

HR -TALENT ACQUISITION AND DEPLOYMENT

HR-TAD/REC/LAT/ /2018

04th December 2018**Recruitment of Internal Ombudsman on Contract Basis**

Federal Bank, one of India's leading private sector banks, invites application for the post of Internal Ombudsman on contract basis.

Eligible candidates are advised to apply online on or before 14.12.2018 through the Bank's website www.federalbank.co.in, after carefully going through the instructions contained in this advertisement.

No other means / mode of application will be accepted.

1. Eligibility Criteria**(A) Maximum Age**

Candidate's age shall not exceed 67 years.

(B) Experience

Candidates shall be either a retired or serving officer, not below the rank of Deputy General Manager or equivalent of banks / Financial Sector Regulatory Bodies and should have an experience of minimum 7 years of working in areas such as banking, regulation, supervision, payment and settlement systems and/or consumer protection. Candidates shall not have been worked / be working in Federal Bank.

2. Mode of Selection

Selection will be based on Personal Interview or any other mode of selection as decided by the Bank. The Bank reserves the right to call only the requisite number of candidates for Personal Interview after requisite screening / short listing.

3. Mode of Engagement

The applicants who come out successful in the selection process, will be engaged on contract basis, for a period not less than 3 years and not more than 5 years. The place of posting will be at the Head Office, Aluva.

4. Remuneration

Attractive consolidated remuneration depending on the experience and previous roles handled.

5. How to Apply

- (i) Eligible applicants shall apply online through the link provided in the careers page of Bank's website www.federalbank.co.in.
- (ii) Applicants are advised to furnish complete details in the application form.
- (iii) Applicant must possess a valid e-mail ID which should be valid for the entire duration of this selection process.
- (iv) All communications from the Bank shall be routed to the applicant's e-mail ID only and hence the applicant shall take utmost care in submitting the applications from a valid e-mail ID.

6. General Instructions

- (i) Decision of the Bank in all matters regarding eligibility of the applicant, the stages at which such scrutiny of eligibility is to be undertaken, the documents to be produced at the time of interview, selection etc. and any other matter relating to the selection process will be final and binding on all the applicants. No correspondence or personal enquiries shall be entertained by the Bank in this regard.
- (ii) The Bank reserves the right to raise the minimum eligibility standard, etc., in order to restrict the number of applicants to be called for the selection process / interview commensurate with the identified number of vacancies.
- (iii) The Bank has the right to reject any application/ candidature at any stage without assigning any reason and the decision of the Bank shall be final.
- (iv) For any further clarifications applicants may reach us at ***careers@federalbank.co.in***

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Job Description – Internal Ombudsman

- 1) The 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.
- 2) Internal Ombudsman shall examine all customer grievances including complaints of deficiency in service on the part of the Bank as also those listed under Clause 8 of the Banking Ombudsman Scheme, 2006 (as amended from time to time) received by Bank's and which are partly or wholly rejected by Bank's internal grievance redressal mechanism, except the following:
 - a) Complaints received directly from the customers or members of Public.
 - b) Complaints related to frauds, misappropriation etc., except in respect of deficiency of service, if any, on the part of the Bank.
 - c) Complaints / references relating to Internal Administration, Human Resources and Pay and Emoluments of staff.
 - d) References in the nature of suggestions, requests for concessions in rate of interest charged, rejection of loan proposal, modifications in sanction terms and conditions, enhancement in credit limit, wavier / write-off of loans, etc. which are primarily in the nature of commercial decisions.
 - e) Complaints which have been decided by or are already pending in other fora such as consumer fora, Courts, Debt Recovery Tribunals, etc.
- 3) 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.
- 4) 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.
- 5) 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.
- 6) In cases of conciliation, where the decision of the Internal Ombudsman is accepted by the complainant, the Internal Ombudsman shall obtain and keep on record, a statement showing the terms of the agreement duly signed by the complainant.
- 7) The Internal Ombudsman shall not represent the bank in legal cases arising out of complaints examined by the Bank or the Internal Ombudsman.
- 8) The Internal Ombudsman shall report to the Managing Director / Executive Director of the Bank handling customer grievances.
- 9) The Internal Ombudsman shall immediately refer back to Bank all such complaints which are outside the purview of the scheme.