



Business Responsibility Report 2019-20

SECTION A: GENERAL INFORMATION ABOUT THE COMPANY

1	Corporate Identity Number (CIN) of the Company	Not applicable
2	Name of the Company	Bank of Maharashtra
3	Registered address	Lokmangal,"1501", Shivajinagar, Pune -411005
4	Website	www.bankofmaharashtra.in
5	E-mail id	compsec@mahabank.co.in
6	Financial Year reported	2019-20
7	Sector(s) that the Company is engaged in (industrial activity code-wise)	"Banking and Finance"
8	List three key products/services that the Company manufactures/provides (as in balance sheet)	Deposits and Loan products and Remittances etc.
9	Total number of locations where business activity is undertaken by the Company	1833
a	Number of International Locations	NIL
b	Number of National Locations	Bank has 32 Zonal Offices, 1833 Branches and 1851 ATM's as on 31.03.2020
10	Markets served by the Company – Local/State/National/International	National

SECTION B: FINANCIAL DETAILS OF THE COMPANY

1	Paid up Capital	Rs 5824.09 crore
2	Total Business	Rs 244955.55 crore
3	Net Profit	Rs 389.55 crore
4	Total Spending on Corporate Social Responsibility (CSR) as percentage of profit after tax (%)	Rs.26.91 lakhs
5	List of activities in which expenditure in 4 above has been incurred	NIL

SECTION C: OTHER DETAILS

1	Does the Company have any Subsidiary Company/ Companies
A	Subsidiaries
	Bank has one subsidiary viz The Maharashtra Executor and Trustee Company Private Limited with 100% ownership
B	Associates:
	Bank has 35 % ownership in Maharashtra Gramin Bank with its Head Office at Aurangabad, Maharashtra.
2	Do the Subsidiary Company/Companies participate in the BR Initiatives of the parent company? If yes, then indicate the number of such subsidiary company(s)
	No
3	Do any other entity/entities (e.g. suppliers, distributors etc.) that the Company does business with, participate in the BR initiatives of the Company? If yes, then indicate the percentage of such entity/entities? [Less than 30%, 30-60%, More than 60%]
	No

SECTION D: BR INFORMATION

1. Details of Director/Directors responsible for BR (Board Secretariat)

a) Details of the Director/Directors responsible for implementation of the BR policy/policies

S.No.	Particulars		Details
1	DIN No.	:	08359559
2	Name	:	Shri Hemant Tamta
3	Designation	:	Executive Director

b) Details of the BR Head

S.No.	Particulars		Details
1	DIN No.	:	8239833
2	Name	:	Shri M.G.Mahabaleshwarkar
3	Designation	:	General Manager
4	Telephone number	:	020-25614216
5	E-mail id	:	gmrespln@mahabank.co.in

2. Principle-wise (as per NVGs) BR Policy/policies (Reply in Y/N)

Sr. No.	Questions	P1	P2	P3	P4	P5	P6	P7	P8	P9
		Ethical Bus.	Products	Employees	Stakeholders	Human Rights	Environment	Public Policy	CSR	Customer Svs
1	Do you have policy/policies for....?	Y	Y	Y	Y	Y	Y	Y	Y	Y
2	Has the policy being formulated in consultation with the relevant stakeholders	Y	Y	Y	Y	Y	Y	Y	Y	Y
3	Does the policy confirm to any national/international standards? If yes, specify? (50 words)*	Y	Y	Y	Y	Y	Y	Y	Y	Y
4	Has the policy been approved by the Board? If yes, has it been signed by MD/owner/CEO/ appropriate Board Director?	Y	Y	Y	Y	Y	Y	Y	Y	Y
5	Does the company have a specified committee of the Board/ Director/ Official to oversee the implementation of the policy.	Y	Y	Y	Y	Y	Y	Y	Y	Y
6	Indicate the link for the policy to be viewed online?	www.bankofmaharashtra.in								
7	Has the policy been formally communicate to all relevant internal and external stakeholders?	Y	Y	Y	Y	Y	Y	Y	Y	Y
8	Does the company have in-house stricter to implement	Y	Y	Y	Y	Y	Y	Y	Y	Y
9	Does the company have a grievances redressal mechanism related to the policy/policies to address stakeholders grievances related to the policy/policies?	Y	Y	Y	Y	Y	Y	Y	Y	Y
10	Has the company carried out independent audit/evaluative of the working of this policy by an internal or external agency?	N	N	N	N	N	N	N	N	N

2a. If answer to S.No. 1 against any principle, is 'No', please explain why: (Tick up to 2 options)

