

**Human Resources
Corporate Headquarters
M.A. Road, Srinagar.
Phone No.: 0194-2713121**



ENGAGEMENT OF INTERNAL OMBUDSMAN (ON CONTRACT)

Eligibility	<ul style="list-style-type: none"> • Graduate in any discipline. • The applicant should either be a retired or serving officer not below the rank of Deputy General Manager or equivalent of any Scheduled Commercial Bank / Financial sector regulatory body. • The applicant should not have worked / be working in any capacity in JKBANK.- • The applicant, if not a serving officer, should have superannuated or have taken voluntary retirement at not less than the rank of Deputy General Manager of Scheduled Commercial Bank other than in JKBANK
Age as on 01-01- 2022:	Maximum – 65 years
Work Experience	The applicant should possess necessary skill and experience of minimum seven (07) years of working in areas such as Banking, regulation, supervision, payment and settlement systems and/ or consumer protection.
Placement:	The selected applicant will be based at Corporate Head Quarters M.A Road Srinagar or at any place as per requirement of the Bank
Period of Contract:	The engagement will be purely contractual in nature for a fixed term of three (3) years. The IO shall not be eligible for re-engagement in the Bank The appointment on contract is for a fixed period as stated above, and as such should not be construed as an offer of employment or a regular employment in the Bank.
Remuneration & other Facilities:	Negotiable
Working Hours:	The appointed candidate shall report at the Bank at the commencement of the working hours on all working days. The working hours shall be the usual hours as applicable
Leave:	The appointed candidate shall be eligible for one day casual leave per month (12 days leave per calendar year), on pro-rata basis out of which not more than 4 can be taken at a time. Balance of the leave shall not be allowed to be carried over to the next year. In addition to the above, he will be eligible for Annual Leave of 20 days per calendar year. The Annual Leave will be credited only after completion of one year of contract period. However, in case of exigencies, the same can be permitted on pro-rata basis.
Selection Process:	The applications received from the candidates will be screened and shortlisted on the basis of eligibility and relevant experience. The shortlisted Candidates will be called for interview/ interaction for final selection.
How to Apply :	<p>Application complete in all respects as per the prescribed format (Annexure B) Should be sent on Banks email recruitment@jkbmail.com along with scanned and self-attested copies of all the credentials as enumerated below. . Applications received after the due date will not be entertained.</p> <ol style="list-style-type: none"> a. <i>Self-Attested copy of School leaving certificate or any other document showing proof of age acceptable to the Bank.</i> b. <i>Supporting documents for your designation as Deputy General Manager / as retired or serving officer, or equivalent.</i> c. <i>Supporting documents certifying your experience as stipulated.</i> d. <i>No Objection Certificate / Permission letter from your present / previous employer, (if applicable).</i> e. <i>Identity & Address Proof</i>
Last Date for submission of application	15 th May-2022

The role and responsibilities of IO :	IO shall be responsible for handling customer grievances He will help in strengthening customer confidence in the internal redressal mechanism.
	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.
	Internal Ombudsman shall examine all customer grievances including complaints of deficiency in service on the part of the bank received by banks and which are partly or wholly rejected by bank's internal grievance redressal mechanism,
	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.
	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.
	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 for examining the complaint. To ensure resolution through conciliation, the Internal Ombudsman may seek direct feedback / clarifications from the complainant.
	He will perform any task other than those mentioned above relating to his / her job role as entrusted by the Bank, from time to time
Other Terms and conditions	<p>The Bank may terminate the contract at any time without assigning any reason whatsoever, by giving 30 days' notice or on payment of one Month's fixed compensation in lieu of such Notice.</p> <p>In case the appointee desires to terminate the contract before the expiry of the contractual period of three years, he / she will have to give to the Bank clear one month's notice or payment equivalent to one Month's compensation in lieu of such Notice.</p> <p>-The appointment of IO will be subject to satisfactory completion of medical Examination as prescribed by the Bank and on verification of testimonials.</p> <p>-The IO will not take up any assignment with any other organisation during the period of contract with the Bank.</p> <p>-The IO will not exercise any administrative / financial powers during the period of engagement.</p> <p>-The engagement shall not be construed as an employment in the bank and the official is not eligible to claim Provident Fund / Bonus / Pension during the period of contract.</p> <p>-The IO will not be eligible for membership of JKBANK Pension Fund / Defined Contribution Pension Scheme (New pension Scheme) and JKBANK Employees' Provident Fund etc.</p>
Miscellaneous	The contract will be in force subject to satisfactory completion of all Pre-engagement formalities including Medical examination, Reference checks, Police Verification and verification of testimonials etc., as prescribed by the Bank
CALL LETTER FOR INTERVIEW :	<p>Intimation/ call letter for interview will be sent by email or will be uploaded on Bank's website. NO HARD COPY WILL BE SENT.</p> <p>Candidates called for interview are not admissible for any TA /DA & will appear for the interview on their own cost/expenses.</p> <p><u>Note: Candidates should have valid email ID which should be kept active till the final selection. Interview Call letter etc. shall be sent by email only.</u></p>
SELECTION PROCESS:	The selection will be based on shortlisting and interview. Mere fulfilling eligibility will not vest any right in candidate for being called for interview. The Shortlisting Committee constituted by the Bank will decide the shortlisting parameters and thereafter, adequate number of candidates, as decided by the Bank will be shortlisted and called for interview. The decision of the Bank to call the candidates for the interview shall be final. No correspondence will be entertained in this regard.

