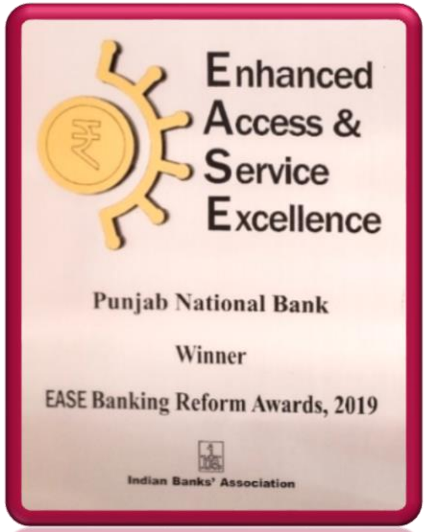
FINANCIAL RESULTS

Q4 & FULL YEAR 2018-19

ANALYST PRESENTATION



BEST PSB

under

EASE BANKING REFORMS INDEX

125 Years of service to the Nation

PNB, a 125 years old institution has adapted to become one of the leading financial entities in the country. Over this long journey, Bank has successfully surmounted varied challenges and emerged stronger every time. The inherent strengths of the bank are…

125 Years of banking Experience

Resilient Business Model

High CASA Share

Dedicated Workforce of more than 70000

PAN India Presence

Trust of 11 crore + customers

Over 24000 Touch Points:
6989 Branches, 9255 ATMs, 8143 BCs

Forbes Media ranked PNB at #2 among PSB in ranking based on Consumer endorsement on general satisfaction, Key attributes such as Trust, Fees, Digital service and financial advice.

PNB: A Trend Setter in Banking Industry

Pre Partition...

1894

"Saga of Excellence". PNB started Operations on 12th April, 1895 at Ganpatrai Road, Anarkali Bazar, Lahore.

1895

An Auditor was appointed long before it became statutory. It laid down the loaning powers of the Board and the managers and type of securities acceptable.

1904

PNB advertised for Probationers

1944

First of its kind 'Teller' system introduced at Nila Gumbad branch.

1947

'Symbol of Trust' Moved from Lahore to Delhi and kept trust of displaced account holders by repaying deposits on the basis of whatever evidence they could produce.

...

Recent Past…

1993

First ever merger between two Nationalized banks Merger of New Bank of India.

2001

First Bank to adopt ISO Quality Management norms widely. & A Preventive Monitoring System {PMS} for monitoring the conduct of accounts and to trigger early warning signals was implemented

2002

First Bank to implement bilingual Total Branch Automation.

2003

Developed an in-house software program "Techniques for Risk Assessment of Credit for which the Bank obtained Copyright Registration from GoI

2007

First PSB to Launched RTGS –online through its Internet Banking

2009

First nationalized Bank to implement an Enterprise-wide Data Warehouse to integrate Data.

2010

First bank to have the largest Finacle CBS setup having Real Application Cluster

2011

First bank to get approval for migration to "The Standardized Approach" under Operational Risk on parallel run basis.

2012

First Bank to introduce Online Risk Based Internal Audit system {e-RBIA}

2018

First PSB to conclude entire promotion process by 31st March

2019

Adjudged best PSB in First ever PSB reforms Index-EASE Award 2019.

Content

Highlights

Financial Year 2018-19

Accelerated Growth

₹ 1,00,000 CRORE

increase in

DOMESTIC BUSINESS

during the Financial year 2018-19

Our Journey in Transformation - Actuals v/s Target ...(1/2)

A transformational exercise for Business Excellence with greater Efficiency, Productivity and Profitability was undertaken under MISSION PARIVARTAN, where each alphabet defined the focus area of Bank

P A R I V A R T A N

PARIVARTAN Together we can

P: Profit

- Growth in operating profit 26% YoY.
- Growth in Core operating profit 69% YoY.

A: Asset Quality

- 88% fresh sanctions rated A and above
- Credit RWAs density at 48.7%; reduced from 64.9% in Mar'17.

R: Recovery

- Gross Recovery of ~₹ 20000 cr in FY'19 compared to ₹ 9666 of Gross Recovery in FY18.
- GNPA reduced to 15.50% from 18.38%, NNPA reduced to 6.56% from 11.24%.

I: Increase Credit

- Healthy growth of 14% in Gross Domestic Credit.
- Gross domestic credit increased by ~₹ 60681 cr. in the year.

V: Vigilant

- Strengthened Procedures and Controls: Created CLPC, SAMV, CBOTF
- Integrated softwares, System based Checking and Monitoring implemented.

Actuals v/s Target …(2/2)

A: Alternate Delivery Channels

- One for all, all for one: PNB One
- 60% Digital transaction shifted to ADC in saving account.

R: Retail Business

- Retail loans : 21% YoY growth.
- Innovative differentiated liability products i.e. Sugam Plus Scheme:111, 222, 333, 444 & 555

T: Turn around Time

- Technology and Digital initiatives; online Lead generation
- Monitoring of TAT at each level

A: Ambience

- Digital HUT: set up new generation Branch.
- Improvement: Ambience of branches and ATMs.

N: New Relationships:

- Over 45 lakh new customers added during year
- 32 lakh new Saving customers added in year

P A R I V A R T A N

Other Highlights

₹ 11.45 Lakh cr.

Gross Domestic Business

YoY: 11.1%

43.51%

CASA Share

~₹ 17700 cr.

Mobilized in Saving Deposits during the year

₹ 7.74 Lakh cr.

Assets Size

2.59%

Dom. Net Interest Margin increase by 17 bps YoY

37.1%

Growth in Net Interest Income in Q4

74.5%

Provision Coverage Ratio

₹ 48448 cr.

Decline in RWAs YoY

Business

Gross Domestic Business

Bank added ₹ 1 lakh crore to the Domestic Business with YoY growth of 11.1%

Gross Global Business

Business crossed 11.8 Lakh Cr.

CD Ratio:

At 67.79%, improved by 99 bps over Dec’18

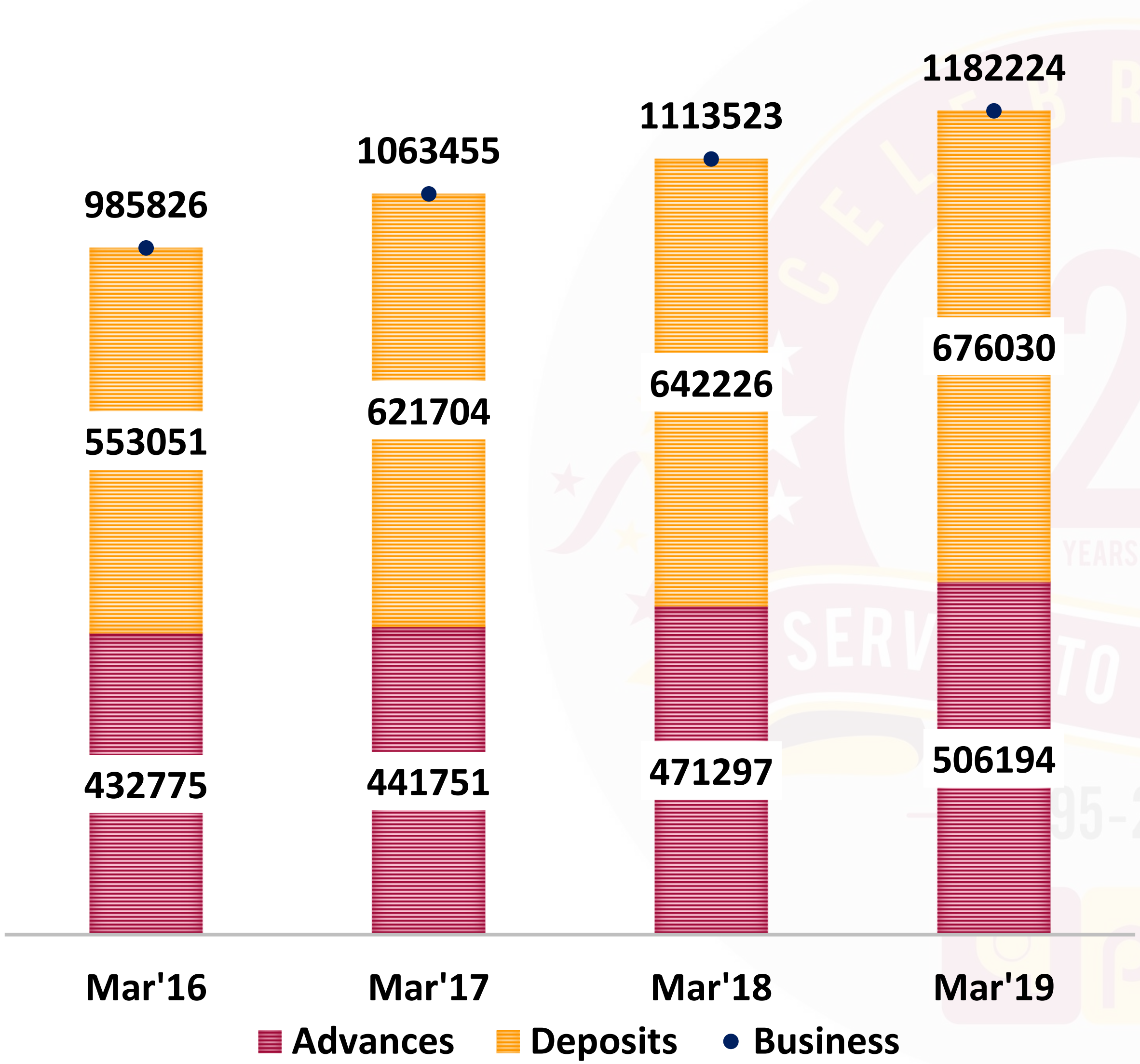
Customer base

Added more than 45 Lakh customers during the year to reach 11.5 crore.

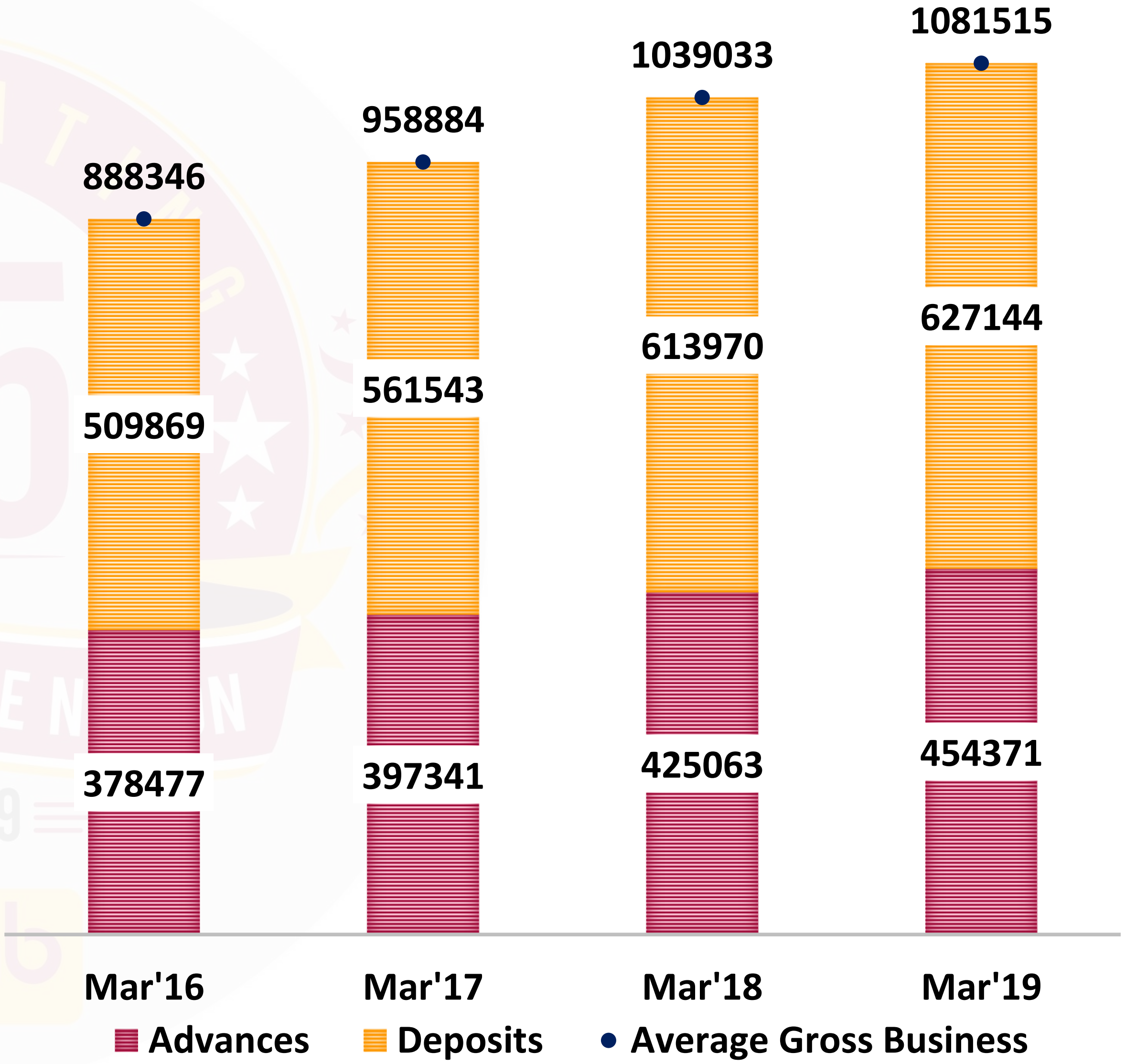
Business Growth Trend

₹ Crore

GROSS BUSINESS



AVERAGE GROSS BUSINESS



Deposits

Domestic Deposits

Increased by ₹ 54149 cr YoY growth : 9.0%

CASA share

at 43.51% improved by 16 bps over Dec'18

Saving Deposits

Increase of more than ₹ 17700 crore in Saving Deposits in the year with 8.0% YoY growth.

