



बैंक ऑफ़ इंडिया  
Bank of India

*Relationship beyond banking*

**PRESENTATION TO ANALYSTS  
December 2010**



## Bank of India Front-runner in India's Growth story

# Milestones

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- 1906: Group of eminent businessmen establishes the Bank
- 1946: Opening of London Branch – First-ever Indian bank to open a branch overseas
- 1950: Opening of Tokyo Branch – First Indian bank to open a branch in Japan
- 1969: Nationalization along with 13 other banks –  
branch network: Indian: 207 & Foreign: 12
- 1989: Established BoI Shareholding Ltd. – a JV with Bombay Stock Exchange (BSE) to manage clearing house of BSE
- 1997: Launched maiden IPO – Government shareholding diluted to 76.53%
- 2003: Ranked as India's Most Trusted Service Brand consecutively for 3 years by AC Nielsen ORG-MARG
- 2004: Ranked 25<sup>th</sup> among India's Top 500 companies by D & B
- 2007: Surpassed landmark of INR 10 bn in net-profits
- 2008: Surpassed landmark of INR 20 bn in net-profits
- 2009: Surpassed landmark of INR 30 bn in net-profits

# Awards & Accolades

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Dun & Brad Street Award for the Best Public Sector Bank Category-2010

The Second PSU Award 2010 by Dalal Street

The award of the most efficient Public Sector Bank based on the Operating Profit / Total number of employees , Growth in operating profit and Balance Sheet Profit

IBA banking Technology Award 2009 for the Best Business Enablement Initiatives

National Award for Excellence in Lending to Micro & Small Enterprises 2009 – Conferred by the Government of India, Ministry of Micro, Small & Medium Enterprises

Best Education Loan Provider: Outlook Money – NDTV Profit Awards

Adjudged the Best Bank in PSU Bank Category in NDTV Profit

Business Leadership Awards 2009

# Awards & Accolades

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Bol rated by Economic Times/AC Nielsen Survey for ‘The Most Trusted Brands” (MTB) 2009 -

2<sup>nd</sup> under PSU Banks Category (next to SBI)

8<sup>th</sup> in Top Service Brands

Secured 92<sup>nd</sup> place in MTB – an improvement of 54 rankings as compared to previous year

Won the Award for Top Public Sector Bank under Best Bank Category & Overall Best Bank by D & B Banking Awards 2009

First major PSU bank to receive ISO 27001:2005 certification for Data Centre & Disaster Recovery Centre

International Award in Outsourcing – Sponsored by Everest Group & Forbes at New York, USA

Special Award for Green IT at CIO-100 event for Solar Power

Runners’ Up Award – FE India’s Best Bank Awards

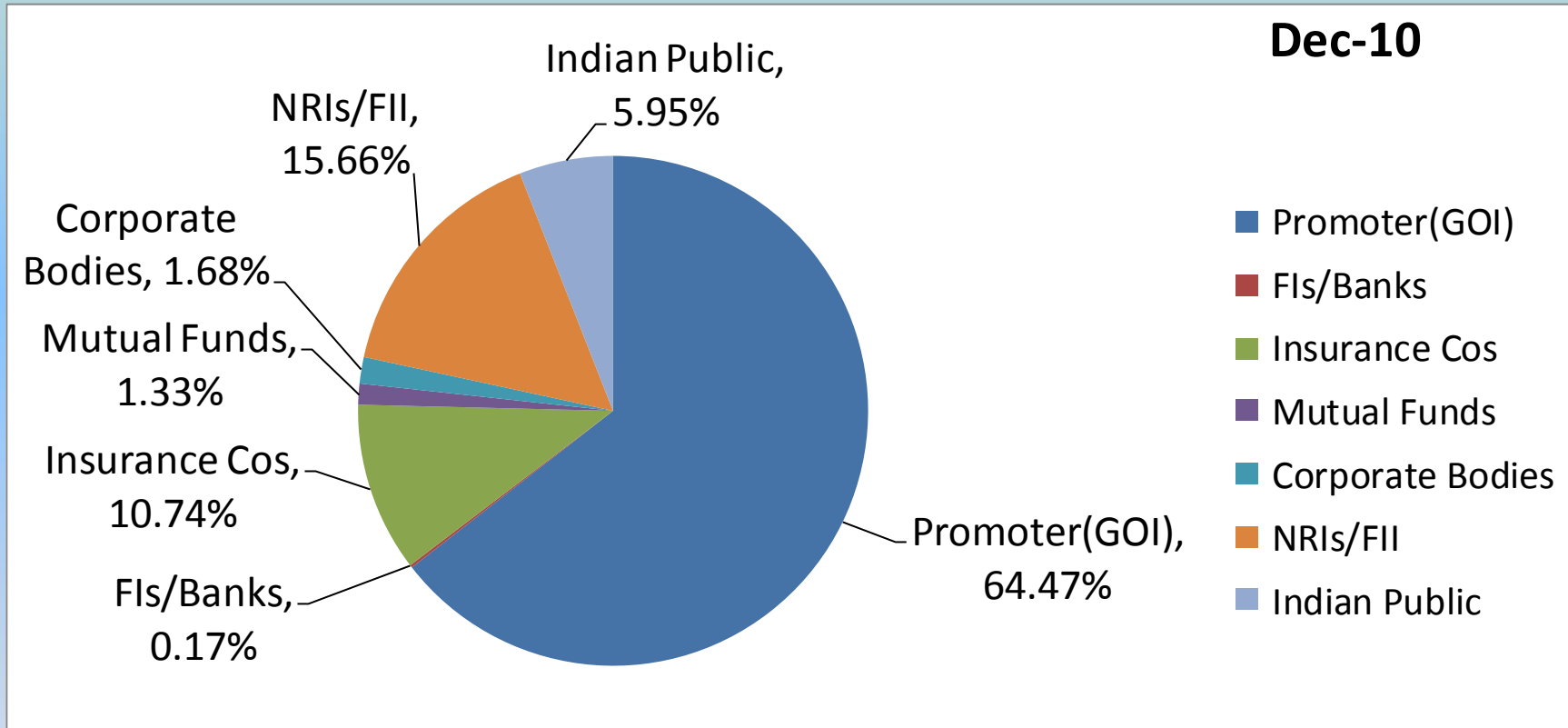
# IT Initiatives

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- 480 new ATMs installed during current FY thus taking the total ATMs to 1300.
- Mobile Banking services extended to all retail internet banking customers
- Bank has implemented Two Factor Authentication (2FA) – star Token for both Retail and Corporate internet banking customers as an additional security measure.
- Bank has launched website in regional language “Marathi” and has plan to roll out in other regional languages
- Credit Application Processing Systems (CAPS) introduced covering all major credit segments –Retail, Corporate , MSME and Agriculture

# Investor Profile- Shareholding Pattern (%)

**Dec-10**



**Total Foreign Holding 15.66 %**

# Global Footprints – Foreign Branches of the Bank



# Strategic Investments - Alliances & Jt. Ventures

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- ✓ Promoter & largest share-holder of a leading Indian Primary Dealer – Securities Trading Corp of India Ltd.
- ✓ JV with BSE to manage clearing & settlement operations – Bol Shareholding Ltd.
- ✓ JV insurance company – SUD Life Insurance Co. Ltd. (Partners: Dai-Ichi Life Insurance Co. Ltd., Japan & Union Bank of India)
- ✓ 100% subsidiary in Tanzania – Bol (Tanzania) Ltd.
- ✓ Acquired PT Bank Swadesi Tbk, Indonesia (76% stake)
- ✓ ASREC – Asset reconstruction company- Joint venture(26% stake)
- ✓ Indo Zambia Bank –Joint venture (20% stake)

# Strategic Investments - Alliances & Jt. Ventures

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✓ Strategic investment in –

MCX – The leading commodity exchange

NCML – Financial intermediaries

CIBIL – Credit Information Bureau

USIL - Foreign Currency Stock Exchange

NPC - National Payment Corporation

# Credit Rating - International & Domestic

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## Rating Agency

## Rating

### International Ratings

Moody's

Baa2

S & P

BBB

### Domestic

CRISIL

AAA (For Bonds)

CARE

AAA(Is) (Issuer Rating)

CARE

AAA(For Bonds)

Brickwork Ratings

BWR AAA (For Bonds)

ICRA

MAAA (For Term Deposits)

# Highlights

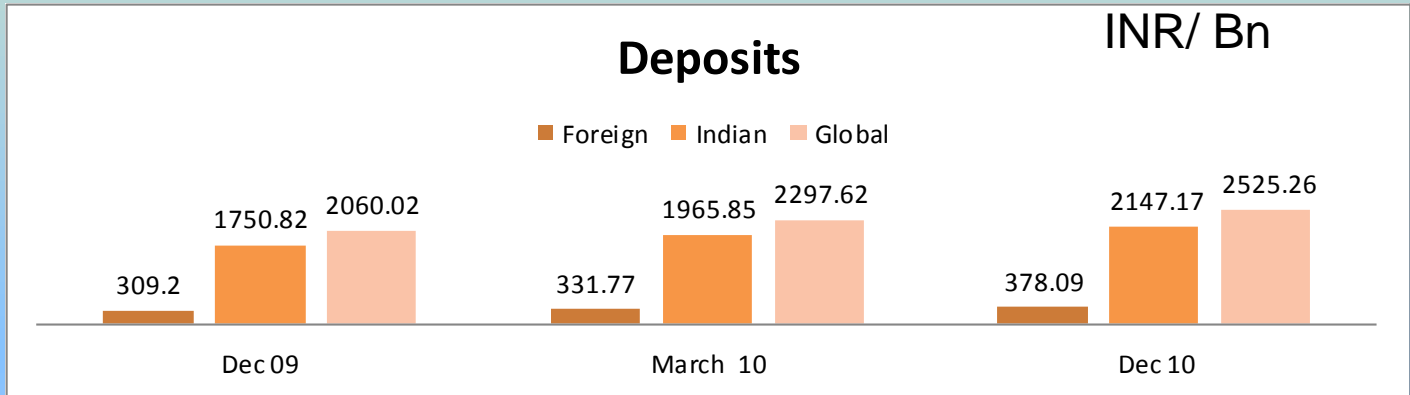
- **Business touched INR 4,453 Bn (YoY Growth 23%)**
- **Deposits stood at INR 2,525 Bn ( YoY Growth 23%)**
- **CASA stood at 32.49%**
- **Advances at INR 1,928Bn (YoY Growth 23 %)**
- **Operating Profit increased from INR 11.30 Bn to INR 13.88Bn  
(↑ 23% Q3-o-Q3)**
- **Net Profit increased from INR 4.06 Bn to INR 6.53Bn  
(↑ 61% Q3-o-Q3)**
- **Net Interest Margin improves from 2.60% to 3.09% (Q3-o-Q3)**
- **Provision coverage ratio improved from 69.90% to 74.52% Y-o-Y**

