

Bank Aisa Dost Jaisa

#### Presentation to Analysts Q4 FY'18 & FY'18







#### Financial Highlights FY18 vs FY17

CET 1 increased to 7.42% from 5.64 %

RWA reduced by 18% to Rs.220864 Cr

Operating Profit increased by 71%

NIM at 1.81% up by 19 bps

Operating expenses reduced by 8%

Recovery/Up gradation increased to Rs. 6231Cr from Rs.4849 Cr

Provision Coverage Ratio improved to 63.40 % from 54.96%

CASA Growth 18%

CASA Share 37.15% vs 31.46%

Net Loss for FY 18 at Rs. 8238 Cr. & for Q4 FY18 Rs. 5663 Cr.

GNPA: 27.95% NNPA: 16.69%



#### **Balance Sheet - Snapshot**

₹ in Crore

As at	31-Mar-17	31-Dec-17	31-Mar-18
LIABILITIES			
Capital	2 059	2 642	3 084
Reserve & Surplus	20 505	21 501	18 126
Deposits	2 68 538	2 36 978	2 47 932
Borrowings	56 364	63 775	63 186
Other Liabilities & Provisions	14 409	15 499	17 987
Total	3 61 875	3 40 395	3 50 314
ASSETS			
Cash & Balance with RBI	13 347	11 875	13 164
Bal. with banks & money at call	19 337	4 774	20 522
Investments	92 934	91 346	91 606
Advances	1 90 826	1 83 256	1 71 740
Fixed Assets	7 349	7 257	6 771
Other Assets	38 082	41 887	46 511
Total	3 61 875	3 40 395	3 50 314



#### Content

- 1. Capital & Shareholding
- 2. Profitability
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- 5. Asset Quality
- 6. Digitalization
- 7. Way Forward

#### Capital Adequacy

₹ in Crore

Bank achieves CET 1 including CCB at 7.42% against regulatory requirement of 7.375% as on March 31, 2018.

Particulars	May 17	I 17	Com 17	Dag 17	May 10
	Mar-17	Jun-17	Sep-17	Dec-17	Mar-18
CET 1 + CCB (Rs.)	15160	14750	16208	16463	16392
AT 1 (Rs.)	5854	5854	5854	5854	684
Tier 1 Capital (Rs.)	21014	20604	22062	22317	17076
Tier 2 Capital (Rs.)	7765	7614	7540	7370	5915
Total Capital (Rs.)	28779	28219	29602	29687	22991
CET 1+CCB Ratio	5.64%	5.71%	6.56%	6.62%	7.42%
AT 1	2.17%	2.27%	2.37%	2.35%	0.31%
Tier 1 Ratio	<b>7.81%</b>	7.98%	8.93%	8.97%	7.73%
Tier 2 Ratio	<b>2.89%</b>	2.95%	3.05%	2.96%	2.68%
CRAR	10.70%	10.92%	11.98%	11.93%	10.41%



#### **Risk Weighted Assets**

₹ in Crore

#### RWA reduced by 18% over March 17. Credit RWA reduced to 91% of Advances

Moven	nent of RWA agai	inst Advanc	ces		
	Mar-17	Jun-17	<b>Sep 17</b>	Dec-17	Mar -18
Credit RWA	232225	220977	209093	204158	180271
Market RWA	20184	20427	21018	27774	23664
Operation RWA	16588	16929	16929	16929	16929
Total RWA	268997	258332	247041	248861	220864
Total Advances	210610	208085	205670	204768	198853
Total NFB Outstanding	80215	79814	79661	78885	71837
Conversion Factor for NFB (CCF)	62153	63134	52679	51790	44797
NFB RWA	40447	41026	33818	32777	26514
Credit RWA/Advances	110.26%	106.20%	101.66%	99.70%	90.66%
NFB RWA / Credit RWA	17.42%	18.57%	16.17%	16.05%	14.71%

#### **Capital Optimization**

#### % Credit RWA to Advances



#### Portfolio Realignment ₹ in Crore 127035 126255 124560 120385 110254 **88**599 **83**574 84383 **81**830 **81**110 Corporate Retail Mar 17 June 17 Sept 17 Dec 17 Mar 18

