

RECRUITMENT OF INTERNAL OMBUDSMAN ON CONTRACT BASIS IN BANK OF BARODA

Online Registration of Application starts from : 08.01.2019	Last date for Online Registration of Application & Payment of fees: 28.01.2019
--	--

Bank of Baroda, One of India's Largest Banks is looking for a retired or serving officer, not below the rank of Dy. General Manager or equivalent of another Bank/Financial Sector Regulatory Body, having necessary skills and experience of **minimum seven years of working in areas such as banking, regulation, supervision, payment and settlement systems and / or consumer protection.**

PLEASE NOTE THAT	
1.	The process of Registration of application is complete when fee is deposited with the Bank through On-line mode on or before the last date for fee payment.
2.	Before applying, candidates should ensure that they fulfill the eligibility criteria for the post as on the date of eligibility. Short-listing and interview will be purely provisional without verification of documents. Candidature will be subject to verification of details/documents when the candidate reports for interview if called.
3.	Candidates are advised to check Bank's website www.bankofbaroda.co.in/careers.htm regularly for details and updates. Call letters/advices, where required will be sent by e-mail only.
4.	Experience below 6 months in any function would not be considered
5.	Only Candidates willing to serve anywhere in India, should apply.

ELIGIBILITY CRITERIA:

Sr.	Criteria	Particulars
1	Nature & Period of Engagement	3 years contractual
2	Age	Not more than 65 years
3	Educational Qualification	The candidate must be a Graduate in any discipline from a recognized university. The candidate with higher qualification and more relevant experience will be given preference.
4	Minimum Experience	The Internal Ombudsman shall either be a retired or serving officer, not below the rank of Dy. General Manager or equivalent of another Bank/Financial Sector Regulatory Board , having necessary skills and experience of minimum seven years of working in areas such as banking, regulation, supervision, payment and settlement systems and / or consumer protection.
5	Other conditions	I. The official should not have worked/ be working in any capacity in Bank of Baroda. II. The official should have superannuated or have taken voluntary retirement at a rank not less than that of a Deputy General Manager
6	Job Profile / Roles & Responsibility	The official is required to act as the Internal Ombudsman of the Bank to strengthen the grievances redressal mechanism and to reduce the complaints to Banking Ombudsman. He/ she shall be the focal point for Internal Grievances Redressal System of the Bank.
7	Location of Posting	Vadodara. However, Bank reserve rights to transfer as per the requirement of the Bank.
8	Remuneration	a. Lump sum amount of Rs. 1,00,000/- per month b. Bank's car or Lump sum amount of Rs. 20000/- per month for use of own car. c. Mobile facilities as applicable to Dy. General Manager of the Bank. d. In case of travel on outstation duty, eligible for Travelling & halting allowance as applicable to DGM. e. Not eligible for any other perquisites/facilities

RESERVATION IN POSTS:-

Post	SC	ST	OBC	UR	TOTAL
Internal Ombudsman	0	0	0	1	1

Abbreviations stand for: SC - Scheduled Caste, ST - Scheduled Tribe, OBC - Other Backward Classes, UR- Unreserved, PWD - Persons With Disability, OH-Orthopedically Handicapped, HI - Hearing Impaired, VI- Visually Impaired.

Please note that change of category will not be permitted at any stage after registration of online application.

A. SELECTION PROCEDURE:

Selection will be based on short listing and subsequent round of Personal Interview and/or Group Discussion.

- Adequate candidates as decided by the Bank will be shortlisted based on their qualification, experience and overall suitability for Interview. Most suitable candidates will be called for GD & PI and merely applying for the post does not entitle the candidate to be eligible for the selection process.
- The qualifying marks in Interview/GD will be as decided by the Bank.

- A candidate should qualify in all the processes of selection, GD and/or PI (as the case may be) and sufficiently high in the merit to be shortlisted for subsequent process.
- In case more than one candidate scores the cut off marks (common mark at cut off point), such candidates will be ranked according to their age in descending order.

