



भारत सरकार का उपक्रम A Government of India Undertaking



Continuation of services of consultant for Post Amalgamation Transformation Initiatives on Nomination Basis

The Bank for the purpose of Post Amalgamation Transformation Initiatives, has decided to continue the services of consultant M/s BCG who was associated with the Bank for Program Management Support for Amalgamation on same terms and conditions.

Leveraging on the strengths of amalgamation derived from newly implemented organisation structure, harmonised products and processes and IT platform, the Bank wishes to continue with transformation initiatives for realising the benefits out of amalgamation through: -

- a) Creating niche business models of erstwhile banks for key product streams such as CAPS, Credit Card and PoS to take the business to leadership position.
- b) Strategy for identifying and realising of long term synergy benefits by leveraging the strengths of amalgamation and strengthening the organization structure
- c) Operational and cost efficiency by digitising the back-office processes
- d) Augmenting share of digital business through end to end digitisation of customer journeys
- e) Re-modelling of branch banking to bring about “Branch of Future” and Business Banking Branches (BBB)

Towards the above objectives Bank has identified various Terms of Reference (TOR) for the consultant. The M/s BCG has been involved in amalgamation process, creation of new organisation structure and has gained better acquaintance of the current structure and processes of the Bank and in order to derive the benefit of current knowledge gained and to reduce the time required in diagnosis and understanding, the TOR was offered to them and accordingly, their services are continued.

Mumbai

11th May, 2021.