



HUMAN RESOURCES MANAGEMENT DIVISION  
HEAD OFFICE: MANIPAL- 576 104  
[www.syndicatebank.in](http://www.syndicatebank.in)  
[horecruitments@syndicatebank.co.in](mailto:horecruitments@syndicatebank.co.in)

Ref. No. HRD.HRMD.0088.ADV.817

Date: 25.06.2018

## ADVERTISEMENT

### APPOINTMENT OF INTERNAL OMBUDSMAN IN THE BANK ON CONTRACT BASIS

**Important: Last Date for Receipt of Application: 13.07.2018**

#### 1. Company Profile

Syndicate Bank a leading Public Sector Bank, providing complete range of banking services to its clients invites applications from Indian citizens for appointment of Internal Ombudsman on contract basis.

Applicants are advised to submit the application in the prescribed format enclosed to this advertisement to reach the below mentioned address latest by 13.07.2018 after carefully going through all the instructions given in the advertisement.

#### 2. Job description (In brief)

The system of Internal Ombudsman is being introduced in the Bank during the year 2014 as per the Damodaran Committee recommendations on Customer Service. The Internal Ombudsman of the Bank is required to strengthen the grievance redressal mechanism and reduce the complaints to Banking Ombudsman.

#### 3. Reporting

The Internal Ombudsman shall report to the Executive Director through the General Manager, Business Strategy & Planning Department of the Bank.

#### 4. Eligibility Criteria

S. No.	Particulars	Eligibility Criteria
1	Number of Post	01(one) –UR
2	Age	Not more than 62 years as on the date of appointment i.e. tentatively on 01/08/2018.
3	Experience	Should have necessary exposure in working of operational side of banking apart from work experience in administrative office.
4	Grade/Scale required	Retired General Manager from a Scheduled Commercial Bank, other than Syndicate Bank.



**5. Terms and conditions of Appointment:**

1	Tenure of appointment	Contract will be for a period of 02 years from the date of reporting, extendable by one year on merits at the discretion of the Bank.
2	Type of appointment	Contractual appointment.
3	Remuneration	Consolidate monthly emoluments of ₹75,000/- , subject to deduction of taxes as applicable.
4	Perquisites	a) ₹ 15,000/- p.m. as conveyance expenses b) ₹ 1,200/- p.m. as reimbursement towards telephone/ mobile expenses
5	Other facilities	TA/HA – as applicable to serving General Manager of the Bank No perquisites and facilities would be extended other than mentioned above.
6	Leave	One day leave per month (12 days leave per calendar year) and shall not avail more than 04 days leave at a time. Unavailed leave of the year shall not be allowed to be carried over to the next calendar year.
7	Termination of contract	The contract can be terminated by either party, by giving to each other one month's notice. However, the same can be waived by the Bank at its discretion by paying/accepting one month's salary in lieu thereof, as the case may be.
8	Working hours	Normal working hours of the Bank.
9	Office Location	Syndicate Bank, Corporate Office, 2 <sup>nd</sup> Cross, Gandhinagar, Bangalore 560 009

6. **Reservation:** Unreserved

**7. Selection Process:**

7.1 Selection process will consist of Personal Interaction / Interview conducted by the Selection Committee.

7.2 The Bank will undertake a preliminary screening of the applications for preparing, if necessary, a shortlist of eligible applicants to be called for Personal Interaction / Interview. The decision of the Bank in this regard shall be final. Merely fulfilling the requirements laid down in the advertisement would not automatically entitle any candidate to be called for Personal Interaction / Interview.

7.3 The details regarding the time, date and address of the venue for the Personal Interaction / Interview will be intimated to the shortlisted applicants through email & publication in bank's website only.

7.4 Applicant selected for the assignment should obtain clearance from the previous employer for taking up the assignment with the bank.

7.5 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. How to apply:**

- 8.1 The applicants are advised to fill their applications strictly as per the format provided by Bank on its website ([www.syndicatebank.in](http://www.syndicatebank.in)). 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.
- 8.2 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.
- 8.3 The application form, along with self-attested copies of relevant certificate/s, may be sent **by Speed Post only**. The application form complete in all respects and duly signed should be sent in a cover superscribed as "**Application for appointment of Internal Ombudsman on contract basis**" and addressed to The General Manager (HR), Human Resources Management Department, Head Office, Manipal 576 104, Karnataka.
- 8.4 Applications, complete in all respects, along with attested copies of the required documents should reach the Bank on or before 13.07.2018. Applications received after the last date will not be entertained.

## **9. General Instructions:**

- 9.1 In case, it is detected at any stage that the applicant do not fulfill the eligibility criteria and/ or have furnished incorrect information or suppressed any material information, his/her candidature will be cancelled and if appointed, his/her services may be summarily terminated without any compensation thereof.
- 9.2 The engagement shall be governed by the provisions of the contract and not be construed as an employment in the Bank. The provisions of Provident Fund, Gratuity, Pension etc., shall not apply.
- 9.3 In all matters regarding eligibility, minimum qualifying standards in Personal Interaction, 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.
- 9.4 Canvassing in any form will be treated as a disqualification.
- 9.5 The Bank reserves the right to reject any or all application without assigning any reason/s thereto.
- 9.6 The Bank reserves the right to modify/amend/reserve/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.

  
**GENERAL MANAGER (HR)**

**APPLICATION FOR APPOINTMENT OF INTERNAL OMBUDSMAN IN SYNDICATE  
BANK ON CONTRACT BASIS**

Please affix your recent  
passport size photograph  
and sign across

01	Name of the Applicant	
02	Address and contact details of the applicant	
	Land Line/ Mobile number	
	e-Mail ID	
03	Place of Domicile	
04	Bank name	
	Grade/ Scale at the time of retirement	
	Place of work at the time of Retirement	
	Total number of years of experience in the Bank	
05	Age (as on 01.08.2018)	
	Date of birth	
	Date of retirement	
06	Qualification (including professional qualification)	
07	Languages known	To read: To Write: To Speak :
08	Name and address of two references	1)  2)
09	Whether the applicant has undergone any disciplinary proceedings during the Service in the Bank and if so, furnish details	



10	Is there any case pending with CBI/ other Law Enforcement Agencies, if so furnish details	
11	Brief back ground (Work experience/Performance highlights), significant achievements as a banker	
12	Details of past Five Assignments in the Bank prior to retirement	
13	Whether the applicant fulfils the eligibility criteria for contractual engagement as defined by the Bank?	
14	Present Health Condition/ suitability to undertake the assignment	

#### DECLARATION

I..... hereby declare that I had read SyndicateBank advertisement dt ..... published in Bank's website fully & thoroughly and understood the contents and I undertake to abide by all the terms & conditions. Further, I certify that all the information furnished in this application are true and correct to the best of my knowledge and belief. I am aware that in case I have given a wrong information or suppressed any material fact or factual information or if I do not satisfy the eligibility criteria according to the advertisement, or I have contravened any condition mentioned herein, then my candidature will be rejected / services will be annulled even after engagement.

Place:

Date:

**Signature of the Applicant**