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| | |
|--|---|
| Scrip Code : PNB The Asstt. Vice President National Stock Exchange of India Limited "Exchange Plaza" Bandra - Kurla Complex, Bandra (E) Mumbai - 400 051 | Scrip Code : 532461 The Dy General Manager Bombay Stock Exchange Limited 1st Floor, PhirozeJeejeebhoy Towers, Dalal Street, Mumbai - 400 001 |
|--|---|

Date: 29.05.2019

Dear Sir (s)

Reg : Analyst Presentation

In terms of Regulation 30 of SEBI (LODR) Regulations, 2015, Analyst Presentation in respect of Financial Results in respect of Q4 & Full Year 2018-19 is enclosed please.

Thanking you

Yours faithfully,

(Balbir Singh)
Company Secretary



Encls: as above



FINANCIAL RESULTS

Q4 & FULL YEAR 2018-19

ANALYST PRESENTATION



BEST PSB

under

EASE BANKING REFORMS INDEX

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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



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.

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.

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.

- 
- 1 Highlights: Financial Year 2018-19
 - 2 Business Segment Performance
 - 3 Asset Quality
 - 4 Financials
 - 5 Capital Optimization
 - 6 Digitalization & Financial Inclusion
 - 7 Awards & Accolades
 - 8 Way Forward



Highlights



Financial Year 2018-19

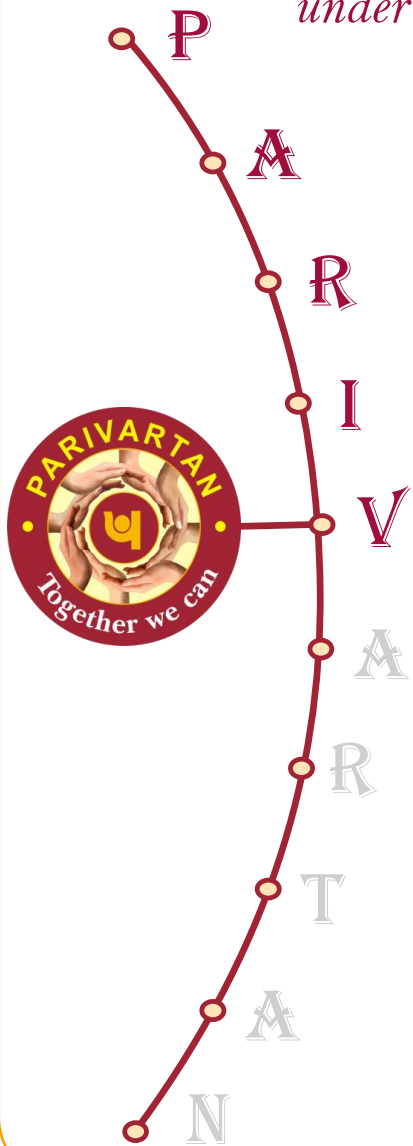
₹ 1,00,000 CRORE

increase in

DOMESTIC BUSINESS

during the Financial year 2018-19

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: 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. System's Growth **13.2%**.
- 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.



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

₹ 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



₹ 50986 cr.

Decline in RWAs YoY





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.

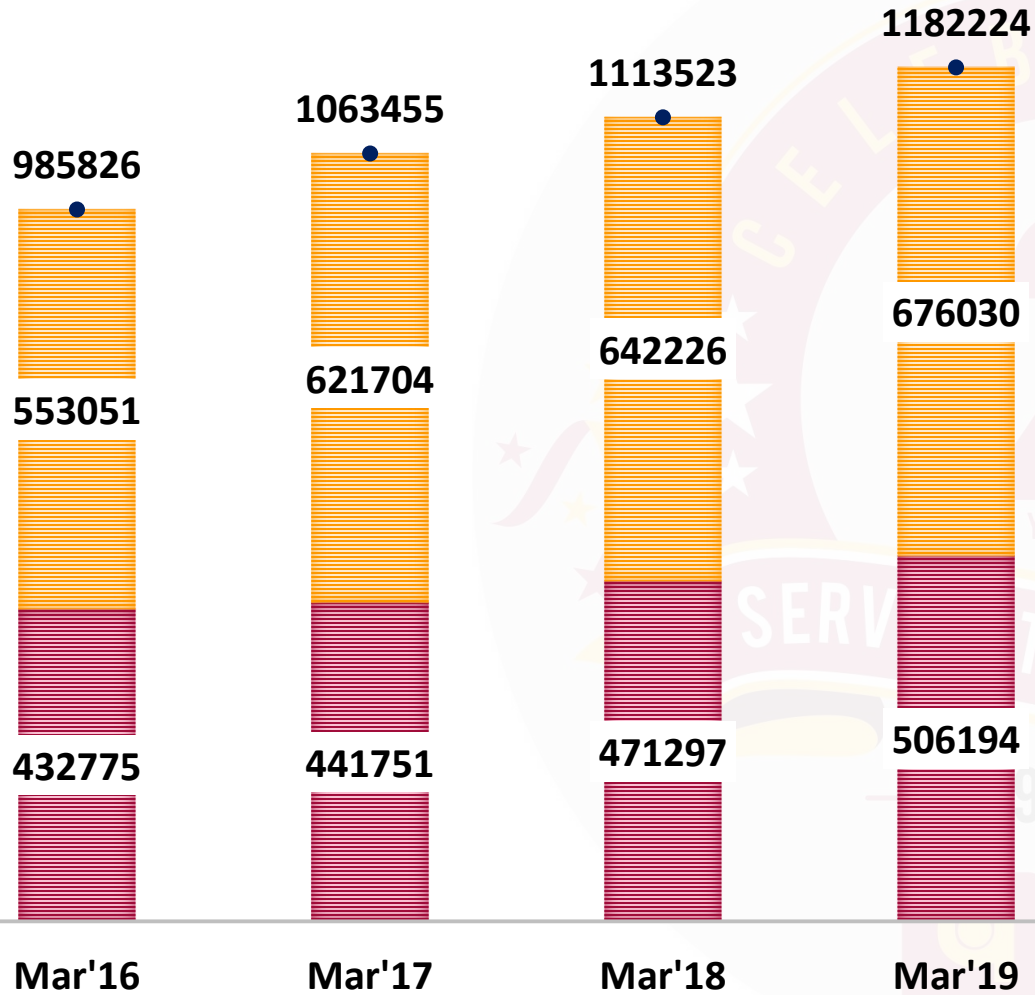
CD Ratio:

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.

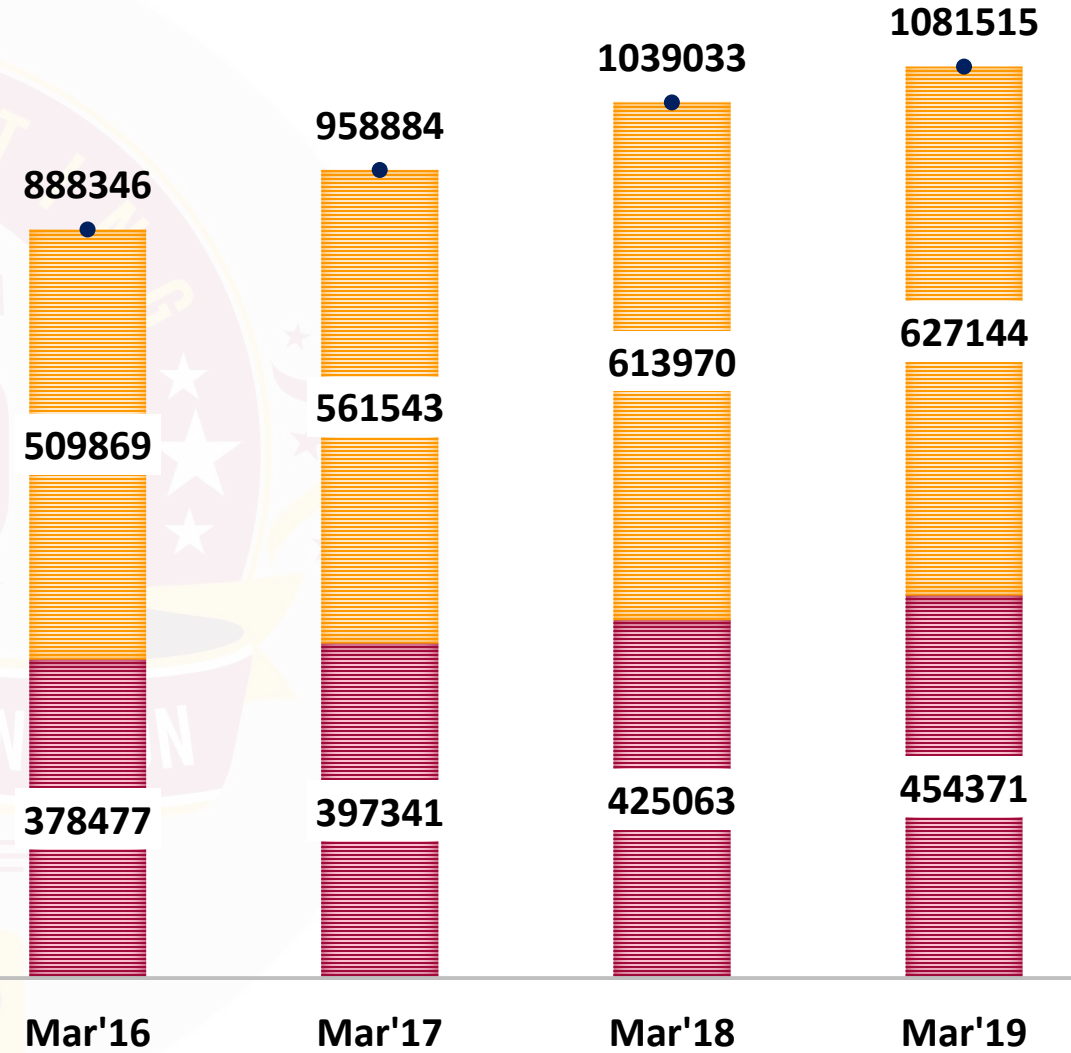
GROSS BUSINESS



■ Advances ■ Deposits ● Business

AVERAGE GROSS BUSINESS

₹ Crore



■ Advances ■ Deposits ● Average Gross Business



Domestic Deposits

Increased by ₹ 54149 cr YoY growth : 9.0%

CASA share

at 43.51% improved by 16 bps over Dec'18

Saving Deposits

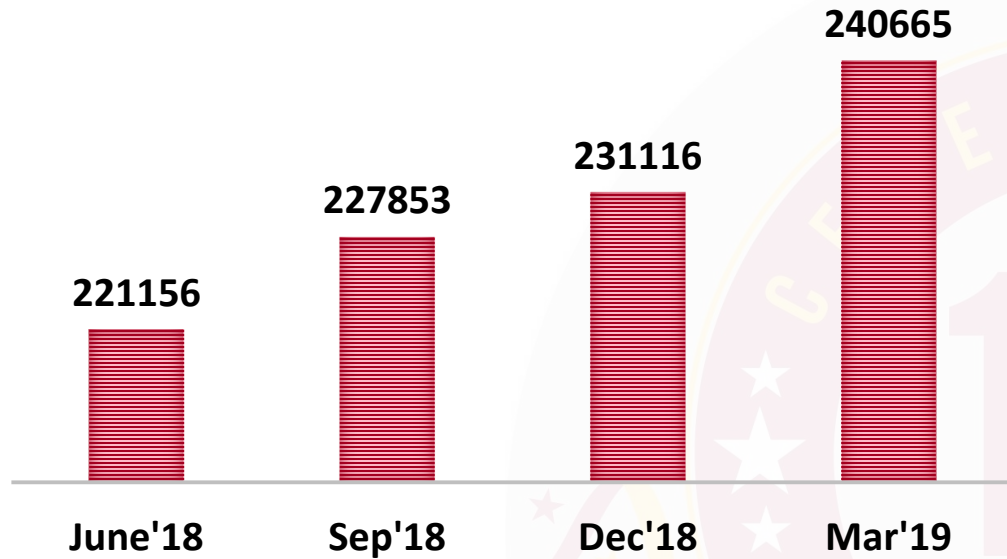
Increase of more than ₹ 17700 crore in Saving Deposits in the year with 8.0% YoY growth.

