





केंद्रीय कार्यालय

INVESTORS RELATION DIVISION

Central Office

CO:IRD:2024:25:37 Date: 30th April, 2024

National Stock Exchange of India Limited

Listing Department, Exchange Plaza,

Plot No. C/1, 'G' Block,

Bandra-Kurla Complex, Bandra (East),

Mumbai-400 051

Scrip Code-CENTRALBK

BSE Limited

Corporate Relationship Dept.,

Phiroze Jeejeebhoy Towers,

Dalal Street, Fort,

Mumbai-400 001

Scrip Code-532 885

Dear Sir/Madam,

Sub: Presentation on Financial Results of the Bank for the Quarter/Financial Year ended 31st March, 2024.

Please refer to our letter no. CO:IRD:2024-25:36 dated 30th April, 2024 submitting thereby copy of Audited Financial Results (Standalone & Consolidated) of the Bank for Quarter/ Financial Year ended 31st March, 2024 approved at the meeting of the Board of Directors of the Bank held today.

Further to above, we enclose herewith copy of Presentation on Financial Results of the Bank for the Quarter/Financial Year ended 31st March, 2024.

Please take the above on your record.

Thanking you,

Yours faithfully,

For Central Bank of India

CHANDRAKANT BHAGWAT

Company Secretary & Compliance officer

Encl: As above

केंद्रीय कार्यालय: चंदर मुखी, नरीमन पॉइंट, मुंबई - 400 021

Central Office: Chander Mukhi, Nariman Point, Mumbai - 400 021 ईमेल/Email ID: smird@centralbank.co.in

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दूरभाष/Tel.: 022-6638 7575





Customer Satisfaction and Value Creation

Financial Result Analysis

Quarter/ Financial Year Ended 31st Mar'2024









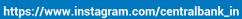














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MACRO ECONOMIC INDICATORS



Country	Nov-23	Dec-23	Jan-24	Feb-24	Mar-24
Country	NOV-23	Dec-23	Jan-24	Feb-24	Mar-24
		Manufactu	ring PMI		
India	56.00	54.90	56.50	56.90	59.10
China	50.70	50.80	50.80	50.90	51.10
USA	49.40	47.90	50.70	52.20	50.30
UK	47.20	46.20	47.00	47.50	50.30
Germany	42.60	43.30	45.50	42.50	41.90
Japan	48.30	47.90	48.00	47.20	48.20
		Services	PMI		
India	56.90	59.00	61.80	60.60	61.20
China	51.50	52.90	52.70	52.50	52.70
USA	50.80	51.40	52.50	52.30	51.40
UK	50.90	53.40	54.30	53.80	53.10
Germany	49.60	49.30	47.70	48.30	50.10
Japan	50.80	51.50	53.10	52.90	54.10



- The global economy is experiencing a shift in trends, as manufacturing now surpasses services. As per IMF World Economic outlook April 2024, global economy is projected to grow by 3.2% in 2024 and 2025. Indian Economy is projected to grow by 6.8% in 2024 and 6.5% in 2025. The revision in India's growth estimate is attributed to strong domestic demand and rising working population.
- The Indian economy continues to demonstrate resilience, achieving a 7.6% annual growth rate for FY 2023-24. Projections for FY 2024-25 have consistently been revised upwards to approximately 7%, fueled by strong momentum, solid indirect tax collections and reduced subsidies. Structural demand, substantial credit growth and declining non-performing loans are anticipated to be key drivers of future expansion.

MACRO ECONOMIC INDICATORS



	Y-o-Y % Change		Credit-Deposit Ratio for SCBs
Period	Outstanding Credit of SCBs	Outstanding Deposits of SCBs	natio for SCDS
Dec-22	14.89	9.19	75.04
Mar-23	15.00	9.59	75.79
Jun-23	17.99	15.45	75.09
Sep-23	17.58	12.30	77.78
Dec-23	19.95	13.28	79.46
Mar-24	20.11	13.89	79.93
Jun-24	19.03	11.01	80.52
Sep-24	14.64	10.82	80.47
Dec-24	15.19	11.09	82.39

- Annual credit growth amounted to 19.95% in December 2023, while deposit grew by 13.28% in the same period. Furthermore, the proportion of term deposits that offer interest rates of 7% and above has risen to 61.4% in December 2023, compared to 33.5% in March 2023. Thus, demand for term deposits has significantly increased in comparison to savings deposits.
- The CMIE database projects credit and deposits to peak in March 2024 and moderate thereafter.
- Retail and core inflation remain well within the targets. Concerns about food inflation
 persists due to fluctuating prices of vegetables, cereals and the impact on
 agricultural produce due to climate change and uneven rainfall.

Inflation

Source: CMIE Projections

Contribution of major sectors in GDP									
Sector 2019-20 2020-21 2021-22 2022-23 2023-24									
Agriculture	13.70%	15.10%	14.40%	14.10%	13.20%				
Manufacturing	15.50%	17.00%	17.00%	15.60%	15.70%				
Services	50.40%	49.00%	48.80%	50.10%	50.10%				

Source: NSO, MoSPI & Office of Economic Advisor (Ministry of Commerce & Industry) & Bank Research