# Major Business Parameters

(INR/Mn)

|                     | Quarter ending |           |           |           |           |
|---------------------|----------------|-----------|-----------|-----------|-----------|
|                     | Dec 2009       | Mar 2010  | June 2010 | Sept 2010 | Dec 2010  |
| Business Mix        | 3,629,545      | 4,010,788 | 4,104,927 | 4,254,479 | 4,452,795 |
| Deposits            | 2,060,015      | 2,297,619 | 2,336,678 | 2,410,711 | 2,525,257 |
| Advances            | 1,569,530      | 1,713,169 | 1,768,249 | 1,843,768 | 1,927,538 |
| Operating Profit    | 11,298         | 12,754    | 14,106    | 13,796    | 13,888    |
| Net Profit          | 4,055          | 4,279     | 7,251     | 6,168     | 6,532     |
| NIM (%)             | 2.60           | 2.57      | 2.89      | 2.81      | 3.09      |
| Gross NPA (%)       | 2.67           | 2.85      | 2.71      | 2.64      | 2.36      |
| Net NPA (%)         | 1.03           | 1.31      | 1.18      | 1.14      | 0.88      |
| Return on Assets(%) | 0.66           | 0.65      | 1.05      | 0.87      | 0.89      |
| Rtn. on Equity (%)  | 13.24          | 13.74     | 22.63     | 18.29     | 18.50     |
| Book Value (INR)    | 236.86         | 236.84    | 250.63    | 262.36    | 274.78    |

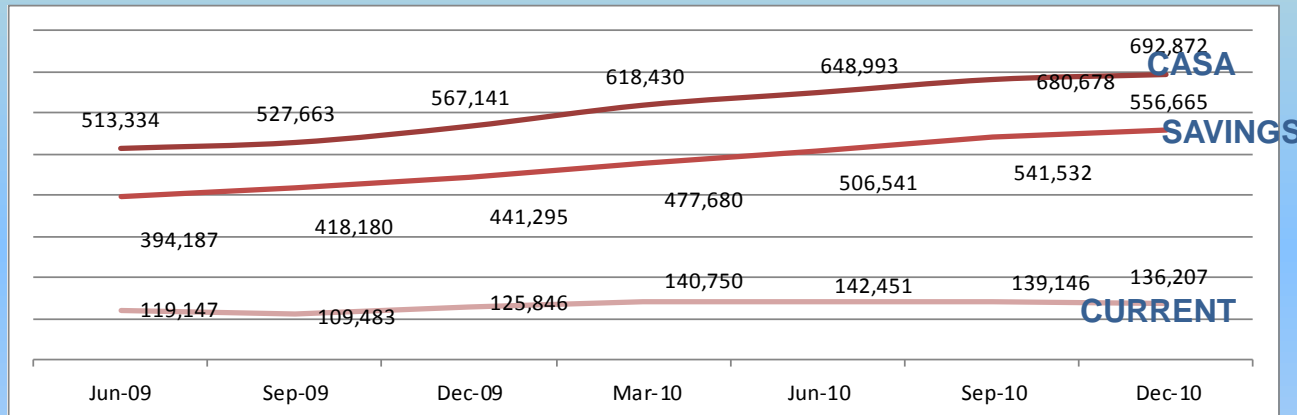
# Deposits



|   |   |  |
|---|---|--|
| <b>Domestic Deposits</b><br>❖Y-o-Y Growth : 23% | <b>Foreign Deposits</b><br>❖Y-o-Y Growth: 22% | <b>Global Deposits</b><br>❖Y-o-Y Growth: 23% |
|---|---|--|

# Domestic Deposits (CASA)

INR/Mn



## Current Deposits

❖ Y-o-Y Growth:  
8%

## Savings Bank

❖ Y-o-Y Growth  
26%

## CASA

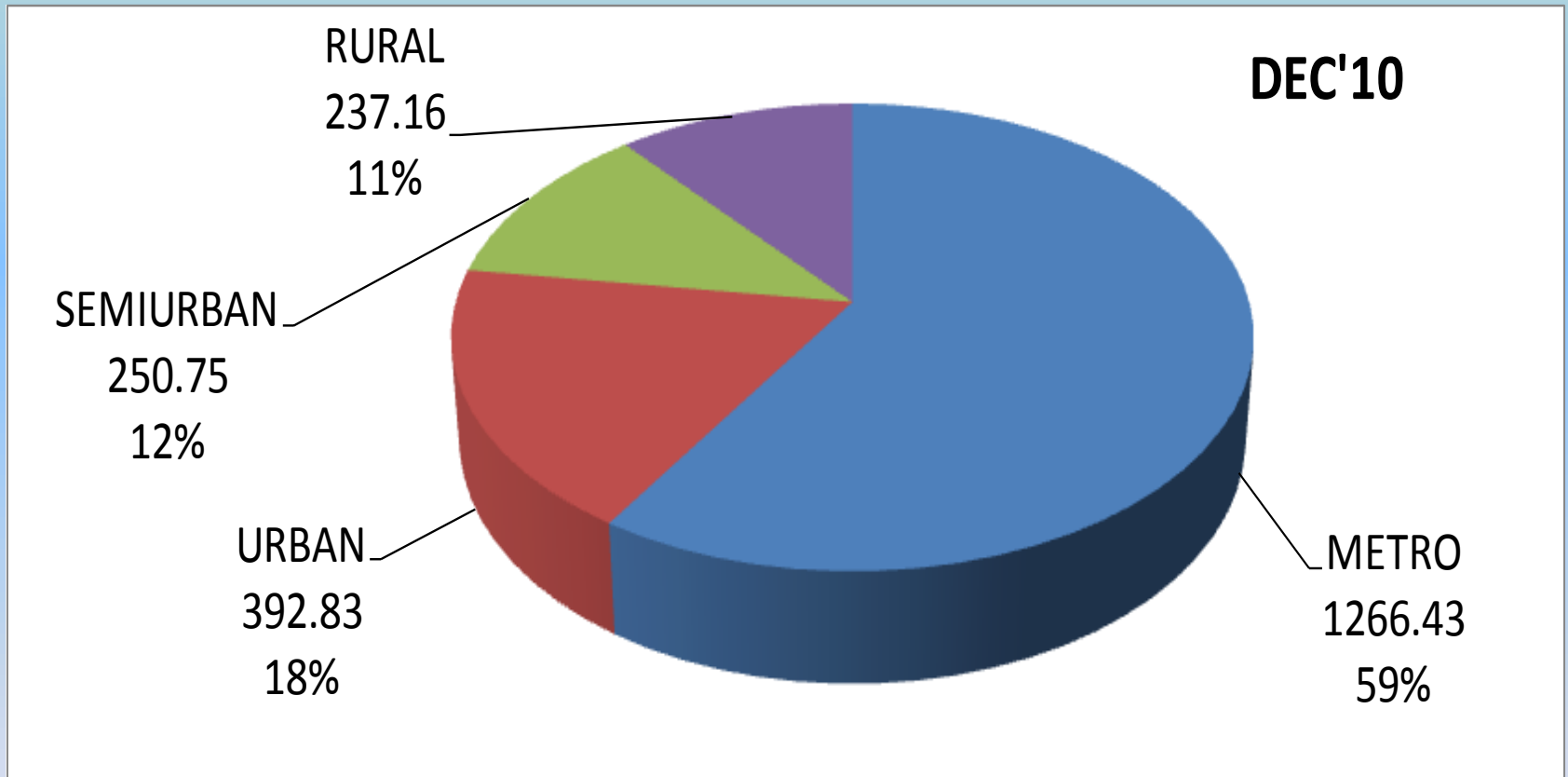
❖ Y-o-Y Growth:  
22%

## Share of CASA to Aggregate Deposits

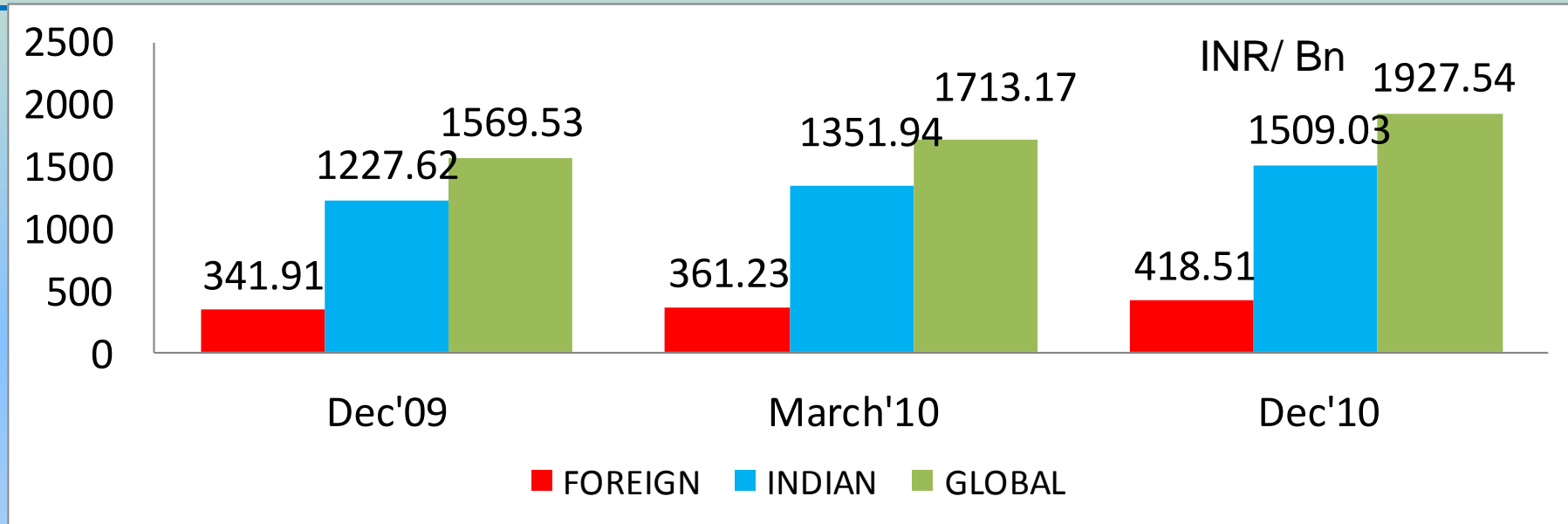
Dec 09: 32.66%  
Mar 10: 31.75%  
Dec 10 : 32.49%

