

HUMAN RESOURCES MANAGEMENT DIVISION
CORPORATE OFFICE, SECTOR 10, DWARKA, NEW DELHI-110075

APPLICATION ARE INVITED FOR APPOINTMENT TO THE POST OF INTERNAL OMBUDSMAN (IO) ON CONTRACT BASIS

1. AGE, ELIGIBILITY & CONTRACT PERIOD (As on 31.03.2019)

S R	Name of the Post	Age	Eligibility
1	INTERNAL OMBUDSMAN	Not more than 65 years.	<p><u>Essential:</u></p> <ul style="list-style-type: none"> ➤ The eligible person should retired or serving officer not below the rank of Deputy General Manager or equivalent of another Bank/Financial Sector Regulatory Body other than PNB. ➤ The eligible person should have necessary skills and experience of minimum seven years of working in areas such as banking, regulation, supervision, payment and settlement systems/ or consumer protection etc. ➤ The appointment of INTERNAL OMBUDSMAN will be purely contractual in nature for a period of three years without any extension.

2. CONTRACT AMOUNT (REMUNERATION)

The contract amount shall be fixed Rs. 100000/- per month, subject to deduction of taxes applicable.

3. LEAVE

Internal Ombudsman shall be eligible for a total of 12 days leave per year, out of which not more than 04 can be taken at a time. His working hours shall be the usual hours as applicable on all days except Sundays and holiday declared under N.I. Act. Balance of the leave shall not be allowed to be carried over to the next year

4. TELEPHONE

Internal Ombudsman will be eligible for Telephone/mobile as applicable to GM Cadre (TEG Scale VII officials) of the Bank.

5. TRAVELLING AND HALTING ALLOWANCE

In case of outstation duty, eligible travelling, Halting Allowance shall be paid to Internal Ombudsman as applicable to GM Cadre (TEG Scale VII officials) of the Bank.

6. LOCATION

The office of the Internal Ombudsman shall be located at Head Office Building with optimum infrastructure to work. Further, Bank may also utilize/depute him anywhere in the country where the bank has its offices

7. JOB PROFILE

The scope and role of IO shall be as per IO Scheme of the Bank. IO shall be reporting directly to the 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 and minimize exigencies of Awards against the Bank. IO will help in strengthening customer confidence in the internal redressal mechanism.

8. SELECTION PROCEDURE

The selection will be made on the basis of personal interaction/interview.

9. HOW TO APPLY

Eligible candidates may submit applications in the prescribed format which is available on the Bank's website www.pnbindia.in- **Link (Recruitment)**. **Last date to apply is 11.05.2019 and duly completed application should reach us latest by 13.05.2019.** No application shall be entertained beyond the stipulated date. Incomplete applications will be rejected. Hard copy of the application be sent by registered/speed post in a sealed envelope super scribing : **“Application for the post of Internal Ombudsman (IO)” be submitted to:**

“General Manager ,
Punjab National Bank
Human Resource Management Division
1st Floor, West Wing, Corporate
Office
Sector 10, Dwarka
NEW DELHI-110075”

10. APPLICATION FEE (NON-REFUNDABLE)

Application fee is Rs.1000/- payable by way of Draft drawn on any Nationalised/Scheduled Bank drawn in favour of “Punjab National Bank- Recruitment of IO” and payable at New Delhi.

11. GENERAL INSTRUCTIONS:

- While applying for the post, 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 recruitment 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 appointment, his / her contractual appointment is liable to be terminated without any notice.

- 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.

- Candidates called for interview will be paid Airfare (Economy)/ 1AC railway fare by shortest route in India.

In case any dispute arises on account of interpretation of version other than English, English version will prevail.

New Delhi
Dated: 04.05.2019

General Manager
(HRMD)