Sr. No.	Questions	P1	P2	P3	P4	P5	P6	P7	P8	P9
1	The company has not understood the Principles	NA								
2	The company is not at a stage where it finds itself in a position to formulate and implement the policies on specified principles									
3	The company does not have financial or manpower resources									

Sr. No.	Questions	P1	P2	P3	P4	P5	P6	P7	P8	P9
	available for the task									
4	It is planned to be done within next 6 months									
5	It is planned to be done within the next 1 year									
6	Any other reason (please specify)									

3. Governance related to BR

- ❖ **Indicate the frequency with which the Board of Directors, Committee of the Board or CEO to assess the BR performance of the Company. Within 3 months, 3-6 months, Annually, More than 1 year.**

Annually

- ❖ **Does the Company publish a BR or a Sustainability Report? What is the hyperlink for viewing this?**

The Bank has published its BR Report on annual basis. It is available on the Bank's website www.bankofmaharashtra.in.

SECTION E: PRINCIPLE-WISE PERFORMANCE

Principle 1: Businesses should conduct and govern themselves with Ethics, Transparency and Accountability.

1. **Does the policy relating to ethics, bribery and corruption cover only the company? Yes/ No. Does it extend to the Group/Joint Ventures/ Suppliers/ Contractors/ NGOs /Others?**

Yes, it covers the Bank and is extended to the group/suppliers/contractors (above threshold limit) by adoption of the Integrity Pact.

Bank is having policy on Staff accountability & Fraud Risk Management Policy.

Though there is no specific policy in vogue, the transparency and ethics are covered under Bank of Maharashtra Officers Service Regulations & Bi-Partite Settlement.

Bank has system in place regarding vigilance to check corruption, malpractices, embezzlements and misappropriation of funds through-

1. Online submission of APR by officers
2. Preparation of Agreed List of Officers of Doubtful Integrity
3. Rotation of Staff
4. Leveraging of Technology
5. Scrutiny of Staff Accounts
6. Regular/Surprise/Concurrent Audit/Inspections
7. Prompt punitive action
8. Integrity Pact
9. Whistle Blower portal

2. **How many stakeholder complaints have been received in the past financial year and what percentage was satisfactorily resolved by the management? If so, provide details thereof, in about 50 words or so.**

The Bank received 74 complaints from its shareholders of which all the complaints have been resolved satisfactorily.

Principle 2: Businesses should provide goods and services that are safe and contribute to sustainability throughout their life cycle.

1. **List up to 3 of your products or services whose design has incorporated social or environmental concerns, risks and/or opportunities.**

Mudra Loans: Under the Pradhan Mantri MUDRA Yojana (PMMY), Bank is giving special attention to financing non-farm enterprises engaged in manufacturing, trading and services whose credit needs are below Rs.10.00 lakh.

Microfinance to SHGs: The Bank has always recognized the importance of credit to rural and urban poor for taking upon economic activity. It is financing SHGs, women SHGs more specifically for their financial security, creating awareness and overall development of the entire community. Gramin Mahila Va Balak Vikas Mandal (GMVBVM), an NGO formed by Bank of Maharashtra and National Institute of Bank Management is actively involved in formation, nurturing, training and ensuring linkage of SHGs to Bank Credit.

KRISHAK SATHI SCHEME: Scheme for Relief from private Money lender. The scheme is applicable to the farmers indebted to non-institutional lenders. Total loan amount should not exceed Rs. 50,000/-

Mahabank Kisan Tatkai Scheme: An instant credit for farming community to meet the emergency requirements for Agriculture and Domestic purposes for tiding over temporary difficulties. Minimum limit: Rs. 5000 /- Maximum limit: Rs. 50000 /-

MSETI: The Bank has established Seven Mahabank Self Employment Training Institutes (MSETI) for providing training to rural youth and women to enable them to acquire skills for self-employment through small business enterprises. The Institute has centers located at Pune, Nagpur, Aurangabad, Amravati Jalna, Thane and Nasik.

2. **For each such product, provide the following details in respect of resource use (energy, water, raw material etc.) per unit of product(optional):**
 - a) **Reduction during sourcing/production/ distribution achieved since the previous year throughout the value chain?**
 - b) **Reduction during usage by consumers (energy, water) has been achieved since the previous year?**

Being a financial service organization this section is not applicable.

3. **Does the company have procedures in place for sustainable sourcing (including transportation)? If yes, what percentage of your inputs was sourced sustainably? Also, provide details thereof, in about 50 words or so.**

Being a financial service organization this section is not applicable.

4. **Has the company taken any steps to procure goods and services from local & small producers, including communities surrounding their place of work? If yes, what steps have been taken to improve the capacity and capability of local and small vendors?**

Being a financial service organization, there is limited scope to procure goods and services.

