

Date: 03.07.2024

ENGAGEMENT OF INTERNAL OMBUDSMAN ON CONTRACTUAL BASIS

ADVERTISEMENT NO: HO/HRM/RECR/2024-25/COM-20

ONLINE REGISTRATION OF APPLICATION & PAYMENT OF FEES: FROM 03.07.2024 TO 24.07.2024

UCO Bank invites online application from qualified and experienced professional for the position of Internal Ombudsman in Bank on **contractual basis**. Candidates are requested to apply Online as per the registration link available on Bank's website www.ucobank.com -> [career](#) -> [Recruitment Opportunities](#)

1. Before applying, candidates are requested to ensure that they fulfil the eligibility criteria for the post as on the date of eligibility.
 2. The process of registration is complete only when application fee/intimation charges are deposited with the Bank through Online mode on or before last date for payment of fee.
 3. **Candidates are required to upload all required documents (age proof, experience etc.) failing which their candidature will not be considered for shortlisting/interview.**
 4. Short-listing will be purely provisional without verification of documents. Candidature will be subject to verification of details/ documents as and when called by the Bank.
 5. In case a candidate is called for interview and is found not satisfying the eligibility criteria (Age, Educational Qualification and Experience etc.) he/ she will not be allowed to appear for the interview.
 6. Candidates are advised to check Bank's website www.ucobank.com -> [career](#) regularly for details and updates (including the list of shortlisted/ selected candidates).
- ALL REVISIONS/ CORRIGENDUM (IF ANY) WILL BE HOSTED ON THE BANK'S WEBSITE ONLY.**
7. The Call letter/ advise, where required, will be sent by e-mail only (No hard copy will be sent). No hard copy of application & other documents to be sent to this office.

A. Details of Position/Nature of Engagement/Age

Position Name	No. of Position	Nature of Engagement	Age as on 01.07.2024
Internal Ombudsman	01	Contractual	Not more than 65 years

B. Nationality/ Citizenship

A candidate must be either (i) a Citizen of India or (ii) a subject of Nepal or (iii) subject of Bhutan or (iv) a Tibetan Refugee who came over to India before 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 of a candidates belong to categories (ii), (iii), (iv) & (v) above shall be a person in whose favour 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 examination/interview/selection process conducted by the Bank, but on final selection, the offer letter will be given only after the necessary eligibility certificate issued to him by Government of India is submitted to the Bank.

C. The eligibility as on (01.07.2024) is furnished hereunder:

The Internal Ombudsman shall either be a retired or serving officer, in the rank equivalent to a General Manager of another Bank / Financial Sector Regulatory Body /NBSP / NBFC / CIC, having necessary skills and experience of minimum seven years of working in areas such as banking, non-banking finance, regulation, supervision, payment and settlement systems, credit information or consumer protection;

The Internal Ombudsman shall previously not have worked/ be working in UCO Bank.

D. Remuneration:

The Remuneration to be paid shall be decided by the Bank.

E. Leave:

He/ She shall be eligible for a total 12 days leave per year, out of which not more than 04 can be taken at a time. Balance of leave of one year shall not be allowed to be carried over to the next year.

F. Location of Office:

The position/ place of posting of candidate will be at Bank's Head Office.

G. Roles & Responsibilities are appended as Annexure-I

H. Mode of Selection

- I. Selection will be based on short listing and subsequent round of Personal Interview and/or any other selection method.
- II. The screening committee constituted by the Bank will examine whether the candidates fulfil the required eligibility criteria. Bank may decide the parameters to be adopted for screening process. No representation or correspondence will be entertained by the Bank in this regard.
- III. Adequate candidates as decided by the Bank will be shortlisted based on their eligibility, experience, qualification. Most suitable candidates will be called for selection process hence, mere satisfying the eligibility norms do not entitle a candidate to be called for selection process.
- IV. The qualifying marks in Interview will be decided by the Bank.

