



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



AX1/ISD/STEX/35/2024-25

Date: 21st May, 2024

The General Manager Department of Corporate Services, BSE Ltd., P.J Towers, Dalal Street, Fort, Mumbai-400 001 BSE Scrip Code: 532525	The Vice President Listing Department, National Stock Exchange of India Ltd., Exchange Plaza, Bandra Kurla Complex, Bandra (East), Mumbai-400 051 NSE Scrip Code: MAHABANK
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Sir/ Madam,

Subject: Business Responsibility and Sustainability Report of the Bank for the FY 2023-24

Pursuant to Regulation 34(2)(f) of the SEBI (Listing Obligations and Disclosure Requirements) Regulations, 2015, please find enclosed the Business Responsibility and Sustainability Report (BRSR) of the Bank for FY 2023-24.

Copy of BRSR for the FY 2023-24 of the Bank is also available on Bank's website ie <https://bankofmaharashtra.in/brsr-disclosure>

Please take the above on your record.

Thanking you

Yours faithfully,
For Bank of Maharashtra

(Nehal Rawat)
Company Secretary & Compliance Officer

Encl: As above



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भारत सरकार का उद्यम

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BUSINESS RESPONSIBILITY AND SUSTAINABILITY REPORT

2023-24



Annexure – A

Business Responsibility and Sustainability Reporting by listed entities
 SEBI/HO/CFD/CMD-2/P/CIR/2021/562 dated 10/05/2021

SECTION A GENERAL DISCLOSURES

I. Details of the listed entity	
Sl. No	Required Information
1	Corporate Identity Number (CIN) of the Listed Entity U99999MH1935PTC002399
2	Name of the Listed Entity BANK OF MAHARASHTRA
3	Year of incorporation 1935
4	Registered office address Lokmangal, 1501, Shivajinagar, Pune
5	Corporate address Lokmangal, 1501, Shivajinagar, Pune
6	E-mail dgmirm@mahabank.co.in
7	Telephone 020-25614338
8	Website https://bankofmaharashtra.in
9	Financial year for which reporting is being done 2023-24
10	Name of the Stock Exchange(s) where shares are listed BSE Limited & National Stock Exchange of India Limited
11	Paid-up Capital Rs. 7081.37 Crores
12	Name and contact details (telephone, email address) of the person who may be contacted in case of any queries on the BRSR report Mr. Subhasish Roy Chief Risk Officer (CRO), IRM Tele: 020-25614220 Mr. Hari Shankar Vats Deputy General Manager, IRM Tele: 020-25614338
13	Reporting boundary - Are the disclosures under this report made on a standalone basis (i.e. only for the entity) or on a consolidated basis (i.e. for the entity and all the entities which form a part of its consolidated financial statements, taken together). Disclosures made in this report is on a standalone basis
14	Name of Assurance Provider N/A
15	Type of Assurance obtained N/A



II. Products / Services

Details of business activities (accounting for 90% of the turnover):				
16	Sl.No	Description of Main Activity	Description of Business Activity	% of Turnover of the entity
	1	Financial Services	Banking Activity - Retail, corporate & International Banking	100%
Products/Services sold by the entity (accounting for 90% of the entity's Turnover):				
17	Sl.No	Product / Service	NIC Code	% of total Turnover contributed
	1	Banking & Financial Services	64191	100%

III. Operations

Number of locations where plants and/or operations/offices of the entity are situated:				
	Location	Number of plants	Number of offices	Total
18	National	NA	Bank operates through 2489 Branches, 82 back offices, 67 customer service outlets, 787 ATMS, 1114 recyclers and 1050 passbook printing kiosks. Bank has also 3342 Business Correspondent to provide basic banking services.	Same as left
	International	NA	NA	NA
Market Served by the entity:				
	Number of locations			
	Locations		Number	
19	a.	National (No. of States)	Pan India Presence all states and UTs (Except Lakshadweep)	
		International (No. of Countries)	NA	
	b.	What is the contribution of exports as a percentage of the total turnover of the entity?	Not Applicable. (Bank is not having any export business. However, Bank is providing financial assistance & Financial services to exporters).	
	c.	A brief on type of customers	The Bank caters to a diverse customer base-including individual, government, MSMEs, large corporates, farmers, start-ups etc. Bank provide services to all gender and different strata of the Society.	

IV. Employees

Details as at the end of Financial Year:							
Employees and workers (including differently abled):							
	Sl. No	Particulars	Total (A)	Male No.(B)	Female % (B/A)	No. (C)	% (C/A)
Employees							
20	a.	1 Permanent (D)	13499	9818	72.73%	3681	27.27%
		2 Other than Permanent (E)	-	-	-	-	-
		3 Total employees (D+E)	13499	9818	72.73%	3681	27.27%
Workers							
	4	Permanent (F)	-	-	-	-	-
	5	Other than Permanent (G)	-	-	-	-	-
	6	Total workers (F+G)	-	-	-	-	-
Differently abled Employees and workers:							
	Sl. No	Particulars	Total (A)	Male No.(B)	Female % (B/A)	No. (C)	% (C/A)
20	b.	Differently Abled Employees					
	1	Permanent (D)	338	268	79.28%	70	20.71%
	2	Other than Permanent (E)	-	-	-	-	-



	3	Total differently abled employees (D+E)	338	268	79.28%	70	20.71%		
	Differently Abled Workers								
	4	Permanent (F)	-	-	-	-	-		
	5	Other than Permanent (G)	-	-	-	-	-		
	6	Total differently abled workers (F+G)	-	-	-	-	-		
Participation/Inclusion/Representation of women:									
21			Total (A)		No. and percentage of Females				
					No. (B)	% (B / A)			
	Board of Directors		8		0		0%		
Key Management Personnel		5		1		20%			
Turnover rate for permanent employees and workers (Disclose trends for the past 3 years)									
22			FY 2023-24 (Turnover rate in current FY)		FY 2022- 23 (Turnover rate in previous FY)		FY 2021 - 22 (Turnover rate in the year prior to the previous FY)		
		Male	Female	Total	Male	Female	Total		
	Permanent Employees	2.56%	2.78%	2.62%	2.68%	3.34%	2.86%	4.13%	4.07%
Permanent Workers	-	-	-	-	-	-	-	-	-

V. Holding, Subsidiary and Associate Companies (including joint ventures)

Name of holding / subsidiary / associate companies / joint ventures						
23	(a)	Sl.No	Name of the holding / subsidiary / associate companies / joint ventures (A)	Indicate whether holding/ Subsidiary/ Associate/ Joint Venture	% of shares held by listed entity	Does the entity indicated at column A, participate in the Business Responsibility initiatives of the listed entity? (Yes/No)
		1	The Maharashtra Executor and Trustee Company Private Limited	Subsidiary	100%	No
		2	Maharashtra Gramin Bank	Associate	35%	No

VI. CSR Details

24	(i) Whether CSR is applicable as per section 135 of Companies Act, 2013: (Yes/No)	PSU banks are registered are Banking Regulation Act, 1949, as amended. Hence, Companies Act, 2013, and its provisions are not applicable. However, Bank has carried out CSR activities and same is listed under Principle 8 Leadership Indicators Q.6.
	(ii) Turnover (in Rs.)	Rs. 23492.56 Crore
	(iii) Net worth (in Rs.)	Rs. 17177.58 Crores

VII. Transparency and Disclosure Compliances

Complaints/Grievances on any of the principles (Principles 1 to 9) under the National Guidelines on Responsible Business Conduct:								
25	Stakeholder group from whom complaint is received	Grievance Redressal Mechanism in Place (Yes/No) (If Yes, then provide web-link for grievance redress policy)	FY 2023 – 24			FY 2022 - 23		
			Number of complaints filed during the year	Number of complaints pending resolution at close of the year	Remarks	Number of complaints filed during the year	Number of complaints pending resolution at close of the year	Remarks
	The list of the stakeholders	Yes, https://bankofmaharashtra.in/bank-policies	Nil	Nil	--	Nil	Nil	--
	Communities	No	Nil	Nil	-	Nil	Nil	-
Investors (other than shareholders)	Yes,	Nil	Nil	-	Nil	Nil	-	



	https://bankofmaharashtra.in/pgrs/register_grievance						
Shareholders*	Yes, https://bankofmaharashtra.in/pgrs/register_grievance	515	Nil	All complaints Resolved	4	Nil	All compliant Resolved
Employees and workers	Employee Grievance Redressal for Employees https://bankofmaharashtra.in/banks-policies	13	0	--	22	2	Investigation is under process
Customers	Yes, https://bankofmaharashtra.in/pgrs/register_grievance	6439	28	0.43% complaints pending. Pending Complaints are within 30 days TAT.	5609	37	0.65% complaints pending. Pending complaints were within 30 days TAT.
Value Chain Partners	No	Nil	Nil	-	Nil	Nil	-
Other (please specify)	No	Nil	Nil	-	Nil	Nil	-

* Details of Investors (including Bond Holders) /Shareholder are covered)

Overview of the entity's material responsible business conduct issues

Please indicate material responsible business conduct and sustainability issues pertaining to environmental and social matters that present a risk or an opportunity to your business, rationale for identifying the same, approach to adapt or mitigate the risk along-with its financial implications, as per the following format

Sl. No	Material issue identified	Indicate whether risk Or opportunity (R/O)	Rationale for identifying the risk /opportunity	In case of risk, approach to adapt or mitigate	Financial implications of the risk or opportunity (Indicate positive or negative implications)	
26	1	Data Privacy	Risk	The possibility of a data breach presents a significant risk to the exposure of our customers' Personally Identifiable Information (PII). This, in turn, could affect our business relationship with them, putting at stake the confidentiality, integrity, and security of sensitive customer data. Such a breach has the potential to erode trust and harm our reputation.	BOM has a customer data privacy policy in place https://bankofmaharashtra.in/privacy-policy . Bank is ISO 27001:2013 certified as well. The ISO 27001 certification is an endorsement of the Bank's achieving its commitment to protect and safeguard the critical information in order to ensure secure banking operations by building the processes complying with the highest International standards. Bank has tested certain critical aspects of cyber security on network security management mechanism, operational security of key information infrastructure, data and client information management, monitoring and emergency management through certain data drill conducted by the Management and scrutinised and comparing the required results. Bank has also assessed areas including password policies, security configuration, system interface controls over changes to applications and databases and that business users and controls to ensure that developers and production support did not have access to change applications, the operating systems or databases in the production	Negative: in an unlikely case of a data breach, the Bank would suffer negative consequences on its business operations, such as service disruptions, financial losses, reputation damage, and a loss of customer trust. Furthermore, these incidents would heighten the risk of regulatory scrutiny and potential penalties from regulatory authorities.



				environment to ensure proper segregation of duties is in place as per the SOP.	
2	Business Continuity	Risk	The absence of business continuity or disaster management systems may lead to financial losses and disruptions in critical operations at the bank, including personnel, information, infrastructure, and facilities.	BOM has assessed the requirement of the implementation of Business Continuity Plan and has Board approved BCP Policy in place.	Negative: Failing to respond effectively to contingencies can lead to financial losses and negative impacts on workforce productivity, as well as hinder the company's long-term growth plans.
3	Ethical Behaviour	Risk	The Bank is committed to upholding ethical standards, demonstrating its dedication to integrity in all transactions. By placing emphasis on ethical behaviour, the Bank not only seeks to retain its current clientele but also to draw in new customers. This commitment to ethical conduct builds trust, enhances relationships, and solidifies the Bank's image as a reputable and dependable financial entity.	BOM's Code of Conduct sets forth the guiding principles on which the Bank shall operate and conduct its daily business with its multitudinous stakeholders, government and regulatory agencies, media and anyone else with whom it is connected. It recognises that the Bank is a trustee and custodian public money and in order to fulfil its fiduciary obligations and responsibilities, it has to maintain and continue to enjoy the trust and confidence of public at large. The Bank acknowledges the need to uphold the integrity of every transaction it enters into and believes that honesty and integrity in its internal conduct would be judged by its external behaviour. The Bank is conscious of the reputation it carries amongst its customers and public at large and shall endeavour to do all it can to sustain and improve upon the same in its discharge of obligations. The Bank shall continue to initiate policies, which are customer centric and which promote financial prudence. https://bankofmaharashtra.in/writereaddata/documentlibrary/8c352feb-f027-45cd-b44a-81f751b40716.pdf Bank also has an insider code of conduct policy in place- https://bankofmaharashtra.in/writereaddata/documentlibrary/ddc1443e-f213-4cf7-8f1d-9c289dd95b9e.pdf	Negative: Unethical conduct has the potential to directly harm the bank's reputation and diminish employee morale and productivity, thus impacting overall growth. By maintaining ethical standards and treating both customers and employees with integrity and respect, the Bank fosters a positive workplace atmosphere and enhances customer relationships.
4	Systematic Risk Management	Risk	This guarantees financial stability, adherence to regulations, and safeguarding of stakeholders. It promotes uninterrupted business operations, reputation preservation, and enduring viability by proficiently identifying, evaluating, and addressing potential risks. These risks can originate from diverse factors such as financial, technological, or lending uncertainties. Such occurrences or series of events have the potential to compromise	The Bank has put in place Risk Management Policies and Strategies which enables it to identify, measure, monitor and manage risk efficiently and establishes control systems in line with the Bank's aggregate Risk Appetite. Bank has constituted Risk Management Committee at Board level to monitor the risk at Bank level in accordance with RBI Guidelines. Bank has also constituted sub-committees headed by Top Management of Bank. From a more operational perspective, it will also review the risk profile of the Bank and issue instructions/ guidelines to the concerned department (s) to better manage the risk. It also supervises and monitors the functioning of the Asset Liability Management (ALM) System in the Bank. The Bank is compliant to the RBI	Negative: Neglecting to address any unchecked risk that could escalate into a systemic threat could severely impact the Bank's performance. These risks endanger the stability and trustworthiness of the financial system, potentially causing disruptions, financial setbacks and harm to the reputation.



