

ENGAGEMENT OF INTERNAL OMBUDSMAN ON CONTRACT BASIS

Canara Bank, a leading Public Sector Bank with global presence with over 6300 branches, invites applications, for engagement of Internal Ombudsman on contract basis [Number of Posts - 1].

Please read this advertisement carefully and ensure the eligibility before paying fees / submitting application.

Important Dates	
Event	Date
Opening and closing dates for payment of Application Fees	07.11.2018 to 27.11.2018 (both days inclusive)
Last Date for Receipt of physical application	03.12.2018

All the eligibility [qualification, experience, age etc] shall be computed as on 01.11.2018 (inclusive).

- 1) **Age:** The candidate should not be over 70 years of age as on 01.11.2018.
- 2) **Qualification:** Retired or serving officer, not below the rank of Deputy General Manager or equivalent from any Bank (other than Canara Bank) / Financial Sector Regulatory Body. The applicant shall not have worked / shall not be working in Canara Bank.
- 3) **Work Experience:** The applicant 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
- 4) **Number of Posts:** One (1)

- 5) **Placement:** The selected applicant will be based at Head Office, Bengaluru.
- 6) **Job Profile:** He / She shall be reporting directly to the Managing Director & CEO or Executive Director of the Bank handling customer grievances and shall be the focal point for Internal Grievances Redressal System in terms of Internal Ombudsman Scheme 2018 so that a minimum number of complaints are escalated to Banking Ombudsman. He / She will help in strengthening customer confidence in the internal redressal mechanism.

The role and responsibilities are as follows:

- (i) Internal Ombudsman shall not handle complaints received directly from the customers or members of public. In other words, the Internal Ombudsman will deal only with the complaints that have already been examined by the bank's internal grievance redressal mechanism and have remained partly or wholly un-redressed.
- (ii) Internal Ombudsman shall examine all customer grievances including complaints of deficiency in service on the part of the bank as also those listed under Clause 8 of the Banking Ombudsman Scheme, 2006 (as amended from time to time) received by banks and which are partly or wholly rejected by bank's internal grievance redressal mechanism, excepting the following:
 - a) Complaints related to frauds, misappropriation etc. except in respect of deficiency of service, if any, on the part of the bank
 - b) Complaints / references relating to a) internal administration, b) human resources, c) pay and emoluments of staff;
 - c) References in the nature of suggestions, requests for concessions in rate of interest charged, rejection of loan proposal, modifications in sanction terms and conditions, enhancement in credit limit, waiver / write-off of loans, etc. which are primarily in the nature of commercial decisions
 - d) Complaints which have been decided by or are already pending in other fora such as consumer fora, Courts, Debt Recovery Tribunals, etc.

- (iii) The Internal Ombudsman shall analyze the pattern of complaints such as product / category wise, consumer groups wise, based on geographical location, etc. and suggest means for taking actions to address the root cause of complaints of different nature.
- (iv) The Internal Ombudsman shall examine the complaints on the basis of records / documents available with the bank and comments / clarifications furnished by the bank to specific queries of the Internal Ombudsman.
- (v) The Internal Ombudsman may hold meetings with concerned functionaries / departments of the bank and seek any record / document available with the bank that is necessary for examining the complaint. To ensure resolution through conciliation, the Internal Ombudsman may seek direct feedback / clarifications from the complainant.
- (vi) In cases of conciliation, where the decision of the Internal Ombudsman is accepted by the complainant, the Internal Ombudsman shall obtain and keep on record, a statement showing the terms of the agreement duly signed by the complainant.
- (vii) The Internal Ombudsman shall not represent the bank in legal cases arising out of complaints examined by the bank or the Internal Ombudsman.
- (viii) The Internal Ombudsman shall immediately refer back to bank all such complaints which are outside the purview of the Scheme.
- (ix) He / She will perform any task other than those mentioned above relating to his / her job role as entrusted by the Bank, from time to time

7) Period of Contract: The engagement will be purely contractual in nature for a fixed term of three (3) years. The Internal Ombudsman shall not be eligible for reappointment or for extension of term in the Canara Bank.

The appointment on contract is for a fixed period as stated above, and as such should not be construed as an offer of employment or a regular employment in the Bank.

On completion of the contractual period of three years, his/her services shall automatically come to an end, without the need for issuance of communication by the Bank for termination of his/her contract.

8) Compensation & other Facilities:

- a) Restricted to lump Sum amount, in any case not more than last month pay & allowances drawn reduced by pension amount, if any, rounded off to nearest 1000 or ₹85000/- (Rupees Eighty five thousand only), whichever is less.
- b) Bank car, if available, or an alternate Taxi facility / lump sum amount of ₹20000/- (Rupees Twenty thousand only) per month for use of own car for Official purposes.
- c) Post paid mobile connection as applicable to Deputy General Managers / General Managers.

9) Working Hours: The appointed candidate shall report at the Bank at the commencement of the working hours on all the working days. The working hours shall be the usual hours as applicable.

