



HUMAN RESOURCES DIVISION  
PLOT NO.4, SECTOR-10, DWARKA, NEW DELHI-110075

APPLICATIONS ARE INVITED FOR APPOINTMENT TO THE POST OF  
INTERNAL OMBUDSMAN (IO) ON CONTRACT BASIS

1. Age, Eligibility & Contract period (as on 31.03.2022.)

SR	Name of the Post	Age	Eligibility
1	Internal Ombudsman	Not more than 65 Years	<b>Essential:</b> <ul style="list-style-type: none"><li>➤ The eligible person should be retired or serving officer, not below the rank of Deputy General Manager or equivalent of another bank/ Financial Sector Regulatory Body, other than Punjab National Bank/eOBC/eUNI.</li><li>➤ The eligible person should have experience of minimum seven years of working in areas such as banking, regulation, supervision, payment and settlement system and/or consumer protection etc.</li><li>➤ The appointment of Internal Ombudsman will be purely contractual in nature and for a period of three years without any extension.</li></ul>

2. Contract Amount (Remuneration)

The contract amount shall be fixed Rs. 1, 25,000/- per month subject to deduction of taxes applicable.

3 Leave

Internal Ombudsman 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 leave shall not be allowed to be carried over to the next year and there will be no provision for encashment of Leave.

His working hours shall be the usual hours as applicable on all days except Sundays/2<sup>nd</sup> & 4<sup>th</sup> Saturdays and Holidays declared under N.I. Act.



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### 4. Telephone

IO shall be eligible for telephone/mobile as applicable to GM Cadre (TEG Scale-VII Official) of the Bank.

### 5. Travelling & Halting Allowance

IO shall be provided the facility of Bank's car and driver as per the eligibility of General Manager. In case of outstation duty/eligible travelling, Halting/Travelling allowance shall be paid to Internal Ombudsman as applicable to GM Cadre (TEG Scale-VII officials) of the Bank.

### 6. Location

The office of the Internal Ombudsman shall be at Head Office Building with optimum infrastructure to work. Further, Bank may also utilize/Depute him anywhere in the country where Bank has its offices.

### 7. Job Profile

The scope and role of the IO shall be as per Internal Ombudsman Scheme 2018 of RBI. IO shall be reporting directly to 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 RBI Ombudsman and minimize exigencies of Awards against the Bank. IO will help in strengthening customer confidence in the internal redressal mechanism.

### 8. Selection Procedure

The selection will be made on the basis of personal interaction/ interview (on-line/physical mode) or through other channels.

#### How to Apply

Eligible candidates may submit applications in the prescribed format which is available on the bank's website [www.pnbindia.in](http://www.pnbindia.in) – link (recruitment). Kindly enclose the self-attested photocopies of:

- Proof of date of Birth
- Educational Certificates/Mark Sheets
- Relevant Experience certificates (containing area and period of service)
- Photo ID Proof

The applicant has to submit their applications in the given application format. **Last date for receipt of complete application is 20 April, 2022.** No applications shall be entertained beyond the stipulated date. Incomplete applications will be rejected.

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Hard copy of the application, super scribing “**Application for the post of Internal Ombudsman (IO)**” be submitted to:

“General Manager-HRMD  
Punjab National Bank  
HO: HRMD  
Sector-10, Dwarka  
New Delhi-110075 “

**10. Application Fee (Non Refundable)**

Application Fee is Rs. 2,000/- payable by way of Demand Draft drawn on any Nationalised/Scheduled Bank drawn in favour of “Punjab National Bank- Recruitment of IO” and payable at New Delhi. **The Demand Draft to be submitted for application fees must not bear the date later than 16.04.2022 as the date of issuance.**

**11. General Instructions:**

While applying for the post, the applicant should ensure that he/she fulfils the eligibility and other norms mentioned above and the particulars furnished are correct in all respects. In case it is detected at any stage of recruitment that a candidate does not fulfils the eligibility norms and/or that he/she has furnished any incorrect/false information or has suppressed and material fact(s), his/her candidature will automatically stand cancelled. If any of the above shortcoming(s) is /are detected even after appointment, his/her contractual appointment is liable to be terminated without any notice.

Mere submission of application against the advertisement and apparently fulfilling the criteria as prescribed in the advertisement would not bestow on him/her right to be called for interview.

DATE: 06.04.2022

GENERAL MANAGER (HRD)