			the overall system's stability.	guidelines on disclosure requirements under Basel III Capital Regulations.	
5	Financial Inclusion	Opportunity	Broadening financial inclusion extends access to banking services to marginalized and underprivileged communities, generating a positive societal impact and fostering broader economic development and stability. Enhanced business lending results in increased turnover and broader outreach.	Bank is committed to the national agenda of ensuring financial inclusion of all Indians across the country by providing them access to banking products and services at their doorstep. During the year, the Bank and its subsidiary – Maharashtra Gramin Bank opened 10.85 lakh new Pradhan Mantri Jan Dhan Yojana (PMJDY) accounts and met or exceeded all allocated targets. Bank is also diversifying its services by introducing additional business verticals of Corporate Direct Selling Agent, Corporate Business Correspondent and Recovery Agent services to be provided to Banks/ Financial Institution and will also give value addition in implementation of Govt. Security Schemes like PMJJBY, PMSBY, APY, SCSS, Sukanya Samridhi Yojna, etc. after the approval from the RBI. Bank has been declared 'Runner up' under award category 'Digital Financial Inclusion' on 03.12.2022 during IBA Technology Awards 2022.	Positive: Financial inclusion enhances the bank's profitability through customer base expansion, deposit growth, and product diversification, concurrently bolstering its reputation.
6	Customer fairness and right-selling	Risk	The lack of customer-centric product offerings, value-added services, or unethical behaviour can erode trust and tarnish the bank's reputation. This highlights the importance of aligning products and services with customer needs, while maintaining ethical standards to preserve trust and safeguard the bank's image with stakeholders.	BOM has a code of conduct for direct selling agents- https://bankofmaharashtra.in/writereadadda/documentlibrary/7fc5e915-e019-462f-90bc-133ce7ef147a.pdf	Negative: Mis-selling of products can detrimentally impact banks by causing reputational harm, legal repercussions, financial setbacks, customer loss, operational disturbances, and morale issues among employees.
7	Employee Benefits & Development	Opportunity	This increases efficiency, minimizes employee turnover, enhances capabilities and creativity within the bank, and promotes diversity, consequently enriching the customer experience.	Defined Benefit Plans: All eligible employees are entitled to receive benefits under the Bank's Gratuity, Pension & Privilege Leave schemes which are valued based on the principles laid down in AS - 15, Employees Benefit (Revised) issued by Institute of Chartered Accountants of India. Bank's liabilities towards defined benefit schemes are determined by way of provisions and adjusted on the basis of an actuarial valuation report provided by the Actuaries appointed by the bank and made at the end of each quarter/financial year. Actuarial gains and losses are recognized in the Profit & Loss Account. Other Employee Benefits such as Leave Fare Concession, Silver jubilee Award, resettlement allowance, and retirement benefit are provided based on Actuarial valuation.	Positive: A robust workforce characterized by heightened engagement, retention, and diversity brings forth fresh perspectives, varied experiences, and innovative ideas. This fosters performance enhancement and cultivates a positive organizational culture, showcasing the company's commitment to establishing an enabling work environment.



8	Regulatory & Legal Compliances	Risk	The risk of non-compliance exposes the bank to legal penalties and financial losses stemming from its failure to adhere to industry laws and regulations. Banks that prioritize compliance typically experience enhanced performance and improved process efficiency. Compliance offers assurance and offers investors a deeper understanding of the bank's operations.	The Code of Conduct for Board of Directors and Senior Management Personnel i.e., Core Management team comprising all General Managers of the Bank has been approved by the Board of Directors in compliance with SEBI (Listing Obligations and Disclosure Requirements) Regulations, 2015. The said Code of Conduct is available on the Bank's website: https://bankofmaharashtra.in/writereaddata/documentlibrary/5f07ecf9-6579-43e1-ba30-3c0d58290f9a.pdf . All the Board Members and Senior Management Personnel of Bank have affirmed the compliance of the code.	Negative: Failure to comply would result in reputation damage, subsequently impacting business operations. Banks that adhere to regulatory laws have a greater capacity to manage risks and foster a culture of fairness and loyalty among employees.
9	GHG Emissions Management	Opportunity	Evaluating the environmental impact of the Bank's operations is a key priority. Effective management in this area enhances operations and profitability, attracts positive attention from stakeholders and investors and shapes the public perception of the bank.	As part of our ongoing efforts to adopt renewable energy, we installed solar panels at the Bank's Head Office and Bank-owned premises. The Bank undertook multiple tree plantation drives involving around 10500 trees planted across the country.	Positive: Managing GHG emissions enables banks to invest in low-carbon systems, thereby promoting sustainability and distinguishing themselves in the market.
10	ESG Oversight	Opportunity	Establishing effective ESG oversight at the board level will enhance the overall ESG performance and demonstrate the bank's dedication to incorporating responsible business practices into its growth strategy. Integrating ESG principles into business operations would enhance risk management, governance, accountability reporting, and decision-making processes. This integration would enhance the bank's capacity to identify and address risks and opportunities associated with environmental and social impacts, fostering trust and transparency among investors and stakeholders.	Since inception, Bank is committed to serving diverse sections of society, enhancing shareholders' value and creating a positive societal impact. Bank's management believes that long term success requires creating value for all stakeholders and is committed to invest in sustainable practices for the well-being of our customers and communities. In order to create value Bank has integrated ESG considerations into business practices. The Bank has made significant investments in renewal energy sources, including installation of solar panels at its Head Office and other premises owned by the Bank across the country thereby savings 2,76,806 kWh during FY 2023-24. The Bank has undertaken various tree plantation drives across the country as a contribution towards making the environment cleaner and healthier. The Bank has planted around 10500 trees during the FY24. Bank has disposed off approx. 1,08,440 kg electronic waste (recycling 1,03,000 kg or approx. 95%) in FY24. Women constitute approx. 27% of Bank's workforce. Furthermore, 53% of Bank's branches are located in semi-urban and rural areas as on 31 March 2024 to reach out to reach to underserved communities, esp. women customers and bottom of the pyramid segments.	Positive: Leadership oversight on the ESG strategy, action plan, and performance promotes a positive environmental and community impact. It also empowers the bank to strengthen monitoring mechanisms across ESG initiatives and business practices.

Annexure – A

Business Responsibility and Sustainability Reporting by listed entities
SEBI/HO/CFD/CMD-2/P/CIR/2021/562 dated 10/05/2021

SECTION B MANAGEMENT AND PROCESS DISCLOSURES

This section is aimed at helping businesses demonstrate the structures, policies and processes put in place towards adopting the NGRBC Principles and Core Elements.

Disclosure Questions		P1	P2	P3	P4	P5	P6	P7	P8	P9	
Policy and management processes											
1	a.	Whether your entity's policy/policies cover each principle and its core elements of the NGRBCs. (Yes/No)	Y	Y	Y	Y	Y	Y	Y	Y	
	b.	Has the policy been approved by the Board? (Yes/No)	Y	Y	Y	Y	Y	Y	Y	Y	
	c.	Web Link of the Policies, if available	https://bankofmaharashtra.in/banks-policies								
2		Whether the entity has translated the policy into procedures. (Yes / No)	Y	Y	Y	Y	Y	Y	Y	Y	
3		Do the enlisted policies extend to your value chain partners? (Yes/No)	-	-	-	-	-	-	-	-	
4		Name of the national and international codes/certifications/labels/standards (e.g. Forest Stewardship Council, Fairtrade, Rainforest Alliance, Trustee) standards (e.g. SA 8000, OHSAS, ISO, BIS) adopted by your entity and mapped to each principle.	Bank has obtained ISO 27001:2013 for information security management system. The scope of the certification includes: The Information security management system is applicable to the information technology (IT) functions including Core Banking Solutions (CBS) application, supporting applications and Infrastructure managed by Information Technology Department (ITD), Data Centre (DC), Disaster recovery sites (DRS), Near Lime Site (NLS) and its supporting functions such as Physical security, General Administration, Human resources and legal.								
5		Specific commitments, goals and targets set by the entity with defined timelines, if any.	<p>The Bank strives to generate a positive and sustainable impact on stakeholders by concentrating on key areas, honouring commitments, and accomplishing goals through environmental initiatives and corporate social activities. It places a high priority on enhancing the skills of its workforce for comprehensive development and alignment with the changing business environment. Embracing digitalization, the Bank adopts digital customer onboarding, decreases travel by utilizing virtual meetings, and reduces paper consumption to encourage sustainability and reduce environmental impact. BOM is dedicated to incorporating ESG principles into its operations, integrating sustainability and responsible practices throughout the organization. The Bank has formulated certain ESG commitments as below:</p> <ul style="list-style-type: none"> • Focus on improving asset quality and containing NPA levels • Leverage technology to increase cross selling opportunities • Reduce cost and enhance customer experience • Improving Risk Management Systems to ensure long-term sustainability of Bank's business 								



6	<p>Performance of the entity against the specific commitments, goals and targets along-with reasons in case the same are not met.</p>	<p>BOM is committed to conduct its business in a responsible manner and to contribute towards the socio-economic development of all sections of society. Over the years, the Bank has launched an array of initiatives to strengthen its ESG goals. The Bank introduced 'Mahabank Green Financing' under the retail housing and vehicle Loans portfolio in order to promote lending to environment-friendly sectors. As part of its ongoing efforts to adopt renewable energy, Bank has installed solar panels at the Bank's Head Office and Bank-owned premises. The Bank undertook multiple tree plantation drives at over 50 locations across the country. The Bank has focussed on waste reduction as part of its ESG Strategy. During the year, they undertook measures to recycle of e-waste in an eco-friendly manner and reduced their consumption of single-use plastic and plastic folders.</p> <p>The current key ESG performance parameters are as below:</p> <ul style="list-style-type: none"> Bank's green lending portfolio (to renewable energy, green building & e-vehicle) is at Rs. 1625.83 Cr. as on March 31, 2024. Bank has an installed solar capacity of 316 KW_p in its own HQ and Branches. Bank's gender diversity ratio is 27% as on 31 March 2024. <p>BOM has achieved the following accolades:</p> <ul style="list-style-type: none"> IBEX award for 'Best Use in Technology' under PSU Category, 2024 BOM has been awarded as 'India's Leading Public Bank (Mid)' for FY22-23 BOM has received the 'IBA Technology Award' under seven categories for the year 2022-23 'Brand Visibility Award' at Tech Leadership Conclave 'Best Performing Bank' in the 'Public Sector Bank' category under 'SHG credit linkage to Women Self Help Groups' in the Maharashtra State FY23 'Best Innovation in User Experience of the Year' at India Banking Summit 2023 BOM has been honoured with Best Cloud Implementation at India Banking Summit 2023 <p>Bank has issued the Guidelines and policies covering the Principles of Business Responsibility and Sustainable Development, which has to be followed by the branches and field functionaries. The Performance of the policies is reviewed annually by the Board from time to time.</p>
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Governance, leadership and oversight

7	<p>Statement by director responsible for the business responsibility report, highlighting ESG related challenges, targets and achievements (listed entity has flexibility regarding the placement of this disclosure)</p>	<p>Kindly refer to 'Directors Statement' in pg. 52 of the Annual Report.</p>
8	<p>Details of the highest authority responsible for implementation and oversight of the Business Responsibility policy (ies).</p>	<p>Mr. Asheesh Pandey- Executive Director</p>
9	<p>Does the entity have a specified Committee of the Board/ Director responsible for decision making on sustainability related issues? (Yes / No). If yes, provide details.</p>	<p>Board of Directors is the highest authority responsible for making decision on sustainability related issues. Under the ambit of the Board various sub-committee, viz., Management Committee of Board (MCB), Audit Committee of Board (ACB), Risk Management Committee (RMC) and Customer Service Committee of Board (CSCB) are present which cover policies under Business Responsibility and Sustainability related issues.</p>

