

Quarterly / Annual Financial Results for the period ended 31.03.2020

Analyst Presentation









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Safe Harbour

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.

VISION

To be CENTRAL to the banking and financial needs of all.

MISSION

To provide Customer Centric products and services by leveraging human resources and technology

VALUE STATEMENT

- C Consistency
- E Ethical Standards
- N Nurturing Potential
- **T Transparency**
- **R Responsiveness**
- A Accountability
- L Loyalty

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NEW INITIATIVES

"Project DISHA" - Analytics-Based Business Transformation Program

• In order to take new Business Transformation initiatives in Retail, Agriculture, MSME Credit and Fee Based Income through CASA for propelling Business Growth and to reinvent the Business Processes for better efficiency and sustainability, Bank has taken initiative under "Project DISHA". This is built on analytical capabilities and Digital Tools with robust Risk Mitigation measures in the Change Processes. Diagnostics and designing is already done and the pilot phase is expected to be launched in July'20

Single Data Repository (SDR) / Data Warehouse (DW)

• Bank is in the process of major upgradation of its data warehousing through Single Data repository, which will be a source to provide information/ reports across the Bank, besides being a treasure for analytics driven business decisions. This will ensure consistency in reporting and will provide various Dashboards to the users including the Top Management, thus enhancing the Decision Support System.

Setting up of MSME Hubs

• To increase and improve quality of lending, the share of MSME portfolio, the Bank has planned to set up 50 MSME processing hubs at identified locations. Approval from RBI has also been received and these hubs are likely to be set up by 31st July'2020.



INITIATIVES TAKEN DURING THE YEAR

- ✓ Organizational Restructuring done by creating 31 new Regional Offices and reducing the number of Zonal Offices from 13 to 10 for better focus on the business.
- ✓ 7 Corporate Finance Branches and 6 Mid Corporate Branches are now reporting directly to Corporate Office for ensuring faster TAT.
- ✓ 49 Centralised Credit Processing Branches have been set up for sanction, documentation, disbursement and post disbursal monitoring of Retail Loans for ensuring quality in Retail Loan processing and started functioning smoothly.
- ✓ In a new set up, 7 Stressed Asset Management Branches (for stressed assets above Rs.25 Crores) and 8 Asset Recovery Branches (for stressed assets of Rs 5 Cr to Rs.25 Crores) are reporting directly to Corporate Office for ensuring faster resolution. Resolution in big accounts like Essar Steel, Ruchi Soya has taken place in Q3FY20.
- ✓ Separate vertical for Marketing set up in all Regional Offices for marketing, sourcing of fresh business. Corporate Office has started follow-up of lead generation and monitoring of conversion of leads on all India basis.



INITIATIVES TAKEN DURING THE YEAR

- ✓ New Performance Management System (PMS) based on the model of Balance Scorecard Method, focusing on Business, Customer, Process and People Factors has been launched.
- ✓ Succession Planning, which includes Competency Mapping Model to develop Robust Leadership Plan has been initiated.
- ✓ Concept of Job Family introduced and identification process for 8 job family completed. All the officers upto Assistant General Managers are grouped under one of the job families for nurturing for various roles.
- ✓ Whole training architecture of the Bank is being revamped through Training Impact Analysis project.
- ✓ Mobile based E-learning as a method of imparting knowledge, implemented for staff to undergo role based courses.
- ✓ Human Resource Management System (HRMS) launched on mobile platform.

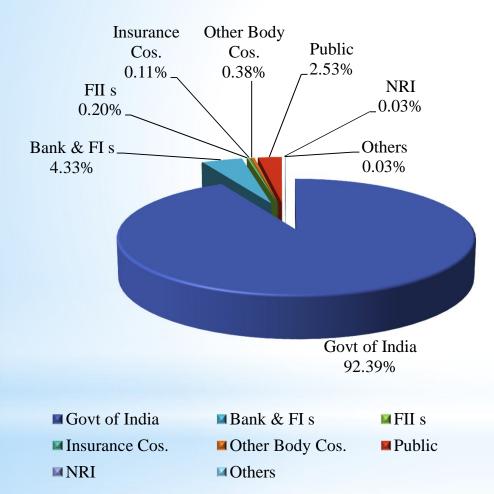


INITIATIVES TAKEN DURING THE YEAR

- ✓ End to end loan life cycle management system (LLMS) is being introduced which will have credit origination, monitoring and various API interface to improve credit underwriting, Turn Around Time (TAT) and monitoring including Early Warning Signals (EWS). LLMS will have the facility of online tracking of loan application.
- ✓ Enterprise wise Fraud Risk Management Solutions (EFRMS) is initiated in three phases. The first phase with 5 delivery channels rolled out for alert generation on real time basis for identifying the potential fraudulent transactions.
- ✓ Under "Open architecture" concept (IRDA guidelines), we have tied up with 5 insurance partners (2 Life, 2 Non Life and one Health) to procure more business under Bancassurance to boost fee based income.
- ✓ We have rationalised the Retail Lending products and introduced new products, **Cent Business** and **Cent Saral** to suit the financial needs of the customers.



SHAREHOLDING PATTERN



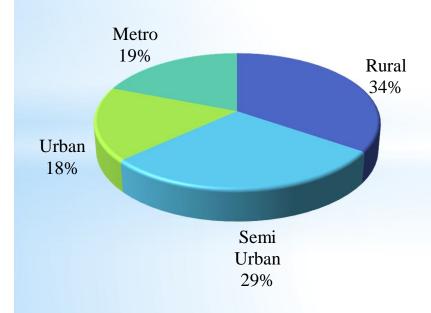
As on March 31, 2020

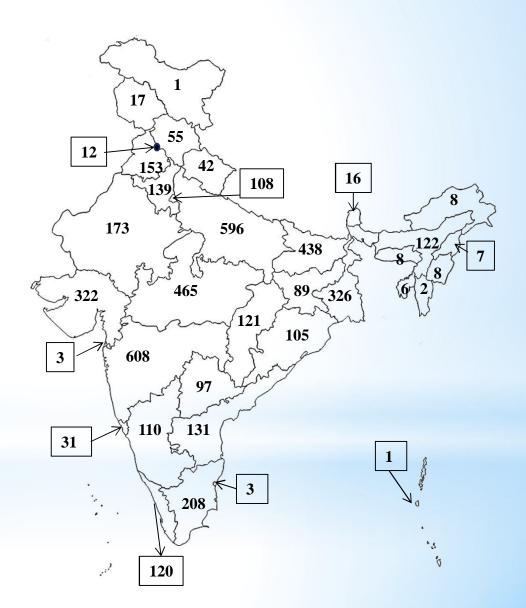
- Share Capital: Rs. 5709.76 crore
- Shares of Central Bank of India is listed on BSE and NSE.
- Equity Shares of Central Bank of India is part of following indices:-
 - NSE 500, BSE 500 & BSE PSU



PAN INDIA BRANCH NETWORK

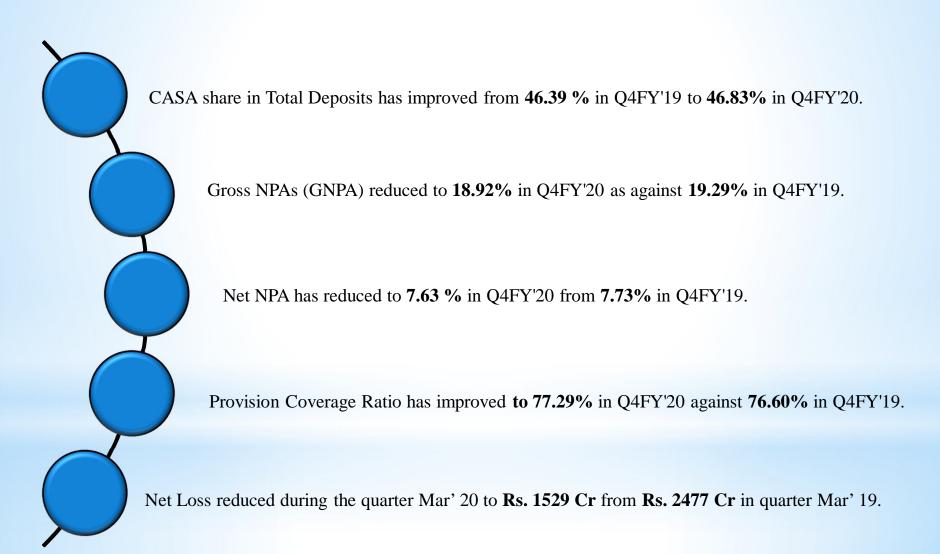
| As o | n 31/03/2020 |
|----------------|--------------|
| Total Branches | 4651 |
| Rural | 1605 |
| Semi Urban | 1340 |
| Urban | 817 |
| Metro | 889 |







