The South Indian Bank Ltd., Regd. Office: Thrissur, Kerala

RECRUITMENT OF INTERNAL OMBUDSMAN

The South Indian Bank Ltd., a Premier Scheduled Commercial Bank in India, invites applications from Indian Nationals for the post of Internal Ombudsman

READ THIS NOTIFICATION CAREFULLY BEFORE APPLYING.

Eligible applicants are requested to apply ONLINE through Bank's website **www.southindianbank.com** No other means/modes of applications will be accepted. Before the registration, applicants are requested to ensure that there is a valid email id in his/her name. Applicants are advised to use Internet Explorer 7 & higher or Mozilla Firefox browsers for the registration of applications.

All future communications in this regard will be notified in our website and to the registered email id given while applying online.

a) IMPORTANT DATES

Online Application - Start Date	19.07.2022
Online Application - End Date	31.07.2022

b) ROLE & VACANCY

ROLE	NO. OF VACANCY
Internal Ombudsman	1

c) TERMS OF EMPLOYMENT

Tenure of employment	3 years. Shall not be eligible for reappointment or for extension of tenure
Type of employment	On contract basis
Posting Location	Head Office, Thrissur, Kerala
Remuneration & Perquisites	Remuneration and Perquisites will be fixed after the selection process based on the experience and roles handled by the candidate.

d) ELIGIBILITY CRITERIA (as on 30.06.2022)

WORK EXPERIENCE	QUALIFICATION	AGE
Minimum 7 years of experience in areas such as Banking, Regulation, Supervision, Payment and Settlement systems and / or consumer protection.	Retired or Serving officer not below the rank of DGM or equivalent of any Bank (other than SIB)/ Financial Sector/ Regulatory Board	Not above 65 years

- Candidates who are meeting the requisite eligibility criteria only need to apply.

e) JOB DESCRIPTION

- Internal Ombudsman shall not handle complaints received directly from the customers or members of public. In other words, 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.
- 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 banks and which are partly or wholly rejected by bank's internal grievance redressal mechanism, excepting the following:
    a) Complaints related to frauds, misappropriation etc. except in respect of deficiency of service, if any, on the part of the bank.
    b) Complaints / references relating to a) internal administration, b) human resources, c) pay and emoluments of staff;
    c) 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, waiver / write-off of loans, etc. which are primarily in the nature of commercial decisions
    d) Complaints which have been decided by or are already pending in other fora such as consumer fora, Courts, Debt Recovery Tribunals, etc.
- 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.
- 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.
- 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.
- 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.

- The Internal Ombudsman shall not represent the bank in legal cases arising out of complaints examined by the bank or the Internal Ombudsman.
- The Internal Ombudsman shall report to the Managing Director & CEO.
- The Internal Ombudsman shall immediately refer back to bank all such complaints which are outside the purview of the Scheme.
- He / She will perform any task other than those mentioned above relating to his / her job role as entrusted by the Bank, from time to time

f) MODE OF SELECTION

Initial Shortlisting and Interview

- ✓ Adequate number of shortlisted applicants will be called for Interview.
- ✓ Mere eligibility will not vest any right on the applicant for being called for Interview.
- ✓ Bank reserves the right to make required modifications in selection process considering number of applications for the post and also decide the number of applicants to be called for Interview.
- ✓ In matters regarding eligibility and selection, Bank's decision will be final and **no further correspondence will be entertained.**

g) APPLICATION FEE

Rs.100/- (excluding GST and other applicable charges)
• **Applicants meeting the stipulated norms only need to apply for the post.** • **Application fee once remitted will not be refunded in any case.**

h) HOW TO APPLY

Applicants can apply online through Bank's website www.southindianbank.com only from **19.07.2022 to 31.07.2022** and no other mode of application will be accepted.

- ✓ Ensure that the applicant fulfils all the eligibility criteria.
- ✓ The applicants are requested to ensure that the information provided in the Online-Application Form is correct before submitting the application form.
- ✓ There will not be any provision to modify the submitted online application. Applicants are requested to take utmost care while filling up the online application.
- ✓ Applicants making multiple registrations will be disqualified.
- ✓ Applicants will have to enter their basic details and upload the photograph, signature and Curriculum Vitae (CV) as per the specifications given below. Copies of the photograph may be retained for use at the time of Interview.

❖ **Guidelines for uploading Photograph:**

- JPEG format (.jpg)
- Width - 378 pixel, Height - 437 pixel
- File Size – should not exceed 200 KB

❖ **Guidelines for uploading Signature:**

- The applicant should sign on a white paper with black ink pen and upload the same
- Resolution: 110 pixels (height) x 140 pixels (width)
- Ensure that the size of the scanned image is not more than 50kb.

❖ **Guidelines for uploading Curriculum Vitae (CV):**

- The CV should be in PDF format
- Ensure that the size of the file is not more than 1 MB.

✓ Please note that there will be a system generated User Id (Application Ref. Id) for your registered application. Applicants should create their own password to login and for taking print of the application form. Please note down the User ID (Application Ref. ID) and Password carefully for future references. An e-mail containing details of the registration will be sent to the e-mail Id given by the applicant.

✓ Keep a copy of the application printout for future reference.

Applicants are advised to visit "careers" page in our website www.southindianbank.com for future updates. **Please also note that the physical copy of the Application need not be sent to us**.

i) GENERAL CONDITIONS

✓ Before filling in the online application form, the applicant must ensure that he/she fulfils all the eligibility criteria with respect to age, educational qualifications, work experience etc. in respect of the post for which he/she is making the application. The applicants will be called for Interview based on the information provided in the online application form submitted by them. If any of the information furnished by the applicant is found to be incorrect/ false on a later date, the selection / appointment is liable for termination.

✓ Canvassing in any form will be a disqualification.

✓ Applicants will have to appear for Interview on their own.

✓ Applicants willing to serve anywhere in India only need to apply.

✓ Appointment will also be subject to Medical fitness, satisfactory background verification and completion of other formalities as per the rules and regulations of the Bank from time to time.

NOTE:

The Access to the Bank's website could be delayed towards the closing date for submitting the Online Registration due to heavy Internet Traffic. Hence the applicants are advised to avoid last minute rush and make use of the time span available for submitting the applications online. The Bank does not assume any responsibility for the applicant not being able to submit his/her application due to non-availability of internet or any other reason beyond the control of the Bank.

For queries please contact:

Our Toll Free Customer Care Number **1800-425-1809/ 1800-102-9408** or mail us at **careers@sib.co.in**

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