



मानव संसाधन प्रबंधन विभाग
Human Resources Management Department
 प्रधान कार्यालय 10 बी टी एम सरणी कोलकाता 700001
Head Office 10 BTM Sarani Kolkata-700001
 दूरभाष Phone: 033-4455 7379
 ई मेल e-mail : hohrd.calcutta@ucobank.co.in

RECRUITMENT NOTIFICATION

Date: 12.06.2021

UCO Bank a leading Public Sector Bank, invites applications for the post of **INTERNAL OMBUDSMAN** on contractual basis.

IMPORTANT DATE:

| | |
|---|-------------------|
| Opening date for Applications | 12.06.2021 |
| Last date for Receipt of Applications: | 30.06.2021 |

Eligible candidates, who aspire to join UCO Bank for the post of Internal Ombudsman, are required to apply after carefully reading the notification. While applying, candidates are advised to ensure that they fulfill the stipulated eligibility criteria for the post. They should note that Application Fee once deposited will neither be refunded nor be adjusted against any other project. Candidates are advised to submit their applications correctly in the Performa given at the end of this advertisement. Candidates should ensure that particulars submitted by them are correct and final, as no further changes will be allowed thereafter.

Details of Vacancy:

| Name of The Post | Number of Vacancies | | | | | |
|--------------------|---------------------|----|-----|-----|----|-------|
| | SC | ST | OBC | EWS | UR | TOTAL |
| INTERNAL OMBUDSMAN | 0 | 0 | 0 | 0 | 01 | 01 |

Tenure of Internal Ombudsman:

The Term of appointment of Internal Ombudsman in banking shall be a fixed term of not less than three year, but not exceeding Five years. The Internal Ombudsman shall not be eligible for reappointment or for extension.

Contract Amount (Remuneration):

The contract amount shall be fixed at Remuneration of **Rs. 70000/-** per month, subject to deduction of taxes applicable. In addition to this he /she shall be paid **Rs. 15000/-** per month for conveyance. Expenditure of telephone (official) and mobile will be reimbursed by the Bank.

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.



1. ELIGIBILITY CRITERIA:

a) Age and Experience (as on 01.06.2021):

| Sl. No | Name of post | Age | Experience |
|--------|---------------------------|--------------|---|
| 1. | Internal Ombudsman | Max.70 Years | The candidate shall be a retired or serving officer, not below the rank of Deputy General Manager or equivalent of another Bank/Financial Sector Regulatory Body, not have worked/be working in UCO Bank. He should having necessary skills and experience of minimum seven years of working in areas such as banking regulation, supervision, payment and settlement and/or consumer protection. |

2. LOCATION:

The Office of Internal Ombudsman shall be placed at Head Office, Kolkata.

3. JOB PROFILE:

Internal Ombudsman shall be reporting directly to the Managing Director / Executive Director of the Bank and shall be the focal point for Internal Grievances Redressal System in terms of Damodaran Committee Recommendations so that a minimum number of complaints are escalated to Banking Ombudsman and minimize exigencies of Awards against the Bank. Internal Ombudsman will help in strengthening customer confidence in the Internal Redressal Mechanism.

4. SELECTION PROCEDURE:

The eligible candidates will be called for personal interaction and the decision of the Bank will be final. The selection process may vary depending on the response received at the discretion of the Bank.

5. NON-REFUNDABLE APPLICATION FEE:

Rs. 2000/- payable by DD/PO as per details mentioned hereunder:

Notes:

i) The Application Fee should be paid by a Demand Draft/Pay Order only favoring **UCO BANK INTERNAL OMBUDSMAN RECRUITMENT PROJECT-2021** payable at **KOLKATA** and the DD/Pay Order should be enclosed with the Application. Candidate's Name and Date of Birth should be written on the reverse of the Demand Draft/Pay Order.

ii) Cash, Cheques, Money Orders, Postal Stamps etc. will not be accepted.

iii) 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.

iv) 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 fulfills the eligibility and other norms mentioned in this advertisement before applying.

