



BANK OF MAHARASHTRA

'LOKMANGAL' 1501, SHIVAJI NAGAR PUNE-411005

Phone : 020-25511654, 25514501 -12 /Fax: 020-25532581 e-mail: bomcoper@mahabank.co.in

AXI/RP/CCSO/2015-16

ENGAGEMENT NOTIFICATION OF CHIEF CUSTOMER SERVICE OFFICER ON CONTRACT BASIS

BANK OF MAHARASHTRA, a leading Public sector Bank, with Pan India Branch Network of over 1900 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.

The details are given below:

Opening date for making Applications and Payment of Fees of Rs.1000/- : 15.10.2015

Last Date for making Application and Payment of Fees of Rs.1000/- : 16.11.2015.

1) Age :

The candidate should not be more than 62 years as on 31.07.2015.

2) Eligibility:

The candidate should have retired as Deputy General Manager/General Manager from any public sector Bank, other than Bank of Maharashtra.

3) Work Experience :

He/She should possess necessary skills and should have exposure in working of more than three areas of operations in banking, such as general banking, credit, FOREX operations, treasury, government business, merchant / banking, credit card operations etc.

4) Duration of the Contract:

The candidate shall be appointed on contract basis initially for 3 years, subject to annual review of performance.

5) Job Profile:

The Chief Customer Service officer shall be the focal point for Internal Grievance Redressal System in terms of Damodaran Committee recommendations so that a minimum number of complaints are escalated to the Banking Ombudsman. He/She will help in strengthening customer confidence on the internal redressal mechanism. He /She shall be reporting directly to Chairman & Managing Director/ Executive Director of the Bank.

6) Honorarium:



Consolidated fixed monthly remuneration of Rs.60,000/- p.m. subject to deduction of taxes. Conveyance of Rs.20,000/- per month and Telephone/Mobile expenses up to Rs.5000/- pm or actual basis shall be paid. There shall be no other allowances.

7) Working Hours:

The appointed candidate shall report at the Bank at the commencement of the working hours on all the working days. The working hours shall be as usual hours as applicable on all days except Sundays and Holidays declared under NI Act.

8) Leave:

a) Casual Leave(CL) : CL in a year at the rate of 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 availed up to 6 months of service. Accumulated leave will not be encashable.

9) 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.
- ❖ The contract may be terminated by either party giving one month's notice or pay in lieu thereof.
- ❖ No other allowance /payment /benefit /facility from the Bank other than what has been specifically mentioned above, shall be payable.
- ❖ The management also reserves its right to terminate the contract on the grounds of alleged acts, if any observed which is detrimental to the interest of the Bank.

10) Selection Procedure :

The procedure for engagement of Chief Customer Service Officer on contract 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.

- ❖ **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 venue, time & date for Interview and address of the venue will be informed to the shortlisted candidates in the call letter and candidates have to attend for the same at their own cost. The call letter will be sent by email only. The details of shortlisted candidates for Interview or any other process will be hosted on our Website. Request for change of centre will not be entertained. However, the Bank reserves its right to change / add/cancel the selection process & schedule at its discretion, under unforeseen circumstances, if any. Change, if any, will be announced in our Website /by email. Bank will not be responsible for late receipt / non receipt of any communication from the Bank. Hence, candidates are requested to check their email and Bank's website regularly, to keep track of the process.

11) Selection Procedure:

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).

12) How to Apply :

- Visit our Bank's Website www.bankofmaharashtra.in ->Careers ->Recruitment Process ->Current Openings -> Current Openings -> Recruitment Project – Chief Customer Service Officer on Contract and read the advertisement completely.
- If eligible to apply, print the fee payment Challan & Application Form from the website.
- Fill the details in Payment Challan and pay the fees as informed above.
- After making payment, fill the required details in the Application Form and affix a latest passport size color photograph and sign it at appropriate place.
- Enclose self attested photocopies of documents to the application, to prove the eligibility to the post.
- Send the cover containing application along with relevant documents & copy of Fee payment Challan to **The Asstt. General Manager (IR &HRD) Bank of Maharashtra 'Lokmangal' 1501, Shivaji Nagar Pune-411005 by 20/11/2015**
- Application received at our end after the last date will not be considered for the process and the fees paid shall be forfeited.
- Candidates are required to keep a copy of the Application Form and one set of prescribed documents to be submitted if & when invited for the personal Interview. Ensure to also bring the Original Documents for verification at the time of Personal Interview.



