

NOTIFICATION FOR APPOINTMENT OF “INTERNAL OMBUDSMAN” (IO) ON CONTRACTUAL BASIS

National Insurance Company Limited (NICL), a leading Public Sector General Insurer, with Pan India Branch Network with Head Office in Kolkata, invites Applications for the Post of “INTERNAL OMBUDSMAN” (IO) on Contractual Basis.

A. Application:

Application format is to be downloaded from <https://nationalinsurance.nic.co.in>. Eligible and interested candidates may fill up the same and send scanned copy (along with scan of other documents as specified in the form) to Personnel Dept, Head Office (Email ID: ho.pers@nic.co.in) with the mail caption as “Application for Post of IO in NICL”.

B. Last Date for Application: 14th October, 2022.

C. Eligibility/ Job Profile/ Prerequisites for the post of “INTERNAL OMBUDSMAN” (IO):

1	NUMBER OF POST	01 (One).
2	LOCATION	The Office of the IO will be located at Head Office Kolkata. However the IO may need to visit Regional Offices for resolution of grievances depending on Company’s requirement from time to time.
3	AGE AS ON 01.09.2022	Not more than 65 years.
4	ELIGIBILITY	The IO must be a retired officer, not below the rank of General Manager or equivalent, of any General Insurance Company/ Insurance Regulatory Body, other than National Insurance Company Limited.
5	WORK EXPERIENCE	The candidate must have necessary skills and experience of minimum 7 years of working in areas such as general insurance regulations, supervision, payment and settlement systems and/or consumer protection.
6	JOB PROFILE	The Internal Ombudsman shall deal with all grievances relating to Quantum disputes arising out of claim. The internal ombudsman is required to strengthen the grievance redressal mechanism and reduce the complaints to Insurance ombudsman and pre-empt litigation in judicial and quasi-judicial forums. The complaints will be referred to the Internal Ombudsman by NICL or directly by the Policyholder / customer.
7	REMUNERATION & OTHER BENEFITS	Consolidated fee will be paid on a per case basis @ ₹1000/-. In exceptional/high value cases, an additional fee may be considered depending upon merits and complexity of case by the General Manager at Head Office but not exceeding ₹5000/-. In case of visit to Regional Offices, Tour & expenses will be applicable as per entitlement of General Manager of the Company. Engagement will not be construed as employment in the company and the Internal Ombudsman is not eligible to claim for PF/Bonus/Pension during the period of contract or thereafter. The Internal Ombudsman will be provided with secretarial staff to assist him in day to day work.
8	SELECTION PROCESS	Appointment of Internal Ombudsman (IO) will be done at the sole discretion of the Company on fulfilment of the Criteria as mentioned above. Selection will be made on the basis of personal interaction / Interview (Online / Physical mode). Detailed modalities pertaining to Interview shall be intimated in due course.
9	TERMS OF CONTRACT	The appointment is purely contractual in nature for a fixed term of not less than 3 years but not exceeding 5 years. The IO shall not be eligible for reappointment or for extension of term.

PRESCRIBED APPLICATION FORMAT IS ENCLOSED (Annexure I).

Date : 23-09-2022.

Place: Kolkata.

**Sd/-
General Manager**