



बैंक ऑफ महाराष्ट्र
Bank of Maharashtra
भारत सरकार का उद्यम
एक परिवार एक बैंक



Corporate Communications & Investor Relations

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PRESS RELEASE

Bank of Maharashtra Organises Town Hall Meeting on the Customer Rights and Grievance Redressal Mechanism Under the RBI Nationwide Intensive Awareness Campaign

Pune 1st December, 2022: Bank of Maharashtra, a premiere public sector bank in the country, organised Nationwide Intensive Awareness Campaign, under the supervision of RBI on 28th November, 2022 at PYC, Pune. The Town hall meeting was organised for customers from diverse sectors, where all regulated entities participated. The program was telecast to 14 Talukas, across Pune District, simultaneously and around 1000 customers attended the Town Hall meeting.

Dr Sushanta Kumar Kar, Chief General Manager & RBI Ombudsman, Mumbai-II was the chief guest for the event. Shri Asheesh Pandey, Executive Director, Bank of Maharashtra presided over the meeting. Shri Raj Kumar, DGM RBI and deputy Ombudsman, Mumbai-II was also present among the guests of the event.

While addressing the event Dr Sushanta Kumar Kar, Chief General Manager & Ombudsman said, 'RBI is one of those central banks in the world who actively take care of the customer service provided in their regulated entities. The main motto of the efforts taken by RBI is to ensure better customer service and make customers aware about their rights.' Dr Kar appreciated the substantial efforts taken by regulated entities led by Bank of Maharashtra being the Lead Torchbearer Regulated Entity (LTRE), for the state of Maharashtra and carrying out pervasive awareness campaigns across the state.

While addressing the event Shri Asheesh Pandey, Executive Director Bank of Maharashtra, said 'RBI has become synonymous among customers across the country and citizens are well aware about the role of RBI in terms of regulation of financial system in the country along with protection of customer rights.' Shri Pandey said 'All the regulated entities have been working in unison for propagating this awareness campaign under the guidance of RBI.' He highlighted the objective of customer awareness programs which covers Customer Right, Grievance Redressal Mechanism and Safe Banking Practices. He highlighted the extraordinary change, banking system has gone through digital intervention and it's imperative to be cautious by not sharing security credentials viz. OTP, login id, Password, any personal credentials etc. Shri Pandey, thanked the whole Banking fraternity for extending their support and coming out strongly in organising various campaigns across the state and making it a huge success.

During the month long Customer awareness campaign from 1st Nov,2022 to 30th Nov, 2022, BoM being the Lead Torchbearer Regulated Entity (LTRE), coordinated with other Regulated entities to undertake promotion and propagation activities by organising almost 6700 activities. The activities included Outreach Programs, Town hall meetings, Workshops, Customer meets /Melas, Hoardings, Pamphlet distribution, Street Plays and Other activities.

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Bank of Maharashtra made Displays on Electronic panels on streets of Mumbai City, Pune city, On all Railway Stations of Maharashtra, at arrival and departure of Pune Airport and in all branches of the bank. Several radio campaigns were also undertaken. Social media posts, Website displays, Newspaper Advt., Emails and SMS were also sent.

Shri V N Kamble, General Manager, Bank of Maharashtra, and SLBC convenor of Maharashtra State; Shri Arun Kabade, General Manager, MSME & Retail; Bank of Maharashtra, Shri Rajesh Singh, General Manager and Zonal Manager, Pune City Zone Bank of Maharashtra; RBI officials; Deputy General Managers, Regional Heads of other regulated entities along with executives and staff members were present in the event. During the Town Hall Meeting, PPTs on Customer Rights and Grievance redressal mechanism and on awareness program were presented by Smt. Veena Rao, Deputy General Manager, Bank of Maharashtra. There was an interaction session, where various customer concerns were addressed and suggestions were undertaken. The vote of thanks was proposed by Shri Shrikant Karegaonkar, Lead District Manager of Pune district.



Photo Caption: Shri Asheesh Pandey, Executive Director, Bank of Maharashtra(Left) along with Dr Sushanta Kumar Kar, Chief General Manager & Ombudsman RBI Mumbai-II (Right) felicitating a Customer during the Town Hall Meeting.