**BHARATIYA MAHILA BANK LTD.**
**(WHOLLY OWNED BY GOVT. OF INDIA)**
**Regd. Office: 9th Floor, IFCI Tower, 61, Nehru Place, New Delhi-110019**
**www.bmb.co.in**

# CONTRACTUAL APPOINTMENT OF CHIEF CUSTOMER SERVICE OFFICER (CCSO) IN BHARATIYA MAHILA BANK LTD.

**ADVERTISEMENT NO. BMB/HRM/REC./2016/02**

**JOIN INDIA'S FIRST WOMEN'S BANK FOR A CHALLENGING CAREER**

**BHARATIYA MAHILA BANK LTD.**, (hereinafter referred to as BMB) the first women's public sector bank in India had become operational from 19th November, 2013 and is presently having -90- branches. The Bank is wholly owned by the Govt. of India with a capital of ₹ 1,000 crores. In order to strengthen the Internal Customer Grievances Redressal System, applications are invited from Indian citizens who are retired General Managers/ Dy. General Managers of Scheduled Commercial Banks, for engagement of Chief Customer Service Officer on contract basis in Bharatiya Mahila Bank Ltd. on 3 years' contract & on CTC basis.

## AGE, ELIGIBILITY CRITERIA & CONTRACT PERIOD (AS ON 31.12.2015)

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| **AGE** | Not more than 62 years |
| **ELIGIBILITY** | i. The applicant should be a retired banker and should not have been less than the rank of a Dy. Gen. Manager of a Scheduled Commercial Bank at the time of retirement.<br>ii. The applicant should not have worked in any capacity in Bharatiya Mahila Bank Ltd.<br>iii. He/ She should should have exposure in working of more than three areas of operations in banking, such as general banking, credit, forex operations, treasury, govt. business, merchant banking, credit card operations etc. |
| **CONTRACT PERIOD** | The initial tenure of contract will be 3 years and necessary extension may be granted as per the discretion of the Bank. |

## OTHER DETAILS

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| **REMUNERATION** | ₹ 60,000/- per month subject to deduction of taxes. The following additional facilities, at par with the executives in the grade TEG/S-VI of our Bank shall be payable:<br>1. Telephone/ Mobile expenses<br>2. In case of outstation duty, eligible Travelling, Halting allowance shall be paid. |
| **LEAVE** | 12 days' leave per year, out of which not more than 04 can be taken at a time. Balance of the unavailed leave shall not be allowed to be carried over to the next year. |
| **OTHER SERVICE CONDITIONS** | Working hours shall be the usual hours as applicable on all days except Sundays and holidays declared under N.I. Act. The provisions of PF/ Gratuity/ Pension etc., shall not apply in the case of CCSO.<br>The contract can be terminated by either of the parties by giving 30 days' notice or pay in lieu thereof.<br>The management also reserves the right to terminate the contract on the grounds of any commission and/ or omission of acts, if any observed which are detrimental to the interest of the Bank in any manner.<br>The CCSO will not take up any assignment with any other organization during the period of contract with the Bank.<br>The CCSO will not exercise any administrative/ financial powers during the period of engagement.<br>The CCSO will not divulge/ make public any information/ decision made by him/ her during the course of execution of his/ her duty. |

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| **JOB PROFILE** | The Chief Customer Service Officer is required to act as the Internal Ombudsman of the Bank to strengthen the grievances redressal mechanism and to reduce the complaints to the Banking Ombudsman. He/ she shall be the focal point for Internal Grievances Redressal System of the Bank. In addition to the aforesaid, any other related job assigned to him/ her by the Higher Authorities. |

**SELECTION PROCEEDURE**

- Selection will be based on Personal Interview.
- Candidates will be short-listed for Personal interview, based on their qualification and work experience. The qualification shall be from a recognised university.
- The educational qualification and work experience prescribed for the post is the minimum. Candidates possessing more than the prescribed work experience in the relevant discipline shall get preference.

