

Rollout of Organization Structure: FGMO Handbook



Bhubaneswar



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Key steps for the overall field structure

Roll out process

- 1 Detailed plan of opening/consolidation by AMO
- 2 Finalization of plan Central Task Force
- 3 Finalization of Branches / jurisdiction of RO
- 4 Finalization of premises from where the proposed FGMO/RO functions
- 5 Finalizations of staffing for FGMO/RO
- 6 Mapping of branches in Finacle (all 3 CBS instances), LAS, e-Mails, IRB, Networking, UBINet, creation of RO Code, etc by DIT
- 7 Transfer of files
- 8 Roll out of FGMO/RO
- 9 Intimation to RBI

Zonal Task force responsible for execution at field level

Member of Zonal Task force

1. Deputy Zonal head
2. In charge of ZCC
3. Planning & Development
4. HR
5. General Administration



Functions

Responsible for activities at field level: Drive the roll out as per plan and carrying out activities as per the plan at field level.

Assisting Regional Leadership: Assist the Regional leadership in setting up of CPCs

Resolving issues: Debottlenecking of issues at local/regional level

Escalation of issues: Escalating the issues which needs attention of CO to AMO

Coordination with AMO: Close coordination with AMO for timely rollout of the structures in the FGMO

Key action points for rollout

Field General Manager and Deputy Zonal Head (I/II)

#	Activity	Action points	Dependency
1	Overall ownership for execution of roll out plan	<ul style="list-style-type: none">• Drive coordination with various departments and regional teams to ensure timely creation & execution of rollout plan• Set up of review mechanism & governance cadence• Active participation for weekly meetings, data request, regular interventions, etc.• Coordination with central task force for field level execution of plan• Debottlenecking the issues affecting the rollout by involving the concerned departments	Relevant departments , Central task force
2	Finalization of field structure	Coordination with AMO for finalization of branch level mapping of RO and all CPCs	-
3	MIS harmonization	Extend support to central task force for MIS harmonization	Central task force

Key action points for rollout

Field General Manager and Deputy Zonal Head (II/II)

#	Activity	Action points	Dependency
4	SOP harmonization	Extend support to central task force for SOP harmonization	Central task force
5	Communication of roll out and organization of regional level forums	Drive communication at FGMO, RO, CPC and branch level on revised mapping and corresponding effects on business flow & other processes	AMO

Key action points for rollout

Planning and development, General administration (I/II)

#	Activity	Action points	Dependency
1	Review of existing premises	Review of location list and existing premises for identification of locations which meets the premise requirement criteria	IT
2	Consolidation of existing premises	Existing premises of the 3 banks which will not be used to be shut down through following steps: <ul style="list-style-type: none">• Termination of lease agreement• Shifting of furniture, infra equipment, etc.• Sale/discarding of immovable assets	Field General Manager, Regional head, Legal
3	Operationalization of new offices	<ul style="list-style-type: none">• Empanelment of contractors, architects, consultants, etc. for modification of shortlisted premises• Furnishing of shortlisted premises through utilization of existing assets and purchase of new assets wherever required• Set up of utilities, infra, equipment, IT enablers, etc. as per the requirement through utilization of existing assets and purchase of new assets wherever required	IT, DBD

Key action points for rollout

Planning and development, General administration (II/II)

#	Activity	Action points	Dependency
3	Operationalization of new offices (contd.)	<ul style="list-style-type: none">• Branding and standardization of premises and furniture• Sign contracts for AMC of the equipment, premises, etc.• Physical transfer of files	Record keeping
4	Others	Provide for accommodation for staff and vehicle for management level staff	HR

Key action points for rollout DIT (I/II)

#	Activity	Action points	Dependency
1	IT infrastructure set up	<ul style="list-style-type: none"> • Set up of IT Infrastructure such as cloud and internet infra, computers, IP phone etc. through direct intervention or appointment of contractors, etc. • Procurement of equipment, if required 	Planning & development
2	Set up of software based applications	<ul style="list-style-type: none"> • Set up of core and non core banking related software for all functions e.g. LAS, HRMS, EWS, etc. <ul style="list-style-type: none"> • Ensuring availability of 3 system access for cases where IT systems are not completely integrated • Ensuring creation of IDs for software for various department is completed. Eg. - LAS ID for Credit, etc. 	Relevant departments
3	Support for Updation of backend mapping	Ensuring back end mapping of business and other process flows (such as HRMS, etc.) as per revised reporting structure	HR

Key action points for rollout DIT (II/II)

#	Activity	Action points	Dependency
4	Staff training	<ul style="list-style-type: none">• Participate in training for management of IT related processes and procedures• Impart training to non-IT staff on new systems where required	HR
5	Helpdesk set up	<ul style="list-style-type: none">• Set up of zonal IT help desk for resolving IT queries for ROs, branches and CPCs	-

Key action points for rollout

HR

#	Activity	Action points	Dependency
1	Manpower allocation and recruitment	<ul style="list-style-type: none"> • Coordinate for updation of manpower planning and allocation for: <ul style="list-style-type: none"> - Administrative offices (RO-FGMO) - CPCs (Saral, ULP and USK) - Other back offices • Drive recruitment of staff wherever required as per the approved manpower plan 	-
2	Updation of backend mapping	Coordinate with IT to remap staff location in HRMS	IT
3	Staff training	<ul style="list-style-type: none"> • Conduct training for shortlisted staff in administrative offices on areas such as per the updated JDs and KRAs • Ensure adequate handover and knowledge transfer during the transition 	-
4	Helpdesk set up	<ul style="list-style-type: none"> • Set up of zonal help desk for resolving queries related to various verticals for ROs, branches and CPCs 	-

Key steps for establishing new offices

Key steps in establishing new regional offices and indicative timelines (I/II)

#	Activity	Dependency	Timelines
1	Detailed roll out plan finalization by Central Task Force	AMO	T
2	Communication to FGMO for opening of New RO	SSD	T+1
3	Identification of Regional Head and posting at the center	HR	T+1
4	Finding suitable premises through open advt	-	T+22
5	Premises finalization by the committee and approval from CA, completion of Lease Agreement	-	T+24
6	Finalization of layout plan	-	T+25
7	Tender for furnishing	-	T+39
8	Deployment of Staff required as per the RO design	HR	T+ 50
9	Furnishing completion	-	T+55
10	Mapping of branches to Regional office for CPC, LAS and Finacle	DIT	T+ 55

Key steps in establishing new regional offices and indicative timelines (II/II)

#	Activity	Dependency	Timelines
11	Transfer of files from old offices	-	T+ 55
12	Fixing of IT Infrastructure: Computers, IP Phone, printers, scanners, etc.	DIT	T+ 60
13	Opening of new regional office	-	T+ 60
14	Intimation to RBI or regulators as per guidelines	SSD	T+ 67

If any RO functions from existing premises, Mapping of branches to Regional office for CPC, LAS and Finacle and Transfer of files from old offices to be prioritized

Key steps in establishing new SARALs and indicative timelines (I/II)

New premise

#	Activity	Dependency	Timelines
1	Detailed roll out plan finalization by Central Task Force	AMO	T
2	Communication to FGMO for opening of New SARAL	MSME	T+1
3	Identification of accounts to be handled by SARAL	MSME	T+15
4	Finding suitable premises through open advt	-	T+22
5	Premises finalization by the committee and approval from CA, completion of Lease Agreement	-	T+24
6	Finalization of layout plan	-	T+25
7	Tender for furnishing	-	T+39
8	Identification of SARAL Head and posting at the center	HR	T+ 50
9	Deployment of Staff required as per the SARAL design *	HR	T+ 50
10	Furnishing completion	-	T+55
11	Mapping of branches to SARAL in LAS	DIT	T+ 55
12	Transfer of files	-	T+ 55
13	Fixing of IT Infrastructure : Computers , IP Phone, printers , Scanners etc	DIT	T+ 60
14	All SARAL staff reporting and forum for staff	-	T+59

Key steps in establishing new SARALs and indicative timelines (II/II)

Existing premise

#	Activity	Dependency	Timelines
1	Detailed roll out plan finalization by Central Task Force	AMO	T
2	Communication to FGMO for opening of New SARAL	MSME	T+ 1
3	Identification of accounts to be handled by SARAL	MSME	T+ 5
4	Identification of SARAL Head and posting at the center	HR	T+ 2
5	Deployment of Staff required as per the SARAL design	HR	T+ 5
6	Mapping of branches to SARAL in LAS	DIT	T+ 7
7	Transfer of files	-	T+ 12
8	All SARAL staff reporting and forum for staff	AMO	T+ 12
9	Opening	-	T+ 15

