



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,
Corporate Office, Plot No 4,
Sector-10, Dwarka, New
Delhi -110075
4. **Website** www.pnbindia.in
5. **E-mail id** eicsmead@pnb.co.in,
md@pnb.co.in
6. **Financial Year reported** 2017-18

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, Recurring Deposits.



2. Loans and Advances include:

- a. Retail loans: Housing Loan, Vehicle Loan, Education Loan, Personal loan, etc.
- b. Agriculture Loans: Kisan Credit card, PNB Gram Uday Scheme etc.
- c. MSME Loans: PNB MSME SAHAYAK, PNB Weaver Mudra Scheme, PNB VANITA, PNB GREEN RIDE, PNB Seva, PNB Nirmata, PNB Kushal Vyapari, SME Sahayog Scheme, PNB Sanjeevani, PNB Laghu Udyami Credit Card, etc.
- d. Corporate Loans: Rooftop PV Solar Power Projects, Working Capital loans, Project/Term loans, Loans against Future Lease Rentals, etc.

3. Other Products

- a. Cash Management Services
- b. Gold Card Scheme for exporters
- c. Doorstep Banking Services
- d. Mutual Funds
- e. Depository Services
- f. Merchant Banking
- g. World Travel Card
- h. Wealth Management Services
- i. Online Trading
- j. Credit/Debit Card Business
- k. Insurance Services

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

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

The Bank has its overseas presence in 8 countries by way of 4 branches (2 at Hong Kong, 1 at Dubai, & 1 at OBU-Mumbai), 2 Subsidiaries (London & Bhutan), 1 Associate (at Kazakhstan), 1 Joint Venture (at Nepal) and 3 Representative Offices (Shanghai-China, Dhaka-Bangladesh & Dubai-UAE).

b. Number of National Locations

PNB has 13 Zonal Offices (ZOs), 76 Circle Offices, 6983 Branches, and 9668 ATMs as on March 31st 2018.



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

Both National and International markets with a large branch network.

Section B: Financial Details of the Company

- 1 **Paid up Capital (INR)** Rs. 552.11 crore
- 2 **Total Business (INR)** Rs. 10,75,961 crore
- 3 **Total Profit after Taxes (INR)** Rs. 12283 crore (loss)
4. **Total Spending on Corporate Social Responsibility (CSR) as percentage of profit after tax (%)**

During the period from 1st April 2017 to 31st March 2018, a sum of Rs 2861.82 lakh has been incurred on CSR initiatives with details as under:

Name	Amount incurred (Rs.lakh) (01.04.17 to 31.03.2018)
CSR at HO & ZOs	161.82
Hockey Academy	120.00
Rural Self Employment Training Institutes (RSETIs)	1741.00
Farmers' Training Centers (FTCs)/ Financial Literacy Centers (FLCs)	799.00
Ladli	40.00
Total	2861.82

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

List of CSR activities in which expenditure has been incurred is given below:

- a. Spreading literacy through distribution of learning kits.
- b. Donation to charitable trusts.
- c. Social service like organizing tree plantation, promoting use of renewal source of energy like solar power, wood power, tidal power.
- d. Free Health Check up camps.



- e. Blood donation camps.
- f. Free distribution of artificial limbs.
- g. Supporting under privileged and downtrodden sections of society, orphanages etc.
- h. Community service by providing water cooler, health & sanitation.
- i. Opening & Maintaining Library & Reading Rooms.

Other CSR activities are as under:

- a. A pioneer association of wives of senior Executives of the Bank under the aegis of PNB Prerna supports CSR initiatives of the Bank and a number of CSR activities have been undertaken since its inception. Besides, the Bank contributes to social development by way of various trusts and institutes such as PNB Farmers Welfare Trust, PNB Centenary Rural Development Trust (PNBCRDT), Farmers’ Training Centres (FTCs), Rural Self Employment Training Institutes (RSETIs) etc.
- b. PNB Hockey Academy is one of the major initiatives towards supporting national game. Through this academy, the Bank nurtures young and talented players by providing all logistic support and prepares them for the national team.

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	35.00
2	Sarva Haryana Gramin Bank, Rohtak	35.00
3	Himachal Gramin Bank, Mandi	35.00
4	Punjab Gramin Bank, Kapurthala	35.00
5	Sarva UP Gramin Bank, Meerut	35.00
6	Principal PNB Asset Management Co. Pvt. Ltd.	21.38
7	Principal Trustee Co. Pvt. Ltd.	30.00
8	PNB Housing Finance Ltd.	32.96
9	PNB MetLife	30.00

b. International Associates

SN	Name of Entity/ Associates	Country of incorporation	Proportion of Ownership (%)
1	JSC Tengri Bank, Kazakhstan	Kazakhstan	49.00

c. Joint Venture: International

SN	Name of Entity/Associates	Country of incorporation	Proportion of Ownership (%)
1	Everest Bank Ltd.	Nepal	20.00

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.	07340257
2	Name	Shri Sanjiv Sharan
3	Designation	Executive Director

b) Details of the BR Head

Sr No.	Particulars	Details
1	DIN Number	Not Applicable
2	Name	Arti Mattoo
3	Designation	General Manager, Strategic Management and Economic Advisory Division
4	Telephone number	011-28044173
5	e-mail id	artimattoo@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 & CSR	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?	www.pnbindia.in								
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?	The Bank has separate Divisions that are issuing guidelines under the Business Responsibility Policies to be followed by the operating units. The performance is reviewed periodically based on internal/external developments.								



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 meet 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 made available on the website of the Bank under the hyperlink <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 whistle blower policy in place and has also listed certain guiding principles regarding ethical code of conduct to prevent bribery and corruption in the organization. This code sets forth the principles on which the Bank shall operate



and conduct its business with its stakeholders, government agencies, the regulators, media and other concerned parties.

The Bank expects all its Directors and employees to exercise sound and fair judgment in order to safeguard the interests and welfare of its customers, employees and other stakeholders by maintaining a cooperative, efficient, harmonious, motivated and productive work environment in the 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 FY '18, the Bank received 53016 customer complaints. All the complaints were resolved satisfactorily on a priority basis. The number of complaints pending as on 31.03.2018 were 1862, which have since been resolved. Total Complaints received from shareholders during the financial year 2017-18 were 8 and they were resolved on a priority basis.

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. Bank's products and services are designed in a manner so as to fulfill customer expectations. Loans for social infrastructure development like schools, health care facilities, drinking water facilities and sanitation facilities in Tier II to Tier VI centres are encouraged.

The Bank shares concerns about environmental issues. Bank feels that besides creating awareness about pollution which is responsible for global warming, there is a need for taking steps for reducing pollution. As a step towards its concern about environmental issues, Bank has in place guidelines that before disbursement of Term Loan, it should be ensured that, wherever required, all necessary statutory and other approvals/permissions including those from Pollution Control Board have been obtained by the company.

Some of our products and services incorporating social and environmental concerns are:



- **Farmers Training centers (FTCs):** The Bank has established 12 Farmers Training Centres. The FTCs are providing free of cost training on agriculture & allied activities and also for computers, cutting & tailoring/embroidery and entrepreneurship development programs. Since inception, FTCs have imparted training to 12,78,403 people by conducting 42,206 training programs. The Farmers' Training Centres have been equipped with a Mobile Van having Soil testing facilities at the farmers' fields and LED for audio- visual display of informative video clips to the farmers.
- **Rural Self Employment Training Institutes (RSETIs):** 55 RSETIs and 2 Rural Development Centers are operational, focusing on training of participants by ensuring adequate credit for inclusive growth. Total number of trained candidates since inception is 231177.
- **PNB VIKAS:** Under this village adoption scheme, the Bank has adopted 169 villages (78 in lead districts and 91 in non-lead districts) in different Circles.
- **PNB LADLI:** It's a scheme for popularization of education among girls in Rural / Semi urban areas. So far the Bank has distributed Rs 123.83 lakh to 6557 girls under this scheme upto 31.03.2018.
- **Financing for renewable energy sources:** Bank encourages the use of renewable energy by financing potentially viable renewable energy projects like solar/ wind/ biomass based power generation etc., and promoting use of renewable energy sources at household levels.

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.

Not applicable.



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 the capacity and capability of local and small vendors?

Banking industry is service oriented and does not deal with tangible goods. The Bank is not engaged in procuring intermediate goods for further processing. However, the Bank encourages MSME borrowers to obtain their raw material inputs from micro enterprises. It also provides loans at subsidized rates to Self Help Groups (SHGs) and women entrepreneurs.

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 financial service provider, recycling of products doesn't apply to the Bank. However, the Bank has a e-waste policy which includes purchase of various items such as Paper, stationery products, toilet paper, refuse sacks, glass, cans and plastics made from recycled material to the maximum possible extent. Disposal of the waste is also being done methodically.

Principle 3: Businesses should promote the well being of all employees

1. Please indicate the Total number of employees.

The total number of employees (including those who are on deputation in the subsidiaries) as on 31st March 2018 is 74,897.

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

One.

3. Please indicate the Number of permanent women employees.

The number of full time women employees as on 31st March 2018 is 16088.

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

The number of permanent employees with disabilities as on 31st March 2018 is 1775.



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?

83.34% of permanent employees are members of the above 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'18	No of Complaints pending as at end of FY'18
1	Child labour/forced labour /involuntary labour	NIL	NIL
2	Sexual harassment	5	0
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 : 79.1%
- B. Permanent Women Employees: 79.9%
- C. Casual/Temporary/Contractual Employees: NIL
- D. Employees with Disabilities: 81.1%

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, both internal and external and they include shareholders and investors, customers, employees, Government, regulatory agencies and the society. They are further segregated into various subsets for an enhanced focus.



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

The Government and RBI have prescribed guidelines and targets regarding Financial Inclusion, Priority Sector Lending and lending to marginalized sections. The Bank, accordingly, has identified the disadvantaged, vulnerable and marginalized stakeholders.

The Bank places a high value on “Diversity at Workplace”. The Bank has created developmental cells for Women, Differently-abled and SC/ST employees in order to enable them to reach their full potential.

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 our prime motto behind the CSR activities. The Bank assumes a sense of responsibility towards all its stakeholders especially the disadvantaged, vulnerable and marginalized ones. Loans at subsidized rates are given to small/marginal farmers, micro/small enterprises, Self Help Groups, weaker sections, minority communities and women beneficiaries. The Bank is also running various Trusts/centers such as: PNB Farmer Training Centers (FTCs), Rural Self Employment Training Institutes (RSETIs), Farmer Literacy Centers. Under PNB VIKAS- Village Adoption Scheme, Swachchh Vidyalaya Campaign etc. the Bank is reaching out to underprivileged communities to help them overcome poverty and shape their future.

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 relevant clauses regarding human rights in its agreements with various vendors, which covers their adherence to labour laws and employee rights. The bank believes that all humans are equal and respects basic human rights of all. It makes sure that no discrimination takes place on the basis of colour, race, religion, disability, gender, social status etc.



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

During FY '18, the Bank received 8 complaints from shareholders and 53016 customer complaints. All the complaints from stakeholders were resolved satisfactorily on a priority basis. The number of complaints pending as on 31.03.2018 was 1862, which have since been resolved.

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.

Policy covers PNB only.

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 has policies to address global environmental issues such as climate change and global warming.

1. The Bank avoids financing to the industries which are causing harm to the environment and gives preference to the green projects which are environmental friendly and promote usage of clean energy.
2. For manufacturing units, the Bank insists on installation of effluent treatment plants for processing of such pollutants before their release into the environment and ensures that the borrower also obtains NOC from Central/State Pollution Control Board.
3. The Bank is also taking up CSR initiatives such as tree plantation drives, promoting rain water harvesting in all its new buildings including the existing ones. Further, the Bank is promoting wind energy and popularizing solar energy in rural areas.
4. The Bank is enhancing availability of Alternative Delivery Channels and moving towards digitalization leading to paperless banking.
5. The Bank's new State-of-the-Art building at Dwarka is a certified Green Building having 5 Star GRIHA Rating for design efficiency besides amenities for the disabled. The infrastructure is also aimed at saving time and fuel besides adding to the general efficiency.



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

Yes, the Bank participates in various initiatives to address environmental concerns. The Bank avoids business that can have negative impacts on the ecosystem and the society. The Bank attempts to mitigate environmental and social risks by strictly complying with various local laws and regulatory guidelines.

The Bank promotes financing of clean energy initiatives and using environment friendly 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 lending, preference is given to green projects under renewable energy initiatives. Also within the organization, paperless documentation 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.

Yes, the Bank finances various green projects such as Solar Power projects, Biomass and Small Hydro and Wind Power projects. It also finances construction of Green Houses. A Scheme for financing of Roof-Top Solar Power Projects has also been launched by the Bank.

The Bank is moving towards paperless banking to minimize any negative impact on the environment. Customers are also encouraged to subscribe for e-statements, e-welcome kits and messaging alerts service, while using ATMs, 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 generate 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 (CCIL)

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 suggestions related to the economy and banking through various Associations. The Whole time Directors and the Top Management of the Bank are a part of various working groups set up by the regulator and policy makers. Thus, the Bank's inputs regarding various economic and financial issues are considered while formulating 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.

Financial inclusion has been a priority area for the Bank as reflected in its mission



"Banking for the unbanked". Pradhan Mantri Jan-Dhan Yojana (PMJDY) - Financial Inclusion in mission mode was successfully implemented. A total of 1.83 crore accounts have been opened under PMJDY, mobilizing a total amount of Rs 3528.24 crores. The Bank has a total of 8044 BCs deployed. Aadhaar enrolment centres have been established in identified branches. All allocated Self Service Areas (SSAs) and wards were covered through banking outlets. The bank is planning to focus on opening of accounts through e-KYC and activation of 100% BCAs.

The Bank is pro-actively participating in the various schemes launched by the Government of India like MUDRA, Stand Up India, Start 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. Besides, the Bank undertakes various initiatives/projects to promote 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. The Bank undertakes various CSR activities towards eradicating extreme hunger and poverty, promotion of education, gender equality & empowering women, reducing child mortality and improving maternal health, combating HIV, malaria and other diseases, ensuring environmental sustainability, employment enhancing vocational skills and social business projects.

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 drive and Corporate Social Responsibility are undertaken by separate Divisions. The Bank has an internal team dedicated for this purpose, in partnership/association with NGOs and Government institutes for making the programs a success.



PNB Prerna, an association of the wives of the senior executives of the bank as well as senior lady officials of the bank, is performing a vital role in undertaking and promoting the Bank's CSR activities.

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

The Bank undertakes periodic reviews of the various projects and regularly assesses their outcomes and performance.

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. The Bank has distributed Rs 123.83 lakh to 6557 girls under this scheme upto 31.03.2018.
2. **PNB Kisan Balak Shiksha Protsahan Yojana** to provide financial assistance to the children of poor agriculture borrowers comprising of small farmers, marginal farmers, tenant farmers, oral lessees and agriculture labour. Since inception, Rs 44.99 lakh has been given as incentive to 1458 students upto March 2018.
3. **Swachchh Vidyalaya Campaign** to provide financial assistance for construction of toilets in government schools of adopted villages of PNB VIKAS. The Bank has provided Rs 92.42 lakh upto 31.03.2018.

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 together with all the stakeholders such as local Government, NGOs, Panchayati Raj Institutions, etc. The Bank engages with the local agencies to offer facilities as per their needs and requirements. The Bank also collaborates with local panchayats/ Self Help Groups for better acceptability and dovetailing products as per the requirements of local populace. The alliances with local organizations help in ensuring that such programs succeed and facilitate a long term positive change in the society.



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 53331 complaints (i.e. 315 complaints outstanding as on 1.4.2017 and 53016 complaints received during the financial year 2017-18), all the complaints were redressed to the satisfaction of the complainants. The number of complaints pending as on 31.03.2018 was 1862 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 Bank's website; awareness is also created through various pamphlets and brochures. The Bank's products are also advertised via electronic and print media. The Bank has also maintained its presence on various social media platforms such as Facebook, Twitter and LinkedIn which effectively display the features of the products and services 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, as an ongoing process, measures the satisfaction levels of its customers transacting across various touch points. There is also an online Central Grievance Redressal Management System (CGRMS), Customer Service Committee, State of the Art Contact Centers in NOIDA and Gurgaon. Customer Service Committees have been set up in all the branches and Circle Offices to look into the quality of customer service rendered by the Bank and to critically examine the feedback/suggestions received for making improvements in the same.

The Bank publishes a monthly magazine titled "**Customer Speak**" in which a few selected complaints filed by the customers alongwith the action taken and resolution provided to the complainant are featured.