**IMPORTANT DATES:**

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| **Website Link Open.** | **10.02.2016** |
| **Last date for deposit of application form, certificates & Demand Draft of fees (as applicable)** | **29.02.2016** |

**AMOUNT OF FEES (NON-REFUNDABLE):**

The amount of fees is ₹ 600/- payable by way of a Demand Draft (Non-Refundable) in favour of **"BMBL-Recruitment of Officers- Project 2016"** payable at New Delhi.

At the back of the Demand Draft, the candidates should mention their Name, Address & the Post applied for. The Bank would not correlate any of the Demand Drafts in case no details are mentioned at the back of the same and as a result the candidature may be cancelled.

**CALL LETTERS FOR INTERVIEW:**

Call letters for the purpose of Interview will be sent to the shortlisted candidates **only through email at the email address given by them in the application form**. A list of all such candidates along with details such as date, time and venue of the interview will also be hosted on the bank's website www.bmb.co.in. Candidates are requested to regularly visit the Bank's website and keep track of the status of their candidature, from time to time. Kindly note that no other mode of communication pertaining to the interview process other than mentioned above, will be followed. The Bank takes no responsibility for wrong e-mail id/ deactivated email ID provided by the candidates in the application form.

**IDENTITY VERIFICATION:**

The candidate should, while appearing for the personal interview produce for verification original call letter, original & photocopy of photo identity card, such as PAN Card/ Passport/ Driving License/ Voters Card/ Public Sector Bank Passbook with photograph and photocopy of demand draft. If the identity of the candidate is in doubt the candidate will not be allowed to appear for the Interview.

**GENERAL INSTRUCTIONS:**

1. Since, the number of vacancy is one, the vacancy is unreserved and there is no reservation of SC/ST/OBC/PWD category. However, the eligible candidates belonging to these categories can also apply but they will not be eligible for any concession/ relaxation in any criteria.

2. The process of registration of application is complete only when fee is deposited with the Bank through off-line mode on or before the prescribed last date for the submission.

3. The candidates are requested to ensure before applying that they fulfill strictly the eligibility criteria (viz. age, qualification and post-qualification experience) for the post as on the date of eligibility. Candidates will be subject to verification of details/ documents of the candidate when they report for the personal interview.

4. Decision of the 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 examination, interview, selection and any other matter relating to recruitment will be final and binding on the candidate. No correspondence or personal enquiries will be entertained by the Bank in this behalf.

5. 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/ certificate/ documents or has suppressed any material fact(s), his/her candidature will stand cancelled. If any of these shortcoming/s is/are detected even after entering into contract, his/her contract is liable to be terminated.

6. All candidates will have to produce self-attested photocopies of certificates regarding Qualification, Work Experience & Age, **in support of their eligibility together with their application forms and at the time of interview,** failing which their candidature will not be considered. The Bank takes no responsibility to connect any Certificate/ Remittance sent separately.

7. At the time of interview, candidates have to invariably **produce their relieving letter** from the bank from where they have retired/ superannuated, in the absence of which, his/ her candidature may not be considered.

8. Any amendment/ change in the clauses related to the advertisement for selection of CCSO on contract, shall be updated on the Bank's website.

9. Any resultant dispute arising out of this advertisement shall be subject to the sole jurisdiction of the Courts situated at New Delhi.

10. In case any dispute arises on account of interpretation of version other than English, English version will prevail and the version displayed on website shall be final.

11. Contractual appointment of selected candidates is subject to his/her being declared medically fit as per the requirement of the Bank.

12. **Canvassing in any form will be a disqualification.**

13. **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 or should not suppress any material information while filling up the Application Form.

14. Bank reserves the right to change the selection procedure, if necessary. The change, if any, shall be communicated to the candidates in advance.

15. 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. If appointed, such a candidate may be summarily removed and the fees paid by the ineligible candidates shall be forfeited.

16. Bharatiya Mahila Bank Ltd. reserves the right to reject/ cancel any appointment at any stage in between completion of selection process and joining of the candidates selected for the post.

