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Notification for contractual engagement of superannuated / voluntarily retired /resigned officers in Scale V from L.I.C. of India/GIPSA Companies as Secretary (Admin) at Chandigarh, Lucknow, Noida and Thane centres of Office of Insurance Ombudsman

1. Office of the Council for Insurance Ombudsmen (OCIO) invites applications from personnel (superannuated / voluntarily retired / resigned) from LIC of India or GIPSA Companies for empanelment and engagement as Secretary (Admin) on contractual basis in the Offices of the Insurance Ombudsman.

2. Offices of Engagement

Secretary (Admin) shall be considered for empanelment at Chandigarh, Lucknow, Noida and Thane Centre only.

3. Vacancy:

Centre	Likely Vacancy
Chandigarh	1
Lucknow	1
Noida	1
Thane	1

4. Posting

On final selection, the candidates shall be empanelled as Secretary (Admin) and shall be considered for engagement from the empanelled list to the Office of the Insurance Ombudsman for which he/she has applied as and when need arises. No requests for change of place of engagement will be entertained for any reason whatsoever, at a later stage. However, the Dy./Secretary General reserves the right to post the Secretary (Admin) to any of above-mentioned centres of Office of the Insurance Ombudsman as per the needs of office. In such occasion, no expenses for taking up the engagement /travelling/ accommodation at new office will be reimbursed to the Secretary (Admin).

5. Nature of Engagement

The engagement of eligible personnel (superannuated / voluntarily retired /resigned) confirmed officers in Scale V from LIC of India/ GIPSA Companies shall be need based and purely on contractual basis.

6. Eligibility Conditions:

Age	Minimum age – not less than 55 years and maximum age not more than 63 years as on the last date for submission of application.
Experience	1. Officers who Superannuated / voluntarily retired /resigned as Confirmed SCALE V officers only, shall be considered for this engagement 2. Has handled CRM/ Policy Servicing / Claims/ Legal department/customer grievances redressal operations/underwriting/administration (desirable)
Vigilance	Personnel who have been removed from services due to disciplinary / vigilance proceedings are not eligible to be considered for engagement
Other Information	All applicants are required to submit a document issued by the employer stating specifically the experience, date of superannuation / voluntary retirement / acceptance of resignation and the scale / cadre / designation from which the applicant has superannuated / voluntarily retired/ resigned.

7. Tenure of Engagement

A) The term (tenure)of engagement shall be for a period of one year from the date of engagement or up to 65 years of completed age of the Secretary (Admin), whichever is earlier.

B) Depending on the need of the office, the Contractual engagement may be renewed for a period up to a year, subject to satisfactory performance as well as suitability of the engaged Secretary (admin), maximum on two occasions. The upper age limit for contractual engagement of Secretary (Admin) till the time one will remain engaged in no case shall cross 65 years of age. Such renewal shall be decided at the sole discretion of the Dy./Secretary General at the office of the CIO.

8. Termination of Engagement

The contractual engagement can be terminated by either party i.e. the Office of the CIO on recommendation of the concerned Office of the Insurance Ombudsman or the Secretary (Admin) by giving 1 (one) Months' prior notice in writing or by payment of proportionate remuneration in lieu thereof at any time during the period of contractual engagement, without assigning any reasons whatsoever.

Dy/ Secretary General reserves the right to waive the notice period.

9. Job Profile:

The Secretary (Admin) will be required

1. to assist Insurance Ombudsman in disposal of grievances and other procedural aspects, as per Insurance Ombudsman Rules 2017, as amended from time to time.
2. to be responsible for the overall day to day administration and function of the office in so far as receipt and disposal of complaints and allied matters, under the Insurance Ombudsman Rules, 2017 is concerned.
3. to facilitate and handle the Complaint Management System (CMS) for timely disposal of complaints and IT/regulatory compliance

The Secretary (Admin) shall also be required maintain the confidentiality of the data and matters handled in the offices of Insurance Ombudsman. They would be required to consent to needful clauses in this regard.

10. Remuneration:

Remuneration payable to the personnel as Secretary (Admin) shall be Rs.90,000 per month in the 1st year of contractual engagement. Amount of incidental will be Rs. 7000 per month for Chandigarh, Lucknow and Noida and Rs. 10000 per month for Thane centre. Fixed Remuneration is defined as the amount which is payable to the Secretary (Admin) during the first year of engagement. This does not include the amount of incidental.

On Completion of the initial tenure of Engagement, depending upon satisfactory performance, if the contract is renewed for 2nd year, the Remuneration of the Secretary (Admin) shall increase @ 10% of the Fixed Remuneration and if renewed for 3rd year, the Remuneration of the Secretary (Admin) shall increase @ 12% of the Fixed Remuneration

No other benefits/allowances (that are payable to regular Officers posted on deputation from Life/General Insurance Public Sector Companies in the Office of the Insurance Ombudsman) shall be payable to the Secretary (Admin)s during the tenure of contractual engagement.

The remuneration and incidentals payable shall be subject to deduction of appropriate taxes at source as per rules of the Central/State Government applicable to the centre where the Secretary (Admin) is posted on engagement.