Current Deposits:

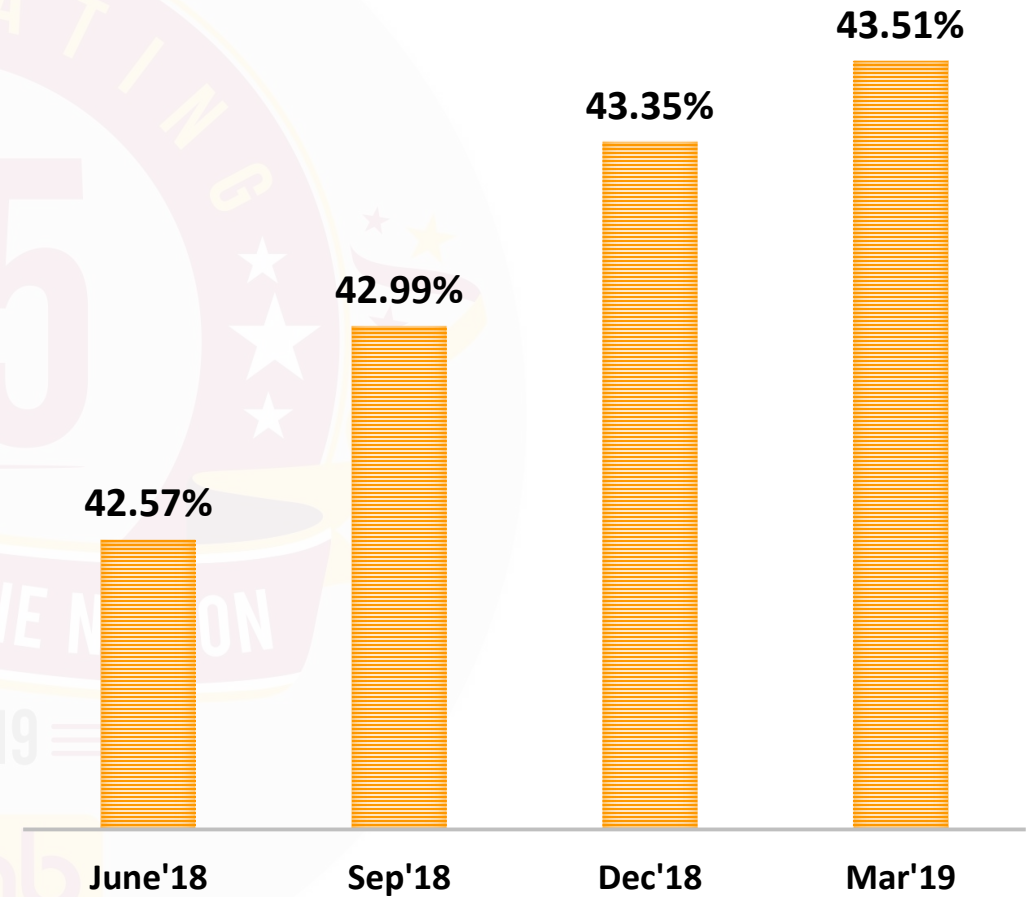
YoY growth 9.9%.

₹ Crore

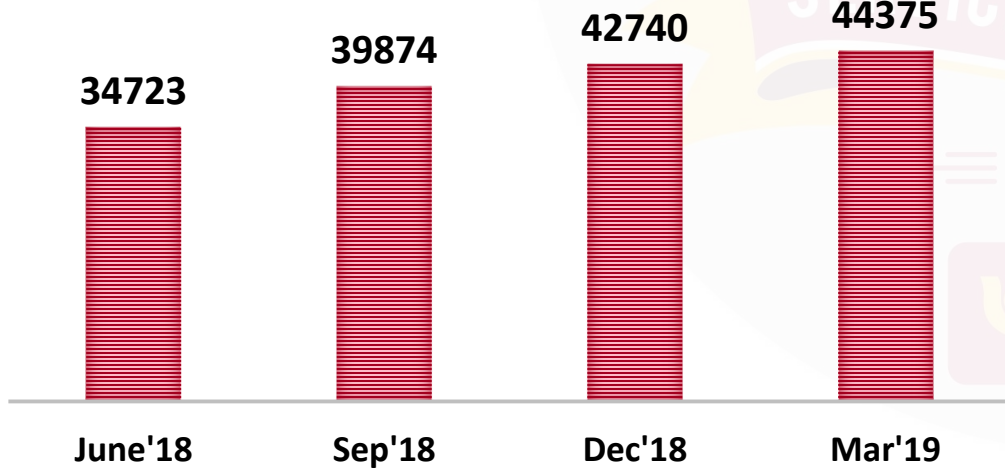
Saving Deposit (₹ Crore)



CASA Share %



Current Deposits (₹ Crore)





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

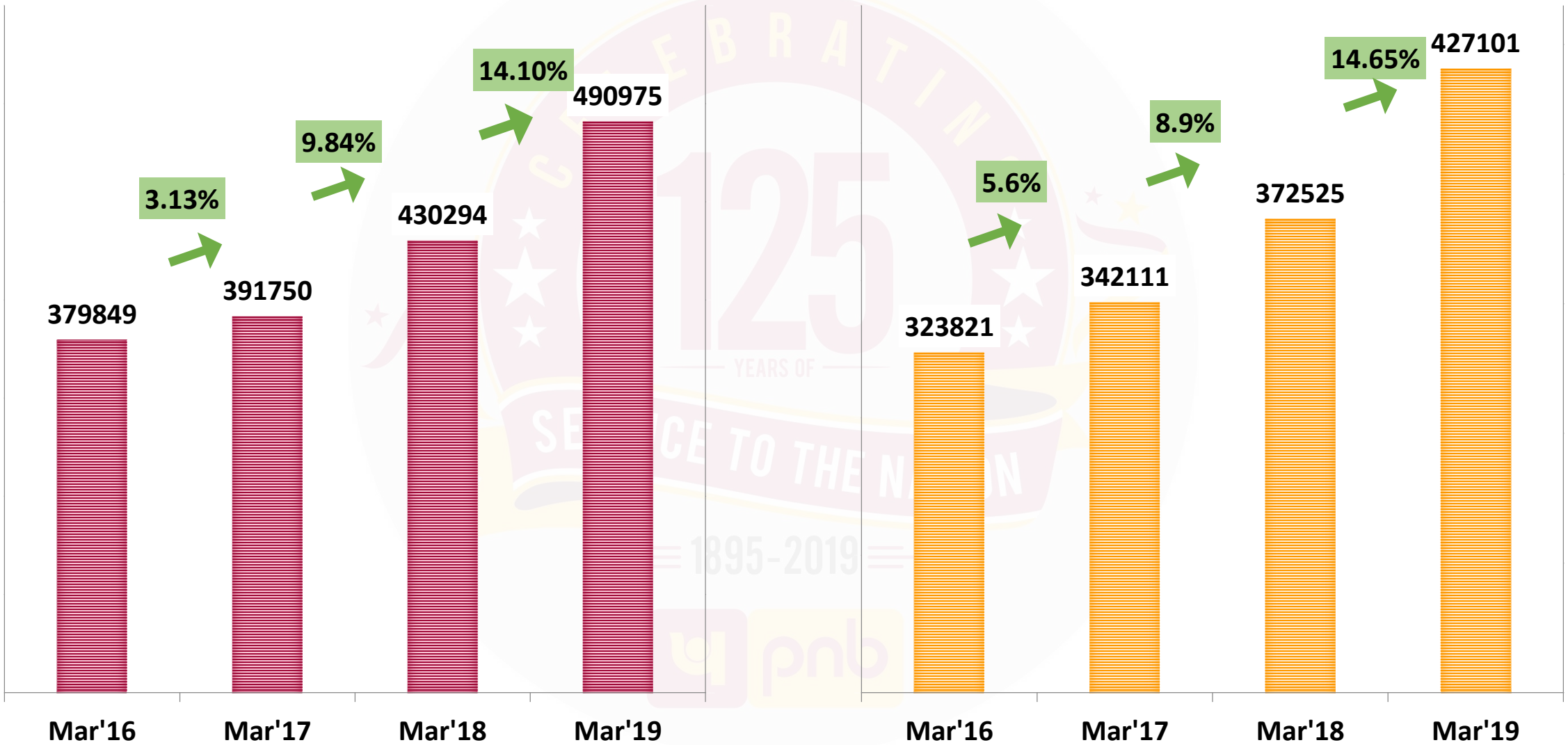
Increase high rated portfolio

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

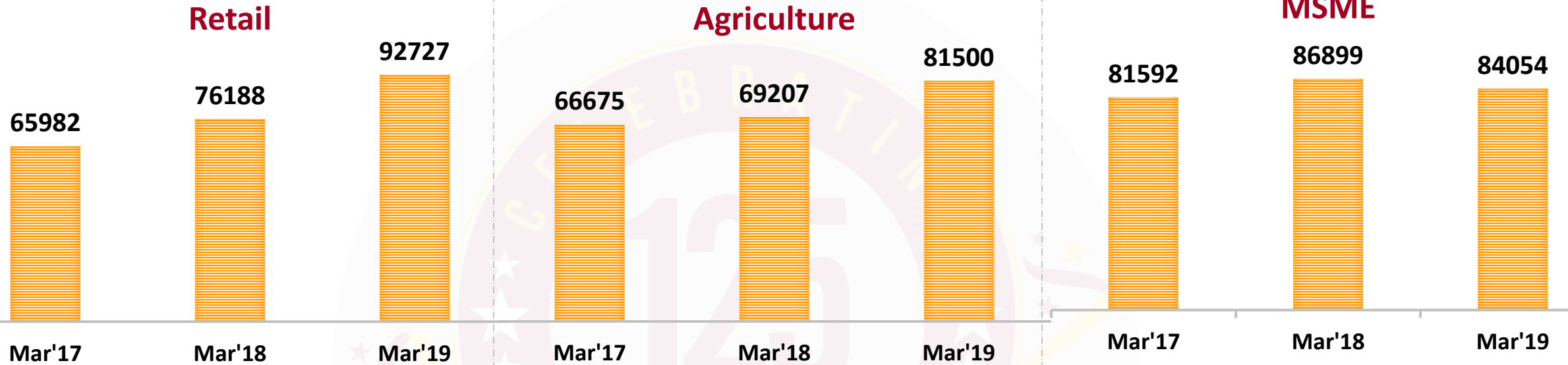
Increasing Domestic Credit

₹ Crore

■ Gross Domestic Advances ■ YoY Growth % ■ Average Gross Domestic Advances ■ YoY Growth %



