

YONO has crossed many milestones with 79.6+ million downloads and approximately 37.10+ million registrations, till 31st March 2021, with an increasing momentum in adoption and progressively higher user engagement along with exponential business growth. The key highlights achieved during the year are as under

Key Performance Highlights of YONO:

- **App Adoption:** The registered user base of the YONO grew by ~ 75 % from 21.2 million (March'20) to 37.10 million (Mar' 21). The App rating on Android is 3.9641 and 2.6 on iOS.
- **Customer Onboarding:** Significant momentum was observed in new customer onboarding with ~94% of eligible savings accounts being opened through the YONO platform. 51.81 lakh of Digital Savings Accounts were opened during the FY2021.
- **Digital lending:** 13.57 lakh Pre-Approved Personal Loans (PAPLs) were opened in FY2021 amounting to ₹21,268 crore.
- **YONO Krishi:** YONO Krishi, a comprehensive multi-lingual platform for agriculture segment customers, launched in 2019, is an initiative by the Bank to make our farmer customers future ready by offering them constant digital innovations pertaining to their agricultural needs. As on 31st March 2021, 29.42 Lakh YONO Agri Gold Loans amounting ₹45,701 crore have also been sanctioned through YONO Krishi.
- **Simplified KCC Review** through YONO process was launched in August 2020, wherein the customer can get his/her KCC account reviewed online in a paperless, presence less manner, without visiting branch. During FY2021, 2.89 lakh KCC accounts with aggregate limits of ₹4,972 crore have been reviewed through the YONO Krishi-online process.
- **Online marketplace:** As on Mar'21, 100+ merchant partners were live on the B2C Market Place platform (including Mitra and Mandi), witnessing 11.92 lakh transactions amounting to ₹641 crore worth of Gross Merchandise Value in FY2021.
- **Cross sell:** The non-banking financial services product suite i.e., insurance,

mutual funds etc. achieved an all-time high performance during the fiscal. 3.85 Lakh SBI Credit cards were sourced during the year through YONO. Gross SBIMF investments stood at ₹2,434 crore. Approximately 29.41 lakh Personal Accident Insurance (PAI) policies were sold during FY2021.

C. Small and Medium Enterprises

Your Bank is pioneer and market leader in SME financing. With over sixteen lakh customers, the SME portfolio of ₹2,43,191 crore, as on 31.03.2021 accounts for nearly 10.40% of your Bank's total advances. State Bank of India has always held SMEs as an important segment, considering the role being played by them in the Indian economy in terms of their contribution to manufacturing output, exports and employment generation. Being committed to providing Simple and Innovative Financial Solutions, your Bank's approach in driving SME growth rests on the following three pillars:

- a) Customer Convenience,
- b) Risk Mitigation,
- c) Technology based digital offerings and process improvements

1. Customer Convenience

With a view to build and sustain the momentum for transforming India, your Bank has created the highest no. of touch points in terms of branches and other modes. With a view to enhance ease of business for the Small and Medium Enterprises, State Bank of India modified its existing delivery model of Small and Medium Enterprises Centre (SMEC) and created Asset Management Teams (AMTs) to maintain end to end relationship with the customers for loans up to ₹50 lakh. The SMECs have also been strengthened in terms of manpower, which has resulted in improvement in the service levels. Loans above ₹50.00 lakhs are being handled by Relationship Manager, SME so as to have better connect with the Customers. As on 31.03.2021, 1791 RMs (SME) are functioning PAN India.

With a view to focus on improving the connect with the Customers and to strengthen SME Business, we have revisited the SME structure in the Bank, wherein 80 Assistant General Managers

(SME) have been posted across all Zonal offices. This has given a good direction to our efforts and has started yielding results with many customers expressing satisfaction on the improved connect. Your bank has 670 dedicated SME Intensive Branches PAN India.

2. Digital Offerings

Your Bank is leveraging technology in every aspect of the value proposition from business, designing products, streamlining process, improving delivery to monitoring. Furthermore, it has taken several initiatives to build SME portfolio in a risk mitigated manner and has implemented significant changes in (i) Product suite, (ii) Process (iii) Delivery for ensuring Ease of Banking.

Loan Life-Cycle Management

Online Loan Application and Online Lead Status: Your bank is hosting an online loan application and tracking facility for MSME borrowers on the corporate website. A CRM ID is generated against customer's loan application submitted online or offline through Customer Relationship Management (CRM) application, which is sent to customer's mobile number. Customer can track his loan application through this CRM ID and mobile number on the online portal after successful OTP validation.

Customer Relationship Management (CRM):

Bank has introduced CRM as an integrated platform to engage with customers throughout their lifecycle, to enhance understanding of customer's requirements and to strengthen customer centric approach of the Bank. The CRM portal has been designed with the objective of generating leads in CRM application through various channels, better monitoring mechanism of leads at various stages and booking of increased business with lower TAT through customer connect. Apart from lead monitoring, Customer 360 view is also available in CRM.

Loan Origination Software (LOS-SME) and Loan Life Cycle Management System (LLMS): With a view to adopt the uniform standards of credit dispensation for ensuring quality and preserving corporate memory, loans are processed through LOS and LLMS for small and high value loans respectively.

Contactless Lending Platform:

State Bank of India is one of the stakeholders of SIDBI led PSB consortium and your Bank's path-breaking initiative, psbloanin59minutes.com, provides easy access for loans to SMEs registered on GST platform and filing income tax returns. Using the platform your bank is sourcing leads for loan requirements from ₹1.00 lacs to ₹500.00 lacs. In FY2021 (up to 31.03.2021), 29,697 leads approved in-principle have been generated by the portal, out of which 20,676 leads for ₹7686.19 Cr have been sanctioned.

Digitalisation of Services for borrowers:

To enhance customer experience and for hassle-free submission of financials and other statements, your bank has made available this service, through its Corporate Internet Banking Platform.

Project Vivek

Project Vivek heralded a paradigm shift in your Bank's appraisal system from traditional Balance Sheet based funding, to a more objective appraisal system of leveraging cash flow and other information sources. It is a promising initiative launched by State Bank of India to implement a new Credit Underwriting Engine (CUE) for the SME segment, thereby bringing objectivity in better risk assessment. Moreover, it reduces Turn Around Time (TAT) resulting in better customer experience. In FY2021, as on 31.03.2021 a total of 40867 proposals were processed under Project Vivek. Further, during the year, technical enhancements were done in the project to improve the underwriting process. Simplified Automated Quick Renewal process under Project Vivek has been rolled out to simplify the process of renewal of Fund Based Working Limit.

SME Gold Loan

Your Bank has introduced a simplified product viz. SME Gold Loan to provide short term credit support to MSME units against Gold ornaments/ jewellery with simplified assessment and easy sanction. This has helped MSME units bridge their liquidity gap with an ease of availing finance and supporting their business growth. As on 31.03.2021, a total of 19,379 MSME units were supported amounting to ₹640 Cr.

Pre-Approved Business Loan (PABL)

Your Bank has introduced a simplified PABL product – An Analytics product for sanction of loans upto ₹10 lakhs for existing current account customers has been launched. As on 31.03.2021, a total of 2090 MSME units were supported with limits amounting to ₹72.50 Cr.

Import LC opening through YONO Business

Yono Business has re-imagined key customer journeys to provide a superior user experience such as online facility for profile management, fully digitised journey for issuance of Import letter of credit, simpler onboarding journey with reduced documentation for new to digital customers and much more. We have surpassed global – best – in – class players in terms of issuing import LCs through digital channel for our SME customers. As on 31.03.2021, 3233 Import LC for ₹3561.47 Cr were issued through Yono Business channel.

SME Finance For CAs under CLP

"SME Finance for Chartered Accountants under CLP" is designed for financing credit requirements of Chartered Accountants. It's a simplified, scoring based product available on Contactless Lending Platform (CLP). Under the product, Overdraft (Clean) and Term Loan facilities are being offered. It's a collateral-free loan covered under CGTMSE. Pricing is linked to EBLR. Product is rolled out in Metro & Urban centres including State Capitals/ Tier-I cities on 03.02.2021.

Compressed Biogas under SATAT Scheme

'SATAT' (Sustainable Alternative Towards Affordable Transportation) Scheme was launched on 1st Oct 2018 by Ministry of Petroleum and Natural Gas (MoPNG), Government of India. Your Bank has developed a new Product "Compressed Bio Gas (CBG) under SATAT Scheme" on 22.09.2020, to finance Entrepreneurs who have been awarded Letters of Intent (LOIs) by Oil Marketing Companies (OMCs) for setting up of CBG plants under SATAT Scheme. There is an assured offtake of CBG by the OMCs as per the Commercial Agreement entered. The term loan is repayable over a longer tenure with door-to-door tenor of 15 years and an escrow

mechanism is also proposed for capturing the cash flows and repayment from the Project.

COVID-19 Enablers

In line with the RBI's regulatory package, the following relaxations were permitted:

- Deferment of upto 6 months instalments extended in respect of Term Loans.
- Interest on WC limits for the period from 1st March to 31st August 2020 has been deferred.
- Reassessment of working capital cycle & credit period and resetting of limit accordingly, including reduction in margins has been provided.
- Sanction of GECL, CCECL and re-assessment of WC are done on fast track basis to ensure prompt disposal of request and release of funds.
- All eligible customers contacted for extending the relief measures, proactive approach was adopted, SMS, e mails sent.
- Instalment recovered for the month of March'20 has been refunded wherever refund has been sought.
- Stoppage of SI/NACH wherever requested has been effected.

