

पंजाब एंड सिंध बैंक
(भारत सरकार का एक उपक्रम)
प्र.का .मानव संसाधन विकास विभाग
पांचवा तल, बैंक हॉउस, 21, राजेन्द्र प्लेस,
नई दिल्ली -110008
दूरभाष : 011-25716407
ई-मेल: ho.hrd@psb.co.in



PUNJAB & SIND BANK
(A Government Of India Undertaking)
H.O. Human Resources Development Deptt.
5th Floor, Bank House, 21 Rajendra Place,
New Delhi- 110008
Phone: 011-25716407
E-mail: ho.hrd@psb.co.in

ENGAGEMENT OF INTERNAL OMBUDSMAN (CCSO) ON CONTRACT BASIS

Bank invites applications from Indian Citizens for the aforesaid post.

IMPORTANT DATES:

Commencement of date of application	18.04.2019
Last Date of receipt of Hard Copy of applications with enclosures	30.04.2019
Date of Further Process	Will be informed separately.

ELIGIBILITY CRITERIA:

A. Nationality / Citizenship:

A candidate must be either (i) a Citizen of India or (ii) a subject of Nepal or (iii) a subject of Bhutan or (iv) a Tibetan Refugee who came over to India before 1st Jan. 1962 with the intention of permanently settling in India or (v) a person of Indian origin who has migrated from Pakistan, Burma, Sri Lanka, East African countries of Kenya, Uganda, the United Republic of Tanzania (formerly Tanganyika and Zanzibar), Zambia, Malawi, Zaire, Ethiopia and Vietnam with the intention of permanently settling in India, provided that a candidate belonging to categories (ii), (iii), (iv) & (v) above shall be a person in whose favour a certificate of eligibility has been issued by the Govt. of India. A candidate in whose case a certificate of eligibility is necessary may be admitted to the examination/interview but on final selection the offer of appointment may be given only after the necessary eligibility certificate has been issued to him / her by the Government of India.

B. Age, Educational Qualification & Post Qualification Experience (as on 31.03.2019)

S No	Number of Posts	Age	Qualifications	Experience
1	01	Not more than 67 years old as on cut-off date	Retired or serving officer, not below the rank of Deputy General Manager or equivalent of another Bank/ Financial sector Regulatory Body. At no point during their career, should the applicant be in service of Punjab and Sind Bank.	The Applicant should have 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.

2. JOB DESCRIPTION OF THE INTERNAL OMBUDSMAN

The CCSO shall be reporting directly to the MD & CEO (ED in case the post of MD & CEO is vacant) of the Bank. Role & responsibilities shall be in terms of Internal Ombudsman Scheme 2018 of RBI.

3. TENURE

The appointment shall be purely contractual in nature for minimum 3 years but not exceeding five years, subject to maximum age of 70 years whichever is earlier.

4. REMUNERATION

The selected candidate shall be paid a lump sum consolidated payment of Rs. 75,000/- per month, subject to deduction of Taxes as applicable.

5. OTHER FACILITIES

- a) Telephone/Mobile expenses on actual basis or Maximum Rs. 2,000/- p.m. whichever is less.
- b) Bank Car/Conveyance, at par with DGM/ GM of our Bank (as the case may be).
- c) Eligible travelling & halting allowance on travel on outstation duty.

6. WORKING HOURS

The working hours and weekly off/holidays for the incumbent shall be as applicable to the serving employees of the bank.

7. LEAVE

The appointed candidate shall be eligible for 12 days' leave per year, out of which not more than 04 days' leave can be taken at a time. There will be no encashment of un-availed leave, if any.

8. OTHER TERMS AND CONDITIONS

- i. 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.
- ii. No other allowance / payment / benefit / facility from the Bank other than what has been mentioned above, shall be payable.

9. LOCATION

The selected applicant shall be placed at Head Office, Punjab and Sind Bank, Rajendra Place, New Delhi.

10. SELECTION PROCEDURE

- The procedure for engagement of Internal Ombudsman (CCSO) on contract basis will be by way of short listing and interview.
- The short-listing and call for interview will be on the basis of the details provided by the candidates in the application & documents forwarded along with the application.
- The Interview process will carry an aggregate of **100 Marks**. Minimum qualifying marks in the interview will be **50.00 marks**. Final selection will be made on the basis of marks obtained by the candidates in the Interview process and will be according to the merit ranking.
- 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. Only those shortlisted candidates will be called for Interview as decided by the Bank.
- 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.

Note:

- i. When called for Interview, candidates have to submit original of documents for verifications. Candidates will not be allowed to participate Interview without production of the original documents.
- ii. The interview venue, time & date for Interview will be informed to the shortlisted candidates in the Interview call letter and candidates have to attend the same at their own cost.
- iii. The call letter will be sent **by email only**. The candidate called for Interview will be informed through registered e-mail/SMS as per information provided by them in the application.
- iv. The interviews will be conducted at Head Office of the Bank in New Delhi.

