willing to serve anywhere in India. I agree that Bank has right to transfer me to any part of the country at its discretion.

I hereby agree that any legal proceedings in respect of any matter of claims or disputes arising out of this application and/or out of said advertisement can be instituted by me only at Mumbai and Courts/tribunals/forums at Mumbai. I also undertake to abide by all the terms and conditions mentioned in the advertisement displayed on Banks website dated 22.12.2021.

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(Signature of applicant)

Place: _____

Date: _____

Enclosures-Copies of Degree/experience certificates/KYC Documents:

- 1.
- 2.
- 3.
- 4.
- 5.