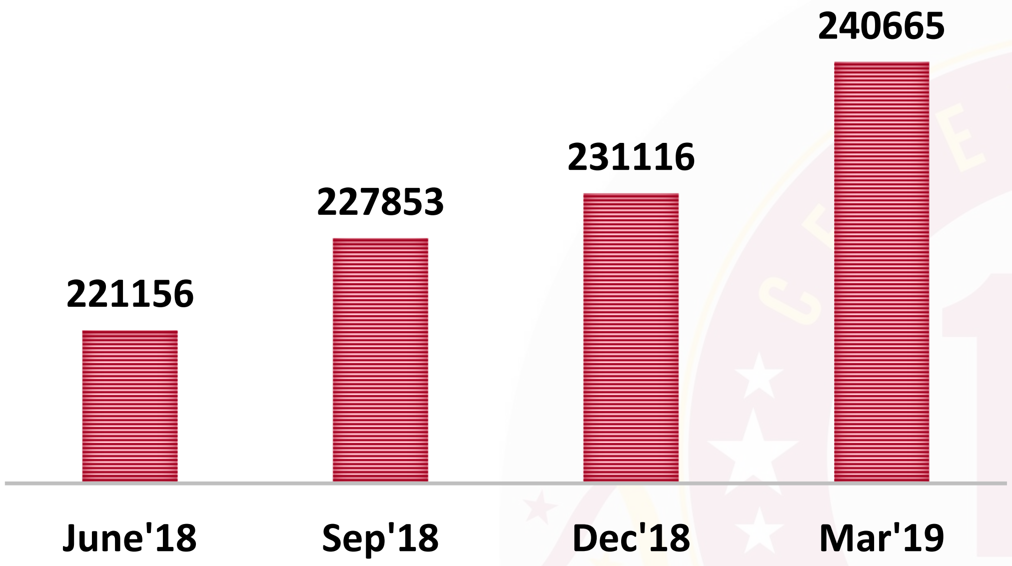
Current Deposits:

YoY growth 9.9%.

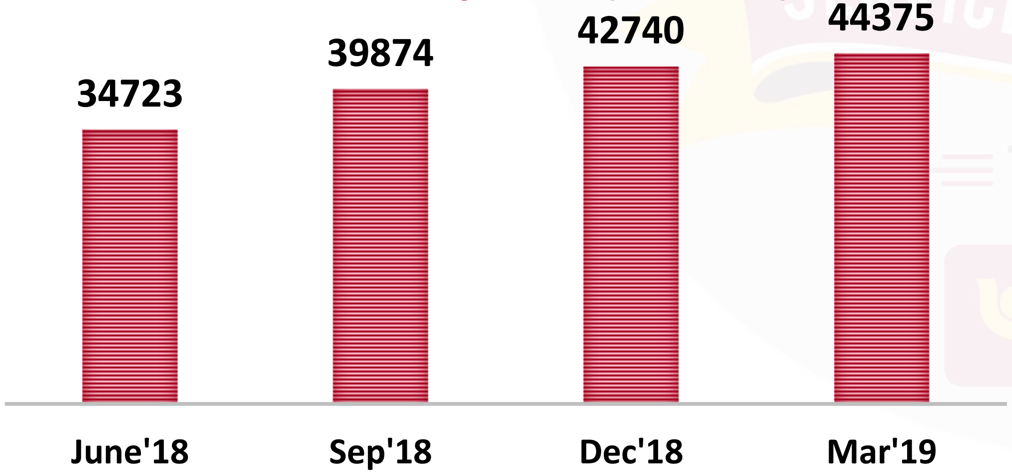
Improving CASA

₹ Crore

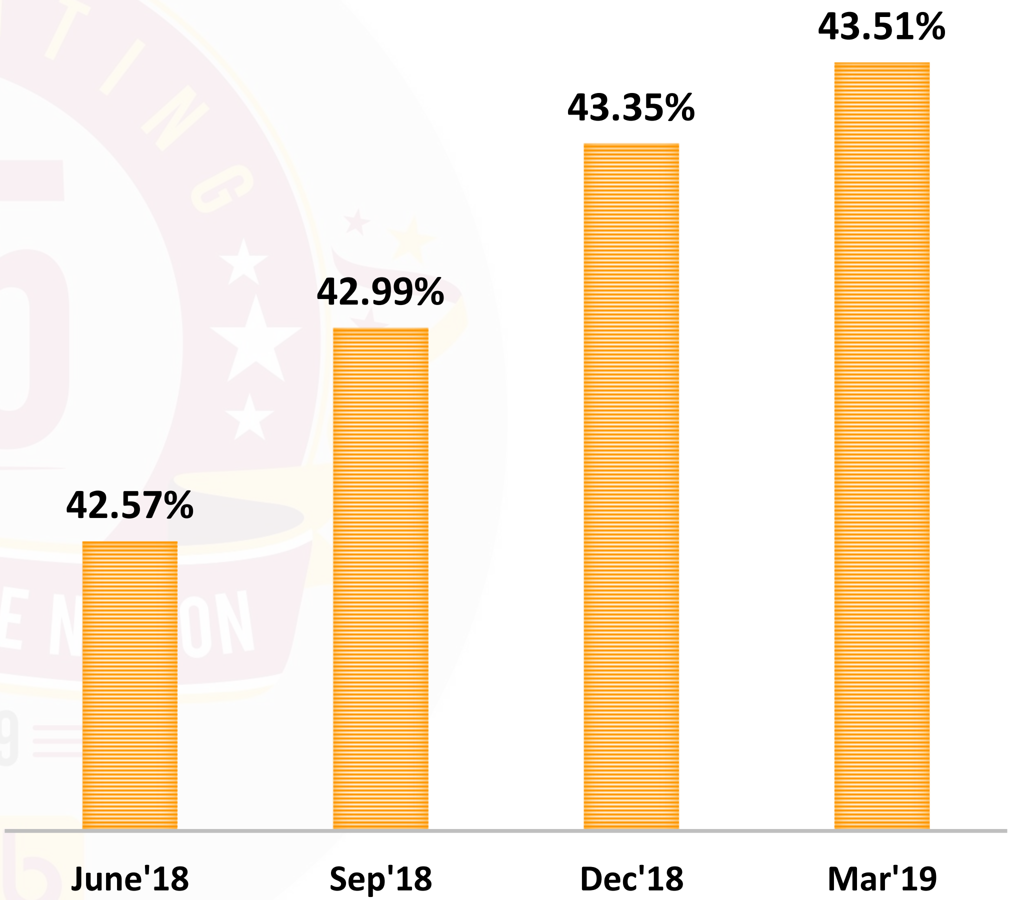
Saving Deposit (₹ Crore)



Current Deposits (₹ Crore)



CASA Share %



Credit

Domestic Credit

Growth of 14.1% YoY. System's credit growth : 13.2%

Retail Credit

Retail credit growth of 21.7% YoY

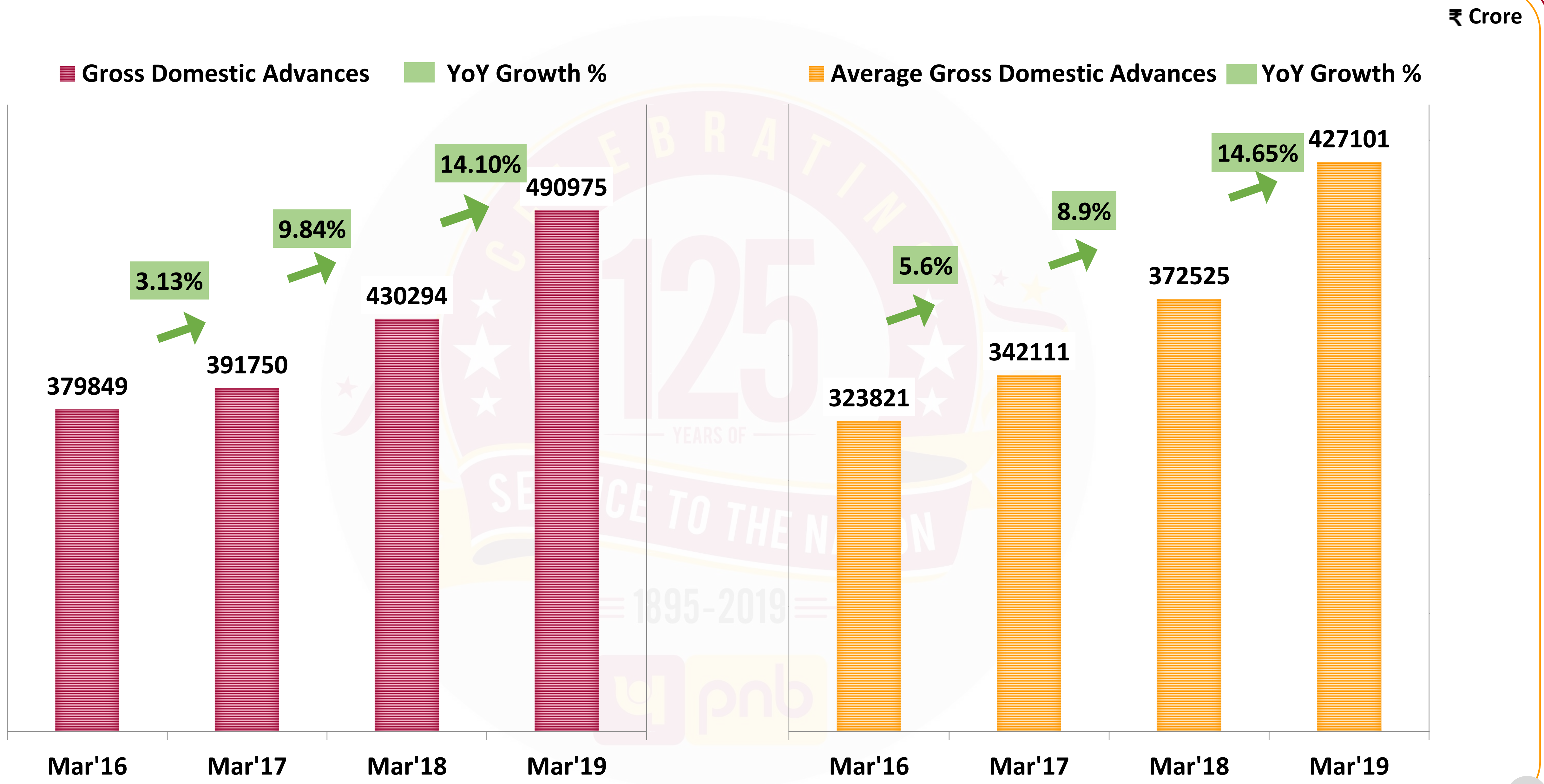
Agriculture Credit:

Growth of 17.8% YoY

Increase high rated portfolio

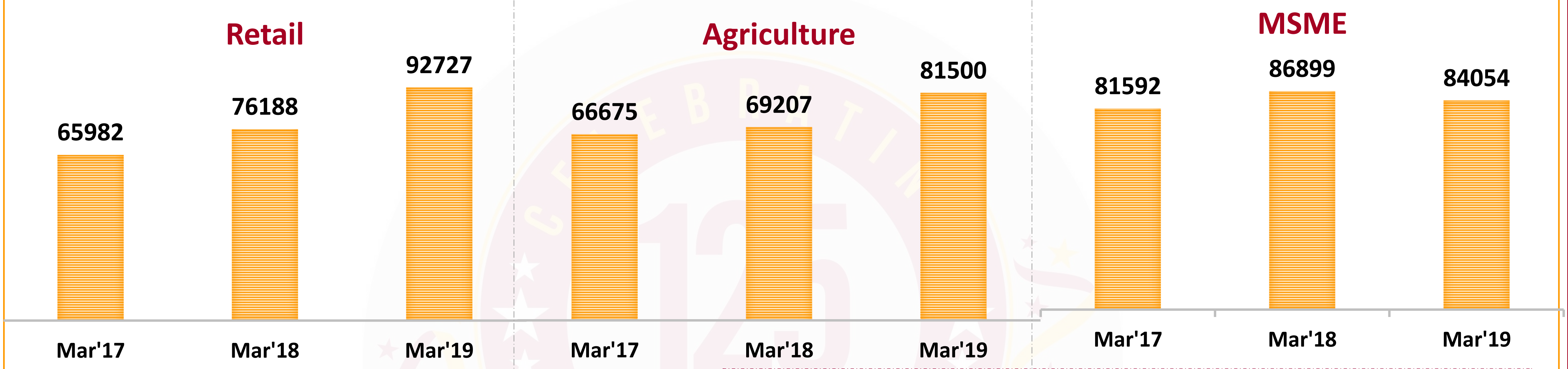
A and Above rated fresh sanctions accounts increased to 88%.

Increasing Domestic Credit



Small Ticket Advances – RAM

₹ Crore



Composition of Retail Advances

Components	Mar'18	Mar'19	YoY %
Total Retail	76188	92727	21.7
Housing	41458	51980	25.4

Performance under National Goals

Parameter	National Goals %	Mar'19	
		Ach. %	O/S
Priority Sector*	40	41.9	178644
Total Agriculture Adv.*	18	18.4	81500
Small & Marginal Farmers*	8	8.4	36826

* %age of ANBC

Some Initiatives to boost RAM

1 Retail

Developed in house **Centralized Loan Appraisal & Processing System (CLAPS)** covering all Retail Loans.

New Schemes:

- **PNB Doctors Delight:** A personal Loan Scheme for Doctors.
- **PNB Sugam Plus and PNB Uttam:** 111, 222, 333, 444 & 555 a limited period fixed deposit scheme offering preferential rate of interest.

2 Agriculture

Online mode for generation of business through R-SETI/FTC is being promoted.

Portal/Mobile APP for Agriculture Officers launched for smooth coordination.

