

**PRESS RELEASE**

**Global Business at ₹8 lakh crore**  
**Net Profit up by 11% to ₹2703 crore**

**Major Highlights: FY15**

- Net profit at ₹2703 crore, up by 11% y.o.y.
- Gross profit at ₹6950 crore, up by 2.3% y.o.y.
- Total provisions at ₹4248 crore compared to ₹4358 crore in FY14
- Non-interest income for FY15 at ₹4550 crore, up by 15.7% y-o-y.
- ROAA for FY15 at 0.55% up from 0.54% last year.
- ROE for FY15 at 11.06%, up from 10.59% last year.
- NIM (Domestic) at 2.36% and NIM (Global) at 2.25%.
- Total Business at ₹8.04 lakh crore, up by 11.4% y.o.y.
- Total Deposits at ₹4.74 lakh crore, up by 12.6% y-o-y.
- Advances (net) at ₹3.30 lakh crore, up by 9.6% y-o-y.
- Continued growth in retail business- Priority Credit (21%), Agriculture (21%), MSME (21%), MSE (26%), Retail Lending (26%), Direct Housing Loans (29%), Vehicle Loans (22%) and other personal loans (80%).
- Mandatory norms complied under Priority Credit, Agriculture, MSE (Accounts and Amount), Minority Communities, Weaker Section & women beneficiaries.
- Gross NPA Ratio at 3.89% from 2.49% as at March 2014.
- Net NPA ratio at 2.65% from 1.98% as at March 2014.
- Record Cash Recovery at ₹5993 crore vis-à-vis ₹5494 crore last year.
- Record increase in e-transactions to 50.21% from 43.84% last year.
- 930 branches and 2221 ATMs added, taking the total to 5682 branches and 8533 ATMs (the Highest ATM Network among Nationalized Banks).

**Major Highlights: Q4 FY15**

- Net profit for Q4 FY15 at ₹613 crore.
- Gross profit for Q4 FY15 at ₹1733 crore.
- Total Provisions for Q4FY15 at ₹1120 crore.
- Non-interest income for Q4FY15 at ₹1326 crore, up by 23.9% y-o-y.

**Business Performance**

- Global Deposits reached ₹473840 crore, with 12.6% y-o-y growth compared to ₹420723 crore as at March 2014.
- Global Advances (Net) reached ₹330036 crore, with 9.6% y-o-y growth compared to ₹301067 crore as at March 2014.
- Global Business reached ₹803876 crore, with 11.4% y-o-y growth compared to ₹721790 crore as at March 2014.

- Overseas business constituted 6% of the total business. Total business of 7 overseas branches increased to ₹51831 crore from ₹41094 crore last year.
- CASA ratio (domestic) stood at 25.47%.
- Clientele base increased to 6.58 crore from 5.55 crore last year. Over 1 crore clientele added during the year.

### **Income, Expenditure & Profit: FY15**

- Gross Profit increased by 2.3% to ₹6950 crore compared to ₹6796 crore last year.
- Total provision made was at ₹4248 crore compared to ₹4358 crore last year. The provision for NPAs was at ₹3771 crore against ₹2135 crore last year.
- Net profit for the full year was at ₹2703 crore, posted a y.o.y growth of 10.8%.
- Total income increased by 11.1% to ₹48300 crore.
- Income from loans/advances increased by 12.7% to ₹32066 crore.
- Non-interest income increased by 15.7% to ₹4550 crore.
- Total expenses increased to ₹41350 crore compared to ₹36684 crore in FY14.
- Operating expenses was at ₹7264 crore compared to ₹6081 crore in FY14.
- Net Interest Income at ₹9664 crore increased by 8% compared to ₹8944 crore in FY14.

### **Important Ratios: FY15**

- ROAA at 0.55% improved from 0.54% last year.
- ROE at 11.06% improved from 10.59% last year.
- Domestic Net Interest Margin (NIM) at 2.36% and Global NIM at 2.25%.

### **Income, Expenditure & Profit- Q4 FY15**

- Gross profit stood at ₹1733 crore.
- Total provision made at ₹1120 crore compared to ₹1271 crore in Q4FY14. The provision for NPAs at ₹782 crore against ₹802 crore in Q4FY14.
- Net profit stood at ₹613 crore for Q4FY15.
- Total income increased to ₹12429 crore, with a y.o.y growth of 7.1%.
- Income from loans/advances increased to ₹8093 crore, with a y.o.y growth of 5.3%.
- Non-interest income at ₹1326 crore, grew by 24% y.o.y.
- Total expenditure increased to ₹10697 crore compared to ₹9728 crore in Q4FY14.
- Operating expenses increased to ₹2079 crore compared to ₹1723 crore in Q4FY14.
- Net interest income stood at ₹2486 crore.

### **Capital Adequacy**

- Capital Adequacy Ratio as per Basel III norms stood at 10.56% (as against mandatory requirement of 9%). CET ratio at 7.37% (against mandatory requirement of 5%) and Tier I ratio of 8.02% (as against mandatory requirement of 6.5%). Government shareholding is at 69.91%. Adequate headroom available to raise capital to support business growth momentum.

### **Asset Quality**

- Reflecting continued stress in the asset quality at the industry level, Gross NPA ratio was at 3.89% from 3.35% as at Dec'14 and 2.49% at March 2014.
- Net NPA ratio at 2.65% from 2.42% as at Dec'14 and 1.98% at March 2014.
- Cash Recovery aggregated to a record level of ₹5993 crore compared to ₹5494 last year.
- Upgradation was ₹2031 crore compared to ₹2853 crore last year.

- Recovery from prudentially written off accounts at ₹1351 crore accounted for 18.29% to outstanding amount. Recovery from bad debts amounts to ₹80.04 crore.
- The Bank's outstanding restructured portfolio at ₹28371 crore constituted 8.62% of gross advances.

### **Diversified Credit Portfolio**

- Achieved the mandated targets in respect of Total Priority (40.89% against 40% norm), Agriculture (20.36% against 18% norm), Direct Agriculture (17.79% against 13.5% norm), credit to specified minority communities (19.26% against 15% norm) and weaker section (13.37% against 10% norm). M&SE (26% y.o.y growth against 20% norm), Number of Micro Enterprises accounts (33% growth against 10% norm) & Credit to women beneficiaries (13.07% against 5% norm).
- Outstanding advances to various priority segments recorded a y.o.y growth 20.9% to reach ₹118234 crore.
- Advances under agriculture portfolio grew by 20.6% to ₹58868 crore.
- Assisted 23.96 lakh women beneficiaries to the tune of ₹37783 crore, constituting 13.07% of ANBC as against 5% norm.
- Credit to Micro, Small and Medium Enterprises (MSMEs) recorded a y.o.y growth of 21.1% to ₹60604 crore.
- Credit to M&SE segments reached ₹46305 crore, with a growth of 26.2% y-o-y (against mandated 20% norm). Share of Micro credit in M&SE improved to 60% from 55.84% last year. The number of Micro Enterprises Accounts recorded a growth of 33.2% against mandated norm of 10%.
- Advances to Weaker Sections reached ₹38649 crore, with a y-o-y growth of 29.4%.
- Lending to Specified Minority Communities reached ₹22766 crore, with a y-o-y growth of 28%.
- Retail Lending Portfolio increased to ₹42298 crore, with a y-o-y growth of 26.1%.
- Outstanding Direct Housing Loan Portfolio increased to ₹16480 crore, with a y-o-y growth of 28.5%.
- Vehicle loans and other personal loans recorded good growth of 21.6% and 80.3% respectively.
- Education Loan Portfolio increased to ₹5636 crore, with a y.o.y growth of 15%, covering 2.73 lakh students.

### **Performance under Pradhan Mantri Jan Dhan Yojana (PMJDY)**

- Opened 64.76 lakh a/cs under PMJDY and secured a CASA deposit of ₹858 crore.
- 46.93 lakh Personalized RuPay debit Cards have been issued to PMJDY account holders.
- All allotted 3962 Sub-Service Areas & 3371 Wards covered by opening of 806 Brick & Mortar branches and engaging 2459 BC agents. Bank has declared saturation at all the allotted 3962 SSAs & 3371 Wards on 10<sup>th</sup> December, 2014.
- 70320 lives under Micro Insurance and 49598 lives under Swavalambhan Pension Scheme covered during the current financial year.
- 105.04 lakh residents enrolled under Aadhaar and 88.27 lakh accounts seeded in Aadhaar number.
- As a part of grievances redressal mechanism for customers, the Bank established Toll free number 1800 425 11222.

### **A Holistic Approach to Financial Inclusion (FI)**

- In FY15, **270 Financial Inclusion branches were opened in unbanked villages**. Opened 108 Financial Inclusion branches on 19<sup>th</sup> July, 2014 which was inaugurated by the Hon'ble Finance Minister of India.
- **479 Ultra Small Branches (USBs)** are functioning as at March 2015. Banking facilities are provided in all the allotted 10,049 villages.
- **Financial Inclusion branches** have garnered business of ₹8670 crore, with a CASA share of ₹2149 crore (54%).
- **19 Micro Finance branches** are functioning for urban financial inclusion.
- Opened 1.39 crore **BSBD accounts**.
- Formed 606 **Farmers Clubs** during the year.
- 41319 **Self Help Groups (SHGs)** formed and 42066 SHGs credit linked to the extent of ₹902.65 crore during the year. Exposure under SHGs increased to ₹2499 crore under 112830 SHGs.
- **Business Correspondent Agents** have done 25.89 lakh transactions, amounting to ₹639.64 crore during the year.

### **Enhanced Delivery Channels**

- The Bank has opened **930 branches** during the year, taking total branch network to **5682**, including 7 overseas branches (Johannesburg, New York, London, Leicester, Hong Kong, Manama and Shanghai).
- **2221 ATMs** added in the year, taking the total number to **8533** (the highest ATM network among nationalized Banks).
- The Bank's debit card base rose to 2.55 crore compared to 1.51 crore as at March 2014. Apart from these, **132 e-lounges** were established across major cities.
- Ratio of **e-transactions** increased to **50.21%** against 43.84% as at March 2014.

### **New Products & Important Customer-friendly Technology Initiatives**

- **Tab banking**, a simplified and paperless account opening facility through tab released.
- **Canara m-Wallet** enhanced with pilot implementation of payments, flight and bus tickets booking.
- **Foreign Inward Remittances** through IMPS channel of mobile banking enabled.
- **RD closure facility** enabled in internet banking.
- Package of **Quick Account Opening** rolled out.
- **Automatic Account Opening through e-KYC** released for pilot implementation.
- **Portals for insurance claims under PMJDY** released.
- **CTS is made live** in all the branches/ offices.
- **Proactive risk manager software** made live for all POS transactions.
- **5 new Card variants** introduced to cater to the requirements of different segments of our customers. **1<sup>st</sup> Bank to introduce Rupay Platinum Debit Card** variant.
- '**Canara Rewardz**' Scheme introduced in lieu of the existing Bonus point Scheme of Credit Cards for the convenience to the cardholders.
- Introduced **International Travel Prepaid Card** in foreign currency with multi currency wallet for the convenience of foreign travelers.
- Introduced **Business Debit Card**, a premium variant under debit card.
- Introduced **Canara World**, a premium Credit Card variant for HNI Customers.

- Tied up with **3 new Aggregators**, viz., M/s EmVantage, Citrus Pay Solutions and PayTM for Payment Gateway Services.
- Enabled one stop site for bill payment - **InstaPay in the Bank's Website** by tie-up with Aggregator M/s Billdesk.

### **Awards and Accolades**

In recognition of the varied initiatives, the Bank was conferred with the following major awards during the year:

- **Golden Peacock Business Excellence Award, 2015.**
- **PMJDY & Excellence Award 2015** instituted by M/s Federation of Industry Trade & Services (FITS) for best performance under PMJDY implementation.
- Received 4 Awards at '**IBA Banking Technology Conference, Expo & Awards 2015**' amongst Public Sector Banks.
  1. First Runners-up- '**Best use of Digital and Channel Technology**'.
  2. First Runners-up- '**Best Financial Initiative**'
  3. Second Runners-up- '**Technology Bank of the Year**'.
  4. Second Runners-up- '**Best Payments Initiative**'
- Outlook Money awards 2014 under "**The Best Home Loan**" provider category.
- **Outstanding Performance under Retail Banking** in the 6<sup>th</sup> PSU Awards - 2014 by Dalal Street Investment Journal.
- **MSME Banking Excellence Awards-2014**, organized by Chamber of Indian Micro, Small and Medium Enterprises (CIMSME).
- **Best Bank Award for implementation of Rural Self Employment Training Institutes** by the Ministry of Rural Development, Govt. of India.
- Conferred with "**Asia HRD Award**" under the category "Contribution to Organization" of the Asia HRD Congress Awards - 2014.
- Awarded '**Niryat Bandhu**' instituted by Federation of Indian Export Organization (FIEO) for excellent support services rendered for the promotion of exports.
- **Ranked 1<sup>st</sup> among Public Sector Banks** in an article on India's Best Companies for CSR published in the "Corporate Dossier" of Economic Times.
- Awarded '**Best Inspiring Place to Work (Public Sector)**' by Banking Frontiers partnering with M/s. Deloitte in an effort to recognize the HR efforts of the BFSI sector.
- **1<sup>st</sup> Prize under Indira Gandhi Rajbhasha Puraskar Yojana** for effective implementation of Official Language in Region 'C' for two consecutive years in 2012-13 and 2013-14.

### **Goals: March 2016**

- Thrust on **Retail Business & Asset Quality**- CASA, retail deposits, retail credit, fee income and NPA management and improving operational financial ratios, such as, **NIM, RoA, RoE and Cost-to-Income.**

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