I. Tenure of Internal Ombudsman:

- Engagement will be purely on contract basis for a period of **three years** from the date of taking charge.
- The Internal Ombudsman shall not be eligible for reappointment or for extension of term.
- On completion of the contractual period of **03 years**, his / her engagement shall automatically come to an end. There will not be a need for issuance of communication by the Bank for termination of the contract after the above said period.
- The contractual engagement can be terminated at any time, by either side, by giving 30 days' notice or salary in lieu thereof.

J. Application Fee/ Intimation Charges (Non-refundable):

Rs. 500/- + Payment Gateway Charges for SC/ST/PWBD candidates.

Rs. 1000 /- + Payment Gateway Charges for all others.

Bank is not responsible if any of the candidates makes more than one payment/s and no request for refund of fees shall be entertained. Fee/ Intimation charges once paid will NOT be refunded on any account nor can it be held in reserve for any other exam or selection.

K. Procedure for Application: ONLINE

Candidates can apply **online** only from **03.07.2024 to 24.07.2024** and no other mode of application will be accepted.

Guidelines For Filling Online Application are enclosed as Annexure-II.

Other Instructions:

1. Please note that all the particulars mentioned in the online application including Name of the Candidate, Category, Date of Birth, Address, Mobile Number, Email ID etc. will be considered as final and no change/modifications will be allowed after submission of the online application form. Candidates are hence advised to fill in the online application form with the utmost care as no correspondence regarding change of details will be entertained. UCO Bank will not be responsible for any consequences arising out of furnishing of incorrect and incomplete details in the online application form or omission to provide the required details in the online application form.
2. An online application which is incomplete in any respect such as without proper photograph, signature, documents as applicable, unsuccessful fee/intimation charges payment will not be considered as valid.
3. Please note that the above procedure is the only valid procedure for applying. No other mode of application or incomplete steps would be accepted and such applications would be rejected.
4. Any information submitted by an applicant in his/ her online application form shall be binding on the candidate personally and he/she shall be liable for prosecution/ civil consequences in case the information/ details furnished by him/ her are found to be false at a later stage.

L. GENERAL INFORMATION: -

1. Before applying for the post, candidates should ensure that he/she fulfils the eligibility and other norms mentioned in this advertisement and ready to comply with the requirements and terms & conditions contained in this advertisement. The candidates are, therefore, advised to carefully read the advertisement and thereafter complete filling up of application form and submit the same as per the instructions given in this regard.
2. 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 notice, including criteria for qualifying/method and procedure for selection.
3. Only those candidates who fulfil the eligibility criteria will be called for interview and shall be intimated regarding the details via e-mail. Candidates are advised to keep their e-mail ID alive for receiving advices.
4. Decision of the Bank in all matters regarding eligibility of the candidate, the stages at which such scrutiny of eligibility is to be undertaken, acceptance or rejection of applications, mode of selection, the documents to be produced for the purpose of interview, cancellation of the

selection process either in part or full and any other matter relating to engagement will be final and binding on the candidates. No correspondence or personal enquiries shall be entertained by the Bank in this regard.

