

**THE NAINITAL BANK LIMITED**  
(Regd Office: G.B. Pant Road, Nainital)

**Requires**

**Internal Ombudsman (on Contractual Basis)**

The Nainital Bank Limited intends to appoint an Internal Ombudsman on contractual basis in terms of Internal Ombudsman Scheme 2018 as framed by Reserve Bank of India.

**Nature of appointment:** The appointment will be on contractual basis.

**Tenure of Internal Ombudsman:**

The tenure of the Internal Ombudsman in Bank shall be a fixed term of not less than three years, but not exceeding five years. The Internal Ombudsman shall not be eligible for reappointment or for extension of term in the Bank.

**Remuneration-Fixed:** Rs. 50,000.00 per month (Negotiable)

**Eligibility Criteria as on 31.03.2019:**

- i. **Age:** Candidate should not be over 70 years of age as on 31.03.2019.
- ii. **Experience:** The Candidate should either be a retired or serving officer, not below the rank of Deputy General Manager or equivalent of another Bank/ Financial Sector., Regulatory Body, having 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. The candidate should not have worked/ be working in the Nainital Bank Limited.

**Place of Posting:** The position/place of posting of candidate will ordinarily be at Bank's Head Office Nainital/ Regional Offices.

**The Job Responsibility of Internal Ombudsman will be as under:**

- (1) Internal Ombudsman shall not handle complaints received directly from 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.
- (2) Internal Ombudsman shall examine all customer grievance 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 bank 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.
- (3) 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.
  - (4) 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.
  - (5) 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 of examining the complaint. To ensure resolution through conciliation, the internal Ombudsman may seek direct feedback/ clarifications from the complainant.
  - (6) 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.
  - (7) The Internal Ombudsman shall not represent the bank in legal cases arising out of complaints examined by the bank or the Internal Ombudsman.
  - (8) The Internal Ombudsman shall report to the Chairman & Chief Executive Officer..
  - (9) The Internal Ombudsman shall immediately refer back to bank all such complaints which are outside purview of the Scheme.

**Selection Procedure:** Selection will be through direct interview. A preliminary screening of the applications will be carried out for making, if necessary, a short-list of eligible candidates to be called for the interview. While shortlisting candidates Bank may apply a criteria which may consider additional qualifications, greater experience and level of responsibilities handled. Hence, merely fulfilling the minimum requirements laid down for the post would not automatically entitle any candidate for interview. The place and date of interview will be advised to the short-listed candidates in due course through their notified e-mail ID.

#### **How to apply:**

- The candidates applying for the post must submit their application by post to “**Chief Operating Officer, The Nainital Bank Limited, Head Office, Seven Oaks Building, Nainital-263001**” in the prescribed format (as given below in this advertisement).
- The recent photograph is to be pasted at the appropriate place and application should be signed by the candidate. Incomplete and illegible applications will be rejected.
- The cover containing the application should be super scribed with the name of the post applied for i.e. ‘**APPLICATION FOR THE POST OF INTERNAL OMBUDSMAN**’.
- The following documents should be submitted along with the application.
- Proof of age (copy of passing Secondary/High School/10th standard Certificate or Higher Secondary School /12<sup>th</sup> Standard Certificate mentioning the DOB).

- Copy of relieving\ discharge letter, in case of retired officer.
- Appropriate document(s) in support of position held and experience.

**General instructions:**

- Application format is appended below. Candidate should apply strictly in conformity with the format as prescribed.
- **Candidates should enclose copies of the relevant certificate/s (in support of age and appropriate documents in support of the position held and experience, with the application).** Their candidature will be considered on the strength of the information declared in the application and the copies of certificates/ documents submitted therewith. If at any stage it is found that any information furnished in the application is false/incorrect or if according to the Bank, the candidate does not satisfy the eligibility criteria, his/her candidature/assignment is liable to be cancelled/terminated.
- Canvassing in any form will be a disqualification.
- In all matters regarding eligibility, conduct of interviews, assessment, prescribing minimum qualifying standards in interview, communication of result, the Bank's decision shall be final and binding on the candidates and no correspondence shall be entertained in this regard.
- Candidate will have to produce discharge certificate from the employer at the time of joining in The Nainital Bank Limited.
- Any resultant dispute arising out of this advertisement shall be subject to the sole jurisdiction of the Courts situated at Nainital only.
- Corrigendum, if any, issued on the above advertisement, will be published only on the Bank's website [www.nainitalbank.co.in](http://www.nainitalbank.co.in).
- Mention of e-mail ID of candidate, applying for Internal Ombudsman is compulsory (Please refer Serial No. 5 of application). Application without e-mail Id shall be rejected as all communication in this regard to all eligible candidates shall be made by the Bank through their e-mail only.

**Closing date:** The application, enclosing all prescribed documents should reach the Bank's Head Office, Nainital **on or before 5.00 P.M. on April 21, 2019.** The Bank takes no responsibility for any delay in receipt of application/s or loss thereof in postal transit.

**Vice President (Law & HRM)  
The Nainital Bank Limited  
Head Office, Seven Oaks,  
Mallital, Nainital- 263001 (Uttarakand)**

Place- Nainital  
Date- March 31, 2019





12. Give names of two references with their address, telephone numbers and email address.

Name of the Referee	Designation & Name of the Organization	Present Address	Mobile Number & e-mail Id

13. ANY OTHER ADDITIONAL INFORMATION: (Extracurricular activities including awards, achievements etc.)

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### DECLARATION

I hereby certify that the information furnished heretofore are correct to the best of my knowledge and belief. Nothing material has been concealed nor any thing contained heretofore is false in any manner. I am aware, that in case, any of the information is found false subsequently, I shall be liable to be terminated / dismissed immediately from the assignment of Internal Ombudsman in the Bank without notice or reason therefor, subject to other consequential legal actions.

I also understand that if I do not fulfill the eligibility criteria as stipulated in the advertisement, Bank shall be at liberty to reject my application, without any written communication in this regard.

I have read and understood terms & conditions in the advertisement given by the Bank.

Place: \_\_\_\_\_

Date: \_\_\_\_\_

\_\_\_\_\_  
**SIGNATURE OF APPLICANT**

### **Important:**

**\*Please ensure to fill your valid e-mail ID at Point No. 5 which is compulsory, failing which application shall be rejected straightway.**

Incomplete application in any manner that is to say- application not filled properly, without Photograph, Signature, Proofs of Date of Birth and Experience, without valid e-mail ID, Phone/ mobile number, etc., and received after expiry of stipulated date shall be rejected at the sole responsibility of the candidate.