

Appointment of Chief Customer Service Officers on contract basis for period of 2 years
Project No. 2013-14/01
Notice dated 21.05.2013

BANK OF INDIA, a leading Public Sector Bank having Head Office in Mumbai, invites applications for Chief Customer Service Officer on contract basis for period of 2 years with following conditions

IMPORTANT DATES

Challan available from	24.05.2013
Submission of on – line application commencing from	24.05.2013
Last date for receipt of on – line application	10.06.2013
Payment of Application Fees	From : 24.05.2013 To : 10.06.2013
Tentative Date of Group Discussion / Personal Interview	Between 17.06.2013 & 25.06.2013
Relevant date for Age/Qualification/Experience	31.03.2013

1.	NAME OF THE POST	Chief Customer Service Officer
2.	VACANCIES	One
3.	TENURE	The contract will be valid initially for a period of 2 years which will be subject to extension by Annual review, for a maximum period of 3 years. Maximum upto the age of 65 years.
4.	EMOLUMENTS	Selected candidates will be entitled for total Lump sum emoluments of Rs. 60,000/- subject to TDS
5.	OTHER BENEFITS	Will be entitled for 1 day Casual Leave per month maximum upto 12 days per annum.
6.	LOCATION	Will be placed at Head Office, Mumbai
7.	NATURE OF DUTIES	He will be part of internal grievance redressal system of the Bank and will work effectively as Internal Ombudsman. He will report directly to the Chairperson & Managing Director of the Bank and will take instructions from Audit Committee of the Board. He will be responsible for speedier disposal of Customer Grievances and strengthening of customers confidence in the Internal Redressal System of the Bank.
8.	ELIGIBILITY CRITERIA	
	a) Age	<u>Maximum 62 years as on 31.03.2013</u>
	b) Experience	<ul style="list-style-type: none"> • The applicant should have superannuated (retired normally) or have taken voluntary retirement at the level not less than that of General Manager from a Scheduled Commercial Bank (preferably from a Bank

		<p>other than Bank of India)</p> <ul style="list-style-type: none"> • The applicant must have exposure to Operational side of Banking and should have obtained a minimum of 10 years of experience as Branch/ Regional/ Zonal Head of operation.
9.	APPLICATION FEE (NON-REFUNDABLE)	<p>Rs. 500/-</p> <p>NOTE : Application once made will not be allowed to be withdrawn and fees once paid will NOT be refunded on any account nor can it be held in reserve for any other examination or selection</p>
10	SELECTION PROCEDURE	<p>Candidates found eligible will have to undergo Group Discussion & Interview (GD & PI). However, candidate will be selected only on the basis of Interview marks.</p> <hr/> <p>Maximum marks for Interview would be <u>100</u> Minimum marks for passing would be <u>50</u>.</p> <p>Maximum Marks for Group Discussion would be <u>100</u> Minimum Marks for passing would be <u>50</u>. (Marks for Group Discussion would be only qualifying marks and will not be added for selection.)</p> <p>Depending upon the number of candidates applied for the post, Bank may opt to go for Interview only & Group Discussion will not be held.</p>

11. **GENERAL INSTRUCTIONS**

- (a) Before applying for the post, the candidate should ensure that he/she fulfills the eligibility and other norms mentioned in this Notice. Decision of 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, group discussion, selection and any other matter relating to recruitment will be final and binding on the candidate. No correspondence or personal enquiries shall be entertained by the bank in this behalf.
- (b) 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 be cancelled. If any of these shortcomings is/are detected even after appointment, his/her services are liable to be terminated.
- (c) Only online registration of application would be accepted.

PLEASE NOTE THAT PRINT OUT OF APPLICATION MAY BE SUBMITTED TO US AT THE TIME OF GROUP DISCUSSION / INTERVIEW ONLY AND NOT BEFORE THAT.

- (d) The Bank reserves the right to alter, modify or change the eligibility criteria and / or any of the other terms and conditions spelt out in this advertisement, including criteria for passing/method and procedure for selection.

- (e) The Bank takes no responsibility for any delay in receipt or loss in postal transit of Call Letter / Intimation.
- (f) The candidates should fill the details in application correctly, in particular - Age / Qualification / Caste etc. which will have direct effect on selection / non-selection. Bank takes no responsibility for rejection / non-selection due to aforesaid error.
- (g) Photograph to be affixed on the application should be signed across by the candidate to be produced at the time of **Interview / Group Discussion**.
- (h) The candidates will have to appear for Group Discussion & Interview at their own expense.
- (i) **Candidates should take required permission before applying from their previous employer and should produce the same at the time of interview.**
- (j) Any resultant dispute arising out of this advertisement shall be subject to the sole jurisdiction of the Courts situated at Mumbai.
- (k) In case any dispute arises on account of interpretation in version other than English, English version will prevail.

12. **HOW TO APPLY**

- (i) Candidate should have a valid e-mail id.
- (ii) The candidate should apply on-line through website www.bankofindia.co.in
- (iii) As a First Step, candidate should take out Print-out of Challan from **Page No. 4** of the Notice on our website.
- (iv) Against the above-said Challan, the candidate should make the payment of fees in any of the Bank of India branches on or before **10.06.2013**.
- (v) Once the payment of fees is made, the concerned branch will give him a Transaction No.
- (vi) Candidates are now ready to Apply Online by re-visiting the Bank's website and going to the sublink **to open up the appropriate Online Application Format**.
- (vii) Candidate should visit again our website www.bankofindia.co.in under the caption "Recruitments / Career" and should fill up the application available by clicking on **Page No. 4** of the Notice on our website.
- (viii) Transaction No. should be correctly filled in the application at appropriate place
- (ix) Application should be checked and after verification be submitted by clicking to **submit** button.
- (x) Application should be printed, to be kept ready for submission at the time of interview at the Interview Venue.
- (xi) You should note / remember your Registration No. for future reference and use.

- (xii) Please note that the above procedure is the only procedure for applying. Physical mode of application or incomplete application would not be accepted

As per the above said procedure, we summarize the steps as below :

- i. Print Challan
- ii. Pay the fees in any of the Bank of India Branch and take Transaction No.
- iii. Fill-up the application Form - On-line. Please submit after verification.
- iv. Print Application– to submit the same at the time of interview with following documents:
 - a. Copy of receipted challan;
 - b. Attested copy of School leaving certificate or any other document showing proof of age acceptable to the Bank.
 - c. Supporting document for your last designation as General Manager from a Scheduled Commercial Bank.
 - d. No Objection Certificate from your previous employer, if applicable, in your case.

PRINT CHALLAN

APPLY ON LINE

*** *press Ctrl + Click to apply on-line / Challan***

Place : Mumbai,
Date :21.05.2013

(A. P. GHUGAL)
General Manager (HR)

Candidates who have applied are requested to visit the 'Recruitment /Career with Bank' Section on our website–www.bankofindia.co.in for updates