



Functional Heads for ATM/Debit Card and Credit Card Services

S.N.	Particulars	Details	
1]	Department	General Administration	
A	Name of Functional Head	MR AJAY WAMAN CHAVAN	
	Functions:	Retract / Overages claim disposal	
		Salary, Leave record, staff management issues, income tax, correspondence etc.	
		Profit and loss account	
		Inspection and audit replies	
		Attending to information called for by CO	
		Supporting Chief Manager for any exigencies in work	
		Working as reliever during any officers leave period.	
		Help if any required in department Bol Master Card for old issues like bills, renewal, hot listing, ME payments etc.	
B	Complete Office Address	Bank of Maharashtra	
		45/47 Janmangal Building 4th floor	
		Mumbai Samachar Marg Fort	
		Mumbai 400 023.	
C	Direct Telephone Number	022 22691746,	022 22691322
D	Fax Number	02222691991	02222691379
E	E-mail Id	creditcardcell@mahabank.co.in	
1]	Department	Debit Card	
A	Name of Functional Head	MR SUBHASH B. THAKKER	
	Functions:-	Issue / renewal / hot listing of Debit Card [ATM]	
		Operational problems of ATM card	
		Attending of telephonic and complaints received through E-mail	
		Attending of account mapping complaints	
		Authentication of ATM application forms	
		Attending the complaints received from the branches about the status of the applications forwarded by them	
		Submission of VISA QOC reports	
B	Complete Office Address	Bank of Maharashtra	
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		Mumbai Samachar Marg Fort	
		Mumbai 400 023.	
C	Direct Telephone Number	022 22691746,	022 22691322
D	Fax Number	02222691991	02222691379
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1]	Department	Debit Card	
A	Name of Functional Head	MR. RAJESH SHROFF	



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	Functions:	Matters related to PIN of ATM/ Card – PIN mailers, duplicate PIN etc.	
		Transactions authorization & other supervisory work in CBS	
		Scrutiny of bills received from FSS	
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C	Direct Telephone Number	022 22691746,	022 22691322
D	Fax Number	02222691991	02222691379
E	E-mail Id	pinmailers_cardcell@mahabank.co.in	
1]	Department	Credit Card	
A	Name of Functional Head	(Replacement of the earlier transferred officer not provided)	
	Functions:	a] Processing of application for credit cards / charges-fees /issue of Cards/ issue of bill payment/ renewal of card / Hot-list of card	
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E	E-mail Id	creditcardcell@mahabank.co.in	
1]	Department	ATM Cash	
A	Name of Functional Head	Mr. P.B. Mhatre & Mrs. Rekha Desai	
	Functions:	All activities pertaining to loading and disbursal of ATM Cash ATM Cash Management, including cash verification etc. Accounting of ATM Cash Maintenance of ATM sites	
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E	E-mail Id	creditcardcell@mahabank.co.in	
1]	Department	Insta Cards & CCMIS	
A	Name of Functional Head	Mrs. Kalpana Mehta	
	Functions:	INSTA card :- All activities like order / indent, follow-up, MIS etc. Providing files generated by CBS to FSS in connection with INSTA card CCMIS & Tax Payment Portals – User Creation and help to branch users VISA Tips and Charges file uploading, follow up of rejected entries, answering	



		queries raised by branches in this matter Monitoring of daily entries in G/L in context with mirror account. Maintaining ledger of G/L ATM Payable a/c and Balancing and preparation of fortnightly reconciliation	
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E	E-mail Id	creditcardcell@mahabank.co.in	
1]	Department	Management of NFS / NPCI and customer claims	
A	Name of Functional Head	Mr. Mahesh Shukla	
	Functions:	Settlement of claims [when our card holder uses other bank's ATMs and claims for unsuccessful transactions.] Proper accounting and release of vouchers for NFS receivables and NFS payables / NPCI Attending complaints received from acquiring banks Attending of GOOD FAITH	
B	Complete Office Address	Bank of Maharashtra 45/47 Janmangal Building 4 th floor Mumbai Samachar Marg Fort Mumbai 400 023.	
C	Direct Telephone Number	022 22691746,	022 22691322
D	Fax Number	02222691991	02222691379
E	E-mail Id	creditcardcell@mahabank.co.in	
1]	Department	IT	
A	Name of Functional Head	Mr. Hrshukesh Godse	
	Functions:	All IT related activity support CCTV Verified by Visa – online support MIS and Report Generation Maintenance of Data, back ups etc.	
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E	E-mail Id	creditcardcell@mahabank.co.in	

(Card Cell, 12-07-2011)