



(A Government of India Undertaking)

HEAD OFFICE: 2, N. S. ROAD, KOLKATA – 700 001.

Website: www.allahabadbank.in

Advt No. : RECT/2015-16/02

Contact No. 033-22314630, Fax: 033-22308442

Engagement of Chief Customer Service Officer (CCSO) on Contract Basis

LAST DATE OF RECEIPT OF APPLICATIONS: **28/12/2015**.

Allahabad Bank, a leading Public Sector Bank, invites applications from eligible candidates **for engagement as Chief Customer Service Officer on Contract basis as follows.**

1 **AGE & ELIGIBILITY (As on 01/01/2016)**

S.no	Name of the Post	Age	Eligibility
1	Chief Customer Service Officer (CCSO) -01 post on Contract basis.	Maximum age: 65 years	<ul style="list-style-type: none">➤ The applicant should have superannuated or have taken voluntary retirement at the level of a General Manager/Deputy General Manager of a Scheduled Commercial Bank, other than Allahabad Bank.➤ He / She should possess necessary skills and should have exposure in working of more than three areas of operations in banking, such as General Banking, Credit, Forex operations, Treasury, Government business, Merchant banking, Credit card operations etc.

2 **TENURE:**

The initial tenure of appointment **may be upto 3 years** subject to annual review and necessary extension may be granted as per suitability criteria.

3 **REMUNERATION:** The fixed emoluments of Rs.60000/- (Rupees Sixty Thousand only) per month, will be paid subject to deduction of taxes as applicable.

4 **LOCATION OF OFFICE:** The Office of CCSO (internal ombudsman) will be located at Kolkata.

5 **LEAVE:**

CCSO may 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. His/her working hour shall be the usual working

hours as applicable on all days except Sundays and holidays declared under N.I. Act. Balance of the leave may not be allowed to be carried over to the next year.

6. JOB PROFILE:

The Internal Ombudsman(CCSO) shall report directly either to the Chairman & Managing Director or Executive Director of the Bank & not to any other executive & provide feedback on monthly basis. The CCSO shall furnish periodical reports to the Customer Service Committee and the Audit Committee of the Board (at least once in three months.) The Audit Committee of the Board shall exercise oversight over the working of the CCSO.

7. OTHER ROLES AND RESPONSIBILITIES:

- (i) He/She shall look after all the appeals referred by the aggrieved customers whose grievances are not redressed by the Internal Grievance Redressal Mechanism of the Bank.
- (ii) He/She shall arrange for conciliation between the Bank and the aggrieved party to settle the grievance/issue.
- (iii) The CCSO shall have the right to access the bank's records relating the complaints received, seek detailed comments from the bank with regard to the complaints, can hold meetings with the functionaries concerned, departments concerned and also meet the complainants if required while examining the complaints for redress. The bank will furnish all records/documents sought by the CCSO to enable him/her to discharge his/her duty effectively and redress/resolve customer grievances expeditiously.
- (iv) The CCSO shall not entertain complaints which are already pending in other forums such as consumer forums, courts etc.
- (v) He/She shall help in strengthening customer confidence in the internal Grievance Redressal Mechanism in the Bank and to ensure that as far as possible, the grievances are settled through internal Grievance Redressal Mechanism leaving no need for customers to approach Banking Ombudsman.
- (vi) The Internal Ombudsman shall deal with complaints involving compensation demanded by aggrieved parties not exceeding Rs. 3.00 lakhs.
- (vii) He/She shall also perform any task other than those mentioned above relating to his/her job role as entrusted by the Bank, from time to time.
- (viii) The CCSO's (Internal Ombudsman's) decision shall be binding on the bank and bank will accept it.

8. SELECTION PROCEDURE:

The eligible candidates will be called for personal interaction and decision of the Bank in this regard shall be final.

9. SUBMISSION OF APPLICATION:

Applicants have to submit their applications in the given format (**Annexure-A**), available on Bank's website in Recruitment link. Last date for receipt of application is 28/12/2015. No application shall be entertained beyond the stipulated date. Ineligible/ incomplete applications will be rejected. Address the application, superscribing "**Application for the post of Chief Customer Service Officer (CCSO)**" to:

The General Manager (HR)
Allahabad Bank, Head Office
2, N.S. Road, Kolkata- 700 001

10. APPLICATION FEE (Non-refundable): Application fee is Rs. 1000/- (Rupees One thousand only) payable through NEFT from any Nationalised/Scheduled Bank

Paying the amount through NEFT:

(i) Fill the NEFT challan as required by the Bank with beneficiary details as under:

- Name of the Account: **Allahabad Bank – Engagement of CCSO 2015-16**
- **Account Number: 50311376730**
- Payee Bank: Kolkata Main Branch, Allahabad Bank
- IFSC Code: ALLA0210031
- Narration: Mention Name

(ii) Make payment.

(iii) Collect NEFT Payment Receipt and preserve the receipt for future reference. Please check that receipt is properly signed & the details of NEFT UTR No., IFSC Code of the Sending Branch, Name of the Sending Bank, City, Deposit date, Amount etc. are noted in the Challan by the Branch Authorities. Candidates have to write Name, Date of Birth, Category, Post Applied for, on the back of the NEFT Receipt.

Payment of fee by Demand Draft/Cheque/Money Orders/Postal Orders etc will not be accepted and such applications will be summarily rejected.

11. GENERAL INSTRUCTIONS:

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

- b. 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.
- c. Any dispute arising out of this advertisement shall be subject to the sole jurisdiction of the Courts situated at Kolkata.

Kolkata, Dated: 15/12/2015

GENERAL MANAGER (HR)