



HUMAN RESOURCES DIVISION, HEAD OFFICE  
मानव संसाधन प्रभाग, प्रधान कार्यालय  
PLOT NO. 4, SECTOR 10, DWARKA, NEW DELHI - 110075  
प्लॉट नं 4, सेक्टर 10, द्वारका, नई दिल्ली - 110075

|   |            |
|---|------------|
| Opening Date for Submission of Online Application | 05.02.2025 |
| Closing Date for Submission of Online Application | 22.02.2025 |

**PUNJAB NATIONAL BANK INVITES ONLINE APPLICATIONS FROM INDIAN CITIZENS FOR APPOINTMENT OF INTERNAL OMBUDSMAN ON CONTRACTUAL BASIS**

**1. ELIGIBILITY CRITERIA**

| Name of the Post   | Vacancies | Age (as on last date of submission of application) | Eligibility   | Experience (as on last date of submission of application)   |
|--------------------|-----------|--|---|---|
| Internal Ombudsman | 02 (UR)   | Less than 65 years                                 | Candidate should either be a <b>retired or serving</b> officer (other than Punjab National Bank/ erstwhile OBC/ erstwhile UNI and related parties) in the <b>rank equivalent to a General Manager of another Bank/ Financial Sector Regulatory Body/ NBSP/ NBFC/ CIC</b><br><br>Candidate shall previously not have been employed, nor presently be employed, by the Bank or Bank's related parties | Candidate should possess necessary skills and experience of <b>minimum seven years</b> of working in areas such as banking, non-banking finance, regulation, supervision, payment and settlement systems, credit information or consumer protection |

**NOTE:**

- Age shall be calculated as on last date of submission of application in completed years.
- Any officer who is under investigation or has been imposed major penalty/ proved guilty in any departmental or judicial inquiry in his/ her entire service career is not eligible for consideration.



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**2. TERMS OF ENGAGEMENT**

**2.1 PERIOD OF CONTRACT**

The appointment is purely contractual in nature for a fixed term of three years and he/ she will not be eligible for reappointment or extension of term in the Bank. On completion of the contract period, his/ her appointment shall automatically come to an end. There will not be a need for issuance of communication by the Bank for termination of contract after the completion of said period.

**2.2 REMUNERATION**

- a. Internal Ombudsman (IO) shall be paid a fixed amount of **1.75 lacs per month** for the whole tenure, subject to deduction of taxes as applicable.
- b. IO shall be eligible for **Telephone/ Mobile Bill expenses** as applicable to TEG Scale VII official i.e. General Manager of the Bank.
- c. IO shall also be eligible for **Bank's Car & Driver** and in case of outstation duty/ eligible travelling, **TA/ DA** shall be paid as applicable to TEG Scale VII official i.e. General Manager of the Bank.
- d. IO will not be entitled to dearness allowance or any other perquisites/ allowances.
- e. IO will not be eligible for any kind of staff loan, medical aid/ benefits, superannuation benefits, travel concessions, leave encashment, entertainment, newspaper, cleaning expenses, insurance or any other staff benefit scheme.
- f. Income tax, professional tax, any other tax/ statutory liability will be borne by the IO.

**2.3 LEAVES**

Internal Ombudsman (IO) shall be eligible for a total of 12 days leave per year, out of which, not more than 04 days leave can be taken at a time. Balance of the leaves shall not be allowed to be carried over to the next year and there will be no provision for encashment of leaves. IO's working hours shall be the usual hours as applicable on all days except 2<sup>nd</sup> and 4<sup>th</sup> Saturday and holidays declared under N.I. Act.

**2.4 ROLES AND RESPONSIBILITIES**

- a. The scope, roles and responsibilities of the Internal Ombudsman (IO) shall be as per Master Direction - Reserve Bank of India (Internal Ombudsman for Regulated Entities) Directions, 2023 issued by RBI vide Ref. No. RBI/CEPD/2023-24/108 dated 29.12.2023.
- b. IO shall be reporting directly to Executive Director (In-charge of Customer Service) 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 RBI Ombudsman and minimize exigencies of awards against the Bank. IO will help in strengthening customer confidence in the Internal Redressal Mechanism. He/ she shall ensure a proper and speedy resolution of customer complaints by enabling a review before their rejection.