<p>Details of Review of NGRBCs by the Company:</p>													
10	<table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="width: 25%;">Subject of Review</th> <th style="width: 45%;">Indicate whether review was undertaken by Director / Committee of the Board/ Any other Committee</th> <th style="width: 30%;">Frequency (Annually/ Half yearly/ Quarterly/ Any other – please specify)</th> </tr> <tr> <th></th> <th style="text-align: center;">P1 P2 P3 P4 P5 P6 P7 P8 P9</th> <th style="text-align: center;">P1 P2 P3 P4 P5 P6 P7 P8 P9</th> </tr> </thead> <tbody> <tr> <td style="vertical-align: top;"> <p>Performance against above policies and follow up action</p> </td> <td style="vertical-align: top;"> <p>Review is undertaken by The Board/ Committees of the Board.</p> </td> <td style="vertical-align: top;"> <p>Annually</p> </td> </tr> <tr> <td style="vertical-align: top;"> <p>Compliance with statutory requirements of relevance to the principles, and, rectification of any non-compliances</p> </td> <td style="vertical-align: top;"> <p>Review is undertaken by The Board/ Committees of the Board.</p> </td> <td style="vertical-align: top;"> <p>Annually</p> </td> </tr> </tbody> </table>	Subject of Review	Indicate whether review was undertaken by Director / Committee of the Board/ Any other Committee	Frequency (Annually/ Half yearly/ Quarterly/ Any other – please specify)		P1 P2 P3 P4 P5 P6 P7 P8 P9	P1 P2 P3 P4 P5 P6 P7 P8 P9	<p>Performance against above policies and follow up action</p>	<p>Review is undertaken by The Board/ Committees of the Board.</p>	<p>Annually</p>	<p>Compliance with statutory requirements of relevance to the principles, and, rectification of any non-compliances</p>	<p>Review is undertaken by The Board/ Committees of the Board.</p>	<p>Annually</p>
Subject of Review	Indicate whether review was undertaken by Director / Committee of the Board/ Any other Committee	Frequency (Annually/ Half yearly/ Quarterly/ Any other – please specify)											
	P1 P2 P3 P4 P5 P6 P7 P8 P9	P1 P2 P3 P4 P5 P6 P7 P8 P9											
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P1	P2	P3	P4	P5	P6	P7	P8	P9					



	<p>Has the entity carried out independent assessment/ evaluation of the working of its policies by an external agency? (Yes/No). If yes, provide name of the agency</p>	<p>No.</p>
12	<p>If answer to question (1) above is "No" i.e. not all Principles are covered by a policy, reasons to be stated:</p>	
	<p>a. The entity does not consider the Principles material to its business (Yes/No)</p>	-
	<p>b. The entity is not at a stage where it is in a position to formulate and implement the policies on specified principles (Yes/No)</p>	-
	<p>c. The entity does not have the financial or/human and technical resources available for the task (Yes/No)</p>	-
	<p>d. It is planned to be done in the next financial year (Yes/No)</p>	-
	<p>e. Any other reason (please specify)</p>	-

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SECTION C

PRINCIPLE WISE PERFORMANCE DISCLOSURE

This section is aimed at helping entities demonstrate their performance in integrating the Principles and Core Elements with key processes and decisions. The information sought is categorized as “Essential” and “Leadership”.

While the essential indicators are expected to be disclosed by every entity that is mandated to file this report, the leadership indicators may be voluntarily disclosed by entities which aspire to progress to a higher level in their quest to be socially, environmentally and ethically responsible.

PRINCIPLE 1

Businesses should conduct and govern themselves with integrity, and in a manner that is Ethical, Transparent and Accountable.

Essential Indicators						
1	Percentage coverage by training and awareness programmes on any of the Principles during the financial year:					
	Segment	Total number of training and awareness programmes held	Topics / principles covered under the training and its impact	% age of persons in respective category covered by the awareness programmes		
	Board of Directors	3	Director Development Programme (DDP), Corporate Governance and Climate Change Risk	87.50%		
	Key Managerial Personnel (KMP)	3	Director Development Programme (DDP), Climate Change Risk and Digital Transformation	60%		
	Employees other than BoD & KMP	21	Induction, Role Change, Branch Management, Credit and Preventive Vigilance	78.28%		
Workers	-	-	-			
2	Details of fines / penalties /punishment/ award/ compounding fees/ settlement amount paid in proceedings (by the entity or by directors / KMPs) with regulators/ law enforcement agencies/ judicial institutions, in the financial year, in the following format (Note: the entity shall make disclosures on the basis of materiality as specified in Regulation 30 of SEBI (Listing Obligations and Disclosure Obligations) Regulations, 2015 and as disclosed on the entity's website):					
	Monetary					
		NGRBC Principle	Name of the regulatory/enforcement agencies/ judicial institutions	Amount (In INR)	Brief of the Case	Has an appeal been preferred? (Yes/No)
	Penalty/ Fine	Customer Services	RBI	1,56,93,972.61	Penalty for Deficiency observed in Cash Management & other regulatory lapses.	No
	Penalty/ Fine	Non-compliance	BSE and NSE	11,800.00	One day delay in filing of related party transactions	Bank has applied for waiver
	Settlement	Nil	Nil	Nil	NA	NA
	Compounding	Nil	Nil	Nil	NA	NA
Non- Monetary						



	NGRBC Principle	Name of the regulatory/ enforcement agencies/ judicial institutions	Brief of the Case	Has an appeal been preferred? (Yes/No)
	Imprisonment	Nil	Nil	NA
	Punishment	Nil	Nil	NA
3	Of the instances disclosed in Question 2 above, details of the Appeal/ Revision preferred in cases where monetary or non-monetary action has been appealed.			
	Case Details	Name of the regulatory/ enforcement agencies/ judicial institutions		
	NA			
4	Does the entity have an anti-corruption or anti-bribery policy? If yes, provide details in brief and if available, provide a web-link to the policy.	Yes, Bank is having an anti-corruption or anti-bribery policy. The policy emphasizes on the Bank's zero tolerance approach towards corruption and bribery. It explicitly prohibits employees from offering, promising, or providing anything of value to influence others under any circumstances. The policy is available at: https://bankofmaharashtra.in/policies .		
5	Number of Directors/KMPs/employees/workers against whom disciplinary action was taken by any law enforcement agency for the charges of bribery/ corruption:			
		FY 2023-24 (Current Financial Year)	FY 2022- 23 (Previous Financial Year)	
	Directors	Nil	Nil	
	KMPs	Nil	Nil	
	Employees	Nil	Nil	
	Workers	Nil	Nil	
6	Details of complaints with regard to conflict of interest:			
		FY 2023-24 (Current Financial Year)		FY 2022- 23 (Previous Financial Year)
		Number	Remarks	Number
	Number of complaints received in relation to issues of Conflict of Interest of the Directors	Nil	Nil	Nil
	Number of complaints received in relation to issues of Conflict of Interest of the KMPs	Nil	Nil	Nil
7	Provide details of any corrective action taken or underway on issues related to fines / penalties / action taken by regulators/ law enforcement agencies/ judicial institutions, on cases of corruption and conflicts of interest.	NA		
8	Number of days of accounts payables ((Accounts payable *365) / Cost of goods/services procured) in the following format:			
		FY 2023-24 (Current Financial Year)	FY 2022- 23 (Previous Financial Year)	
		(Current Financial Year)	(Previous Financial Year)	
	Number of days of accounts payable	NA	NA	
9	Provide details of concentration of purchases and sales with trading houses, dealers, and related parties along-with loans and advances & investments, with related parties, in the following format:			
	Parameter	Metrics	FY 2023 - 24 (Current Financial Year)	FY 2022 - 23 (Previous Financial Year)
	Concentration of Purchases	a. Purchases from trading houses as % of total purchases	NA	NA
		b. Number of trading houses where purchases are made from	NA	NA
		c. Purchases from top 10 trading houses as % of total purchases from trading houses	NA	NA
	Concentration of Sales	a. Sales to dealers/ distributors as % of total sales	NA	NA
		b. Number of dealers / distributors to whom sales are made	NA	NA
		c. Sales to top 10 dealers/distributors as % of total sales to dealers / distributors	NA	NA
	Shares of RPTs in	a. Purchases (Purchases with related parties/ total purchases)	NA	NA



	b. Sales (Sales to related parties/ total sales)	NA	NA
	c. Loans & advances (Loans & advances given to related parties / total loans and advances)	0.37 %	0.43 %
	d. Investments (Investments in related parties / total investments made)	0.35 %	0.35 %
Leadership Indicators			
1	Awareness programmes conducted for value chain partners on any of the Principles during the financial year:		
	Total number of awareness programmes held	Topics / principles covered under the training	% age of value chain partners covered (by value of business done with such partners) under the awareness programmes
	The bank ensures that employees working in contact centers receive training on topics such as ethics, transparency, and responsible customer engagement. Detailed codes of conduct are established for telecallers and collection agencies. Additionally, the bank has implemented a specific training program on information security awareness for all staff members with access to the bank's network/systems.		
2	Does the entity have processes in place to avoid/ manage conflict of interests involving members of the Board? (Yes/No) If Yes, provide details of the same	Yes, Bank has framed the "Corporate Governance - Model Code of Conduct" applicable to the Board of Directors and Senior Management Personnel and the same has been adopted by the Board. Board Members and Senior Management Personnel of the Bank have affirmed their compliance with the Code of Conduct for the Financial Year ending on 31 March 2024, as per Regulation 26(3) of the SEBI (Listing Obligations and Disclosure Requirements) Regulations, 2015. The Code of Corporate Governance and the code of conduct for the Board of Directors and Management include procedures to prevent/manage conflicts of interest. Apart from those transactions conducted in the normal course of banking business, the Bank has not engaged in any materially significant transactions with its Promoter/Directors, Senior Management Personnel, or their relatives that may pose potential conflicts of interest. Conflict of Interest is built in point B of following policy: https://bankofmaharashtra.in/writereaddata/documentlibrary/8c352feb-f027-45cd-b44a-81f751b40716.pdf	

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SECTION C PRINCIPLE WISE PERFORMANCE DISCLOSURE

PRINCIPLE 2

Businesses should provide goods and services in a manner that is sustainable and safe

Essential Indicators						
1	Percentage of R&D and capital expenditure (capex) investments in specific technologies to improve the environmental and social impacts of product and processes to total R&D and capex investments made by the entity, respectively					
		Current Financial Year	Previous Financial Year	Details of improvements in environmental and social impacts		
	R & D	NA				
	Capex	NA				
2	a.	Does the entity have procedures in place for sustainable sourcing? (Yes/No)	No, being in the financial Services sector, material purchase for operations is not significant except for paper. Bank has taken various step to reduce the usage of paper through various means such as digitalization of various activity, e-meeting etc. For procurement of equipment, Bank ensures that energy efficiency standards are considered during the purchase of electronic equipment such as computers, laptops, lighting devices, AC's etc.			
	b.	If yes, what percentage of inputs were sourced sustainably?	NA			
3	Describe the processes in place to safely reclaim your products for reusing, recycling and disposing at the end of life, for					
	(a)	Plastics (including packaging)	Bank is providing financial products; this is not applicable.			
	(b)	E-waste	Bank has generated approx. 108.44 MT of E-waste in FY24, out of which 95% is responsibly recycled. E-waste is collected from various sources such as branches, administrative offices etc. Collection methods including drop-off points, scheduled pickups, or specialized e-waste recycling events. E-waste is handed over to Central Pollution Control Board (CPCB) approved E-waste recycling agency and records are maintained.			
	(c)	Hazardous waste	NA			
	(d)	other waste.	NA			
4	Whether Extended Producer Responsibility (EPR) is applicable to the entity's activities (Yes / No). If yes, whether the waste collection plan is in line with the Extended Producer Responsibility (EPR) plan submitted to Pollution Control Boards? If not, provide steps taken to address the same.					NA
Leadership Indicators						
1	Has the entity conducted Life Cycle Perspective / Assessments (LCA) for any of its products (for manufacturing industry) or for its services (for service industry)? If yes, provide details in the following format?					
	NIC Code	Name of Product /Service	% of total Turnover contributed	Boundary for which the Life Cycle Perspective / Assessment was conducted	Whether conducted by independent external agency (Yes/No)	Results communicated in public domain (Yes/No) If yes, provide the web-link.
	NA					



2	If there are any significant social or environmental concerns and/or risks arising from production or disposal of your products / services, as identified in the Life Cycle Perspective / Assessments (LCA) or through any other means, briefly describe the same along-with action taken to mitigate the same.							
	Name of Product / Service		Description of the risk / concern		Action Taken			
NA								
3	Percentage of recycled or reused input material to total material (by value) used in production (for manufacturing industry) or providing services (for service industry).							
	Indicate input material		Recycled or re-used input material to total material					
			FY 2023-24 Current Financial Year		FY 2022-24 Previous Financial Year			
NA.								
4	Of the products and packaging reclaimed at end of life of products, amount (in metric tonnes) reused, recycled, and safely disposed, as per the following format:							
			FY 2023-24 Current Financial Year			FY 2022-23 Previous Financial Year		
			Re-Used	Recycled	Safely Disposed	Re-Used	Recycled	Safely Disposed
	Plastics (including packaging)		-	-	-	-	-	-
	E-waste		-	103.00 MT	-	-	-	-
Hazardous waste		-	-	-	-	-	-	
Other waste		-	-	-	-	-	-	
5	Reclaimed products and their packaging materials (as percentage of products sold) for each product category							
	Indicate product category		Reclaimed products and their packaging materials as % of total products sold in respective category					
	NA							

