

SBI's Journey Through COVID-19







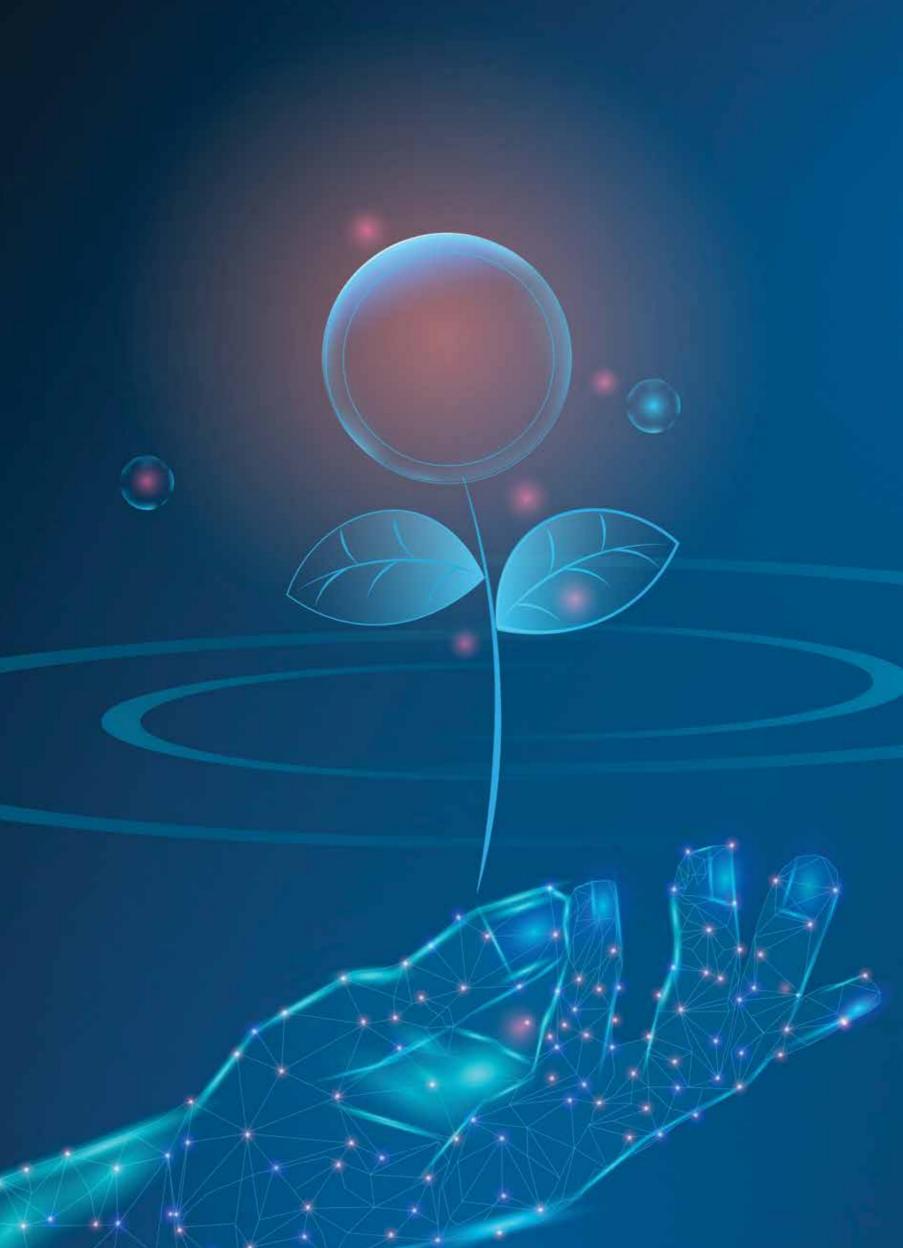
SBI's Journey Through COVID-19



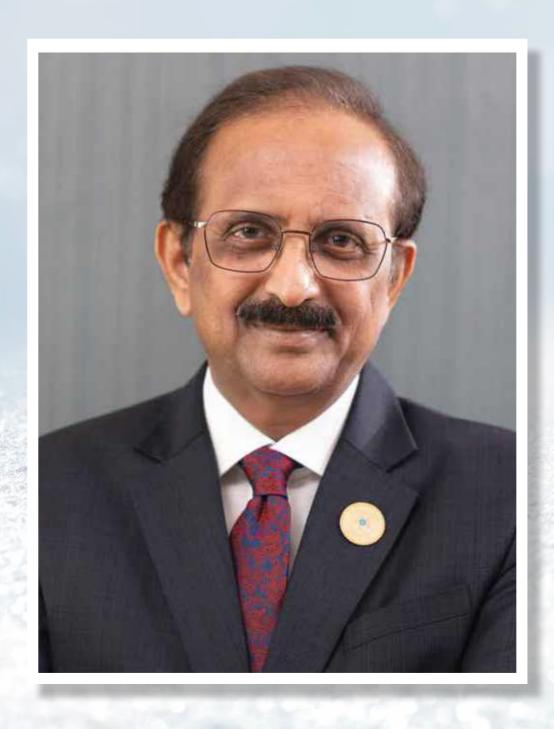
Marketing and Communication Department Corporate Centre Mumbai











Whether it was providing emergency credit lines, disbursing government relief packages, or supporting small businesses, SBI stood at the forefront of the financial response, offering both hope and tangible assistance.

FOREWORD

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t is with great pride that I pen this foreword for this insightful book chronicling the remarkable journey of the State Bank of India (SBI) and its initiatives during the challenging period of the COVID-19 pandemic. As the nation confronted an unprecedented crisis, SBI demonstrated unwavering commitment to supporting the Indian economy, ensuring financial stability, delivering vital services to our customers, and taking care of its employees and communities in every corner of our country.

The pandemic posed several challenges, yet SBI, as the country's largest and most trusted financial institution, rapidly adapted to the evolving situation. We took proactive steps to facilitate smooth banking operations, implemented innovative digital solutions, and extended financial aid to businesses, farmers, and individuals in need. Whether it was providing emergency credit lines, disbursing government relief packages, or supporting small businesses, SBI stood at the forefront of the financial response, offering both hope and tangible assistance. The Bank's frontline workers, from tellers to managers to security personnel, became the embodiment of resilience—facing not only the physical dangers of a pandemic but also the emotional toll of the crisis. While health concerns loomed large, Bank employees understood that their role was more vital than ever before. With the country's financial infrastructure at stake, they pushed forward, often working under new and challenging conditions. Masks, gloves, sanitised counters, and protective barriers became a part of their daily uniforms. Customer interactions were altered, but the human element—empathy, patience, and service—remained paramount.

The Bank initiated food/rations distribution, oxygen infrastructure, vaccination drives, hygiene kits, PPE, and other consumables, as well as rehabilitation of those affected by the pandemic, according to needs identified through our well-established network of SBI offices. SBI also adopted a 360-degree integrated healthcare response focusing on strengthening the government infrastructure, genome sequencing, capacity building, creating awareness, fostering early detection through mobile and community-based testing, and promoting indigenous cutting-edge technologies.

This book captures not only the breadth of our initiatives but also the spirit of resilience and teamwork that guided our efforts. It showcases the invaluable contributions of our dedicated employees, the trust of our customers, and the strength of the SBI family in overcoming one of the most challenging periods in modern history.

C.S. Setty
Chairman
State Bank of India



he COVID-19 pandemic tested the limits of our systems and our resolve. However, the State Bank of India rose to the occasion, leveraging its extensive network and digital capabilities to offer swift and efficient solutions. We not only provided emergency credit lines, facilitated government schemes, and extended financial relief to corporate clients, MSMEs, and individuals, but we also ensured that the banking ecosystem remained accessible, secure, and responsive to our customers' needs.

During the challenging FY 2021, I am glad we could design Yono Business to offer a digital transformation for MSMEs, corporates, and government customers by focusing on three pillars: One Bank One Platform, New Age Banking, and future-proof technology.

SBI also made significant contributions to public health efforts by procuring and distributing vital equipment such as ventilators, health devices, and PPE kits to frontline healthcare workers and the police. The India Health Alliance (IHA) launched by the Bank focused on combating the pandemic, providing primary healthcare, and promoting innovations to strengthen health systems. Additionally, it provided meals and dry ration kits to vulnerable communities and funded R&D projects, supported healthcare training, and collaborated with state health missions to address COVID-19 challenges.

This book captures the essence of our journey during these challenging months—our innovative approaches, seamless service delivery, and the indomitable spirit of our employees. A particular group, in fact, found themselves thrust into the heart of an invisible battle. These unsung heroes, the frontline workers of SBI, stood at the crossroads of uncertainty, continuing their vital work with unwavering dedication, often at great personal risk.

It is a testament to the strength of SBI's commitment to its customers and the nation. I am deeply proud of the crucial role the Bank played in ensuring the continuity of business operations, supporting the economy, and offering critical financial relief to millions across India during that difficult time.

Ashwini Kumar Tewari

Managing Director (Corporate Banking and Subsidiaries)
State Bank of India



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t is with great pride and immense satisfaction that I extend my heartfelt wishes for this remarkable book that chronicles the State Bank of India's (SBI) initiatives during the unprecedented challenges of the COVID-19 pandemic. The pandemic placed immense pressure on all sectors of society, but SBI was quick to adapt, providing vital services while ensuring the safety and well-being of its customers as well as employees.

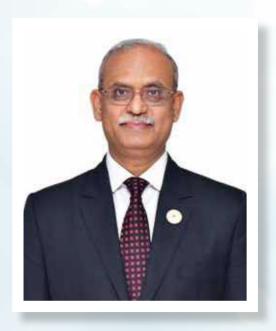
I witnessed first-hand how our institution responded with resilience, empathy, and innovation to support our customers, employees, and communities. From facilitating digital banking solutions to implementing emergency credit facilities and government relief schemes, SBI remained a steadfast partner for millions. We took care to ensure that we adapted to ever-evolving customer preferences transforming the retail banking landscape, especially of the younger population, as well as increase focus on enhanced customer convenience during such a distressed time.

Even as we took proactive steps to support vulnerable communities through various philanthropic efforts, we ensured that our customers had access to seamless banking services, whether through the YONO platform or in-branch solutions. Our frontline warriors, despite health risks, ensured that critical services such as bill payments, emergency loans, and access to savings continued without interruption.

The human need for financial support, particularly during times of uncertainty, became even more pressing, and these frontline workers met that demand with steadfast professionalism. For many, this meant long hours, adapting to new protocols, and stepping up in ways that went beyond their job descriptions.

The strength of SBI lies in its people, and this book captures the collective spirit and dedication that guided our response during the pandemic. I hope this account serves as a testament to the power of collaboration, innovation, and a customer-first approach in navigating a global crisis.

Vinay M. TonseManaging Director (Retail Business and Operations)
State Bank of India



feel immensely pleased to note the publication of this book, which reflects the State Bank of India's unwavering commitment and resilience during the COVID-19 pandemic. The pandemic posed unprecedented challenges across all sectors, and SBI rose to the occasion and continued to serve our customers in a seamless manner. Our robust Business Continuity Plan (BCP) helped to ensure continuity of operations at branches and offices, with minimum business disruption.

Our seamless adoption of digital banking solutions ensured that our customers receive timely financial assistance through government relief programmes.

The impact of the pandemic on the Bank's portfolio was monitored very closely, identifying corporates that would require additional assistance very early in the Q1 of FY 2021, thereby facilitating quick remedial measures. Various studies were undertaken to proactively identify stress in the portfolio and necessary remedial measures were taken in time. Similarly, impact study of the pandemic on multiple industries such as NBFC, construction, textiles, ports, shipping, etc. was carried out and the policies were suitably amended.

SBI's frontline workers proved that even in the darkest times, there is strength in service, dedication, and a deep commitment to community. Their contribution was integral to the survival and recovery of families and businesses. This book beautifully captures the courage, perseverance, agility, innovation, and teamwork of employees of SBI which helped the Nation & Citizens immensely in navigating the unprecedented & unexpected crisis.



Rana Ashutosh Kumar Singh Managing Director (Risk, Compliance & SARG) State Bank of India



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uring the pandemic, the State Bank of India's role extended beyond traditional banking services. The Bank's initiatives were crucial in ensuring that both domestic and international customers were supported with timely financial solutions. Whether it was facilitating cross-border payments, offering trade finance support, or extending credit facilities to businesses, we remained steadfast in providing a strong and stable financial backbone to the economy.

Moreover, our focus on treasury management and global market strategies ensured that the Bank was able to navigate the complex financial landscape during the pandemic and support India's recovery. Through the use of robust technology solutions, SBI was successful in providing unhindered services to Treasury customers throughout this testing period, while following all health-related safety precautions.

The impact of COVID-19 was also felt on trade flows in the Indian foreign exchange markets this year, but by using technology, the Bank could also provide unhindered foreign exchange services, including adjusting to Work from Home arrangements of corporate clients. We could also test our ability to run all our operations successfully while working from home through secured VPN.

Yet, even in the virtual world, it was the Bank's frontline workers who were the invisible hands guiding the process—be it answering customer queries, troubleshooting issues, or ensuring seamless transactions. For those unable to navigate digital platforms, bank employees maintained their roles as trusted intermediaries, often acting as a bridge between the old and new ways of managing money.

This book not only highlights the swift and effective actions taken by SBI but also showcases the collective spirit and dedication of our employees and partners. It is with great pleasure that I extend my warmest greetings for the release of this insightful book, which chronicles SBI's outstanding efforts during the pandemic. I trust this account will inspire all who read it and further reinforce our collective commitment to shaping a brighter future.

Rama Mohan Rao Amara Managing Director (IB&GM&T) State Bank of India



t is with great honour that I extend my heartfelt wishes for the release of this book, which beautifully encapsulates the State Bank of India's initiatives and resilience during the challenging COVID-19 pandemic. The pandemic brought forth challenges that tested every aspect of our operations.

The Bank however rose valiantly to the challenge of keeping banking operations running during this critical period. Its response was swift and compassionate, reflecting our core values of Service, Transparency, Ethics, Politeness, and Sustainability. From supporting customers with seamless digital banking solutions to ensuring the safety and well-being of our staff through robust health protocols, developing an optimised and resilient training system, and more, SBI remained steadfast in its mission to be a pillar of support for the nation.

It took a number of proactive mitigating measures/initiatives for staff benefit, such as reimbursement of expenses incurred on COVID-19 tests and treatment, special support of to all the employees found positive due to COVID-19, and sanction of special leave to employees in quarantine, to contain and reduce the spread of the virus among the staff members. In the initial phase, the Bank also provided monetary compensation to employees who were in the forefront of the operations. It also tried to realign and rework the existing Work from Home policy into a more comprehensive and robust Work from Anywhere policy.

The people of SBI, our most valuable asset, showed unparalleled dedication. Their resilience in adapting to new work practices, embracing technology, and maintaining service excellence, even in the most difficult circumstances, is nothing short of commendable. While headlines may have celebrated doctors and nurses, the role of the frontline bank worker was also warrior-like. Their commitment and sacrifice were a critical part of the larger narrative of resilience. Many of them worked in silence, simply understanding the profound impact of their efforts. This book is a tribute to their efforts and the spirit of collaboration that drove our success.

Binod Kumar MishraDeputy Managing Director (HR & CDO)
State Bank of India





Their courage and spirit remain etched in our hearts. May their memories inspire us to cherish every moment and honour their legacy through acts of kindness, compassion, and unity.

We remember them with love and respect.

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In the winter of 2019, the world stood on the precipice of a future it could not yet imagine. The hum of routine life, punctuated by the buzz of global connectivity, was suddenly disrupted by an invisible force—a virus that emerged in a corner of the world few had ever heard of. Yet within months, COVID-19 would become the defining event of a generation, a global reckoning that would reshape every aspect of human existence. The world would never be the same, and neither would India.

SHADOW/ CE/AS

n December 2019, whispers of an unusual cluster of pneumonia cases in Wuhan, China, began to circulate. Initially unnamed, the virus spread quickly and silently, its reach extending across continents as days turned into weeks. By January 2020, it was also given a name: SARS-CoV-2, the novel coronavirus—the harbinger of a pandemic that would bring the world to its knees.

In the early days, for many, the situation seemed distant—an isolated outbreak on the other side of the world. News reports were met with a mixture of curiosity and caution: but life continued as usual. The global system, accustomed to handling crises of every scale, seemed to believe that this, too, could be contained. But as the virus travelled across borders with alarming speed, that assumption crumbled.

Referred to simply as 'coronavirus', it became synonymous with the COVID-19 pandemic, which by March 2020 had spread to every continent. By June 2020, nearly 404, 396 lives had been lost globally, and the number of cases had surged past eight million.

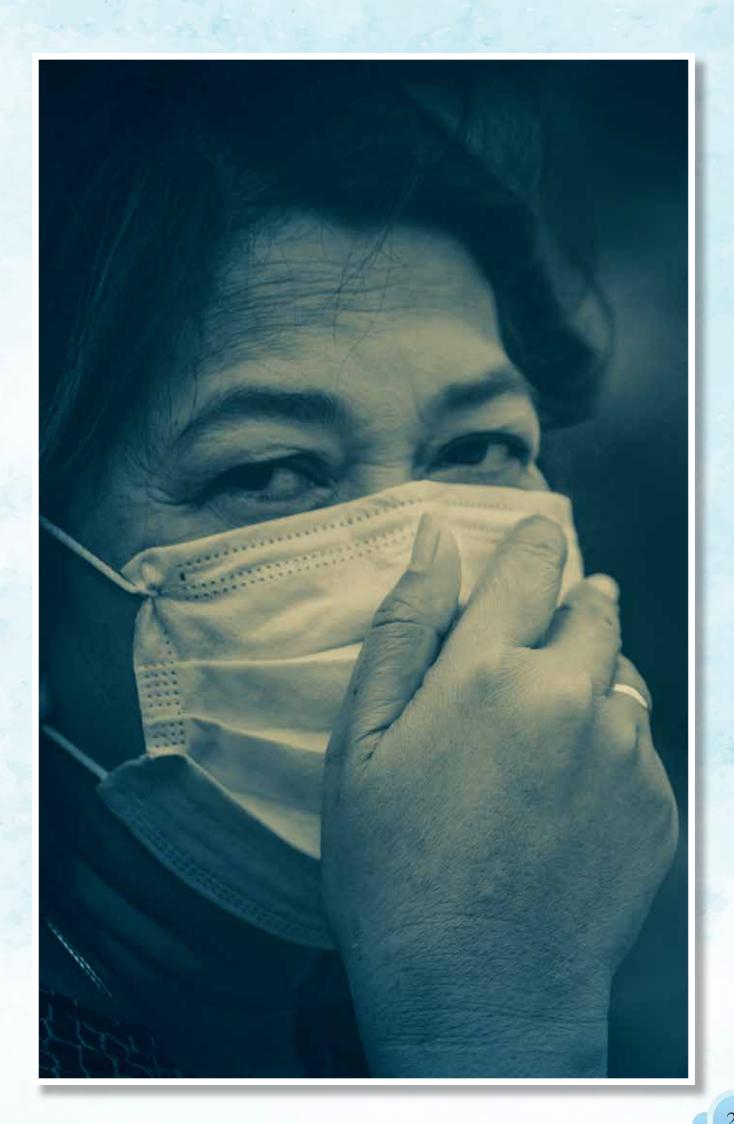
The invisible nature of the virus made it an insidious foe—one that could

only be fought with the tools of science and solidarity. The world's interconnectedness, which had long been a source of pride, now became a vulnerability. Nations faced a stark reality: no country was safe until every country was safe.

In an effort to contain the virus, governments were forced to take unprecedented measures, from lockdowns and quarantines to social distancing and travel bans. Schools, businesses, and public institutions were shut down, and entire economies were brought to a standstill. The primary goal was to "flatten the curve", slowing the virus's spread to avoid overwhelming hospitals and healthcare systems.

The pandemic not only decimated public health but also exacerbated economic inequality, as the most vulnerable communities bore the brunt of its impact. Lockdowns and restrictions disproportionately affected low-income workers, small businesses, and sectors that relied on mobility and physical presence. In fact, the International Monetary Fund (IMF) which had projected a 3% global economic contraction in 2020 had to revise this estimate to a staggering 4.9%, as businesses closed, global trade slowed, and countries faced widespread disruptions in the wake of the crisis.

The pandemic not only decimated public health but also exacerbated economic inequality, as the most vulnerable communities bore the brunt of its impact.



GRIM DAYS

Throughout history, pandemics like the Black Death and the 1980s HIV/AIDS epidemic have always led to staggering death tolls. COVID-19, more contagious than the seasonal flu and capable of surviving on surfaces, added to this grim history. The delay in developing effective treatments, combined with the coronavirus' rapid spread, created a global health crisis that led to profound socio-economic and political consequences.

Even as hospitals struggled to manage COVID-19 patients and the indirect health consequences of the outbreak, the severe economic impact of the pandemic forced governments to allocate resources to manage the crisis, often at the cost of other critical services. Meanwhile, countries faced a drop in tax revenues, particularly in developing economies, as restrictions led to widespread job losses and business closures.

On the socio-political level, the pandemic fuelled unrest and division. Fear, uncertainty, and misinformation led to conspiracy theories, civil unrest, and violent protests, with some citizens blaming governments or healthcare workers for the crisis. The pandemic also highlighted the disparities in healthcare access, as countries with weaker healthcare systems struggled to cope. †



Healthcare workers wearing personal protective equipment arrive at a check-up camp in Mumbai during COVID-19



ACCORDING TO WORLD HEALTH ORGANIZATION 14.9 MILLION

EXCESS DEATHS WERE ASSOCIATED
WITH COVID-19 IN 2020 AND 2021

Excess mortality includes deaths associated with COVID-19 directly (due to the disease) or indirectly (due to the pandemic's impact on health systems and society)

84% excess deaths concentrated in Southeast Asia, Europe, and the Americas

Of the 14.9 million excess deaths

Middle-income countries accounted for

81%

Lower-middleincome countries accounted for

53% of 81%

Upper-middleincome countries accounted for High-income countries accounted for

15%

Low-income countries accounted for

4%

28% of 81%

Globally, excess deaths concentrated in only 10 countries

ource: https://www.un.org/en/desa/149-million-excess-deaths-associated-covid-19-pandemic-2020-and-2021

Global death toll was

57% for men and

43% for women



A country of over a billion people, India found itself caught in the whirlwind of the pandemic's arrival with its own unique set of challenges. In January 2020, when the first few cases were reported, the country was in the midst of an economic slowdown—sluggish growth and socio-political unrest. As the virus spread, the government responded with a bold move: a nationwide lockdown announced on March 24, 2020.

NATION ATTHE CROSSROADS

he nationwide lockdown was a seismic event that rippled through every facet of daily life, the economy, and governance. Imposing stringent restrictions on movement to curb the rapid spread of the virus, its immediate effects were palpable—streets fell silent, homes became fortresses, and in the blink of an eye, bustling cities turned into ghost towns. The hum of morning traffic was replaced by the stillness of deserted roads, while the familiar hustle and bustle of markets gave way to the echo of empty spaces. Daily routines were upended as people navigated the new normal of working from home, online classes, and virtual meetings. For many, the lockdown was a time of reflection and rediscovery, as families spent more time together, rekindling connections

that had faded in the rush of modern life.

Before that though, on March 22, 2020, the nation stood still for a moment in time. Responding to Prime Minister Narendra Modi's call for Janata Curfew, a voluntary yet collective pause from dawn to dusk, millions retreated into the sanctuary of their homes to stay indoors and minimise contact. As the nation grappled with a rising tide of uncertainty, only the unsung heroes—doctors, nurses, police officers, and journalists—remained in motion, exempt from the curfew, as they continued their tireless work on the frontlines.

As the clock struck 7 in the evening, the quiet that had settled over the land was broken by a unified wave of sound and light. From balconies, doorways, and windows, the people emerged to offer their gratitude to those who were risking everything. Claps echoed through the air, bells rang in harmony, and candles flickered like small beacons of hope, illuminating the dusk in a collective moment of appreciation. The Janata Curfew, though brief, was symbolic, an act of solidarity born from necessity but bound by a shared sense of duty to protect one another.

The Janata
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ABOVE AND LEFT A view of India Gate in the early days of the nationwide lockdown; SBI social media post on observance of Janata Curfew on March 22,

2020



THE PLIGHT OF MIGRANTS

The lockdown, one of the strictest in the world, however, also left millions of people stranded far from their homes. Migrant workers, the lifeblood of urban economies, were left stranded without work, shelter, or sustenance. In the heart of a nation brought to its knees by an invisible enemy, their plight emerged as one of the most harrowing stories of human endurance and resilience. As the country abruptly ground to a halt, millions of them found themselves adrift. They were left with no means of livelihood, no savings, and no immediate way to return to their villages.

With transportation shut down, most chose to embark on the arduous journey home on foot. They carried their belongings in makeshift bundles, and their weary faces bore the weight of uncertainty and despair. The scorching heat of the Indian summer added to their ordeal, as did relentless hunger and the haunting fear of contracting the virus. Families with young children, pregnant women, and the elderly moved together in this exodus, forming a poignant tableau of vulnerability and determination. Makeshift camps sprung up along highways, where they took brief respite, sharing whatever little food and water they had.

The images of migrants walking hundreds of kilometres to return to their villages, many of them carrying only the clothes on their backs, became a powerful symbol of the pandemic's human toll. Their desperate journeys on foot became emblematic of the humanitarian crisis unfolding across the nation.



Volunteers distribute water and biscuits to migrant workers on their journey back home during the nationwide lockdown













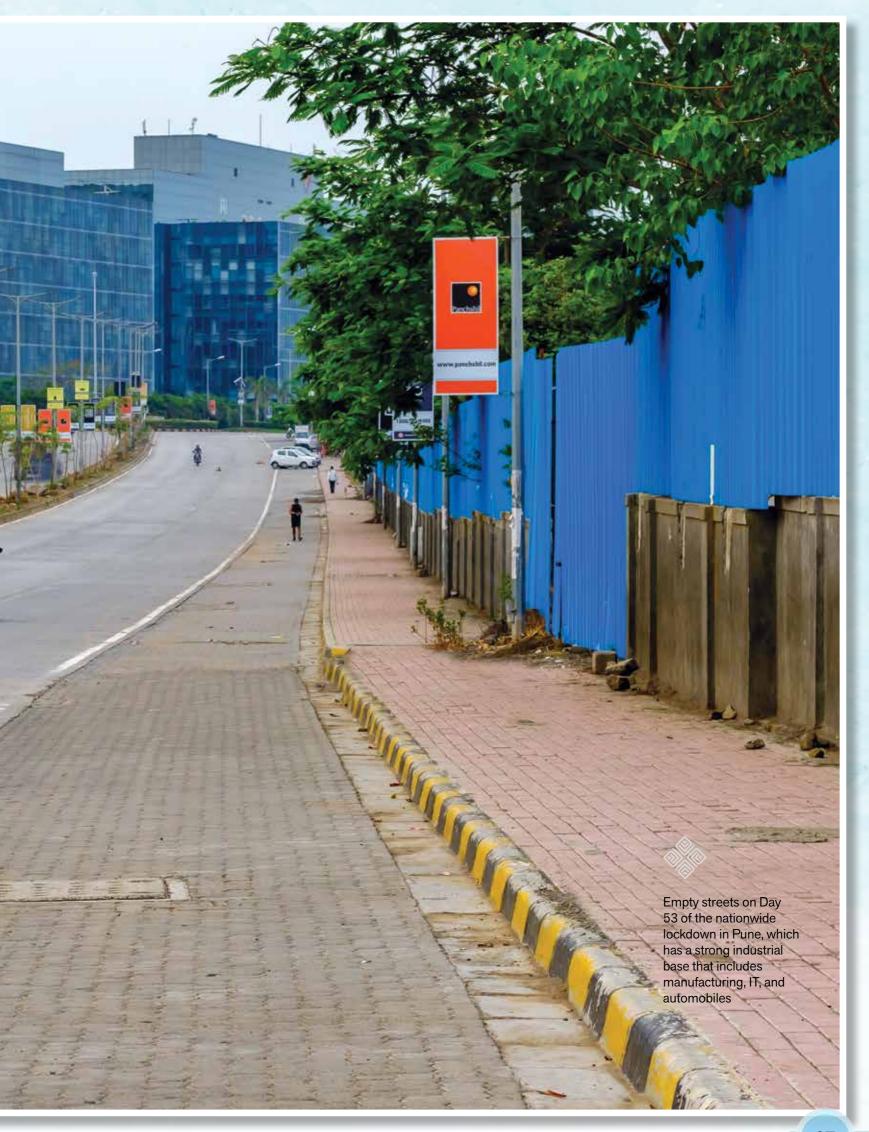




Images of migrants burdened with meagre belongings and weary hopes, starkly contrasted with the relative comfort of those who could afford to stay home. Economically, the lockdown delivered a severe blow. Industries came to a grinding halt, supply chains were disrupted, and businesses faced unprecedented challenges. The informal sector, which employs a significant portion of the workforce, was hit particularly hard, with countless livelihoods hanging in the balance.

CRISIS GOVERNANCE

The healthcare system, already strained, struggled to keep up with the growing number of cases. The country's vast population, combined with a shortage of doctors, hospital beds, and medical supplies, created a pressure-cooker situation that worsened with each passing day.







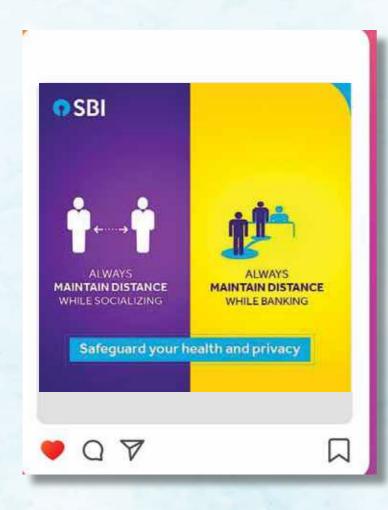
A COVID Care Centre set up by SBI, as part of the nation's efforts to scale up health infrastructure Governance during this period was marked by a delicate balancing act. Policymakers were tasked with the dual challenge of managing public health and reviving the economy. The lockdown required swift decision-making and coordination across multiple levels of government. Health infrastructure was rapidly scaled up, with makeshift hospitals, testing centres, and quarantine facilities springing up across the country. The government launched various relief measures, including food distribution, direct cash transfers, and emergency credit lines, in a bid to cushion the economic fallout.

The government's communication strategy, centred on regular updates and public awareness campaigns, played a crucial role in managing the crisis. And, as 2020 turned into 2021, it became clear that the pandemic was not just a temporary disruption but a deep, existential challenge. The world had to rethink its approach to everything—public health, governance, economics, and even the very notion of global interconnectedness.



The immediate effects on daily life, the economy, and governance were profound and far-reaching, leaving an indelible mark on the collective consciousness of the nation. As the months wore on, the lockdown evolved in response to the changing dynamics of the pandemic. Restrictions were gradually eased, allowing for a phased reopening of the economy. The experience highlighted the critical role of community solidarity, as individuals and organisations came together to support those in need.

The nationwide lockdown was a profound chapter in the nation's history. It exposed vulnerabilities and inequalities, but also demonstrated resilience and resourcefulness. The country's diverse, complex reality—its sprawling cities and remote villages, ancient traditions and modern aspirations—were forced into a new kind of reckoning. The road to recovery, thereafter, was not linear, but the journey India embarked upon has redefined its place in the world. ?





SBI social media posts during the pandemic to spread awareness on safety measures to prevent the spread of COVID-19















Like an uninvited tempest, COVID-19 swept mercilessly through India, leaving in its wake a trail of disrupted livelihoods and strained government operations. Industries came to a grinding halt, supply chains fell into disarray, and businesses faced unprecedented challenges. Faced with the dual challenge of managing public health and reviving the economy, the nation began scaling up the health infrastructure while cushioning the fallout with relief measures ranging from food distribution to direct cash transfers and emergency credit lines.



No respite: Stock indices collapse in fag-end selloff

Sensex tanks 811 pts to close at 30,579, Nifty ends below 9,000

UMBAL MARCH 17

Stock indices erased early gains to sink deeper into red on Tuesday as the global equity rout intensified amid the coronavirus-trig-gered recession fears.