#### <u>Capital conservation:</u>

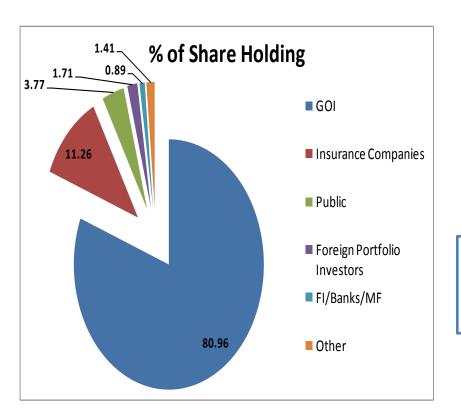
- . Rationalization of Credit and Market Risk portfolios to control RWAs.
- Capital conservation through Data cleaning activities
- Diversion of Loan portfolio towards low risk sectors. The composition of Advances Portfolio Corporate v/s Retail was realigned. (55:45 as on Mar 18 as against 60:40 as on Mar 17).

#### Sale of Non Core Assets in FY Mar 18

(₹ in Crore)

Non Core Asset/Invt	Qtr	Stake Sold %	Sale Proceeds	Capital Gain
A) Investment				
CCIL	Jun-17	2.50%	75	71
CCIL	Sep-17	2.50%	75	71
SIDBI	Sep-17	10.03%	1320	1266
SIDBI	Dec-17	4.89%	642	616
NSE	Mar-18	0.44%	201	200
NSDL E-Governance Ltd	Mar-18	30%	1140	1128
B) Fixed Asset	Mar-18	NA	955	520
Total (A+B)			4408	3872

#### **Shareholding Pattern Mar 2018**



	Rs in Cr.
<b>Capital Infusion</b>	FY 2017-18
Gol	4590
Recap Bonds - Gol	7881
LIC	394
Total	12865

Rs. 7881 Cr. lying as share application money, GoI shareholding will increase to 85.96%.

#### As on 23.05.2018.

Market Price: Rs. 66.30

Market Capitalization: Rs. 20,446 Cr.



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#### **Profit & Loss - Snapshot**

₹ in Crore

	Quarter ended FY ended						
Particulars	Qtr Mar 2017	Qtr Dec 2017	Qtr Mar 2018	Growth %	FY Mar 2017	FY Mar 2018	Growth %
Interest Income	6987	5797	5 214	(25)	27 791	23 027	(17)
Interest Expenses	5353	4132	4 299	(20)	22 040	17 386	(21)
Net Interest Income	1633	1666	915	(44)	<i>5 752</i>	5 640	(2)
Other Income	717	1325	2 700	277	4 008	7 009	
Net Total Income	2350	2991	3 615	54	9 759	12 649	30
Operating Expenses	1305	1094	1 253	(4)	5 141	4 745	(8)
- Employee Cost	472	407	453	(4)	2225	1795	(19)
- Other Operating Cost	833	687	800	(4)	2 916	2 950	1
Operating Profit	1045	1897	2 362	126	4 619	7 905	71
Profit After Tax	(3,200)	(1,524)	(5,663)		(5,158)	(8,238)	

#### Operating Profit improves by 71%



#### Net Interest Income & NIM

#### NII Maintained and NIM improved by 19 bps.

(₹ in Crore)

				Q	uarter ende	d					
Sr.No	Particulars	Mar-17	June-17	Sep-2017	Dec-2017	Mar-2018	Growth % Sequential	Growth % QoQ	FY Mar 2017	FY Mar 2018	Growth % YoY
1	Interest Income (2+3+4)	6987	6011	6004	5797	5214	-10	-25	27791	23027	-17
2	Interest on Advances	4756	4068	4260	4046	3320	-18	-30	19310	15694	-19
3	Interest on Investments	1952	1669	1464	1468	1531	4	-22	7032	6132	-13
4	Other Interest Income	278	274	280	283	363	28	30	1449	1201	-17
5	Total Interest paid (6+7+8)	5353	4609	4347	4132	4299	4	-20	22040	17386	-21
6	Interest paid on Deposits	4268	3582	3359	3175	3067	-3	-28	17138	13183	-23
7	Interest on RBI / inter bank borrowings	200	69	72	81	177	118	-11	1332	399	-70
8	Interest paid on Borrowings	885	958	916	875	1055	20	19	3570	3804	7
9	NII (Spread) (1-5)	1,633	1,402	1,657	1,666	915	-45	-44	5,752	5,640	-2
10	NIM	1.75%	1.72%	2.17%	2.16%	1.19%			1.62%	1.81%	
11	Cost to Income Ratio	55.54%	59.61%	29.14%	36.55%	34.67%			52.67%	37.51%	

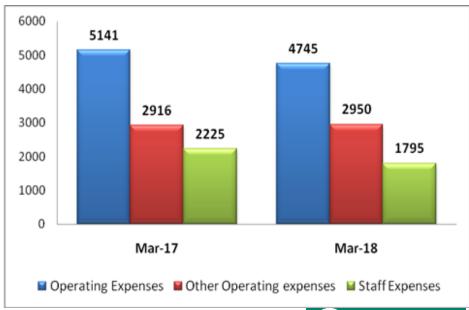


#### **Declining Operating Expenses**



₹ in Crore

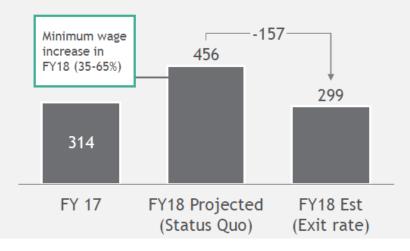
Operating Expenses reduced by 8% during the FY.



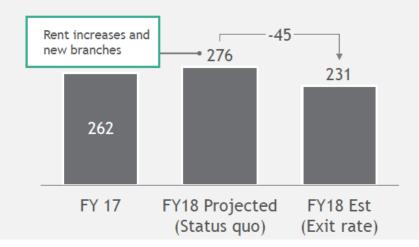
#### **Cost Control major Initiatives**

### Outsourcing & rental costs controlled due to various Nishchay initiatives

150 Cr+ savings in outsourcing expense

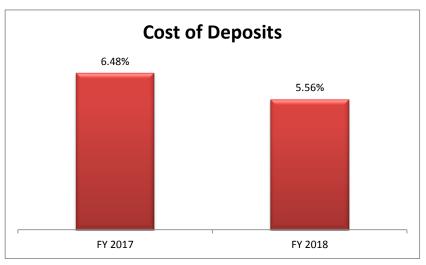


45 Cr savings in rental expense

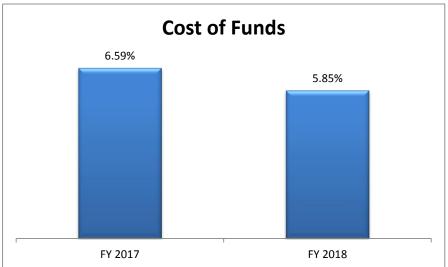




#### **Cost Ratios**



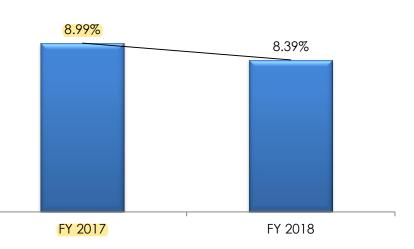
Declining Trend in Cost of Deposits and Cost of Funds





#### **Yield Ratios**

#### **Yield on Advances**



## Cost to Income Ratio 53% 38% FY Mar 2017 FY Mar 2018

NIM improved despite Yield in Advances coming down.





#### **Treasury Operations**

₹ in Crore

Particulars	Qu	ıarter end	ed			Year I	Ended
	Mar-17	Jun-17	Sep-17	Dec-17	Mar-18	Mar-17	Mar-18
Profit/ (Loss) on sale of investments (net)	-74	104	1749	680	1400	1250	3932
A) Profit from Strategic Sale (Investments)	0	71	1337	616	1329	518	3353
B) Others	-74	33	411	63	71	732	579
Profit/(Loss) on revaluation of investments (net)	0	0	0	-3	-1	0	-5
MTM Loss (-)/ Gain (+) (Net)#	267	34	-5	-476	102	-150	-390
Profit/(Loss) on exchange transactions / Derivatives (net)	16	29	35	63	30	225	157
Total Profit/ (Loss) excluding gain from strategic sale	209	96	441	-353	201	807	341
10 year G sec yield at the end of quarter	6.69%	6.51%	6.66%	7.33%	7.40%	6.69%	7.40%

# It is appearing under the head Provision for depreciation on investment

In March 2018 quarter, the 10 year Benchmark yield hardened approximately by 71 bps to 7.40 % from 6.69% in Mar 17 resulting in lower comparative (Year on year & Quarter on Quarter) trading/capital gains.

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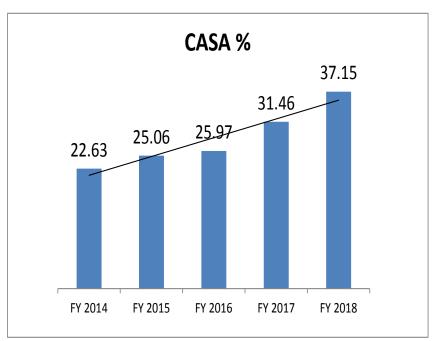
#### **Balance Sheet Parameters**

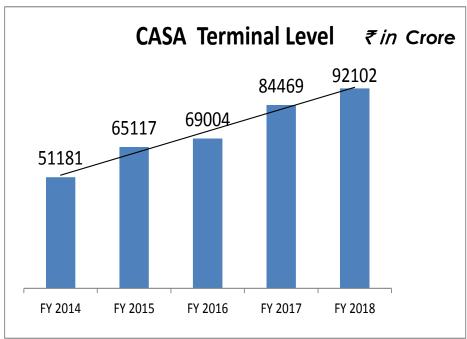
#### *₹in* Crore

	Terminal level							
Sr. No	Parameters	Mar-17	June-17	Sep-2017	Dec-2017	Mar-2018	Sequential QoQ variation	YoY variation
							_	
1	Global Deposits	268538	243058	241566		247932	5	-8
	CASA Share (%)	31.46	33.67	35.34	36.14	37.15		
	CASA Deposits	84469	81837	85376	85643	92102	8	9
	Saving Deposits	50384	49621	51488	52225	57125	9	13
	Current Deposits	34086	32315	33888	33419	34977	5	3
	Term Deposits	184069	161222	156190	151335	155830	3	-15
	Bulk Deposits	89757	78974	77273	74405	82683	11	-8
2	Gross Advances	210610	208085	205670	204768	198853	-3	-6
	Corporate	127035	126255	124560		110254		<u> </u>
	Retail	83574	81830	81110	84383	88599		
	Corporate : Retail (%)	60:40	61:39	61:39	59:41	55:45		
	Global Net Advances	190826	187251	183553	183256	171740	-6	-10
3	CD Ratio % (Gross Credit)	78.43%	85.61%	85.14%	86.41%	80.20%		

Number Of Accounts	Mar 17	Mar 18
(i) Savings	15528950	16566550
(ii) Current	848448	823529

#### **CASA-Low Cost Deposit**



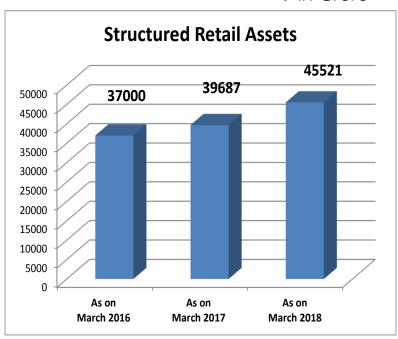


Share of CASA in Total Deposits exceeded 37%.

#### **Retail Products Growth**

#### ₹ in Crore

Structured Retail Assets	As on March 2016	As on March 2017	As on March 2018	Y-o-Y Growth (%)
HL	28124	28918	32044	11%
LAP	6999	8483	10670	26%
EL	615	763	842	10%
PL	241	312	395	27%
AL	1021	1212	1570	30%
Total	37000	39687	45521	



Overall disbursements grown by Rs. 4,483 Cr (44.20%) to Rs. 14,626 Cr compared to Rs. 10,143 Cr in FY 2016-17.

#### **Priority Sector**

₹ in Crore

	Particulars	Mar-17	Mar-17 as Percentage of ANBC	Mar 18	Mar-18 as Percentage of ANBC	Growth over Mar-17
		Actuals	Actuals	Actuals	Actuals	Actuals
	(1)	(2)	(3)	<b>(4</b> )	(5)	(6)=[(4)-(2)]
	ANBC	233882		209055		
	Priority Sector Advances (a+b+c)	92807	39.68	97663	46.72%	4857
	- Out of which Bulk PSL	12333	13.29	8242	3.94%	
(a)	Agriculture (i+ii+iii)	37799	15.77	41721	19.96%	3922
	(i) Direct Lending to Agri-Non Corporate	18386	7.86	22654	10.84%	4268
	(ii) Other Agri	2131	0.91	1497	0.72%	-634
	(iii) Indirect Agriculture (RIDF)	17282	7.00	17570	8.40%	288
(b)	MSME (Micro, Medium & Small Enterprises)	31061	13.28	34530	16.52%	3469
(c)	Other Priority Sector Advances (i+ii)	23947	10.63	21412	10.24%	-2535
	(i) Housing	19583	8.37	20593	9.85%	1011
	(ii) Others	4364	2.26	819	0.39%	-3545

The Average Achievement of 4 Qtrs in PSL is 41.70%	The Average	Achieveme	nt of 4	Qtrs in	PSL is	41.70%.
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Segment	Ma	r-17	Mar-18		
Segment	Amount	% of ANBC	Amount	% of ANBC	
Total PSL	92807	39.68%	97663	46.72%	
of which Core PSL	58068		64896		
Of Which Bulk	12334		8242		
RIDF & other funds	22405		24525		

<u> 54</u>	2.26	819	U.	.39%	-3545	
Particulars		National Goals		Mar-	18	
			Achie	ved %	O/S Balance	
P	riority Sector (% of	40%	46.3	88%	98004	
Т	Total Agricultural Adv (% of ANBC)		18%	20.0	05%	41920
S	Small & Marginal Farmers (% of ANBC)		8%	9.2	28%	19400
L		Other Nation	al Goals			
O	Out of PSL Weaker S	Section	10%	11.0	69%	24432
C	Credit to Miicro Enter	rprises (% of ANBC	7.50%	9.5	54%	19953

#### Top 20 Industry-wise Advances

			Outstanding	as on 31-Mar-18		
Top 20 Industries	FB	NFB	Total	% of Total Outstanding advances (Fund based+Non fund based)	GNPA_FB	Stressed Standard O/S
Infrastructure	41420	27338	68758	17.46%	18739	10356
-Transport	12490	7786	20276	5.15%	6987	2223
-Energy	24675	8751	33426	8.49%	9624	7569
-Water and Sanitation	1877	2412	4289	1.09%	733	331
-Communicatiomn	1423	8365	9788	2.49%	1312	188
-Social and Commericial Infrastructure	956	23	979	0.25%	83	46
Basic Metal and Metal Products	12005	7717	19723	5.01%	9978	892
All Engineering	8690	9691	18381	4.67%	6820	733
Agriculture & Allied Activities	18052	45	18098	4.60%	3433	625
Trade	14196	2140	16336	4.15%	3931	576
Construction	6040	6893	12933	3.28%	4705	274
Chemicals and Chemical Products (Dyes,						
Paints, etc.)	8305	2829	11133	2.83%	4078	81
Mining and Quarrying	5615	2999	8614	2.19%	718	2554
Other Services	2868	3953	6821	1.73%	313	40
Food Processing	5611	1170	6781	1.72%	2134	513
Textiles	5151	697	5848	1.49%	2268	189
NBFCs	5019	404	5424	1.38%	19	0
Vehicles, Vehicle Parts and Transport						
Equipments	4440	941	5381	1.37%	5230	1
Residuary other advances	700	3076	3776	0.96%	111	1
Commercial Real Estate	3220	414	3635	0.92%	710	145
Rubber, Plastic and their Products	2557	408	2964	0.75%	1774	35
Cement and Cement Products	1471	346	1817	0.46%	537	23
Professional services	1530	228	1758	0.45%	197	45
Petroleum (non-infra), Coal Products (non-						
mining) and Nuclear Fuels	296	1329	1624	0.41%	238	34
	1 47 188	72 618	2 19 806	55.82%	<b>– (1)</b> ID	RIRANK

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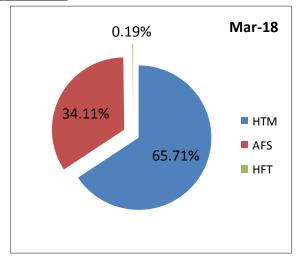
#### **Investments**

Parameters	Mar 17	Dec 17	Mar 18
SLR	79849	78597	71197
Non SLR	11812	12482	20681
Non SLR (Overseas)	4056	479	3549
Non SLR (SASF)	0	3766	781
<b>Total Gross Investment</b>	95716	95324	96209
Less: Aggregate provision for			
depreciation	2782	3978	4603
Net Investments	92934	91346	91606

