

India Post Payments Bank Limited

(A wholly owned undertaking of the Department of Posts, Govt. of India)

Post Box No: 760, Speed Post Centre, Market Road, Bhai Veer Singh Marg, New Delhi – 110 001

Recruitment of Internal Ombudsman in IPPB (on contract)

India Post Payments Bank (IPPB) has been setup under the Department of Post, Ministry of Communication with 100% equity owned by Government of India. India Post Payments Bank is leading the next revolution of banking and financial literacy. This new model will pave the way for India's largest banking network to reach each and every corner of the nation. Our motto stands true - **"No customer is too small, no transaction too insignificant, and no deposit too little."** IPPB is leveraging frugal innovation and top of the line technology infrastructure with the payment and settlement ecosystem to bring simple and affordable solutions to the masses – delivered at the last mile. IPPB will leverage the Department of Posts' (DOP's) unparalleled reach across India, through its 155,000 post offices and the trust that it enjoys among the common man. IPPB's vision is to be the most accessible, affordable and trusted bank for the common man.

India Post Payment Bank Limited (IPPB) invites online applications from qualified candidates who will be appointed at IPPB as Internal Ombudsman on contract. Interested candidates who fulfill the eligibility criteria may apply online from 04.05.2019 to 18.05.2019 by visiting our website www.ippbonline.com. No other mode of application will be accepted. The important dates are as follows:

Activities	Dates
Payment of Application Fee	04.05.2019 to 18.05.2019
Opening date of Online Registration	04.05.2019
Closing date of Online Registration	18.05.2019

Before applying candidates are advised to ensure that they fulfill the stipulated eligibility criteria. Candidates are advised to fill in the particulars of themselves correctly in the online application form.

This advertisement contains the following details:

Section	Section Title	Details in Section
A	Posts	Name and no. of vacancies for which recruitment is desired
B	Job Profiles and Competency/ Skill Requirements	Details on roles of posts for which recruitment is desired, along with the desired competency/ skill for execution of said role
C	Eligibility Criteria	Details on the eligibility criteria such as age, educational qualification and experience have been provided.
D	Remuneration and Contract Period	Details of the Remuneration and the contract period for the post have been provided.
E	Selection Procedure	Brief on Selection Procedure that shall be followed for recruitment of the posts in Section A
F	Application Guidelines	Guidelines on application submission, application fees and other general instructions.

A. POST

#	Post	Vacancies
1	Internal Ombudsman	1

B. JOB PROFILES AND COMPETENCY/SKILL REQUIREMENT

Job Profiles of the Posts in Section A and the required competency and skills are as follows

#	Post	Job Profile
1	Internal Ombudsman	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.

C. ELIGIBILITY CRITERIA

1. NATIONALITY/ CITIZENSHIP

A candidate must be either

- i. a citizen of India or
- ii. a subject of Nepal or
- iii. a subject of Bhutan or
- iv. a Tibetan refugee who came over to India before 1st January, 1962 with the intention of permanently settling in India or
- v. a person of Indian origin who has migrated from Pakistan, Burma, Sri Lanka, East African countries of Kenya, Uganda, the United Republic of Tanzania (formerly Tanganyika and Zanzibar), Zambia, Malawi, Zaire, Ethiopia and Vietnam with the intention of permanently settling in India

Provided that a candidate belonging to categories (ii), (iii), (iv) and (v) above shall be a person in whose favor a certificate of eligibility has been issued by the Government of India.

A candidate in whose case a certificate of eligibility is necessary may be admitted to the examination/ interview conducted by IPPB, may be provisionally selected, but on final selection, the offer of appointment may be given only after the necessary eligibility certificate has been issued to him by the Government of India.

Please note that the eligibility criteria specified herein are the basic criteria for applying for the post. Candidates must necessarily produce the relevant documents pertaining to category, nationality, age, educational qualifications etc. in original along with a photocopy thereof in support of their identity and eligibility as indicated in the online application form. Please note that no change of category will be permitted at any stage after registration of the online application and the result will be processed considering the category which has been indicated in the online application, subject to guidelines of the Government of India in this regard.

