



UCO BANK
Human Resource Management Department
Head Office
10, B.T.M Sarani, Kolkata 700001

Advertisement No. RECR/13-14/02/SPL

UCO Bank a leading Public Sector Bank, invites applications from Indian citizens for the post of **Chief Customer Service Officer on contract basis**.

Last date for Receipt of Applications: - 10-04-2014

Before applying, candidates are advised to ensure that they fulfill the stipulated eligibility criteria for the post. They should note that Application Fee and/or Postage Amount once deposited will neither be refunded nor be adjusted against any other project. Candidates are advised to submit their applications correctly in the proforma given at the end of this advertisement. Candidates should ensure that particulars submitted by them are correct and final, as no further changes will be allowed thereafter.

Name of the Post:

Number of Vacancies:

- **Chief Customer Service Officer**

1 (ONE)

Contract Amount (Remuneration):

The contract amount shall be fixed at Remuneration of Rs. 60000/- per month, subject to deduction of taxes applicable.

Tenure:

The tenure will be initially for one year, which may be extended on yearly basis to a maximum period of 3 years subject to annual review.

1. ELIGIBILITY CRITERIA:

a) 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 Jan. 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) & (v) above shall be a person in whose favour a certificate of eligibility has been issued by the Govt. of India. A candidate in whose case a certificate of eligibility is necessary may be admitted to the examination/interview but on final selection the offer of appointment may be given only after the necessary eligibility certificate has been issued to him / her by the Government of India.

b) Age and Experience (as on 01.03.2014) :

| Sl. No | Name of post | Age | Experience |
|---------------|---------------------------------------|---------------|---|
| 1. | Chief Customer Service Officer | Max. 65 Years | Retired General Manager of any Scheduled Commercial Bank (preferably other than UCO Bank) having necessary exposure in working of operational side of Banking. Should have minimum 10 years experience of working as Head of a Branch /Region/Zone/Circle. |

2. LOCATION:

The Office of the Chief Customer Service Officer shall be located at Head Office. Further Bank may also utilize/depute him anywhere in the country where the Bank has its Offices.

3. JOB PROFILE:

CCSO shall be reporting directly to the Executive Director of the Bank and shall be the focal point for Internal Grievances Redressal System in terms of Damodaran Committee recommendations so that a minimum number of complaints are escalated to Banking Ombudsman and minimize exigencies of Awards against the Bank. CCSO will help in strengthening customer confidence in the Internal Redressal Mechanism.

4. SELECTION PROCEDURE:

Valid applications will be shortlisted by the committee of specialists/experts and shortlisted candidates will be called for interview. Final selection will be on the basis of interview. The Bank reserves the right to call only the requisite number of candidates for the Interview after preliminary screening/short-listing, with reference to candidates qualifications/suitability and experience, etc.

The selection process may vary depending on the response received at the discretion of the Bank.

5. NON-REFUNDABLE APPLICATION FEE & POSTAGE CHARGES:

Rs. 1000/- (Application Fee Rs.950/- plus Rs. 50/- postage charges)

Notes:

i) The Application Fee should be paid by a Demand Draft/Pay Order only favouring **UCO BANK CHIEF CUSTOMER SERVICE OFFICER RECRUITMENT PROJECT-2013** payable at **KOLKATA** and the DD/Pay Order should be enclosed with the Application. Candidate's Name and Date of Birth should be written on the reverse of the Demand Draft/Pay Order.

ii) **Cash, Cheques, Money Orders, Postal Stamps etc. will NOT BE ACCEPTED.**

iii) **A candidate can send one application only. Submission of more than one application by any candidate will render him/her ineligible and in such case all the**

applications submitted by the said candidate will be rejected and application fees forfeited.

iv) Application once made will not be allowed to be withdrawn and the Fees once paid will NOT be refunded on any account nor can it be held in reserve for any other examination or selection. Candidates should ensure that he/she fulfills the eligibility and other norms mentioned in this advertisement before applying.

6. GENERAL INSTRUCTIONS:

- a) The Bank takes no responsibility for any delay in receipt or loss in postal transit of any application or communication.
- b) **The application in the prescribed format must be filled up completely and should contain no corrections/alterations/overwriting.**
- c) **Before applying for the post, the candidate should ensure that he / she fulfills the eligibility criteria and other norms specified in this advertisement.** 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 Interview, selection and any other matter relating to recruitment will be final and binding on the candidate. The Bank in this behalf shall entertain no correspondence or personal enquiries. **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 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.**
- d) The candidates should send the attested copy of Certificates & Mark sheets in support of his/her educational qualification and post qualification experience indicated in the Application Form to confirm the candidate's eligibility.
- e) Candidates will have to produce original of all Educational Qualification Certificates and Mark Sheets, Experience Certificate(s), at the time of interview, failing which his/her candidature may be cancelled.
- f) An application not accompanied by photocopies of relevant certificates and the requisite fee in form of DD/Pay Order or not in prescribed format or not signed by the candidate or not bearing the candidate's photograph pasted firmly at the specified place or incomplete in any respect will not be entertained.
- g) One recent, recognizable Passport size photograph should be firmly pasted on the application at the appropriate place and should be signed across by the candidate. **Five copies of the same photograph should be retained by the candidate for use at the time of interview or thereafter. Failure to produce the same photograph at the time of the Interview may lead to disqualification. Candidates are also advised not to change their appearance till the recruitment process is complete.**
- h) Only candidates willing to serve in Kolkata should apply.
- i) No request for change of address will be entertained. Candidates are advised to arrange for collecting the communications sent by Post to the address for correspondence mentioned in the Application Form.
- j) Any resultant dispute arising out of this advertisement shall be subject to the sole jurisdiction of the Courts situated at Kolkata.
- k) The Bank takes no responsibility for any certificate/remittance sent separately.