₹ 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

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

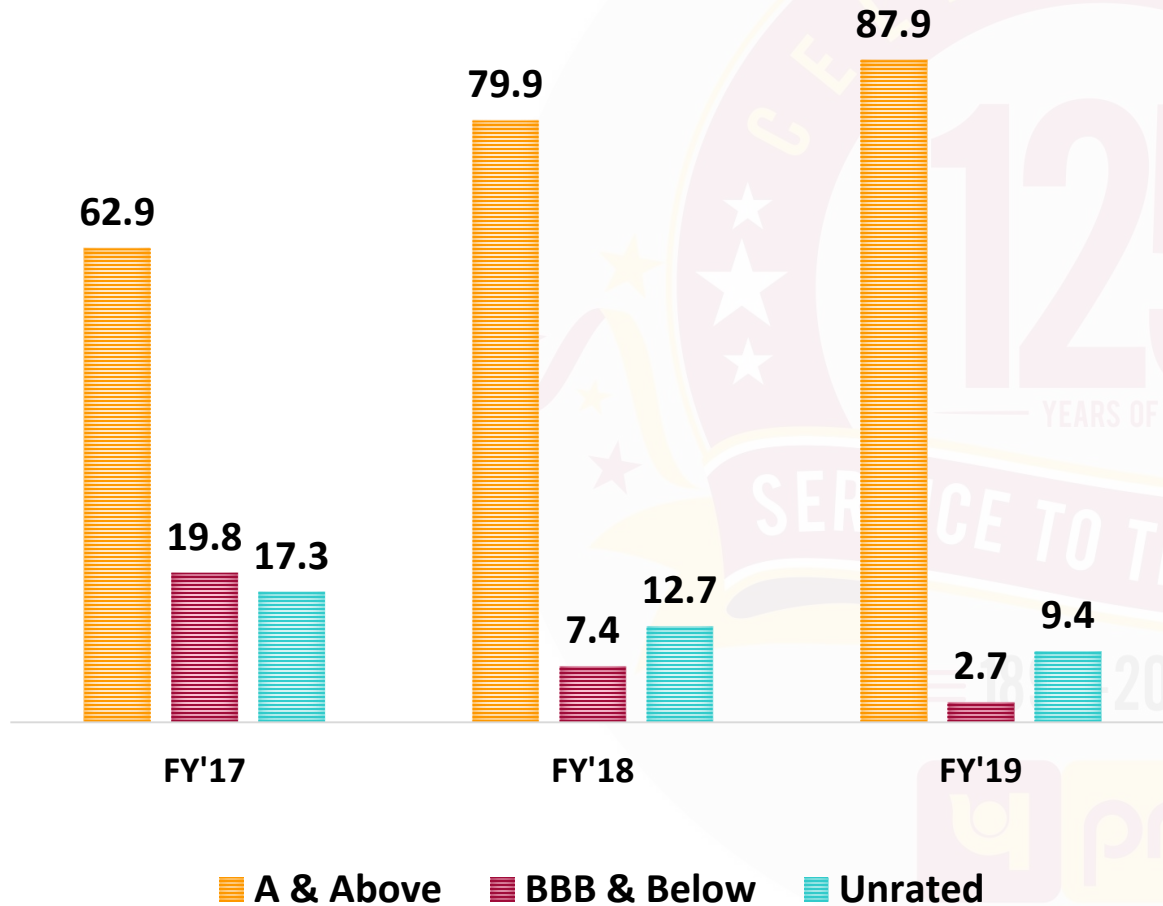
Contactless loan: PNB along with SIDBI & 4 other PSBs invested in the [psbloansin59minutes](#) platform to provide contactless loan to MSME borrowers.

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

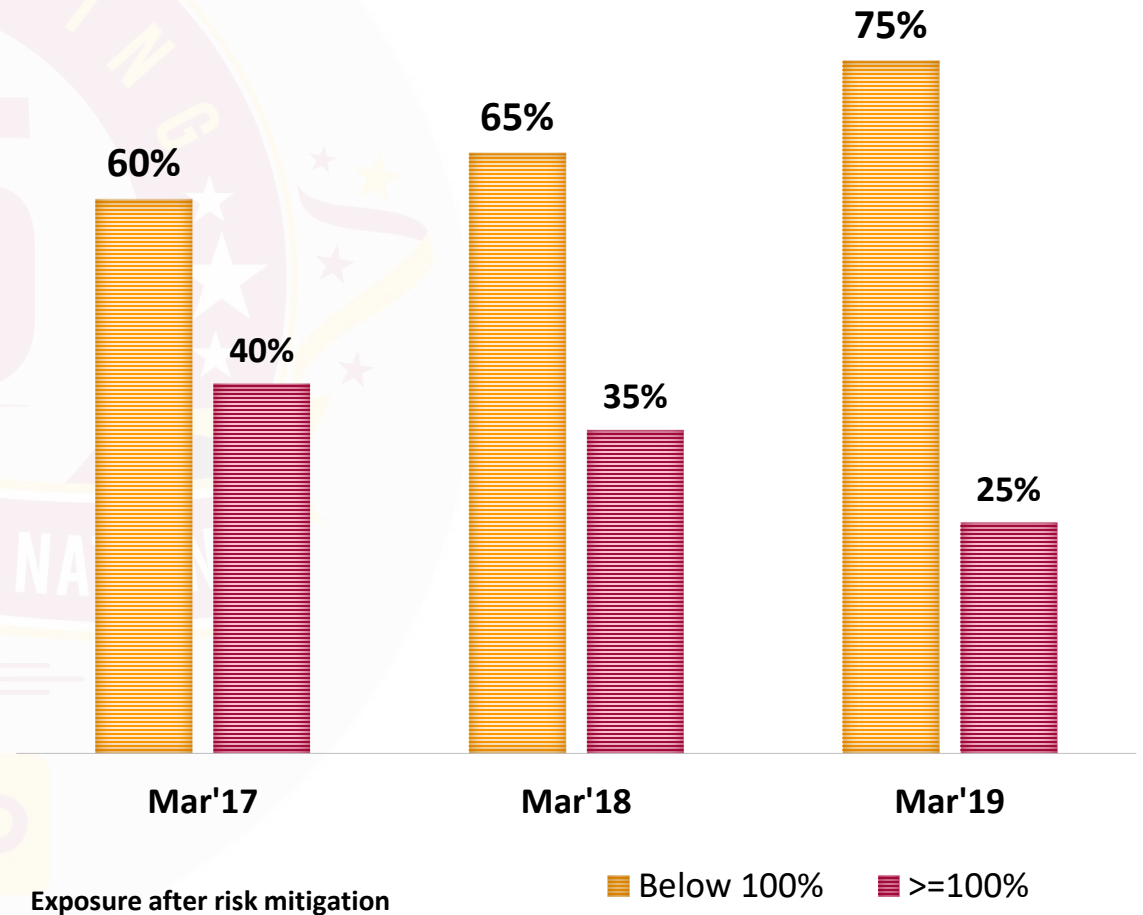
Bank has launched **e-TReDS** scheme for online discounting of trade receivable of MSME RMCs

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

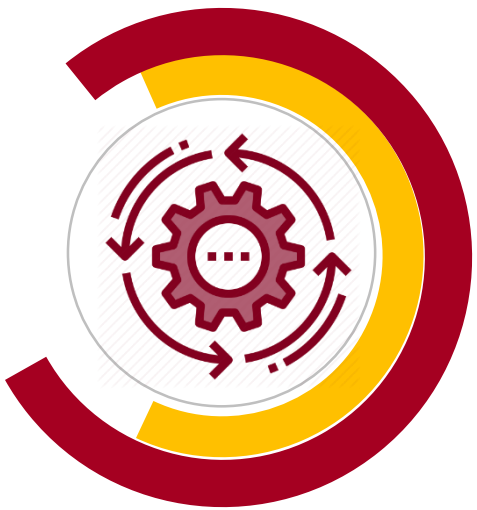
External Rating of Fresh Sanctions (%)



