



Advertisement No. 04/2013-14

**ADVERTISEMENT FOR APPOINTMENT OF INTERNAL OMBUDSMAN IN THE BANK
AS CHIEF CUSTOMER SERVICE OFFICER ON CONTRACT BASIS**

Important: Last Date of Receipt of Applications: November 27, 2013

1. Company Profile

IDBI Bank Ltd., owned by Government of India, is a leading provider of complete range of retail and corporate banking services to its clients. The Bank is aggressively expanding its operations. The Bank proposes to appoint an Internal Ombudsman as Chief Customer Service Officer (CCSO) (one position) on contract basis.

Applicants are advised to submit the application in the prescribed format hosted on the Bank's website at www.idbi.com latest by November 27, 2013 after carefully going through all the instructions given in the advertisement.

2. Job description (in brief)

The system of Internal Ombudsman as Chief Customer Service Officer is being introduced in the Bank as per the Damodaran Committee recommendations on customer service. The CCSO of the Bank is required to act as the Internal Ombudsman of the Bank to strengthen the grievance redressal mechanism and to reduce the complaints to Banking Ombudsman.

2(a) Reporting

The Chief Customer Service Officer shall report to the CMD of the Bank.

3. Eligibility Criteria

S. No.	Particulars	Eligibility criteria
(i)	Cut-off date	November 1, 2013
(ii)	Age	Not more than 65 years as on the cut-off date.
(iii)	Experience	Minimum ten years of experience in the Branch and /or as Regional Manager and /or General Manager (Field Operations).
(iv)	Essential profile / Qualification	Retired senior banker (superannuated / VRS optee) from a Schedule Commercial Bank (<i>preferably from a Public Sector Bank other than IDBI Bank</i>) not below the rank of General Manager of PSBs (Scale VII). The incumbent should have minimum of two years' experience as General Manager.

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

4. Terms and conditions of engagement:

(i)	Period	Contract will be for a period of three years, to be reviewed on yearly basis.
(ii)	Type of appointment	Contractual appointment.
(iii)	Remuneration	Consolidate remuneration of ₹80,000/- per month subject to deduction of taxes as applicable.
(iv)	Leave	12 days of Casual Leave (CL) for every calendar year. However, if the contractual period starts mid of a calendar year, proportionate CL shall be accordingly granted. Other special leave, if any, at the sole discretion of the Bank. Unavailed leaves cannot be encashed.
(v)	Termination of contract	The contract may be terminated by either party giving to other one month's 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 generally be governed by the IDBI Bank Ltd Officers Conduct Discipline and Appeal Rules, 2006.
(viii)	Other facilities	Reimbursement of actual expenses incurred on local conveyance subject to maximum amount of ₹5000/- per month. No other perquisites and facilities would be extended.
(ix)	Residual matters	As may be decided by the IDBI Bank Ltd.

5. Reservation: The position is unreserved.

6. How to apply:

6.1 The applicants are advised to fill their applications strictly as per the format provided by Bank on its websites (www.idbi.com). 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.

- 6.2 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 the applications without complete documents are liable to be rejected.
- 6.3 The application form along with attested copies of relevant certificate/s may be sent **by ordinary post only**. The application form complete in all respects and duly signed should be sent in a cover super scribed as ***“Application for appointment Chief Customer Service Officer - on contract basis – 2013”*** and addressed to The General Manager – Recruitment Section, Human Resources Department, IDBI Bank Ltd., IDBI Tower, 21st floor, WTC Complex, Cuffe Parade, Mumbai – 400 005.
- 6.4 The duly filled application form can also be deposited in box specially kept for the purpose at the Reception counter of IDBI Bank Ltd. IDBI Tower, Ground Floor, WTC Complex, Cuffe Parade, Mumbai – 400 005.
- 6.5 Applications complete in all respects alongwith attested copies of the required documents should reach the Bank on or before **November 27, 2013**. Applications received after **November 27, 2013** will not be entertained.

7. Selection Process:

- 7.1 Selection process will consist of Personal Interaction (PI) before the selection committee. The Bank will undertake a preliminary screening of the application for preparing, if necessary, a shortlist of eligible applicants to be called for PI and decision of the Bank in this regard shall be final. Thus, merely fulfilling the requirement laid down in the advertisement would not automatically entitle any candidate to be called for PI.
- 7.2 The details regarding the time, date and address of the venue for the PI will be intimated to the short listed eligible applicants.

8. General Instructions

- 8.1 In case, it is detected at any stage that the applicants do not fulfill the eligibility criteria and/or have furnished incorrect information or suppressed any material information, their candidature will be cancelled and if appointed, their services may be summarily terminated without any compensation thereof.
- 8.2 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.

8.3 Canvassing in any form will be treated as a disqualification.

8.4 The Bank reserves the right to reject any or all applications without assigning any reason/s thereto.

8.5 The Bank reserves the right to modify/amend/reverse/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.