After opening on a posi-tive note, the 30-share BSE Sensex traded modestly higher for a majority of the session, but succumbed to a sudden sell-off in the last hour of trade. It finally closed 810.98

points or 2.58 per cent lower at 30,579.09, after gyrating

WALL STREET SUFFERS WORST CRASH SINCE '87

- After opening on a positive note, the 30-share BSE Senses traded modestly higher for a majority of the session, but succumbed to a sudden selfoff in the last hour of trade
- It finally closed 810.98 points or 2.58% lower at 30,579.09, after gyrating 1,653 points during the day
- Likewise, the broader NSE Nifty slumped 230.35 points or 2.50% to finish at 8,967.05. Nifty has ended below the key 9,000-level after March 2017
- Global markets reeled after the Wall Street suffered its worst crash since the 'Black Monday' in October 1987

the 'Black Monday' in October 1987, with the US Fed's emergency rate cut ng to lift investor senti-

tumbling 8.95%, followed by IndusInd Bank (8.89%), Bajaj Finance (8.26%), HDFC (4.74%), Infosys (4.68%) and Kotak



SBI Research raises forecast to 7.4%

INDIVIAL DHASMANA

New Delhi, 16 December

SBI Research announced at upgraded gross domestic pro duct (GDP) forecast on Wedn- around 0.1 per cent (wit esday, projecting the economy to contract 7.4 per cent during the current financial year (FY21) compared to its earlier made various forecast of a 10.9 per cent fall.

In a report, SBI Group Chief Economic Advisor Soumya Kanti Ghosh said he believed it would take seven quarters from the fourth quarter (Q4) of FY21 for GDP to reach the pre-pandemic level in nominal terms.

He said the revised GDP estimates are based on SBI 2022-23, while in Scen 'Nowcasting Model' taking the economy is expected to into account 41 highfrequency indicators associate the end of 2022-23.

ated with industry activity service activity, and glob

Th toll: Dip in GST kitty, auto Sa

downward bias), and 1.7 pe cent in Q4, Ghosh said.

Meanwh the econon Covid level

three scenarios. III one, Deloitte expecte economy to reach pre levels by Q3 of FY22 and at a sustainable pace th ter. In scenario 2, the c ants projected the econ reach pre-crisis levels in

Markets begin FY21

barely reach pre-Covid levels

on a bleak note

Over Half of BSE-500 Now Trading at 2017 Levels

on corona worries

Sensex down 674 points weighed by losses in banking stocks

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'Covid-19 outbreak to hit growth, widen fiscal gap'

AGENCIES Mumbai

The coronavirus pandemic will impact sectors like trade, hotels, transport and commu-nication and push India's fiscal deficit to 3.88 per cent of GDP this fiscal, a report said. According to SBI Research's Ecowrap re-

port, the month of March is severely affected by travel and transport curbs, which will have

a spillover effect on growth. "Even COVID-19 will have an impact on GDP through Trade, Hotels, Transport, Communi-cation & Services related GDP. As the March month is severely affected by travel and trans-port curbs, we believe that Q4 nominal GDP may impart a 1.4 per cent decline in FY20 GDP. Thus, considering the impact of COVID-19

on GDP, the new fiscal deficit will be 3.88 per cent of GDP," the report said.

The government had raised the fiscal deficit target to 3.8 per cent of the GDP from 3.3 per cent pegged earlier for 2019-20 due to revenue shortage.

According to the report, based on current tax revenue trends, additional expenditure rationalisation of Rs 1.2 lakh crore might be required in the current fiscal if India has to stick to the mandated 3.8 per cent fiscal deficit

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DP to take 0.3 lakh cr t in first lf of 2020'

CONOMIC BUREAU

DELHI, MARCH 26

BANK has projected that DVID-19 outbreak and 21ckdown will reduce India's domestic product (GDP) in st half of 2020 by Rs 10,3 rore, bringing GDP growth 20 down to 4.8 per cent using a 3 per cent contrac-GDP in the first quarter of /ear 2020-21.

e report projected overall

would end in April and e spread of Covid-19 in the ry is contained,

eanwhile, a report by SBI rch's Ecowrap said the ry's economic growth is to fall sharply to 2.6 per 2020-21 due to lockdown he coronavirus pandemic,

s enter bear territory with benchmarks falling 21% from all-time h nursday as foreign investors fiee. Volatility Index hits 11-year high



Vorld Bank slashes India's growth rojection to 1.5-2.8% for this fiscal

rns of further fiscal slippages, growth idwinds if lockdown is extended

ndian economy is expected to down this fiscal (2020-21) growth rate in the 1.5-2.8 per range, said a World Bank rean Sunday However, the good is that the next fiscal — 2021-PY22 — is expected to see a th reversal.

e GDP (Gross Domestic uct) growth rate is estimated er cent or even lower during year 2019-20, which ended

e World Bank's report on a Assa noted that the Indian mment imposed a lockdown arch 25 to contain the spread a sharp growth deceleration in FY21 to 2.8 per cent in a baseline per cent in a baseline scenario (an estimate subject to wide confidence intervals), "it said. The lockdown brought almost 70 per cent of economic activities to a standstill. An SBI research report estimated that the first 21 days of the lockdown could result in losses of over Ts-lakh crore.

The services sector will be particularly impacted by the lockdown, the World Bank report said. A revival in domestic investment is likely to be delayed, given the enhanced risk aversion on a global scale, and renewed concerns about financial sector resilience.



"Growth is expected to rebound to 5 per cent in FY22 as the impact of Covid-19 dissipates, and fiscal and monetary policy support pays off with a lag," the report said.

Fiscal deficit to widen

antly slower growth of tax pro-ceeds, before moderating towards the end of the forecast horizon. "The combined fiscal deficit of the Centre and the States is projected to widen to 9 per cent in FY21, as revenue performance dips with the growth slowdown and ex-penditure commitments increase in line with the stimulus pro-gramme announced. Thereafter, it should improve gradually," it mentioned. However, the current ac-count deficit (difference between

payment receives and dollar) will improve,
"The balance of payments posimorated to improve, Weak tion is expected to improve. Weak domestic demand, low oil prices and Covid-19-related disruptions

demic has magnified pre-existing risks to the outlook.

Risks and challenges

The government is undertaking measures to contain the health and economic fallout, and the RB has begun providing calibrates support in the form of policy rat cuts and regulatory forbearance.

Given the uncertainties, there i a wide confidence interval arounthe baseline estimate. If a large the traseline estimate, if a large scale domestic contagion scenarii is avoided, early policy measure pay off, and restrictions on the me bility of goods and people are li-ted swiftly, an upside scenaric could materialise in FF21, with growth around 4 per cent. How ever, "if the domestic contagion i not contained, and the nationwid

Fitch cuts growth forecast to 30-yr low of 2% for FY21

New Delhi: The Manila-based Asian Development Bank (ADB) has projected that India's GDP growth will slow to 4% in the current financial year (2020-21) due to a weak global environment and continued efforts to contain the coronavirus outbreak in the country.

The forecast assumes that the pandemic dissipates and full economic activity resumes from the second quarter of FY21. ADB's forecast is more optimistic as several rese arch entities, economists ha-ve slashed the country's growth forecast to around 2% to 2.5% range for the current financial year as the pandemichits growth.

Fitch Ratings has cut India's GDP growth forecast to a 30-year low of 2% for 2020-21, citing the current fight against the Covid-19 outbreak. But it is optimistic about a sharp rebound to 7% growth in 2021-22. Several sectors of the economy have been hurt and the 21-day lockdown announced by the government

avy toll on economic activity

The government and RBI have unveiled a series of measures to shield the poor and the economy from relentless spread of the virus.

In China, a sharp contraction in industry, services, retail sales, and investment in the first quarter due to the coronaced sharp slowdown.

"The Covid-19 pandemic jeopardises global growth and India's recovery. But India's macro-economic fundamentals remain sound, and we expect the economy to recover strongly in the next fiscal year," said ADB chief economist Yasuyuki Sawada. "Indian authorities have acted swiftly to shore up the economy hit by the pandemic. Ongoing reforms to personal and corporate taxes and measures to strengthen agriculture and the rural economy and alleviate financial sector stress will help accelerate India's recovery," he said.

Risks to the outlook are firmly on the downside. A prolonged pandemic would push the global economy into deep recession and further slow Indian growth. Were the virus to spread widely within India, economic activity would be severely constrained. the ADB said.

Both urban and rural consumption would be supported by reduced personal income taxes and increased assistance to agriculture sector and rural areas.

GDP to grow 1.6% in FY21: Goldman

TIMES NEWS NETWORK

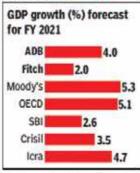
New Delhi: India's GDP growth is estimated to plunge to 1.6% for fiscal year 2021 due to the impact of the Covid-19 pandemic, down from the earlier projection of 3.3%, Goldman Sachs economists have said.

"The 1.6% growth for FY21 would be deeper compared to widely perceived 'recessions' India experienced in the 1970s, 1980s and in 2009," Prachi Mish-ra and Andrew Tilton said in their report, titled 'An unprecedented sudden stop for India'.

This is the sharpest downgrade in growth estimates after Fitch and SBI lowered the ir estimates to 30-year lows.

The report said the spread of the virus, a nationwide lockdown, social distancing measures and fears among consumers and businesses, have all escalated sharply over two weeks and high frequency data, as well as anecdotal evidence, although still limited, suggest a significant contraction in economic activity. It said that the shock is different this time around compared to

VIRUS IMPACT



virus outbreak will pull growth down to 2.3% this year. Growth will rebound to an above normal 7.3% in 2021, before reverting back to normal growth. The latest forecast means that India will continue to don the mantle of the fastest

ay in the 19 indu-

larkets suffer 'end of world' syndrome nsex loses 3,935 points; stock markets across globe sink



Markets...

he financial implications of a pandemic can be incredibly contagious. Not only are employment indices affected, even the overall economy shrinks. In India's post-Independence history, FY 2021 was an unprecedented chapter, as the pandemic unleashed widespread devastation. The economy shrank by 7.3%, a stark contrast to growth in the previous years—6.5% in FY 2019 and 4.0% in FY 2020. At its onset, in fact, the International Labour Organisation (ILO) estimated that nearly 400 million people in India were at risk of falling into poverty.

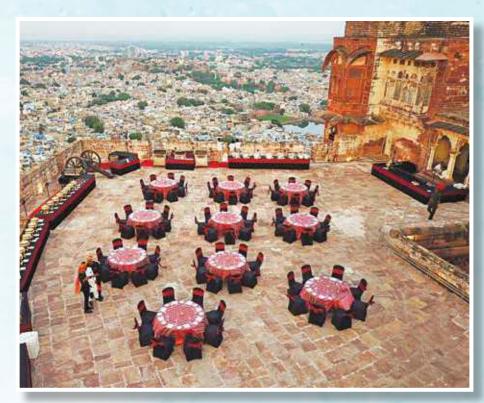
The nationwide lockdown's immediate impact was felt most acutely by the informal sector, which employs a staggering 90% of the nation's workforce. Many in the sector had to perforce resort to distress sale of assets and predatory loans. There were also the lingering effects, which plunged key sectors into deep contraction. No doubt the industrial sector, led by manufacturing, began to show signs of recovery by the third quarter, but it still ended the year with a decline of 7.0%. The services sector, which also slowly emerged from its contraction by the fourth quarter, saw an overall drop of 8.4% for the fiscal year.

The year was also marked by rising inflation, which breached the upper tolerance band for eight consecutive months, mainly due to supply chain disruptions, weather-related shocks, and a surge in crude oil prices. By the

In stark contrast to growth in the previous financial years, the Indian economy shrank by 7.3% in FY 2021 end of FY 2021, Consumer Price Index (CPI) inflation averaged 6.2%, compared to 4.8% in FY 2020. India's external trade faced a similar downturn, with both exports and imports contracting significantly; yet the nation managed to post a rare current account surplus due to a sharp fall in imports.

The global economic recovery, which had gained some traction in the first half of FY 2022, was significantly disrupted by the second wave of the pandemic, leading many countries to re-impose lockdowns, travel restrictions, and containment measures and once again hampering economic activities and supply chains worldwide.

India, too, felt the ripple effects of these disruptions, compounded by geopolitical tensions, prompting the Reserve Bank of India (RBI) to lower its growth forecast for FY 2023 to 7.2%, down from the earlier estimate of 7.8%.











CLOCKWISE FROM TOP LEFT

Abandoned royal dining set-up in Jodhpur, deserted textile manufacturing unit in Burhanpur, a locked city shop, desolate bus hub in Guwahati, and shuttered shops in a Delhi market during the first phase of the nationwide lockdown



SHOWING RESILIENCE

Despite these setbacks, India's economy showed resilience. Albeit the second wave slowed recovery in the first half of FY 2022, as it subsided, the nation saw a robust 8.7% growth in GDP, just shy of earlier projections. Industrial activity faltered in the second half of the year due to supply-side shortages and rising input costs, while mining, particularly coal and natural gas, offered some support. On the other hand, the services sector bounced back strongly, surpassing pre-pandemic levels, though certain contact-intensive industries such as tourism and hospitality still struggled due to lingering restrictions.

India's external trade flourished despite global uncertainties. Merchandise exports reached an all-time high of \$419.6 billion, surpassing targets and posting a remarkable 43.8% growth, while imports surged by 55.1%. However, the current account balance shifted from a surplus in FY 2021 to a deficit in FY 2022, reflecting rising import costs and geopolitical tensions. Inflation, too, remained a concern, fuelled by rising commodity prices and ongoing supply chain disruptions.

RIDING ON CROPS

In this roller-coaster ride, agriculture stood out as a rare silver lining. The nation experienced a bumper crop, surpassing food grain production expectations for the fifth consecutive year, driven by favourable weather conditions and ample monsoon rainfall. Agriculture Gross Value Addition (GVA) expanded by 3.6% in FY 2021, and the total food grain production in the country was estimated to be a record 305.44 million tonnes, an increase of 2.7% over the previous year and touching another record for the fifth consecutive year.

In FY 2022 too, agriculture proved to be a key pillar of stability, with a record food grain output driven by favourable monsoon conditions, good reservoir levels, and improved soil moisture, which helped *rabi* acreage increase by 1.5% over the previous year. GVA in agriculture and allied activities in this period expanded by 3.3%, while food grain production touched a new record, with both *kharif* and *rabi* output exceeding the final estimates for the year. §

3%

Indian economy contracted by 7.3% (as against 4.0% growth in FY 2020 and 6.5% growth in FY 2019) owing to the nation-wide lockdown.

Salaried jobs fell to 68.4 million in April 2020 from 86.1 million in FY 2020.

13.2 Size of labour force in October 2020 was lower than in February 2020 by 13.2 million.

In March 2020, impact on 53% of businesses was either "very high" or "high". 73% experienced a big reduction in orders; 35% reported a rise in inventories; and 81% reported a significant impact on cash flows.

Index of Industrial Production (IIP), fell to 54.0 in April 2020 from 134.2 in February that year.

54.0

Value of India's exports fell from \$27,742 million in February 2020 to \$10,153 million by April 2020.

Sources:

SBI Annual Report 2020-21 https://www.scielo.org.mx /scielo.php?script=sci_arttext&pid= S0185-16672021000100003 \$10,153 million

The pandemic and the lockdown, while testing the resilience of India's banking sector, also reshaped it. With an abrupt halt in economic activities, businesses struggled to maintain operations and consumers tightening their belts led to a sharp decline in demand for credit. Traditionally reliant on physical branches and face-to-face interactions, banks had to pivot to digital solutions to ensure business continuity. Bolstered by timely policy interventions of the government, the sector soon ensured it remained a key pillar of economic recovery.

BANKING THROUGH CRISIS

OVID-19 cast a long shadow over the banking sector, as it did across most industries. But as the pandemic swept across the nation, India's scheduled commercial banks, under the stewardship of RBI, responded with remarkable swiftness. Banks rolled out a series of measures designed not only to ease the liquidity crunch but also to sustain the flow of credit and vital financial services to a nation in turmoil. In doing so, they played a pivotal role in cushioning the Indian economy from the most devastating impacts of the pandemic.

While the sector faced its own challenges—rising non-performing assets (NPAs), operational disruptions, and mounting pressure on staff—banks did not falter; instead, they acted decisively to support businesses and vulnerable individuals struggling in the wake of the crisis. Through carefully tailored relief measures, the sector remained the vital artery of the nation's economic life.

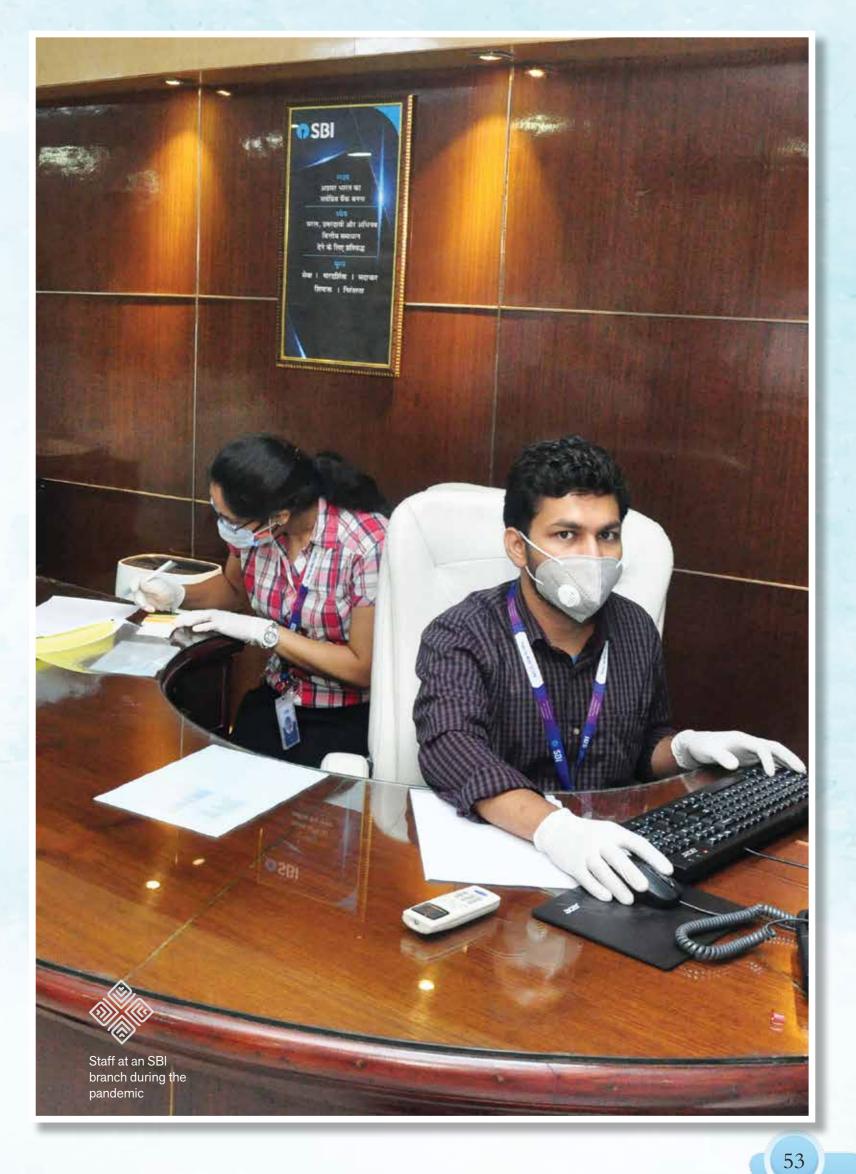
CRITICAL SECTOR

Given the severe economic impact of the health crisis, the Indian banking sector had to adjust to both the immediate challenges posed by lockdowns and

RBI's proactive policies like liquidity support and slashing of interest rates helped stabilise India's financial system.

the longer-term disruptions caused by a slowdown in economic activity. The initial phase of the crisis saw a sharp decline in credit demand, with loan growth plummeting to a 59-year low of just 5.6%. As the economy faltered, businesses hesitated to borrow, and consumers, uncertain of the future, curtailed spending. Surprisingly, amidst this subdued demand, there was a surge in deposits, growing by 11.4% as people turned to precautionary savings. Public sector banks saw steady but modest growth, while private banks showed stronger credit expansion. Notably, the agricultural sector emerged as a bright spot, with loans to agriculture and allied sectors growing robustly by 12.3%.

As FY 2022 unfolded, the outlook for the banking sector was marked by both challenges and opportunities. Despite the early setbacks, the Indian economy began to show signs of recovery, with expectations of growth following the steep contraction of FY 2021. The resurgence of the pandemic, however, added uncertainty, requiring banks to closely monitor asset quality and brace for potential disruptions. Internally, public sector banks focused on maintaining operational resilience, which involved stress testing, diversifying funding sources, and enhancing risk assessment models. They also built robust digital ecosystems.



Lending institutions were required to recalculate drawing power by reducing margins

capital cycle for borrowers in respect of working Capital facilities sanctioned in the form of cash credit/overdraft

Deferment of three months on interest payment of working capital facilities sanctioned as cash credit/overdraft outstanding as on March 1, 2020

Far & Few for Banks
in Coming Quarters

unchanged, because accrual of Income or payment of Interest or

Fewf

In Co

mina

54

Lending
institutions could allow
moratorium
of three months—later
extended to

SIX months—on

all term loan instalments

outstanding as on March 1, 2020

Cash reserve ratio of all banks reduced by 100 basis points to 3% of

Net Demand

and Time
Liabilities
(NDTL), resulting

in liquidity enhancement of

₹1.37 lakh crore

3

GOING DIGITAL

The COVID-19 crisis underscored the importance of adaptability and innovation, especially in the realm of digital banking. With the lockdown restrictions in place, banks had to ramp up digital banking services, pushing for a transition to online and mobile banking. The shift to digital payments accelerated, with platforms like UPI seeing unprecedented growth, as banks embraced technology to continue serving customers amid social distancing protocols. Contactless payments, online banking, and remote services surged in importance, not merely as conveniences but as critical tools for survival.

India's largest bank, the State Bank of India (SBI), even launched toll-free helpline numbers and enabled online KYC updates to facilitate seamless banking operations. The Bank accelerated digital transformation by improving its IT system to handle increased online traffic, expanding e-banking services, and providing customer support remotely.

WITH RBI LEADING THE WAY

The banking sector emerged relatively unscathed, largely due to timely policy interventions from the government and RBI. Credit growth began to pick up in the second half of FY 2022, driven primarily by a surge in retail loans. The sector's asset quality also showed signs of improvement, with a decline in non-performing assets (NPAs).

The RBI, in fact, introduced a range of monetary policy measures to ensure liquidity and stabilise the financial system. It reduced the reporate — the rate at which commercial banks borrow from it—by 115 basis points (bps) between March 2020 and May 2020 to make borrowing cheaper for banks and stimulate demand. It conducted long-term liquidity injections through Long-Term Repo Operations (LTROs) to ensure sufficient liquidity for the banking system. Targeted Long-Term Repo Operations (TLTROs) were aimed at encouraging banks to lend to specific sectors, such as small and medium-sized enterprises (SMEs), which were badly impacted by the lockdown. The Cash Reserve Ratio (CRR)—the percentage of commercial banks' reserves that must be kept with the RBI—was reduced from 4% to 3% to release liquidity into the system.

Buoyed by policy support and regulatory relief from RBI, the acceleration of digital transformation, and a focus on managing credit risk, India's public sector banks could support the nation in facing financial hardships. By introducing various relief measures, such as moratoriums on loan repayments, restructuring of loans, and deferment of EMIs, the sector helped millions manage their financial obligations during the crisis. •



CVID -19 EMIDEFERMENT

Question

Are the EMIs going to be waived?

Answer

The EM's are not going to be welved but only deferred or postponed. Customers can start paying EM's after the morstorium period is ever Le. from 1st June orwards. The total repayment period will get extended.

OSBI

C VID -19 ईएमआई स्थगन सामान्य प्रश्न

प्रश्न

मैं स्थगन सुविधा का लाभ उठाना चाहता हूँ परन्तु मार्च की ईएमआई पहले ही डेविट हो चुकी है?

उत्तर

सभी क्षण सातों के लिए SBI ने तीन माह का क्षण स्थान दिया है। पवि ईएसआई बेबिट हो चुकी है और आपको उसका रिफेड चाहिए, तो आपके पास २ विकटप है:

अगर आपके पास ईमेंत है, तो आए अनुसदक - ३ में दिए हुए प्रयत्न के अनुसार आवेदन, अनुसदक - ३ प्रदर्शित इंगेस अवहंडी पर भेज सकते हैं।

आगर देनेल नहीं है, तो आप एक इस्तिनितित आवेदन उसी प्रारूप (अनुनक्क - १) में भरकर अपनी गृह शाला में दे सकते हैं।

अनुसरक उपलब्ध है। https://bank.sbi/stopemi

SBI

COVID -19 EMIDEFERMENT

Question

My EMIs are debited automatically through NACH/ ECS/ Standing Instructions. How do I avail the deferment facility as announced by the government?

Answei

Phase note that a customer is required to apply via email to the email IOs specified in the low (Annexure-III). The content of the application is available as Amexure-I at the same line.

If email access is not available, a handwritten application as per the format may be submitted in your branch.

To take an informed decision on the deferencest of EML we request you to visit https://bwik.sbi/stoperel

SBI



Question

I want to avail the deferment but my EMI for March has already been debited. How will I get the EMI refunded?

Answer

SBI has given a moraterium of three months for all loan accounts. In case EMI has been delitted and you want a infund of the same, you have 2 options: a) If you have access to email, you can need the details as per the proforms a) if you have access to email, you can need the details as per the proforms a) in Annexure 1 to the location - specific entail ID. The lot of email IDs is available to Annexure III.

(i) If email access is not available, a handwrither application containing details in the same format can be given to your home branch.

Americans evaluations: https://bunk.shi/stopiem/

SBI



Question

Is the interest for the 3 months of moretorium seriord?

Answe

Incomest will not be waived toy will continue to accrue curing the monstorium period. To help customers make an informed decision, we have clearly furnished details regarding 11 in repeat of definement on our welfalls. Please visit https://liank.ob/istopens

SBI



प्रश्न

मेरी ईएमआई स्वतः ही एनएसीएच/ ईसीएस/ स्थायी आदेश से डेविट हो गए हैं। मैं बैंक द्वारा घोषित स्थगन सुविधा का लाभ कैसे उठा सकता है?

उत्तर

कृपया ध्यान दें की चाहक को https://bank.sbi/stopemi पर प्रदान अनुलयन २ में दी गई विशिष्ट हमेल आईडी पर हमेल नेपाबर आवेदन करना है। आवेदन का प्रारुप उसी लिंक पर अनुलयक २ में दिया हुआ है

अगर हमेल नहीं है, तो आप एक इस्तानितित आवेदन में मारी जानकारी उसी प्रारुप (अनुतप्रक २) में भरकर अपनी पास्त में दे सकते हैं।

हम अनुरोध करते हैं कि ईएमआई स्ट https://bank.sbi/stopemi फ

SBI



Question

Is deforment of EMIs applicable to Car Loon/Education Loan/Personal Loans as well?

Arrewer

All Term Loans including Pursonal/ Agri and SME loans are eligible to avail the benefits under the beckage.

SBI



Question

I want to continue paying my ENSs without availing the deforment. What is the process to Opt-Out?

Answe

In that case, on action is required by you. You may continue to pay as usual. The terminae will continue as continue of continue as continue of continue as continue of continue or contin

Question

I pay my installments manually. Do I have to apply separately for deferment/postponement of my installments?

CWVID -19 EMIDEFERMENT

Answer

SBI

SBI has given a moratorium of three months for all term loan accounts. In case you were paying your instalments manually then no action is required at your end. You may start paying EMIs after the moratorium period is over i.e. 1st June onwards. The total repayment period will get extended.



SBI social media Q&A posts to disseminate information on monetary policy measures that were introduced to help India tide over the pandemic crisis

Commitment to customers, the heart of banking service, was tested like never before during the pandemic. SBI responded to the crisis with care, compassion, and innovation—rolling out contact-less banking solutions, making transactions safer and more efficient, and extending financial relief through moratoriums, loan deferrals, and emergency credit lines. As businesses shuttered and jobs were lost, the nation's largest public sector lender proactively reached out in a spirit of service, where technology and human touch converged to help customers weather the storm.

BANKER TOEVERY FAMILY

s the trusted banker to every Indian household, the well-being of its customers has always been at the heart of SBI's mission. This commitment was more apparent than ever during the pandemic. Facing an unprecedented crisis, the Bank worked tirelessly to ensure that customers could continue to rely on its services—without compromise on quality or accessibility. Its vast network of 22,219 branches and 62,617 ATMs remained operational, providing essential banking services to millions across the nation.

To safeguard the health of both customers and employees, the Bank instituted rigorous sanitisation protocols at all its locations. For instance, on May 5, 2020, the Bank took the precautionary step of closing its Mumbai Headquarters for a day to ensure thorough sanitisation after two employees tested positive for COVID-19. This was not an isolated measure but part of a broader, nationwide effort to protect staff and customers alike. It also launched a proactive communication strategy to spread awareness about precautionary measures among customers and the public. In branches that were identified as potential hotspots for the spread of the virus, the Bank went above and beyond, deploying security personnel and contractual workers to enforce thermal screening, sanitisation, and social distancing measures. In addition, SBI introduced the concept of floor managers in over 2,400 branches, ensuring that every customer received the attention and care they deserved.

A proactive communication strategy was launched to spread awareness about COVID-19 precaution measures among customers

CONNECTING WITH CARE

In the face of the pandemic's financial strain, SBI acted swiftly and decisively to ease the burden on customers. Among the most significant of these efforts was the introduction of the COVID-19 EMI Deferment Scheme. In alignment with the Reserve Bank of India's regulatory package, the Bank allowed its customers to defer Equated Monthly Installments (EMI) on term loans and Interest payment on working capital. Initially, the deferment was granted for three months, from March 1 to May 31, 2020; later it was extended for an additional three months, offering a total six-month moratorium—a compassionate

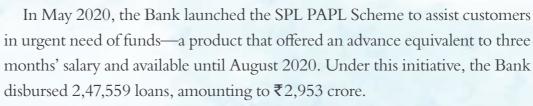
move that provided crucial relief to borrowers grappling with loss of income or employment. As a matter of fact, instalments recovered for March 2020 were refunded wherever a refund was sought.



Additionally, sanction of Guaranteed Emergency Credit Line (GECL), Common COVID-19 Emergency Credit Line (CCECL) and reassessment of working capital were done on a fast-track basis to ensure prompt disposal of request and release of funds.

Keeping customers well-informed and reassured throughout the process, clear and timely SMS notifications and emails were sent to eligible customers, guiding them on how to opt for EMI deferment and stop standing instructions (SI) or National Automated Clearing House (NACH) mandates. This clear and concise communication helped customers make informed decisions and navigate their financial challenges with greater confidence and clarity. Significantly, a customised 'Special Top Up' scheme was also launched to help existing home loan customers tide over financial crisis.

Personal loans, both secured and unsecured, being among the most popular offerings of the Bank, SBI sought to actively cater to the financial needs of a diverse customer base, including salaried individuals (from both government and private sectors), pensioners, and self-employed clients during the pandemic. It even reached out to customers who had salary accounts at other banks through the SBI Quick Personal Loans (CLP Platform). As of March 31, 2021, the Bank's personal loan portfolio, comprising Xpress Credit and Pension Loans, had reached an impressive ₹2,23,329 crore, reflecting a year-to-date growth of 33.89% (an increase of ₹56,532 crore).





SBI social media post during the pandemic on its extensive network of branches



Moratorium on Equated Monthly Instalments (EMIs) and term loan instalments to support agriculture sector

PM SVANidhi loans to help street vendors tide through the pandemic



YONO Lite and YONO Krishi customer engagement in several Indian languages



Special Pre-Approved Personal Loan (SPL PAPL) scheme for customers in urgent need of money during lockdown



Mobile van ATMs with 4G connectivity for ease of cash withdrawal



816 e-townhall meetings for Micro, Small, and Medium Enterprises (MSME) clientele



Educational videos for customers on various products or processes



Strong customer-branch connectivity during lockdown



Dedicated phone numbers, emails at branch level for attending to queries of customers



Dedicated line to attend to generic questions in view of COVID-19



Doorstep Banking to avail ten **doorstep services** like account statement, cash withdrawal facility, life certificate submission (for pensioners), etc.



