



# QUARTERLY RESULTS

Q3FY20

## Analyst Presentation

31.01.2020

yono  
SBI

Lifestyle &  
banking, dono.



**SBI Life**  
**INSURANCE**  
With us, You're sure  
(A State Bank Group Company)



**SBI MUTUAL FUND**  
**A PARTNER FOR LIFE**

**SBI Card**  
Make life simple



**SBI General**  
**INSURANCE**



## Safe Harbor

*Certain statements in these slides are forward-looking statements. These statements are based on Management's current expectations and are subject to uncertainty and changes in circumstances. Actual outcomes may differ materially from those included in these statements due to a variety of factors.*

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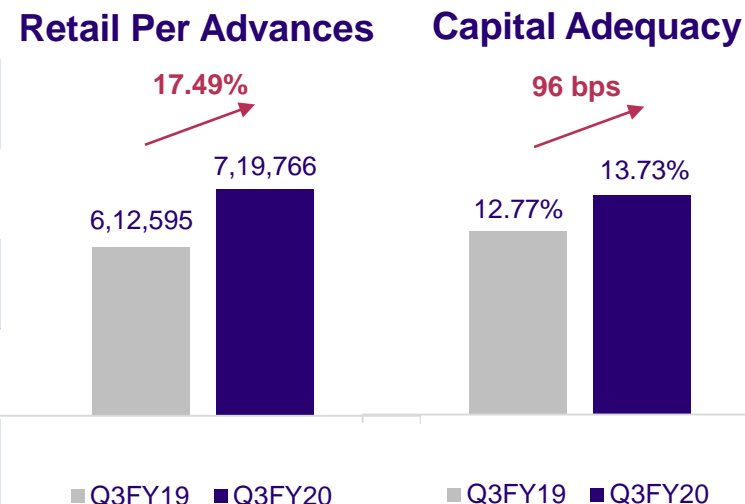
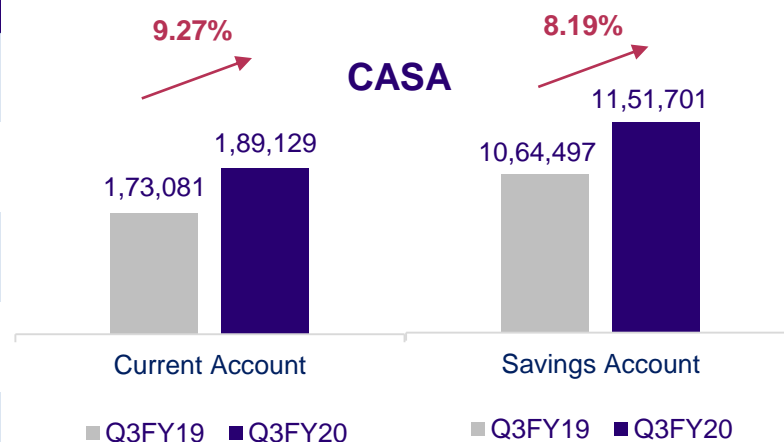
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Subsidiaries, Group Financials & Balance Sheet

# Key Indicators

		Q3FY20	Q3FY19	YoY Growth
<b>Profit &amp; Loss</b> (in Rs. Crore)	Net Interest Income	27,779	22,691	↑ 22.42%
	Net Interest Margin – Domestic	3.59	2.97	↑ 62 bps
	Operating Profit	18,223	12,625	↑ 44.34%
	Profit Before Tax	10,970	6,619	↑ 65.74%
	Net Profit	5,583	3,955	↑ 41.18%
<b>Key Ratios</b> (in %)	Credit Cost	1.80	2.42	↓ 62 bps
	Net NPA	2.65	3.95	↓ 130 bps
	PCR	81.73	74.63	↑ 710 bps
	Capital Adequacy	13.73	12.77	↑ 96 bps
<b>Balance Sheet</b> (in Rs. Crore)	Total Advances	23,01,669	21,55,316	↑ 6.79%
	Total Deposits	31,11,229	28,30,538	↑ 9.92%
	Retail Personal Advances	7,19,766	6,12,595	↑ 17.49%



# Performance Highlights-Q3FY20



## Profitability



- ❑ Highest ever quarterly Net profit at **Rs. 5,583 Crs**
- ❑ **PBT at Rs.10,970 Crs** increased by **65.74% YoY** and **116.80% QoQ**
- ❑ **NII** grew by **22.42% YoY** and **12.92% QoQ**
- ❑ **NIM at 3.59%YoY** improved by **62 bps YoY** and **37 bps QoQ**
- ❑ **Fee income** for Q3FY20 up by **19.30% YoY**
- ❑ During the quarter, Bank exercised the option of lower tax rate – **Onetime hit of Rs. 1,333 Crs**

## Asset Quality



- ❑ **Net NPA at 2.65%** down 130 bps YoY and 14 bps QoQ
- ❑ **GNPA** at **6.94%**, down 177 bps YoY and 25 bps QoQ
- ❑ **PCR** further improves to **81.73%**, up 710 bps YoY and 50 bps QoQ
- ❑ **Slippages** of Rs.16,525 Crs includes exposure to a large Housing Finance Company (Approx.. Rs.7000 Crs)

## Business Performance



- ❑ Continued to be strong on liability side - **CA grew at 9.27% YoY**, while **SA** book grew by **8.19%**
- ❑ **Growth of 17.49%** in Retail Per Loans
- ❑ Subdued YoY growth of 6.79% in advances mainly due to lack of demand on corporate side

## Technological Leadership



- ❑ **91%** transactions through non branch channels
- ❑ **63%** of **savings accounts** are opening through YONO – digital onboarding
- ❑ Digital Loans disbursed (as on Dec 2019) > Rs 10,000 Crs
- ❑ Market pioneering application- **YONO Cash** now available at **more than 2 lac customer touch points**
- ❑ **34+ financial products** including MF, Credit Cards, Insurance live on YONO

# Financial Performance

# Financials – At a Glance



Rs. in Crores

	Quarter Ended			9 Months Ended		Growth (%)		
	Q3FY20	Q2FY20	Q3FY19	9MFY20	9MFY19	9MFY20 over 9MFY19	Q3FY20 over Q2FY20	Q3FY20 over Q3FY19
Interest Income	67,692	64,312	62,277	1,94,642	1,79,883	8.20	5.25	8.70
Interest Expenses	39,913	39,712	39,586	1,19,324	1,14,488	4.22	0.51	0.83
<b>Net Interest Income</b>	<b>27,779</b>	<b>24,600</b>	<b>22,691</b>	<b>75,318</b>	<b>65,395</b>	<b>15.17</b>	<b>12.92</b>	<b>22.42</b>
Non Interest Income	9,106	12,023	8,035	29,144	24,090	20.98	-24.26	13.33
<b>Operating Income</b>	<b>36,885</b>	<b>36,623</b>	<b>30,726</b>	<b>1,04,462</b>	<b>89,485</b>	<b>16.74</b>	<b>0.71</b>	<b>20.04</b>
Operating Expenses	18,662	18,424	18,101	54,794	50,982	7.48	1.29	3.10
<b>Operating Profit</b>	<b>18,223</b>	<b>18,199</b>	<b>12,625</b>	<b>49,667</b>	<b>38,503</b>	<b>29.00</b>	<b>0.13</b>	<b>44.34</b>
Total Provisions	12,639	15,187	8,670	38,760	38,479	0.73	-16.78	45.78
<b>Net Profit</b>	<b>5,583</b>	<b>3,012</b>	<b>3,955</b>	<b>10,907</b>	<b>24</b>		<b>85.39</b>	<b>41.18</b>
NIM (Domestic-Cumulative) (%)	3.27	3.11	2.92	3.27	2.92	35 bps	16 bps	35 bps
NIM (Domestic-Quarterly) (%)	3.59	3.22	2.97				37 bps	62 bps
Cost to Income Ratio (Cumulative) (%)	52.45	53.47	56.97	52.45	56.97	-452 bps	-102 bps	-452 bps

# Total Income

Rs. in Crores

	Quarter Ended			9 Months Ended		Growth (%)		
	Q3FY20	Q2FY20	Q3FY19	9MFY20	9MFY19	9MFY20 over 9MFY19	Q3FY20 over Q2FY20	Q3FY20 over Q3FY19
Interest on Loans	48,063	45,242	41,821	1,37,169	1,19,012	15.26	6.24	14.93
Interest on Resources	17,968	17,546	19,131	52,860	57,273	-7.70	2.41	-6.08
Other Interest income	1,660	1,524	1,325	4,613	3,598	28.21	8.96	25.27
<b>Total Interest Income</b>	<b>67,692</b>	<b>64,312</b>	<b>62,277</b>	<b>1,94,642</b>	<b>1,79,883</b>	<b>8.20</b>	<b>5.25</b>	<b>8.70</b>
Fee Income	5,635	5,040	4,724	15,852	14,715	7.73	11.80	19.30
Profit/Loss on Sale of Investments	696	4,158	425	5,339	489	991.94	-83.25	63.81
Forex Income	635	673	564	1,826	1,485	22.95	-5.66	12.50
Misc. Income	2,140	2,152	2,322	6,127	7,401	-17.21	-0.57	-7.86
<i>of which: Recovery in w/o accounts</i>	2,087	1,864	2,107	5,309	5,860	-9.40	11.96	-0.96
<b>Total Non Interest Income</b>	<b>9,106</b>	<b>12,023</b>	<b>8,035</b>	<b>29,144</b>	<b>24,090</b>	<b>20.98</b>	<b>-24.26</b>	<b>13.33</b>
<b>Total Income</b>	<b>76,798</b>	<b>76,335</b>	<b>70,312</b>	<b>2,23,786</b>	<b>2,03,973</b>	<b>9.71</b>	<b>0.61</b>	<b>9.22</b>



# Fee Income Break Up

Rs. in Crores

	Quarter Ended			9 Months Ended		Growth (%)		
	Q3FY20	Q2FY20	Q3FY19	9MFY20	9MFY19	9MFY20 over 9MFY19	Q3FY20 over Q2FY20	Q3FY20 over Q3FY19
<i>Loan Processing Charges</i>	1,120	766	926	2,502	2,208	13.33	46.28	20.88
<i>Commission on Govt. Business</i>	972	893	953	2,828	2,856	-0.99	8.88	2.02
<i>Commission on LC/BG</i>	771	717	600	2,192	1,828	19.91	7.46	28.57
<i>Cross Selling</i>	558	491	486	1,415	1,344	5.33	13.65	14.93
<i>Account Maintenance Charges</i>	356	255	253	854	850	0.43	39.26	40.58
<i>Remittance, Collection, etc.</i>	1,399	1,470	1,212	4,269	3,854	10.78	-4.77	15.46
<i>Misc. Fee Income</i>	459	448	294	1,791	1,775	0.92	2.34	56.10
<b>Fee Income</b>	<b>5,635</b>	<b>5,040</b>	<b>4,724</b>	<b>15,852</b>	<b>14,715</b>	<b>7.73</b>	<b>11.80</b>	<b>19.30</b>

# Total Expenses

Rs. in Crores

	Quarter Ended			9 Months Ended		Growth (%)		
	Q3FY20	Q2FY20	Q3FY19	9MFY20	9MFY19	9MFY20 over 9MFY19	Q3FY20 over Q2FY20	Q3FY20 over Q3FY19
Interest on Deposits	37,182	36,746	35,473	1,10,231	1,04,665	5.32	1.19	4.82
Interest on Borrowings	1,521	1,712	2,981	5,467	6,616	-17.37	-11.14	-48.96
Other Interest paid	1,210	1,254	1,131	3,627	3,207	13.08	-3.54	6.94
<b>Total Interest Expenses</b>	<b>39,913</b>	<b>39,712</b>	<b>39,586</b>	<b>1,19,324</b>	<b>1,14,488</b>	<b>4.22</b>	<b>0.51</b>	<b>0.83</b>
Salary	6,855	6,757	6,631	20,381	19,737	3.26	1.44	3.37
Provisions for Employees	4,601	4,545	4,541	13,296	10,840	22.66	1.22	1.32
<b>Staff Expenses</b>	<b>11,456</b>	<b>11,303</b>	<b>11,172</b>	<b>33,676</b>	<b>30,577</b>	<b>10.14</b>	<b>1.35</b>	<b>2.54</b>
Depreciation	815	809	797	2,403	2,382	0.88	0.75	2.22
Others	6,392	6,313	6,132	18,715	18,023	3.84	1.25	4.23
<b>Overheads</b>	<b>7,207</b>	<b>7,122</b>	<b>6,929</b>	<b>21,118</b>	<b>20,405</b>	<b>3.49</b>	<b>1.19</b>	<b>4.00</b>
<b>Operating Expenses</b>	<b>18,662</b>	<b>18,424</b>	<b>18,101</b>	<b>54,794</b>	<b>50,982</b>	<b>7.48</b>	<b>1.29</b>	<b>3.10</b>
<b>Total Expenses</b>	<b>58,575</b>	<b>58,136</b>	<b>57,687</b>	<b>1,74,119</b>	<b>1,65,470</b>	<b>5.23</b>	<b>0.76</b>	<b>1.54</b>

# Overhead Expenses

Rs. in Crores

	Quarter Ended			9 Months Ended		Growth (%)		
	Q3FY20	Q2FY20	Q3FY19	9MFY20	9MFY19	9MFY20 over 9MFY19	Q3FY20 over Q2FY20	Q3FY20 over Q3FY19
Rent, Taxes and Lighting	1,322	1,361	1,284	3,864	3,786	2.07	-2.83	3.01
Depreciation	815	809	797	2,403	2,382	0.88	0.75	2.22
Printing and Stationery	119	123	101	340	310	9.83	-3.04	18.21
Postage & Telecommunications	83	91	97	248	271	-8.48	-9.03	-13.85
Repairs and Maintenance to Bank's Property	224	233	223	652	627	4.01	-3.69	0.47
Travelling & Halting	279	280	278	796	815	-2.31	-0.50	0.54
Insurance	798	753	725	2,366	2,119	11.67	5.86	9.98
Business Acquisitions & Development Expenses	527	629	461	1,840	1,372	34.18	-16.29	14.31
ATM /CDM/POS/Debit Card /Other Tech Expenses	1,824	1,761	1,890	5,233	5,461	-4.18	3.55	-3.51
Misc. Expenses	1,216	1,080	1,074	3,376	3,264	3.42	12.52	13.15
<b>Overheads</b>	<b>7,207</b>	<b>7,122</b>	<b>6,929</b>	<b>21,118</b>	<b>20,405</b>	<b>3.49</b>	<b>1.19</b>	<b>4.00</b>

# Provisions & Profit

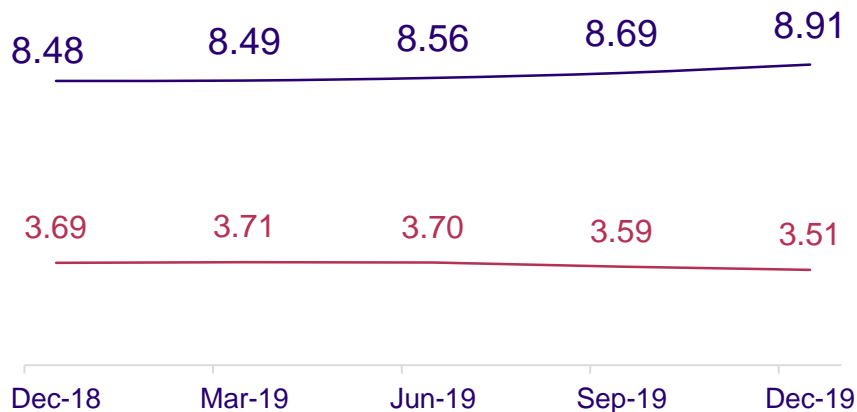
Rs. in Crores

	Quarter Ended			9 Months Ended		Growth (%)		
	Q3FY20	Q2FY20	Q3FY19	9MFY20	9MFY19	9MFY20 over 9MFY19	Q3FY20 over Q2FY20	Q3FY20 over Q3FY19
<b>Operating Profit</b>	<b>18,223</b>	<b>18,199</b>	<b>12,625</b>	<b>49,667</b>	<b>38,503</b>	<b>29.00</b>	<b>0.13</b>	<b>44.34</b>
Loan Loss	8,193	11,041	13,971	30,882	37,193	-16.97	-25.79	-41.36
Standard Assets	-1,752	297	-64	-2,744	-885			
Investment Depreciation	3,287	-919	-7,994	1,142	852			
Other Provisions	-2,475	2,721	94	294	166			
Income Tax	5,386	2,048	2,664	9,185	1,152			
<b>Total Provisions</b>	<b>12,639</b>	<b>15,187</b>	<b>8,670</b>	<b>38,760</b>	<b>38,479</b>	<b>0.73</b>	<b>-16.78</b>	<b>45.78</b>
<b>Net Profit</b>	<b>5,583</b>	<b>3,012</b>	<b>3,955</b>	<b>10,907</b>	<b>24</b>		<b>85.39</b>	<b>41.18</b>

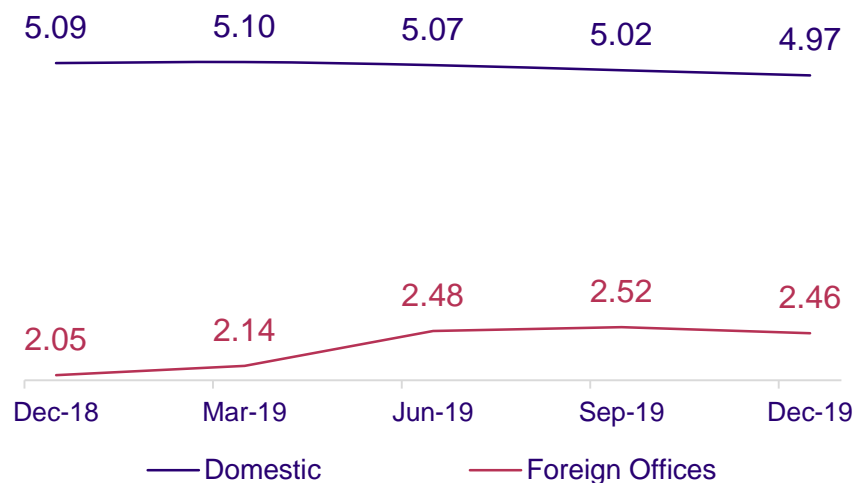
<b>ROA (%)</b>	<b>0.60</b>	<b>0.33</b>	<b>0.45</b>	<b>0.39</b>	<b>0.001</b>
<b>ROE (%)</b>				<b>8.15</b>	<b>0.02</b>
<b>Earning Per Share (Rs.)</b>	<b>24.89</b>	<b>13.43</b>	<b>17.58</b>	<b>16.27</b>	<b>0.04</b>