5. **Does the company have a mechanism to recycle products and waste? If yes what is the percentage of recycling of products and waste (separately as <5%, 5-10%, >10%). Also, provide details thereof, in about 50 words or so.**

The Bank is committed towards environment protection. The Electrical and Electronic Equipment's (EEE) containing substances like lead, cadmium, mercury, polyvinyl chloride (PVC) are hazardous to human health and environment. If such e-waste is not disposed of properly, it causes harm to the environment. Thus it is very essential to implement e-waste policy for protection of environment; which Bank is following scrupulously

Principle 3: Businesses should promote the well-being of all employees.

1. **Please indicate the Total number of employees**

12532

2. **Please indicate the Total number of employees hired on temporary /contractual/casual basis.**

8

3. **Please indicate the Number of permanent women employees.**

3503

4. **Please indicate the Number of permanent employees with disabilities?**

255

5. **Do you have an employee association that is recognized by management?**

Yes

6. **What percentages of your permanent employees are members of this recognized employee association?**

Award Staff Unions:

- 1) All India Bank of Maharashtra Employees Federation (AIBEA) : 73.53 %
- 2) Bank of Maharashtra Karmachari Maha Sangh (NOBW) : 15.46 %

- 3) Bank of Maharashtra Karmachari Sena : 3.85 %
- 4) Mahabank Navnirman Sena (MNS) : 1.95 %

Officers Unions:

- 1) Bank of Maharashtra Officers Organization (BOMOO) : 53.96 %
- 2) Bank of Maharashtra Officers Association (AIBOA) : 38.72 %
- 3) Bank of Maharashtra Karmachari Sena : 0.79 %
- 4) Mahabank Navnirman Adhikari Sena : 0.21 %

Please indicate the Number of complaints relating to child labour, forced labour, involuntary labour, sexual harassment in the last financial year and pending, as on the end of the financial year.

NIL

7. What percentage of your under mentioned employees were given safety & skill up-gradation training in the last year?

Permanent Employees: 58.6 % and Employees with disability: 2.41%

Principle 4: Businesses should respect the interests of, and be responsive towards all stakeholders, especially those who are disadvantaged, vulnerable and marginalized.

1. Has the company mapped its internal and external stakeholders?

Bank has identified its major stakeholders as Government, Banks/Financial Institutions, Insurance Companies, Foreign Institutional Investors, Domestic Companies, Trusts, Individuals and Overseas Corporate Bodies.

The internal customers are further segregated into the large corporates, small and medium enterprises and retail customers.

2. Out of the above, has the company identified the disadvantaged, vulnerable & marginalized stakeholders?

Yes

3. Are there any special initiatives taken by the company to engage with the disadvantaged, vulnerable and marginalized stakeholders. If so, provide details thereof, in about 50 words or so.

- Bank has taken various initiatives to engage with the disadvantaged, vulnerable and marginalized stakeholders.
- Bank is always in the forefront for lending to weaker sections. Bank's advances to weaker section is above mandated 10% of ANBC set by RBI. Bank is actively participating in various schemes sponsored by Government of India and various state governments. Bank has totally exempted these schemes from processing fee and other charges. Bank is extending collateral free loans to MSME entrepreneurs up to Rs. 10.00 lakh.
- Bank has started giving one Rolling Trophy in the name of Bharat Ratna Dr. B. R. Ambedkar to the best performing branch in extending finance and recovering advances to SC/STs beneficiaries and giving cash reward to top three performing branches. Award giving ceremony is held on the eve of birthday celebrations of Dr. B. R. Ambedkar.

Principle 5: Businesses should respect and promote human rights.

- 1. Does the policy of the company on human rights cover only the company or extend to the Group/Joint Ventures/Suppliers/Contractors/NGOs/Others?**

Bank recognizes all human beings as free and individual and respect their rights. Bank has ensured that there is no sexual harassment at workplace. The bank has well placed customer complaint redressal mechanism which ensures fast redressal of complaints. The bank has appointed CCSO (internal ombudsman at HO) to further boost the customer service.

- 2. How many stakeholder complaints have been received in the past financial year and what percent was satisfactorily resolved by the management?**

The bank received 74 complaints from its shareholders of which all the complaints have been resolved satisfactorily.

Principle 6: Business should respect, protect, and make efforts to restore the environment.

- 1. Does the policy related to Principle 6 cover only the company or extends to the Group/Joint Ventures/Suppliers/Contractors/NGOs/others**

The Policy covers Bank of Maharashtra only.