# Domestic Deposits – category-wise

INR/ Bn



# Gross Advances



**Domestic**

❖ Y-o-Y Growth: 23 %

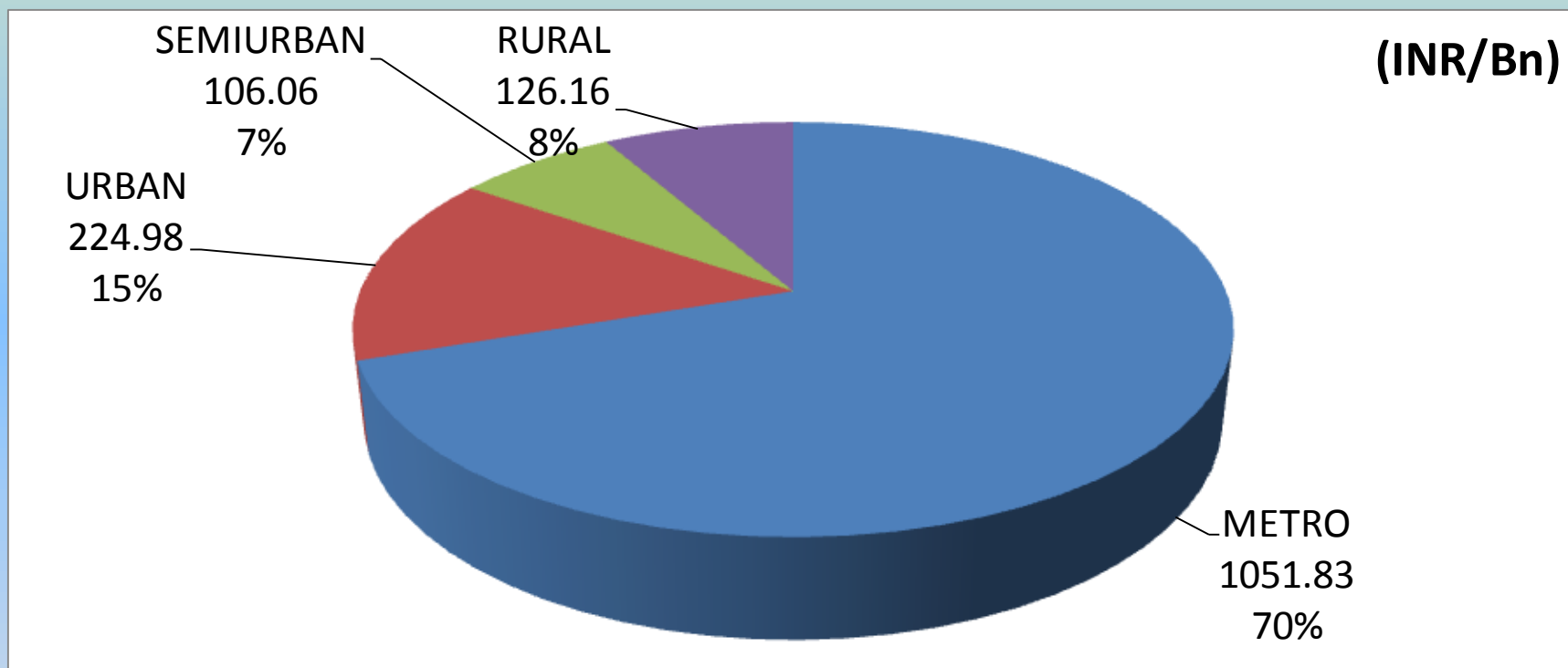
**Foreign**

❖ Y-o-Y Growth 22%

**Global**

❖ Y-oY Growth: 23%

# Domestic Advances – Category-wise as on 31.12.2010



# Key Sectors(Domestic Credits)

INR/Mn

|  | Dec-09         | Mar-10         | Dec-10         | % Y-o-Y Growth |
|--|----------------|----------------|----------------|----------------|
| <b>Agriculture</b>                       | <b>176,520</b> | <b>182,560</b> | <b>205,400</b> | <b>16.36</b>   |
| <b>SME (Priority &amp; Non Priority)</b> | <b>306,370</b> | <b>295,680</b> | <b>278,580</b> | <b>-9.07</b>   |
| <b>Retail Credit</b>                     | <b>154,340</b> | <b>157,500</b> | <b>156,200</b> | <b>1.21</b>    |
| <b>Corporate</b>                         | <b>590,390</b> | <b>716,200</b> | <b>868,850</b> | <b>47.17</b>   |

# Retail Credit -Breakup

(INR/Mn)

| Particulars              | Dec- 09        | Mar -10        | Dec- 10        | % Y-o-Y Growth |
|--------------------------|----------------|----------------|----------------|----------------|
| <b>Retail credit</b>     | <b>154,340</b> | <b>157,500</b> | <b>156,200</b> | <b>1.21</b>    |
| -Residential mortgage    | 70,000         | 77,880         | 75,610         | 8.01           |
| -Business Mortgage loans | 19,530         | 18,130         | 15,190         | -22.22         |
| -Auto Finance            | 10,610         | 12,180         | 14,620         | 37.79          |
| -Educational loan        | 16,270         | 17,200         | 19,100         | 17.39          |
| - Others                 | 37,930         | 32,110         | 31,680         | -16.48         |

# Major Industry-wise Advances - Domestic

INR / Mn

|   | Dec-09  | Mar-10  | June-10 | Sep-10  | Dec-10  | YoY Growth % |
|---|---------|---------|---------|---------|---------|--------------|
| Textiles                                      | 54,850  | 59,200  | 59,210  | 61,820  | 63,690  | 16.12        |
| Chemicals & Chemical products                 | 34,510  | 38,360  | 37,350  | 38,840  | 39,240  | 13.71        |
| Rubber, Plastic & their products              | 10,310  | 12,820  | 13,670  | 15,550  | 16,160  | 56.74        |
| Basic metal & metal products                  | 74,760  | 84,210  | 91,260  | 91,450  | 93,390  | 24.92        |
| Vehicles, vehicle parts & Transport equipment | 21,000  | 17,890  | 14,900  | 22,360  | 23,340  | 11.14        |
| Gems & Jewellery                              | 24,950  | 23,210  | 22,930  | 25,470  | 25,530  | 2.32         |
| Construction                                  | 15,670  | 17,750  | 16,920  | 18,370  | 17,730  | 13.15        |
| Infrastructure                                | 130,410 | 164,950 | 190,880 | 200,610 | 200,980 | 54.11        |
| Other Industries                              | 115,080 | 143,130 | 146,650 | 116,720 | 122,570 | 6.51         |

# Advances to Sensitive Sectors - Domestic

INR / Mn

| SECTOR                    | DEC-09           | MAR-10           | JUNE-10          | SEP-10           | DEC-10           | % of Total Advances |
|---------------------------|------------------|------------------|------------------|------------------|------------------|---------------------|
| <b>Total Advances</b>     | <b>1,227,622</b> | <b>1,351,940</b> | <b>1,393,591</b> | <b>1,446,963</b> | <b>1,509,030</b> | 100.00              |
| <b>REAL ESTATE</b>        | <b>190,909</b>   | <b>182,153</b>   | <b>194,960</b>   | <b>177,350</b>   | <b>194,974</b>   | <b>12.92</b>        |
| out of which              |                  |                  |                  |                  |                  |                     |
| -HOUSING LOAN             | 70,827           | 71,500           | 84,500           | 74,490           | 75,610           | 5.01                |
| - MORTGAGE LOAN           | 19,986           | 17,210           | 16,590           | 15,770           | 15,190           | 1.01                |
| -COMML. REAL ESTATE       | 64,531           | 59,962           | 52,790           | 47,010           | 47,013           | 3.12                |
| Others(Invest & Indirect) | 35,565           | 33,461           | 41,080           | 40,800           | 58,540           | 3.88                |
| <b>CAPITAL MARKET</b>     | <b>29,139</b>    | <b>33,204</b>    | <b>33,015</b>    | <b>30,600</b>    | <b>33,044</b>    | <b>2.19</b>         |

# Overseas Advances - Breakup

|                       | INR / Mn |         |
|-----------------------|----------|---------|
|                       | Dec-09   | Dec-10  |
| TRADE                 | 37,232   | 42,904  |
| MANUFACTURING         | 49,781   | 53,081  |
| REAL ESTATE           | 11,087   | 10,208  |
| LOAN AGAINST DEPOSITS | 10,059   | 10,239  |
| BUYERS CREDIT         | 159,781  | 210,988 |
| OTHERS *              | 73,968   | 91,088  |
| TOTAL                 | 341,908  | 418,508 |

\* Others include Staff Loans, Bills discounted for other banks, syndication/ECB loans, FCTL, etc.

# RESTRUCTURED ACCOUNTS

INR/Mn

Includes all facilities of the borrowers

|  | Domestic |        |              | Foreign | Global  |
|--|----------|--------|--------------|---------|---------|
|  | > 10 Mn  | < 10Mn | Total Amount | Amount  | Amount  |
| As on 31.03.2010   | 74,750   | 17,110 | 91,860       | 14,267  | 106,127 |
| Additions during Q1  | 3,020    | -      | 3,020        | -       | 3,020   |
| Less Repayment in Restructured a/cs                        | -3,730   | -4,130 | -7,860       |         | -7,860  |
| As on 30.06.2010   | 74,040   | 12,980 | 87,020       | 14,267  | 101,287 |
| Additions during Q2  | 3,266    | 192    | 3,458        | -       | 3,458   |
| Less Repayment in Restructured a/cs                        | -4,421   | -      | -4,421       |         | -4,421  |
| As on 30.09.2010   | 72,885   | 13,172 | 86,057       | 14,267  | 100,324 |
| Additions during Q3  | 6,967    | 220    | 7,187        |         | 7,187   |
| Less Repayment in Restructured a/cs / Exchange fluctuation | -2,322   | 0      | -2,322       | - 1,709 | -4031   |
| As on 31.12.2010   | 77,530   | 13,392 | 90,922       | 12,558  | 103,480 |

