



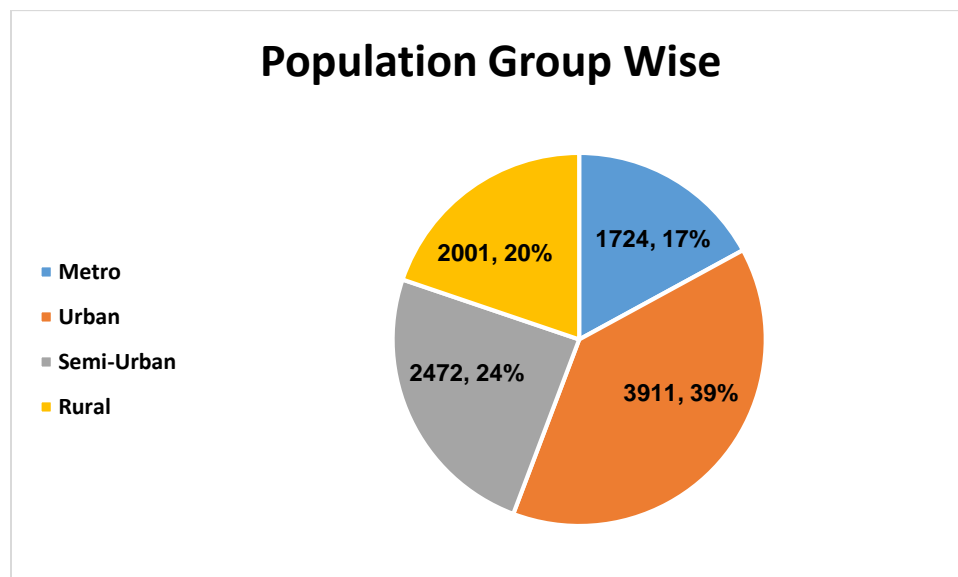
## PROFILE OF PUNJAB NATIONAL BANK

(Based on December'23 Results)

Punjab National Bank (PNB), India's first Swadeshi Bank, commenced its operations on April 12, 1895 from Lahore, with an authorized capital of ₹ 2 lac and working capital of ₹ 20,000. The Bank was established by the spirit of nationalism and was the first bank purely managed by Indians with Indian Capital. During the long history of the Bank, 9 banks have been merged/ amalgamated with PNB.

### DOMESTIC BRANCH NETWORK

As at the end of December' 2023, Bank has total 52,331 delivery channels with a network of 10,108 domestic branches, 2 International branches, 12,455 ATMs & 29,768 Business Correspondents. The population wise breakup is given as under:



### INTERNATIONAL FORAYS

As on December'2023, Bank is having 2 International branches in Gift City, Ahmedabad and Dubai. The Bank has two overseas subsidiaries viz. PNB International Ltd. London and Druk PNB Bank Ltd. Bhutan and one joint Venture Bank in Nepal under the name Everest Bank Ltd. Nepal. Bank has its representative offices in Myanmar and Bangladesh.

## **BUSINESS PERFORMANCE**

PNB is one of the largest Public Sector Bank (PSB) in the country with Global Gross Business at ₹ 22, 90,742 Crore. The Bank continues to maintain its forte in low cost CASA deposits with a share of 42.47%. Bank's focus has been on qualitative business growth, recovery and arresting fresh slippages.

The Business figures of the Bank as on December'2023 is given as under: (₹ Crore)

Sl.	Parameters	Dec'22	Mar'23	Dec'23	YoY variation	
					Amt.	%
1	Domestic Deposits	1181361	1251708	1289270	107909	9.1%
2	Global Deposits	1210359	1281163	1323486	113127	9.3%
3	Gross Domestic Advances	821115	849766	930343	109228	13.3%
4	Gross Global Advances	856757	884681	967256	110499	12.9%
5	Gross Domestic Business	2002476	2101474	2219613	217137	10.8%
6	Gross Overseas Business	64640	64369	71129	6489	10.0%
7	Gross Global Business	2067116	2165844	2290742	223626	10.8%
8	CASA Deposits	516534	538015	547516	30982	6.0%
9	Current Deposits	64589	74028	68636	4047	6.3%
10	Saving Deposits	451945	463987	478880	26935	6.0%
11	CASA Share Domestic (%)	43.7%	43.0%	42.47%		

## **PROFITABILITY**

Net Profit for Q3 FY'24 was at ₹ 2,223 Crore and ₹ 5,234 Crore for 9M FY'24 increased by 253.4% and 288.0%, respectively on YoY basis. Operating Profit for Q3 FY'24 was at ₹ 6,331 Crore and ₹ 18,515 Crore for 9M FY'24 increased by 10.8% and 11.1%, respectively on YoY basis. Net Interest Income for Q3 FY'24 was at ₹ 10,293 Crore and ₹ 29,720 Crore for 9M FY'24 increased by 12.1% and 18.9%, respectively on YoY basis. Total Interest Income of the Bank for Q3 FY'24 was at ₹ 27,288 Crore and ₹ 78,788 Crore for 9M FY'24 recording growth of 21.9% and 28.5%, respectively on YoY basis. Operating Expenses declined from ₹ 6,801 Crore as on Q3 FY'23 to ₹ 6,636 Crore as on Q3 FY'24.

## **CAPITAL ADEQUACY RATIO**

CRAR was at 14.63% as on December'23. Tier-I is at 11.73% (CET-1 was at 9.86%, AT1 was at 1.87%) and Tier-II is at 2.90% as on December'23. Risk Weighted Assets were at ₹ 7,37,201 Crore as on December'23.

## **ASSET QUALITY**

Management of stressed assets continues to be one of the top priorities for the Bank. As a result of focused efforts in this direction, Gross Non-Performing Assets (GNPA) were at ₹ 60,371 Crore as on December'23 as against ₹ 83,584 Crore as on December'22 declined by ₹ 23,213 Crore on YoY basis. Net Non-Performing Assets (NNPA) were at ₹ 8,816 Crore as on December'23 as against ₹ 26,363 Crore as on December'22 declined by ₹ 17,547 crore on YoY basis. Provision Coverage Ratio (PCR) Excluding TWO improved by 1694 bps YoY to 85.40 % in December'23 from 68.46 % in December'22.

## **PRIORITY SECTOR LENDING**

**Bank has achieved all mandated target under Priority Sector:**

- Priority Sector Advances exceeded the National Goal of 40% and was at 43.45% of ANBC.
- Agriculture advances exceeded the National Goal of 18% and was at 19.89% of ANBC.
- Credit to Small & Marginal Farmers exceeded the National Goal of 10% and was at 11.03% of ANBC.
- Credit to Weaker Sections exceeded the National Goal of 12% and was at 14.54% of ANBC
- Credit to Micro Enterprises exceeded the National Goal of 7.50% and was at 9.07% of ANBC.

## **ENHANCING DIGITALISATION**

**Digital Banking Initiatives:** Bank has focused on creation of digital canvas by introducing many digital journeys in FY'22-23 like e-OD against FD, PAPL, e-OTS, Insta EMI Credit & Debit card etc. Digital Transactions improved to 58% in December'23. The progress under digitalization is outline below:

- PNB One App daily downloads increased from 26 thousand in December'22 to 37 thousand in December'23.
- Average daily active users increased from 5.4 Lakh in December'22 to 9.5 lakh in December'23 for PNB One.
- Internet Banking users recorded 9% YoY Growth during Dec'22-23.
- Number of UPI Transactions increased YoY by 70% to 435 Crore during FY'23-24.

## **NEW INITIATIVES UNDERTAKEN**

### **Digital Transformation**

- Waiver of OTP authentication for bill payment, PPF, FD/RD, Emergency Services
- PMJJBY & PMSBY using Jan Suraksha API through PNB One/Retail IBS.
- Facility to manage Rupay NCMC wallet a/c through Retail IBS and PNB One.
- Online Locker Agreement Execution through NeSL.
- Central Bank Digital Currency: Launch of PNB Rupee Wallet App for customers

- Online Portal for Bank Guarantee Verification
- Pre-Filled Deposit Slip through PNB One
- Financial Supply Chain Management: Financial Solution to optimize working capital and cash flows

## **HR Transformation**

Comprehensive HR transformation process started in the bank to improve employee productivity in following ways:

- **Role Clarity Tool** - Clarity of roles & expectations from each employees with well-defined, measurable KRAs.
- **Target Setting Tool** - Targets based on historical CAGR, pin code level market performance data and risk appetite.
- **Performance Monitoring System** - Clear tracking, measurement & visibility of performance metrics to identify improvement areas. Performance Dashboard & PMS Profiler Tools to enable real-time monitoring. Business target linked to the reality of local market through scientific tool.
- **Leadership Development Program (LDP)** - Comprehensive LDP to prepare future Bank leaders on behavioral aspects for 900+ Officers. LDP ongoing for Top Management Officials along with One-to-One Coaching Sessions.
- **Succession Planning** - Designed to identify and nurture high-potential successors for all critical roles within our bank. Ensuring seamless transition of leadership and fostering a culture of continuous growth

## **FINANCIAL INCLUSION**

The Bank has been a pioneer in taking initiatives in the area of Financial Inclusion. Under PMJDY, 491 Lakh accounts were opened. As on 31.12.2023, progress under the social security schemes is as under:-

- Pradhan Mantri Suraksha Bima Yojana [PMSBY]: 246.29 lakh customers enrolled under PMSBY.
- Pradhan Mantri Jeevan Jyoti Bima Yojana [PMJJBY]: 61.9 lakh customers enrolled under PMJJBY.
- Atal Pension Yojana [APY]: 33.58 lakh customers enrolled under APY.

## **AWARDS AND RECOGNITIONS**

- IBSi Global Fintech Innovation Awards- Best Digital Channel/Platform for the PNB ONE-Super App
- Outstanding achievements in "Environmental Excellence" by 23<sup>rd</sup> Greentech Environment

Award 2023.

- Second prize among PSBs with Highest Pledge Finance by Warehousing Development and Regulatory Authority.
- Recognition for Excellence in Customer Service by Jagdish Sheth School of Management (JAGSoM)

### **SOCIAL MEDIA PRESENCE**

Bank believes in a thriving communication with its customers and in this context understands the importance of Social media as an effective tool. Punjab National Bank is having a **Facebook** following of 21,20,708, **LinkedIn** following of 1,25,982, **Instagram** following of 2,22,715, **YouTube** subscribe of 1,72,033 and **Koo** following of 47,532.