

UNITED BANK OF INDIA
Operations & Services Deptt.
11, Hemanta Basu Sarani, Kolkata-700001

**APPLICATIONS ARE INVITED FOR APPOINTMENT TO THE POST OF CHIEF
CUSTOMER SERVICE OFFICER(CCSO) ON CONTRACT BASIS**

- **AGE, ELIGIBILITY & CONTRACT PERIOD (As on 30/06/2015).**

SR. NO.	Name of the Post	Age as on 30/06/2015	Eligibility
1.	Chief Customer Service Officer	Less than 62 yrs.	<p>Essential: The eligible person should be a retired officer in the rank of Chief General Manager/General Manager/Dy. General Manager of a Scheduled Commercial Bank other than United Bank of India. The eligible person should have exposure in more than three areas of Operational Banking, such as General Banking, Credit, Foreign Currency Operations, Treasury, Government Transactions, Merchant Banking and Credit Card Operations etc. and a minimum 10 years of experience as Branch/Regional/Circle/Zonal Head. The appointment of Chief Customer Service Officer will be done for three years which may be extended from time to time on yearly basis, for a maximum period of three years, subject to annual review.</p>

2.CONTRACT AMOUNT (REMUNERATION):

The contract shall be fixed at Rs. 60000.00 per month, subject to deduction of taxes applicable.

3.Leave:

CCSO shall be eligible to a total of 12 days' leave per year, out of which not more than 4 days' leave can be availed of in one go. His working hours shall be the usual hours as

applicable on all days except Sundays and holidays declared under N.I. Act. Balance of the unavailed leaves shall not be allowed to be carried over to the next year.

4. Location:

The office of the Chief Customer Service Officer shall be located at Head Office Building, Kolkata with optimum infrastructure required to perform the duties. Further, Bank may also utilize his services/ depute him/her anywhere in the country or wherever Bank has its offices.

5.JOB PROFILE:

CCSO will be directly reporting to the Chairman/MD & CEO of the Bank and shall be the focal point for Internal Grievance Redressal Mechanism in terms of Damodaran Committee Recommendations to minimize number of complaints that are escalated to Banking Ombudsman as also to minimize exigencies of Awards against the Bank. CCSO will help in strengthening customer confidence in the internal Redressal Mechanism.

6.SELECTION PROCEDURE:

The selection will be made on the basis of personal interaction/interview by a Committee consisting of MD & CEO and Executive Director/s.

7.HOW TO APPLY:

Eligible applicants have to submit their applications in the given format. (Annexure-A). Last date for receipt of application is **15/09/2015**. No application shall be entertained beyond the stipulated date. Incomplete applications shall be rejected.

Hard Copy of the Application super-scribed as

“Application for the Post of Chief Customer Service Officer (CCSO)”

will be submitted to :

**The General Manager (Resource Management)
United Bank of India
Head Office
United Tower,
11, Hemanta Basu Sarani
Kolkata – 700 001.**

8.APPLICATION FEE (NON REFUNDABLE):

Application fee is Rs. 1000.00 payable by way of Demand Draft drawn in favour of "United Bank of India-Recruitment of CCSO" payable at Kolkata.

9.General Instructions:

While applying for the post, the applicant should ensure that he/she fulfills 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 the applicant did not fulfill the eligibility criteria and/or that he/she furnished any incorrect/ false information or suppressed any material information/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 notice.

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



UNITED BANK OF INDIA
OPERATIONS & SERVICES DEPARTMENT
HEAD OFFICE, 11 HEMANTA BASU SARANI
KOLKATA 700 001

Appointment of Internal Ombudsman (Eligibility/ Remuneration)

- Bank may select/nominate on contractual basis through proper procedure one Internal Ombudsman not less than the rank of retired General Manager/Dy. General Manager of scheduled Commercial Bank who must not have worked with United Bank of India.
- There will be an appointment Committee for selection and appointment of Internal Ombudsman under the Chairmanship of the Chairman or MD & CEO. The selection will be made on the basis of personal interaction/interview by a committee consisting of MD & CEO and Executive Director(s) of the Bank.
- The term of appointment will be initially for three years which may be extended from time to time, subject to annual review.
- The fixed emoluments of Rs.60000.00 per month will be paid subject to deduction of taxes as applicable.

Location of Office

The office of Internal Ombudsman will be located at Bank's Head office at Kolkata.

Powers & Jurisdiction of internal Ombudsman

- The Internal Ombudsman will receive and consider complaints relating to the deficiencies in banking services and facilitate the settlement through conciliation and mediation between the Bank and the aggrieved parties or by passing an Award if the said complaint will remain unresolved for a period of 30 days from the date of receipt of the same in accordance with the scheme.
- The Internal Ombudsman will report to the MD & CEO.