₹ in Crore

Category	Mar-17	Jun-17	Sep-17	Dec-17	Mar-18
HTM	67529	65399	57630	56604	60192
AFS	25301	20686	28147	33251	31244
HFT	105	1410	125	1491	170
Total	92934	87495	85902	91346	91606

Modified Duration of Total Trading Book as on March 31, 2018 is 5.75



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#### **Asset Quality**

#### **PCR** improved from 54.96% to 63.40%

*₹in* Crore

Particulars	Mar-17	Jun-17	Sep-17	Dec-17	Mar-18
Gross Advances	210610	208085	205670	204768	198853
Gross NPAs	44753	50173	51368	50622	55588
Gross NPAs as % of Gross Advances	21.25%	24.11%	24.98%	24.72%	27.95%
Total Provisions held (including NCLT Prov)	19484	20541	21834	21223	26902
Net Advances	190826	187251	183553	183256	171740
Net NPAs	25206	29580	29489	29353	28665
Net NPAs as % of Net Advances	13.21%	15.80%	16.06%	16.02%	16.69%
Provision Coverage Ratio as per RBI Guidelines	54.96%	52.42%	54.56%	56.99%	63.40%

			For FY 2018					
Particulars	FY 2017	Q1	Q2	Q3	Q 4	FY 2018		
(FTNPA)	27,595	7,104	2,946	4,127	12,823	26,835		
Recovery & Upgrade	4,849	1,563	1,482	969	2,383	6,231		

Recovery/Up gradation increased to Rs. 6231Cr from Rs.4849 Cr. Impact of New Guidelines for resolution of Stressed Assets – Rs. 9647 Cr.



#### Summary- Cases filed as per RBI Direction (1st & 2nd List)

Particulars	March 31, 2018 RBI 1 <sup>st</sup> List	March 31, 2018 RBI 2 <sup>nd</sup> List
No. of Cases	12	29
Cases where IDBI Bank has exposure	11	19
IDBI Bank Lead cases	2	4
Cases which have been Admitted	10	9
IDBI Bank Gross Principal O/S (11 cases) (Rs. Cr.)	15184	11311
Provision made	9713	6221
Provision made (%)	63.97%	55%

Additional Provision required in these cases: Rs. 1497 Cr.

#### Cases filed and admitted in NCLT Summary (where IDBI Bank has exposure)

₹in Crore

Cases filed in NCLT Summary	March 31, 2018				
Particulars	No. of Cases	Gross Principal Amount			
Cases Filed by IDBI Bank	15*	8432			
Cases filed by other Banks/ Financial Creditor (FC)	80	20894			
Cases filed by Operational Creditors	124	15051			
Cases filed by Corporate Debtors	18	1339			
Total	237	45716			

Cases Admitted in NCLT Summary				
Particulars	March 31, 2018			
No. of Cases filed	237			
No. of Cases Admitted (IDBI Lead cases)	87* (14)			
Gross Principal	23986 (8115)			
Provision made	16246 (4778)			

<sup>\*</sup>Excluding 11 cases i.e. 09 cases rejected/withdrawn after admission by NCLAT/NCLT and 02 cases were settled under OTS/AoD.

<sup>\*</sup>Includes 3 cases filed against Asian Natural Resources & Bhatia Global Trading and their Corporate Guarantors (CG) viz BCC Estate Pvt. Ltd.(same for both the cases).

#### **Standard Stressed**

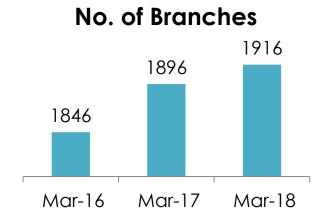
#### ₹in Crore

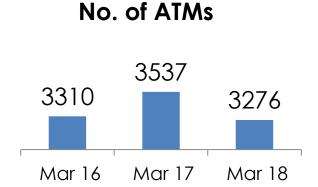
	Mar 2	2017	018		
Particulars	FB	NFB	FB	NFB	
	Outstanding	Exposure	Outstanding	Exposure	
5/25	7478	1123	7783	1543	
out of which SMA	3306	0	40	0	
Restructured	10588	4973	3179	1829	
out of which SMA	9181	3499	1153	172	
S4A	1008	415	837	673	
out of which SMA	1008	415	121	0	
SDR	4447	975	0	0	
out of which SMA	3086	868			
SMA 1	2466	1046	5669	1645	
SMA 2	7157	1166	1313	17	
Total	33144	9698	18781	5708	
out of which SMA	26204	6994	8296	1835	

