



National Housing Bank (NHB)

Appointment of Chief Processing Officer on Contract

National Housing Bank is an apex Financial Institution in the country for housing which is set up under an Act of Parliament and is a wholly owned subsidiary of Reserve Bank of India. The Bank acts as a regulator for Housing Finance Companies as also a significant provider of development finance. The Bank seeks to catalyze institutional funds to reduce housing shortage in the country through various development initiatives particularly rural housing and housing for economically weaker sections in urban areas. The Bank is mandated for the holistic development of the housing finance market in the country.

The Bank is an Officer oriented, professionally managed institution with its headquarter in Delhi and Regional/Regional Representative (RO/RROs) offices in Mumbai, Hyderabad, Bangalore, Chennai, Kolkata, Ahmadabad and Bhopal.

The bank is seeking to appoint an experienced professionals for carrying out work pertaining to evaluation of existing policies/process documents, amendment/formulation of policy documents/process manuals and monitoring of processes before initiating business operations to enable the Bank to produce quality work through Business Process Management (BPM). Major activities of the Business Process Management (BPM) will include discovering, validating, documenting and communicating the organization's business process knowledge for a particular BPM initiative. The main goal of BPM is to improve efficiency and effectiveness for value addition in business processes, thereby, enabling business operation departments to concentrate on business generation and other operational activities.

Title of the Job - **Chief Processing Officer**

No. of Posts - **One (01)**

Terms of Service- **CONTRACTUAL**, initially for a period of one year, extendable for further period, depending on satisfactory performance, age and continued requirement. In exceptional cases, a longer initial period can be considered. Performance will be reviewed after six months.

Location- **New Delhi**

Job Description- **The officer will be responsible for:**

- Working closely with clients and the business operation departments to identify and analyze core business processes and workflows
- Monitoring the internal and external factors that can impact the Bank's strategy. Which may include government regulations, new discoveries, changing business trends etc.
- Evaluation of existing policies/process documents and suggest for improvements
- Development of clear and detailed process maps and business requirements
- Documentation of process and work flows
- Facilitating workshops with Client Organizations
- Identifying issues and risks
- Verification of processes prior to its execution

Competencies-

- Experience of working as a Business Analyst/Business Process Management official, on large and complex financial projects
- Strong skills in Process Mapping and Business Process Reengineering
- Strong analytical skills with a demonstrated ability to extensively analyze business processes and workflows
- Leverage technology to evaluate and apply analytic tools and techniques to manage work as also to integrate leadership and communication skills with information technology, information management, and data science to maximize business intelligence and decision making.
- Experience in facilitating workshops and focus groups
- Strong business/client engagement skills
- Experience in developing business requirements
- Experience in developing instructional and procedural documentation and presentations

Qualification-

Post-graduation in Science/Management/Mathematics/Engineering/ Technology, CA/CFA, MBAs, Statistics, Operations Research or equivalent. Six Sigma Certification or equivalent (optional).

Experience-

Minimum 10 years' of experience as Business Analyst/Business Process Management Official in large and complex financial projects in RBI/Banks/FIs/other institutions of repute in India/Abroad

<u>Age-</u>	Should not exceed 45 years as on 01/03/2016.
<u>Remuneration-</u>	Consolidated monthly Gross Emoluments will be Rs. 3.25 lacs (if accommodation is not provided by the Bank).
<u>Application-</u>	Interested persons may apply online from 04.04.2016 to 30.04.2016 for the post by visiting “Careers with NHB” section of Bank’s website www.nhb.org.in

In case of any clarification please contact the following officer:

Sh. Sourav Seal
Dy. General Manager (HRD)
National Housing Bank
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Contact: +91-11-24611070
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Bank Reserves the right to modify terms and conditions, eligibility criteria etc. at its discretion. The mode of application shall be on-line only and no other mode of application shall be entertained by the Bank.

2. Selection Procedure:

(i) Selection will be based on Short listing and Personal Interview.

Interview: Adequate number of candidates as decided by the Bank will be called for Interview. The qualifying marks in Interview will be as decided by the Bank.

Merit List: Merit list for selection will be prepared in descending order on the basis of scores obtained in interview only. In case more than one candidate score the cut off marks [common mark at cut off point], such candidates will be ranked according to their age in descending order, both in the select list as well as in the wait list.

3. How to apply:

Candidates should apply by filling up On-line application Form from 04.04.2016 to 30.04.2016 only through Bank’s website www.nhb.org.in Candidates have to ensure that the e-mail ID and mobile no. provided by them in the application form is correct and readable. It will help him/her in getting call letter/interview advices etc. by email/phone.

