

 <p><b>बैंक ऑफ महाराष्ट्र</b> <b>Bank of Maharashtra</b> भारत सरकार का उद्यम <b>एक परिवार एक बैंक</b></p>	<p><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 : 25614270-74 ई/मेल-e-mail : <a href="mailto:bomcoper@mahabank.co.in">bomcoper@mahabank.co.in</a></p>	 <p>एक कदम स्वच्छता की ओर 'स्वच्छता अभियान' की सफलता हेतु हम प्रतिबद्ध हैं</p>
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## RECRUITMENT NOTIFICATION

### **ENGAGEMENT OF CHIEF CUSTOMER SERVICE OFFICER (INTERNAL OMBUDSMAN) ON CONTRACT BASIS**

BANK OF MAHARASHTRA, a leading Public sector Bank, with Pan India Branch Network of over 1800 branches, with Head Office in Pune invites applications for engagement of **Chief Customer Service Officer** (Internal Ombudsman) on contract basis. **(Number of Posts – 1)** Shall be posted at HO or any other office as per Bank's requirement.

Please read this advertisement carefully and ensure the eligibility before paying fees / submitting application.

<b>Key Dates</b>	
Event	Date
Opening and closing dates for payment of Application fees	28-01-2019 to 08-02-2019
Last Date for Receipt of Physical Applications	18-02-2019
Application fee (Inclusive of GST)	Rs.1180/-
Date of GD/Interview	Will be informed separately.

The details are given as under.

#### **1) Number of Posts and Reservation :**

<b>POST</b>	<b>UR</b>	<b>OBC</b>	<b>SC</b>	<b>ST</b>	<b>TOTAL</b>
Internal Ombudsman on Contract	1	0	0	0	1

#### **2) Application fee & Intimation charges (NON REFUNDABLE) - Modes of Payment of Fees**

Candidates have option for making the payment of requisite fees/ intimation charges through the ONLINE mode only from 28.01.2019 to 08.02.2019 and no other mode of payment is acceptable and Application once submitted will not be allowed to be withdrawn and fees once paid will NOT be refunded on any ground nor can it be held in reserve for any other examination or selection.

#### **3) Age :** The candidate should not be more than 70 years as of 31.12.2018.

#### **4) Educational Qualification :**

The candidate must be a graduate in any discipline from a recognized University. The candidate with higher qualification and more relevant experience will be given preference.

#### **5) Minimum work Experience :**

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.

He/ She should have necessary skills and experience of minimum seven years of working in areas such as banking, regulation, supervision, payment and settlement systems and /or consumer protection.

**6) Duration of Contract :**

The candidate shall be appointed on contract basis for 3 years.

**7) Honorarium :**

Consolidated fixed monthly remuneration of Rs.60000/- pm subject to deduction of taxes. Bank car/Conveyance of Rs.20000/- pm and telephone/Mobile expenses on actual basis or Maximum Rs.5000/- pm whichever is less shall be paid. Leased accommodation with max rent of Rs.25000/- pm. (Only In case of candidate who do not have own accommodation at Pune). There shall be no other allowances.

**8) Working Hours :**

The working hours and weekly off/holidays for the incumbent shall be as applicable to the serving employees of the bank.

**9) Leave :**

**a) Casual Leave (CL):** CL in a year the rate @ 1 CL for every month of service, out of which not more than 4 days leave can be taken at a time. However, if his/her absence exceeds one day 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 be carried over to the next year.

**b) Privilege Leave (PL)** computed at one day for every 11 days of service on duty, provided no PL will be availed up to first 6 months of service. Accumulated leave will not be encashable.

**10) Role and Responsibility of Internal Ombudsman:**

**(a)** 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.

**(b)** 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:

- i.** Complaints related to frauds, misappropriation etc. except in respect of deficiency of service, if any, on the part of the bank.
- ii.** Complaints / references relating to a) Internal administration , b) human resources, c) pay and emoluments of staff.
- iii.** 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.
- iv.** Complaints which have been decided by or are already pending in other for such as consumer for a, Courts, Debt Recovery Tribunals, etc.