B. HOW TO APPLY:

Candidates are required to have a valid personal email ID and Contact No. It should be kept active till completion of this recruitment project. Bank may send call letters for GD, 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.**

a) **GUIDELINES FOR FILLING ONLINE APPLICATION:**

- Candidates will be required to register themselves online through Bank's website www.bankofbaroda.co.in/careers.htm and pay the application fee using Debit Card / Credit Card / Internet Banking etc.
- Candidates need to upload their Bio-data while filling online application. Candidates are also required to upload their scanned photograph & Signature. Please refer to Annexure I regarding scanning of photograph & signature.
- Candidates should visit Bank's website www.bankofbaroda.co.in/Careers.htm and open the appropriate Online Application Format, available through the link mentioned in the advertisement.
- Candidates are advised to carefully fill in the online application themselves as no change in any of the data filled in the online application will be possible/ entertained. Prior to submission of the online application candidates are advised to use the "VERIFY" facility to verify the details in the online application form and modify the same if required. No change is permitted after clicking on **SUBMIT** button. Visually Impaired candidates will be responsible for carefully verifying/ getting the details filled in, in the online application form properly verified and ensuring that the same are correct prior to submission as no change is possible after submission.
- The name of the candidate and his/ her father/ husband etc. should be spelt correctly in the application as it appears in the certificates/ mark sheets. Any change/ alteration found may disqualify the candidature.
- An online application which is incomplete in any respect and unsuccessful fee payment will not be considered as valid.
- Candidates are advised in their own interest to apply online much before the closing date and not to wait till the last date to avoid the possibility of disconnection / inability / failure to log on to the website on account of heavy load on internet or website jam.
- Bank of Baroda does not assume any responsibility for the candidates not being able to submit their applications within the last date on account of aforesaid reasons or for any other reason beyond the control of Bank of Baroda.

b) **PAYMENT OF FEES:**

- Application fees and Intimation Charges (Non-refundable) ₹ 600/- for General and OBC candidates (plus applicable GST & transaction charges) and ₹ 100/- (Intimation charges only) for SC/ ST/PWD candidates (plus applicable GST & transaction charges). Bank is not responsible if any of the candidates makes more than one payments.
- Fee payment will have to be made online through payment gateway available thereat.
- After ensuring the correctness of the particulars of the application form, candidates are required to pay fees through the payment gateway integrated with the application. No change/edit will be allowed thereafter.
- The payment can be made by using Debit Card / Credit Card / Internet Banking etc. by providing information as asked on the screen. Transaction charges for online payment, if any, will be borne by the candidates.
- On successful completion of the transaction, e-receipt and application form with the data entered by the candidate will be generated, which should be printed and retained by the candidate.
- If the online transaction is not successfully completed, please register again and make payment online.
- There is also a provision to reprint the application form containing fee details, at later stage.

c) **GENERAL INFORMATION:**

- The selected candidate will be required to sign an employment contract.
- Candidates should satisfy themselves about their eligibility for the post applied for.
- Candidates will have to appear for the GD/interview at their own expense. However, eligible outstation SC/ST/Persons with Benchmark Disabilities category candidates called for GD/ interview will be paid II class to & fro railway/bus fare or actual expenses incurred, whichever is less, by shortest route on production of proof of travel (rail/bus ticket etc.). The above concession will not be admissible to SC/ST/Persons with Benchmark Disabilities category candidates who are already in service in Central / State Government, Corporations, Public Undertakings /Local Government, Institutions and Panchayats etc.
- Candidates serving in Govt./Quasi Govt. offices, Public Sector undertakings including Nationalised Banks and Financial Institutions are advised to submit 'No Objection Certificate' from their employer at the time of interview, failing which their candidature may not be considered and travelling expenses, if any, otherwise admissible, will not be paid.
- In case of selection, candidates will be required to produce proper discharge certificate from the employer at the time of taking up the appointment.
- 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

stand cancelled. If any of these shortcomings is / are detected even after appointment, his /her services are liable to be terminated.

- vii) Decisions of bank in all matters regarding eligibility, conduct of interviews, other tests and selection would be final and binding on all candidates. No representation or correspondence will be entertained by the bank in this regard.
- viii) **Intimations will be sent by email and/ sms only to the email ID and mobile number registered in the online application form.** Bank shall not be responsible if the information/ intimations do not reach candidates in case of change in the mobile number, email address, technical fault or otherwise, beyond the control of Bank. Candidates are advised to keep a close watch on the authorised Bank's website www.bankofbaroda.co.in for latest updates.
- ix) Any legal proceedings in respect of any matter of claim or dispute arising out of this advertisement and/or an application in response thereto can be instituted only in Mumbai and courts/tribunals/forums at Mumbai only shall have sole and exclusive jurisdiction to try any cause/dispute.