- 2. Does the company have strategies/ initiatives to address global environmental issues such as climate change, global warming, etc? Y/N. If yes, please give hyperlink for webpage etc.**

Yes, Bank has taken certain important initiatives to address the environmental concerns as enlisted

- Bank tries to maximize the use of technology such as video/ tele-conferencing, sms, emails rather than physical travel / sending hard copies
- To reduce the paper consumption, Bank is trying to maximize the e-transactions and sage of e-channels such as POS machines, debit/ credit cards and internet banking.

- 3. Does the company identify and assess potential environmental risks? Y/N**

Yes, Bank gives due weightage to the proposals which are environment friendly and consciously avoids the projects which could be potentially hazardous to the environment.

- 4. Does the company have any project related to Clean Development Mechanism? If so, provide details thereof, in about 50 words or so. Also, if yes, whether any environmental compliance report is filed?**

- To ensure paperless banking, Bank is promoting e-banking via internet/ sms/ mobile banking.
- Bank has established e-lobbies; has given facility of e-FD to its customers
- The payments to the vendors are being made through NEFT/ RTGS

5. **Has the company undertaken any other initiatives on – clean technology, energy efficiency, renewable energy, etc Y/N. If yes, please give hyperlink for web page etc**

The Bank strives for minimization of electrical wastage by conducting electrical audit

6. **Are the Emissions/Waste generated by the Company within the permissible limits given by CPCB/SPCB for the financial year being reported?**

Not Applicable

7. **Number of show cause/ legal notices received from CPCB/SPCB which are pending (i.e. not resolved to satisfaction) as at end of Financial Year**

NIL

Principle 7: Businesses, when engaged in influencing public and regulatory policy, should do so in a responsible manner.

1. **Is your company a member of any trade and chamber or association? If Yes, Name only those major ones that your business deals with**

Yes. The Bank is a member of

- 1) Indian Banks Association (IBA)
- 2) Indian Institute of Banking & Finance (IIBF)
- 3) Institute of Banking Personnel Selection (IBPS)
- 4) National Institute of Bank Management (NIBM)
- 5) National Payments Corporation of India (NPCI)
- 6) The Clearing Corporation of India Ltd (CCIL)

2. **Have you advocated/lobbied through above associations for the advancement or improvement of public good? Yes/No; if yes specify the broad areas (drop box: Governance and Administration, Economic Reforms, Inclusive Development Policies, Energy security, Water, Food Security, Sustainable Business Principles, Others).**

Bank works in close coordination with the regulators and policy makers for improvement of financial services

Principle 8: Businesses should support inclusive growth and equitable development.

1. **Does the company have specified programs/initiatives/projects in pursuit of the policy related to Principle 8? If yes details thereof.**

Credit to Weaker Sections

Bank is providing credit facilities to small / marginal farmers, share cropper, landless labor, SC /ST Beneficiaries, Self Help Groups/ Joint Liability Groups.

Credit to Minorities

- a) A special cell has been set up at Head Office to review and ensure smooth flow of Credit to minority community. The branches were identified in minority concentrated districts and

- special targets were allotted to these branches for lending to minority communities.
- b) Bank has been training unemployed youth for self-employment through its 07 Mahabank RSETIs located in Maharashtra. Officers- in-charge of these RSETIs have been advised to give more publicity for the courses conducted by these institutes and to increase the participation of candidates belonging to minority communities.
 - c) Branches in Minority Concentrated Districts and Towns are identified and have been advised to step up efforts for increasing advances to Minority Communities. This is being followed up by Head Office through respective Zonal Offices.
 - d) Field functionaries are sensitised for lending to Minority Communities whenever called for training at Head Office.
 - e) The field functionaries have been identified to arrange Education Loan Campaign for meritorious students where focus shall be given to students of minority communities and weaker section.
 - f) Communication sent to Staff College to arrange special session on Credit to Minority community.

Agri Clinic Agri Business Scheme: To provide gainful employment to agriculture graduates in new emerging areas in agricultural sector & to tackle the issue of unemployment.

2. Prevention of Sexual Harassment:

The Bank is committed to provide a safe and congenial work environment to its women employees and ensure that they are not subjected to sexual harassment. As a part of Banks ethos, Bank believes that all women employees have a right to be treated with dignity. Sexual Harassment at work place against any women employee will be treated as offence and also misconduct, which needs to be prohibited and prevented with appropriate measure.

Bank has formed an Internal Compliants Committee(ICC) at Head Office level & Zonal Level for quick redressal of the complaints received from the victims of sexual harassment.