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SECTION C PRINCIPLE WISE PERFORMANCE DISCLOSURE

PRINCIPLE 3

**Businesses should respect and promote the well-being of all employees,
including those in their value chains**

Essential Indicators													
1	Details of measures for the well-being of employees:												
	Category	% of employees covered by											
		Total (A)	Health Insurance		Accident insurance		Maternity benefits		Paternity Benefits		Day Care facilities		
			Number (B)	% (B/A)	Number (C)	% (C/A)	Number (D)	% (D/A)	Number (E)	% (E/A)	Number (F)	% (F/A)	
	Permanent employees												
	a	Male	9818	9818	100%	9818	100%	NA		517	5.27%	-	
		Female	3681	3681	100%	3681	100%	126	3.42%	NA		-	-
		Total	13499	13499	100%	13499	100%	126	3.42%	517	5.27%	-	
	Other than Permanent employees												
		Male	-	-	-	-	-	-	-	-	-	-	-
		Female	-	-	-	-	-	-	-	-	-	-	-
		Total	-	-	-	-	-	-	-	-	-	-	-
	Details of measures for the well-being of workers:												
	Category	% of workers covered by											
		Total (A)	Health Insurance		Accident insurance		Maternity benefits		Paternity Benefits		Day Care facilities		
Number (B)			% (B/A)	Number (C)	% (C/A)	Number (D)	% (D/A)	Number (E)	% (E/A)	Number (F)	% (F/A)		
Permanent workers													
b	Male	-	-	-	-	-	-	-	-	-	-	-	
	Female	-	-	-	-	-	-	-	-	-	-	-	
	Total	-	-	-	-	-	-	-	-	-	-	-	
Other than Permanent workers													
	Male	-	-	-	-	-	-	-	-	-	-	-	
	Female	-	-	-	-	-	-	-	-	-	-	-	
	Total	-	-	-	-	-	-	-	-	-	-	-	



c	Spending on measures towards well-being of employees and workers (including permanent and other than permanent) in the following format –						
		FY 2023 -24 Current Financial Year			FY 2022 -23 Previous Financial Year		
	Cost incurred on well-being measures as a % of total revenue of the company	0.07%			0.10%		
Details of retirement benefits, for Current FY and Previous Financial Year.							
2	Benefits	FY 2023-24			FY 2022-23		
		No. of employees covered as a % of total employees	No. of workers covered as a % of total workers	Deducted and deposited with the authority (Y/N/N.A.)	No. of employees covered as a % of total employees	No. of workers covered as a % of total workers	Deducted and deposited with the authority (Y/N/N.A.)
	PF	27.25%	-	Yes	30.71%	-	Yes
	Gratuity	100%	-	NA	100%	-	NA
	ESI	NA	-	NA	NA	-	NA
Others - Please specify	72.75%	-	NA	69.29%	-	NA	
Accessibility of workplaces							
3	Are the premises / offices of the entity accessible to differently abled employees and workers, as per the requirements of the Rights of Persons with Disabilities Act, 2016? If not, whether any steps are being taken by the entity in this regard		Yes, the premises/offices of the Bank are easily accessible to differently abled employees as per the requirements of The Rights of Person with Disabilities Act 2016.				
	Does the entity have an equal opportunity policy as per the Rights of Persons with Disabilities Act, 2016? If so, provide a web-link to the policy.		Yes. The Bank is dedicated to cultivating a culture of diversity, equity, and inclusion, wherein all employees are encouraged to bring their authentic selves to work. This fosters an environment where everyone can contribute their knowledge, experience, and perspectives, ultimately delivering exceptional value to all stakeholders. Moreover, the Bank acknowledges that each employee may have different levels of access to resources and privileges. As such, we are actively taking measures to ensure that every employee is provided with the necessary resources to access opportunities within the organization. Bank of Maharashtra has adopted Equal Opportunity Policy for Person with Disability (PWD). The Policy is available at: https://bankofmaharashtra.in/writereaddata/documentlibrary/abed6dd1-403f-4bfe-8c53-5bd7ff9ec18b.pdf .				
Return to work and Retention rates of permanent employees and workers that took parental leave-							
5	Gender	Permanent employees		Permanent workers			
		Return to work rate	Retention rate	Return to work rate	Retention rate		
	Male	100%	100%	NA	NA		
	Female	100%	100%	NA	NA		
	Total	100%	100%	NA	NA		
Is there a mechanism available to receive and redress grievances for the following categories of employees and worker? If yes, give details of the mechanism in brief.							
6	Yes/No (If Yes, then give details of the mechanism in brief)						
	Permanent Workers	NA					
	Other than Permanent Workers	NA					
	Permanent Employees	Yes, For prompt settlement of genuine grievances of employees and to maintain a healthy employer-employee relationship, an Employee Grievance redressal on-line portal is in place which facilitates resolving the grievances . The individual employees who are aggrieved on any issue affecting their conditions of employment shall make a representation to the Zonal Manager concerned through the Branch Head, in case employee is working in branch. The employees working in Zonal Office shall make their representation to the Zonal Manager. The					



		<p>employees working in Head Office shall make their representation to Dy. General Manager (HRM) through their Departmental Head.</p> <p>The Zonal Manager / Dy. General Manager (HRM) shall verify the contents of the grievance & its relevance as per the norms / rules and regulations followed by the Bank and shall communicate the decision to the employee concerned within 1 month from the date of receipt of the grievance. In case the issue / complaint isn't resolved within stipulated time period, the aggrieved employee may approach to the next level higher authority i.e. Dy. General Manager, HRM for Zones & General Manager, HRM for employees working in Head office within 7 days of completion of specific period. The higher authority shall communicate the decision to the employee concern within 15 days from the date of receipt of the grievance". General Manager, HRM shall be the competent authority for Zones Headed by General Managers.</p>									
	Other than Permanent Employees	NA									
<p>Membership of employees and worker in association(s) or Unions recognised by the listed entity:</p>											
7	Category	FY 2023-24			FY 2022-23						
		Total employees / workers in respective category (A)	No. of employees / workers in respective category, who are part of association(s) or Union (B)	% (B / A)	Total employees / workers in respective category (C)	No. of employees / workers in respective category, who are part of association(s) or Union (D)	% (D / C)				
	Total Permanent Employees	13499	12191	90.31%	12977	11498	88.60%				
	Male	9818	8904	90.69%	9460	8499	89.84%				
	Female	3681	3287	89.30%	3517	2999	85.27%				
	Total Permanent Workers	-	-	-	-	-	-				
	Male	-	-	-	-	-	-				
Female	-	-	-	-	-	-					
<p>Details of training given to employees and workers:</p>											
8	Category	FY 2023-24					FY 2022-23				
		Total (A)	On Health and safety measures		On Skill upgradation		Total (D)	On Health and safety measures		On Skill upgradation	
	No. (B)		% (B/A)	No. (C)	% (C/A)	No. (E)		% (E/D)	No. (F)	% (F/D)	
	Employees										
	Male	7714	998	12.94%	7620	98.78%	8369	562	6.71%	7807	93.29%
	Female	2853	428	15.00%	2761	96.77%	2133	181	8.48%	1952	91.52%
	Total	10567	1426	13.49%	10381	98.24%	10502	743	7.07%	9759	92.93%
	Workers										
	Male	-	-	-	-	-	-	-	-	-	-
	Female	-	-	-	-	-	-	-	-	-	-
	Total	-	-	-	-	-	-	-	-	-	-
	<p>Details of performance and career development reviews of employees and worker:</p>										
9	Category	FY 2023-24			FY 2022-23						
		Total (A)	No.(B)	% (B/A)	% (B/A)	No.(D)	No.(D)				
	Employees										
	Male	9818	5909	60.19%	9460	5324	56.28%				
	Female	3681	2241	60.88%	3515	2034	57.87%				
	Total	13499	8150	60.37%	12975	7358	56.71%				
	Workers										
Male	-	-	-	-	-	-					



	Female	-	-	-	-	-	-
	Total	-	-	-	-	-	-
	Health and safety management system:						
10	a.	Whether an occupational health and safety management system has been implemented by the entity? (Yes/ No). If yes, the coverage such system?		Owing to the nature of the business, there is minimal risk of occupational health & safety risk. However, All Branches and administrative offices are equipped with First Aid Box, Firefighting system & Security Surveillance system. Categorization of the Branches is based on the Risk perception.			
	b.	What are the processes used to identify work-related hazards and assess risks on a routine and non-routine basis by the entity?		Bank determine the severity and likelihood of incidents that could result for identified hazard, and use this information to prioritize corrective actions. The Process used to identify work-related hazards and assess risks on a routine and non-routine basis by the Bank are as below: - Collect existing information about workplace hazards. Inspect the workplace for safety hazards. Identify health hazards. Conduct incident investigations. Identify hazards associated with emergency and non-routine situations. Characterize the nature of identified hazards, identify interim control measures, and prioritize the hazards for control.			
	c.	Whether you have processes for workers to report the work-related hazards and to remove themselves from such risks. (Y/N)		Yes. Bank conducts periodic mock drills for all workers at all offices and branches.			
	d.	Do the employees/ worker of the entity have access to non-occupational medical and healthcare services? (Yes/ No)		Yes.			
	Details of safety related incidents, in the following format:						
11	Safety Incident/Number		Category	FY 2023-24	FY 2022-23		
	Lost Time Injury Frequency Rate (LTIFR) (per one million-person hours worked)		Employees	NA			
			Workers				
	Total recordable work-related injuries		Employees				
			Workers				
	No. of fatalities		Employees				
Workers							
High consequence work-related injury or ill-health (excluding fatalities)		Employees					
		Workers					
12	Describe the measures taken by the entity to ensure a safe and healthy work place. The Bank recognizes the significance of ensuring a healthy and safe working environment for all of its employees. All Branches and offices do regular mock fire drills to train the employees on fire preparedness and evacuation. Preventive maintenance schedule for electrical equipment is performed on a regular basis to ensure compliance with fire safety standards.						
	Number of Complaints on the following made by employees and workers:						
13		FY 2023-24			FY 2022-23		
		Filed during the year	Pending resolution at the end of year	Remarks	Filed during the year	Pending resolution at the end of year	Remarks
	Working Conditions	Nil			Nil		
	Health & Safety						
	Assessments for the year:						
14		% of your plants and offices that were assessed (by entity or statutory authorities or third parties)					
	Health and safety practices	Electrical Audit of Central Office was conducted in August 2023 for ensuring that any potential hazards or issues with the electrical system can be identified and addressed in a timely manner.					
	Working Conditions						
15	Provide details of any corrective action taken or underway to address safety-related incidents (if any) and on significant risks /			Banks security department conducts mock fire drill on regular interval to educate the employee about any fire safety related incidents. The Security Department also issues guidelines regarding safety measures to be undertaken at Branches and Offices during the holidays.			



	concerns arising from assessments of health & safety practices and working conditions.	Branches/Offices through which Bank operates are of Conducive environment. Bank is taking steps to make the premises clean & keep it hygiene.			
Leadership Indicators					
1	Does the entity extend any life insurance or any compensatory package in the event of death of (A) Employees (Y/N) (B) Workers (Y/N).	Yes, Bank is providing personal accidental insurance coverage for all employees. Also bank has scheme for appointment on compassionate ground as well as monetary compensation benefit scheme. Bank also provide reimbursement of medical check up expenses.			
2	Provide the measures undertaken by the entity to ensure that statutory dues have been deducted and deposited by the value chain partners.	Bank ensures that statutory dues as applicable to the transactions with the value chain partners, are deducted and deposited in accordance with the applicable regulations through the centralized payment solution managed by the Bank, which is subjected to audit by internal and statutory auditors from time to time. The Bank believes its value chain partners to uphold business responsibility principles and values of transparency and accountability.			
3	Provide the number of employees / workers having suffered high consequence work related injury / ill-health / fatalities (as reported in Q11 of Essential Indicators above), who have been are rehabilitated and placed in suitable employment or whose family members have been placed in suitable employment:				
		Total no. of affected employees/ workers		No. of employees/workers that are rehabilitated and placed in suitable employment or whose family members have been placed in suitable employment	
		FY 2023-24	FY 2022-23	FY 2023-24	FY 2022-23
	Employees	0	0	0	0
Workers	NA	NA	NA	NA	
4	Does the entity provide transition assistance programs to facilitate continued employability and the management of career endings resulting from retirement or termination of employment? (Yes/ No)	Yes. Bank provides training program for employees on the verge of retirement which includes Lifestyle, Health and Financial Management.			
5	Details on assessment of value chain partners:				
		% of value chain partners (by value of business done with such partners) that were assessed			
	Health and safety practices	The Bank requires all its partners to adhere to the relevant standards of working conditions and ensure the health and safety of their employees. The Bank expects vendors and suppliers to comply with labour laws, uphold human rights, and adhere to regulations in their respective regions of operation. These principles are integrated into the contracts with vendors and suppliers.			
	Working Conditions				
6	Provide details of any corrective actions taken or underway to address significant risks / concerns arising from assessments of health and safety practices and working conditions of value chain partners.	NA			

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SECTION C

PRINCIPLE WISE PERFORMANCE DISCLOSURE

PRINCIPLE 4

Businesses should respect the interests of and be responsive to all its stakeholders

