



RECRUITMENT CELL, HUMAN RESOURCES WING, HEAD OFFICE, BENGALURU

CB / RP / 1/2021

**ENGAGEMENT OF CHIEF DIGITAL OFFICER
ON CONTRACT BASIS**

CANARA BANK, a leading Public Sector Bank with Head Office in Bengaluru and global presence with over 10400 branches (as on 31.03.2021), invites applications, from the eligible candidates for the post of **Chief Digital Officer on contract basis**.

Eligible candidates are requested to apply through the prescribed application available in our Bank's website www.canarabank.com. No other means / mode of Application will be accepted.

Please read this advertisement carefully and ensure your eligibility before submitting the application.

Important Dates	
Event	Date
Last Date for Receipt of physical application	On or before 30.06.2021

1. DETAILS OF POST:

Name of the Post	Chief Digital Officer
Nature of engagement	On contract basis
Number of Posts	01 (One)

2. ELIGIBILITY CRITERIA & OTHER DETAILS:

All the eligibility [qualification, age etc] shall be computed as on **30.04.2021** (inclusive).

Job Location	Canara Bank, Head Office, Bengaluru (But may be transferred to other locations based on administrative exigencies)
Age	Between 35 – 50 years as on 30.04.2021
Educational Qualification	Mandatory : B.E./ B.Tech and MBA and Certification in Project Management (PMP) Preferred : Certifications in Digital Transformation, Digital Product Management, etc. from reputed Institutions.
Experience	Mandatory : 10 years in BFSI sector and Currently working in Scale IV Divisional/Chief Manager and above or equivalent post. Preferred : Experience in Digital Products & Project Management.
Tenure of Contract	The period of engagement shall be initially for a period of 3 years. Depending upon the need, the period of engagement may be extended for a further period as decided by the bank, subject to the annual review.
Termination of Contract	Performance will be evaluated quarterly by the reporting authority. In case the performance / conduct are not satisfactory, the contract will be terminated with One months' clear notice. In case he/she desires to leave the services of the Bank, shall give one months' clear notice.
Job Profile	The roles & responsibilities of Chief Digital Officer include but are not limited to the following: <ol style="list-style-type: none">1. Responsible for working closely with key business stakeholders, technology partners, NPCI, e-commerce partners/merchants and regulatory partners and ensure maximum uptime for all the Digital channels.2. Support implementation of new digital products and enhancements for the existing digital channels based on local and global trends to improve service offerings to our customers.3. Identify business/ improvement opportunities and report complaints which require special attention and

recommend preventive measures.

4. Lead/coordinate the implementation of key digital initiatives including digital platform migration project to integrate lifestyle and banking appetite with artificial intelligence.
5. Monitor daily operations of delivery channels and identify improvement areas for re-engineering to ensure delivery of efficient and high quality service to customers.
6. Ensure timely and accurate MIS and dashboard reporting to drive digital activations.
7. Conduct researches on the best and evolving market practice to define the most efficient and customer-friendly UI throughout the entire customer journey.
8. Interpret digital journey and engagement effectiveness, and identify learning, insights and actions.
9. Monitor competition and keep abreast of the channel offerings/ service developments.
10. Plan for increase in Digital transactions Bank wide.
11. Manage digital channels process notes and operating instructions, with configuration management to ensure easy retrieval and safe keeping.
12. Managing and on boarding new customers online for assets as well as liability front.
13. Reviewing complaints on digital banking channels and resolutions.
14. Formulate/develop digital strategies to drive the next generation of digital banking.
15. Design effective and efficient digital customer journey to ensure the delivery of excellent customer experience through website/mobile app/web as a result to deliver ambitious growth in digital traffic and usage.
16. Work closely with a wide range of stakeholders including product owners, technology, compliance and external vendors to construct and deliver quality services in digital channels.
17. Liaise with the Regions/branches/contact centre for digital banking registrations like internet banking, mobile banking including UPI, Bharat QR, e-statements etc.

