

**Manpower Planning and Recruitment Division,**  
**Human Resources Vertical, Central Office, Mumbai**  
**Phone No.022-22896240**

**NOTIFICATION FOR APPOINTMENT OF INTERNAL OMBUDSMAN AND DEPUTY INTERNAL OMBUDSMAN ON CONTRACTUAL BASIS**

**Online Registration of Application: From 02.08.2025 to 22.08.2025**

**Union Bank of India invites applications from Indian citizen for Appointment of Internal Ombudsman and Deputy Internal Ombudsman on contractual basis.**

**Candidates are requested to apply online through '<https://ekam.unionbankofindia.co.in/career>'**

1. All correspondence will be made only on the email ID mentioned by the candidate in their online application form and the same has to be kept active for receiving communication viz., call letters/Interview Dates/advice etc.
2. Candidates are required to upload latest Photo & Biodata in prescribed format and complete the registration process failing which their application/candidature will not be considered for shortlisting/ interview.
3. The process of Registration is complete only when fee is deposited with the Bank through Online mode on or before the last date for payment of fees.
4. Application can be made only for one of the following posts and the applicants intending to apply should ensure that they fulfill the eligibility criteria specified herein below before applying.
5. Short listing of the candidates will be provisional and subject to document verification with the originals when the candidate reports for the interview.
6. Before applying the candidates should ensure that they fulfill the eligibility criteria for the post as on the date of eligibility. In case a candidate is called for interview and is found to be not satisfying the eligibility criteria (Age, Educational Qualification and Experience etc.) he/ she will not be allowed to appear for the interview.
7. Candidates are advised to check Bank's website '[www.unionbankofindia.co.in](http://www.unionbankofindia.co.in)' under "Recruitments" > "Careers Overview" link regularly for details and updates (including the list of shortlisted/ selected candidates). The Call (letter/ advice), where required, will be sent by e-mail only (no hard copy will be sent).
8. Candidates are requested to apply only ON-LINE through link '<https://ekam.unionbankofindia.co.in/career>' No other mode of submission of application will be accepted by the Bank.
9. In case of any discrepancies or disputes Bank's decision shall be considered final.

**Help Facility:** Candidates may reach out at [recruitment@unionbankofindia.bank](mailto:recruitment@unionbankofindia.bank) for any communication with subject "Appointment of Internal Ombudsman and Deputy Internal Ombudsman on contractual basis".

**1. DETAILS OF POSTS /VACANCY/ AGE/ PLACE OF POSTING**

SN	Position Name	Total Vacancy	Age as on (01/08/2025)	Nature of Appointment
			Maximum	
1	Internal Ombudsman	1 (UR)	65	Contractual
2	Deputy Internal Ombudsman	1 (OBC)*	65	Contractual

(\* ) Candidates belonging to OBC category but coming under creamy layer and/ or if their caste does not find place in the Central List are not entitled to OBC reservation. They should indicate their category as General in the online application form.

The place of posting will be at Central Office, Mumbai or Central Office Annex office- Bengaluru/New Delhi/Hyderabad/Lucknow/Mangaluru/Patna . The posting is subject to change/ modification depending on Bank's requirement from time to time. The Bank reserves the right to increase/ decrease the number of vacancies or cancel the above contractual recruitment in part or full as per Bank's requirement without assigning any reason thereof.

**2. DETAILS OF ELIGIBILITY, EDUCATION & EXPERIENCE:**

S No.	POST	Eligibility	Education	Experience
1	Internal Ombudsman	The applicant should be retired (superannuated) or serving Officer, in the rank of General Manager or equivalent of any Scheduled Commercial Bank/Financial Sector Regulatory Body/ NBSP/ NBFC/ CIC other than Union Bank of India including erstwhile Andhra Bank/ Corporation Bank. The applicant should neither be employed previously nor presently, by Union Bank of India or Bank's related parties.	Graduation (in any discipline)	The applicant should possess necessary skills and experience of minimum Seven (07) years of working in areas such as Banking, non-banking finance, regulation, supervision, payment and settlement systems, credit information or consumer protection.
2	Deputy Internal Ombudsman	The applicant should be retired (superannuated) or serving Officer, in the rank of Deputy General Manager or equivalent of any Scheduled Commercial Bank/Financial Sector Regulatory Body/ NBSP/ NBFC/ CIC other than Union Bank of India including erstwhile Andhra Bank/ Corporation Bank. The applicant should neither be employed previously nor presently, by Union Bank of India or Bank's related parties.	Graduation (in any discipline)	The applicant should possess necessary skills and experience of minimum Five (05) years of working in areas such as Banking, non-banking finance, regulation, supervision, payment and settlement systems, credit information or consumer protection.

