

ADVERTISEMENT FOR APPOINTMENT OF INTERNAL OMBUDSMAN IN THE BANK  
AS CHIEF CUSTOMER SERVICE OFFICER ON CONTRACT BASIS

**Important: Last Date of Receipt of Application: 24.11.2017**

**(Far-flung Areas 01.12.2017)**

**1. Company Profile**

DENA BANK (Government of India Enterprise) is a leading provider of complete range of banking services to its clients. The Bank is aggressively expanding its operations. The Bank proposes to appoint an Internal Ombudsman as Chief Customer Service Officer (CCSO) (one position) on contract basis.

Applicants are advised to submit the application in the prescribed format hosted on the Bank's website at [www.denabank.com](http://www.denabank.com) latest by **24-11-2017 (01-12-2017 for Far-flung Areas)** after carefully going through all the instructions given in the advertisement.

**2. Job description (in brief)**

The system of Internal Ombudsman as Chief Customer Service Officer (CCSO) is being introduced in the Bank as per the Damodaran Committee recommendations on Customer Service. The CCSO of the Bank is required to act as the Internal Ombudsman of the Bank to strengthen the grievance redressal mechanism and to reduce the complaints to Banking Ombudsman.

**3. Reporting**

The Chief Customer Service Officer shall report to the Chairman & Managing Director of the Bank.

**4. Eligibility Criteria**

<b>S. No.</b>	<b>Particulars</b>	<b>Eligibility Criteria</b>
(i)	Number of Post	<b>01(one) –UR</b>
(ii)	Age	Not more than 65 years as on the date of appointment i.e. tentatively on 01/01/2018.
(iii)	Experience	Minimum 10 years of experience in the Branch / Zonal Office, <b>and</b> should have minimum of two years' experience as Chief General Manager / General Manager.
(iv)	Essential profile/ Qualification	Retired Chief General Manager / General Manager from a Scheduled Commercial Bank, preferably other than Dena Bank.

## 5. Terms and conditions of Appointment:

(i)	Tenure of appointment	Contract will be for a period not exceeding three years.
(ii)	Type of appointment	Contractual appointment.
(iii)	Remuneration	Consolidate remuneration of Rs. 80,000/- per month, subject to deduction of taxes as applicable.
(iv)	Other facilities	Reimbursement of actual expenses incurred on local conveyance subject to maximum amount of Rs.5000/- per month. No other perquisites and facilities would be extended.
(v)	Leave	12 days of Casual leave for every calendar year. Other (Special) leave, if any, at the sole discretion of the Bank. Unavailed leave cannot be encashed.
(vi)	Termination of contract	The contract can be terminated by either party i.e. CCSO or the Bank, giving to each other one month's notice or pay in lieu thereof.
(vii)	Office	To be provided by the Bank.

## 6. Reservation: UR

### 7. Selection Process:

- 7.1 Selection process will consist of Personal Interaction / Interview conducted by the Selection Committee.
- 7.2 The Bank will undertake a preliminary screening of the applications for preparing, if necessary, a shortlist of eligible applicants to be called for Personal Interaction / Interview. The decision of the Bank in this regard shall be final. Merely fulfilling the requirements laid down in the advertisement would not automatically entitle any candidate to be called for Personal Interaction / Interview.
- 7.3 The details regarding the time, date and address of the venue for the Personal Interaction / Interview will be intimated to the shortlisted applicants.
- 7.4 Applicant selected for the assignment should obtain clearance from the previous employer for taking up the assignment with DENA BANK.

7.5 Depending upon the requirement, Bank reserves the right to cancel or restrict or curtail or enlarge any or all of the provisions of the selection process, if need so arises, without any further notice and without assigning any reason there for.

## **8. How to apply:**

8.1 The applicants are advised to fill their applications strictly as per the format provided by Bank on its website ([www.denabank.com](http://www.denabank.com)). The application form should be typed or neatly handwritten in English on a good quality “White A- 4 size” paper. The application must have the latest passport size photograph affixed and duly signed across. Application must be complete in all respects. Incomplete and illegible applications will be rejected.

8.2 Application should be accompanied by attested copies of relevant certificate(s)/ documents, in support of proof of age, category, educational qualification, work experience, etc. as mentioned in the application form. Please note that applications without complete documents are liable to be rejected.

8.3 The application form, along with self-attested copies of relevant certificate/s, may be sent **by Speed Post only**. The application form complete in all respects and duly signed should be sent in a cover superscribed as “**Application for appointment of Chief Customer Service Officer- on contract basis**” and addressed to The General Manager (HRM), Human Resources Management Department, Dena Corporate Center, 3<sup>rd</sup> Floor, Plot No. C-10 ‘G’ Block, Bandra-Kurla Complex, Bandra (East), Mumbai 400051.

8.4 Applications, complete in all respects, along with attested copies of the required documents should reach the Bank on or before **24-11-2017 (01-12-2017 for Far-flung Areas)**. Applications received after the last date will not be entertained.

## **9. General Instructions:**

9.1 In case, it is detected at any stage that the applicants do not fulfill the eligibility criteria and/ or have furnished incorrect information or suppressed any material information, their candidature will be cancelled and if appointed, their services may be summarily terminated without any compensation thereof.

9.2 In all matters regarding eligibility, minimum qualifying standards in Personal Interaction, assessment thereof and communication of result, the Bank’s decision shall be final and binding on the applicants and no correspondence shall be entertained in this regard.

- 9.3 Canvassing in any form will be treated as a disqualification.
- 9.4 The Bank reserves the right to reject any or all application without assigning any reason/s thereto.
- 9.5 The Bank reserves the right to modify/amend/reserve/cancel any or all of the provisions of the selection process if need so arises, without any further notice and without assigning any reason thereof.

**GENERAL MANAGER (HRM)**

Date : 06/11/2017.