



OFFICE OF THE EXECUTIVE COUNCIL OF INSURERS
3RD FLOOR, JEEVAN SEVA ANNEXE
SANTACRUZ WEST MUMBAI 400054
Tel: 022- 26106889/ 26106671. Email: inscoun@ecoi.co.in

Engagement of Personnel having experience in Life / General Insurance Industry (private and public sector) as Professional Experts (P.E.) in the Offices of Insurance Ombudsman on Contractual Basis.

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1. Office of the Executive Council of Insurers (ECOI) invites applications from personnel having experience of working in Life / General (public and private) Insurance Industry (retired / voluntarily retired / resigned) for engaging as Professional Experts on contractual basis in the Offices of the Insurance Ombudsman.

2. Offices of Engagement

Professional Experts shall be considered for engagement at the following Offices of the Insurance Ombudsman depending upon requirements in each office in each scale. An applicant may apply for engagement at only one of the following offices:

Office of Insurance Ombudsman at				
Ahmedabad	Bengaluru	Bhopal	Bhubaneswar	Chandigarh
Chennai	Delhi	Guwahati	Hyderabad	Jaipur
Kochi	Kolkata	Lucknow	Mumbai	Noida
Patna			Pune	

Posting

On final selection, the Professional Expert shall be considered for posting only to the Office of the Insurance Ombudsman for which he/she has applied. No requests for change of posting will be entertained for any reason whatsoever, at a later stage. However, the Secretary General reserves the right to post the Professional Expert to any other Office of the Insurance Ombudsman as per the needs of office.

3. Nature of Engagement

The engagement of eligible personnel having experience in Life / General Insurance Industry (retired / voluntarily retired /resigned) as Professional Experts shall be purely on contractual basis.



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4. Eligibility Conditions:

Age	(i) Minimum age – 50 years and maximum age 63 years as on the last date for submission of application.
Experience	(ii) Minimum 10 years' experience in insurance industry as an employee. As far as applicants from public sector are concerned, only those whose last assignment was in scale II, III or IV will be considered.
Vigilance	Personnel who have been removed from services due to disciplinary / vigilance proceedings are not eligible to be considered for engagement as Professional Expert.
Other information	All applicants are required to necessarily submit a document issued by the employer stating specifically the experience, date of retirement / voluntary retirement / acceptance of resignation and the scale / cadre / designation from which the applicant has retired / voluntarily retired/ resigned.

5. Tenure of Engagement

The term of engagement shall be for a maximum period of one year from the date of engagement and in any case not beyond 65 years of age of the Professional Expert, whichever is earlier.

6. Renewal of Engagement

The contractual engagement can be extended further for a maximum period of one year but in any case not beyond 65 years of completed age of the Professional Expert depending upon his performance and needs of office, at the sole discretion of the Secretary General at the Office of the ECOI.



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7. Termination of Engagement

The contractual engagement can be terminated by either party by giving 30 days' 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.

8. Job Profile:

The Professional Expert will be required to attend to Life / General insurance related complaints received in the Office of Insurance Ombudsman and also other assignments delegated by the Officer-in-Charge of the Office of Insurance Ombudsman. The Professional Expert shall also be required to assist the Insurance Ombudsman in deciding the complaints fairly and conclusively. The Professional Expert shall follow the instructions of his / her seniors in the office.

9. Remuneration:

The remuneration payable to the eligible personnel on appointment as Professional Expert shall be as under:

Scale	Fixed Remuneration (Per month) (₹)	Incidentals (per month) (₹)
II	25,000/-	5000/- towards Conveyance, Mobile/Internet etc.
III	30,000/-	5000/- towards Conveyance, Mobile/Internet etc.
IV	35,000/-	5000/- towards Conveyance, Mobile/Internet etc.

On completion of the initial tenure of engagement of one year, and if the contractual engagement is renewed, on such renewal of the contract, the remuneration of the Professional Expert shall be nominally increased @5% of the Fixed Remuneration.



