

**RECRUITMENT OF INTERNAL OMBUDSMAN FOR REPCO HOME FINANCE LIMITED,
CORPORATE OFFICE, CHENNAI**

POST CODE: INTERNAL OMBUDSMAN-JAN 2022

1	Name of the Post	Internal Ombudsman
2	Vacancy	One (1)
3	Age	Not exceeding 65 years as on 01-01-2022.
4	Tenure	The contract will be valid for a fixed period of 3 years. The Internal Ombudsman shall not be eligible for reappointment or for extension of term.
5	Experience	<ol style="list-style-type: none"> 1. Retired or a serving officer, not below the rank of Deputy General Manager or equivalent in any financial sector regulatory body/ any other NBFC/ bank, with necessary skills and experience of minimum of seven years of working in areas such as non-banking finance, banking, financial sector regulation or supervision, or consumer protection. 2. The person shall not have worked/ be working in Repco Group of Institutions.
6	Emoluments	Fixed Monthly Emoluments of Rs.1,00,000/- subject to deduction of taxes as applicable. No other allowance payable, except mobile reimbursement.
7	Leave	Eligible for 2 days Leave for every completed month of service, which can be accumulated and availed as per Company Policy. Not eligible for any other leave. No Leave Encashment available.
8	Location	Corporate Office, Chennai.
9	Nature of Duties	<p>The IO shall deal only with the complaints that have already been examined by RHFL but have been partly or wholly rejected by us. In other words, the IO shall not handle complaints received directly from the customers or members of the public.</p> <ol style="list-style-type: none"> a) The following types of complaints shall be outside the purview of this direction and shall not be handled by the IO: <ol style="list-style-type: none"> i. Complaints related to frauds, misappropriation etc., except those resulting from deficiency in service, if any, on the part of RHFL. ii. Complaints/ references relating to (a) Internal Administration, (b) Human Resources, (c) Pay and Emoluments of staff. iii. References in the nature of suggestions and commercial decisions of RHFL. iv. Complaints which have been decided by or are already pending in other fora such as Consumer Disputes Redressal Commission, courts, etc. b) The complaints that are outside the purview of this direction shall be immediately referred back to RHFL by the IO. c) The IO shall examine the complaints based on records available with the us, including any documents submitted by the complainant, and comments/clarifications furnished by

		<p>the NBFC to the specific queries of the IO. The IO may seek additional information from the complainant through RHFL.</p> <p>d) RHFL shall furnish all records/documents sought by the IO to enable expeditious redress/resolution of customer grievances.</p> <p>e) The IO may hold meetings with the concerned functionaries/departments of RHFL and seek any record/document available with us that is necessary for examining the complaint/decision.</p> <p>f) The IO shall periodically analyse the pattern of all complaints received against RHFL, such as product-wise, category-wise, consumer group-wise, geographical location-wise, etc. and provide inputs to RHFL for policy intervention, if any.</p> <p>g) The IO shall not represent RHFL in legal cases before any court or fora or authority.</p> <p>h) The IO shall report to the Managing Director/Chief Executive Officer of RHFL administratively, and to the Board functionally.</p>
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Note:

1. The engagement is purely on a retainer basis and it will not entitle the retainer to any permanent employment / regular job in this Company during or after completion of contract period or to any of the privileges available to the regular staff members of the Company.
2. During the contract period, if the Company feels that the IO is not capable of discharging his assigned duties satisfactorily, the Company may at its discretion remove/ terminate the IO with explicit approval from Reserve Bank.
3. The nature of work involves travelling to any place in India where the Company has branches. The candidate therefore, should be in a position to travel as per the policies of the Company.

How to Apply:

Eligible candidates are requested to apply only as per the enclosed bio-data format. Applications sent in any other format will not be considered.

Applications in a sealed envelope super-scribing the “Application for the post of INTERNAL OMBUDSMAN/JAN 2022” shall be forwarded to the address as given below by post to reach the addressee on or before **January 17, 2022 (5 PM)**.

The Deputy General Manager (HR)
Repco Home Finance Limited
Corporate Office
3rd Floor, Alexander Square
New No. 2, Sardar Patel Road,
Guindy, Chennai - 600 032.

Applications received after due date and in any other format except the prescribed bio data format or through any other mode except by post/ courier will not be considered.

Candidates serving in Government/ Quasi Government Offices, Public Sector Undertakings including Nationalised 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.

Candidates should take required permission before applying from their previous employer and should produce the same at the time of interview.

Candidates having pending disciplinary action against them at the time of applying for the position or having been punished under disciplinary proceedings during their entire service will not be considered eligible. The appointments are subject to satisfactory reference / background verification.

The shortlisting will be done as per the prescribed criteria and as per management discretion depending upon the number of applications received. The shortlisted candidates shall be called for further selection process subsequently. The date & venue & mode of the same will be communicated to the shortlisted candidates individually in due course. The Company reserves the right to accept/reject any/all applications and/ or modify any of the eligibility conditions without assigning any reason or even abandon the recruitment process. The Company also reserves the right to offer suitable cadre/emoluments to candidates as per its own discretion depending on profile, past experience and performance in the selection process etc. No further communication/ correspondence in this regard after submission of application will be entertained. Bringing external influence will lead to disqualification.
