Human Capital Management (Recruitment & Promotion) Central Office

Engagement of Deputy Internal Ombudsman on Contract Basis

LAST DATE OF RECEIPT OF APPLICATIONS: 10.03.2026

Central Bank of India, a leading Public Sector Bank, with Pan India Branch Network of nearly 4500 plus branches, with total business of more than Rs. 7,74,000/- Crores and driven by talented work force of 34000 plus employees, is looking for **retired or serving officer in the rank equivalent to a Deputy General Manager in the in the commercial bank or payments bank or small finance bank or a credit information company which are covered under the purview of the Internal Ombudsman framework or a Financial Sector Regulatory Body (other than Central Bank of India), having necessary skills and experience of minimum five years of working in areas such as banking, non-banking finance, regulation, supervision, payment and settlement systems, credit information or consumer protection.**

The details are given below**:**

1. AGE & ELIGIBILTY (As on 28.02.2026)

Name of the Post	Age	Eligibility
Deputy Internal Ombudsman (on Contract basis)	Not to exceed 70 years of age before the completion of tenure.	**1.** The applicant should be a retired or serving officer in the rank equivalent to a Deputy General Manager in the commercial bank or payments bank or small finance bank or a credit information company which are covered under the purview of the Internal Ombudsman framework or a Financial Sector Regulatory Body **(other than Central Bank of India & holding, associate or subsidiary company of the Bank).** 2. He/She should possess necessary skills and experience of minimum five years of working in areas such as banking, non-banking finance, regulation, supervision, payment and settlement systems, credit information or consumer protection.

if the person is a serving officer, he / she is required to relinquish the same before assuming charge as Deputy Internal Ombudsman (Dy. IO).

1. The Deputy Internal Ombudsman (Dy. IO) shall not be employed in more than one commercial bank or payments bank or small finance bank or a credit information company simultaneously which are covered under the purview of the Internal Ombudsman framework or a Financial Sector Regulatory Body.

The Deputy Internal Ombudsman will be placed in Head/Corporate Office or in a place where the Bank has Zonal/Regional Office for the purpose of seamless co-ordination.

2. CONTRACT PERIOD & NATURE OF ENGAGEMENT:

Nature of Engagement of Deputy Internal Ombudsman (Dy. IO) in the bank shall be contractual for a period of 3 years.

3. CONTRACT AMOUNT.

The remuneration to be paid shall be decided by the Bank as per government rules/regulations.

4. LEAVE:

Deputy Internal Ombudsman (Dy. IO) shall be eligible for a total of 12 days leave per year, out of which not more than 04 days can be taken at a time. Applicable leave shall be availed with prior intimation/approval. His working hours shall be the usual hours as applicable on all days except weekly offs as applicable to Bank employees and holidays declared under N.I. Act. Balance of the leave shall not be allowed to be carried over to the next year.

5. ROLE AND RESPONSIBILITIES OF DEPUTY INTERNAL OMBUDSMAN:

(i) The office of the IO shall not handle complaints received directly from the complainants or members of the public. It shall deal with the complaints that have already been examined by the bank but have been partially resolved or being wholly rejected by the bank.

(ii) The Dy. IO shall not represent the bank in legal cases before any court or fora or authority.

(iii) While the office of the IO may decide any or all complaints, the power for the Dy. IO to decide the complaints may be defined under a policy approved by the Customer Service Committee of the Board.

(iv) The Dy. IO shall recommend suitable compensation to the complainant, as per the compensation prescribed by the Reserve Bank of India in its extant guidelines, if any, and as per the compensation policy of the bank, if any, in case there is no prescription from the Reserve Bank of India.

(v) The office of the IO may recommend compensation in accordance with the Reserve Bank-Integrated Ombudsman Scheme, as amended from time to time, for any consequential loss and the loss of time, expenses incurred and harassment / mental agony suffered by the complainant, over and above the compensation recommended in clause 12(4).

(vi) The office of IO shall, on a quarterly basis, analyse the pattern of all complaints received against the bank, such as product-wise, category-wise, consumer group- wise, geographical location-wise, etc., and provide inputs to the bank for policy intervention, if so warranted.

(vii) The office of the IO shall suggest means for taking actions to address the root cause of complaints of similar / repeat nature and those that require policy level changes in the bank.