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No other benefits/allowances shall be payable. The remuneration payable shall be subject to deduction of appropriate taxes at source as per applicable rules of the Central/State Government.

10. Interviews

Eligible candidates will be called for a Personal Interview. Selection will be based on the performance in the Personal Interview.

11. Selection Procedure

Applications received shall be scrutinized at the Office of the ECOI and candidate found eligible for engagement shall be shortlisted and called for a personal interview. The Secretary General (ECOI) reserves the right to restrict the number of candidates to be called for Personal Interview commensurate to number of vacancies / requirements in each office. The decision of the Secretary General shall be final in this regard.

On conclusion of Interviews, the ECOI shall prepare two merit lists (one for LIFE segment and one for NON-LIFE segment) separately for each Office of Insurance Ombudsman. Such merit list will be valid only for a period of one year 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 of Professional Experts, whichever is earlier. Such eligible candidates whose names appear in the merit list and have not been engaged as Professional Expert will have no right or preference for engagement or selection at the end of the validity period of the merit list or at the time of selection of a fresh batch of Professional Experts.

12. Leave

During the period of contractual engagement, the Professional Expert shall be eligible for leave at the rate of two days for each completed month of engagement. Un-utilised leave may be encashed at the end of the contract year. However, proportionate salary will be deducted if the Professional Expert avails leave of more than two days in a month after adjusting accrued leave, if any. If the Professional Expert remains absent for one month or more, termination of the contract will be considered on merit.



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13. Working Hours

The Professional Expert will have to work for 7 ^{1/2} hours a day with lunch break of 30 minutes on all working days from Monday to Friday. The exact working hours of the Professional Expert shall be as per the working hours followed by the Office of Insurance Ombudsman to which he / she stands posted.

14. Action against Misconduct:

The engaged Professional Expert who displays inefficiency or indolence or who knowingly does anything detrimental to the interests of the Office of Insurance Ombudsman or causes financial loss to the Office of Insurance Ombudsman by his / her acts or who commits a breach of discipline or is guilty of any other act prejudicial to good conduct shall, on the recommendation of the Insurance Ombudsman or the Officer-in-Charge of the Office of the Insurance Ombudsman, be liable for imposition of the following penalties by Secretary General in charge of the office of Executive Council of Insurers being the Engaging Authority -

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

15. How to Apply

- i) Eligible candidates may apply in the prescribed format alongwith self - attested photo copies of required documents and send the same by post / courier addressed to the Secretary General, ECOI, at the following address:

The Secretary General
The Executive Council of Insurers
Jeevan Seva Annexe, III Floor
Santacruz (West), Mumbai - 400054.



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Additionally a scanned copy of the application with enclosures may also be sent to us by email at

- 1) For life – pegi2019@ecoi.co.in
- 2) For non-life – pegi2019@ecoi.co.in

ii) Last date for receipt of application alongwith enclosures is **23/04/2019**.

16. General Information.

- i. Travelling expenses incurred by the eligible candidate for attending the interviews shall be wholly borne by him.
- ii. The candidate eligible for selection as Professional Expert is required to submit a copy of their relieving letters issued by the previous employer from which they have retired / voluntarily retired / resigned.
The scale / designation / cadre of the eligible candidate at the time of retirement / voluntary retirement / resignation and date of retirement / voluntary retirement / acceptance of resignation should be explicitly mentioned in the document.
- iii. Application must be in the prescribed format given in our website.
- iv. Applications received after the specified last date and also incomplete applications will not be entertained and shall be rejected forthwith.
- v. The contractual engagement of Professional Experts will be governed by the “Instructions for contractual engagement of Personnel having experience in General / Life Insurance Industry as Professional Experts in the Offices of Insurance Ombudsman, 2015 and 2016” respectively as amended from time to time.

Secretary General (ECOI)

Place: Mumbai
Date: 27.03.2019