

**Appointment of Internal Ombudsman on contract basis for period of 3 years**  
**Project No. 2022-23/01**  
**Notice dated 04.05.2022**

**BANK OF INDIA, a leading Public Sector Bank having Head Office in Mumbai, invites applications for Internal Ombudsman on contract basis for period of 3 years with following conditions**

**IMPORTANT DATES**

|   |                   |
|---|-------------------|
| <b>Last date for receipt of application</b> | <b>17.05.2022</b> |
| <b>Relevant date for Age/Experience</b>     | <b>01.05.2022</b> |

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|-----------|--------------------------------------|---|
| <b>1.</b> | <b>NAME OF THE POST</b>              | Internal Ombudsman  |
| <b>2.</b> | <b>VACANCIES</b>                     | One (1)   |
| <b>3.</b> | <b>TENURE</b>                        | The contract will be valid for a fixed period of 3 years. The Internal Ombudsman shall not be eligible for reappointment or for extension of term.<br><br>In case the Internal Ombudsman intends to resign from his duties before the completion of the term of 3 years, he/ she should necessarily give a notice before 60 days. |
| <b>4.</b> | <b>EMOLUMENTS AND OTHER BENEFITS</b> | <ul style="list-style-type: none"> <li>➤ Total lump sum emoluments of Rs.90,000/- per month subject to deduction of taxes as applicable.</li> <li>➤ Facility of Car with driver as per the eligibility of GM or lumpsum Rs.20,000/- p.m. for use of own car.</li> <li>➤ Mobile as per the eligibility of GM.</li> </ul>           |
| <b>5.</b> | <b>LEAVE</b>                         | Will be entitled for 1 day Casual Leave per month on pro-rata basis, maximum up to 12 days per annum  |
| <b>6.</b> | <b>LOCATION</b>                      | Will be placed at Head Office, Mumbai,  |
| <b>7.</b> | <b>NATURE OF DUTIES</b>              | The scope and role of IO shall be as per IO Policy of the Bank. He / She shall be reporting directly to the Managing Director & CEO / Executive Director of the Bank handling customer grievances 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 Banking Ombudsman. He / She will help in strengthening the customer confidence in the internal Redressal mechanism.  |
| <b>8.</b> | <b>ELIGIBILITY CRITERIA</b> |   |
|           | <b>a) Age</b>               | <u>Maximum 70 years as on 01.05.2022</u>  |
|           | <b>b) Experience</b>        | The applicant should either be a retired or serving officer, not below the rank of General Manager or equivalent of another bank / Financial Sector Regulatory Body**, other than BOI, having necessary skills and experience of minimum SEVEN (7) years of working in areas such as banking, regulation, supervision, payment and settlement systems and / or consumer protection.<br><i>** (Definitions as per Internal Ombudsman Scheme 2018 of RBI)</i> |
|           | <b>c) Other Conditions</b>  | <b>He/she should not have worked / be working in any capacity in Bank of India.</b>   |
| <b>9.</b> | <b>SELECTION PROCEDURE</b>  | Short listing and personal Interview. <b><i>Final selection will be on the basis of marks secured by the candidate in the interview in order of merit.</i></b><br><br>Maximum marks for Interview would be <b><u>100</u></b><br>Minimum marks for passing would be <b><u>70</u></b> .   |

## **10. GENERAL INSTRUCTIONS**

- (a) Before applying for the post, the candidate should ensure that he/she fulfills the eligibility and other norms mentioned in this Notice. Decision of the 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 appointment, will be final and binding on the candidate. No correspondence or personal enquiries shall be entertained by the bank in this behalf.
- (b) Mere submission of application in response to the advertisement and apparently fulfilling the criteria as prescribed in the advertisement would not bestow upon him / her right to be called for Interview.
- (c) In case it is detected at any stage of appointment process that a candidate does not fulfill the eligibility norms and/or that he/she has furnished any incorrect/false information/certificate/documents or has suppressed any material fact(s), his/her candidature will be cancelled. If any of these shortcomings is/are detected even after appointment, his/her services are liable to be terminated.

- (d) The Bank reserves the right to alter, modify or change the eligibility criteria and / or any of the other terms and conditions spelt out in this advertisement, including criteria for passing/method and procedure for selection.
- (e) The Bank takes no responsibility for any delay in receipt or loss in postal transit of Application Form / Call Letter / Intimation.
- (f) The candidates should fill the details in application correctly, in particular - Age / Qualification / Experience etc. which will have direct effect on selection / non-selection. Bank takes no responsibility for rejection / non-selection due to aforesaid error.
- (g) Photograph affixed on the application to be produced at the time of **Interview**, should be signed across by the candidate.
- (h) The candidates will have to appear for Interview at their own expense.
- (i) Candidates serving in Govt./Quasi Govt. offices, Public Sector Undertakings including Nationalised Banks and Financial Institutions are advised to submit "No Objection Certificate" from their employer at the time of Interview, failing which their candidature may not be considered.
- (j) Candidates should take required permission before applying from their previous employer and should produce the same at the time of interview.
- (k) Any resultant dispute arising out of this advertisement shall be subject to the sole jurisdiction of the Courts situated at Mumbai.
- (l) In case any dispute arises on account of interpretation in version other than English, English version will prevail.

## 11. **HOW TO APPLY**

**Eligible candidates may submit applications in the prescribed format which is available on Bank's website [www.bankofindia.co.in](http://www.bankofindia.co.in) under "Career" section → "Appointment of Internal Ombudsman on contract basis – Project 2022-23/01 (Notice 04.05.2022) → Print Application Form.**

**Last date for receipt of application is 17.05.2022.** Incomplete applications / applications received after the last date will be rejected. The Bank reserves the right to reject applications of any or all the candidates without assigning any reason.

Applications must be typed in the prescribed format only. The physical printed copy of the application through Registered Post / Speed Post / Courier in a sealed envelope super-scribing "**Application for the post of Internal Ombudsman (IO) in Bank of India**" be submitted to :

The Chief General Manager,  
Bank of India,  
Human Resources Department,  
Recruitment Division  
9<sup>th</sup> Floor, Star House, Plot C-5, "G" Block,  
Bandra-Kurla Complex, Bandra(E), Mumbai 400 051

**Scanned copy of Applications may be submitted via Email on our Email ID – [headoffice.randp@bankofindia.co.in](mailto:headoffice.randp@bankofindia.co.in). (Maximum size of attachment not to exceed 4 MB)**

**Hand Delivery of application will not be accepted.**

The Envelope containing the application must be super-scribed **"Application for the post of Internal Ombudsman (IO) in Bank of India"**.

NOTE : Bank will not be liable for misplace / damage and / or delay in delivery of application by the Postal Authorities or by the Courier Agencies, under any circumstances.

### **Application Procedure**

- (i) Candidate should have a valid e-mail id.
- (ii) Application should be checked and after verification, be forwarded to us at aforesaid address.
- (iii) A copy of the application to be kept ready for submission at the time of interview at the Interview Venue.
- (iv) Fill-up the application Form and forward the following documents:
  - a. Self Attested copy of School leaving certificate or any other document showing proof of age acceptable to the Bank.
  - b. Supporting documents certifying your experience as stipulated.
  - c. No Objection Certificate / Permission letter from your present / previous employer, if applicable, in your case.
  - d. Identity & Address Proof

Place : Mumbai  
Date : 04.05.2022

**( A.K. Pathak )**  
**Chief General Manager (HR)**

Candidates who have applied are requested to visit the 'Recruitment /Career with Bank' Section on our website–[www.bankofindia.co.in](http://www.bankofindia.co.in) for further updates