

 <p><b>बैंक ऑफ महाराष्ट्र</b> <b>Bank of Maharashtra</b> भारत सरकार का उद्यम <b>एक परिवार एक बैंक</b></p>	<p align="center"><b>मानव संसाधन प्रबंधन विभाग</b> <b>Human Resources Management Department</b> प्रधान कार्यालय: लोकमंगल, 1501, शिवाजीनगर, पुणे-5 <b>Head Office: LOKMANGAL, 1501, SHIVAJINAGAR, PUNE-5</b> टेलीफोन/TELE-020 : <b>25614321-477</b> ई/मेल-e-mail : <a href="mailto:bomrpsell@mahabank.co.in">bomrpsell@mahabank.co.in</a></p>	 <p>एक कदम स्वच्छता की ओर 'स्वच्छता अभियान' की सफलता हेतु हम प्रतिबद्ध हैं</p>
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AX1/ ST/RP/INTERNAL OMBUDSMAN/2022-23

Date: 13.10.2022

### RECRUITMENT NOTIFICATION

#### RECRUITMENT OF INTERNAL OMBUDSMAN ON CONTRACT BASIS PROJECT 2022-23

**DATE FOR SUBMISSION OF APPLICATION (IN HARDCOPY) STARTS BETWEEN 13.10.2022 AND 27.10.2022**

**BANK OF MAHARASHTRA**, leading listed Public Sector Bank with Head Office in Pune and more than 2053 network of branches invites **Offline Application** from candidates for engagement of **INTERNAL OMBUDSMAN on Contract Basis for the fixed period of three years** shall be posted at Head Office, Pune or any other office as per Bank's requirement.

**A. The eligibility & other terms of engagement are furnished as under:**

1	Post	<b>INTERNAL OMBUDSMAN</b> on a fixed contractual term of three years
2	No. of Post	01 (One only)
3	Qualification & Experience	<p><b>Bachelor's degree in any discipline recognized by Government of India or its Regulatory bodies,</b></p> <ol style="list-style-type: none"> <li>The candidate shall either be a retired or serving officer, not below the rank of Deputy General Manager or equivalent of another Bank / Financial Sector regulatory body and the applicant should not be in service of or should not have worked in the past in Bank of Maharashtra.</li> <li>He / She should have necessary skills and experience of <b>minimum seven years</b> of working in areas such as banking, regulation, supervision, payment and settlement systems and / or consumer protection.</li> </ol>
4	Age	Maximum <b>67 years as of 30.09.2022</b>
5	Compensation / Remuneration	<ol style="list-style-type: none"> <li>Consolidated fixed monthly remuneration of <b>Rs. 1,00,000/- per month</b> subject to deduction of taxes.</li> <li>Bank Car / Conveyance of <b>Rs. 20,000/- per month</b> and telephone/mobile expenses on actual basis or maximum <b>Rs. 5,000/- p.m.</b> whichever is less shall be paid.</li> <li>Leased rent accommodation up to the maximum rent of <b>Rs. 25,000/- p.m</b> / Bank's quarter facility in lieu of leased accommodation. <b>There shall be no other allowances / facilities.</b></li> </ol>
6	Duration of Contract	<ol style="list-style-type: none"> <li>The candidate shall be appointed on contract basis for a fixed period of three years.</li> <li>The performance of the selected candidate shall be reviewed by Managing Director &amp; CEO / Executive Director of the Bank every year.</li> <li>The Bank will be entitled to terminate the contract at any time without assigning any reason whatsoever, by giving one-month notice or on payment of fixed Component Compensation equivalent to one Month's fixed component of the compensation in lieu of such Notice.</li> <li>In case the appointee desires to terminate the contract before the expiry of the contractual period of three years, he / she will have to give to the Bank clear one month's notice or make payment of one Month's fixed component of the compensation in lieu of such Notice.</li> </ol>