Risk Weight wise Portfolio



Exposure after risk mitigation



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

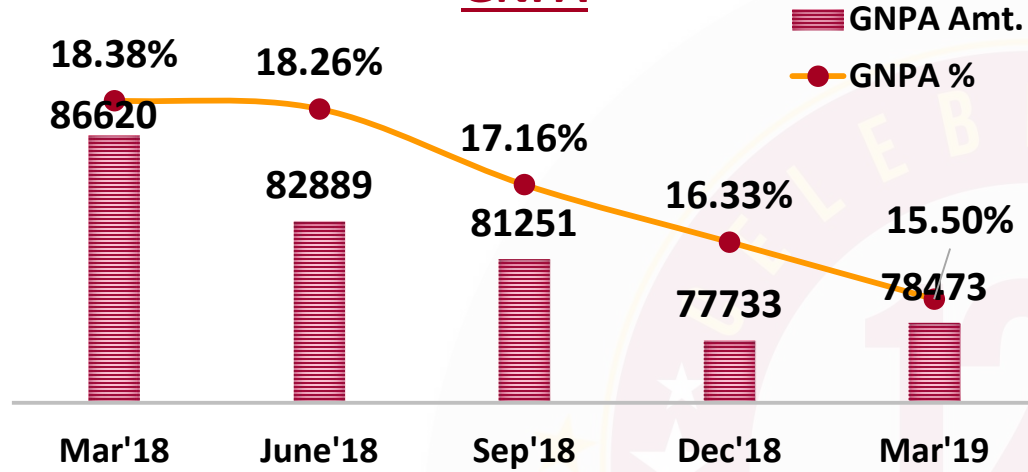
Provision Coverage Ratio

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

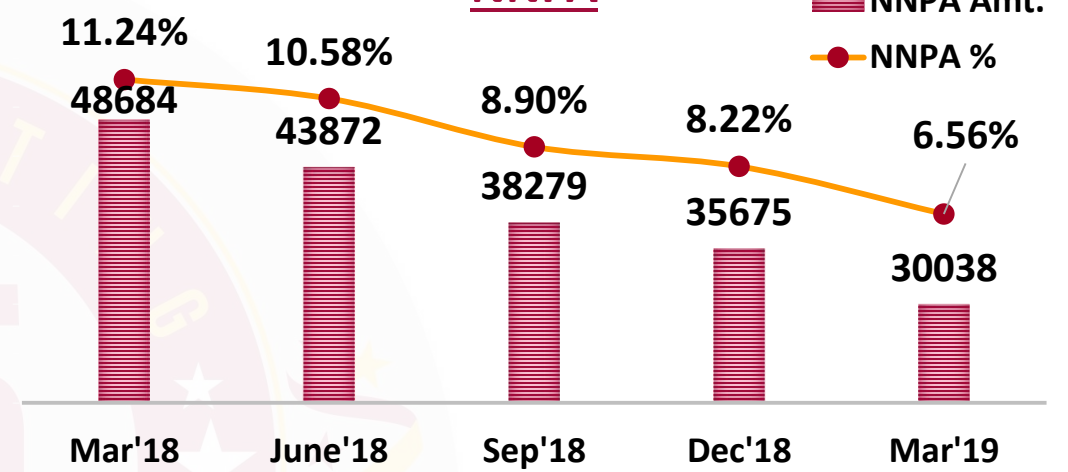
Consistent Improvement in Asset Quality

₹ Crore

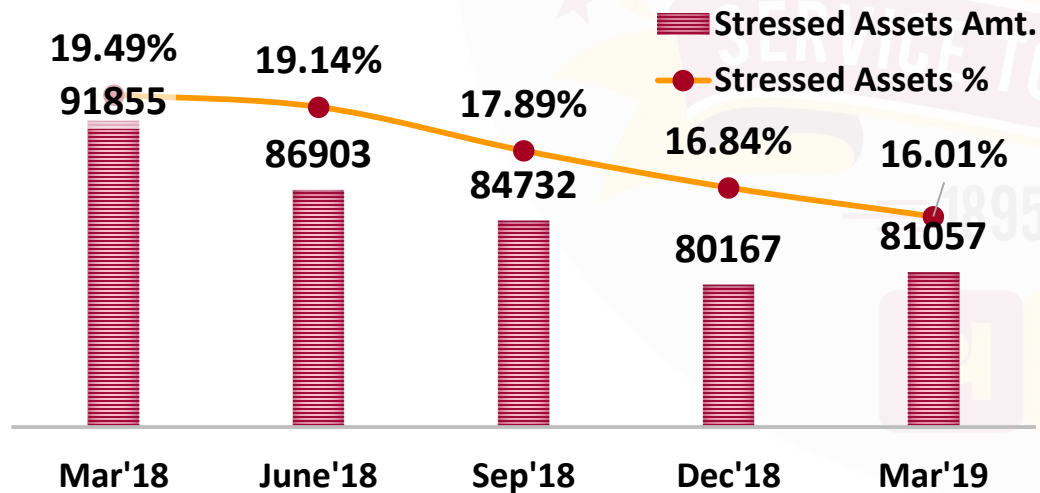
GNPA



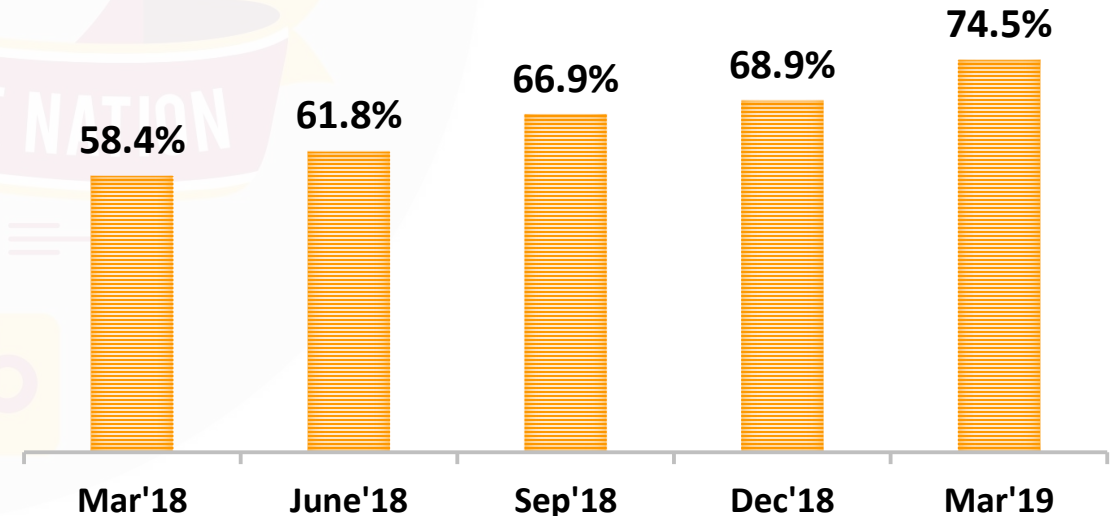
NNPA



STRESSED ASSETS

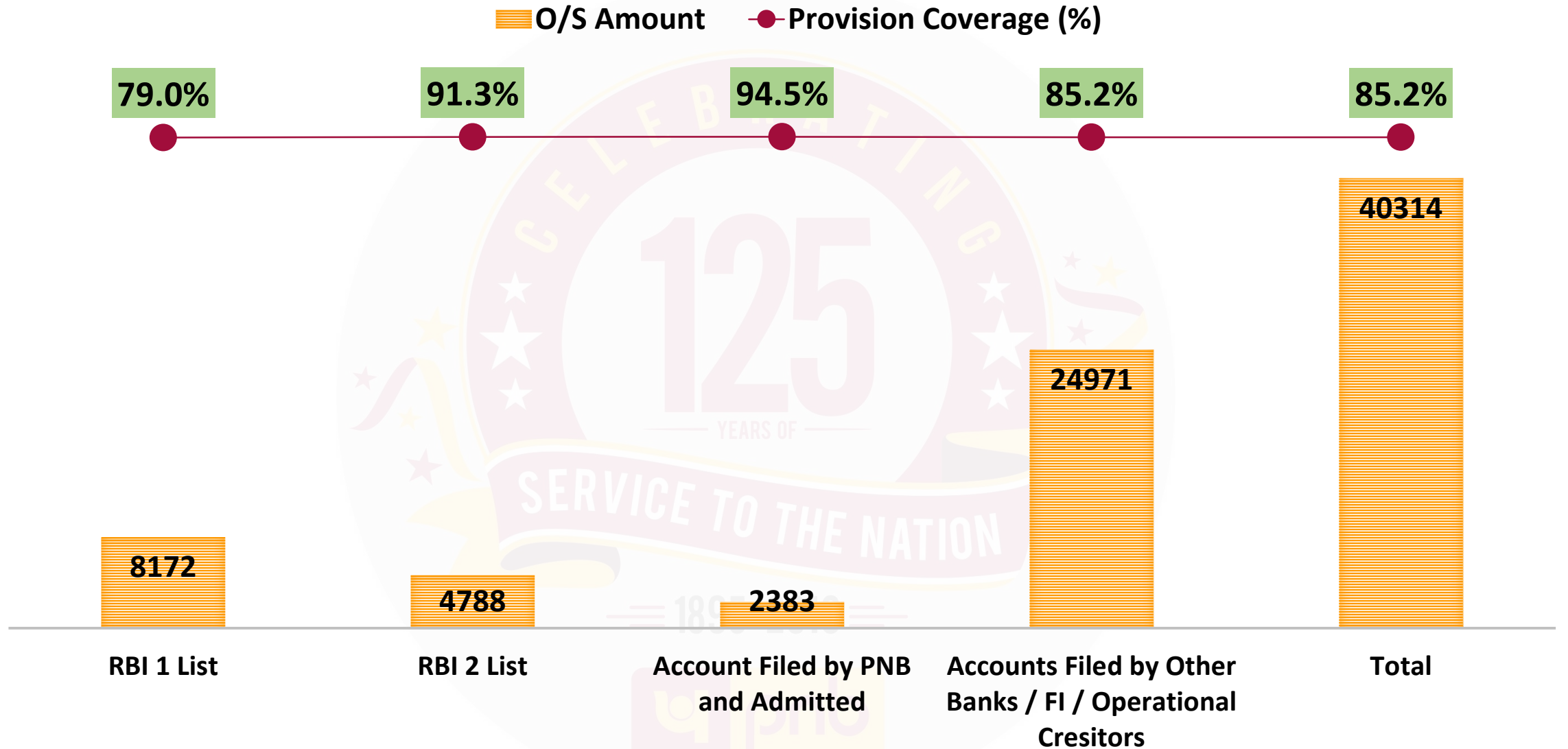


PCR %



Exposure to NCLT accounts

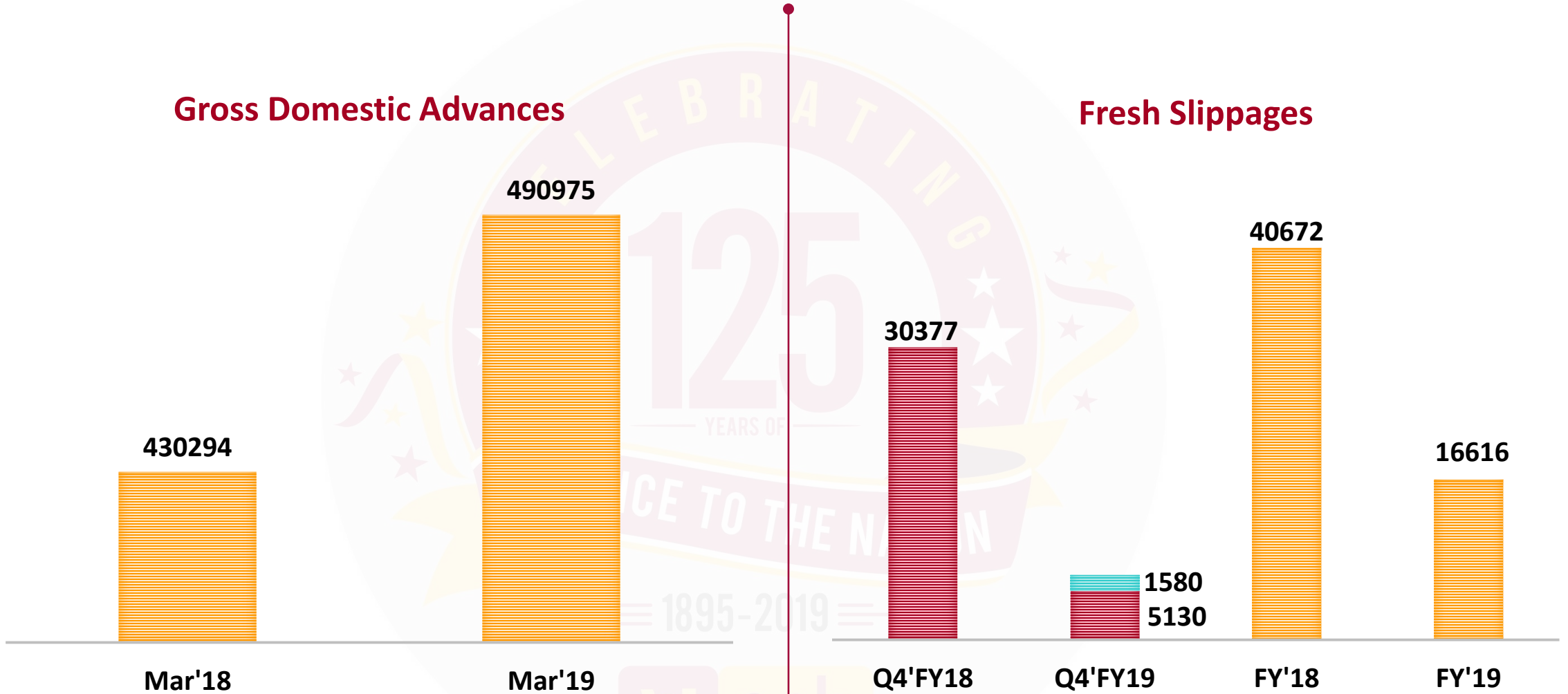
₹ Crore



₹ Crore

Gross Domestic Advances

Fresh Slippages





RWAs

Reduction in RWA by ₹ 50985 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.