LAPS (Lending Automation Processing System) for objective assessment of agriculture proposals.

3 MSME

Contactless loan: PNB along with SIDBI & 4 other PSBs invested in the psbloansin59minutes platform to provide contactless loan to MSME borrowers.

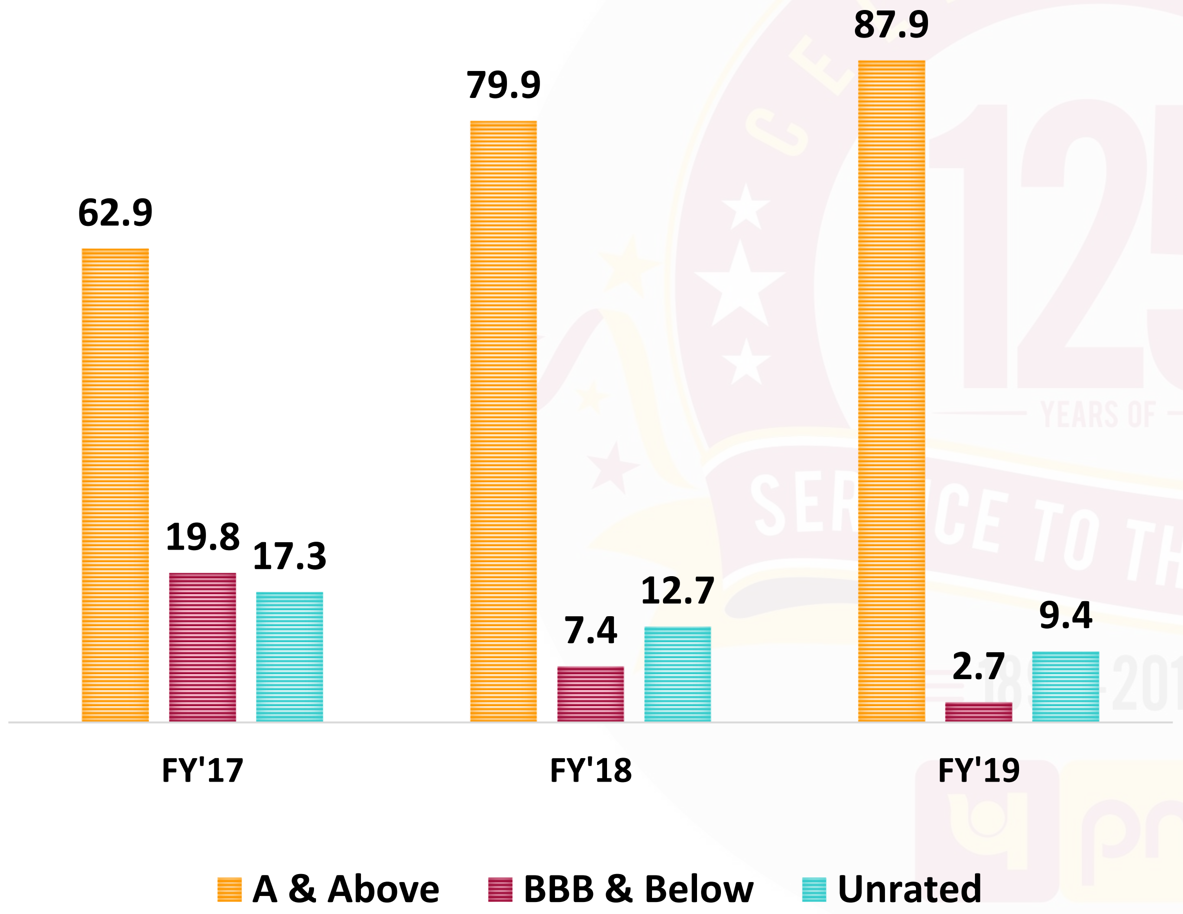
Credit Proposal Tracking System : MSME Applicants can e-track the status of their applications at Bank's corporate website (www.pnbindia.in).

Bank has launched **e-TReDS** scheme for online discounting of trade receivable of MSME RMCs

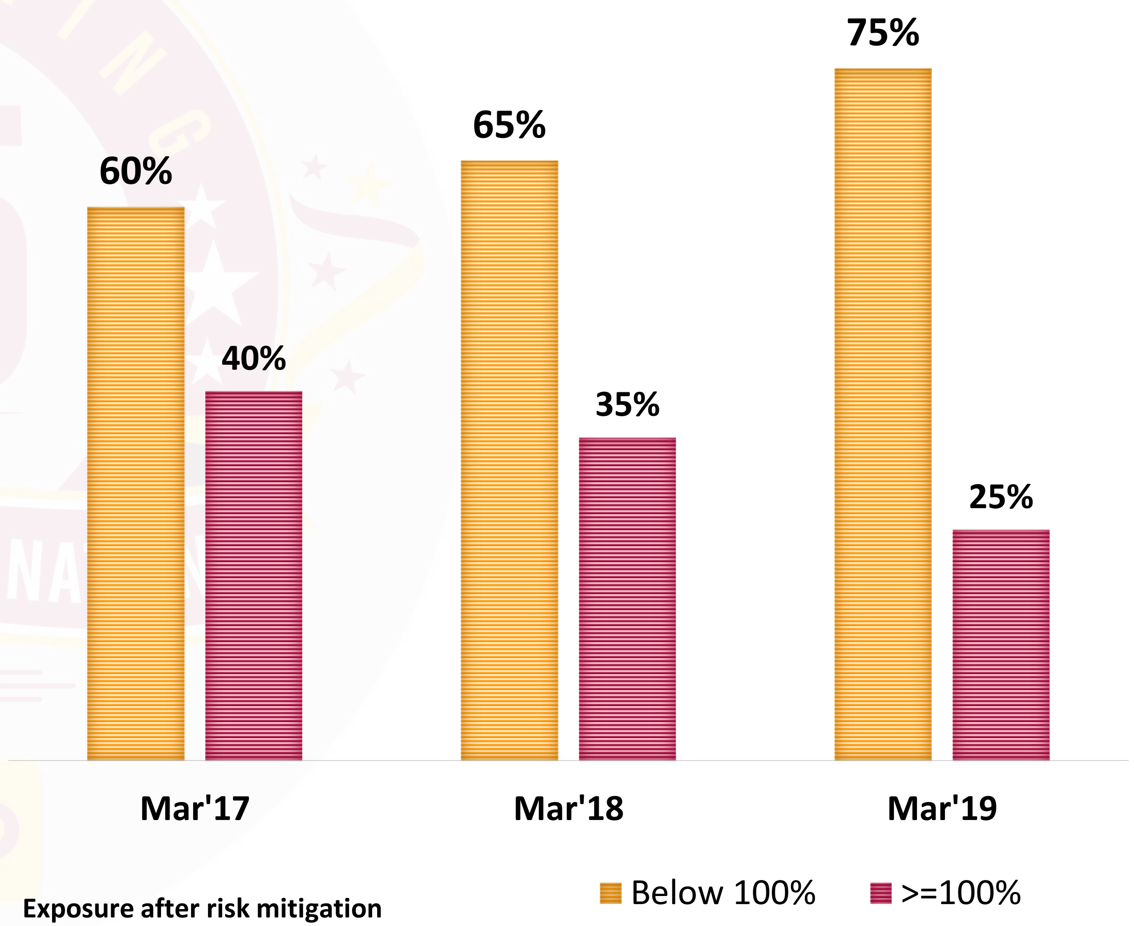
Developed a portal for in principal approval for the loans upto Rs 1lakh which will be available on bank's website

Increasing High Rated Portfolio

External Rating of Fresh Sanctions (%)



Risk Weight wise Portfolio



Exposure after risk mitigation

Improving Asset quality: Consistent Reduction in NPA

Recovery

Gross Recovery of more than ₹ 20,000 crore in FY19 against ₹ 9,666 in FY18

NNPA

NNPA ratio declined to 6.56% in Mar’19 from 11.24 in Mar’18

GNPA

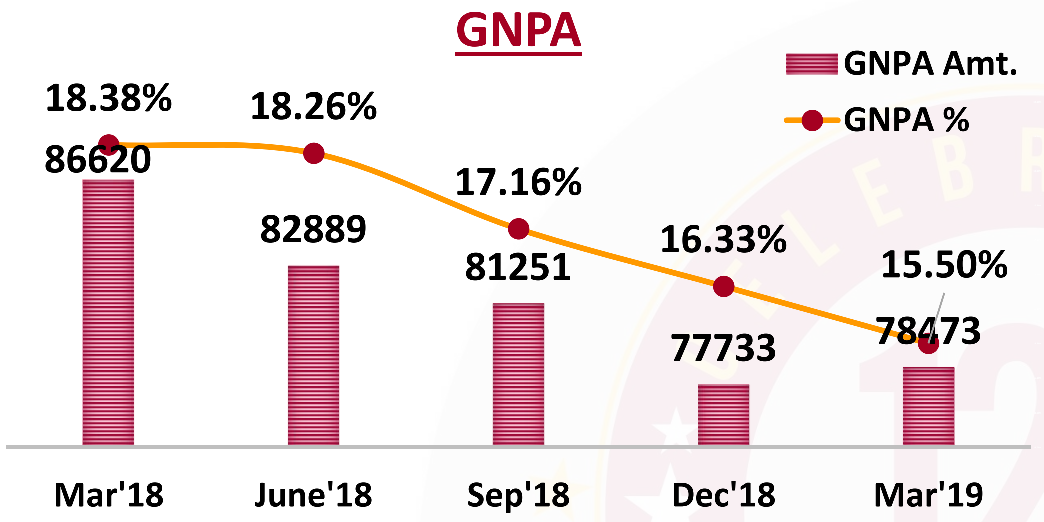
GNPA ratio declined to 15.50% in Mar’19 from 18.38% in Mar’18

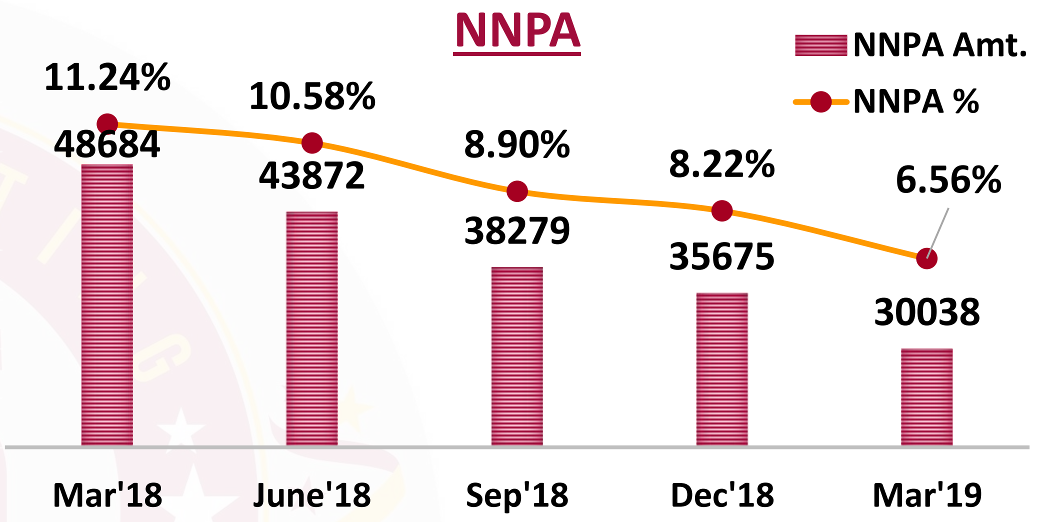
Provision Coverage Ratio

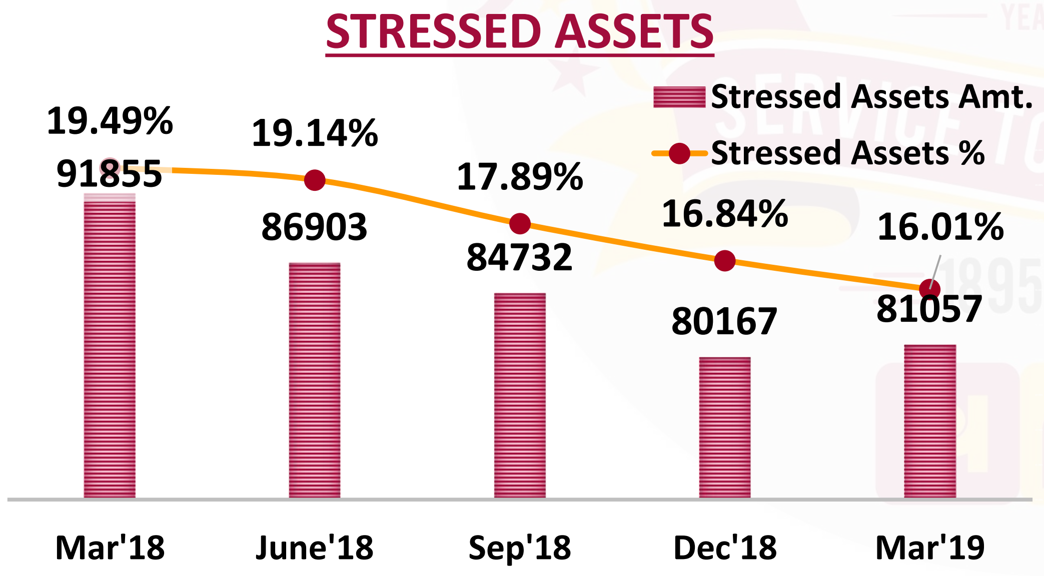
PCR improved to 74.50% in Mar’19 from 58.42% in Mar’18.
PCR under NCLT : 85.2%.

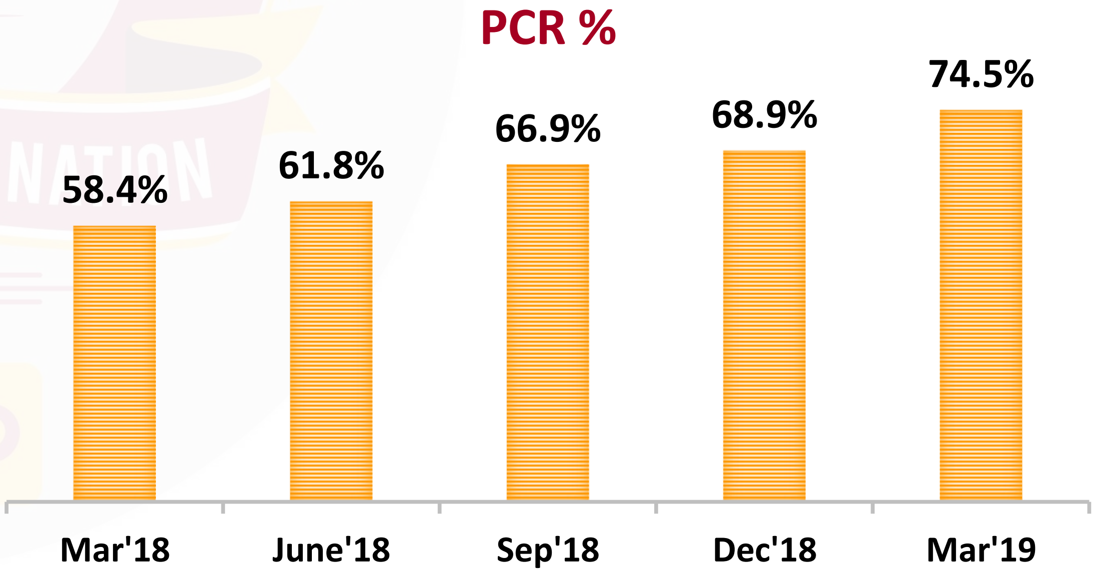
Consistent Improvement in Asset Quality

₹ Crore

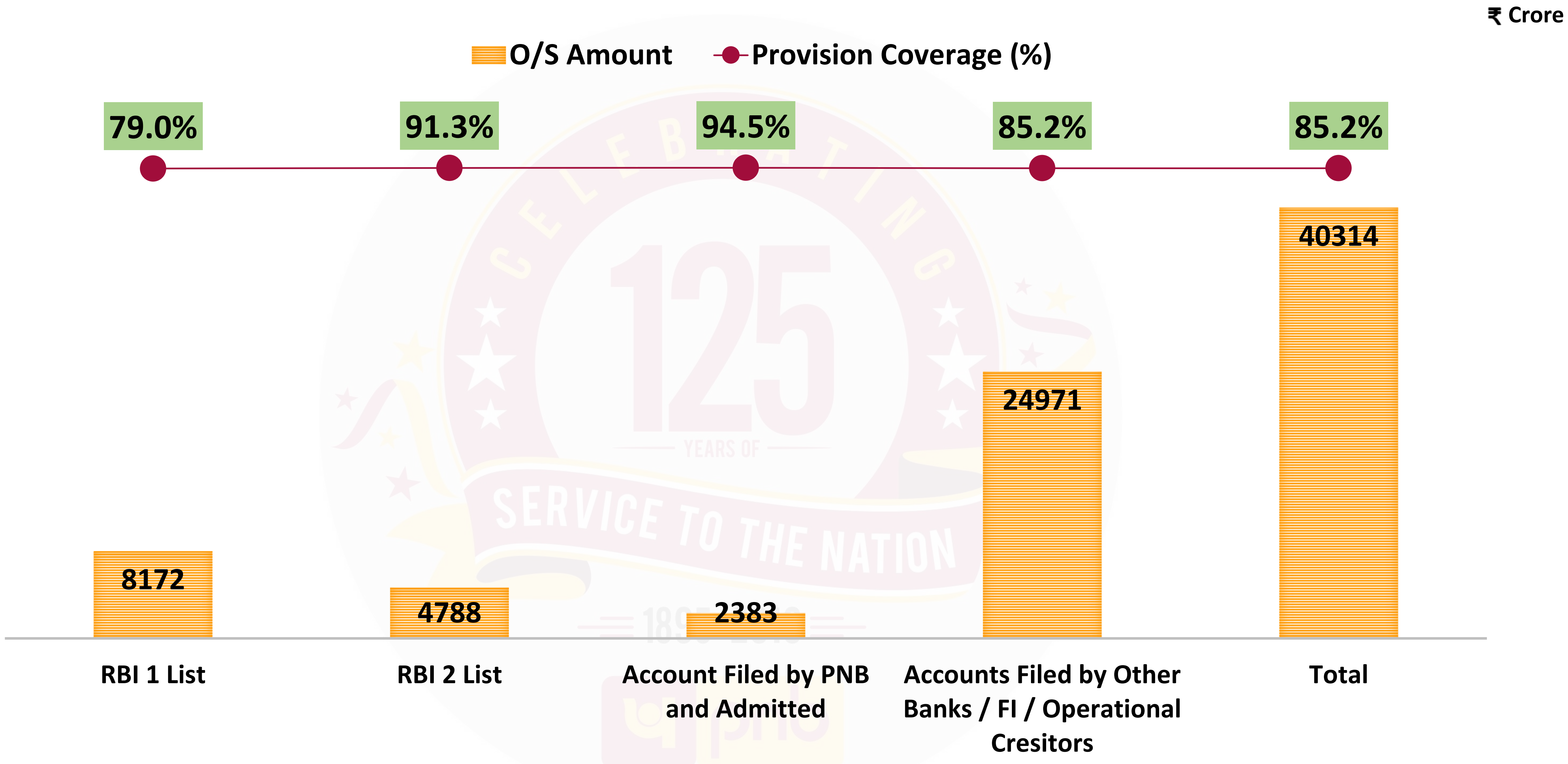








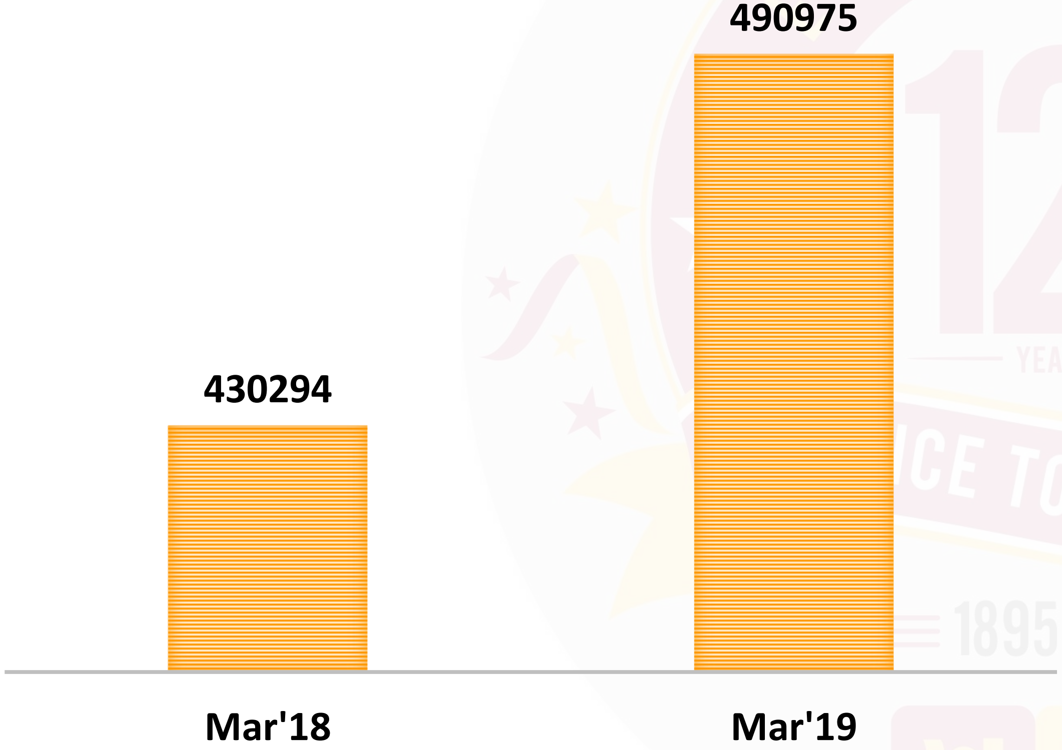
Exposure to NCLT accounts



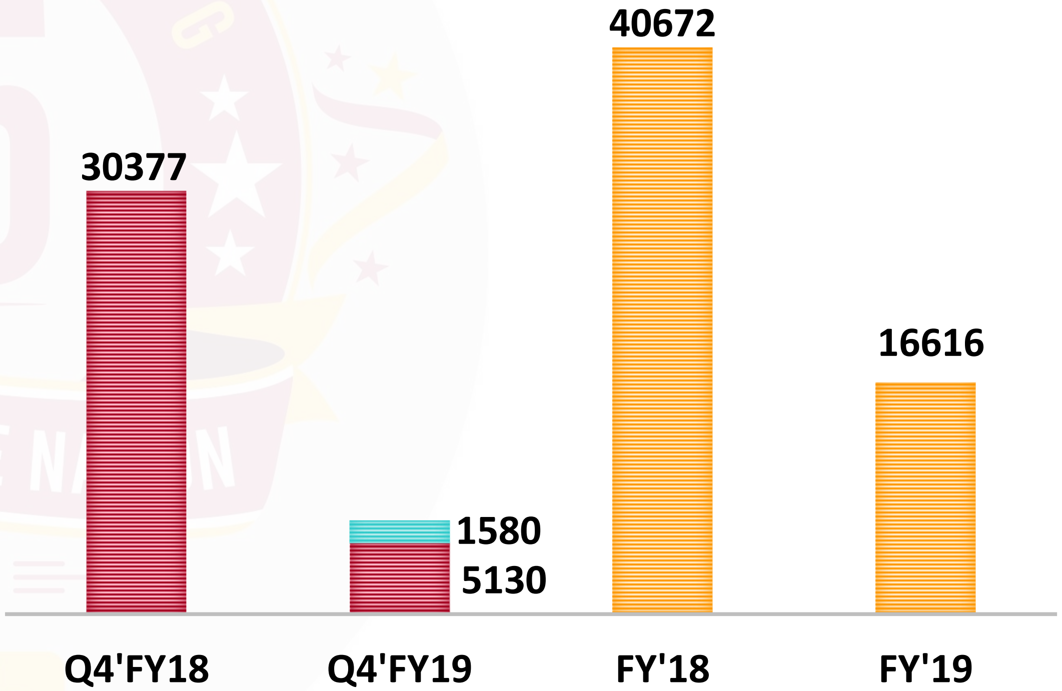
Credit Growth and Slippages

₹ Crore

Gross Domestic Advances



Fresh Slippages



Improving Credit quality: Risk Rating

RWAs
Reduction in RWA by ₹ 48448 crore YoY

Domestic Credit
Domestic Credit exposure increased by ₹ 51788 crore
Domestic credit RWA declined by ₹ 24782 crore

RWA density
RWA density has improved to 48.72% in Mar’19 from 64.88% Mar’17.

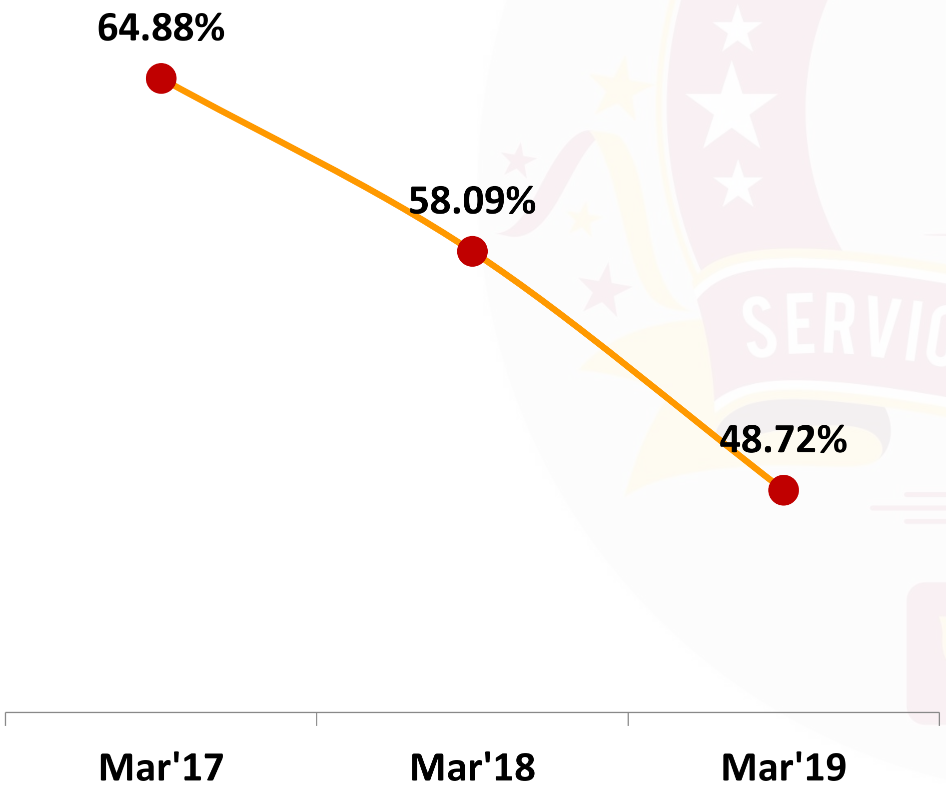
Rating
Fresh Sanctions with external rating A and above increased by 8% on YoY basis to reach 87.9%.

