

## Annexure II



Advertisement No.02 (a)/2024-25

### **APPOINTMENT OF INTERNAL OMBUDSMAN (IO) IN THE BANK AS CHIEF CUSTOMER SERVICE OFFICER ON CONTRACT BASIS**

**Important: Last Date of Receipt of Application: June 23, 2024**

1. IDBI Bank invites application for engagement of an IO designated as Chief Customer Service Officer (CCSO) (one position) on contract basis.
2. Applicants are advised to submit the prescribed application form, hosted on the Bank's website at [www.idbibank.in](http://www.idbibank.in) latest by **June 23, 2024** after carefully going through all the instructions given in the advertisement.
3. The appointment, role & responsibilities etc. will be in accordance to the RBI's Internal Ombudsman Scheme 2018 (IO Scheme 2018) Master Direction – Reserve Bank of India (Internal Ombudsman for Regulated Entities) Directions - 2023. The CCSO of the Bank is required to act as the Internal Ombudsman of the Bank to strengthen the grievance redressal mechanism.
4. The Chief Customer Service Officer shall report to the **Executive Director / DMD** of the Bank.
5. **Broad Eligibility Criteria:**

<b>S. No.</b>	<b>Particulars</b>	<b>Eligibility criteria</b>
(i)	Cut-off date	<b>June 01, 2024</b>
(ii)	Age	CCSO shall not be more than 65 years as on <b>June 01, 2024</b>
(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	(a) Shall either be a retired or serving officer, in the rank equivalent to a General Manager of another bank / Financial Sector Regulatory Body / NBSP / NBFC / CIC. (b) Shall not have been previously employed /presently employed with IDBI Bank or any of IDBI Bank's related parties.

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

7. 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.

**8. Terms and conditions of engagement:**

(i)	Period	Contract basis for a fixed term of three years subject to half yearly review.
(ii)	Nature of appointment	Contractual
(iii)	Remuneration	Consolidated remuneration of ₹ 1.25 lakh per month, subject to deduction of taxes as applicable.
(iv)	Leave	20 days of Leave for every calendar year. However, if the contractual period starts mid of a calendar year, proportionate leave shall be accordingly granted. Un-availed leaves during a calendar year cannot be en-cashed/carry forwarded.
(v)	Termination of contract	The contract may be terminated by either party giving to other one months' 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 be governed by the IDBI Bank Ltd Officers Conduct Discipline and Appeal Rules, 2006.
(viii)	Other facilities	Fixed Conveyance Allowance at actuals or up to ₹ 45,000/- per month, whichever is lower. 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. In case of travel on outstation duty, eligible Travelling, Halting allowance at par with the Chief General Managers of the Bank shall be paid.

(ix)	Accommodation	The applicant shall make own arrangements for his stay and it shall not be incumbent on the Bank to provide any residential accommodation.
(x)	Residual matters	As decided by the IDBI Bank Ltd from time to time.

**9. How to apply:**

- a. Candidates are required to send their application to "[rec.experts@idbi.co.in](mailto:rec.experts@idbi.co.in)" mentioning the Name of the Post in the subject line.
- b. Intimation will be sent to the candidate's email ID/ Mobile Number specified in the application form. If candidates do not receive the email / SMS intimations at the email ID/ Mobile number specified by them, they may consider that their application has not been successfully registered.
- c. An application which is incomplete in any respect such as without photograph and signature uploaded in the application form will not be considered as valid.
- d. Any information submitted by a candidate in his/ her application shall be binding on the candidate personally and he/ she shall be liable for prosecution/ civil consequences in case the information/ details furnished by him/ her are found to be false at a later stage.

**10. Selection Process:**

10.1 The selection process will comprise of:-

- (i) Preliminary screening and shortlisting based on the eligibility criteria, candidate's qualifications, suitability/ experience, etc. submitted with the applications.
- (ii) The candidature, will be provisional, and documents submitted with the applications will be subject to verification of all details/ documents with the originals when a candidate reports for Personal Interview (PI)/ joining the Bank.

(iii) After preliminary screening Candidates who qualify in Personal Interview in order of merit list will be shortlisted for further selection.

(iv) The center & address of the venue, time and date of interview will be informed to the shortlisted candidates through e-mail / call letter and candidates have to attend the same at their own cost. Request for change of center/date/time will not be entertained. However, the Bank reserves its right to change/ add/ cancel the date, time, center, venue for the PI or hold supplementary selection process on particular date/ session/ venue/ center for set of candidates at its discretion, under unforeseen circumstances, if any. The changes, if any, shall be intimated to the candidates through Bank's website and/or candidate's registered e-mail in advance.

(v) Selection will be on the basis of marks secured by the candidate in PI. Bank may change the mode of selection depending upon the number of suitable candidates.

(vi) The final selection of candidate is subject to qualification in PI, being declared medically fit as per the Bank's standards of fitness and fulfilling the stipulated eligibility criteria as on the cut-off date.

(vii) The Bank reserves the right to call only the requisite number of candidates for the Interview after preliminary shortlisting with reference to candidates' aforesaid attributes.

10.2 Mere satisfying the eligibility criteria, admission/qualification in PI does not imply that the Bank is satisfied beyond doubt about the candidate's eligibility and it shall not vest any right in a candidate for selection. The Bank would be free to reject the candidature of any candidate at any stage of recruitment process, if he/she is found to be ineligible and/or furnished incorrect or false information/ certificates/ documents or has suppressed any material facts. If appointed, such a candidate may be summarily removed from the services of the Bank.

***Important: The PI may be held at the Bank's Corporate Office in Mumbai or virtually. While appearing for PI, the candidate should produce valid prescribed documents. In the absence of documents the candidature shall be cancelled. Bank takes no responsibility to receive/ collect any certificate/remittance/ document sent separately.***

## **11. General Instructions**

- (i) Cut-off date: **June 01, 2024.**
- (ii) The candidates must ensure that they fulfill all the eligibility criteria with respect to age, educational qualifications, experience, etc. as stated in this advertisement prior to submitting their applications. If the candidates are found ineligible, their candidature will be cancelled at any stage of the recruitment. If the candidate qualifies in the selection process and subsequently it is found that he or she does not fulfill the eligibility criteria, his or her candidature will be cancelled and if appointed, services would be terminated without any notice or compensation.
- (iii) **Candidates are required to send their application to “[rec.experts@idbi.co.in](mailto:rec.experts@idbi.co.in)” mentioning the Name of the Post in the subject line.**
- (iv) IDBI Bank reserves the right to modify or amend or reverse or cancel any or all of the provisions of the recruitment process including eligibility criteria.
- (v) The tentative place of posting will be Mumbai/Navi Mumbai. However, the posting location/ city can be changed / modified subject to Bank's requirement / office exigency.
- (vi) Any dispute arising out of this advertisement and the selection process shall be subject to the sole jurisdiction of the Courts situated in Mumbai only.

**Disclaimer:** -

**(i) 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 stand cancelled. If any of these shortcomings is/are detected even after appointment, his/her services are liable to be terminated.**

**(ii) Decisions of Bank in all matters regarding eligibility, conduct of examination, other tests and selection would be final and binding on all candidates, no representation or correspondence will be entertained by the bank in this regard.**

***Place: Mumbai***

***Sd/-  
General Manager  
Human Resources  
IDBI Bank Limited***

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