

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).

SBlePay: SBI is the only bank in India to have its own 'Payment Aggregator Services' (SBlePay), which was launched in March 2014. Unlike other banks, which rely on the services of private aggregators, SBI has an in-house aggregator, which, when coupled with SBI's own PG services, gives SBI the security and a distinct cost advantage over other aggregators and banks. Additionally, Government merchants prefer having their data handled by SBlepay over private aggregators.

Your Bank has on-boarded over 1391 merchants, including Central/State Govt. Departments, Universities, Charitable trusts, private Merchants/ institutions, among others. Your Bank is integrated with 40 significant Banks for INB transactions. It uses SBI PG for Debit and Credit Cards of VISA, Master and Rupay, and Prepaid Card, directly integrated with Amex and PayPal. It also has Cash & Cheque (Branch Payment), NEFT & UPI, and UPI QR Code as a payment mode. The link-based payment option has been rolled out for merchants to accept online payments without needing a Website.

Merchant on-boarding on SBlePay registered a YoY growth of 73.87% by on-boarding 346 merchants in FY2022 over 199 merchants in FY2021. YoY growth in Fee Income went up by 70.71% from ₹26.1 crore in FY2021, to ₹44.45 crore in FY2022. The turnover in transaction value registered a Y-o-Y increase of 55.30%, with transactions amounting to ₹84,934 crores in FY2022 over ₹54,690 crores in FY2021.

SBI e-pay plans: Increasing payment options by integrating with Payment Wallets, Channels.

- On-boarding large Corporates, Private merchants & Universities with large transaction volumes.
- Integrating with typical Portals/ Technology service providers for continuous business through a single integration.
- Digital on-boarding of a merchant with the online upload of merchant KYC and on-boarding agreement.
- Validation of GSTIN & PAN while on-boarding the merchants digitally

YONO Business

YONO Business is an integrated platform (available on both mobile App and desktop) designed to serve a whole range of banking needs –Trade Finance, Forex, Cash Management, Internet Banking and Supply-chain finance – for corporate customers across categories, from the biggest conglomerates to emerging start-ups.

Key Performance Highlights of YONO Business (as of 31st March 2022):

- YONO-B platform adoption: 17.53 lakhs Corporate Users have used YONO Business by the end of FY2022.
- Customer Onboarding: 1,39,413 New to Digital customers were onboarded till FY2022 through the YONO Business portal.
- Import LCs: Processed issuance of 23,883 Import LCs amounting to ₹1,67,279 crores with 66% being Digital LCs, a jump from 7% in FY2019.
- Forex Rate Booking: Facilitated forex booking of more than ₹23,602 crore with 23,618 transactions by the end of FY2022.
- PABL/PABL-POS: 13,372 of Pre-Approved Business Loans (PABLs) amounting to ₹551.92 crores were opened by the end of FY2022.
- YONOB Mobile App Adoption: The registered user base of the YONOB mobile App is 6.19 lakhs by the end of FY2022. Total downloads since 1st July 2020 (date of launch) are 20.01 lakh.
- Current Account Opening: Facilitated online requests for the opening of 1,01,248 current accounts by the end of FY2022.
- API Banking: API Sandbox environment has been created where customers can explore the sandbox and subscribe for UAT and production. Payment APIs enable posting from the customer's ERP to Bank's CBS via YONO Business. Two types of Payment APIs are available: STP (direct posting) and non-STP (request initiated from customer's ERP and approved by corporate checker in YONO Business).

6. Corporate Banking

A. Corporate Accounts Group (CAG)

Corporate Accounts Group (CAG) is a dedicated Business Unit (BU) of your Bank. It handles SBI's 'high-value credit' portfolio as a specialised and efficient delivery platform. The CAG BU has four specialised Branches headed by General Managers located in India's top three commercial centres, namely Mumbai (2), Delhi (1), and Chennai (1).

In SBI, CAG BU is a one-stop-shop that provides a wide range of financial products and services exclusively to top-rated corporates, including their foreign associates and subsidiaries. The business model of CAG BU is based on the relationship management concept, and each client/business group is mapped to a relationship manager who spearheads a cross-functional client service team consisting of highly skilled credit and operations functionaries.

The relationship strategy is anchored on delivering integrated and comprehensive solutions to the clients, including structured products within a specified time frame. The prime objective of the plan is to make SBI the first choice of top corporates. A regular review of each corporate relationship by senior management sets the benchmark for relationship management in CAG BU.

Apart from various core credit products, CAG BU offers an array of customer-specific products like Cash Management Product, Treasury and Forex products and Merchant Banking products in association with other SBUs and subsidiaries of SBI such as SBI Capital Markets Limited and SBI Gilts Limited, amongst others.

Client Service Teams at CAG Branches also aid customers in the selection and delivery of a wide variety of products and services offered by SBI's associates and subsidiaries listed below:

- For Capital Market Requirements – SBI Capital Markets Limited (SBICAPS)
- For Treasury and Investments – SBI Gilts Ltd and SBICAP Securities Limited
- For Investments – SBI Mutual Fund Limited