5. Filling up of the position is solely at the discretion of the Bank based on suitability of candidates and no claim will arise for engagement, if the position is not filled due to unsuitability / insufficient number of candidates.
6. Candidate will appear for the interview at the allotted centre at his/her own risk and expenses and UCO Bank will not be responsible for any injury or losses etc. of any nature. No Travelling Allowance is payable to candidates who are called for interview.
7. Request for change of contact no./address/ email ID/interview centre/mode of interview will not be entertained.
8. Applicants are advised in their own interest to apply online well before the closing date and not to wait till the last date to avoid the possibility of disconnection/ inability/ failure to log on to the website on account of heavy load on internet. or website jam. Bank does not assume any responsibility for the applicants not being able to submit their applications within the last date on account of aforesaid reasons or for any other reason beyond the control of UCO Bank.
9. Intimations, wherever required will be sent by email and/ sms only to the email ID and mobile number mentioned in the online application form. Bank shall not be responsible if the information/ intimations do not reach candidates in case of change in the mobile number, email address, technical fault or otherwise, beyond the control of Bank. Candidates are advised to keep a close watch on the authorized Bank's website www.ucobank.com for latest updates.
10. In case any dispute arises on account of interpretation of version other than English, English version will prevail.
11. Canvassing in any form will be a disqualification.
12. Engagement of selected candidates is subject to his/her being declared medically fit as per the requirement of the Bank. Such engagement will also be subject to the Rules & Policies of the Bank.
13. 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. In case of selection, candidates will be required to produce relieving letter from the employer at the time of taking up the engagement and clearance from the respective authorities, wherever applicable.
14. His / Her engagement on contract is for a specific period as stated above, and as such should not be construed as an offer of employment or a regular employment in the Bank.
15. Any dispute arising out of and/or pertaining to the process of engagement under this advertisement shall be subject to the sole jurisdiction of the Courts situated at Kolkata.
16. **ANNOUNCEMENTS:**
All further announcements/ details pertaining to this process will only be published/ provided on Banks website www.ucobank.com from time to time.
17. In case it is detected at any stage of engagement of engagement that a candidate does not fulfil 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 engagement, his /her contract is liable to be terminated without notice. Decision of bank in all matters regarding eligibility, selection would be final and binding on all candidates. No representation or correspondence will be entertained by the Bank in this regard. **Bank reserves all rights pertaining to this engagement and would be final.**

Place: Kolkata
Date: 03.07.2024

General Manager
HRM Department

Roles & Responsibilities- Internal Ombudsman

- (1) The Internal Ombudsman shall not handle complaints received directly from the complainants or members of the public but deal with the complaints that have already been examined by the Bank but have been partly or wholly rejected by the Bank.
- (2) The following types of complaints shall be outside the purview of this scheme and shall not be handled by the Internal Ombudsman:
 - (a) Complaints related to corporate frauds, misappropriation etc., except those resulting from deficiency in service, if any, on the part of the Bank;
 - (b) References in the nature of suggestions and commercial decisions of Bank. However, service deficiencies in cases falling under 'commercial decisions' will be valid complaints for the Internal Ombudsman;
 - (c) Complaints / references relating to (i) internal administration, (ii) human resources, or (iii) pay and emoluments of staff in the Bank;
 - (d) Complaints which have been decided by or are already pending in other for a such as the Consumer Disputes Redressal Commission, courts, etc.;
 - (e) Disputes for which remedy has been provided under Section 18 of the Credit Information Companies (Regulation) Act, 2005.

The Bank will forward all rejected / partially rejected complaints under the categories (a) and (b) above to the Internal Ombudsman. The Internal Ombudsman shall look for inherent deficiency in service in such cases and take a view whether any of these complaints can be exempted under (a) and / or (b) above as decided by the Bank.
- (3) Complaints that are outside the purview of Internal Ombudsman Scheme shall be immediately referred back to the Bank by the Internal Ombudsman.
- (4) The Internal Ombudsman shall analyse the pattern of complaints such as product / category wise, consumer group wise, geographical location wise, etc., and suggest means for taking actions to address the root cause of complaints of similar / repeat nature and those that require policy level changes in the Bank. The Internal Ombudsman shall examine the complaints based on records available with the Bank, including any documents submitted by the complainant and comments or clarifications furnished by the Bank to the specific queries of the Internal Ombudsman. The Internal Ombudsman may seek additional information and documents from the complainant, through the Bank. In the case of CICs, the Internal Ombudsman may seek additional information from the concerned Bank through CIC. The Internal Ombudsman must record a "reasoned decision" in each case.
- (5) The Internal Ombudsman may hold meetings with the concerned functionaries of the Bank and seek any record / document available with the Bank that are necessary for examining the complaint and reviewing the decision.
- (6) The Internal Ombudsman shall, on a quarterly basis, analyse the pattern of all complaints received against the Bank, such as entity-wise (for CICs), product-wise, category-wise, consumer group-wise, geographical location-wise, etc., and may provide inputs to the Bank for policy intervention, if so warranted.

- (7) The Internal Ombudsman shall not represent the Bank in legal cases before any court or fora or authority
- (8) In cases of conciliation, where the decision of the Internal Ombudsman is accepted by the complainant, a statement showing the terms of agreement duly signed by the complainant, shall be kept on record.