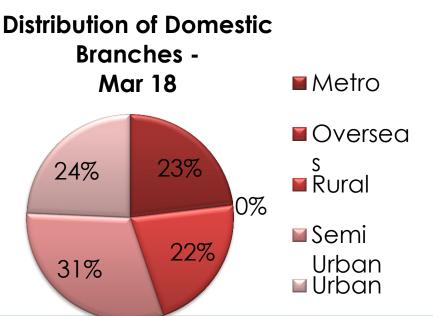
#### Content

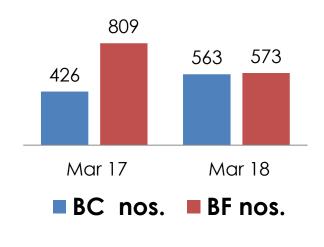
- 1. Capital & Shareholding
- 2. Profitability
- 3. Business
- 4. Treasury Operations
- 5. Asset Quality
- 6. Digitalization
- 7. Way Forward

#### Branch & ATM Network - Pan India









#### **Digital Footprints**

#### **IDBI Bank Debit Cards**



Debit Cards issued 114 Lakh





I-Net Banking 85 Lakh Registered Customers





Mobile Banking 58 Lakh Registered Customers



Total ATM- 3,264 CRM-504, e-Lounge - 58





BHIM UPI users 8.5 Lakh



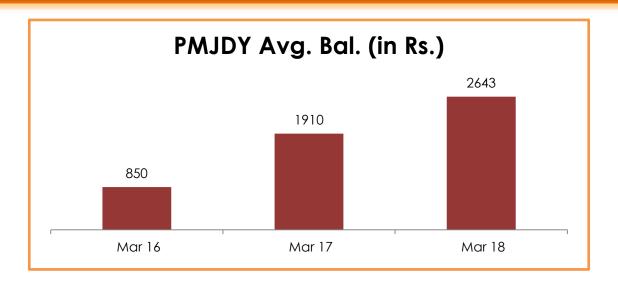
Digital Wallet users 1.3 Lakh

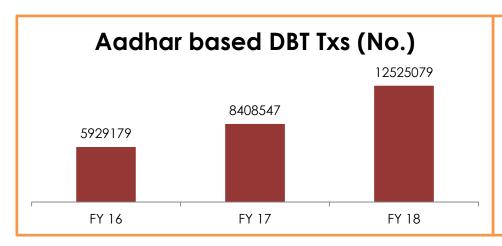


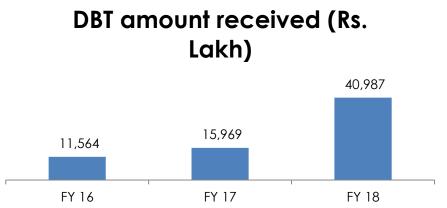
Digital Merchants 1.25 Lakh



#### **Financial Inclusion**







### IDBI App Cart IDBI BANK





#### Income from TPD

For Life Insurance, IDBI Federal Life Insurance is our Channel Partner since 2008 which is a 10 Years relationship.



IDBI Federal Life Insurance Co Ltd

Total Policies 89298 Nos New Business Premium Rs. 473.99 Cr Fee Income earned 61.35 Cr For General Insurance and Health, BAJAJ Allianz is our Channel Partner since 2005 which is a 13 Years relationship.



Total Policies 228014 Nos New Business Premium Rs. 80.41 Cr Fee Income earned 10.26 Cr



Total MF Folios 140656 for FY 2017-18. (Lumpsum 100838, SIP 39818).
Total MF Income for FY 2017-18 is Rs 41.76 Cr with IDBIMF contributing around Rs 25.58 Crs.

#### **Awards and Recognitions**

Ranked as the No. 1 bank in Customer Experience Index by Forrester Research Inc.