Essential Indicators					
1	Describe the processes for identifying key stakeholder groups of the entity:		Bank has identified the following as stakeholders: Those who are availing our Banking Products or Services. Shareholders, Employees, Vendors, and State Governments, being convenor for the State Level Bankers' Committee		
2	List stakeholder groups identified as key for your entity and the frequency of engagement with each stakeholder group				
	Stakeholder Group	Whether identified as Vulnerable & Marginalized Group (Yes/No)	Channels of Communication (E-mail, SMS, Newspaper, Pamphlets, Advertisement, Community Meetings, Notice Board, Website), other	Frequency of engagement (Annually/ Half yearly/ Quarterly/others- please specify)	Purpose and scope of engagement including key topics and concerns raised during such engagement
1	Shareholder	No	E-mail, Written Communications, Meetings & Newspaper	Annually, Half-yearly or as per statutory requirement.	Queries raised by the Shareholders.
2	Customer	No	E-mail, Written Communications & Newspaper	Annually, Half-yearly or as per requirement.	To get the feedback on Bank's services, products, any other requirements, Customer Grievances etc.
3	Employee	No	Written Communications, E-mail.	Annually, Half-yearly or as per requirement.	For Better compliance of various regulatory and better customer service. To make aware about corporate goals, code of conduct etc.
4	Communities	*1	Newspaper, pamphlets, Brochures, Advisement Meetings	On an on-going basis	To seek the feedback on Bank's services and to assess the requirement of society at large.
5	State Governments	No	E-mail, Written Communications, Meetings	Annually, Half-yearly or as per requirement.	To draw the Credit plan for development.
Leadership Indicators					
1	Provide the processes for consultation between stakeholders and the Board on economic, environmental, and social topics or if consultation is delegated, how is feedback from such consultations provided to the Board.			Through Shareholders Meeting, town hall meeting with the employees, customer meets, organised events, various outreach programme, suggestion box, Consultation between stakeholders and Bank on various topics takes place.	
2	Whether stakeholder consultation is used to support the identification and management of environmental, and social topics (Yes / No). If so, provide details of instances as to how the inputs received from stakeholders on these topics were incorporated into policies and activities of the entity.			Stakeholder feedbacks and suggestions are considered in improving products and services wherever feasible. Also, inputs & suggestion of shareholders are integrated into development of Bank's policies.	
3	Provide details of instances of engagement with, and actions taken to, address the concerns of vulnerable/ marginalized stakeholder groups.			The Bank's CSR activities focus on the disadvantaged, vulnerable and marginalised segments of society. CSR activities are mentioned separately in the Annual report.	

¹ * The Bank has identified people with disabilities, Children as its disadvantaged, vulnerable and marginalized stakeholders as communities

Annexure – A

Business Responsibility and Sustainability Reporting by listed entities
SEBI/HO/CFD/CMD-2/P/CIR/2021/562 dated 10/05/2021

SECTION C PRINCIPLE WISE PERFORMANCE DISCLOSURE

PRINCIPLE 5

Businesses should respect and promote human rights

Essential Indicators											
1	Employees and workers who have been provided training on human rights issues and policy(ies) of the entity, in the following format:										
	Category	FY 2023-24				FY 2022-23					
		Total (A)	No. of employees / workers covered (B)		% (B / A)	Total (C)	No. of employees / workers covered (D)		% (D / C)		
	Employees										
	Permanent	13499	1431		10.60%	12977	3106		23.93%		
	Other than permanent	-	-		-	-	-		-		
	Total Employees	13499	1431		10.60%	12977	3106		23.93%		
	Workers										
	Permanent	-	-		-	-	-		-		
	Other than permanent	-	-		-	-	-		-		
Total Workers	-	-		-	-	-		-			
2	Details of minimum wages paid to employees and workers, in the following format:										
	Category	FY 2023-24				FY 2022-23					
		Total (A)	Equal to Minimum Wage		More than minimum Wage		Total (D)	Equal to Minimum Wage		More than minimum Wage	
			No.(B)	% (B/A)	No. (C)	% (C/A)		No. (E)	% (E/D)	No. F	% (F/D)
	Employees										
	Permanent	13499	-	-	13499	100%	12977	-	-	12977	100%
	Male	9818	-	-	9818	100%	9460	-	-	9460	100%
	Female	3681	-	-	3681	100%	3517	-	-	3517	100%
	Other than permanent	-	-	-	-	-	-	-	-	-	-
	Male	-	-	-	-	-	-	-	-	-	-
	Female	-	-	-	-	-	-	-	-	-	-
	Workers										
	Permanent	-	-	-	-	-	-	-	-	-	-
Male	-	-	-	-	-	-	-	-	-	-	
Female	-	-	-	-	-	-	-	-	-	-	
Other than permanent	-	-	-	-	-	-	-	-	-	-	



	Male	-	-	-	-	-	-	-	-	-	-	
	Female	-	-	-	-	-	-	-	-	-	-	
	Details of remuneration/salary/wages, in the following format:											
	a. Median remuneration / wages:											
3		Male				Female						
		Number	Median remuneration/ salary/ wages of respective category			Number	Median remuneration/ salary/ wages of respective category					
	Board of Directors (BoD)	8	Rs. 2,82,942.22			0	-					
	Key Managerial Personnel	4	Rs. 3,09,683.39			1	Rs. 1,18,083.27					
	Employees other than BoD and KMP	9809	Rs. 1,00,676.95			3680	Rs. 97,547.20					
	Workers	NA										
	b. Gross wages paid to females as % of total wages paid by the entity, in the following format:											
		FY 2023-24 Current Financial Year				FY 2022-23 Previous Financial Year						
	Gross wages paid to females as % of total wages	26.54%				26.79%						
4	Do you have a focal point (Individual/ Committee) responsible for addressing human rights impacts or issues caused or contributed to by the business? (Yes/No)	Yes, Zonal Head is the focal point for employees working in Zones and Deputy General Manager - HRM is the focal point for employees posted at Head Office. Employees can approach their concerned authorities for necessary resolution of any grievances.										
5	Describe the internal mechanisms in place to redress grievances related to human rights issues.	<ol style="list-style-type: none"> Bank has its Employee Grievance Redressal Policy is in place to redress the grievances of employees in a time bound manner. For prompt settlement of genuine grievances of employees and to maintain a healthy employer-employee relationship, an Employee Grievance redressal on-line portal is in place which facilitates resolving the grievances. The individual employees who are aggrieved on any issue affecting their conditions of employment shall make a representation to the Zonal Manager concerned through the Branch Head, in case employee is working in branch. The employees working in Zonal Office shall make their representation to the Zonal Manager. The employees working in Head Office shall make their representation to Dy. General Manager (HRM) through their Departmental Head. The Zonal Manager / Dy. General Manager (HRM) shall verify the contents of the grievance & its relevance as per the norms / rules and regulations followed by the Bank and shall communicate the decision to the employee concerned within 1 month from the date of receipt of the grievance. In case the issue / complaint isn't resolved within stipulated time period, the aggrieved employee may approach to the next level higher authority i.e. Dy. General Manager, HRM for Zones & General Manager, HRM for employees working in Head office within 7 days of completion of specific period. The higher authority shall communicate the decision to the employee concern within 15 days from the date of receipt of the grievance". General Manager, HRM shall be the competent authority for Zones Headed by General Managers. Further, grievances pertaining Sexual harassment is investigated through Internal Committees constituted at Zonal /Head office level in the Bank as per the provisions of Sexual harassment of Women at workplace (prohibition, prevention & Redressal) Act,2013. 										
	Number of Complaints on the following made by employees and workers:											
6		FY 2023-24			FY 2022-23							
		Filed during the year	Pending resolution at the end of year	Remarks	Filed during the year	Pending resolution at the end of year	Remarks					
	Sexual Harassment	2	0	-	5	0						
	Discrimination at workplace	0	0	-	0	0						
	Child Labour	0	0	-	0	0						



	Forced Labour/ Involuntary Labour	0	0	-	0	0	
	Wages	0	0	-	0	0	
	Other Human rights related issues	0	0	-	0	0	
	Complaints filed under the Sexual Harassment of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013, in the following format:						
					FY 2023-24 Current Financial Year	FY 2022-23 Previous Financial Year	
7	Total Complaints reported under Sexual Harassment on of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013 (POSH)				2	5	
	Complaints on POSH as a % of female employees / workers				0.05	0.14	
	Complaints on POSH upheld				0	0	
8	Mechanisms to prevent adverse consequences to the complainant in discrimination and harassment cases	<ol style="list-style-type: none"> 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. In compliance with Section 4 of the Act, Bank has constituted 'Internal Committee' [IC] at workplace. The IC is headed by a Senior Level Women Employee of the Bank. An aggrieved woman may make in writing, a complaint of sexual harassment at workplace to the respective IC at HO/ZO so constituted within a period of three months from the date of occurrence of the alleged incident and in case of a series of incidents, within a period of three months from the date of last such incident, with all material facts. The Internal Committee is required to complete the inquiry within a time period of 90 days of receipt of the complaint. Internal Committee shall take appropriate care in conducting the enquiry, applying principles of natural justice and shall arrive at its conclusion, based on evidences/witnesses, in unambiguous terms and shall make its recommendations keeping in mind the provisions of the Act as well as procedure laid down in service conditions /BPS. (4) Where the Internal Committee arrives at the conclusion that the allegation against the respondent has not been proved, it shall recommend to the concerned authority that no action is required to be taken in the matter. In case the complaint has been found proved then the Committee shall recommend: <ol style="list-style-type: none"> To concerned Disciplinary Authority to take action in accordance with the provision of Bank of Maharashtra Officer Employees' (Discipline & Appeal) Regulations, 1976 / Bipartite Settlement 10.04.2002 as applicable to the respondent as the case may be. To the concerned Zonal Head / General Manager to deduct an appropriate sum from the salary of the respondent or direct the respondent to pay such sum to the aggrieved women in terms of Section 13 (3) (ii) of the Act. 					
9	Do human rights requirements form part of your business agreements and contracts (Yes/No)	Yes.					
	Assessments for the year:						
		% of your plants and offices that were assessed (by entity or statutory authorities or third parties)					
	Child labour	0					
	Forced/involuntary labour	0					
	Sexual harassment	0					
	Discrimination at workplace	0					
	Wages	0					
	Others – please specify	-					
11	Provide details of any corrective actions taken or underway to address significant risks / concerns arising from the assessments at Question 9 above.	-					
Leadership Indicators							
1	Details of a business process being modified / introduced as a result of addressing human rights grievances/complaints.	NA					
2	Details of the scope and coverage of any Human rights due-diligence conducted.	NA					



3	Is the premise/office of the entity accessible to differently abled visitors, as per the requirements of the Rights of Persons with Disabilities Act, 2016?	Yes, Banks premises of head office, zonal offices are conveniently accessible for person with disability.									
4	<p>Details on assessment of value chain partners:</p> <table border="1"> <tr> <td data-bbox="167 342 555 383"></td> <td data-bbox="555 342 1489 383">% of value chain partners (by value of business done with such partners) that were assessed</td> </tr> <tr> <td data-bbox="167 383 555 423">Sexual Harassment</td> <td data-bbox="555 383 1489 629" rowspan="6">The bank follows all applicable laws, and encourages its vendors to comply with all applicable regulations. Further, Human rights forms a part of all contracts</td> </tr> <tr> <td data-bbox="167 423 555 463">Discrimination at workplace</td> </tr> <tr> <td data-bbox="167 463 555 504">Child Labour</td> </tr> <tr> <td data-bbox="167 504 555 544">Forced Labour/Involuntary Labour</td> </tr> <tr> <td data-bbox="167 544 555 584">Wages</td> </tr> <tr> <td data-bbox="167 584 555 629">Others – please specify</td> </tr> </table>		% of value chain partners (by value of business done with such partners) that were assessed	Sexual Harassment	The bank follows all applicable laws, and encourages its vendors to comply with all applicable regulations. Further, Human rights forms a part of all contracts	Discrimination at workplace	Child Labour	Forced Labour/Involuntary Labour	Wages	Others – please specify	
	% of value chain partners (by value of business done with such partners) that were assessed										
Sexual Harassment	The bank follows all applicable laws, and encourages its vendors to comply with all applicable regulations. Further, Human rights forms a part of all contracts										
Discrimination at workplace											
Child Labour											
Forced Labour/Involuntary Labour											
Wages											
Others – please specify											
5	Provide details of any corrective actions taken or underway to address significant risks / concerns arising from the assessments at Question 4 above.	Not Applicable									

Annexure – A

Business Responsibility and Sustainability Reporting by listed entities
SEBI/HO/CFD/CMD-2/P/CIR/2021/562 dated 10/05/2021

SECTION C PRINCIPLE WISE PERFORMANCE DISCLOSURE

PRINCIPLE 6

Businesses should respect and make efforts to protect and restore the environment

