

 <p>बैंक ऑफ महाराष्ट्र Bank of Maharashtra भारत सरकार का उद्यम <i>एक परिवार एक बैंक</i></p>	<p>मानव संसाधन प्रबंधन विभाग Human Resources Management Department प्रधान कार्यालय: लोकमंगल, 1501, शिवाजीनगर, पुणे-5 Head Office: LOKMANGAL, 1501, SHIVAJINAGAR, PUNE-5 टेलीफोन/TELE-020 : 25614321-477 ई/मेल-e-mail : bomrpsell@mahabank.co.in</p>	
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AX1/ ST/RP/INTERNAL OMBUDSMAN/2025-26

Date: 18.06.2025

RECRUITMENT NOTIFICATION
RECRUITMENT OF INTERNAL OMBUDSMAN ON CONTRACT BASIS PROJECT 2025-26
DATE FOR SUBMISSION OF APPLICATION STARTS FROM 18.06.2025 TO 03.07.2025

BANK OF MAHARASHTRA, leading listed Public Sector Bank with Head Office in Pune with network of more than 2600 branches, invites **Online Applications** from candidates for the recruitment of **Internal Ombudsman on Contract Basis for the fixed period of three years** to 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	Internal Ombudsman on contract basis for a period of Three years.
2	No. of Post	01 (One only)
3	Qualification	Bachelor's degree in any discipline from institute recognized by Government of India or its Regulatory bodies
4	Experience	1. The candidate shall either be a retired or serving officer, in the rank equivalent to a General Manager 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. 2. The candidate should have necessary skills and Minimum Seven years' work experience in areas such as banking, non-banking finance, regulation, supervision, payment and settlement systems, credit information and / or consumer protection.
5	Age	Maximum 67 years as of 31.03.2025
6	Emoluments / Remuneration	1. Consolidated fixed monthly remuneration of Rs. 1,00,000/- per month subject to deduction of taxes. 2. Bank Car / Conveyance of Rs. 20,000/- per month and telephone/mobile expenses on actual basis or maximum Rs. 5,000/- p.m. whichever is less shall be paid. 3. Leased rent accommodation up to the maximum rent of Rs. 25,000/- p.m. / Bank's quarter facility in lieu of leased accommodation. 4. There shall be no other allowances / facilities.
7	Duration of Contract	1. The candidate shall be appointed on contract basis for a fixed period of three years. 2. The performance of the selected candidate shall be reviewed by Managing Director & CEO / Executive Director of the Bank every year. 3. 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. 4. 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.
8	Leaves	Casual Leave (CL): 12 in a calendar year, the rate @ 1 CL for every month of service with prior approval of / intimation to 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