# Sector-wise breakup of restructured accounts (>10 Mn) (Domestic)

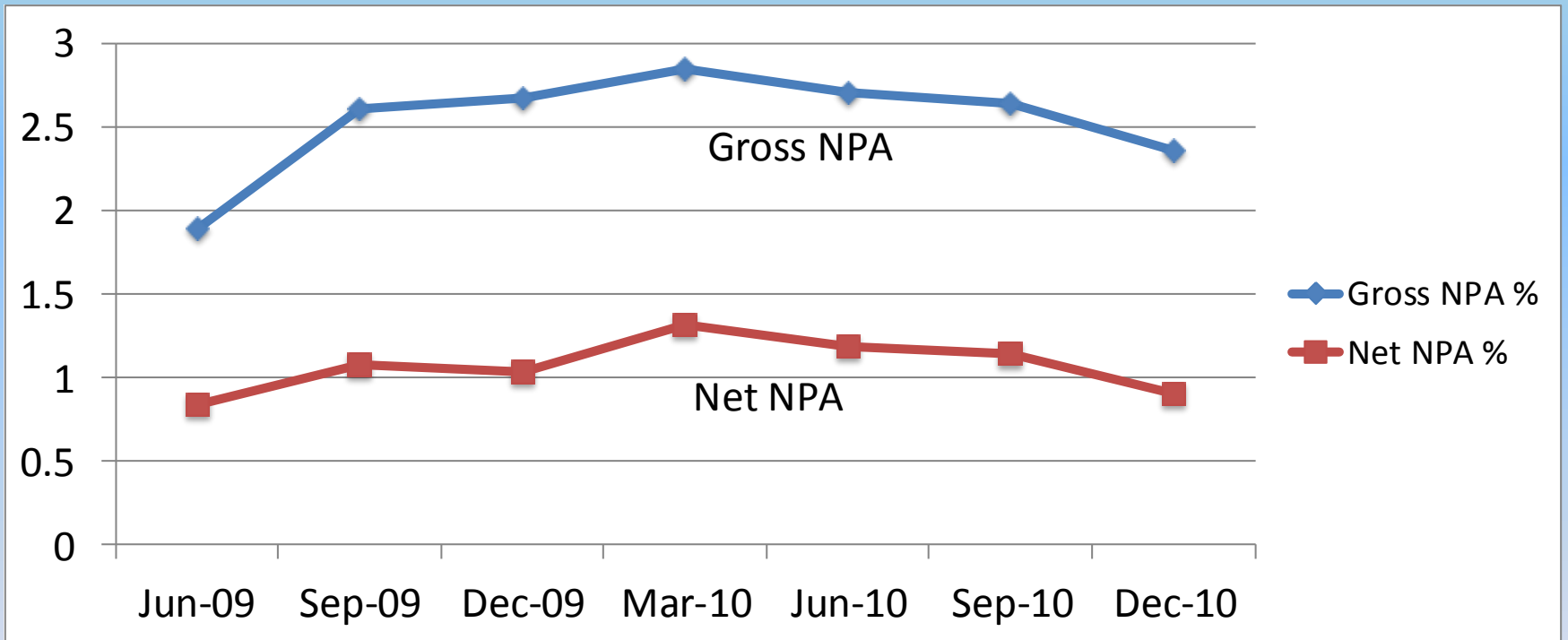
INR/Mn

| S.No | Sector                | Restructured in<br>Dec '10 |
|------|-----------------------|----------------------------|
| 1    | Aviation              | 5,765                      |
| 2    | Trading               | 610                        |
| 3    | CRE                   | 250                        |
| 4    | Textiles              | 167                        |
| 5    | Misc- Education       | 119                        |
| 6    | Agriculture           | 39                         |
| 7    | Services –Hotel/Motel | 17                         |
|      | <b>TOTAL</b>          | <b>6,967</b>               |

## Restructured A/cs Slipped (>Rs.10 Mn) –(Domestic)

|   | June 09 | Sep 09 | Dec 09 | Mar 10 | June 10 | Sep 10 | Dec 10 |
|---|---------|--------|--------|--------|---------|--------|--------|
| Number of Accounts slipped during Quarter | 7       | 34     | 24     | 34     | 6       | 19     | 6      |
| Amount in INR/Mn                          | 730     | 8390   | 3600   | 3430   | 718     | 2,430  | 252    |

# NPA Ratio



# NPA's

INR / Mn

|                            | Sep-09 | Dec-09 | Mar-10 | June-10 | Sep-10 | Dec-10 |
|----------------------------|--------|--------|--------|---------|--------|--------|
| Gross NPA                  | 39,197 | 41,866 | 48,826 | 47,945  | 48,696 | 45,421 |
| Net NPA                    | 16,047 | 15,958 | 22,074 | 20,612  | 20,704 | 16,603 |
| Gross NPA %                | 2.61   | 2.67   | 2.85   | 2.71    | 2.64   | 2.36   |
| Net NPA %                  | 1.08   | 1.03   | 1.31   | 1.18    | 1.14   | 0.88   |
| Provision Coverage Ratio % | 59.06  | 69.90  | 65.51  | 68.32   | 70.03  | 74.52  |

# NPA Movement

( INR/ Mn)

|                          | Dec-09 |         |        | Dec-10 |         |        |
|--------------------------|--------|---------|--------|--------|---------|--------|
|                          | Indian | Foreign | Global | Indian | Foreign | Global |
| Opening Gross NPA        | 21,900 | 2,810   | 24,710 | 44,812 | 4,014   | 48,826 |
| <b>Total Reduction</b>   | 7,590  | 430     | 8,020  | 20,660 | 754     | 21,414 |
| Recovery                 | 3,990  | 160     | 4,150  | 6,116  | 226     | 6,342  |
| Upgradation              | 1,290  | 260     | 1,550  | 9,180  | 172     | 9,352  |
| Write-off                | 2,310  | 10      | 2,320  | 5,364  | 356     | 5,720  |
| Slippages                | 25,070 | 1,520   | 26,600 | 17,953 | 1,176   | 19,129 |
| Net Addition/Reduction   | 17,480 | 1,090   | 18,580 | -2,707 | 422     | -2,285 |
| Gross NPA                | 39,380 | 3,900   | 43,280 | 42,105 | 4,436   | 46,541 |
| Less URI ON NPA          | 1,370  | 40      | 1,410  | 1,121  | -2      | 1,120  |
| <b>Closing Gross NPA</b> | 38,010 | 3,860   | 41,870 | 40,982 | 4,438   | 45,421 |

# NPA Sequential Movement

( INR/ Mn)

|                          | Mar-10 | June-10 | Sep-10 | Dec-10 |
|--------------------------|--------|---------|--------|--------|
| Opening Gross NPA        | 41 870 | 48,826  | 47,947 | 48,696 |
| <b>Total Reduction</b>   | 7,668  | 6,907   | 6,694  | 7,813  |
| Recovery                 | 2066   | 2,415   | 1,851  | 2,076  |
| Upgradation              | 485    | 2,090   | 1,153  | 6,109  |
| Write-off                | 5,117  | 2,402   | 3,690  | -372   |
| Slippages                | 15026  | 6,180   | 8,184  | 4,765  |
| Net Addition/Reduction   | 7,358  | 727     | -1,489 | 3,048  |
| Gross NPA                | 49,228 | 48,099  | 49,436 | 45,648 |
| Less URI ON NPA          | 402    | 153     | 740    | 227    |
| <b>Closing Gross NPA</b> | 48,826 | 47,947  | 48,696 | 45,421 |

# NPA Ratios

(INR/Mn)

|                              | Dec -09 |         |        | Mar-10 |         |        | Dec-10 |         |        |
|------------------------------|---------|---------|--------|--------|---------|--------|--------|---------|--------|
|                              | Indian  | Foreign | Global | Indian | Foreign | Global | Indian | Foreign | Global |
| Closing Gross NPA            | 38,010  | 3,860   | 41,870 | 44,812 | 4,015   | 48,826 | 40,982 | 4,438   | 45,421 |
| Total Nettable Credits       | 23,440  | 2,470   | 25,910 | 24,023 | 2,728   | 26,751 | 27,307 | 3,200   | 30,507 |
| NPA Provision                | 18,940  | 2,470   | 21,410 | 19,265 | 2,728   | 21,993 | 19,556 | 3,185   | 22,741 |
| Other credits                | 4,500   | 0       | 4,500  | 4,758  | -       | 4,758  | 7,751  | 15      | 7,766  |
| Net NPA                      | 14,570  | 1,390   | 15,960 | 20,789 | 1,286   | 22,075 | 15,348 | 1,254   | 16,603 |
| Gross NPA Ratio (%)          | 3.10    | 1.13    | 2.67   | 3.31   | 1.11    | 2.85   | 2.72   | 1.06    | 2.36   |
| Net NPA Ratio (%)            | 1.21    | 0.41    | 1.03   | 1.57   | 0.36    | 1.31   | 1.04   | 0.30    | 0.88   |
| Provision Coverage Ratio (%) | 70.36   | 64.12   | 69.90  | 65.34  | 67.96   | 65.51  | 74.72  | 71.74   | 74.52  |

# NPA Sequential Ratios

(INR/Mn)

|                              | June-10 |         |        | Sep-10 |         |        | Dec-10 |         |        |
|------------------------------|---------|---------|--------|--------|---------|--------|--------|---------|--------|
|                              | Indian  | Foreign | Global | Indian | Foreign | Global | Indian | Foreign | Global |
| Closing Gross NPA            | 43,869  | 4,077   | 47,947 | 44,232 | 4,464   | 48,696 | 40,982 | 4,438   | 45,421 |
| Total Nettable Credits       | 25,882  | 2,817   | 28,699 | 26,486 | 2,914   | 29,400 | 27,307 | 3,200   | 30,507 |
| NPA Provision                | 19,838  | 2,817   | 22,655 | 18,768 | 2,899   | 21,667 | 19,556 | 3,185   | 22,741 |
| Other credits                | 6,044   | -       | 6,044  | 7,718  | 15      | 7,733  | 7,751  | 15      | 7,766  |
| Net NPA                      | 19,360  | 1,260   | 20,620 | 19,139 | 1,565   | 20,704 | 15,348 | 1,254   | 16,603 |
| Gross NPA Ratio (%)          | 3.15    | 1.09    | 2.71   | 3.06   | 1.13    | 2.64   | 2.72   | 1.06    | 2.36   |
| Net NPA Ratio (%)            | 1.42    | 0.34    | 1.18   | 1.35   | 0.40    | 1.14   | 1.04   | 0.30    | 0.88   |
| Provision Coverage Ratio (%) | 68.27   | 69.13   | 68.32  | 70.38  | 64.93   | 70.03  | 74.72  | 71.74   | 74.52  |

# Sector wise Breakup of NPA - Domestic

INR / Mn

|                   | <b>Dec-10</b> | <b>% of Total NPA</b> | <b>% of Total Sectoral Advances</b> |
|-------------------|---------------|-----------------------|-------------------------------------|
| Agriculture       | 6,893.40      | 15.18                 | 3.47                                |
| Industry          | 15,753.40     | 34.68                 | 2.61                                |
| Services          | 12,409.40     | 27.32                 | 2.31                                |
| Retail Loans      | 5,926.10      | 13.05                 | 3.11                                |
| DOMESTIC ( TOTAL) | 40,982.30     | 90.23                 | 2.68                                |
| FOREIGN           | 4,439.10      | 9.77                  | 1.06                                |
| GLOBAL (TOTAL)    | 45,421.40     | 100.00                |                                     |