10) Leave: The appointed candidate shall be eligible for one day leave per month (12 days leave per year), out of which not more than 4 can be taken at a time. However, if his/her absence exceeds one day in a month, proportionate amount shall be deducted for each day of his/her absence over and above the one day permissible leave from the consolidated payment. Balance of the leave shall not be allowed to be carried over to the next year.

In addition to the above, he/she will be eligible for Annual Leave of 20 days per calendar year. The Annual Leave will be credited only after completion of one year of contract period. However, in case of exigencies, the same can be permitted on pro-rata basis.

11) Other Terms & Conditions:

- The terms & conditions of engagement is whole and simple governed by the provisions of the contract and the engagement shall not be construed as an employment in the Bank and the provisions of PF / Gratuity / Pension etc., shall not apply in this case.
- No other allowance / payment / benefit / facility from the Bank other than what has been specifically mentioned above, shall be payable.

12) Selection Procedure:

The engagement of Internal Ombudsman on contract will be by way of short listing and interview.

The shortlisting and call for interview will be on the basis of the details provided by the candidates in the application & documents submitted along with the application. The Bank would be free to reject the candidature of any candidate at any stage of the 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 and the fees paid by the ineligible candidates shall be forfeited.

Final selection will be on the basis of marks secured by the candidate in the interview.

Bank reserves the right to shortlist requisite number of candidates based on the academic track record of the candidate, experience and suitability of the candidates, as decided by the Bank and only those shortlisted candidates will be called for Interview or for any other process as decided by the Bank .

The venue, time & date for Interview centre & address of the venue will be informed to the shortlisted candidates in the call letter and candidates have to attend for the same at their own cost. The call letter will be sent by email only. The details of shortlisted candidates for Interview or any other process will be hosted in our website. Request for change of Centre will not be entertained.

However, the Bank reserves its right to change / add / cancel the selection process & schedule at its discretion, under unforeseen circumstances, if any. Change, if any, will be announced in our website / by email. Bank will not be responsible for late receipt / non receipt of any communication from the Bank. Hence, candidates are requested to check their email and Bank's website regularly, to keep track of the process.

The total marks allotted for Interview are 100 and candidates have to secure minimum of 60 marks to find a place in final rank list.

- 13) Application Fee (Non-Refundable):** The eligible candidates who are interested to apply have to pay an amount of ₹1180/- (Rupees One thousand one hundred eighty only, includes GST @ 18%) as Application Fee.

Kindly ensure the eligibility for the post, before paying the fees as the same is not refundable.

Payment of Application Fee: The application fee can be paid by:-

- **Directly remitting the amount in any of the Canara Bank Branches**
 - Take print-out of the Payment Challan from Canara Bank website www.canarabank.com.
 - Fill the particulars viz, Name, Date of Birth, Contact Phone No., Depositing Branch Name & City.
 - Submit the Fee Payment Challan & amount in any Canara Bank Branch.
 - Collect the candidate's copy of Fee Payment Challan from the Branch. Please verify that challan is properly signed & the details of **Transaction Sequence No., Branch Name & DP Code Number, Deposit Date** are noted in the challan by the Branch Authorities.
- **Paying the amount through NEFT from any other Bank:**
 - Fill the **NEFT challan** as required by the bank with Beneficiary details as under;
 - Name of the Account: **CANARA BANK RP 3 2018 INTERNAL OMBUDSMAN**
 - Account Number : **8693201000063**
 - Payee Bank : **Canara Bank, Town Hall Welfare Centre Branch, Bengaluru**
 - IFSC Code :**CNRB0008693**
 - Narration : **Mention Name**
 - Make payment
 - Collect NEFT Payment Receipt. Please check that receipt is properly signed & the details of **NEFT UTR No., IFSC Code of the Sending Branch, Name of the Sending Bank, City, Deposit Date, Amount etc** are noted in the challan by the Branch Authorities. Candidates have to write Name, Date of Birth, Post Applied for, on the back of the NEFT Receipt.

The application fee should be paid between 07.11.2018 and 27.11.2018 (both dates inclusive).

Even if the last date of submission of application is changed for any reason, the valid dates for payment of application fee will not be changed.

Payment of fee by Demand Draft / Cheque / Money Orders / Postal Orders etc will not be accepted and such applications will be summarily rejected

14) How to Apply:

- Visit our Bank's website www.canarabank.com -> Careers -> Recruitment -> "Recruitment Project -3/2018-Internal Ombudsman on Contract", and read the advertisement completely.
- If eligible to apply, print the Fee Payment Challan & Application Form from the website.
- Fill the details in Payment Challan and pay the fees as informed above.
- After making payment, fill the required details in the Application Form and affix a latest Passport size colour photograph and sign at appropriate place.
- Enclose self attested photocopies of documents to the application, to prove the eligibility to the post.
- Applications received at our end after the last date will not be considered for the process and the fees paid shall be forfeited.

Application duly completed in all respects should be sent along with the documents (self attested) mentioned below by REGISTERED POST / SPEED POST only in a cover super scribed "Application for the post of INTERNAL OMBUDSMAN on Contract Basis".