Where the Secretary(Admin) joins anytime during the month other than 1st day of the month or exits from contractual service before completing the calendar month, remuneration including incidentals shall be payable on proportionate basis for the actual number of days of service completed for the month (intervening holidays/eligible leave observed by the office included).In case of resignation where notice period is not served and also in cases of termination, payment of incidentals for that month will be deducted in full.

11. Selection Procedure

The selection procedure will be as follows: -

a) Portal for applying for the post of Secretary (Admin) will be available on our website www.cioins.co.in

b) Applicant has to submit the application through online mode only.

c) After successful submission of application, applicant will be intimated through e-mail on his/her registered e-mail id.

d) Eligible candidates may be called for physical verification of the documents submitted by him/her online.

e) Once documents are verified and found in order, the candidates will be permitted to appear for the personal interview. Candidates who have passed exams viz. Licentiate/diploma of III, Associate and Fellowship of Insurance Institute of India/MBA(Insurance) will be given preference.

f) The interview will be conducted either in person or in virtual mode.

- g) The Dy./Secretary General (CIO) shall constitute a selection committee for Interview.
- h) The Dy./ Secretary General, (CIO) reserves the right to restrict the number of candidates to be called for Interview.
- i) Candidates shall be empanelled as per merit list prepared, based on the performance in the interview.

On conclusion of the interviews, the Office of CIO shall prepare a separate merit list for each notified Office of Insurance Ombudsman (Chandigarh, Lucknow, Noida and Thane) for the candidates selected for empanelment based on their suitability. **The decision of the Dy./ Secretary General (CIO) shall be final in this regard.**

- j) Such empanelled merit list will be valid only for a period of maximum two years from the date of approval of the Merit List by the Competent Authority or till the date of publication of advertisement for engagement of the next batch, whichever is earlier. **Empanelment in merit list does not necessarily mean that engagement will be offered.**

- k) Such empanelled personnel cannot claim gainful engagement in the OIO at any point of time.

12. Leave

During the period of contractual engagement, the Secretary shall be eligible for 1 (one) day Leave for every 15 days at work (including Saturday, Sunday, holidays and eligible leave) of contractual engagement. Leave cannot be carried forward to the next year in case of renewal of contract. Unutilized leave may be encashed before the end of the contract year. The fixed monthly remuneration applicable for that contract year without incidental will be taken for calculation. Encashment of un-availed portion of leaves shall not be paid in case of dismissal, resignation or any other form of Termination

Any absence in the office without eligible leave will be treated as loss of pay on the principle of 'no work, no pay' and no remuneration including incidentals are payable for this period of absence.

If Secretary (Admin) avails of accrued leave to his / her credit or remains absent after submitting his resignation letter or after issue of termination letter during the notice period of one month then the notice period shall stand extended to the extent of the leaves or absence period availed.

Saturdays, Sundays and Holidays under Negotiable Instrument Act, 1881, whether intervening, prefixed or suffixed to entitled leave shall not be treated as Leave. However, if a Secretary (Admin) remains absent from office, without having leave to his/her credit, then all intervening Saturdays/Sundays and holidays under Negotiable Instrument Act 1881, will also be treated as absence from office and the entire period of absence from office will be treated as loss of pay and no remuneration including incidentals will be payable for the period of absence.

All Secretary (Admin) shall mark their attendance everyday as per prevailing system of marking attendance in the office (including electronic means).

13. Working Hours:

The working hours are 7 ½ hours a day with lunch break of 30 minutes on all working days from Monday to Friday. The exact office hours of the Secretary (Admin) shall be as per the office Hours followed by the Office of the Insurance Ombudsman to which he/she stands posted.

14. Conduct and Discipline:

A Secretary (Admin) who displays inefficiency or indolence or who knowingly/unknowingly does anything detrimental to the interests of the Office of the Insurance Ombudsman or causes financial loss to the Office of the Insurance Ombudsman by his/her acts or who commits a breach of discipline or is found guilty of any other act prejudicial to good conduct or is detained in custody for a period exceeding 48 hours or remains continuously absent for more than 30 days shall, on the recommendation of the Insurance Ombudsman of the Office of the Insurance Ombudsman, be liable for imposition of the following penalties by the Engaging Authority:

- a) Termination of contractual engagement without any prior notice.
- b) Recovery of remuneration (fixed and incidentals) or such other amount due to him and/or the loss caused to the Office of the Insurance Ombudsman.

15. How to Apply

- i) Applications have to be submitted online through Secretary (Admin) engagement portal for which link is available on our website www.cioins.co.in (under tab “Engagement of Secretary (Admin)”))
- ii) Physical applications will not be accepted.
- iii) Last date for receipt of application is 10.08.2026 till 17.30 Hrs IST.

16. General Information.

The Dy./Secretary General is the Competent Authority for all matters and he/she reserves the right to modify / alter any/all of the eligibility conditions for engagement of Secretary (Admin)s on contractual basis.

Place: Mumbai
Date: 29.07.2026

Secretary General (CIO)