Note: The above process applies even for the ROs where SARAL is to be temporarily established at RO premises or any branch premises

Key steps in establishing new ULPs and indicative timelines (I/II)

New premise

#	Activity	Dependency	Timelines
1	Seeking RO assessment on proposed ULPs	AMO	T
2	RO assessment and FGMO recommendations for proposed ULPs	-	T+5
3	RBD approval and recommendations	RBD	T+7
4	Detailed roll out plan finalization by Central Task Force	AMO	T+10
5	Communication to FGMO for opening of new ULP	RBD	T+10
6	Finding suitable premises through open advt	-	T+32
7	Premises finalization by the committee and approval from CA, completion of Lease Agreement	-	T+34
8	Finalization of layout plan	-	T+35
9	Tender for furnishing	-	T+49
10	Identification of ULP Head and posting at the center	HR	T+ 60
11	Deployment of Staff required as per the ULP design	HR	T+ 60
12	Furnishing completion	-	T+65
13	Mapping of branches to ULP in LAS ID creation	DIT	T+ 65
14	Fixing of IT Infrastructure : Computers , IP Phone, printers, Scanners etc	DIT	T+ 70
15	All ULP staff reporting and forum for staff	-	T+69
16	Opening	-	T+ 70
17	Intimation to RBI/regulators	SSD	T+77

Key steps in establishing new ULPs and indicative timelines (II/II)

Existing premise

#	Activity	Dependency	Timelines
1	Seeking RO assessment on proposed ULPs	AMO	T
2	RO assessment and FGMO recommendations for proposed ULPs	FGMO	T+5
3	RBD approval and recommendations	RBD	T+7
4	Detailed roll out plan finalization by Central Task Force	AMO	T+10
5	Communication to FGMO for opening of new ULP	MSME	T+ 10
6	Identification of ULP Head and posting at the center	FGMO + HR	T+ 8
7	Deployment of Staff required as per the ULP design	FGMO + HR	T+ 8
8	Mapping of branches to ULP in LAS and ID creation	DIT	T+ 12
9	All ULP staff reporting and forum for staff	AMO	T+ 12
10	Opening	Proposed RH	T+ 15

Note: The above process applies even for the ROs where ULP is to be temporarily established at RO premises or any branch premises

Key steps in establishing new USKs and indicative timelines (I/II)

New premise

#	Activity	Dependency	Timelines
1	Seeking RO assessment on proposed USKs	AMO	T
2	RO assessment and FGMO recommendations for proposed USKs along with changes in spoke branches	-	T+5
3	RABD approval and recommendations	RBD	T+7
4	Detailed roll out plan finalization by Central Task Force	AMO	T+10
5	Communication to FGMO for opening of new USK	RBD	T+10
6	Finding suitable premises through open advt	-	T+32
7	Premises finalization by the committee and approval from CA, completion of Lease Agreement	-	T+34
8	Finalization of layout plan	-	T+35
9	Tender for furnishing	-	T+49
10	Identification of USK Head and posting at the center	HR	T+ 60
11	Deployment of Staff required as per the USK design	HR	T+ 60
12	Furnishing completion	-	T+65
13	Mapping of branches to USK in LAS ID creation	DIT	T+ 65
14	Fixing of IT Infrastructure : Computers , IP Phone, printers, Scanners etc	DIT	T+ 70
15	All USK staff reporting and forum for staff	-	T+69
16	Opening	-	T+ 70
17	Intimation to RBI/regulators	SSD	T+77

Key steps in establishing new USKs and indicative timelines (II/II)

Existing premise

#	Activity	Dependency	Timelines
1	Seeking RO assessment on proposed USKs	AMO	T
2	RO assessment and FGMO recommendations for proposed USKs along with spoke branches	-	T+5
3	RABD approval and recommendations	RBD	T+7
4	Detailed roll out plan finalization by Central Task Force	AMO	T+10
5	Communication to FGMO for opening of new USK	MSME	T+ 10
6	Identification of USK Head and posting at the center	HR	T+ 8
7	Deployment of Staff required as per the USK design	HR	T+ 8
8	Mapping of branches to USK in LAS and ID creation	DIT	T+ 13
9	All USK staff reporting and forum for staff	AMO	T+ 13
10	Opening	-	T+ 15