VALUES THAT SET US APART





STRENGTHS



Strong Rural + Semi Urban Presence with

65% of Total
Branches in RUSU
Centers



Customer Touch Points

Pan India

Customer Base

8.43 Crore



Best CASA base **50.02%** of

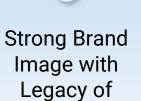
Total Deposits



Dedicated Staff

Strength Of

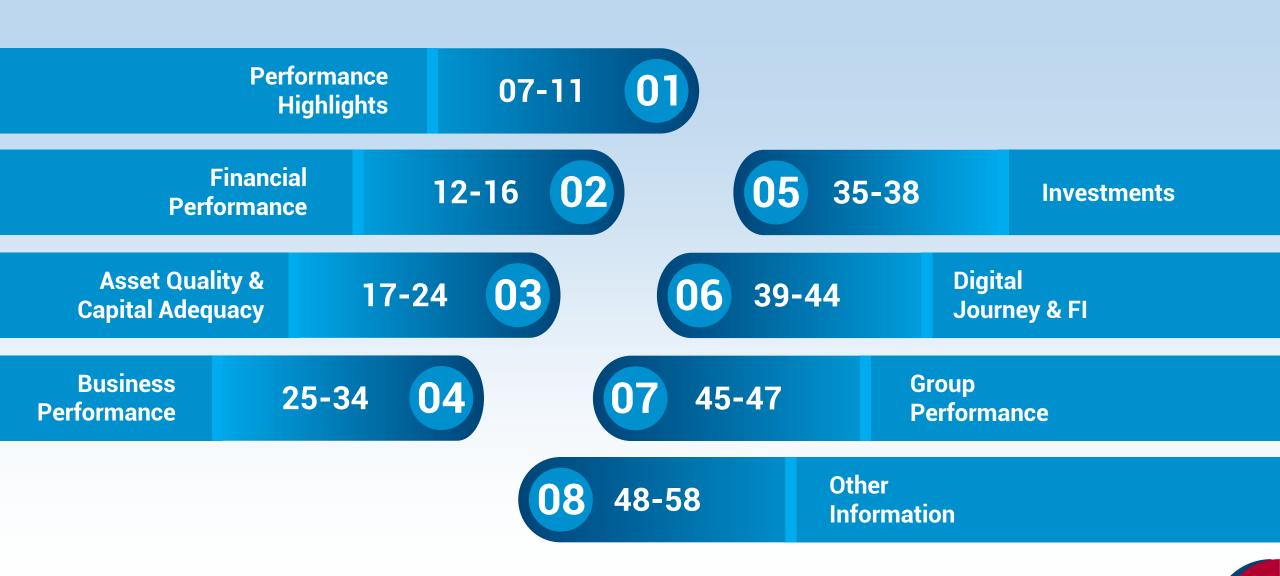
31,610



112+ Years

CONTENTS







KEY HIGHLIGHTS

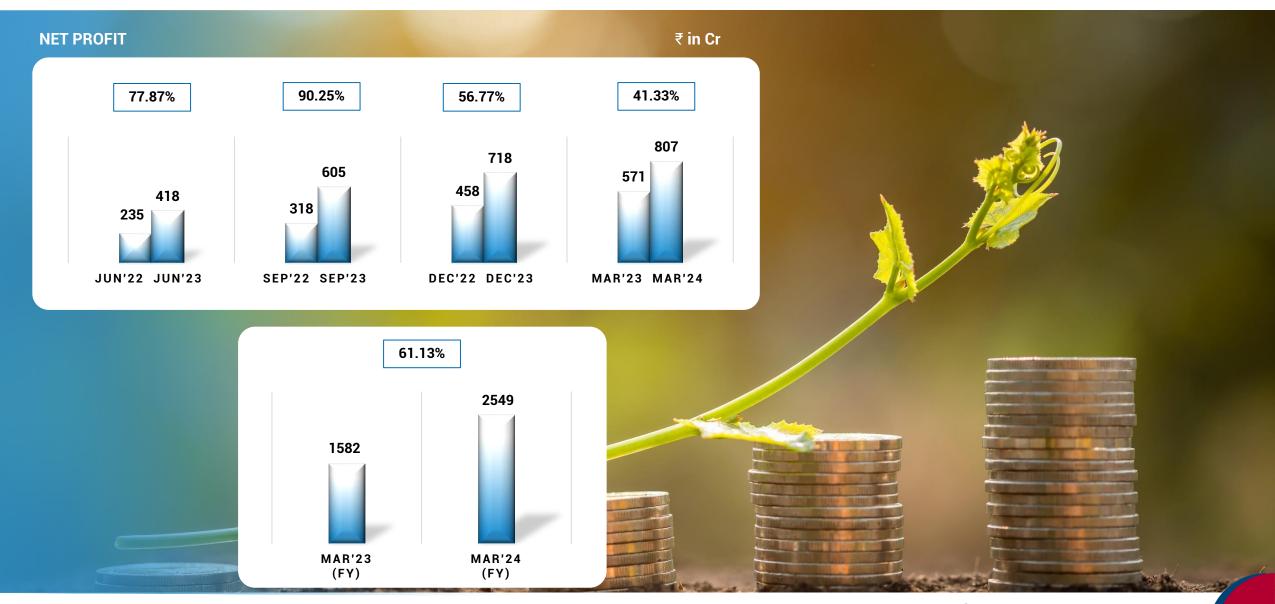


FY'24 vis-a-vis FY'23



PROFITABILITY - SUSTAINED GROWTH





सेन्ट्रल बैंक ऑफ़ इंडिया Central Bank of India

SUSTAINED HEADLINE NUMBERS (On Stand alone basis)

Destination		Quarter Ended			Grov	wth	
Particulars Particulars	Mar'23	Dec'23	Mar'24	Q-o-Q		Y-o-Y	
Yield on Advances (%)	8.65	8.94	8.91	(3 bps)	•	26 bps	1
Yield on Investments (%)	6.43	6.40	6.80	40 bps	1	37 bps	
Yield on Funds (%)	8.15	8.13	8.42	29 bps	1	27 bps	1
Cost of Deposits (%)	4.04	4.72	4.73	1 bps	1	69 bps	1
Cost of Funds (%)	4.09	4.83	4.85	2 bps	1	76 bps	1
NIM (%)	4.01	3.28	3.58	30 bps	1	(43 bps)	•
ROE (%) (Non-annualised)	2.27	2.67	2.92	25 bps	1	65 bps	1
Book Value of Share	29.32	31.37	32.32	3.03 %	1	10.23 %	1
Credit Cost (%)	1.53	1.24	0.85	(39 bps)	-	(68 bps)	-
Cost to Income (%)	57.30	56.91	57.91	100 bps	1	61 bps	1
Staff Cost to Total Income (%)	20.44	18.20	17.75	(45 bps)	-	(269 bps)	-
Liquidity Coverage Ratio (%)	285.51	198.60	205.09	649 bps	1	(8042 bps)	-
Net Stable Funding Ratio (%)	161.50	155.09	154.93	(16 bps)	-	(657 bps)	•
Earning Per Share	0.66	0.83	0.93	12.05 %	1	40.91 %	1
ROA (%)	0.61	0.69	0.76	7 bps	1	15 bps	1

सेन्ट्रल बैंक ऑफ़ इंडिया Central Bank of India

SUSTAINED HEADLINE NUMBERS (On Stand alone basis)

	Yea	r Ended	Growth	
Particulars Particulars	Mar'23	Mar'24	Y-o-Y	
Yield on Advances (%)	7.61	8.72	111 bps	1
Yield on Investments (%)	6.26	6.57	31 bps	1
Yield on Funds (%)	7.57	8.10	53 bps	1
Cost of Deposits (%)	3.92	4.61	69 bps	1
Cost of Funds (%)	3.97	4.70	73 bps	1
NIM (%)	3.47	3.40	(7 bps)	•
ROE (%)	6.42	9.53	311 bps	1
Book Value of Share	29.32	32.32	10.23 %	1
Credit Cost (%)	1.80	1.50	(30 bps)	•
Cost to Income (%)	56.35	58.18	183 bps	1
Staff Cost to Total Income (%)	18.92	17.81	(111 bps)	
Liquidity Coverage Ratio (%)	285.51	205.09	(8042 bps)	•
Net Stable Funding Ratio (%)	161.50	154.93	(657 bps)	•
Earning Per Share	1.82	2.94	61.54 %	1
ROA (%)	0.44	0.63	19 bps	•



FINANCIALS AT A GLANCE



			Quarter Ended			Year Ended			
Particulars	Mar'23	Dec'23	Mar'24	Q-o-Q (%)	Y-o-Y (%)	Mar'23	Mar'24	Y-o-Y (%)	
Total Interest Income	7144	7809	8337	6.76	16.70	25542	30722	20.28	
Total Interest Expenses	3631	4657	4796	2.98	32.08	13855	17826	28.66	
Net Interest Income	3513	3152	3541	12.34	0.80	11687	12896	10.34	
Net Interest Income (excluding one off item)	3396	3125	3336	6.75	(1.77)	11302	12569	11.21	
Total Income	8568	9139	9699	6.13	13.20	29626	35434	19.60	
Total Expenditure	6460	7208	7635	5.92	18.19	22742	28071	23.43	
Operating Profit	2108	1931	2064	6.88	(2.09)	6884	7363	6.96	
Provisions	1537	1213	1257	3.63	(18.22)	5302	4814	(9.20)	
Net Profit	571	718	807	12.40	41.33	1582	2549	61.13	

FEE BASED INCOME



Doublesslave			Quarter End	led			Year Ended	
Particulars	Mar'23	Dec'23	Mar'24	Q-o-Q (%)	Y-o-Y (%)	Mar'23	Mar'24	Y-o-Y (%)
Fee Based Income (i + ii + iii)	463	486	445	(8.44)	(3.89)	1787	1838	2.85
Commission Exchange & Brokerage (i)	94	109	96	(11.93)	2.13	395	377	(4.56)
- Commission on LC/BG/DDs	47	44	44	-	(6.38)	232	177	(23.71)
- Govt. Business	16	25	12	(52.00)	(25.00)	72	71	(1.39)
- Banc assurance	31	40	40	-	29.03	91	129	41.76
Service Charges (ii)	331	342	305	(10.82)	(7.85)	1233	1298	5.27
Miscellaneous (iii)	38	35	44	25.71	15.79	159	163	2.52
Treasury Income	128	203	365	79.80	185.16	586	965	64.68
- Profit on Sale of Investments	53	151	253	67.55	377.36	273	637	133.33
- Profit/Loss on Revaluation of Investment	(23)	(4)	52	1400.00	326.09	2	73	3550.00
- Profit on Exchange Transactions	92	55	53	(3.64)	(42.39)	303	247	(18.48)
- Dividend Income	6	1	7	600.00	16.67	8	8	-
Other Receipts (PSLC & Others)	833	641	552	(13.88)	(33.73)	1711	1909	11.57
Total Non-Interest Income	1424	1330	1362	2.41	(4.35)	4084	4712	15.38

TOTAL EXPENSES



Doutionland			Quarter Ended		Year Ended			
Particulars -	Mar'23	Dec'23	Mar'24	Q-o-Q (%)	Y-o-Y (%)	Mar'23	Mar'24	Y-o-Y (%)
Interest Expenses	3631	4657	4796	2.98	32.08	13855	17826	28.66
Interest Paid on Deposits	3502	4372	4428	1.28	26.44	13388	16908	26.29
Other Interest	129	285	368	29.12	185.27	467	918	96.57
Operating Expenses	2829	2551	2839	11.28	0.35	8887	10245	15.28
Staff Cost	1751	1664	1722	3.49	(1.66)	5604	6312	12.63
Other Operating Expenses	1078	887	1117	25.93	3.62	3283	3933	19.80
Total Expenses	6460	7208	7635	5.92	18.19	22742	28071	23.43