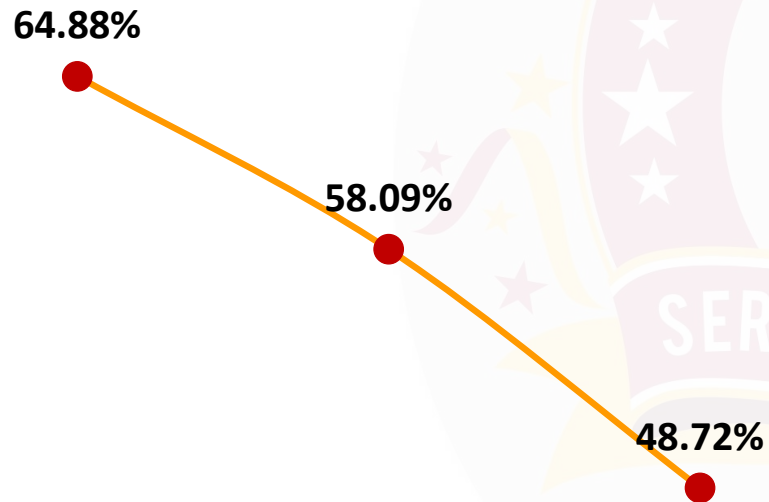
Rating

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

₹ Crore

Credit RWA Density: Domestic

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

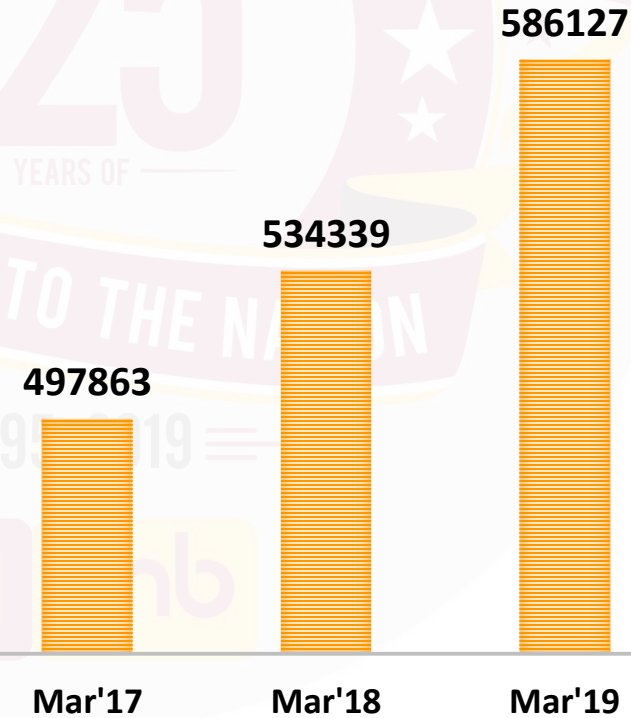


RWAs vis-a-vis Advances

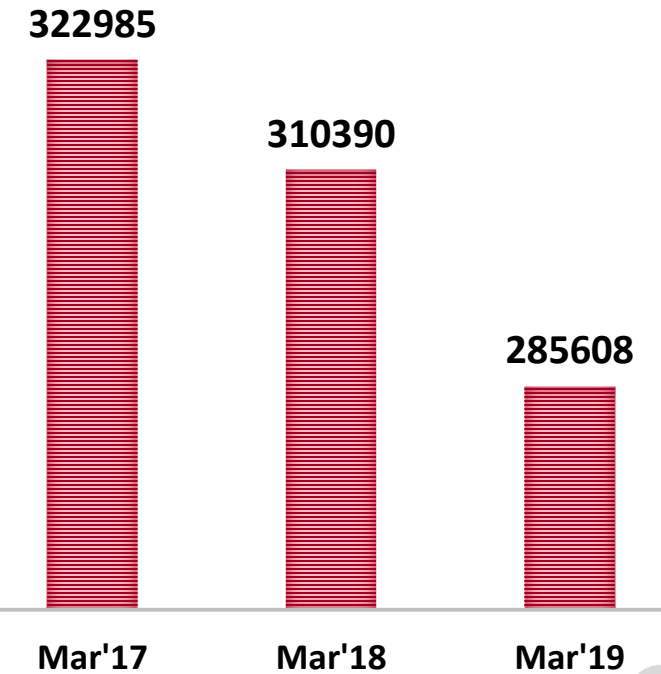
Increase in Gross Domestic credit Exposure by ₹ 51788 crore (YoY)

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

Domestic Credit



Domestic Credit RWA



Mar'17

Mar'18

Mar'19

Mar'17

Mar'18

Mar'19

Mar'17

Mar'18

Mar'19



Business Segment Performance

₹ 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 |

₹ 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 |

₹ 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 |

| 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 |



₹ 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 |



₹ 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

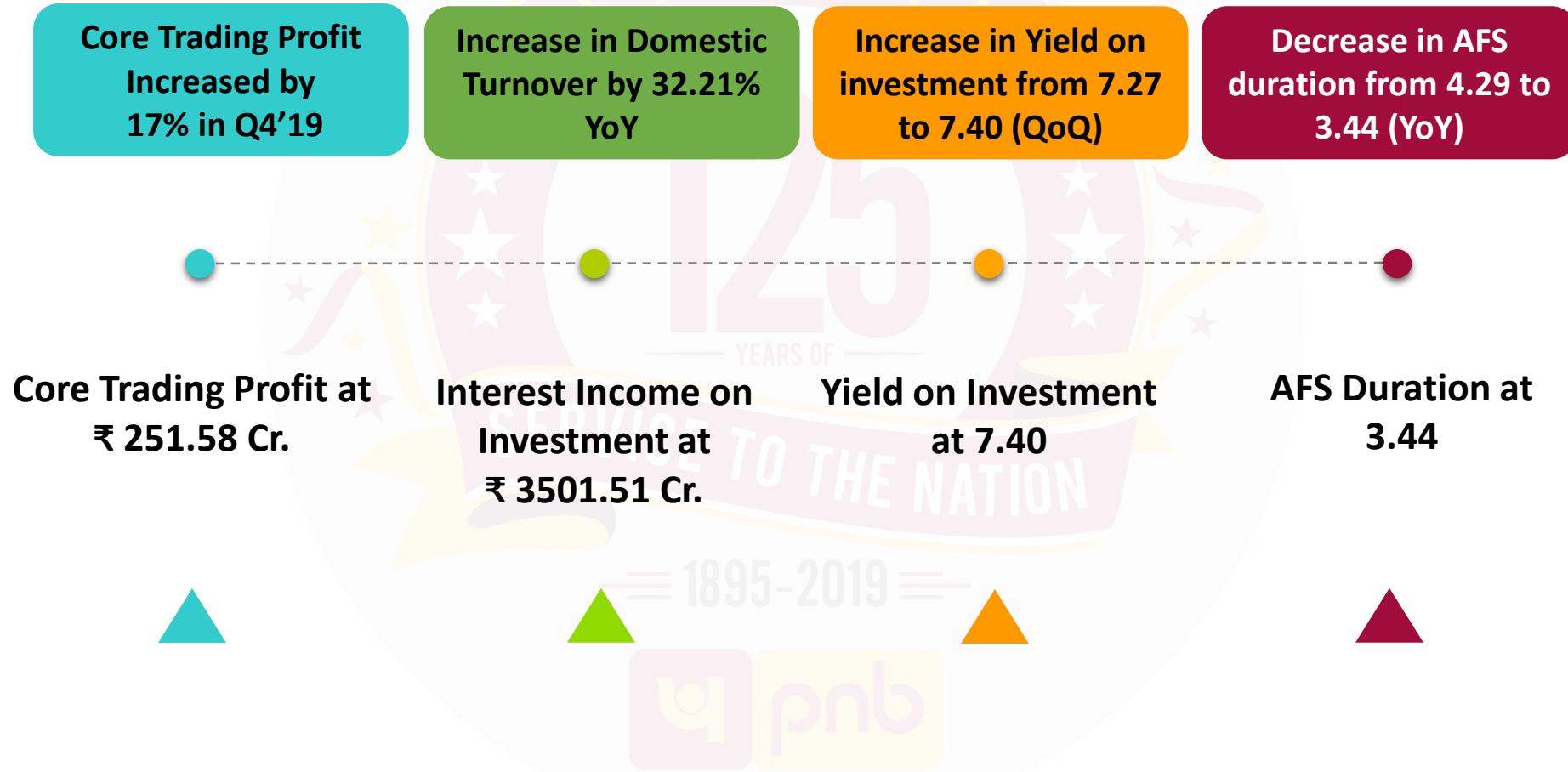
| Sl. | Parameters | Q4' FY 18 | Q4' FY 19 | FY 18 | FY 19 |
|-----|----------------------|--------------|--------------|-------|-------|
| 1 | Cost of Deposit * | 5.09 | 5.28 | 5.25 | 5.24 |
| 2 | Cost of Fund | 4.17 | 4.24 | 4.31 | 4.29 |
| 3 | Yield on Advances* | 6.95 | 7.73 | 8.11 | 8.03 |
| 4 | 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

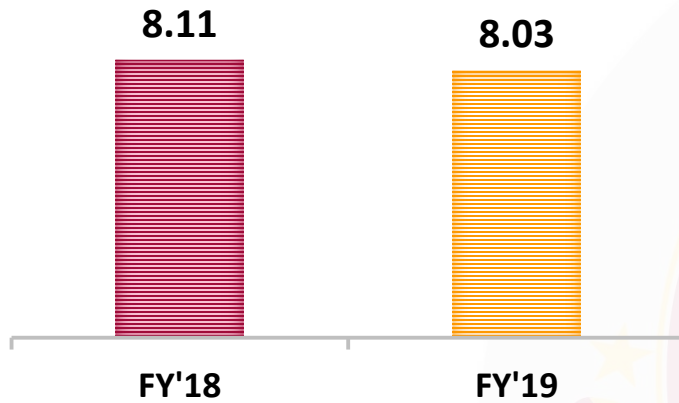
| Sl. | Parameters | Q4' FY 18 | Q4' FY 19 | YoY Change | | FY 18 | FY 19 | YoY Change |
|-----|--------------------------|--------------|--------------|---------------|--|----------|----------|---------------|
| 1 | Opt. Profit to AWF | Negative | 1.40 | 1.63 | | 1.34 | 1.63 | 0.29 |
| 2 | Opt. Exp. 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 | 89.5 | -45.95 | | 135.4 | 89.5 | -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'.

