



Indian Banks' Association

Applications are invited from interested candidates for the post of **Senior Advisor** from serving/retired Executives of Banks on contract basis, to be placed at **Mumbai** as per terms and conditions mentioned below:

Terms and Conditions for engaging serving / retired / retiring (within the next 1 year) Bank Executives

Position	Senior Advisor
Functional Area	Customer Service Excellence
Eligibility	Serving/Retired CGM/GM (Scale VIII/VII) or equivalent having 3 years relevant functional experience (desirable) at AGM/DGM/GM/CGM level for the position of Senior Advisor Candidates superannuating in the next one year may also apply, subject to the willingness of the respective bank permitting for deputation, on offer of appointment.
Age	Not more than 62 years as on 01.09.2026
Compensation	₹2,83,400/- per month Conveyance and Reimbursement of Leased accommodation as per Policy

Experience in the following functional areas is highly desirable.

- Operations- Branch Banking
- Head of Branch / Region / Zone
- Customer Service monitoring at Controlling / Corporate office level with good exposure in analysing the root cause for customer grievance and finding way to improve the customer satisfaction
- Liasoning with Bank / RBI Ombudsman
- Good working knowledge of computer including MS-Office or equivalent applications.

Period of engagement: The appointment will be on a Contract basis for an initial period of 3 years, extendable up to 3 years or till the age of 65 years, whichever is earlier.

Other information: The place of posting will be Mumbai. IBA will not be providing Car facility. Considering that the role is of a specialised nature, the Chief Executive can approve deviations in the eligibility criterion depending on the availability/suitability of the candidates.

HOW TO APPLY: -

Candidates are required to have a valid personal email ID and Contact Number. It should be kept active till completion of this recruitment project. IBA may send call letters for Personal interview and/or any communication related to Selection Process on the registered Email ID. In case, a candidate does not have a valid personal email ID, he/she should create his/ her new email ID before applying.

- i. Candidates shall be required to apply to the position/s only through the link :- (<https://career.iba.org.in/>). Applications received through any other source shall not be accepted.
- ii. The name of the candidate should be mentioned correctly in the application as it appears in the certificates / mark sheets. Any change / alteration found at a later stage may disqualify the candidature.
- iii. Candidates shall also be required to upload passport size photograph and signature as per the size mentioned in the link.
- iv. An acknowledgement number shall be generated on submission of the application. Candidates should keep a note of the acknowledgement number for future reference.
- v. Applications once submitted shall be considered as final and no amendments shall be permitted. Therefore, candidates should take due care before submitting the applications.
- vi. The last date and time for receipt of application shall be **Tuesday, the 15th September, 2026, 5.00 p.m.**
- vii. Only such of those candidates who are short-listed for appearing in the Personal Interview will be intimated, through e-mail only.
- viii. Candidates to appear for the interview at their own cost. No TA/DA will be reimbursed to candidates for appearing in the Interview.