Merely applying for / being shortlisted / appearing for the interview and/or subsequent processes do not imply that a candidate will necessarily be offered employment in IPPB. No request for considering the

candidature under any category other than in which applied will be entertained.

2. JOB SPECIFICATIONS

The Age, Qualification and Experience as on 04.05.2019 for the Posts specified in Section A are prescribed as under:

#	Post	Job Specifications (Age, Minimum Qualification and Experience as on 04.05.2019)
1	Internal Ombudsman	<p>Age Limit: 60 to 65 years of age.</p> <p>Minimum Educational Qualification: Graduate from University/ Institution/ Board recognized by the Government of India/ International University of repute (or) approved by a Government Regulatory Body.</p> <p>Post Qualification Experience: The official should possess 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.</p> <p>Other Qualifications:</p> <p>i. The official should either be a retired or serving officer not below the rank of General Manager (or equivalent) of any Scheduled Commercial Bank/ Financial Sector Regulatory Body other than India Post Payments Bank.</p> <p>ii. The official should have superannuated or have taken voluntary retirement at a rank not less than that of a General Manager (or equivalent of Scheduled Commercial Bank other than India Post Payments Bank.</p>

C. REMUNERATION AND CONTRACT PERIOD

1. REMUNERATION and OTHER BENEFITS

- a) Restricted to lump Sum amount, in any case not more than last month pay & allowances drawn reduced by pension amount, if any, rounded off to nearest 1000 or 85000/- (Rupees Eighty-five thousand only) per month, whichever is less.
- b) Bank car, if available, or an alternate Taxi facility for Official purposes.
- c) Postpaid mobile connection as applicable to Deputy General Managers / General Managers.

2. CONTRACT PERIOD

- i. The term of office of the holder of post shall be for 3 years.
- ii. The tenure of the Internal Ombudsman shall be a fixed term of three years. The Internal Ombudsman shall not be eligible for re-appointment or further extension of term in the same bank.

- iii. The contract can be terminated at 1 months' notice (or surrender of 1 months' compensation in lieu thereof) on either side.
- iv. On completion of contractual period of three years, his/her services shall automatically come to an end, without the need for issuance of communication by the Bank for termination of his/her contract.

3. LEAVE, TRAVEL ALLOWANCE

The leave and travel allowance will be as per Service Rules of IPPB applicable at the time of appointment.

D. SELECTION PROCEDURE

Selection will be made on the basis of an interview. However, IPPB reserves the right to conduct Assessment, Group Discussion or Online Test in addition to interview. Merely satisfying the eligibility norms do not entitle a candidate to be called for Interview/Group Discussion or Online Test.

IPPB reserves the right to call only the requisite number of candidates for the Assessment/ Interview/ Group Discussion or Online Test after preliminary screening/ short listing with reference to candidates' qualification, experience, profile vis-a-vis job requirements, etc. Results of the candidates who have qualified for various stages of the recruitment process and the list of candidates finally selected will be made available on the website. Final select list will be published on the website.

E. APPLICATION GUIDELINES

The candidates can apply only for one post. Candidates can apply online only from 04.05.2019 to 18.05.2019 and no other mode of application will be accepted.

1. PRE-REQUISITES FOR APPLYING ONLINE

Before applying online, candidates should:

- i. Scan their photograph and signature ensuring that both the photograph and signature adhere to the required specifications as mentioned in this advertisement at Annexure-I.
- ii. Keep the necessary details/documents for Online Payment of the requisite application fee/ intimation charges ready.
- iii. Have a valid personal email ID which should be kept active till the completion of this recruitment process. IPPB may send call letters for the Interview etc. through the registered e-mail ID. Under no circumstances, a candidate should share with/mention e-mail ID to / of any other person. In case a candidate does not have a valid personal e-mail ID, he/she should create his/her new e-mail ID before applying on-line and must maintain that email account.
- iv. Bank Transaction charges for Online Payment of application fees/ intimation charges will have to be borne by the candidate.