PERFORMANCE HIGHLIGHTS





PERFORMANCE HIGHLIGHTS

Q4 F/Y 20 Over Q4 F/Y 19

Y-o-Y

NIM

2.85%

NII

1926 Cr 1603 Cr

Net Profit/ Loss



ROA





PERFORMANCE HIGHLIGHTS

Q4 F/Y 20 Over Q4 F/Y 19

Y-o-Y

PCR



CRAR (BASEL III)



GNPA



NNPA





PROFITABILITY RATIOS

Net Interest Margin(%)



Net Interest Income (Rs. in Crore)



Mar '19 Jun '19 Sep '19 Dec '19 Mar '20 Mar '19 Jun '19 Sep '19 Dec '19 Mar '20

Cost to Income Ratio(%)



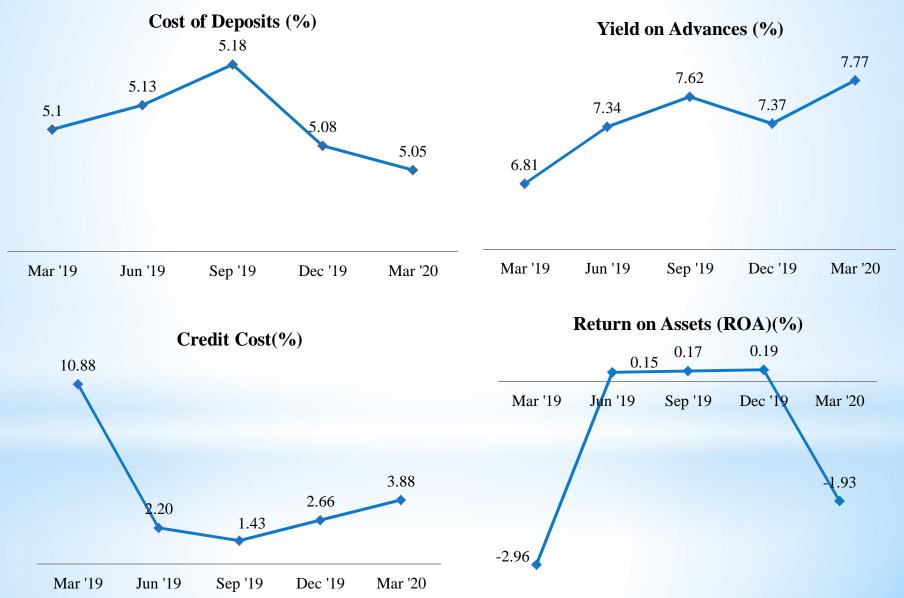
Liquidity Coverage Ratio (%)



Mar '19 Jun '19 Sep '19 Dec '19 Mar '20 Mar '19 Jun '19 Sep '19 Dec '19 Mar '20

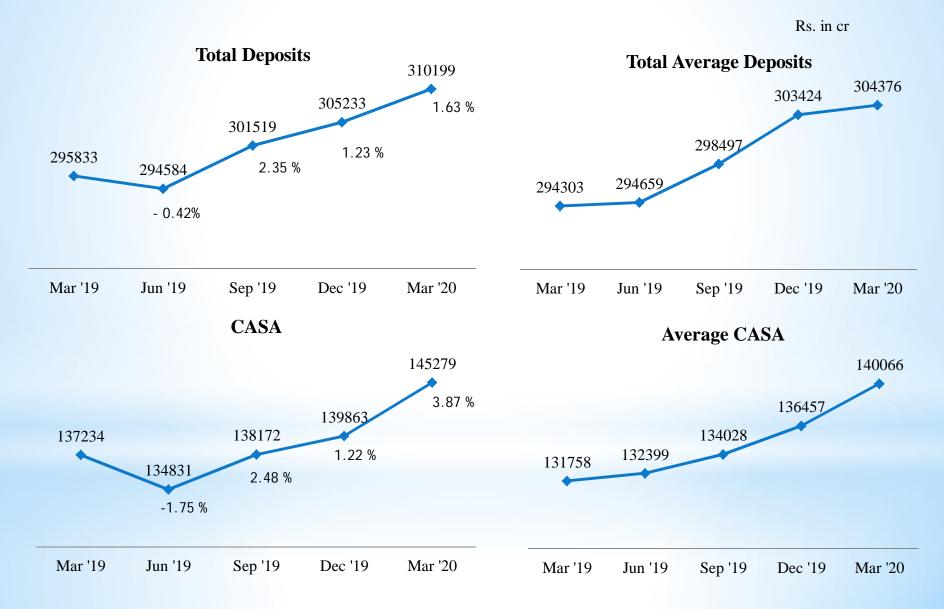


PROFITABILITY RATIOS





STRONG LIABILITY FRANCHISE

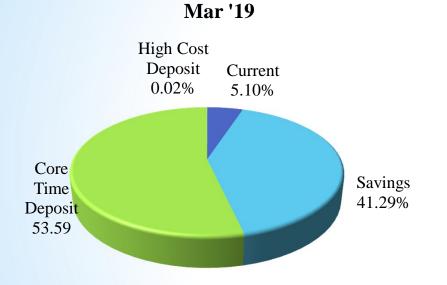


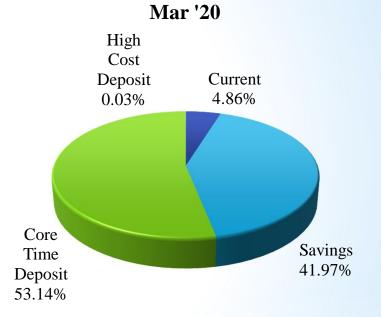
^{*}Average business data is based on fortnightly averages for respective quarters.



DEPOSIT TREND

(Rs. in Cr)



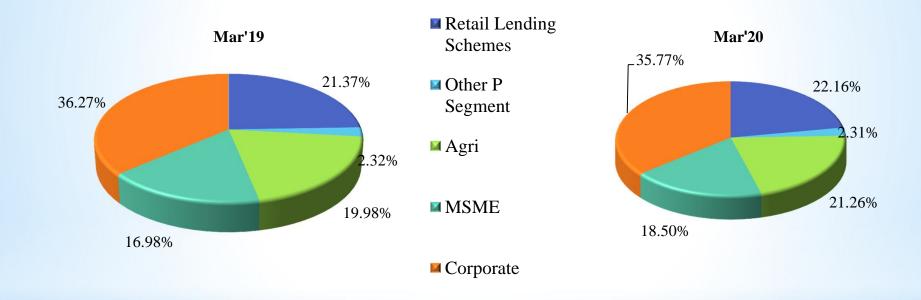


| Particulars | Mar '19 | Mar '20 | Y-o-Y Growth |
|---------------------|-----------|-----------|--------------|
| Current | 15095.00 | 15079.00 | -0.11% |
| Savings | 122139.00 | 130200.00 | 6.60% |
| Total CASA Deposits | 137234.00 | 145279.00 | 5.86% |
| CASA % | 46.39% | 46.83% | 44 bps |
| Core Time Deposit | 158542.00 | 164858.00 | 3.98% |
| High Cost Deposit | 57.00 | 62.00 | 8.77% |
| Total Deposits | 295833.00 | 310199.00 | 4.86% |