- (c) 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.
- (d) 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.
- (e) 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 Ombudsman may seek direct feedback / clarifications from the complainant.
- (f) 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.
- (g) The Internal Ombudsman shall not represent the bank in legal cases arising out of complaints examined by the bank or the Internal Ombudsman.
- (h) The Internal Ombudsman shall report to the Managing Director / Executive Director of the bank handling the customer grievances.
- (i) The Internal Ombudsman shall immediately refer back to bank all such complaints which are outside the purview of the scheme.

#### **11) Other terms and Conditions:**

- ❖ The terms & condition 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.
- ❖ No other allowance /payment /benefit /facility from the Bank other than what has been specifically mentioned above, shall be payable.

#### **12) Selection Procedure :**

The procedure for engagement of Chief Customer Service Officer (Internal Ombudsman) on contract basis will be by way of short listing and interview.

- ❖ The Short –listing and call for interview will be on the basis of the details provided by the candidates in the application. The Bank would be free to reject the candidature of any candidate at any stage of the 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.
- ❖ A personal Interview of 100 marks shall be conducted for selection. The minimum qualifying marks for the personal Interview would be 50% (45% for Reserved Category candidates).
- ❖ Final selection will be on the basis of marks secured by the candidate in the interview.

- ❖ Bank Reserves the right to shortlist requisite number of candidates based on the academic track record of the candidate, experience and suitability of the candidates, as decided by the Bank and only those shortlisted candidates will be called for Interview or for any other process as decided by the Bank.
- ❖ 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 from the services of the Bank.

**Note:**

**i)** Candidates should mention all the qualifications and experience in the relevant field over and above the minimum one suggested herein above and should attach attested copies of the certificates in support thereof. The Bank reserves the right to call only the requisite number of candidates for the interview after preliminary screening /short listing with reference to candidate's qualifications / suitability and experience etc.

**ii)** The Bank reserves the right to change 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.

**iii)** When called for Interview, candidates have to bring submit original of documents for verifications. Candidates will not be allowed to participate Interview without production of the original documents.

**iv)** The candidate called for Interview will be informed through Bank's website/registered e-mail/SMS as per information provided by them in the application.

**13) 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.

**14) PROCEDURE FOR APPLICATION :**

**HOW TO APPLY:**

**(A) DETAILED GUIDELINES/PROCEDURES FOR APPLICATION REGISTRATION**

**IMPORTANT POINTS TO BE NOTED BEFORE REGISTRATION**

Before applying online, candidates should:

**(i)** Scan their photograph and signature ensuring that both the photograph and signature adhere to the required specifications as given under Guideline for photograph & signature scan and upload.

**(ii)** Have a valid personal e-mail ID and mobile no., which should be kept active till the completion of this Recruitment Process. Bank may send call letters for the Examination etc. through the registered e-mail ID. In case a candidate does not have a valid personal e-mail ID, he/she should create his/her new e-mail ID and mobile no. before applying on-line and must maintain that e-mail account and mobile number.

**(iii) APPLICATION FEES / INTIMATION CHARGES (NON REFUNDABLE)**

CATEGORY	AMOUNT (Rs)
FOR ALL CANDIDATES	Rs. 1180 (Application fee + Intimation charges incl. of GST)

Bank Transaction charges for online payment of application fee /intimation fee will have to be borne by the candidate.

Eligible candidate has to apply online through the Bank's website ([www.bankofmaharashtra.in](http://www.bankofmaharashtra.in)) only. No other means/ mode of application are acceptable.

**A. Application Procedure**

**(i)** Candidates are advised to go to the Bank's website [www.bankofmaharashtra.in](http://www.bankofmaharashtra.in) and click on the 'RECRUITMENT' to open the link "Online application for recruitment of "Internal Ombudsman" and then click on the option "APPLY ONLINE" which will open a new screen.

**(ii)** To register application, choose the tab "Click here for New Registration" and enter Name, Contact details and e-mail id. A Provisional Registration Number and Password will be generated by the system and displayed on the screen. Candidate should note down the Provisional Registration Number and Password. An Email & SMS indicating the Provisional Registration number and Password will also be sent.

**(iii)** Visually Impaired candidates should fill the application form carefully and verify / get the details verified to ensure that the same are correct prior to final submission.