# NPAs- Industry wise

INR/Mn

| Industry                 | Dec-10<br>Total NPA | % of Total NPA | % of Total<br>Sectoral Advances |
|--------------------------|---------------------|----------------|---------------------------------|
| Mining                   | 1324.97             | 8.30           | 10.90                           |
| Food processing          | 4.06                | 0.03           | 0.02                            |
| Beverage & Tobacco       | 45.31               | 0.28           | 1.09                            |
| Textile                  | 2648.00             | 16.58          | 4.16                            |
| Leather                  | 192.94              | 1.21           | 4.52                            |
| Wood                     | 151.86              | 0.95           | 6.15                            |
| Paper                    | 733.27              | 4.59           | 8.16                            |
| Petroleum                | 916.96              | 4.89           | 12.83                           |
| Chemical                 | 931.35              | 5.83           | 2.37                            |
| Rubber Plastics          | 727.29              | 4.55           | 4.50                            |
| Glass & Glassware        | 3.03                | 0.02           | 0.58                            |
| Cement & Cement Products | 301.46              | 1.89           | 4.40                            |
| Basic Metal              | 1769.76             | 11.08          | 1.90                            |
| All Eng                  | 514.80              | 7.77           | 8.63                            |
| Vehicle & vehicle part   | 354.61              | 2.22           | 1.52                            |
| Gems & Jewellery         | 1244.40             | 7.79           | 4.87                            |
| Construction             | 408.53              | 2.56           | 2.30                            |
| Infra                    | 672.18              | 4.21           | 0.33                            |
| Others                   | 2,808.62            | 17.82          | 6.25                            |
| <b>TOTAL</b>             | <b>15,753.40</b>    |                |                                 |

# NPAs- Service Sector

INR /Mn

|                                     | Dec-10<br>Total NPA | % of Total<br>NPA | % of Total<br>Sectoral Advances |
|-------------------------------------|---------------------|-------------------|---------------------------------|
| Transport                           | 2,860.35            | 23.05             | 4.21                            |
| Computer and Software               | 67.05               | 0.54              | 2.02                            |
| Tourism & Hotel /Restaurant         | 481.36              | 3.88              | 4.37                            |
| Shipping                            | 0.00                | 0.00              | 0.00                            |
| Professional Services               | 848.36              | 6.84              | 6.73                            |
| Trade Wholesale                     | 96.45               | 0.78              | 0.23                            |
| Trade Retail                        | 3,768.57            | 30.37             | 8.18                            |
| Commercial Real Estate              | 1,088.18            | 8.77              | 4.19                            |
| Banking and finance other than NBFC | 207.14              | 1.67              | 0.18                            |
| NBFC                                | 1,133.50            | 9.13              | 2.49                            |
| Other Services                      | 1,858.44            | 14.98             | 1.09                            |
| <b>TOTAL</b>                        | <b>12,409.40</b>    |                   |                                 |

# Slippages during the Qtr Dec'10 ( Major Industry wise )

INR/ Mn

| Industry                                  | Amount       |
|---|--------------|
| Chemicals and Chemical Products           | 826          |
| Construction                              | 427          |
| All Engineering                           | 310          |
| Gems and Jewellery                        | 248          |
| Infrastructure                            | 222          |
| Vehicles, Vehicle Parts and Trans. Equip  | 165          |
| Rubber ,Plastics and their Products       | 146          |
| Textiles                                  | 84           |
| Mining and Quarrying (Incl. Coal)         | 70           |
| Basic Metal and Metal Products            | 23           |
| Misc Industries                           | 19           |
| Petroleum,Coal Products and Nuclear Fuels | 13           |
| <b>TOTAL</b>                              | <b>2,552</b> |

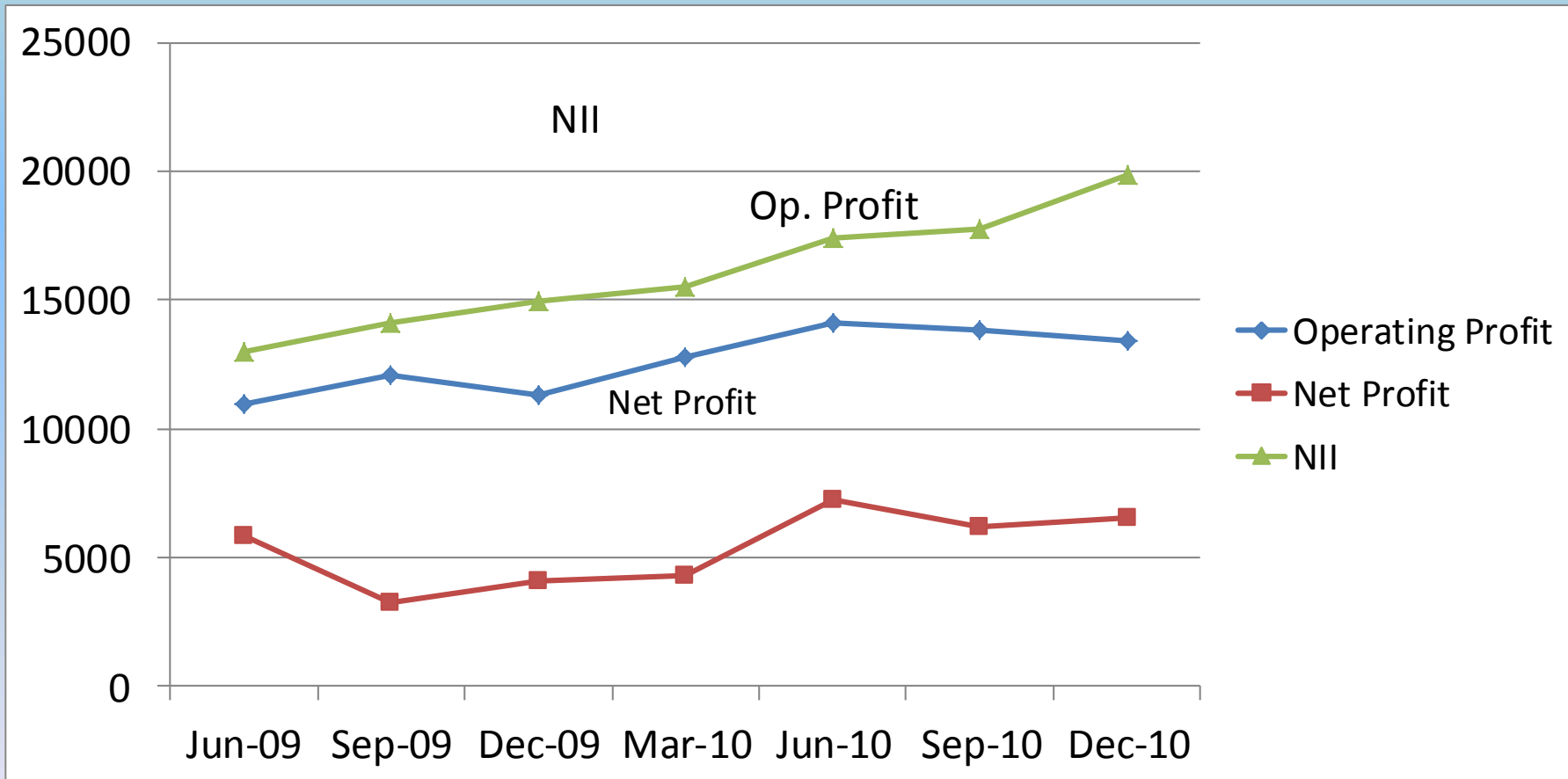
# Overseas NPAs

INR / Mn

|               | <b>Dec-09</b> | <b>Dec-10</b> |
|---------------|---------------|---------------|
| TRADE         | 1,244         | 2,169         |
| MANUFACTURING | 549           | 377           |
| REAL ESTATE   | 1,289         | 1,229         |
| OTHERS        | 772           | 663           |
| <b>TOTAL</b>  | <b>3,854</b>  | <b>4,438</b>  |

# Profitability(Qtr sequential)

INR/Mn



# Profit – Summary

INR Mn

|   |                              | Qtr<br>Dec 2009 | Qtr<br>Mar 2010 | Qtr<br>June 2010 | Qtr<br>Sep 2010 | Qtr<br>Dec2010 | Variation<br>Y-o-Y (%) |
|---|------------------------------|-----------------|-----------------|------------------|-----------------|----------------|------------------------|
| 1 | Interest Earned              | 44,862          | 45,251          | 48,217           | 51,556          | 54,675         | 21.87                  |
| 2 | Interest Expended            | 29,915          | 29,734          | 30,812           | 33,795          | 34,806         | 16.35                  |
| 3 | Net Interest Income (1 - 2)  | 14,947          | 15,517          | 17,405           | 17,761          | 19,869         | 32.93                  |
| 4 | Non-Interest Income          | 5,716           | 7,232           | 5,859            | 5,845           | 6,482          | 13.40                  |
| 5 | Total Operating Income (3+4) | 20,663          | 22,749          | 23,264           | 23,606          | 26,351         | 27.53                  |
| 6 | Operating Expenses           | 9,366           | 9,995           | 9,158            | 9,810           | 12,463         | 33.07                  |
| 7 | Operating Profit (5 - 6)     | 11,297          | 12,754          | 14,106           | 13,796          | 13,888         | 22.94                  |
| 8 | Total Provision              | 7,242           | 8,475           | 6,854            | 7,628           | 7,356          | 1.57                   |
| 9 | Net Profit                   | 4,055           | 4,279           | 7,251            | 6,168           | 6,532          | 61.09                  |

# Profitability (9 mths-o-9 mths)

(INR/Mn)

| Income                 | Nine months ended |         | 9 mths -o-<br>9 mths<br>% |
|------------------------|-------------------|---------|---------------------------|
|                        | Dec 09            | Dec 10  |                           |
| 1. Total Income        | 152,464           | 172,634 | 13.23                     |
| a. Interest Income     | 133,529           | 154,448 | 15.67                     |
| b. Non Interest Income | 18,935            | 18,186  | -3.96                     |
| 2. Total Expenditure   | 118,170           | 130,845 | 10.73                     |
| a. Interest expended   | 91,487            | 99,414  | 8.66                      |
| b. Operating Expenses  | 26,683            | 31,431  | 17.79                     |
| 3. Operating Profit    | 34,294            | 41,789  | 21.86                     |
| 4. Profit before Tax   | 20,275            | 27,677  | 36.51                     |
| 5. Profit After Tax    | 13,132            | 19,951  | 51.93                     |

# Profit Geographical Distribution

(INR/Mn)

|                         | Nine months ended |        | 9 mths-o-<br>9 mths<br>% |
|-------------------------|-------------------|--------|--------------------------|
|                         | Dec 09            | Dec 10 |                          |
| <b>Operating Profit</b> |                   |        |                          |
| Global                  | 34,294            | 41,789 | 21.86                    |
| Indian                  | 30,526            | 36,256 | 18.77                    |
| Foreign                 | 3,768             | 5,534  | 46.87                    |
| <b>Provisions</b>       |                   |        |                          |
| Global                  | 21,162            | 21,839 | 3.20                     |
| Indian                  | 19,456            | 20,343 | 4.56                     |
| Foreign                 | 1,702             | 1,496  | -12.10                   |
| <b>Net Profit</b>       |                   |        |                          |
| Global                  | 13,132            | 19,951 | 51.93                    |
| Indian                  | 11,066            | 15,913 | 43.80                    |
| Foreign                 | 2,066             | 4,038  | 95.45                    |

# Net Interest Income

INR / Mn

|  | Qtr<br>Dec-09 | Qtr<br>Mar-10 | Qtr<br>June-10 | Qtr<br>Sep-10 | Qtr<br>Dec-10 | Variation<br>Y-o-Y<br>(%) |
|--|---------------|---------------|----------------|---------------|---------------|---------------------------|
| <b>TOTAL INTEREST INCOME</b>                           | <b>44,862</b> | <b>45,250</b> | <b>48,217</b>  | <b>51,555</b> | <b>54,675</b> | <b>21.87</b>              |
| <b>INT. INCOME FROM<br/>ADVANCES</b>                   | <b>31,758</b> | <b>32,752</b> | <b>34,919</b>  | <b>36,598</b> | <b>40,234</b> | <b>26.69</b>              |
| <b>INT. INCOME FROM<br/>INVESTMENTS</b>                | <b>12,303</b> | <b>11,932</b> | <b>11,776</b>  | <b>13,071</b> | <b>12,750</b> | <b>3.63</b>               |
| <b>OTHER INTEREST INCOME</b>                           | <b>801</b>    | <b>566</b>    | <b>1,522</b>   | <b>1,886</b>  | <b>1,691</b>  | <b>111.23</b>             |
| <b>TOTAL INTEREST EXPENDED</b>                         | <b>29,915</b> | <b>29,733</b> | <b>30,813</b>  | <b>33,795</b> | <b>34,806</b> | <b>16.35</b>              |
| <b>INT. EXPENDED ON DEPOSITS</b>                       | <b>26,615</b> | <b>26,068</b> | <b>27,498</b>  | <b>29,160</b> | <b>29,879</b> | <b>12.26</b>              |
| <b>INT. EXPENDED ON<br/>BORROWINGS</b>                 | <b>1,427</b>  | <b>1,660</b>  | <b>1,251</b>   | <b>2,065</b>  | <b>2,473</b>  | <b>73.30</b>              |
| <b>INTEREST EXPENSES ON<br/>SUBORDINATED DEBT etc.</b> | <b>1,873</b>  | <b>2,005</b>  | <b>2,063</b>   | <b>2,570</b>  | <b>2,454</b>  | <b>31.02</b>              |
| <b>NET INTEREST INCOME</b>                             | <b>14,947</b> | <b>15517</b>  | <b>17,405</b>  | <b>17,760</b> | <b>19,869</b> | <b>32.93</b>              |

# Net Interest Income(9 mths-o-9mths) ( INR/Mn)

| Particulars              | Nine months ended |                | Variation<br>9mths-o-9mths<br>% |
|--------------------------|-------------------|----------------|---------------------------------|
|                          | Dec -09           | Dec-10         |                                 |
| Interest Income          | <b>133,529</b>    | <b>154,448</b> | <b>15.63</b>                    |
| a. From Advances         | 98,280            | 111,751        | 13.71                           |
| b. From Investments      | 32,711            | 37,597         | 14.94                           |
| c. Other Interest Income | 2,538             | 5,100          | 100.94                          |
| Interest Expended        | <b>91,487</b>     | <b>99,414</b>  | <b>8.66</b>                     |
| a. On Deposits           | 82,053            | 86,537         | 5.46                            |
| b. On Borrowings         | 3,897             | 5,789          | 48.55                           |
| c. Subordinated Bonds    | 3,249             | 4,708          | 44.91                           |
| d. Others                | 2,288             | 2,380          | 4.02                            |
| Net Interest Income      | <b>42,042</b>     | <b>55,034</b>  | <b>30.90</b>                    |

# Non-interest Income

(INR / mn)

|   | Qtr<br>Dec-09 | Qtr<br>Mar-10 | Qtr<br>June-10 | Qtr<br>Sep-10 | Qtr<br>Dec-10 | Variation<br>Y-o-Y<br>(%) |
|---|---------------|---------------|----------------|---------------|---------------|---------------------------|
| <b><u>Treasury:</u></b>                         |               |               |                |               |               |                           |
| <b>PROFIT FROM SALE OF SECURITIES</b>           | <b>1,365</b>  | <b>661</b>    | <b>999</b>     | <b>360</b>    | <b>592</b>    | <b>-56.63</b>             |
| <b>PROFIT FROM EXCHANGE<br/>TRANSACTIONS</b>    | <b>758</b>    | <b>1,283</b>  | <b>1,309</b>   | <b>1,111</b>  | <b>1,271</b>  | <b>67.68</b>              |
| <b>Sub Total (A)</b>                            | <b>2,123</b>  | <b>1,944</b>  | <b>2,308</b>   | <b>1,471</b>  | <b>1,863</b>  | <b>-12.25</b>             |
| <b><u>Core-banking Operations:</u></b>          |               |               |                |               |               |                           |
| <b>COMMISSION / EXCHANGE / BROKERAGE</b>        | <b>2,520</b>  | <b>3,338</b>  | <b>2,498</b>   | <b>3,007</b>  | <b>2,838</b>  | <b>12.62</b>              |
| <b>OTHER NON-INTEREST INCOME</b>                | <b>741</b>    | <b>1,015</b>  | <b>684</b>     | <b>1,065</b>  | <b>1,124</b>  | <b>51.69</b>              |
| <b>Sub Total (B)</b>                            | <b>3,261</b>  | <b>4,353</b>  | <b>3,182</b>   | <b>4,072</b>  | <b>3,962</b>  | <b>21.50</b>              |
| <b>RECOVERY IN WRITTEN OFF ACCOUNTS<br/>(C)</b> | <b>332</b>    | <b>935</b>    | <b>369</b>     | <b>301</b>    | <b>658</b>    | <b>98.19</b>              |
| <b>TOTAL NON-INTEREST INCOME<br/>(A+B+C)</b>    | <b>5,716</b>  | <b>7,232</b>  | <b>5,859</b>   | <b>5,845</b>  | <b>6,483</b>  | <b>13.42</b>              |

# Non Interest Income(9mths-o-9mths)

(INR/Mn)

| Particulars  | Nine months ended |        | Variation<br>9mths-o-9mths<br>% |
|--|-------------------|--------|---------------------------------|
|  | Dec -09           | Dec-10 |                                 |
| Commission, Exchange & Brokerage                                       | 7,628             | 8,342  | 9.36                            |
| Profit from Sale of Investments  | 5,274             | 1,952  | -62.99                          |
| Profit from Exchange Transactions                                      | 2,435             | 3,691  | 51.58                           |
| Recovery In W/o accounts   | 1,202             | 1,328  | 10.48                           |
| Other Non Interest Income  | 2,395             | 2,873  | 19.96                           |
| Total Non Interest Income  | 18,935            | 18,186 | -3.96                           |
| Core Non Interest Income<br>Net of Treasury & Recovery in W/o Accounts | 10,023            | 11,215 | 11.89                           |

# Operating Expenses - A break up

INR/mn

|                                   | Qtr<br>Dec-09 | Qtr<br>Mar-10 | Qtr<br>June-10 | Qtr<br>Sep-10 | Qtr<br>Dec-10 | Variation<br>Y-o-Y<br>(%) |
|-----------------------------------|---------------|---------------|----------------|---------------|---------------|---------------------------|
| Payments to & Prov. for Employees | 6,195         | 5,986         | 5,738          | 6,031         | 8,369         | 35.09                     |
| Rent, Taxes & Lighting            | 617           | 638           | 619            | 700           | 722           | 17.02                     |
| Printing & Stationery             | 90            | 111           | 104            | 112           | 111           | 23.33                     |
| Advertisement & Publicity         | 65            | 316           | 21             | 83            | 145           | 123.08                    |
| Dep. on Bank's Property           | 217           | 375           | 236            | 287           | 339           | 56.22                     |
| Auditors' Fees & Expenses         | 75            | 81            | 97             | 89            | 78            | 4.00                      |
| Law Charges                       | 27            | 31            | 31             | 31            | 58            | 114.81                    |
| Postage, Telegram, phones etc     | 65            | 130           | 80             | 86            | 93            | 43.07                     |
| Repairs & Maintenance             | 94            | 121           | 107            | 110           | 112           | 19.15                     |
| Insurance                         | 400           | 432           | 468            | 459           | 474           | 18.50                     |
| Other Expenditure                 | 1,521         | 1,773         | 1,656          | 1,821         | 1,962         | 28.99                     |
| <b>TOTAL</b>                      | <b>9,366</b>  | <b>9,995</b>  | <b>9,158</b>   | <b>9,809</b>  | <b>12,463</b> | <b>33.07</b>              |

# Operating Expenses(9mths-o-9mths)

( INR/Mn )

| Particulars                       | Nine months ended |               | Variation<br>9mths-o-9mths % |
|-----------------------------------|-------------------|---------------|------------------------------|
|                                   | Dec -09           | Dec-10        |                              |
| Payments to & Prov. for Employees | 16,970            | 20,138        | 18.67                        |
| Rent, Taxes & Lighting            | 1,800             | 2,040         | 13.33                        |
| Printing & Stationery             | 280               | 328           | 17.14                        |
| Advertisement & Publicity         | 160               | 249           | 55.63                        |
| Dep. on Bank's Property           | 640               | 861           | 34.53                        |
| Auditors' Fees & Expenses         | 240               | 265           | 10.42                        |
| Law Charges                       | 70                | 120           | 71.43                        |
| Postage, Telegram, phones etc     | 190               | 259           | 36.32                        |
| Repairs & Maintenance             | 320               | 329           | 2.81                         |
| Insurance                         | 1,210             | 1,402         | 15.87                        |
| Other Expenditure                 | 4,800             | 5,439         | 13.31                        |
| <b>TOTAL</b>                      | <b>26,680</b>     | <b>31,431</b> | <b>17.81</b>                 |

# Net Profit

INR / Mn

|                               | Qtr<br>Dec-09 | Qtr<br>Mar-10 | Qtr<br>June-10 | Qtr<br>Sep-10 | Qtr<br>Dec-10 | Variation<br>Y-o-Y(%) |
|-------------------------------|---------------|---------------|----------------|---------------|---------------|-----------------------|
| OPERATING PROFIT              | 11,298        | 12,754        | 14,106         | 13,796        | 13,888        | 22.92                 |
| TOTAL PROVISIONS              | 7,243         | 8,475         | 6,855          | 7,628         | 7,356         | 1.56                  |
| -PROVISION FOR<br>NPA         | 4,465         | 6,600         | 3,078          | 2,863         | 1236          | -72.32                |
| -PROVISION FOR<br>INVESTMENTS | 1,306         | 1,061         | 5              | 628           | 658           | -49.62                |
| -PROVISION FOR<br>TAXATION    | 1,479         | 385           | 2,996          | 2,354         | 2,377         | 60.72                 |
| -OTHER<br>PROVISIONS          | -7            | 429           | 776            | 1,783         | 3,085         |                       |
| NET PROFIT                    | 4,055         | 4,279         | 7,251          | 6,168         | 6,532         | 61.09                 |

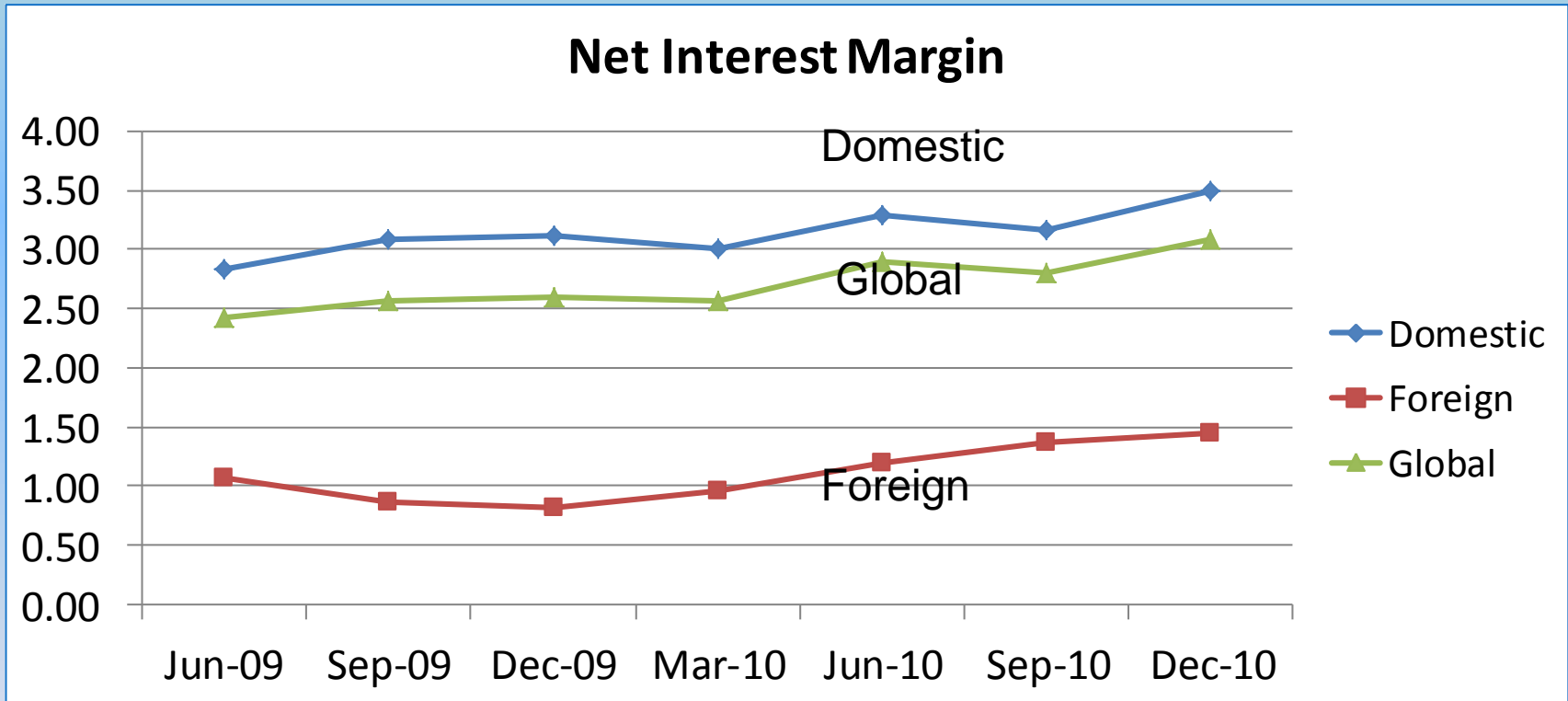
# Cost & Yield Ratios –Quarterly Comparison

| COST AND YIELD (%)   |            |         |             |            |         |             |             |         |             |            |         |             |            |         |             |
|----------------------|------------|---------|-------------|------------|---------|-------------|-------------|---------|-------------|------------|---------|-------------|------------|---------|-------------|
|                      | Qtr Dec 09 |         |             | Qtr Mar-10 |         |             | Qtr June-10 |         |             | Qtr Sep-10 |         |             | Qtr Dec 10 |         |             |
|                      | INDIAN     | FOREIGN | GLOBAL      | INDIAN     | FOREIGN | GLOBAL      | INDIAN      | FOREIGN | GLOBAL      | INDIAN     | FOREIGN | GLOBAL      | INDIAN     | FOREIGN | GLOBAL      |
| Cost of Deposits     | 5.90       | 1.58    | <b>5.26</b> | 5.39       | 1.26    | <b>4.79</b> | 5.37        | 1.28    | <b>4.79</b> | 5.65       | 1.30    | <b>4.99</b> | 5.61       | 1.28    | <b>4.97</b> |
| Yield on Advances    | 9.91       | 3.00    | <b>8.41</b> | 9.58       | 2.81    | <b>8.12</b> | 9.89        | 2.89    | <b>8.38</b> | 10.04      | 3.09    | <b>8.47</b> | 10.35      | 3.05    | <b>8.78</b> |
| Yield on Investments | 7.66       | 4.19    | <b>7.36</b> | 7.22       | 4.16    | <b>6.98</b> | 7.14        | 4.04    | <b>6.90</b> | 7.48       | 4.22    | <b>7.26</b> | 7.93       | 4.67    | <b>7.71</b> |
| Yield on Funds       | 8.20       | 3.25    | <b>7.35</b> | 7.66       | 3.17    | <b>6.90</b> | 7.74        | 3.19    | <b>6.96</b> | 8.05       | 3.42    | <b>7.25</b> | 8.29       | 3.30    | <b>7.43</b> |
| Cost of Funds        | 5.48       | 2.13    | <b>4.90</b> | 5.05       | 2.00    | <b>4.53</b> | 4.95        | 2.02    | <b>4.45</b> | 5.32       | 2.04    | <b>4.75</b> | 5.32       | 1.89    | <b>4.73</b> |
| N.I.M.               | 3.11       | 0.82    | <b>2.60</b> | 3.01       | 0.96    | <b>2.57</b> | 3.29        | 1.20    | <b>2.89</b> | 3.17       | 1.37    | <b>2.81</b> | 3.49       | 1.45    | <b>3.09</b> |

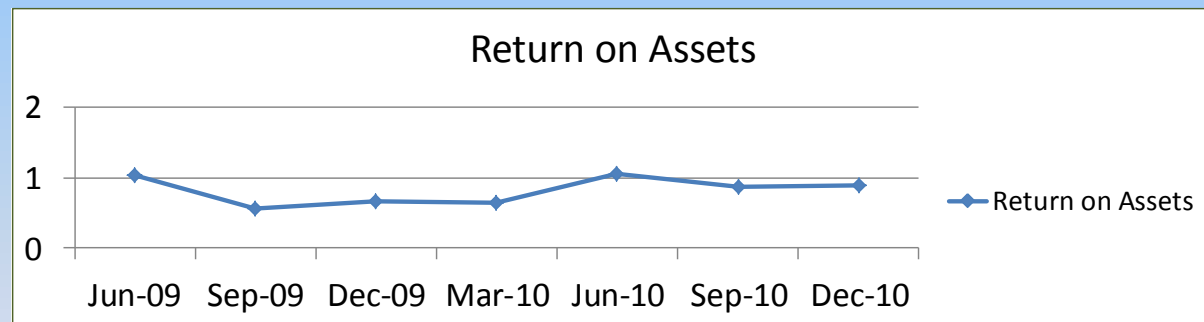
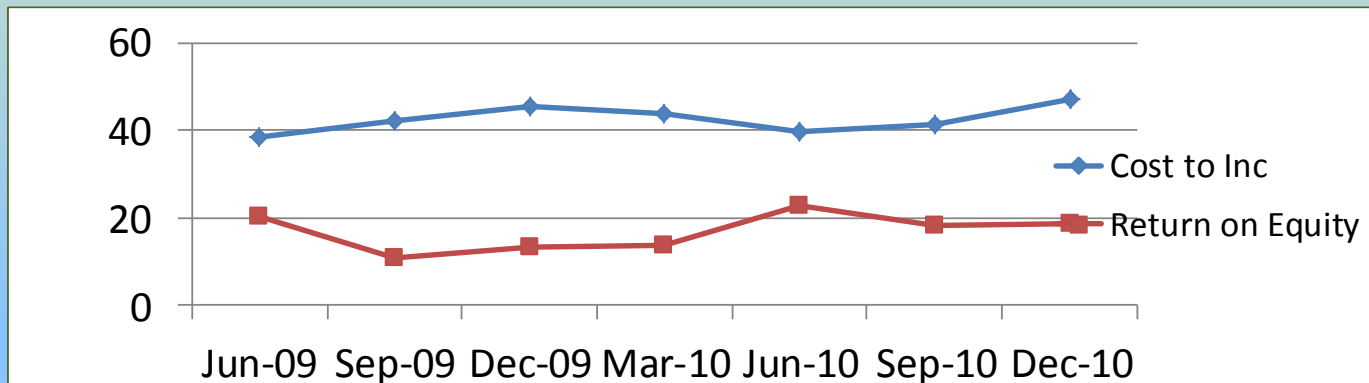
# Profit Ratios(9mths-o-9mths)

|                      | Dec 2009 |         |        | Dec 2010 |         |        |
|----------------------|----------|---------|--------|----------|---------|--------|
|                      | Indian   | Foreign | Global | Indian   | Foreign | Global |
| Cost of Deposits     | 6.21     | 1.79    | 5.53   | 5.51     | 1.27    | 4.89   |
| Cost of Funds        | 5.72     | 2.37    | 5.14   | 5.16     | 1.99    | 4.62   |
| Yield on Advances    | 10.26    | 3.48    | 8.82   | 10.10    | 2.99    | 8.53   |
| Yield on Investments | 7.35     | 4.79    | 7.13   | 7.67     | 4.21    | 7.42   |
| Yield on Funds       | 8.31     | 3.61    | 7.50   | 7.97     | 3.32    | 7.17   |
| Interest Spread      | 2.60     | 1.24    | 2.36   | 2.81     | 1.33    | 2.56   |
| Net Interest Margin  | 2.91     | 0.98    | 2.49   | 3.29     | 1.33    | 2.91   |