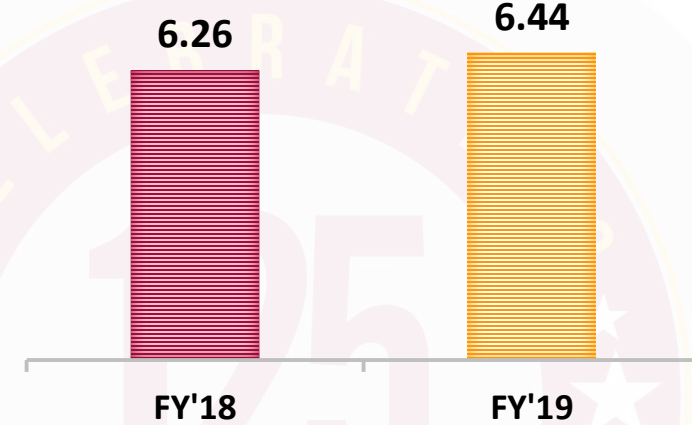
| Sl. | Parameters | Mar'17 | Mar'18 | Mar'19 |
|-----|---------------------------------|--------|--------|--------|
| 1 | Domestic Investment | 183297 | 197328 | 200632 |
| | SLR | 144417 | 145271 | 140391 |
| | Non SLR | 38880 | 52057 | 60241 |
| | Held To Maturity | 116117 | 119439 | 135102 |
| | 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 |



