

**NOTIFICATION FOR APPOINTMENT OF INTERNAL OMBUDSMAN
ON CONTRACTUAL BASIS**

1. UNION BANK OF INDIA, a leading Public Sector Bank, with Pan India Branch Network with Head Office in Mumbai, invites Applications for the post of **INTERNAL OMBUDSMAN on Contractual Basis**.

2. **Schedule of Events:**

Opening Date for Applications : **13.06.2022**
 Last Date for Applications : **28.06.2022 (24.00 hrs)**

3. **Application Fees:**

(Non-Refundable Application Fee Rs. 1000.00 (inclusive of GST) payable directly in the account of the Bank as mentioned in point 5 (d).

4. **Eligibility Criteria / Job Profile:**

1	POST	:	INTERNAL OMBUDSMAN
2	NO. OF POSTS & LOCATION	:	ONE (1) The office of the Internal Ombudsman shall be at Central Office Mumbai. The posting is subject to change/modification depending on Bank's requirement from time to time.
3	AGE As on 01.06.2022	:	Not more than 65 years
4	ELIGIBILITY	:	The applicant should be retired (superannuated) or serving officer, not below the rank of General Manager or equivalent of any other Scheduled Commercial Bank/ Financial Institution Regulatory Body, other than Union Bank of India including erstwhile Andhra Bank and erstwhile Corporation Bank.
5	QUALIFICATION	:	Graduation (in any discipline)
5	WORK EXPERIENCE	:	The Applicant should possess necessary skills and experience of minimum seven (07) years of working in areas such as Banking, regulation, supervision, payment and settlement systems and/or consumer protection. The candidate must possess knowledge in Data Analysis and good analytical skills to advise the Bank in improving the system and procedures to provide better customer service.
6	JOB PROFILE	:	The scope and role of the Internal Ombudsman shall be as per Internal Ombudsman Scheme 2018 of RBI. Internal Ombudsman shall be reporting directly to 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 RBI Ombudsman and minimize exigencies of Awards against the Bank. Internal Ombudsman will help in strengthening customer confidence in the internal Redressal mechanism.
7	LEAVE	: During the period of contractual engagement the candidate will be eligible to avail Paid Leave @ 1 day for each completed month, maximum 12 days over a period of 12 months, without carry forward facilities of accumulated leave. Leave may be availed not exceeding 4 days at a stretch. Any other absence shall be treated as on Loss of Pay affecting the Fixed Component of the compensation package. The accumulated leave will not be cashable.
8	REMUNERATION	: The candidate would be paid a fixed amount of Rs. 125000/- P.M. subject to deduction of taxes as applicable. <u>Other Benefits:</u> 1) Internal Ombudsman shall be provided the facility of Bank's car and Driver as applicable to General Manager Cadre or lumpsum of Rs. 20000/- (Twenty Thousand Only) per month for use of own car, if opted. 2) Internal Ombudsman shall be eligible for telephone/mobile as applicable to General Manager cadres (TEG Scale -VII) of the Bank. 3) In case of outstation duty, eligible travelling, halting allowances shall be paid as applicable to General Manager Cadre of the Bank. 4) Bank's Residential quarter.
9	SELECTION PROCESS	: The selection will be made on the basis of personal Interaction/Interview (Online/Physical mode). Adequate number of candidates as decided by the Bank will be shortlisted based on their qualification, experience, overall suitability or any other parameters as decided by the Bank for Interview. The shortlisted candidates will be called for the selection process and merely applying/being eligible for the post does not entitle the candidate to be eligible/invited for the selection process. The qualifying marks in Interview/Selection Process will be decided by the Bank. In case more than one candidate score the cut off marks (Common Marks at cut off point), such candidates will be ranked according to their age in descending order.