7	Leave	<p><b>Casual Leave (CL):</b> 12 in a calendar year, the rate @ 1 CL for every month of service with prior approval / intimation of the Competent Authority, out of which not more than 4 days' leave can be taken at a time. However, if his / her absence exceeds eligible leave in a month, proportionate amount shall be deducted for each day of his / her absence over and above the one-day permissible leave from the consolidated payment. Balance of the leave shall not be allowed to carry over to the next year.</p> <p><b>Privilege Leave (PL) computed at one day for every 11 days of service on duty. Encashment of accumulated leave will not be allowed.</b> Any other absence shall be treated as on Loss of Pay affecting the Fixed Component of the compensation package.</p>
8	Reporting Authority	The Internal Ombudsman will directly report to Managing Director / Executive Director holding the portfolio of customer grievances.
9	Place of Posting	The position / place of posting of candidate will ordinarily be at Head Office, Pune. However, the Bank reserves right to post the selected candidate as per bank's requirement.
10	Working Hours	Working hours and weekly off / holidays shall be as applicable to the serving employees of the Bank.
11	Job Profile	<ol style="list-style-type: none"> <li>1. Internal Ombudsman shall not handle complaints received directly from the customers or members of public. In other words, the internal Ombudsman will deal only with the complaints that have already been examined by the bank's internal grievance redressal mechanism and have remained partly or wholly un-redressed.</li> <li>2. Internal Ombudsman shall examine all customer grievances including complaints of deficiency in service on the part of the bank as also those listed under clause 8 of the Banking Ombudsman scheme, 2006 (as amended from time to time) received by bank and which are partly or wholly rejected by bank's internal grievance redressal mechanism excepting the following: <ul style="list-style-type: none"> <li>➤ Complaints related to frauds, misappropriation etc. except in respect of deficiency of service, if any, on the part of the bank.</li> <li>➤ Complaints / references relating to a) Internal administration, b) human resources, c) pay and emoluments of staff.</li> <li>➤ References in the nature of suggestions, requests for concessions in rate of interest charged, rejection of loan proposal, modifications in sanction terms and conditions, enhancement in credit limit, waiver / write-off of loans, etc. which are primary in nature of commercial decisions.</li> <li>➤ Complaints which have been decided by or are already pending in other forums such as consumer forums, Courts, Debt Recovery Tribunals, etc.</li> </ul> </li> <li>3. The Internal Ombudsman shall analyze the pattern of complaints such as product / category wise, consumer groups wise, based on geographical locations, etc. and suggest means for taking actions to address the root cause of complaints of different nature.</li> <li>4. The Internal Ombudsman shall examine the complaints on the basis of records / documents available with the bank and comments / clarifications furnished by the bank to specific queries of the Internal Ombudsman.</li> <li>5. The Internal Ombudsman may hold meetings with concerned functionaries / departments of the bank and seek any record / document available with the bank that is necessary for examining the complaint. To ensure resolutions through conciliation, the Internal</li> </ol>

		<p>Ombudsman may seek direct feedback / clarifications from the complainant.</p> <p>6. In cases of conciliation, where the decision of the Internal Ombudsman is accepted by the complainant, the Internal Ombudsman shall obtain and keep on record, a statement showing the terms of the agreement duly signed by the complainant.</p> <p>7. The Internal Ombudsman shall not represent the bank in legal cases arising out of complaints examined by the bank or the Internal Ombudsman.</p> <p>8. The Internal Ombudsman shall report to the Managing Director / Executive Director of the bank handling the customer grievances. The Internal Ombudsman shall immediately refer back to bank all such complaints which are outside the purview of the scheme.</p>
12	Terms & Conditions	<p>1. The terms &amp; conditions of engagement is whole and simple governed by the provisions of the contract and the engagement shall not be construed as employment in the Bank and the provisions of PF/Gratuity/Pension etc. shall not apply in this case.</p> <p>2. No other allowance /payment /benefit /facility from the Bank other than what has been specifically mentioned above, shall be payable.</p>

#### B. Selection Process:

- Selection will be through Group discussions and personal interview. A preliminary screening of applications may be carried out by the Bank to shortlist eligible candidates with reference to candidate's qualifications, suitability / experience etc. to be called for Group Discussion and interview. Bank reserves right to do away with Group Discussion and to shortlist sufficient / adequate number of candidates for interview based on their suitability, experience, etc. While short listing the candidates, we may consider additional qualification/s, greater experience and level of responsibilities handled.
- Final Selection will be on the basis of marks secured by the candidate in Group Discussions and personal interview. Total marks allotted for GD and interview are 20 & 80. **In case bank decides that the final selection shall only be based on personal interview, then there shall be interview for 100 marks. The candidate should secure minimum 50% marks in personal Interview. Bank may change the mode of selection depending upon the number of candidates.**
- Thus, merely fulfilling minimum qualification and experience criteria would not automatically entitle a candidate for the interview. Bank reserves the right to change the modalities/ criteria of selection/recruitment process etc.
- Mere eligibility / admission to Group Discussions / Interview / pass in GD/ interview do not imply that the Bank is satisfied beyond doubt about the candidate's eligibility and shall not vest any right in a candidate for selection. The Bank would be free to reject the candidature of any candidate at any stage of recruitment process, if he / she is found to be ineligible and / or furnished incorrect or false information / certificates / documents or has suppressed any material facts and the fees paid by the ineligible candidates shall be forfeited. If appointed, such a candidate may be summarily removed / terminated from the services of the Bank.