		<p>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>Privilege Leave (PL) computed at one day for every 11 days of service on duty. Encashment of accumulated leave will not be allowed.</p> <p>Any other absence shall be treated as on Loss of Pay affecting the Fixed Component of the compensation package.</p>
9	Reporting Authority	The Internal Ombudsman will directly report to Managing Director / Executive Director holding the portfolio of customer grievances.
10	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.
11	Working Hours	Working hours and weekly off / holidays shall be as applicable to the serving employees of the Bank.
12	Terms & Conditions	<ol style="list-style-type: none"> 1. The terms & conditions of engagement are whole and simply 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. 2. No other allowance /payment /benefit /facility from the Bank other than what has been specifically mentioned above, shall be payable.
13	Job Profile	<ol style="list-style-type: none"> 1. The Internal Ombudsman shall not handle complaints received directly from the complainants or members of the public but deal with the complaints that have already been examined by the Bank's internal grievance redressal mechanism but have been partly or wholly rejected by the Bank. 2. The following types of complaints shall be outside the purview & shall not be handled by the Internal Ombudsman: <ol style="list-style-type: none"> a. Complaints related to corporate frauds, misappropriation etc., except those resulting from deficiency in service, if any, on the part of the Bank; b. References in the nature of suggestions and commercial decisions. However, service deficiencies in cases falling under 'commercial decisions' will be valid complaints for the Internal Ombudsman. c. Complaints / references relating to (i) internal administration, (ii) human resources, or (iii) pay and emoluments of staff. d. Complaints which have been decided by or are already pending in other fora such as the Consumer Disputes Redressal Commission, courts, etc. e. Disputes for which remedy has been provided under Section 18 of the Credit Information Companies (Regulation) Act, 2005. 3. Complaints that are outside the purview shall be immediately referred back to the Bank. 4. The Internal Ombudsman shall analyse the pattern of complaints such as product / category wise, consumer group wise, geographical location wise, etc., and suggest means for taking actions to address the root cause of complaints of similar / repeat nature and those that require policy level changes in the Bank. The Internal Ombudsman shall examine the complaints based on records available with the Bank, including any documents submitted by the complainant and comments or clarifications furnished by the Bank to the specific queries of the Internal Ombudsman. The Internal Ombudsman may seek additional information and documents from the complainant. 5. In the case of CICs, the Internal Ombudsman may seek additional information from the concerned Credit Institution/s (CI) through CIC. The Internal Ombudsman must record a "reasoned decision" in each case. 6. The Internal Ombudsman may hold meetings with the concerned functionaries of the Bank and seek any record / document available with the Bank that are necessary for examining the complaint and reviewing the decision. 7. The Internal Ombudsman shall, on a quarterly basis, analyse the pattern of all complaints received against the Bank, such as entity-wise (for CICs), product-wise, category-wise, consumer group-wise, geographical location-wise, etc., and provide inputs to the Bank for policy intervention, if so warranted.

		<p>8. The Internal Ombudsman shall not represent the Bank in legal cases before any court or fora or authority.</p> <p>9. In cases of conciliation, where the decision of the Internal Ombudsman is accepted by the complainant, a statement showing the terms of agreement duly signed by the complainant, shall be kept on record.</p> <p>10. The Internal Ombudsman shall report to the Managing Director / Executive Director of the bank handling the customer grievances.</p>
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B. Selection Process:

1. Selection will be through personal interview / discussion. 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. While short listing the candidates, the bank may consider additional qualifications, greater experience and level of responsibilities handled.
2. Final Selection will be on the basis of marks secured by the candidate in personal interview / discussion. Bank may change the mode of selection depending upon the number of candidates.
3. 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.
4. Mere eligibility / admission to interview does 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, 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 favour 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. How to Apply:

1. Applicants have to submit their applications on (www.bankofmaharashtra.in/current-openings) along with self-attested documents.
2. Last date for submission of application is 03.07.2025. The Candidate will not be able to submit application after the stipulated date.
3. All eligible and interested candidates should apply on or before 03.07.2025.
4. Incomplete applications or not supported by requisite documents will be rejected.
5. Application fee to be paid 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. **Mode of Payment:** Application Fee/ Intimation Charges will be payable Online through payment gateway.
7. Applications once submitted will not be allowed to withdraw and fee once paid will not be refunded on any ground nor can it be held in reserve for any other examination or selection. Eligible candidate has to apply through online mode only and no other means / modes of application are acceptable.

E. Documents required to be uploaded while submitting online application form (Mandatory):

- (a) Educational Certificates: Relevant Mark-Sheets/ Degree Certificate
 1. 10th Certificate and Mark-sheet
 2. 12th Certificate and Mark-sheet
 3. Diploma certificate together with semester / year wise marksheets, wherever applicable
 4. Graduation semester / year wise mark-sheets along with degree certificate.
 5. Post-Graduation semester / year wise mark-sheets along with degree certificate
 6. Professional Degree: - semester / year wise mark-sheets along with degree certificate
 7. Certificates: Additional certificates, as specified in the eligibility criteria
- (b) Experience certificate/s.
- (c) Ensure Submission of brief resume along with one of the experience letter.