PROVISIONS

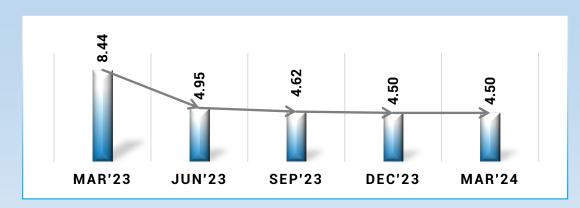


Dankiandana			Quarter Ended			Year Ended			
Particulars	Mar'23	Dec'23	Mar'24	Q-o-Q (%)	Y-o-Y (%)	Mar'23	Mar'24	Y-o-Y (%)	
NPAs	789	714	509	(28.71)	(35.49)	3532	3391	(3.99)	
Standard Assets	378	69	188	172.46	(50.26)	681	52	(92.36)	
Depreciation/ Provisions on Investment Including SRs	73	(32)	(29)	9.38	(139.73)	215	(265)	(223.26)	
Income Tax	332	391	549	40.41	65.36	1063	1504	41.49	
Others	6	36	54	50.00	800.00	33	166	403.03	
Restructured A/c's	(41)	35	(14)	(140.00)	65.85	(222)	(34)	84.68	
Total Provision	1537	1213	1257	3.63	(18.22)	5302	4814	(9.20)	



ASSET QUALITY TREND







GROSS NPA %

■ NET NPA %

Particulars	Mar'23	Jun'23	Sep'23	Dec'23	Mar'24
Gross Advances	217779	219863	231032	239646	251745
Net Advances	202984	212690	224030	231815	243406
Gross NPA	18386	10891	10666	10786	11340
Net NPA	3592	3718	3664	2956	3002
Gross NPA %	8.44	4.95	4.62	4.50	4.50
Net NPA %	1.77	1.75	1.64	1.27	1.23

NPA MOVEMENT



Particulars	FY 22-23	Jun'23 (QTR)	Sep'23 (QTR)	Dec'23 (QTR)	Mar'24 (QTR)	FY 23-24
Opening Gross NPAs	28156	18386	10891	10666	10786	18386
Add: Slippage of PAs to NPAs	3361	1062	2544	643	1175	4662
Increase in Balance of Existing NPAs	715	175	133	107	133	462
Sub-Total	4076	1237	2677	750	1308	5124
Less:						
Up-gradation	658	286	315	190	260	459
Recovery (Including Sale to ARC)	2869 (13)	590 (NIL)	513 (2)	393 (NIL)	464 (NIL)	1702 (2)
Regular Write-off	402	52	27	42	29	152
Technical Write-off	9856	7804	2045	-	-	9849
Other Recovery by Adjustment	61	-	2	5	1	8
Sub-Total	13846	8732	2902	630	754	12170
Gross NPAs	18386	10891	10666	10786	11340	11340
% of Gross NPAs to Gross Advances	8.44	4.95	4.62	4.50	4.50	4.50

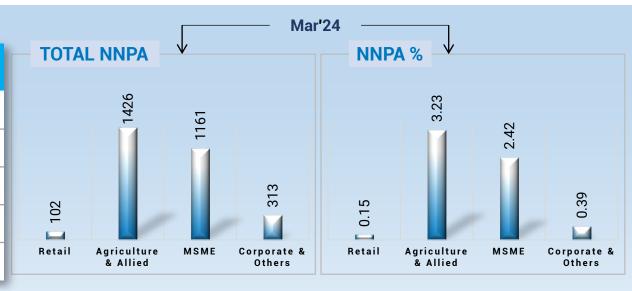
SECTOR-WISE NPA CLASSIFICATION

₹ in Cr



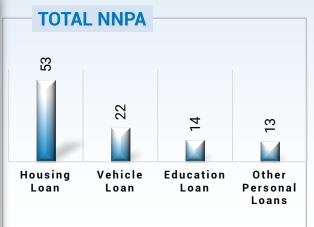
NPA Classification: Sector-Wise

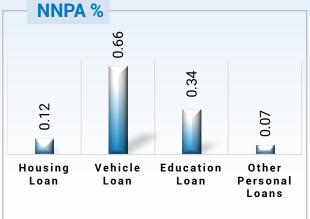
Particulars	Mar'23	Jun'23	Sep'23	Dec'23	Mar'24	Advances (Mar'24)	TOTAL NNPA	NNPA %
Total NPA	18386	10891	10666	10786	11340	251745	3002	1.23
Retail	1531	1293	841	831	867	71193	102	0.15
Agriculture & Allied	5039	3650	3125	3151	3322	46063	1426	3.23
MSME	4200	3167	2638	2684	3008	49870	1161	2.42
Corporate & Others	7616	2781	4062	4120	4143	84619	313	0.39



NPA Classification: Retail Sector

Particulars	Mar'23	Jun'23	Sep'23	Dec'23	Mar'24	Advances (Mar'24)	TOTAL NNPA	NNPA %
Total Retail NPA	1531	1293	841	831	867	71193	102	0.15
Housing Loan	744	632	491	481	506	44057	53	0.12
Vehicle Loan	73	63	50	53	54	3343	22	0.66
Education Loan	358	294	103	111	124	4284	14	0.34
Other Personal Loans	356	304	197	186	183	19509	13	0.07





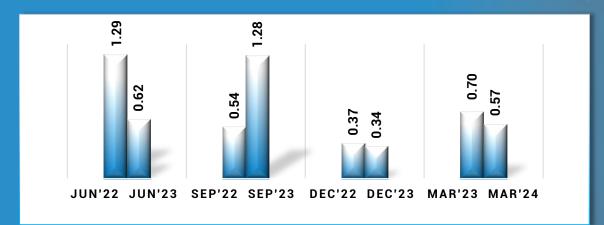
OTHER MAJOR RATIOS



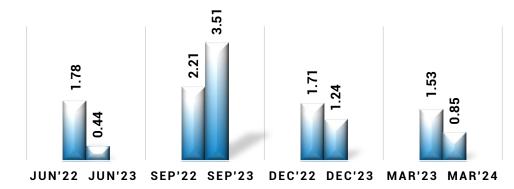
PROVISION COVERAGE RATIO



SLIPPAGE RATIO







RESTRUCTURED BOOK



Standard Restructured Book ₹ in Cr

Segment	Mar'23	Jun'23	Sep'23	Dec'23	Mar'24
Retail	348	409	400	628	625
Agriculture	183	177	176	256	233
MSME	560	512	477	702	722
Corporate	905	855	819	982	1011
TOTAL	1996	1953	1872	2568	2591

Standard Restructured - Covid-19 Resolution Framework

Segment	Mar'23	Jun'23	Sep'23	Dec'23	Mar'24
Retail	1873	1801	1728	1662	1607
Agriculture	303	284	279	279	267
MSME	1888	1662	1600	1483	1351
Corporate	706	700	686	719	639
TOTAL	4770	4447	4293	4143	3864

Total Standard Restructured Book

Segment	Mar'23	Jun'23	Sep'23	Dec'23	Mar'24
Retail	2221	2210	2128	2290	2232
Agriculture	486	461	455	535	500
MSME	2448	2174	2077	2185	2073
Corporate	1611	1555	1505	1701	1650
TOTAL RESTRUCTURED	6766	6400	6165	6711	6455

[•] Accounts of ₹ 2021 Crore are common between SMA and Restructured Accounts. (SMA0 - ₹ 708 Cr; SMA1 - ₹ 412 Cr; SMA2 - ₹ 901 Cr)

SPECIAL MENTION ACCOUNTS



Asset Quality	Above 5 Cr		Up to	Up to 5 Cr		Total	
Mar'23	No. of A/Cs	Amount	No. of A/Cs	Amount	No. of A/Cs	Amount	% of Total Adv.
SMA 0	26	253	92306	5794	92332	6047	2.78
SMA 1	19	287	145666	6219	145685	6506	2.99
SMA 2	1	40	36118	267	36119	307	0.14
TOTAL	46	580	274090	12280	274136	12860	5.90