Virtual customer meets for feedback to improve customer experience



Activating more customers on **digital platforms** and channels like YONO



Toll-free helpline numbers to provide round-the-clock customer support





Inauguration of President's Estate Branch by the Hon'ble President of India







Inauagration of Circle Call Centre (CCC), Amaravati by Shri C.S.Setty MD (R&DB).





Inauguration of new branch in the presence of the Chairman





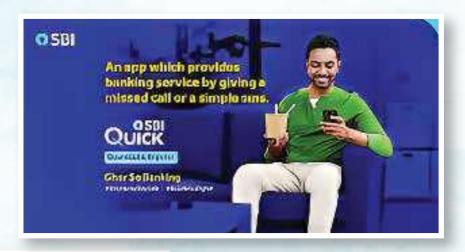
The Bank provided ATM services at Dal Lake and Khardungla Pass, enhancing access to financial services



ON THE WINGS OF TECHNOLOGY

Even before the pandemic reshaped the world, SBI had already aligned its products and services with Digital India, embracing technology to enhance offerings and improve customer experience. By investing in cuttingedge analytics and robust digital infrastructure, the Bank had positioned itself to better understand the evolving needs of customers, streamline service delivery, and optimise operational efficiency. At the time of the health crisis, these proved to be more than strategic investments—they were indispensable lifelines that enabled the Bank to continue serving its customers while minimising risk.

As a matter of fact, SBI ensured proper network connectivity during the two major cyclones during the pandemic period—Amphan in Kolkata in May 2020 and Nisarg in Mumbai and Maharashtra circles in June 2020—so that none of the digital channels suffered and customers in the affected areas could remain connected to the Bank.







Even though SBI branches and ATMs functioned uninterruptedly during the pandemic, the focus was on promoting digital initiatives. Besides its initiatives to increase the download of digital banking channels like YONO, SBI BHIM Pay, INB, etc., it also undertook digital initiatives like #GharseBanking, #Khushiyonkaswagat, etc., along with several other campaigns, for customer awareness about digital products and services which could be availed sitting at home during lockdown.

Customers could conveniently avail preapproved loans online and get immediate disbursement without visiting the branch and with zero paperwork. YONO Quick Pay offered convenient payments/fund transfer without logging into the main application. New products/features were also launched like KCC review, insta account opening through Aadhar OTP based e-KYC authentication, and pre-approved agri loan (SAFAL). These not only ensured the safety of customers but also streamlined banking processes, making them more efficient and user-friendly.

While offering products on multiple platforms, the Bank was mindful of ease of banking and YONO: PAPL (Pre-Approved Personal Loan); PAXC (Pre-Approved Xpress Credit); PAPNL (Pre-Approved Pension Loan); INSTA Top-up for Xpress Credit; and Insta Top-up for Pension Loan on a 24/7 basis, without any physical documentation and the need for a branch visit.





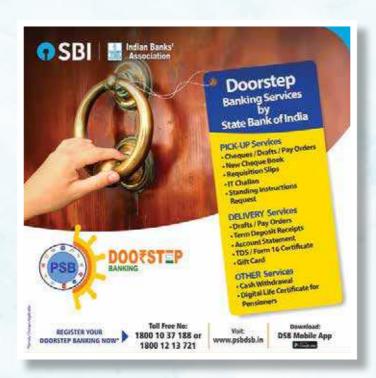


THIS PAGE AND FACING PAGE: SBI social media posts to ensure the safety and wellbeing of its customers

CUSTOMER FIRST

Rising to the occasion and displaying its commitment to keep banking operations running smoothly, SBI ensured that customers were never left wanting. In a move towards customer convenience and ease of access to banking services, the Bank extended Doorstep Banking Services for cash deposit, cash withdrawal, pick-up of cheque book requisition slip, pick-up of cheques for collection/clearing, life certificate through Jeevan Pramaan, pick-up of IT/Govt/GST challan with cheque, delivery of statement of account, term deposit advice and TDS & Form 16 certificate through agents to all customers at the top 100 banking centres. Senior citizens of more than 70 years of age and differently abled persons were extended Doorstep Banking Services at all centres across India.

Mobile van ATMs equipped with 4G connectivity were introduced as well. During the pandemic, Customer Service Points across the country served in difficult terrains/conditions to meet the financial requirements of people in need. As on March 31, 2021, the Bank has 71,968 Customer Service Points (CSPs) to provide various banking products and services in unbanked areas while reducing footfalls in branches.







SBI social media post on doorstep banking service

















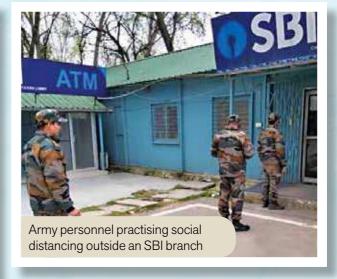








to wash her hands













An SBI mobile ATM van equipped with 4G connectivity Throughout the crisis, SBI reached out proactively, offering tailored solutions and providing the support its customers needed to weather the financial storm. To support the Indian diaspora during this challenging time, and provide a one-stop shop for all non-financial services, SBI set up the Global NRI Centre (GNC) at Ernakulam and offered delivery of automated advice on registered email addresses for all new/rolled over STDR/TDR/FCNR(B) deposits, missed call banking services through SBI Quick App and NEFT/RTGS in the YONO Interface.

Beyond providing uninterrupted banking services, it proactively supported its customers. It identified vulnerable sectors and took timely remedial actions to mitigate credit risks, easing the financial strain on borrowers. For individuals and businesses alike, the Bank took a range of initiatives to alleviate financial pressure. Among the most crucial were measures for the Small and Medium Enterprises (SMEs) sector. Recognising the essential role of these businesses, SBI launched targeted relief programmes, including deferment of loan instalments, reassessment of working capital cycles, and resetting of credit periods. A simplified product such as SME Gold Loan was introduced for MSME units to bridge their liquidity gap against gold ornaments/jewellery. Another such product was PABL (pre-approved business loan)—an analytics product for existing current account customers which offered loans up to ₹10 lakh. The loan amount has since increased to ₹20 lakh. As on March 31, 2021, 2,090 MSME units were supported with limits amounting to ₹72.50 crore. Furthermore, the Bank organised 816 e-townhall meetings for MSME customers, offering much-needed guidance and support during the tumultuous period.

CUSTOMISED SOLUTIONS

Recognising the unique struggles faced by different segments of society, SBI swiftly introduced a range of tailored products to offer much-needed relief during the crisis. For instance, the PM SVANidhi loan, designed to support street vendors, one of the hardest-hit groups during the lockdown. Then, for customers in the agricultural sector, there was a moratorium on Equated Monthly Instalments (EMIs) and extended interest deferments. SBI Kavach, a personal loan scheme that offered any amount between ₹25,000 and ₹5 lakh for any customer or their family member diagnosed with COVID-19 after April 1, 2021 was yet another relief initiative.

All through the pandemic, SBI remained committed to enhancing customer experience. Virtual customer meets were held to gather feedback and continuously improve services provided. The Bank's portfolio was closely monitored to help identify vulnerable sectors and take timely remedial action, besides ensuring that all segments, from individual customers to businesses, could weather the storm of one of the most challenging times in recent memory.



A vegetable street vendor waits for customers during the lockdown





Karunakar Shri Venkateshwara Electronics, Telangana

During the COVID crisis, when my business shut down, I applied for a COVID loan. Within 2-3 days, I had the funds to navigate the crisis. After COVID, my business not only recovered but soared. SBI has always been more than just a bank to me—it's like family.



D Harinath Sai Gopala Indotech Plant, Telangana

During COVID, when liquidity issues arose, SBI helped me navigate them by providing GECL. In 2022, the bank processed my request for COVID loan and other agricultural loans within a day.



Ramesh Bhatia Trader, Chandigarh

As we faced financial problems during COVID, SBI gave us credit at a lower rate of interest and exempted installments for two years, due to which, we were able to sustain our business.



Arup Chandra Loknath Sita Sales Agency, Kolkata

During COVID, SBI granted us special permission to pay our creditors online. I was particularly inspired by Bank's employees, who, despite the pandemic, followed safety protocols and continued to serve customers.



Surya Kumar Customer, New Delhi

COVID was a very difficult phase for all of us and I saw many people I knew passing away. During this time, SBI would often inquire about my health and also offered financial assistance to my wife.



Kuntal Ganai Customer, Kolkata

During the challenging days of the COVID-19 pandemic, SBI continued, smooth services, through doorstep banking, and all our financial needs were met promptly.



Manisha Khatke Pratiksha Mahila Bachat Gat (SHG), Mumbai



We received support from SBI (RBO Worli) during COVID-19 in the form of books, stationery items for our children, and eight sewing machines to

help us stitch cloth masks and earn our livelihoods. The Bank has consistently been a crucial partner in empowering women and fostering business growth.



Anupam Health Care Pharmacy, Chandigarh



With the announcement of the COVID lockdown, when we faced financial difficulty, SBI extended the credit limit and also reduced the interest rate for us, so that we could pay our vendors.



Raman Kadiyan Seed Corporation, Chandigarh



We are connected to farmers as part of our business, and all of us were facing difficulty during COVID. SBI provided loans during this challenging time. We were able to help our farmers and maintain our supply chain due to this financial help from SBI. SBI has always been there when we have needed help.



Shri Maram Sathish Kumar Likhita Decorticators, Hyderabad



SBI has been supporting me a lot. Even during COVID, the Bank helped me financially and my business has flourished ever since. I could sustain my business because of SBI.



Shubhash Saini Industrial Engineers and Fabricators, Chandigarh



When we faced financial problems during COVID, SBI gave us an additional overdraft and term loan on capital subsidy. We even got exemption on EMIs for a year.

A customised 'Special Top Up' scheme was launched for existing home loan customers to help them tide over the financial crisis during the COVID-19 pandemic

SBI Kavach Loan was launched in June 2021 for customers requiring funds for COVID treatment, wherein loans up to ₹5 lakhs were being offered at a concessional rate of interest. 1,80,056 loans amounting to ₹3,686 crore were extended

SBI Mobile ATMs that extend customer service during emergencies and calamities were sent to various sites like Army bases, housing societies, government office locations, IT parks, and more

SBI Credit Card application through SBI BHIM Pay enabled for Android users

Kiosk Banking Channel played a very important role in disbursement of government subsidies when movement to bank branches was restricted

As an accredited Bank to the Ministry of Agriculture and Farmers Welfare, SBI facilitated the distribution of ₹42,274 crore under the PM Kisan Samman Nidhi Yojana to farmers during FY 2020.

Extended interest deferment facility in 19,93,281 Agriculture Cash Credit accounts and provided moratorium on EMIs and Term loan instalments in 2,42,911 accounts to support the farmers during the COVID-19 pandemic.

2,47,559 loans amounting to ₹2,953 crore disbursed among customers in urgent need of money under the SPL PAPL scheme launched in May 2020. An amount equal to three months' salary offered as an advance

Senior citizens of more than 70 years and differently abled persons extended Doorstep Banking Services at all centres pan-India

5,39,535 loans, amounting to **₹538-18 Crore** disbursed until March 31, 2021 to street vendors under the PM SVANidhi loans launched in July 2020

Voice/Video calls to assist SBI Wealth clients with banking and investment services

Virtual Pensioners Meets conducted to inform senior citizens of the benefits and ways to avail Doorstep Banking Services

13.57 lakh Pre-Approved Personal Loans (PAPLs) were opened in FY 2021 amounting to ₹21,268 crore

SBI Ahmedabad establishes COVID care hospital



SBI Foundation and the ladies of 'Streedhan' contributed towards the establishment of three hospitals in Ahmedabad, Jamnagar, and Bhuj cantonments. Under the COVID-19 present pandemic situation, the foundation has come forward to not only establish these hospitals but on June 4, 2020, it also provided 1000 PPE Kits, 1000 N95 masks, 1300 bedsheets with pillow covers, pillows, and 500L of sodium hypochlorite to the army in Ahmedabad. SBI Ahmedabad Circle chief general manager Dukhabandhu Rath, with along general managers Ramesh Agrawal, PS Bedekar and Madhukar Anand, handed over the article to major general Dinesh Shrivastava in presence of Dy. GOC Brigadier Ajit Millu, and Commander Wing. Puneet Chadha PRO and spokesperson Ministry of Defence Shrivastava region). thanked State Bank o India, Ahmedabad Circle for this noble gesture.

ಕೋವಿಡ್ ನಿರ್ವಹಣ



'ಕಾರ್ಪೊರೇಟ್ ಸಾಮಾಜಕ ಹೊಣೆಗಾರಿಕೆ' (ಸಿಎಸ್ ಆರ್) ಚಟುವಟಕೆ ಮಡಿ 15 ಸಾವಿರ ಹೋಂ ಬಸೋಲೇಷನ್ ಕರ್ಚಗಳನ್ನು ಬಿಐಎಂಟಗೆ ನೀಡಿದೆ. ವ್ರದ್ಧಕೀಯ BUT HURD

ಬೆಂಗಳೂರು: ಕೋವಿಡ್ ತಡೆಗೆ ನೆರವಿನ ಹಸ ಚಾಚಿರುವ ಸ್ಪೇಟ್ ಬ್ಯಾಂಕ್ ಆಫ್ ಇಂಡಿಯಾ ತನ

ಜನೋರೇಷ್ಟ್ ನಲ್ಲಿರುವ ಕೋವಿಡ್ ಸೋಂಕಿತರಿಗೆ ಆದರಲ್ಲೂ ಮುಖ್ಯವಾಗಿ ನಗರದಲ್ಲಿ ಪಾಸವಾಗಿರುವ ಆರ್ಥಿಕವಾಗಿ ಮರ್ಬಲವಾಗಿರುವ ರೋಗಿಗಳಿಗೆ ಆದತೆಯ ಮೇಲೆ ನೀಡಲಾಗುವುದು. ಎಸ್ಬರ ಆಡಳಿತ ಕಚೇರಿ ದೆಂಗಳೂರು ಇದರ ಉಪ ಪರಾಸ



ಔಷಧಗಳನ್ನು ಒಳಗೊಂಡ ವೈದ್ಯಕೀಯ ಕೆಟ್ ಗಳನ್ನು ಉಜ್ಯರ್ ಕುಮಾರ್ ಘೋಷ್, ಆಯುಕರು ಖಜಾನೆ

ಪ್ರಾದ್ಯೇಶಿಕ

Need further stimu loss of working hou

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మ్రజాశకి - గుంటూరు

కోవిడ్ నియంత్రణ, బాధితులకు సాయం కోసం దాతలు, పామాజిక సేవా సంస్థలు, ఎస్జేజులతో కమిటీని (పథుత్వల ఏర్పాటు చేస్తుందని, సేవా కార్యక్రమాలు చేసేవారంతా ఇందులో సభ్యులుగా ేసవలు అందిస్కారని జీల్లా జాయింట్ కలెక్టర్ ఎఎస్ దినేష్టుమార్ పేర్కొన్నారు. రిలయన్స్ ఫౌండేషన్, బారతీయ స్టేడ్బ్యాంక్ సహకారంతో రూ.8 లక్షలతో సమకూర్పిన 5 ఆక్సీజన్ కాన్ఫస్ట్రెటెటర్లు, 200 ఆక్సీమీటర్లు, 10 డీజెటట్ దర్శామీదర్లు 500 గౌజులు 12 వేల శానిటెజర్లు, 7 వేల మాస్క్ఆను జెసి ద్వారా రెడ్జాన్ సాసైటీకి గురువారం ఆందజేశారు. జెడ్డిపి ప్రాంగణంలో నిర్వహి ంచిన కార్యకమంతో జెస్ మాట్లడుతూ కరోనా వియంత్రణకు దాతలు ముందుకు రావడం అభినందనీయుమన్నారు. గ్రామీణ

సవివాలయ ఉద్యోగులు, వాలంటిర్మతో కలిపి కమెటీని వేస్తామని, గ్రామాల్లోనే బసోలేషస్ సెంటర్లు ఏర్పాటు చేసుకోని కోవిడ్ నియంత్రంకు ఆయా కమిటీలు కృషి చేస్తాయని చెప్పారు. భారతీయ స్టేట్ బ్యాంకు రీజనల్ మెనేజర్ ఎం.నాగవేడి మాట్లడుతూ కోవిడ్ మహమ్మారిని నిర్మాలనకు తమ వంతుగా రూ.75 కోటుక్ష అర్పు చేయసున్నట్లు వెల్లడించారు. వ్యాక్సనేషన్ కోసం రూ.11 కోట్లు సీఎం ಫಂಡಿತು ಅಂದಹೆತಾಮನ್ನಾರು రిలయన్స్ పౌందేషన్ ప్రోగ్రాం సపోర్టర్ డి.మాణిక్యరావు మాట్లాడుతూ త్వరలో ేపదలకు అన్నదానం చేపడతామన్నారు కార్యక్రమంలో సోషల్ చెల్నేర్ డిహ్యాటీ జైరెక్టర్ మధుసూదనరావు. రెష్క్రాస్ పొంపైటీ వైస్ [జనీడెంట్ ఓరామచ රස්ගක, විකුරයි එළුගැර

for disabled bank staff

SPECIAL CORRESPONDENT NEW DELHI

The Union Social Justice and Empowerment Ministry on Thursday said perwith disabilities (PwD) employed by public sector banks and insurance companies would be given special leave without loss of pay for the duration of the lockdown imposed in the wake of the COVID-19 pandemic.

The Department of Empowerment of PwD under the Ministry took up the is-"STREEDHA sue with the Finance Minis-(LADIES OF SBIF) try's Department of Finanafter receiving information that State Bank of India ADN was treating the absence of

ENSECONOMIC BUREAU NEW DELHI, NOVEMBER 9

AN ADDITIONAL direct fiscal stimulus of 3-5 per cent of the gross domestic product (GDP) might be required to offset the loss of working hours in the country following the outbreak of the Covid-19 pandemic, State Bank of India (SBI) said in its research report on Monday.

Citing the recent estimates of loss of working hours by the International Labour Organization (ILO), SBI said "the maximum hours lost was in Q1

2021, when the lockdown was severest".

"The total number of hours lost for all these periods comes to 5948 crore hours ... the govemment might thus need to give a further direct fiscal stimulus of the size of 3-5% of GDP to offset the gap between the equivalent fiscal stimulus and the labour market disruption through loss of working hours," the report by SBI said.

mobility, RTO transactions, man-

The Indian economy has picked up momentum in October, the report said, citing indicators of vehicle sales, Apple

రూ.3.85 లక్షల పీపీఈ కిట్ల వితరణ



అసుపత్రి సూపలించిందింటేకు వైద్య సౌమగ్రీ అందిస్తున్న ఎస్జ్ అర్ఎం సాంబమూర్తి తదితరులు

అనంతపురం అగ్రికల్చర్: కరోనా నివారణకు సంసాగత సామాజిక బాధ్యతలో భాగంగా

స్టేట్ బ్యాంకు ఆఫ్ ఇండియా (ఎస్ఓీఐ) రూ.3.85 లక్షలు విలువ చేసే పీపీఈ కిట్లు. ఎన్-95 మాస్కులు. గ్లౌజులు, శ్యానిటైజర్లు ప్రభుత్వ వైద్యులకు అందజేశారు. ఆదివారం స్తానిక ప్రభుత్వానుపత్రిలో ఎస్బీఐ రీజనల్ మేనేజర్ సాంబమూర్తి ఆధ్వర్యంలో వాటిని ఆసుపుత్రి సూపరెండెండెంట్ డాక్టర్ డాక్టర్ రామస్వామి నాయక్కు అందజేశారు. కార్య క్రమంలో ఎస్బీఐ అధికారులు శ్రీకాంత్. డాక్టర్ గోపాలకృష్ణనాయక్. శ్రీనివాసరావు. నరేంద్రరెడ్డి, పవన్, గోపాలకృష్ణ, మహేష్, తిరుపాలయ్య. కోవిడ్ ఎంపీహెచ్ఈవో ఆర్.లక్ష్మినాయక్ తదితరులు పాల్గొన్నారు.



સ્ટેટ બેન્ક ઓફ ઈન્ડિયા ફાઉન્ડેશન અને સ્ત્રી ધન (લેડીઝ ઓફ સ્ટેટ બેન્ક ઓફ ઈન્ડિયા કેમિલી) દ્વારા વડનગરનની સીવીલ હોસ્પટલને પાંચ વેન્ટીલેટર, ત્રીપલ લેયર માસ્ક, પીપીઈ ક્રીટ અને હાથના મોજા આપવામાં આવ્યા હતા. આ પ્રસંગે મહેસાણાના સાંસદ શારદાબેન પટેલ, સ્ટેટ બેન્ક ઓફ ઈન્ડિયાના ગુજરાત મેંડળના મુખ્ય મહાપ્રબંધક દુખબંધુ રથ સહિત એસબીઆઈ અને સીવીલ હોસ્પિટલના કર્મચારીઓ ઉપસ્થિત રહ્યાં હતા. સ્ટેટ બેન્ક ઓફ ઈન્ડિયાની આ કામગીરીને સાંસદ શારદાબેન પટેલે બિરદાવી હતી.

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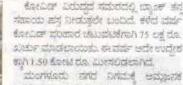


ఇతరులకు ప్రేరణ కావాలి

ఎస్ట్లిబ్ ఎండ్ చల్లా (జీసివాసులు శెట్టి

బ్రాహాక్షి - హైదరాబాద్ బ్యార్ సైద్ బ్యాంకు అదే అందియా (ఎస్టర్లు) కార్పినేట్ సామాజిక బాధ్యత కేంద చేస్పన్న సమీలు అతరులకు (సంగు కాబాలని ఎస్టర్లు మేసేజంగ్ వైస్వర్ చల్ల క్రిక్సములు శిద్ధి అకాంత్రించారు. ఎస్టర్లు అమకావత్ సధ్యద్ సమీలన్ కాబ్రా మంగగవారం పలు సామాజిక కార్యక్రమాలు నిర్వహించారు. మిజయవార పీస్టర్లయాల్ క్రామణ పొందేషన్ ప్రవిష్ణియిన 300 మగికిడి యాంధ్రాలను అయన ఆందక్షిశారు. శ్రీ పెద్ది పొలు సేవా బ్రాప్డ్ గుంటూడుకు రెండు సోడార్ పంపులు ఒక ఎక్స్ రే మిషన్ వితరణ. లేశారు. చిన్న ఎక్కకులు నిరక్షనాలనే పగ్యప్రాటి

ಣೆಗೆ ವೈದ್ಯಕೀಯ ನೆರವು



ಜನರೇಟರ್ ವೀಡಲಾಗಿದೆ. ಅಲ್ಲರ್ಡ್ ಗುಲ್ಲರ್ಗಾ ವೈದ್ಯಕೀಯ ಸಂಸ್ಥೆಗೆ (ಜಮ್ಮ್) 100 ಅಮೃಜನಕ मध्याता में दौराधिने कार्याद्याता देखा कार ಸಂತ್ಥೆಗೆ ಬಳ್ಳಾರಿ ಇವರಿಗೆ ಅಂಬುಲೆಕ್ಟ್ ಮತ್ತು ಇತರ

ఎస్ట్ జీఫ్ స్ట్రఫలు స్క్రూల్హిందా ర రవ్యాక పాసైలీకో - ల్వీమీలల్లు ధర్మామీ



TAGAL YDY

भारतीय स्टेट बैंक ने १५००० होम आइसोलेशन मेडिकल किट दान की

बंगलुक / दक्षिण भारत

भारतीय रटेट वैक, बेंगलक सकेल ने बॅगलूरु महानगर पालिका (बीबीएमपी) को 15000 होग आइसोलेशन मेडिकल किट दान किए हैं। इनका इस्लेमाल शहर में रहने वाले आर्थिक रूप से गरीब कोविड पॉजिटिव शेगियों में बांटे जाएंगे।

एसबीआई प्रशासनिक कार्यालय के उप महाप्रबंधक प्रवीण कुमार ने आईएएस उड़्यल कमार धोष, आयुक्त कोषागार और आयुक्त सयक शिवस्वामी बीबीएमपी (पश्चिम क्षेत्र) को 7 दवाओं से युक्त चिकित्सा किट सींपी। इस अवसर पर स्टेट बैंक के अधिकारी रमेश बाबू, क्षेत्रीय प्रबंधक सुभिजानंद रेड्डी और मुख्य प्रबंधक एस पी दालार उपस्थित

एसबीआई बेंगलरू सर्वल ने

कोविड 19 के खिलाफ लडाई में समर्थन दिया है। पिछले साल कोविड सहत गतिविधियों के लिए 75 लाख रुपये खर्च किए गए थे और इस साल के लिए 1.50 करोड रुपये का प्रावधान किया गया है। एसबीआई ने मेंगलोर सिटी कॉरपोरेशन (एमसीसी) को एक मेडिकल ऑक्सीजन जेनरेटर दान किया, क्योंकि जिले में कोविड रोगियों के लिए ऑक्सीजन की कमी देखी जा रही है। साथ ही एसबीआई गुलबर्गा इंस्टीट्यूट ऑफ मेडिकल साइसेज, इंडियन रेड क्रॉस सोसाइटी, बेह्यारी को एम्बुलेंस और 100 ऑक्सीजन सिलंडर की आपूर्ति के दान पर विचार कर रहा है।

पिछले साल महामारी के प्रकोप के दौरान, एसबीआई वंगलक सकल ने कर्नाटक सरकार को 1600 पीपीई किए और केंद्रीय

694 पीपीई किट दान किए से, जो अंतरराष्ट्रीय हवाई अब्रु, बेंगल्स में वंदे भारत मिशन ड्यूटी पर थे। मैसूर और तुमकुर जिले में नगर पालिका कार्यकर्ताओं के उपयोग के लिए वैंक द्वारा 5000 नारक दान किए गए थे। अक्षय पात्र फाउंडेशन, बॅगलुरु के माध्यम से वंशितों, देनिक वेतन भोगियों और प्रवासी अभिकों को 24,04,2020 से 19.05.2020 तक 25 दिनों के लिए प्रतिदिन 2500 भोजन पैकेट दान किए गए थे। कर्नाटक स्टेट लॉजिस्टिक्स येयन्हाउसिंग सोसाइटी क्र माध्यम से कर्नाटक सरकार को 26.22 लाख का दान दिया गया। एसबीआई बेंगलूर सकेल दारा मंगलूक और उडुप्पी के अस्पतालों को कुल 16.63 लाख रुपये की लागत से 10 वंटिलेटर दान किए

US OF 3-5% OF GDP REQUIRED' lus to offset ırs: SBI research

ng PMI, GST e-way bills, consumption, vehicle Il index, food arrival and

numbers have become when compared to the id levels, and they have ssed the peak reached in ear for some including cturing index, GST e-way nicle sales (from the posel reached 2 years ago). er, RTO revenue collecverconsumption freight

ట్లు, గ్హౌప్మ్, మాస్కుల అందజేత

కరోనాపై పోరాటానికి

ఎస్బీఐ రూ.71 కోట్ల కేటాయింపు ఆక్సిజన్ కాన్పంటేటర్లు, పల్స్ ఆక్సీమీటర్లు,

డిజిటల్ థర్మామీటర్ల అందజేత

INDIAN RED CROSS SOCIETY

State Bank of India to hold virtual AGM on June 17



ఆమరావతి, మే 20 మనం మ్యాస్: కరోనాపై పోరాటంలో భా గంగా కార్పొరేట్ పామాజిక బాధ్యేత కింద స్ట్రీట్ బ్యాంక్ ఆఫ్ ఇండియా (ఎస్ట్లీబ్) రూ.71 కోట్లు కటాయించింది. స్ట్రీట్ బ్యాంక్ ఆఫ్ ఇండియా పొండిషన్ దూ.8 లక్షల విలుపైన 5 ఆస్ట్రి జన్ కాన్పంటేటర్లను, 200 పెల్స్ ఆస్ట్రీమీటర్లను 10 కాంబాక్ట్రెస్ డిజిటల్ భర్మామీటర్లను గురువారం రెడ్ క్రాస్ స్వాటీ గుంటూరు బ్రాందికి అందటేసింది. ఎస్ట్రేవ్ గుంటూరు సబర్బవే స్ట్రీజరులో మేగేజర్ ఎం.నాగవేజీ వీటిని అందిందారు. గుంటూరు జాయింటే కలెక్టర్ ఎపట్ దవేష్ కుమార్ ఈ కార్యక్రమంలో పాట్గొన్నారు. ఈ సందర్భంగా వాగవేజీ మాట్లా డుతూ ఈ కరోనా నమయంలో విగియోగదారులు సుర్మతంగా

Mumbai, June 10

STATEBANK OF India (SBI) is set to host a virtual general meeting for its shareholders on June 17 in view of social-distancing norms amid the Covid-19 outbreak. The agenda of the meeting is to elect four directors to the bank's board from a list of five candidates, the bankinformed the stock exchanges. SBI is also keeping the option of a physical meeting open and this will be subject to clearance from the concerned authorities.

"In view of the outbreak of the Covid-19 pandemic, social distancing norm to be followed and the continuing restriction on the country, the Board of Directors of the bank has decided to adopt the guidelines issued by ministry of corporate affairs and Sebi (Securities and Exchange Board of India) in respect of conducting general meeting of the bank through VC/OAVM (video-conferencing/other audi-visual means) and providing e-voting facility to the shareholders in addition to the exist-ing provisions of the SBI Act and SBI General Regulations, 1955," SBI said in the

communication to the exchanges.

The five candidates for the directorships are Ganesh Natarajan, Ketan S Vikamsey, B Venugopal, Mrugank M

Paranjape and Vinod Kumar. Shareholders can participate in the ensuing general meeting for the election of directors through VC/OAVM, which may not require physical presence of members at a common venue. The "deemed venue" for the meeting shall be State Bank Auditorium, Corporate Centre of the bank. "If the conditions are conducive and the local authorities permit for conducting the general meeting, then physical meeting may

take place," the notice added. Companies like Tata Consultancy Services in India and Bombardier in Canada have announced plans to hold virtual meetings of their shareholders.

31 family donates entilators

der the present Covid-19 pandemic uation, the SBI foundation and ladies embers of SBI family have come forward donate 5 ventilators at Dharpur MERS) Medical College & Hospital on gust 19, 2020. SBI Ahmedabad Circle ief General Manager Dukhabandhu Rath



handed over the article to Dr Yogesh Anand Goswami, superintendent and dean, GMERS Hospital and College Dharpur in the presence of Dr Arvind Parmar, chief district medical officer, Patan; along with other medical college dignitaries. Medical College and Hospital Superintended Dr Goswami conveyed his thanks to State Bank of India, Ahmedabad Circle for this noble gesture.

Credit Card Payouts Up

Axis Hank, Kotak Mahindra, RBL Bank and SBI Cards said card-ba-sed transactions have returned to about 70-80% of pre-Covid volu-

While the recovery has been sharper for payment by credit card, with a sizable chunk of it taking place online, debit card pay-ments have also grown from May

The catalyst for recovery has been the opening up of ecommerce for non-essential goods and a digi-tal shift in spend-heavy sectors such as entertainment and education, said executives monitoring

these crends at top banks. However, spending in segments such as aviation, fuel, movies and dining remain subdued since people are traveling less and cinema halls and restaurants remain closed.

"There has been a sharp surge in payments to OTT (over-the-top) and education platforms," said Deepak Sharma, president and chief digital officer at Kotak Ma-hindra Bank. OTT refers to servi-cessuch as Netflix.

We have also seen an increase in retail spends on ecommerce plat-forms in June, which is contribu-ting heavily to our volumes," said Vishwas Patel, CEO of CCAvenue, a leading payment gateway "This

could be because of pent-up de-

FULL RECOVERY TO TAKETIME
The trend reflects a gradual revivalin consumer sentiment butfull recovery could still be some time away experissaid.

While the recovery indigital payment trends going from April to June has been positive, one has to account for the fact that the sector was growing sharply before the pandemic," said Sanjeev Moghe, EVP, cards and payments, Axis Bank, "The sector was recording 25-30% annual growth. By those calculations we are still 35% away from where we would have been." Those managing offline digital

payments at stores in the country echoed such concerns. Volumes

being processed by payment com-panies at physical outlets remained nearly 50% down from pre-Co-vid levels.
"About 75% of stores managed by

us are now open," said Rajeev Ag-rawal, CEO, innoviti, which deplo-ys point-of-sale units. "While food and grocery payments are almost at pre-Covid levels, segments such as fashion, apparel and entertain-ment remain massively impacted especially in metro cities.

Demand for pharmaceuticals and electronic goods especially in tier 2 and tier 3 cities have largely contributed towards the slight recovery observed on its platform in June, he said. Innoviti's PoS ma-chines power digital payments at more than 20,000 stores across the

it - Rs 228.84 crore - is estimated sala-

Indian Bank/IDBI Bank donation:

State-owned Indian Bank today said its

43,000 employees have voluntarily donat-

ed their one day's salary, amounting to Rs

8.10 crore, towards the PM-CARES Fund

shown their commitment to the nation

by voluntarily contributing one day's

salary totalling to Rs 8.10 crore to the

PM-CARES Fund towards control of

COVID-19 in the country," according to

Separately, LIC-owned IDBI Bank

"IDBI Bank cares about the health and

said it has donated Rs 3.9 crore towards

well-being of our fellow citizens, and

through this contribution, we support

the efforts of the government in fight-

ing the coronavirus pandemic," the

bank's Managing Director and CEO

'The bank's 43,000 employees have

ry contribution to the fund.

to fight the COVID-19 crisis.

a statement.

the fund.

RBI needs to monetise deficit, says SBI report

At a time when market appetite is low due to COVID-19 pandemic, there is a need to monetise deficit with the Reserve Bank subscribing to the primary issues of dated central government securities, a SBI report has suggested. PTI

SBI chief more cal govt res

AGENCIES

Terming the relief package

as timely intervention, SBI Chairman Rajnish Kumar on Thursday said more calibrated responses in com-

New Delhi

Digital Payments Bounce Bo

mhai: Digital paymen: rransac subrough the Unified Payment Mamma: Express payment transactions through the Unified Payment Interface (APP), cords and mobile wifers have mode a more. Vestaged recovery this morne. Volumes than planged country-wide lockedown so across the spread of the Cords Septimization. UPF, operational by the National Payments Corpor Indias (NPCI), processed 1.20 Ellion transactions worth #2.31 lakh crore-until June 20 to most recorded by the National of the most recorded by the Channel in a morne. Reserve Barris of Indias (NPCI), processed 1.638 dates Section (1.10 mornily volume in April 1888 200 Ellion in mornily volume in April 1888 200 Ellion in mountaining (e.g. 1.13 and crore, recording the Sharpers assets on country in the process assets on the the process as a process as

Post V-shaped recovery in June as online spend picks up The DPI increase is the an ecosu-more increasingly paying utility and shopping bills through coun-

> Volume Value (M) (r C) 1,328 222,500 1,422 231,800

State Bank of India to reverse March EMI if

SPECIAL CORRESPONDENT

country's largest lender and

The moratorium was an-

SBI customers who want to avail themselves of the



Rescue act: SBI customers need to o themselves of the EMI moratorium

usual course," SBI said of customers who do not wish to avail the moratorium

SBI has also clarified that if a customer has already paid the EMI for March, then the amount will be reversed

Finmin officials, banks, FIs contribute Rs 430 cr

NEW DELHI, April 5: Officials of Finance Ministry, banks and other public sector financial entities under the administrative control of the ministry have contributed Rs 430.63 crore towards PM-CARES Fund for providing assistance to those impacted by COVID-19 pandemic.

The Prime Minister's Citizen Assistance and Relief in Emergency Situations (PM-CARES) Fund was created on March 28, following the COVID-19 pandemic.

The dedicated national fund has been set up with the primary objective of dealing with any kind of emergency or distress situation as posed by the COV-ID-19 pandemic, and to provide relief to the affected people, the Finance Ministry said in a statement.

The country's largest insurer, LIC, was the highest contributor to the fund with a contribution of Rs 105 crore, followed by the country's largest lender State Bank of India with Rs 100 crore and India Infrastructure Finance Company Ltd (IIF-

General Insurance Corporation was at fourth position with a contribution of Rs 22.81 crore. The administrative department of banks and financial institutions have collected Rs 7 lakh.

Besides, officials of Central Board of Direct Taxes and Central Board of Indi-

PM-CARES Fund

rect Taxes have garnered Rs 23 crore for the fund, while Revenue department officials have pooled in Rs 2 crore.

Similarly, the Department of Economic Affairs (DEA) has collected Rs 15 lakh. while Security Printing & Minting Corporation of India Ltd (SPMCIL), under the department, has contributed Rs 5.19

Public sector financial institutions have pledged both employees' contribution as well as corporate social responsibility (CSR) funds and others.

Out of the Rs 430 crore, nearly half of

Rakesh Sharma said in a release. - PTI SBI Foundation announces slew of measures to fight COVID-19 battle

As the Nation faces an unprecedented challenge, true to its vision and mission SBI Foundation, the CSR arm of State Bank of India, has committed Rs.30 or to impleme various COVID relief programmes all across India. SBI Foundation has geared up to assist in the war against COVID and has planned the Food relief support, Strengtheni healthcare infrastructure, Capacity building of healthcare workers, Research on COVID related projects in the up with IISc. To implement these initiatives, SBI Foundation has a up a new flagship program on Health theme. Distribution of ventilators, PPEs etc to critical hospitals and supply of 10000 freshly cooked meals daily in 4 centres of India has already been initiated. SBI Launching of Project Echo India in partnership with ECHO India and MoHFW to provide training and mentoring to 50000 healthcare professions across various states, has been another achievement by SBI Foundation. Another program launched is the India COVID-19 Healthcare Alliance (ICHA) with USAID, a heal care initiative to supplement the efforts of the State and Central Governments. Rajnish Kumar, Chairman, SBI stated, "We, at SBI, have always believed in giving back to to society and the nation. Today, when the COVID-19 pandemic has posed unprecedented challenges for the Country, we hope our humble initiatives would make a difference our collective fight against COVID-19. SBI is constructively engaging in collaborative and proactive action to fight the COVID-19 pandemic in India. Our pensioners have go the extra mile by contributing generously to the CDVID relief fund in response to my appeal and have become a true force for good at this time of national crisis. We would like extend a personal thank you to all of them, our partners for their added support and encourage more corporates and public sector enterprises to join us in our war again COVID-19, "ACOVID-19 relief fund was also launched by SBI Foundation to mobilise funds for fighting COVID-19 pandemic. SBI Mahila Samiti President Smt. Reeta Agarweichorted the wives of employees to donate for the cause and there was overwhelming response resulting in huge collection. The funds will be used to supply ventilators to critic hospitals all across India and in providing food kits to the needy. Reeta Agarwal said, "This contribution signifies that the ladies club members all over India vigorously railied as united to mobilize funds to support those suffering from the effects of COVID-19. I believe it is our duty as relatively more fortunate citizens of India, to rise to the occasion mitigate the pain and anguish of our fellow citizens. Our members all across India are proud to be able to help make a difference in the fight against this virus.* SBI Foundation was set up in 2015 with the aim of reinforcing the Bank's commitment to enriching the lives of the marginalized and be the leading institution for promoting growth and equali

l to Pass On (ut to Borrowers State Bank of India, the

>> From Page 1

"Together with the measures announced today (Friday), RBI's liquidity injection works out to about 3.2% of GDP," the central bank said.

The RBI cut the key policy repo rate by 75 basis points to a historic low of 4.4%. It also lowered the cash reserve ratio (CRR), the proportion of cash that banks need to keep with the RBI, as part of its liquidity measures. One basis point is 0.01 percentage point. During the global financial crisis, the repo rate — at which the central bank lends to banks — was cut to a low of 4.75%

The State Bank of India said late on

serve financial stability."

Notably, the monetary policy committee scrapped the inflation and growth forecasts for the year as the impact of Covid-19 is unpredictable.

A three-month moratorium on loan repayments was declared across the board for companies and individuals. Banks have been given leeway in determining working capital cycles and limits to help corporate borrowers tide over the current crisis. Individuals with home and car loans will get a similar three-month relief in repaying loans. Loan tenors will get extended accordingly.

"The moratorium is being provided

Bank of England in slashii private sector lenders ICICI wing costs and flooding th started activating the loan with liquidity. While many r repayment moratorism ophad been quick in delivering tion for customers. to calm investor nerves, they blamed for sparking a knee- nounced by the Reserve tion that saw the effects vapor Bank of India last week in few days. The RBI on the cor view of the financial stress ced flak for not moving qui faced by borrowers followugh, but has now come up wi ing the lockdown declared age that addresses various companies, individuals a pandemic. nancial markets.

The benchmark bond rallie moratorium, are required to points to 5.98% but pared som sendan email to avail the opend at 6.14% versus 6.22% on 1 tion. "No action is required. The Sensex erased a 4% ga They may continue to pay in

एसबीआइ ने पालिका को दिए 15 हजार होम आइसोलेशन किट

पंत्रिका स्पन्न नेटवर्क

बेंगलूह सार्वजनिक क्षेत्र के प्रार्थीय घेट केंद्र ने कार्यीर सार्वजन पाणीवारी के तहत को कोरोना संक्रमिनों के लिए 15 गजार होच अग्रमारोगन किट

प्रकारिका के व्यापीय प्रमाधनिक कार्यालय के उपमहाप्रथणक प्रधीण क्रमार ने

है। इस मंथि पर तेन के प्रजास रमेश सान, क्षेत्रीय प्रजास सुमीनन्द रही पुरस्त प्रशास एमची कार सी मोन्स् या बेना ने एसवी दक्षर भी मोहर था लेक ने पिछले साल बॉग्रीम से मुद्दे सहन बवारी के लिए 75 लेक रुपए सर्वा किए हे लेकी पुस्त मान केंद्र मार्थ कर के लेकी पुस्त मान किया पुष्ट है कि में मालूक भार निर्मय को पिछलान औं स्वीतान क्षम्प्रेटर और गुललान अर्जु प्रकार करनाव को 100 ऑस्सीमान मिलांस के मित्र स्वामानों के मान से रहत ब्रॉन्स बोरावार के साल से रहत ब्रॉन्स बोरावार बारावार के साल से रहत ब्रॉन्स

from an account of the

growth by 90 bps: SBI report

A blend of monetary and fiscal policy could be the best option

COVID-19 will impact GDP

SPECIAL CORRESPONDENT

The spread of COVID-19, the deadly pandemic, which has impacted several sectors especially transport, tourism and hotel industries, could impact the economic growth of the country by 90 basis points, a report by State Bank of India said.

"On the demand side, inoperability analysis for three sectors, namely transport, tourism and hotels, shows significant impact on demand and hence output. On an aggregate basis, we estimate that the impact of a 5% inoperability shock could be 90 basis points on GDP from trade, hotel and transport, storage and communication segments, that could be spread over FY20 and FY21,

The supply shock can lead to to higher price of inputs, the report said

with a larger impact in FY21," the report authored by Soumya Kanti Ghosh, Group Chief Economic Adviser, SBI, said. The report noted that while India had till date responded quite well to the COVID-19 crisis, the financial markets had been significantly impacted.

Since China is an important source of critical inputs for many sectors, the supply shock can lead to to higher price of inputs, which, in turn, could affect the price of all the commodities up the supply chain, it said.

The report also pointed

out that a simultaneous demand and supply shock to the economy will also have implications for the banking sector. The demand side shock is expected to lead to an output loss of 1.2% in banking and insurance combined.

"We believe that in the current COVID-19 outbreak, a combination of monetary and fiscal policy could be the best option," it said.

The report proposed additional revenue due to increase in excise duty on petrol and diesel, which is in the range of ₹35,000 crore to ₹40,000 crore, could be spent on providing relief to people of the lower strata, who will lose income because of shutdown of commercial activity in the States. Business recovery: 'SBI near 80% of pre-Covid levels'

"When it comes to corporate credit growth, we have to be mindful of the fact that not many corporates are going to the credit market. They are going to the debt capital market. So if we the debt capital market. So if we add up our growth in the non-SLR portfolio, the growth would be about 10%, be said, adding that SBI will need to readjust to thenew realities and the requirements of corporates.

SBI is closely monitoring the cash flows of its corporate accounts. Based on that broad indicator there is little to worry.

indicator, there is little to worry about where the health of these accounts is concerned. "If that is the guide of the health and quality of the assets, perhaps I would not say that everything is hunky dory, but of course whatever we have seen in terms of stress is not something which will be a cause of worry for us," Khara said. The bank has already provided for all its legacy accounts and its corpo-rate provision coverage ratio (PCR) is around 85% and overall PCR is 83%. As for new cases. there is no visibility on which

group of people," he sa Khara said that tl recent initiatives to r leaner corporate struc more specialised ve aimed at better delive vices to the customer, focus area. "Lookin opportunities availal various customer ses really the focus, it wil cost-to-income ratio more than the cost, shore upour income by a better and focused That will be a more in lever for us to improve to-income ratios."

expects ibrated

ery well det einforcing ntent that r e deprived o ies in tod imes. We a nore calibra

एसबीआई फाउडेशन ने इंडियन रेंड क्रास सोसायटी को दान दिया आक्सीजन कंसन्ट्रेटर्स

ick to Pre-Covid Levels

UPI transactions at 1.42b highest in a month

Utility bill payments

online market prisettle trait offices of the country have more opened in Separately turb based trains are also per of the country have more opened in Separately turb based trains are also recovering with volume and value processed for backs swings a gradual revival to pro-Covitiscale.

k activate moratorium

already paid



nly send an email to avail option. *REUTERS

he customer sends in a reest. "Interest shall contie to accrue on the outnding portion of the term n during the moratorium riod," SBI said.

Commenting on impact in e of home loans if the EMI is deferred, SBI said that fo a loan of ₹30 lakh with a r maining maturity of 15 year. the net additional interewould be about ₹2.34 Iakl which is equal to eight EMIs. "For a loan of 76 lakh with

a remaining maturity of 54 months, the additional interest payable would be 819,000 approximately, equal to additional 1.5 EMIs," SBI said on the impact in the case of auto loans.

Both ICICI Bank and HDFC Bank have also activated the options in their websites to avail moratorium. Customers have to fill in a simple form giving loan account numbers and other details to avail themselves of

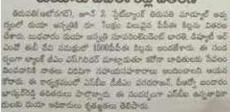


कोविड-19 महामारी के चलते अपने कार्पीर सामाजिक दावित्व निभाते हुए अग्रणी बैंक एसबीआई फाउंडेशन द्वारा इंडियन रेड क्रास सोसायटी को आवसीजन कंसट्रेटर्स सहित अन्य उपकरण का दान

एसबीआई ने 71 आवंटित किये है करोड स्पये तथा क्षेत्रीय प्रबंधक श्रीमती एम, नागवेणी ने स्टेट वैंक आफ इंडिया फाउंडेशन की ओर से इंडियन रेड क्रास सोसावटी को आवसीजन कंसट्रेटर्स, पत्स आक्सीमीटर्स, कांटाक्टलेस

कांटाबटलेस डीजीरल धर्मामीटर्स शामिल हैं। इसमें यह भी बताया गया कि गुंटर जायंट कलेक्टर एएस दिनेश कमार कलक्टर एएस दिनेश कुमार आईएएम की उपस्थिति में संबंधित उपकरण डोनेट किये गये। इस मामले में एसबीआई बैंक क्षेत्रीय

రుయాకు పేపీఈ కేట్ల వితరణ





CSR drive for COVID-19 relief

Under the present Covid-19 pandemic situation, SBI foundation and lady members of SBI family have come forward to donate premium performance portable colour doppler ultrasound machine: M7 Premium at Sardar Vallabhbhai Patel Institute of Medical Research



Ahmedabad on September 3, 2020. SBI Ahmedabad Circle Chief General Manager Dukhabandhu Rath handed over the article to Dr S.T. Malhan (Superintendent), in the presence of Dr Pratik Patel (Dean). Ramya Bhatt (CEO), Dr Pankaj Patel (Ex-Dean), Dr Bhaveh Dave (Assistant Superintendent), along with other medical college dignitaries. Medical College & Hospital Superintendent Dr S.T.

No impact of coronavirus on int'l fund raise: SBI MD

TIMES NEWS NETWORK

Mumbai: The coronavirus pandemic that is taking its tol on global trade and travel is no impacting capital raising, said SBI managing director Dinest Khara.

> "The virus has had an impact or industries like au to and pharmaceu tical, which are de pendent on supply

chains, but for SBI there is no impact " said Khara who is in

SBI donates 15k home-isolation kits to BBMP

BENGALURU, DHNS: State Bank of India (SBI), Bengaliiru Circle, on Wednesday gave away 15,000 home isolation medical kits to the BBMP to be distributed among the poor afflicted by Covid-19.

Deputy General Manager at SBI's Bengaluru Administrative Office Praveen Kumar handed over the kits comprising of seven medicines to Ujwal Kumar Ghosh, IAS, Commissioner-Treasury, and Shivaswarny, BBMP Joint Commisstoner (West Zone).

Supporting the fight against Covid-19, SBI Bengaluru Circle allocated Rs1.5 crose this year.

1500 పీపీతు కిటు అందజేసిన ఎస్జ్రోకి

ಕರುವಕ ಪ್ರಕ್ರಾಮಗರ ನಿರುವಿಕ ಕುರ್ಯ ಪ್ರಕ್ರಾಕ (ක්ස්ස්) කොරියෙ වීම බලය යිල් විම්ලබන dictare dedected or 7 ego beign 1900 Show Agric Dates those terms in broade සමේ පසුව පවසේ බාධ්ය සුමාදයක පෙසම අරා අදලුකුගෙන් බාධ්ය සමසේ ධ්යම්ක බව අපරේ delay sources, both wighted became

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હિંમતનગર મેડીકલ કોલેજને એસ.બ વેન્ટીલેટરની

મેડિકલ કોલેજની સાવધામાં વધારો થતા જિલ્લાની જનતાને

> લાભ થશે ગુજરાત ની અસ્મિતા

સાબરકાંઠા, તા ૧૭ સાબરકાંઠા જિલ્લાની મેડિકલ કોલેજ હિંમતનગરને જિલ્લા સમાનતાંની ઉપસ્થિતમાં ભારતીય સ્ટેટ બેંક (એસ.બી.આઇ) દારા પ વેન્ટીલેટર અપંજ કરાયા હતા. હાલમાં કોરોના મહામારીમાં ભારતની મોટી બેંક ગણાતી ભારતીય સ્ટેટ બેંક દારા આમ જનતાની અને વહિવટી તંત્રને મત ૧૫ થવા માટે રાજ્યની પાંચ મેડાકલ કોલેજોને ૨૫ વેન્ટીલેટર આપવામાં આવ્યા હતા. આ પ્રસંગે જિલ્લા સમાહતાંએ વહિવટી તંત્ર વતી

વેન્ટીલેટર સ્વીકારતા જણાવાં હતે કે.

કોલેજ ખાતે ૪૩ વેન્ટીલેટર હતા જેમાં નવા પ વેન્ટીલેટર ઉમેરાતા આજે મેડીકલ કોલેજમાં ૪૮ વેન્ટીલેટર ઉપલબ્ધ થયા છે. જેના કારણે ઇમરજન્સી સમયે વધુ લોકોના જીવ બચાવી શકાશે. જેથી જિલ્લાની જનતાને ઘર આંગણે મેડિકલની સારી સુવિષાઓ આપી શકાશે. આ સાથે સમગ્ર જિલ્લા વહિવટી તંત્ર અને જનતા

વતી એસ.બી.આઇ બેંકનો આભાર

માન્યો હતો. આ પ્રસંગે ભારતીય સ્ટેટ બેંક (એસ.બી.આઇ)ના ગુજરાત રીજ્યોનલ હેડ શ્રી દુખબંધુ રથ એ જ્ણાવ્યું હતું કે, કોરોનાના કપરા કાળમાં ડૉક્ટરો અને નર્સો ફન્ટ લાઇન વોરીયર્સ તરીકે દર્દીઓની ખુબ સારી સેવા કરી રહ્યા છે. આ સમયમાં દેશ પર આવી

પડેલ આકતમાં બેંક તરીકે અમ

આ મહામા ామాజిక సీవలో భాగం బ్ బ్యాంక్ కోవిడ్ మన డురో,దదంలో Rs. 71

एसबीआई ने हिम्मतनगर मेडिकल कॉलेज एंड अस्पताल को भेंट किए 5 वेन्टिलेटर



हिम्मतनगर @ पत्रिका, भारतीय स्टेट बैंक (एसबीआई) की ओर से कोरोना महामारी के दौरान साबरकाठा जिला मख्यालय हिम्मतनगर के मेडिकल कॉलेज एंड अस्पताल को पांच वेन्टिलेटर भेंट किए गए।

जिला कलक्टर सी.जे. पटेल ने वेन्टिलेटर स्वीकारते हुए कहा कि यह वेन्टिलेटर मिलने पर जिले की

रुपए दान किए गए हैं। इनके अलावा एसबीआई की ओर से गुजरात के अलग-अलग पांच मेडिकल कॉलेजी एड अस्पतालों को कल 25 वेन्टिलेटर भेंट किए गए हैं।

उन्होंने कहा कि इससे पहले. एसबीआई की ओर से 5 हजार पीपीई किट, डेढ़ लाख हैंड ग्लब तीन लाख ट्रिपल लेयर

मुख्यमंत्री राहत कोष के रि

એસબીઆઈ અમદાવાદ સર્કલ દ્વાર એસવીપી હોસ્પિટલને પ્રિમિય કલર ડોપલર અલ્ટ્રાસાઉન્ડ



સ્વેચ્છિક કાળાની રકમનો ચેક CMને અર્પણ કરાયો

અમદાવાદ ! કોરોના સામેની લડાઈ માટે એસબીઆઇના ૧૧૮૧૩ જેટલા કર્મયોગીઓના સ્વેચિંકક કાળાની એક્ત્ર થયેલી રકમની ૧૧ લાખ ૧૧ હજાર ૧૧૧ની રકમનો ચેક એસબીઆઇ અમદાવાદ સર્કલ ચીફ જનરલ મેનેજર દુઃખબંધુ રથ અને જનરલ મેનેજર આર. કે, અગ્રવાલ દારા મુખ્યમંત્રી વિજય રૂપાણીને ગાંધીનગરમાં તેમના નિવાસસ્થાને અર્પણ કરવામાં આવ્યો હતો.



અત્યારે કોરોનાની મહામારી હાલની પરિસ્થિતી જોતાં **કેમિલી ની લેડિઝ "સ્રી પન" દારા અમદાવાદ ખાતે કો**વિ ઇન્સ્ટિટ્યૂટ ઓક મેડિકલ સાઇન્સ એન્ડ રિસર્ચ (SVP) ડોપલર અલ્ટ્રાસાઉડ મશીન અર્પેલ કરવામાં આવ્યું તારીપ સર્કલ નામુખ્ય મહાગ્રભષક કુ:ખબેષુ રથ, ના વરદ હસ્તે ર પ્રતિક પટેલ, સી.ઈ.ઓ. રમ્યાબક, એક્સ ડીન ડો પંકજ દવે નીઇપસ્થિતી માં કોરોના૧૯ સામેના રક્ષણ માટેક્રીયિ અલ્ટ્રાસાઉડ મશીન અર્પણ કરવામાં આવ્યું. મેડિકલ કોલેજ માટે એસબીઆઇ અમદાવાદ સકેલ નો ખૂબ ખૂબ આભાર

એસ.બ À 4 મેડીકલ આપવા 4 4 24 હેન્ડ ગ્લ લેવર મ આપવા विश्वसः

મેડીકલ Salse, ગાંધી, ર aus, G ચૌધરી મેનેજર મેનેજર

ಟ್ಯಾಂವಿಂದಿ. ಕಾಗ್ಲಾ ಕ

్వాంక్ ఫొందేషన్ వారు కాన్ గుంటూరు నంస్థ !

ಲುಪಗಲ ವಿದ್ಯ ಪರಿಕರ್

ాన్పంటేటర్ను, ఆక్సీమీట

జిటల్ ధర్మామీటర్లు వి

మేష్ కుమార్ IAS గా ందుగా అన్నున్నారని భా

్యాంక్ గుంటూరు రేజన

క్రమం M . నాగ వేణి పజలందరూ తవ్వకుండా

ందేరానుసారంగా కోపెడ్

ాటించాలని. భారత్య

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్టుకేషన్ను ద్వారా ఇంటి

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హ్రీచేసుకోవాలని నూచి

ી.આઇ આપી

.આઇ ગુજરાતના કર્મિઓએ ૧૧ લાખનુ દાન કર્યું છે. સાથે ર રાજ્યની જુદી-જુદી પાંચ કોલેજોને પાંચ-પાંચ વેન્ટીલેટર નાં આવ્યા છે. અગાઉ બેંક દ્રારા પી.પી.ઇ કીટ, ૧.૫૦ લાખ સ, ૩.૫૦ લાખ જેટલા ત્રિપલ ાસ્ક મુખ્ય મંત્રી રાહત કંડમાં નાં આવ્યા છે.આ પ્રસંગે જિલ્લા ત્રધિકારી શ્રી ડો. રાજેન્દ્ર પટેલ, કોલેજના ડીનથી ડો. આશિય સી.ડી.એમ.ઓ શ્રી ડો.મયુર ાર.એમ.ઓ શ્રી ડો. એન.એમ મતનગર પ્રાંતશ્રી વતિનભાઇ એસ.બી.આઇ. જનરલ શે રમેશ અગ્રવાલ, રીજયોનલ શ્રી વિમલ ખાબિયા, બ્રાન્ચ

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రతీయ స్టేట్ లో మేనేజర్ గారు తెలిపారు. - మ్యాతం

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కమ్మారిని

కోల్లను

దంతో తన అక్క చేరదీసింది. గత నెల మే వేన బయ టకు పోయి వస్తానని చెప్ప కనిపించకుండాపోయారు. కుటుంబ సభ్యులు గాలించినా జాడ తెలియలేదు అతడి బావ బాదర్వలి కర్నూలు మూడో సట్టణ పోలీసులకు పిర్యాదు చేయగా, కేసు దర్యాస్త్మ చేస్తున్నారు.

ప్పారయరాజు సిలుపుని ర్వారు కేలు వ్యాప్తంగా అన్ని రాజాగా మండల కేంట్రాలో మంగళవారం పోస్తుకార్తు అర్మమార్కి ప్రారంకుండాలు ప్యాక్రయరాజు మాట్లపుతా



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విత్యక్ష మార్గం

కరోనాపై జాగ్రత్తలు అవసరు

కర్నూలు పాంస్క్స్ 840, న్యూస్ట్ మడే: కరోనా వైరస్ వ్యాప్త చెందకుండా ఉంటేందుకు ప్రతి ఒక్కరూ జాగ్రత్తలను పాటించాలని ఎగ్బీల డీజీఎం రవిమో హన్ సక్టేనా పర్కొన్నారు. ఎస్బీల ఆధ్వర్యంలో మంగ కోవారం పెడ్డాన్పతి వైద్య సిబ్బందికి రూ.8 లక్షల

విలువ గల పీపీఈ కిట్ల. ఎ.5-85 మాస్కులు, శానిటైజర్లు అందకేశారు. ఈ సందర్భంగా అయన మాట్లారుతూ కరోనా నివారణకు ప్రతి ఒక్కరూ నడుంబిగిందాల న్నారు వైద్య సిబ్బంది అందించే సేవలు ఎనలేనిమ్మారు. ఈ కార్యక్రమంలో ఏటి ఎంలు, చీస్ మేసేజర్మ పాల్చొన్నారు.

పీపీఈ కేట్లను అందకేస్తన్న ఎస్బీఐ వరినిచులు

కాతాదారులకు మెర్చున సేవలను అందించేందుకు ఎక్కువ నిరంతరం కృషి చేస్పోందని ఆ బ్యాంకు డీజీఎం రనిమాహన్ సక్కేనా, ఎక్కుఎఎఎం రీజీనల్ మేనేజర్ శ్రీని వాస్ ఓ ప్రకటనలో తెలిపారు. కాతాదారు లకు బ్యాంకు అందించే సేవలను సద్వని యోగం చేసుకోవాలని కోరాయి.

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సామాజిక సేవ



SBI donates 1,500 PPE kits to Ruia hospital

> HANS NEWS SERVICE TIRUPATI

State Bank of India foundation has extended helping hand to the staff working at the Ruia Covid wards by donating 1,500 PPE kits worth Rs 7,08,750. SBI Genera Manager S Giridhar and DGM Varadarajan handed over the kits to Ruia hospita superintendent Dr T Bharathi on Wednesday. The superintendent thanked SB officers for their kind gesture. Ruia hospital Deputy CSRMO Dr EB Devi, SBI PRC B Bhaskar Reddy and others were present on the occasion.



SBI GM S Giridhar and DGM Varadarajan handing over the PPE kits to Ruia hospital superintendent Dr T Bharathi in Tirupati on Wednesday.

03/06/2021 TIBURATI PA

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අතීතිමුජිණ ඉතු ඊජිකාව නිපිඩතිවා (ඉයිලිස්කිටේ) පෘථිති

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కొవిద్ నియంత్రణ సామగ్రిని రెడ్ క్రాస్ సాసైటీకి అందజేస్తున్న జేసీ దినేష్కుమార్, ఎస్.టీవి, లిలయన్స్ ప్రతినిధులు

సామాజిక సేవకులతో కొవిడ్ కమిటీ

గుంటూరు(తూర్పు), మే 20 కొవిడ్ను జయించే కార్యక్రమంలో బాగంగా కిల్పాలోని సామాజిక సేవలకుతో ప్రత్యేకంగా కమిటీని వేసి కార్యక్రమాలు ర్విహిస్తామని జేసీ దినేష్కుమార్ తెలిపారు. రిలయన్స్ పౌండేషన్, ఎస్బేఐ సంయుక్తంగా సుమారు రూ.8 లక్షల ఆక్సిజన్ కాన్సంటేటర్లు, ఇతర కొవిడ్ రియంత్రణ సామగ్రిని జేసీ ఆద్వర్యంలో రెడ్క్ సొసైటీకు గురువారం కందజేశారు. ఈ సందర్భంగా జడ్పీ ప్రాగంణంలో జరిగిన కార్యకమంలో ఆయన మాట్లాడుతూ కలెక్టర్ ఆదేశాల మేరకు జిల్హాలోని సేవా సంస్థలు, దాతలు ఎన్జీపోలతో ఏర్పడే కమిటీ సభ్యులు కొవిడ్ కార్యక్రమాల్లో సేవలను అందిస్తారన్నారు. గ్రామీణ ప్రాంతాల్లో సర్పంచ్, వార్ను సబ్బులు, సచివాలయ శిద్యోగులు, వలంటీర్మతో కలపి కమిటీని ఏర్పాటు చేయనున్నట్లు తెలిపారు. ఆయా కమిటీలు ఐసోలేషన్ సెంటర్లు ఏర్పాటు చేసుకుని కొవిడ్ నియంత్రణకు గ్రష్ చేస్తాయన్నారు. ఎస్బీఐ రీజనల్ మేనేజర్ ఎం.నాగవేణి మాట్లాడుతూ జిల్లా పజల ఆరోగ్య పరిరక్షణ కోసం తమ వంతు సాయం చేస్తున్నట్లు తెలిపారు ఎలయన్స్ పౌందేషన్ ప్రోగాం సపోర్టర్ మాణిక్యరావు మాట్లాడుతూ కొవిడ్ రియంత్రణకు తమ సంస్థ కార్యకమాలు రూపొందించిందన్నారు. కార్యక్రమంలో సోషల్ వెల్పేర్ డీడీ మదుసూదనరావు, రెడ్జాస్ సొసైటీ జిల్లా వైస్ వైర్మన్



STREEDHAN"
ACTION OF SHIFAMILY)

Decoration of Performance Control Con

બસભાગાઇ કાઉડદાન અને અસભાગાઇ પટેલ 1 હોસ્પિટલ સરદાર વલ્લભભાઇ પટેલ માં પ્રીમિયમ પહોંચન્સ પોર્ટમેલ કલર 1 03/0૯/૨૦૨૦ ના રોજ અમદાવાદ પ્રિટિંટ ડે એસ.ટી.મલહાન, રીન હો પટેલ, અસ્પિસ્ટંટ સુપરિટેંડ ડે ભાવેશ ત્યમ પહોંચન્સ પોર્ટમેલ કલર હોપલર ના અધિકારીઓ દ્વારા આવા ઉપદા કાર્ય માન્યો. Amid the storm of the pandemic, the well-being of employees became an impelling priority for SBI. This meant more than simply ensuring business continuity; it meant ensuring deep and compassionate commitment to the health and safety of its workforce. Happily, this was very ably achieved with innovative solutions and admirable empathy. The Bank supported employees through the turbulent time—reinforcing its role as a pillar of care while strengthening the sense of community within the organisation.

