



THE NAINITAL BANK LIMITED
(Regd. Office: G.B. Pant Road, Nainital)

Notification for Appointment of Internal Ombudsman on Contract Basis

The Nainital Bank Limited is around a century old Private Sector Scheduled Commercial Bank established in the year 1922 by Bharat Ratna Late Pt. Govind Ballabh Pant and few other prominent personalities of Nainital.

With a glorious track record since 1973, Nainital Bank Limited is the only Scheduled Commercial Bank of Uttarakhand with 98.57% of its shareholding with Bank of Baroda, operating its Head Office from Nainital. At present the Bank has 03 Regional Offices one each at Haldwani, Dehradun and Noida with a network of 174 branches across 05 states of North India namely Uttarakhand, Uttar Pradesh, Delhi, Haryana and Rajasthan.

The Nainital Bank Limited invites applications for the post of Internal Ombudsman on Contract Basis.

1. Eligibility Criteria / Job Profile:

1	Post Name	Internal Ombudsman (On Contract)
2	No. of Post and Location	<ul style="list-style-type: none">One (1) at Bank's Head Office, Nainital, however, the Bank reserves the right to post the selected candidate as per Bank's requirement.
3	Nature of Employment	<ul style="list-style-type: none">On contract for 3 years.
4	Age As on 31.07.2025	<ul style="list-style-type: none">Not more than 65 years
5	Qualification & Experience	<p>Desired Qualification:</p> <ul style="list-style-type: none">Graduation (in any discipline) (recognized / approved by Govt. / Govt. bodies / AICTE). <p>Experience:</p> <ul style="list-style-type: none">The applicant should be a retired (superannuated) or serving officer, not below the rank of General Manager, or equivalent of another Bank/ Financial Sector Regulatory Body (i.e. other than Nainital Bank, Bank of Baroda, including erstwhile Vijaya Bank & erstwhile Dena Bank).He/ She 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.
6	Selection Process	<ul style="list-style-type: none">The applications received from the candidates will be screened and shortlisted on the basis of eligibility and relevant experience.The requisite number of shortlisted candidates will be called for interview for final selection.The final selection will be made on the basis of eligibility, experience, qualification and performance during Personal Interview.The Personal interview will be conducted by a committee constituted for the purpose.

		<ul style="list-style-type: none"> • Mere satisfying the eligibility norms do not entitle a candidate to be called for interview. • The Bank reserves the right to reject any application not suitable to the Bank's requirement without assigning any reason whatsoever and call only the requisite number of candidates out of those who fulfill the eligibility criteria as required for the post.
7	Job Profile	<ul style="list-style-type: none"> • Dealing with the complaints that have already been examined by the bank's internal grievance redressal mechanism and have remained partly or wholly un- redressed. • Examine all customer grievance including complaints of deficiency in service on the part of the bank as also those listed under Clause 8 of the Banking Ombudsman Scheme 2006 (as amended from time to time) received by bank and which are partly or wholly rejected by bank's internal grievance redressal mechanism, • Analyze the pattern of complaints such as product/category wise, consumer groups wise, based on geographical location, etc. and suggest means for taking actions to address the root cause of complaints of different nature. • Examine the complaints on the basis of records/documents available with the bank and comments/ clarifications furnished by the bank to specific queries of the Internal Ombudsman. • Hold meetings with concerned functionaries/ departments of the bank and seek any record/ document available with the bank that is necessary for examining the complaint. To ensure resolution through conciliation, the Internal Ombudsman may seek direct feedback/ clarifications from the complainant. • In cases of conciliation, where the decision of the Internal Ombudsman is accepted by the complainant, the Internal Ombudsman shall obtain and keep on record, a statement showing the terms of the agreement duly signed by the complainant.
8	Remuneration	<ul style="list-style-type: none"> • Monthly Rs. 75,000/- on lump sum basis
9	Working Hours and Leave	<ul style="list-style-type: none"> • Working hours and weekly off/ holidays shall be as applicable to the serving employees of the Bank. The appointed candidate shall be eligible for 30 days leave in a calendar year which shall be credited on Pro rata basis every year. The selected candidate can avail 04 days leave at a time.
10	Other Conditions	<ul style="list-style-type: none"> • The contract will be subject to satisfactory completion of all Pre-employment formalities including Medical examination, Reference checks, Police Verification and verification of testimonials etc., as prescribed by the Bank

Important Instructions:

1. How to apply:

- The candidates applying for the post must submit their application by post to “**Head- HRM, The Nainital Bank Limited, Head Office, 7 Oaks Building, Nainital-263001**” in the prescribed format (as given below this notification).
- The recent photograph is to be pasted at the appropriate place and application should be signed by the candidate. Incomplete and illegible applications will be rejected.
- The cover containing the application should be super scribed with the name of the post applied for i.e. **‘APPLICATION FOR THE POST OF INTERNAL OMBUDSMAN’ ON CONTRACT.**
- The following documents should be submitted along with the application.
 - Proof of age (copy of passing Secondary/High School/10th standard Certificate or Higher Secondary School /12th Standard Certificate mentioning the DOB).
 - Copy of Certificates and Mark sheets in respect of qualifications (essential and desirable) acquired.
 - Appropriate document(s) in support of experience.
 - Medical Fitness certificate.

2. General rules:

- Decision of the Bank in all matters regarding eligibility of the applicant, the stages at which such scrutiny of eligibility is to be undertaken, documents to be produced, Personal Interview, selection and any other matter relating to recruitment will be final and binding on the applicant. While applying for the post, the applicant should ensure that he / she fulfills the eligibility and other criteria mentioned above and that the particulars furnished are correct in all respects. In case it is detected at any stage of recruitment that applicant does not fulfill the eligibility norms and / or that he / she has furnished any incorrect / false information/document 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 recruitment, his/her contract is liable to be terminated without any notice.
- Candidates will have to appear for the Interview/Selection Process/Remuneration Negotiation at their own expenses.
- Candidates serving in Govt./Quasi Govt. offices, Public Sector undertakings including Nationalized 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.
- In case of selection, candidates will be required to produce proper discharge certificate from the employer at the time of taking up the appointment.
- Before appointment in the Bank, a proper unconditional discharge certificate from the previous/present employer(s) will have to be produced by the applicant
- The staff on contract shall not be entitled to any superannuation benefits viz., Provident Fund, Pension, Gratuity, etc
- Intimations, wherever required will be sent by email 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 authorized Bank’s website www.nainitalbank.co.in for latest updates.

- All further announcements/Addendum or Corrigendum (if any)/details pertaining to this process will only be published/ provided on authorized Bank's website www.nainitalbank.co.in from time to time under "Recruitments" link. No separate communication/intimation will be sent to the candidates who are not shortlisted/not selected in the process. All notification/communication placed on the Banks' website shall be treated as initiation to all the candidates who have applied for the said project.
 - Candidate should apply strictly in conformity with the format as prescribed. The format for various posts can be downloaded from the Bank's Website www.nainitalbank.co.in.
 - **Candidates should enclose copies of the relevant certificate/s (in support of age, educational qualification) and appropriate documents in support of the experience, with the application.** Their candidature will be considered on the strength of the information declared in the application and the copies of certificates/ documents submitted therewith. If at any stage it is found that any information furnished in the application is false/incorrect or if according to the Bank, the candidate does not satisfy the eligibility criteria, his/her candidature/appointment is liable to be cancelled/terminated at Bank's sole discretion.
 - Canvassing in any form will be a disqualification.
 - In all matters regarding eligibility, conduct of interviews, assessment, prescribing minimum qualifying standards in interview, communication of result, the Bank's decision shall be final and binding on the candidates and no correspondence shall be entertained in this regard.
 - Candidate will have to produce discharge certificate from the present employer, if any at the time of joining in The Nainital Bank Limited.
 - Any resultant dispute arising out of this advertisement shall be subject to the sole jurisdiction of the Courts situated at Nainital only.
 - Corrigendum, if any, issued on the above advertisement, will be published only on the Bank's website www.nainitalbank.co.in.
 - Mention of e-mail ID of candidate, applying for the vacancy is compulsory (Please refer Serial No. 5 of application). Application without e-mail Id shall be rejected as all communication in this regard to all eligible candidates shall be made by the Bank through e-mail only.
 - **BANK RESERVES THE RIGHT TO CANCEL THE RECRUITMENT PROCESS ENTIRELY AT ANY STAGE.**
3. **Closing date:** The application, enclosing all prescribed documents should reach the Bank's Head Office, Nainital on or before 25.08.2025. The Bank will not be responsible for any delay in receipt of application/s or loss thereof in postal transit.

Associate Vice President- Head (HRM)
The Nainital Bank Limited
Head Office, Seven Oaks,
Mallital, Nainital- 263001 (Uttarakhand)
Place- Nainital