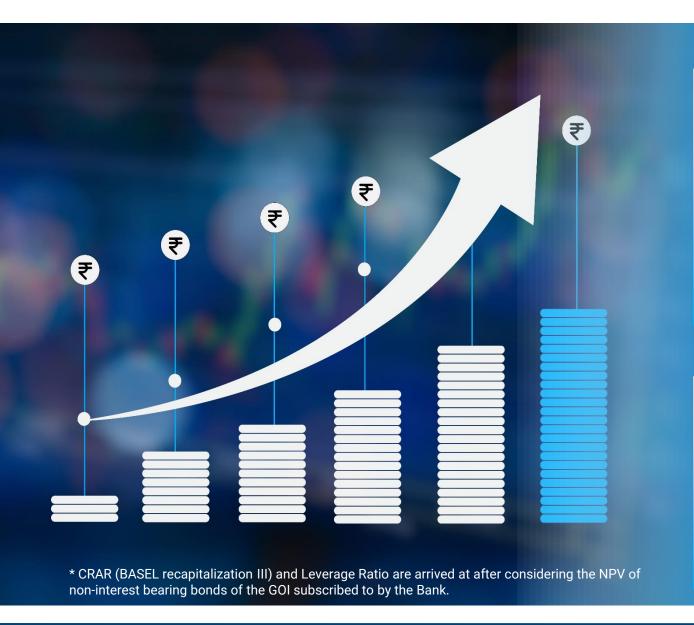
Asset Quality	Above 5 Cr		Up to	5 Cr	Total		% of Total Adv.
Dec'23	No. of A/Cs	Amount	No. of A/Cs	Amount	No. of A/Cs	Amount	% of Total Auv.
SMA 0	44	940	125933	7656	125977	8596	3.59
SMA 1	8	100	53449	2618	53457	2718	1.13
SMA 2	12	119	61361	3521	61373	3640	1.52
TOTAL	64	1159	240743	13795	240807	14954	6.24

Asset Quality	Above 5 Cr		Up to	Up to 5 Cr		Total	
Mar'24	No. of A/Cs	Amount	No. of A/Cs	Amount	No. of A/Cs	Amount	% of Total Adv.
SMA 0	39	896	142210	9039	142249	9935	3.94
SMA 1	6	56	50151	2708	50157	2764	1.10
SMA 2	8	94	53046	3126	53054	3220	1.28
TOTAL	53	1046	245407	14873	245460	15919	6.32

[•] Accounts of ₹ 2021 Crore are common between SMA and Restructured Accounts. (SMA0 - ₹ 708 Cr; SMA1 - ₹ 412 Cr; SMA2 - ₹ 901 Cr)

CAPITAL RATIOS

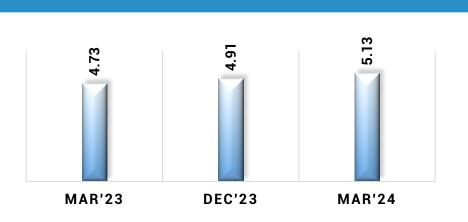




CAPITAL ADEQUACY RATIO*



LEVERAGE RATIO*





BUSINESS ACROSS THE BOARD



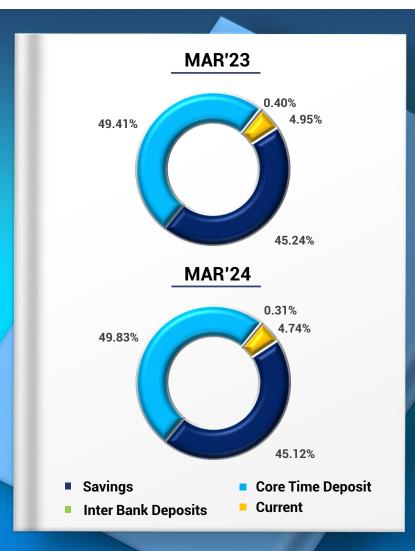
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PARTICULARS	MAR'23	MAR'24	Y-o-Y Growth %
Total Business	577075	636756	10.34
Total Deposits (Including Interbank Deposits)	359296	385011	7.16
CASA Deposits	180312	191969	6.46
CASA %	50.39	50.02	(37 bps)
Total Advances	217779	251745	15.60
RAM	144735	167126	15.47
Corporate	73044	84619	15.85
CD Ratio	60.86	65.59	473 bps



DEPOSIT MIX





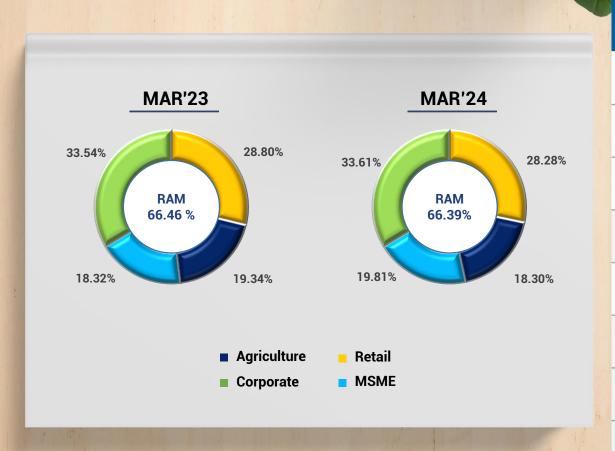
₹ in Cr

PARTICULARS	MAR'23	MAR'24	Y-o-Y Growth %
Current	17781	18248	2.63
Savings	162531	173721	6.88
Total CASA Deposits	180312	191969	6.46
CASA %	50.39	50.02	(37 bps)
Core Time Deposits	177528	191839	8.06
Total Core Deposits	357840	383808	7.26
Inter Bank Deposits	1456	1203	(17.38)
Total Deposits	359296	385011	7.16

Certificate of Deposits raised NIL.

CREDIT PERFORMANCE



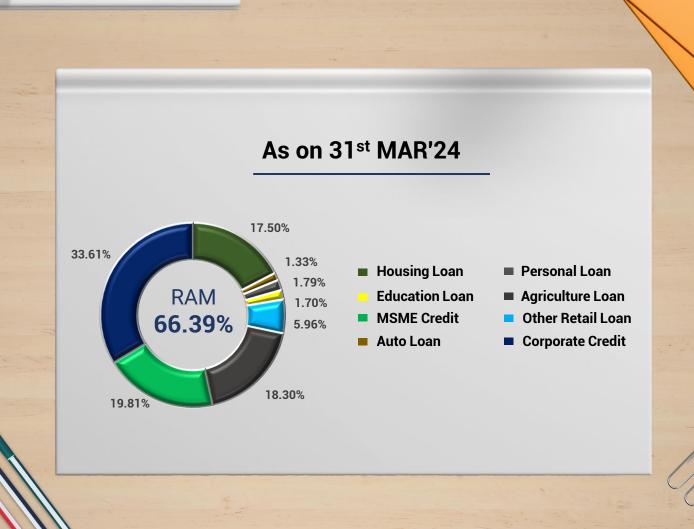


SECTOR	MAR'23	MAR'24	Y-o-Y Growth %
Retail	62726	71193	13.50
Agriculture	42110	46063	9.39
MSME	39899	49870	24.99
RAM	144735	167126	15.47
Corporate	73044	84619	15.85
Gross Advance	217779	251745	15.60
TOTAL Credit RWA	138521	158858	14.68
CRWA % of Gross Advance	63.61	63.10	(51 bps)

DIVERSIFIED LOAN BOOK

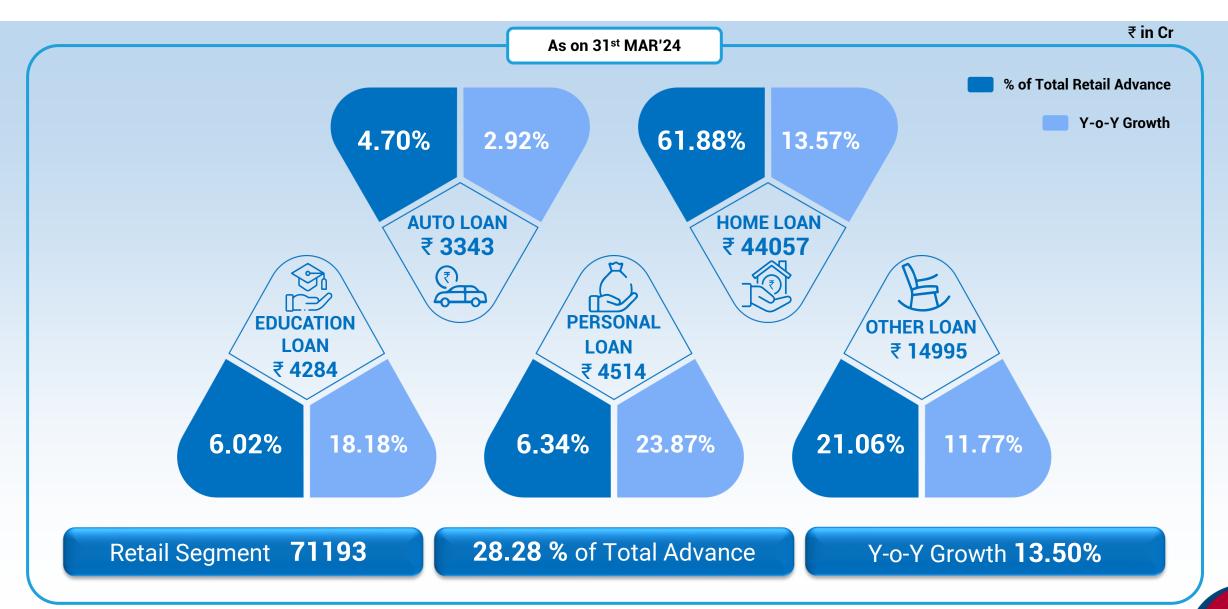


SECTOR	Amount
Housing Loan	44057
Auto Loan	3343
Personal Loan	4514
Education Loan	4284
Other Retail Loan	14995
Total Retail	71193
Agriculture Loan	46063
MSME Credit	49870
Corporate Credit	84619
Total Advance	251745