11. APPLICATION FEE (Non-Refundable)

Application fee is Rs.1180/- (Application fee incl. of GST)

- The Application fee is payable by way of Draft drawn on any Nationalised/ Scheduled Bank drawn in favour of “**PSB RECRUITMENT**” payable at New Delhi. Candidates should write their name & phone number on the reverse of the Demand Draft.
- **Cash, Cheques, Money Orders, Postal Stamps etc. will NOT BE ACCEPTED.**
- **A candidate can send one application only. Submission of more than one application by any candidate will render him/her ineligible and in such case all the applications submitted by the said candidate will be rejected and application fees forfeited.**
- 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. Candidates should ensure that he/she fulfils the eligibility and other norms mentioned in this advertisement before applying.

12. HOW TO APPLY

- A. The Application Form should be neatly Typed in English on an A4 size paper in the format given at the end of this advertisement**, which may also be downloaded from the Bank's website www.psbindia.com.
- B.** A recent passport size photograph of the candidate should be pasted at right hand top corner at the space provided in the application and signed across.
- C.** The candidates should send the self-attested copies of Certificates in support of educational qualifications and post qualification experience indicated in the Application Form to confirm the candidate's eligibility.
- D.** Application should also be accompanied by Demand Draft / Pay Order /Banker's cheque (candidate's name and phone number should be written on the reverse of Demand Draft / Pay Orders / Banker's Cheque) and attested photocopies of prescribed Educational Qualifications and Experience Certificate(s) specifying NATURE & PERIOD of experience, originals of which should be produced at the time of interview.
- E.** Eligible candidates have to submit their applications in the given format (**Annexure – A**) through speed post only.
- F. Last date of application is 30.04.2019.**
- G.** No application shall be entertained beyond the stipulated date & incomplete applications will be rejected. The Bank will not be responsible for any delay in receipt of application or loss thereof in postal transit.
- H.** Address the application, superscribing "**Application for the post of Internal Ombudsman – CCSO 2019**" to General Manager (HRD) at the following address :-
General Manager –HRD
Punjab & Sind Bank
Bank House,
6th Floor
21- Rajendra Place
New Delhi -110008

The complete Application Form SHOULD REACH the above mentioned address ON OR BEFORE 30.04.2019.

Applications to be sent BY SPEED POST only.

APPLICATIONS RECEIVED AFTER THE LAST DATE WILL NOT BE ENTERTAINED.

The Bank will not be responsible for loss of Application in transit or for rejection of Application because of its receipt after the last date.

13. GENERAL INSTRUCTIONS:

- (i) Since the number of vacancy is only one, there is no reservation of SC/ST/OBC/PWD category. However, the eligible candidates belongs to these categories can also apply but they will not be eligible for any concession/ relaxation.
- (ii) The Bank takes no responsibility for any delay in receipt or loss in postal transit of any application or communication.

- (iii) **The application in the prescribed format must be filled up completely and should contain no corrections/alterations/overwriting.**
- (iv) 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 Bank's website / by email.
- (v) Bank will not be responsible for late receipt / non receipt of any communication from the Bank.
- (vi) Candidates are requested to check their email and Bank's website regularly, to keep track of the process.
- (vii) Before applying for post, the candidate should ensure that he / she fulfils the eligibility criteria and other norms specified in this advertisement. Candidates are therefore urged to carefully read the advertisement and complete the application form and submit the same as per instructions given in this regard.
- (viii) Decision of 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. The Bank in this matter shall entertain no correspondence or personal enquiries.
- (ix) **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.**
- (x) The candidates should send the self-attested copies of Certificates in support of educational qualifications and post qualification experience indicated in the Application Form to confirm the candidate's eligibility.
- (xi) Candidates will have to produce original of all Educational Qualification Certificates and Experience Certificate(s), at the time of interview, failing which his/her candidature may be cancelled.
- (xii) An application not accompanied by photocopies of relevant certificates and/or the requisite fee in form of DD/Pay Order or not in prescribed format or not signed by the candidate or not bearing the candidate's photograph pasted firmly at the specified place or incomplete in any respect will not be entertained.
- (xiii) One recent, recognizable Passport size photograph should be firmly pasted on the application at the appropriate place and should be signed across by the candidate. **Five copies of the same photograph should be retained by the candidate for use at the time of interview or thereafter. Failure to produce the same photograph at the time of the Interview may lead to disqualification.**
- (xiv) No request for change of address will be entertained.
- (xv) **Candidates to appear for the interview at their own cost. No TA/DA will be reimbursed to candidates for appearing in the Interview.**
- (xvi) Any resultant dispute arising out of this advertisement shall be subject to the sole jurisdiction of the Courts situated at Delhi.
- (xvii) The Bank takes no responsibility for any certificate/remittance sent separately.
- (xviii) In case any dispute arises on account of interpretation in version other than English, the English version will prevail.
- (xix) Only those candidates who are short-listed for appearing in the Personal Interview will be intimated through e-mail only. The list of candidate who will be finally selected for appointment in the Bank will also be intimated at the communication address furnished by

them in the Application Form and the said information will be hosted on the Bank's Website, www.psbindia.com.