Essential Indicators			
1	Details of total energy consumption (in GJ) and energy intensity, in the following format:		
	Parameter	FY 2023-24	FY 2022-23
	From renewable sources		
	Total electricity consumption (A)	996.6 GJ	1044.7 GJ
	Total fuel consumption (B)	Nil	Nil
	Energy consumption through other sources (C)	NA	NA
	Total energy consumed from renewable sources (A+B+C)	996.5 GJ	1044.7 GJ
	From non-renewable sources		
	Total electricity consumption (D)	159376.5 GJ	148670.6 GJ
	Total fuel consumption (E)	5389.2 GJ	5430.3 GJ
	Energy consumption through other sources (F)	Nil	Nil
	Total energy consumed from non-renewable sources (D+E+F)	164765.7 GJ	154100.9 GJ
	Total energy consumed (A+B+C+D+E+F)	165762.3 GJ	155145.6 GJ
	Energy intensity per rupee of turnover (Total energy consumed/ revenue from operations)	7.06 GJ/ Revenue (in Rs. Cr.)	8.53 GJ/Revenue (in Rs. Cr.)
	Energy intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP) (Total energy consumed / Revenue from operations adjusted for PPP)	-	-
	Energy intensity in terms of physical output	-	-
	Energy intensity (optional) – the relevant metric may be selected by the entity	-	-
Note: Indicate if any independent assessment/ evaluation/assurance has been carried out by an external agency? (Y/N) If yes, name of the external agency- No			
2	Does the entity have any sites / facilities identified as designated consumers (DCs) under the Performance, Achieve and Trade (PAT) Scheme of the Government of India? (Y/N) If yes, disclose whether targets set under the PAT scheme have been achieved. In case targets have not been achieved, provide the remedial action taken, if any.	Not Applicable	
3	Provide details of the following disclosures related to water, in the following format:		
	Parameter	FY 2023-24	FY 2022-23*
	Water withdrawal by source (in kilolitres)		
	(i) Surface water	NA	



	(ii) Groundwater			
	(iii) Third party water (tanker)			
	(iv) Seawater / desalinated water			
	(v) Water from municipal corporation	173732.1 KL	135160.7 KL	
	(vi) Others- Water Bottles			
	Total volume of water withdrawal (in kilolitres) (i + ii + iii + iv + v)	173732.1 KL	135160.7 KL	
	Total volume of water consumption (in kilolitres)	173732.1 KL	135160.7 KL	
	Water intensity per rupee of turnover (Total water consumption / Revenue from operations)	7.39 KL/Revenue (in Rs. CR.)	7.43 KL/Revenue (in Rs. CR.)	
	Water intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP) (Total water consumption / Revenue from operations adjusted for PPP)	-	-	
	Water intensity in terms of physical output	-	-	
	Water intensity (optional) – the relevant metric may be selected by the entity	-	-	
	Note: Indicate if any independent assessment/ evaluation/assurance has been carried out by an external agency? (Y/N) If yes, name of the external agency- No			
	Provide the following details related to water discharged:			
	Parameter	FY 2023-24 (Current Financial Year)	FY 2022-23 (Previous Financial Year)	
	Water discharge by destination and level of treatment (in kilolitres)			
4	(i) To Surface water	NA		
	No treatment	-	-	
	With treatment – please specify level of treatment	-	-	
	(ii) To Groundwater	-	-	
	No treatment	-	-	
	With treatment – please specify level of treatment	-	-	
	(iii) To Seawater	-	-	
	No treatment	-	-	
	With treatment – please specify level of treatment	-	-	
	(iv) Sent to third-parties	-	-	
	No treatment*	147672 KL	114886 KL	
	With treatment – please specify level of treatment			
	(v) Others			
	No treatment			
	With treatment – please specify level of treatment			
	Total water discharged (in kilolitres)	147672 KL	114886 KL	
	*Water discharged values are provided with an assumption of 85% of total water consumed discharged as flushing waste into municipal sewers.			
	Note: Indicate if any independent assessment/ evaluation/assurance has been carried out by an external agency? (Y/N) If yes, name of the external agency		No	
5	Has the entity implemented a mechanism for Zero Liquid Discharge? If yes, provide details of its coverage and implementation.	No		
	Please provide details of air emissions (other than GHG emissions) by the entity, in the following format:			
6	Parameter	Please specify unit	FY 2023-24	FY 2022-23
	NOx	NA	NA	
	Sox			



	Particulate matter (PM)		
	Persistent organic pollutants (POP)		
	Volatile organic compounds (VOC)		
	Hazardous air pollutants (HAP)		
	Others – please specify		
Note: Indicate if any independent assessment/ evaluation/assurance has been carried out by an external agency? (Y/N) If yes, name of the external agency- No			
Provide details of greenhouse gas emissions (Scope 1 and Scope 2 emissions) & its intensity, in the following format:			
	Parameter	Unit	FY 2023-24
			FY 2022-23
7	Total Scope 1 emissions (Break-up of the GHG into CO ₂ , CH ₄ , N ₂ O, HFCs, PFCs, SF ₆ , NF ₃ , if available)	MTCO ₂ e	374 MTCO ₂ e
	Total Scope 2 emissions (Break-up of the GHG into CO ₂ , CH ₄ , N ₂ O, HFCs, PFCs, SF ₆ , NF ₃ , if available)	MTCO ₂ e	31,700 MTCO ₂ e
	Total Scope 1 and Scope 2 emission intensity per rupee of turnover (Total Scope 1 and Scope 2 GHG emissions / Revenue from operations)		0.73 MTCO ₂ e/Revenue (in Rs. Cr.)
	Total Scope 1 and Scope 2 emission intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP) (Total Scope 1 and Scope 2 GHG emissions / Revenue from operations adjusted for PPP)		NA
	Total Scope 1 and Scope 2 emission intensity in terms of physical output	-	-
	Total Scope 1 and Scope 2 emission intensity (optional) – the relevant metric may be selected by the entity	-	-
	Note: Indicate if any independent assessment/ evaluation/assurance has been carried out by an external agency? (Y/N) If yes, name of the external agency.		
8	Does the entity have any project related to reducing Green House Gas emission? If Yes, then provide details.	Yes, Bank has installed Roof Top Solar with capacity of 316.4 KWP in six locations. The bank has showcased its dedication to environmental sustainability by embracing green energy initiatives, such as integrating alternative sources like solar power. Furthermore, it has enacted numerous energy-saving strategies, such as installing timers for automatic air conditioner shutdowns in branches and offices. Additionally, the adoption of energy-efficient, star-rated electrical appliances have notably reduced electricity consumption, consequently lowering Scope 2 emissions	
Provide details related to waste management by the entity, in the following format:			
	Parameter	FY 2023-24	FY 2022-23
9	Total Waste generated (in metric tonnes)		
	Plastic waste (A)	NA	NA
	E-waste (B)	108.4 MT	NA
	Bio-medical waste (C)	NA	NA
	Construction and demolition waste (D)	2 MT	3 MT
	Battery waste (E)	NA	NA
	Radioactive waste (F)	NA	NA
	Other Hazardous waste (Oil-soaked cotton waste, DG filters, paint cans, chemical cans, paint residue, oil sludge, DG chimney soot, coolant oil and used oil). Please specify, if any. (G)	NA	NA
	Other Non-hazardous waste generated (H). Please specify, if any. (Break-up by composition i.e. by materials relevant to the sector)	NA	NA
	Total (A+B + C + D + E + F + G + H)	110.4 MT	3 MT



	Waste intensity per rupee of turnover (Total waste generated / Revenue from operations)	0.0047 MT Waste / Revenue (in Rs. Cr.)	0.0002 MT Waste / Revenue (in Rs. Cr.)			
	Waste intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP) (Total waste generated / Revenue from operations adjusted for PPP)	-	-			
	Waste intensity in terms of physical output	-	-			
	Waste intensity (optional) – the relevant metric may be selected by the entity	-	-			
	For each category of waste generated, total waste recovered through recycling, re-using or other recovery operations (in metric tonnes)					
	Category of waste					
	(i) Recycled	103 MT				
	(ii) Re-used	NA				
	(iii) Other recovery operations	NA				
	Total	103 MT				
	For each category of waste generated, total waste disposed by nature of disposal method (in metric tonnes)					
	Category of waste					
	(i) Incineration	-				
	(ii) Landfilling	-				
	(iii) Other disposal operations	-				
	Total	-				
	Note: Indicate if any independent assessment/ evaluation/assurance has been carried out by an external agency? (Y/N) If yes, name of the external agency	No				
10	Briefly describe the waste management practices adopted in your establishments. Describe the strategy adopted by your company to reduce usage of hazardous and toxic chemicals in your products and processes and the practices adopted to manage such wastes	<p>All the waste collected in the Head Office are stored at one place and the same is disposed off in PMC Garbage Collection vehicle after segregation of the items on regular basis. All the Paper waste, cardboards, damaged boxes are stored and the same is disposed by the Scrap Vendor as an when required. Department has issued circulars to branches and Zonal Offices for banning the use of plastic in the premises. During the repair / renovation works Bank has adopted the policy that the concerned vendors executing the works should dispose the debris only as per PMC norms. Mostly, organic items are used for cleaning & maintenance of premises.</p> <p>The Bank has entered into an MoU with a renowned agency to carry out the E-Waste Management in an eco-friendly manner. Under the MoU, the Agency shall collect the E-Waste from the Banks Premises and dispose the same in an eco-friendly manner. The Agency shall also recycle the E-Waste wherever possible.</p> <p>Besides this being a Banking Organization, there is no presence of hazardous and toxic chemicals in the products and processes.</p>				
11	If the entity has operations/offices in/around ecologically sensitive areas (such as national parks, wildlife sanctuaries, biosphere reserves, wetlands, biodiversity hotspots, forests, coastal regulation zones etc.) where environmental approvals / clearances are required, please specify details in the following format:					
	Sl. No	Location of operations/offices	Type of operations			
	1		Whether the conditions of environmental approval / clearance are being complied with? (Y/N) If no, the reasons thereof and corrective action taken, if any			
	2		NA			
12	Details of environmental impact assessments of projects undertaken by the entity based on applicable laws, in the current financial year:					
	Name and brief details of project	EIA Notification No.	Date	Whether conducted by independent external agency (Yes / No)	Results communicated in public domain (Yes / No)	Relevant Web link
	NA					
13	Is the entity compliant with the applicable environmental law/ regulations/ guidelines in India; such as the Water (Prevention and Control of Pollution) Act, Air (Prevention and Control of Pollution) Act, Environment protection act and rules thereunder (Y/N). If not, provide details of all such non-compliances, in the following format:					



Sl. No	Specify the law / regulation / guidelines which was not complied with	Provide details of the noncompliance	Any fines / penalties / action taken by regulatory agencies such as pollution control boards or by courts	Corrective action taken, if any
1	NA			
2				

Leadership Indicators				
	Water withdrawal, consumption and discharge in areas of water stress (in kilolitres): NA			
	For each facility / plant located in areas of water stress, provide the following information:			
	(i) Name of the area			
	(ii) Nature of operations			
	(iii) Water withdrawal, consumption and discharge in the following format:			
	Water withdrawal, consumption and discharge in areas of water stress (in kilolitres):			
	For each facility / plant located in areas of water stress, provide the following information:			
	(i) Name of the area			
	(ii) Nature of operations			
	(iii) Water withdrawal, consumption and discharge in the following format:			
	Parameter	FY 2023-24 (Current Financial Year)	FY 2022-23 (Previous Financial Year)	
	Water withdrawal by source (in kilolitres)			
	(i) Surface water			
	(ii) Groundwater			
	(iii) Third party water			
	(iv) Seawater / desalinated water			
	(v) Others			
	Total volume of water withdrawal (in kilolitres)			
	Total volume of water consumption (in kilolitres)			
1	Water intensity per rupee of turnover (Water consumed / turnover)			
	Water intensity (optional) – the relevant metric may be selected by the entity			
	Water discharge by destination and level of treatment (in kilolitres) NA			
	(i) Into Surface water			
	---No treatment			
	---With treatment – please specify level of treatment			
	(ii) Into Groundwater			
	---No treatment			
	---With treatment – please specify level of treatment			
	(iii) Into Seawater			
	---No treatment			
	---With treatment – please specify level of treatment			
	(iv) Sent to third-parties			
	---No treatment			
	---With treatment – please specify level of treatment			
	(v) Others			
	---No treatment			
	---With treatment – please specify level of treatment			
	Total water discharged (in kilolitres)			
	Note: Indicate if any independent assessment/ evaluation/assurance has been carried out by an external agency? (Y/N) If yes, name of the external agency			