C. ANNOUNCEMENTS

All further announcements/ details pertaining to this process will only be published/ provided on authorised Bank's website www.bankofbaroda.co.in from time to time under **Career section → Current Opportunities**.

Disclaimer: - Instances for providing incorrect information and/or process violation by a candidate detected at any stage of the selection, process will lead to disqualification of the candidate from the selection process and he/she will not be allowed to appear in any of the recruitment process in the future. If such instances go undetected during the current selection process but are detected subsequently, such disqualification will take place with retrospective affect. **Clarifications/Decisions of the Bank in respect of all matters pertaining to this recruitment would be final and binding on all candidates.**

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

The Bank reserves the right to reject any application/candidature at any stage or cancel the conduct of test /GD/ interview without assigning any reason.

Vadodara
08.01.2019

HEAD (HRM) & CLO

GUIDELINES FOR SCANNING THE PHOTOGRAPH (4.5cmX3.5cm) & SIGNATURE :

Before applying online, a candidate will be required to have a scanned (digital) image of his/ her photograph and signature as per the specifications given below:-

(i) Photograph Image :-

- Photograph must be a recent passport style colour picture.
- Make sure that the picture is in colour, taken against a light coloured, preferably white background.
- Look straight at the camera with a relaxed face.
- If the picture is taken on a sunny day, have the sun behind you, or place yourself in the shade, so that you are not squinting and there are no harsh shadows.
- If you have to use flash, ensure there's no "red-eye".
- If you wear glasses make sure that there are no reflections and your eyes can be clearly seen.
- Caps, hats and dark glasses are not acceptable, religious headwear is allowed but it must not cover your face.
- Dimensions 200 x 230 pixels (preferred)
- Size of the file should be between 20kb - 200kb.
- Ensure that the size of the scanned image is not more than 200kb. If the size of the file is more than 200kb, then adjust the settings of the scanner such as the DPI resolution, no of colours etc during the process of scanning.

(ii) Signature Imaging :-

- The applicant has to sign on white paper with Black Ink Pen.
- The signature must be signed only by the applicant and not by any other person.
- The signature will be used to put on the Call letter and wherever necessary.
- If the applicant's signature on the answer script at the time of the examination does not match the signature on the Call letter, the applicant will be disqualified.
- Dimensions 140 x 60 pixels (preferred)
- Size of the file should be between 10kb - 200kb.
- Ensure that the size of the scanned image is not more than 200kb.
- **Signature in CAPITAL LETTERS shall NOT be accepted**

(iii) Scanning the photograph & signature :-

1. Set the scanner resolution to a minimum of 200 dpi (dots per inch).
2. Set the colour to True Colour
3. File size as specified above
4. Crop the image in the scanner to the edge of the photograph/ signature, then use the upload editor to crop the image to the final size (as specified above).
5. The image file should be JPG or JPEG format. An example file name is: image01.jpg or image01.jpeg. Image dimensions can be checked by listing the folder files or moving the mouse over the file image icon.

Candidates using MSWindows/ MSOffice can easily obtain photo and signature in .jpeg format not exceeding 200kb by using MSPaint or MSOffice Picture Manager. Scanned photograph and signature in any format can be saved in .jpg format by using 'Save As' option in the File menu and size can be reduced below 200kb (signature) by using crop and then resize option (Please see point (i) & (ii) above for the pixel size) in the 'Image' menu. Similar options are available in other photo editor also.

If the file size and format are not as prescribed, an error message will be displayed.

While filling in the Online Application Form, the candidate will be provided with a link to upload his photograph and signature.

(iv) Procedure for uploading the Photograph and Signature :-

- (i) There will be two separate links for uploading Photograph and Signature.
- (ii) Click on the respective link 'Upload Photograph/ Signature'.
- (iii) Browse and select the location where the scanned photograph/ signature file has been saved.
- (iv) Select the file by clicking on it.
- (v) Click the upload button.

Your Online Application will not be registered unless you upload your photograph and signature as specified.

Note :-

1. *In case the face in the photograph or signature is unclear, the candidate's application may be rejected.*
2. *After registering online, candidates are advised to take a printout of their system generated online application forms.*
3. *In case, the photograph or signature is unclear, the candidate may edit his application and re-upload his photograph or signature.*