CARING FOR THE BACKBONE

Il through the challenge of the pandemic, SBI stood rock-steady, supporting not only its customers but also its employees. Alongside its commitment to ensuring uninterrupted service, the Bank put the health and safety of its workforce as one of its top priorities. A series of compassionate and pragmatic measures followed—employees were reimbursed for the cost of COVID-19 testing and treatment, special leave was granted to those in quarantine, working hours were staggered to maintain social distancing, Work from Home policy was upgraded to protect staff from the risks of using public transport and, more.

In fact, such thoughtful initiatives not only safeguarded the well-being of employees, but also helped nurture their morale, keeping the workforce united through an extraordinarily challenging time. In the early uncertain days, SBI recognised the bravery of its frontline staff by providing financial compensation—a gesture of both support and appreciation for their commitment and courage in the face of adversity.

PEOPLE FIRST

In response to the challenges posed by COVID-19, SBI put in place a comprehensive and meticulously crafted Standard Operating Procedure (SOP), outlining a wide array of safety protocols. Personal Protective Equipment (PPE) became mandatory, complemented by social distancing guidelines, frequent fumigation of office spaces, and deployment of contact tracing apps. Not only were frontline staff of branches and offices provided

with face masks, shields, and sanitisers, but Bank counters with public exposure were also necessarily barricaded.

The Bank ensured that frontline staff at branches and offices were equipped with face masks, shields, and hand sanitisers, while counters exposed to public interaction were barricaded for added protection. To further promote social distancing, queues were managed by marking circles in branches, reducing the risk of transmission among both employees and customers. Every precaution was taken with the utmost care to shield everyone from harm. Additionally, employees with higher health risks, such as pregnant women and

those with disabilities, were granted exemptions from attending duty until October 31, 2020.

SBI introduced
a series of
compassionate and
pragmatic measures to
nurture the morale of
its workforce, keeping
them united through
a challenging time





TOP AND ABOVE

Felicitation of frontline Bank warriors; SBI staff following safety protocols during an office meeting





Masks and sanitisers laid out for use at an SBI branch

In the Bank's sprawling multi-floor offices, movement was restricted to minimise exposure, and isolation rooms were set up for asymptomatic staff, their families, and even pensioners—ensuring that all needs were met, no matter how trying the circumstances. The concept of COVID Marshal was introduced to coordinate and support COVID-related cases, with every branch or office designating one person to handle safety requirements, ensure safety protocols, and take immediate steps after any new COVID case was detected. Thus, a fully-equipped ambulance was always on standby at all administrative offices for Bank employees and their families.

LEGACY OF CARE

SBI's concern for employees extended beyond its active workforce, to its retired staff. One standout initiative was 'e-Pharmacy', which provided domiciliary facility under SBI Health Assist Group Mediclaim Policy for retirees. Another was an arrangement with Lifetime Wellness RX International Limited, popularly known as Apollo Life, for providing pharmacy services to members of the annual payment plan through an app named 'URWORLD'. Also, in view of the restricted access to Bank dispensaries during the pandemic, the Bank permitted pensioners to claim reimbursement of medicines purchased from the market until December 31, 2020. Availing of staff loan facility post-retirement was extended to March 31, 2021 for employees who had retired or were due to retire between March 2020 and December 2020.

WELL-BEING AT WORK

Reimbursement of expenses incurred on COVID-19 tests and treatment



Fumigation and sanitisation of residential staff quarters

Special support to all employees found COVID-19 positive

Encouraging use of own vehicle with a maximum of four persons



Face Screen, Mask, and Personal Protective Equipment to frontline staff

Special Protective Gear for Guards

Abundant care for social distancing

Encouraging the use of phone/intercom to converse



Cash compensation to family members of employees deceased due to COVID-19

In addition, the Bank introduced a feature that allowed pensioners to submit life certificates through video-based identification on the MyHRMS app—eliminating the need for physical visits to branches. Following government directives, the Bank also revised its family pension policy in FY 2022, and to help pensioners navigate the change, provided a step-by-step walkthrough of how to submit video life certificates—thus reaffirming its dedication to supporting both its active and retired employees.

WORK AND LIFE

Amidst the crisis, the Bank took a progressive step in rethinking work dynamics, transforming its Work from Home policy into a bold Work from Anywhere model. This move granted employees the flexibility to work from various locations, not only preserving their health by enabling social distancing but also nurturing a healthier balance between professional and personal lives. The shift eased office congestion, lowered operational costs, and kept the Bank's operations running smoothly. In SBI administration offices, flexi and alternate day working were introduced.

In the most heartbreaking moments, when employees lost their lives to the virus, the Bank extended its unwavering support to their grieving families. A revised ex-gratia scheme was introduced, offering fixed financial assistance based on employees' grades. Bereaved families received salary payments for two months or the duration of residual service, and in the case of officers, families were allowed to retain the Bank-provided accommodation for up to five months. In an unprecedented gesture of compassion, the Bank also launched a programme to provide educational support to two children of a deceased employee—ranging from ages 3 to 21—ensuring their futures were safeguarded despite an irreparable loss.

During this challenging period, the Bank also embraced digital platforms to engage employees and celebrate the unsung heroes of the pandemic. One such initiative was the three-day digital musical series Naya Savera, a heartfelt tribute to the COVID-19 warriors and essential service providers whose tireless dedication kept the world moving through the darkest days. Made available across all social media platforms, Naya Savera reached a wide audience, spreading messages of appreciation, inspiration, and solidarity.







ABOVE AND RIGHT:

Staff at an SBI administrative office taking the 'Appropriate COVID-19 Behaviour Pledge'; media post on digital musical series, Naya Savera

LEARNING, TRAINING

In its pursuit of progress, the State Bank of India turned the challenges posed by the pandemic into a springboard for growth and transformation. Even in the face of disruption, the Bank upskilled its workforce to help it adapt to an ever-changing world. A series of online learning initiatives were launched, empowering employees with the tools they required to navigate the evolving landscape—efforts that earned the Bank multiple prestigious Brandon Hall Excellence Awards.

In a remarkable show of inclusivity, the Bank also organised 11 tailored collaborative webinars for 596 employees with disabilities, ensuring they remained engaged and connected.

Recognising the mental and emotional toll the pandemic was having on its people, the Bank initiated webinars, power talks, and mental health and resilience programmes to offer support and guidance. Providing employees with the necessary resources to cope with the unique stresses of the time, they prioritised emotional health when it was needed most. Additionally, sensitisation workshops for HR managers were conducted, equipping them to better understand and support employees struggling with COVID-19-induced mental distress. Through these initiatives, the Bank not only ensured business continuity but also fostered a culture of empathy, resilience, and continuous learning in the face of unprecedented change.

SBI also employed a mix of strategies ranging from engaging videos to preparatory readings, insightful case studies, quizzes, and interactive webinars, to ensure learning and retention. Faculty members received intensive coaching to enhance their ability to deliver captivating online experiences. A unified virtual platform brought together everyone involved in training, while an automated, centralised training calendar streamlined the scheduling process.

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Uniform training programme for induction and midlevel training of Public Sector bank officials launched by Hon'ble Finance Minister



WORK AND TRANSFER

- Access to circulars, manuals, and other instructive materials anytime, anywhere
- Access to LOS/LLMS for designated officials
- End-to-end automation of processes with availability of shared database
- Less crowding at the workplace
- Recording activity log and measuring output and productivity
- Optimised man-hours

- Minimising transfers by smart blending of employee requests and management policies
- Reducing transfers by 50%
- Staff transfers kept at minimum



EASE OF WORK

ENGAGEMENT AND SAVING

- Continuous communication with employees though Teams meetings/webinars
- Productivity parameters for Work from Home
- Digital corporate communication programme
- Online recognition/felicitation through virtual events
- Optimisation of HR cost
- Promotion interviews conducted virtually



FY 2020: Approx. 55,000 officers transferred; FY 2021: approx. 20,000 officers transferred—a difference of 35,000 transfers. With average cost per transfer @ ₹50,000, savings amounted to ₹175 crore. ■ Country's largest lender bank to help fight Covid-19

SBI staff commits ₹100 cr for PM fund

OUR CORRESPONDENT WITH AGENCY INPUTS NEW DELHI, MARCH 31

Employees of SBI have donated Rs 100 crore to the Prime Minister's reiter fund to fight the coronavirus pen-

The country's largest lender in a statement said its around 2.56,000 employees have decided to contribute two days' salary to the PM CARES Pund.

CARES Fund.
With this collective effort
and commitment of SBI
omployees, Rs 100 crore will
be donated to the Fund, it
added.

"It is a matter of pride for

2,56,000 employees have decided to contribute two days' salary to the PM CARES Fund



State Bank of India that a our employees voluntaricame forward to pledge the two days' salary to the P CARES Pund. We at Si would keep continuing oupport to the povernme in all its endeavours address the challenges this pandemic, Si Chairman Rajnish Kumsaid.

At this time of crisis, SBI committed to providing bes possible banking services: its customers, the bank said Last week. SBI had con mitted 0.25 per cent of ann al profit for 2019-20 as a per of its CSR activities to figh

PM CARES FUND

SBI employees pledge ₹100 cr

OUR BUREAU

The employees and representative unions of State Bank of India (SBI) have decided to contribute Tioo crore to the IM CARES Fund to fight the Covid-19 impact.

Covid-19 impact.

Accordingly, an amount equal to encashment of one day's privilege leave and deduction of a day's salary payable in April to 2.56 lakh employees of Indsa's largest public sector bank, will be collected by the human resource management system (HRMS) department, an internal note said.

As there is an urgent requirement to contribute such funds to the PM CARES Fund, the encashment will be effected immediately.

mediately
However, there could be a few exceptions, where an employee may not be Inclined for deduction of one day's salary. Such employees will inform the opt-out decision to their controller who will collate the opt-out requests up to April 7 and forward them to the HRMS de-

partment on April 8. In the case of Corporate Centre and Establishment, local head offices and other administrative offices, the respective Assistant General Managers (OAD) will collect such opt-out applications and forward them to the HRMS Department on April 8.

partment on April 8.

"The whole country is making efforts to contain the fast-spreading virus. In this hour of calamity, organisations are contributing invarious ways to the nation's efforts at providing basic commodities and medical facilities to the needy masses," the note added.

The Prime Minister has appealed to all individuals and organisations to contribute wholeheartedly to support the government in its fight against the impact of Covid-19, the note said. SBI and its employees have always been at the forefront of such initiatives to help the society and the country in critical times.

AU SFB commits ₹5 crore AU Small Finance Bank has committed ₹5 crore for Covid-19 relief work, of which ₹2 crore is for PM CARES Fund, and ₹51 lakh each to Delhi and Maharashtra Chief Ministers' relief funds. It will also contribute ₹2 crore through various corporate social responsibility (CSR) initiatives.

Further, AU Bank will also provide support to the Rajasthan Government for a testing facility that was established in Bhilwara, one of the worsthit districts in the State.

"As an essential service provider, AU Bank is always standing strong with the Government and citizens of the country Along with this, we are constantly taking initiatives to support our government fight the coronavirus pandemic.

the coronavirus pandemic.

"All employees are participating in these efforts whole-heartedly, especially the AU Foundation team that is consistently doing need assessment and devising specific programmes for the needy," said Sanjay Agarwal, Managing Director and CEO at AU Bank.

SBI employees pledge Rs. 100 crore to PM Fund

Chennai, Apr 1: In the fight against COVID-19. around 2,56,000 employees of the country's largest lender, State Bank of India (SBI) have decided to contribute two days' salary to the Prime Minister's National Relief Fund. With this collective effort and commitment of SBI employees, Rs.100 crore will be donated

to the PM CARES Fund which is created to fight the coronavirus pandemic.

Last Week, SBI had committed 0.25% of annual profit for FY 2019-20 as a part of its CSR activities to fight COVID-19.

Rajnish Kumar, Chairman, SBI said "It is a matter of pride for State Bank of India that all our employees voluntarily came forward to pledge their two days' salary to the PM CARES Fund. This is the time where we all need to combat this battle of Covid-19 outbreak with united efforts. We at SBI would keep continuing our support the government in all its endeavours to address the challenges of this pandemic."

OSBI



SBI EMPLOYEES DONATE ₹100 CRORE TO PM CARES FUND

Around 256000 employees to donate two days' salary to fight the coronavirus pandemic.

SBI donates ₹11 crore to 'PM-CARES' fund to support 2nd phase of Covid vaccination

1 min read. Updated: 01 Mar 2021, 12:33 PM IST



Fearing vacuum in key oosts, SBI shelves VRS plan

No circular on the cheme that was o open on Dec 1

RAM KUMAR

tate Bank of India (SR) seems o have shelved us plan to offer golden handshake to its mployees.

The proposal, if any September, a ave been put on he back burner is no circular has een issued so at on the opensplunglementaion of the

SBI

in the Finance Minimum and place more such concerned encongeriescied encollicers opt for the suggesting. Tap - Volunsent Scheene-2020 STVRS-202 STVRS-202 STVRS-202 strong of such control of the country's sew would

RS scheme was so open comber 1 and close on ry 26, 2020.

mail sent to the goomments on the next did not elicit a at the time of we transers rendering missioner reports service to contomero despite the Covid-19 pandemic the VES scheme offered some of them (especially those one 50) an ent option in case their health was seriously affected by the companyous infection.

A posting faraway from where their family is based or those unable to cope with increased workload could be the other reason; for taking the

> possibility of taling up assignments closer bonse in a private sector banks,

the Reserve Bank of odia plans to grant licences to note such outfirs, also loaks structive.

SITVRS-2020 SITVRS-2020 came in the back-

frop of increased digitialisation and outsourcing.

As many as 30,500 employ

As many as 30,900 employ was would have been eligible, 15,955 officers (from the junio Management Grade Scale - 1 to the Top Executive Grade Sparial Scale I) and 18,025 assets that (clerical and seb-staff).

Per estimates based on jululary, the bank expected a rearrings of \$2,00.85 crore if a per cent of the eligible emptoes upted for the scheme. As of March-end, NM had 2,48,44 employees on recrolls.

'WHEN WE ARE SAFE'

Despite the heavy toll the virus took on the country—including the death of 843 SBI employees due to COVID-19, up to May 31, 2022—the spirit of the Bank's frontline employees always remained steadfast. In its nationwide vaccination drive for employees and their families, SBI collaborated with renowned hospitals, healthcare providers, and local authorities—resulting in nearly 100% of eligible employees receiving at least one dose, with more than 90% fully vaccinated.

In a powerful display of solidarity, on the Bank's 66th Foundation Day on July 1, 2021, approximately 2.5 lakh employees contributed to the nation's fight against the pandemic, donating a collective sum of ₹62.62 crore to the PM CARES Fund. Not only was the generous act a testament to the Bank's commitment to both the well-being of its employees and the broader national cause, it was the second consecutive year during the pandemic that SBI employees made a significant contribution. In the previous year, they also contributed ₹100 crore for the same cause. ↑



Madhukar Manager PF No.: 6438660



I was infected with COVID during the second wave, and my condition kept worsening even after changing multiple hospitals. I was on ECMO treatment and came back from the brink of death. My wife coordinated with my regional manager and my HR manager, who personally came to the LHO, took approvals, and helped finance my treatment. All the branch staff too helped us a lot. In fact, my wife was overwhelmed seeing the kind support provided by the branch and the Bank.



Bhanuvarat Associate PF No: 1016781



My father Dushyant Kumar passed away due to COVID in 2021, while he was posted at the Krishna Nagar branch. It was a difficult time for me and my sister, as we had already lost our mother in 2008. I was given the opportunity to join SBI on compassionate grounds. I would like to thank SBI for helping me out during that difficult period.



Debojyoti Bhattacharyya Associate PF No.: 1016830



2021 was a dreadful year in all our lives. My father was fit and healthy and as a dedicated employee, he would go to work every day. On April 16, however, his oxygen level started falling and he got admitted to the hospital with SBI's help—which was then facilitating medical help to employees and families. During hospitalisation, the Bank's medical department was in direct contact with us, with the Bank bearing the entire expense. Without SBI he would not have got a hospital bed. After his death, the Bank relaxed norms and gave us time to vacate the quarters and find a new home. I was also given a job on compassionate grounds and welcomed into the SBI family. I am immensely grateful to SBI for extending all possible help.





The tragic death of my husband, an SBI employee, due to COVID marked a challenging period in my life. The Bank granted me extension on my leased accommodation. I received a great deal of support from the medical staff at LHO, for which I am grateful. I got a job at SBI on compassionate grounds, and life began to slowly return to normal. At work, I have learned so much not only about my professional responsibilities but also about life, from both customers and colleagues. Work keeps me busy, and I am thankful for that.



Sahil Kaith Associate PF No.: 1016799



When my father, an SBI employee, would come home late from work, we would complain to him about his long working hours. But he would always say that we were able to lead a good life because of the Bank. When he passed away due to COVID, we realised the importance of SBI in our lives as we received a lot of support from the Bank including my job.



Vandana Associate PF No.: 1023086



During the COVID crisis, my husband, who was posted in SBI Kotkhai in Shimla district, contracted the virus and sadly passed away within a week. In the months that followed, SBI extended its support by offering me a job after six to seven months. I am grateful to SBI for processing my husband's dues in a timely manner. I live with my daughter and my in-laws, and the support from my colleagues and family has been invaluable.



Sucheta Chandra Mogaveera Associate PF No.: 1036600



The COVID-19 pandemic was hard for everyone but SBI ensured that its staff and their families were taken good care of. Settlement of funds was done efficiently and in a timely manner. Recruitment on compassionate grounds was expedited to ensure that the family had a continued source of income.



Vasudha Malik Associate PF No. 1016813



In 2021, my father who was posted at the SME Shahdara Branch, passed away due to COVID. It was devastating for our family. Thereafter, I joined SBI on compassionate grounds and throughout the recruitment process, my father's colleagues stood by my side like family. I would like to thank SBI for helping me out during that difficult period.



A Janardhan Banavath Manager PF No. 6410243



During COVID, one day, I suddenly started experiencing fever and body pain and I got myself isolated in a separate room in the house. I was also having difficulty breathing, and upon the insistence of my wife and friends, I decided to get hospitalised. I called my senior at SBI and informed him about my problem, including the hospitalisation process and the tests required. SBI helped me in all ways possible during this difficult phase, including a credit letter to the tune of the entire cost of my treatment. Had I not been an SBI employee, I wouldn't have been able to bear the cost of my treatment.

P V Ramanarao Chief Manager PF No.: 6370535



In 2021, I got infected with COVID and suffered from breathing issues. I got admitted to a hospital with the support of my Chief Manager (HR), Administrative Office, and the entire medical bill was borne by my bank. I am very much thankful to SBI for that.



T K Upadhyay AGM PF No.: 6383106



Just like the corona warriors, all our SBI staff members did a great job of providing an essential service like banking during the challenging, COVID times.



B Purnima
Deputy Manager
PF No.: 6213677



I was infected with COVID during the third wave. When my branch came to know about my situation, I immediately received a call from

them asking about my well-being and whether I needed any kind of support in terms of hospitalisation or medication. It made me feel secure that my organisation was caring so much about my wellbeing.



K Sudheer Manager PF No.: 5844924



When my wife and I were infected with COVID, we received a lot of support from my colleagues. During the second wave of COVID, when my father got infected, my DGM arranged for a bed and oxygen for my father without my asking him. I would like to thank SBI for its support.



Ankita Deshmukh Associate PF No: 1023126



Covid-19 has changed our goodbyes!

I lost my father to COVID-19. As the second wave subsided, gradually, friends and neighbours started showing up at our family home to commiserate. I would talk to them recounting their memories of my father. That's when I realised the value of collective mourning.



K Keerti Sr Associate PF No.: 7328958



When I got infected with COVID, I immediately contacted my Controller. The kind of support I received, including medical support, from my Controller and the branch is commendable. They formed a team called COVID Warriors. Whenever one of us got infected with COVID they would add us to a WhatsApp group and they would inquire about our well-being, provide medical assistance, etc. Whatever I am today is because of SBI.



T Usha Rani AGM PF No.: 6358810



My husband and I were infected during the second wave of COVID, and were hospitalised for five days. The Bank gave me leave for the required duration and they also reimbursed the entire hospital bill. For that, I am thankful to SBI.



Anil Babulal Saroj Jr. Associate PF No.: 1035838



The COVID-19 phase had a devastating effect on me and my five-year-old daughter. The loss of my better half hit us badly but I am thankful to SBI for the opportunity to rebuild my life.



Rajesh Security Officer PF No.: 5637252



SBI did an amazing job in terms of relief measures, during COVID-19. We distributed masks, supported the police, provided financial assistance to the needy, and the entire Bank staff received appreciation from all corners.



Madhulika Adhikary Associate PF No.: 1023660



My father passed away due to COVID in 2021. A decade or so earlier, he had battled lung cancer, and he was able to raise and educate us, all with SBI's support. I am grateful to the Bank for offering me a job on compassionate grounds. As I fuflfil my responsibilities as a customer service associate, I am grateful to SBI for everything they have done for us.



Aditi Karmakar Associate PF No.: 1036432



When my father, an SBI employee, contracted COVID and had to be hospitalised, SBI provided tremendous support to our family. Every day, the Bank's medical officer would follow up to check if any medications or procedures were needed. This level of care extends beyond just health, as SBI also ensures its employees have access to a range of benefits, from travel allowances to overdrafts and festival bonuses—facilities available to every SBI employee. After my father's passing, I was offered a job on compassionate grounds, which has been a great help in supporting my family.



Shashwat Majumdar Associate PF No.: 1023656



During the peak of the COVID pandemic, securing a hospital bed was incredibly difficult. However, with a single call, SBI arranged one for my father, who was an SBI employee. Unfortunately, his condition worsened, and he passed away. In mid-2021, the branch manager of my father's branch called to inform me about the compassionate grounds job scheme. The process took about four to five months, and I eventually got a job at SBI.



Aman Kumar Associate PF. No.: 1022365



My mother, who used to work in the Main Branch, passed away due to COVID. SBI had helped her in the past and had even helped us children in our education. I got a job in my mother's place and I am thankful to SBI as the Bank has always helped us. The Bank has given me a lot and I would like to contribute my share in the Bank's progress.

Scan the QR code to view the gist of Circulars brought out during the COVID-19 pandemic.



Over 51,000 webinars as interface between employees and instructors, with 73% of staff participating in at least one live session

User ease through online learning

Promotion of pull mode of Carning

'Branch Manpower Model' for manpower planning and optimal utilisation of

human resources

Video-based identification for obtaining life certificates of SBI staff pensioners

Podcasts such as SBICB-On-Air, webinars on staying fit and building mental resilience, contemplative exercises like Samya-A Time to Ponder, virtual power talks by luminaries, and programmes on inclusive workplaces like Samya-Leave No One Behind Use of Facebook and Instagram to reach out to a diverse and tech-savvy pool of candidates and use of IT platforms to conduct virtual interviews

Teaching of new skills to the workforce

Innovative measures to train and upskill employees via online methods by a team of over 475 in-house educators and banking experts of the 6 Apex Training Institutes (ATIs) and 51 Regional Institutes (SBILDs)

Majority promotion interviews through video conferencing

e-pharmacy for domiciliary facility under SBI Health Assist Group Mediclaim Policy for retirees

More than 30 online discussions in the presence of eminent academicians and industry experts to sharing best practices relevant to the contemporary scenario

Two 'Put Your Mind at Ease' webinars to help employees better manage stress and time

Amid the shadow of the COVID-19 pandemic, SBI emerged as a pillar of unwavering resolve and compassionate action. At a time when the nation was gripped by uncertainty and fear, the Bank, through its flagship programme Healthcare, dedicated itself to a comprehensive relief effort that spanned the length and breadth of India, from bustling cities to the remotest corners of the country. No state, no union territory was left untouched by the Bank's concerted commitment to safeguard lives and communities.

AGAINST COVID-19

ith a tireless spirit, SBI sought not only to deliver immediate relief during the pandemic but also to strengthen the very foundation of India's healthcare system, making it more resilient, more inclusive, and better prepared for challenges.

At the heart of the Bank's response were two core objectives that mirrored the dual nature of the crisis itself—providing immediate relief and rehabilitation and fortifying the nation's healthcare infrastructure for the long haul. The Bank's relief efforts were swift and far-reaching, addressing the most pressing needs of those who were suffering the most. From food and ration kits to personal protective equipment (PPE), masks, oximeters, and hygiene kits, SBI diligently ensured that essential supplies reached vulnerable populations. And, in this national effort, its extensive network of branches became lifelines, identifying needs and delivering support with a sense of urgency and compassion.

SBI adopted a 360 degree approach to fight the pandemic that went beyond immediate aid to focus on the future

As the pandemic continued to unfold, SBI also launched mass vaccination drives, striving to protect the most vulnerable from the unseen enemy that had upended lives. Relief efforts extended to those most affected by the pandemic—healthcare professionals working tirelessly on the frontlines, migrant workers who had lost their livelihoods, daily wage earners, COVID-19 patients, teachers, and the most vulnerable among us: women, children, and senior citizens.

For each, the Bank's interventions were a beacon of hope, a reminder that even in the darkest of times, there is solidarity and care. But relief, as vital as it was, was only one part of SBI's response. The Bank knew that the

true battle lay in the long-term, in rebuilding and strengthening the systems that had been so severely tested by COVID-19.

In this, SBI adopted a comprehensive, 360-degree approach that went beyond immediate aid to focus on the future. It supported government initiatives, fostered awareness, and promoted early detection through mobile and community-based testing. It encouraged the development and adoption of indigenous technologies—innovative solutions that would enhance the capacity of India's healthcare ecosystem, ensuring that the country would be better equipped to face future health crises.





₹9.94 Crore

Establishment of SBI Centre of Excellence for Genomics Guided Pandemic Prevention with Centre for Cellular and Molecular Biology (CCMB), Department of Biotechnology, Government of India

QUICK TESTING

Community-based Testing, reaching out to 1 lakh vulnerable population in an urban slum locality in Mumbai for early identification of COVID-19 through intensive community surveillance, quick testing, and immediate treatment

Sanjeevani: Clinic on Wheels for operating two mobile medical units to reach 20 rural villages each in Namchi block, Sikkim and Gadwal district, Telangana



India Health Alliance (IHA) launched by SBI Foundation to combat COVID-19 by providing comprehensive primary healthcare and optimum nutrition to the vulnerable population, promoting innovative finance, as well as promoting innovations and cutting-edge technologies to strengthen the health system

FY 2022

In FY 2022, ₹70 crore was spent by the Bank to fight COVID-19. Relief activities were implemented through SBI Foundation which included setting up of 705 beds in COVID Care Centres/ICU facilities, 349 ventilators and 15,740 health equipment, 6723.50 lakh PPE kits, masks, gloves, etc. and distribution of 6,85,665 meals during the pandemic





SBI's interventions were not just about filling gaps in healthcare; they were about creating lasting change. Each initiative was carefully crafted with specific outcomes in mind. The Bank worked to improve access to quality healthcare for underserved populations, ensuring that even the remotest communities had the support they needed. It sought to reduce the vulnerabilities of local populations, particularly migrant workers and daily wage earners, who faced the brunt of the pandemic's economic impact. The Bank also focused on strengthening the capacity of healthcare workers, providing them with the training, resources, and support they needed to carry on their vital work. And perhaps most importantly, SBI championed the cause of indigenous technologies—innovations born in India, designed to meet the unique needs of the country's diverse population.

The heart of these initiatives beat for migrants and daily-wage earners who, swept by the loss of their livelihoods, found themselves adrift in a sea of uncertainty. Then there was the vast community of healthcare workers—both medical and non-medical—whose tireless efforts shaped the frontline of India's battle against the COVID-19 pandemic. Of course, there were also the patients, those caught in the throes of infection, as well as the broader population, living under the constant threat of a virus that knew no boundaries.

A dedicated team of experts from the management and social sectors, stood at the helm of this strategy, working under the astute guidance of leaders at SBI Foundation. The journey of identifying and executing these programmes followed a series of carefully thought-out steps—from evaluation of project proposals to defining project structure, budget allocation, finalisation of tasks, targets, and milestones, on-ground implementation, continuous monitoring, review and evaluation, project completion and final reporting.

Given the urgency of the pandemic, all initiatives were launched with a sense of immediacy, relying on secondary data provided by government authorities. In this unprecedented time, the Bank's response was shaped by what was known and what was needed—focused entirely on swift, effective action.

Through its efforts, SBI reached every corner of India, partnering with local and national implementation agencies to ensure that no one was left behind. Whether in a bustling urban centre or a quiet rural village, its interventions were a reminder of the power of compassion, the strength of collective action, and the importance of long-term resilience. Standing at the forefront of India's battle against COVID-19, SBI not only provided immediate relief but also laid the foundation for a healthier, more prepared future. ¶

RELIEF SPENDS

State Bank of India

allocated ₹71 crore towards COVID relief initiatives in FY 2022

Short-term relief ₹21 crore

Oxygen infrastructure Health equipment Ambulance PPE kits, food, etc.

COVID Care Centres ₹30 crore

COVID care centres Isolation centres ICU facilities

Genome Sequencing ₹10 crore

SBI CoE for Genomics Guided Pandemic Prevention Viral genome sequencing, zoonotic (animal) pathogen, air and sewage pathogen surveillance

Interventions in partnership with NGOs ₹10 crore

Vaccination hesitancy removal Oxygen infrastructure strengthening

SUPPORT AND SOLUTIONS





SHORT-TERM INTERVENTIONS

- Distribution of food and ration kits, healthcare equipment like PPEs, masks, oximeters, etc. through SBI's well-established network
- Raising awareness
- Vaccination drives
- Creating COVID care centres



Distribution of gowns, masks, sanitisers, and gloves at HQ 71 Sub Area Northern Command Ud





OPERATIONAL MID-TERM INTERVENTIONS

- Installation of oxygen plants
- Upgradation of healthcare infrastructure
- Mobile and community testing, etc.



INNOVATIVE LONG-TERM INTERVENTIONS

- Genome sequencing
- Capacity building of healthcare workers
- Indigenously
 designed healthcare
 solutions and
 technology, etc.



SBI's pandemic response unfolded in multiple phases, guided by a robust, multi-tiered strategy that combined immediate relief efforts, mid-term improvements, and long-term systemic interventions. The efforts were a testament to resilience, compassion, and foresight and through each phase—from urgent relief to sustainable solutions—the SBI Foundation not only alleviated immediate hardships but also sowed the seeds for a healthier, more prepared future for communities across the nation.

LIFELINES ACTION

he global upheaval caused by COVID-19 irrevocably altered the landscape of intervention strategies, prompting a radical reshaping of known responses and contingency plans. SBI's pandemic response was no exception, unfolding in multiple phases, each characterised by a multi-tiered strategy that was both comprehensive and robust. The purpose was clear: to fight the virus that was ravaging communities and upending lives across the country.

