



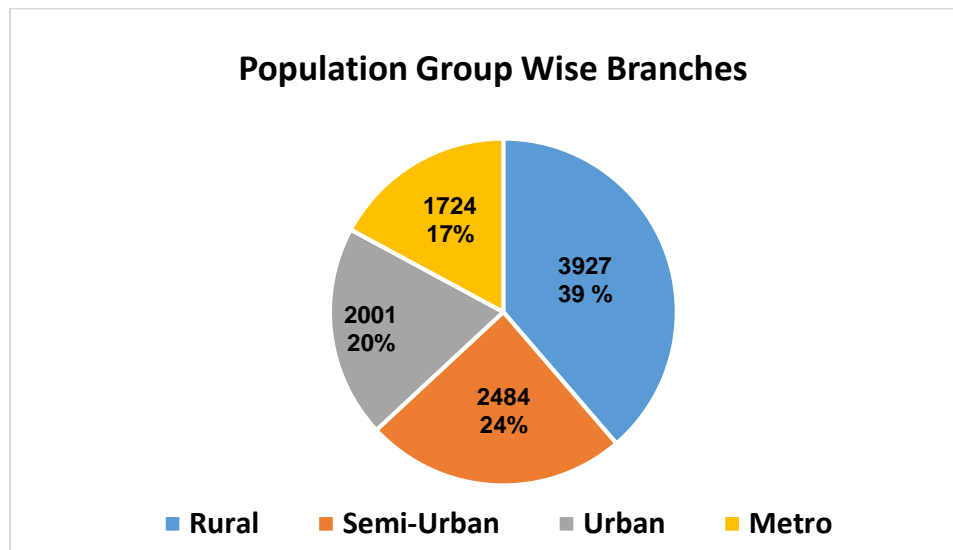
## PROFILE OF PUNJAB NATIONAL BANK

(Based on March'24 Results)

Punjab National Bank (PNB), India's first Swadeshi Bank, commenced its operations on April 12, 1895 from Lahore, with an authorized capital of ₹2 lac and working capital of ₹20,000. The Bank was established by the spirit of nationalism and was the first bank purely managed by Indians with Indian Capital. During the long history of the Bank, 9 banks have been merged/ amalgamated with PNB.

### DOMESTIC BRANCH NETWORK

As at the end of March' 2024, Bank has total 55,881 delivery channels with a network of 10,136 domestic branches, 2 International branches, 12,131 ATMs & 33,614 Business Correspondents. The population wise breakup is given as under:



### INTERNATIONAL FORAYS

As on March'2024, Bank is having 2 International branches in Gift City, Ahmedabad and Dubai. The Bank has two overseas subsidiaries viz. PNB International Ltd. London and Druk PNB Bank Ltd. Bhutan and one joint Venture Bank in Nepal under the name Everest Bank Ltd. Nepal. Bank has its representative offices in Myanmar and Bangladesh.

## **BUSINESS PERFORMANCE**

PNB is one of the largest Public Sector Bank (PSB) in the country with Global Gross Business at ₹23,53,038 Crore. The Bank continues to maintain its forte in low cost CASA deposits with a share of 41.44%. Bank's focus has been on qualitative business growth, recovery and arresting fresh slippages.

The Business figures of the Bank as on March'2024 is given as under:

(in Rupees Crore)

Sl.	Parameters	Mar'23	Dec'23	Mar'24	YoY variation	
					Amt.	%
1	<b>Domestic Deposits</b>	1251708	1289270	1333365	81657	6.5%
2	<b>Global Deposits</b>	1281163	1323486	1369713	88550	6.9%
3	<b>Gross Domestic Advances</b>	849766	930343	942391	92625	10.9%
4	<b>Gross Global Advances</b>	884681	967256	983325	98644	11.2%
5	<b>Gross Domestic Business</b>	2101475	2219613	2275756	174281	8.3%
6	<b>Gross Overseas Business</b>	64369	71129	77282	12913	20.1%
7	<b>Gross Global Business</b>	2165844	2290742	2353038	187194	8.6%
8	<b>CASA Deposits</b>	538015	547516	552499	14484	2.7%
9	<b>Current Deposits</b>	74028	68636	72201	-1827	-2.5%
10	<b>Saving Deposits</b>	463987	478880	480298	16311	3.5%
11	<b>CASA Share Domestic (%)</b>	42.98	42.47	41.44		

## **PROFITABILITY**

Net Profit for Q4 FY'24 was at ₹3,010 Crore and ₹8,245 Crore for FY'24, registering a YoY growth of by 159.8% and 228.8% respectively. Operating Profit for Q4 FY'24 was at ₹6,416 Crore and ₹24,931 Crore for FY'24, increasing by 9.4% and 10.7%, respectively on YoY basis. Net Interest Income for Q4 FY'24 was at ₹10,363 Crore and ₹40,083 Crore for FY'24 increasing by 9.1% and 16.2%, respectively on YoY basis. Total Interest Income of the Bank for Q4 FY'24 was at ₹28,113 Crore and ₹1,06,902 Crore for FY'24 recording a growth of 17.9% and 25.6%, respectively on YoY basis.

