



Recruitment Cell, Human Resources Wing
Head office, 112, J C Road, Bangalore – 560 002
E-mail: horecruitment@canarabank.com www.canarabank.com

CB / RP / 2 /2015

ENGAGEMENT OF CHIEF CUSTOMER SERVICE OFFICER ON CONTRACT BASIS

Canara Bank, a leading Public Sector Bank with pan India presence with over 5693 branches, invites applications, for engagement of **Chief Customer Service Officer (Internal Ombudsman)** on contract basis [Number of Posts - 1].

Please read this advertisement carefully and ensure the eligibility before paying fees / submitting application.

Important Dates	
Event	Date
Opening Date for making Applications and Payment of Fees of ₹. 1000/-	20.07.2015
Closing Date for making Applications and Payment of Fees of ₹. 1000/-	01.08.2015
Last Date for Receipt of application	08.08.2015

- 1) **Age:** The candidate should not be more than 61 years old as on 30.06.2015.
- 2) **Qualification:** Retired General Manager / Deputy General Manager from any Scheduled Commercial Bank other than Canara Bank. The applicant could be a superannuated or voluntary retired employee and should have retired as on 01.07.2015.
- 3) **Work Experience:** The applicant should necessarily have exposure in working of more than three areas of operations in banking, such as General banking, Credit, Forex Operations, treasury, government business, merchant banking, credit card operations etc.
- 4) **Number of Posts:** One (01)

5) **Placement:** The selected applicant will be based at Head Office, Bangalore.

6) **Job Profile:** He / She shall be reporting directly to the Managing Director & CEO or Executive Director of the Bank and shall be the focal point for Internal Grievance Redressal System in terms of Damodaran Committee recommendations so that a minimum number of complaints are escalated to Banking Ombudsman. He / She will help in strengthening the customer confidence in the internal Redressal mechanism.

The role and responsibilities are as follows:

- He / She shall look after all the appeals referred by the aggrieved customers whose grievances are not redressed by the Grievance Redressal Mechanism of the Bank within a period of 30 days or who is not satisfied with the reply of the Bank or as advised by RBI from time to time.
- He / She shall arrange for conciliation between the Bank and the aggrieved party to settle the grievance/issue.
- He / She shall strive to resolve the grievance within the stipulated period. i.e., 30days from the date of receipt of complaint/grievance.
- He / She shall help in strengthening customer confidence in the Internal Grievance Redressal Mechanism in the bank and to ensure that as far as possible, the grievances are settled through Internal Redressal Mechanism leaving no need for customers to approach Banking Ombudsman.
- He / She shall submit his / her performance report on quarterly basis and a consolidated yearly performance report to Managing Director & CEO / Executive Director, who will review the same.
- He / She shall also perform any task other than those mentioned above relating to his / her job role as entrusted by the Bank, from time to time.

The appointed candidate shall be reporting directly to the Managing Director & CEO or Executive Director of the Bank and shall be the focal point for Internal Grievance Redressal System in terms of Damodaran Committee recommendations so that a minimum number of complaints are escalated to Banking Ombudsman. He/she shall help in strengthening customer confidence in the internal Redressal mechanism.

7) Period of Contract: The engagement will be purely contractually in nature for a period of three (03) years, extendable as per suitability criteria.

The appointment on contract is for a specified period as stated above, and as such should not be construed as an offer of employment or a regular employment in the Bank.

On completion of the contractual period of 3 years (unless gets extension), his/her services shall be automatically come to an end, without the need for issuance of communication by the Bank for termination of his/her contract.

The contract can be terminated by either of the parties by giving one month's clear notice.

8) Compensation & other Facilities:

For a Retired General Manager:

- Restricted to lump sum amount not in any case more than last month's gross pay reduced by gross pension, if any, rounded off to the nearest 1000 or ₹.75000/- whichever is lower.
- Car on rental basis or lump sum reimbursement of ₹. 25000/- per month towards use of own car.
- Post paid connection with mobile set as applicable to General Manager, returnable on completion of contractual service or otherwise for book value

For a Retired Deputy General Manager:

- Restricted to lump sum amount not in any case more than last month's gross pay reduced by gross pension, if any, rounded off to the nearest 1000 or ₹. 60000/- whichever is lower.
- Car on rental basis or lump sum reimbursement of ₹.20000/- per month towards use of own car.
- Post paid connection with mobile set as applicable to Deputy General Manager, returnable on completion of contractual service or otherwise for book value.

TA/HA Benefits: In case of travel on outstation duty, he / she shall be eligible for allowance at par with the General Managers in TEG Scale-VII / Deputy General Managers in TEG Scale - VI of the Bank as the case may be in which he/she was retired.

9) Supervision: The Audit committee of the Board shall oversee the working of the Chief Customer Service Officer (Internal Ombudsman).

10) Working Hours: The appointed candidate shall report at the Bank at the commencement of the working hours on all the working days. The working hours shall be the usual hours as applicable on all days except Sundays and holidays declared under N.I. Act.

11) Leave: The appointed candidate shall be eligible for one day leave per month (12 days leave per year), out of which not more than 04 can be taken at a time. However, if his/her absence exceeds one day in a month, proportionate amount shall be deducted for each day of his/her absence over and above the one day permissible leave from the consolidated payment. Balance of the leave shall not be allowed to be carried over to the next year.

In addition to the above, he/she 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.