In the early days of the crisis, when the scale of the pandemic was still unclear, the SBI Foundation's strategy focused on urgent, short-term interventions. These included the distribution of fresh meals, ration kits, masks, and medical supplies to the most vulnerable populations—a rapid response made possible through the extensive reach of SBI's network, enabling aid to be delivered at the grassroots level in even the most remote districts. The urgency of relief efforts, combined with the need for swift action, became the driving force behind the Bank's actions.

However, even in the rush to respond, every decision was made with careful adherence to statutory guidelines, ensuring the operations were swift but compliant.

SBI's vast network of branches and offices across India became the lifeblood of these relief efforts, particularly in the worst-hit districts. The Bank's 17 Circles were each allocated a cumulative budget of ₹21 crore, based on the severity of the pandemic's impact in their regions. With this funding, these Circles collaborated with Administrative Offices, Regional Branch Offices, and Branch Offices, working alongside on-the-ground partners to ensure aid was effectively delivered at the block and district levels. This network of offices and more than 2.5 lakh personnel, united in purpose, allowed SBI

to extend its reach to over 160 districts across 29 states and six union territories.



FACING PAGE

Food and medical essentials kits packed for distribution among communities

Collaborating with numerous partners, SBI Foundation's initiatives spanned across various sectors of public health and community welfare









THIS PAGE AND FACING PAGE

Donation of ration kits and COVID-19 medical essentials in various parts of the country











TOP AND BOTTOM

SBI staff contribution of ₹50 lakh being handed to UP Chief Minister Yogi Adityanath towards the UP COVID Care Fund; donation of ₹9 lakh for medical equipment to Sri Shirdi Sai Seva Trust

In this immense web of interconnectedness, SBI was able to mobilise and direct its resources with precision, ensuring the effective and timely delivery of relief. The scale of effort was monumental. In partnership with NGOs and local organisations, food packets and freshly cooked meals were distributed to vulnerable groups such as women, migrants, senior citizens, and low-income families. Emergency relief measures were delivered through SBI's network, which acted as both the organising and distributing force behind the initiative.

Yet, despite the vastness of these efforts, the challenges remained intricate and formidable and to navigate this, SBI Foundation forged strategic alliances with government agencies, corporations, academic institutions, and grassroots partners. These collaborations brought together a wealth of resources, expertise, and capacity to address the multi-dimensional needs of affected communities.

Among the many partners were renowned organisations like the Centre for Cellular and Molecular Biology (CCMB), Centre for Cellular and Molecular Platforms (C-CAMP), the Aga Khan Rural Support Program (AKRSP-I), Collective Good Foundation, Save Life Foundation, Seva Bharati, SEARCH, ECHO India, the CII Foundation, Billion Hearts Beating Foundation, the Yuvraj Singh Foundation, the Grameen Sneh Foundation, Swasti Health Catalyst, and Dr. Hedgewar Hospital. Together, these partnerships formed the backbone of SBI's pandemic relief efforts, pooling resources to create a unified front against the devastation wrought by the virus. Each partner brought specialised expertise, whether in public health, community welfare, or logistics, enabling the Bank to expand its impact and support communities on the ground. From distributing medical supplies and food to providing vital healthcare services, these collaborations ensured that SBI's initiatives reached the farthest corners of the country, addressing both immediate needs and long-term recovery.

EDUCATE AND VACCINATE

The channels were also vital for spreading the right information and raising awareness—helping to connect with communities from every corner of the country. Collaborations with government departments were strong, strengthening joint efforts in public awareness campaigns and programmes. Through strategic partnerships with development sector institutes and government bodies, SBI gained invaluable insights that allowed it to implement initiatives with greater impact and precision.

As the pandemic unfolded, SBI turned its attention to the urgent need for vaccination. With a clear focus on rural India, the Bank worked tirelessly to educate and mobilise communities. In 663 villages across Bihar, Madhya Pradesh, and Gujarat, SBI ensured 90 per cent individuals received their vaccine doses. The initiative was not merely about access—it was about overcoming the deep-rooted vaccine hesitancy and dismantling the barriers that kept rural populations from protecting themselves.

The SBI Foundation engaged with local governments at every level, raised awareness through dynamic campaigns, and set up decentralised vaccination camps in the heart of communities. By November 2021, over 3,70,000 people had received their first dose, while more than 4,07,000 had been fully vaccinated. Entire villages embraced the vaccines, with 238 villages achieving 100% vaccination for the first dose and 68 villages for the second. SBI also launched a bold initiative to vaccinate 53,000 customer service points (CSPs) across the country. In Maharashtra, it supported a community vaccination drive, providing 2,000 doses of Covishield to industrial workers in Vasai, Palghar district.

Beyond vaccination, the Foundation focused on creating COVID care centres in areas that lacked adequate healthcare services. With the help of mobile medical units, it took quality primary and preventive healthcare to the most remote regions, offering not just medical care but also awareness sessions and group discussions on critical health issues.

MID-TERM INITIATIVES

SBI's mid-term efforts were more structural, involving initiatives to strengthen healthcare capacity. Key interventions included the installation of oxygen plants, setting up critical care beds, and upgrading healthcare infrastructure, such as the provision of ventilators and other vital medical equipment to hospitals in need. Community-based COVID-19 testing was also ramped up, with efforts targeting urban slums and rural areas to detect the virus early and provide timely treatment.

A crucial oxygen pipeline extension, adding 2,000 litres of oxygen per minute, alongside a state-of-the-art monitoring system was installed at Dr. Hedgewar Charitable Hospital, Aurangabad to equip beds with oxygen supply—a set-up that was not only a technical upgrade but also a measure to prepare the hospital for the possibility of a future wave. Another such initiative was carried out at PBM Hospital, Bikaner to set up 100 oxygenated and ICU beds to provide treatment for patients. Further, general beds were converted into COVID-19 ICU beds at Apollo Hospital, Bangalore, Apollo Gleneagles Hospital, Kolkata and Apollo Hospital, Lucknow. Each of these, though varied in location, shared a common goal: to ensure that the healthcare system was ready to face the storm head-on.







TOP AND LEFT

Training healthcare workers in COVID-19 care and vaccination at an SBI COVID Care Centre



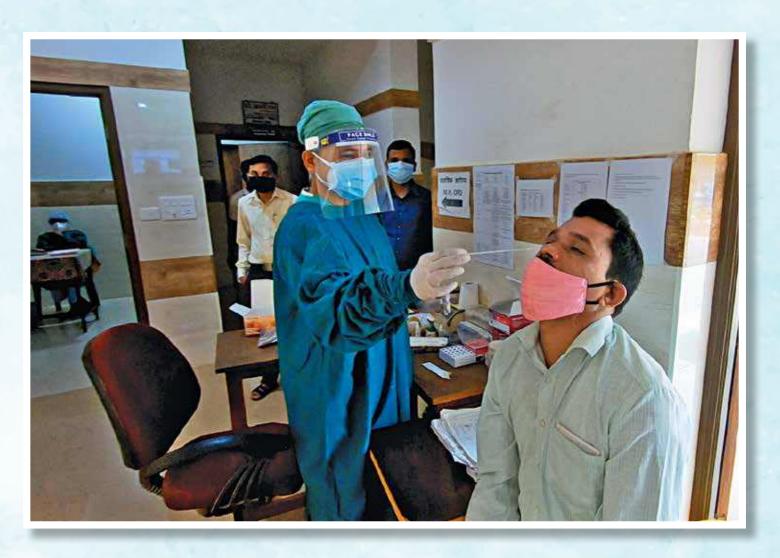


Fully-equipped ICU beds donated by SBI





Vaccination under SBI Project Pratiraksha





Community testing for COVID-19





Vaccination at an SBI facility



MACHINES AND MORE

SBI's efforts did not stop at oxygen supply. Recognising the need for comprehensive support, it procured 337 low-cost ventilators, targeting government hospitals that were at the forefront of the pandemic response. Besides, 3,739 other health equipment such as thermal scanners, self-check kiosks, IR thermometers, pulse oximeters, ECG machines, NST machine, 2D echo machine, fumigator, fogging machines, multipara monitors, nebulisers, radiometers, oxygen concentrators, HFMC machines, IV stands, cardio monitors, BiPap machines, stretcher cabins, recovery trolleys and air conditioners were also distributed to government hospitals—equipping them with the tools to not just fight the virus, but to save lives.

In an attempt to reach out to vulnerable populations, community-based testing was rolled out in an urban slum in Mumbai. Its sought to identify COVID-19 early, through rigorous, widespread testing. Between 9,000 and 14,000 tests were carried out, and a diagnostic centre was set up to ensure that results were quick and treatment immediate. Through this initiative, 30,625 individuals were screened, and 4,215 antigen and RT-PCR tests were conducted. The Bank did not stop there—72 families received counselling to ensure that quarantine protocols were understood and followed.





FACING PAGE: Installation of an oxygen plant donated by SBI **ABOVE**: Donation of oxygen concentrators at an SBI Gram Seva Centre









ABOVE AND FACING PAGE COVID-19 patients being attended to by doctors and paramedical staff at SBI COVID Care Centres In Gadchiroli, Maharashtra, SBI's efforts continued with equal urgency. It conducted 1,563 tests, both rapid antigen and RT-PCR, diagnosing 188 cases of COVID-19. For each of these individuals, treatment and support were provided free of cost. Thanks to swift intervention, the fatality rate remained under 0.1%, a testament to the power of timely action. In each of these endeavours, SBI was not just responding to a crisis—it was sowing hope and providing the foundation for a healthier, safer tomorrow.

KNOWLEDGE AND TRAINING

In a world gripped by the ever-evolving COVID-19 pandemic, the pursuit of knowledge and preparedness became paramount. The SBI Foundation Centre of Excellence for Genomics-Guided Pandemic Prevention thus came up, an ambitious initiative designed to arm public health with critical data. Spanning four to seven states over a year, this project sought to uncover the hidden truths of the virus through viral genome sequencing, surveillance of zoonotic pathogens, and monitoring of airborne and sewage-based pathogens. The core aim was to decode the



SARS-CoV-2 virus from various sample categories, offering invaluable insights into the virus's behaviour and enabling informed, data-driven decisions to shape India's response to the pandemic. But knowledge alone was not enough. The real battle lay in ensuring that healthcare workers had the tools and training to combat the virus effectively. So, SBI launched Project ECHO, a collaborative initiative with ECHO (Extension for Community Healthcare Outcomes) India, to train healthcare providers across India, equipping them with the best practices for preventing and treating COVID-19.

Between April 2020 and March 2021, the project organised 1,016 rapid training sessions that reached over 3,00,000 healthcare workers. These sessions not only focused on treatment protocols but also covered the critical issue of vaccination, with 50,133 participants trained on vaccination techniques in just three months. In partnership with state National Health Missions, training hubs were established in ten states, ensuring that the knowledge spread far and wide, empowering those who needed it most.







TOP AND ABOVE: SBI handing over 35 oxygen concentrators under the Project Breathe India; Donation of ventilators and other medical equipment to the Sikkim Government





Donation of an X-ray and Digital Photography Unit





Oxygen plant equipment donated by the SBI Foundation





Inauguration of a COVID Care Centre





Monitoring of a patient under Project Arogya Daksh, which deployed 400 units of indigenously developed Dozee devices at government hospitals

SUPPORTING INNOVATION

As the pandemic continued to spread, so did the need for innovation in healthcare solutions. It was these long-term interventions that aimed to lay the groundwork for future pandemic preparedness and healthcare sustainability. In response, the SBI Foundation supported several groundbreaking initiatives aimed at scaling up testing and patient care. One such project, the Mobile Molecular Diagnostics Lab, pioneered by the Indian Institute of Science, took COVID-19 testing to new heights. This mobile Indian Council of Medical Research (ICMR)-approved lab allowed for on-site sample collection and RT-PCR testing, dramatically reducing turnaround times from days to mere hours.



SBI Foundation provided the internal infrastructure for two mobile vans, which were then handed over to the Government of Karnataka to help combat the virus in rural and underserved areas.

Meanwhile, the urgency of remote care prompted the scaling up of indigenously designed health technologies. The Coeo Labs CPAP device and Turtle Shell Technologies' Dozee, a contactless, remote monitoring device, were introduced in hospitals in some of India's most affected cities under Project Arogya Daksh, an initiative to strengthen the public healthcare system. In cities like Mumbai, Delhi, Chennai, and Lucknow, these devices that allowed monitoring of critical COVID-19 patients, provided a lifeline to those in desperate need of care, while also alleviating the strain on overburdened healthcare systems.





A cheque of ₹1 crore being handed to the Mumbai Police Foundation





Donation of medical kits





Donation of hospital beds and oxygen concentrators to Liver Foundation, Sonarpur





Inauguration of an SBI COVID Care Centre

LIFE-SAVERS

In a similar vein, HelloSwasti, a comprehensive tele-care solution supported by SBI Foundation, integrated health, counselling, and social protection schemes, offering critical support to vulnerable families. Serving over 1,00,000 people across two densely populated clusters, HelloSwasti reached nearly 20,000 individuals by March 2021, providing them with tele-health, tele-counselling, and essential social services.

Through these varied yet interconnected efforts, SBI not only responded to the pandemic but also laid the foundation for a more resilient healthcare system—one that is rooted in innovation, collaboration, and unwavering support for both the healthcare workers and the communities they serve.

CHALLENGES AND COLLABORATIONS

When the World Health Organization declared COVID-19 a global pandemic, India responded swiftly with a nationwide lockdown to halt the spread of the virus. New health guidelines emerged, offering a framework for organisations to navigate the storm. For SBI Foundation, the transition was anything but easy. The path forward was laden with obstacles: restricted mobility, ever-evolving directives, travel bans that blocked access to key project sites, and the steep learning curve of adapting to a digital-only world. The very core of operations—once grounded in offline, on-the-ground methods—were tested like never before. But in the face of adversity, we chose to adapt, leaning into the power of collaboration, innovation, and an unwavering determination.

In those early days of uncertainty, SBI found a way forward through flexible planning and commitment to inclusivity. With challenges piling up at every turn, it embraced the virtual realm, shifting critical operations online, transforming the ability to deliver services even when face-to-face interactions became impossible. Processes were refined to ensure that projects continued moving, albeit in new, more agile forms.

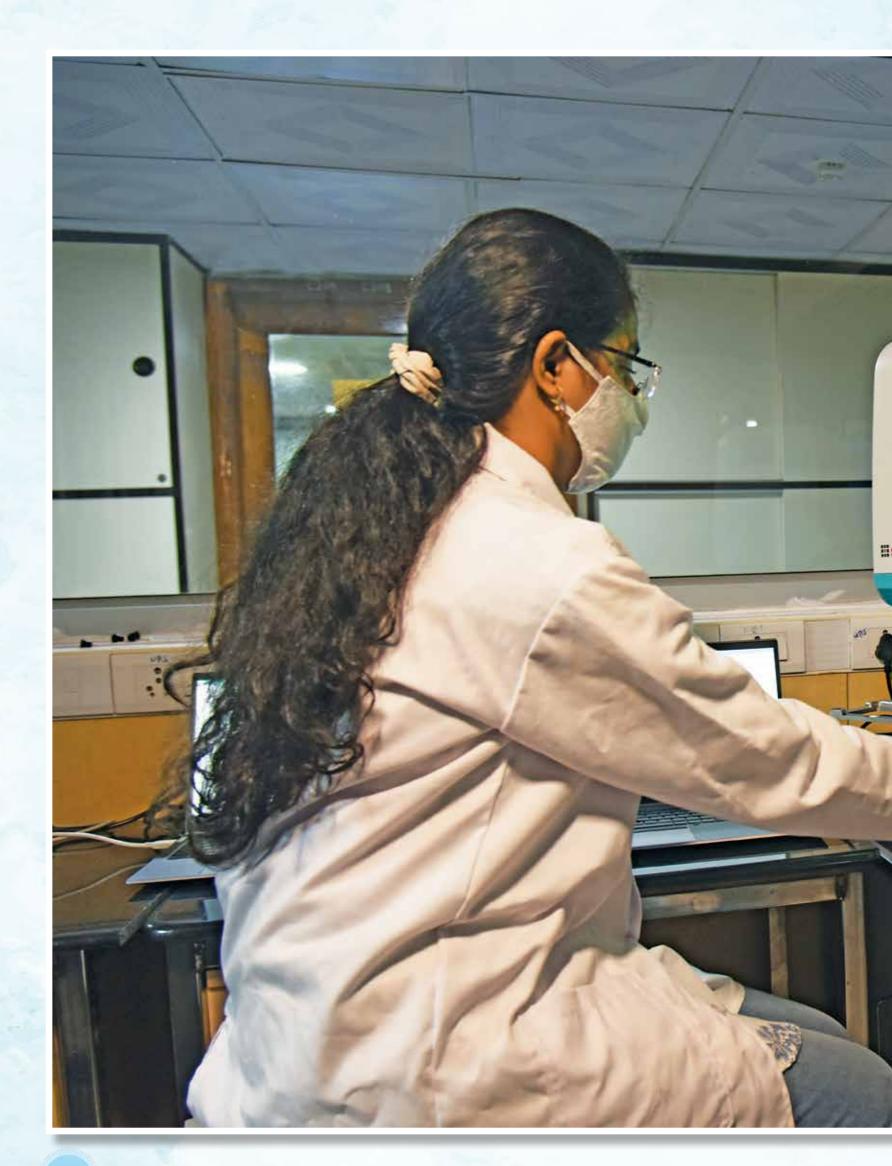
Yet, even as SBI adjusted to these new conditions, several notable challenges emerged, ranging from a glaring shortage of protective gear and essential supplies to remote project management, ensuring data authenticity and keeping up team morale.

Shortages severely hindered relief activities; but in the face of scarcity, collective action became SBI's strength. Government agencies and corporate partners came together, pooling resources to ensure that critical supplies reached the frontlines swiftly.





SBI facilitated Tele Health services through HelloSwasti





Managing teams spread across vast distances also proved formidable in the early days but soon the Mumbai head office came to rely on SBI's extensive network of branches across the country. Again, in the midst of the information overload, the challenge of determining what data to trust was another hurdle. Here again, collaboration proved vital. The most delicate task though was maintaining morale within the team, but with creativity, empathy, and adaptability, SBI could build a resilient internal community, ensuring that, even in isolation, motivation ran strong.

Despite difficulties, SBI Foundation not only persevered but found new ways to excel. In fact, the pandemic didn't just challenge—it propelled the Foundation to new heights. Both statutory and internal audits were conducted virtually, with all documents and records shared online. Key meetings, including Board discussions, executive committee sessions, and audit committee reviews, all transitioned to online formats. Agenda papers, background notes, and presentations were shared digitally, ensuring that essential decisions continued without interruption.

The heart of SBI Foundation's work—processing proposals from NGOs—was swiftly moved online. Proposals were received digitally, and the programme team conducted thorough assessments, including virtual due diligence. Soft copies were reviewed ahead of time, ensuring that the necessary hard copies arrived promptly for final approval. The approval process, too, adapted to the digital age. Notes, memos, and letters were all signed digitally, with approvals managed through an easy-to-use online portal that streamlined the process, even amidst the uncertainty.

Through every challenge, every change, SBI Foundation not only weathered the storm but emerged stronger, proving that resilience, innovation, and collaboration could light the way even in the darkest of times.

Training and mentoring of over

4 lakh frontline
healthcare workers across
various states on various
topics related to the
pandemic

Establishment of

10 hubs with National Health Mission to facilitate training on all other aspects

Food relief, inclusive of ready-to-eat meals, dry ration kits, grocery kits, to

over 1 lakh individuals

14,000 medical

equipment like ECG machines, multipara monitors, HFNC machines, etc. to the most affected areas

6 OXYGEN generation plants, 1 oxygen pipeline extension and oxygen monitoring system, 550 oxygen cylinders and 84 oxygen concentrators provided across the country

Over **21.5L** consumables like PPE kits and masks dispersed

Community-based testing, healthcare provisions and tele-care support to

56,437 beneficiaries

Multiple interventions to provide

1000+ ICU beds, oxygenated beds, COVID care centres, isolation centres

Rehabilitation support to

350 orphans during COVID-19 induced lockdown

Telecare facilities (tele-health, telecounselling, and tele-help) to over

1 lakh beneficiaries in hyper localised vulnerable clusters

Vaccination camps in over 600 targeted villages to facilitate vaccination for over 7 lakh individuals and improve vaccination in rural India

As the largest and one of the most established public sector banks in India, SBI has always played a pivotal role in the Indian banking and financial landscape. Evolving over more than two centuries, it has developed a complex internal structure to manage its vast operations—a key aspect of which is the division of the country into various Circles. During the coronavirus pandemic, it was these Circles that rallied together to support local communities, spearheading a wide-reaching initiative to distribute essential supplies. From rations to hygiene kits to life-saving medical equipment, these Circles allowed the Bank to provide the populace with specific tools to fight the novel coronavirus. Together, it is these SBI Circles that helped communities fight the virus in full force.

CIRCLES CONTROLL OF CARE

SBITHE LEADERSHIP TEAM

During the pandemic, SBI's top leadership demonstrated exceptional resilience and commitment, ensuring uninterrupted banking services while safeguarding the health of employees and customers. As safety guidelines and government protocols rapidly evolved, the leadership adapted swiftly, enabling smooth disbursement of relief funds and promoting employee welfare through remote work policies and stringent safety measures. Their strategic management of liquidity played a critical role in supporting vulnerable sectors and maintaining the Bank's financial strength. The leadership also went beyond core banking responsibilities by guiding philanthropic initiatives, including organising vaccination drives and contributing generously to national relief efforts.



Shri Challa Sreenivasulu Setty
Chairman since 28-08-24
Managing Director, Stressed Assets,
Risk and Compliance
Tenure: 20-01-2020 to 26-03-2020
Managing Director, Retail and Digital Banking
Tenure: 27-03-2020 to 06-06-2022
Managing Director, IB, GM&T
Tenure: 07-06-2022 to 27-08-2024



Shri Rajnish Kumar Chairman Tenure: 07.10.2017 to 06.10.2020



Shri Dinesh Kumar Khara
Chairman
Tenure: 07.10.2020 to 27.08.2024
Managing Director,
Global Banking and Subsidiaries
Tenure: 09.08.2016 to 06.10.2020

SBITHE LEADERSHIP TEAM

With a focus on empathy, responsibility, and swift action, the top management successfully navigated SBI through unprecedented challenges. They provided consistent support and direction to all 17 Circles nationwide, ensuring cohesive crisis management and operational continuity. By balancing business priorities with human concerns, SBI's leadership emerged as a pillar of strength, setting an example in both corporate governance and social responsibility during one of the most challenging times in recent history.



Shri Swaminathan Janakiraman
Deputy Governor, Reserve Bank of India (RBI)
Managing Director, Risk,
Compliance and SARG
Tenure: 28-01-2021 to 06-06-2022
Managing Director,
Corporate Banking and Subsidiaries
Tenure: 07-06-2022 to 25-06-2023



Shri Ashwani Bhatia
Whole-time Member, Securities and
Exchange Board of India (SEBI)
Managing Director, Stressed Assets,
Risk and Compliance
Tenure: 24-08-2020 to 01-11-2020
Managing Director,
Corporate and Global Banking
Tenure: 02-11-2020 to 31-05-2022



Shri Ashwini Kumar Tewari
Managing Director,
Corporate Banking and Subsidiaries
Managing Director,
IB Tech & Subsidiaries)
Tenure: 28.01.2021 to 06.06.2022
Managing Director, Risk,
Compliance and SARG
Tenure: 07.06.2022 to 20.11.2023



Shri Vinay M. Tonse Managing Director, Retail Business & Operations



Shri Rana Ashutosh Kumar Singh Managing Director, Risk, Compliance and SARG DMD (HR) and CDO Tenure: 26.09.2020 to 11.07.2021



Shri Ram Mohan Rao Amara, Managing Director, International Banking, Global Markets & Technology



Shri Alok Kumar Choudhary
Managing Director,
Retail Business & Operations
Tenure: 07.06.2022 to 20.11.2023
DMD (HR) and CDO
Tenure: 09.05.2019 to 11.10.2020



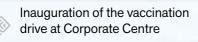
Shri Arijit Basu Managing Director, Commercial Clients Group Tenure: 25.06.2018 to 31.10.2020



Shri Om Prakash Mishra DMD (HR) and CDO Tenure: 12.07.2021 to 30.01.2024

SBI CORPORATE CENTRE, MUMBAI







Flag hoisting at Corporate Centre office to observe Republic Day on January 26, 2021





Tree plantation drive during World Environment Day 2021





SBI leaders took an oath to ensure COVID-appropriate behaviour





Flag-off of Joy of Giving collections at SBI Corporate Centre office





SBI Recognised for Contribution to Relief Efforts





at Corporate Centre



Vaccination at Corporate Centre





Vaccination camp at Khubchandani Cancer Hospital under CSR activities







Vaccination drive at Corporate Centre





Medicines and other necessary items distributed to The Family Welfare Association (old age home) during the COVID-19 pandemic



COVID-19 vaccination drive for SBI employees







Fumigation during the pandemic









Vaccination drive at Corporate Centre



Vaccination camps in association with Bhamla Foundation

AHMEDABAD CIRCLE CMC

During the tumultuous days of the pandemic, the SBI Ahmedabad Circle Management Committee's (CMC) role extended far beyond the realms of traditional banking, as they skilfully navigated the complexities of crisis management while keeping the welfare of the community at the forefront. The committee, comprising the Chief General Manager and Network General Managers, with remarkable foresight, swiftly implemented government relief measures, ensured the safety of employees and customers, and managed financial assistance programmes, ensuring that help reached the most vulnerable without delay.



Shri Dukhbandhu Rath Chief General Manager Tenure: 11.12.2017 to 18.11.2020



Shri R K Agarwal General Manager, Network I Tenure: 17.05.2019 to 01.01.2021



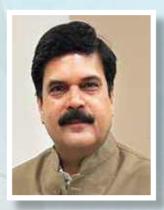
Shri P S Bedekar General Manager, Network II Tenure: 27.05.2019 to 30.06.2021



Shri Madhukar Anand General Manager, Network III Tenure: 29.05.2019 to 31.05.2021



Shri Shamsher Singh MannChief General Manager
Tenure: 19.11.2020 to 02.11.2022



Shri Amritesh Mohan General Manager, Network I Tenure: 01.02.2021 to 19.05.2023



Shri Pranay Ranjan Dwivedi General Manager, Network II Tenure: 01.07.2021 to 30.06.2024



Shri Rajiv Kumar General Manager, Network III Tenure: 01.06.2021 to 27.06.2023





Distribution of ventilators and other medical equipment by SBI Himmatnagar branch





Ayush testing







Distribution of food packets in partnership with Akshaya Patra Foundation, Ahmedabad



SBI contributing to Chief Minister's relief fund





Donation of medical masks, sanitisers, gloves, and PPE kits to the Army Hospital, Junagadh





Donation of ventilators to GMERS Hospital, Junagadh



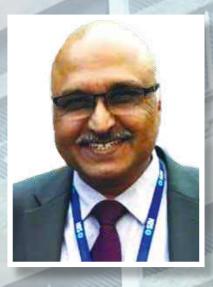


Donation to the Gujarat Chief Minister's Relief Fund to help the state fight the pandemic





Shri Sanjay SahayChief General Manager
Tenure: 09.06.2020 to 15.06.2022



Shri Manikantan Nair General Manager, Network I Tenure: 06.06.2020 to 06.06.2022



Smt Vinita Bhattacharjee General Manager, Network II Tenure: 22.05.2020 to 29.06.2022



Shri Khadri Gundu Rao General Manager, Network III Tenure: 01.06.2020 to 10.07.2023





Donation of oxygen concentrators, pulse oximeters and thermometers to the Indian Red Cross Society



Handover of an ambulance to the Director General of Police







Donation of gloves and PPE kits to the District Medical and Health Officer, Vijayawada





Donation of an X-ray and Radiography Unit in Guntur







Donation of PPE kits



Donation of food packets





Distribution of blankets and food by SBI Administrative Office, Tirupati



The SBI Bengaluru Circle Management
Committee played a pivotal role in steering the
Bank's initiatives and interventions during the
COVID-19 crisis—from managing response
to the lockdown to distribution of relief to
communities and supporting the government's
relief schemes. Led by the Chief General Manager
and supported by General Managers, it not only
ensured the safety of employees and customers
but also demonstrated operational efficiency and
leadership under pressure.



Shri Abhijit Majumder Chief General Manager Tenure: 01.07.2018 to 05.06.2021



Shri Nand Kishore Chief General Manager Tenure: 07.06.2021 to 23.06.2023



Shri Vincent M D
General Manager,
Network I
Tenure: 01.07.2018 to 21.05.2021



Shri S.Radhakrishnan General Manager, Network I Tenure: 02.06.2021 to 17.06.2023



Shri S.Muralidharan General Manager, Network II Tenure: 09.11.2018 to 12.06.2020



Shri Ravi Ranjan General Manager, Network II Tenure: 28-05-2020 to 20-06-2022



Smt Manju S Bolakani General Manager, Network III Tenure: 09.06.2018 to 30.05.2020



Shri Shantanu Pendsey General Manager, Network III Tenure: 01.06-.2020 to 20.06.2022





Donation of medical kits to the Vijayanagar district health department by RBO-2 Vijayanagar





Donation of groceries and educational material, laptops/tablets among underprivileged students for online study to Surabhi Foundation







Distribution of medical kits to Bruhat Bengaluru Mahanagara Palike



Donation of electrical equipment to the Pandit Dindayal Upadhyay Oxygen Bed COVID Care Centre







Shri Ram Mohan Rao Amara Chief General Manager Tenure: 11.06.2020 to 02.12.2020



Shri Umesh Kumar Pandey Chief General Manager Tenure: 03.12.2020 to 30.11.2021



Shri Binod Kumar Mishra Chief General Manager Tenure: 19.10.2021 to 30.12,2023



Shri Rajiv Kumar Saxena General Manager, Network I Tenure: 28.05.2019 to 30.05.2021



Shri Giridhar Swaminathan General Manager, Network I Tenure: 04.06.2021 to 24.06.2022



Shri Sandeep Kumar Dutta General Manager, Network II Tenure: 01.06.2021 to 30.06.2022



Smt. Gita Tripathi General Manager, Network III Tenure: 01.06.2021 to 28.06.2022

BHOPAL CIRCLE





SBI van with ration kits being readied for distribution





Distribution of rations among senior citizens







Distribution of ration kits among frontline COVID-19 warriors





Distribution of ration kits by staff of an SBI branch





Standing at the forefront of SBI's response during the pandemic, the SBI Bhubaneshwar Circle Management Committee not only managed the immediate operational challenges of the lockdown within the Circle domain but also implemented the government's relief schemes and channelled relief to vulnerable communities.

Led by the Chief General Manager, with the steadfast support of the Network General Managers, the committee demonstrated a profound sense of responsibility towards the safety of employees and customers and the well-being of the wider community.



Smt Praveena Kala Chief General Manager Tenure: 01.04.2018 to 31.05.2020



Smt Ruma Dey Chief General Manager Tenure: 02.06.2020 to 07.08.2021



Smt Vidya Krishnan Chief General Manager Tenure: 09.08.2021 to 09.06.2022



Shri C. L. N. Charyulu General Manager, Network I Tenure: 30.05.2019 to 04.06.2021



Shri Abhay Kumar Pandey General Manager, Network I Tenure: 25.05.2021 to 18.06.2022



Shri Bejoy Kumar Kuzur General Manager, Network II Tenure: 17.06.2019 to 31.03.2022











Donation of medical equipment to Bhubaneswar Municipal Corporation



Donation of ambulance to AIIMS, wbaneswar





Donation of PPE kits to the Bhubaneswar Municipal Corporation





Flag-off of ambulance donated by SBI Bhubaneswar Circle





The Chandigarh Circle Management Committee played a pivotal role in guiding SBI's response in the Circle area during the COVID-19 crisis. Exemplifying compassion and service in a time of unprecedented hardship, their efforts went beyond managing the immediate operational challenges of the lockdown.

Under the leadership of the Chief General Manager and the Network General Managers, the committee became a key driver in delivering relief to vulnerable communities and supporting government initiatives. The committee's relentless dedication to uplifting those hardest hit by the pandemic, coordinating relief efforts, and ensuring that help reached those in desperate need, reaffirmed the Bank's vital role in supporting society.



Shri Rana Ashutosh Kumar Singh Chief General Manager Tenure: 04.07.2018 to 25.09.2020



Shri Anukool Bhatnagar Chief General Manager Tenure: 28.09.2020 to 30.06.2022



Shri Rajeev Arora General Manager, Network I Tenure: 01.08.2019 to 30.05.2020



Shri M V R Ravi Kumar General Manager, Network I Tenure: 08.06.2020 to 04.06.2021



Shri Sumit Phakka General Manager, Network I Tenure: 05.06.2021 to 07.07.2023



Shri Surender Rana General Manager, Network II Tenure: 01.08.2019 to 19.05.2021



Shri Chander Shekhar Sharma General Manager, (FIMM) Tenure: 31.05.2020 to 31.05.2021 General Manager, Network II Tenure: 01.06.2021 to 15.06.2022



Shri Binod Kumar Mishra General Manager, Network III Tenure: 01.08.2019 to 18.10.2021



Shri Ajay Kumar Jha General Manager, Network III Tenure: 19.10.2021 to 12.06.2024



Shri Subhash Chand Joinwal General Manager (FIMM) Tenure: 01.08.2019 to 30.05.2020

CHANDIGARH CIRCLE







3)

Donation of sanitisers to DIG BSF Ferozepur





Donation of masks, sanitisers and gloves to a hospital in Ferozepur





Donation of sanitisers, masks, and gloves to the Jalandhar Civil Hospital





Donation of medical equipment to SDM Anandpur and SDM Nangal





Dor san

Donation of PPE kits and sanitisers to Rajendra Hospital, Patiala







Donation of PPE kits to Subdivisional Hospital, Rajkot

CHENNAI CIRCLE CMC

While playing a pivotal role in ensuring seamless banking operations within the Chennai Circle during the tumult of the pandemic, SBI's Chennai Circle Management Committee also took up community welfare initiatives as a priority. Government relief measures were efficiently managed, financial aid disbursed swiftly, and employees and customers were safeguarded by adhering to health protocols and promoting digital banking solutions. In collaboration with local authorities, the Chief General Manager and Network General Managers comprising the committee actively supported various community institutions with medical equipment and essentials and delivered aid to vulnerable groups, alleviating hardships caused by the pandemic.



Shri Vinay M Tonse Chief General Manager Tenure: 07.06.2018 to 21.06.2020



Shri B. Sankar
Chief General Manager
Tenure: 21.06.2020 to 02.06.2021
General Manager,
Network II
Tenure: 27.05.2019 to 20.06.2020



Shri R. RadhakrishnanChief General Manager
Tenure: 26.05.2021 to 30.04.2023



Smt Shirley Thomas General Manager, Network I Tenure: 15.06.2018 to 11.06.2021



Shri Vinod Jaiswal
General Manager,
Network I
Tenure: 01.06.2021 to 19.06.2022
General Manager,
Network III
Tenure: 01.06.2020 to 01.06.2021



Shri U. N. N. Maiya General Manager, Network II Tenure: 27.05.2020 to 02.06.2021



Shri Amit Verma General Manager, Network II Tenure: 31.05.2021 to 14.09.2022



Shri Niraj Kumar Panda General Manager, Network III Tenure: 14.06.2021 to 23.06.2023





Flag-off of ambulance donated to the Kanchi Kamakoti Child Trust









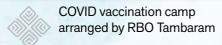




Donation of food and grocery items by SBI Chennai Zone 1









Donation of ventilators by the SBI Administrative Office, Chennai South





Donation of gloves, face masks, and sanitisers to the Greater Chennai Corporation Commissioner

NEW DELHI CIRCLE CMC

The New Delhi Circle Management Committee of SBI played a vital role in navigating the challenges of the pandemic. Both in terms of operations and community welfare, it ensured smooth functioning of banking services during lockdowns, prioritising employee and customer safety while maintaining operational continuity. Beyond internal operations, the committee actively engaged in community welfare initiatives, channelling relief to vulnerable populations. They coordinated the distribution of essential items, such as food and medical supplies, and supported government relief schemes. By donating medical equipment, providing essential services, and working with local authorities, they demonstrated exemplary leadership and a deep commitment to social responsibility, helping mitigate the impact of the crisis among communities in need.



Shri Vijuy Ronjan Chief General Manager Tenure: 05.05.2019 to 28.07.2021



Shri Amitava Chatterjee Chief General Manager Tenure: 29.07.2021 to 21.07.2022



Shri Abhay Kishore Pandey
General Manager,
Network I
Tenure: 25.05.2019 to 21.05.2021



Shri Anindya Sunder Paul General Manager, Network I Tenure: 28.05.2021 to 26.06.2023



Shri Prabhat Kumar Mishra General Manager, Network II Tenure: 01.06.2020 to 29.05.2021



Shri Abhay Singh General Manager, Network II Tenure: 29.05.2021 to 29.10.2022



Shri Shriram P Iyer General Manager, Network III Tenure: 01.06.2021 to 03.07.2022

NEW DELHI CIRCLE





Donation of patient transport ambulance by SBI Local Head Office





Distribution of COVID-19 kits in an apartment complex





Distribution of COVID-19 kits in a Delhi neighbourhood





GUWAHATI CIRCLE CMC

At the vanguard of SBI's response in the Guwahati Circle area, during the tumultuous days of the pandemic, the SBI Guwahati Circle Management Committee rose to meet not only the immediate operational hurdles brought about by the lockdown but also the greater call to serve vulnerable communities in dire need. With unwavering resolve, the committee took on the dual responsibility of managing the crisis within its domain while diligently implementing the government's relief initiatives. Guided by the leadership of the Chief General Manager, and bolstered by the steadfast support of the Network General Managers, the committee embodied a profound sense of duty. Their commitment was not only to the safety and well-being of employees and customers but extended with equal care to the wider community, ensuring that relief reached those most affected by the storm of uncertainty.



Shri Sunil Kumar Tandon Chief General Manager Tenure: 01.04.2020 to 26.06.2020



Shri Ramesh Rajapur Subbaramaiah Chief General Manager Tenure: 27.06.2020 to 31.03.2022



Shri Sudhir Kumar Sharma
General Manager,
Network I
Tenure: 01.04.2020 to 02.08.2020



Smt Suranjana Dutta
General Manager,
Network I
Tenure: 03.08.2020 to 31.03.2022



Shri Digmanu Gupta
General Manager,
Network II
Tenure: 01.04.2020 to 04.07.2020



Shri J V Jainapur General Manager, Network II Tenure: 05.02.2020 to 29.05.2021



Shri Lunkim Thangboi General Manager, Network II Tenure: 30.05.2021 to 31.03.2022





Donation of oxygen concentrators by SBI Regional Business Office, Silchar





Donation of ventilators to the Guwahati Medical College Hospital





Donation of medical equipment in Nagaon, Assam





Donation of ICU bed and oxygen cylinder to Tripura Medical College, Agartala



Donation of PPE kits to hospitals in Assam







Donation of PPE kits to Imphal Medical College, Manipur

HYDERABAD CIRCLE CMC

The SBI Hyderabad Circle Management Committee played an instrumental role in supporting vulnerable communities and those affected by the pandemic within the Circle. Under the leadership of the Chief General Manager and with the support of the General Managers, the committee focused on both immediate relief efforts and long-term community support, demonstrating exceptional compassion and operational effectiveness.

From donating PPE kits to ensuring adequate protection of frontline workers, the committee provided much-needed relief to those stranded in distressing circumstances. In addition, recognising the need for medical support, the committee donated oxygen concentrators to key healthcare institutions, helping to alleviate the pressure on overwhelmed medical facilities. It also worked closely with local authorities, providing oxygen concentrators to district collectors to ensure that relief reached even the most remote areas. This was in addition to prioritising the health and safety of employees and customers.



Shri O P Mishra
Chief General Manager
Tenure: 01.06.2019 to 09.07.2021



Shri Amit Jhingran Chief General Manager, Tenure: 02.07.2021 to 19.08.2023



Shri Ramesh V
General Manager,
Network I
Tenure: 30.05.2018 to 01.06.2020



Shri Ajay Kumar Singh General Manager, Network I Tenure: 27.05.2020 to 19.05.2021



Shri Jogesh Chandra Sahu
General Manager,
Network I
Tenure: 20.05.2021 to 09.06.2022
General Manager,
Network II
Tenure: 02.06.2020 to 19.05.2021



Shri U N N Maiya General Manager, Network II Tenure: 24.04.2017 to 26.06.2020



Shri Krishan Sharma General Manager, Network II Tenure: 31.05.2021 to 19.06.2022







Distribution of dry rations to affected families by SBI Local Head Office





Donation of health equipment to Durgabai Deshmukh Hospital and Research Centre, Hyderabad



Distribution of oxygen concentrators through the district collectors of Narayanpet, Vikarabad, and Gadwal







Distribution of dry ration kits to migrant workers





Donation of PPE kits to MGM Hospital





Distribution of oxygen concentrators to Gandhi Hospital, Secunderabad

JAIPUR CIRCLE CMC

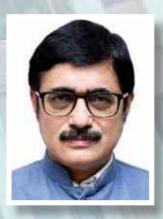
In the midst of the COVID-19 crisis, the SBI Jaipur Circle Management Committee guided the Bank through a labyrinth of challenges in the Circle area, with unwavering focus on welfare and relief. From orchestrating the Bank's response to the lockdown to ensuring the swift distribution of aid, the committee played a crucial role in delivering essential support to the people at large. Under the leadership of the Chief General Manager, and the steady support of Network General Managers, the committee demonstrated an extraordinary capacity for operational efficiency and compassion. Its effort was not merely about navigating a crisis; it was about reaching out to those in need, supporting government relief schemes, and offering a lifeline to those most affected by the pandemic's farreaching impact.



Shri Ravindra Pandey Chief General Manager Tenure: 05.05.2019 to 03.06.2020



Shri Amitava Chatterjee
Chief General Manager
Tenure: 04-06-2020 to 20-07-2021



Shri Rajesh Kumar Mishra Chief General Manager Tenure: 21-07-2021 to 20.02.2024



Shri Govind Singh Rawat
General Manager,
Network I
Tenure: 30.12.2019 to 05.06.2021



Shri Prabhat Kumar Mishra
General Manager,
Network I
Tenure: 07.06.2021 to 31.03.2024



Shri Shiva Om Dikshit
General Manager,
Network II
Tenure: 10.06.2019 to 30.11.2021



Shri Hemant Karaulia
General Manager,
Network II
Tenure: 01.12.2021 to 07.06.2024



Arvind Kumar Singh
General Manager,
Network III
Tenure: 01.06.2021 to 18.06.2022



Anuj Bhatnagar General Manager, FIMM Tenure: 31.5.2020 to 31.5.2021







Donation to Bharat Vikas Parishad Sewa Sansthan to fight the pandemic







COVID Care Centre set up under the aegis of SBI Jaipur Circle



Donation of an oxygen plant in Kota







Donation of 100-bed COVID-19 Critical Care Facility at PBM Hospital, Bikaner



Felicitation of frontline COVID-19 warriors



Donation of ambulance to TB Hospital Badi, Udaipur



KOLKATA CIRCLE CMC

During the COVID-19 crisis, the SBI Kolkata Circle Management Committee played a crucial role in overseeing the Bank's welfare initiatives within the Circle region. Guided by the leadership of the Chief General Manager and supported by the General Managers of the three Networks, the committee was instrumental in navigating the challenges posed by the pandemic. Besides ensuring the safety and well-being of both employees and customers, it spearheaded distribution of essential relief to communities in need and actively contributed to supporting government relief schemes, showcasing exemplary leadership and a deep commitment to social responsibility.

зилини, зношни, этивии, приници, этинии, нопирии, этичник, этин



Shri Ranjan Kumar Mishra Chief General Manager Tenure: 18.09.2018 to 30.09.2021



Smt Ruma Dey Chief General Manager Tenure: 01.10.2021 to 22.06.2022



Shri Sivakumar Prabhakaran
General Manager,
Network I
Tenure: 21.08.2017 to
31.05.2020



Shri Dilip Sadashiv Nirkhe
General Manager,
Network I
Tenure: 01.06.2020 to 31.05.2021
General Manager,
Network III
Tenure: 01.06.2019 to 31.05.2020



Shri Arvind Kumar General Manager, Network I Tenure: 01.06.2021 to 12.06.2023



Md. Saad Imteyaz Hussaini General Manager, Network II Tenure: 28.05.2019 to 03.06.2021



Shri Sujay Kumar Yadav,
General Manager,
Network II
Tenure: 04.06.2021 to 06.04.2024



Shri Ashok Kumar Mahakul General Manager, Network III Tenure: 01.06.2021 to 15.06.2022





Donation of ambulance to Gobind Ballabh Pant Hospital, a designated COVID treatment hospital in Port Blair



Donation of oxygen plant to Calcutta Heart Clinic and Hospital







Distribution of food packets with the help of Ramakrishna Math





Donation of ambulance to Dakshineswar Ramkrishna Sangha Adyapeath





Donation of ambulance to Indian Red Cross Society, Jalpaiguri district branch





Donation of COVID relief materials to the Central Industrial Security Force

LUCKNOW CIRCLE CMC

At the vanguard of SBI's response to the pandemic, the Lucknow Circle Management Committee not only addressed the immediate operational hurdles posed by the lockdown but also steered the implementation of government relief schemes. Under the leadership of the Chief General Manager, supported by the Circle's Network General Managers, the committee safeguarded both employees and customers while prioritising the welfare of the broader community. It facilitated the installation of oxygen plants, donated oxygen concentrators, and provided ambulances, besides ensuring the distribution of food packets, particularly to police personnel, offering both practical aid and a beacon of hope in dark times.



Smt Saloni Narayan Chief General Manager Tenure: 01.08.2018 to 03.06.2020



Shri Ajay Khanna Chief General Manager Tenure: 04.06.2020 to 31.12.2022



Shri Satish Patwardhan General Manager, Network I Tenure: 07.06.2019 to 31.05.2020



Shri D. S. Rawat General Manager, Network I Tenure: 01.06.2020 to 18.07.2022



Shri G.S.Rana
General Manager,
Network III
Tenure: 30.05.2019 to 31.05.2020
General Manager,
Network II
Tenure: 01.06.2020 to 21.05.2021



Shri A. D. Ratn Teja General Manager, Network II Tenure: 05.06.2021 to 05.07.2023



Shri Alok Kumar Sinha General Manager, Network III Tenure: 01.06.2020 to 08.07.2022









Distribution of food packets among police personnel





Relief activities





Donation of oxygen concentrators by SBI Learning Centre Varanasi





Donation of oxygen plant to Divisional Railway Manager, North-east Railway, Lucknow





Donation of six ambulances

MAHARASHTRA CIRCLE CMC

The Maharashtra Circle Management Committee of SBI played a crucial role in navigating the crisis in a Circle area that was severely impacted by COVID-19. Led by the Circle's Chief General Manager and supported by Network General Managers, the committee focused on ensuring the safety of both employees and customers while maintaining operational continuity. Despite severe challenges, it acted swiftly to adapt to evolving circumstances, implementing safety protocols and facilitating remote banking services. Extending support to the community, it ensured swift distribution of medical and ration kits among the most vulnerable.



Shri G Ravindran Chief General Manager Tenure: 24.05.2018 to 31.07.2020



Shri Deepal Lalla Chief General Manager Tenure: 01.08.2020 to 21.05.2021



Shri Ajay Kumar Singh Chief General Manager, Tenure: 24.05.2021 to 01.12.2022



Shri Sanjay Kumar General Manager, Network I Tenure: 04.06.2018 to 31.08.2020



Sukhvinder Kaur
General Manager,
Network I
Tenure: 01.09.2020 to 02.07.2022



Shri Baldev Prakash
General Manager,
Network II
Tenure: 01.10.2018 to 07.06.2021



Shri Rajesh Kumar General Manager, Network II Tenure: 07.10.2021 to 20.02.2024



Shri Sanjay Shrivastav General Manager, Network III Tenure: 01.06.2020 to 30.06.2023



Shri Devendar Kumar General Manager, Network III Tenure: 01.04.2019 to 31.05.2020

MAHARASHTRA CIRCLE





Distribution of masks and grains by RBO, Yavatmal





Donation of 5 oxygen concentrators to government hospital, Aurangabad







Donation of oxygen cylinders at AO Panaji







CSR activity done during COVID-19 pandemic in Ahmednagar region



In addition to prioritising the digitisation of services, enhancing customer support through remote channels, and ensuring the timely disbursement of loans and subsidies, the Patna Circle Management Committee of SBI, led by the Chief General Manager and Network General Managers, took significant steps to support welfare initiatives. Its efforts extended to distributing ration kits, donating essential medical equipment, and contributing extensively during the Joy of Giving week. Through these initiatives, the committee demonstrated a deep commitment to maintaining seamless banking operations and providing crucial assistance to those in need during the pandemic.



Shri Mahesh Goel Chief General Manager Tenure: 10.06.2019 to 30.05.2021



Shri Surender Rana, Chief General Manager Tenure: 01.06.2021 to 01.11.2022



Shri Vikas Chandra
General Manager,
Network I
Tenure: 01.06.2020 to 30.05.2021



Shri Manoj Kumar Gupta, General Manager, Network I Tenure: 27.05.2021 to 29.06.2023



Shri Mihir Narayan
Prasad Mishra
General Manager,
Network II
Tenure: 31.05.2020 to 30.05.2021



Shri Mrigank Jain General Manager, Network II Tenure: 01.06.2021 to 21.06.2022



Shri Janmejoy Mohanty General Manager, Network III Tenure: 01.06.2020 to 13.06.2022

PATNA CIRCLE





Donation to NGOs during the Joy of Giving Week





Donation by SBI Ladies' Club

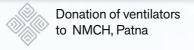






Flag-off of food packets vehicle





MUMBAI METRO CIRCLE CMC

During the trying times of the COVID-19 pandemic, the SBI Mumbai Metro Circle Management Committee emerged as a steadfast pillar of support. In a city grappling with widespread infection and overwhelmed healthcare systems, the committee, led by the Chief General Manager and supported by Network General Managers, focused on safeguarding both employees' welfare and operational continuity in the Circle area. Swiftly adapting to the evolving crisis, the committee played a crucial role in maintaining essential services and providing vital assistance to vulnerable communities. Distributing medical and other essentials during the darkest times, it emerged as a beacon of compassion.







Distribution of masks and sanitisers to Mumbai Police by SBI Local Head Office







Distribution of ventilators by the Regional Business Office, Thane Central



Distribution of ventilators by the Regional Business Office in Andheri







Food distribution by the Mumbai Main Branch in association with SBI Foundation



Distribution of sanitisers and gloves in Versova



Distribution of medical supplies by the Regional Business Office, Thane Western under SBI Mumbai (Metro) Circle



THIRUVANANTHAPURAM CIRCLE CMC

From donation of ambulances to the rural police to distribution of food packets and oxygen concentrators, the SBI Thiruvananthapuram Circle Management Committee's welfare initiatives during the pandemic stood out as examples of resolute leadership in one of the most trying times in living memory. Ensuring the Bank's operational efficiency during the crisis and guiding its efforts in the Circle area during the lockdown, the committee comprising the Chief General Manager and Network General Managers steered the Bank with grace and purpose. In the face of adversity, its dedication not only helped in the seamless execution of routine tasks but also in safeguarding the well-being of employees and customers.



Shri Mrigendra Lal Das Chief General Manager Tenure: 27.05.2019 to 31.05.2021



Shri Shreekant Chief General Manager Tenure: 26.05.2021 to 15.06.2022



Shri Partha Sarathi Patra
General Manager,
Network I
Tenure: 05.06.2018 to 23.07.2021



Shri Seetharaman V
General Manager,
Network I
Tenure: 23.07.2021 to 30.04.2023



Smt Ruma Dey
General Manager,
Network II
Tenure: 05.06.2018 to 30.05.2020



Shri Indranil Bhanja General Manager, Network II Tenure: 01.06.2020 to 23.06.2022



Shri Arvind Gupta
General Manager,
Network III
Tenure: 09.06.2018 to 31.07.2021



Smt Vandana Mehrotra
General Manager,
Network III
Tenure: 01.08.2021 to 20.06.2022





Donation of ambulance



Donation of oxygen concentrators and ventilators to the Kerala Government







Donation of oxygen concentrators and ventilators to the Kerala Government





Donation of ambulance to the Paravur Rural Police







Donation of incinerator for girls' school



Distribution of food packets among the needy

Agility and innovation have long been cornerstones of SBI's success, enabling the Bank to flourish amidst the shifting tides of social, economic, and political change. While the seeds of digital transformation were sown well before the pandemic, it was during the crisis that the true power of technology adoption revealed itself—in profound and unexpected ways. The pandemic reshaped the very essence of how the Bank interacted with the world and, in that crucible, digital innovation became not just a tool, but a lifeline.

RESILIENT.

SBI's top management of IT vertical played a pivotal role in steering the Bank through the challenges of COVID-19 by demonstrating visionary leadership, agility, and an unwavering commitment to digital transformation. Anticipating disruption, they strengthened business continuity plans and fast-tracked digital initiatives, ensuring uninterrupted services across platforms. By empowering teams, embracing innovation, and prioritising customer-centric solutions like the YONO platform, they enabled seamless banking even during lockdowns. Their proactive approach to cybersecurity, network resilience, and remote workforce enablement ensured operational stability. Through decisive action and strategic foresight, SBI's leadership turned a global crisis into an opportunity for technological advancement and sustained growth.



Shri Swaminathan Janakiraman DMD (Strategy) & Chief Digital Officer Tenure: 06.12.2019 to 06.09.2020



Shri Ravindra Pandey
DMD (Strategy)
& Chief Digital Officer
Tenure: 06.04.2020 to 17.06.2021
DMD & Chief Information Officer
Tenure: 18.06.2021 to 30.06.2022



Shri Dhananjaya Arvind Tambe DMD & Chief Information Officer Tenure: 14.05.2018 to 30.11.2020



Shri Anup Kumar Mahapatra DMD & Chief Information Officer Tenure: 12.01.2020 to 19.06.2021 CGM (Executive Support System), CC, GITC, Navi Mumbai Tenure: 06.04.2018 to 30.11.2020



Shri Ramesh V
CGM (Executive Support System),
CC, GITC, Navi Mumbai
Tenure: 08.10.2020 to 23.06.2022



Smt Vidya Krishnan CGM, D&TB (Products & Operations), CC, Mumbai Tenure: 14.05.2020 to 08.02.2021



Shri Sonny George CGM, Digital Transformation & E-Commerce, CC, Mumbai Tenure: 06.08.2018 to 30.11.2020



Shri Sandeep Pandurang Ubale CGM, (Digital Transformation & E-Commerce), CC, Mumbai Tenure: 22.05.2021 to 31.08.2023



Shri Sunil Kumar Tandon CGM, Digital Strategy, CC, Mumbai Tenure: 29.06.2020 to 02.05.2021



Smt. Sunita Rajiv Handa CGM (IT-Channel & Ops),CC, GITC, Mumbai Tenure: 26.05.2018 to 31.08.2021



Shri Abhijit Chakravorty CGM, (IT- Channels & Ops), GITC Navi Mumbai Tenure: 06.01.2021 to 07.07.2023



Shri Rajendra Vasudeo
Deshpande
CGM (IT-Core & Special Projects),
CC, GITC, Navi Mumbai
Tenure: 06.01.2018 to 31.05.2022

he COVID-19 crisis forced organisations to rapidly adapt to the new normal, and as India's largest public sector bank, SBI recognised its heightened responsibility in navigating this challenge. Interestingly, even before the pandemic, SBI had proactively implemented advanced technology controls and security measures, positioning itself as the most digitally-enabled bank in India. In fact, much before the crisis broke, almost 88.1 per cent of the Bank's customer transactions had been happening digitally. During FY 2021, SBI's flagship YONO platform proved to be the perfect medium to serve customers in the digital space, in which the boundaries of physical presence were pushed to phygital presence from 21.2 million registered users in March 2020 to more than 37.10 million in March 2021. Additionally, it had already established a comprehensive Business Continuity Plan (BCP) to account for various disruptive events, including pandemics—a foresight that helped SBI to maintain uninterrupted operations across its branches and offices, even amidst the global chaos. As the world grappled with uncertainty and the very future of banking began to unfold within the realm of digital transformation, technology adoption became an undeniable force which was not just about keeping pace with the changing times, but more about reimagining banking to enhance user experience, mitigate emerging risks, and stay ahead of the curve.

During the pandemic, SBI enhanced its network infrastructure, focusing on minimising branch isolation.

CONNECTIVITY AT THE CORE

At the heart of SBI's technology strategy in dealing with the COVID-19 crisis was its commitment to connectivity. While its YONO platform proved to be the perfect medium to serve customers in the digital space, the Bank ensured that its ATM network—a lifeline for both customers and operations—also operated smoothly, arranging for 600 connections of 4G connectivity for mobile van ATMs and ensuring ease of cash withdrawal during the peak pandemic period.

Even in the face of potential disruptions, SBI forged ahead by establishing alternative secondary links to

branches, minimising downtime and ensuring that services remained accessible, regardless of external challenges. It enhanced its network infrastructure, focusing on minimising branch isolation.





Security personnel securing the perimeter of an SBI ATM in Delhi during the pandemic



BEING SECURE

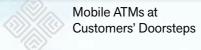
Cyber security, too, became a critical focus. In the rapidly evolving digital landscape triggered by the pandemic, threats lurked in every corner. SBI, however, stayed one step ahead, implementing an early warning mechanism through a honeypot solution to detect vulnerabilities before they could be exploited. It also initiated measures for a Next Gen Global Cyber Security Operations Centre (NGGCSOC), leveraging AI/ML capabilities to strengthen cyber security posture.

In the internet banking space, measures such as Captcha at login, the ability to lock/unlock internet banking access, and the option to enable/disable UPI payments were introduced. These technological safeguards were not only about compliance with the Reserve Bank of India's Cybersecurity Framework but about safeguarding the trust that millions of customers had placed in the Bank and were more specifically placing in the Bank during the pandemic and the lockdown that followed in its wake.

POWER OF DATA ANALYTICS

But technology was not merely a protective measure; it became the key to unlocking new realms of personalised service. In FY 2021, SBI leveraged advanced analytics to streamline end-to-end digital lending, offering products like pre-approved personal and business loans, two-wheeler loans, and point of sale (POS) online EMIs. Another key initiative was the online loan application and tracking system for MSME borrowers, hosted on its corporate website. The Bank also developed an AI-based model for New to Bank SME customers and implemented a fraud-prone branch model to identify high-risk locations. To combat fraud, models for suspicious ATM chargebacks and early warning signals for borrower stress were also deployed. Additionally, the Bank initiated the Intelligent Sampling of Vouchers (ISMOVVR) model for fraud detection,





optimised staffing and ATM networks, and introduced machine learning models to prevent income leakage and improve classification.

The Bank's nurtured and robust portfolio of products and services leveraged the power of data analytics in FY 2022—during a year that witnessed the more aggressive second wave of the pandemic—to offer a 360-degree view of the customer journey. This newfound insight, enabled SBI to tailor financial offerings in a way that was intuitive and customercentric, addressing pain points with precision and agility. Whether through the YONO app, now available in multiple Indian languages, or the YONO Krishi platform empowering farmers, SBI seamlessly bridged the digital divide, taking services to every corner of the country, and beyond.

Two new end-to-end digital loan journeys were introduced—preapproved two-wheeler loan (SBI Easyride) and pre-approved business loan (PABL) for POS customers of SBI subsidiary PSPL (SBI Payment Services Pvt Ltd.). Loans aggregating ₹21,898 crore were extended digitally through analytics-based products in FY 2022. In FY 2023, PABL would even go on to record a year-on-year (YoY) growth of 1076% to ₹3,605 crore—attributable largely to the Bank's deployment of advanced technologies like artificial intelligence, machine learning and business analytics, especially during the COVID-19 crisis.

BEYOND THE TRADITIONAL

The Bank's technology-driven efforts, which were doubly enhanced in FY 2021, also transcended traditional banking services. Though the rabidity of





the pandemic had waned by the end of FY 2021, COVID-19's second wave and partial lockdowns prompted the Bank to venture into new territories such as the metro railway transit projects. SBI played a pivotal role in this case by digitising micro-payments; the adoption of RuPay technology through the qSPARC platform in several metro systems, including those in Nagpur, Noida, and Mumbai, marked a significant leap in technology innovation in public transportation.







ABOVE AND LEFT: Social media posts of SBI Easy Ride and PAPL loans during FY 2021

Outdated and high-latency network connections were replaced with reliable, low-latency wired and wireless links, ensuring smoother operations. This was enhanced with the initiation of two advanced Artificial Intelligence (AI)/Machine Learning (ML) and Analytics-based Network Operating Centres (NOC-1 and NOC-2) to better manage network operations. To support continuity during the pandemic, SBI quickly deployed Virtual Private Networks (VPNs), enabling staff across India to work from anywhere and allowing branches, both domestic and international, to function efficiently and without disruption.







ABOVE AND LEFT: Social media posts on launch of SBI IOCL RuPay Contactless Debit Card in FY 2021 and the features of the RuPay card The VPN user onboarding process at the Global Markets Unit at Mumbai, was designed to ensure secure and efficient remote access for approved employees. It began with obtaining necessary approvals from department heads, followed by applying for VPN licenses and submitting the required documentation. Once approved, laptops were procured, registered, and sent for hardening by the IT team to meet security compliance standards. After the hardening process, the VPN team verified the devices and conducted thorough security checks. Upon successful verification, users received activation links and were connected to the network with all essential system updates installed. DUO authentication was also configured to enhance security. Separate protocols were in place for modifying or revoking user access, ensuring that all changes were handled systematically. This structured approach guaranteed a seamless and secure onboarding experience, enabling employees to work remotely with confidence and minimal disruption.

RETAIL DIGITISATION

In prioritising digital initiatives for customer convenience—from pre-approved loans, YONO Quick Pay for easy transactions, Insta account opening via Aadhaar OTP, 24/7 access to loans, YONO: PAPL and seamless fund transfers without branch visits—SBI embraced tools such as Retail Loan Management Solution (RLMS) and Vendor Verification Module (VVM) streamlined loan processing. These ensured consistent underwriting standards, speedier deliveries, and a more seamless, delightful customer experience. Meanwhile, the home loan journey itself underwent a digital transformation, with platforms like YONO and Online Customer Acquisition Solution (OCAS)/Remmitance As A Service (RAAS) leading the charge in ease of banking.

The Bank's technology prowess could also help it to digitally onboard new corporate internet banking (CINB), e-Trade, and e-Forex customers, and Saral customers with debit card authentication. An online account opening facility for non-individual entities like sole proprietorships, partnerships, and HUFs was introduced. In FY 2021, the Bank could integrate 19,592 merchants to strengthen e-collections, e-payments, and e-commerce ecosystems, alongside Virtual Account Number (VAN)-based funding for government e-marketplace and online e-Mandate for recurring payments of EMIs, etc.

In response to the challenges brought on by the pandemic, SBI introduced several customer-focused initiatives using its CRM software such as simplifying the settlement of deceased claims, automating services through the use of registered mobile numbers (RMN) and IVR systems, and launching the Circle Call Centre, where bank employees directly manage calls referred by the contact centre. Furthermore, an AI-powered email management system was deployed to quickly categorise complaints, enabling faster resolution.



BULK OF TECHNOLOGY

SBI's Digital & Transaction Banking (D&TB) unit, leveraging technology to deliver comprehensive solutions for customers' bulk transaction needs, as well as value-added services like customized MIS reports and dedicated client support, played a crucial role during the pandemic. It was pivotal in assessing the broader banking requirements of clients, offering doorstep services, and facilitating transactions despite the challenges of the lockdown.







SBI social media posts on digital banking; landing page of SBI Internet Banking showing the SARAL ad; claim settlement of deceased constituent's account

Several initiatives were launched to support customers' businesses, and despite the difficult circumstances, the unit's fee income grew from ₹1,902.77 crore in FY 2020 to ₹2,009.75 crore in FY 2021.