**3. ROLES AND RESPONSIBILITIES:**

The scope, roles and responsibilities of the Internal Ombudsman (IO) and Deputy Internal Ombudsman (DIO) shall be broadly as per Master Direction - Reserve Bank of India (Internal Ombudsman for Regulated Entities) Directions, 2023 issued by RBI vide Ref. No. RBI/CEPD/2023-24/108 dated

29.12.2023. Internal Ombudsman shall be the focal point for internal Grievance Redressal System in terms of Damodaran Committee recommendations so that a minimum number of complaints are escalated to RBI Ombudsman and minimize exigencies of Awards against the Bank. Internal Ombudsman will help in strengthening customer confidence in the internal Redressal mechanism. Further, the role and responsibilities are subject to changes as per guidelines.

**4. REMUNERATION & OTHER ALLOWANCES:**

SN.	Particulars	Internal Ombudsman	Deputy Internal Ombudsman
1	Remuneration	Fixed remuneration of Rs.1,70,000/- per month subject to deduction of applicable taxes.	Fixed remuneration of Rs.1,52,000/- per month subject to deduction of applicable taxes.
2	Telephone	As applicable to GM Cadre (TEG Scale-VII) of the Bank	As applicable to DGM Cadre (TEG Scale-VI) of the Bank
3	Conveyance Allowance	Lumpsum amount of Rs.50,000/- per month	Lumpsum amount of Rs.40,000/- per month
4	Travelling & Halting Allowance	In case of outstation duty, eligible travelling, halting allowances shall be paid as applicable to General Manager Cadre.	In case of outstation duty, eligible travelling, halting allowances shall be paid as applicable to Deputy General Manager Cadre.
5	Residential accommodation	Shall be eligible for un-furnished Bank's Quarters/ Lease accommodation as applicable for GM Cadre of the Bank respectively.	Shall be eligible for un-furnished Bank's Quarters/ Lease accommodation as applicable for DGM Cadre of the Bank respectively.
6	Location	Proposed place of posting will be at Central Office, Mumbai or Central Office Annex - Bengaluru / New Delhi /Hyderabad /Lucknow/ Mangaluru / Patna . However, the posting is subject to change / modification depending on Bank's requirement from time to time.	Proposed place of posting will be at Central Office, Mumbai or Central Office Annex - Bengaluru/New Delhi/Hyderabad/Lucknow/Mangaluru/Patna. However, the posting is subject to change / modification depending on Bank's requirement from time to time.

**5. TERMS OF CONTRACT:**

The appointment for the said posts is purely contractual in nature for a fixed term of three years. The candidates selected for the post of Internal Ombudsman and Deputy Internal Ombudsman shall not be eligible for re-appointment or further extension of term.

**6. LEAVES:**

Candidates shall be eligible for a total of 12 days leave per year, out of which not more than 04 days leave can be taken at a time. Balance of the leave shall not be allowed to be carried over to the next year and there will be no provision for encashment of Leave.

**7. LOCATION:**

Proposed place of posting will be at Central Office, Mumbai or Central Office Annex - Bengaluru/New Delhi/Hyderabad/Lucknow/Mangaluru/Patna. However, the posting is subject to change / modification depending on Bank's requirement from time to time.

**8. How to Apply:**

Candidates are requested to apply only ON-LINE through Bank's website "www.unionbankofindia.co.in". No other mode of submission of application will be accepted by the Bank. For registration log on to the Bank's website "www.unionbankofindia.co.in" and on the Home Page under the link "About us > Careers/Recruitment" click the Notification titled "NOTIFICATION FOR APPOINTMENT OF INTERNAL OMBUDSMAN AND DEPUTY INTERNAL OMBUDSMAN ON CONTRACTUAL BASIS".

**GUIDELINES FOR FILLING ONLINE APPLICATION:**

There will be two links available on the page.

- Click on the link "Notification" to download the Notification
- Click on the link "Application Format" to download application format to be uploaded while applying for the post.
- Read the notification carefully and if found eligible to apply, click on the link button '**Apply Online**'.
- Candidates are required to sign up with entering correct First & Middle, Last Name, Mobile No and Email ID as these fields are non-editable after sign up process. Further, after login candidates are required to complete the online application and upload the recent passport size color photograph & biodata in prescribed format and pay the application fee using Internet Banking/ Debit Card/ Credit Card /UPI etc.
- Candidates are advised to carefully fill in the online application themselves as no change in any of the data filled in the online application will be allowed. Prior to payment of application fee candidates are advised to verify the details in the online application form and modify the same if required. No change is permitted after payment of application fee.
- Only after successful transaction application will be completed. After registering online, the candidates are advised to take a printout of the system generated online application forms.
- The name of the candidate should be spelt correctly in the application as it appears in the certificates/ mark sheets/Service records. Any change/ alteration found may disqualify the candidature.
- An online application which is incomplete in any respect will be considered invalid.
- 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.
- Union Bank of India 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 the Bank.