Capital Optimization and Conservation

₹ Crore

Credit RWA Density: Domestic

Decrease in Domestic Credit RWA density **by 1616 bps over Mar’17**



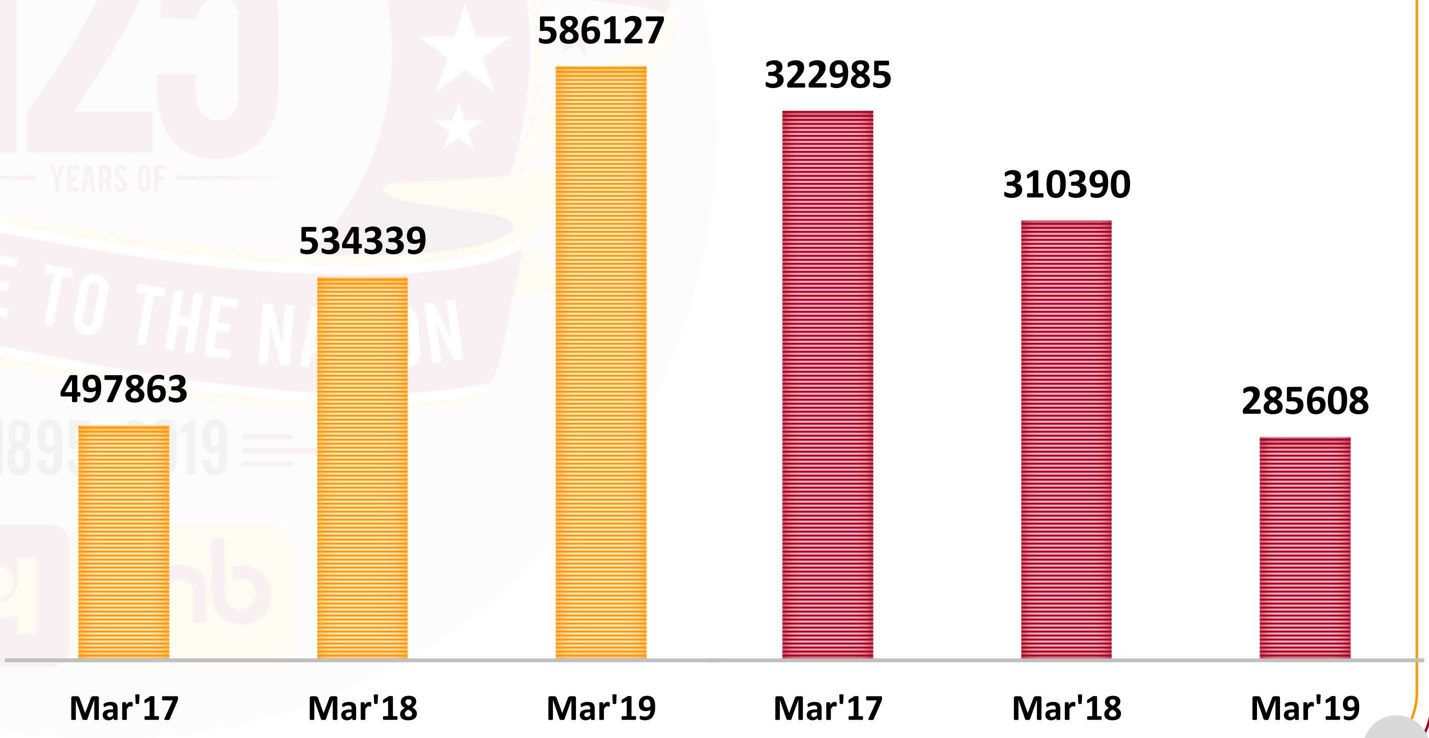
RWAs vis-a-vis Advances

Increase in Gross Domestic credit Exposure by **₹ 51788 crore**(YoY)

Decrease in domestic credit RWA by **₹24782 crore(YoY)**

Domestic Credit

Domestic Credit RWA



Business Segment Performance

Business Performance As at 31st March'19

₹ Crore

Sl.	Parameters	Mar'17	Mar'18	Mar'19	YoY Growth %	
					Last Year	This Year
1	Gross Domestic Advances	391750	430294	490975	9.8	14.1
	Overseas Advances	50001	41003	15220	-18.0	-62.9
	Gross Global Advances	441751	471297	506194	6.7	7.4
	Net Advances	419493	433735	458249	3.4	5.7
2	Domestic Deposits	565573	600387	654536	6.2	9.0
	Overseas Deposits	56131	41839	21494	-25.5	-48.6
	Global Deposits (1+2)	621704	642226	676030	3.3	5.3
	CD Ratio	67.47%	67.54%	67.79%		
3	Gross Domestic Business	957323	1030681	1145511	7.7	11.1
	Overseas Business	106132	82842	36714	-21.9	-55.7
	Gross Global Business	1063455	1113523	1182224	4.7	6.2

Business Performance (Daily Average Basis)

₹ Crore

Sl.	Parameters	Mar’17	Mar'18	Mar’19	YoY Variation	
					Amt.	%
1	Gross Domestic Advances	342111	372525	427101	54577	14.7
	Gross Overseas Advances	55230	52538	27270	-25268	-48.1
	Gross Global Advances	397341	425063	454371	29308	6.9
2	Domestic Deposits	506313	561391	601091	39699	7.1
	Overseas Deposits	55230	52538	26053	-26485	-50.4
	Global Deposits (1+2)	561543	613929	627144	13215	2.2
	CD Ratio	67.1%	65.5%	66.1%		
3	Gross Domestic Business	848424	933916	1028192	94276	10.1
	Gross Overseas Business	110460	105075	53323	-51753	-49.3
	Gross Global Business	958884	1038992	1081515	42523	4.1
	Saving Deposits	185805	212606	223419	10814	5.1

Business Performance: Deposits

₹ Crore

Sl.	Parameters	Mar'17	Mar'18	Mar'19	YoY Growth %	
					Last Year	This Year
1	Domestic Deposit	565573	600387	654536	6.2	9.0
2	Overseas Deposit	56131	41839	21494	-25.5	-48.6
3	Global Deposit	621704	642226	676030	3.3	5.3
4	CASA Deposit	260016	263247	285040	1.2	8.3
5	Current Deposit	45853	40374	44375	-11.9	9.9
6	Saving Deposit	214163	222873	240665	4.1	8.0
	CASA Share Domestic (%)	45.94	43.80	43.51		

Profitability

Interest Income & Expenditure

₹ Crore

Sl.	Parameters	Q4' FY 18	Q4' FY 19	YoY Variation			FY18	FY19	YoY Gr. %
				Amt.	Gr. %				
1	Interest Income (2+3+4)	11385	12836	1451	12.7		47996	51310	6.9
2	Interest on Advances	7411	8811	1401	18.9		31833	35086	10.2
3	Interest on Investments	3470	3543	72	2.1		13947	14106	1.1
4	Other Interest Income	504	482	-22	-4.4		2216	2118	-4.4
5	Total Interest Paid (6+7+8)	8321	8635	314	3.8		33073	34154	3.3
6	Intt. Paid on Deposits	7572	8330	758	10.0		30456	32218	5.8
7	Intt. Paid on Borrowings	253	135	-118	-46.6		553	552	-0.1
8	Others	497	170	-326	-65.7		2065	1384	-33.0
9	Net Interest Income	3063	4200	1137	37.1		14922	17156	15.0

Operating Profit

₹ Crore

Sl.	Parameters	Q4' FY 18	Q4' FY 19	YoY Variation			FY18	FY19	YoY Gr. %
				Amt.	Gr. %				
1	Interest Income	11385	12836	1451	12.7		47996	51310	6.9
2	Interest Expenses	8321	8635	314	3.8		33073	34154	3.3
3	NII (Spread) (1-2)	3063	4200	1137	37.1		14922	17156	15.0
4	Other Income	1561	1889	328	21.0		8881	7377	-16.9
5	Operating Income (3+4)	4624	6090	1465	31.7		23803	24534	3.1
6	Operating Expenses	5072	3229	-1843	-36.3		13509	11538	-14.6
6a	Employee Benefits (AS-15)	2326	508	-1818	-78.2		3512	1143	-67.4
7	Operating Profit (5-6)	-447	2861	3309	-		10294	12995	26.2

Operating Profit from Core Operations (Excluding Treasury)

₹ Crore

Sl.	Parameters	Q4' FY 18	Q4' FY 19	YoY Variation		FY' 18	FY'19	YoY Gr. %
				Amt.	Gr. %			
1	**Operating Profit**	-447	2861	3309	-	10294	12995	26.2
2	**Trading Profit**	216	252	35	16.4	3257	1093	-66.4
3	**Core Operating Profit (1-2)**	-664	2609	3273	-	7038	11903	69.1

Provisions

₹ Crore

Sl.	Parameters	Q4' FY 18	Q4' FY 19	YoY Variation			FY18	FY19	YoY Gr. %
				Amt.	Gr. %				
A	Operating Profit	-447	2861	3309	-		10294	12995	26.2
1	Provision towards NPAs	16203	9154	-7049	-43.5		24453	24435	-0.1
2	Standard Advances incl. Std. Restructured	-1793	223	2016	-		-2197	208	-
3	Depreciation on Investment	626	147	-479	-76.5		2027	1641	-19.1
4	Income Tax	-7384	-2460	4923	-		-7292	-5370	-
5	Others	5318	548	-4770	-89.7		5587	2058	-63.2
B	Total Provision	12970	7611	-5359	-41.3		22577	22971*	1.7
C	Net Profit	-13417	-4750	8667	-		-12283	-9975	-

**Includes provisions of ₹ 7167 crore for one off event*

Cost & Yield Ratios

Sl.	Parameters	Q4' FY 18	Q4' FY 19		FY 18	FY 19
1	Cost of Deposit *	5.09	5.28		5.25	5.24
2	Cost of Fund	4.17	4.24		4.31	4.29
3	Yield on Advances*	6.95	7.73		8.11	8.03
4	Yield on Investment	7.27	7.40		7.35	7.39
5	Yield on Fund	5.70	6.30		6.26	6.44
6	Net Interest Margin*	1.90	2.44		2.42	2.59

**Domestic*

Profitability Ratios

Sl.	Parameters	Q4' FY 18	Q4' FY 19	YoY Change		FY 18	FY 19	YoY Change
1	Opt. Profit to AWF	Negative	1.40	1.63		1.34	1.63	0.29
2	Opt. Exp. To AWF	2.54	1.58	-0.96		1.76	1.45	-0.31
3	Cost to Income Ratio*	61.50	49.07	-12.43		43.81	45.74	-1.59
4	Book Value per Share [₹]	135.4	87.9	-45.95		135.4	87.5	-45.95
5	Return on Assets	Negative	Negative	-		Negative	Negative	-
6	Return on Net worth	Negative	Negative	-		Negative	Negative	-
7	Earnings per share [₹]	Negative	Negative	-		Negative	Negative	-

** Excluding 'Recovery in Written-off accounts' and 'provisions made under AS-15'.*

Treasury Operations

₹ Crore

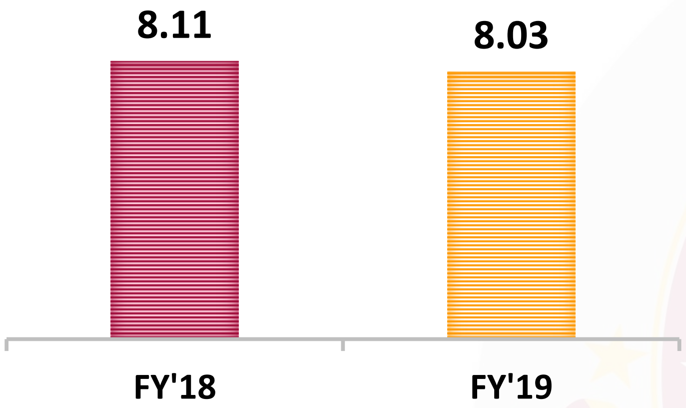
Sl.	Parameters	Mar'17	Mar'18	Mar'19
1	Domestic Investment	183297	197328	200632
	SLR	144417	145271	140391
	Non SLR	38880	52057	60241
	Held To Maturity	116117	119439	135102
	Available For Sale	65606	77839	65280
	Held For trading	1574	50	250
2	Investment by Overseas Branches	4841	6081	5493
3	Global Investment	188138	203409	206125

Treasury Highlights

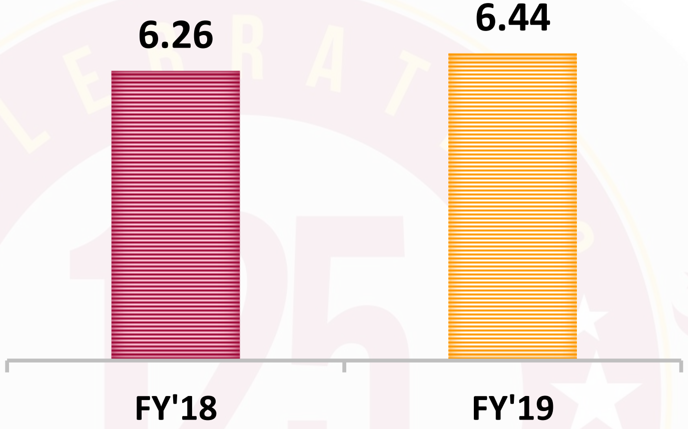
Core Trading Profit Increased by 17% in Q4'19	Increase in Domestic Turnover by 32.21% YoY	Increase in Yield on investment from 7.27 to 7.40 (QoQ)	Decrease in AFS duration from 4.29 to 3.44 (YoY)
Core Trading Profit at ₹ 251.58 Cr.	Interest Income on Investment at ₹ 3501.51 Cr.	Yield on Investment at 7.40	AFS Duration at 3.44

Cost & Yield Ratios (FY)