2. PROCEDURE FOR APPLYING ONLINE

- i. Candidates are first required to go to IPPB's authorized website <http://www.ippbonline.com/> -> Careers and click the option "CLICK HERE TO APPLY ONLINE FOR INTERNAL OMBUDSMAN POSITION" to open the online Application Form.
- ii. To register their application candidates will be entering their basic information in the online application form. After that a provisional registration number and

password will be generated by the system and displayed on the screen. Candidate should note down the provisional registration number and password. An Email & SMS indicating the Provisional Registration Number and Password will also be sent.

- iii. Candidates are required to upload their photograph and signature as per the specifications given in the Annexure I of this form.
- iv. Candidates are advised to carefully fill the online application themselves as no change in any of the data filled in the online application will be possible / entertained.
- v. Prior to submission of the online application, candidates are advised to use the "SAVE AND NEXT" facility to verify the details in the online application form and modify the same, if required. No change is permitted after clicking on FINAL SUBMIT button. Visually Impaired candidates are responsible for carefully verifying the details filled in the online application form and ensuring that the same are correct prior to submission, as no change is possible after submission.
- vi. **Application Fee / Intimation Charges (Non-Refundable): INR 750.00**
- vii. Candidates should ensure their eligibility before paying the fees/applying online.
- viii. Application once made will not be allowed to be withdrawn and fee once paid will NOT be refunded under any circumstances nor can it be held in reserve for any other future selection process.

3. MODE OF PAYMENT

- i. Candidates have to make the payment of requisite fees / intimation charges through ONLINE mode only.
- ii. Candidates should carefully fill the details in the On-Line Application at the appropriate places very carefully and click on the "FINAL SUBMIT" button at the end of the Online Application format. Before pressing the "FINAL SUBMIT" button, candidates are advised to verify every field filled in the application. 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.
- iii. In case the candidate is unable to fill the application form in one go, he/ she can save the data already entered.
- iv. Once the application is filled in completely, candidate should submit the final data.
- v. The application form is integrated with the payment gateway and the payment process can be completed by following the instructions.
 - The payment can be made by using Debit Cards (RuPay/ Visa/ MasterCard/ Maestro), Credit Cards, Internet Banking, IMPS, Cash Cards/ Mobile Wallets by providing information as asked on the screen.
 - After Final Submission, an additional page of the application form is displayed wherein candidates may follow the instructions and fill the requisite details.
 - If the online transaction has not been successfully completed then candidates are advised to login again with their provisional registration number and password and pay the Application Fees/ Intimation Charges online.
 - On successful completion of the transaction, an e-receipt will be generated.
 - Candidates are required to take a printout of the e-receipt and online application form containing fee details. Please note that if the same cannot be generated online transaction may not have been successful.

- Non-generation of 'E-Receipt' indicates PAYMENT FAILURE. On failure of payment, Candidates are advised to login again using their Provisional Registration Number and Password and repeat the process of payment.
 - There is a facility to print the application form containing fee details post payment of fees.
- vi. After submitting your payment information in the online application form, please wait for the intimation from the server, DO NOT press back or refresh button in order to avoid double charge.
 - vii. For Credit Card users: All charges are listed in Indian Rupee. If you use a non-Indian credit card, your bank will convert to your local currency based on prevailing exchange rates.
 - viii. To ensure the security of your data, please close the browser window once your transaction is completed.
 - ix. After completing the procedure of applying on-line including payment of fees, the candidate should take a printout of the system generated on-line application form, ensure the particulars filled in are accurate and retain it along with Registration Number and Password for future reference. THEY SHOULD NOT SEND THIS PRINTOUT TO IPPB.
 - x. Please note that all the particulars mentioned in the online application including Name of the Candidate, Category, Date of Birth, Post Applied for, Address, Mobile Number, Email ID, Centre of Examination (for future use) etc. will be considered as final and no change/modifications will be allowed after submission of the online application form.
 - xi. Candidates are hence requested to fill the online application form with the utmost care as no correspondence regarding change of details will be entertained. IPPB will not be responsible for any consequences arising out of furnishing of incorrect and incomplete details in the application or omission to provide the required details in the application form.
 - xii. An email / SMS intimation with the Registration Number and Password generated on successful registration of the application will be sent to the candidate's email ID / Mobile Number specified in the online application form as a system generated acknowledgement. If candidates do not receive the email and SMS intimations at the email ID / Mobile number specified by them, they may consider that their online application has not been successfully registered.
 - xiii. An online application which is incomplete in any respect such as without photograph and signature uploaded in the online application form / unsuccessful fee payment will not be considered as valid.
 - xiv. Candidates are advised in their own interest to apply on-line much before the closing date and not to wait till the last date for depositing the fee to avoid the possibility of disconnection / inability / failure to log onto IPPB's authorized website on account of heavy load on internet / website jam.
 - xv. IPPB does not assume any responsibility for the candidates not being able to submit their applications within the last date on account of the aforesaid reasons or for any other reason beyond the control of IPPB.