# Costs, Yields and Margins (Cumulative)

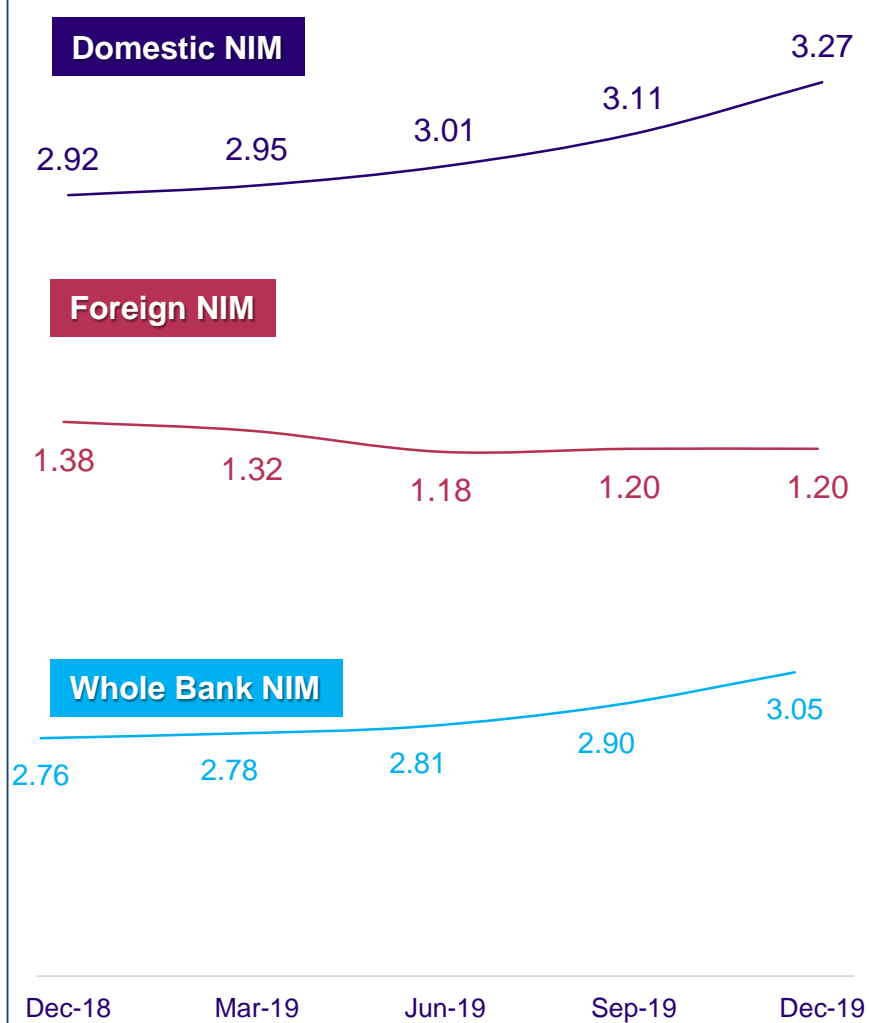
## Yield on Advances (%)



## Cost of Deposits (%)



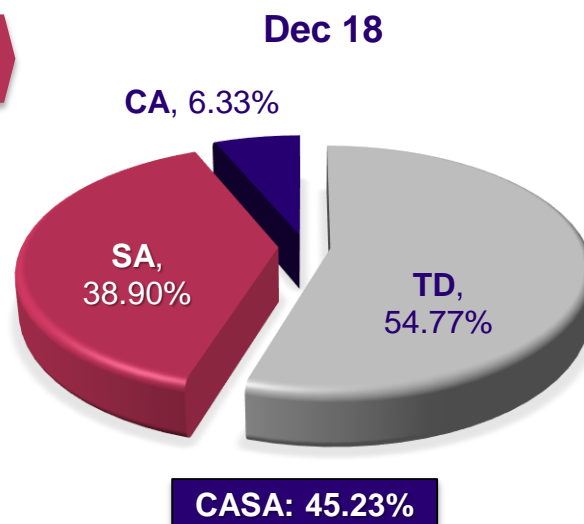
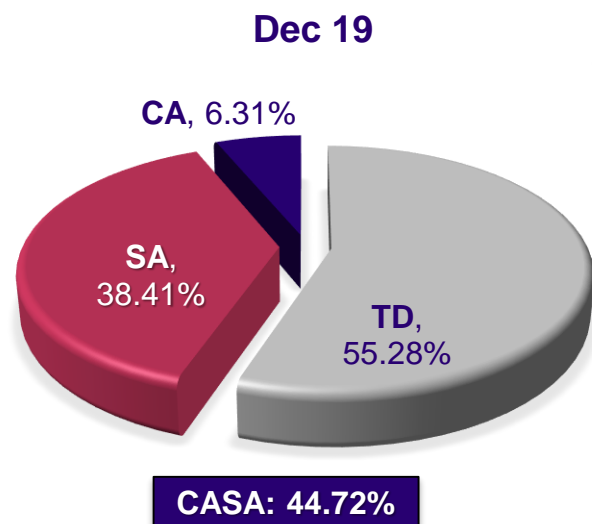
## Net Interest Margin (%)





Business

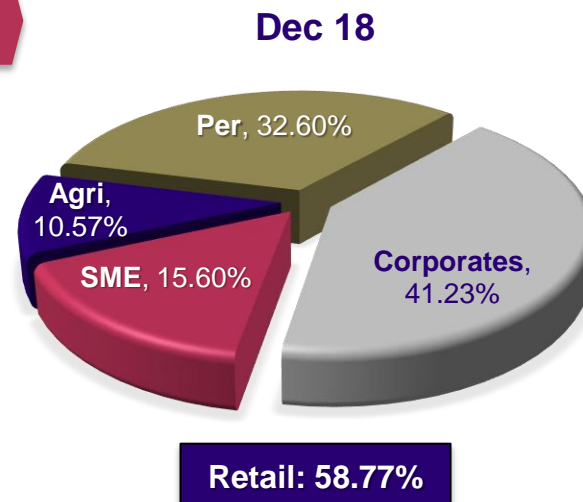
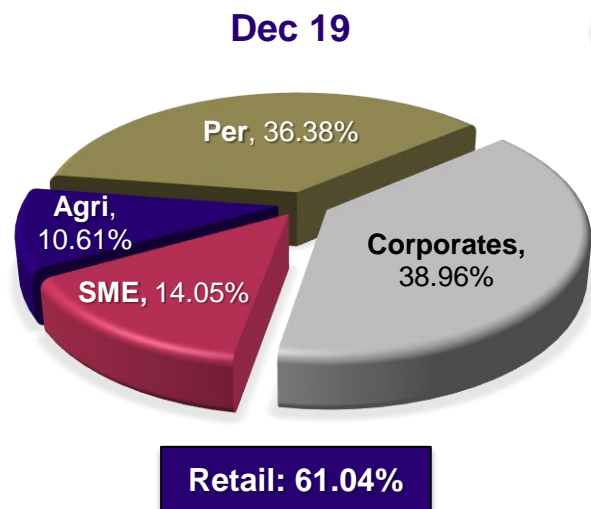
# Strong Liability Franchise



<i>Rs. in Crores</i>	<b>Dec 19</b>	<b>Dec 18</b>	<b>YoY Growth (%)</b>
Current Account	1,89,129	1,73,081	9.27
Saving Bank	11,51,701	10,64,497	8.19
<b>CASA</b>	<b>13,40,830</b>	<b>12,37,578</b>	<b>8.34</b>
Term Deposits (TD)	16,57,367	14,98,725	10.59
<b>Domestic Deposits</b>	<b>29,98,197</b>	<b>27,36,303</b>	<b>9.57</b>
Foreign Offices	1,13,032	94,235	19.95
<b>Total Deposits</b>	<b>31,11,229</b>	<b>28,30,538</b>	<b>9.92</b>

# Diversified Loan Portfolio

## Domestic Advances



<i>Rs. in Crores</i>	Dec 19	Dec 18	YoY Growth (%)
Retail Per	7,19,766	6,12,595	17.49
Agri	2,09,997	1,98,683	5.69
SME	2,78,035	2,93,060	-5.13
Corporates	7,71,000	7,74,715	-0.48
<b>Domestic Advances</b>	<b>19,78,799</b>	<b>18,79,053</b>	<b>5.31</b>
Foreign Offices Advances	3,22,870	2,76,263	16.87
<b>Total Whole Bank Advances</b>	<b>23,01,669</b>	<b>21,55,316</b>	<b>6.79</b>