#### C. Nationality / Citizenship: -

A candidate must be either (i) a Citizen of India or (ii) a subject of Nepal or (iii) subject of Bhutan or (iv) a Tibetan Refugee who came over to India before Jan.1962 with the intention of permanently settling in India or (v) a person of Indian origin who has migrated from Pakistan, Burma, Sri Lanka, East African countries of Kenya, Uganda, the United Republic of Tanzania ( Formerly Tanganyika and Zanzibar), Zambia, Malawi, Zaire, Ethiopia and Vietnam with the intention of permanently settling in India, provided that of a candidates belong to categories (ii), (iii), (iv) & (v) above shall be a person in whose favor certificate of eligibility has been issued by the Govt. of India. A candidate in whose case a certificate of eligibility is necessary may be

admitted to examination/Group discussions/interview conducted by the Bank, but on final selection, the offer of appointment will be given only after the necessary eligibility certificate issued to him by Government of India is submitted to the Bank.

**D. Procedure for Application: -**

**a) How to Apply: -**

1. Applicants have to submit their applications in the format enclosed as annexure (a) along with self- attested documents.
2. Last date for submission of application is **27.10.2022**. No application shall be entitled beyond the stipulated date.
3. All eligible and interested candidates should apply in the prescribed application format to reach the address cited below on or before **27.10.2022** Any application received after the due date will be summarily rejected.
4. Incomplete applications or not supported requisites documents will be rejected.
5. Application fee to be remitted by the applicants along with the application for Recruitment is as under inclusive of GST @ 18% on application fee (**Non-Refundable**): -

Sr	Category	Application Fee + Intimation Charges	GST	Total
01	All candidates	1,000.00	180.00	1,180.00

6. Address the application, superscripting "**APPLICATION FOR THE POST OF INTERNAL OMBUDSMAN PROJECT 2022-23**" to

**"GENERAL MANAGER  
BANK OF MAHARASHTRA, H.R.M DEPARTMENT,  
HEAD OFFICE, "LOKMANGAL", 1501, SHIVAJINAGAR, PUNE 411 001"**

**7. Mode of Payment: -**

Application fees of **Rs: 1,180/-** inclusive of GST payable by the way of Demand Draft (**Non-refundable**) drawn on any Nationalized Bank in favour of "**Bank of Maharashtra- Recruitment of INTERNAL OMBUDSMAN Project 2022-23**" payable at Pune. No other mode of payment is acceptable.

**b) Documents to be enclosed with application forms:**

1. A recent recognizable passport size colour photograph should be firmly pasted on the application, signed across by the candidates and be forwarded.
2. Self-attested photocopy of documents / mark-sheets & certificates having your Date of Birth mentioned therein – documents like PAN Card, Driving License, Passport, Birth Certificate, School Leaving Certificate, SSC / HSC Mark-sheet or certificate wherein Date of Birth is mentioned etc.
3. Relieving order / Discharge Book/NOC issued by the Competent Authority.
4. Attested copies of certificates / mark sheets and testimonials in proof of Educational Qualification from SSC/SSLC/X STD, PUC/10+2/Intermediate, Graduation, Post-Graduation and Professional Qualification/s.
5. Experience certificate(s) stating designation / job profile, period of service (with specific dates), emoluments, activity profile of previous and present employers, etc.
6. Attested copy of community /status certificate in the prescribed format in case of candidates belonging to SC/ST/OBC/PH/ Ex- Serviceman category issued by competent authority. Any other relevant documents.

**E. General Information:**

1. Before applying, candidates are requested to ensure that they fulfill the eligibility criteria for the post as on the date of eligibility. Candidates are advised to check Bank's website regularly for

details and updates. No separate intimation / advertisement etc. will be issued in case of any change / update. The above number of vacancies are provisional and may vary according to actual requirement of the Bank, subject to availability of suitable candidates.

