Ref. No. JCI/HO/Pers./2025-26/105

Date: 22.01.2026

OFFICE ORDER

As per the approval received from Competent Authority thereupon, the list of roles & responsibilities of IT Officials along with their reporting officials posted at the Head Office is enclosed at Annexure-I.

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22/1/26

Bitan Biswas
(Manager -HR)

Distribution:

1. MD's Secretariat- For information to MD
2. D(F) 's Secretariat- For information to D(F)
3. CVO
4. GM (O/M)
5. DGM (Finance)
6. Chief Managers/CS
7. Senior Managers
8. Managers
9. Dy. Managers
10. Person Concerned.
11. Asst. Managers
12. All RO/RLDs
13. IT Dept.: For information, updation in e-Office, website & wherever applicable
14. Guard File/Notice Board

ROLES AND RESPONSIBILITIES OF IT OFFICIALS

#	NAME	DESIGNATION	RESPONSIBILITIES	REPORTING OFFICIAL
01	Saumyadeep Ghosh	Manager-IT	**Governance & Policy** • Assisting DGM(F) in developing policy guidelines related to JCI's IT policy suite; policy lifecycle, approvals, communication. • Arrange CAB and risk reviews; approve exceptions & compensating controls **Cybersecurity & Risk Oversight** • Set enterprise cyber objectives and target profiles; quarterly maturity/risk posture reviews. • Sponsor **Zero Trust** roadmap (identity, device, network, data, workloads). • Ensure compliance for **Aadhaar Authentication/e-Sign** with UIDAI/CCA (with Dy. CISO). **Platforms & Applications Portfolio** • Accountable for ERP, e-Office, e-Auction, JCIEMS, JCI Sahyog, Jute Sutram & e-Commerce outcomes; approve make/buy and vendor SLAs/SLOs. **Financials & Vendors** • Own IT budget and **Finance & Ops** governance for cloud; quarterly variance & forecast; QBRs and vendor scorecards. **Payroll from IT** • Responsible for System Maintenance, User Support, Reporting, Migration, Exit Management, Documentation. **Procurement of IT Goods & Services** • Needs Assessment, Vendor Management, Purchase Orders & Logistics, Budget Management, Compliance, Asset Tracking, Market Research. **Social Media** • Social media Co-Ordinator-Facebook, twitter, you-tube etc. **KPIs** • Policy refresh (% on schedule); CSF target attainment; Budget variance ($\leq\pm5\%$); Portfolio on-time delivery (%).	DGM(F) (HOD Finance &IT) for IT related matters
02.	Saptarshi Mukhopadhyay	Deputy Manager-IT	**Identity, Aadhaar & e-Sign** • Product Owner for **Aadhaar Authentication** integrations (where approved) and **e-Sign** enablement; ensure compliance to **UIDAI**	M(IT)

| | | | **Authentication** and **e-Sign** (consent, logging, retention, audits).
Business Apps & Digitization
• Own HR ERP modules, document digitization, **e-Office** enablement & training; lead e-Auction (TSP liaison), define SLIs/SLOs, manage UAT.
• Assisting Project Manager in assessing TSP's performance and liaising with user departments during development stage, Platform Management, Technical Support, Integration, Security & Integrity, Compliance, Reporting & Analysis.
Secure SDLC & Change
• Bake **OWASP ASVS** into requirements & vendor SoWs (web), and **OWASP MASVS** for mobile; follow CAB windows for changes.
Training:
• Identifying opportunities for team training and skills advancement.
KPIs
• Aadhaar/eSign compliance audits passed; e-Office active user %; e-Auction availability (SLO); training coverage (≥90%). | |
| 03. | Amit Karmakar | Assistant Manager-IT | **Apps (JCIEMS, JCI Sahyog, Jute Sutram)**
• Application Owner: backlog, releases, user support, reporting, integrations; adopt CI/CD with automated tests & security scans (ASVS where applicable).
• Exit management for JCIEMS
Business Support & Cloud/Data
• IT support to Raw Jute sales processes, dashboards/reports; coordinate cloud operations (with IT Officer) incl. monitoring, backup/restore, tagging for FinOps.
KPIs
• Release predictability; MTTR (P1/P2); defects/release; cost per user/module. | DM-IT (SM) |

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| 04. | Prasenjit Saha | Assistant Manager-IT | **Security (Dy. CISO)**
• Plan & execute risk assessments, audits and corrective actions (map **NIST CSF 2.0** to **ISO/IEC 27001:2022** controls).
• Vulnerability management with SLAs; phishing simulations and awareness; SIEM/log management & incident playbooks (align to **CIS Controls** for logging & vuln management).
Web & E-Commerce
• **Webmaster:** performance, security hardening, content governance & **WCAG 2.2 AA** accessibility; uptime analytics.
• **E-Commerce** security and CX: payments integration security, fraud checks, TLS certificates/headers.
• **Paat-Mitro:** Application Management, User Support, Feature Enhancement, Change Management, Reporting & Analytics, App store listing & compliance.
e-Sign / PKI Hygiene
• Coordinate e-Sign control checks, certificate/time-stamp management with CCA guidelines.
KPIs
• Patch/vuln SLA adherence; MTTD/MTTR(sec); Core Web Vitals & AA conformance; incident closure SLAs. | CISO/M-IT (SG) |

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| 05. | Arindam Sarkar | IT Officer | **Service Management**
• Own **Service Desk**, Incident, Request Fulfilment, Problem; maintain Service Catalog & SLAs; operate Change, CMDB, Asset Mgmt.
Core Platforms & Operations
• Administer Email (Google Workspace/G-Suite), cloud hosting & monitoring; manage DR/backups, Biometric Attendance Systems (BAS) & CCTV, routine network health checks; vendor coordination.
Cloud service & Consumable Procurement
• Tag/allocate cloud spend; monthly show back/chargeback Cloud Architecture & Deployment, Resource Provisioning, Cost Optimization, Security & Compliance, Monitoring & Alerting, Backup & Disaster Recovery, Performance Tuning, Vendor Management.
• consumables procurement needs Assessment, Vendor Sourcing, Inventory Control, Budget Adherence, Supplier Relationship Management, Reporting with controls.
KPIs
• First Contact Resolution; SLA attainment; RTO/RPO test success; cloud cost variance vs forecast (≤±5%). | DM-IT (SM) |

Note:

1.Any other job as deemed fit with prior approval of either Director Finance or HOD(IT) may be given time to time to Officials mentioned above as per the need of the Corporation.

2.All the officers will have to handle jobs allotted to another officer on need basis. For example, one DMIT/ AMIT (till resumes duty form leave/official trip, his function will be looked after by another DMIT/AMIT with support of others)

[signature] 22/1/26