



Business Responsibility Report

Section A: General Information about the Company

- 1. Corporate Identity Number (CIN) of the Company** Not Applicable
- 2. Name of the Company** Punjab National Bank
- 3. Registered address** Punjab National Bank,
Head Office, 7 Bhikhaiji Cama
Place, New Delhi-110607
- 4. Website** www.pnbindia.in
- 5. E-mail id** eicsmead@pnb.co.in,
md@pnb.co.in
- 6. Financial Year reported** 2016-17

7. Sector(s) that the Company is engaged in (industrial activity code-wise)

SN	Sectors
1	Banking Services
2	Government Business
3	Merchant Banking
4	Agency Business- Insurance, Mutual Funds Wealth Management etc.

8. List three key products/services that the Company manufactures/provides (as in balance sheet)

The Bank's products & services can be categorized under the following three heads:

- 1. Deposits include** Current Deposits, Savings Deposits, Term Deposits and Recurring Deposits.



2. Loans and Advances include

- a. Retail loans: Housing Loan, Conveyance loan, Personal loan, etc.
- b. Agriculture Loans: Kisan Credit card, PNB Gram Uday Scheme etc.
- c. MSME Loans: Pradhan Mantri Mudra Yojana, Stand up India loan, Prime Minister Employment Generation Programme (PMEGP), etc.
- d. Corporate Loans: Working Capital loans, Project/Term loans, etc.

3. Other Products

- a. Mutual Fund
- b. Depository Services
- c. Merchant Banking
- d. Wealth Management Services
- e. Online Trading
- f. Credit/Debit Card Business
- g. Insurance Services
- h. Factoring Services

9. Total number of locations where business activity is undertaken by the Company

a. Number of International Locations (Provide details of major 5)

Bank has its overseas presence in 9 countries by way of 4 branches (2 Hong Kong, 1 Dubai, & 1 OBU-Mumbai), 2 Subsidiaries (London & Bhutan), 1 Associate (at Kazakhstan), 1 Joint Venture (at Nepal) and 4 Representative Offices (Sydney-Australia, Shanghai-China, Dhaka-Bangladesh & Dubai-UAE).

b. Number of National Locations

PNB has 13 Zonal Managers offices (ZMOs), 76 Circle Offices, 6938 Branches, and 10681 ATMs as on March 31st 2017.

10. Markets served by the Company – Local/State/National/International

Both National and International markets with large branch network.



Section B: Financial Details of the Company

- 1 **Paid up Capital (INR)** ₹425.59 crore
- 2 **Total Business (INR)** ₹1041197 crore
- 3 **Total Profit after Taxes (INR)** ₹1325 crore
4. **Total Spending on Corporate Social Responsibility (CSR) as percentage of profit after tax (%)**

During the period from 1st April 2016 to 31st March 2017, a sum of ₹272.30 lacs has been incurred on **Core CSR** initiatives with details are as under:

Name	Budget (₹ lakh)	Amount incurred (₹ lakh) (01.04.16 to 31.03.2017)
CSR at HO & ZOs	1200.00	272.30
Hockey Academy	220.35	136.90
RSETIs	2516.10	1714.00
FTC/ FLC	1046.00	882.00
Ladli		35.57
Total	4982.45	3040.77

5. **List of activities in which expenditure in 4 above has been incurred:-**

List of Core activities in (CSR) in which expenditure has been incurred is as below:

- a. Medical Check Up Camps
- b. Tree Plantations
- c. Blood Donation Camps
- d. Distribution of Artificial Limbs
- e. Installation of Solar Lights
- f. Installation of Digital Registration Machines at Hospital
- g. Construction of Bus Shelter
- h. Experimental Learning material through Government Schools



Other CSR activities are as below:

- a. The Bank is making an effort to upgrade knowledge and skills of farmers, women and rural youth through imparting vocational training
- b. The Bank continued its efforts to promote sports and nurturing young talents as a part of CSR activity through PNB Hockey Academy.

Section C: Other Details

1. Does the Company have any Subsidiary Company/ Companies?

A. Subsidiaries

a. Domestic Subsidiaries

Sr. No.	Name of the Entity	Proportion of ownership %
1	PNB Gilts Ltd.	74.07
2	PNB Investment Services Ltd.	100
3	PNB Insurance Broking Pvt. Ltd.#	81

PNB Insurance Broking Pvt. Ltd is non functional. The broking license has been surrendered and steps are being taken for winding up of the company.

b. International Subsidiaries

S N	Name of the Entity	Country of incorporation	Proportion of Ownership %
1	Punjab National Bank (International) Ltd.	United Kingdom	100
2	Druk PNB Bank Ltd	Bhutan	51

B. Associates: (Bank having 20% or more stake)

a. Domestic Associates

S.N	Name of Regional Rural Banks / Other Associates	Proportion of Ownership (%)
1	Madhya Bihar Gramin Bank, Patna	35
2	Sarva Haryana Gramin Bank, Rohtak	35
3	Himachal Gramin Bank, Mandi	35
4	Punjab Gramin Bank, Kapurthala	35
5	Sarva UP Gramin Bank, Meerut	35
6	Principal PNB Asset Management Co. Pvt. Ltd.	21.38
7	Principal Trustee Co. Pvt. Ltd.	30
8	PNB Housing Finance Ltd.	39.08

**b. International Associates**

SN	Name of Entity/ Associates	Country of incorporation	Proportion of Ownership (%)
1	JSC SB PNB, Kazakhstan	Kazakhstan	49

c. Joint Venture: International

SN	Name of Entity/Associates	Country of incorporation	Proportion of Ownership (%)
1	Everest Bank Ltd.	Nepal	20

2. Do the Subsidiary Company/Companies participate in the BR Initiatives of the parent company? If yes, then indicate the number of such subsidiary company(s)

No.

3. Do any other entity/entities (e.g. suppliers, distributors etc.) that the Company does business with, participate in the BR initiatives of the Company? If yes, then indicate the percentage of such entity/entities? [Less than 30%, 30-60%, More than 60%]

No

Section D: BR Information**1. Details of Director/Directors responsible for BR**

a) Details of the Director/Directors responsible for implementation of the BR policy/policies

Sr No.	Particulars	Details
1	DIN No.	06861202
2	Name	Shri K.V. Brahmaji Rao
3	Designation	Executive Director



b) Details of the BR Head

Sr No.	Particulars	Details
1	DIN Number	Not Applicable
2	Name	Shri V.P Jain
3	Designation	General Manager, Strategic Management and Economic Advisory Division
4	Telephone number	011-26183901
5	e-mail id	vpjain@pnb.co.in

2. Principle-wise (as per NVGs) BR Policy/policies (Reply in Y/N)

S.No	Questions	Business Ethics	Product Responsibility	Wellbeing of Employees	Stakeholder Engagement &	Human Rights	Environment	Public Policy	CSR	Customer Relations
		P1	P2	P3	P4	P5	P6	P7	P8	P9
1	Do you have policy/policies for....?	Y	Y	Y	Y	Y	Y	Y	Y	Y
2	Has the policy being formulated in consultation with the relevant stakeholders?	Y	Y	Y	Y	Y	Y	Y	Y	Y
3	Does the policy conform to any national /international standards? If yes, specify?(50 words)	Y	Y	Y	Y	Y	Y	Y	Y	Y
4	Has the policy been approved by the Board? Is yes, has it been signed by MD/owner/CEO/appropriate Board Director?	Y	Y	Y	Y	Y	Y	Y	Y	Y
5	Does the company have a specified committee of the Board/ Director/Official to oversee the implementation of the policy?	Y	Y	Y	Y	Y	Y	Y	Y	Y
6	Indicate the link for the policy to be viewed online?									
7	Has the policy been formally communicated to all relevant internal and external stakeholders?	Y	Y	Y	Y	Y	Y	Y	Y	Y
8	Does the company have in-house structure to implement the policy/policies?	Y	Y	Y	Y	Y	Y	Y	Y	Y



9	Does the Company have a grievance redressal mechanism related to the policy/policies to address stakeholders' grievances related to the policy/policies?	Y	Y	Y	Y	Y	Y	Y	Y	Y
10	Has the company carried out independent audit/evaluation of the working of this policy by an internal or external agency?	N	N	N	N	N	N	N	N	N

2a. If answer to S.No. 1 against any principle, is 'No', please explain why: (Tick up to 2 options)

S.No.	Questions	P1	P2	P3	P4	P5	P6	P7	P8	P9
1	The company has not understood the Principles	NOT APPLICABLE								
2	The company is not at a stage where it finds itself in a position to formulate and implement the policies on specified principles									
3	The company does not have financial or manpower resources available for the task									
4	It is planned to be done within next 6 months									
5	It is planned to be done within the next 1 year									
6	Any other reason (please specify)									

3. Governance related to BR

- **Indicate the frequency with which the Board of Directors, Committee of the Board or CEO to assess the BR performance of the Company. Within 3 months, 3-6 months, Annually, More than 1 year.**

The Board of Directors meets annually to assess the BR performance of the company.

- **Does the Company publish a BR or a Sustainability Report? What is the hyperlink for viewing this? How frequently it is published?**

The BR report is published annually and is placed on the website of the Bank and the hyperlink for viewing this is <https://www.pnbindia.in>



Section E: Principle-wise performance

Principle 1: Businesses should conduct and govern themselves with Ethics, Transparency and Accountability

1. **Does the policy relating to ethics, bribery and corruption cover only the company? Yes/ No. Does it extend to the Group/Joint Ventures/ Suppliers/Contractors/NGOs /Others?**

The Bank has a code of conduct which covers ethics, bribery and corruption which attempts to set forth the guiding principles on which the Bank shall operate and conduct its daily business with its multitudinous stakeholders, government and regulatory agencies, media and anyone else with whom it is connected.

The Bank expects all Directors and members of the Core Management to exercise good judgment; to ensure the interest, safety and welfare of customers, employees and other stakeholders and to maintain a cooperative, efficient, positive, harmonious and productive work environment in the business organization.

2. **How many stakeholder complaints have been received in the past financial year and what percentage was satisfactorily resolved by the management? If so, provide details thereof, in about 50 words or so.**

During financial year 2016-17 we have received 15 complaints from stakeholders and all (100%) were resolved satisfactorily.

Principle 2: Businesses should provide goods and services that are safe and contribute to sustainability throughout their life cycle

- A. **List up to 3 of your products or services whose design has incorporated social or environmental concerns, risks and/or opportunities.**

The Bank provides sustainable banking products through its extensive network of branches, ATMs, internet and door step banking. Some of our products and services are:

➤ **Digital products:**

The Bank has introduced several products which promote a cashless society viz. internet banking, mobile banking, ATMs, solar powered biometric ATMs.

BHIM is another Mobile App developed by National Payments Corporation of India (NPCI), based on the Unified Payment Interface (UPI) in which we are actively participating.



PNB has launched Green Pin facility for its debit card holders & has stopped physical pin printing in debit card except in PMJDY accounts.

➤ **Financial Inclusion Initiatives:**

DFS, MOF, GOI has declared PNB as first among all banks in deposit mobilised through PMJDY accounts and second in overall implementation of PMJDY. Some of the new initiatives of the Bank in Financial Inclusion have been providing of PNB MetLife policies at BC location, Atal Pension Yojana through internet banking, Micro ATMs deployed at all BC location and Aadhaar seeding enabled at BC location.

- **Farmers Training centers:** The Bank has established 11 Farmers Training Centres which have been equipped with the Mobile Van having Soil testing facilities at the farmers' fields and LED for audio visual display of informative video clips to the farmers. The Bank is also running Rural Self Employment Training Institutes (RSETIs) which are engaged in providing training to rural people and their families for skill upgradation to undertake self-employment ventures/Jobs.

B. For each such product, provide the following details in respect of resource use (energy, water, raw material etc.) per unit of product(optional):

- i. **Reduction during sourcing/production/ distribution achieved since the previous year throughout the value chain?**
- ii. **Reduction during usage by consumers (energy, water) has been achieved since the previous year?**

Not Applicable.

C. Does the company have procedures in place for sustainable sourcing (including transportation)? If yes, what percentage of your inputs was sourced sustainably? Also, provide details thereof, in about 50 words or so.

The Bank strives to develop and offer financial products and services that, directly or indirectly, lead to long-term environmental benefit and social development. The Bank procures most of its products from locally based suppliers and also actively supports the Micro and Small Enterprises (MSE).



D. Has the company taken any steps to procure goods and services from local & small producers, including communities surrounding their place of work?

If yes, what steps have been taken to improve their capacity and capability of local and small vendors?

The nature of banking products is service oriented and not material resource intensive, and the Bank does not procure goods for further processing. The Bank encourages the MSME borrowers to source their inputs from micro enterprises. The Bank provides loans at subsidized rate to Self Help Groups and women enterprises.

E. Does the company have a mechanism to recycle products and waste? If yes what is the percentage of recycling of products and waste (separately as <5%, 5-10%, >10%). Also, provide details thereof, in about 50 words or so.

Being a service oriented organization, recycling of products is not applicable for bank's products. The Bank has an e-waste policy and purchases office materials like Paper, stationery products, toilet paper, refuse sacks, glass, cans and plastics made from recycled materials to the maximum extent possible.

Principle 3: Businesses should promote the wellbeing of all employees

1. Please indicate the Total number of employees.

The total number of employees as on 31st March 2017 is 73919 (including subsidiaries) which include 4933 Part-time sweepers.

2. Please indicate the Total number of employees hired on temporary/contractual/casual basis.

One employee on contractual basis

3. Please indicate the Number of permanent women employees.

The number of full time women employees as on 31st March 2017 is 14615.

4. Please indicate the Number of permanent employees with disabilities?

The number of permanent employees with disabilities as on 31st Mar'17 is 1003.



5. Do you have an employee association that is recognized by management?

All India PNB Employees Federation and All India PNB Officers' Association.

6. What percentages of your permanent employees are members of this recognized employee association?

86% of permanent employees are members of the above unions and associations.

7. Please indicate the Number of complaints relating to child labour, forced labour, involuntary labour, sexual harassment in the last financial year and pending, as on the end of the financial year.

S. No.	Category	No of Complaints filed during FY'17	No of Complaints pending as at end of FY'17
1	Child labour/forced labour /involuntary labour	NIL	NIL
2	Sexual harassment	5	2
3	Discriminatory employment	NIL	NIL

8. What percentage of your under mentioned employees were given safety & skill up-gradation training in the last year?

- A. Permanent Employees : 65.5
- B. Permanent Women Employees: 66.5
- C. Casual/Temporary/Contractual Employees: NIL
- D. Employees with Disabilities: 89.5

Principle 4: Businesses should respect the interests of, and be responsive towards all stakeholders, especially those who are disadvantaged, vulnerable and marginalized.

1. Has the company mapped its internal and external stakeholders?

Yes, The Bank has identified its key stakeholders, internal and external and they include shareholders, Customers, Bank employees and Society. They are further segregated into various subsets for enhanced focus.



2. Out of the above, has the company identified the disadvantaged, vulnerable & marginalized stakeholders?

Government of India and RBI has prescribed guidelines on Financial Inclusion, Priority Sector Lending, lending to Weaker Sections, etc. and the Bank has identified the disadvantaged, vulnerable & marginalized stakeholders as per those guidelines.

The Bank values “Diversity at Workplace” and to enable employees from diverse backgrounds to reach their full potential and constantly grow in the organisation, Bank has created three developmental cells for Women, Differently-abled and SC/ST employees.

3. Are there any special initiatives taken by the company to engage with the disadvantaged, vulnerable and marginalized stakeholders. If so, provide details thereof, in about 50 words or so.

“Giving back to the Society” is the prime motive behind our CSR activities. The Bank undertakes various initiatives for the disadvantaged, vulnerable and marginalized stakeholders. Loans are given at subsidized rates to Small/Marginal Farmers, Micro enterprise, Self Help groups, Weaker sector and Women entrepreneurs. The Bank is also running various Trust/centers as: PNB Farmer Welfare Trust, PNB Centenary Rural Development trust, Financial Literacy centers etc. These trust help the underprivileged communities to overcome unemployment and poverty and shape their own future through awareness creation and upskilling them.

Principle 5: Businesses should respect and promote human rights

1. Does the policy of the company on human rights cover only the company or extend to the Group/Joint Ventures/Suppliers/Contractors/NGOs/Others?

The Bank includes pertinent clauses related to human rights in its agreements with vendors, including their adherence to labor laws and employee rights.

2. How many stakeholder complaints have been received in the past financial year and what percent was satisfactorily resolved by the management?

During financial year 2016-17 we have received 15 complaints from stakeholders and all (100%) were resolved satisfactorily.



Principle 6: Business should respect, protect, and make efforts to restore the environment

1. Does the policy related to Principle 6 cover only the company or extends to the Group/Joint Ventures/Suppliers/Contractors/NGOs/others.

The Bank encourages green practices and has a Green initiative policy for the same. Under the policy the bank encourages plantation of green plants, using re-cycled papers, using e-documents and prescribing use of only environment friendly light bulbs such as CFLs. The Bank's Policy incorporates environmental and social risks in its lending decisions.

2. Does the company have strategies/ initiatives to address global environmental issues such as climate change, global warming, etc? Y/N. If yes, please give hyperlink for webpage etc.

The Bank does imbibe green sustainable products, processes, policies and practices.

1. The Bank does not extend finance to environmentally hazardous industries. Preference is given to environment friendly green projects.
 2. For manufacturing units, the Bank insists upon installation of effluent treatment projects for processing of such pollutants before release into the environment and ensures that the borrower also obtains NOC from Central/State Pollution control Board.
 3. Under CSR initiatives tree plantations camps are being organized, rain water harvesting is being done in existing building and new constructions are environment friendly. Bank is promoting wind energy and popularizing solar energy in rural areas.
 4. Bank is enhancing availability of alternative service delivery channels and promoting its use by its customers and staff leading to paper saving.
- The Bank's new State of Art building at Dwarka and Gurgaon are certified Green Building having 5 Star GRIHA Rating having maximum design efficiency and most modern amenities. It will also have amenities for the disabled. It will lead to saving in time and fuel besides adding to the general efficiency.

3. Does the company identify and assess potential environmental risks? Y/N

The Bank participates in various initiatives to address environmental concerns. Bank consciously avoids business that could have negative impacts on ecosystems and society and mitigate environmental and social risks through compliance with environmental and social regulations.

The Bank promotes finance for clean energy and also promotes environmental friendly methods in its operations.



- 4. Does the company have any project related to Clean Development Mechanism? If so, provide details thereof, in about 50 words or so. Also, if yes, whether any environmental compliance report is filed?**

The Bank promotes paperless banking through various digital initiatives like internet banking, mobile banking, ATMs, UPI etc. While financing projects preferences is given to projects under renewable energy sources. Also within organization the usage of e-documents is encouraged

- 5. Has the company undertaken any other initiatives on – clean technology, energy efficiency, renewable energy, etc. Y/N. If yes, please give hyperlink for web page etc.**

The Bank finances many renewable energy products such as Solar Power projects, Biomass and Small Hydro and Wind Power projects. Another scheme that the Bank has launched is the Scheme for financing of Roof Top Solar Power Projects.

At the time of lending it is ensured that the projects for which the finance is being given does not harm the environment.

To reduce the impact on the environment digital practices are adopted and customers are also encouraged to adopt e-statement subscriptions, e-welcome kits and ATM messages to avoid printing of transaction slips.

- 6. Are the Emissions/Waste generated by the Company within the permissible limits given by CPCB/SPCB for the financial year being reported?**

Being a service organization the Bank does not generates any toxic hazardous pollutants.

- 7. Number of show cause/ legal notices received from CPCB/SPCB which are pending (i.e. not resolved to satisfaction) as at end of Financial Year.**

Nil

Principle 7: Businesses, when engaged in influencing public and regulatory policy, should do so in a responsible manner

- 1. Is your company a member of any trade and chamber or association? If Yes, Name only those major ones that your business deals with:**



The Bank is a member of:

- a. Indian Banks Association (IBA)
- b. Indian Institute of Banking & Finance (IIBF)
- c. Institute of Banking Personnel Selection (IBPS)
- d. National Institute of Bank Management (NIBM)
- e. Centre for Advanced Financial Research and Learning (CAFRAL)
- f. Federation of Indian Chambers of Commerce and Industry (FICCI)
- g. International Chamber of Commerce (ICC)
- h. The Associated Chambers of Commerce and Industry of India (ASSOCHAM)
- i. Confederation of Indian Industry (CII)
- j. National Payments Corporation of India (NPCI)
- k. The Clearing Corporation of India Ltd (CCI)

2. Have you advocated/lobbied through above associations for the advancement or improvement of public good? Yes/No; if yes specify the broad areas (drop box: Governance and Administration, Economic Reforms, Inclusive Development Policies, Energy security, Water, Food Security, Sustainable Business Principles, Others).

The Bank puts forth suggestion related to economy and banking through various Associations. The Whole time Directors and Top Management are a part of various working group set up by regulator and policy maker. Thus the bank inputs regarding various economic and financial issues are considered while making policies.

Principle 8: Businesses should support inclusive growth and equitable development

1. Does the company have specified programmes/initiatives/projects in pursuit of the policy related to Principle 8? If yes details thereof.

The Bank undertakes various initiatives/projects to support inclusive growth and equitable development:

- A. PNB Gram Uday Scheme:** Under the scheme, loan upto Rs.1 lakh is being provided for soil reclamation/ soil conservation to farmers holding soil health card.
- B. Scheme for financing landless agriculture labourers on unregistered leased land**
- C. Scheme for providing collateral free loans to Women JLGs** upto Rs. 10 lakh
- D. PNB Vikas:** Bank has adopted 169 villages for Integrated Rural Development.
- E.** The Bank is pro-actively participating in various schemes of the Government of India like MUDRA, Stand Up India, Prime Minister Employment Generation Programme (PMEGP), Credit Link Capital Subsidy Scheme (CLCSS) for Micro & Small Enterprises,



Khadi & Village Industry Commission (KVIC), Technology Upgradation Fund Scheme for Textile & Jute Sector (TUFS), Subsidy Scheme for Food Processing Industries etc.

2. Are the programmes/projects undertaken through in-house team/own foundation/external NGO/government structures/any other organization?

The programs/projects under Financial Inclusion and Corporate Social Responsibility are undertaken through separate Divisions. The Bank has an internal team, partnerships with NGO and Government institutes for making the program successful.

PNB Prerna is an association of the wives of the senior officials of the bank as well as senior lady officials of the bank which are performing a vital role in undertaking/showcasing/promoting the Bank's CSR activities.

3. Have you done any impact assessment of your initiative?

The Bank undertakes periodic reviews of various projects that it is undertaking. The Bank regularly assesses its position and performance under various Government schemes.

4. What is your company's direct contribution to community development projects-Amount in INR and the details of the projects undertaken?

The Bank's contribution to community development program has been through its various projects.

1. **PNB LADLI Scheme** to promote and popularize education among poor and needy girls studying in Govt School upto 12th standard through. 4402 Girl child has been benefited with ₹ 97.75 Lakhs
2. **PNB Kisan Balak Shiksha Protsahan Yojana** for promoting education among the weaker sections of the society with focus on small farmers, landless/agriculture labourers. 586 student provided relief of ₹ 17.49 Lakh.
3. **Swachha Bharat Campaign of Prime Minister - Construction of Toilets in Govt. girl /Co-Ed Schools:** To promote dream of **Swacha Bharat Campaign of Prime Minister**, Bank has constructed 11 toilets (FY) for girls in the Govt schools in identified/adopted villages. Total 89 toilets amounting to ₹ 92 Lakhs have been constructed so far.

5. Have you taken steps to ensure that this community development initiative is successfully adopted by the community? Please explain in 50 words, or so.

Community development initiatives such as PNB Vikas are taken up together with all stakeholders such as local government, NGOs, Panchayati Raj Institutions, Communities and other local institutions. The Bank engages with local agencies so as to offer facilities as per the local needs and requirements. The Bank also collaborates with local panchayats/



Self Help Groups for better acceptability and dovetailing products as per requirements of local populace. The alliances with local organization help ensure that the Bank supports program that are most likely to succeed and facilitate long term positive change.

Principle 9: Businesses should engage with and provide value to their customers and consumers in a responsible manner

1. What percentage of customer complaints/consumer cases are pending as on the end of financial year.

Out of total number of 35474 complaints (i.e.217 complaints outstanding as on 1.4.2016 and 35257 complaints received during the financial year 2016-17), 35159 complaints were redressed as at 31st March 2017. The number of complaints pending as on 31.03.2017 was 315 which have since been resolved.

2. Does the company display product information on the product label, over and above what is mandated as per local laws? Yes/No/N.A. /Remarks(additional information)

The details of the financial products are displayed on the website; awareness is also spread through pamphlets and brochures. The advertising of the products is also done in electronic and print media. Bank also has its presence on various social media platforms such as Facebook and Twitter which effectively displays the features of the products and service being offered by the Bank.

3. Is there any case filed by any stakeholder against the company regarding unfair trade practices, irresponsible advertising and/or anti-competitive behaviour during the last five years and pending as at the end of financial year. If so, provide details thereof, in about 50 words or so

Nil

4. Did your company carry out any consumer survey/consumer satisfaction trends?

The Bank on a continuous basis measures the satisfaction levels of customers transacting across various touch points. The Bank has an Online Grievance Redressal Management Program, Customer service committee, state of the art Contact centers at Gurgaon and Noida. Customer Service Committees have been set up in all the branches and Circle offices to look into the quality of customer service rendered and to critically examine the feedback/suggestions for improvement in customer service.

The Bank publishes a monthly magazine titled “**Customer Speak**” in which selected complaints filed by customers and action taken and resolution provided to the complainants is also provided.