IMPORTANT INFORMATION:

- i) Candidates should satisfy themselves about their eligibility for the post applied for.
- ii) In case of selection, candidates will be required to produce proper discharge certificate from the employer at the time of taking up the appointment.
- iii) IN CASE IT IS DETECTED AT ANY STAGE OF RECRUITMENT THAT A CANDIDATE DOES NOT FULFIL THE ELIGIBILITY NORMS AND / OR THAT HE / SHE HAS FURNISHED ANY INCORRECT / FALSE INFORMATION OR HAS SUPPRESSED ANY MATERIAL FACT(S), HIS / HER CANDIDATURE WILL STAND CANCELLED. IF ANY OF THESE SHORTCOMINGS IS / ARE DETECTED EVEN AFTER APPOINTMENT, HIS /HER SERVICES ARE LIABLE TO BE TERMINATED.
- iv) DECISIONS OF BANK IN ALL MATTERS REGARDING ELIGIBILITY, CONDUCT OF INTERVIEW, OTHER TESTS AND SELECTION WOULD BE FINAL AND BINDING ON ALL CANDIDATES. NO REPRESENTATION OR CORRESPONDENCE WILL BE ENTERTAINED BY THE BANK IN THIS REGARD.
- v) Candidates, called for interview will be paid Air fare (Economy Class) or Actual expenses, travelled by other modes, whichever is less by the shortest route in India. Local travelling expenses will not be paid.
- vi) Any legal proceedings in respect of any matter of claim or dispute arising out of this advertisement and/or an application in response thereto can be instituted only in New Delhi and courts/tribunals/forums at New Delhi only shall have sole and exclusive jurisdiction to try any cause/dispute.

National Housing Bank

Recruitment of Chief Processing Officer (CPO) on contract

GENERAL INSTRUCTIONS

[PLEASE READ THE INSTRUCTIONS CAREFULLY BEFORE FILLING UP THE ONLINE APPLICATION FORM]

- 1] Before filling in the application form, the candidates must ensure that they fulfill all the eligibility criteria with respect to age, educational qualification, work experience etc. **as on March 01, 2016** in respect of the post for which he / she is making the application and that the particulars furnished in the application form are correct in all respects. In case it is detected at any stage that a candidate does not fulfill any of the eligibility criteria, and / or that he / she has furnished any incorrect information or has suppressed any material fact(s), his / her candidature will stand cancelled. If any of these shortcomings is/are detected even after the appointment, his/her services are liable to be terminated.
- 2] 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 etc. and any other matter relating to recruitment will be final and binding on the candidates. No correspondence or personal inquires shall be entertained by the Bank in this regard. The Bank does not furnish the mark-sheet of selection process to candidates.
- 3] The Bank reserves the right to raise the minimum eligibility standard, etc., in order to restrict the number of candidates to be called for interview commensurate with the number of vacancies.
- 4] Option for use of Hindi/English (if applicable) will be available for interview.
- 5] Application once made will not be allowed to be withdrawn.
- 6] Duly filled in print out of the system generated Application form along with all enclosures must be brought by candidates to the interview venue.
- 7] The candidate must **retain** a photocopy of the system generated application print out, for further reference.
- 8] A recent passport size colour photograph (without dark glasses) should be firmly pasted on the system generated print out of the application at the prescribed place and should be signed across by the candidate. Sufficient copies of the same photograph should be retained for use at the time of

interview. Candidates are advised not to change their appearance till the entire recruitment process is over. Failure to produce the same photograph at the time of interview may lead to disqualification.

- 9] **Failure to produce all the requisite certificates / documents in original for verification at the time of interview shall lead to disqualification of the candidate. Candidates have to ensure that they come at the venue of interview with all certificates/documents in original along with two photocopies of each of these certificates/documents.**
- 10] Selected Candidates, who are already in service of Government / Quasi-Government organizations, Public Sector Banks / Undertakings, must produce a '*proper relieving letter in original*' from their present Employer at the time of reporting for duty, failing which they shall not be allowed to report for duty. Therefore, candidates, who are already in service of Government / Quasi-Government organizations, Public Sector Banks / Undertakings, may like to obtain prior permission / no objection certificate from their present employer before applying in NHB as per rules / regulations of their present employer in this regard.
- 11] Only candidates willing to serve anywhere in India may apply.
- 12] Any request for change of address / change of centre for interview shall not be entertained.
- 13] The Bank has the right to reject any application/ candidature at any stage without assigning any reason and the decision of the Bank shall be final.
- 14] In case any dispute arises on account of interpretation in version other than English, the English version of this advertisement will prevail.
- 15] Any resulting dispute arising out of this advertisement shall be subject to the sole jurisdiction of courts situated at Delhi.
- 16] Appointments of selected candidates will be subject to his / her being declared medically fit by Bank Medical Officer, satisfactory report about his / her character and antecedents by the Police Authorities, satisfactory report from his / her previous employer and referees, verification of caste / tribe and class certificate (for reserved category candidates only) and completion of all other pre recruitment formalities to the complete satisfaction of the Bank. Further, such appointment shall also be subject to Service and Conduct Rules of the Bank.
- 17] **Canvassing in any form will be a disqualification.**