Operational Procedure in Handling Grievances

- Any person who has a grievance against the Bank on any one or more of the grounds and the same remains unresolved for more than 30 days since its receipt, he can make a complaint to the Internal Ombudsman either by himself or through his representative (other than an advocate).
- The Internal Ombudsman upon receipt of the complaint after the above period of 30 days will send a copy of complaint to the concerned branch and /or Regional Office seeking details relating to the complaint.
- The Internal Ombudsman may call for any information relating to the complaint from the concerned branch/Regional office.
- All the complaints will be acknowledged with unique complaint number for future reference.

Closure of Complaints (Settlement/Award/Rejection)

- The Internal Ombudsman may also endeavour to promote a settlement between a complainant and the Bank through conciliation.
- If a complaint is not settled within a period of 30 days from the date of receipt of complaint by him or such further period as the Internal Ombudsman may allow the parties, he may, after affording the parties a reasonable opportunity to present their case, pass an Award or reject the complaint.
- The Internal Ombudsman shall take into account the evidence placed before him by the parties the principle of Banking Law and Practice, directions, instructions and guidelines issued by the Bank/Reserve Bank of India from time to time and such other factors which in his opinion are relevant to the complaint.
- The award passed shall contain the directions, if any, to the Bank for specific performance of its obligations and in addition to or otherwise the amount, if any, to be paid by the Bank to the complainant by way of compensation for any loss suffered by the complainant arising directly out of the act or omission of the Bank.

Right to Appeal

A copy of the award shall be sent to the complainant and the Branch/Regional office directly for compliance.

An award shall lapse and be of no effect unless the complainant furnishes to the Bank within a period of 30 days , from the date of receipt of copy of the Award, a letter of acceptance of the Award in full and final settlement of his claim, provided that no such acceptance may be furnished by the complainant if he has filed an appeal against the order.

The Branch/Regional Office shall, unless it has preferred an appeal within one month from the date of receipt of the acceptance of the Award in writing by the complainant, comply with the Award and intimate compliance to the Internal Ombudsman.

ANNEXURE A

**APPLICATION FOR THE POST OF CHIEF CUSTOMER SERVICE OFFICER (CCSO)
ON CONTRACT BASIS**



Paste Passport size Photograph
and sign across the same.

The General Manager (Resource Management)
United Bank of India
Head Office
United Tower
11, Hemanta Basu Sarani
Kolkata – 700 001

Engagement of Chief Customer Service Officer

With reference to your advertisement dated _____, I submit my application as
under:

1. **NAME (in full):** _____

2. **ADDRESS FOR CORRESPONDENCE:**

3. **CATEGORY:** _____

b. PROFESSIONAL QUALIFICATIONS: _____

16. EXPERIENCE (Preceding ten years) – Total (in years) _____

Sl.No.	Name of Bank	Designation	Duration		Responsibilities	Pay Scale	Extra Ordinary Achievements
			From	To			

17. RETIRED ON VRS/SUPERANNUATION: _____

DATE OF RETIREMENT: _____

TOTAL YEARS OF SERVICE _____ YEARS

18. DETAILS OF EXPOSURE OF OPERATIONAL BANKING:

Sl. No.	Area of Operational Banking	No. of Years

19. NO. OF YEARS WORKED AS BRANCH MANAGER AND/OR REGIONAL MANAGER AND/OR ZONAL MANAGER:

BRANCH MANAGER: _____ Years.

REGIONAL MANAGER: _____ Years

ZONAL MANAGER: _____ Years

20. DETAILS OF PRESENT EMPLOYMENT:

Organisation	Full Address	Designation	Reporting to	Salary/Compensation Presently Drawn

Declaration:

I hereby declare that the particulars furnished above are true and correct to the best of knowledge & belief and I understand that in the event of any information being found false or incorrect at any stage or not satisfying the eligibility criteria according to the requirements of the relative advertisement, my candidature/appointment for the said post is liable to be cancelled / terminated at any stage and if appointed, my services are liable to be terminated. I am willing to serve anywhere in India. I agree that Bank has right to utilize my services in any part of the country at its discretion.

I hereby agree that any legal proceedings in respect of any matter of claims or disputes arising out of this application and / or out of said advertisement can be instituted by me only at Kolkata and the Courts / tribunals /forums at Kolkata. I undertake to abide by all the terms & conditions mentioned in the advertisement displayed on Bank's website dated _____ .

(Signature of the applicant)

Place: _____

Date: _____

Enclosures:

- 1.
- 2.
- 3.
- 4.