



Recruitment of Chief Learning Officer (CLO) and Internal Ombudsman

Tamilnad Mercantile Bank Ltd., one of the leading Private Sector Banks in India invites e-application for the following posts. Please read all the details, information and instructions carefully.

- **Chief Learning Officer (CLO)**
- **Internal Ombudsman**

Opening date for registering Online e-application - 30.03.2022

Closing date for registering Online e-application - 10.04.2022

Any application submitted without registering online by e-application will not be considered.

Ensure and register your correct email ID/ Mobile No. while creating User ID.

Chief Learning Officer (CLO)

Educational Qualification	Graduate / Post Graduate with CAIIB
Eligibility	AGM and above cadres in Public / Private Sector scheduled commercial banks
Remuneration	The salary / remuneration shall not be a constraint for suitable candidate
Cadre	Scale - V
Contract Period	3 Years
Age	50 years and above
Experience	3 years as Assistant General Manager / Vice President in public / private sector scheduled commercial banks. especially in Staff Training Centers
Preferred	MBA, Ph.D., in any specialization and interested in Learning and Development
Place of posting	Staff Training College, Nagercoil

The contract period, cadre and remuneration shall not be a constraint for a suitable candidate.

Role & Responsibilities of Chief Learning Officer (CLO)

- Leadership Development & Collaborative Learning across the Bank,
- Measuring the quantum and quality of learning across the Bank through various indicators, Develop a Learnability Index for all personnel (i.e. a measure of the ability to learn of an individual)
- Training Need Analysis - Identification of new training in the areas like enhancing the productivity of employees, competitiveness, widens services of products, reduce costs, absenteeism, and improve delivery time to customers.
- To develop Training plan and learning goals for training programme and form a separate evaluation structure to measure the performance of staff before and after the training.

- To guide the HR for other areas of staff development and to enable our staff to work in diversities.
- To promote Research / Research Projects /Publications by the Staff Training College (STC) faculty and other staff members of the bank.
- To guide and develop the second line officers for the role of Branch Head.
- Apply that as an input into promotability, disseminate knowledge throughout the Bank.
- Continuously monitor and augment learning and sharing across the Bank.
- Fine tuning of Training Syllabus, Materials and Question setting for the training programme.
- To guide and direct the STC for development of Manpower by identifying the requirements of Job (during Job Rotation) and equip the staff members so as to enable them as competent workforce.
- To improve compliance culture:
- Vetting of existing Training Materials and development of new training materials in accordance with our bank policy, RBI Master Circulars / Directions, Various statutory body directions and guidelines.
- To understand the various system and procedures of the bank and effectively discharge the duties of staff members, a separate training and exam shall be framed
- Take necessary steps to develop the knowledge of training faculty.

Internal Ombudsman

Eligibility	1. Retired or serving executive not below the rank of DGM or equivalent of Bank / Financial Sector / Regulatory Board. 2. Executives / retired executives of Tamilnad Mercantile Bank are not eligible.
Experience	Minimum 20 years of experience in areas such as banking, regulation, supervision, payment and settlement systems and / or consumer protection.
Age	Not more than 65 years.
Remuneration	The salary / remuneration shall not be a constraint for suitable candidate.
Contract Period	Not exceeding 3 years

Role & Responsibilities of Internal Ombudsman

1. The Internal Ombudsman will deal only with the complaints that have already been examined by the Bank's internal grievance redressal mechanism and have remained partly or wholly un-redressed.
2. Internal Ombudsman shall examine all customer grievances 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, except the following:
 - a) Complaints received directly from the customers or public.
 - b) Complaints related to frauds, misappropriation etc., except in respect of deficiency of service, if any, on the part of the Bank.

- c) Complaints/references relating to internal administration, human resources, pay and emoluments of staff.
 - d) References in the nature of suggestions, requests for concessions in rate of interest charged, rejection of loan proposal, modifications in sanction terms & conditions, enhancement in credit limit, waiver / write-off of loans, etc., which are primarily in the nature of commercial decisions.
 - e) Complaints which have been decided by or are already pending in other fora such as consumer fora, Courts, Debt Recovery Tribunals, etc.,
3. The Internal Ombudsman shall analyse 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.
 4. The Internal Ombudsman shall examine the complaints on the basis of records/documents available with the Bank & comments/clarifications furnished by the Bank to specific queries of the Internal Ombudsman.
 5. The Internal Ombudsman may hold meetings with concerned functionaries/departments of the Bank and seek any record/document available with the Bank that is necessary to examine the complaint. To ensure resolution through conciliation, the Internal Ombudsman may seek direct feedback / clarifications from the complainant.
 6. 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.
 7. The Internal Ombudsman shall not represent the bank in legal cases arising out of complaints examined by the Bank or the Internal Ombudsman.
 8. The Internal Ombudsman shall immediately refer back to Bank all such complaints which are outside the purview of the scheme.
 9. The Internal Ombudsman may be required to perform any function relating to the job role, other than the tasks listed above

Procedure of Selection:

The shortlisted candidates should appear for interview. They will be called for personal interview through Direct / Video Conferencing. The mode of interview, date and time will be communicated to the eligible candidates individually.

Application Fee: Nil

General Conditions:

The following enclosures to be uploaded along with the e-application

- Self-attested photo copy of SSLC or Higher Secondary Mark Sheet/Transfer Certificate for age proof.
- Self-attested photo copy of Degree Certificate.
- Experience certificate/s and Relieving Letter.
- Last Month Salary Slip

Candidates are advised to adhere to the eligibility conditions given strictly. Any information found to be wrong or any candidate found ineligible at any stage of the process or later will result in disqualification of the candidate.

Disclaimer:

Please note that the e-applications with incorrect / incomplete particulars or without copies of certificates attached are liable to be rejected.

The Bank reserves the right to reject any application without assigning any reason and Bank's decision in the matter of eligibility, interview and selection would be final. The Bank reserves the right to eliminate the ineligible candidates at any point of time before, during or after the personal interview / selection. The decision of the Bank is final.

The e-applications will be scrutinized and the shortlisted applicants will be communicated individually by post / e-mail with details of the interview. The Bank reserves the right to reject any application at any point of time without assigning any reason and Bank's decision in the matter of eligibility, conduct of interview and selection would be final. No correspondence in this regard will be entertained by the Bank.

