

**PENSION FUND REGULATORY AND DEVELOPMENT AUTHORITY**  
**B-14/A, CHHATRAPATI SHIVAJI BHAWAN, QUTAB INSTITUTIONAL AREA**  
**KATWARIA SARAI, NEW DELHI -110016**

**VACANCY NOTIFICATION FOR APPOINTMENT OF OMBUDSMAN ON CONTRACT BASIS**

Pension Fund Regulatory and Development Authority (PFRDA) is a statutory regulatory body established under Section 3 of the Pension Fund Regulatory and Development Authority Act, 2013 with the object to promote old age income security, develop and regulate pension sector in India. As on 30.09.2019, around 3.05 crore subscribers are registered under various schemes under National Pension System (NPS) regulated/administered by PFRDA. National Pension System (NPS) has a unique architecture under which professional competencies of various intermediaries have been leveraged for efficient and cost effective service delivery, in the capacity of Pension Funds, Central Recordkeeping Agency, Trustee Bank, Custodian etc. Similarly, various Govt. Sector Nodal offices, Banks, MFIs etc. are presently providing customer interface. NPS subscriber base spans across all sectors and demographics covering many segments of population, including those in unorganised sector.

The Authority intends to appoint **one Ombudsman on contract basis** as per PFRDA (Redressal of Subscriber Grievance) Regulations, 2015, who shall receive, consider and facilitate resolution of complaints or grievances which fall within the ambit of the aforementioned Regulations. A copy of the said Regulations is available on PFRDA website at [www.pfrda.org.in](http://www.pfrda.org.in).

Details of the required qualification and experience along with terms and conditions for appointment of Ombudsman are given below:

- 1. Qualifications-** In order to be appointed as an Ombudsman a person shall be -
- (a) a citizen of India;
  - (b) of high moral integrity;
  - (c) not below the age of forty-five years; and
  - (d) either-
    - (i) be a retired District Judge or qualified to be appointed as a District Judge; or
    - (ii) having at least ten years' experience of service in the discharge of regulatory functions in any regulatory body; or
    - (iii) having special knowledge and experience in law, finance, corporate matters, economics, management or administration for a period of not less than ten years.

**2. Disqualifications-** A person shall not be qualified to hold the office of the Ombudsman if he -

- (i) is an un-discharged insolvent;
- (ii) has been convicted of an offence involving moral turpitude;
- (iii) has been found to be of unsound mind and stands so declared by a competent court;
- (iv) has been charge sheeted for any offence including economic offences; or

(v) has been a whole-time director in the office of an intermediary under the National Pension System or any other pension scheme regulated by the Authority and a period of at least three years has not elapsed from the date of his cessation as such director.

### **3. Remuneration-**

The Ombudsman shall be entitled to a fixed monthly payment of Rs.70,000/- (Rupees Seventy Thousand only) on a consolidated basis, subject to deduction of taxes applicable and shall be required to work for at least 3 (three) days in a week. If he/she is required to come one day per week extra due to higher volume of work, he/she shall be paid Rs.20,000/- extra, i.e. Rs.5,000/- per day. The working hours of the Ombudsman shall be the usual working hours as applicable in PFRDA. No additional fee/allowance shall be permissible to the Ombudsman over and above the entitlement as mentioned above.

The Authority reserves the right to revise the remuneration/honorarium as provided above having regard to the number and nature of complaints.

**4. Tenure of contract-** A person appointed as an Ombudsman shall hold office for a period of three years. Provided that no person shall hold the office of an Ombudsman after attaining the age of sixty-five years. The services of Ombudsman can be terminated after giving three (3) months' notice from either side. The arrangement/appointment would be reviewed by the Authority on completion of one year.

PFRDA reserves the right to cancel/terminate the exercise at any stage as may be considered appropriate by the Authority without assigning any reason.

**5. Territorial jurisdiction-** The Ombudsman shall exercise jurisdiction in relation to an area as may be specified by the Authority by an order.

**6. Location of Office-** (a) Presently, the Office of Ombudsman shall be located at the head office of the Authority at Delhi.

(b) The Authority shall provide the necessary infrastructure for discharge of functions by the Ombudsman.

**7. General Powers and Functions of Ombudsman-** The Ombudsman shall have the following powers and functions to-

(a) receive complaints as specified in PFRDA (Redressal of Subscriber Grievance) Regulations, 2015 against any intermediary or entity and to consider such complaints and facilitate resolution thereof by amicable settlement;

(b) approve a friendly or amicable settlement of the dispute between the parties;

(c) adjudicate such complaints in the event of failure of settlement thereof by friendly or amicable manner.

**8. Selection Procedure-** Interested candidates are advised to refer to the provisions of the PFRDA Act, 2013 and the PFRDA (Redressal of Subscriber Grievance) Regulations, 2015 notified by the Authority, which are available on the website of the Authority. The selection will be made on the basis of personal interaction/interview. The selection committee may prepare a panel of eligible persons, out of which a person may be appointed as an Ombudsman. The Authority may appoint one or more persons to act as

Ombudsman for one or more territories. There shall be no vested right in any applicant to be considered for appointment as Ombudsman and such appointment and continuance shall be at the discretion and pleasure of the Authority. The appointment of the Ombudsman shall be purely on part-time basis on contract. The Ombudsman shall not be deemed to be an employee of the Authority or shall not have any relationship of any nature with the Authority. Appointment of Ombudsman shall not confer any special privilege or status, other than those mentioned in the Regulations.

#### **9. HOW TO APPLY:**

(a) Candidates who satisfy the eligibility norms may apply giving their bio data strictly in the format given below. No application shall be entertained beyond the stipulated date. Incomplete applications will be rejected.

(b) Hard copy of the application should be sent by post in a cover superscribing 'Application for appointment of Ombudsman on contract basis' to the following address so as to reach **latest by 30<sup>th</sup> November, 2019**.

Mr. Sumit Kumar  
General Manager  
Pension Fund Regulatory and Development Authority  
Chatrapati Shivaji Bhawan  
B-14/A, Qutab Institutional Area  
Katwaria Sarai, New Delhi-110 016.

#### **10. GENERAL INSTRUCTIONS:**

- While applying for the post, the applicant should ensure that he/she fulfills the eligibility and other norms mentioned above and that the particulars furnished are correct in all respect. In case it is detected at any stage of selection process 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 automatically stand cancelled. If any of the above shortcoming(s) is/are detected even after appointment, his/her contractual appointment is liable to be terminated without any notice.
- Mere submission of application against the advertisement and apparently fulfilling the criteria as prescribed in the advertisement would not bestow on an applicant the right to be called for interview.

Place: New Delhi

Dated: 08.11.2019

General Manager

**PENSION FUND REGULATORY AND DEVELOPMENT AUTHORITY**  
**APPLICATION FOR APPOINTMENT AS OMBUDSMAN ON CONTRACT BASIS**

1. Name in full  (In CAPITAL LETTERS)		First Name													
		Middle Name													
		Last Name													
2. Father's Name												Paste Photograph in the box alongside and sign across it			
3. Sex (Please ✓ wherever applicable)		M				F									
4. Date of Birth		D	D	M	M	Y	Y	Y	Y						
5. Age as on 01.11.2019						Years				Months					
6. Category, i.e. General/ SC/ST/ OBC/PH (Please ✓ wherever applicable)		General		OBC		SC		ST		PWD					
7. Details of Work Experience as on 01.11.2019															
Employer Name & address		Designation including area of work						Period / Duration							
								Years		Months					
8. Academic Qualification as on 01.11.2019															
Qualification		Examination		Year of Passing				University/ Institute							
<b>Graduation</b>															
<b>Post-Graduation</b>															
<b>Any Other</b>															

9. Postal Address (English – in capital letters only)

Door no/Flat no:	E Mail							
Locality:	Telephone:							
City	Mobile:							
	STD Code:							
District	State:	Pin Code:						

Any other information considered relevant by the applicant :

Declaration

- I have carefully gone through and have fully understood the provisions of PFRDA (Redressal of subscriber Grievance) Regulations, 2015 including the conditions of eligibility prescribed thereunder for appointment as Ombudsman. I understand that my appointment as Ombudsman is liable to be cancelled/ dispensed with at any time, if it is found that I do not satisfy the eligibility criteria and/or the Authority may dispense with my services at any time, without assigning any reasons.
- That the facts stated above are true to the best of my knowledge and belief.

Place:

Date:

Signature