Board Oversight

- (1) The Internal Ombudsman shall furnish periodic reports (including the analysis of complaints) on his / her activities to the Committee of the Board handling customer service and protection, preferably at quarterly intervals, but not less than half yearly intervals. Regulated entities shall put in place a system for discussion of cases, in which the decision of the Internal Ombudsman has been rejected by the Bank, by the Customer Service Committee of the Board of the Bank. The rejection of the decision taken by the Internal Ombudsman shall be done with the approval of the Executive Director In-charge of customer service for bank.
- (2) The Audit Committee of the Board of the Bank can refer to the Internal Ombudsman, matters in respect of cases mentioned at Clause 2 (a) above.
- (3) The Internal Ombudsman shall be designated as an ex-officio member or a permanent invitee to the meetings of the Committee of the Board of Bank handling customer service and protection.

How To Apply

- Candidates are required to have a valid Personal E-Mail ID and Contact Number. Before applying online, candidate will be required to have a scanned (digital) image of his/her photograph, signature, and documents as applicable, as per the specifications given in **Annexure-III**.



* A registration number and password will be generated by the system during the registration process and displayed on the screen. Candidate should note down the Provisional registration number and password.

Candidates are advised to carefully fill in the online application themselves as no change in any of the data filled in the online application form will be possible/ entertained.

Payment of fees/ intimation charges via ONLINE MODE

- Candidates have the option of making the payment of requisite fees/ intimation charges through the ONLINE mode only. The online application form is integrated with the payment gateway and the payment process can be completed by following the instructions.
- The payment can be made by using Debit Cards, Credit Cards, Internet Banking, UPI by providing information as asked on the screen.
- After submitting your payment information in the online application form, please wait for the intimation from the server, DO NOT press Back or Refresh button in order to avoid double charge.
- To ensure the security of your data, please close the browser window once your transaction is completed.

Guidelines for scanning and Upload of Documents

Photograph Image: (4.5cm × 3.5cm)

- Photograph must be a recent passport style colour picture.
- Make sure that the picture is in colour, taken against a light-coloured, preferably white, background.
- Look straight at the camera with a relaxed face.
- If the picture is taken on a sunny day, have the sun behind you, or place yourself in the shade, so that you are not squinting and there are no harsh shadows.
- If you have to use flash, ensure there's no "red-eye".
- If you wear glasses make sure that there are no reflections and your eyes can be clearly seen.
- Caps, hats and dark glasses are not acceptable. Religious headwear is allowed but it must not cover your face.
- Dimensions 200 x 230 pixels (preferred).
- Size of file should be between **20kb–50 kb**.
- Ensure that the size of the scanned image is not more than 50kb. If the size of the file is more than 50 kb, then adjust the settings of the scanner such as the DPI resolution, no. of colours etc., during the process of scanning.
- Photo uploaded should be of appropriate size and clearly visible.
- File type: **jpg / jpeg**.

Signature

- The applicant has to sign on white paper with Black Ink Pen.
- The signature must be signed only by the applicant and not by any other person.
- The signature will be used to put on the Call letter and wherever necessary.
- If the applicant's signature at the time of the examination/ interview does not match, the applicant will be disqualified.
- Dimensions 140 x 60 pixels (preferred).
- Size of the file should be between **10kb – 50kb**.
- Ensure that the size of the scanned image is not more than 50kb.
- **Signature in CAPITAL LETTERS shall NOT be accepted**
- File type: **jpg / jpeg**.

For Upload of Documents:

- The documents are to be scanned in **pdf** format
- Click on the respective link 'Choose file'.
- Browse and select the location where the scanned document/file has been saved.
- Select the file by clicking on it.
- Click the upload button.

Documents to be uploaded:

Identity & Address Proof (Maximum 100 KB)
Proof of Birth (Maximum 100 KB)
Experience Certificate(s) specifying designation/ job profile, period of service (with specific dates), emolument etc (Maximum 1MB)

Please ensure that the photo, signature, documents as applicable are uploaded at the specified spaces only in the online application form.