Note: The above process applies even for the ROs where USK is to be temporarily established at RO premises or any branch premises

Field structure details

Type:	Existing	No. of ROs:	6	Total General Banking Branches:	373
FGM:	-	No. of Sarals:	2	Total business (Rs Cr):	41,473
Deputy Zonal Head:	-	No. of ULPs:	2		
		No. of USKs:	5		

Proposed Regional Offices

Expected Premises for Set up

Name	Saral type	No. of General Banking Branches	No. of ULPs	No. of USKs
RO Rayagada	-	54	-	1
RO Balasore	-	57	-	1
RO Berhampur	-	67	-	1
RO Bhubaneswar	SARAL	69	1	-
RO Cuttack	SARAL Lite	56	1	-
RO Sambalpur	-	70	-	2

Proposed Premises

Option 1 :

erstwhile Andhra bank's existing circle office premise

Option 2:

Disclaimer: Location and branch mapping for ULP and USK are provisional. The mapping will be finalized by Central Task Force based on the assessment of FGMO and recommendations of zonal task force

RO Balasore



RO status:	Shifted from Bhubaneswar	Saral type:	-	Total General Banking Branches:	57
FGMO name:	Bhubaneswar	No. of ULPs:	-	Total business (Rs Cr):	3,084
Regional Head:	-	No. of USKs:	1		
Deputy Regional Head:	-				

Proposed ULPs

Proposed USKs

Expected Premises for Set Up

-	USK Balasore (New)
-	-
-	-

Option 1 (preferred):

Erstwhile Corporation bank's existing RO premise at Bhubaneswar for the interim period

Option 2:

-



RO status:	Existing	Saral type:	-	Total General Banking Branches:	67
FGMO name:	Bhubaneswar	No. of ULPs:	-	Total business (Rs Cr):	4,038
Regional Head:	-	No. of USKs:	1		
Deputy Regional Head:	-				

Proposed ULPs

Proposed USKs

Expected Premises for Set Up

-	USK Ganjam (new)
-	-
-	-

Option 1 (preferred):

Erstwhile Andhra bank's existing RO premise

Option 2:

-



RO status: Existing

Saral type: SARAL

Total General Banking Branches: 69

FGMO name: Bhubaneswar

No. of ULPs: 1

Total business (Rs Cr): 15,505

Regional Head: -

No. of USKs: -

Deputy Regional Head: -

Proposed ULPs

Proposed USKs

Expected Premises for Set Up

ULP Bhubaneshwar

-

-

-

-

-

Option 1 (preferred):

Union bank's existing RO premise

Option 2:

-

RO Cuttack



RO status:	Shifted from Bhubaneswar	Saral type:	SARAL Lite	Total General Banking Branches:	56
FGMO name:	Bhubaneswar	No. of ULPs:	1	Total business (Rs Cr):	5,308
Regional Head:	-	No. of USKs:	-		
Deputy Regional Head:	-				

Proposed ULPs

Proposed USKs

Expected Premises for Set Up

ULP Cuttack (New)

-

-

-

Option 1 (preferred):

Erstwhile Andhra bank's existing RO premise at Bhubaneswar

Option 2:

-

RO Rayagada



RO status: Shifted from Sambalpur Saral type: -
FGMO name: Bhubaneswar No. of ULPs: -
Regional Head: - No. of USKs: 1
Deputy Regional Head: -

Total General Banking Branches: 54
Total business (Rs Cr): 2,627

Proposed ULPs

Proposed USKs

Expected Premises for Set Up

-
-
-
USK Rayagada (New)

Option 1 (preferred):

New premises to be scouted for
Erstwhile Andhra bank's existing RO premise at Sambalpur for the interim period

Option 2:

-



RO status: Existing

Saral type: -

Total General Banking Branches: 70

FGMO name: Bhubaneswar

No. of ULPs: -

Total business (Rs Cr): 10,912

Regional Head: -

No. of USKs: 2

Deputy Regional Head: -

Proposed ULPs

Proposed USKs

Expected Premises for Set Up

-
-
-

USK Bargarh

USK Radhakhol

-

Option 1 (preferred):

Union bank's existing RO premise

Option 2:

-