Please provide details of total Scope 3 emissions & its intensity, in the following format:				
	Parameter	Unit	FY 2023-24	FY 2022-23
2	Total Scope 3 emissions (Break-up of the GHG into CO ₂ , CH ₄ , N ₂ O, HFCs, PFCs, SF ₆ , NF ₃ , if available)	Metric tonnes of CO ₂ equivalent	NA	
	Total Scope 3 emissions per rupee of turnover			
	Total Scope 3 emission intensity (optional) – the relevant metric may be selected by the entity			
Note: Indicate if any independent assessment/ evaluation/assurance has been carried out by an external agency? (Y/N) If yes, name of the external agency				
3	With respect to the ecologically sensitive areas reported at Question 10 of Essential Indicators above, provide details of significant direct & indirect impact of the entity on biodiversity in such areas along-with prevention and remediation activities.		Not Applicable	
If the entity has undertaken any specific initiatives or used innovative technology or solutions to improve resource efficiency, or reduce impact due to emissions / effluent discharge / waste generated, please provide details of the same as well as outcome of such initiatives, as per the following format:				
4	Sl. NO	Initiative undertaken	Details of the initiative (Web-link, if any, may be provided along-with summary)	Outcome of the initiative
	1	The Bank remains steadfast in its utilization of innovative technology and solutions to enhance resource efficiency and minimize the impact of emissions, effluent discharge, and waste generation. Emphasizing green energy initiatives, such as the adoption of alternative sources like solar power, the Bank also conducts periodic Energy Audits for branches and offices. The implementation of star-rated electrical appliances has significantly curtailed electricity consumption, while optimal hardware resource usage and virtualization have been embraced. Additionally, the adoption of cloud computing aims to diminish hardware resources, leading to reduced E-waste in the future.		
	2			
5	Does the entity have a business continuity and disaster management plan? Give details in 100 words/ web link.	Bank has in place a policy on Business Continuity Policy which ensures preparedness of an organization to ensure continuity, resumption and recovery of critical business processes at an agreed level and limit the impact of the disaster on people, processes and infrastructure including IT. The Business Continuity Plan acts as a prerequisite for minimising the adverse effect of important areas of Operational Risk with respect to High-Impact Low Probability Disruptions. The Policy contains guidelines to ensure continuity of Business through implementation of contingency plans to restore normal business functioning of branches if disrupted or system failure arises. The Policy discusses about the Standing Operating procedure and various steps to be taken as a response to a disaster and important elements to be put in place for disaster recovery. Bank has also formed various committees at Zonal Office and Head Office level which conducts mock drill to gauge the effectiveness of the evacuation plan in view of any emergency such as fire, riots, etc. and improve upon the same. Bank gives utmost importance to its human resources and issues regular guidelines for safety mechanism to be put in place.		
6	Disclose any significant adverse impact to the environment, arising from the value chain of the entity. What mitigation or adaptation measures have been taken by the entity in this regard		Not Applicable	
7	Percentage of value chain partners (by value of business done with such partners) that were assessed for environmental impacts.		Not Applicable	



Annexure – A

Business Responsibility and Sustainability Reporting by listed entities
SEBI/HO/CFD/CMD-2/P/CIR/2021/562 dated 10/05/2021

PRINCIPLE 7

Businesses, when engaging in influencing public and regulatory policy, should do so in a manner that is responsible and transparent

Essential Indicators						
1	a.	Number of affiliations with trade and industry chambers/ associations. (As below)				
		List the top 10 trade and industry chambers/ associations (determined based on the total members of such body) the entity is a member of/ affiliated to.				
		Sl.No	Name of the trade and industry chambers/ associations	Reach of trade and industry chambers/ associations (State / National)		
		1	Indian Bank's association (IBA)	National		
	b.	2	Indian Institute of Banking and Finance (IIBF)	National		
		3	National Institute of Bank Management (NIBM)	National		
	4	National Payment Corporation of India (NPCI)	National			
	5	CREDAI MCHI	Maharashtra			
2	Provide details of corrective action taken or underway on any issues related to anticompetitive conduct by the entity, based on adverse orders from regulatory authorities.					
	Name of authority	Brief of the case		Corrective action taken		
	Not Applicable					
Leadership Indicators						
1	Details of public policy positions advocated by the entity:					
		Public policy advocated	Method resorted for such advocacy	Whether information available in public domain? (Yes/No)	Frequency of Review by Board (Annually/ Half yearly/ Quarterly / Others – please specify)	Web Link, if available
	1	NIL				
2						

Annexure – A

Business Responsibility and Sustainability Reporting by listed entities
 SEBI/HO/CFD/CMD-2/P/CIR/2021/562 dated 10/05/2021

PRINCIPLE 8

Businesses should promote inclusive growth and equitable development

Essential Indicators							
Details of Social Impact Assessments (SIA) of projects undertaken by the entity based on applicable laws, in the current financial year.							
	Name and brief details of project	SIA Notification No.	Date of notification	Whether conducted by independent external agency (Yes / No)	Results communicated in public domain (Yes / No)	Relevant Web link	
1	<p>NA. Bank has actively participated in the various Financial Inclusion Programmes covering varied rural activities, such as increasing access to banking services through establishment of Kiosk Model Bank Business outlet / Banking touch points, mobilizing PMJDY Accounts, support under PMJDY OD, Aadhar Enrolment, enhancing financial literacy through Financial Literacy Centres and rural branches. In this regard Bank has opened more than 8 lakhs accounts under PMJDY.</p> <p>As a part of world Blood Donor day (14/06/2023), An initiative was taken to raise awareness of the importance of blood donation and to recognize the contribution of voluntary unpaid blood donors in saving lives and improving health. Bank has conducted blood donation camps at various locations across India. At Head office also, more than 75 employees have participated in this occasion. We support essential medical services by providing financial assistance for ambulances, dialysis machines, eye checkup camps, and awareness campaigns on various health issues. We actively work alongside our Rural Development Centres (RDCs) and dedicated trusts (MARDEF & GMBVM) to address challenges in agriculture, rural infrastructure, and women's empowerment in rural areas. We have supported women's self-employment through training programs, sponsorships for exhibitions, and events promoting entrepreneurship. We contribute to improved sanitation by sponsoring sanitary pad vending machines and beautification projects for garbage collection points.</p>						
Provide information on project(s) for which ongoing Rehabilitation and Resettlement (R&R) is being undertaken by your entity, in the following format:							
2	Sl.No	Name of Project for which R&R is ongoing	State	District	No. of Project Affected Families (PAFs)	% of PAFs covered by R&R	Amounts paid to PAFs in the FY (In INR)
	NA						
3	Describe the mechanisms to receive and redress grievances of the community.		<p>Communities represent a significant stakeholder group, and the Bank's CSR team maintains regular communication with them to gather feedback on CSR projects. In numerous instances, NGO partners serve as intermediaries, addressing community grievances and relaying them to the Bank's CSR team</p> <p>The customer of the Bank can raise their complaint directly through Branches of the Bank. Besides this there is a Mahaseva Service of the Bank with designated toll free number for raising any complaint. Customers can also directly lodge their complaint on the Bank's Website.</p> <p>To redress the complaint received from the customer, an escalation matrix is in place wherein the complaint is first resolved at the Branch Level, then at Zonal Office Level and even if the complaint is still un-resolved, it is escalated to Bank's Principal Nodal Officer at Head Office.</p> <p>Also, for redressing the grievances of the community we are having well designed portal for addressing the same. After receiving the complaint, Grievance Officers at different level are able to redress the grievances at the earliest.</p> <p>To enable the customers to voice their grievances or offer suggestions for improvement in customer service, "Customer Day" is observed at all the offices of the Bank covering branches, Zonal offices and Head office, on 15th of every month (If 15th is holiday, then on preceding working day).</p>				



Customer can lodge complaints from our website also by visiting <https://bankofmaharashtra.in/complaints-grievances>.

Percentage of input material (inputs to total inputs by value) sourced from suppliers:

Parameter	FY 2023-24	FY 2022-23
4 Directly sourced from MSMEs/ small producers	Not applicable, owing to the nature of the business. As a financial institution, our inputs primarily consist of technological infrastructure, platforms, and services. Therefore, procurement options for an organization like ours are limited. However, considering our nationwide presence, we procure consumables such as stationery items from local suppliers in the vicinity of our branches.	
Directly sourced within India		

Job creation in smaller towns – Disclose wages paid to persons employed (including employees or workers employed on a permanent or non-permanent / on contract basis) in the following locations, as % of total wage cost

Location	FY 2023-24 (Current Financial Year)	FY 2022-23 (Previous Financial Year)
5 Rural	15.51%	16.48%
Semi-urban	20.12%	18.91%
Urban	20.64%	20.40%
Metropolitan	43.73%	44.20%

(Place to be categorized as per RBI Classification System - rural / semi-urban / urban / metropolitan)

Leadership Indicators

Provide details of actions taken to mitigate any negative social impacts identified in the Social Impact Assessments (Reference: Question 1 of Essential Indicators above):

1	Details of negative social impact identified	Corrective action taken
	NA	

Provide the following information on CSR projects undertaken by your entity in designated aspirational districts as identified by government bodies:

2	Sl.No	State	Aspirational District	Amount spent (In INR)
	1	CSR Projects not undertaken in aspirational districts during the FY 2023-24		
	2			

3	(a)	Do you have a preferential procurement policy where you give preference to purchase from suppliers comprising marginalized /vulnerable groups? (Yes/No)	<ul style="list-style-type: none"> The Bank has a policy in place which provides for annual procurement of minimum 20% of goods and services from MSMEs and out of the 20%, 4% is to be procured from MSMEs owned by SCs and STs. Besides the above Banks also has guidelines in place for procurement of various goods and services from GeM Portal to allow transparency in various transactions and make the system corruption free.
	(b)	From which marginalized /vulnerable groups do you procure?	
	(c)	What percentage of total procurement (by value) does it constitute?	

Details of the benefits derived and shared from the intellectual properties owned or acquired by your entity (in the current financial year), based on traditional knowledge:

4	Sl. No	Intellectual Property based on traditional knowledge	Owned/ Acquired (Yes/No)	Benefit shared (Yes / No)	Basis of calculating benefit share
	1	NA			
	2				

Details of corrective actions taken or underway, based on any adverse order in intellectual property related disputes wherein usage of traditional knowledge is involved.

5	Name of authority	Brief of the Case	Corrective action taken
	NA		

Details of beneficiaries of CSR Projects:

6	Sl. No.	Social activities for FY 2023-24	No. of persons benefitted from CSR Projects	% of beneficiaries from vulnerable and marginalized groups
	1	Sponsorship to Vishwashanti Samajik Sanstha for distribution of Food & stationary on 132nd Birth Anniversary of Dr Babasaheb Ambedkar.	150	80
	2	Sponsorship to Jeevan Vardhini Matiband school for providing financial assistance to mentally retarded Student of the school.	1	100



3	Sponsorship to Akhil Brahman Madhywanti Sanstha, Pune for organizing Exhibition for products made by women entrepreneurs.	20	100
4	Sponsorship to Leelashankar Foundation & Haemophilia Society Akola Chapter for organizing the awareness event on World Haemophilia Day.	50	40
5	Sponsorship to Kerala Labour Movement Kochi for the supply of motorized sewing machines to women tailoring workers to promote skill development.	100	100
6	Sponsorship to Kendriya Vidyalaya ,Ganeshkhind ,Pune for Installation of drinking Water Cooler at the school premises.	400	10
7	Sponsorship to Hindu Mahadev Koli Samaj Dindi Sohla Sangh for drinking water supply to devotees during Alandi to Pandharpur Yatra	500	70
8	Sponsorship to Basant Social Foundation for financial assistance & education of underprivileged students	100	100
9	Sponsorship to TGSM Saraswathy Vidya Nikethan for financial assistance to underprivileged students.	150	100
10	Sponsorship for Nagar Nigam , Saharanpur for beautification of Garbage Collection Point in Saharanpur City	200	50
11	Sponsorship to NAS Inter College for procurement of furniture items to provide education to underprivileged students	40	100
12	Sponsorship to National Institute of Naturopathy for generating awareness about Yoga	50	10
13	Sponsorship to Bidar Institute of Medical Science for the installation of one Hot & Cold Water Dispenser	200	50
14	Sponsorship to Maharashtra Olympic Association for organizing "Olympic Day 2023"	50	5
15	Donation for Ambulance to Shrimant Dagdusheth Halwai Sarvajanik Ganpati Trust.	200	80
16	Donation for International Centre for Entrepreneurship and Technology (iCreate) corpus fund for FY 2023-24 (Corpus Fund) to Gujarat Foundation for Entrepreneurial Excellence.	100	0
17	Donation to Satyam Foundation for installation of Sanitary Pad vending Machine for the marginalized women of Vavoshi Village, Taluka Khalapur, Dist. Raigrh.	150	100
18	Donation to Bhatkya Vimukta Jati Jamati Samajik Adhar Sangh for providing Books/stationaries to Underprivileged children	200	100
19	Donation to Janjati Kalyan Parishad Mahakaushal for purchase of furniture for school and hostel.	400	100
20	Donation for Tree plantation drive at NIBM campus under Bank's Green Initiative	200	10
21	Sponsorship to Collector Office, Ahmednagar for organizing awareness program of educating people on various Govt. sponsored schemes.	500	80
22	Sponsorship to VEDH Latur (Vocational Education Direction and Harmony in association with Psychological Health, Thane for conducting 10th VEDH – A Life skill Conclave"	200	80
23	Sponsorship to V4organs Foundation for scholarship contribution to College students completing Online Training in Organ Donation Awareness.	150	70
24	Sponsorship to Shri Ramdas Swami Sansthan , Sajjangadh for installation of Solar Power On-Grid system at Angai Devi Mandir	1000	50
25	Donation to All India Sports Council of the Deaf for providing financial support	1	100
26	Sponsorship to Deepstambh Andh Apang Kalyan Sanstha for distribution of sticks to visually challenged people	75	100
27	Sponsorship to Symbiosis college for organizing District Level table tennis 2023	20	10
28	Sponsorship to National Federation of the Blind for providing sticks to visually challenged people	75	100
29	Donation to Jeevan Vardhini Matiband School, Dive for providing financial assistance to mentally retarded students of the school.	10	100
30	Donation to M/s. Hongirana Trust for Dialysis Machine	500	50
31	Sponsorship to Western Ghats Running Foundation for organizing Marathon for creating social awareness towards the environment	200	50



