



(A Government of India undertaking)  
Corporate Office, 254-260, Avvai Shanmugam Salai, Royapettah, Chennai – 600014.

**ENGAGEMENT OF PROFESSIONALS ON CONTRACTUAL BASIS FOR  
WHOLLY OWNED SUBSIDIARY (PROPOSED) - 2023**

INDIAN BANK, a leading Public Sector Bank, with headquarters in Chennai having geographical presence all over India and abroad invites applications from Indian Citizens for its Wholly Owned Subsidiary (Proposed) for engagement on contractual basis as

| Post Code | Post                    | Vacancy |
|-----------|-------------------------|---------|
| 1         | CHIEF EXECUTIVE OFFICER | 1       |
| 2         | HEAD OF HUMAN RESOURCE  | 1       |
| 3         | HEAD OF TECHNOLOGY      | 1       |

The Job Description of these positions are as follows:

**CHIEF EXECUTIVE OFFICER**

- Integrating and aligning activities proposed to be undertaken by the Operations Services Subsidiary with the operations and priorities of the bank, within the overall framework permissible by RBI, to derive maximum value.
- Review and provide inputs on the Business plan, Organization Structure, Governance Structure and Operating Model proposed for the Operations Services Subsidiary.
- Monitoring the status of setting up, operationalizing and stabilizing the Operations Services Subsidiary and ensuring adherence to timelines envisaged.
- Support in finalizing the technology roadmap, risk, & oversight model for the Operations Services Subsidiary.
- Provide guidance for drafting policies, SOPs & agreements for the Operations Services Subsidiary.
- Set up and manage the wholly owned subsidiary – Build and manage team of site managers and operational teams required to effectively support ongoing operational activities of the Bank and absorption of new work from BUs and functions.
- Responsible for managing all functional subsidiary operations, including ongoing operations, continuous improvement, absorbing new work from Business Units (BUs) and functions into the operations, in order to achieve higher quality and lower cost of delivering the services. The

operational scope of Indian Bank's Operations Services Subsidiary will cover the entire gamut of banking business, enabling and support functions.

- Build and operate world class functional operations – Ensure services are delivered in a cost effective manner, while ensuring adherence to process quality, standards and SLAs as agreed with BUs and functions.
- Lead the migration of the work from bank's operations unit (eg: - loan processing centers, branches, etc.) to the wholly owned subsidiary – Oversee migration of processes, including any re-design if needed, to support the transition to the shared services center, in collaboration with the BUs and functions.
- Oversee outsourcing and technology strategy for the wholly owned subsidiary – Define the outsourcing & technology strategy to achieve efficiency and effectiveness goals; Execute on the strategic roadmap defined.
- Drive process improvement – Set targets for annual improvement and drive efforts aimed at achieving these targets.
- Establish and maintain service catalogue – Develop and maintain a detailed service catalogue with process definitions, process flows, metrics and charge-back methodology to the core bank.
- Measure performance – Establish framework to drive meaningful regular discussions with BUs and functions (including balanced scorecards, performance dialogues, issue escalation, etc.)
- Support bank in any other activities pertaining to support and rollout of the Operations Services Subsidiary.

Remarks: Job Description mentioned above is only illustrative and not exhaustive. Jobs, in addition to the above mentioned, may be assigned from time to time for the above post.

## **HEAD OF HUMAN RESOURCES**

- Design, lead, and manage a human resources operating platform to support growth of the operations services subsidiary.
- Finalize manpower plan & compensation levels aligned with the operating model and review and monitor on an ongoing basis.
- Finalize job roles, KRAs and skillsets across levels (Senior Management to Junior Management).
- Finalize the organization structure for the proposed Operations Services Subsidiary and review and monitor on an ongoing basis.
- Design end-to-end performance management systems to ensure career development, aligning with compensation and benefits policies for retention.
- Lead, motivate and inspire teams, across functions. Act as the “keeper of the culture and values” for the organization.
- Support in identifying and managing HR vendors for activities such as recruitment, compliance, systems, etc.
- Design and rollout HR systems to be implemented for smooth functioning of HR activities at the Operations Services Subsidiary.
- Design and rollout HR processes & policies for the Operations Services Subsidiary and review/

monitor on an ongoing basis.

- Design and rollout Learning & Development/ Training initiatives for the Operations Services Subsidiary.
- Support bank in any other activities pertaining to support and rollout of the Operations Services Subsidiary.

Remarks: Job Description mentioned above is only illustrative and not exhaustive. Jobs, in addition to the above mentioned, may be assigned from time to time for the above post.