(xx) Appointment of shortlisted candidate will be subject to his/her being declared medically fit as per the requirement of the Bank. Such appointment will also be subject to the Service Regulations & Conduct Rules of the Bank.

(xxi) Selected candidates will be required to produce a valid discharge certificate/ relieving letter from their last employer before joining the service.

(xxii) **CANVASSING IN ANY FORM WILL BE A DISQUALIFICATION.**

(xxiii) **Action Against Candidates Found Guilty of Misconduct:**

Candidates are advised in their own interest that they should not furnish any particulars that are false, tampered, fabricated and should not surpass any material information while submitting application. If a candidate is (or has been) found guilty of –

- a. using unfair means during the Interview or subsequent selection procedure or
- b. impersonating or procuring impersonation by any person or resorting to any irregular or improper means in connection with his/ her candidature for selection or
- c. obtaining support for his/ her candidature by unfair means, such a candidate may, in addition to rendering himself/ herself liable to criminal prosecution, be liable:
 - To be disqualified from the Interview for which he/ she is a candidate.
 - To be debarred either permanently or for a specified period from any examination or recruitment conducted by Punjab and Sind Bank.
 - For termination of contract, if he/ she has already joined the Bank.

Candidates in their own interest are advised to submit their applications well in time before the last date for submission. The Bank does not assume any responsibility for late receipt of applications submitted by the candidates/postal delay.

NEW DELHI
Date: 16.04.2019

GENERAL MANAGER
Human Resource Development Deptt.

APPLICATION FOR THE POST OF INTERNAL OMBUDSMAN - CCSO ON
CONTRACT BASIS

To

General Manager (HRD)
Punjab & Sind Bank
Bank House, 6th Floor
21- Rajendra Place
New Delhi -110008

Paste Passport
size Photograph
& sign across
the Photograph

With reference to your advertisement, appeared in the _____(news paper) on
_____ & Bank's website for the captioned post, I submit my application in
prescribed format.

1. **FULL NAME (IN CAPITAL LETTERS) :**
2. **FATHER'S/ HUSBAND'S NAME :**
3. **DATE OF BIRTH (DD/MM/YYYY) :**
4. **AGE AS ON 31.03.2019 :**
5. **ADDRESS FOR CORRESPONDENCE :**
6. **PERMANENT ADDRESS :**
7. **CATEGORY (GEN/SC/ST/PWD) :**
8. **IF PERSON WITH DISABILITY :**
-TYPE OF DISABILITY :
-PERCENTAGE OF DISABILITY :
9. **DETAILS OF NON-REFUNDABLE APPLICATION FEE**
NAME OF DRAFT ISSUING BANK :
DD NUMBER :
DATE OF ISSUE :
PLACE OF ISSUE :
AMOUNT : 1180/-
10. **CONTACT DETAILS : MOBILE NO.**
LANDLINE NO.
E-MAIL ID

11. GENDER :
12. NATIONALITY :
13. RELIGION :
14. LANGUAGES KNOWN : Indicate by marking in appropriate box

LANGUAGE	SPEAK	READ	WRITE

15. EDUCATIONAL QUALIFICATION (AS ON 31.03.2019)

Qualification	Name of University/ Institution	Year of Passing	% of Marks	Class/ Grade

16. EXPERIENCE (covering past 10 years)

SNo.	Name of Employer	Designation	Department	From Date	To Date	Nature of Duties Performed	Reason for Leaving Service

DECLARATION

I hereby declare that the particulars furnished above are true and correct to the best of my knowledge and belief and I have not concealed any material facts. I understand that in the event of any information being found false or incorrect at any stage or not satisfying the eligibility criteria according to the requirements of the relative advertisement, my candidature/ appointment for the said post is liable to be cancelled/ terminated at any stage and if appointed, my services

are liable to be terminated. I am willing to serve anywhere in India. I agree that Bank has right to transfer me to any part of the country at its discretion.

I hereby agree that any legal proceedings in respect of any matter of claims or disputes arising out of this application and/or out of said advertisement can be instituted by me only at Delhi and Courts/ Tribunals/ Forums at Delhi undertake to abide by all the terms and conditions mentioned in the advertisement displayed on Bank's Website dated .

(Signature of applicant)

Place:

Date:

Enclosures: