

पंजाब एण्ड सिंध बैंक
(भारत सरकार का उपक्रम)

प्र.का.मानव संसाधन विकास विभाग
द्वितीय तल, ऑफिस ब्लॉक 3, प्लेट बी,
ईस्ट किदवाई नगर, नई दिल्ली- 110023
ई-मेल: ho.hrd@psb.co.in

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Punjab & Sind Bank

(A Government of India Undertaking)

H.O. Human Resources Development
Deptt.
2nd Floor, Office Block 3, Plate B
East Kidwai Nagar, New Delhi- 110023
E-mail: ho.hrd@psb.co.in

ENGAGEMENT OF INTERNAL OMBUDSMAN ON CONTRACT BASIS

Punjab and Sind Bank invites applications for the aforesaid post.
Before applying, candidates are advised to ensure that they fulfill the stipulated eligibility criteria.

IMPORTANT DATES:

Commencement of date of application	04.04.2025
Last Date of receipt of Scanned Copy and Hard Copy of applications with enclosures	20.04.2025

1. ELIGIBILITY CRITERIA:

Age, Educational Qualification & Post Qualification Experience

S. No.	Number of Posts	Age	Eligibility	Experience (as on 20.04.2025)
1	01	Age not more than 67 years as on 25.05.25.	Retired or serving officer, in the rank equivalent to a General Manager of another bank / Financial Sector Regulatory Body / NBSP / NBFC / CIC. Candidate shall previously not have been employed, nor presently be employed, by the Bank or Bank's related parties	The Applicant should have having necessary skills and experience of minimum seven years 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 25.05.2025 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.

2. ROLE AND RESPONSIBILITIES OF THE INTERNAL OMBUDSMAN

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.

The IO shall be reporting directly to the Executive Director In-charge of customer service in the Bank.

3. TENURE

The appointment is purely contractual in nature for a fixed term of three years extendable upto five years, subject to maximum age of 70 years whichever is earlier.

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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.

The period of engagement shall initially be for a period of 3 years.

The Bank will be entitled to terminate the contract at any time without assigning any reason whatsoever, by giving 90 days' notice after obtaining necessary approval from RBI.

In case the appointee desires to terminate the contract before the expiry of the contractual period of three years or extended period upto five years, as the case may be, he/she will have to give to the Bank clear 90 days' notice.

4. REMUNERATION

The Internal Ombudsman (IO) shall be paid a lump sum consolidated payment of Rs. 1,00,000/- per month, subject to deduction of Taxes as applicable.

5. OTHER FACILITIES

- IO shall be eligible for Telephone/Mobile expenses on actual basis or Maximum Rs. 1,000/- p.m. whichever is less.
- IO shall be eligible for Bank Car/Conveyance, at par with General Manager of our Bank.
- IO shall be eligible for travelling & halting allowance on travel on outstation duty at par with General Manager of our Bank.
- IO will not be entitled to dearness allowance or any other perquisites/allowances.
- 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.
- Income tax, professional tax, any other tax/ statutory liability will be borne by the IO.
- No other allowance / payment / benefit / facility from the Bank other than what has been mentioned above, shall be payable.

6. WORKING HOURS

The working hours and weekly off/holidays for the IO shall be as applicable to the serving employees of the bank.

7. LEAVE

The IO shall be eligible for 12 days' leave per year, out of which not more than 04 days' leave can be taken at a time. There will be no encashment of un-availed leave, if any. However, if his/her absence exceeds 12 days in a contract year, proportionate amount will be deducted for each day of his/her absence over and above the permissible leave

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from the consolidated payment. Un-availed Casual leave for each contract year shall lapse at the end of the contract year.

8. OTHER TERMS AND CONDITIONS

- i. The terms & conditions of engagement are 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.
- ii. He/ She will not take up any assignment with any other organization during the period of contract with the Bank.
- iii. No Vigilance case or adverse observation from RBI shall be pending against the candidate applying for the contractual post.
- iv. 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.
- v. 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.
- vi. 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.
- vii. Selected candidate will have to produce a report of medical fitness from a medical practitioner (MBBS Doctor) at the time of joining the Bank.

9. LOCATION

The selected applicant shall be placed at Head Office/ Corporate Office, Punjab and Sind Bank, New Delhi.

