



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

VACANCY NOTIFICATION

Applications are invited by the Authority from interested and eligible candidates for appointment of **Stipendiary Ombudsman** under Regulation 17 of the Pension Fund Regulatory and Development Authority (Redressal of Subscriber Grievance) Regulations, 2015. The Ombudsman shall presently operate from the office of the Authority situated at the above address. Such Ombudsman is expected to discharge his powers and functions in the manner and as specified under the aforementioned regulations and for this purpose shall be to receive, consider and facilitate resolution of complaints or grievances received from subscribers, covered under the provisions of the PFRDA Act, 2013.

The complete details of eligibility criteria, mode of selection, Fees and allowances payable and terms of appointment etc. are available on PFRDA's website www.pfrda.org.in. The last date of receipt of application is **June 30, 2016**.

General Manager

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PFRDA is a statutory regulatory body established under Section 3 of the Pension Fund Regulatory and Development Authority Act, 2013 the object to promote old age income security and, develop and regulate pension sector in India. Presently, 1.30 crore subscribers are registered under various schemes under National Pension System (NPS) regulated by PFRDA. National Pension System (NPS) has a unique architecture where under professional competencies of various intermediaries have been leveraged for efficient and cost effective service delivery, whether in the capacity of Central Recordkeeping Agency, Trustee Bank, Custodian etc. Similarly various Govt. sector Nodal officers, Banks, MFIs etc. are presently providing customer interface. NPS subscriber base spans across all sectors and demography's covering all segments of population, including those in unorganised sector.

Appointment of Stipendiary Ombudsman: The Authority intends to appoint for the time being a Stipendiary Ombudsman to be located at Delhi under PFRDA (Redressal of Subscriber Grievance) Regulations, 2015, who shall receive, consider and facilitate resolution of complaints or grievances which fall within the ambit of these regulations. The subject regulation is available on PFRDA website at www.pfrda.org.in .

Details of the required qualification and experience along with terms and conditions of appointment of Stipendiary Ombudsman:

- 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 of age; 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 Stipendiary Ombudsman shall be entitled to a fixed monthly honorarium of Rs.10000/- (ten thousand only) and a sitting fee of Rs.5000/- per day of sitting along with a fixed local conveyance allowance of Rs.1500/- for the day of such sittings. The date of such sittings shall be scheduled by the Authority based on the nature and number of complaints received

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

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

5. Location of Office.-(a) To begin with 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 Stipendiary Ombudsman.

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

- (a) receive complaints as specified in these regulations 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.

7. The tenor of the Stipendiary Ombudsman shall be as applicable to the regular Ombudsman as per PFRDA (Redressal of Subscriber Grievance) Regulations, 2015. PFRDA reserves the right to cancel/terminate the exercise at any stage as may be considered appropriate by the Authority without assigning any reason.

8. Interested candidates are advised to refer to the provisions of the PFRDA Act, 2013 and the regulations notified by the Authority which are available on the website of the Authority. The selection committee may prepare a panel of eligible persons, out of which a person may be appointed as a stipendiary ombudsman. The Authority may appoint one or more persons to act as a stipendiary ombudsman for one or more territories. There shall be no vested right in any applicant to be considered for appointment as Stipendiary Ombudsman and such appointment and continuance shall be at the discretion and pleasure of the Authority. The Ombudsman shall not be deemed to be an employee of the Authority or have any relationship of like nature with the Authority. The services of the Ombudsman can be dispensed with at any time by

serving a notice without assigning any reason for the same. Appointment of stipendiary 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.

(b) Applications should be sent by post in a cover superscribing 'Application for appointment of Stipendiary Ombudsman to the following address so as to reach **latest by June 30, 2016.**

The General Manager (Grievances)
Pension Fund Regulatory and Development Authority
Chatrapati Shivaji Bhawan
B-14/A, Qutab Institutional Area
Katwaria Sarai, New Delhi-110 016.

Any Other			
9. Postal Address (English – in capital letters only)			
Door no/Flat no:		E Mail	
Locality:		Telephone:	
City		Mobile:	
		STD Code:	
District	State:	Pin Code:	<input type="text"/>
Any other information considered relevant by the applicant :			
<u>Declaration</u>			
<ul style="list-style-type: none"> • 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 therefor. I understand that my appointment as stipendiary ombudsman is liable to be cancelled/ dispensed with at any time, if it is found that I do not satisfy the eligibility criteria 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	