RETAIL SEGMENT





RATED STANDARD ADVANCES





INVESTMENT GRADE WISE STANDARD ADVANCES (FUND BASED) (25 Crore & Above)	MAR'23	MAR'24	Y-o-Y (%)
AAA	23542	35139	49.26
AA	14408	22450	55.82
Α	5673	7717	36.03
BBB (Including CRE)	6043	6586	8.99
Government Guaranteed Advances	6945	4745	(31.68)
Sub-Total	56611	76637	35.37
BB and Below	2507	2403	(4.15)
Unrated	5003	1116	(77.69)
Total	64121	80156	25.01

SANCTIONS & OUTSTANDING



SECTOR		SANC	TIONS	OUTSTANDING (Amt.)	GROWTH (%) IN SANCTIONS (Amt.)	
	No. of A/Cs Mar'23	Amt. Mar'23	No. of A/Cs Mar'24	Amt. Mar'24	As on 31st Mar'24	Y-o-Y
Retail	224769	19730	260226	20151	71193	2.13
Agriculture	671979	12303	663604	13817	46063	12.31
MSME	101576	14060	167974	19297	49870	37.25
Corporate Credit	168	42579	152	72009	84619	69.12
TOTAL	998492	88672	1091956	125274	251745	41.28

CO-LENDING



SECTOR	SANCTIONS							OUTSTANDING IN SANCTIONS		N	
	No. of A/Cs Dec'23 (QTR)	Amt. Dec'23 (QTR)	No. of A/Cs Mar'24 (QTR)	Amt. Mar'24 (QTR)	No. of A/Cs Mar'23 (FY)	Amt. Mar'23 (FY)	No. of A/Cs Mar'24 (FY)	Amt. Mar'24 (FY)	As on 31st Mar'24	Y-o-Y	Q-o-Q
Retail	4311	271.95	13510	697.40	43346	3694.32	42244	1980.70	5349.74	(46.39)	156.44
Agricult	ure 61	1.46	8	0.80	27	4.72	108	7.05	5.82	49.36	(45.21)
MSME	14209	1473.20	17429	1943.54	13490	1920.23	52181	5461.02	5798.78	184.39	31.93
Corporat	e 3	67.50	798	195.22	-	-	804	391.47	216.04	-	189.21
TOTAL	18584	1814.11	31745	2836.96	56863	5619.27	95337	7840.24	11370.38	39.52	56.38

ACHIEVEMENT UNDER MANDATED TARGETS



TOTAL PRIORITY SECTOR ADVANCES

@ 53.14% of ANBC against norm of 40%



AGRICULTURE ADVANCES

@ 20.57% of ANBC against norm of 18%

WEAKER SECTOR

@ 17.06% of ANBC against norm of 12%

ADVANCES TO SMALL AND MARGINAL FARMERS

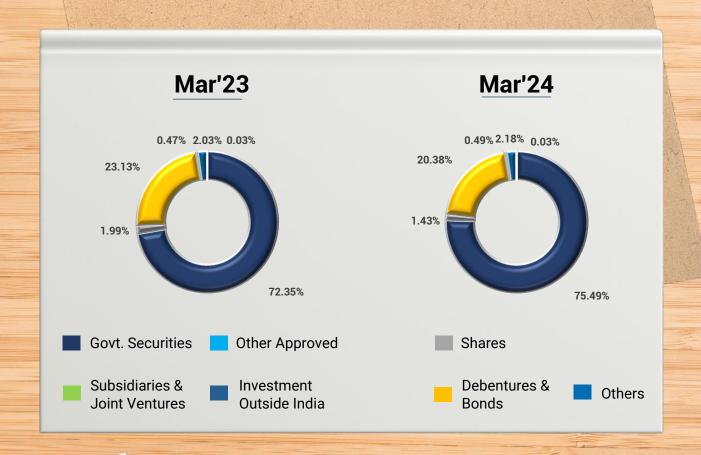
@ 10.99% of ANBC against norm of 10%



INVESTMENT PORTFOLIO



₹ in Cr

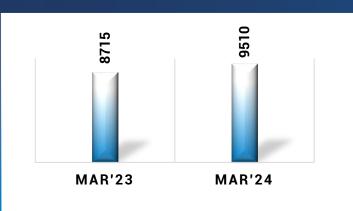


Particulars Mar'23 Mar'24 Govt. Securities 112881 103204 Other Approved **Shares** 2844 2143 **Debentures & Bonds** 30470 32992 **Subsidiaries & Joint Ventures** 670 740 Others 2896 3257 **Total Investment In India** 142606 149491 Investment Outside India 47 47 **Grand Total** 142653 149538

TREASURY PERFORMANCE



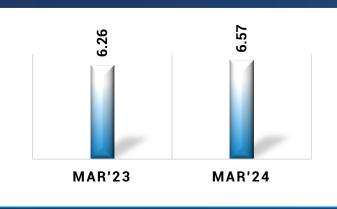
INTEREST ON INVESTMENT



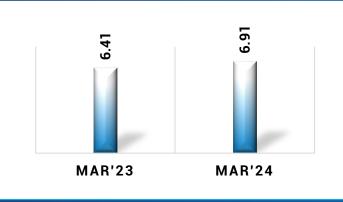
PROFIT ON SALE OF INVESTMENT



YIELD ON INVESTMENT



YIELD ON INVESTMENT (Including Trading Profit)



₹ in Cr

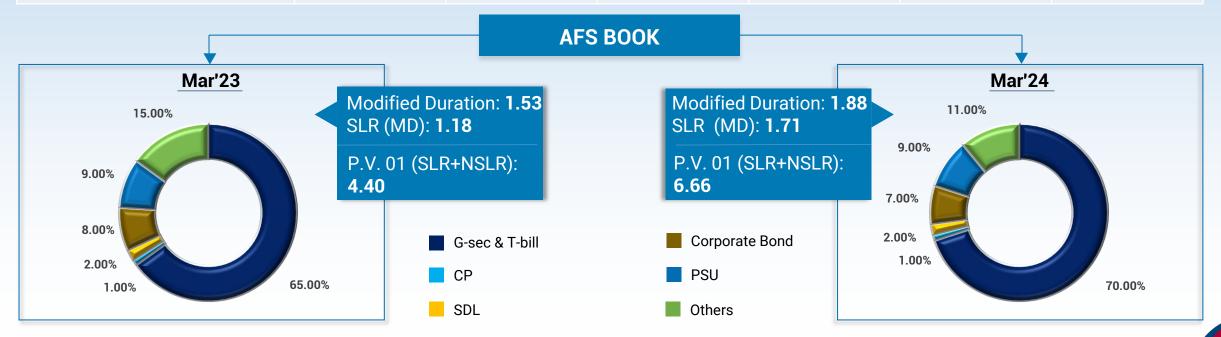
Particulars	Mar'23	Mar'24
Aggregate Investment	142653	149538
Interest on Investment	8715	9510
Yield on Investment %	6.26	6.57
Profit on Sale of Investment	273	637
Profit on Exchange Transaction	303	247
Dividend Income	8	8
Profit/Loss of Revaluation of Investment	2	73
Yield on Investment % (Including Trading Profit)	6.41	6.91
M - Duration (AFS)	1.53	1.88
10 Year Bench Mark %	7.31	7.05