**(iv)** Candidates are advised to carefully fill and verify the details filled in the online application themselves as no change will be possible / entertained after clicking the SUBMIT BUTTON.

**(v)** The Name of the candidate or his / her Father / husband etc. should be spelt correctly in the application as it appears in the Certificates / Mark sheets. Any change/alteration found may disqualify the candidature.

**(vi)** Validate your details and Save your application by clicking the Validate your details' and ' Proceed' button.

**(vii)** Candidates can proceed to upload Photo & Signature as per the specifications given in the Guidelines for Scanning and Upload of Photograph and Signature.

**(viii)** Candidates can proceed to fill other details of the Application Form.

**(ix)** Click on the Preview Tab to preview and verify the entire application form before FINAL SUBMIT.

**(x)** Modify details, if required, and click on 'FINAL SUBMIT' ONLY after verifying and ensuring that the photograph, signature uploaded and other details filled by you are correct.

- a. Self attested copies of the following documents are to be submitted along with hard copy of Application Form
  - i. A recent recognizable passport size colour photograph should be firmly pasted on the application, signed across by the candidates and be forwarded.
  - ii. Discharge Book/NOC issued by the competent authority.
  - iii. Attested copy of School leaving certificate in support of Date of Birth
  - iv. Attested copies of certificates and testimonials in proof of Educational Qualification from SSC/SSLC/X STD, PUC/10+2/Intermediate, Graduation and other qualifications.
  - v. Appropriate document(s) in support of desirable experience.
  - vi. Medical Certificates issued by the competent authority, specifying the extent of disability in case of PWD candidates. **(For details see Annexure -I)**
  - vii. 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. (For details see **Annexure-II**)
  - viii. Any other relevant documents.

#### **14. GUIDELINES FOR SCANNING THE PHOTOGRAPH & SIGNATURE**

Before applying online a candidate will be required to have a scanned (digital) image of his/her photograph and signature as per the specifications given below.

##### **(i) PHOTOGRAPH IMAGE:**

- Photograph must be a recent passport size colour picture.
- The picture should be taken against a light coloured, preferably white, background.
- Look straight at the camera with a relaxed face
- If the picture is taken on a sunny day, have the sun behind you, or place yourself in the shade, so that you are not squinting and there are no harsh shadows
- If you have to use flash, ensure there is no "red-eye"
- If you wear glasses make sure that there are no reflections and your eyes can be clearly seen.
- Caps, hats and dark glasses are not acceptable. Religious headwear is allowed but it must not cover your face.
- Dimensions 200 x 230 pixels (preferred)
- Size of file should be between 20kb 50 kb
- Ensure that the size of the scanned image is not more than 50KB. If the size of the file is more than 50 KB then adjust the settings of the scanner such as the DPI resolution, no. of colours etc., during the process of scanning.

##### **(ii) SIGNATURE IMAGE:**

- The applicant has to sign on white paper with Black Ink pen.
- The signature must be signed only by the applicant and not by any other person.
- The signature will be used to put on the Hall Ticket and wherever necessary.
- If the Applicant's signature on the answer script, at the time of the examination, does not match the signature on the Hall Ticket the applicant will be disqualified.
- Dimensions 140 x 60 pixels (preferred)
- Size of file should be between 10kb 20kb
- Ensure that the size of the scanned image is not more than 20KB

##### **(iii) SCANNING THE PHOTOGRAPH & SIGNATURE:**

- Set the scanner resolution to a minimum of 200 dpi (dots per inch)
- Set Color to True Color
- File Size as specified above
- Crop the image in the scanner to the edge of the photograph/signature, then use the upload editor to crop the image to the final size (as specified above).

- The image file should be JPG or JPEG format. An example file name is : image01.jpg or image01.jpeg image dimensions can be checked by listing the folder files or moving the mouse over the file image icon.
- Candidates using MS Windows/MS Office can easily obtain photo and signature in jpeg format not exceeding 50KB & 20KB respectively by using MS Paint or MSOffice Picture Manager. Scanned photograph and signature in any format can be saved in .jpg format by using 'Save As' option in the File menu and size can be reduced below 50KB(photo) & 20KB(signature) by using crop and then resize option (Please see point (i) & (ii) above for the pixel size) in the 'Image' menu. Similar options are available in other photo editor also.