Please note that the above procedure is the only valid procedure for applying. No other mode of application or incomplete steps would be accepted and such applications would be rejected. Any information submitted by an applicant in his / her application shall be binding on the candidate personally and he/she shall be liable for prosecution / civil consequences in case the information / details furnished by him/her are found to be false at a later stage.

4. LIST OF DOCUMENTS TO BE PRODUCED AT THE TIME OF INTERVIEW (AS APPLICABLE)

The following documents in original together with a self-attested photocopy in support of the candidate's eligibility and identity are to be invariably submitted at the time of interview failing which the candidate may not be permitted to appear for the interview. Non submission of requisite documents by the candidate at the time of interview will debar his/ her candidature from further participation in the recruitment process.

- i. Printout of the valid Interview Call Letter.
- ii. Valid system generated printout of the online application form registered.
- iii. Proof of Date of Birth (Birth Certificate or SSLC/ Std. X Certificate with DOB).
- iv. Photo Identify Proof such as Passport/ Aadhaar/ e-Aadhaar Card/ PAN Card/ Driving Licence/ Voter's Card.
- v. Mark sheets & certificates for educational qualifications. Proper document from Board / University for having declared the result on or before 01.01.2019 has to be submitted.
- vi. Work Experience: If declared in the application form, all the documents such as experience Certificate from the past and current employers or Offer Letters, Relieving Letters, Pay or Salary Slips clearly indicating the date of joining and date of relieving for each of the past or previous employer(s). The experience certificate or testimonials produced by the candidates should indicate the date of joining and relieving, designation at the time of joining, date of promotion with designation, if any. Any adverse remark from the previous employer(s) or any act of misconduct/ wrong committed by the candidate would be a disqualification to apply and render the candidature for cancellation.
- vii. Candidates serving in Government / quasi govt offices/ Public Sector Undertakings (including Nationalised Banks and Financial Institutions) are required to produce a "No Objection Certificate" from their employer at the time of interview, in the absence of which their candidature will not be considered and travelling expenses, if any, otherwise admissible, will not be paid.
- viii. Any other relevant documents in support of eligibility
- ix. Resume
- x. Candidates will not be allowed to appear for the interview if he/ she fails to produce the relevant eligibility documents as mentioned above.

5. GENERAL ELIGIBILITY

Medical Fitness and Character verification of selected candidates: The appointment of selected candidates will be subject to their being declared medically fit by a Doctor or a panel of Doctors approved by IPPB and upon satisfactory verification of their character, antecedents and caste certificates (wherever applicable). Till such time, their appointment will be provisional.

6. GENERAL INSTRUCTIONS

- i. Candidates should satisfy themselves about their eligibility for the post applied for.
- ii. In case of selection, candidates will be required to produce proper discharge certificate from the employer at the time of taking up the appointment.
- iii. 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.