32	Sponsorship to Socio Economic Research Institute for procurement and distribution of Insecticidal Nets to marginalized and vulnerable population of Patliputra Bihar.	100	100
33	Sponsorship for distribution of Food & stationary on occasion of Dr. Babasaheb Ambedkar Death Anniversary organized at Chaitya Bhoomi, Dadar ,Mumbai	1000	100
34	Sponsorship to Swayamdeep Social Foundation for organizing "Walk for Samvidhan" on the occasion of Constitution Day of India.	100	100
35	Sponsorship to Eastern Command (Indian Army) for organizing "Coal India Half Marathon 2023" to generate awareness about fitness.	50	10
36	Sponsorship to Bhimthadi Jatra 2023 (a National level exhibition for women Entrepreneurs and SHG) organized by Agriculture Development Trust, Baramati at Shivaji Nagar, Pune.	250	80
37	Donation to Koneru Charitable Trust for financial assistance to poor & meritorious students.	22	100
38	Sponsorship to 19th Edition of MAHALAXMI SARAS exhibition organized by Maharashtra State Rural Livelihoods Mission (MSRLM), for skill development.	200	80
39	Sponsorship to Government of Gujarat (IndexTB- Industrial Extension Bureau) for organizing " Vibrant Gujarat Global Summit 2023" -Global Trade Show	100	50
40	Sponsorship to District Collector Office, Akola for organizing FIT Akola Half Marathon.	300	50
41	Sponsorship to District Collector Office for organizing "Ellora Ajantha International Festival 2024" in association with Directorate of Tourism, Govt of Maharashtra.	500	70
42	Donation to Saibaba Super specialty Hospital managed by Shri Saibaba Sansthan Trust, Shirdi	1000	90
43	Sponsorship to METCO for organizing "Divyang Fest"for welfare of Special Children/Divyang individuals.	100	100
44	Sponsorship to Maharashtra Khadi and Village Industries Board for organizing " Maha Khadi Expo 2024" for providing platform to weavers and khadi indutries for displaying their products.	300	100
45	Sponsorship to "Raja Shiv Chhatrapati Samajik Sanstha Budh" for organizing Eye Checkup Camp & Surgery CAMP of patients in Satara.	120	100
46	Sponsorship to Dalit Indian Chamber of Commerce & Industry for organizing State Vendor Development Program (SDVP) -Industrial Exhibitions & Trade Fairs for SC-ST women Entrepreneurs.	80	100
47	Sponsorship to Basant Social Foundation for financial assistance & education of underprivileged students of two most underdeveloped districts of Odisha(Boudh and Sonepur).	80	100

Annexure – A

Business Responsibility and Sustainability Reporting by listed entities
SEBI/HO/CFD/CMD-2/P/CIR/2021/562 dated 10/05/2021

PRINCIPLE 9

Businesses should engage with and provide value to their consumers in a responsible manner

Essential Indicators								
1	Describe the mechanisms in place to receive and respond to consumer complaints and feedback.	<p>Grievance Redressal Policy: - The Policy outlines the framework for addressing customer grievances; it aims at minimizing instances of customer complaints and grievances through a well-structured escalation matrix and pre-defined TAT's depending upon the nature of complaint. The purpose is to ensure prompt as well as effective Redressal of customer complaints.</p> <p>Grievance Redressal Mechanism: - The Grievance Redressal Mechanism has been identified and defined the roles & responsibilities at each level. Mechanism to resolve the complaints and Standard Operating Practices has been defined at all level to speed up the process of grievance Redressal.</p> <p>Standardized Public Grievances Redressal System (SPGRS) - In order to maintain & redress various Sources of complaints, Bank has developed an inhouse software named as SPGRS. Through this system the lead time for processing and decision making become quicker. By punching the details in the system, the complaints will be escalated to higher level automatically if not entertained. Customer can check the status of their complaints online at any time. The system is customer friendly, hence customer will have satisfaction that these grievances are reached to Redressal authority.</p>						
2	Turnover of products and/ services as a percentage of turnover from all products/service that carry information about:							
	As a percentage to total turnover							
	Environmental and social parameters relevant to the product	NA						
	Safe and responsible usage	NA						
	Recycling and/or safe disposal	NA						
3	Number of consumer complaints in respect of the following:							
		FY 2023-24		Remarks	FY 2022-23			
		Received during the year	Pending resolution at end of year		Received during the year	Pending resolution at end of year	Remarks	
		Data privacy	0	0	-	0	0	-
		Advertising	0	0	-	0	0	-
		Cyber-security	0	0	-	0	0	-
		Delivery of Products	6439	28	Pending complaints are within 30 days TAT period.	3600	21	Services related Complaints
		Quality of Products	0	0	-	0	0	-
		Restrictive Trade Practices			-	0	0	-
	Unfair Trade Practices	0	0	-	0	0	-	
	Other	0	0	-	2009	16	Transactions related Complaints	



Details of instances of product recalls on account of safety issues:			
4		Number	Reasons for recall
	Voluntary recalls	Not Applicable	Not Applicable
	Forced recalls	Not Applicable	Not Applicable
5	Does the entity have a framework/ policy on cyber security and risks related to data privacy? (Yes/No) If available, provide a web-link of the policy.		Yes. weblink: https://bankofmaharashtra.in/privacy-policy .
6	Provide details of any corrective actions taken or underway on issues relating to advertising, and delivery of essential services; cyber security and data privacy of customers; re-occurrence of instances of product recalls; penalty / action taken by regulatory authorities on safety of products / services		No, such incident happened related to cyber security or impacting the data privacy of customers.
Provide the following information relating to data breaches:			
7	a. Number of instances of data breaches		NIL
	b. Percentage of data breaches involving personally identifiable information of customers		NA
	c. Impact, if any, of the data breaches		NA

Leadership Indicators

1	Channels / Platforms where information on products and services of the entity can be accessed (provide web link, if available).	Our Bank offers various channels and digital platforms through which customers can access information on products and services offered by the Bank, below are the details of various digital channels/platforms along with their corresponding web links:																																																			
		<table border="1"> <thead> <tr> <th>#</th> <th>Various Channels and Platforms</th> <th>Web Link URLs</th> </tr> </thead> <tbody> <tr><td>1.</td><td>Internet Banking</td><td>https://bankofmaharashtra.in/internet-banking</td></tr> <tr><td>2.</td><td>Maha Mobile</td><td>https://bankofmaharashtra.in/maha-mobile</td></tr> <tr><td>3.</td><td>Maha UPI</td><td>https://bankofmaharashtra.in/maha-upi</td></tr> <tr><td>4.</td><td>ATM Services</td><td>https://bankofmaharashtra.in/atm-services</td></tr> <tr><td>5.</td><td>MPOS</td><td>https://bankofmaharashtra.in/mpos</td></tr> <tr><td>6.</td><td>RTGS / NEFT</td><td>https://bankofmaharashtra.in/rtgs-neft</td></tr> <tr><td>7.</td><td>Debit Card</td><td>https://bankofmaharashtra.in/debit-cards</td></tr> <tr><td>8.</td><td>Credit Card</td><td>https://bankofmaharashtra.in/credit-cards</td></tr> <tr><td>9.</td><td>E-Gadgets</td><td>https://bankofmaharashtra.in/e-gadgets</td></tr> <tr><td>10.</td><td>Bharat Bill Payment Service</td><td>https://bankofmaharashtra.in/bharat-bill-payment-service</td></tr> <tr><td>11.</td><td>Bhim Aadhaar Pay</td><td>https://bankofmaharashtra.in/bhim-aadhaar-pay</td></tr> <tr><td>12.</td><td>NETC Fastag</td><td>https://bankofmaharashtra.in/netc-fastag</td></tr> <tr><td>13.</td><td>WhatsApp Banking</td><td>https://bankofmaharashtra.in/whatsapp-banking</td></tr> <tr><td>14.</td><td>Debit Card E-Mandate</td><td>https://bankofmaharashtra.in/debit-card-e-mandate</td></tr> <tr><td>15.</td><td>Digital Application Details</td><td>https://bankofmaharashtra.in/digital-applications-detail</td></tr> <tr><td>16.</td><td>Digital Banking Unit (DBU)</td><td>https://bankofmaharashtra.in/dbu</td></tr> </tbody> </table>	#	Various Channels and Platforms	Web Link URLs	1.	Internet Banking	https://bankofmaharashtra.in/internet-banking	2.	Maha Mobile	https://bankofmaharashtra.in/maha-mobile	3.	Maha UPI	https://bankofmaharashtra.in/maha-upi	4.	ATM Services	https://bankofmaharashtra.in/atm-services	5.	MPOS	https://bankofmaharashtra.in/mpos	6.	RTGS / NEFT	https://bankofmaharashtra.in/rtgs-neft	7.	Debit Card	https://bankofmaharashtra.in/debit-cards	8.	Credit Card	https://bankofmaharashtra.in/credit-cards	9.	E-Gadgets	https://bankofmaharashtra.in/e-gadgets	10.	Bharat Bill Payment Service	https://bankofmaharashtra.in/bharat-bill-payment-service	11.	Bhim Aadhaar Pay	https://bankofmaharashtra.in/bhim-aadhaar-pay	12.	NETC Fastag	https://bankofmaharashtra.in/netc-fastag	13.	WhatsApp Banking	https://bankofmaharashtra.in/whatsapp-banking	14.	Debit Card E-Mandate	https://bankofmaharashtra.in/debit-card-e-mandate	15.	Digital Application Details	https://bankofmaharashtra.in/digital-applications-detail	16.	Digital Banking Unit (DBU)	https://bankofmaharashtra.in/dbu
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2	Steps taken to inform and educate consumers about safe and responsible usage of products and/or services.	Our Bank takes various measures to inform and educate consumers about safe and responsible usage of banking products and services. These measures helps to empower its customers with the knowledge and resources needed to use banking products and services safely and responsibly. Below are some steps taken by the bank:																																																			
		<ul style="list-style-type: none"> • Online Resources: Providing comprehensive information on safe banking practices through the bank's official website. This includes articles, guides, FAQs, and other resources addressing topics such as password security, online fraud prevention, and safe banking habits. 																																																			
		<ul style="list-style-type: none"> • Educational Campaigns: Conducting educational campaigns through various channels such as social media, email newsletters, and SMS alerts, WhatsApp alerts. These campaigns may cover topics like phishing awareness, ATM safety, and protecting personal information. 																																																			
		<ul style="list-style-type: none"> • In-Branch Materials: Displaying posters, brochures, and other educational materials in bank branches to inform customers about security measures and responsible banking practices. 																																																			
		<ul style="list-style-type: none"> • Customer Service: Ensuring that customer service representatives are well-trained to address customer inquiries related to security concerns and provide guidance on safe banking practices. 																																																			
		<ul style="list-style-type: none"> • Collaboration with Authorities: Collaborating with law enforcement agencies, regulatory bodies, and industry associations to share information and best practices related to fraud prevention and consumer protection. 																																																			



		<ul style="list-style-type: none"> • Regular Application Updates: Providing regular updates to customers about changes in security features, and new services through various communication channels. • Training Programs: Conducting training programs for employees to raise awareness about security risks and equip them with the knowledge to assist customers in safeguarding their accounts and personal information.
3	<p>Mechanisms in place to inform consumers of any risk of disruption /discontinuation of essential services</p>	<p>Banks are required to comply with regulatory guidelines that mandate the disclosure of any significant disruptions to essential services. This ensures transparency and accountability in communicating service-related risks to consumers.</p> <p>There are several mechanisms in place to inform consumers of any risk of disruption or discontinuation of essential digital products/services. By employing these mechanisms, Bank aims to keep the customers informed and minimize inconvenience in the event of any disruptions to essential banking services. Below are some of the key mechanisms utilized by the bank.</p> <ul style="list-style-type: none"> • Communication Channels: The bank maintains various communication channels through which they can reach out to customers in case of service disruptions. This includes email, SMS alerts, phone calls, and notifications through internet banking or mobile banking apps, WhatsApp alerts. • Website Announcements: Important announcements regarding service disruptions or scheduled maintenance are typically posted on the bank's official website. This ensures that customers can easily access the information online. • Social Media Updates: Many banks use social media platforms such as Twitter, Facebook, Instagram and LinkedIn to provide real-time updates to customers regarding any service disruptions or issues.
4	<p>Does the entity display product information on the product over and above what is mandated as per local laws? (Yes/No/Not Applicable) If yes, provide details in brief. Did your entity carry out any survey with regard to consumer satisfaction relating to the major products / services of the entity, significant locations of operation of the entity or the entity as a whole? (Yes/No)</p>	<p>Yes, our Bank complies with local laws and regulations regarding the disclosure of product information to customers such as the range of products and services, including savings account, loans, credit card, investments, online banking, fees and charges, and terms and conditions. This information serves to inform customers about various options available, features and benefits, document required, interest rates, eligibility criteria, service charges, processing fees, associated cost, and frequently asked questions (FAQs), etc.</p> <p>This ensures transparency and helps customers make informed decisions about banking products and services, including terms, fees and any associated risks.</p>