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## **2.5 LOCATION**

The office of the Internal Ombudsman shall be placed in Corporate Office of the Bank with optimum infrastructure to work. Further, the Bank may also utilize/ depute him/ her anywhere in the country, wherever the Bank has its offices.

## **2.6 OTHER TERMS & CONDITIONS**

- a. Internal Ombudsman (IO) will have to execute a non-disclosure/ confidentiality agreement under which he/ she shall agree not to disclose any information/ data which he/ she is privy to while in the contractual appointment and shall take reasonable security measures to prevent accidental disclosure. They will also have to sign a legal undertaking stating that there will be no conflict of interest of any kind from their side with the Bank.
- b. In case of serving officer, he/ she will have to produce a letter of 'No Objection' from his/ her current organization at the time of interview and will have to resign/ get relieved from the services of current organization if he/ she gets selected.
- c. Contractual appointment will be of full-time nature i.e. once engaged, the officer cannot involve in any other kind of employment by any other employer.
- d. Selected candidate will have to produce a report of medical fitness from a medical practitioner (MBBS Doctor) at the time of joining the Bank.

## **3. SELECTION PROCEDURE**

- a. The selection will be made on the basis of Personal Interaction/ Interview (online/ physical).
- b. However, the Bank may decide the modalities of selection depending on the number/ scope of applications received.
- c. Number of candidates to be shortlisted will be decided by the Bank based on their qualification, experience, overall suitability or any other parameters as decided by the Bank for Interview. The shortlisted candidates will be called for the selection process and merely applying/being eligible for the post does not entitle the candidate to be eligible/invited for further selection process.
- d. The qualifying marks in Interview will be decided by the Bank.
- e. One of the selected candidates will be required to assume the charge of Internal Ombudsman immediately and the other selected candidate will assume charge tentatively from 01<sup>st</sup> July 2025. However, the Bank may exercise discretion in this regard and decision of the Bank will be final.

### **3.1 List of Documents to be produced before Personal Interview**

The following documents in original together with a self-attested photocopy in support of the candidate's eligibility and identity are to be invariably submitted at the time of interview or as and when required by the Bank, failing which the candidate may not be permitted to appear for the interview. Non submission of requisite documents by the candidate will debar his/ her candidature from further participation in the recruitment process.



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- i. Printout of the valid Interview Call Letter
- ii. Valid system generated printout of the online application form
- iii. Proof of Date of Birth (Birth Certificate issued by the Competent Municipal Authority or SSLC/ Std. X Certificate with DOB)
- iv. Photo Identify Proof and Address Proof (Officially Valid Documents)
- v. Passport, if held
- vi. Relevant documents in support of Educational Qualification: Individual Semester-wise/ Year-wise Mark sheets & Certificates including final degree certificate.
- vii. Candidates serving in Government/ Quasi Govt Offices/ Public Sector Undertakings (including Nationalised Banks and Financial Institutions) are required to produce a "No Objection Certificate" from their employer at the time of interview.
- viii. Relevant documents in support of the work experience declared (including appointment letter, salary slip, experience certificate, relieving letter etc.), awards and recognition during professional career.
- ix. Any other relevant documents in support of eligibility.

**NOTE:**

- a. Candidate will not be allowed to appear for the Interview if he/ she fails to produce the relevant eligibility documents as mentioned above. Non-production of relevant eligibility documents as and when demanded by the Bank shall make the candidate ineligible for further process of recruitment.
- b. If any candidate is found ineligible while verifying the documents, he/ she shall not be allowed to appear for Personal Interaction/ Interview.

**3.2 Interview Call Letters**

Call letters for interview will be sent through email or will be made available on the Bank's website for download. Date of commencement of downloading interview call letters will be intimated by way of separate notice on the Bank's website. Hence, the candidates are advised to visit the Bank's website frequently for the date of commencement of downloading interview call letters.