13) General Instructions:

- Incomplete applications / Applications without supporting documents will be rejected outright.
- Mere submission of application against the advertisement and apparently fulfilling the criteria as prescribed in the advertisement would not bestow on him/her right to be called for interview.
- An Application once made will not be allowed to be withdrawn and the fees once paid will not be refunded on any account nor can it be held in reserve for any other examination or selection. Therefore before applying for the post , the candidates should ensure that he /she fulfils each of the eligibility criteria and other norms, including submission of documents, as mentioned in this notification.
- Decision of the Bank in all matters regarding eligibility of the candidate, the stages at which such scrutiny of eligibility is to be undertaken, the documents to be produced for the purpose of the conduct of interview, selection and any other matter relating to recruitment will be final and binding on the candidate. Further, the Bank reserves right to stall / cancel the recruitment partially / fully at any stage during the recruitment process at its discretion, which will be final and binding on the candidate.
- Appointment of the short-listed candidate is subject to his / her being found fit in prescribed pre-recruitment Medical Examination.
- No correspondence or personal enquires shall be entertained by the Bank.
- Any resultant dispute arising out of This advertisement shall be subject to the sole jurisdiction of the Courts situated in Pune.
- Canvassing in any form will be treated as disqualification.

Candidates in their own interest are advised to submit their applications well in time before the last date for submission. The Bank does not assume any responsibility for late receipt of application submitted by the candidates / postal delay.

Place: PUNE

Date: 09/10/2015


General Manager
HRM
305



BY REGISTERED POST / SPEED POST

**APPLICATION FOR THE POST OF BANK OF MAHARASHTRA
CHIEF CUSTOMER SERVICE OFFICER(INTERNAL
OMBUDSMAN).**

APPLICATION No. (for Office use)	
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To,

The General Manager (HRM)
BANK OF MAHARASHTRA
Human Resource Management
Head office, "Lokmangal",
1501, Shivajinagar, Pune – 411005.

Passport Size Photo

With reference to your advertisement, I submit my application in the prescribed format for the below mentioned post in your Bank.

1) Post Applied : Chief Customer Service Officer(Internal Ombudsman)

2) Full Name : Surname
: First Name
: Father/Husbands Name

3) Full Address For
Correspondence

4) Email Id. :

5) Mobile No. :

6) Category : SC / ST / OBC / GEN /

Person With Disability Y / N

If Yes % Of Disability _____ % (Attach Certificate)



7) Date Of Birth : DD/MM/YYYY

8) Nationality :

9) Permanent Address :

10) Gender :Male/Female

11)Marital Status :Single/Married/Widow/Widower/Divorcee

12)Whether Belongs to : Y/N If Yes

religious Minority Give Details

13) Particulars of Non- : Journal No/ Date Amt.

refundable Fee /Admin Fee Branch Name and code

14)Languages Known:

	Speak	Read	Write

15)Educational / Professional Qualifications

Examination Passed	Name of Institution / University	Subjects	Month and Year of Passing	% Of Marks	Grades If Any	
SSC- Matriculation						
HSC-						



Graduation						
Post Graduation						

16) Particulars of Prescribed Experience

Name Of Employer Organization	Designation	Location of Last Assignment	Period of Service From To	Leng th Of Servi ce in Yrs- Mon ths	Nature Of Duties Performed	Reasons For Leaving Organizatio n- Employer

17) Any Other Information



DECLARATION

I hereby declare that all statements made in this application are true, Complete and Correct to the best of my knowledge and belief and that I have not concealed any material facts . I Understand that in the event of any information is being found false or incorrect at any stage or not satisfying the eligibility criteria according to the requirements of the related advertisement My candidature / appointment is liable to be cancelled / terminated. I am willing to serve anywhere in India. I agree that bank has right to transfer me to any part of the country at its discretion.

I hereby agree that any legal proceeding in respect of any matter (s) or clients or disputes arising out of this application and / or out of the said advertisement can be instituted by me only at Pune. I undertake to abide by all the terms and conditions in the advertisement given by the Bank.





SIGNATURE OF APPLICANT

Place : -----

Date : -----



Fold & Cut along this Middle Line.

BANK'S VOUCHER	CANDIDATE'S COUNTERFOIL										
 	 										
Branch Code:	Branch Code:										
Chief Customer Service officer Recruitment Project 2015-16 CHALLAN	Chief Customer Service officer Recruitment Project 2015-16 CHALLAN										
Intimation charges / Fee Details	<u>(To be produced at the time of Personal Interview)</u>										
Account No : 60231812901	Account No :60231812901										
Applicant's Name :-	Applicant's Name:-										
Mr./Mrs./Kum.:-	Mr./Mrs./Kum.:-										
Category* -SC/ST/PWD- Rs.50/- (tick as applicable)	Category* -SC/ST/PWD- Rs.50/- (tick as applicable)										
As administrative expenses.	As administrative expenses										
OBC/GEN/- Rs.1000/- (tick as applicable)	OBC/GEN/- Rs.1000/- (tick as applicable)										
Branch Name :	Branch Name :										
Branch Code :	Branch Code :										
Journal No :	Journal No :										
Deposit Date :	Deposit Date :										
Application Fee /Intimation charges Rs.	Application Fee/intimation charges										
(Rupees only)	Rs.										
Authorized Signatory*	Seal										
Tick whichever is applicable.	(Rupees only)										
# Fee receiving branch is advised to compulsorily write the correct Journal No and Branch Code	Authorized Signatory*										
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