10	TERMS OF CONTRACT	:	The appointment is purely contractual in nature for a fixed term of three years. Internal Ombudsman shall not be eligible for re-appointment or further extension of term.
11	MISCELLANEOUS	:	The contract will be subject to satisfactory completion of all Pre-employment formalities including Medical examination, Reference checks, Police Verification and verification of testimonials etc., as prescribed by the Bank.

5. How to Apply:

Candidates are required to have a valid personal Mail id and contact number. It should be kept active till completion of this recruitment project. Bank may send call letters for personal interview and /or Selection Process on the registered Email - ID. In case, a candidate does not have a valid personal email ID, he/she should create his/her new Email ID before applying.

- a. Log on to the Bank's website "www.unionbankofindia.co.in" and on the Home Page under the link "Recruitment" click the Notification titled "**NOTIFICATION FOR APPOINTMENT AS INTERNAL OMBUDSMAN ON CONTRACTUAL BASIS**".
- b. There will be two links available on the page. Click on the link "Notification" to download the Notification, including the 'RECRUITMENT APPLICATION FEE PAYMENT CHALLAN' on page 6.
- c. Read the notification carefully and if found eligible to apply, click on the link "Application Form" to download the required Application Form.
- d. You can also pay the fee directly through NEFT to the credit of following account of the Bank

Name of the account - Union Bank of India - Recruitment Project
Type of Account - Current
Account No. 378901010037011
Bank & Branch - Union Bank of India, Nariman Point (MMO) Branch
IFSC Code - UBIN0902217

Attach proof of payment of fee through NEFT/IMPS along with UTR No. and Transaction No.

or

Fill in the Recruitment Application Fee payment Challan in clear and legible handwriting in BLOCK LETTERS. (Enclosed with Notification)

Visit the nearest Union Bank of India Branch with the Application Fee Challan and deposit the appropriate Application Fee in cash. Please obtain the Applicant's Counterfoil Copy of the Application Fee Payment Challan duly issued by the Bank with (a) Branch Name, (b) Branch Sol ID, (c) TRANS ID, and (d) Date of Deposit filled in by the Branch Official for filling in application form and as a proof to submit along with duly signed hardcopy of application form.

- e. Fill in the required details in the word file of the Application Format and take a print out of duly filled Application Form. Affix your latest Passport size photograph (signed across) on the application form and sign the application form at the appropriate places.

- f. Please send the following documents by email to recruitment@unionbankofindia.bank and ensure that it reaches this office by 28.06.2022 (24.00 hrs).
- i. Scanned copy of duly filled and signed Application form in PDF format.
 - ii. Duly filled Soft copy of the Application as word file.
 - iii. Photocopy of the Application Fee Challan/Proof of payment through NEFT with UTR Number

Bank will send a confirmation mail to the applicant/s after receiving the application. In case any applicant does not get the confirmation mail within two working days from the date of submitting the application over mail, they may consider that their application has not reached successfully and should resend their documents as stated above. They can also enquire the status of their application by contacting Recruitment Division on 022-22896227/6240.

The Applicants are required to keep the original Application Form with them and should bring the same for submission along with one set of the requisite documents in support of their eligibility when called for Personal Interview. Also, ensure to bring along the Original Documents in support of eligibility and experience for verification at the time of Personal Interview.

Note: The Bank will not be responsible if the applicant is not able to send the application within the stipulated date on account of any reason whatsoever.