**(iv)** If the file size and format are not as prescribed, an error message will be displayed.

**(v)** While filling in the Online Application Form the candidate should fill in all his details on Page No. 1. After verifying that the details he has filled in are correct and clicking on the 'Submit / Next' button a link will be provided on Page No. 2 of the online application form to upload his photograph and signature.

**(vi) Procedure for Uploading the Photograph and Signature**

- (i)** There will be two separate links for uploading Photograph and Signature
- (ii)** Click on the respective link "Upload Photograph | Signature"
- (iii)** Browse & Select the location where the Scanned Photo / Signature file has been saved.
- (iv)** Select the file by clicking on it
- (v)** Click the 'Upload' button
- (vii)** Your Online Application will not be registered unless you upload your photo and signature as specified.

**Note:**

- (a)** In case the face in the photograph or signature is unclear the candidate's application may be rejected.
- (b)** Candidates are advised to take a printout of their system generated online application forms after registering.
- (c)** In case the photograph or signature is unclear, the candidate may edit his application and re-upload his photograph or signature.

**CONDITIONS**

- (a)** The above number of vacancies are provisional and may vary according to actual requirement of the Bank, subject to availability of suitable candidates. The candidates belonging to reserved category for which no reservation has been announced are free to apply for vacancies announced for unreserved categories. However they must fulfil all the eligibility conditions of unreserved category.
- (b)** The Candidates should ensure that they fulfill all eligibility criteria. Their candidature at all the stages of recruitment process will be purely **provisional** subject to satisfying prescribed eligibility criteria mentioned in this advertisement. Bank will verify eligibility once the candidate has qualified for the interview.
- (c)** 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.
- (d)** 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 dismissal from the Bank's service without any notice or assigning any reasons whatsoever.
- (e)** The decision of the Bank in all matters relating to recruitment shall be final and no individual correspondence will be entertained. Applications received after due date will not be

entertained. **The Bank is not responsible for any postal delay or technical reasons.**

- (f) The recruitment in Bank of Maharashtra is done strictly as per merit in a systematic way. **Canvassing in any form will disqualify the candidate.**
- (g) The Bank reserves the right to cancel the Recruitment through this Advertisement fully or partly on any grounds and such decision of the Bank will not be notified or intimated to the candidates.
- (h) Employees working in Government /Semi-Government Undertaking will have to produce “ **No Objection Certificate**” at the time of GD/interview.
- (i) The application must be submitted on-line through Bank`s website [www.bankofmaharashtra.in](http://www.bankofmaharashtra.in).
- (j) Date of birth as per Secondary School Certificate (SSC)/School leaving certificate and age **as on 31.12.2018** should be mentioned.
- (k) Appointment of selected candidate is subject to his/her being declared medically fit as per the requirement of the Bank. Such appointment will also be subject to the Service & Conduct Rules of the Bank.
- (l) Candidates applying under reserved category should submit the related certificates in the format prescribed by the Government of India. Relaxation in upper age will be given to the reserved category candidates as per extant guidelines of Government of India.
- (m) Print copy of on line application with attested copies of certificates in support of age, qualifications & experience etc. should be submitted to **The Asstt. General Manager (IR &HRD) Bank of Maharashtra ‘Lokmangal’ 1501, Shivaji Nagar Pune-411005** so as to reach **on or before 18.02.2019**. Post applied for must be written on the envelope clearly. Applications received after due date (for whatsoever reason) shall not be entertained.