12) Other Terms & Conditions:

- The terms & conditions of engagement is whole and simple governed by the provisions of the contract and the engagement shall not be construed as an employment in the Bank and the provisions of PF / Gratuity / Pension etc., shall not apply in this case.
- The contract can be terminated by either of the parties by giving one month's clear notice.
- No other allowance / payment / benefit / facility from the Bank other than what has been specifically mentioned above, shall be payable.

- The management also reserves its right to terminate the contract on the grounds of alleged acts, if any observed which is detrimental to the interest of the bank.

13) Selection Procedure: The procedure for engagement of Chief Customer Service Officer on contract will be by way of short listing and interview.

- The short-listing and call for interview will be on the basis of the details provided by the candidates in the application & documents submitted along with the application. The Bank would be free to reject the candidature of any candidate at any stage of the recruitment process, if he / she is found to be ineligible and / or furnished incorrect or false information / certificates / documents or has suppressed any material facts and the fees paid by the ineligible candidates shall be forfeited.
- ***Final selection will be on the basis of marks secured by the candidate in the interview.***

Bank reserves the right to shortlist requisite number of candidates based on the academic track record of the candidate, experience and suitability of the candidates, as decided by the Bank and only those shortlisted candidates will be called for Interview or for any other process as decided by the Bank.

The venue, time & date for Interview centre & address of the venue will be informed to the shortlisted candidates in the call letter and candidates have to attend for the same at their own cost. The call letter will be sent by email only. The details of shortlisted candidates for Interview or any other process will be hosted in our website. Request for change of Centre will not be entertained. However, the Bank reserves its right to change / add / cancel the selection process & schedule at its discretion, under unforeseen circumstances, if any. Change, if any, will be announced in our website / by email. Bank will not be responsible for late receipt / non receipt of any communication from the Bank. Hence, candidates are requested to check their email and Bank's website regularly, to keep track of the process.

The total marks allotted for Interview are 100 and candidates have to secure minimum of 70 marks to find a place in final rank list.

14) Application Fee (Non-Refundable): The eligible candidates who are interested to apply have to pay an amount of ₹.1000/- as an Application Fee.

Kindly ensure the eligibility for the post, before paying the fees as the same is not refundable.

Payment of Application Fee: The application fee can be paid by;

➤ **Directly remitting the amount in any of the Canara Bank Branches**

- Take print-out of the Payment Challan from website. Fill the particulars viz, Name, Date of Birth, Contact Phone No., Category, Depositing Branch Name & City.
- Submit the Fee Payment Challan & amount in any Canara Bank Branch.
- Collect the candidate's copy of Fee Payment Challan from the Branch. Please verify that challan is properly signed & the details of **Transaction Sequence No., Branch Name & DP Code Number, Deposit Date** are noted in the challan by the Branch Authorities.

➤ **Paying the amount through NEFT:**

- Fill the **NEFT challan** as required by the bank with Beneficiary details as under;
 - Name of the Account: **Canara Bank Recruitment Project – 2/2015**
 - Account Number :8693201000018
 - Payee Bank :**Canara Bank, Town Hall Welfare Centre Branch, Bangalore**
 - IFSC Code :**CNRB0008693**
 - Narration : **Mention Name**
- Make payment
- Collect NEFT Payment Receipt. Please check that receipt is properly signed & the details of **NEFT UTR No., IFSC Code of the Sending Branch, Name of the Sending Bank, City, Deposit Date, Amount etc** are noted in the challan by the Branch Authorities. Candidates have to write Name, Date of Birth, Category, Post Applied for, on the back of the NEFT Receipt.

The application fee should be paid between 20.07.2015 and 01.08.2015 (both dates inclusive).

Even if the last date of submission of application changed for any reason, the valid dates for payment of application fee will not be changed.

Payment of fee by Demand Draft / Cheque / Money Orders / Postal Orders etc will not be accepted and such applications will be summarily rejected.

15) How to Apply:

- Visit our Bank's website www.canarabank.com -> Careers -> Recruitment Know More -> Recruitment Project-2/2015-Chief Customer Service Officer on Contract, and read the advertisement completely.
- If eligible to apply, print the Fee Payment Challan & Application Form from the website.
- Fill the details in Payment Challan and pay the fees as informed above.
- After making payment, fill the required details in the Application Form and affix a latest Passport size colour photograph and sign it at appropriate place.
- Enclose self attested photocopies of documents to the application, to prove the eligibility to the post.
- Send the cover containing application along with relevant documents & copy of Fee Payment Challan to “ **Canara Bank, Recruitment Cell, Human Resources Wing, Head Office, 112, J C Road, Bangalore-560002, Karnataka**’ so as to reach at our end on or before 08.08.2015.
- Applications received at our end after the last date will not be considered for the process and the fees paid shall be forfeited.

16) General Instructions:

- In complete applications / Applications without supporting documents will be rejected outright.
- Decision of the 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. Further, the Bank reserves right to stall / cancel the recruitment partially / fully at any stage during the recruitment process at its discretion, which will be final and binding on the candidate.
- No correspondence or personal enquires shall be entertained by the Bank.
- Any resultant dispute arising out of this advertisement shall be subject to the sole jurisdiction of the Courts situated in Bangalore.
- Canvassing in any form will be treated as disqualification.

Candidates in their own interest are advised to submit their applications well in time before the last date for submission. The Bank does not assume any responsibility for late receipt of applications submitted by the candidates/postal delay.

Date: 14.07.2015

Place: Bangalore

GENERAL MANAGER