ADVANCES TREND

Rs. in Cr

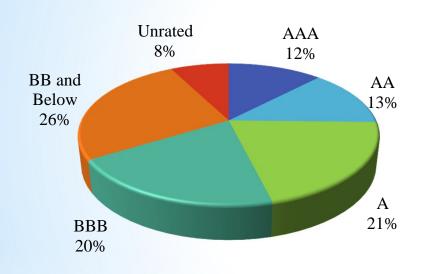


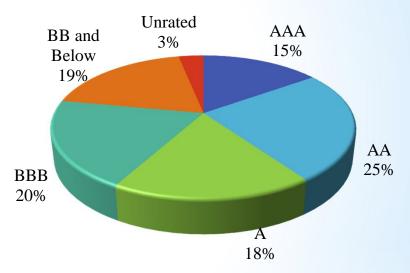
| SECTORS | Mar '19 | Mar '20 | Y-o-Y Growth (%) |
|----------------------------|---------|---------|------------------|
| Retail | 41042 | 46106 | 12.34% |
| Agriculture | 35655 | 34419 | -3.47% |
| MSME | 31037 | 29250 | -5.76% |
| Corporate | 59995 | 62469 | 4.12% |
| Total Gross Advance | 167729 | 172244 | 2.69% |



Corporate Assets Quality - Standard







Rs in Cr

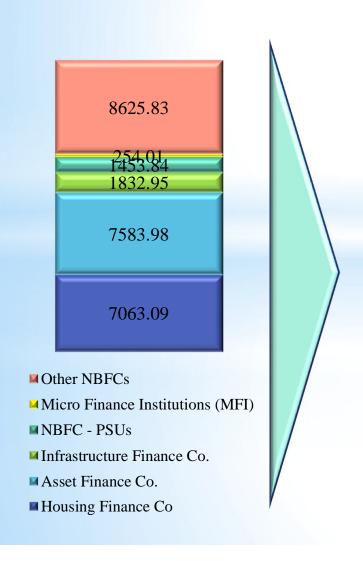
| Rating wise Standard Corporate Advances | Mar'19 | Mar '20 | Y-o-Y Growth |
|---|--------|---------|--------------|
| AAA | 4497 | 6081 | 35.22% |
| AA | 4819 | 9986 | 107.22% |
| A | 7626 | 7182 | -5.82% |
| BBB | 7397 | 7925 | 7.14% |
| Total Investment Grade | 24339 | 31174 | 28.08% |
| BB and Below | 9602 | 7552 | -21.35% |
| Unrated | 2791 | 1276 | -54.28% |
| Total | 36732 | 40003 | 8.91% |



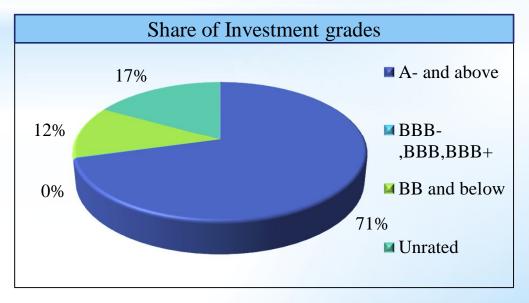
NBFC Portfolio

As on 31 Mar'20

Total Exposure to NBFCs including HFCs Rs. 26813.70 Crore







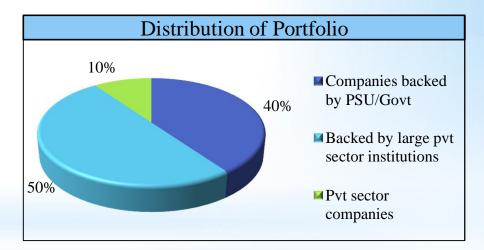


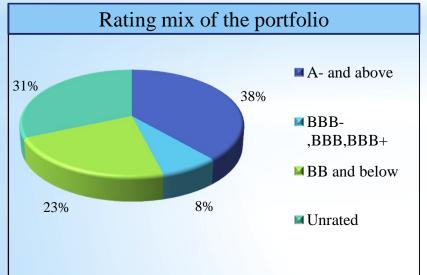
Power Sector Portfolio

As on 31 Mar'20

Total Exposure to Power Sector Co. Rs. 8544.25 Crore (4.96% of Total Advances)







Stressed Portfolio

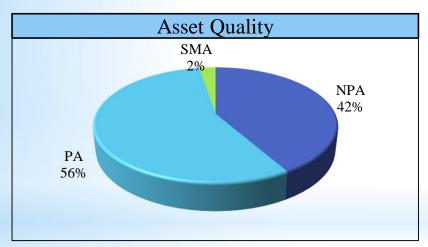
- NPA in Power Sector Rs. 1727 Crore
- Provision Coverage in Power Sector 76.12%
- 9 accounts under NCLT with total outstanding of Rs. 1077.27 and PCR at 93.70%

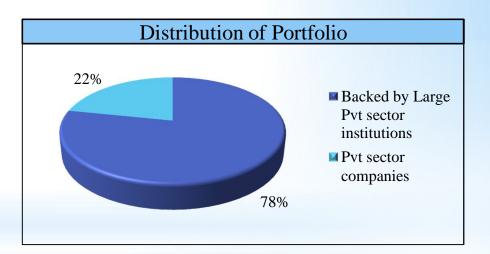


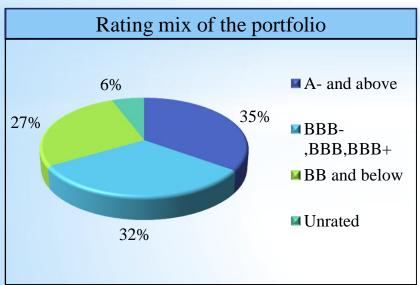
Road & Ports Portfolio

As on 31 Mar'20

Total Exposure to Road & Ports Sector is Rs. 6289.59 Crore (3.65% of Total Advances)







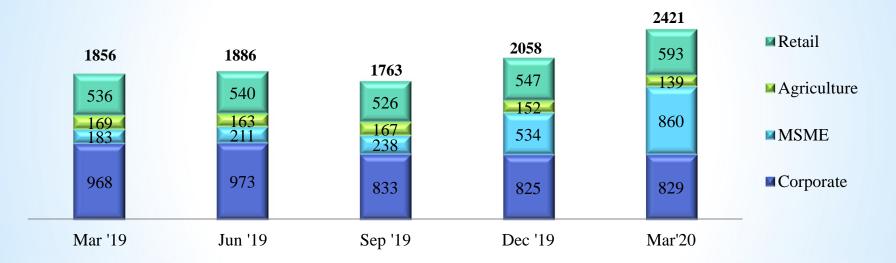
Stressed Portfolio

- NPA in Road & Ports Sector Rs. 2620.65
 Crore
- Provision Coverage in Road & Ports Sector –
 73.70%
- 1 accounts under NCLT with total outstanding of Rs. 73.04 and PCR at 85.97%



Asset Quality-Standard Restructured Accounts

Rs in Cr

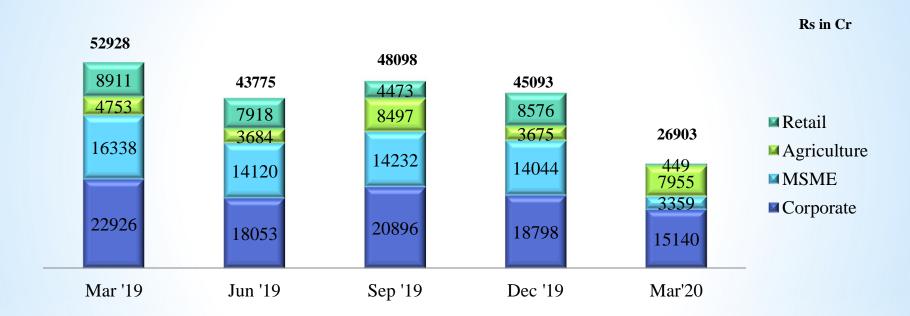


Rs in Cr

| Segment wise | Mar '19 | Jun '19 | Sep '19 | Dec '19 | Mar '20 |
|--------------|---------|---------|---------|---------|---------|
| Corporate | 968 | 973 | 833 | 825 | 829 |
| MSME | 183 | 211 | 238 | 534 | 860 |
| Agriculture | 169 | 163 | 167 | 152 | 139 |
| Retail | 536 | 540 | 526 | 547 | 593 |
| Total | 1856 | 1886 | 1763 | 2058 | 2421 |



Asset Quality – SMA 0

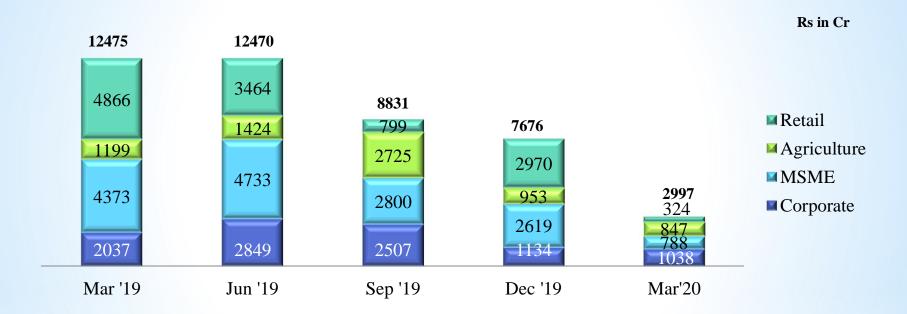


Rs in Cr

| Segment wise SMA 0 | Mar '19 Jun '19 | | Sep '19 | Dec '19 | Mar '20 |
|--------------------|-----------------|-------|---------|---------|---------|
| Corporate | 22926 | 18053 | 20896 | 18798 | 15140 |
| MSME | 16338 | 14120 | 14232 | 14044 | 3359 |
| Agriculture | 4753 | 3684 | 8497 | 3675 | 7955 |
| Retail | 8911 | 7918 | 4473 | 8576 | 449 |
| Total | 52928 | 43775 | 48098 | 45093 | 26903 |



Asset Quality – SMA 1

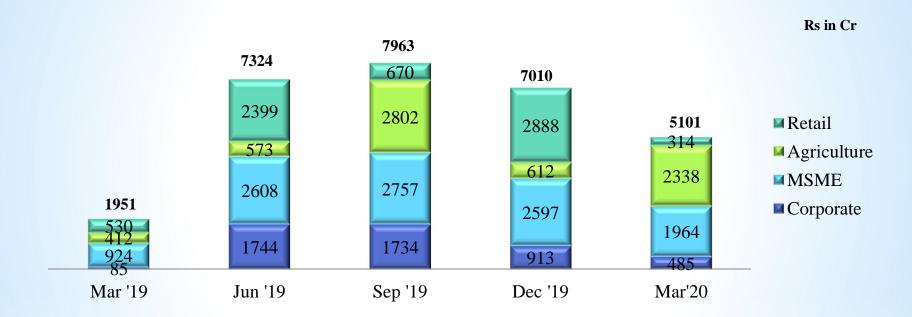


Rs in Cr

| Segment wise SMA 1 | Mar '19 | Jun '19 | Sep '19 | Dec '19 | Mar '20 |
|--------------------|---------|---------|---------|---------|---------|
| Corporate | 2037 | 2849 | 2507 | 1134 | 1038 |
| MSME | 4373 | 4733 | 2800 | 2619 | 788 |
| Agriculture | 1199 | 1424 | 2725 | 953 | 847 |
| Retail | 4866 | 3464 | 799 | 2970 | 324 |
| Total | 12475 | 12470 | 8831 | 7676 | 2997 |



Asset Quality – SMA 2

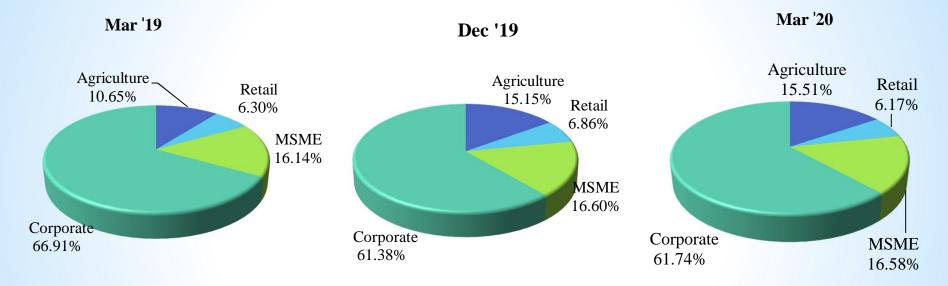


Rs in Cr

| Segment wise SMA 2 | Mar '19 | Jun '19 | Sep '19 | Dec '19 | Mar '20 |
|--------------------|---------|---------|---------|---------|---------|
| Corporate | 85 | 1744 | 1734 | 913 | 485 |
| MSME | 924 | 2608 | 2757 | 2597 | 1964 |
| Agriculture | 412 | 573 | 2802 | 612 | 2338 |
| Retail | 530 | 2399 | 670 | 2888 | 314 |
| Total | 1951 | 7324 | 7963 | 7010 | 5101 |



Asset Quality – NPA



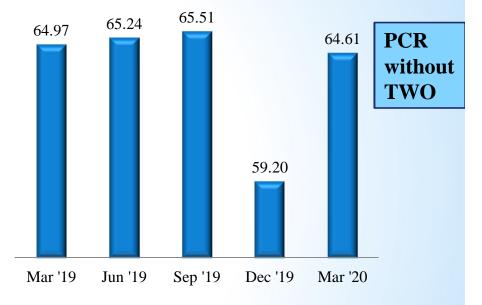
Rs in Cr

| | | r '19 Dec '19 | | Mar '20 | | |
|--------------|-------|---------------|-------|--------------|-------|--------------|
| Segment wise | NPA | NPA Ratio(%) | NPA | NPA Ratio(%) | NPA | NPA Ratio(%) |
| Agriculture | 3447 | 9.67 | 5040 | 14.49 | 5054 | 14.68 |
| Retail | 2038 | 4.19 | 2282 | 5.16 | 2010 | 4.36 |
| MSME | 5222 | 16.83 | 5521 | 19.26 | 5402 | 18.47 |
| Corporate | 21649 | 41.34 | 20416 | 34.72 | 20123 | 32.21 |
| Total | 32356 | | 33259 | | 32589 | |

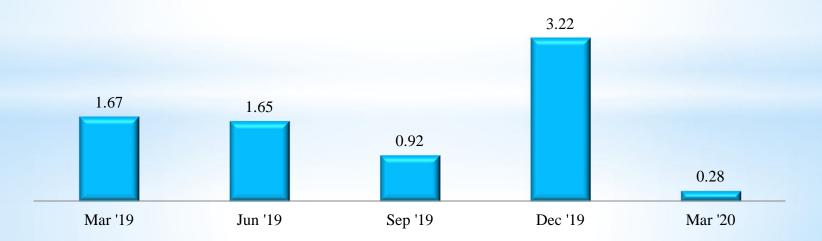


PROVISION COVERAGE(%)





SLIPPAGE RATIO(%)





NPA Movement

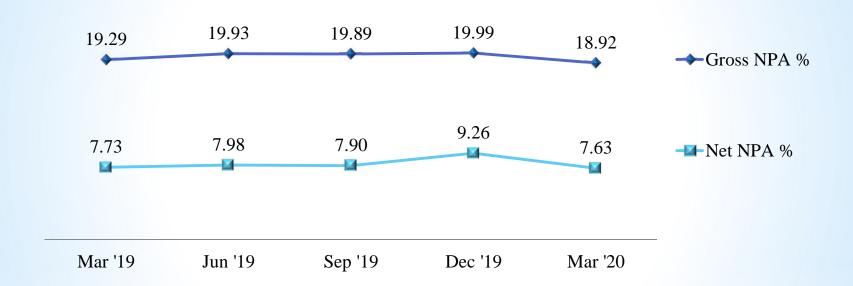
Rs. in Crore

| Gross NPA | Mar'19
Qtr | Dec'19
Qtr | Mar'20
Qtr | Mar'20
FY | Mar'19
FY |
|---|---------------|---------------|---------------|--------------|--------------|
| Opening Gross NPAs | 35333 | 33497 | 33259 | 32356 | 38131 |
| Slippage of PA to NPAs | 2324 | 3998* | 378 | 7626 | 7992 |
| Increase in balance of existing NPAs | 0 | 350 | 62 | 525 | 2337 |
| Sub Total | 2324 | 4348 | 440 | 8151 | 10329 |
| Less: | | | | | |
| Up gradation | 140 | 8 | 33 | 423 | 568 |
| Recovery (Including Sale to ARC) | 1992 | 1273 | 850 | 3324 | 5089 |
| Regular Write-off | 1101 | 313 | 226 | 780 | 1853 |
| Technical Write-off | 2020 | 2992 | | 3389 | 8522 |
| Recovery by adjustment
of Credit Bal Held in
nominal a/cs/ DICGC,
ECGC claims received | 48 | O | 1 | 2 | 72 |
| Sub Total | 5301 | 4586 | 1110 | 7918 | 16104 |
| Gross NPAs | 32356 | 33259 | 32589 | 32589 | 32356 |
| % of Gross NPAs to Gross
Advances | 19.29 | 19.99 | 18.92 | 18.92 | 19.29 |

²⁹



ASSET QUALITY TREND



Rs. in Crore

| Particulars | Mar '19 | Jun '19 | Sep '19 | Dec '19 | Mar '20 |
|----------------|---------|---------|---------|---------|---------|
| Gross Advances | 167729 | 165102 | 168401 | 166411 | 172244 |
| Net Advances | 146525 | 143454 | 146294 | 146595 | 151101 |
| Gross NPA | 32356 | 32908 | 33497 | 33259 | 32589 |
| Net NPA | 11333 | 11441 | 11552 | 13568 | 11534 |
| Gross NPA % | 19.29 | 19.93 | 19.89 | 19.99 | 18.92 |
| Net NPA % | 7.73 | 7.98 | 7.90 | 9.26 | 7.63 |



Status of NCLT accounts

As on Mar '20

RBI List 1 O/s

Rs. 838.38 cr

RBI List 2 O/s

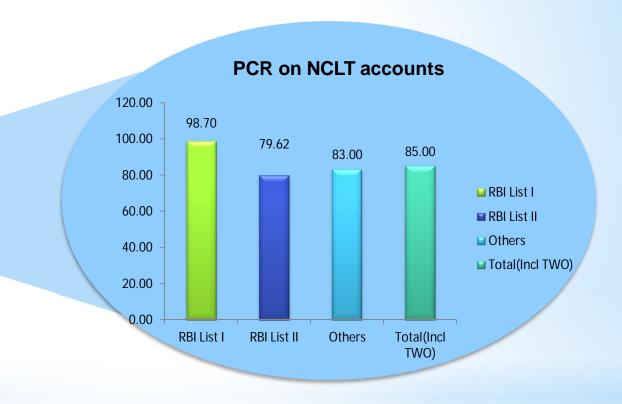
Rs. 5449.51 cr

Others

Rs. 16060.27 cr

Total (Incl.TWO)

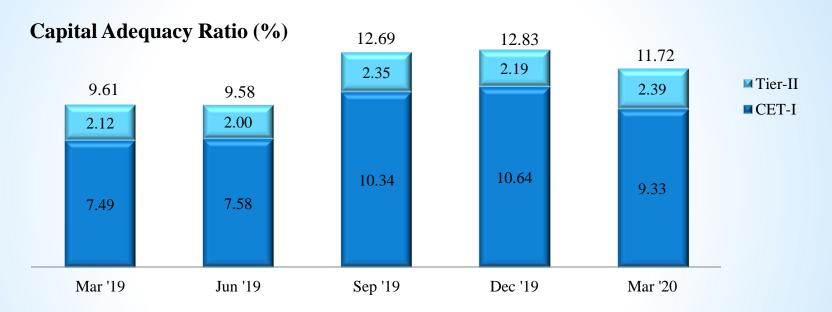
Rs. 22348.16 cr



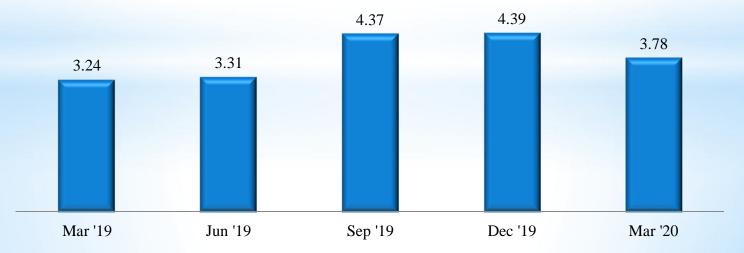
- Four accounts resolved from RBI1 & 2 List, with outstanding of Rs 2302.27 Crore.
- Three accounts from RBI 1 & 2 list sold to ARC with outstanding of Rs 3080.76 Crore on 100% cash salebasis through Swiss Challenge Method.
- 10 accounts in RBI 1 & 2 list having 100% PCR (O/s 3160.84 Cr)



CAPITAL RATIOS



Leverage Ratio (%)





PROFITABILITY

(Rs in Crore)

| | Quarter ended | | | Year o | ended | Growth % | |
|-----------------------|---------------|---------|---------|---------|---------|-------------------|-----------------------------------|
| Particulars | Mar '20 | Dec '19 | Mar '19 | Mar '20 | Mar '19 | FY20 over
FY19 | Qtr
Mar' 20
Over
Mar' 19 |
| 1.Total Income | 6724 | 7278 | 6621 | 27200 | 25052 | 8.57 | 1.56 |
| 1.1 Interest Income | 5929 | 6029 | 5477 | 23563 | 22639 | 4.08 | 8.25 |
| 1.2 Other Income | 795 | 1249 | 1144 | 3637 | 2413 | 50.73 | -30.51 |
| 2 Total Expenses | 6207 | 5582 | 5102 | 22856 | 21925 | 4.25 | 21.66 |
| 2.1 Interest Expended | 4003 | 4007 | 3874 | 15934 | 15866 | 0.43 | 3.33 |
| 2.2 Operating Exp. | 2204 | 1575 | 1228 | 6922 | 6059 | 14.24 | 79.48 |
| Net Interest Income | 1926 | 2022 | 1603 | 7629 | 6773 | 12.64 | 20.15 |
| Operating Profit | 517 | 1696 | 1519 | 4344 | 3127 | 38.92 | -65.96 |
| Provisions | 2046 | 1541 | 3996 | 5465 | 8768 | -37.67 | -48.80 |
| Net Profit | -1529 | 155 | -2477 | -1121 | -5641 | 80.13 | 38.27 |
| NIM % | 2.85 | 2.92 | 2.34 | 2.80 | 2.54 | 26 bps | 51 bps |
| ROA % | -1.93 | 0.19 | -2.96 | -0.35 | -1.70 | | |
| ROE % | -4.27 | 0.43 | -8.03 | -3.29 | -18.72 | | |



TOTAL INCOME

(Rs. In Crore)

| Particulars | Quarter ended | | | Year ended | | Growth % | |
|--|---------------|---------|---------|------------|---------|-------------------|-----------------------------------|
| | Mar '20 | Dec '19 | Mar '19 | Mar '20 | Mar '19 | FY20 over
FY19 | Qtr
Mar' 20
Over
Mar' 19 |
| Interest Income | 5929 | 6029 | 5477 | 23563 | 22639 | 4.08 | 8.25 |
| (i) Advances | 3237 | 3062 | 2946 | 12506 | 12950 | -3.43 | 9.88 |
| (ii) Investments | 2526 | 2561 | 2340 | 9916 | 8454 | 17.29 | 7.95 |
| (iii) Call money/
Balances with Banks | 115 | 139 | 100 | 481 | 873 | -44.90 | 15.00 |
| (iv) Others | 51 | 267 | 91 | 660 | 362 | 82.32 | -43.96 |
| Non Interest Income | 795 | 1249 | 1144 | 3637 | 2413 | 50.73 | -30.51 |
| Total Income | 6724 | 7278 | 6621 | 27200 | 25052 | 8.57 | 1.56 |



NON-INTEREST INCOME

(Rs. In Crore)

| | Quarter ended | | | Year ended | | Growth % | |
|----------------------------------|---------------|---------|---------|------------|---------|-------------------|-----------------------------------|
| Particulars | Mar '20 | Dec '19 | Mar '19 | Mar '20 | Mar '19 | FY20 over
FY19 | Qtr
Mar' 20
Over
Mar' 19 |
| NON-INTEREST
INCOME | 795 | 1249 | 1144 | 3637 | 2413 | 50.73 | -30.51 |
| Commission, Exchange & Brokerage | 294 | 277 | 361 | 1136 | 1203 | -5.57 | -18.56 |
| Trading Profit on Investments | 304 | 284 | 281 | 1215 | 215 | 465.12 | 8.19 |
| Recovery in Written off a/cs | 53 | 520 | 354 | 693 | 557 | 24.42 | -85.03 |
| Rent on Lockers | 19 | 19 | 59 | 74 | 110 | -32.73 | -67.80 |
| Profit on Forex transactions | 58 | 54 | 37 | 230 | 141 | 63.12 | 56.76 |
| ATM Interchange fee | 20 | 26 | 25 | 99 | 117 | -15.38 | -20.00 |
| Other Misc. Income | 47 | 69 | 27 | 190 | 70 | 171.43 | 74.07 |



TOTAL EXPENDITURE

(Rs. In Crore)

| Particulars | Quarter ended | | | Year ended | | Growth % | |
|-------------------------------------|---------------|---------|---------|------------|---------|-------------------|-----------------------------------|
| | Mar '20 | Dec '19 | Mar '19 | Mar '20 | Mar '19 | FY20 over
FY19 | Qtr
Mar' 20
Over
Mar' 19 |
| A)Interest Expended | 4003 | 4007 | 3874 | 15934 | 15866 | 0.43 | 3.33 |
| i) Deposits | 3887 | 3860 | 3756 | 15402 | 15276 | 0.82 | 3.49 |
| ii) RBI/Interbank
Borrowings | 4 | 1 | 1 | 9 | 5 | 80.00 | 300.00 |
| iii) Intt on Sub-
ordinate Debts | 108 | 116 | 103 | 441 | 448 | -1.56 | 4.85 |
| iv) Int on Borrowing/
Refinance | 4 | 30 | 14 | 82 | 137 | -40.15 | -71.43 |
| B) Optg.Expenses | 2204 | 1575 | 1228 | 6922 | 6059 | 14.24 | 79.48 |
| i) Establishment | 1441 | 912 | 546 | 4217 | 3565 | 18.29 | 163.92 |
| ii) Others | 763 | 663 | 682 | 2705 | 2494 | 8.46 | 11.88 |
| Total Expenses | 6207 | 5582 | 5102 | 22856 | 21925 | 4.25 | 21.66 |



Establishment Expenses

(Rs. In Crore)

| | Quarter ended | | | Year o | ended | Growth % | |
|------------------------------------|---------------|---------|---------|---------|---------|----------------------|-----------------------------------|
| Particulars | Mar '20 | Dec '19 | Mar '19 | Mar '20 | Mar '19 | FY20
over
FY19 | Qtr
Mar' 20
Over
Mar' 19 |
| Basic Pay/ Spl. Pay | 312 | 324 | 329 | 1294 | 1350 | -4.15 | -5.17 |
| Special Allowance | 24 | 25 | 25 | 99 | 103 | -3.88 | -4.00 |
| Dearness Allowance | 246 | 243 | 213 | 943 | 808 | 16.71 | 15.49 |
| CCA | 2 | 2 | 2 | 8 | 8 | 0.00 | 0.00 |
| HRA | 17 | 18 | 19 | 71 | 77 | -7.79 | -10.53 |
| LFC | 6 | 8 | 6 | 29 | 25 | 16.00 | 0.00 |
| Leave Encashment | 9 | 13 | 11 | 45 | 49 | -8.16 | -18.18 |
| Leave Encashment on Retirement | 39 | 24 | 29 | 124 | 109 | 13.76 | 34.48 |
| Medical Aid/ Hospitalization Exp | 15 | 1 | 60 | 18 | 79 | -77.22 | -75.00 |
| Contribution to New Pension Scheme | 24 | 24 | 21 | 92 | 81 | 13.58 | 14.29 |
| Provision for Terminal Benefits | 665 | 150 | -265 | 1115 | 538 | 107.25 | -350.94 |
| Provision for wage settlement | 75 | 75 | 75 | 300 | 300 | 0.00 | 0.00 |
| Other allowance & Exp | 7 | 5 | 20 | 79 | 39 | 102.56 | -65.00 |
| Total | 1441 | 912 | 545 | 4217 | 3566 | 18.26 | 164.40 |



OTHER OPERATING EXPENSES

(Rs. In Crore)

| | Qu | arter ende | ed | Year ended | | Growth % | |
|---------------------------------|---------|------------|---------|------------|---------|-------------------|-----------------------------------|
| Particulars | Mar '20 | Dec '19 | Mar '19 | Mar '20 | Mar '19 | FY20 over
FY19 | Qtr
Mar' 20
Over
Mar' 19 |
| Other Operating Expenses | | | | | | | |
| Rent & Taxes | 99.18 | 95.26 | 93.22 | 364.84 | 340.14 | 7.26 | 6.39 |
| Lighting, Generator | 32.13 | 29.07 | 32.20 | 128.80 | 132.27 | -2.62 | -0.22 |
| Depreciation | 73.60 | 74.29 | 74.16 | 285.27 | 277.73 | 2.71 | -0.76 |
| Telephone, Internet, Postage | 20.94 | 24.03 | 29.55 | 90.57 | 89.92 | 0.72 | -29.14 |
| Insurance incl. Deposit Insur. | 96.17 | 96.10 | 42.13 | 378.62 | 300.09 | 26.17 | 128.27 |
| ECGC Premium | 30.34 | 38.04 | 2.47 | 123.09 | 9.01 | 1266.15 | 1128.34 |
| Repair & Maintenance | 36.03 | 22.25 | 24.53 | 104.43 | 98.90 | 5.59 | 46.88 |
| ATM Maint & Service Charges | 39.99 | 22.23 | 46.96 | 105.72 | 156.26 | -32.34 | -14.84 |
| ATM Interchange Fee | 70.39 | 70.61 | 62.15 | 272.95 | 264.32 | 3.26 | 13.26 |
| Legal & Professional Fees | 57.40 | 45.31 | 37.16 | 202.45 | 154.78 | 30.80 | 54.47 |
| Financial Inclusion Exp. | 19.30 | 19.93 | 21.60 | 83.08 | 85.06 | -2.33 | -10.65 |
| Others | 186.89 | 125.82 | 215.83 | 564.98 | 588.89 | -4.06 | -13.41 |
| Total Expenses | 762.36 | 662.94 | 681.96 | 2704.80 | 2497.37 | 8.31 | 11.79 |



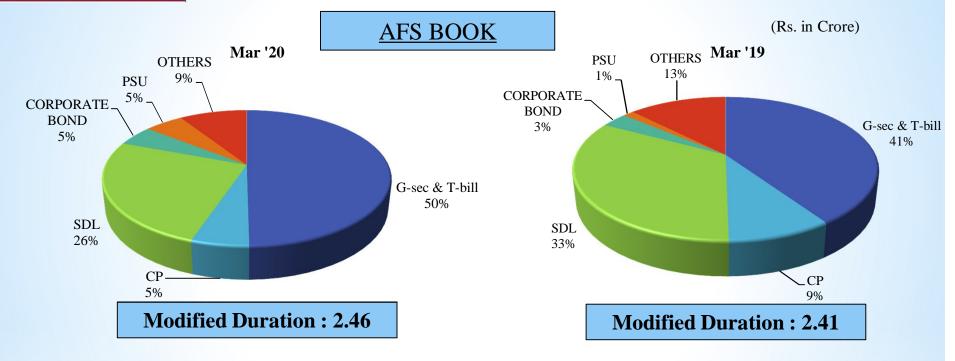
PROVISIONS & PROFIT

(Rs. In Crore)

| | Qı | uarter ende | ed | Year ended | | Growth % | |
|--------------------------|---------|-------------|---------|------------|---------|-------------------|-----------------------------------|
| Particulars | Mar '20 | Dec '19 | Mar '19 | Mar '20 | Mar '19 | FY20 over
FY19 | Qtr
Mar' 20
Over
Mar' 19 |
| OPERATING PROFIT | 517 | 1696 | 1519 | 4344 | 3127 | 38.92 | -65.96 |
| PROVISIONS | 2046 | 1541 | 3996 | 5465 | 8768 | -37.67 | -48.80 |
| i) NPA | 1628 | 1104 | 4583 | 4230 | 11011 | -61.58 | -64.48 |
| ii) Restructured A/cs | -64 | -55 | -66 | -159 | -425 | 62.59 | 3.03 |
| iii) Investment | 445 | 190 | 270 | 1065 | 984 | 8.23 | 64.81 |
| iv) Standard Assets | 167 | -2 | -89 | 172 | -115 | 249.57 | 287.64 |
| v) Unhedged exposure FCE | 0 | 0 | O | 0 | -1 | 100.00 | 0.00 |
| v)Others | 2 | 12 | 36 | -55 | -157 | 64.97 | -94.44 |
| vi) Taxes | -132 | 292 | -738 | 212 | -2529 | 108.38 | 82.11 |
| Net Profit/ (Loss) | -1529 | 155 | -2477 | -1121 | -5641 | 80.13 | 38.27 |



Treasury Operations



Mar '18

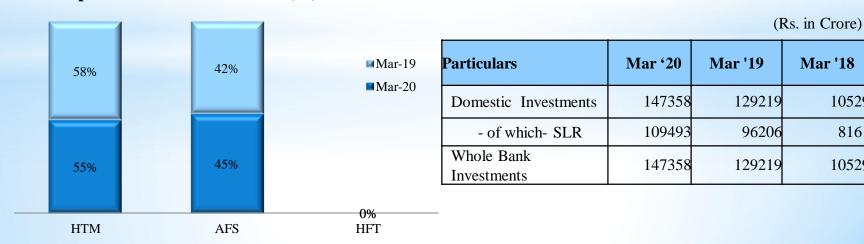
105295

81613

105295

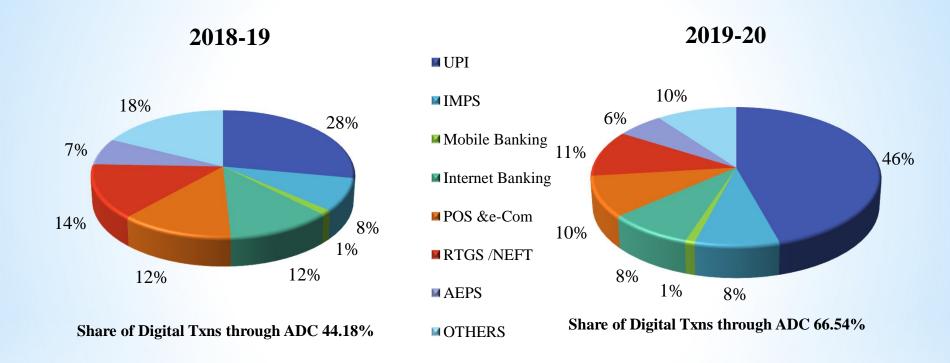
40

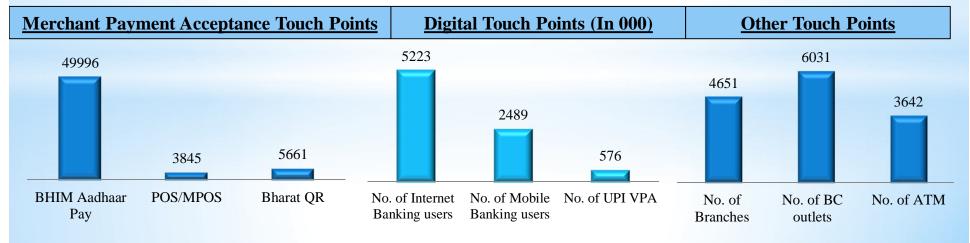
Break up of Domestic Investments(%)





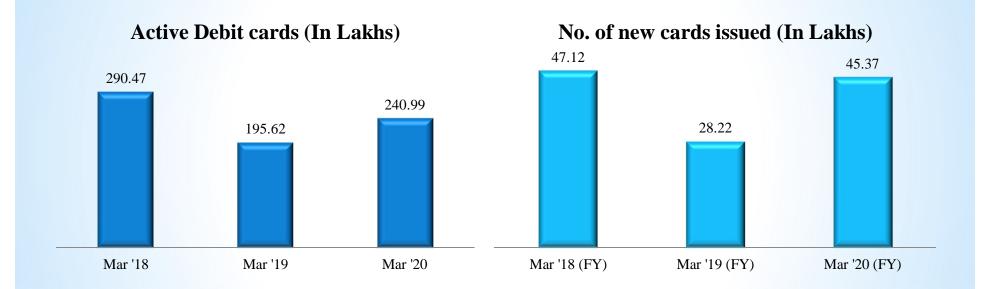
Penetration of Digital Transactions







Debit Cards



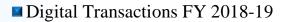
Debit Card Spends (Amt in Crores)





Composition of Digital Transactions Count

(No. in lacs)



■ Digital Transactions FY 2019-20





Digital Penetration (As on 31.03.2020)

UPI

- Processing 10.10 lakhs transactions per day
- Handled 3688.35 lakhs transactions during the FY 2019-20
- Number of UPI-VPA users: 5.76 lakhs

Debit Card

- No. of cards at 2.42 Crore (Active EMV Cards)
- Handled 769.90 lakhs online transactions during the FY 2019-20
- Processing 2.10 lakhs transactions (POS/Ecom) per day

INB

- Number of Users: 52.23 lakhs
- Handled 686.92 lakhs transactions during the FY 2019-20
- Processing 1.88 lakhs transactions per day

Mobile Banking

- Number of Users: 24.89 lakhs
- Handled 78.71 Lakhs transactions during the FY 2019-20
- Processing 0.22 lakhs transactions per day

IMPS

- Processing 1.86 lakhs transactions per day
- Handled 678.96 lakhs transactions during the FY 2019-20

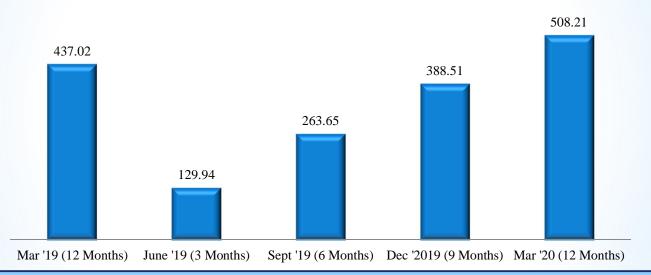






BC Network and Transactions





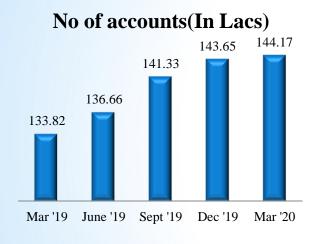
Amount of transactions via BC (Rs. in Crores)

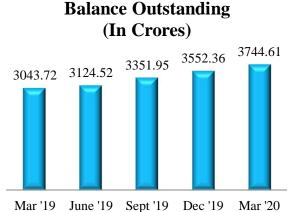


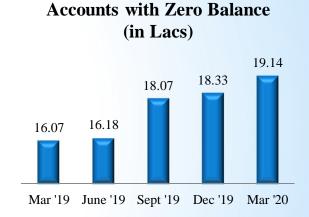


Financial Inclusion

PMJDY

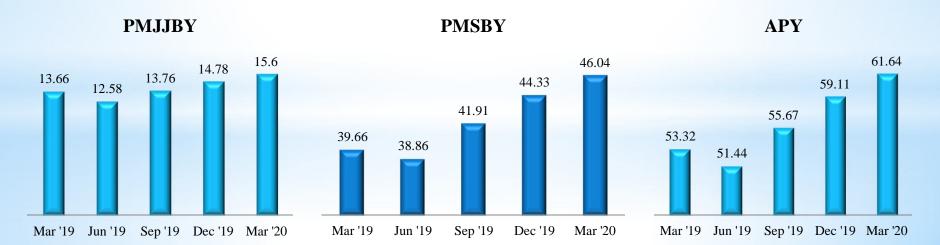






Social Security Scheme

No. of enrollments

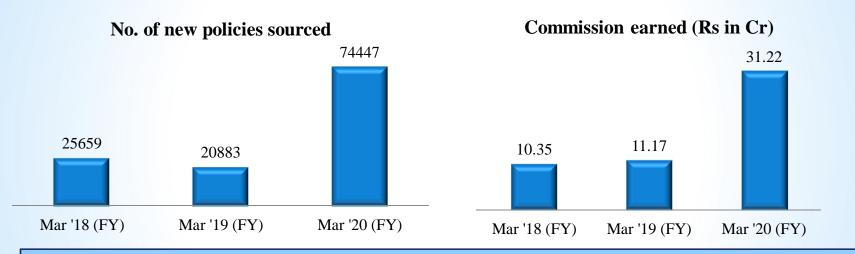


Our 46 RSETIs have trained 8685 youth through 306 training programmes during the quarter March 2020.



Bancassurance

Life Insurance



Non-Life Insurance





Commission earned (Rs in Cr)



Insurance Partners













Central Bank of India Group

| | (Rs. In Crore) | | | |
|--|---------------------------------------|---------------------|---------|---------|
| Cent Bank Home Finance Ltd Engaged into Housing Finance activity Presence in 9 States through 18 | Central Bank of
India Shareholding | Particulars | FY20 | FY19 |
| | 64.40% | Total Income | 142.09 | 140.85 |
| • Presence in 9 States through 18 Branches | | Net Profit / (Loss) | 10.23 | 16.28 |
| Advances & Investment Portfolio of Rs. 1209 Crore | | Total Assets | 1289.90 | 1400.11 |
| | | Capital & Reserves | 127.30 | 117.07 |
| Centbank Financial Services Ltd. • Engaged mainly into Trusteeship | Central Bank of India
Shareholding | Particulars | FY20 | FY19 |
| Services | | Total Income | 4.00 | 5.65 |
| | 100% | Net Profit / (Loss) | 1.45 | 2.71 |
| | 10070 | Total Assets | 42.57 | 42.76 |
| | | Capital & Reserves | 36.75 | 37.71 |

| Associates (Rs. In Cro | | | | |
|---|---------------------------------------|------------------------|------------------------|--|
| Name of Associate | Central Bank of India
Shareholding | Net Profit
for FY20 | Net Profit
for FY19 | |
| Uttar Bihar Gramin Bank, Muzzaffarpur | 35% | (409.45) | 16.78 | |
| Uttarbanga Kshetriya Gramin Bank, Cooch Behar | 35% | (0.77) | 23.89 | |
| Indo Zambia Bank Limited, Zambia | 20% | 15.09 | 13.17 | |



Central Bank of India Group

| Group Position | | | | |
|--|-------------------|-------------------|--|--|
| Particulars | As on 31 Mar 2020 | As on 31 Mar 2019 | | |
| CAPITAL & LIABILITIES | | | | |
| Capital | 5710 | 4047 | | |
| Reserves and Surplus | 15827 | 15136 | | |
| Minorities Interest | 45 | 43 | | |
| Share Application Money Pending Allotment | 0 | 213 | | |
| Deposits | 314201 | 300311 | | |
| Borrowings | 6076 | 5640 | | |
| Other Liabilities and Provisions | 15478 | 6494 | | |
| Total | 357337 | 331885 | | |
| <u>ASSETS</u> | | | | |
| Cash and Balances with Reserve Bank of India | 30022 | 20779 | | |
| Balances with Banks and Money at Call and Short Notice | 6045 | 10518 | | |
| Investments | 142526 | 125453 | | |
| Loans & Advances | 151952 | 147425 | | |
| Fixed Assets | 4337 | 4311 | | |
| Other Assets | 22447 | 23389 | | |
| Goodwill on Consolidation | 9 | 9 | | |
| Total | 357337 | 331885 | | |



Central Bank of India Group

| Group Perform | Rs. in Cr. | | |
|---|------------|-------|--|
| Particulars | FY20 | FY19 | |
| INCOME | | | |
| Interest and Dividend Earned | 23676 | 22749 | |
| Other Income | 3622 | 2416 | |
| Total | 27298 | 25165 | |
| EXPENDITURE | | | |
| Interest Expended | 16004 | 15935 | |
| Operating Expenses | 6939 | 6080 | |
| Provisions and Contingencies | 5482 | 8778 | |
| Total | 28425 | 30793 | |
| Consolidated Net Profit/(Loss) for the year of the parent & subsidiaries before Minority Interest | -1127 | -5628 | |
| Less: Minority Interest | 4 | 6 | |
| Consolidated Net Profit/(Loss) for the year after deducting Minority's Interest | -1131 | -5634 | |
| Add: Share of earnings in Associates | -125 | 17 | |
| Consolidated Net Profit/(Loss) for the year attributable to the Group | -1256 | -5617 | |



Covid-19

Preparedness & Response

Work from Home facility to Pregnant women and staff suffering from Cancer

Special Leave PL credited to staff working in branches during lockdown period

HR Compensation of Rs.20 lakhs per staff in the event of unfortunate death due to Corona Virus

Interest Free Loan - One month Gross Salary; max Rs.1 lakh repayable in 12 equal installments

The Bank Staff has contributed to PM Cares Fund of ₹ 11.90 crores.

Special Scheme launched : CENT COVID - 19 Sahayata Scheme and Emergency Credit
Line Guarantee Scheme (ECLGS)

CENT COVID - 19

Application sanctioned

Loan Sanctioned

Sahayata Scheme

Emergency Credit Line

Guarantee Scheme

Corporate

& MSME
Credit

Position

As on 23.06.2020

Sector Impacted by COVID - 19 like NBFC, CRE, Social Infrastructure including Hospitality Sector & Aviation form 13.52% of Corporate Loan book.

82393

Application sanctioned

17604

2000 Crores

Loan Sanctioned

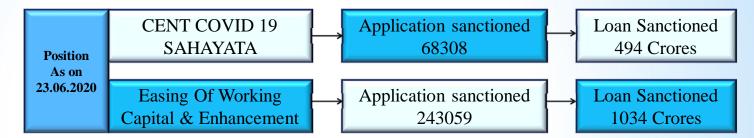
349 Crores



Covid-19

Preparedness & Response





98.38% of Branches were functioning without any impact on the business operations during lockdown

91 % of ATMs were functioning without any impact on the business operations during lockdown

Operations

Alternate Delivery channels such as Net Banking, Mobile Banking, ATM services, UPI payments etc., were fully functional

Bank has ensured timely disbursement of amount to the PMJDY Women beneficiaries under PM Garib Kalyan Yojana & famers under PM Kisan samman Yojana

Doorstep banking service is provided to Pensioners, differently abled, visually impaired & Senior Citizens





THANK YOU