**HOW TO APPLY:**

1. **DO NOT SEND APPLICATION FORM IN ANY OTHER FORMAT EXCEPT THE FORMAT GIVEN ON THE WEBSITE**. **No other means/ mode/ format of application will be accepted.**
2. **DO NOT USE ANY OTHER TOOL LIKE (WORD,EXCEL,ETC) TO MODIFY THE DOWNLOADED APPLICATION FORM AS REGARD TO ITS CONTENTS,SIZE,FONT,ETC. THE APPLICATION FORM SHOULD BE DIRECTLY PRINTED ON (A4 SIZE) AS PER THE WEBSITE SPECIFICATIONS OTHERWISE APPLICATION WILL BE REJECTED.**
3. **All the instructions mentioned in the format should be strictly followed while filling the form.**
4. **Candidates are required to have a valid personal email ID and Contact No.** It should be kept active during the currency of this contractual recruitment project. Bank may send call letters for interview etc. through 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.**

5. Applicants are first required to go to the Bank's website www.bmb.co.in and open the link 'Careers - Ongoing Recruitment Exercises'. Thereafter, open the Notification entitled Bharatiya Mahila Bank **'CONTRACTUAL APPOINTMENT OF CHIEF CUSTOMER SERVICE OFFICER (CCSO)'.** Clicking on the sublink titled **"CONTRACTUAL APPOINTMENT OF CHIEF CUSTOMER SERVICE OFFICER (CCSO)". Click on this sublink will open up the appropriate Application Format.**
6. Carefully fill in the necessary details in the Application Form at the appropriate places.
7. **MODE OF PAYMENT:-**
   Candidates only have the option of remitting fees through Demand Draft. The non-refundable DD of the fees for ₹ 600/- should be in favour of **"BMBL-Recruitment of Officers- Project 2016"** payable at New Delhi.

8. **Without call letter and relieving letter from the previous bank, the candidates will not be allowed to appear for Interview.**

9. **Candidates are, advised to keep the copy of the duly filled application form & DD for future use.**

10. **The name of the candidate and his/ her father/ husband etc. should be spelt in the application exactly as it appears in the certificates/ mark sheets. Any change/ alteration found may disqualify the candidature.**

***Note:***

*Application once made will not be allowed to be withdrawn and fees once paid will **NOT** be refunded nor will it be held in reserve for any other recruitment or selection process.*

Those who fulfil the prescribed eligibility criteria may submit their application in the **prescribed format ONLY** by Speed Post/Courier/Registered Post (no other mode of despatch is acceptable) along with self-attested copies of certificates, testimonials and recent passport size photograph affixed in the space provided in the format. The duly filled format, the certificates & the Demand Draft should be sent in an envelope which should be superscribed with the following text: **"APPLICATION FOR THE POST OF CHIEF CUSTOMER SERVICE OFFICER (CCSO) ON CONTRACTUAL BASIS"**.

The DD of the fees (as applicable) (Non Refundable) should be in favour of **"BMBL-Recruitment of Officers- Project 2016"** payable at New Delhi.

**The envelope as above containing the duly filled in Application Form, certificates & DD should be sent to the following address:-**

**Dy. Gen. Manager (HR),**
**Bharatiya Mahila Bank Ltd.,**
**Registered Office,**
**9th Floor, IFCI Tower,**
**61, Nehru Place,**
**New Delhi**

If any document/ DD/ certificate is not found in the envelope, the candidature of the candidate **shall not be considered.**

**The duly filled in Application Form together with the certificates and Demand Draft should also be scanned and sent on our e-mail id : recruitment@bmb.co.in on or before 29.02.2016. However, the hard copy of the applications together with the DD & supporting documents should be sent on or before the prescribed date.**

Merely satisfying the eligibility criteria norms do not entitle the candidate to be called for Interview. The Bank reserves the right to call only the requisite number of candidates for interview after preliminary screening/ short-listing with reference to the candidate's age, qualification, essential requirements, suitability, eligibility, work experience etc.

The Bank reserves the right to reject any application/candidature at any stage or cancel the conduct of interview or postpone/ cancel the whole process at any stage before joining of the selected candidates for the post of CCSO without assigning any reason.

**Decision of the Bank in respect of all matters pertaining to this recruitment would be final and binding on all candidates.**

**The Bank is not responsible for printing errors if any.**

**Any queries may be addressed to recruitment@bmb.co.in or on 011-47472108/ 103/ 100**

**Date: 10.02.2016**

**GENERAL MANAGER (HR)**