## **HEAD OF TECHNOLOGY**

- Develop and execute Technology roadmap for Operations Services Subsidiary. Key components include application landscape, infra and network requirements, security framework and associated considerations.
- Coordinate and engage with various stakeholders for setup, operationalization and monitoring of the Operations Services Subsidiary from Technology perspective.
- Drafting technology related policies (infosec, data sharing, etc.) for the Operations Services Subsidiary and maintain them on an ongoing basis.
- Own the technology procurement and vendor management process to enable procurement of cost-effective technological equipment and software.
- Develop and enhance the information security management framework and Business Continuity framework for the subsidiary
- Set up and monitor the tech org structure and governance.
- Work with the Bank's IT & Top management in identifying tech interventions to channelize transaction requests from front to Back office.
- To design roadmap and ensure standardization, modernization, consolidation and managing of IT infrastructure and operations including deployment and management of Private/Public/Hybrid cloud infrastructure for Applications.
- Provide inputs for Vendor Management, Agile Development approaches.
- Drive system migrations and manage cutovers with minimal affect to real-time operations.
- Oversee the scale and expansion of Tech and IT operations and infrastructure.
- Support bank in any other activities pertaining to support and rollout of the Operations Services Subsidiary.

Remarks: Job Description mentioned above is only illustrative and not exhaustive. Jobs, in addition to the above mentioned, may be assigned from time to time for the above post.

The eligibility and terms of service is furnished here under:

| S.No. | Parameters                | Criteria   |
|-------|---------------------------|--|
| 1.    | Age                       | Minimum age – 36 years &<br>Maximum Age – 57 years<br>(Inclusive of all relaxations)   |
| 2.    | Educational Qualification | <p><b><u>Chief Executive Officer:</u></b></p> <p>Bachelor’s degree in business/ accounting/ engineering/ economics or sciences from a University recognized by the Govt. of India/Govt. bodies/AICTE etc.</p> <p><b><u>Preferred Qualification:</u></b><br/>           Post Graduation Diploma in Management / MBA from a University recognized by the Govt. of India/Govt. bodies/AICTE or CA/ICWA</p> <p><b><u>Head of Human Resources:</u></b></p> <p>Post Graduation Diploma in Management / MBA or Post Graduation with specialization in Personnel Management or Human Resources related field (Labour Relations / Labour Studies / Organization Development / Organization Behaviour, etc.) from a university recognized by the Govt. of India/Govt. bodies/AICTE</p> <p><b><u>Head of Technology:</u></b></p> <p>Engineering Graduate or MCA from a University recognized by the Govt. Of India /Govt. bodies/AICTE etc. Preference shall be given to the Candidates who possess B.E. / B.Tech. / M.E. / M.Tech from a recognized University / Institution in Software Engineering/ Computer Science &amp; Engineering / Information Technology / Computer Technology / Electronics / Electronics &amp; Communications.</p> <p><b><u>Preferred Qualification:</u></b><br/>           Post Graduation Diploma in Management / MBA from a University recognized by the Govt. of India/Govt. bodies/AICTE</p> |

| S.No. | Parameters | Criteria   |
|-------|------------|--|
| 3.    | Experience | <p><b><u>Chief Executive Officer:</u></b></p> <ul style="list-style-type: none"> <li>• 15+ years of experience in BFSI</li> <li>• Experience in managing Retail and Commercial Banking Operations, Sales, Contact Centre, IT and related areas preferred</li> <li>• Experience of working in a shared services organization preferred</li> <li>• Proven ability to drive discipline, process orientation and quality control in a large complex organization</li> </ul> <p><b><u>Preferred Experience:</u></b></p> <ul style="list-style-type: none"> <li>• Experience leading an Operations Shared Services set up</li> <li>• Experience with continuous improvement methodology in a services led environment</li> <li>• Strong operational understanding of Banking Operations</li> </ul> <p><b><u>Head of Human Resource:</u></b></p> <ul style="list-style-type: none"> <li>• 15+ years of HR experience of which at least 5 years should be in capacity of a HR Head of a reputed organization with sizeable employee base.</li> <li>• Experience in any service industry, preferably in financial services sector.</li> <li>• Experience in Shared Services entities of BFSI companies preferred.</li> </ul> <p><b><u>Head of Technology:</u></b></p> <ul style="list-style-type: none"> <li>• Minimum 12 years of overall post-qualification experience in IT with regulated financial services organization or in technology/ software organizations engaged in creating large scale products/ platforms/ applications for the BFSI industry.</li> <li>• Out of the above, minimum 4 years of experience should have been in leading teams in the area of Datacenters, Networking, Infrastructure management and operations shared services setup/operations services subsidiary.</li> <li>• Strong understanding of Technology in a Banking context across applications, infrastructure and security aspects</li> <li>• Exposure to data sharing and data privacy guidelines</li> </ul> <p><b><u>Preferred Experience</u></b></p> <ul style="list-style-type: none"> <li>• Experience in leading technology for Operations Shared Services set up</li> </ul> |