10. SELECTION PROCEDURE

- The procedure for engagement of Internal Ombudsman on contract basis will be by way of short listing and personal interview (online/physical).
- The short-listing and call for interview will be on the basis of the details provided by the candidates in the application & documents forwarded along with the application.
- The Interview process will carry an aggregate of **100 Marks**. Minimum qualifying marks in the interview will be **50 marks**. Final selection will be made on the basis of marks obtained by the candidates in the Interview process and will be according to the merit ranking.

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- Bank reserves the right to shortlist requisite number of candidates based on the academic track record, experience and suitability of the candidates. Only those shortlisted candidates will be called for Interview as decided by the Bank.
- 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.

Note:

- i. When called for Interview, candidates have to submit original of documents for verification. Candidates will not be allowed to participate in the Interview without production of the original documents.

Documents to be produced at time of Personal Interview:

1. Printout of valid interview call letter
 2. Copy of Application Form submitted to Bank
 3. Proof of Date of Birth (Birth Certificate issued by the Competent Municipal authority or SSLC/ Xth Certificate with DoB)
 4. Photo Identity Proof and Address Proof (Officially Valid Documents)
 5. Relevant documents in support of Educational Qualification(s) – Final Degree Certificate(s) alongwith consolidated marksheet as submitted at time of application.
 6. Candidates serving in Government/ Quasi Govt. Offices/ Public Sector Undertakings (including Nationalized Banks and Financial Institutions) are required to produce a 'No Objection Certificate' from their employer at the time of interview as submitted at time of application.
 7. Relevant documents in support of the work experience declared (posting letters. Promotion letters, salary slip, experience certificate, relieving letter etc) as submitted at time of application.
 8. Any other relevant documents in support of eligibility.
- ii. The interview venue, time & date for Interview will be informed to the shortlisted candidates in the Interview call letter and candidates have to attend the same at their own cost.
 - iii. The call letter will be sent **by email only**. The candidate called for Interview will be informed through e-mail as per information provided by them in the application.

11. APPLICATION FEE (Non-Refundable)

Application fee is Rs.1180/- (Application fee incl. of GST)

- The Application fee is payable **ONLINE ONLY**

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- Bank Transaction charges for Online Payment of application fee/intimation charges will have to be borne by the candidate.
- PAYMENT DETAILS: -
Applicants to apply with requisite fee paid as per the following details: -

Entity Name	PUNJAB AND SIND BANK
Payment Mode	NEFT
Beneficiary Name	NEFT INWARD STP PARKING ACCOUNT
Beneficiary Bank Name	PUNJAB AND SIND BANK
Bank where A/c is held	PUNJAB AND SIND BANK
Bank A/c Number	90125040070003
NEFT IFSC Code	PSIB0009012

- Candidate must mention the UTR number/ reference number of NEFT/UPI transaction and date of the transaction in the application form.
- A candidate can send one application only. Submission of more than one application by any candidate will render him/her ineligible and in such case all the applications submitted by the said candidate will be rejected and application fees forfeited.
- Application once made will not be allowed to be withdrawn and the Fees once paid will NOT be refunded on any account nor can it be held in reserve for any other examination or selection. Candidates should ensure that he/she fulfils the eligibility and other norms mentioned in this advertisement before applying.

12. HOW TO APPLY

- a) The Application Form should be neatly Typed in English on an A4 size paper in the format given at the end of this advertisement, which may also be downloaded from the Bank's website www.punjabandsindbank.co.in.
- b) The application, alongwith requisite documents as mentioned below, be addressed to General Manager (HRD), superscribing "Application for the post of Internal Ombudsman in the Bank on Contract Basis 2025", and sent at the following address: -

General Manager – HRD
Punjab & Sind Bank
2nd Floor, NBCC Complex, Tower-3,
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The scanned application form alongwith requisite documents as mentioned below should also be sent to email ID – gmhrd@psb.co.in.

- c) A recent passport size photograph of the candidate should be pasted at right hand top corner at the space provided in the application and signed across.
- d) The application hard copy and scan must be accompanied with self-attested copies of the following documents:-
- Proof of Date of Birth (Birth Certificate issued by the Competent Municipal authority or SSLC/ Xth Certificate with DoB)
 - Photo Identity Proof and Address Proof (Officially Valid Documents)
 - Relevant documents in support of Educational Qualification(s) – Final Degree Certificate(s) alongwith consolidated marksheet.
 - Relevant documents in support of the work experience declared (posting letters. Promotion letters, salary slip, experience certificate, relieving letter, HRMS Profile etc)
 - Brief Resume
 - Any other relevant documents in support of eligibility.
 - Printout of application fee remittance with UTR/ UPI reference number.