## **CAPITAL ADEQUACY RATIO**

CRAR increased to 15.97% as on March'24 from 15.50% as on March'23 registering an improvement of 47 bps. Tier-I was at 13.17% (CET-1 improved to 11.04% from 9.86% as at Dec'23 and AT1 improved to 2.13% from 1.87% as at Dec'23) and Tier-II at 2.80% as on March'24.

## **ASSET QUALITY**

Management of stressed assets continues to be one of the top priorities for the Bank. As a result of focused efforts in this direction, Gross Non-Performing Assets (GNPA) were at ₹56,343 Crore as on March'24 as against ₹77,328 Crore as on March'23 declined by ₹20,985 Crore on YoY basis. Net Non-Performing Assets (NNPA) were at ₹6,799 Crore as on March'24 as against ₹22,585 Crore as on March'23 declined by ₹15,786 Crore on YoY basis. Provision Coverage Ratio (PCR) Excluding TWO improved by 171 bps YoY to 87.9 % in March'24 from 70.8% in March'23. Provision Coverage Ratio (including TWO) improved by 849 bps on Y-o-Y basis to 95.39% as on March'24.

## **PRIORITY SECTOR LENDING**

**Bank has achieved all mandated target under Priority Sector:**

- Priority Sector Advances exceeded the National Goal of 40% and stands at 40.57% of ANBC.
- Agriculture advances exceeded the National Goal of 18% and stands at 18.27% of ANBC.
- Credit to Small & Marginal Farmers exceeded the National Goal of 10% and stands at 10.09% of ANBC.
- Credit to Weaker Sections surpassed the National Goal of 12% and stands at 13.57% of ANBC
- Credit to Micro Enterprises surpassed the National Goal of 7.50% and stands at 8.16% of ANBC.

## **ENHANCING DIGITALISATION**

**Digital Banking Initiatives:** Bank has focused on creation of digital canvas by introducing many digital journeys in FY'23-24 like e-OD against FD, PAPL, e-OTS, Insta EMI Credit & Debit card etc. Digital Transactions improved to 62% in March'24. The progress under digitalization is outlined below:

- PNB One App activated users increased from 116 Lakhs in March'23 to 174 Lakhs in March'24.
- Average daily logins increased from 12 Lakhs in March'23 to 25 Lakhs in March'24 for PNB One.
- Internet Banking users recorded 8% YoY Growth during FY'23-24.
- Number of UPI Transactions increased YoY by 71% to 622 Crore during FY'23-24.

## **HR TRANSFORMATION**

Comprehensive HR transformation process started in the bank to improve employee productivity in following ways:

- **Management Trainee Induction Tool** – Digitization of onboarding process of MT's and Technical Officers so as to enhance training efficiency and effective monitoring of Induction program.

- **Talent Management Tool** – Centralized platform for accessing and analyzing crucial skills and competencies. Targeted and role based training to develop skills needed for evolving challenges.
- **Recruitment Tool** – Digitization of process of Lateral Recruitment to assist with candidate selection and onboarding journey. Functionality to upload candidature application, shortlist candidate and schedule interviews.
- **Posting Tool** – For scientific placements of officers increasing transparency and performance culture. Improved employee role fitment leading to increased productivity.
- **Appraisal Tool** – More objectivity & transparently through maximizing measurable KRAs and adopting cohorting approach.

### **FINANCIAL INCLUSION**

The Bank has been a pioneer in taking initiatives in the area of Financial Inclusion. Under PMJDY, 505 Lakh accounts were opened. As on 31.03.2024, progress under the social security schemes is as under: -

- Pradhan Mantri Suraksha Bima Yojana [PMSBY]: 254.54 lakh customers enrolled under PMSBY.
- Pradhan Mantri Jeevan Jyoti Bima Yojana [PMJJBY]: 63.82 lakh customers enrolled under PMJJBY.
- Atal Pension Yojana [APY]: 38.53 lakh customers enrolled under APY.

### **AWARDS AND RECOGNITIONS**

- Overall 3<sup>rd</sup> Rank under EASE Reforms 5.0 with 2<sup>nd</sup> Runners Up in the themes such as Digital Enabled Customer Offerings and Big Data & Analytics.
- Excellence in Gender Inclusion Award by Jury of International Inclusion Alliance.
- Best MSME Friendly Bank by Confederation of Indian MSME.
- 9<sup>th</sup> Innovative CIOs Awards & Symposium 2024 for 2 projects viz. e-Bank Guarantee and PNB Aarambh.
- Award for "Best Data Quality in Commercial Bureau Segment" for 2023-24 during the Annual Conference of General Managers of PSBs organized by IBA & TransUnion (TU) CIBIL in Mumbai.
- Data Excellence Award in Consumer Bureau segment by CRIF Highmark during CRIF InFocus Seminar.

### **SOCIAL MEDIA PRESENCE**

Bank believes in a thriving communication with its customers and in this context understands the importance of Social media as an effective tool. Punjab National Bank is having a **Facebook** following of 22,15,854, **LinkedIn** following of 1,36,626, **Instagram** following of 4,37,305, **YouTube** subscribe of 1,85,000 and **Koo** following of 48,200.