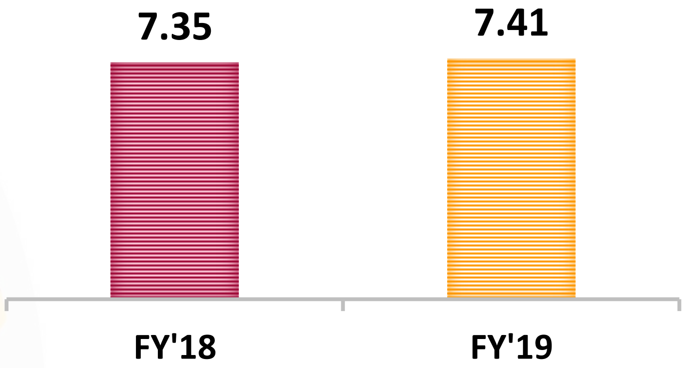
Yield on advances*



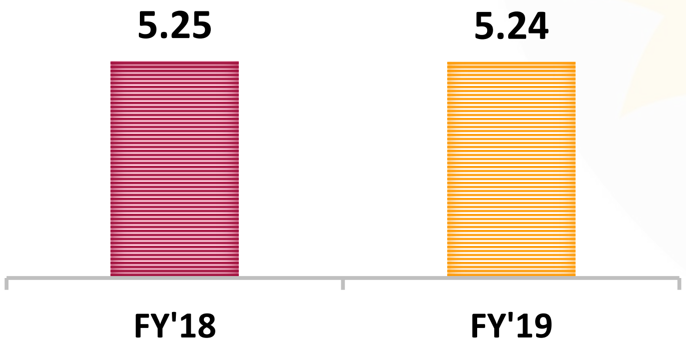
Yield on Funds



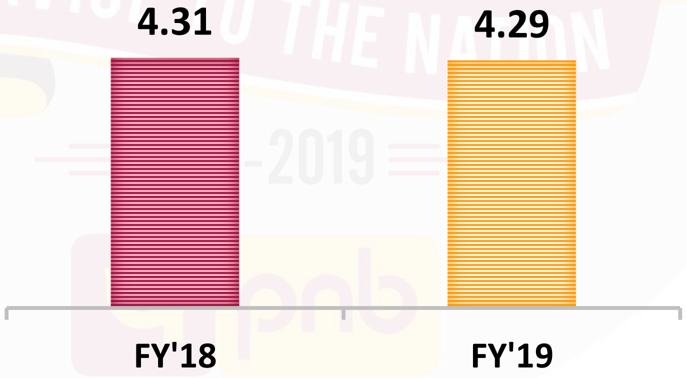
Yield on Investment



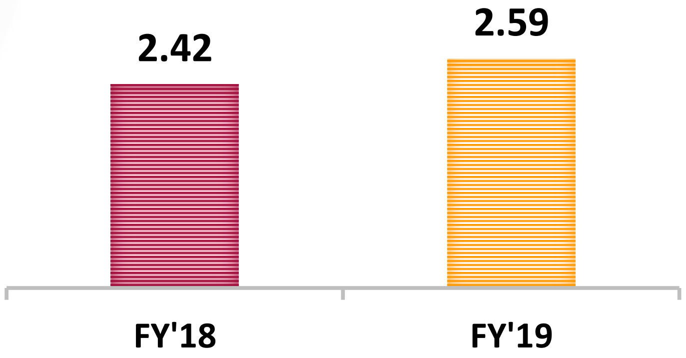
Cost of Deposit*



Cost of Funds



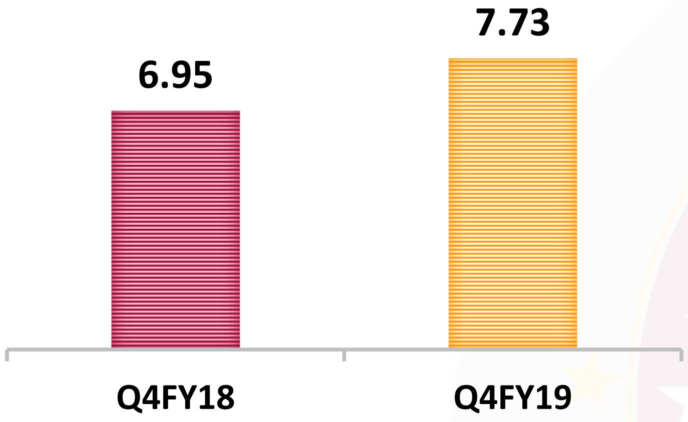
NIM*



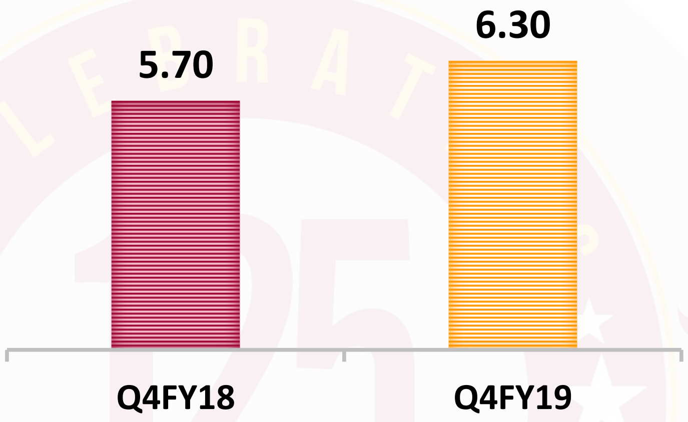
** Domestic*

Cost & Yield Ratios (Q4)

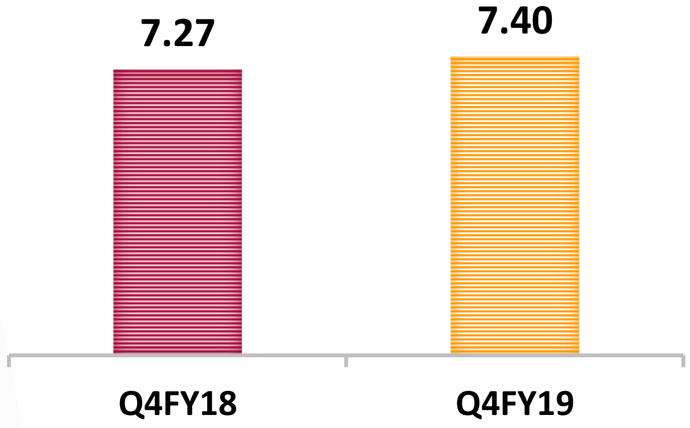
Yield on Advances*



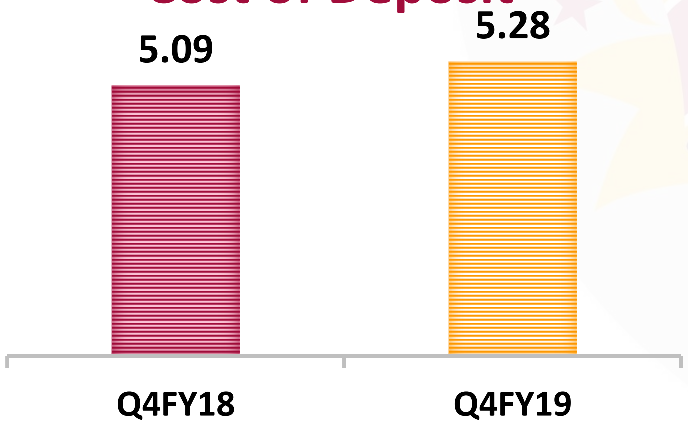
Yield on Funds



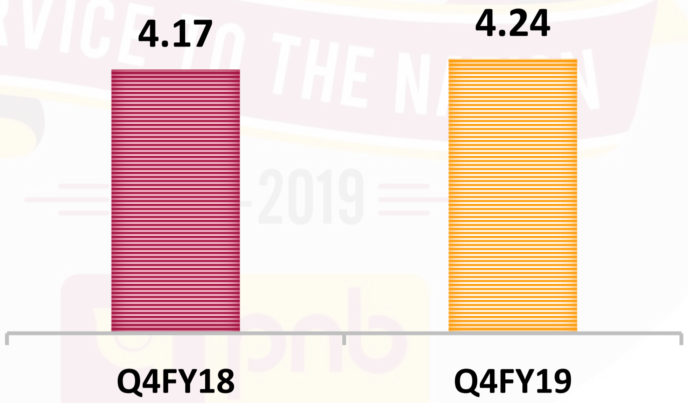
Yield on Investment



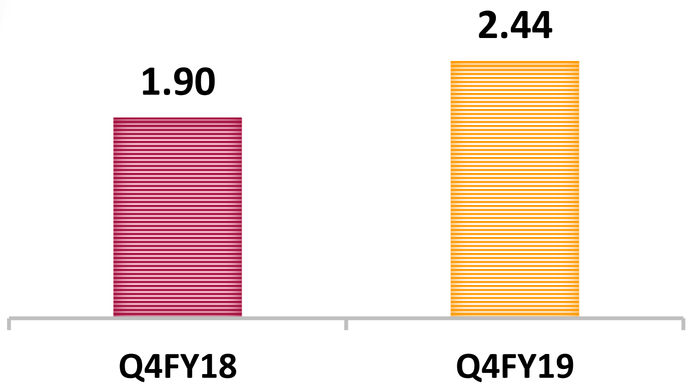
Cost of Deposit*



Cost of Funds



NIM*



** Domestic*

Asset Quality

Improving Asset Quality

₹ Crore

Sl.	Parameters	Mar'18	Mar'19		Q1FY19	Q2FY19	Q3FY19	Q4FY19
1	NPA as at the beginning of Year	55370	86620		86620	82889	81251	77733
2	-Cash Recovery	4443	12165		5519	2321	2967	2518
3	-Up-gradation	1174	3633		2926	1418	1457	1064
4	-Write Off	7407	12253		2648	3543	3082	2981
5	Total Reduction (2+3+4)	13025	28051		11094	7282	7505	6562
6	Fresh Addition	44274	19904		7363	5644	3988	7302
	-Fresh slippages	40672	16616		5250	4476	3324	6710
	-Debits in existing NPA A/cs	3602	3288		2113	1167	664	592
7	Gross NPAs at end of the period	86620	78473		82889	81251	77733	78473
8	Eligible Deductions incl. Provisions	37936	48435		39016	42972	42058	48435
9	Net NPAs	48684	30038		43872	38279	35675	30038
10	Recovery in written-off debt A/Cs	981	1808		508	377	378	545
11	Gross NPA (%)	18.38	15.50		18.26	17.16	16.33	15.50
12	Net NPA (%)	11.24	6.56		10.58	8.90	8.22	6.56
13	Provision Coverage Ratio (%)	58.42	74.50		61.80	66.92	68.85	74.50

Rs. 20189 Crore

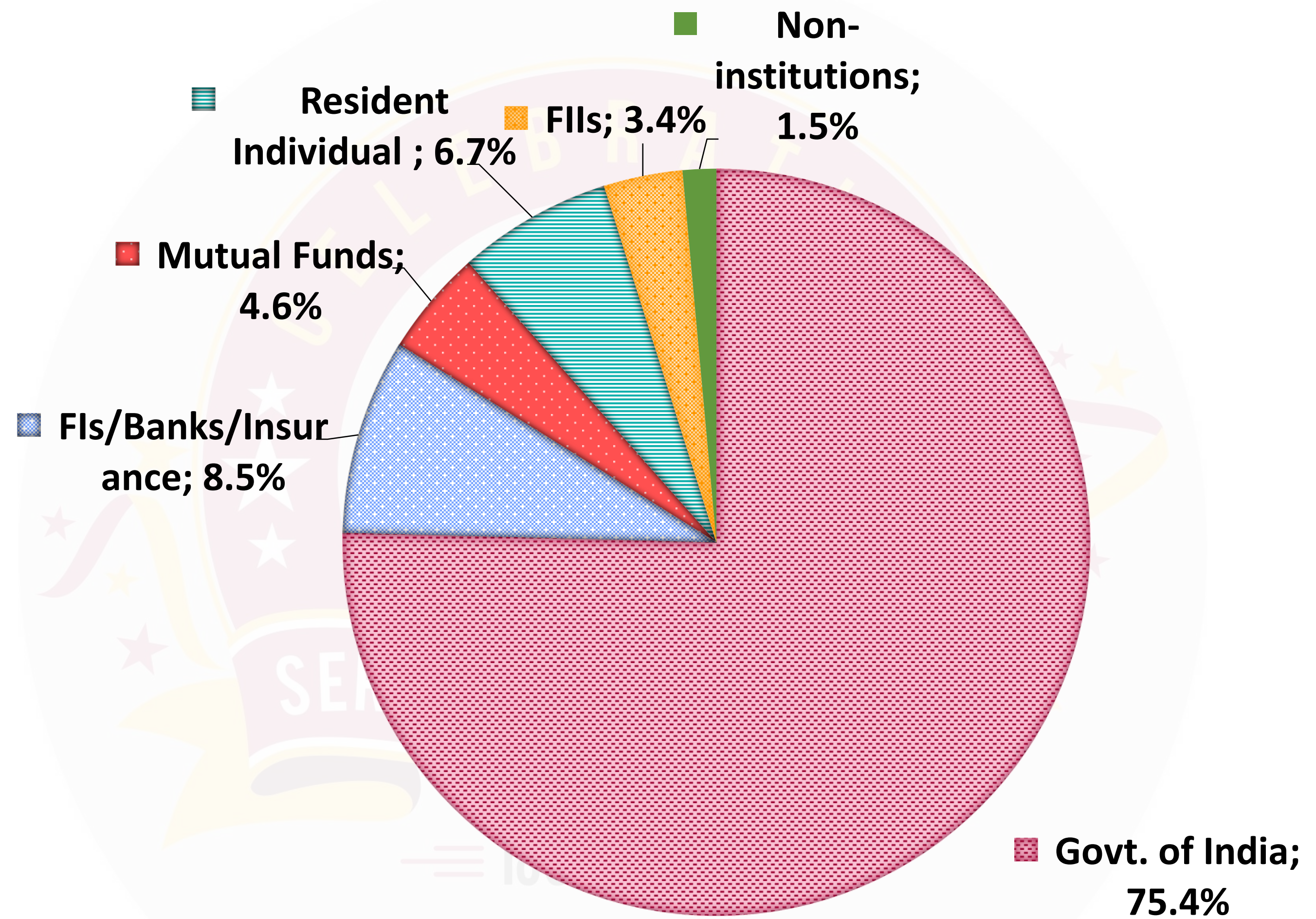
Capital and Shareholding

Capital Adequacy (Basel III)

₹ Crore

Sl.	Parameters	Mar'18	Mar'19
1	Tier I	32267	30309
	Common Equity	26971	25107
	Additional Tier I	5296	5202
2	Tier II	9413	9057
3	Total (Tier I+II)	41680	39366
4	Risk-weighted Assets	453070	404622
1	Tier I %	7.12	7.49
	Common Equity %	5.95	6.21
	Additional Tier I %	1.17	1.29
2	Tier II %	2.08	2.24
3	Total (Tier I+II) %	9.20	9.73

Share holding Pattern: 31.03.2019



Successful mobilization under ESPS with 90% subscription by staff, raised ₹ 649 crore

Digitalization & Financial Inclusion

Digitalization & Financial Inclusion

Internet Banking and Mobile Banking

22% increase in Internet Banking users and mobile Banking User

Debit Card and UPI Transaction

Debit Card base of 7.4 crore, Increase by 433% over Mar’18

Credit Card

2nd PSB in terms of No. of O/S Credit Card with the base of 3.3 lakh.