This policy on prevention of sexual harassment of women at workplace, has been framed & approved by Board as per the provisions of Sexual Harassment of Women at Workplace (Prevention, Prohibition & Redressal) Act, 2013 and as per the rules notified on 9th December, 2013 by Ministry of Women & Child Development.

3. Are the programmes/projects undertaken through in-house team/own foundation/external NGO/government structures/any other organization?

Financial Inclusion is being undertaken in-house through a special cell headed by the rank of Deputy General Manage.

For facilitating financial inclusion programs **Financial Literacy Centres (FLCs)** are established by the Bank in all seven lead districts to access large number of beneficiaries deprived of formal Banking knowledge & facilities. Each centre is having outsourced In Charge FLC. In Charge FLCs are functioning in co- ordination with LDM of the district. FLC in charge undertakes visits to villages, conducts financial literacy camps viz. special camps & camps for target group and imparts individual counseling to needy farmers etc.,

4. Have you done any impact assessment of your initiative?

1. Balance in PMJDY Accounts was Rs.2057.37 Crore as on 31.03.2020.
2. Percentage of Zero Balance accounts has been brought down from 27.26% as on 31.03.2019 to 24.00% as on 31.03.2020.
3. Transaction by business correspondents have increased from 133.17 Lakhs (Rs.7546.75

- Cr.) to 168.33 Lakhs (Rs. 10003.76 Crore).
4. Aadhar seeding during the year improved from 89.38 % to 90.75%.
 5. Bank has increased its social security coverage as below.
PMJJBY – 8.65 Lakh (FY 2018-19) & 12.88 Lakh (FY 2019-20).
PMSBY – 17.5 Lakh (FY 2018-19) & 22.75 Lakh (FY 2019-20).
APY – 1.54 Lakh (FY 2018-19) & 2.03 Lakh (FY 2019-20).
 6. Bank has opened 6.90 lakh accounts under PMJDY in the FY 2019-20. Enrolment under PMJJBY stood at 1.25 lakh, PMSBY at 2.88 Lakhs and under APY at 0.41 lakh.

5. What is your company's direct contribution to community development projects- Amount in INR and the details of the projects undertaken?

Sr. No.	Direct contribution to community development projects through Sponsorship 2019-20	Amount (Rs. In lakhs)
1	Reverse vending Machine to Chandrapur Municipal corporation	4.25
2	Uniform to students of Sarthak Rehabilitation center	0.20
3	Relief Material for Kolhapur and Sangali Flood affected people	3.33
4	Medical Camp by Sane Guruji Rugna Sahayya Trust.	0.15
5	Inter-School Painting and Quiz Competition by Deaf enabled Foundation	0.60
6	Relief Material for Flood affected People of Satara Dist.	0.79
7	Nagar Nigam Durg for Supply of 20 Dust Bins	0.50
8	Distribution of Sticks through Blind Organisation	0.20
9	Distribution of Stationary and eatables through BoM SC ST OBC Association on Mahaparinirwan Day	4.00
10	Bhimthadi Jatra - National level exhibition for women Entrepreneurs and SHG	2.00
11	Vocational Education Direction and Harmony (VEDH) Latur-Life Skill conclave	1.00
12	Nagar Nigam Korba for Dust Bins	2.18
13	MAHALAXMI SARAS exhibition organized by Umed- (MSRLM)	3.00
14	Sponsorship to Government Lower Primary School, Arpookara for Smart Classrooms.	4.31
15	Purchase 500 Dustbins to Nagar Parishad Rajura through Chandrapur Zonal Office	0.20
16	Purchase 500 Dustbins to Nagar Panchayat Chamorshi through Chandrapur Zonal Office	0.20

6. Have you taken steps to ensure that this community development initiative is successfully adopted by the community? Please explain in 50 words, or so.

End use of the funds given by Bank is verified through ground level visits or on-site photographs of the events.

Principle 9: Businesses should engage with and provide value to their customers and consumers in a responsible manner.

- 1. What percentage of customer complaints/consumer cases are pending as on the end of financial year.**

3.38 % as on 31.03.2020.

- 2. Does the company display product information on the product label, over and above what is mandated as per local laws? Yes/No/N.A. /Remarks(additional information)**

Information pertaining to all the products and services offered by the Bank are made available to the branches for the customers. They are also available on Bank's website.

- 3. Is there any case filed by any stakeholder against the company regarding unfair trade practices, irresponsible advertising and/or anti-competitive behavior during the last five years and pending as at the end of financial year. If so, provide details thereof, in about 50 words or so**

NIL

- 4. Did your company carry out any consumer survey/consumer satisfaction trends?**

Bank gives utmost priority to providing prompt and efficient customer service to its customers. Bank conducts the customer satisfaction survey.