6. GENERAL INSTRUCTIONS:

- a) The Bank takes no responsibility for any delay in receipt or loss in postal transit of any application or communication.
- b) **The application in the prescribed format must be filled up completely and should contain no corrections/alterations/overwriting.**
- c) **Before applying for the post, the candidate should ensure that he / she fulfills the eligibility criteria and other norms specified in this advertisement.** 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 behalf shall entertain no correspondence or personal enquiries.
- d) The candidates should send the attested copy of Certificates & Mark sheets in support of his/her educational qualification and post qualification experience indicated in the Application Form to confirm the candidate's eligibility.
- e) Candidates will have to produce original of all Educational Qualification Certificates and Mark Sheets, Experience Certificate(s), at the time of interview, failing which his/her candidature may be cancelled.
- f) An application not accompanied by photocopies of relevant certificates and 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.
- g) 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. Candidates are also advised not to change their appearance till the recruitment process is complete.
- h) No request for change of address will be entertained. Candidates are advised to arrange for collecting the communications sent by Post to the address for correspondence mentioned in the Application Form.
- i) Any resultant dispute arising out of this advertisement shall be subject to the sole jurisdiction of the Courts situated at Kolkata.
- j) The Bank takes no responsibility for any certificate/remittance sent separately.
- k) In case any dispute arises on account of interpretation in version other than English, the English version will prevail.
- l) Only those candidates who are short-listed for appearing in the Personal Interview will be intimated at the communication address furnished by them in the Application Form. The candidates who will be finally shortlisted for appointment in the Bank will be intimated at the communication address furnished by them in the Application Form.
- m) Appointment of shortlisted candidates 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.
- n) Selected candidates will be required to produce a valid discharge certificate/ relieving letter from their present employer before joining the service.



7. HOW TO APPLY:

Eligible applicants have to submit their applications in given format (Annexure-1). The Application in the given format should be sent first by e-mail: hohrd.calcutta@ucobank.co.in followed by a hard copy complete in all respect by Registered Post/Speed Post/First Class courier in a closed envelope super-scribed "APPLICATION FOR THE POST OF INTERNAL OMBUDSMAN" to the following address:

To,
The General Manager (HRM)
UCO BANK
Human Resource Management
Head Office(4th floor)
10 B.T.M Sarani, Kolkata 700001

Application sent through e-mail will not be valid unless the application is received by Registered/Speed Post/ First Class courier with photograph pasted thereon, and the copies of the relevant educational qualification certificate, mark-sheets and experience certificate. Only e-mail application will not provide any valid candidature. The candidate for future reference should retain a second copy of the application.

8. LAST DATE FOR RECEIPT OF APPLICATIONS:

The complete Application Form should reach the above-mentioned address ON OR BEFORE 30-06-2021.

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.

PLACE: KOLKATA

Dated:

GENERAL MANAGER
Human Resource Management



14. EDUCATIONAL/PROFESSIONAL QUALIFICATION: (From 10th standard onwards, as on 01.06.2021.

| Examination Passed | Name of University/ Institution Studied | Subjects | Month & Year of passing | %age of marks |
|--------------------|--|----------|-------------------------------|------------------|
| | | | | |

(If space is insufficient please attach a separate sheet)

15. PARTICULARS OF PRESCRIBED EXPERIENCE (As on 01.06.2021). Enclose copies of experience certificate, if available)

| Name & Address of Employer | Designation | Period of service (Give Dates) | | Length of service | | Nature of duties performed | Reason for leaving service |
|-------------------------------|-------------|-----------------------------------|----|----------------------|-------|----------------------------------|-------------------------------|
| | | From | To | Yrs. | Mths. | | |
| | | | | | | | |

(If space is insufficient, please attach a separate sheet)

16. Any other information:



DECLARATION

I hereby declare that all statements made in this application are true, complete & correct to the best of my knowledge and belief and that 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 is liable to be cancelled/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(s) or claims or disputes arising out of this application and/or out of the said advertisement can be instituted by me only at Kolkata. I undertake to abide by all the terms and conditions in the advertisement given by the Bank.

SIGNATURE OF APPLICANT

Place: _____

Date: _____