Competitive Rates of Interest

Your Bank has linked all floating rate loans to Micro, Small and Medium Enterprises (MSMEs) to External Benchmark w.e.f. 01.10.2019.

Trade Receivables Discounting System (TReDS)

State Bank of India was the first among all PSBs to register as a financier on the TReDS platform, set up to provide finance to MSMEs. We have our presence on all the 3 TReDS platforms in the country i.e. RXIL, M1 exchange and Invoicemart. Your Bank was actively participating in the online biddings on the platform and was offering very competitive rates for the benefit of MSMEs. In FY2021 (from 1.4.2020 to 31.03.2021), Bills aggregating ₹934.47 crores were discounted. During the year, 4 more new branches were authorized to conduct TReDS business. With this, your Bank is having presence in all geographies, with a total of 6 branches doing TReDS business.

Supply Chain Finance

Leveraging state-of-the-art technology and branch network, your Bank continues to be a major player in Supply Chain Finance by strengthening its relationship with the corporate world, across various sectors. Your bank has extended supply chain finance to 28,000 plus dealers and 14,000 plus vendors with total sanctioned limits of over ₹43,696 crores.

52 new tie-ups were done during the financial year include corporates such as Arcelor Mittal Nippon Steel, OPPO Mobiles India Pvt. Ltd (One Plus Division), Exide Industries Industrial Division, Bata India Pvt Ltd, Avon Cycles, Tata Consumers Products Ltd, Jindal Aluminium Ltd, Terumo India Pvt Ltd etc. New e-DFS limits of ₹4500 Cr were sanctioned up to 31st March 2021. To ring fence the supply chain portfolio, Bank has put in place suitable risk mitigation measures and risk-based pricing for the Supply Chain Portfolio.

Being the country's largest lender, your Bank had also undertaken leadership role in implementation of proactive measures to support the dealers availing e-DFS facility during the Covid pandemic related business slowdown. We offered extended Credit Periods without any penal charges for the consignments of the dealers so as to factor in the elongated holding of inventories due to lockdown.

3. Business Partnerships and Tie-ups

Your Bank is expanding its portfolio of Warehouse Receipt Finance and Supply Chain Finance through Business partnerships/Tie-ups with Collateral Managers and Industry Majors.

Warehouse Receipt Finance:

Your Bank has introduced Warehouse Receipt Financing scheme (WHR) to extend finance to traders/owners of goods/manufacturers for processing, provided against Warehouse Receipts issued by Collateral Managers having a tie-up with State Bank of India. Further, WHR issued by Central Warehousing Corporation (CWC) and State Warehousing Corporation (SWC) would also be eligible for WHR finance. Your bank has also tied up with repositories NERL & CCRL for financing against e-NWR and NEML (subsidiary of



Inauguration of New branch in the presence of the Chairman

NCDEX) for e-auctioning of NPA/Stressed Accounts under WHR Financed.

4. Risk Mitigation

Your Bank has been increasingly shifting its focus towards Risk Mitigated Products, which include Asset Backed Loans, Bills Discounting facility and CGTMSE/CGFMU covered loans amongst others.

D. Rural Banking

Agri Business

During FY2021, your Bank's lending under the Agri business has crossed a major milestone of ₹2,13,000 crore, catering to 1.37 crore farmers, which is the highest for any Bank.

Your Bank has stood along with the farmers during the COVID-19 pandemic and offered additional emergency credit line of 10% of sanctioned limit to 19,81,981 borrowers to help them in meeting their immediate credit needs. Of this, 1,63,111 borrowers have availed loans to the tune of ₹671

Cr. Moreover your Bank has extended interest deferment facility in 19,93,281 Agriculture Cash Credit accounts and provided moratorium on EMIs and Term loan instalments in 2,42,911 accounts to support the farmers during the COVID-led pandemic.

Your Bank has been the spearhead in driving the campaign for saturation of the PM Kisan beneficiaries. To this end, total 54.43 lakh applications were received and 46.29 lakh applications have been sanctioned up to 31st March, 2021.

During the year, Agri Gold loan portfolio has increased from ₹58,987 crore to ₹66,877 crore.

Your Bank has launched three new products under the Aatmanirbhar Bharat schemes viz. Agri Infrastructure Fund (AIF), Animal Husbandry Infrastructure Development Fund (AHIDF) and PM Formalisation of Micro Food Processing Enterprises (PM FME) to bolster the investment credit portfolio in the Agri segment.

The Ground Level Credit disbursements to the farmers over the years are as follows:

FLOW OF CREDIT TO AGRICULTURE				(₹in crore)
YEAR	TARGET	DISBURSEMENT	% ACHIEVEMENT	
FY2016	89,781	1,02,423	114	
FY2017	95,168	1,25,270	132	
FY2018	1,05,741	1,66,819	158	
FY2019	1,16,315	1,56,385	134	
FY2020	1,27,947	1,77,473	139	
FY2021	1,74,468	1,98,268	114	