Candidates are advised to check Bank's website 'www.unionbankofindia.co.in' under " Career/Recruitments" page regularly for details and updates (including the list of shortlisted/ selected candidates). The Call letters/ correspondence will be sent by e-mail only (no hard copy will be sent).

**9. APPLICATION FEE: (Non-Refundable)**

Category of Applicant	Amount Payable*
GEN/EWS/OBC	Rs. 1180/- (Inclusive of GST)
For SC/ST/PwBD Candidates	Rs. 177/- (Inclusive of GST)

\*Bank Transaction charges for Online Payment of application fees/Payment Gateway charges will have to be borne by the candidate.

Candidates are required to pay the fees through payment gateway integrated with the application. The payment can be made by using Debit Card/ Credit Card/ Internet Banking/UPI etc. by providing information as asked on the screen. Transaction charges for online payment, if any, will be borne by the candidates.

**10. CUT-OFF DATES FOR ELIGIBILITY:**

- a) The Cut-off Date for the purpose of eligibility in **Age criteria**, education and experience shall be the 1st day of the month in which online registration commences i.e. 01.08.2025.

All revisions/ corrigendum (if any) will be hosted on the Bank's website only.

**Help Facility:**

Candidates may reach at [recruitment@unionbankofindia.bank](mailto:recruitment@unionbankofindia.bank) for any communication with subject as "**Union Bank of India - Appointment of Internal Ombudsman and Deputy Internal Ombudsman on Contractual Basis**".

**11. SELECTION PROCEDURE:**

- 1) The selection will be made on the basis of personal Interaction/Interview (Online/Physical mode).
- 2) Adequate number of candidates will be shortlisted based on their qualification, experience, overall suitability or any other parameters as decided by the Bank for Interview. The shortlisted candidates will be called for the selection process and merely applying/being eligible for the post does not entitle the candidate to be eligible/invited for further selection process.
- 3) The qualifying marks in Interview/Selection Process will be decided by the Bank.

**12. CALL LETTER FOR INTERVIEW:**

Intimation/ call letter for interview will be sent by email. NO HARD COPY WILL BE SENT.

**13. GENERAL INSTRUCTIONS:**

- i. 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.
- ii. **Candidates can apply only for one post. Before applying the candidates have to ensure that they fulfill all the eligibility criteria as mentioned in the notification.**
- iii. **The candidates who had already applied during the previous process of additional Internal Ombudsman, can also apply for the post as per their eligibility for the post.**
- iv. **Candidates belonging to OBC category but coming under creamy layer and/ or if their caste does not find place in the Central List are not entitled to OBC reservation. They should indicate their category as General in the online application form.**
- v. Candidates have to submit Latest Caste Certificate issued by the competent authority in the prescribed format as stipulated by Government of India in case of the SC / ST / OBC category candidates.
- vi. Candidates will have to appear for the Interview/Selection Process at their own expense. No traveling fare will be reimbursed for appearing in the interview.
- vii. 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 if applicable, failing which their candidature may not be considered.
- viii. In case of selection, candidates will be required to produce proper unconditional discharge certificate from the employer at the time of taking up the appointment if applicable.
- ix. Final Selection will be on the basis of marks secured by the candidate in personal interview / discussion. Bank may change the mode of selection depending upon the number of candidates.
- x. The staff on contract shall not be entitled to any superannuation benefits viz., Provident Fund, Pension, Gratuity, etc.
- xi. 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 Personal Interview.
- xii. Incomplete applications and / or applications without aforesaid documents will be rejected outrightly.
- xiii. An 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. Therefore, before applying for the post, the applicant should ensure that he / she fulfills each of the eligibility criteria and other norms, including submission of documents, as mentioned in this notification.
- xiv. 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.unionbankofindia.co.in](http://www.unionbankofindia.co.in) for latest updates.
- xv. All further announcements/Addendum or Corrigendum (if any)/details pertaining to this process will only be published/ provided on authorized Bank's website [www.unionbankofindia.co.in](http://www.unionbankofindia.co.in) from time to time under "Recruitments" > "Careers Overview" 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 intimation to all the candidates who have applied for the said project.
- xvi. 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 Notification.
- xvii. Any dispute arising out of this Notification shall be subject to the sole jurisdiction of the Courts situated in Mumbai.
- xviii. Bank reserves the right to cancel or modify the recruitment process at any stage.

Place: - Mumbai

Date: - 02-08-2025

Chief General Manager (HR)