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### **Indian Bank Launches new Vision & Mission Statement of the Bank**

On the occasion of completing one year of amalgamation of e-Allahabad Bank with Indian Bank, Ms. Padmaja Chunduru, MD & CEO, Indian Bank along with Executive Directors Mr. V V Shenoy , Mr. K Ramachandran and Mr. Imran Amin Siddiqui launched Bank's Mission & Vision statement , HR Vision , CHATBOT( ADYA) and IB Smart Office .

While launching the Bank's Mission & Vision statement Ms. Padmaja Chunduru, MD & CEO said that the Bank's primary focus is on customer service and customer satisfaction. She further emphasized importance of the Bank's "CUSTOMER FIRST" policy. She informed that new vision statement should be imbibed by all staff members and that would help all the stakeholders. She exhorted the staff to work towards building resilience of the Bank.

Mr. V.V.Shenoy, Executive Director said employees are our most important and valuable assets in providing insights into customer experience and act as brand ambassadors. Indian Bank commits to foster excellence through a journey of growth, individual development and robust employee experience and Indian Bank's HR Mission aims this.

Mr. K. Ramachandran, Executive Director while launching Chatbot named "ADYA" (Automated Dost for your Assistance) said that it is a on premise, Artificial Intelligence based tool that facilitates customers to access information instantly from the Corporate website.

Mr. Imran Amin Siddiqui, Executive Director launched IB – Smart Office which is a platform for employees of Indian Bank for processing office notes and letters digitally across all administrative offices and branches . He said that IB – Smart Office is a complete green initiative of the Bank which assists in cost saving on printing and stationery, improved Turn Around Time (TAT), increased productivity of employees , better control and compliance through various reports. Easy retrieval of data any time anywhere and Ease of working on the Go is also facilitated.

On this occasion, the Bank's new Tagline “ Aapka Apna Bank – Har Kadam Aapke Saath” in Hindi and “Your own Bank - Always with You” in English was also launched. The event was webcast and was witnessed by Board of Directors, retired executives, executives & staff of the Bank across the country.



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