Note: Non-submission of documents mentioned above as per the Post Applied, leads to rejection of candidate application.

Guidelines for Scanning and Uploading Documents online is annexed as Annexure 1.

F. 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 31.03.2025.**
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.
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 Discussion and / or Interview, candidates have to bring submit original of documents for verifications. Candidates will not be allowed to participate in Discussion and / or Interview without production of the original documents.
11. The candidate called for Discussion / 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. The applicants will be called for the Interview on the basis of the information provided by them in their applications without verification of their age or qualification or category or any other eligibility criteria. **The applicants must, therefore, ensure that they fulfill all the notified eligibility criteria as on the cut-off date prescribed in this notification**, have possession of the requisite documents / certificates specified by the Bank, and that the particulars furnished in their application form are complete, true and correct in all respects.
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/ communications 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. Candidates with record of default in repayment of loans/ credit card dues and/ or against whose name adverse report of CIBIL or other external rating agencies is available are not eligible for appointment.
22. Candidates against whom there is / are adverse report regarding character & antecedents, moral turpitude are not eligible to apply for the post. Candidates who have been found guilty in any departmental investigation are ineligible for the positions.
23. The candidate will be required to provide details regarding criminal case(s) pending against him / her, if any. The Bank may also conduct independent verification, inter alia including verification of police records etc. The Bank reserves right to deny the appointment depending upon such disclosures and/or independent verification.
24. No Travelling Allowance is payable to candidates who are called for interview.

25. The recruitment in Bank of Maharashtra is done strictly as per merit in a systematic way. Canvassing in any form will disqualify the candidate.
26. 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.

G. ANNOUNCEMENTS:

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

H. 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 (www.bankofmaharashtra.in/current-openings). Online applications for submission shall be open from **17.06.2025 to 05.07.2025**. Before applying candidates are advised to ensure that they fulfil the stipulated eligibility criteria as per the details on bank's website.

Helpdesk: In case of any problem in filling up the online application form, payment of application fee / intimation charges, interview call letter contact helpdesk no. 020-25614561 & may be lodged on email bomrpccell@mahabank.co.in/hrmtrg@mahabank.co.in. Candidates should mention **"Bank of Maharashtra - Recruitment Project 2025-26 - Internal Ombudsman"** in the subject of the email.

Place: Pune
Date: 18.06.2025

Sd/-
General Manager
HRM

Guidelines for Scanning and Uploading Documents online**1. Photograph: (4.5cm x 3.5cm)**

- Photograph must be a recent passport style color picture.
- Make sure that the picture is in color, taken against a light-colored, 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's 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
- File type: jpg / jpeg
- 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 colors etc., during the process of scanning.
- Photo uploaded should be of appropriate size and clearly visible.

2. Signature:

- The applicant has to sign on white paper with Black/Blue Ink pen.
- Dimensions 140 x 60 pixels (preferred)
- Size of file should be between 10kb – 20kb
- File type: jpg / jpeg
- Ensure that the size of the scanned image is not more than 20kb
- Signature (NOT IN CAPITAL LETTERS) uploaded should be of appropriate size and clearly visible.

3. Hand-written declaration Image:

- The applicant has to write the declaration in English clearly on a white paper with black ink.
- File type: jpg / jpeg
- Dimensions: 800 x 400 pixels in 200 DPI (Preferred for required quality) i.e. 10 cm * 5 cm (Width * Height)
- File Size: 50 KB – 100 KB
- Note: The hand written declaration has to be in the candidate's hand writing and in English only. The text should NOT BE IN CAPITAL LETTERS. If it is written by anybody else and uploaded or in any other language, the application will be considered as invalid. Below the typed declaration and upload the document as per specifications.

The text for hand written declaration is as follows:

"I, _____ (Name of the candidate), hereby declare that all the information submitted by me in the application form is correct, true and valid. I will present the supporting documents as and when required."

4. Required Supporting Documents:

- Document must be clearly visible.
- File type: PDF format
- File Size: Max. 5 MB