**4. APPLICATION FEE**

Application Fee (non-refundable) shall be **Rs. 2,000/-** payable by way of IMPS/ NEFT directly to the account as per details mentioned below.

**ACCOUNT NAME:** RECRUITMENT OF INTERNAL OMBUDSMAN 2024-25

**ACCOUNT NUMBER:** 9762002200000488

**IFSC CODE:** PUNB0976200

Candidates are requested to make the payment of application fee as above and mention the Transaction ID under the relevant column in online application form before the final submission otherwise, the application will be considered as invalid.

Transaction charges on account of such payment, if any, shall be borne by the candidate himself/ herself.



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**5. HOW TO APPLY**

**Candidates can only apply online and no other mode of application will be accepted.**

**5.1 Pre-Requisites for Applying Online**

Before applying online, candidates should scan and upload their photograph, signature, left hand thumb impression, proof of age, educational qualification and work experience documents.

**5.2 Procedure for Applying Online**

- Candidates are required to apply online through website [www.pnbindia.in](http://www.pnbindia.in). No other means/ mode of application will be accepted.
- Candidates are required to have a valid personal Email ID and Mobile Number. It should be kept active till completion of this recruitment project. Bank may send call letters for interview etc. to the registered email ID. In case, a candidate does not have a valid personal email ID, he/she should create his/ her new email ID before applying online. Under no circumstances, he/she should share/ mention email ID to/ or of any other person.
- The name of the candidate and his/ her father/ husband etc. should be spelt correctly in the application as it appears in the certificates/ mark sheets/photo identity proofs etc. Any change/ alteration found may disqualify the candidature.
- An Email/ SMS intimation on successful registration of the application will be sent to the candidate's Email ID/ Mobile Number specified in the online application form as a system generated acknowledgement. If a candidate does not receive the email/ SMS intimation at the email ID/ mobile number specified by him/ her, he/ she may consider that his/ her online application has not been successfully registered.
- An online application which is incomplete in any respect such as without proper passport size photograph, signature, left hand thumb impression, or other attachments uploaded in the online application form will not be considered as valid.
- Any information submitted by an applicant in his/ her application shall be binding on the candidate personally and he/she shall be liable for prosecution/ civil consequences in case the information/ details furnished by him/ her are found to be false at a later stage.

**Please note that all the particulars mentioned in the online application including Name of the Candidate, Date of Birth, Address, Mobile Number, Email ID etc. will be considered as final and no change/modification will be allowed after submission of the online application form. Candidates are hence requested to fill in the online application form with utmost care as no correspondence regarding change of details will be entertained. Bank will not be responsible for any consequences arising out of furnishing of incorrect and incomplete details or omission to provide the required details in the online application form.**

**Note:**

- After completing the procedure of applying online, the candidate should take a printout of the system generated online application form and ensure the particulars filled in are accurate.
- Candidates are advised in their own interest to apply online much before the closing date and not to wait till the last date to avoid the possibility of disconnection/ inability/ failure to log on to the authorised Bank's website on account of heavy load on internet/ website jam.
- Bank does not assume any responsibility for the candidates not being able to submit their online application forms within the last date on account of the aforesaid reasons or for any other reason beyond the control of the Bank.
- Signature in CAPITAL LETTERS will NOT be accepted.
- All files uploaded in online application should be of the specified size and be clearly visible so as to determine the eligibility or else, the candidate's application may be rejected.