The Bank's technological capabilities were further demonstrated through the Trade Regulatory Reporting and Compliance Solutions (TRRACS), a system designed to boost efficiency by reducing pending entries. Additionally, the integration with Singapore's real-time payment system, G3-FAST, enabled swift, secure cross-border transactions, combining innovation with commercial appeal while mitigating settlement risks.

NEW KIND OF BANKING

SBI's bold embrace of technology didn't stop at retail or cross-border services. In FY 2022, it embarked on a comprehensive overhaul of its e-banking platform for international operations to save cost and boost efficiency. Centralisation and offshoring of back-office processes, already in motion with migration of jobs from the UK and Bahrain, expanded to include Canada and Singapore—signifying not just an operational shift, but a reimagining of how banking could function on a global scale.

Even in the legal and recovery realms, technology proved indispensable. SBI's efforts to integrate new IT platforms in the Stressed Assets Resolution Group (SARG) vertical allowed for better monitoring of stressed accounts, enhancing both transparency and the efficiency of the recovery process.

In all of these advancements, the nudge into swiftness of adoption was not merely a tool—it was the beating heart of SBI's ability to navigate a global crisis, a testament to the Bank's forward-thinking vision and its unyielding commitment to empowering its customers in an ever-changing world. As the pandemic reshaped economies and industries, State Bank of India stood resolute, harnessing the full potential of technology to ensure that its customers were never left behind. §



Ease of banking ad displayed on the shutter of the SBI Panaji Secretariat Branch in Goa





From declining revenues and rising non-performing assets (NPAs) to increased operational challenges and economic uncertainty, SBI, like others, had to navigate an exceptionally tough environment during FY 2021. However, through strategic adaptability, robust digital infrastructure, prudent risk management, and government support, SBI could not only overcome these challenges but also achieve growth.

BANKING REIVAGINED

SBI EXTENDS GLOBAL TRA SOLUTIONS TO ISRAELI CO

TEL AVIV: State Bank of India is offering tr finance solutions and services to Israeli corp ₹1.000 cr in Costs help them tap business potential arising out Abraham accords leading to normalisation between Israel and Arab states, a bank off International trade activities of late have p momentum after the unprecedented market and resultant inactivity due to COVID-19 p induced lockdowns and closures around the with optimistic outlook for the near to media V Ramana, the CEO of SBI Tel Aviv branch

Despite declining interest rates, customers put their trust in banks instead of mutual funds

safe haven in bank deposits

TO MITIGATE THE IMPACT OF COVID

SBI Draws Up Plan to Save as Much as

Digital Payments Bounce Back to Pre-Covid Levels

ped recovery in June as online spend picks up; UPI transactions at 1,426 highest in a month

and reskill workforce.

Credit Card Payouts Up

Amid volatility, people find

improve productivity by redeploying its staff to sales roles

TO MITIGATE THE IMPACT OF C SBI Draws



res to fight COVID-19 battle

SBI sanctions ₹20K-crloans to MSMEs

State Bank of India (SSI) has sanctioned Joans worth 120,000 crore to over 400,000 micro, small and medium enterprise (MSAE) accounts under the Emergency Credit Line Guarantee Scheme (ECLGS) according to 8x chairman Rajnish Kumar (Mr. 1974). The scheme funded by the

lemme, provides guarantee for 10 per cent additional credit



MSMEs under the Antumirbhar Bhacur will reduce the pain of the sector.

to Save as ₹1.000 cr ir

SBI employees commit Rs 8 crore towards PM Cares New Delhi: Employees of

State Bank of India (SBI) have decided to contribute an additional amount of Rs 7.95 crare to the Prime Minister's Citizen Assistance and Relief in Emergency Shustions (PM CARES) Fund as part of their affort to fight the COVID-19. crisis. The donation made by SBI employees by letting go o one day's salary and a day's leave encashment totals at Rs 107.95 crore, the country's largest lender said in a ment. In Narch, around 2.56,000 employees of SBI donated Rs 100 crore to the PM-CARES Fund that is created to fight the coronavirus pardemic, it said SBI has also committed 0.25 per cent of its armuel profit of 2019-20 towards CSR (corporate social) responsibility activities to fight the COVID-19 pandemic It said. Public sector companies and their employees have been at the nt in the fight against COVID-19 and they have generously contributed to the PM-CARES Fund. At this time efforts to provide best possible banking services to

1,000 Covid-19 patients

MUCH-NEEDED CAPITAL

SBI donates dresses to

SBI raises GDP forecast to -10.7% as recove

Banks to report higher NPAs after Sept post moratorium: SBI report MUMBAI: The surge in eq-uity markets is not linked

to economic recovery and may be a sign of irrational exuberance, economists at SBI said on Monday, pitch-ing for a second round of fiscal support to help the impacted sectors.

They also warned that banks will start reporting higher non-performing as-sets (NPAs) after Septem-ber, once the six-month moratorium on loan repay

ment ends.
The markets shed over a fifth of their value in the early days of the COVID-19 pandemic and have re-couped some of the losses in the last few weeks. Inter-estingly, the gains hap-pened even as the chorus of



a contraction in GDP started among the analysts, wherein some expect a neg-ative growth of up to 5 per

cent in 2020-21. There is a weak linkage between buoyant markets and economic recovery and the phenomenon largely re-flects "irrational exuberance" the economists wrote in a note, attributing the same to easy liquidity made available by RBI

on by the accessive imposed to contain the corenavirus (Covid-79) panderesk.

According to SBN seed with analysts after the Q4FY20 results, it had 800,000 eligible borrowers under the coding guarantee scheme. The eli-

l a pessimistic pandemic ative, SBI brings a ray of hope



seeks loan guarantees, ension of moratorium

attmesgroup.com

New Delhi: State Bank of India's chairman Rainish Kumar has sought govern-

ment guarantees enable banks to lend to companies to expedite a post-lockdown economic recovery in the af-termath of the Co-vid-19 pandemic.

Addressing a webinar by Naredco, Kumar said banks can play a critical role of inter-mediation by lending to corporates if the government provides them with the risk capital or extends guarantees against corporate loan defaults and the RBI gives them liquidity

supportforthepurpose.
In his address, Kumar un-derlined the need to extend the moratorium on repay ment of loan to six months de pending on evolving the situation from the existing three

ation, will request for raising the loan mora torium period.

Kumar said risk capital to enable banks to extend loans to corporates is the best way to go

forward as banks have limited risk appetite despite their financial position having improved over the last three years. "Even if the government guarantees

the incremental lending, that will be of much help.

Kumar said that the eco-nomy needs support at multiple levels. First at the macro level to address the entire eco-nomy. Then at sector level to address most affected indu-stries like transport, hetel, restaurants and others, and finally at micro level to add-ress the problems faced by a

specific unit.
"The banking system and public sector banks camplay a critical role and the govern-ment needs to support them

risk capital. Whether it is director through the guarantee route and how much obligation government can take are the subject matter of deliberation and discussion.

A lockdown following the coronavirus pandemic has placed companies under stress and many are starved of liquidity. In most of the sectors, there is destruction of demand. In this scenario, if banks do no rollover of existing loans, many corpo-rates are likely to default, which would lead to an increase in bad loans, forcing banks to make provisions, which in turn will erode their net worth. Industry bodies including

Assocham, Ficci and Naredco are seeking restructuring of outstanding loans and extension of the repayment period. Besides this, industry bodies are also asking for fresh loans

Top state-run banks, NHB, Sidbi disburse nearly ₹50,000 cr in past two months; over ₹40,000 cr of it sanctioned by PSU lenders

Govt Support Comforts Banks, Boosts Lending to Covid-Hit MSMEs

National Housing Bank (NHB) and the Small Industries Deve-lopment Bank of India (Sidbl) have together disbursed nearly \$50,000 crore in the past two months. State-run banks have sanctioned as much as \$40,416 crore of this, or nearly 14% of the total target of #3 lakh crore under the government's emergency cre-dit line guarantee scheme, show the ministry data.

The government scheme is aimed at encouraging banks and NBFCs to lend to micro, small and medi-um emerprises that were starved of funds following the pandemic and the lockdown.

and the lockdown.

NHB and Sidbi sanctioned

5,539 crors and 1,640 crore, respectively, to non-bank finance
companies, microfinance institutions and housing finance companies, according to data collated by financial data intelligence provi-der Propstack fer Propstack. Banks and the state-run financial

institutions provide credit to NBFCs and other lenders like microftnance companies, which then on-lend to their customers. State Bank of India alone sanc-

tions over a week after public sec-tor banks apparently agreed to the ir proposals.

HFL Group chairman Nirmal

Jain said the company had appli ed for loans under the scheme and was hopeful of getting the money by the end of the month. Lending under the credit guarantee sche-me "appears to be moving well with banks' willingness to dis-burse credit", he said.

Shriram Transport, Centrum and Magma are among other NBFCs that have

reached out to banks, the sources said. These compa-nies could not be contacted immediately for comment.

"There is demand from NBFCs and a lot of in-principle sanctions have been given," sa-ld a senior bank executive involved in the processes

Public banks disburse ₹16k-cr

special leave without loss of pay for the duration of the lockdown imposed in the wake of the COVID-19 pandemic.

The Department of Empowerment of PwD under the Ministry took up the issue with the Finance Ministry's Department of Financial Services on Tuesday after receiving information that State Bank of India was treating the absence of PwD as "sick leave". The National Federation of the Blind had raised the issue with the department, it said on Thursday.

PSB loan disbursal picks up in emergency loans to MSMEs pace, rises to over ₹29K crore

new DEAM, JUNE II

COUNTRY'S largest backing institutions. State Basis of India India the pack of India India the pack of Justice serior bushs in debouring institution of India Ind

minormized by the govern-recent for meeting the log unity needs of the MIMIL sector in the present critic. The 1881's foun distributed accounts for over 35 per-cent of 18 at 42034 spec-distributed by 12 PSBs under the scheme up to have 5:



tioned lines under come 7.5 lakh acor so fac while diabs who been made in a So far within his property of the property of

Rajeev Jasyaswal

NEW DELHI: State-run banks have disbursed half the ₹32,050 crore loan they sanctioned to small businesses as of June 12 under the₹3 lakh crore collateral-free emergency credit guarantee scheme launched in May to boost micro, small and medium enterprises (MSMEs) hit by the Covid-19 pandemic and subsequent lockdown.

"As of 12 June 2020, #PSBs [public sector banks] have sanc-

12 PSBs HAVE RELEASED

THE SANCTIONED LOAN MONEY TO 423.818 MSME ACCOUNTS

was announced by the finance minister on May 13 as a part of the first tranche of the Aatmanirbhar Bharat Abhiyan (Self-reliant India Initiative) of the National Democratic Alliance

It provides for an additional working capital loan at a conworking capital equivalent to 20% of the outstanding credit as on February 29, 2020 in the form of a term loan to units with up to ₹25 crore in outstanding credit and annual revenue of up to ₹100 crore. According to the finance minister's office, 12 PSBs have sanctioned loans to 854,128 accounts as of June 12. The money has been disbursed to 423,818 of them.

India's largest bank. State Bank of India (SBI), has disbursed ₹8,776.19 crore under the scheme out of a total sanctioned

[ECONOMY AMID PANDEMIC] DINESH KUMAR KHARA, SBI CHAIRMAN

Unlock process has led to demand revival: SBI chief



I think, whether public or private, whatever may be the ownership structure, the most important in the banking system is the corporate governance... DINESH KUMAR KHARA, SIR SAHMAN



ith India registering a strong recovery post-pandemic and growth averaging 8.1% for the three-year period ended FY 2024, it can be said that SBI optimally leveraged opportunities inherent in the country's resurgent and resilient economy to continue its stellar run in profitability with a standalone net profit of ₹61,077 crore in FY 2024—registering a growth of 21.59%. The previous year, in FY 2023, the Bank's standalone net profit had risen by over 58% to ₹50,232 crore from that of ₹31,676 crore in FY 2022. This growth was buoyed by the relentless pursuit of best practices and strategies across niche segments, especially following the pandemic, which the Bank took as a learning experience. In fact, even during FY 2021, an unprecedented challenging year for the entire world, the Bank could, with a pragmatic view and timely decisions, coupled with the support of customers, report a standalone net profit of ₹20,410 crore against the net profit of ₹14,488 crore the previous financial year.

TACKLING THE TURMOIL

When the pandemic hit in early 2020, the global financial system went into turmoil. For SBI, as for other banks, the immediate impact was a sharp decline in economic activity, leading to slower loan growth, a reduction in demand, and an increase in risk. The lockdowns in India disrupted business operations, including face-to-face customer interactions and loan recovery

efforts. The government-imposed moratoriums on loan repayments further added to the burden on the Bank, leading to an increase in the number of loan defaults.

As businesses faced closures, unemployment rose, and consumer confidence plummeted, SBI had to balance the risk of loan defaults with the need to maintain credit flow to the economy. But, armed with a continual focus on asset quality and risk management, as well as proactive monitoring and soft reach-out calls to customers, it could reduce NPA in home loans to below the March 2021 level to 0.50% by end of March 2022.

Also, even though the outbreak of the second wave of the pandemic in FY 2022 affected real estate, the Bank

could disburse close to ₹1.46 lakh crore of home loans and home-related loans during FY 2022.

Timely decisions, a pragmatic view, and the support of customers helped SBI post a standalone net profit of ₹20,410 in FY 2021





ABOVE AND RIGHT:

Business as usual at an SBI branch; SBI media post on its banking services during COVID-19



WE STAY IN THE BANK FOR YOU.

YOU STAY AT HOME FOR THE NATION.

Thereafter, SBI could achieve broad-based improvement in asset quality with the overall gross NPA ratio declining to 3.0% in December 2023 from 4.5% in December 2022. The Bank, which was dealing with a steep rise in stressed assets just prior to the pandemic, was put in a bind when the lockdown altered the dynamics of stressed asset recovery. It had to grapple with disruption in normal proceedings due to COVID-19 infections and RBI-mandated standstill clause for some sections of the portfolio. During this time, however, the Stressed Assets Recovery Group (SARG) digitalised various formats and process flows for standardisation and creation of corporate memory. It is worth mentioning that SBI was able to achieve a reduction in the level of gross NPAs by ₹22,703 crore by March 2021. The corporate segment saw the largest reduction in NPA at ₹18,530 crore, while other segments remained more or less stable.

To mitigate the adverse impact of COVID-19 on the Bank's portfolio, SBI identified corporates that would require additional assistance very early in FY 2021, thereby facilitating quick remedial measures. Various analyses were undertaken to proactively identify probable stressed portfolios and necessary remedial measures were taken in time. Similarly, the impact of COVID-19 on various industries such as NBFC, Construction, Textiles, Ports, Shipping, Hotels, etc. were watched continuously and analysis of new developments shared with business groups to enable them to take informed credit decisions.





Ad showing YONO's global presence

ACROSS GEOGRAPHIES

Even as the pandemic pushed countries into recession, impacting global trade, investments, and economic activity, SBI showed resilience in maintaining its core functions worldwide. Its International Banking Group (IBG) adapted by optimising resource costs, replacing high-cost resources with low-cost alternatives, and diversifying its liability base. It raised long-term funds from development banks in Japan and Korea and leveraged digital platforms like SBI YONO to improve penetration through contactless offerings.

While business growth was slow in the first half of FY 2021, IBG recovered to pre-COVID-19 levels and grew its overseas portfolio while maintaining asset quality. Through diligent credit monitoring and shedding problem assets, IBG remained agile in its approach. It also emerged as a Lead Arranger in loan syndications in countries like South Africa and strengthened its relationships through outreach initiatives with exporters and banks. IBG met regulatory expectations by offering relief packages such as restructuring, deferments, and moratoriums, adapting to changing regulatory frameworks globally. It also maintained profitability by launching new initiatives like Merchant Banking and Factoring Services to supplement income streams.





SBI's Bangladesh operations allotted BDT 1.01 crore as a special CSR fund, and conducted CSR activities at different places in Bangladesh to distribute food items, health protection items, and medical equipment in urban and rural COVID-19-affected areas

RESPONDING DIGITALLY

Despite the daunting scenario, SBI took key strategic decisions and put in place several operational shifts to mitigate damage caused by the COVID-19 pandemic. One of the measures was strengthening digital banking. In fact, some of the digital initiatives SBI had undertaken before the crisis helped to meet the moment. For example, the YONO mobile app which SBI had launched in 2017 to offer banking, investments, trading, and online shopping services, came in handy during the lockdown, with 30,000 new users per day joining existing users, often because they could not visit their branch. Yono Business was also launched for ease of banking for corporate customers. Today, YONO figures speak volumes: until March 31, 2021, the app had a registered user base of 37.10+ million; in FY 2024, its user base is 7.40 crore!

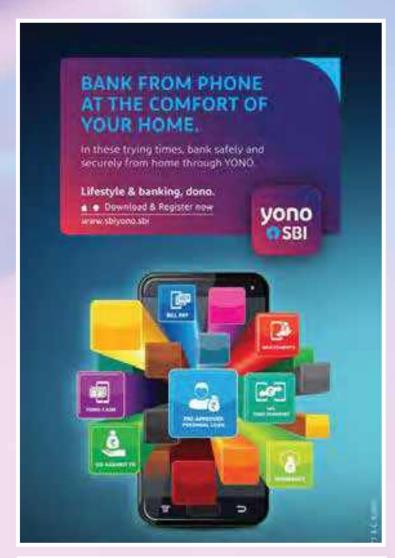
With virtual banking thrown into focus during the pandemic, knowing how to use banking services like savings and checking accounts, loans, and digital banking platforms effectively became important. With the objective of imparting free financial literacy, credit counselling and propagating the use of electronic payment systems, SBI set up 341 Financial Literacy Camps across the country between April 1, 2020 and March 31, 2021—which conducted 11,943 camps in which 3.64 lakh people participated.





ABOVE: A rural financial literacy camp during the pandemic

FACING PAGE: YONO and Yono Business advertisements to promote digital banking during the pandemic

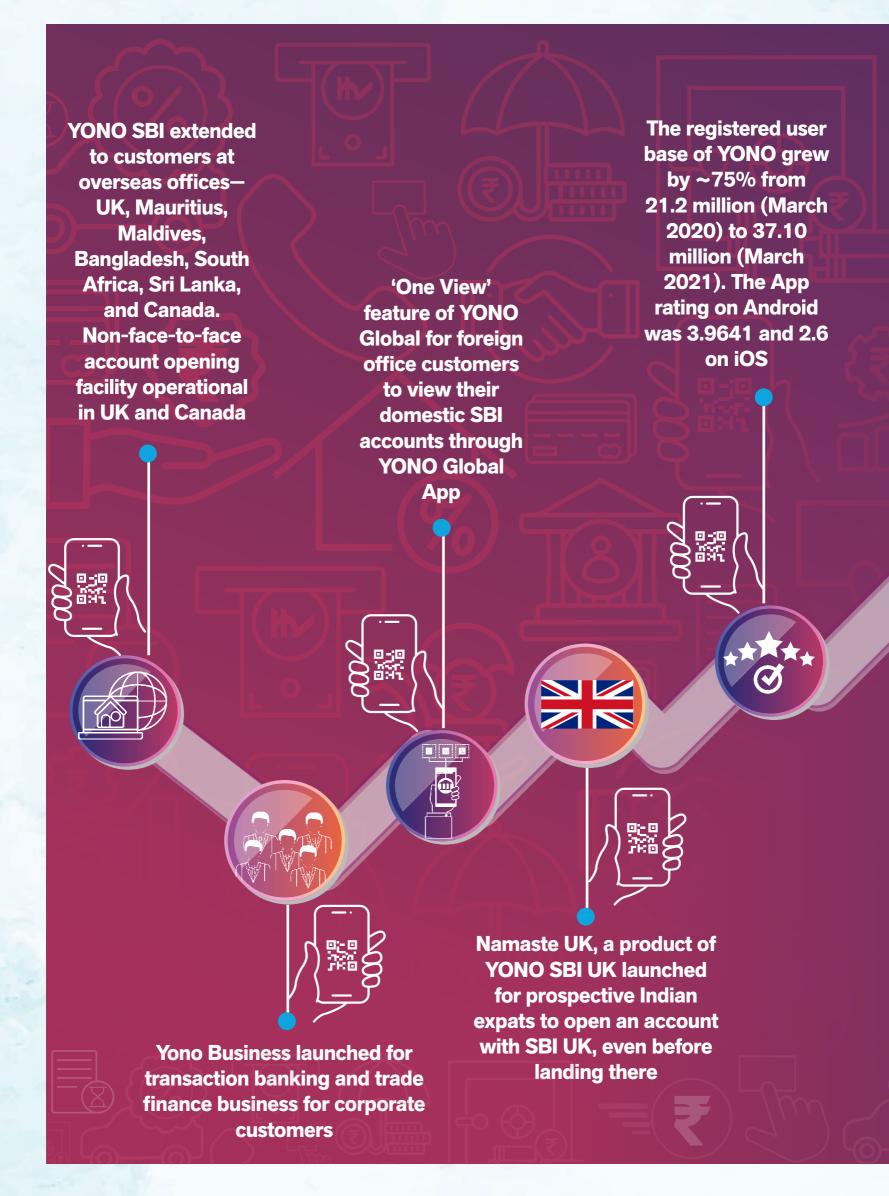


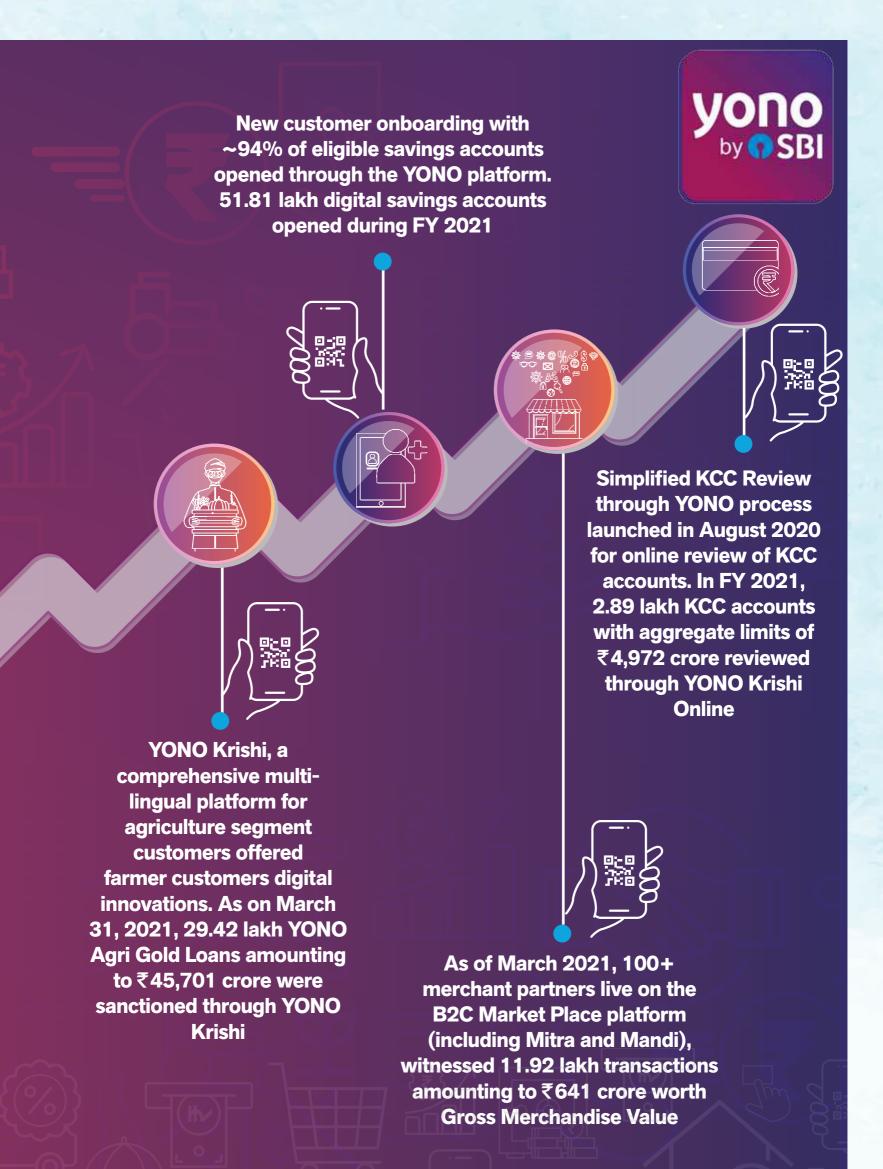












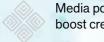
MANAGING RISKS

Another important measure was prudent risk management and loan restructuring. SBI recognised the importance of managing credit risk during uncertain times and adopted a proactive approach in restructuring loans, offering moratoriums and extensions to borrowers impacted by the pandemic. It also maintained a cautious stance on new lending to ensure that its portfolio remained resilient. The Bank additionally worked closely with RBI and government schemes to ensure the smooth flow of credit to priority sectors, especially healthcare, agriculture, and MSMEs (Micro, Small, and Medium Enterprises).

Even after the pandemic, SBI focused on strengthening its traditional business lines, including MSMEs, large-value agriculture, and home loans, where it now continues to lead the market. Now, corporate credit growth, which had remained subdued and declined by -3.02% to ₹8,18,705 crore in FY 2021, is being driven by sectors such as renewables, roads, and petrochemical expansion.

Then again, from about 18 lakh SME customers worth ₹3,05,517 crore in FY 2022, SBI could enhance this portfolio to over 20 lakh customers worth ₹4,33,037 crore as on March 31, 2024—accounting for nearly 13.41% of the Bank's total domestic advances in comparison to nearly 10.83% of the Bank's total advances in FY 2022.





Media post on SBI product to boost credit flow to MSMEs

POLICY, COST, DIVERSIFICATION

SBI played a pivotal role in channelling the Indian government's initiatives to counter the effects of the pandemic, such as the Emergency Credit Line Guarantee Scheme (ECLGS) and various liquidity support measures, especially to those businesses in critical need of liquidity. By participating in these government schemes, SBI not only helped its customers but also secured its own financial stability.

Then again, in response to the economic slowdown, SBI focused on cost-cutting measures without compromising on service quality. This included reduction in non-essential expenditure and optimal branch operations. It swiftly deployed Virtual Private Network (VPN) to empower the operational staff across India to Work-From-Anywhere and ensure Business-As-Usual. Significantly, despite the lockdown, the annual closing exercise could be conducted without any glitches.

Reconsidering what a bank should be in the digital age and during the extraordinary circumstances of FY 2021, SBI utilised pandemic-caused limitations as an opportunity to drive user ease through online learning; promote a pull mode of learning; teach new skills; and broaden the knowledge horizon of its workforce. To provide constant learning support despite restrictions on mobility, a robust virtual learning system capable of connecting manifold functionaries and providing a deep understanding of contemporary circumstances was also put in place.

SBI could insulate itself from the worst effects of the pandemic and set out on the growth lane largely due to its diversified business model—retail banking,





Samarthya, a firstof-its-kind, virtual two-day engagement programme for 1.1 lakh employees to understand different perspectives corporate banking, treasury management, and wealth management. The retail banking segment benefited from the growth of digital banking services, while corporate banking gained from the government-backed initiatives aimed at reviving industrial growth. The Bank's strong capital base, supported by consistent growth in deposits, enabled it to absorb shocks and continue operations.

RECOVERY, GROWTH

By late 2021, as the Indian economy slowly reopened, economic activity picked up, boosting demand for credit. The government's push for an Atmanirbhar Bharat further accelerated growth, and SBI's role in providing credit to sectors such as Agriculture, Healthcare, and Infrastructure became even more critical. To make the Atmanirbhar Bharat Abhiyaan a success and boost its investment credit portfolio, SBI launched three new products—Agri Infrastructure Fund (AIF), Animal Husbandry Infrastructure Development Fund (AHIDF) and PM Formalisation of Micro Food Processing Enterprises (PM FME). The Bank also kept itself active in the Alternative Investment space, looking for emerging opportunities. Amid the pandemic, the Bank part divested its stake in non-core assets and assessed a number of new investment opportunities. In FY 2021, the Bank sanctioned investments of nearly ₹600 crore in private equity / alternative investment funds.

The Bank's digital transformation bore fruit in the form of increased customer engagement, with a sharp rise in online transactions, digital savings accounts, and mobile banking usage. It saw strong growth in retail loans, especially in housing finance and personal loans, as individuals resumed spending on housing and consumer goods. In fact, as on December 2023, SBI's home loan market share in the whole industry level was 20.48%. SBI's home loan level has also









FACING PAGE
AND ABOVE: SBI
launched three
new products
to boost credit
and push the
Atmanirbhar
Bharat programme
during the
pandemic in
animal husbandry,
agriculture
infrastructure,
and micro food
processing sectors

risen from 5.03 lakh crore in March 2021 to 7.26 lakh crore in March 2024. Corporate loan growth also recovered, aided by government initiatives and the Bank's strong risk management practices.

Significant reduction in NPAs, thanks to effective loan recovery strategies and focus on risk-adjusted returns have helped the Bank in improving asset quality. Coupled with higher provisioning for bad loans, it has led to an increase in its overall profitability. By 2024, SBI surpassed expectations in key metrics such as profitability, asset quality, and digital transformation. Its deposits and advances are now in equilibrium, and its commitment to sustainability and green financing is positioning it as a forward-thinking leader in the banking industry.

The COVID-19 pandemic presented unparalleled challenges to SBI, but the institution's resilience, adaptability, and strategic foresight enabled it to tide prudently through the adverse scenario. Riding on digital innovation, effective risk management, and leveraging government support, the Bank could successfully navigate the storm. •

Additional emergency credit line of 10% of sanctioned limit to 19,81,981 farmers for immediate credit needs



All foreign exchange services provided unhindered to customers using technology, including adjusting to Work from Home arrangements of corporate clients

75

The Digital & Transaction Banking services that facilitate a close relationship with clients and assesses their banking requirements played a vital role in providing doorstep services and bolstering businesses through digital transactions. The D&TB Fee Income increased from ₹1,902.77 crore in FY 2020 to ₹2,009.75 crore in FY 2021

During Vigilance Awareness Week in FY 2021, actions relating to internal housekeeping were taken up in campaign mode and a Vigilance Bulletin was published incorporating case studies and other important guidelines to provide awareness amongst employee

600 connections of 4G connectivity for mobile van ATMs to ensure ease of cash withdrawal during peak pandemic period

5

During the pandemic, accounts opened for collection of donations by Central and State governments—the largest being PM-CARES account



Guaranteed Emergency Credit Line 1.0 and 2.0 launched to provide finance on liberal terms to units affected by the COVID-19 pandemic



New services/products for NRI customers: delivery of automated advice on registered email address on T+1 basis for all new/rolled over STDR/TDR/FCNR(B) deposits; Missed Call Banking Services through SBI Quick App; NEFT/RTGS in YONO Interface



Dealers availing e-DFS facility during business slowdown during the pandemic were offered extended credit periods without penal charges for the consignments



Despite COVID-19, SBI's 152 Rural Self Employment Training Institutes (RSETIs) trained 66,260 candidates and achieved 107% of the annual training target set by Ministry of Rural Development (MoRD)



As a pilot project implemented by RBI, 15 Centres for Financial Literacy (CFLs) set up at block level in Maharashtra, Chhattisgarh, and Telangana

Customer Enterprise (CE/e-Trade): SBI e-Trade, a unique digital platform to satisfy needs of corporate customers for their Domestic Trade Finance & International TF, helped them continue their trade finance businesses digitally, without interruptions

It is only in our darkest hours that we may discover the true strength of the brilliant light within ourselves that can never, ever, be dimmed.

Doe Zantamata



During the COVID-19 pandemic, SBI's social initiatives spanned a wide range of efforts, from assisting its customers and employees to providing crucial support to communities in need. The Bank extended financial aid, healthcare assistance, and essential supplies—becoming a beacon of hope for the underprivileged and vulnerable. This poignant documentary captures the moments when SBI stood as a pillar of support, providing unwavering assistance to millions across the country during their time of crisis.

Scan the QR code to see the documentary.