- Payment Challan
- Date of Birth Certificate / SSC / SSLC certificate with DOB
- Copies of the marksheets & certificates of Graduation & other qualifications etc.
- Copies of experience certificates.
- Copy of Caste Certificate in case of SC / ST / OBC category candidates
- Candidates who are currently serving should submit the No objection Certificate from the competent authority invariably.
- Photo identity proof
- Any other relevant documents

Address for sending completed physical applications:

The Manager,
Canara Bank
Recruitment Cell, H R Wing
Head Office, 112, J C Road
Bengaluru 560 002

When called for Interview, candidates have to submit originals of the documents for verification. Candidates will not be allowed to take up Interview without production of the original documents.

15) Last Date

Last date for receipt of application along with payment challan and other requisite documents	03.12.2018
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* Bank will not be responsible for any loss of application / documents in transit or for rejection of candidature for non-receipt of application. The application received after last date will not be entertained.

16) Call Letters: The candidates who have been shortlisted [as mentioned in Point No. 12] will only be called for the Interview and their details and schedule for Interview will be made available in Bank's website www.canarabank.com. All the communications viz., call letters for Interview etc., will be sent **only to the e-mail** provided by the candidate. Request for sending to different e-mail id subsequently will not be entertained.

Bank will not take responsibility for late receipt / non-receipt of call letter / any communication e-mailed due to technical reasons or whatsoever to the candidate. Hence candidates are requested to keep track of their application status by visiting Bank's website as well as checking of their e-mail account from time to time during the recruitment process.

17) General Instructions:

- Incomplete applications / Applications without supporting documents will be rejected outright.

- Candidates have to apply in the Application provided in the Bank's website only. No other means of applications shall be entertained
- Calling / admission to the interview is purely provisional without verification of age / qualification etc. of the candidates. Mere receipt of call letter for interview does not imply that the Bank is satisfied about the candidate's eligibility. Candidates should ensure their eligibility before applying / attending the interview. Bank reserves right to reject ineligible candidate's applications at any stage and the fee paid by ineligible candidates shall be forfeited.
- Applicant selected for the assignment should obtain clearance from the previous employer for taking up the assignment with the Bank
- The Application once made will not be allowed to be withdrawn and the fee once paid will not be refunded on any account nor would this fee be held in reserve for future examination / selection.
- A recent, recognizable photograph should be affixed by the candidate in the application form and the candidate should ensure that copies of the same are retained for use at various stages of the process. Candidates are also advised not to change their appearance till the process is completed. Failure to produce the same photograph at various stages of the process or doubt about identity at any stage could lead to disqualification.
- Applications which are incomplete in any respect will be rejected and the fee will be forfeited.
- Bank, at its discretion, may hold re-interview, if necessary.
- The shortlisted candidates are required to produce original documents pertaining to Age, Qualification, Experience etc for verification at the time of interview. If any candidate is found ineligible while verifying the documents, he / she shall not be allowed to take up interview.
- The Bank shall not be responsible for an application being rejected which is based on wrong information provided in any advertisement issued by an unauthorized person / institution / web site / job portal / social media. Candidates are advised not to share/ mention their application details with / to anyone.

- In case any dispute arises on account of interpretation in versions other than English, English version will prevail.
- No candidate is permitted to use Mobile Phone, Pager or any other instruments in the Interview hall.
- Decision of the Bank in all matters regarding eligibility of the candidate, the stages at which such scrutiny of eligibility is to be undertaken, the documents to be produced for the purpose of the conduct of interview, selection and any other matter relating to recruitment will be final and binding on the candidate. Bank reserves right to stall / cancel the recruitment partially / fully at any stage during the selection process at its discretion, which will be final and binding on the candidate.
- Any resultant dispute arising out of this advertisement shall be subject to the sole jurisdiction of the Courts situated in Bengaluru.
- Canvassing in any form will be treated as disqualification.

Candidates in their own interest are advised to submit their applications well in time before the last date for submission and Bank does not take any responsibility for the candidates not being able to submit their applications within the last date on account of the reasons beyond the control of the Bank.

Date: 07.11.2018

Place: Bengaluru

GENERAL MANAGER

ANNEXURE

Guidelines for Photograph (4.5cm × 3.5cm) & Signature:

In the Application form, the candidate has to affix his/her photograph and signature as per the guidelines given below.

Photograph:

- Photograph must be a recent passport size picture.
- Make sure that the picture is in colour, taken against a light-coloured, preferably white, background.
- If you wear glasses make sure that there are no reflections and your eyes can be clearly seen.
- Caps, hats and dark glasses are not acceptable. Religious headwear is allowed but it must not cover your face.
- Candidate must ensure that Photo to be affixed is of required size and the face should be clearly visible.
- If the photo is not affixed at the place of Photo, admission for Examination will be rejected / denied. Candidate himself/herself will be responsible for the same

Signature:

- The applicant has to sign with Black Ink pen.
- The signature must be signed only by the applicant and not by any other person.
- If the Applicant's signature on the attendance sheet at the time of the Interview, does not match the signature on the Application, the applicant will be disqualified.
- **Signature in CAPITAL LETTERS shall NOT be accepted.**