



CMA Thiru S. Krishnan

MD & CEO, Tamilnad Mercantile Bank Limited, Tamil Nadu

A veteran banker having about four decades of experience, took charge as the MD & CEO of the Bank with effect from 04th September, 2022. Earlier, CMA Krishnan was the MD & CEO of Punjab & Sind Bank. During his period there was total transformation of the Bank on all fields. Further, during his period, the Bank was turned around. Prior to joining Punjab & Sind Bank as MD & CEO, he was the Executive Director of Syndicate Bank and Canara Bank from 01st November 2017 to 03rd September 2020. He spearheaded the merger process of Syndicate Bank with Canara Bank. He started his Banking career in January 1983 at Indian Bank. In a career spanning more than three decades, he gained expertise in almost all the key areas of banking. He headed vital verticals of the Bank like Risk Management, Information Systems Security, HR, etc. He was also Executive Secretary to the Board of Indian Bank. He was a member of the Managing Committee of IBA and also alternate Chairman of IBA's Standing Committee on Agriculture and Allied Activities. He was also a member of IBA's Sub-Committee on Performance Management System in Public Sector Banks.

Q1. What is the one goal above all others that you hope Banking sector in India should have achieved by the end of 2022? And why is it so important in the forthcoming years?

Ans. When the people in the country needed various support and relief measures for the survival of their lives and revival of their business, I think, the Indian Government did its best by way of

releasing various relief packages for the People of India and took care of common public, agriculturists, small traders, MSME Sector and also the Industrial segments depending on their basic needs by shedding more than 27 lakh crore in various forms, making it among the most substantial in the world. This was one of the most important reasons as to why India is successfully progressing through the revival of its economy among all the

developing economies in the world.

Q2. As MD & CEO of Tamilnad Mercantile Bank (TMB), what's the biggest challenge ahead of you that you hope to accomplish before you finish this role?

Ans. The advancement of technology and the expectation of customers through Digital Banking can be looked upon as challenges if we are unaware of the fact that these

are opportunities. I would like to see that the necessity for customers to visit the branch for fulfilling their banking needs is as minimal as possible by providing all possible banking services digitally at the convenience of our customers.

Q3. And thinking of your kind of career in banking, which is about to be four decades now; share with us some of your significant achievements?

Ans. 1. The turnaround of the Punjab & Sind Bank during my tenure as MD & CEO of the Bank, I would consider as paramount of my achievements.

2. My contribution, during the merger process of Canara Bank & Syndicate Bank, in making the operations made available seamlessly to the customers from the very first day of the merged entity, would be the next among the significant achievements in my banking career.

Q4. RBI has authorised TMB for undertaking Government Business on behalf of RBI. Can you briefly explain its prospective effect on growth and expansion of TMB?

Ans. This was a much-awaited approval for the Bank. This approval authorises the bank to carry out various services like collection of all types of taxes such as direct tax, indirect tax, GST & Customs Duty, Pension payment services, handle various State/Central Government sponsored scheme on behalf of the Government. Hitherto, we were dependant on other authorised bank to provide tax payment facility for our customers, now we will be able to provide the services to our customers directly.

We are in the process of providing these services to our customers shortly through our branch and various digital channels.

As the Bank's Head Office is located in Port City, enabling Customs Duty payment for our customers will not only benefit our customers to a large extent but also create an opportunity for the Bank to become eligible to be among the empanelled Banks for Indian Port Association, to handle various

business for its 13 member ports situated across the country.

Q5. What is your Capital Adequacy ratio? Are there any plans to raise capital?

Ans. CRAR as on 30.09.2022 is 24.58%. No plan to raise further capital.

Q6. The RBI has increased Repo rate by 225 basis points. Will that hike have any impact on your credit growth?

Ans. There is no significant impact on the credit growth of our bank.

Q7. What are some of the most significant projects with which the TMB is involved in recent times?

Ans. We are working on shortly introducing new improved TAB Banking facility, enhanced Mobile Banking, new variants of Credit Cards, Government Business including Direct Tax, In-direct Tax, GST and Customs Duty Collection, opening of Digital Banking Units, etc.

Q8. What enhancement TMB visualise on forex operations/ international business to the customers?

Ans. We have been working on extending centralised Forex operations services which will enable all our branches to handle forex transactions with a quicker TAT in delivering forex services to our customers.

Q9. What is your outlook on the emerging digital shifts? What are areas TMB is working on to be the best-in-class global practice in technology?

Ans. DBU is going to be a game changer in the Banking Industry. Availability of 5G across the country, Digital on-boarding, recent pilot launch of e-Rupee are likely to change the way of Banking in the forthcoming years.

We are working on operationalising Credit Automation including digital lending platform for our customers during next financial year.

Q10. What is your growth outlook for FY 2023?

Ans. 10-12%

Q11. A few words on CSR activities of TMB- benefits to the local people/ economic development.

Ans. We have been actively contributing towards various activities for the social cause under CSR activity. We have spent a lot during and post Covid-19 for various awareness and vaccination camps, contributed to many hospitals for treatment of covid affected patients, contributed for social causes like developing Miyawaki forest, contributed to various schools and educational institutions where downtrodden students are provided education, for the students' wellbeing, provided assistance to poor people for their livelihood on various occasions, etc.

Q12. Is there anything else you would like to share with our readers?

Ans. We are a Tamilnadu based private sector bank. The recent listing of our bank's shares have opened new windows for the bank to expand its presence across the length and breadth of the country. We are in the process of opening as many branches as possible during the next 2 financial years with a view to expand our business.

Q13. What are the various ways your organization can integrate with our Institute for the diverse avenues in professional development matters?

Ans. The Bank can associate with the institute in imparting the knowledge about the banking and other industries and also admit interns wherever possible.

Q14. Parting advice for our CMA students.

Ans. India is poised to become a powerful economic growth engine: it has one of the fastest-growing economies in the world, the third-largest start-up ecosystem, and tech services, digital, and manufacturing sectors on track to become global powerhouses. McKinsey Global Institute partner Anu Madgavkar describes, "Growth pays the bills for sustainability," and accelerating development could propel India forward as a leader in sustainable, inclusive growth. **MA**