# Diversified Industry Portfolio



*Domestic Fund Based Outstanding*

*Rs. in Crores*

	Dec 19		Sep 19		Dec 18		Dec 19
	Level	% Share	Level	% Share	Level	% Share	YOY Gr %
Infrastructure	3,33,437	16.85	3,22,818	16.74	3,23,132	17.20	3.19
<i>of which: Power</i>	<i>1,99,194</i>	<i>10.07</i>	<i>1,97,613</i>	<i>10.25</i>	<i>1,95,133</i>	<i>10.38</i>	<i>2.08</i>
<i>Telecommunication</i>	<i>37,793</i>	<i>1.91</i>	<i>35,735</i>	<i>1.85</i>	<i>27,639</i>	<i>1.47</i>	<i>36.74</i>
<i>Roads &amp; Ports</i>	<i>57,150</i>	<i>2.89</i>	<i>53,011</i>	<i>2.75</i>	<i>48,189</i>	<i>2.56</i>	<i>18.60</i>
<i>Other Infrastructure</i>	<i>39,299</i>	<i>1.99</i>	<i>36,459</i>	<i>1.89</i>	<i>52,171</i>	<i>2.78</i>	<i>-24.67</i>
Services	2,40,632	12.16	2,43,027	12.60	2,25,792	12.02	6.57
Iron & Steel	53,803	2.72	63,994	3.32	82,048	4.37	-34.43
Textiles	32,314	1.63	31,807	1.65	41,737	2.22	-22.58
Petroleum & Petrochemicals	29,774	1.50	32,081	1.66	43,700	2.33	-31.87
Engineering	25,145	1.27	24,143	1.25	27,693	1.47	-9.20
Comm. Real Estate	32,444	1.64	31,935	1.66	30,949	1.65	4.83
Other Industries	3,01,487	15.24	2,90,321	15.06	2,92,723	15.58	2.99
Home Loans	4,40,448	22.26	4,24,487	22.02	3,80,982	20.28	15.61
Auto Loans	73,462	3.71	70,726	3.67	70,827	3.77	3.72
Other Per Segment Loans	2,05,856	10.40	1,90,357	9.87	1,60,786	8.56	28.03
Agriculture	2,09,997	10.61	2,02,462	10.50	1,98,683	10.57	5.69
<b>Total Domestic Advances</b>	<b>19,78,799</b>	<b>100</b>	<b>19,28,158</b>	<b>100</b>	<b>18,79,053</b>	<b>100</b>	<b>5.31</b>

# Retail Per Banking

*Leadership across all segments*



As on Dec 2019

**Personal Retail Portfolio of Rs 7.20 lakh crore**  
NPA ratio at 1.04%

% of Dom. Adv.

**36.37**

**Home  
Loans**

**Auto Loans**

**Xpress  
Credit**

**Other P Seg  
Loans**

**O/S,  
In Rs cr**

4,40,448

73,462

1,30,680

75,176

**YoY  
Growth, %**

15.61

3.72

39.18

12.38

**#Market share, %**

34.11

34.86

N.A.

N.A.

**GNPA, %**

0.92

1.03

0.56

2.65

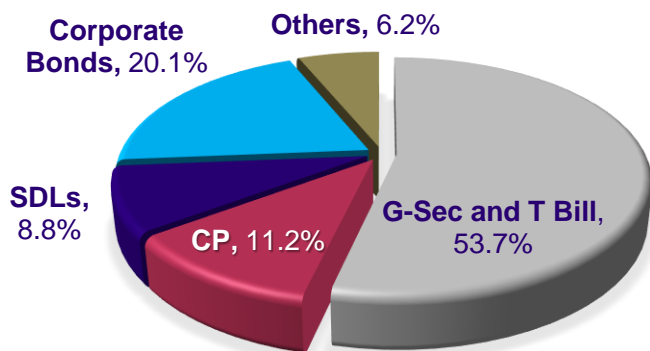
#As per latest available data;

# Treasury Operations

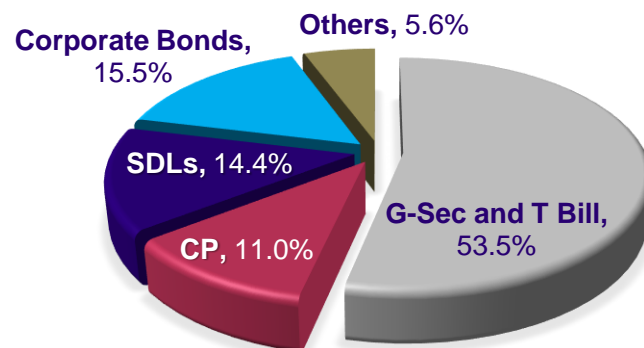
DEC 19

AFS Book

DEC 18

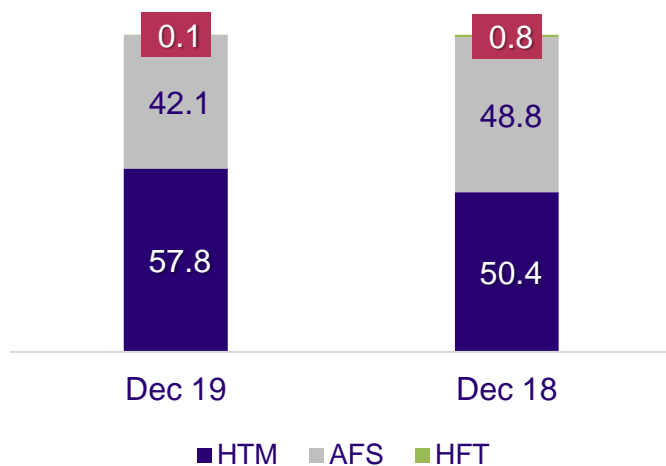


Modified Duration: 2.29



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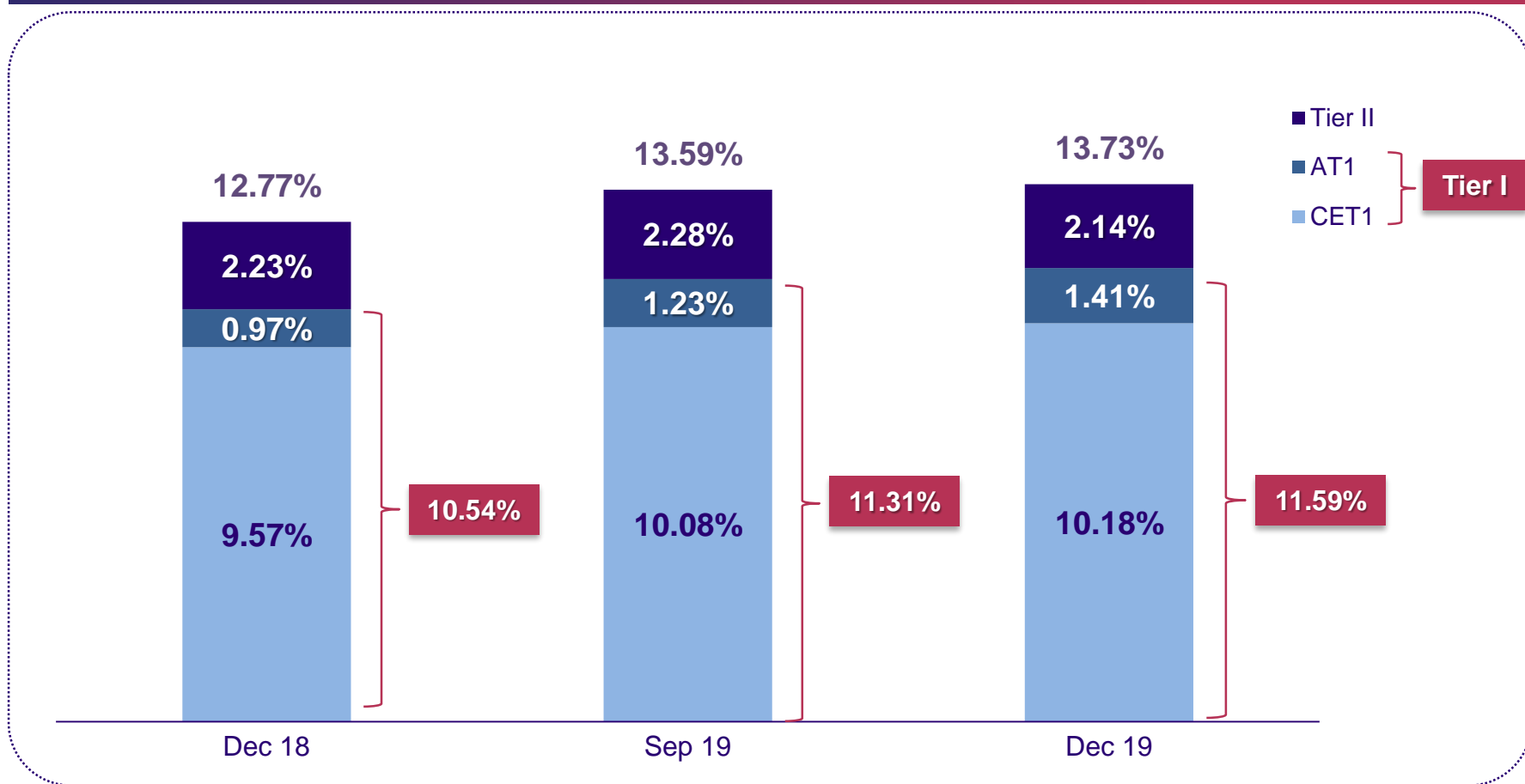
Break up of Domestic Investments (%)



Total Investments Book (Rs. in Crores)	Dec 19	Dec 18
Domestic Investments	9,73,320	9,93,472
- of which- SLR	8,03,624	8,21,729
Foreign Offices Investments	50,794	51,403
Whole Bank Investments	10,24,114	10,44,875

# Capital Adequacy & Asset Quality

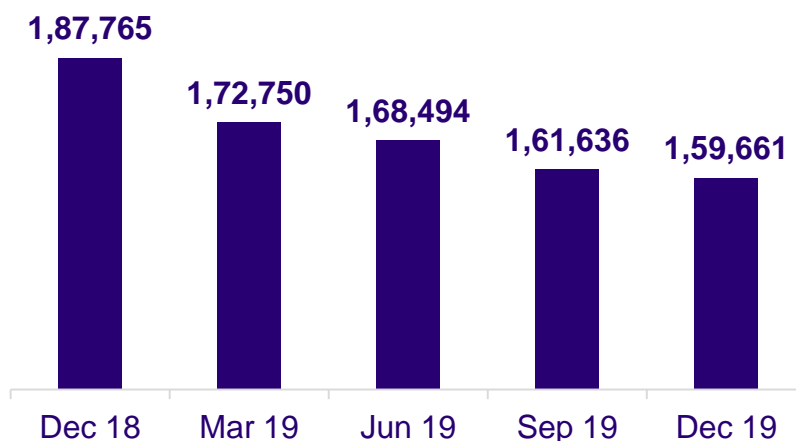
# Capital Adequacy



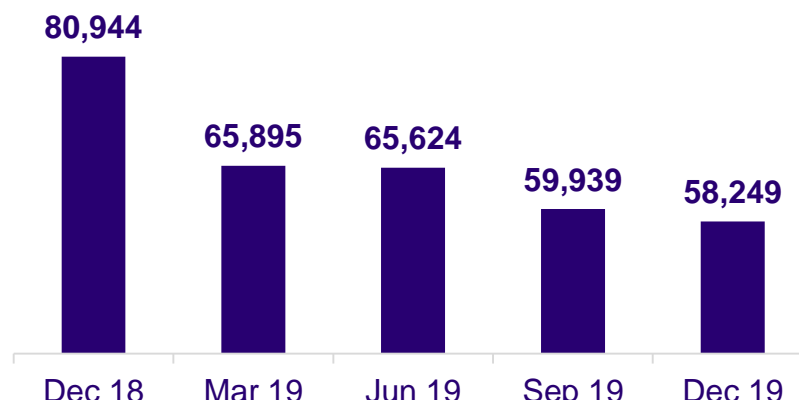
- “Credit Risk Weighted Assets on Advances to Gross Advances” - Dec 18: **59.73%**, Dec 19: **55.29%**.
- “TRWAs to Total Asset” Ratio - Dec 18: **54.41%** Dec 19: **51.37%**.
- Bank is well capitalized; Bank raised AT I Capital of **Rs.3,813.60 Crores** in Q3FY20

Rs. in Crores

## Gross NPA



## Net NPA



	Dec 19	Sep 19	Jun 19	Mar 19	Dec 18
Gross NPA Ratio (%)	6.94	7.19	7.53	7.53	8.71
Net NPA Ratio (%)	2.65	2.79	3.07	3.01	3.95
Provision Coverage Ratio (%)	81.73	81.23	79.34	78.73	74.63
Provision Coverage Ratio (Excl. AUCA) (%)	63.52	62.92	61.05	61.86	56.89
Corporate PCR (Excl. AUCA) (%)	74.58	73.84	71.25	70.89	
Slippage Ratio (%)	2.42	2.18	2.83	1.60	1.64
Credit cost (%)	1.80	1.98	2.03	2.66	2.42

# Asset Quality (2/3)

Rs. in Crores

Movement of NPAs:	Q3FY20	Q2FY20	Q1FY20	FY19	Q4FY19	Q3FY19
<b>Opening Level of Gross NPAs</b>	<b>1,61,636</b>	<b>1,68,494</b>	<b>1,72,750</b>	<b>2,23,427</b>	<b>1,87,765</b>	<b>2,05,864</b>
Total Reductions	22,073	15,984	21,251	90,417	22,976	24,641
<i>of which : Recovery + Upgradation</i>	13,553	3,931	5,769	31,512	5,712	6,617
Gross Addition	20,098	9,126	16,995	39,740	7,961	6,541
<i>of which : Increase in O/s</i>	3,573	321	783	7,002	456	2,018
<i>: Fresh Slippages</i>	16,525	8,805	16,212	32,738	7,505	4,523
Net Increase	-1,975	-6,858	-4,256	-50,677	-15,015	-18,100
<b>Closing Level of Gross NPAs</b>	<b>1,59,661</b>	<b>1,61,636</b>	<b>1,68,494</b>	<b>1,72,750</b>	<b>1,72,750</b>	<b>1,87,765</b>

Segmental NPAs:	Dec 19		Mar 19		Dec 18	
	NPA	Ratio %	NPA	Ratio %	NPA	Ratio %
Retail:	62,507	5.18	54,804	4.81	54,478	4.93
<i>Agri.</i>	28,932	13.78	23,431	11.56	21,869	11.01
<i>Per Segment</i>	7,521	1.04	6,685	1.03	6,788	1.11
<i>SME</i>	26,054	9.37	24,688	8.55	25,821	8.81
Corporate	93,743	12.16	1,16,009	13.62	1,30,862	16.89
International	3,411	1.06	1,937	0.64	2,425	0.88
<b>Total</b>	<b>1,59,661</b>	<b>6.94</b>	<b>1,72,750</b>	<b>7.53</b>	<b>1,87,765</b>	<b>8.71</b>

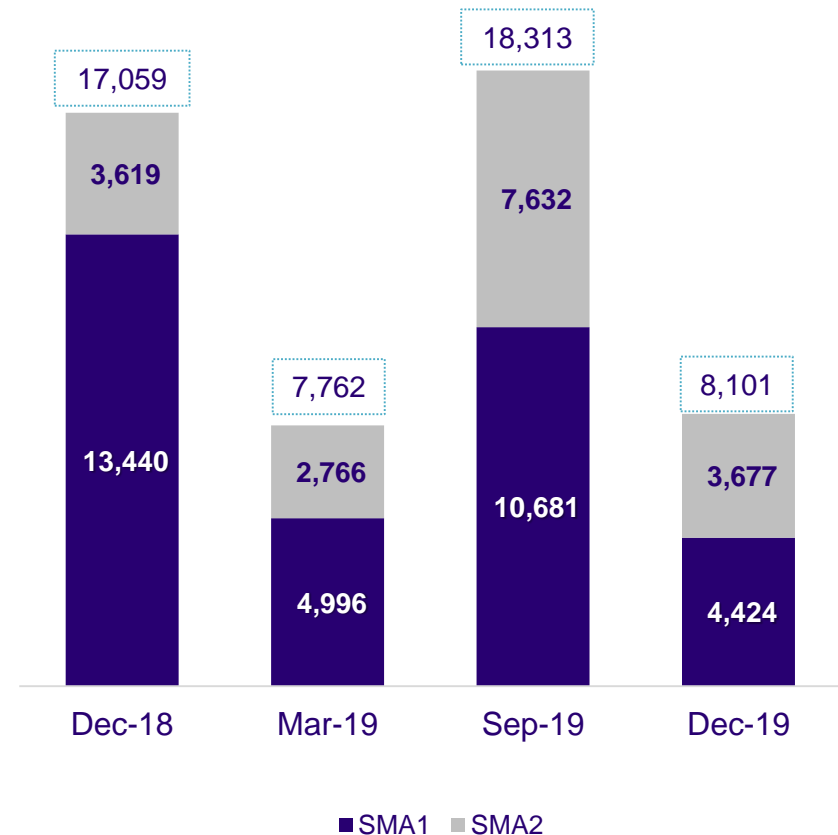
# Asset Quality (3/3)

As on Dec 2019  
Rs. in Crores

Fresh Slippages	FY19	Q1FY20	Q2FY20	Q3FY20
Corporate	10,056	5,354	3,239	9,467 <sup>#</sup>
SME	9,478	3,964	1,522	1,578
AGRI	8,978	4,239	3,078	2,965
PER	3,976	2,438	648	821
IBG	250	217	318	1,694 <sup>#</sup>
<b>Total</b>	<b>32,738</b>	<b>16,212</b>	<b>8,805</b>	<b>16,525<sup>#</sup></b>

# - Includes exposure to a large Housing Finance Company

## SMA 1 & SMA 2



Accounts with exposure above Rs. 5 cr; from data submitted to CRILC



# Resolution Status



## NCLT

As on Dec-19

(PCR in brackets)

### Accounts Admitted to NCLT: 617

- NPAs - Rs. 53,490 crs
- AUCA – Rs. 70,240 crs

### Fund Based Outstanding

**Rs. 1,23,730 crs**  
(91.1%)

### Accounts filed in NCLT but yet to be admitted: 112

- NPAs - Rs. 6,196 crs
- AUCA – Rs. 16,276 crs

### Fund Based Outstanding

**Rs. 22,472 crs**  
(85.8%)

## ICA

As on Dec-19

Sl. No	Status (In Rs crs)	Number of accounts	Fund based O/S	Existing Provision	Additional Provision Requirement
1	Accounts where RP implemented within 180 days *	8	8,314	702	0
2	Accounts where RP not implemented-referred to NCLT	9	8,447	6,837	256
3	Accounts where viable plan discussed but implementation may be beyond 180 days **	15	13,775	10,784	853
	<b>Total</b>	<b>32</b>	<b>30,536</b>	<b>18,323</b>	<b>1,109</b>

\* Includes five Standard accounts with Fund Based Outstanding of Rs. 6,788 cr which have been regularized with all the Banks

\*\* Of which two accounts are Standard with total Fund Based O/S of Rs 397 cr

# Power Sector

Stress mostly recognized



As on Dec 2019

Rs. in Crores

## Power Portfolio Classification

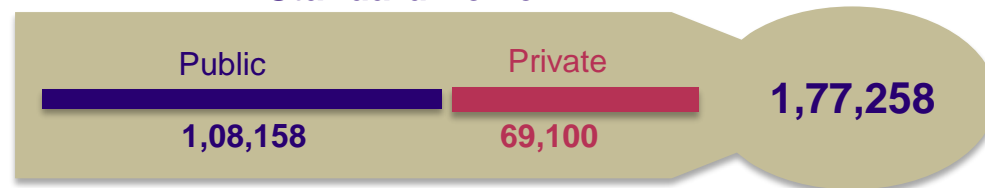
1,99,194

21,936

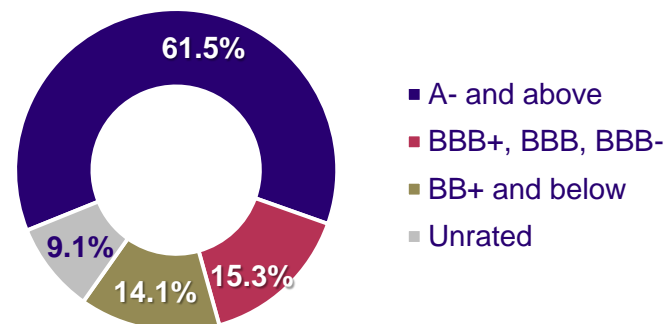
1,77,258

■ Standard ■ NPA

## Standard Power



## Rating break-up of Std. Pvt



## Resolution Plan for Power Sector

Sl.No	Resolution Plan	No. of Accounts	SBI Fund based O/S	PCR
1	OTS with Promoters	2	3,183	77.6
2	Restructuring	4	7,091	
3	NCLT (Not yet admitted)	3	2,429	
4	NCLT (Admitted)	8	8,923	
	<b>Total – under resolution</b>	<b>17</b>	<b>21,626</b>	
5	Already Resolved	8	11,274	
	<b>Grand Total</b>	<b>25</b>	<b>32,900</b>	

# NBFC & FI Sector

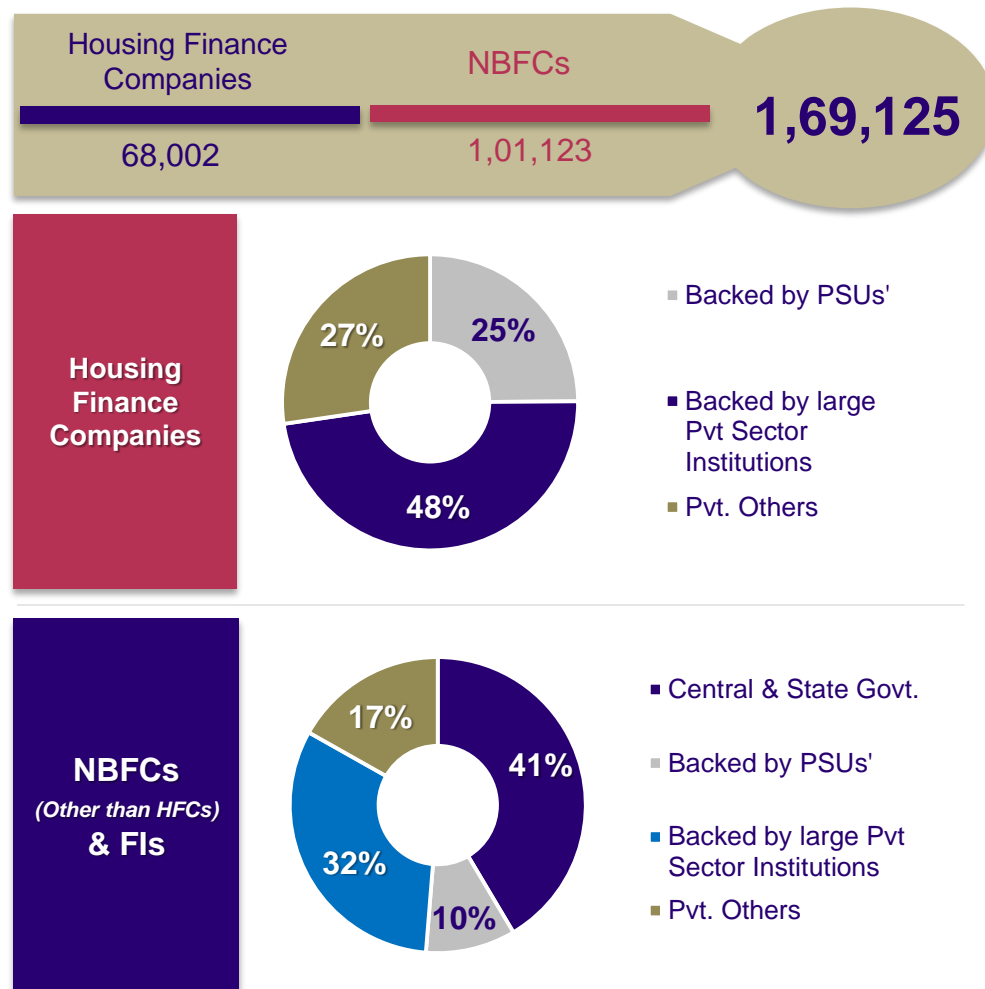
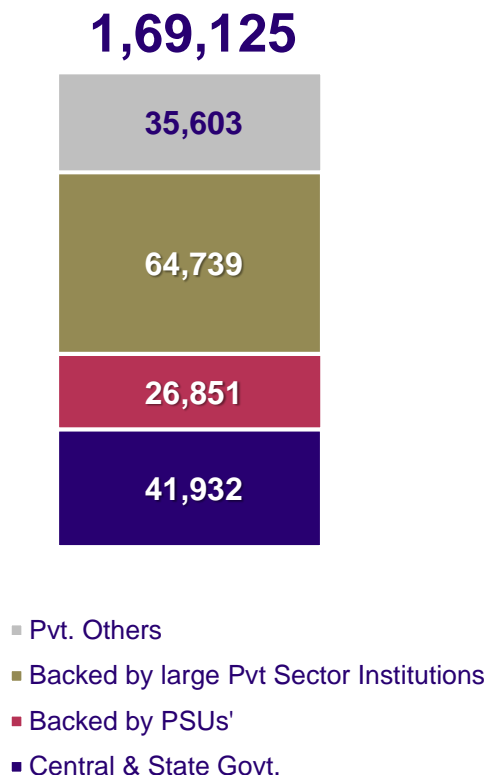
Loans to PSUs and High Quality Private Sector



As on Dec 2019

Rs. in Crores

## NBFC & FI Portfolio Classification



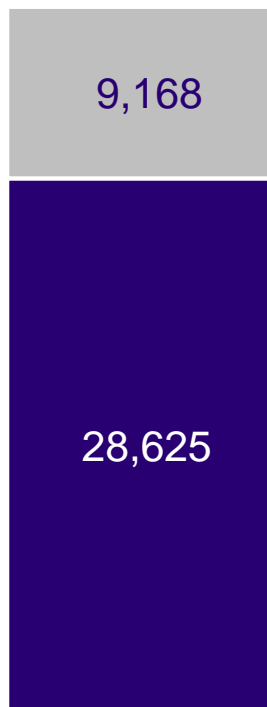
- Strong presence in Govt. and PSU backed NBFCs; and exposure to large reputed private sector institutions
- 'Pvt. Others' includes NPA of Rs 8,070 crs

# Telecom Sector

Rs. in Crores

## Telecom Portfolio Classification

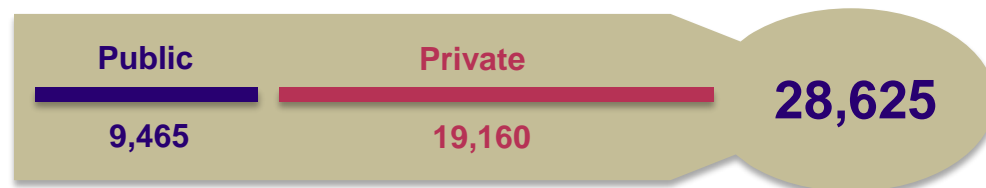
37,793



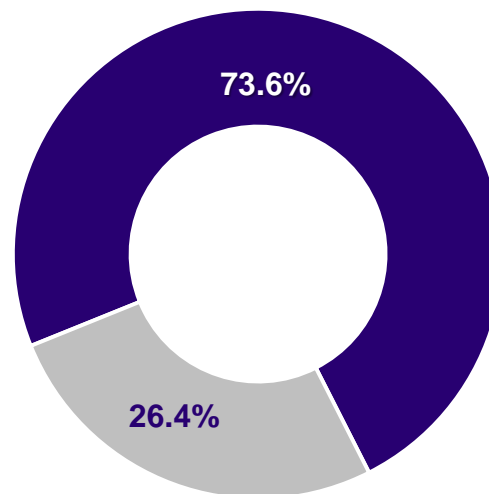
PCR : 97.2%

■ Standard ■ NPA

## Standard Portfolio Classification

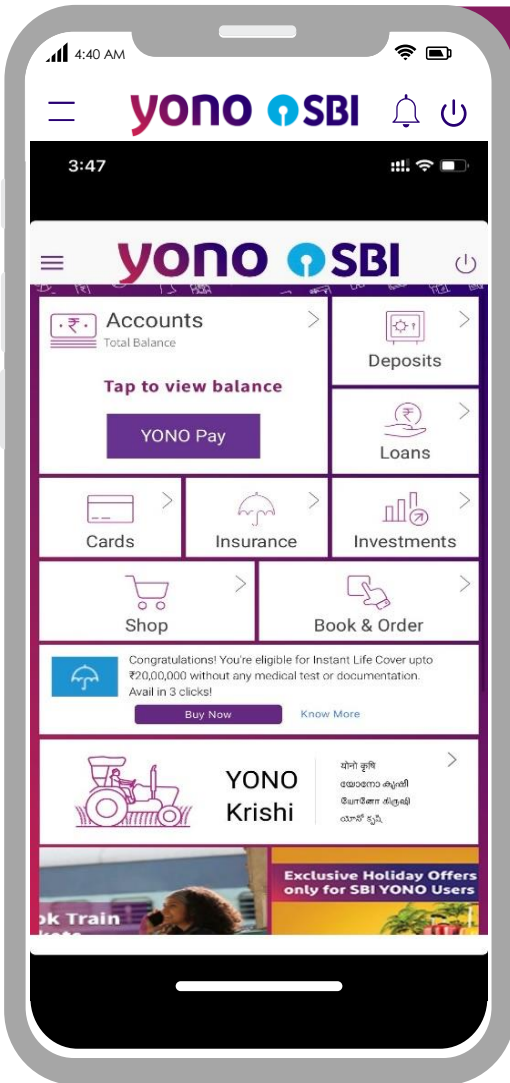


## Standard Private



■ A- and above  
■ BBB+ and below & Others

# Digital Journey



## Salient features

- **Paper-less** and **branch-less** processes
- Higher **staff productivity**
- Increased **branch business**
- **Efficient delivery**

## Key offerings: E2e digitisation and Digital Bank

### Products

- Personal Loans
- Home Loans
- Car Loans
- YONO Krishi
- Fixed Deposits

### Services

- Account Opening
- YONO Cash
- Fund Transfer
- Bill Pay
- Recharge
- Tax Payment

### Financial superstore

- Life Insurance
- Cards
- Mutual Fund
- General Insurance
- Other Investments

### Online market place

- Browse
- Book tickets
- Access deals
- Shop, book & order

## Scale of operations

(As on 31.12.2019)

Registered users	Value of transactions	Digital savings accounts	Digital loans disbursed	Online market place
17 Mn+	Rs.570.51 Bn	6 Mn+	Rs.100 Bn+	108 partners

## Market share (As per latest available data)

Debit card spends	POS terminals	ATMs	Mobile Banking No. of Transactions	Mobile Banking Transaction value
29.68%	14.98%	28.36%	21.81%	32.69%

## Presence across multiple channels and payment acceptance touch points

### Customer touch points

Numbers (As on December 2019)

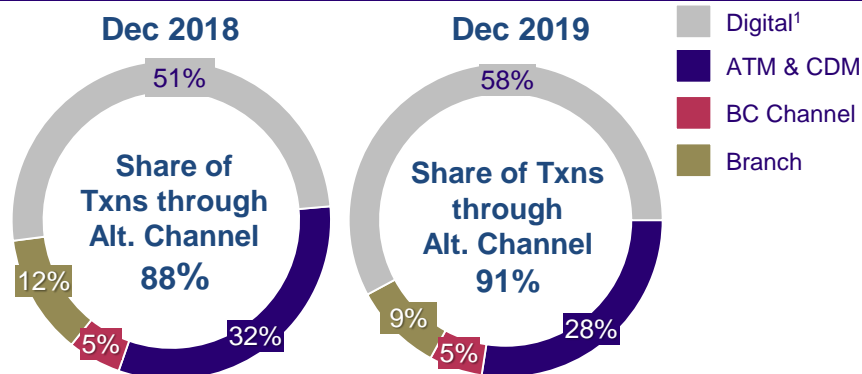
INB users	70 Mn
Mobile banking users	16.21 Mn
ATMs/CDMs/ADWMs	58,599
BC outlets	59,693
Branches	21,959

### Payment acceptance touch points

Numbers (As on December 2019)

BHIM merchants	146,000
Bharat QR	291,866
BHIM-Aadhar-SBI	957,764
SBI POS	660,588
BHIM SBI Pay	1.15 Mn

### Technology and Innovation



### Key highlights

- Remit transactions handled (Q3FY20): **978.05 Mn**
- Transactions processed in a day crossed: **20 Mn** on 01.10.19
- Number of UPI users: **87.85 Mn**
- Market share in remittances: **23.15% (Dec 19)** (**#1 Remittance bank**)
- No. of cards: **271.10 Mn**
- Debit Card spends: **> 1.07 Bn transactions and Rs. 1.56 Trillion spend during 9MFY20**
- Average no. of ATM transactions: **~37 Cr per month**

<sup>1</sup> Digital comprises of Internet, Mobile, UPI & YONO and Green Channel

# Other Digital Payment Offerings



Quick & Easy payments from customers on Merchant's site



Total 780 merchants



Integration with 43 major Banks



Processed 3.90 Crs. txns worth Rs. 32,116 Crs. in FY 2019-20



A Unique Payment Solution specially designed for Schools, Colleges, Government institutions, Hospitals, trusts etc.



Total 25900+ merchant tie-ups



Processed 1.03 Crs txns. worth Rs. 16,810 + Crs. in FY 2019-20



Transaction Banking Unit (CMP Services)

Processed Collection and Payments of Central/State Govt. depts., Top 200 Corporate and SMEs.



Awards - 2019

Best Cash Management House in India  
Best Transaction Bank in India  
Best Payment Bank in India



Total Turnover of Rs. 38.00+ Lakhs Crs. in FY 2018-19

Total Turnover of Rs. 43.00+ Lakhs Crs. in FY 2019-20 (Apr-Dec)



Rs. 1327.08 Crs. fee income in FY 18-19

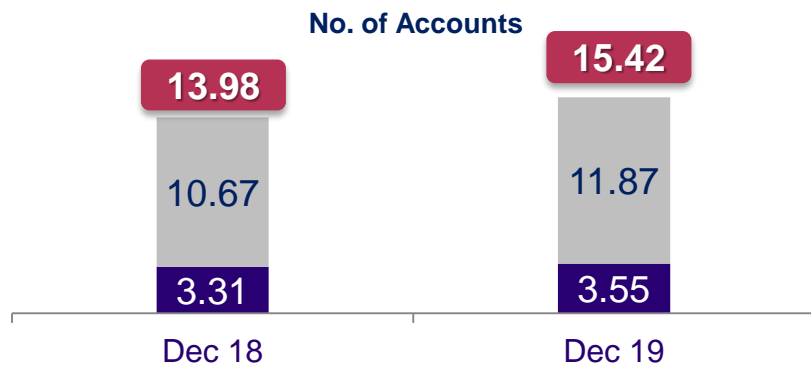
Rs. 1379.75 Crs. fee income in FY 19-20 (Apr-Dec)



# Financial Inclusion & Sustainability

# Financial Inclusion

## Accounts & Amount in FI Channel (No. in Crores)



■ PMJDY

■ Others

Deposits (Rs. In Crs)

Dec 18

27,787

Dec 19

33,948

Average Balance (Rs.)

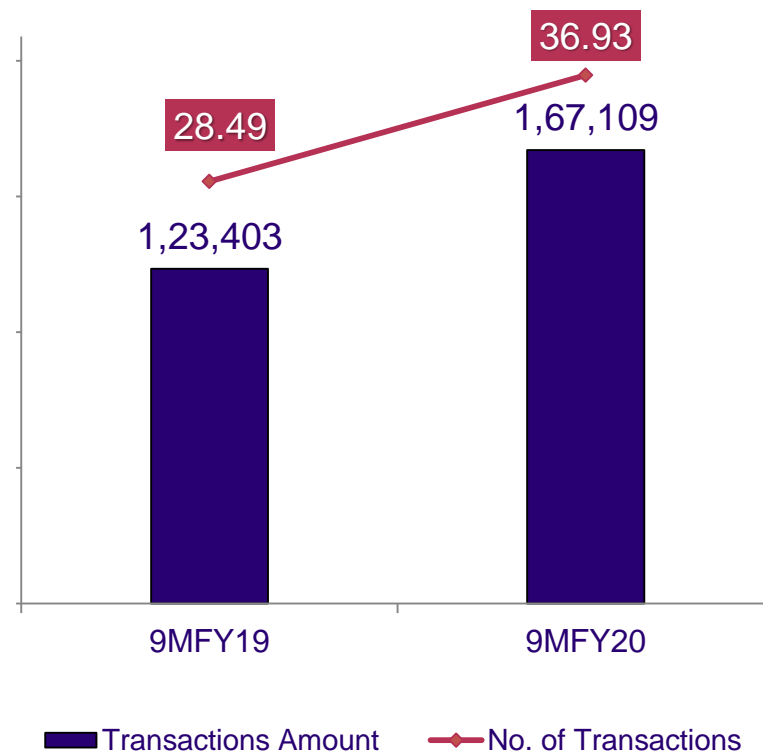
Dec 18

1,988

Dec 19

2,202

## Transactions in BC Channel (No. & Amt. in Crores)



■ Transactions Amount

— No. of Transactions

OD facility for PMJDY accounts - Eligible accounts 21.05 lakh; Sanctioned 10.85 lakh accounts (51.5%)

RSETI: Total Number: 152; No. of Training Programs held: 29,118, Youth Trained: 7,80,631, Financial Literacy Centers (FLC): 341

PM Suraksha Bima Yojana: 311.25 Lakh; PM Jeevan Jyoti Bima Yojana: 89.50 Lakh; Atal Pension Yojana: 36.26 Lakh (In Nos.)

No. of BC Outlets: 59,693

# SBI's ESG Practices



## 'Environmental' Practices

- Big push to digitalization. as on December 2019, almost 91% Bank's total transactions took place through Alternate channels as compared to 88% in March,2019.
- Bank's E-rickshaw loan product directed at Climate Action had a sanctioned portfolio of Rs.9.61 Crore as on Dec,2019. Bank has also launched a Green car Loan to promote EVs.
- Pan-India specialized energy saving initiative like desktop software(IPM+) resulting in a cumulative saving of **33.17 GWh of Energy**.
- Branch Server consolidation project for migration of physical servers at branches to a centralized secure virtualized cloud environment done for 17746 branches as on December,2019 resulting in energy & cost saving both.
- **'Beat Plastic Pollution'** drive for eliminating the usage of **Single Use Plastic(SUP)** with standard guidelines adopted
- Bank's Seven(7) premises have been certified as Green Buildings under different categories as on Dec,2019.
- Under the World Bank line of credit of USD 625 mio, Bank has financed 231 projects with an aggregate sanctioned limit of INR 1565 crores as on Dec,2019.
- Bank came up with 2 *Green Bonds issues during FY19 aggregating USD 700 million* with a targeted projected emission reduction of 1574105 tCO2 in a year.
- Pan India roll out of **"Swacchata hi Sewa campaign"** in the Bank in line with national mission.
- Bank has so far commissioned **231 rain Water harvesting sites and 63 Waste management installations** respectively .

- Conducted nearly 22900 financial literacy camps till Dec,2019 .through 341 Financial literacy centers.
- Children's Day celebrated across the Bank. Activities conducted for employees children.
- Average training hours per employee stood at 54 hrs,for the FY 2018-19, an increase of **8%** .
- 23 Special programmes designed by STU to plug the knowledge gaps in critical functional area.
- As on December,2019, more than 75% of employees in different grades have completed role based certification programmes.
- Phase II of the mass communication program **Navi Disha** has been completed across all circles with a coverage of 94.38% of the workforce.
- Bank has identified and set internal goals and targets on certain environmental/social parameters. Performance to be reported in Sustainability Report.
- SBI is continuously working towards improving the diversity of its workforce; Women represent **24.37%** of the total work force.
- More than **2,600 branches**, headed by women officers.
- An in-house employee grievance redressal mechanism "SANJEEVANI " helpline having services of counsellors to address employees issues and concerns.
- Raising Environment concerns amongst staff and general public through the **3<sup>rd</sup> season of "SBI Green Marathon"** being conducted at 15 centers.



## 'Social' Practices



## 'Governance' Practices



- **'Sustainability'** incorporated as a core value in the Bank.
- An independent ETHICS business conduct function in place that looks after the ethical morale of the entire organization. Ethics Tutorial on monthly basis introduced for benefit of employees.
- A Policy on Prevention of Sexual harassment at Workplace- **"GARIMA"**. More than 2 lakh employees completed online certification on GARIMA.
- An entry level sector agnostic assessment barrier for environmental and social issues, primarily compliance driven and applied to loans ranging from ₹ 5-50 crore to facilitate a **'Go' or a 'No-Go'** decision
- Collation of wide range of ESG Evaluation Statements from the borrowers for loans exceeding ₹ 50 crore and an **'ESG Score'** given to the borrower.
- The Bank has a Corporate Centre Sustainability Committee (CCSC) comprising of all key business heads and responsible for execution of SBI's sustainability Strategy.
- Bank starts mapping its products & services to SDGs. Home Loan & Car Loan mapped and publicity done accordingly.
- A sound internal audit framework, Whistle blower and vigilance mechanism, employee grievance and feed back system with ongoing enhancements.
- With growing digitization, Bank is committed to cyber security. Bank's Security Operations Centre complies with the ISO 27001:2013 requirements.



## Subsidiaries, Group Financials & Balance Sheet

# SBI and its Subsidiaries

## Leveraging Synergies



As on Dec 2019



- Increase in share of Protection NBP from 11.2% to 11.3% with 37% growth
- Private market leadership in Individual Rated Premium (IRP) with 19% growth
- New Business Premium increased by 35%
- Strong financial performance: VoNB Margin: 20.5%



- Rank 3<sup>rd</sup> in AUM with Market Share of 13.17%.
- AUM at Rs.353K Crores, up by 33% YoY
- QAAUM grew by 9.97% vis-à-vis Industry growth rate of 4.21% during Q3FY20.



- Market Share Total Spends : 17.9%
- Market Share Card base : 18.1%
- The Economic Times' "Best BFSI Brand" in India award in the credit cards category in 2019.



- SBI General has written GWP of Rs.4,891 Crs with YoY growth of 46% as compared to the Industry growth at 15%
- Ranked at 7<sup>th</sup> position amongst private insurers and 12<sup>th</sup> (Up from 13<sup>th</sup> in FY19) in the Industry overall.
- Overall market share improved from 2.71% last year to 3.41% in Q3 FY20
- 3<sup>rd</sup> in Fire with 7% share and 1<sup>st</sup> in Personal Accident with 14% share amongst Private insurers as on December 2019

<b>SBI Life</b> INSURANCE With us, You're sure (A State Bank Group Company)	9MFY20	9MFY19
PAT (in Rs. cr)	892	869
ROE (in %)	14.80	16.72

<b>SBI Card</b> Make life simple	9MFY20*	9MFY19*
PAT (in Rs. cr)	1,161	616
ROE (in %)	36.5	27.7

<b>SBI MUTUAL FUND</b> A PARTNER FOR LIFE	9MFY20*	9MFY19*
PAT (in Rs. cr)	469	313
ROE (in %)	33.82	30.25

<b>SBI General</b> INSURANCE	9MFY20	9MFY19
PAT (in Rs. cr)	277	306
ROE (in %)	19.3	25.5

\*(As per IND AS)

# SBI Group Financials – 9MFY20



Rs. In crores

	9 Months Ended		Growth (%)
	9MFY20	9MFY19	YoY
Interest Earned	2,03,976	1,87,538	8.77
Non-Interest Income	67,225	51,615	30.24
<b>Total Income</b>	<b>2,71,201</b>	<b>2,39,153</b>	<b>13.40</b>
Interest Expended	1,20,731	1,15,430	4.59
<b>Operating Expenses (i+ii)</b>	<b>95,690</b>	<b>81,831</b>	<b>16.94</b>
(i) Employee Cost	35,916	32,559	10.31
(ii) Other Operating Expenses	59,775	49,272	21.31
<b>Total Expenditure</b>	<b>2,16,422</b>	<b>1,97,261</b>	<b>9.71</b>
<b>Operating Profit</b>	<b>54,779</b>	<b>41,891</b>	<b>30.77</b>
Provisions (other than Tax)	30,767	38,166	-19.39
Add: Share in profit of associates	248	278	-10.93
Less: Minority Interest	1,009	741	36.04
Tax Expenses	10,393	2,207	370.94
<b>Net Profit</b>	<b>12,858</b>	<b>1,055</b>	<b>1118.56</b>

	9 Months Ended	
	9MFY20	9MFY19
ROA (%)	0.43	0.04
ROE (%)	9.07	0.76
Earning Per Share (Rs.)	19.17	1.57
Expenses Ratio (%)	52.44	56.82
NIM (%)	3.10	2.85
Gross NPA Ratio (%)	6.84	8.60
Net NPA Ratio (%)	2.60	3.88

# Balance Sheet



Liabilities							Rs. in Crores
	SBI SOLO			SBI GROUP			
	Dec 19	Dec 18	YOY Growth (%)	Dec 19	Dec 18	YOY Growth (%)	
Capital	892	892	0.00	892	892	0.00	
Reserves and Surplus	2,31,628	2,19,471	5.54	2,47,458	2,31,486	6.90	
Minority Interest				7,367	5,502	33.89	
Deposits	31,11,229	28,30,538	9.92	31,44,280	28,60,150	9.93	
Borrowings	2,62,549	3,72,353	-29.49	2,80,186	3,82,048	-26.66	
Other Liabilities & Provisions	1,42,894	1,26,408	13.04	3,16,345	2,66,823	18.56	
<b>Total Liabilities</b>	<b>37,49,192</b>	<b>35,49,662</b>	<b>5.62</b>	<b>39,96,528</b>	<b>37,46,902</b>	<b>6.66</b>	
Assets							
	SBI SOLO			SBI GROUP			
	Dec 19	Dec 18	YOY Growth (%)	Dec 19	Dec 18	YOY Growth (%)	
Cash & balances with RBI	1,44,599	1,45,674	-0.74	1,44,930	1,45,983	-0.72	
Bal with Banks & Money at Call and Short Notice	1,00,345	36,555	174.51	1,03,376	39,441	162.10	
Investments	10,12,101	10,32,071	-1.93	11,94,022	11,76,192	1.52	
Net Advances	21,99,917	20,47,779	7.43	22,48,716	20,87,826	7.71	
Fixed Assets	38,574	39,330	-1.92	40,214	40,795	-1.42	
Other Assets	2,53,657	2,48,254	2.18	2,65,271	2,56,665	3.35	
<b>Total Assets</b>	<b>37,49,192</b>	<b>35,49,662</b>	<b>5.62</b>	<b>39,96,528</b>	<b>37,46,902</b>	<b>6.66</b>	

**Thank You**