



Advertisement No. 1 /2019-20

ADVERTISEMENT FOR APPOINTMENT OF INTERNAL OMBUDSMAN IN THE BANK AS CHIEF CUSTOMER SERVICE OFFICER ON CONTRACT BASIS

Important: Last Date of Receipt of Application: May 2, 2019

1. Company Profile

IDBI Bank Ltd., since its inception in 1964, has essayed a key nation-building role, initially as a Development Financial Institution (DFI) and thereafter, as a full-service commercial bank. Headquartered in Mumbai, the Bank offers an entire gamut of personalized and innovative banking product and services to its Corporate, Retail, MSME and Agri clients through its 1894 network of Branches and ATMs and its digital delivery channels on PAN INDIA basis. The Bank offers Retail Banking Products, Priority Sector Products, Corporate Banking Products, Transaction Banking Products, Treasury Products and Third Party Distribution Products including bancassurance.

On January 21, 2019, Life Insurance Corporation of India (LIC) has completed acquisition of 51% stake in IDBI Bank, effectively making it the majority shareholder of the Bank. The Bank is focusing on multifold retail business growth comprising of diversified product mix and Third Party Products (TPDs) aimed at being “Bank of the future”. The increase in business and retail focus provides opportunity and generates a need to redesign and re-align the organizational strategies of the Bank. The Bank has autonomy to respond quickly and comprehensively to the market dynamics providing immense opportunities to work with.

IDBI Bank, proposes to engage the services of an Internal Ombudsman designated as Chief Customer Service Officer (CCSO) (one position) on contract basis and invites application for the said position.

Applicants are advised to submit the application form hosted on the Bank's website at www.idbi.com latest by May 2, 2019 after carefully going through all the instructions given in the advertisement.

2. Job description (in brief)

The appointment of CCSO will be in accordance to the RBI's Internal Ombudsman Scheme 2018 (IO Scheme 2018). The CCSO of the Bank is required to act as the Internal Ombudsman of the Bank to strengthen the grievance redressal mechanism.

2(a) Reporting

The Chief Customer Service Officer shall report to the MD & CEO of the Bank.

3. Eligibility Criteria

S. No.	Particulars	Eligibility criteria
(i)	Cut-off date	April 1, 2019
(ii)	Age	Not more than 65 years as on the cut-off date.
(iii)	Experience	Minimum seven years of working in areas such as Banking, regulation, supervision, payment and settlement systems and/ or consumer protection.
(iv)	Essential profile / Qualification	Retired (superannuated / VRS optee) or serving Officer, not below the rank of Deputy General Manager or equivalent of another Bank /Financial Sector Regulatory Body, having necessary skills and requisite experience (<i>preferably from a Public Sector Bank other than IDBI Bank</i>).

Applicant selected for the assignment should obtain clearance from the previous employer, if required, for taking up the assignment with IDBI Bank.

Depending upon the requirement, Bank reserves the right to cancel or restrict or curtail or enlarge any or all of the provisions of the selection process, if need so arises, without any further notice and without assigning any reason there for.

4. Terms and conditions of engagement:

(i)	Period	Contract basis for a fixed term of three years.
(ii)	Type of appointment	Contractual appointment.
(iii)	Remuneration	Consolidated remuneration of Rs.80,000/- per month subject to deduction of taxes as applicable.
(iv)	Leave	12 days of Casual Leave (CL) for every calendar year. However, if the contractual period starts mid of a calendar year, proportionate CL shall be accordingly granted. Other special leave, if any, at the sole discretion of the Bank. Unavailed leaves cannot be en-cashed.
(v)	Termination of contract	The contract may be terminated by either party giving to other one month's notice or pay in lieu thereof.

(vi)	Superannuation benefits	No superannuation benefits shall be applicable.
(vii)	Service rules	In addition to the terms and conditions of appointment, during the contractual period, the appointee shall generally be governed by the IDBI Bank Ltd Officers Conduct Discipline and Appeal Rules, 2006.
(viii)	Other facilities	Hired car with driver as per the eligibility of CGM grade officer in the Bank. Reimbursement of telephone or Mobile charges as per the eligibility of CGM grade officer in the Bank. No other perquisites and facilities would be extended.
(ix)	Residual matters	As may be decided by the IDBI Bank Ltd.

5. **Reservation:** The position is unreserved.

6. **How to apply:**

- 6.1 The applicants are advised to fill their applications strictly as per the format provided by Bank on its websites (www.idbi.com). The application form should be typed or neatly handwritten in English on a good quality "White A- 4 size" paper. The application must have the latest passport size photograph affixed and duly signed across. Application must be complete in all respects. Incomplete and illegible applications will be rejected.
- 6.2 Application should be accompanied by attested copies of relevant certificate(s) / documents, in support of proof of age, category, educational qualification, work experience, etc. as mentioned in the application form. Please note that applications without complete documents are liable to be rejected.
- 6.3 The application form along with attested copies of relevant certificate/s may be sent **by ordinary post only**. The application form complete in all respects and duly signed should be sent in a cover super scribed as ***“Application for appointment of Chief Customer Service Officer on contract 2019”*** and addressed to The General Manager – Recruitment Section, Human Resources Department, IDBI Bank Ltd., IDBI Tower, 21st floor, WTC Complex, Cuffe Parade, Mumbai – 400 005.

6.4 The duly filled application form can also be deposited in box specially kept for the purpose at the Reception counter of IDBI Bank Ltd. IDBI Tower, Ground Floor, WTC Complex, Cuffe Parade, Mumbai – 400 005.

6.5 Applications complete in all respects along with attested copies of the required documents should reach the Bank on or before May 02, 2019. Applications received thereafter will not be entertained.

7. Selection Process:

7.1 Selection process will consist of Personal Interaction (PI) before the selection committee. The Bank will undertake a preliminary screening of the application for preparing, if necessary, a shortlist of eligible applicants to be called for PI and decision of the Bank in this regard shall be final. Thus, merely fulfilling the requirement laid down in the advertisement would not automatically entitle any candidate to be called for PI.

7.2 The details regarding the time, date and address of the venue for the PI will be intimated to the short listed eligible applicants.

8. General Instructions

8.1 In case, it is detected at any stage that the applicants do not fulfill the eligibility criteria and/or have furnished incorrect information or suppressed any material information, their candidature will be cancelled and if appointed, their services may be summarily terminated without any compensation thereof.

8.2 In all matters regarding eligibility, minimum qualifying standards in PI, assessment thereof and communication of result, the Bank's decision shall be final and binding on the applicants and no correspondence shall be entertained in this regard.

8.3 Canvassing in any form will be treated as a disqualification.

8.4 The Bank reserves the right to reject any or all applications without assigning any reason/s thereto.

8.5 The Bank reserves the right to modify/amend/reverse/cancel any or all of the provisions of the selection process if need so arises, without any further notice and without assigning any reason thereof.