Secured 2<sup>nd</sup> prize at the National Awards to Banks by Ministry of MSME for "Excellence in Lending to Micro Enterprises"



Conferred three awards by PFRDA, 3<sup>rd</sup> rank for sourcing maximum number of NPS accounts, 2<sup>nd</sup> rank for Best PoP – NPS, and 3<sup>rd</sup> rank in Best PoP - SP activation

Secured 1<sup>st</sup> position as top performer in new demat accounts opened under the PSU-Bank Category at 32<sup>nd</sup> DP Conference of NSDL

Honored with "Performance Excellence Awards" under the category 'STP' by Citi Bank and Bank of New York, Mellon for US Dollar Payments

Conferred with SKOCH BSE Order-of-Merit Award 2017 for its financial inclusion initiatives and its CSR Project - 'Water, Sanitation and Hygiene' at the 48th SKOCH Summit

Received the Best Website Award at the 41st Annual ADFIAP Meeting



#### Content

- 1. Capital & Shareholding
- 2. Profitability
- 3. Business
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- 5. Asset Quality
- 6. Digitalization
- Way Forward

### Holistic bank-wide transformation along 4 segments



#### Nishchay @ IDBI Bank

Fast paced transformation program for short -term bottom line improvement



#### Revenue Maximization

- Enhance retail assets sales
- Improve retail liabilities growth
- Increase fee income



#### Operating Cost Rationalization

- Optimizing rent, repair expenses
- Outsourcing efficiency
- Overheads control



#### Manpower Planning

- Re-deployment to sales focused roles
- Revamped governance rhythm



#### Asset Utilization

- Drive strong collections and recovery
- Divest from noncore assets
- Optimize RWA

Regular governance program through war-rooms, change management and communication

#### Turnaround Strategy

Continuation of Focus on	FY 18 Status
Improving CRAR	<ul> <li>CET 1 + CCB: <u>7.42%</u> in March 18 V/s <u>5.64%</u> in Mar 17</li> <li>Reduction in RWA from Rs.2,68,997 cr to Rs.2,20,864 cr</li> </ul>
Improving Asset Quality	<ul> <li>Recovery/ Up gradation increased to 6231 Cr from 4849 Cr</li> <li>Extra provisions due to NCLT/ RBI divergence and February 12, 2018 circular</li> </ul>
Reducing operational cost	• Decline in Opex from 5140 Cr for FY 17 to 4743 Cr for FY 2018.
Sale of non-core assets	<ul> <li>Capital Gain</li> <li>on sale of investments - Rs. 3353 Cr</li> <li>on sale of fixed assets - Rs.517 Cr</li> </ul>
Improving Income	<ul><li>Overall NII maintained despite increased FTNPA.</li><li>NIM at 1.81% up by 19 bps</li></ul>



#### **PSB Reforms Agenda**



#### PSB Reforms Agenda

Enhanced Access and Service Encapsulates synergistic approach to ensure prudential and clean lending, better customer service, enhance credit availability ,focus on MSMEs and better governance.

#### <u>Implementation Highlights of PSB Reforms Agenda at IDBI Bank Ltd:</u>



# Customer Responsiveness

- Simplified SB A/C opening form
- Online FD booking & nomination
- Online application for SRA products
- •System driven grievance redressal mechanism & root cause analysis
- Doorstep banking for senior citizens



## esponsible Banking

- Differentiated
   Banking Strategy and Medium Term
   Business Plan (MTBP)
- Creation of Stressed Asset Management Vertical (SAMV)
- Web-based registration & submission of OTS application



### **Credit Off take**

- Implementation of cluster based products
- Implementation of inhouse digitalized Loan processing System



#### **PSB Reforms Agenda**



- New Product development-Enhanced working capital to GST registered MSMEs
- •Single point MSME relationship Managers
- Implementation of revival framework of stressed MSMEs.



# Deeping Financial Inclusion & Diaitization

- •OTP-based Aadhaar seeding
- Aadhaar-enabled PoS through BHIM Aadhaar devices
- Customer protection measures against cyber frauds



# Ensuring Outcome-Governance/HR

- OJAS E-learning platform for employees having 213 learning modules.
- Weightage assigned to certification in appraisal report
- Fast track promotion process is in place for initial two levels of officers.



#### 8 strategic themes for IDBI bank

3 Continue focus Re-align Strengthen product & digital channels on non-lending Turbo-charge segment retail sales & drive income through Corporates activation focus **5** 8

Develop data & analytics capabilities End-to-end digitization of processes

Set-up bestin-class risk & recovery capabilities Build performance & expertise culture



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