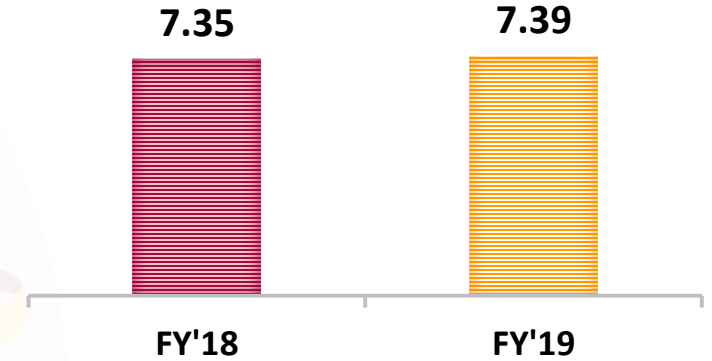
Yield on advances*



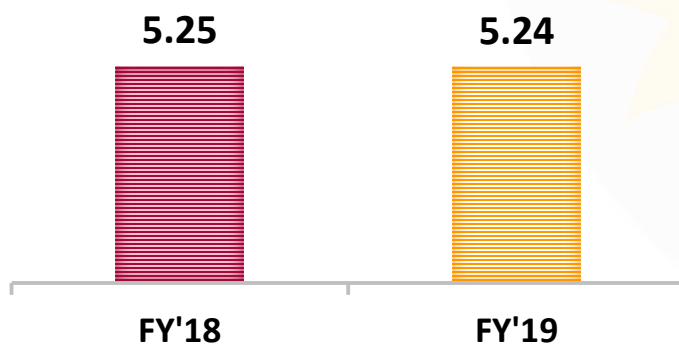
Yield on Funds



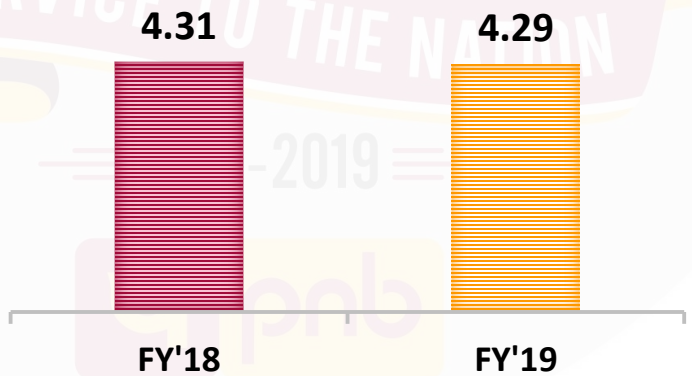
Yield on Investment



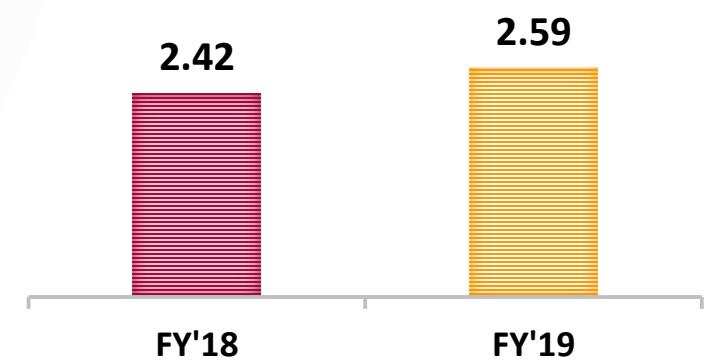
Cost of Deposit*



Cost of Funds

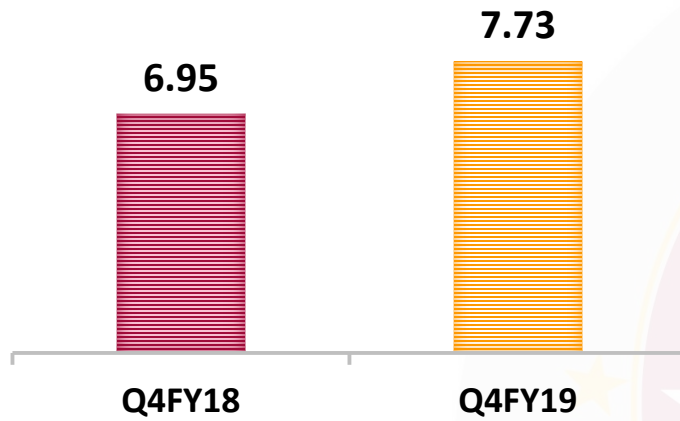


NIM*

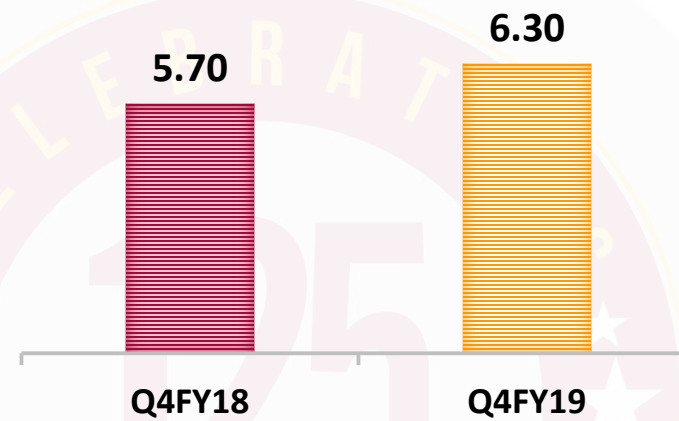


* Domestic

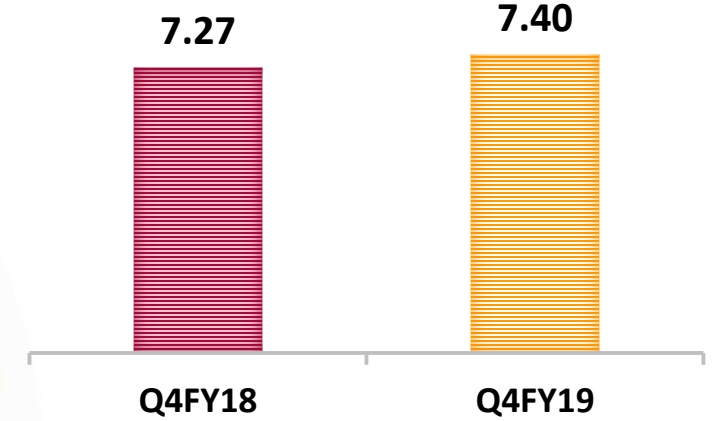
Yield on Advances*



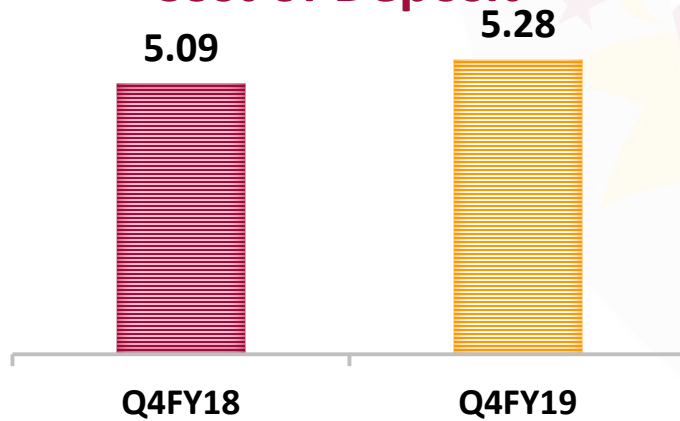
Yield on Funds



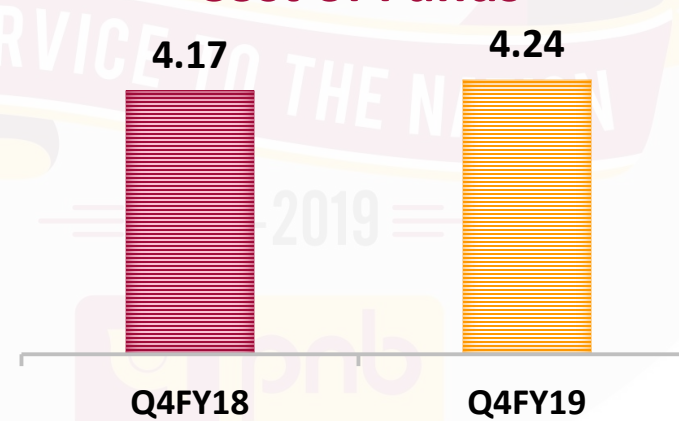
Yield on Investment



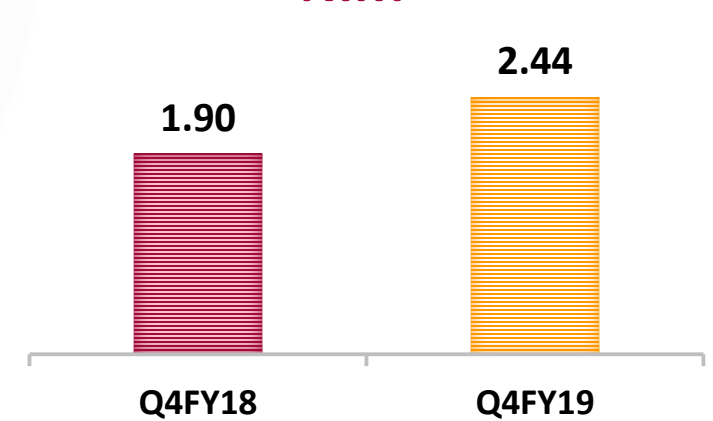
Cost of Deposit*



Cost of Funds



NIM*



* Domestic



Asset Quality

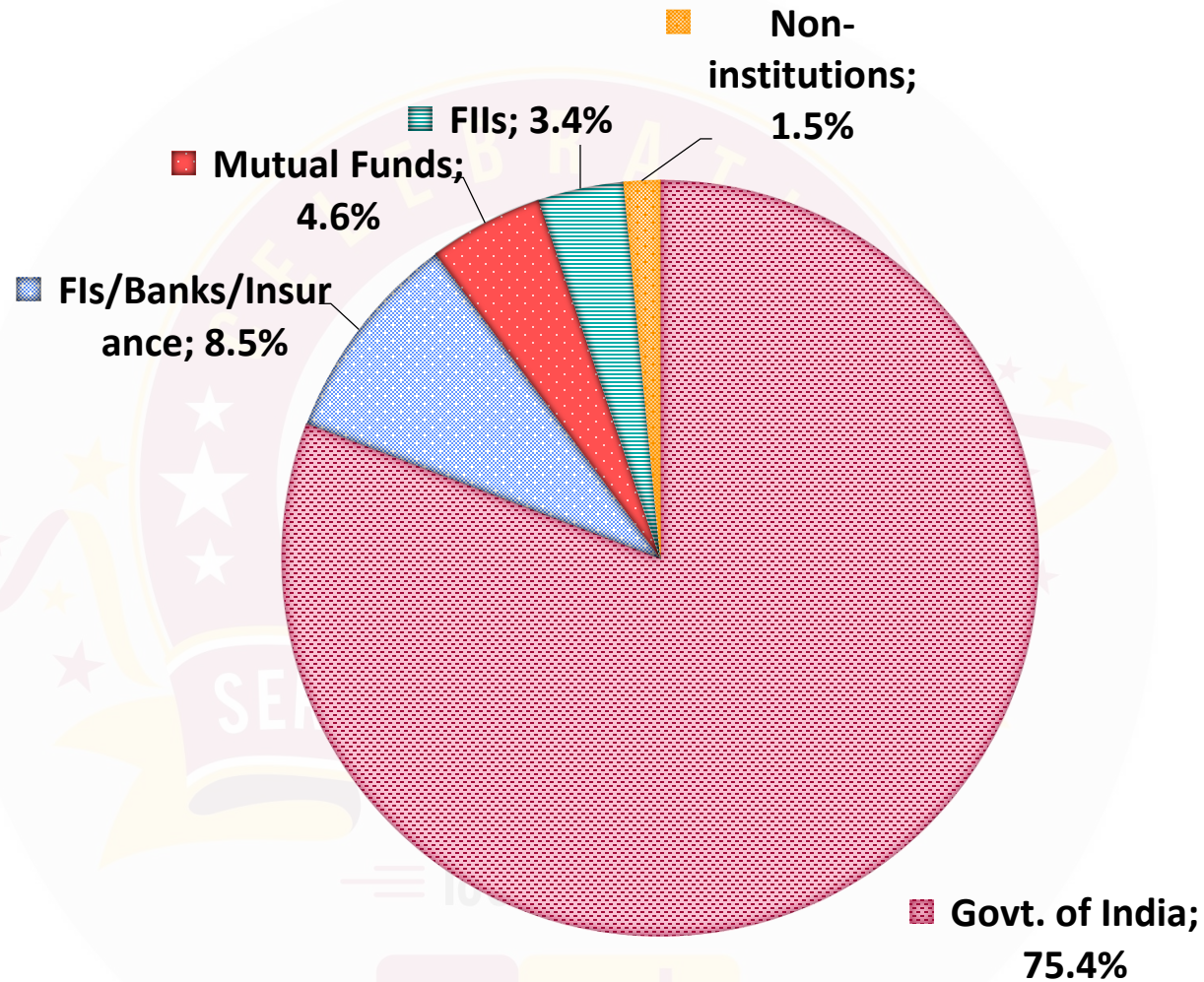
| Sl. | Parameters | Mar'18 | Mar'19 | Q1FY19 | Q2FY19 | Q3FY19 | Q4FY19 |
|-----|--------------------------------------|--------|--------|--------|--------|--------|--------|
| 1 | NPA as at the beginning of Year | 55370 | 86620 | 86620 | 82889 | 81251 | 77733 |
| 2 | -Cash Recovery | 4443 | 12165 | 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

| 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 |



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



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 crore.

PMJDY Account Avg. Balance:
Average balance in ₹ 2397 in PMJDY accounts, increased by 24% on YoY

Unified Mobile application with advanced features



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

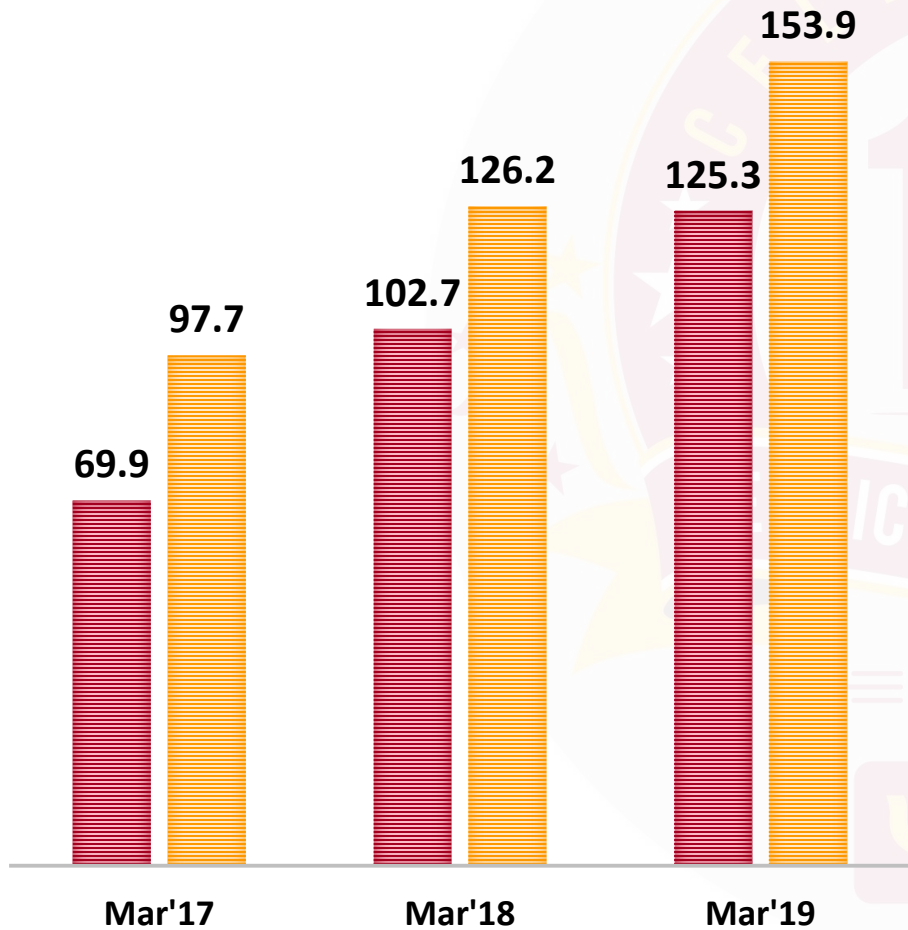
1st in No. of Debit cards issued and 2nd position in Credit cards issued among all Nationalized Banks*

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

Rapidly increasing Digital Transaction

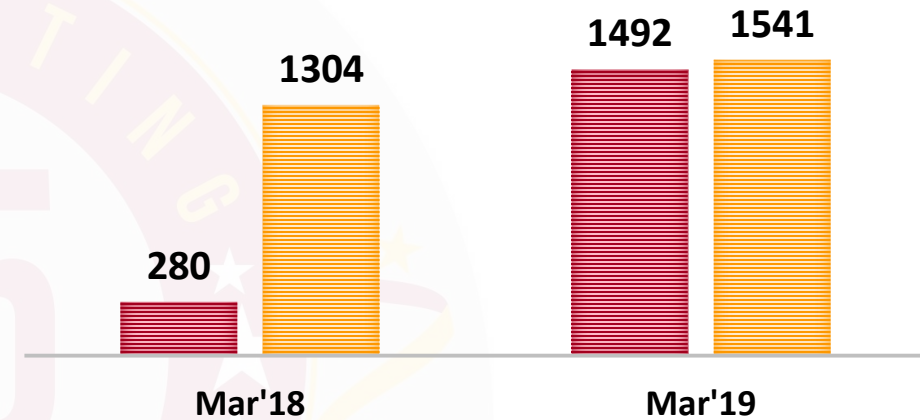
IBS & MBS Users (in Lac)

- Mobile Banking users
- Internet Banking users

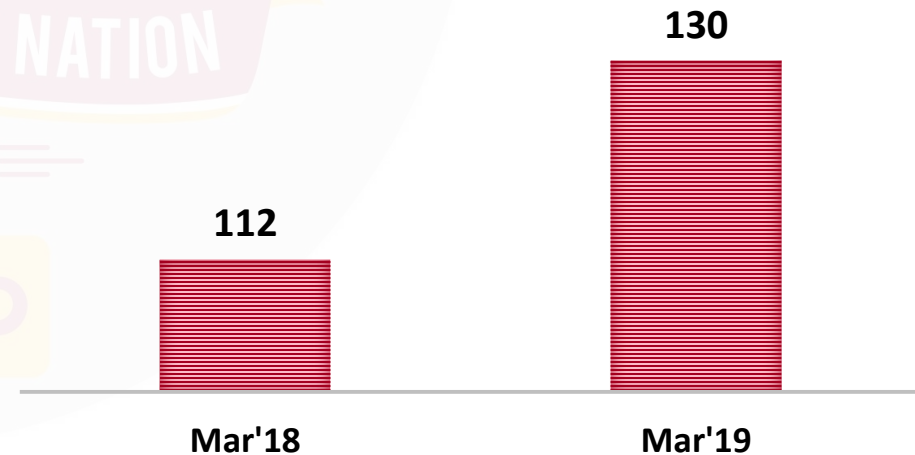


Transactions (in Lac)

