

Anchored Legacy  **Sustainable Future** 





CONTENTS



Content Index as per GRI G4 Guidelines

1 Message from the Chairman

5 About State Bank of India

7 About the Report

9 Corporate Governance

15 Stakeholder Engagement and Materiality Assessment

19 Economic Performance

33 Employee Well-being

45 Safety and Security

49 Customer Satisfaction

59 Caring for the Environment

67 Community Development

83 GRI G4 Content Index

88 BRR Mapping

92 Glossary

Chairman's Statement

Sustainability Report 2016-17

Dear Reader,

SBI's proud legacy has contributed significantly to India's overall development and helped the Bank foray into new dimensions of responsible banking. The Bank is determined to contribute further to the sustainable future of the country.

Over time, the notion of 'Sustainability' has become associated separately with key concepts such as Social Responsibility, Environmental Management and Business Sustainability. Academics, industry leaders and experts are in agreement that sustainability cannot be achieved through isolated initiatives but through integrated efforts at various levels. In today's world, the concept of 'Integrated Sustainability' has emerged; this concept recognizes the importance of interconnection between Social, Environmental and Economic paradigms of business.

Integrating Sustainability into the business can provide several benefits and create sustainable value across the organization. For instance, while it could include revenue growth through early market entry into socio-environmental business opportunities, it could also lead to enhanced employment generation. It could not only help the organisation mitigate short, medium and long term regulatory risks but at the same time ensure natural resource conservation and reduction in environmental load. This can further lead to enhanced efficiency and cost saving for the organisation.



G4-1

Continuing with our legacy of overall development of the country, we are committed to the sustainable future of India. We believe in "Integrated Sustainability" which seeks to leverage the synergy and interconnection between Social, Environmental and Economic aspects of business. This also brings several additional benefits and creates sustainable value across the organization.

The financial sector undoubtedly plays a crucial role in the development of any nation. Among others, financial services facilitate governments, corporations and multilateral developmental agencies in taking development to the remotest parts of the country. Having such extensive impact, it is important for the sector to mitigate environmental risks and serve the needs of underprivileged groups. Sustainable banking can be defined as providing products and services that take economic prosperity, environmental protection, and social justice into account. As the leading bank in the country, we shall champion “Sustainability” through a multifold approach, which could include, inter alia, management of social and environmental risks in strategic decision-making, lending, and developing innovative products and services.

The Indian banking sector in general, and SBI in particular, have been quick to align with national priorities by playing a crucial role in various government schemes. Our model of sustainable business operations can be tracked in specific initiatives undertaken. We have instituted a Citizen’s Charter for ensuring high standards of accountability, responsibility and transparency in dealings with customers. We have also implemented a Grievance Redressal system and mechanism for feedback.

We are encouraging employment of women, and differently abled individuals through an inclusive hiring policy, upgradation of employees’ skills and continuing employee engagement for the welfare of the workforce. Apart from these, we have implemented a number of CSR initiatives for the welfare of the community at large in the areas of Education, Healthcare, Sanitation, Livelihood creation and Disaster Relief. Some of the environmental initiatives to reduce the ecological and carbon footprints are Solar ATMs, Green channel banking, rainwater harvesting and periodic tree plantation drives. We have our own windmills, which offset a portion of power from traditional sources consumed by some of our identified offices.

While actions speak louder than words, the criticality of effective communication cannot be ignored. Voluntary reporting of our sustainability performance helps us communicate to our stakeholders our actions and commitment to sustainable development. It also helps us identify key risks and opportunities for our business while helping us fine tune our systems to make them more efficient.

Our commitment to business sustainability is demonstrated by our multifold approach of aligning with national priorities, demonstrating highest standard in dealing with customers, encouraging inclusive hiring for women and differently abled, promoting skill upgrading of employees and implementing various CSR initiatives to reduce the ecological and carbon footprints.

Being one of the oldest and largest financial institutions in India, we embarked on this journey in 2015, and launched our first sustainability report which strengthened our commitment to business sustainability. The report focused on our efforts to build a greener and more prosperous society. Following last year’s publication, we felt it important and appropriate to take our Sustainability Report to the next level, and bring it in line with international best practices. Accordingly, we are pleased to bring this report, covering the Financial Year 2016-17, structured around the latest GRI guidelines. We trust you will find the report interesting and informative and are eager to receive your feedback and suggestions for improvement.

Thank you

Arundhati Bhattacharya
Chairman, State Bank of India

Message from the Chairman

G4-1
G4-29



Message from the Leadership



Shri B. Sriram

MD Corporate Banking



“Understanding how business actions will pan out, going forward, and affect society at large is important for decision makers to consider. It is imperative, therefore, for all responsible corporate citizens to adopt this perspective in their action plans.”