TREASURY OPERATIONS



₹ in Cr

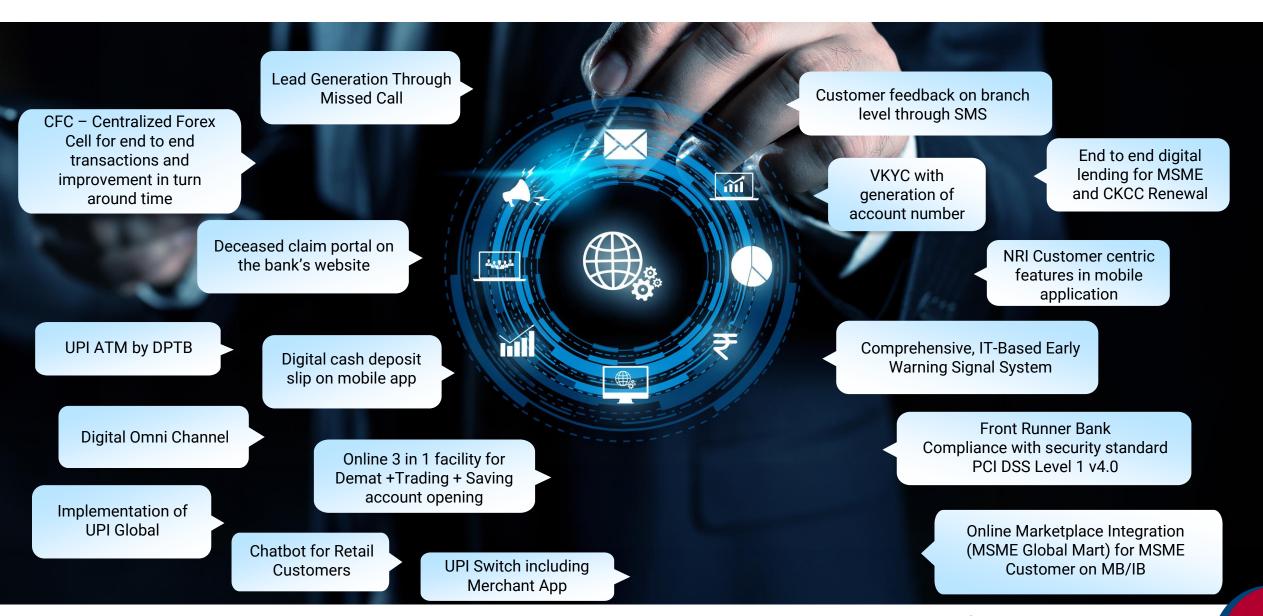
TOTAL INVESTMENT BOOK		MAR'23			MAR'24	
AGGREGATE INVESTMENT		142653			149538	
PORTFOLIO	нтм	AFS	HFT	нтм	AFS	HFT
INVESTMENT	107011	35550	92	107024	41733	781
PERCENTAGE	75.01%	24.92%	0.07%	71.57%	27.91%	0.52%
TOTAL SLR		103204			112881	
CATEGORY WISE	79210	23902	92	81993	30107	781





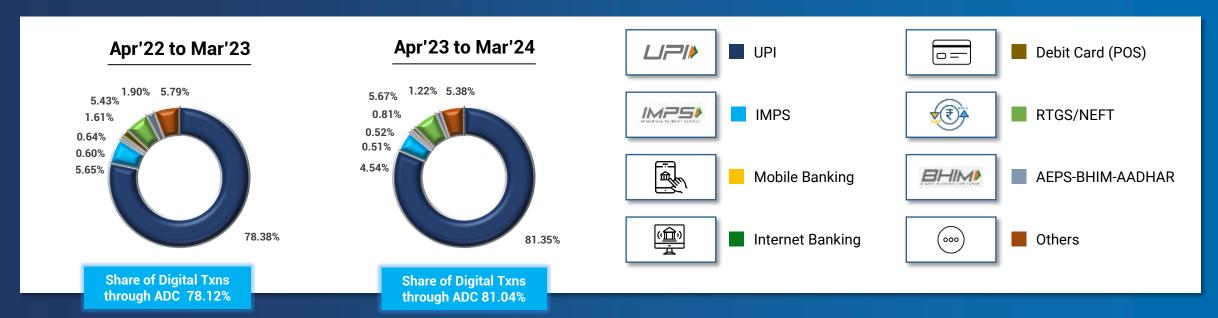
LEVERAGING TECHNOLOGY





DIGITAL TRANSACTIONS & CUSTOMER TOUCH POINTS (1/2)



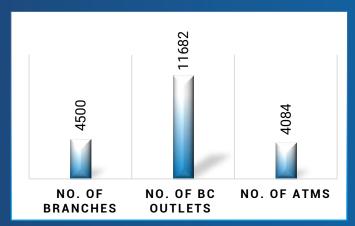


PAYMENT ACCEPTANCE TOUCH POINTS

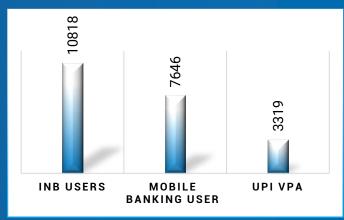
3034 POS/MPOS



OTHER TOUCH POINTS

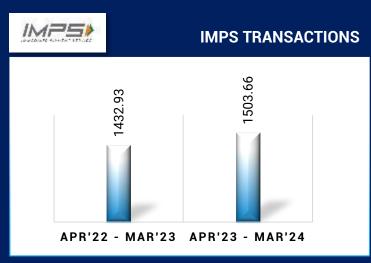


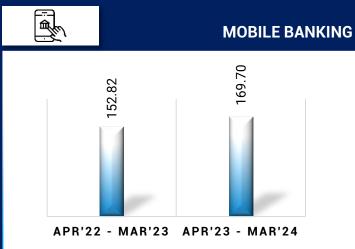
DIGITAL TOUCH POINTS (IN'000)

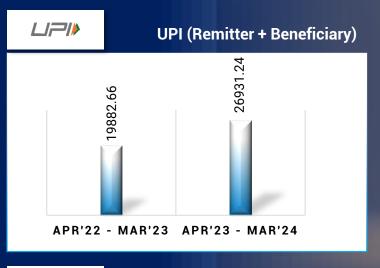


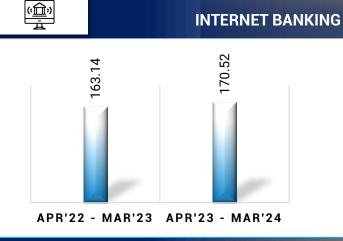
DIGITAL TRANSACTIONS & CUSTOMER TOUCH POINTS (2/2)













TRANSACTIONS (Count in Lakhs)

DIGITAL INITIATIVES IN PROGRESS





Digital Lending Platform (DLP)

Digital Lending Platform provides convenience to customers to avail loans in Straight Through Process (STP) and assisted modes. The journeys being currently offered are Retail and Agri Gold Loan, KCC, PAPL and Shishu-Mudra. The platform helps reduce paperwork, improve convenience for the customers and reduce manual work and TAT for the Bank.



Omni Channel Mobile App

The services such as account management, deposits, digital loans, payments, shopping, insurance, personal finance management and beyond banking services shall be offered through app and web interfaces for retail and corporate customers. The channel provides simplified processes with minimal clicks and ease of navigation to enhance customer experience. The channel enables reduction of workload on branches and also facilitates acquisition and retention of customers.



Integrated Customer Care

Bank has setup state of the art Integrated Customer Care (ICC). Customers are being supported presently over Call and IVR. Channels under implementation includes Chat, Chat-BoT, Voice BoT, Video Calling, Co-browsing etc. using Al & ML. This new facility assists bank in Grievance handling, Digital Support, Campaign Management, Sales & Marketing through CRM, Complaint Management System (CMS) and Lead Management System (LMS). Customers are benefited with facility of tracking complaints and quicker complaint resolution.



Integrations Platform

This is the backbone of the digital channels which provides interconnectivity between various internal and external systems of the bank through APIs. These APIs help Bank a) Quick to Market and b) Easy to integrate Third Party Applications / Fintechs to provide Niche Products & Services.

