



CITIZENCREDIT CO-OPERATIVE BANK LTD. invites applications from eligible and experienced vendors for supply, implementation and support of a Compliance Automation Tool for the Bank.

The solution/ tool should, among other things, provide for effective communication and collaboration among all the stakeholders (by bringing business, compliance and IT teams, Senior Management, etc. on one platform); have processes for identifying, assessing, monitoring and managing compliance requirements; escalate issues of non-compliance, if any; require recording approval of competent authority for deviations/ delay in compliance submission; and have a unified dashboard view to Senior Management on compliance position of the Bank as a whole.

The workflow-based solution should be designed to enhance the effectiveness of the compliance function and equipped with the necessary capabilities to seamlessly integrate with the DAKSH portal of the Reserve Bank of India Straight-Through-Processing (STP) while maintaining robust data security and data protection measures.

In this regard, it is informed that the solution should work on API based push/pull mechanism wherein, the Bank will be responsible for pulling the newly published data from DAKSH in a timely manner to their internal compliance monitoring systems and push the processed compliances back to DAKSH.

Scope of Work:

The firm will be required to provide solution and support as per details provided in Annexure 1.

Eligibility Criteria:

- Must be a registered entity with at least 3 years of experience in compliance software implementation in BFSI.
- Should have executed at least two similar projects for scheduled banks or large financial institutions.
- Adequate technical support team and post-implementation services.
- Not blacklisted by any Government or financial institution.

Key Dates:

Last Date for Submission: 20th May 2025.

Submission Details:

Interested vendors may download the detailed bid document from www.citizencreditbank.com

Application should be emailed to compliance@citizencreditbank.com or cco@citizencreditbank.com

Applications in other forms will not be entertained.