(viii) Dy. IO shall have 'read-only' access to the Reserve Bank's Complaint Management System to enable them to keep abreast of decisions of the RBI Ombudsman / Appellate Authority. The bank shall seek such access for the Dy. IO from the Consumer Education and Protection Department of the Reserve Bank.

(ix) The Deputy Internal Ombudsman (Dy. IO) shall functionally report to the Internal Ombudsman (IO).

6. SELECTION PROCEDURE:

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

7. SUBMISSION OF APPLICATION:

The last date to submit applications is **10.03.2026.** No applications shall be entertained beyond the stipulated date. Incomplete applications will be rejected.

The application should be, **Super scribed as "Application for the post of Deputy Internal Ombudsman (Dy. IO)" and has to be send to under mentioned address:**

General Manager- HCM,
Central Bank of India,
Chander Mukhi, 17th floor,
Nariman Point
Mumbai- 400 021

8. EXECUTION OF AGREEMENT FOR CONTRACTUAL ENGAGEMENT:

Selected Officer shall be required to execute a stamped agreement before taking up the contractual engagement/assignment, containing a clause on confidentiality, ethics and integrity along with other terms of employment/assignment. The format will be provided to the candidates found successful on completion of the engagement process.

9. GENERAL INSTRUCTIONS:

a) While applying for the posts, the applicant should ensure that he / she fulfills the eligibility and other norms mentioned above and that the particulars furnished are correct in all respects. In case it is detected at any stage of engagement that a candidate does not fulfill 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 engagement, 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) Not more than one application should be submitted by any candidate. Multiple Applications/Registrations will be summarily rejected.

d) Applications, once submitted, will not be allowed to be withdrawn. The Bank would be free to reject any application, at any stage, if the candidate is found ineligible for the post, for which he/she has applied. The decision of the Bank regarding eligibility of the candidates, the stage at which scrutiny of eligibility is to be undertaken, qualifications and other eligibility norms, the documents to be produced etc. and any other matter will be final and binding on the candidate. No correspondence or personal enquiries shall be entertained by the Bank in this behalf.

e) A recent, recognizable color passport size photograph should be firmly pasted on the application form and duly signed across by the candidate.

f) Candidates serving in nationalized banks and Financial Sector Regulatory Body will be required to produce a "No Objection Certificate" from their employer at the time of interview, in the absence of which, their candidature may not be considered.

g) All candidates will have to produce, if called for interview, originals as well as self-attested photocopies of their experience certificates and any other certificate required, in the prescribed proforma in support of their eligibility, failing which their candidature will be cancelled.

h) No Travelling Allowance is payable to candidates who are called for the interview.

i) The Bank takes no responsibility for any delay /non-receipt or loss of any communication.

j) Any resulting dispute arising out of and/or pertaining to the process under this advertisement shall be subject to the sole jurisdiction of the Courts situated at Mumbai.

k) Request for change of contact no./address/ email ID/ interview centre will not be entertained.

l) In case any dispute arises on account of interpretation of version other than English, English version will prevail.

m) Appointment of selected candidates is subject to their being declared medically fit as per the requirements of the Bank. Such appointment will also be subject to the Service, Conduct Rules & Policies of the Bank.

n) **Candidates are advised to regularly visit the Bank's website for updates/ notices/ instructions. All announcements/addendum/corrigendum/details pertaining to this**

process will be only published / provided on authorized Bank's website http://www.centralbankofindia.bank.in from time to time under Career section. No separate communication/intimation will be sent to the candidates who are not selected/ shortlisted in the process. All notification/communication placed on Banks's website shall be treated as intimation to all candidates who have applied for the process.

o) **Merely satisfying the eligibility criteria norm does not entitle the candidate to be called for GD/Interview/Selection process. The Bank reserves the right to call only the requisite number of candidates for GD/Interview/Selection process after preliminary screening/ shortlisting with preference to the candidates' age, qualification, essential requirements, suitability etc.**

p) **The Bank reserves the right to reject any application/ candidature at any stage or cancel the conduct of interview/GD or to cancel the engagement process entirely at any stage without assigning any reason.**

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Date:25.02.2026 **GENERAL MANAGER-HCM**