Place: PUNE  
Date: 21.01.2019

Deputy General Manager  
HRM

**For PWD Candidates :**

Authorised Certifying Authority will be the Medical Board at the District level. The Medical Board will consist of Chief Medical Officer, Sub-Divisional Medical Officer

- 01.** An Orthopedically Challenged (OC) person is one having a minimum of 40% physical defect or deformity which causes interference with the normal functioning of the bones, muscles and joints and is so certified by a Medical Board appointed by the State Government.
- 02.** Visually Challenged (Blindness or Low Vision) (VC) refers to a person who suffers from either of the following conditions:
  - (a)** Total absence of sight,
  - (b)** Visual acuity not exceeding 6/60 or 20/200 (Snellen) in the better eye with correcting lenses,
  - (c)** Limitation of the field of vision subtending an angle of 20 degree or worse and so certified by a Medical Board appointed by the State Government.
  - (d)** A person with impairment of visual functioning even after treatment of standard refractive correction but who uses or is potentially capable of using vision for the planning or execution of a task with appropriate assistive device.
  - (e)** Persons with low vision also are eligible for the vacancies reserved for persons with visual disability. Person with low vision means a person with impairment of vision of less than 6/18 to 6/60 with best correction in the better eye or impairment of field in any one of the following categories:
    - (i)** Reduction of fields less than 50 degrees.
    - (ii)** Hemianopia with macular involvement.
    - (iii)** Altitudinal defect involving lower fields.
- 03.** Deaf & Hearing Impaired (HI): The Deaf are those persons in whom the sense of hearing is non-functional for ordinary purposes of life, i.e. total loss of hearing in both ears. They do not hear; understand sounds at all even with amplified speech. Hearing impairment means loss of more than 60 decibels in the better ear in the conversational range of frequencies.

- (a) Reserved Category candidates namely SC/ST/OBC candidates should send attested photocopies of their caste certificate, and PWD candidates should send medical certificate issued by Medical Board at District level.
- (b) Candidates belonging to SC/ST/OBC and PWD category should also send an attested copy of their Caste Certificate &/or Medical Certificate of Handicap issued by the Competent Authority as indicated in Para 11 below. The SC/ST Caste Certificate should be in the format prescribed by the Government of India, Dept. of Personnel & Training, Office Memo No. 36012/6/88-Estt.(SCT), (SRD III), dated 24.04.1990 & No. 36036/8/98-Estt. (Res.) dated 16.03.1999. The Other Backward Class (OBC) Certificate should invariably contain the 'CREAMY / NON-CREAMY LAYER' CLAUSE based on income for the financial year 2017-2018. and should be in the format prescribed vide Government of India, Dept. of Personnel & Training Office Memo. No. 36033/28/94-Estt.(Res.) dated 02.07.1997.
- (c) Candidates will have to produce Original Caste / Certificate, including "Non-Creamy Layer Clause" Certificates at the time of interview, failing which his/her candidature will be cancelled.
- (d) Candidates belonging to OBC category but coming in the "CREAMY LAYER" are not entitled to OBC reservation. They should indicate their category as 'Gen' or 'Gen PWD' as applicable. A candidate who after making an application under the OBC Category and participating in the recruitment process is unable to produce the OBC Certificate specifically stating that he/she does not belong to the Socially Advanced Sections, excluded from the benefits of reservations for OBCs in Civil Posts & Services under Government of India, i.e. "Creamy Layer" will have his / her candidature cancelled.
- (e) Relaxation of upper age-limit to Ex-Servicemen is applicable only to the ex-servicemen and commissioned officers including ECOs/SSCOs as have been/are released from Military Service either –  
on completion of assignment otherwise than by way of dismissal or discharge on account of misconduct or inefficiency; or  
on account of physical disability attributable to Military Service ; or  
on invalidment after putting in at least five years Military Service.
- (f) PWD candidates claiming the benefit of reservations/age relaxation should submit a copy of Medical Certificate as specified in the Disabilities Act of 1995 in support of their disability issued by a Competent Authority as indicated in Para 11 below.

(k) **COMPETENT AUTHORITY FOR ISSUE OF THE CERTIFICATES**

**For SC/ST/OBC Candidates :**

- a) District Magistrate / Additional Distt. Magistrate / Collector / Deputy Commissioner / Additional Deputy Commissioner / Deputy Collector / 1st Class Stipendiary Magistrate / Sub-Division Magistrate / Taluka Magistrate / Executive Magistrate / Extra Assistant Commissioner.
- b) Chief Presidency Magistrate / Additional Chief Presidency Magistrate / Presidency Magistrate.
- c) Revenue Officer not below the rank of Tahsildar.
- d) Sub-Divisional Officer of the area where the candidate and/or his family normally resides.