- iv. IPPB 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 IPPB.
- v. 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.
- vi. Candidates are advised to keep their e-mail ID alive for receiving advices, viz. call letters/ Interview date advices etc.
- vii. Decisions of IPPB in all matters regarding eligibility, conduct of interview, other tests and selection would be final and binding on all candidates. No representation or correspondence will be entertained by IPPB in this regard.
- viii. Appointment of selected candidate is subject to his/her being declared medically fit as per the requirement of IPPB. Such appointment will also be subject to the service and conduct rules of IPPB for such post in IPPB, in force at the time of joining IPPB.
- 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 New Delhi and courts/tribunals/ forums at New Delhi only shall have sole and exclusive jurisdiction to try any cause/dispute.

7. ANNOUNCEMENTS

All further announcements/ details pertaining to this process will only be published/ provided on IPPB authorized website <http://www.ippbonline.com/> from time to time

8. DISCLAIMER

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. Decisions of IPPB in all matters regarding eligibility, conduct of online Test, other tests and selection would be final and binding on all candidates. No representation or correspondence will be entertained by IPPB in this regard.

Sd/-
Director - IPPB
Speed Post Centre, Market Road
Bhai Veer Singh Marg,

New Delhi – 110 001

ANNEXURE I: GUIDELINES FOR SCANNING AND UPLOAD OF PHOTOGRAPH (4.5 CM X 3.5 CM) & 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.

Photograph Image:

- i. Photograph must be a recent passport style colour picture.
- ii. Make sure that the picture is in colour, taken against a light-coloured, preferably white, background.
- iii. Look straight at the camera with a relaxed face.
- iv. 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.
- v. If you have to use flash, ensure there's no "red-eye".
- vi. If you wear glasses, make sure that there are no reflections and your eyes can be clearly seen.
- vii. Caps, hats and dark glasses are not acceptable. Religious headwear is allowed but it must not cover your face.
- viii. Dimensions 200 x 230 pixels (preferred).
- ix. Size of file should be between 20kb–50kb.
- x. Ensure that the size of the scanned image is not more than 50kb. If the size of the file is more than 50kb, then adjust the settings of the scanner such as the DPI resolution, no. of colours etc. during the process of scanning.

Signature Image:

- xi. The applicant has to sign on white paper with Black Ink pen.
- xii. The signature must be signed only by the applicant and not by any other person.
- xiii. The signature will be used to put on the Call Letter and wherever necessary.
- xiv. 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.
- xv. Dimensions 140 x 60 pixels (preferred).
- xvi. Size of file should be between 10kb – 20kb.
- xvii. Ensure that the size of the scanned image is not more than 20kb.
- xviii. Signature in CAPITAL LETTERS shall NOT be accepted.

Scanning the photograph & signature:

- xix. Set the scanner resolution to a minimum of 200 dpi (dots per inch).
- xx. Set Color to True Color.
- xxi. File Size as specified above.
- xxii. 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).
- xxiii. 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.
- xxiv. Candidates using MS Windows/Microsoft Office can easily obtain photo and signature in

xxv..jpeg format not exceeding 50kb & 20kb respectively 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 50kb (photograph) & 20 kb (signature) by using crop and then resize option (please see above for the pixel size) in the 'Image' menu. Similar options are available in other photo editor also.

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

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

Procedure for Uploading the Photograph and Signature:

xxviii.There will be two separate links for uploading Photograph and Signature.

xxix.Click on the respective link "Upload Photograph / Signature".

xxx.Browse and Select the location where the Scanned Photograph / Signature file has been saved.

xxxi.Select the file by clicking on it.

xxxii.Click the 'Open/Upload' button.

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

Notes:

xxxiv.In case the face in the photograph or signature is unclear, the candidate's application may be rejected. After uploading the photograph / signature in the online application form, candidates should check that the images are clear and have been uploaded correctly. In case the photograph or signature is not prominently visible, the candidate may edit his/her application and re-upload his/her photograph or signature, prior to submitting the form.

xxxv.After registering online, the candidate is advised to take a printout of their system generated online application form.

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