

Immediate

F.No.11/55/2011-BO.II
Ministry of Finance.
Government of India
Department of Financial Services

3rd Floor, Jeevan Deep Building,
Parliament Street, New Delhi

Dated the 18th October, 2011

To

**The Chairman, State Bank of India
CMDs of Nationalised Banks and IDBI Bank Ltd.
MDs of Associate Banks of SBI**

Subject:- E-Governance – Human Resource (HR), Business Process Re-engineering (BPR), Management Information System (MIS) and Productivity Enhancement Committee in Banks.

Sir,

To realize the potential of technology adopted, manpower employed / engaged and innovations and initiatives adopted in processes and functions by the banks, there is a need to carefully synchronise the inputs and efforts for efficient use of resources so as to maximize the output and outcomes. To achieve these objectives, the banks need to adopt a calibrated approach. Government is of the view that each bank need to form an IT, BPR and HR Group. This Group should be headed by the Chairman and it should consist of their MDs / EDs and at least two Zonal Managers from the field. They will have following tasks –

- (a) To finalise the E-Governance plan of the bank and a roadmap of implementation;
- (b) To finalise a BPR activity, -
 - i. To do BPR for the IT implementation which has been done so far, and
 - ii. To synchronise BPR with future IT plan.
- (c) To work out a productivity enhancement action plan keeping in view the BCG Report communicated vide e-mail dated 13.09.2011, titled "*Being Five Star in productivity; Roadmap to excellence in Indian Banking*".
- (d) To finalise the HR strategies keeping (a) to (c) in view.

2. This would be a Standing Committee, which will meet **each week** till these plans are finalised. Thereafter, this Committee must meet once in fortnight to oversee the implementation. Since these three matters are of strategic importance, Chief Executive of the bank need to pay extra attention to this aspect, and would have a right to invite any expert on the subject including any expert in the Board, to be a member of this Committee.

3. Further, the sponsor banks of the Regional Rural Banks (RRBs) may also ensure that a similar Committee is also constituted in each **RRB** where the sponsor bank would nominate IT, HR and BPR experts from the bank. After the first meeting in person, these experts can participate through video-conferencing, to avoid traveling by them.

4. Chief Executives of all Public Sector Banks are requested to kindly take immediate necessary action for constitution of the Group / Committee in their respective bank / RRB and place before the Board in its next meeting. The functioning of the Group / Committee should be reported to the Board of Director in each of its meeting.

5. This has the approval of Secretary (FS).

6. Kindly acknowledge receipt of this communication.

Yours faithfully,

(D. D. Maheshwari)

Under Secretary to the Government of India

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Copy for information and necessary action to all Government of India nominee Directors on the Boards of Public Sector Banks.