PMJDY Account Avg. Balance:

Average balance in ₹ 2397 in PMJDY accounts, increased by 24% on YoY

PNB One: ‘One for All’ ‘All for One’

Unified Mobile application with advanced features

- Interactive Interface
- Scan and Pay through QR Code
- Simplified Dashboard to manage key Banking Activities
- Value Added Services with Complaint Service Management
- Pay Bills/Recharge
- Available in English and Hindi
- Manage Debit and Credit Card
- Bio-metric authentication for greater Security

Expanding Digital Footprints

UPI txns
14.92 Crore
YoY: 433%

Debit Card Base
Users Crossed
7.42 Crores
YoY: 16%

Internet Banking
Users Crossed
153.99 Lacs
YoY: 22.0%

Mobile Banking
Users Crossed
125.26 Lacs
YoY: 21.9%

Credit Card
Total issued
334113

PoS
Total Installed
71370
YoY:25.77%

PNB E-Rupaya
Digital Solution in Villages without internet connectivity

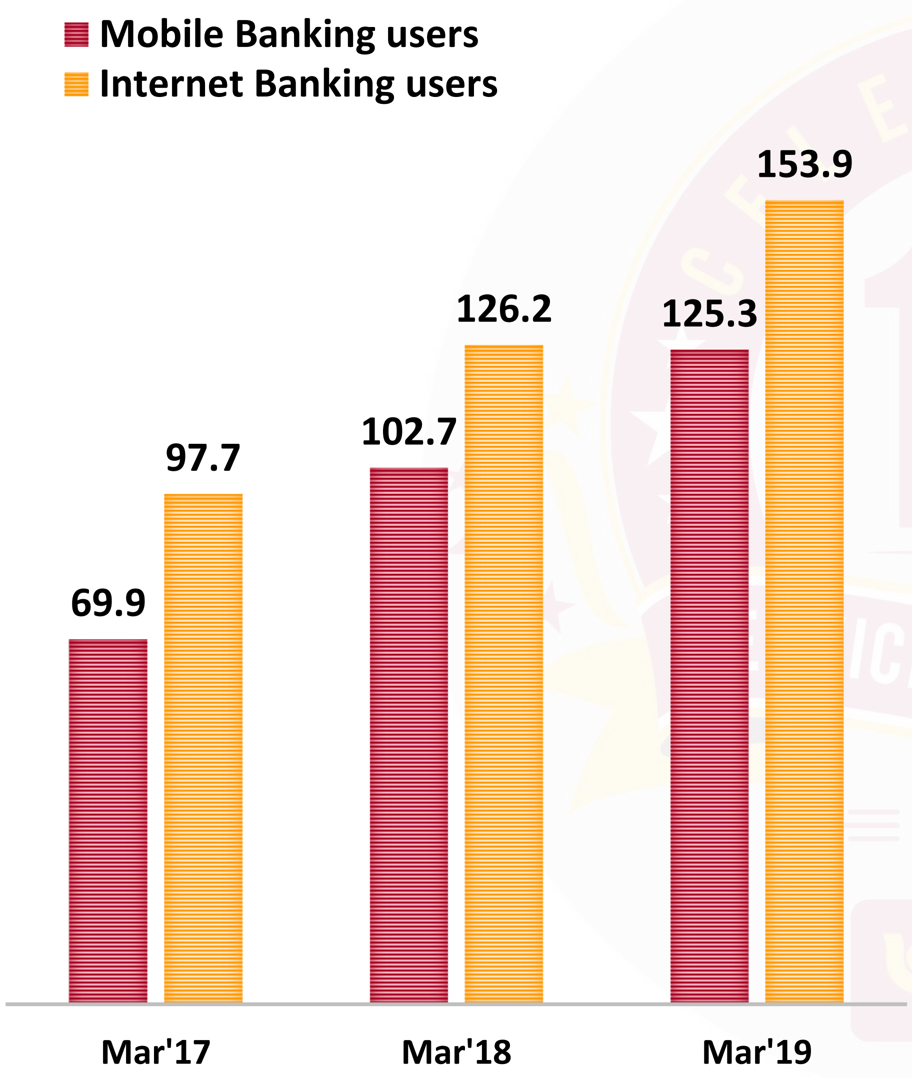
Bharat QR Code
Total Installed
38,569

1st in No. of Debit cards issued and 2nd position in Credit cards issued among all Nationalized Banks*

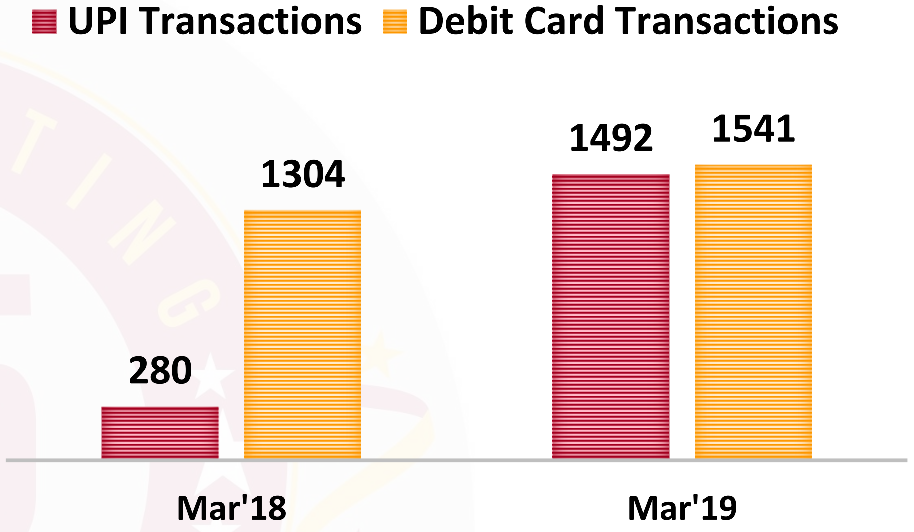
**As per latest report(Mar'19) of RBI*

Rapidly increasing Digital Transaction

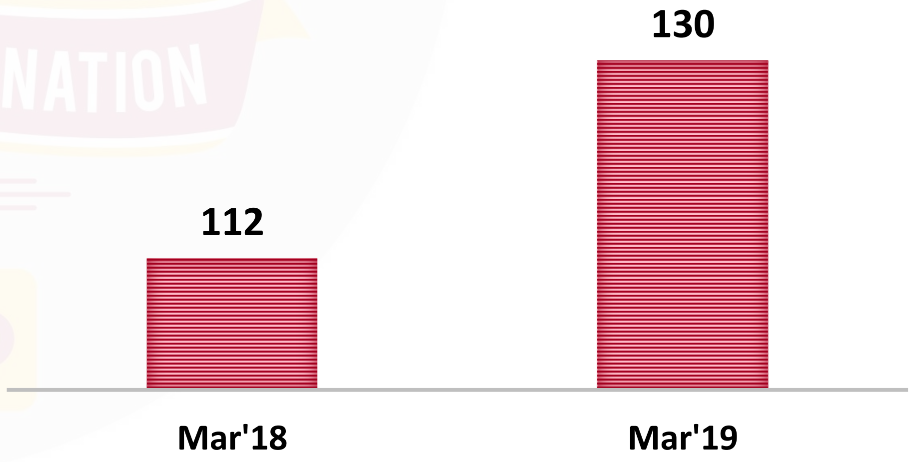
IBS & MBS Users (in Lac)



Transactions (in Lac)