- **Last date of application is 20.04.2025.**
- No application will be entertained beyond the stipulated date.
- The Bank will not be responsible for any delay in receipt of application or loss thereof in postal transit.
- An application not accompanied by scanned copies of relevant certificates and/or the requisite fee 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.
- Incomplete Application Forms shall be rejected outrightly.
- No request for change of address will be entertained.
- **The application in the prescribed format must be filled up completely and should contain no manual corrections/ alterations/ overwriting.**
- The Bank takes no responsibility for any certificate/remittance sent separately.

The complete Application Form with requisite documents in email and hard copy must reach the Bank ON OR BEFORE 20.04.2025.

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13. GENERAL INSTRUCTIONS:

- (i) 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 Bank's website / by email.
- (ii) Any notice/communication meant for the candidates displayed on the Bank's Website or sent by Registered/Speed Posts or conveyed to the email id mentioned in the application at the time of registration with the Bank, shall be deemed to be sufficient service of communication upon the candidate, for all purposes. The Bank takes no responsibility for any delay in receipt or non-receipt of any application or communication. Hence, candidates are requested to check their email and Bank's website regularly, to keep track of the process. The Bank is not responsible for any postal delay or delay due to technical reasons.
- (iii) Candidates are requested to check their email and Bank's website regularly, to keep track of the process.
- (iv) Before applying for the post, candidate should ensure that he / she fulfils the eligibility criteria and other norms specified in this advertisement. Candidates are therefore urged to carefully read the advertisement and complete the application form and submit the same as per instructions given in this regard.
- (v) 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 matter shall entertain no correspondence or personal enquiries.
- (vi) 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), his/her candidature will stand cancelled. If any of these shortcomings is/are detected even after appointment, his/her services are liable to be terminated.
- (vii) **Candidates to appear for the interview at their own cost. No TA/DA will be reimbursed to candidates for appearing in the Interview.**
- (viii) The Bank shall send a confirmation mail to the applicant/s within 7 (seven) working days of receipt of the application. In case any applicant does not get the confirmation mail within 10 (ten) working days after sending the application, they may consider that their application has not reached successfully. They may enquire the status of their application by contacting on ho.hrd@psb.co.in.
- (ix) Only those candidates who are short-listed for appearing in the Personal Interview will be intimated through e-mail only. The list of candidate who will be finally selected for appointment in the Bank will also be intimated at the communication address furnished by them in the Application Form and the said information will be hosted on the Bank's Website, www.punjabandsindbank.co.in.
- (x) Appointment of shortlisted candidate 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.

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- (xi) Selected candidates will be required to produce a valid discharge certificate/ relieving letter from their last employer before joining the service.
- (xii) Any resultant dispute arising out of this advertisement shall be subject to the sole jurisdiction of the Courts situated at Delhi.
- (xiii) In case any dispute arises on account of interpretation in version other than English, the English version will prevail.
- (xiv) **CANVASSING IN ANY FORM WILL BE A DISQUALIFICATION.**
- (xv) **Action Against Candidates Found Guilty of Misconduct:**

Candidates are advised in their own interest that they should not furnish any particulars that are false, tampered, fabricated and should not surpass any material information while submitting application. If a candidate is (or has been) found guilty of –

- a. using unfair means during the Interview or subsequent selection procedure or
- b. impersonating or procuring impersonation by any person or resorting to any irregular or improper means in connection with his/ her candidature for selection or
- c. obtaining support for his/ her candidature by unfair means, such a candidate may, in addition to rendering himself/ herself liable to criminal prosecution, be liable:
 - To be disqualified from the Interview for which he/ she is a candidate.
 - To be debarred either permanently or for a specified period from any examination or recruitment conducted by Punjab and Sind Bank.
 - For termination of contract, if he/ she has already joined the Bank.

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.

NEW DELHI

Date: 04.04.2025

DEPUTY GENERAL MANAGER

Human Resource Development Deptt.