- UPI Transactions
- Debit Card Transactions

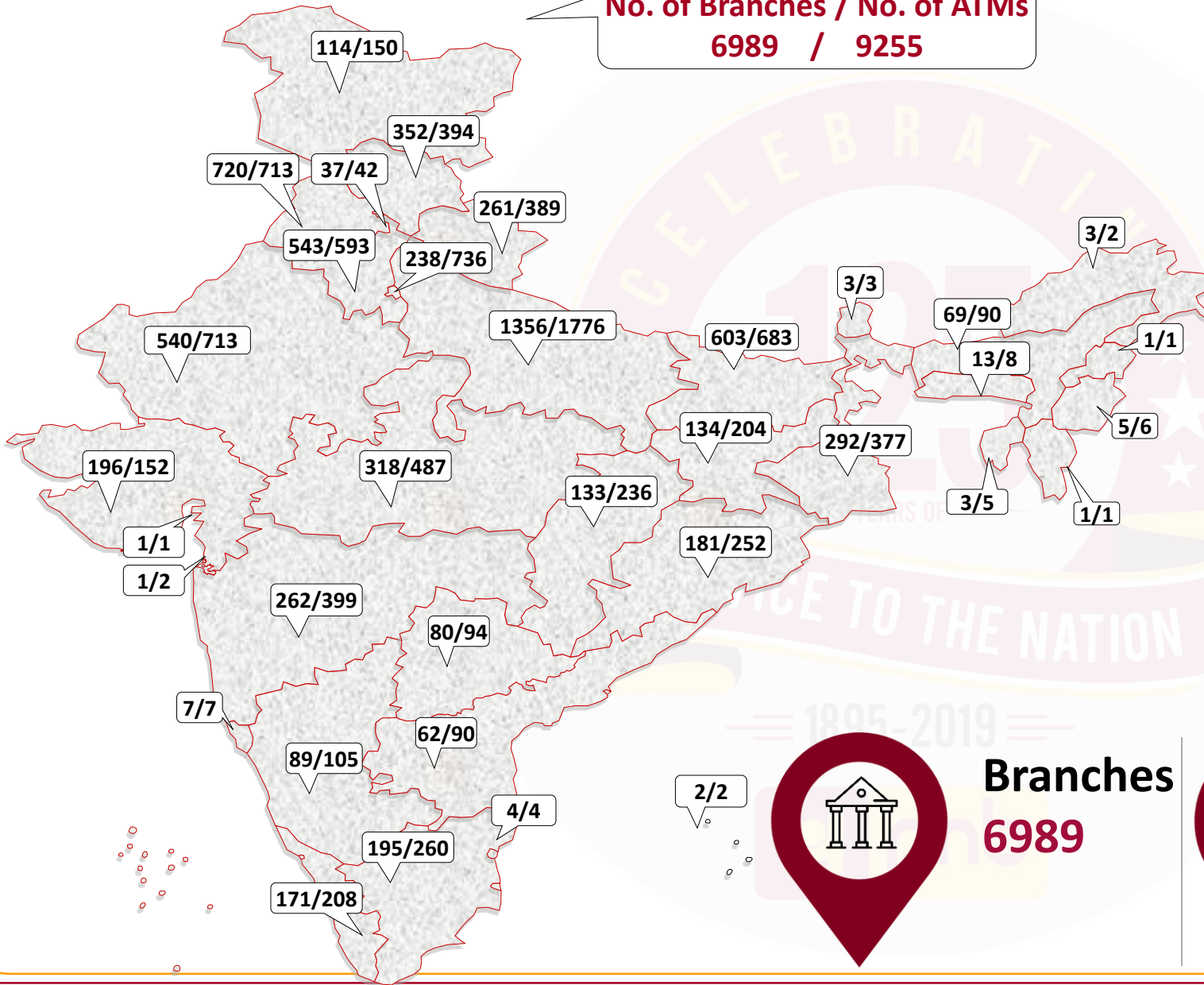


ATM Daily Average Hits

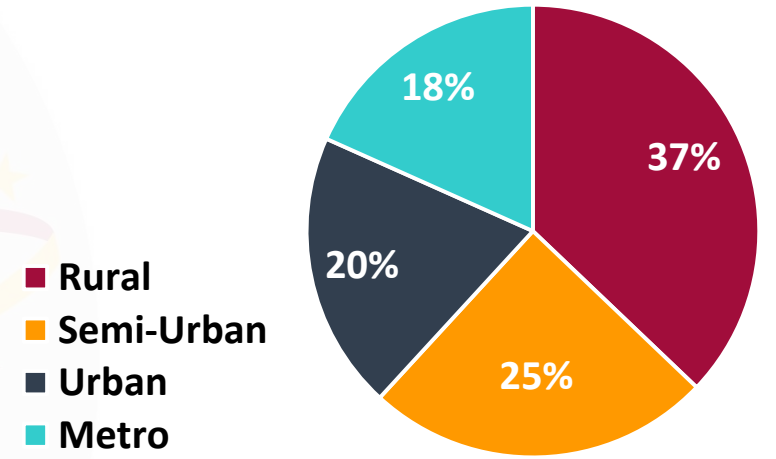


Dominant Pan India Presence

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



Population Group wise Break up of Dom. branches



Branches
6989



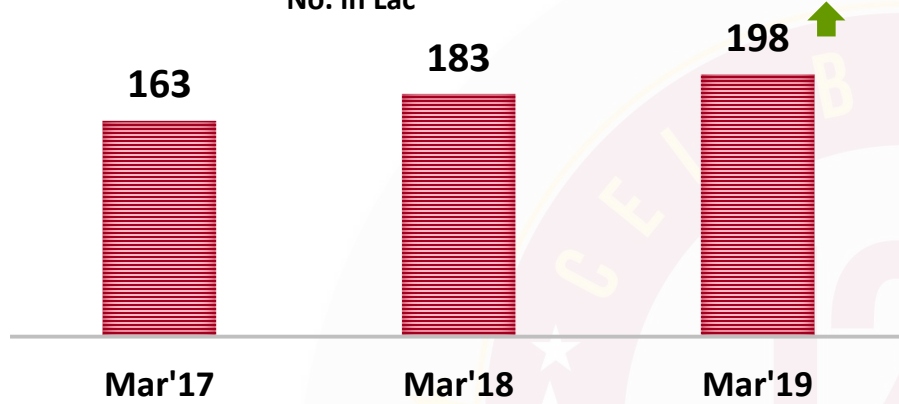
BCs
8143



ATM
9255

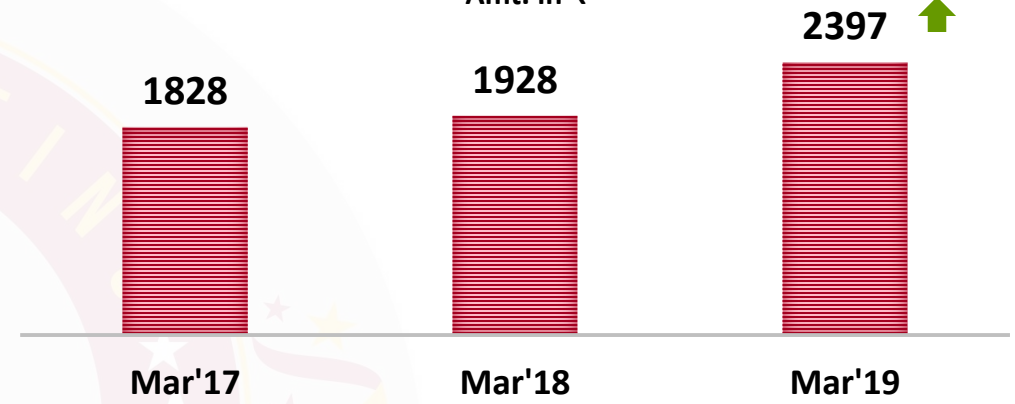
PMJDY Accounts

No. in Lac



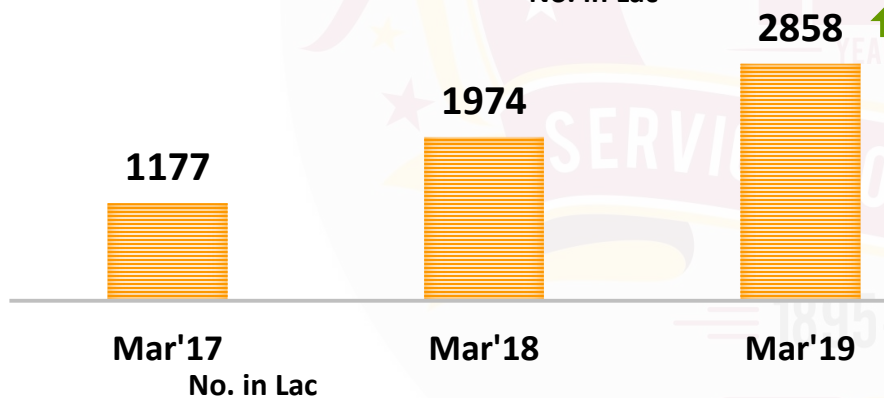
PMJDY Avg. Balance

Amt. in ₹



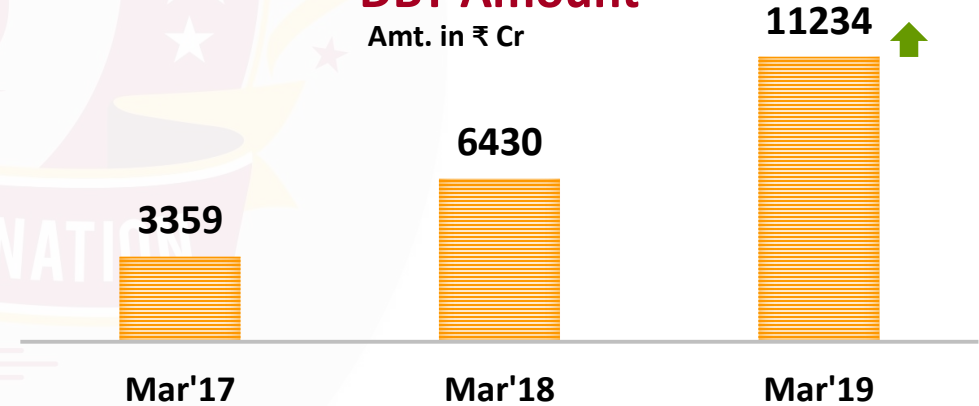
No. of DBT Txns

No. in Lac



DBT Amount

Amt. in ₹ Cr



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

Initiatives in CSR Activities



Adjudged Best Bank for Corporate Social Responsibility by **Asia Money**

- ❖ **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

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



- 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



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



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

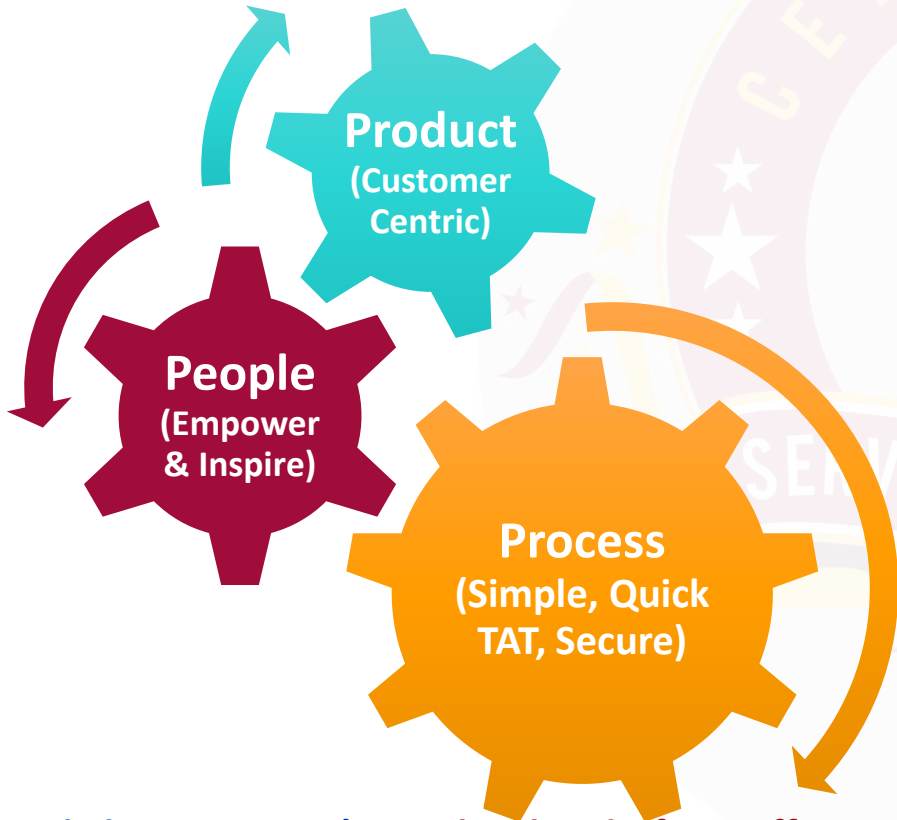
ASSOCHAM Social Banking Excellence Awards 2018
Second Runner Up under Priority Sector for Large Class



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

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

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.





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!