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**6. GENERAL INSTRUCTIONS**

- i. Before applying for the post, the candidate should ensure that he/ she fulfills the eligibility criteria mentioned above as application, once submitted, will not be allowed to be withdrawn and the application fee once paid, shall be neither refunded nor held in reserve for any other recruitment process to be initiated in future.
- ii. In case it is detected at any stage of recruitment, that a candidate does not fulfill the eligibility norms and/or that he/ she has furnished any incorrect/false information or has suppressed any material fact(s)/information, his/ her candidature will automatically stand cancelled. If any of the above shortcoming(s) is/are detected even after appointment, his/ her appointment is liable to be terminated. In such an eventuality, the candidate may also render himself/ herself liable to criminal prosecution.
- iii. The Bank would be free to reject any application at any stage of the recruitment process, if the candidate is found ineligible for the post. The decision of the Bank regarding eligibility of the candidate, the stage at which scrutiny of eligibility is to be undertaken, qualifications and other eligibility norms, documents to be produced for interview etc. and any other matter relating to recruitment will be final and binding on the candidates. No correspondence or personal enquiries shall be entertained by the Bank in this regard.
- iv. Mere submission of application against the advertisement and apparently fulfilling the criteria as prescribed in the advertisement does not entitle the candidate to be called for interview or claim any right of employment with the Bank. Only shortlisted applicants will be called for interview.
- v. Incomplete applications will be rejected outrightly.
- vi. Canvassing in any form will be a disqualification.
- vii. A recent, recognizable color passport size photograph, which should be the same as the one uploaded in the online application form, should be firmly pasted on the call letter for Interview and duly signed across by the candidate. Candidates are advised not to change their appearance till the recruitment process is complete. Failure to produce the same photograph at the time of interview may lead to disqualification. A candidate should ensure that the signature appended by him/ her in all the places viz. call letter, attendance sheet etc. and in all correspondences with the Bank in future should be identical and there should be no variation of any kind.
- viii. Candidates who are serving in Government/ quasi govt. offices/ Public Sector Undertakings (including Nationalized Banks and Financial Institutions) will be required to produce a "No Objection Certificate" from their employer at the time of interview, in the absence of which, their candidature may not be considered. In case of appointment, candidates will be required to produce an unconditional discharge certificate from the employer at the time of taking up the contractual appointment, if applicable.



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- ix. While applying, the candidate will be required to provide details regarding criminal case(s) pending against him/ her, if any. The Bank may also conduct independent verification, inter alia including verification of police records etc. The Bank reserves the right to deny the appointment depending upon such disclosures and/ or independent verification.
- x. It is a contractual appointment, and the Internal Ombudsman would not be entitled to claim any regular employment or any other benefit from the Bank in future.
- xi. He/ she shall undertake that he/ she will not sub-contract/ sub-assign the assignment.
- xii. Candidates will have to appear for the Personal Interaction/ Interview at their own expense.
- xiii. Request for change of contact number/ address/ email ID/ Interview centre will not be entertained.
- xiv. Bank takes no responsibility for any delay in/ non-receipt or loss of any communication.
- xv. Candidate should have a valid email ID, which shall be indicated in the application form and kept active during the period of the recruitment process to receive call letter and other communications, if any.
- xvi. Any dispute arising out of and/ or pertaining to the process of recruitment under this advertisement shall be subject to the sole jurisdiction of the Courts situated at NCT of Delhi.
- xvii. In case any dispute arises on account of interpretation of version other than English, English version will prevail.
- xviii. **Candidates are advised to regularly visit the Bank's website [www.pnbindia.in](http://www.pnbindia.in) under Recruitments/ Careers for updates/ notices/ instructions.**

**7. DISCLAIMER**

- i. The Bank reserves the right to cancel/ discontinue/ change the recruitment process at any stage, depending upon exigencies or otherwise and decision of the Bank in respect of all matters pertaining to this recruitment will be final and binding on all the candidates. In case of cancellation of recruitment process, the candidates will be refunded application fee.
- ii. **Any notice/ communication meant for the candidates displayed on Bank's website or sent by Registered/ Speed Post or conveyed to the Email ID mentioned in the application form, shall be deemed to be sufficient service of communication upon the candidate, for all purposes.**
- iii. Bank reserves the right to cancel the recruitment process partly/entirely at any time, if required, without issuing any further notice or assigning any reason thereof.

**Dated: 01.02.2025**

**GENERAL MANAGER (HRD)**