



**Head Office
Human Resource Management Department
10, B.T.M Sarani, Kolkata 700001**

Advertisement No. RECR/18-19/

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

IMPORTANT DATES:

Opening date for applications	24.01.2019
Last date for receipt of applications	13.02.2019
Tentative date for Interview (Proposed)	Last week of February 2019

Before applying, candidates are advised to ensure that they fulfill the stipulated eligibility criteria for the post. Candidates are advised to submit their applications correctly in the performa given at the end of this advertisement. Candidates should ensure that particulars furnished by them are correct and final, as no further changes will be allowed thereafter.

DETAILS OF VACANCY:

Name of the Post	Number of Vacancies				
	UR	OBC	SC	ST	Total
Internal Ombudsman	1	-	-	-	1

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 maximum Rs 5000/- (Rs. Five thousand only) for conveyance. Expenditure of telephone (official) and mobile will be reimbursed by the Bank.

TENURE OF INTERNAL OMBUDSMAN:

The tenure of appointment of Internal Ombudsman in banking shall be a fixed term three (3) Years.

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.

ELIGIBILITY CRITERIA: Age and Experience (as on 01.1.2019):

Name of post	Age	Experience
Internal Ombudsman	Max.70 Years	The candidate should have 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 in Head/Corporate Office and or/ at a place where bank has a Zonal Office.

3. JOB PROFILE:

Internal Ombudsman shall report monthly directly to the MD & CEO and Executive Director of the Bank handling customer grievance. 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 interview and the decision of the Bank will be final.

5. APPLICATION FEE (Non Refundable):

Rs. 1000/- (inclusive of GST) payable by Demand Draft / Pay Order favoring **UCO BANK INTERNAL OMBUDSMAN RECRUITMENT PROJECT-2019** payable at **KOLKATA**.

6. GENERAL INSTRUCTIONS:

1. The Bank takes no responsibility for any delay in receipt or loss in postal transit of any application or communication.
2. **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.

3. The candidates should send the self attested copy of Certificates & Mark sheets along with application form in support of his/her educational qualification and post qualification experience.
4. 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.
5. An application not accompanied by photocopies of relevant certificates and the requisite fee in form of DD/Pay Order, receipt of fee paid through NEFT/IMPS 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.
6. 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.
7. 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.
8. Any resultant dispute arising out of this advertisement shall be subject to the sole jurisdiction of the Courts situated at Kolkata.
9. In case any dispute arises on account of interpretation in version other than English, the English version will prevail.
10. Only those candidates who are short-listed for appearing in the Personal Interview will be intimated at the communication address/E-mail ID 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/E-mail ID furnished by them in the Application Form.
11. 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.
12. 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 in a closed envelope super-scribed "**APPLICATION FOR THE POST OF INTERNAL OMBUDSMAN**" at the following address:

**The General Manager
UCO BANK
Human Resource Management Dept.
Head Office (4th Floor)
10, B.T.M Sarani
Kolkata-700001
West Bengal**

Application sent through e-mail will not be valid unless hard copy of application is received through Registered/Speed Post 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 a 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 13-02-2019.

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: 24.01.2019

**General Manager
Human Resource Management**



BY REGISTERED POST/SPEED POST

APPLICATION FOR THE POST OF UCO BANK INTERNAL OMBUDSMAN

APPLICATION NO. (for office use)

Please affix your recent passport size photograph here and sign across.

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

With reference to your advertisement, I submit my application in the prescribed format for the below mentioned post in your Bank.

Name (in full - First name, middle name and last name)			
Father's/ Husband's Name			
Mother's Name			
Gender (tick on appropriate box)	Male	Female	
Category (tick on appropriate box)	SC	ST	OBC GEN
Nationality			
Date of Birth			
Age (as on 01.01.2019)	Year -	Month -	
Religion			
Marital Status			
Permanent Address			
Correspondence Address			
Contact Details	Landline No.: Mobile No.: Email ID:		
Application Fee Payment Details			
If person with Disability (Tick mark)	YES	NO	

Type of disability	
Percentage of disability	
Place of Birth	
Native Place	

Languages known:	Read	Write	Speak

Educational & Professional Qualifications (Starting from Graduation)

As on 01.01.2019

Exam passed	Name of University/ Institution Studied	Month & Year of passing	% Marks obtained

Work Experience As on 01.01.2019

Name of the Employer	From	To	Designation	Responsibilities in brief

Total Work Experience (in years)

Position Last Held

Disciplinary Action if any

Major illness as on date if any

Awards / Recognitions

Extra Ordinary Achievements, if any:

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.

Place:

Signature

Date: