

To enhance our reach to the unserved & underserved populace, we have signed MoUs with seven NBFC MFIs under the Co-lending model.

Your Bank has executed agreements with 19 National Business Correspondences (BCs) and 42 State Level BCs to collect repayments in Standard overdue accounts. 57,145 Customer Service Points (CSPs) have been mapped with 14,657 branches for collection on 31.03.2022.

3. Financial Inclusion (FI)

Your Bank has aligned its business goal with national priorities, and focused attention is given to a range of financial inclusion activities. SBI has made impressive strides toward financial inclusion through a vast network of Business Correspondents (BCs) and Customer Service Points (CSPs). As of 31st March 2022, your Bank has 68,016 CSPs providing access to around 26 banking products and services in unbanked areas while reducing footfalls in the branches. The BC/CSP channel has recorded ~54.44 crore transactions amounting to ₹2,87,857 crore during FY2022.

The BC/CSP channel is increasingly becoming one of the most crucial drivers of financial inclusion initiatives of the Bank. The channel has opened 14.20 crore BSBD accounts with ₹42,450 crore deposits and has brought the unbanked/under-privileged section of the society under the ambit of the formal Banking system. To fulfil the needs of social security measures, low-cost microinsurance products (PMJJBY, PMSBY) and pension schemes (APY) are provided to the unorganised sector in a significant way, covering around 10 crore customers.

4. Imparting Financial Literacy (FLCs)

Your Bank has set up 341 FLCs across the country to impart free financial literacy, credit counselling, and the propagation of electronic payment systems. Furthermore, as a part of the RBI initiative to propagate awareness of financial products among the rural masses, your Bank has also set up 189 Centre for Financial Literacy (CFLs) at the block level, which will be scaled up to 235 in the near future.

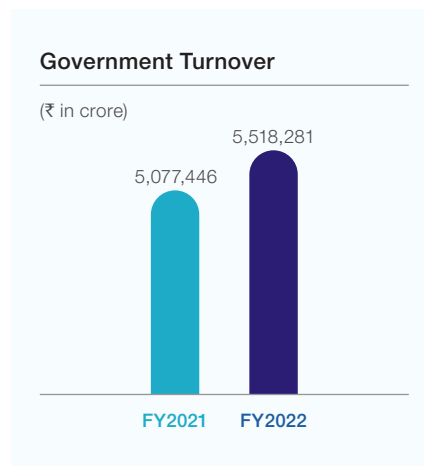
5. Rural Self Employment Training Institutes (RSETIs)

Your Bank has set up 152 RSETIs spread across 26 States and 3 Union Territories. RSETIs act as social change agents, empowering rural youth towards sustainable livelihood through skill development and training, helping them establish their micro-enterprises, thereby creating rural employment and wealth creation. During the ongoing pandemic, the Bank's customer service points across the country served under challenging terrains/conditions to meet the financial requirements of the people in need.

4. Government Business

Your Bank is at the forefront in conducting Government Business and is an accredited banker to major Central Government Ministries and Departments. SBI is the market leader in Government Business, with a market share of over 63% in Central Government Turnover.

Particulars (₹ In crore)	FY2021	FY2022
Government Turnover	50,77,446	55,18,281
Commission	3,618	3,713



It is a matter of pride that SBI is one of the significant bankers to the Government of India. Your Bank is continuously engaged in developing customized technology solutions to keep pace with the Government's digital initiatives facilitating the transition to the online mode, providing greater efficiency and transparency, resulting in ease of doing business and

ease of living for the citizens. SBI is actively engaged in implementing Social Security Schemes of the Government of India, namely PM Kisan Samman Nidhi Yojana, Pradhan Mantri Kisan Maandhan Yojna, and PM Garib Kalyan Yojna for PMJDY Women Beneficiaries. The key initiatives for FY2022 include:

PM Kisan Samman Nidhi Yojana: As an accredited Bank to the Ministry of Agriculture & Farmers Welfare, your Bank facilitated the distribution of ₹62,439 crore under the scheme.

Direct Benefit Transfer (DBT): All the major schemes of Direct Benefit Transfer (DBT) of GOI and State Governments are being implemented through your Bank on a pan India level. State Bank of India is the sole banker for processing the Direct Benefit Transfer of LPG subsidy (DBTL).

Ministry of Rural Development: Your Bank has successfully onboarded Haryana, Assam & Rajasthan State Governments on e-Tendering Solution for collecting EMD by NRIDA (National Rural Infrastructure Development Agency). The onboarding process for Pradhan Mantri Gram Sadak Yojna is in process. All the remaining State Governments are scheduled to be onboarded in a phased manner.

Ministry of Defence (MoD): Ministry of Defence has launched a SPARSH portal for centralized processing pension of Defence pensioners. Your Bank has entered into an agreement with MoD for providing various services to defence pensioners on the SPARSH portal through our 446 (defence pensioner intensive) branches.

Armed Forces Battle Casualties Welfare Fund (Maa Bharti ke Sapoot): Ministry of Defence has planned to launch 'Maa Bharti Ke Sapoot' to raise funds for Defence Personnel. Your Bank has opened an account in the name of "Armed Forces Battle Casualties Welfare Fund" to receive online donations from the citizens through SBI Payment Gateway.

Ministry of Railways: The Ministry of Railways developed an exclusive Portal for e-Freight. SBI has integrated SB MOPS with their Portal. For collecting receipts, the Ministry of Railways has developed

e-Receipts Systems (MERS). SBI has integrated with MERS through SB MOPS to collect the funds and has provided a seamless system for the settlement of funds.

Department of Posts: MoU has been executed for the Centralized Integrated Payment System (CIPS) to take care of entire Postal Payments.

Centrally Sponsored Schemes (CSS) under Single Nodal Account mechanism: Govt. of India has issued directions for implementing the Single Nodal account (SNA) mechanism (subsidiary accounts of implementing agencies (IA) with allocated limits) for monitoring the utilization of funds released under Centrally Sponsored Schemes (CSS). Your Bank has onboarded TCS to develop a new application for CSS under the SNA mechanism as per GOI guidelines.

Pension Payments: Your Bank has been administering pension payments to 52.96 lakh pensioners. New pension accounts of 3.40 lakh pensioners have been added in FY2022. Your Bank has launched a Video Life Certificate facility for pensioners which allows pensioners to submit their Life Certificates through video.

Small Savings Schemes: Your Bank services more than 85.04 lakh PPF accounts, 22.74 lakh Sukanya Samridhi Yojana (SSA) accounts and 11.69 lakh Senior Citizen Savings Schemes (SCSS) accounts, making it the highest among all the authorized banks. During FY 2021-22, 4.62 lakh PPF accounts, 2.43 lakh SSA accounts and 1.40 lakh SCSS were added.

Online extension of PPF accounts: This feature has been rolled out to customers to renew their PPF accounts online. The facility has been rolled out for sending an SMS alert to the PPF customers reminding them of the account renewal if they wish to extend.

5. Digital & Transaction Banking (D&TB) - Marketing

D&TB Marketing, erstwhile known as the Transaction Banking Unit (TBU), leverages the latest technology to provide clients with comprehensive transaction-related

products and solutions. The objectives of TB business in your Bank are to adopt new technology initiatives catering to clients' bulk transaction requirements and other value additions like customised MIS, integration with ERP, and a dedicated single point Client Support Cell, among others. Study and analysis of transaction patterns enable your Bank to develop non-traditional techniques for assessing other Banking requirements like Credit, Fund Management, Cross-Selling and other services for clients.

Technology advancements are continuously implemented towards back-end processes and robust customer service delivery channels. The key to customer satisfaction is delivery, and to deliver the finest services to our clients, your Bank has added new solutions like VAN based Cash & Cheque Collections, Digi Voucher & NACH off-us.

Your Bank has a multi-channel delivery model, which allows it to offer its clients a choice to carry out transactions through any channel, at any time and any place. Your Bank offers a wide range of TB products to Corporates, Mid-Corporates, Government Departments, Financial Institutions, NBFCs, Insurance Companies, Banks, Mutual Funds and SME Clients to facilitate their fund management requirements.

The Corporate customers are serviced by a dedicated team comprising of several sub-teams focused on specific areas to facilitate specialisation and tailored product offerings to clients. Your Bank was recognised as "Best Cash Management and Transaction Bank in India" by Asian Banker Magazine, Singapore, under Transaction Finance Awards 2021.

Current Account (CA) balances contribute directly to the profitability of your Bank by reducing the Cost of Deposits (COD) and improving Net Interest Margin (NIM). CA remains a critical component of the CASA deposits. SBI has a bouquet of CA products which are competitive in the market and meet the requirements of different customer segments. Your Bank has taken various initiatives to improve the CA business, and they include:

People:

- Training on YONO Products, CKYC & Online Current Account opening held for RMCAs (Relationship Manager Current Accounts).
- High-value Current Accounts (CAs) mapped to RMCAs.
- SSL executives being provided for Feet on Street (FOS) support.
- Updation of the KRAs in line with the revised role.
- Two days of training for soft/ hard skills at SBICB Hyderabad for RMCAs, including 4-days training for navratna centre RMCAs.

Process:

- Revised AOFs, which are more User-friendly.
- Online CA Opening facility.
- CKYC for Digital transmission of AOF & KYC documents. It will help in improving TAT in the CA opening. SOP, Trainings, SMS, emails for the same.
- Functionality for Back-end conversion of CAs to CCOD for compliance with RBI guidelines.
- CIC Report (for compliance with RBI guidelines) made available for operating functionaries.

Products:

- Integration of MCA SPICe Form for CA opening (Under development).
- Shubharambh Start-up Current Account for Start-up entities.

Technology:

- Enhanced CA visibility on SBI Corporate Website.
- Mobiliser Code for mapping of Marketing Executives.
- CA Re-imagined Journey through YONO business to simplify CA opening process.

As on Mar 2022, Daily Average Balances in Current Accounts have positive YOY growth of ₹23,938 crore (12.96%) from ₹1,84,669 crore (March 2021) to ₹2,08,607 crore (March 2022).