| S.No. | Parameters   | Criteria  |
|-------|--|---|
| 4.    | Cut-off date for age, qualification and experience | As on 01.11.2023  |
| 5.    | Selection process                                  | <p>Selection will be by way of (1) Scrutiny of applications and (2) Interview of shortlisted candidates by Selection Committee. In case no. of applicants is substantially large, Written Test / Group Discussion / Preliminary interview process or a combination of aforementioned eligible / suitable candidates may be adopted by the Bank.</p> <ul style="list-style-type: none"> <li>• Mere satisfying the eligibility norms do not entitle a candidate to be called for interview.</li> <li>• The Bank reserves the right to reject any application not suiting the Bank's requirements without assigning any reason whatsoever and call only the requisite number of candidates out of those who fulfill the eligibility criteria as may be required for the post.</li> </ul> |
| 6.    | Remuneration                                       | Negotiable and not a limiting factor for deserving candidate.   |
| 7.    | Period of Engagement & Terms of Contract           | On contractual basis for an initial term of 3 years after incorporation of the subsidiary, subject to annual review based on needs and requirements of the Bank/ Subsidiary and extendable for further period.  |
| 8.    | Place of work                                      | Chennai or as per requirement   |
| 9.    | Leave  | 30 Days per year on Pro-rata basis.   |
| 10.   | Application Fees / Intimation Charges              | Rs 100/- (inclusive of GST) for SC / ST / PwBD candidates.<br>Rs 1000/- (inclusive of GST) for all other Candidates.  |
| 11.   | Termination of contract                            | Three months' notice or Three month's compensation in lieu thereof.   |
| 12.   | Accountability                                     | Selected candidates shall be subject to the applicable laws and guidelines issued by regulatory / government authorities / CVC etc. as applicable in the subsidiary and shall also be subject to the code of conduct and disciplinary rules as applicable to the subsidiary employees, for a period they are in service. They shall be subjected to the same degree of accountability and supervision as is applicable to the regular employees of the subsidiary.  |

| S.No. | Parameters          | Criteria  |
|-------|---------------------|---|
| 13.   | Scope of work / KRA | <p style="text-align: center;"><b>KRAs</b></p> <p><b><u>Chief Executive Officer:</u></b></p> <ul style="list-style-type: none"> <li>• Operationalize the Business Model and Operating model</li> <li>• Establish and maintain Risk &amp; Governance Model</li> <li>• Set up the organization and monitor performance</li> <li>• Establish technology roadmap and oversee its execution</li> <li>• Timely setup of the entity and ongoing execution</li> <li>• Build and operate world class functional operations</li> <li>• Drive process improvement</li> </ul> <p>Manage all functional subsidiary operations and report periodically to Board</p> <p><b><u>Head of Human Resource:</u></b></p> <ul style="list-style-type: none"> <li>• Design, rollout and manage Organization Structure for the subsidiary</li> <li>• Define job roles, KRAs, skillsets, compensation levels and monitor on an ongoing basis</li> <li>• Oversee HR vendor onboarding and periodic performance assessment</li> <li>• Design and rollout HR processes &amp; policies and monitor on ongoing basis</li> <li>• Design and monitor Learning &amp; Development Initiatives on an ongoing basis</li> </ul> <p>Design, lead, and manage human resources operating platform for the subsidiary</p> <p><b><u>Head of Technology:</u></b></p> <ul style="list-style-type: none"> <li>• Develop and execute Technology roadmap for Operations Services Subsidiary</li> <li>• Design and monitor Technology infrastructure across DC and DR</li> <li>• Finalize Technology Security model and monitor on an ongoing basis</li> <li>• Design, rollout and monitor InfoSec and BCP Policies</li> <li>• Set up and monitor technology governance and organization structure</li> <li>• Establish and run the Technology procurement process and policies.</li> <li>• Oversee the scale and expansion of Tech and IT operations and infrastructure.</li> </ul> |

**Procedure for applying:-**

1. Application complete in all respects as per the prescribed format (Annexure A) along with copies of all the credentials as enumerated in Clause 2 below should be sent in a closed envelope super scribed “**Application for Engagement as Professional on Contract Basis for Wholly Owned Subsidiary (Proposed) -2023**” to the following address:

**Chief General Manager (CDO & CLO), Indian Bank  
Corporate Office, HRM Department, Recruitment Section  
254-260, Avvai Shanmugham Salai, Royapettah, Chennai, Pin - 600 014, Tamil Nadu.**

All eligible and interested candidates should apply in the prescribed application format to reach the address cited above on or before **18.12.2023**. Any application received after the due date will be summarily rejected.