	<p>18. Assisting in framing policies & procedures for the implementation of digitalization in various reform themes.</p> <p>19. Any other matter as may be entrusted by the Bank from time to time.</p>
Compensation / Perquisites	<p>The remuneration will be offered based on candidates' qualifications, experience and overall suitability for the post. The remuneration shall be fixed at 70:30 ratio for fixed and variable portion. Variable component shall be subject to quarterly review.</p> <p>He / She shall not be eligible for any other perks / benefits / enhancements. He / She shall be eligible for office phone facility and actual TA/HA expenses for outstation visits as eligible to Deputy General Manager.</p>
Reporting Officer	<p>He/she will be reporting to Chief General Manager/General Manager heading DBS Wing, Head Office.</p>
Other terms and conditions	<p>a. The working hours of the Bank shall be the usual hours as applicable on all days except 2nd / 4th Saturdays, Sundays and holidays declared under NI Act.</p> <p>b. Leave details: 1 leave per month will be available with an accumulation up to 12 leaves maximum.</p> <p>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.</p> <p>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.</p> <p>e. On completion of the contractual period of three years, his / her engagement shall automatically come to an end. There will not be a need for issuance of communication by the Bank for termination of the contract after the above said period.</p> <p>f. He / she shall be required to execute the Fidelity & Secrecy bond under which he / she shall agree not to disclose any information/data which he/she is privy to while in the</p>

	contract engagement and shall take reasonable security measures to prevent accidental disclosure.
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3. CREDIT HISTORY:

The candidate applying for the above position shall ensure that, they maintain a healthy Credit history and shall have a minimum CIBIL score of 650 or above at the time of joining. The minimum credit score will be as per the Banks policy, amended from time to time.

4. NATIONALITY / CITIZENSHIP:

A candidate must be either i] a citizen of India or ii] a subject of Nepal or iii] a subject of Bhutan or iv] a Tibetan refugee who came over to India before 01.01.1962 with the intention of permanently settling in India or v] a person of Indian origin who has migrated from Pakistan, Burma, Sri Lanka, East African Countries of Kenya, Uganda, United Republic of Tanzania, Zambia, Malawi, Zaire, Ethiopia & Vietnam with the intention of permanently settling in India provided that a candidate belonging to categories (ii), (iii), (iv) or (v) above shall be a person in whose favour a certificate of eligibility has been issued by the Government of India. A Candidate in whose case a certificate of eligibility is necessary may be admitted to the Group Discussion/interview conducted by the Bank, but on final selection the offer of appointment may be given only after the necessary eligibility certificate issued by the Government of India, is produced.

5. SELECTION PROCEDURE:

The selection is proposed to be undertaken on the basis of Shortlisting and Group Discussion and/or Interview as under; However, Bank may decide the modalities of selection depending on the number of applications received.

- a) The application received will be shortlisted on the basis of track record of the candidate and suitability.
- b) Candidates to the extent of required number only will be called for Interview.
- c) The shortlisted candidates have to undergo the process of Group Discussion and/or Interview.

Short-listing (if conducted) will be based on the documents / certificates / testimonials etc. submitted by the candidates to substantiate his/her qualification/post qualification experience declared in the application.

Final Selection will be on the basis of marks secured by the candidate in interview.

Engagement of selected candidate is subject to his / her being declared medically fit as per the requirement of the Bank.

Decisions of Bank in all matters regarding eligibility, selection etc. would be final and binding on the candidates. No representation or correspondence will be entertained by the Bank in this regard and the decision of the Bank would be final.

The Bank reserves the right to change the selection procedure / hold supplementary selection process, if necessary. The change, if any, shall be intimated to the candidates through our website / email in advance.

6. IDENTITY VERIFICATION:

While appearing for the Group Discussion / Interview, the candidate should produce original and a copy of the photo identity (bearing exactly the same name as it appears on the call letter) such as PAN Card / Passport / Driving License / Voters Card / Bank Pass Book with Photograph / Photo identity proof issued by a Gazetted Officer / People's Representative along with a photograph / Identity Card issued by a recognized college/ university/ Aadhaar / E-Aadhaar card with a photograph / Employee ID for verification.

If the identity of the candidate is in doubt, the candidate will not be allowed for Group Discussion / Interview.

In case of candidates who have changed their name, they will be allowed only if they produce Gazette notification / their marriage certificate in original.

Ration Card and Learner's Driving License will not be accepted as valid id proof for this project.

7. APPLICATION FEE & INIMATION CHARGES (NON REFUNDABLE):

Candidates are requested to read the contents of the advertisement and ensure their eligibility before applying.

➤ Application fee & intimation charges:

Category	Amount of Fees / Intimation Charges
SC/ST/PWBD/Women	₹ 118/- (Intimation charges only; Includes GST @18%)
All Others	₹ 1180/- (Includes GST @ 18%)

8. PROCEDURE FOR MAKING PAYMENT OF APPLICATION FEE / INTIMATION CHARGES:

The application fee / intimation charges can be paid through Online transfer NEFT/IMPS/UPI.

Beneficiary details:

Name of the Account	RP 1 2021 Engagement of Chief Digital Officer
Account Number	9921201007595
Payee Bank and branch	Canara Bank, Town Hall Welfare Centre branch, Bengaluru
IFSC Code	CNRB0008693
Narration/ Remarks	Candidate's Name

Candidates have to make the payment and note the Transaction Reference ID. The application fee / intimation charges payment details have to be filled in the application form.

Please note that applications submitted without payment of Application fee/ Intimation charges will be rejected. Further, Application fee/ Intimation charges once paid is not refundable for whatsoever reason.

The application fee / intimation charges should be paid between **15.05.2021 to 30.06.2021** [both days inclusive]

Payment of fee by Demand Draft / Cheque / Money Orders / Postal Orders etc will not be accepted and such applications will be summarily rejected.

9. How to Apply:

- Candidates should have a valid personal e-mail id. This e-mail id should be kept functional till completion of this selection process. All the communication will be sent to the candidates on this e-mail id only.
- Candidates are required to visit the Bank's website www.canarabank.com -> Careers -> Recruitment and click on the link "Recruitment Project - 1/2021 - Chief Digital Officer on Contract Basis" and download the application.

- Candidates should fill the required details in the Application Form. A recent Passport size colour photograph should be firmly affixed on the application and should be signed across by the candidate. Enclose self-attested photocopies of documents to the application, to prove the eligibility to the post.
- The name of the candidate or his / her father / husband etc. should be spelt correctly in the application as it appears in the certificates / mark sheets. Any change / alteration found may disqualify the candidature.
- The candidates name in the application should be as it appears in SSC / SSLC / X Standard Marks Card. In case the candidate has changed his/her name, the changed name should be as per the Gazette Notification / Marriage Certificate.
- Candidates should take utmost care to furnish the correct details while filling in application. Submission of incorrect / false information in the application will render the candidature invalid.
- Bank will not be responsible for any consequences arising out of furnishing of incorrect and incomplete details in the application or omission to provide the required details in the application form.
- Applications received at our end after 30.06.2021 will not be considered for the process and will be lodged at our end.

Application duly completed in all respects should be sent along with photocopies of the documents (self attested) mentioned below by REGISTERED POST / SPEED POST only in a cover super scribed “Application for Chief Digital Officer on Contract Basis”.

- Copy of the Date of Birth Certificate / SSC / SSLC certificate with DOB
- Copies of the marksheet & certificates from SSC/SSLC/X STD, PUC/10+2/ Intermediate,
- Copies of the marksheet & certificates of Graduation
- Copies of the marksheet & certificates of other qualifications, if any.
- Copies of experience certificates specifying designation / job profile, period of service (with specific dates) from previous, present employers. **Please note that work experience certificate should contain the designation, period of service and detailed job profile.**

- Copy of Caste Certificate in Central Government prescribed format in case of SC / ST / OBC/ EWS category candidates
- Copy of the Photo identity proof
- Any other relevant documents

Address for sending the application:

The Senior Manager
 Canara Bank
 Recruitment Cell, H R Wing
 Head Office, 112, J C Road
 Bengaluru - 560 002

When called for Interview, candidates have to submit originals of the documents for verification. Candidates will not be allowed to take up Interview without production of the original documents.

10. LAST DATE:

Last date for receipt of application along with the requisite documents	30.06.2021
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* Bank will not be responsible for any loss of application / documents in transit or for rejection of candidature for non-receipt of application. The application received after last date will not be entertained.

11. CALL LETTERS:

The shortlisted candidates only will be called for the Interview and their details and schedule for Interview will be made available in Bank's website www.canarabank.com. All the communications viz., call letters for Interview etc., will be sent **only to the e-mail id** provided by the candidate in the application. Request for sending to different e-mail id will not be entertained.

Bank will not take responsibility for late receipt / non-receipt of call letter / any communication e-mailed due to technical reasons or whatsoever to the candidate. Hence candidates are requested to keep track of their application status by visiting Bank's website as well as checking their e-mail account from time to time during the selection process.