2. The cut-off date for Eligibility Criteria and other details: - **Age, Qualification, Experience as on 30.09.2022.**
3. The terms & conditions of contract are whole and simply governed by the provisions of the contract and the engagement shall not be construed as an employment in the Bank and the provisions of PF / Gratuity / Pension, etc. shall not apply in this case. Engagement on contract is for a specific period as stated above, and as such should not be construed as an offer of employment or a regular employment in the Bank. Unless the Bank extends the contract for further period, on completion of the contractual period of three years, his / her engagement shall automatically come to an end. There will not be a need for issuance of communication by the Bank for termination of the contract after the above said period.
4. The date of passing eligibility examination will be the date appearing on the mark sheet or provisional certificate issued by the University/ Institute. In case the result of a particular examination is posted on the website of the University/ Institute, a certificate issued by the appropriate authority of the University/ Institute indicating the date on which the result was posted on the website will be taken as the date of passing.
5. Candidate should indicate the percentage obtained in Graduation calculated to the nearest two decimals in the application. Where CGPA/ OGPA is awarded, the same should be converted into percentage and indicated in the application. If called for interview, the candidate will have to produce a certificate issued by the appropriate authority inter alia stating the norms of the University regarding conversion of grade into percentage and the percentage of marks scored by the candidate in terms of these norms.
6. If any false / incorrect information furnished by the candidate is detected at any stage of recruitment process, he/she will be disqualified from the selection process. If the candidate knowingly or willfully furnishes incorrect or false particulars or suppresses material information, he/she will be disqualified and if appointed, shall be liable for cancellation of contract without any notice or assigning any reasons whatsoever.
7. The decision of the Bank in all matters relating to recruitment shall be final and binding on all candidates, no individual correspondence will be entertained. Applications received after due date will not be entertained. The Bank is not responsible for any technical or other reasons or delay.
8. The Bank reserves the right to cancel the Recruitment at any stage through this Advertisement fully or partly on any grounds and such decision of the Bank will not be notified or intimated to the candidates.
9. The Bank reserves the right to change / modify the selection procedure / hold supplementary process, if necessary. The changes, if any shall be intimated to the candidates through Bank's website / registered e-mail in advance.
10. When called for Group Discussions (GD) and / or Interview, candidates have to bring submit original of documents for verifications. Candidates will not be allowed to participate GD and / or Interview without production of the original documents.
11. The candidate called for GD/ Interview will be informed through Bank's website / registered e-mail / SMS as per information provided by them in the application. Though bank puts maximum efforts to send the communication by e-mail/SMS, if any candidate does not receive the same due to technical or any other reasons, bank shall not be responsible for non-receipt of communication by the candidate. The candidates are advised to visit Bank's website frequently for updates.
12. Calculation of Percentage: - The percentage marks shall be arrived at by dividing the total marks obtained by the candidate in all the subjects in all the semester(s)/ year(s) by aggregate maximum marks in all the subjects irrespective of honours/optional/ additional optional subject, if any. This will be applicable for those Universities also where Class/ Grade is decided on basis of Honours marks only. The fraction of percentage so arrived will be ignored i.e. 59.99% will be treated as less than 60%.

13. **Candidates should satisfy themselves about their eligibility for the post applied for.** The Bank would admit to the test / interview for all the candidates applying for the posts with the requisite fee if any on the basis of the information furnished in the application and shall determine their eligibility only at the time of interview.
14. Bank of Maharashtra does not assume any responsibility for the candidates not being able to submit their applications within the last date on account of aforesaid reasons or for any other reason beyond the control of Bank of Maharashtra.
15. Not more than one application should be submitted by a candidate. In case of multiple applications, only the last valid (completed) application will be retained and the application fee/ intimation charges paid for the other registrations will stand forfeited. Multiple attendance/ appearance by a candidate in examination/ interview will result in summary rejection/ cancellation of candidature.
16. Candidates serving in Government/ Quasi Government Offices, Public Sector Undertakings including Nationalized Banks and Financial Institutions are advised to submit 'No Objection Certificate' from their employer at the time of interview, failing which their candidature may not be considered and travelling expenses, if any, otherwise admissible, will not be paid.
17. In case of selection, candidates will be required to produce proper discharge certificate from the employer at the time of taking up the appointment.
18. The original documents regarding eligibility criteria and proof of date of birth should be produced for verification on the date of interview. Candidate will not be allowed to attend the interview if original certificates are not produced for verification on the date of interview.
19. Candidates are advised to keep their e-mail ID alive for receiving advices till completion of process.
20. Appointment of selected candidates is subject to his/ her/ their being declared medically fit as per the requirement of the Bank.
21. No Travelling Allowance is payable to candidates who are called for interview.
22. The recruitment in Bank of Maharashtra is done strictly as per merit in a systematic way. Canvassing in any form will disqualify the candidate.
23. Any legal proceedings in respect of any matter of claim or dispute arising out of this advertisement and/ or an application in response thereto can be instituted only in Pune and Courts/ Tribunals/ Forums at Pune only shall have sole and exclusive jurisdiction to try any cause/ dispute.