Candidates will have to visit the 'Careers with NHB' section of Bank's website, www.nhb.org.in for downloading call letters for Interview. Intimation for downloading call letter will also be sent through email/SMS. Once the candidate clicks the relevant link, he/she can access the window for call letter download. The candidate is required to use (i) Registration Number/Roll Number, (ii) Password/Date of Birth for downloading the call letter. Candidate needs to affix recent recognizable photograph on the call letter preferably the same as provided during registration and appear at the venue of the interview with (i) Call Letter (ii) Photo Identity Proof as specified in the call letter and photocopy of the same Photo Identity Proof is to be brought in original.

CANDIDATES REPORTING LATE i.e. after the reporting time specified on the call letter for Interview will not be permitted to appear before the interview committee. The reporting time mentioned on the call letter is prior to the Start time of the test.

(A) IDENTITY VERIFICATION

At the time of interview, the call letter along with original and a photocopy of the candidate's currently valid photo identity such as PAN Card/ Passport/ Driving Licence/ Voter's Card/ Bank Passbook with photograph/ Photo identity proof issued by a Gazetted Officer on official letterhead/ Photo identity proof issued by a People's Representative on official letterhead/ Aadhar card with a photograph/ Employee ID/ Bar Council Identity Card with photograph should be submitted to the desk for verification. The candidate's identity will be verified with respect to his/her details on the call letter, in the Attendance List and requisite documents submitted. If identity of the candidate is in doubt the candidate may not be allowed to appear for the Interview.

E-Aadhar Card and Ration Card are not valid id proofs for this project.

Note: Candidates have to produce in original the photo identity proof and submit photocopy of the photo identity proof along with Interview call letter as well while attending the interview, without which they will not be allowed to take up the interview. Candidates must note that the name as appearing on the call letter (provided during the process of registration) should exactly match the name as appearing on the photo identity proof. Female candidates who have changed first/last/middle name post marriage must take special note of this. If there is any mismatch between the name indicated in the Call Letter and Photo Identity Proof the candidate will not be allowed to appear for the interview. In case of candidates who

have changed their name will be allowed only if they produce Gazette notification/their marriage certificate/affidavit

(B) **OTHER CLAUSES**

1. Decision of NHB in all matters relating to recruitment will be final and binding on the candidate. No correspondence or personal enquiries shall be entertained by the Bank in this behalf.
2. Instances for providing incorrect information and/or process violation by a candidate detected at any stage of the selection process will lead of disqualification of the candidate from the selection process and he/she will not be allowed to appear in further recruitment process conducted by the Bank in the future. If such instances go undetected during the current selection process but are detected subsequently, such disqualification will take place with retrospective affect.

(C) **HOW TO APPLY**

DETAILED GUIDELINES/PROCEDURES FOR

A. APPLICATION REGISTRATION

B. PHOTOGRAPH & SIGNATURE SCAN AND UPLOAD

Candidates can apply online only from 04.04.2016 to 30.04.2016 and no other mode of application will be accepted.

IMPORTANT POINTS TO BE NOTED BEFORE REGISTRATION

Before applying online, candidates should-

- i. Scan their photograph and signature ensuring that both the photograph and signature adhere to the required specifications as given under Guideline for photograph & signature scan and upload.
- ii. Have a valid personal email ID and mobile no., which should be kept active till the completion of this Recruitment Process. Bank may send call letters for the Examination etc. through the registered e-mail ID. In case a candidate does not have a valid personal e-mail ID, he/she should create his/her new e-mail ID and mobile no. before applying on-line and must maintain that email account and mobile number.