6. **General Instructions:**

- a) Candidates are advised to check Bank's website www.unionbankofindia.co.in/english/aboutus-careers.aspx (current opportunities) regularly for details and updates. Call letters/advices, whenever required will be sent by email only. All revisions/corrigendum (if any) will be hosted at Bank's website only.
- b) The process of registration of application is complete only when fee is deposited with Bank either through cash deposited with Challan or NEFT/IMPS on or before the last date for the payment. Candidates are requested to note down acknowledgement number for reference.
- c) Shortlisting for Interview will be provisional without verification of documents. Candidature will be subject to verification of all details/documents with the original when a candidate reports for interview (if called).
- d) Before applying candidates are requested to ensure that they fulfill the eligibility criteria for the post as on date of eligibility.
- e) Decision of the Bank in all matters regarding eligibility of the applicant, the stages at which such scrutiny of eligibility is to be undertaken, documents to be produced, Personal Interview, selection and any other matter relating to recruitment will be final and binding on the applicant. While applying for the post, the applicant should ensure that he / she fulfills the eligibility and other criteria mentioned above and that the particulars furnished are correct in all respects. In case it is detected at any stage of recruitment that applicant 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 joining, his/her contract is liable to be terminated without any notice.
- f) Payment of Application Fees by any other mode except by the above stated mode will not be accepted. Instruments like Demand Draft / Bankers Cheques / Indian

Postal Orders received towards payment of Application Fees will not be encashed by the Bank and such instruments if received will not be returned to the applicants and the application of the candidate will not be considered.





- g) 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 Personal Interview.
- h) Incomplete applications and / or applications without aforesaid documents will be rejected outright.
- i) An application once made will not be allowed to be withdrawn and the fees once paid will not be refunded on any account nor can it be held in reserve for any other examination or selection. Therefore before applying for the post, the applicant should ensure that he / she fulfill each of the eligibility criteria and other norms, including submission of documents, as mentioned in this notification.
- j) Information regarding Personal Interview will be displayed on the Bank's website. It will also be sent to shortlisted applicants on their email ID.
- k) While every effort will be made to ensure that the intimation to the eligible applicants, short listed for attending the Personal Interview will be sent sufficiently in advance, the Bank will not be held responsible for delay in receiving the intimation by the applicant for any reason whatsoever. The applicants are advised to keep track of the status of their candidature by visiting the Bank's website and their own email ID from time to time.
- l) The Bank reserves the right to alter, modify or change the eligibility criteria and / or any of the terms and conditions spelt out in this Notification.
- m) Any resultant dispute arising out of this Notification shall be subject to the sole jurisdiction of the Courts situated in Mumbai.

SD/-

Chief General Manager (HR)

Mumbai

Date: 13.06.2022

BANK'S VOUCHER										APPLICANT'S COUNTERFOIL									
 										 									
UNION BANK OF INDIA RECRUITMENT PROJECT - 2022-23 INTERNAL OMBUDSMAN ON CONTRACTUAL BASIS										UNION BANK OF INDIA RECRUITMENT PROJECT - 2022-23 INTERNAL OMBUDSMAN ON CONTRACTUAL BASIS									
RECRUITMENT APPLICATION FEES PAYMENT CHALLAN										RECRUITMENT APPLICATION FEES PAYMENT CHALLAN									
Opening date of payment -13.06.2022 Last date of payment - 28.06.2022										Opening date of payment -13.06.2022 Last date of payment - 28.06.2022									
For Branch Office Use										For Branch Office Use									
Branch										Branch									
Branch SOL ID										Branch SOL ID									
Credit To					378901010037011					Credit To					378901010037011				
Payment Date					D D M M Y Y Y Y					Payment Date					D D M M Y Y Y Y				
Transaction ID										Transaction ID									
To be filled in by the applicant										To be filled in by the applicant									
Application Fee					Rs. 1000.00 inclusive of GST Rs. One Thousand only inclusive of GST					Application Fee					Rs. 1000.00 inclusive of GST Rs. One Thousand only inclusive of GST				
Applicant's Full Name in Block Letters Mr./ Mrs. / Ms.										Applicant's Full Name in Block Letters Mr./ Mrs. / Ms.									
Applicant's name on this Payment Challan & on the Application Form should be identical										Applicant's name on this Payment Challan & on the Application Form should be identical									
Branch Stamp					Bank's Authorised Signatory					Branch Stamp					Bank's Authorised Signatory				
Branch to ensure that Branch Name, SOL ID, Payment Date and Transaction ID & Applicant's name are correctly and legibly noted in this challan.																			