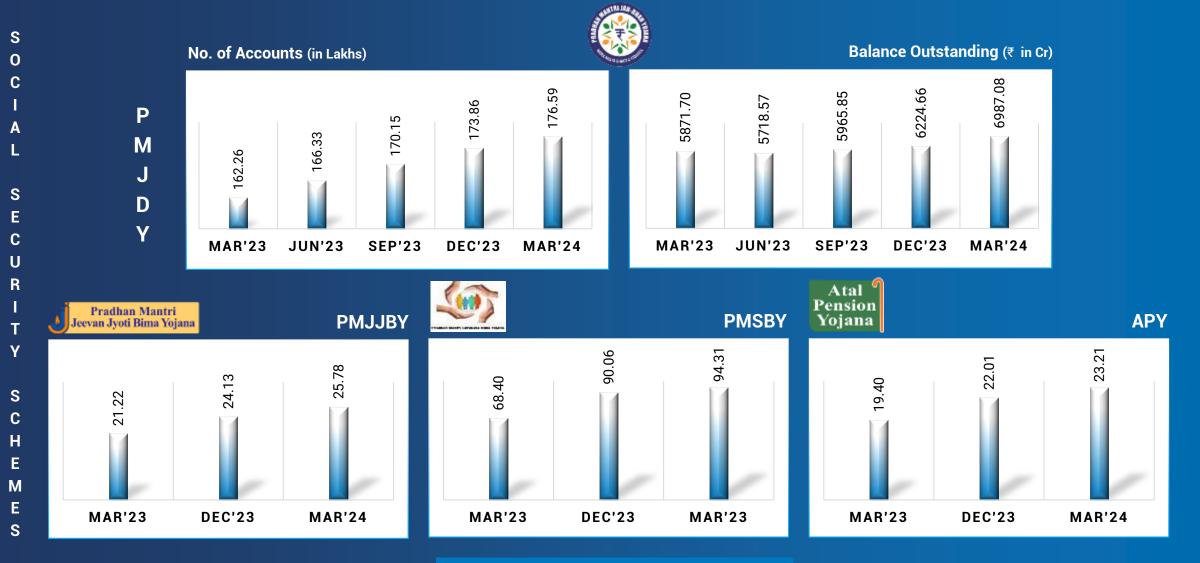


Collections Management

To strengthen the Collections process, Bank has setup two Collections Management Centres (CMC) at Navi Mumbai and Kolkata which would cover all the branches across the country. The services include Call Centre and Feet On Street (FOS). Focused setup for SMA resolution and reduced Slippage to SMA are the advantages to the Bank while reminders for prompt repayment and maintenance of Credit Score are the benefits to the customers.

FINANCIAL INCLUSION





CENTRAL BANK OF INDIA - GROUP



Subsidiaries ₹ in Cr

	Central Bank of India	Particulars	FY 2023-24	
Cent Bank Home Finance Ltd. (Unaudited) • Engaged into Housing Finance Activity	Shareholding	Particulars	Mar'23	Mar'24
Engaged into Housing Finance ActivityPresence in 11 States through 24 Branches		Total Income	140.93	162.30
& 6 SPOKE locations • Advances & Investment Portfolio	64.40%	Net Profit/(Loss)	27.01	25.10
of ₹ 1601.80 Cr	04.40 %	Total Assets	1504.11	1625.37
		Capital & Reserves	189.08	213.94
	Central Bank of India Shareholding	Particulars	FY 2023-24	
			Mar'23	Mar'24
Centbank Financial Services Ltd. (Audited)	1000	Total Income	3.52	5.29
Engaged mainly into Trusteeship Services		Net Profit/(Loss)	1.62	2.98
	100%	Total Assets	47.36	54.36

Associates ₹ in Cr

Name	Central Bank of India	Particulars	FY 2023-24	
Ivanie	Shareholding	Particulars	Mar'23	Mar'24
Uttar Bihar Gramin Bank, Muzzaffarpur (Unaudited)	35%	Net Profit/(Loss)	32.37	90.90
Uttarbanga Kshetriya Gramin Bank, Cooch Behar (Unaudited)	35%	Net Profit/(Loss)	58.01	81.01
Indo Zambia Bank Limited, Zambia (Unaudited)	20%	Net Profit/(Loss)	237.15	202.34

CENTRAL BANK OF INDIA - GROUP



Group Position ₹ in Cr

Particulars	As on 31st Mar'23	As on 31st Mar'24
CAPITAL & LIABILITIES		
Capital	8681	8681
Reserves and Surplus	20536	23693
Minorities Interest	67	76
Deposits	359775	385541
Borrowings	8334	20013
Other Liabilities and Provisions	9687	9767
Total	407080	447771
<u>ASSETS</u>		
Cash and Balances with Reserve Bank of India	27433	22955
Balances with Banks and Money at Call and Short Notice	16669	14653
Investments	136569	144010
Loans & Advances	203893	244399
Fixed Assets	4777	5336
Other Assets	17730	16409
Goodwill on Consolidation	9	9
Total	407080	447771

CENTRAL BANK OF INDIA - GROUP

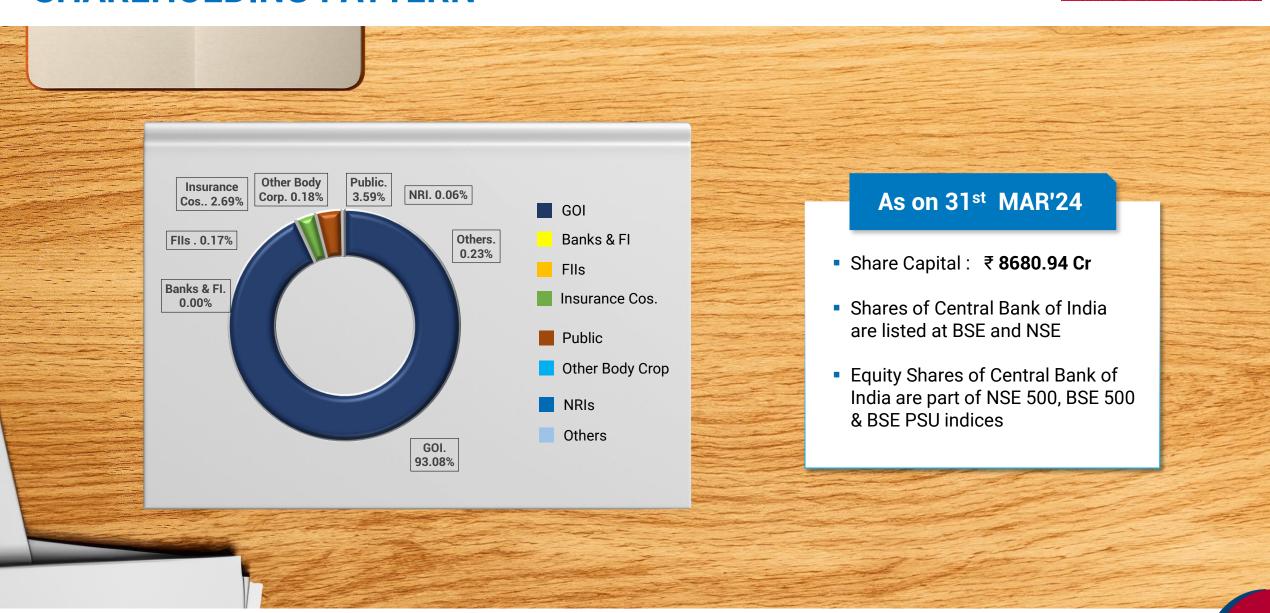


Group Performance ₹ in Cr

Deuticulous	FY 2	023-24
Particulars	MAR'23	MAR'24
<u>INCOME</u>		
Interest and Dividend Earned	25657	30849
Other Income	4084	4713
Total	29741	35562
<u>EXPENDITURE</u>		
Interest Expended	13905	17882
Operating Expenses	8910	10275
Provisions and Contingencies	5317	4829
Total	28132	32986
Consolidated Net Profit/(Loss) of the Parent & Subsidiaries before Minority Interest	1609	2576
Less: Minority Interest	9	9
Consolidated Net Profit/(Loss) after Deducting Minority Interest	1600	2567
Add: Share of earnings in Associates	79	101
Consolidated Net Profit/(Loss) attributable to the Group	1679	2668

SHAREHOLDING PATTERN





HR INITIATIVES



ANNUAL SPORTS DAY EVENT AND FAMILY GET-TOGETHER

Introduced a culture for celebrating

Annual Sports Day event and to organise

Family get-together program twice in a year.



ONLINE YOGA SESSIONS

Introduction of "ONLINE YOGA SESSIONS"

for all staff members through reputed service provider

'HABUILD'

so as to ensure the overall health and well-being of all employees, thereby enhancing productivity & focus.



24X7 TELE MEDICAL CONSULTATION SERVICE

In partnership with reputed Digital Health Care service provider - "Practo"

the bank has introduced

'24/7 unlimited Tele Medical consultation service'

for all employees and retirees, including their family members. The comprehensive service encompasses instant doctor consultations, discounted medicine delivery and convenient booking of health checkup at home or in hospital.



EMPLOYEE ASSISTANCE PROGRAM

Bank has Introduced 'Employee Assistance Program'

A confidential counseling service for much needed Mental Wellness support to employees and their family members.

Employees will have access to professional counseling and support on range of matters that may be affecting their mental well-being and work Life balance.