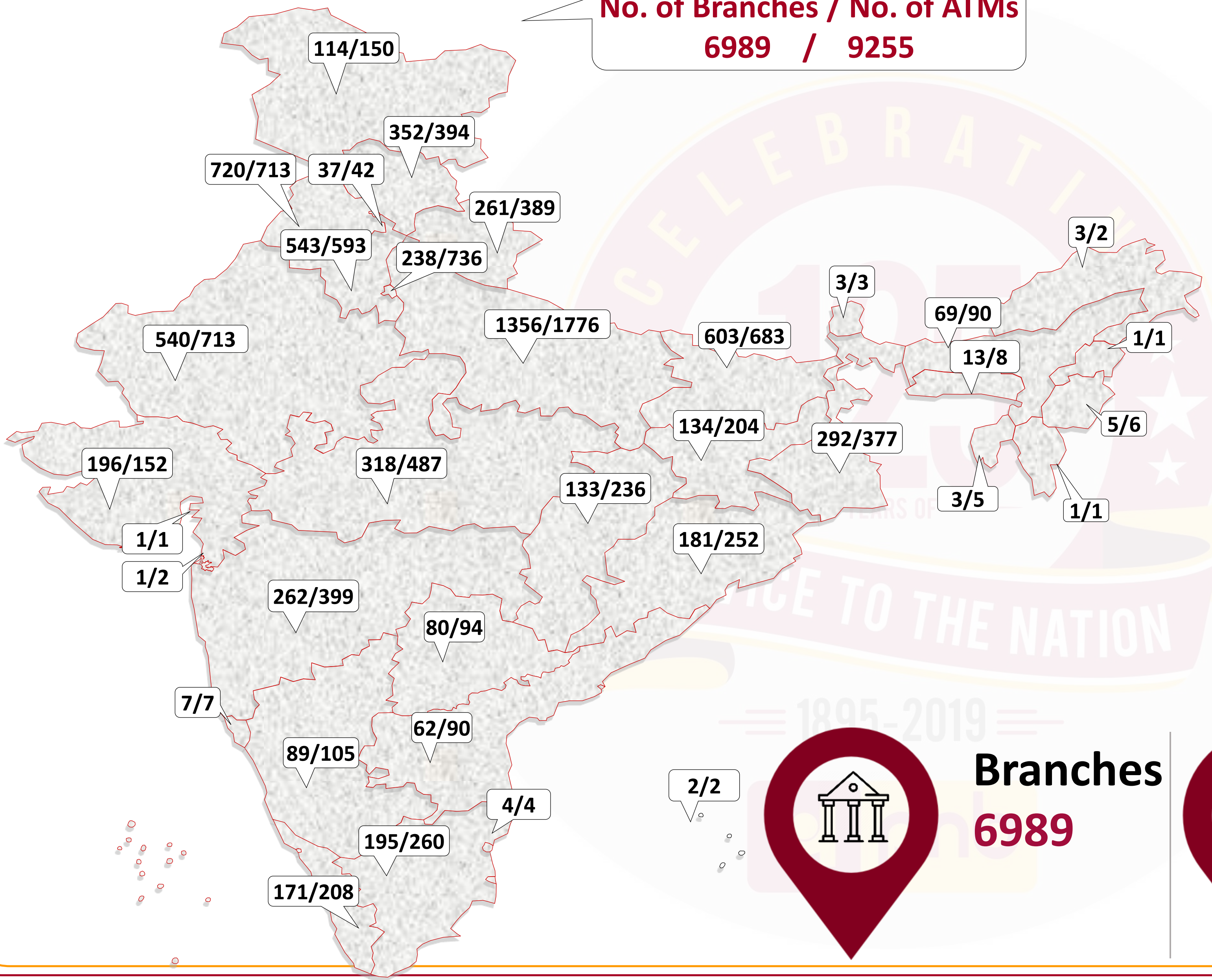


ATM Daily Average Hits

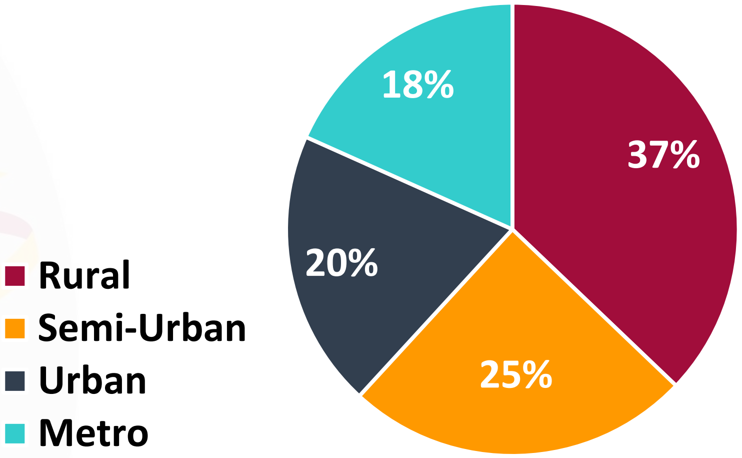


Dominant Pan India Presence

No. of Branches / No. of ATMs
6989 / 9255



Population Group wise Break up of Dom. branches



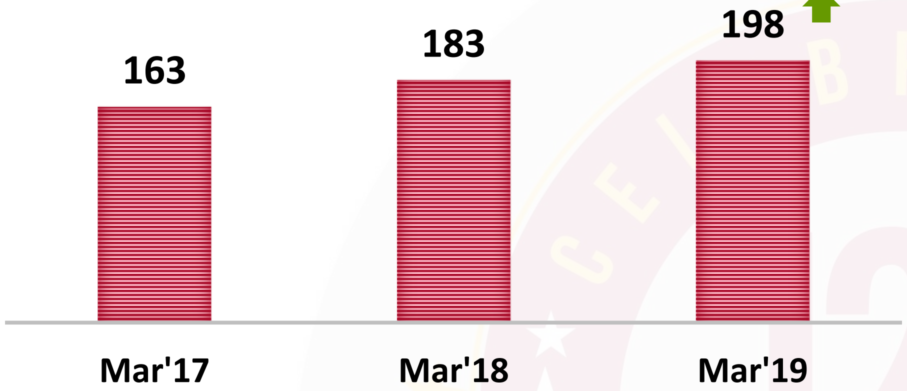
Branches
6989

BCs
8143

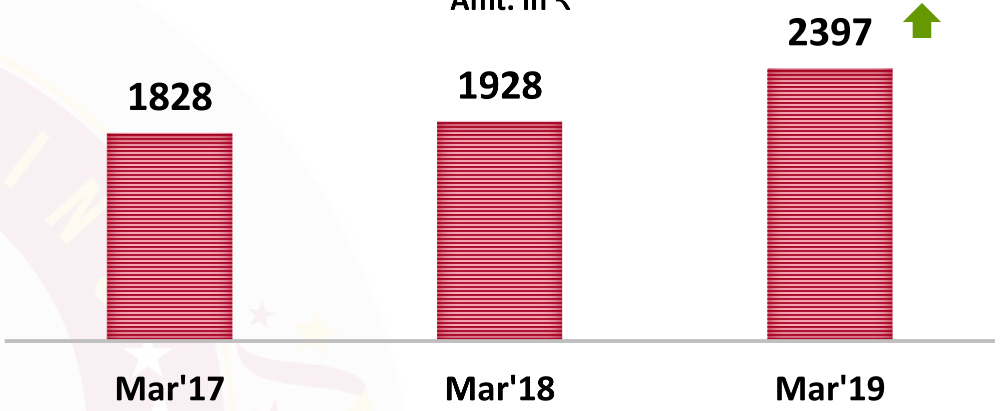
ATM
9255

Financial Inclusion : Profitable Business Proposition

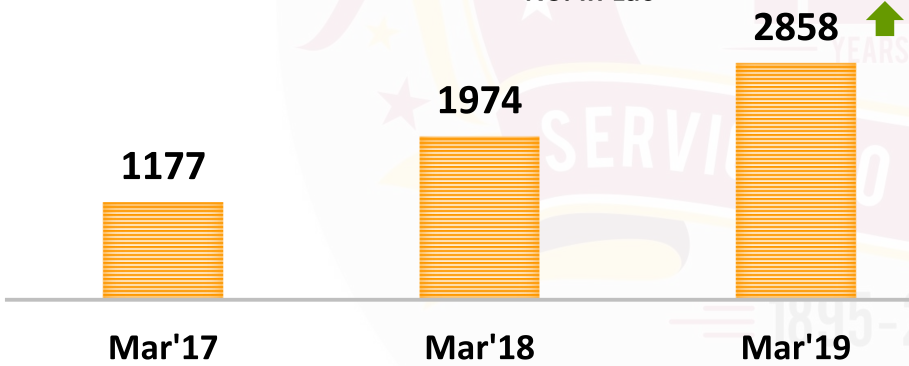
PMJDY Accounts
No. in Lac



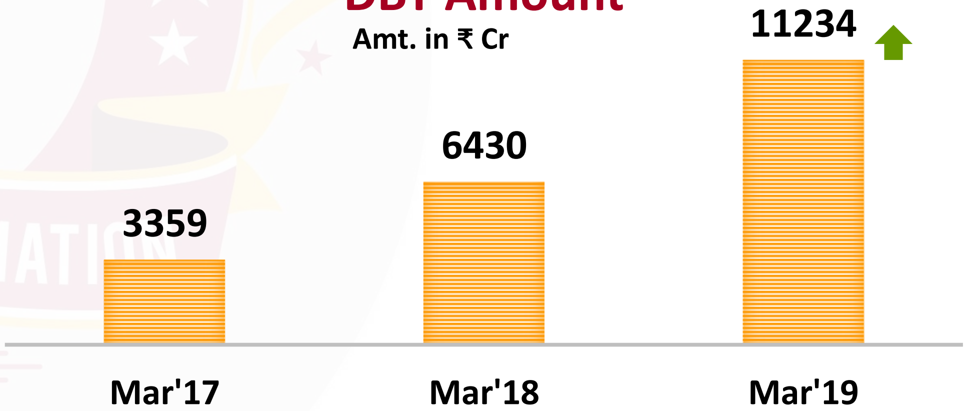
PMJDY Avg. Balance
Amt. in ₹



No. of DBT Txns
No. in Lac



DBT Amount
Amt. in ₹ Cr



No. in Lac

Sl.	Jansuraksha Schemes Enrollment Up To	Mar'18	Mar'19
1	Pradhan Mantri Jeevan Jyoti Bima Yojana	13.9	15.7
2	Pradhan Mantri Suraksha Bima Yojana	65.5	69.6
3	Atal Pension Yojana	3.1	4.1

CSR : Socially Responsible Bank

CSR is at the core of PNB's Corporate Business Strategy and the Bank makes following commitments:

- Sustainability
- Corporate Volunteering
- Social Investments
- Health & Sanitation
- Green Initiatives

Adjudged Best Bank for Corporate Social Responsibility by Asia Money

Initiatives in CSR Activities

- **Farmers Training Centers (FTCs):** Bank has established 12 Farmers Training Centers. The FTCs are providing free of cost training on agriculture & allied activities .FTCs have imparted training to 14,19,292 persons by conducting 46185 training programs.
- **Rural Self Employment Training Institutes (RSETIs):** There are 55 (RSETIs) (under aegis of MoRD) and 2 Rural Development Centre (PNB initiatives) are operating in India.
- **Financial Literacy Centers:** Bank has Operationalized 105 Financial Literacy Centers. Total number of enquiries made during the year is 330684. Total 12188 seminars/ programmes/ Camps conducted during the year.
- **Schemes for empowerment & upliftment** : PNB Ladli, PNB Vikas, PNB Ujala, Mahila Kaushal Vikas Yojna , PNB Kisan Balak Shiksha protsahan Yojana

HR Initiatives

HR as a Strategic Business Partner

Completion of Promotion process from Scale I to Scale VII and declaration of Result by 31.03.2019

A step towards objectivity & transparency, a New system for performance Management introduced for officers in the Bank enabling Greater clarity of roles and expectations and clear identification of contribution of an individual and team towards growth of Business units of the organization

Capacity of 2.10 Lakh Training Man Days per annum with focus on Functional , Managerial & Behavioral aspects along with training in form of foreign exposure for outstanding performers in various field.

Profiling talent to enhance performance by way of Optimum placement of officers through informed decisions on the basis of extensive HR analytic exercises considering employee's skills, educational background, competency level, functional areas & experience

Awards & Accolades

PNB: Best PSB under Ease Banking Reforms

Of Total 6 themes excelled in

1. **Credit Off-take: Winner**
2. **Customers Responsiveness : Winner**
3. **Responsible Banking' : Winner**
4. **Deepening FI & Digitization. :** Runner up

PNB maintains Numero Uno position in Mar'19 also

Awards for Excellence

Rajbhasha Kirti Purashkar

Received from Hon. Vice President

Sh. M. Venkaiah Naidu

1st position in K shetra

IBA Banking Technology Awards 2019-

"Most Customer Centric Bank using Technology“ : Runner Up

Top Rankers Excellence Award

For Entrepreneurial Path-breaker

Awards for Excellence

Business Today
Best bank in Financial Inclusion

Asia Money
Best Bank for Corporate Social Responsibility

Express Group for the BFSI Digital Innovation Award 2019 in the
Enterprise Mobility Category

NSDL Star Performer Awards 2018
Top performer in Account growth Rate and New accounts opened

CISO Security Excellence Awards 2019
Winner in Annual dynamic 'Champion CISO' category

UIDAI, GoI Adhar Excellence Award
2nd Best Public Sector Bank for Total Aadhar Generation and Update

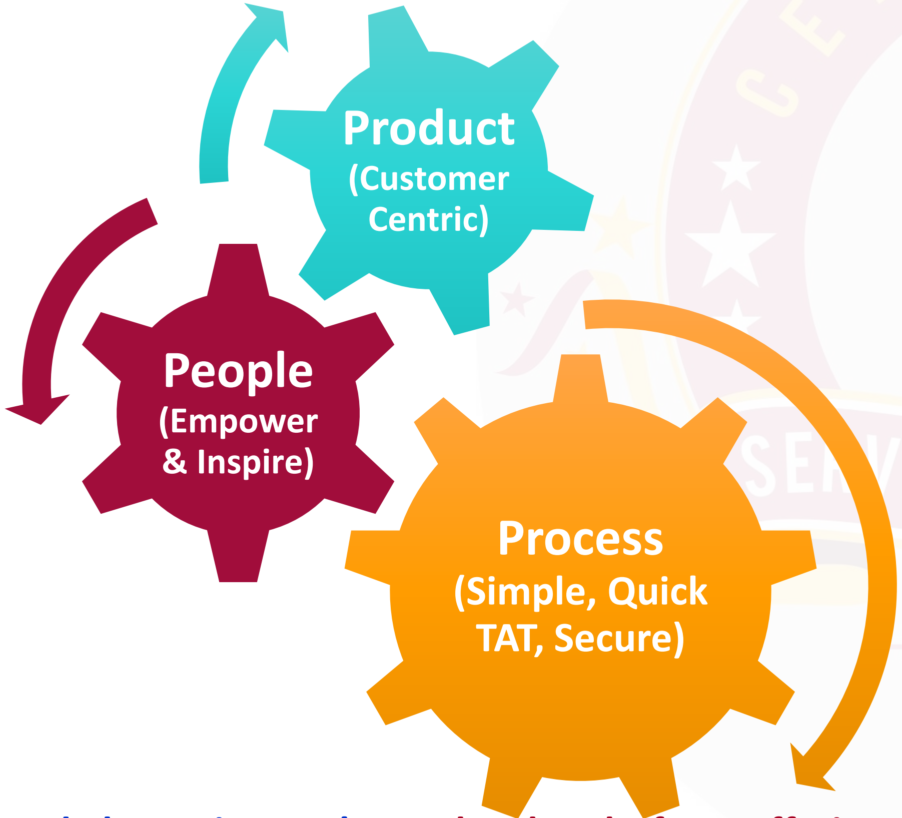
SKOCH Order-of-Merit 2018 Awards:
M Touch, Privileged Identity and Access Management, Finacle 10.x Version Migration, ATM Switch - FIS Switch (IST Version 7.7), Email Security and RSA Security Analytics

ASSOCHAM Social Banking Excellence Awards 2018
Second Runner Up under Priority Sector for Large Class

Way Forward

Think-tank to provide Directional and Policy Inputs

Aligns Bank's activities relating to ***3 Ps i.e.,*** PEOPLE, PROCESSES & PRODUCTS *more with the business strategy & vision.*



'Lead The Parivartan' Portal – The platform offering opportunity to all PNBians to Contribute as ideators. OVER 6000 IDEAS RECEIVED

Initiatives Undertaken

Centralized Loan Processing Centers : 18 CLPC opened

Revamping of Marketing Structure : Product Centric to Customer Centric

Branch Rationalization Streamlining our Footprints

Stressed Asset Management Vertical for Effective Monitoring, Recovery and Resolutions

End to End Digitalization of Trade Finance Operations

Data Analytics Centre

Bank has set up an in-house Data Analytics Centre over its large Enterprise wide Data warehouse, to realize valuable business and optimize business modules.

Focus of Analytics

- **To use Bank's data for better customer service**
- **Cross Selling and Up-selling of Financial and Investment Products**
- **Digital Channel Optimization**
- **Cost Optimization for Transaction and Customer's Profitability**
- **Improvement of products and services**

Progress in Data Analytics:

- **Interest Income** generated through conversion of Loan leads during FY 2018-19
- **Next Best Offer** to Customers
- **Revamping Scoring Models-** Housing Loan and Car Loan
- **Sentiments Analysis-** To improve customer services
- **Customer Retention-** HNI Customer, Activation of Dormant accounts, Predictive Analysis on churning of MSME accounts

Further focus areas of Analytics:

- **Growth Share Matrix :** Asset and Liability products
- **Cluster Analytics :** Next Best action marketing to target groups
- **Delinquency Forecasting:** Retail Loan
- **Win Back Modeling**

Way Forward...

Revamping Credit Processing with PAN India Roll Out of CLPCs.

Leveraging DATA Analytics and Artificial Intelligence for Business Growth and profitability.

Algorithm based decision making in MSME loans.

Digitalization of credit processing as well as monitoring system.

Hub and Spoke model in Agriculture Finance.

Development of Centralized Agriculture Loan Processing System

Rationalization of branches by leveraging synergies in the network.

Focus area FY20: 'Year of Growth and Profitability'

- RECOVERY IN NPA ACCOUNTS
- CAPITAL CONSERVATION AND OPTIMISATION OF RWAS
- RATIONALISING OPERATIONS
- SALE OF NON CORE ASSETS
- LEVERAGING TECHNOLOGY FOR BUSINESS GROWTH AND ENHANCED CUSTOMER EXPERIENCE

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Note: All financial numbers in the presentation are from Audited Financials or Limited Reviewed financials or based on Management estimates.

Thank You!