12. ACTION AGAINST CANDIDATES FOUND GUILTY OF MISCONDUCT:

Candidates should not furnish any particulars that are false, tampered, fabricated or suppress any material information while registering the application and submitting the certified copies / testimonials.

At the time of Interview / during selection process, if a candidate is or has been found guilty of using unfair means or impersonating or procuring impersonation by any person; or misbehaving in the Interview hall or taking away any documents from the venue; or resorting to any other irregular or improper means in connection with his/her candidature for the selection; or obtaining support of his/her candidature by any means, such a candidate may in addition to rendering himself / herself liable to criminal prosecution, shall be liable:

- (a) to be disqualified from the Interview / selection process for which he / she is a candidate
- (b) to be debarred, either permanently or for a specified period from any examination or selection held by the Bank.
- (c) for termination of engagement / contract, if he/ she has already joined the Bank.

13. GENERAL INSTRUCTIONS:

- a) Candidates have to apply in the Application provided in the Bank's website only. No other means of applications shall be entertained.
- b) Calling / admission to the Interview is purely provisional without verification of age / qualification / category etc. of the candidates. Mere receipt of call letter for Interview does not imply that the Bank is satisfied about the candidate's eligibility. Candidates should ensure their eligibility before applying / attending the Interview. Bank reserves right to reject ineligible candidate's applications at any stage of selection process.
- c) The Application once made will not be allowed to be withdrawn on any account. Applications which are incomplete in any respect will be rejected. Incomplete applications / applications without supporting documents will be rejected outright.
- d) A candidate should ensure that the signatures appended by him/her in all the places viz. in his/her call letter, attendance sheet etc. and in all correspondence with the bank in future should be identical and there should be no variation of any kind.

- e) A recent, recognizable photograph should be affixed by the candidate in the application form and the candidate should ensure that copies of the same are retained for use at various stages of the process. Failure to produce the same photograph at various stages of the process or doubt about identity at any stage could lead to disqualification.
- f) Candidates will have to appear for the Interview at their own expenses.
- g) 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 the conduct of Interview, selection and any other matter relating to selection process will be final and binding on the candidate. Further, the Bank reserves right to stall / cancel the selection process partially / fully at any stage at its discretion, which will be final and binding on the candidate.
- h) Bank may, at its discretion, hold re-interview wherever necessary.
- i) Candidates serving in Government /Quasi Government offices, PSUs including Nationalised Banks/ Financial Institutions should produce “No Objection Certificate” from their employer at the time of Interview, in the absence of which their candidature shall not be considered.
- j) The shortlisted candidates are required to produce originals documents pertaining to Age, Qualification, Experience, Caste etc for verification at the time of Interview. If any candidate is found ineligible while verifying the documents, he / she shall not be allowed to take up Interview.
- k) By applying for the post, candidates give their consent for making use of the information furnished in the application for bank’s internal use including shortlisting for Group Discussion and/or Interview.
- l) Candidates belonging to SC / ST / OBC/ EWS category should keep ready a copy of valid caste certificate/EWS Certificate in the prescribed format as stipulated by Government of India.
- m) Candidates belonging to OBC category but coming under creamy layer and / or if their caste does not find place in the Central OBC List for the State in which candidate belongs to are not entitled to OBC reservation. They should indicate their category as General in the application form.

- n) Appointment of selected candidates is subject to his/her being declared medically fit as per the requirement of the Bank & receiving satisfactory report from police authorities.
- o) Any resultant dispute arising out of this advertisement shall be subject to the sole jurisdiction of the Courts situated in Bengaluru.
- p) Canvassing in any form will be treated as disqualification.
- q) The Bank shall not be responsible for an application being rejected which is based on wrong information provided in any advertisement issued by an unauthorized person / institution / web site / job portal / social media. Candidates are advised not to share/ mention their application details with / to anyone.
- r) In case any dispute arises on account of interpretation in versions other than English, English version will prevail.
- s) No candidate is permitted to use Cell Phone, Pager or any other instruments in the Interview hall / during selection process.

Candidates in their own interest are advised to submit their applications well in time before the last date for submission and Bank does not take any responsibility for the candidates not being able to submit their applications within the last date on account of the reasons beyond the control of the Bank.

Date: 15.05.2021

Place: Bengaluru

CHIEF GENERAL MANAGER