**Application fees / Intimation charges:**

Rs 100/- (inclusive of GST) for SC / ST / PwBD candidates.

Rs 1000/- (inclusive of GST) for all other Candidates.

Candidates shall pay the fees/charges in the below mentioned account through Internet Banking / NEFT/RTGS. The Reference number/UTR Number shall be specified in the Application form.

Account Name : ENGAGEMENT OF PROFESSIONALS FOR WOS (PROPOSED) ON  
CONTRACTUAL BASIS

Account Number : 7559466011

Bank & Branch : Indian Bank, Royapettah

Account Type : Current Account

IFSC Code : IDIB000R021

2. The following credentials (photocopies only) are to be enclosed along with the application Form

- a. Proof of date of Birth
- b. Mark sheet and Passing certificate of all Educational, Technical / Professional qualifications
- c. Experience certificate(s) specifying designation / job profile, period of service (with specific dates), emoluments, activity profile of previous and present employers, etc.
- d. Photo Identity proof and Address proof



3. Candidates are required to have a valid personal email ID and Mobile number for contact. It should be kept active during the currency of this project. Bank may send call letters for interview through the registered email ID.

4. Candidates are advised to apply well in advance and Bank will not be responsible if candidates are not able to submit before the due date for any reason beyond the control of the Bank.

### **GENERAL INSTRUCTIONS**

a. Candidates can apply for Multiple Posts separately subject to fulfillment of eligibility criteria and remittance of fees and application form separately for each post applied.

b. Before applying for the post, candidate should satisfy himself/herself that he/she fulfils the eligibility and other norms mentioned in this notice. Bank would be free to reject any application at any stage of the recruitment process, if the candidate is found ineligible. The decision of the Bank shall be final in deciding about qualification, experience and other eligibility norms.

c. The terms & conditions of engagement is whole and simple governed by the provisions of the contract and the engagement shall not be construed as an employment in the Bank and the provisions of PF / Gratuity / Pension, etc. shall not apply in this case.

d. His / Her engagement on contract is for a specific period as stated above, and as such should not be construed as an offer of employment or a regular employment in the Bank.

e. Unless the contract is extended for further period, on completion of the contractual period of three years, the contractual engagement shall automatically come to an end. There will not be a need for issuance of communication for termination of the contract after the above said period.

f. The Bank takes no responsibility for any delay in receipt or loss in postal transit of any Application or Communication.

g. The Bank reserves the right to alter, modify or change the eligibility criteria and / or any of the other terms and conditions spelt out in this notice, including criteria for qualifying/method and procedure for selection.

h. Only those candidates who fulfil the eligibility criteria will be called for interview and intimated by email.

i. Candidates will have to produce original certificates for educational qualifications, experience, age, category etc. at the time of interview, in support of his/her eligibility, as per the details

furnished in the application, failing which the candidate will not be allowed for interview and their candidature will be cancelled.

j. Decision of the Bank in all matters regarding eligibility of the candidate, the stages at which such scrutiny of eligibility is to be undertaken, the documents to be produced for the purpose of interview, selection and any other matter relating to recruitment will be final and binding on the candidates. No correspondence or personal enquiries shall be entertained by the Bank in this regard.

k. No Travelling Allowance is payable to candidates who are called for interview

l. Any dispute arising out of and/or pertaining to the process of recruitment under this Advertisement shall be subject to the sole jurisdiction of the Courts situated at Chennai.

m. Request for change of contact no./address/ email ID/interview centre will not be entertained.

n. In case any dispute arises on account of interpretation of version other than English, English version will prevail.

o. Engagement of selected candidates is subject to their being declared medically fit as per the requirements of the Bank. Such engagement will also be subject to the Rules & Policies of the Bank.

p. Canvassing in any form will be a disqualification.

q. This entire process is subject to necessary approval from the Competent Body for incorporation of proposed Wholly Owned Subsidiary and Bank reserves the right to scrap the process at any point of time without assigning any reason thereof and sending any communication.

**Dated: 02.12.2023**

**Place: Chennai**

**Chief General Manager (CDO & CLO)**