A. Application Registration Procedure

1. Candidates to go to the 'Careers with NHB' section of the Bank's website (www.nhb.org.in) and click on the option "APPLY ONLINE" which will open a new screen.
2. To register application, choose the tab "Click here for New Registration" and enter Name, Contact details and Email-id. A Provisional Registration Number and Password will be generated by the system and displayed on the screen. Candidate should note down the Provisional Registration Number and Password. An Email & SMS indicating the Provisional Registration number and Password will also be sent.
3. In case the candidate is unable to complete the application form in one go, he / she can save the data already entered by choosing "SAVE AND NEXT" tab. Prior to submission of the online application candidates are advised to use the "SAVE AND NEXT" facility to verify the details in the online application form and modify the same if required. Visually Impaired candidates should fill the application form carefully and verify/ get the details verified to ensure that the same are correct prior to final submission.
4. Candidates are advised to carefully fill and verify the details filled in the online application themselves as no change will be possible/ entertained after clicking the FINAL SUBMIT BUTTON.
5. 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.
6. Validate your details and Save your application by clicking the 'Validate your details' and 'Save & Next' button.
7. Candidates can proceed to upload Photo & Signature as per the specifications given in the Guidelines for Scanning and Upload of Photograph and Signature detailed under point "C".
8. Candidates can proceed to fill other details of the Application Form.
9. Click on the Preview Tab to preview and verify the entire application form before FINAL SUBMIT.
10. Modify details, if required, and click on 'FINAL SUBMIT' ONLY after verifying and ensuring that the photograph, signature uploaded and other details filled by you are correct.
11. Click on 'Payment' Tab and proceed for payment.
12. Click on 'Submit' button.

B. GUIDELINES FOR PHOTOGRAPH & SIGNATURE SCAN AND UPLOAD

- IN CASE THE FACE IN THE PHOTOGRAPH OR SIGNATURE IS UNCLEAR, THE APPLICATION MAY BE REJECTED.
- CANDIDATE MAY EDIT THE APPLICATION AND RE-UPLOAD THE PHOTOGRAPH/ SIGNATURE IN SUCH CASE.

PHOTOGRAPH IMAGE:

- Photograph must be a recent passport size colour picture.
- The picture should be in colour, against a light-coloured, preferably white, background.
- Look straight at the camera with a relaxed face.
- If the picture is taken on a sunny day, have the sun behind you, or place yourself in the shade, so that you are not squinting and there are no harsh shadows.
- If you have to use flash, ensure there's no "red-eye".
- If you wear glasses make sure that there are no reflections and your eyes can be clearly seen.
- Caps, hats and dark glasses are not acceptable. Religious headwear is allowed but it must not cover your face.
- Dimensions 200 x 230 pixels (preferred).
- Size of file should be between 20kb-50kb.
- Ensure that the size of the scanned image is not more than 50KB. If the size of the file is more than 50KB, then adjust the settings of the scanner such as the DPI resolution, no. of colours etc., during the process of scanning.

SIGNATURE IMAGE:

- The applicant has to sign on white paper with Black Ink pen.
- The signature must be signed only by the applicant and not by any other person.
- The Applicant's signature obtained on the call letter and attendance sheet at the time of the examination should match the uploaded signature. In case of mismatch, the candidate may be disqualified.
- Dimensions
- 140 x 60 pixels (preferred).
- Size of file should be between 10kb – 20kb.
- Ensure that the size of the scanned image is not more than 20KB.

SCANNING THE PHOTOGRAPH & SIGNATURE:

- Set the scanner resolution to a minimum of 200 dpi (dots per inch).
- Set Color to True Color.
- File Size as specified above.
- Crop the image in the scanner to the edge of the photograph/signature, then use the upload editor to crop the image to the final size (as specified above).
- The image file should be JPG or JPEG format. An example file name is: image01 .jpg or image01 .jpeg Image dimensions can be checked by listing the folder files or moving the mouse over the file image icon. Candidates using MS Windows/MS Office can easily obtain photo and signature in .jpeg format not exceeding 50KB & 20KB respectively by

using MS Paint or MS Office Picture Manager. Scanned photograph and signature in any format can be saved in .jpg format by using 'Save As' option in the File menu and size can be reduced below 50KB (photograph) & 20KB (signature) by using crop and then resize option [Please see point (i) & (ii) above for the pixel size] in the 'Image' menu. Similar options are available in other photo editor also.

If the file size and format are not as prescribed, an error message will be displayed. While filling in the Online Application Form the candidate will be provided with a link to upload his photograph and signature.

Procedure for Uploading the Photograph and Signature

- There will be two separate links for uploading Photograph and Signature.
- Click on the respective link "Upload Photograph / Signature".
- Browse & Select the location where the Scanned Photo/ Signature file has been saved.
- Select the file by clicking on it.
- Click the 'Upload' button