**F. ANNOUNCEMENTS:**

All further announcements/ details pertaining to this process will be published/ provided only on <https://bankofmaharashtra.in> from time to time. No separate advertisement will be issued in this regard.

**G. DISCLAIMER:**

In case it is detected at any stage of recruitment that a candidate does not fulfil the eligibility norms and/ or that he/ she has furnished any incorrect/ false information or has suppressed any material fact(s), his/ her/ their candidature will stand cancelled. If any of these shortcomings is/ are detected even after appointment, his/ her/ their services are liable to be terminated. Decisions of bank in all matters regarding eligibility, selection would be final and binding on all candidates. No representation or correspondence will be entertained by the Bank in this regard. **Bank reserves all rights pertaining to this recruitment and would be final.**

For more details, please visit bank's website (<https://www.bankofmaharashtra.in>).

**Place: Pune**  
**Date: 13.10.2022**

Sd/-  
**General Manager**  
**HRM Department**



**BANK OF MAHARASHTRA**  
**APPLICATION FOR THE POST OF INTERNAL OMBUDSMAN ON CONTRACT BASIS**

To,  
**GENERAL MANAGER**  
**BANK OF MAHARASHTRA,**  
**HRM DEPARTMENT,**  
**“LOKMANGAL” 1501,**  
**SHIVAJINAGAR, PUNE 411 001.**

Affix passport size  
 photograph  
 and sign across  
 the photograph.

With reference to your advertisement for selection of **INTERNAL OMBUDSMAN ON CONTRACT BASIS** dated **13.10.2022** on Bank's website, I submit my application in prescribed format along with requisite documents.

01.	Application for the post of	<b>INTERNAL OMBUDSMAN ON CONTRACT BASIS</b>			
02	Applicant's Full Name.				
03	Father's / Husband's Name				
04	Date of Birth		Home state		
05	Gender		Marital status		
06	Landline No.		Mobile No.		
07	Email Address		Nationality		
08	Ex- Servicemen		Domiciled in Kashmir Division		
09	Religion		Category		
10	Minority Community		Person with Disabilities	Yes / No.	
11	Whether you belong to the children / family members of those who died in the 1984 riots.		Type of disability		
			Knowledge of Computer		
12	Address for correspondence				
13	Permanent Address				
14	<b>QUALIFICATION DETAILS: -</b>				
	Sr	Qualification	Stream	Month / Year of Passing	% Scored


15 **WORK EXPERIENCE DETAILS: -**

Sr	Name of Organization	Post Held	Service Period		Nature of duties performed	Reason of leaving
			From	To		

**EXPOSURE OF SECTOR(BRIEF): -**

**WHETHER IN SERVICE: - YES / NO.**

01	Name of Organization	
02	Full Address	
03	Position	
04	Reporting to	
05	Salary / Compensation presently drawn	
06	Any other details	

16 **REFERENCE NAME: -**

Sr	Reference Name	Post Held	Mobile No.	Email ID.

17 **LANGUAGES KNOWN: -**

Sr	Language	Read	Write	Speak



**DETAILS OF NON-REFUNDABLE FEE: -**

Sr	DD Issuing Bank & Branch	Place of Issuing	Date of Issue	DD No	Amount

**DECLARATION: -**

I hereby certify that the above information furnished is correct to the best of my knowledge and belief. I have not suppressed any material fact or factual information in the above statement. I am aware that in case I have given wrong information or suppressed any material fact or factual information or I do not satisfy the eligibility criteria accordingly to the advertisement then my candidature will be rejected / terminated even after engagement without giving any notice or reasons thereof.

I certify that I am satisfying the eligibility criteria for the post applied as per the advertisement in respect of age, educational qualification and experience.

I hereby agree that any legal proceedings in respect of any matter or claims or disputes arising out of application or out of said advertisement can be instituted by me at Pune only, shall have sole and exclusive jurisdiction to try any cause / dispute. I undertake to abide by all the terms and conditions of the advertisement given by the Bank.

Date: -

( )

Place:-

Name &amp; Signature of Applicant