ANNUAL HEALTH CHECKUP

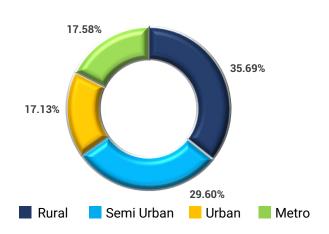
Annual health checkup for employees and their family member under Staff Welfare Scheme.



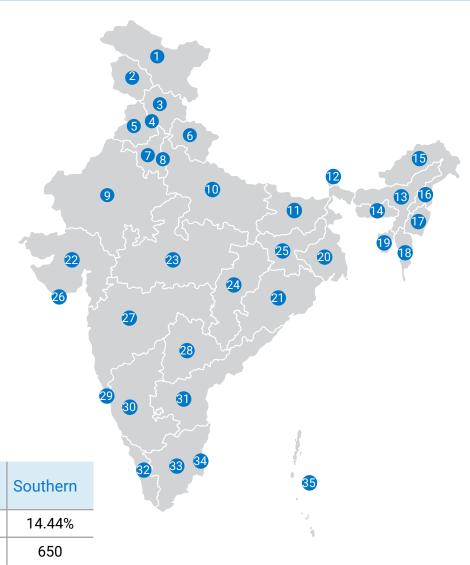
PAN INDIA NETWORK OF BRANCHES



As on 31st MAR'24	
Total Branches	4500
Rural	1606
Semi Urban	1332
Urban	771
Metro	791
Total ATMs	4084
Total BC Outlets	11682
Total Customer Touch Points	20266



	Western Central	Northern	North East	Eastern	Southern
% Share	33.34%	27.47%	3.91%	20.84%	14.44%
No. of Branches	1500	1236	176	938	650



1.	Ladakh	\rightarrow	1
2.	Jammu and Kashmir ——————	\rightarrow	15
3.	Himachal Pradesh ———————	\rightarrow	55
4.	Chandigarh ————————————————————————————————————	\rightarrow	11
5.	Punjab ————	\rightarrow	139
6.	Uttarakhand ————	\rightarrow	41
7.	Haryana —	\rightarrow	136
8.	National Capital Territory of Delhi ————	\rightarrow	97
9.	Rajasthan	\rightarrow	169
10.	Uttar Pradesh —————	\rightarrow	572
11.	Bihar	\rightarrow	430
12.	Sikkim	\rightarrow	16
13.	Assam	\rightarrow	119
14.	Meghalaya	\rightarrow	8
15.	Arunachal Pradesh ——————	\rightarrow	8
16.	Nagaland -	\rightarrow	8
17.	Manipur	\rightarrow	9
18.	Mizoram	\rightarrow	2
19.	Tripura	\rightarrow	6
20.	West Bengal	\rightarrow	314
21.	Odisha	\rightarrow	104
22.	Gujarat		306
23.	Madhya Pradesh	-	456
24.	Chhattisgarh	\rightarrow	116
25.	Jharkhand —	\rightarrow	89
26.	Dadra & Nagar Haveli and Daman & Diu	\rightarrow	3
27.	Maharashtra	\rightarrow	589
28.	Telangana —	\rightarrow	95
29.	Goa	\rightarrow	30
30.	Karnataka		105
31.	Andhra Pradesh	\rightarrow	127
32.	Kerela -	\rightarrow	118
33.	Tamil Nadu		202
34.	Puducherry	\rightarrow	3
35.	Andaman and Nicobar Islands	\rightarrow	1

GUIDANCE



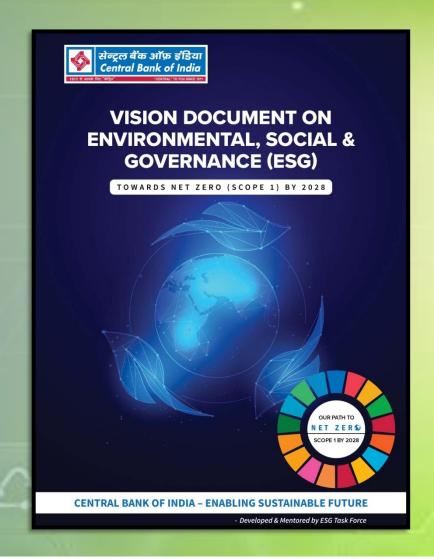
PARAMETERS	GUIDANCE FOR FY 23-24	ACHIVEMENTS	GUIDANCE FOR FY 24-25
Business Growth	10-12%	10.34%	10-12%
Deposit Growth	8-10%	7.16%	8-10%
Advances Growth	14-15%	15.60%	14-15%
CASA	50%(+/- 1%)	50.02%	50%(+/- 1%)
RAM: Corporate Credit Ratio	65:35 (+/-5%)	66:34	65:35 (+/-5%)
NIM	Above 3%	3.40%	Above 3%
Gross NPA	4.00 - 4.25%	4.50%	Below 4%
Net NPA	Below 1%	1.23%	Below 1%
PCR	93 – 95%	93.58	95 – 96%
Slippage Ratio	Less than 1% on Q-o-Q basis	0.57%	Less than 0.50% on Q-o-Q basis
Credit Cost (Annualized)	1.00 - 1.25%	0.85%	1.00 - 1.25%
Return on Assets	0.70 - 0.75%	0.63%	0.75- 0.85%
Cost to Income Ratio	53-55%	58.18%	50-52%

ENVIRONMENT, SOCIAL AND GOVERNANCE



ESG

- The bank released it's 5 year strategy Vision Document on ESG on 21st December 2023.
- The Bank has set ambitious targets to achieve Net Zero under scope 1 and reduce scope 2 emissions by 50% by 2028.
- The vision document outlines a comprehensive approach to evaluate green and sustainable projects.
- To incentivize eligible projects aligned with ESG goals, the bank introduces "Aware monitor-reward" rule.
- The Bank is committed to transitioning to renewable energy sources and limits its actions that harms environment.
- Bank will undertake initiatives to educate all the employees about the impact of climate change.



ENVIRONMENT, SOCIAL AND GOVERNANCE





Environment

- Banks offers various Green Finance Schemes including:
 - Energy Efficiency Scheme for MSME's
 - Cent Go Green (For Electric Vehicle)
 - Cent Kusum (For Solar Equipment)
- Bank has mobilsed over ₹ 40 Crore under Cent Green Deposit Scheme.
- Bank has implemented Electronics Gadgets & IT Hardware Disposal Policy (E-waste disposal policy). Under this over 6000 devices disposed in FY 23-24.
- DMS Bank has expanded Document Management System, promoting digital documentation at all admin office, leading to reduction in paper usages.



Social

- Bank will incorporate a session on ESG and bank's strategies in the induction programs for new recruits.
- Bank has signed an MOU with Ramanujan College, University of Delhi facilitating to undergo certification course on "Fundamentals of ESG and Sustainability". The first batch of 2700 employees has successfully completed the certification.
- Bank introduced Braveheart Award to recognise employees who report irregularities leading to the detection of fraud.
- Bank is planning to introduce courses on contemporary ESG-related topics and issues on its E-learning platform.



Governance

- Bank has put together robust Governance structure to review implementation of ESG initiatives.
- Bank has formulated a Task force on ESG.
- Bank has updated ESG policy for upcoming fiscal year (FY 24-25) in response to Global Economics and Indian Regulatory developments.
- Bank is part of IBA Standing Committee on ESG along with five other Public Sector Banks.

AWARDS AND RECOGNITION





Gold Skoch Award for Strategic Digital HR Transformation



Central Bank of India received recognition as the Best Organization for Women 2024

AWARDS AND RECOGNITION





Best Consumer Delight
PSU Consumer awards
FY 2023-24



Special Mention Under Best Financial Inclusion



Highest DQI Improvement PSU Consumer FY 2023-24

PRODUCT OFFERING





Safeguard Your Treasures with

Secure storage for valuables

Annual rent, payable

Central Bank's Deposit Lockers

922 350 2222 © 998 097 1256 www.cantralbankofindia.co.in

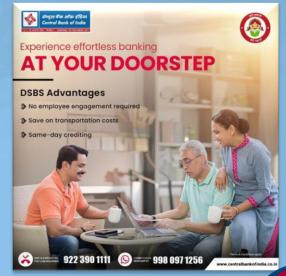












DISCLAIMER



Certain statements in this presentation are forward looking statements which are based on management's current expectations and estimations. Actual outcome may change due to some uncertainties, risk and various other factors.

Note: Figures of earlier period have been regrouped wherever necessary to conform the current year classification.