- l) In case any dispute arises on account of interpretation in version other than English, the English version will prevail.
- m) Only those candidates who are short-listed for appearing in the Personal Interview will be intimated at the communication address furnished by them in the Application Form. The candidates who will be finally shortlisted for appointment in the Bank will be intimated at the communication address furnished by them in the Application Form.
- n) Appointment of shortlisted candidates will be subject to his/her being declared medically fit as per the requirement of the Bank. Such appointment will also be subject to the Service Regulations & Conduct Rules of the Bank.
- o) Selected candidates will be required to produce a valid discharge certificate/relieving letter from their present employer before joining the service.
- p) **CANVASSING IN ANY FORM WILL BE A DISQUALIFICATION.**
- q) **Action Against Candidates Found Guilty of Misconduct:**
Candidates are advised in their own interest that they should not furnish any particulars that are false, tampered, fabricated and should not suppress any material information while submitting application. If a candidate is (or has been) found guilty of – (i) using unfair means during the Interview or subsequent selection procedure or (ii) impersonating or procuring impersonation by any person or resorting to any irregular or improper means in connection with his/ her candidature for selection or (iii) obtaining support for his/ her candidature by unfair means, such a candidate may, in addition to rendering himself/ herself liable to criminal prosecution, be liable:
 - i) To be disqualified from the interview for which he/ she is a candidate.
 - ii) To be debarred either permanently or for a specified period from any examination or recruitment conducted by UCO Bank.
 - iii) For termination of service, if he/ she has already joined the Bank.

7. HOW TO APPLY:

A: (i) The Application Form should be neatly Typed in English in CAPITAL LETTERS on a A4 size (210 x 297 mm) paper in the format given at the end of this advertisement, which may also be downloaded from the Bank's website www.ucobank.com and filled in by the candidates **(ii) A recent passport size photograph of the candidate should be pasted at right hand top corner at the space provided in the application and signed across (iii) It should also be accompanied by Demand Draft / Pay Order /Banker's cheque (candidate's name and date of birth should be written on the reverse of Demand Draft / Pay Orders / Banker's Cheque) and attested photocopies of prescribed Educational Qualifications and Experience Certificate(s) specifying NATURE & PERIOD of experience, originals of which should be produced at the time of interview. (iv) It is for the candidate to ensure that he / she has met with the eligibility criteria and complied with the requirements and adhered to the instructions contained in this advertisement as well as the application form. Candidates are therefore urged to carefully read the advertisement and complete the application form and submit the same as per instructions given in this regard.**

B: The Application in the given format should be sent first by e-mail: hohrd.calcutta@ucobank.co.in followed by a hard copy complete in all respect by

Registered Post/Speed Post in a closed envelope super-scribed "**APPLICATION FOR THE POST OF CHIEF CUSTOMER SERVICE OFFICER**" to the following address:

**The General Manager
UCO BANK
Human Resource Management Dept.
Head Office (4th Floor)
10, B.T.M Sarani
Kolkata-700001
West Bengal**

Application sent through e-mail will not be valid unless the application is received by Registered/Speed Post with photograph pasted thereon, and duly signed across along with the Demand Draft/Pay Order and the copies of the relevant educational qualification certificate, mark-sheets and experience certificate. Only e-mail application will not provide any valid candidature.

The candidate for future reference should retain a second copy of the application.

8. LAST DATE FOR RECEIPT OF APPLICATIONS: 10.04.2014

The complete Application Form (soft & hard copy) SHOULD REACH the above mentioned address ON OR BEFORE 10.04.2014.

APPLICATIONS RECEIVED AFTER THE LAST DATE WILL NOT BE ENTERTAINED.

The Bank will not be responsible for loss of Application in transit or for rejection of Application because of its receipt after the last date.

PLACE: KOLKATA
Dated: 26-02-2014

**GENERAL MANAGER
Human Resource Management**

| | | | | | | | | | |
|----|--|-------|------|-------|----|--|-------|------|-------|
| C] | | Speak | Read | Write | D] | | Speak | Read | Write |
| E] | | Speak | Read | Write | F] | | Speak | Read | Write |

14. EDUCATIONAL/PROFESSIONAL QUALIFICATION: (From 10th standard onwards, as on 01.03.2014.

| Examination Passed | Name of University/ Institution Studied | Subjects | Month & Year of passing | %age of marks |
|--------------------|--|----------|-------------------------------|------------------|
| | | | | |

(If space is insufficient please attach a separate sheet)

15. PARTICULARS OF PRESCRIBED EXPERIENCE (As on 01.03.2014). Enclose copies of experience certificate, if available)

| Name & Address of Employer | Designation | Period of service (Give Dates) | | Length of service | | Nature of duties performed | Reason for leaving service |
|-------------------------------|-------------|-----------------------------------|----|----------------------|-------|----------------------------------|-------------------------------|
| | | From | To | Yrs. | Mths. | | |
| | | | | | | | |

(If space is insufficient please attach a separate sheet)

16. Any other information : ___

DECLARATION

I hereby declare that all statements made in this application are true, complete & correct to the best of my knowledge and belief and that I have not concealed any material facts. I understand that in the event of any information being found false or incorrect at any stage or not satisfying the eligibility criteria according to the requirements of the relative advertisement, my candidature/appointment is liable to be cancelled/terminated. I am willing to serve anywhere in India. I agree that Bank has right to transfer me to any part of the country at its discretion.

I hereby agree that any legal proceedings in respect of any matter(s) or claims or disputes arising out of this application and/or out of the said advertisement can be instituted by me only at Kolkata. I undertake to abide by all the terms and conditions in the advertisement given by the Bank.

Place : _____

Date : _____

SIGNATURE OF APPLICANT