# Profit Ratios(Quarterly comparison)



# Ratios(Qtrly Comparison)



# Ratios – Qtrly comparison

|   | Dec 09         | Mar 10         | June 10        | Sep-10         | Dec-10         |
|---|----------------|----------------|----------------|----------------|----------------|
| Cost to Income Ratio                      | 45.33          | 43.94          | 39.37          | 41.56          | 47.30          |
| Non Interest income to Operating Expenses | 61.03          | 72.36          | 63.98          | 59.58          | 52.01          |
| Asset Utilization Ratio                   | 1.85           | 1.95           | 2.04           | 1.94           | 1.89           |
| Return on Assets                          | 0.66           | 0.65           | 1.05           | 0.87           | 0.89           |
| Return on Equity                          | 13.24          | 13.74          | 22.63          | 18.29          | 18.50          |
| Earnings Per Share (Basic & Diluted)      | 7.72           | 8.15           | 13.81          | 11.74          | 12.44          |
| Book value per share                      | 236.86         | 236.84         | 250.63         | 262.36         | 274.78         |
| <b>Net worth (Rs. in Mn)</b>              | <b>124,567</b> | <b>124,560</b> | <b>131,811</b> | <b>137,979</b> | <b>144,511</b> |

# Ratios (9mths-0-9mths)

|   | Nine months<br>Dec-09 | Nine months<br>Dec-10 |
|---|-----------------------|-----------------------|
| Cost to Income Ratio                      | 43.76                 | 42.93                 |
| Non Interest income to Operating Expenses | 70.96                 | 57.86                 |
| Asset Utilization Ratio                   | 1.92                  | 1.94                  |
| Return on Assets                          | 0.74                  | 0.93                  |
| Return on Equity                          | 14.84                 | 19.77                 |
| Earnings Per Share (Basic & Diluted)      | 25.00                 | 37.99                 |
| Book value per share                      | 236.86                | 274.78                |
| <b>Net worth (Rs. Crores)</b>             | <b>12,457</b>         | <b>14,451</b>         |
| <b>Bus. per employee (Rs. Crores)</b>     | <b>9.13</b>           | <b>10.81</b>          |
| <b>Bus. per branch (Rs. Crores)</b>       | <b>115.63</b>         | <b>131.04</b>         |

# Investments - Domestic

INR/Mn

|   |                           | Dec-09  |         |     |         | Dec-10  |         |     |         |
|---|---------------------------|---------|---------|-----|---------|---------|---------|-----|---------|
|   |                           | AFS     | HTM     | HFT | TOTAL   | AFS     | HTM     | HFT | TOTAL   |
| 1 | SLR INVESTMENTS           | 145,348 | 452,426 | -   | 597,774 | 140,070 | 466,124 | 50  | 606,244 |
|   | OF WHICH:                 |         |         |     |         |         |         |     |         |
|   | GOVERNMENT SECURITIES     | 143,569 | 448,952 | -   | 592,521 | 138,965 | 464,061 | 50  | 603,076 |
|   | OTHER APPROVED SECURITIES | 1,779   | 3,474   | -   | 5,253   | 1,105   | 2,063   | -   | 3,168   |
|   | M Duration                | 4.05    |         |     |         | 2.33    |         |     |         |
| 2 | NON SLR INVESTMENTS       | 38,651  | 8,647   | 142 | 47,440  | 57,522  | 8,709   | 64  | 66,295  |
|   | M Duration                | 2.69    |         |     |         | 2.15    |         |     |         |
|   | TOTAL                     | 183,999 | 461,073 | 142 | 645,214 | 197,592 | 474,833 | 114 | 672,539 |

# Investments – Foreign (Position as on 31.12.2010)

INR/Mn

| Type of Investment      | Book Value    | Total Provision |
|-------------------------|---------------|-----------------|
| G-Sec                   | 20,760        | 9               |
| Bonds /CLN– Lehman Bros | 1,370         | 1,474           |
| Bonds-Others            | 12,961        | 1,335           |
| CLN (Other issuers)     | 9,650         | 1,233           |
| <b>Total</b>            | <b>44,741</b> | <b>4,051</b>    |

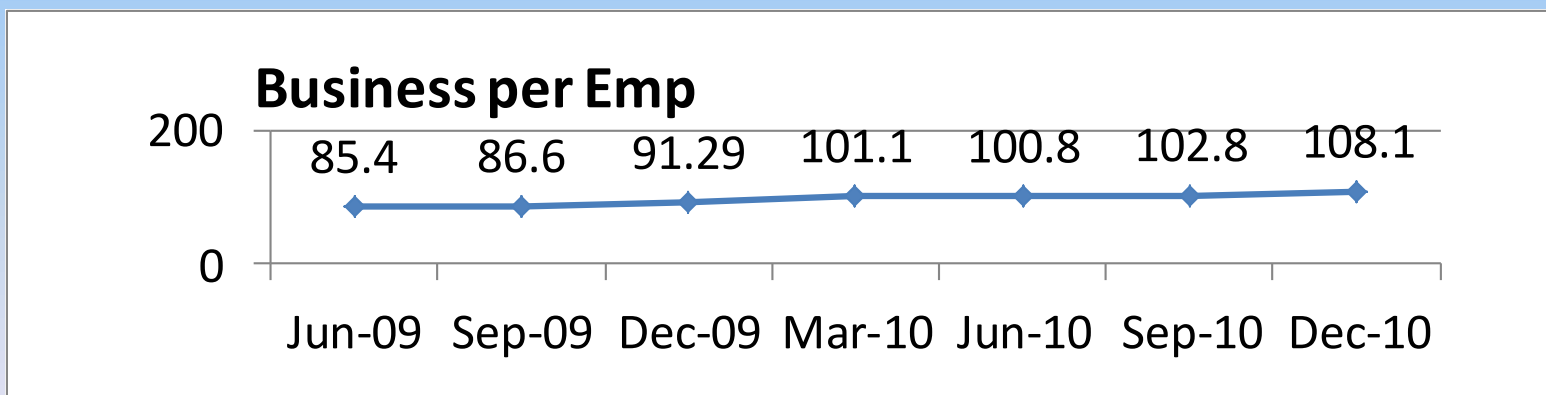
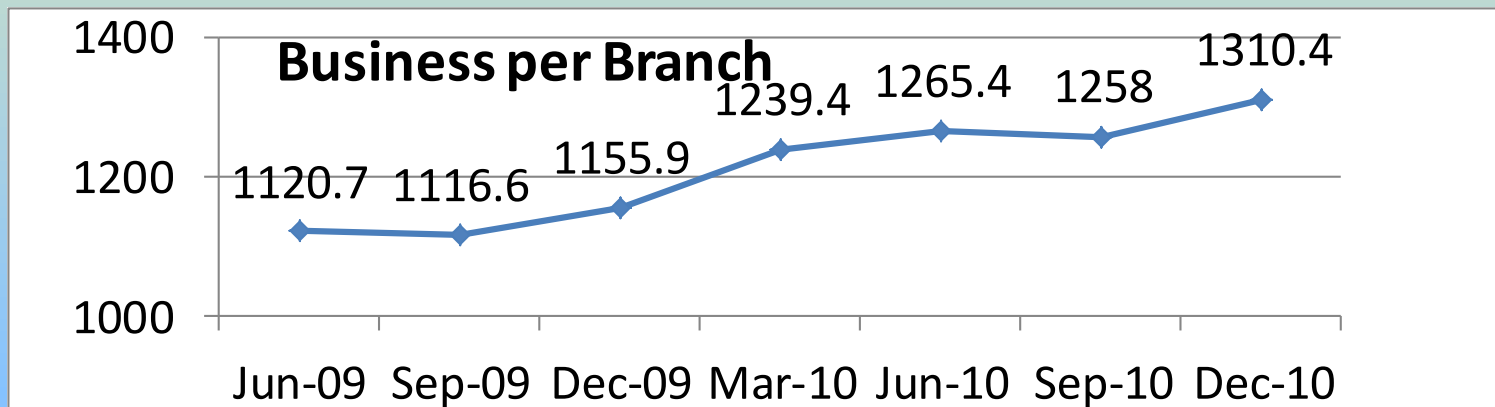
# Capital Adequacy –Basel II

INR/Mn

|                      | 31.12.2009 | 31.03.2010 | 30.06.2010 | 30.09.2010 | 31.12.2010 |
|----------------------|------------|------------|------------|------------|------------|
| Tier I Capital       | 140,170    | 137,250    | 138,540    | 142,090    | 140,700    |
| Tier II Capital      | 63,570     | 72,180     | 78,890     | 79,060     | 78,360     |
| Total Capital        | 203,740    | 209,430    | 217,430    | 221,150    | 219,060    |
| Total Assets         | 2,495,839  | 2,749,665  | 2,792,052  | 2,896,250  | 2,991,853  |
| Risk Weighted Assets | 1,494,140  | 1,618,570  | 1,636,480  | 1,695,310  | 1,764,450  |
| CRAR - Tier I (%)    | 9.38       | 8.48       | 8.47       | 8.38       | 7.97       |
| CRAR - Tier II (%)   | 4.26       | 4.46       | 4.82       | 4.66       | 4.44       |
| CRAR (%)             | 13.64      | 12.94      | 13.29      | 13.04      | 12.41      |

# Productivity

INR/Mn



# Way Ahead

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- Customer Acquisition on a wider scale and Inclusive Banking
- Higher Profitability and accent on asset quality
- Leverage Technology to a large extent
- Focus on Mid Corporate segment for higher returns
- To have a branch network of over 3500 branches and 1500 ATMs by March 2011 and enlarge our presence abroad

*Thank you*