Shri Rajnish Kumar

MD National Banking Group



“Through our Corporate Social Responsibility and other outreach programmes, SBI has always been in the forefront of efforts to bring about betterment in society, particularly in the fields of education, healthcare, care for the aged and the disabled. In line with our corporate philosophy, the sustainability agenda continues to be an area of priority.”



Shri Parveen Kumar Gupta

MD Compliance and Risk

“Some of the key elements of the sustainability agenda are digitisation, sustainable banking, community development and environment protection. These are a few of the material issues adopted in the report, and reflect in no uncertain terms the importance that SBI places on ensuring continuing engagement in each area.”



Shri Dinesh Kumar Khara

MD Associates and Subsidiaries

“Sustainability, environment protection, community development, education, health care and related other socio-economic areas are a collective responsibility. The dangers of ignoring these social indicators are only too apparent, and it is in the interest of all, including responsible corporate citizens, to come forward and support and supplement all developmental measures being taken in these areas.”





About State Bank of India

Legacy of 2 Centuries



The origin of State Bank of India (SBI) dates back to the first decade of the nineteenth century with the establishment of the Bank of Calcutta on 2 June, 1806. With a sterling legacy of more than two centuries, today SBI stands tall as one of India's oldest financial institutions. The Bank's Core Vision, Mission and Values have helped uphold the traditions of its glorious past and re-invent as well, to meet the emerging challenges of current times.

Banker to Digital India



As the digital revolution sweeps across India, SBI has triggered the release of a slew of smart banking solutions and has positioned itself as the Banker to Digital India. The Bank's stakeholders play an important role in strategy formation for smart banking and its execution, and SBI has positioned itself as a major player in the e-commerce space within the country.

Policy Advocacy and Memberships

SBI collaborates with several industry associations on matters of economic policy development and is a members of several other associations such as:

1. Indian Bank's Association
2. Federation of Indian Chambers of Commerce and Industry
3. The Associated Chambers of Commerce of India
4. The Global Reporting Initiative.

195 Offices 36 Countries



SBI is the largest commercial Bank in India in terms of Balance Sheet size, as well as number of branches, customers and employees. SBI has the largest ATM network in the country with their availability in some of the most remote and virtually inaccessible regions.

The Bank's non-banking subsidiaries and joint ventures are leading players in key sectors, such as life insurance, merchant banking, mutual funds, credit cards, factoring services, security trading and primary dealership. SBI also takes pride in its global presence with 195 offices in 36 countries.

The Bank's shareholding pattern and list of subsidiaries and JVs can be found in the Bank's website. The links are:

<https://www.sbi.co.in/portal/web/investor-relations/share-holding-pattern>
<https://www.sbi.co.in/portal/documents/41076/59021067/final+p3d+march2017-df+tables19may2017.pdf/627cd42b-a150-47e5-9985-87fd56d4782>



G4-3

G4-4

G4-6

G4-7

G4-8

G4-9

G4-16

G4-17

Sustainable Business Focus



The three pillars of the Bank's "Vision" statement – "My SBI", "My Customer First", "My SBI first in Customer Service" have been integrated and deeply embedded within the Bank's functioning, so as to provide customers with products and services in a manner that meets their expectation. Along with creating value for customers, SBI's key strategic priority is to ensure sustainable business in the long run. In addition to the organization's business as usual activities, SBI has also undertaken several social welfare initiatives. Corporate Social Responsibility (CSR) has for long been an area given importance by the Bank, and socially responsible activities have been an area of focus and engagement well before it became a mandatory requirement.

Building Partnerships

Due to the extensive products and services provided by the Bank, SBI is continuously looking to build sustainable business partnerships. SBI has a number of offices and branches located across India, and relies on local vendors and suppliers to provide the required products and services. SBI's supply chain consists of electronic service providers, human capital service providers, utility suppliers, office stationery suppliers, business partners for technology and infrastructure development and knowledge partners.

With respect to vendor selection, the Bank follows Government accepted processes as well as its own vendor empanelment guidelines.

Employee Excellence



SBI's vast and skilled Human Resource pool has been key to the organization's success. SBI's workforce represents the country's diversity with a deep rooted commitment for gender equality and social upliftment. Employee excellence through continuous, inclusive and enriching employee engagement process is core to the Bank's value system.

Banker to every Indian



SBI has also been contributing in very significant measure to the country's economic road map. By virtue of its continuing engagement with Agricultural sector, SMEs and MSMEs, the Bank has the distinction of being the largest lender to these sectors. The Bank has also been the most prominent intermediary in launching various Social security measures of the Government.

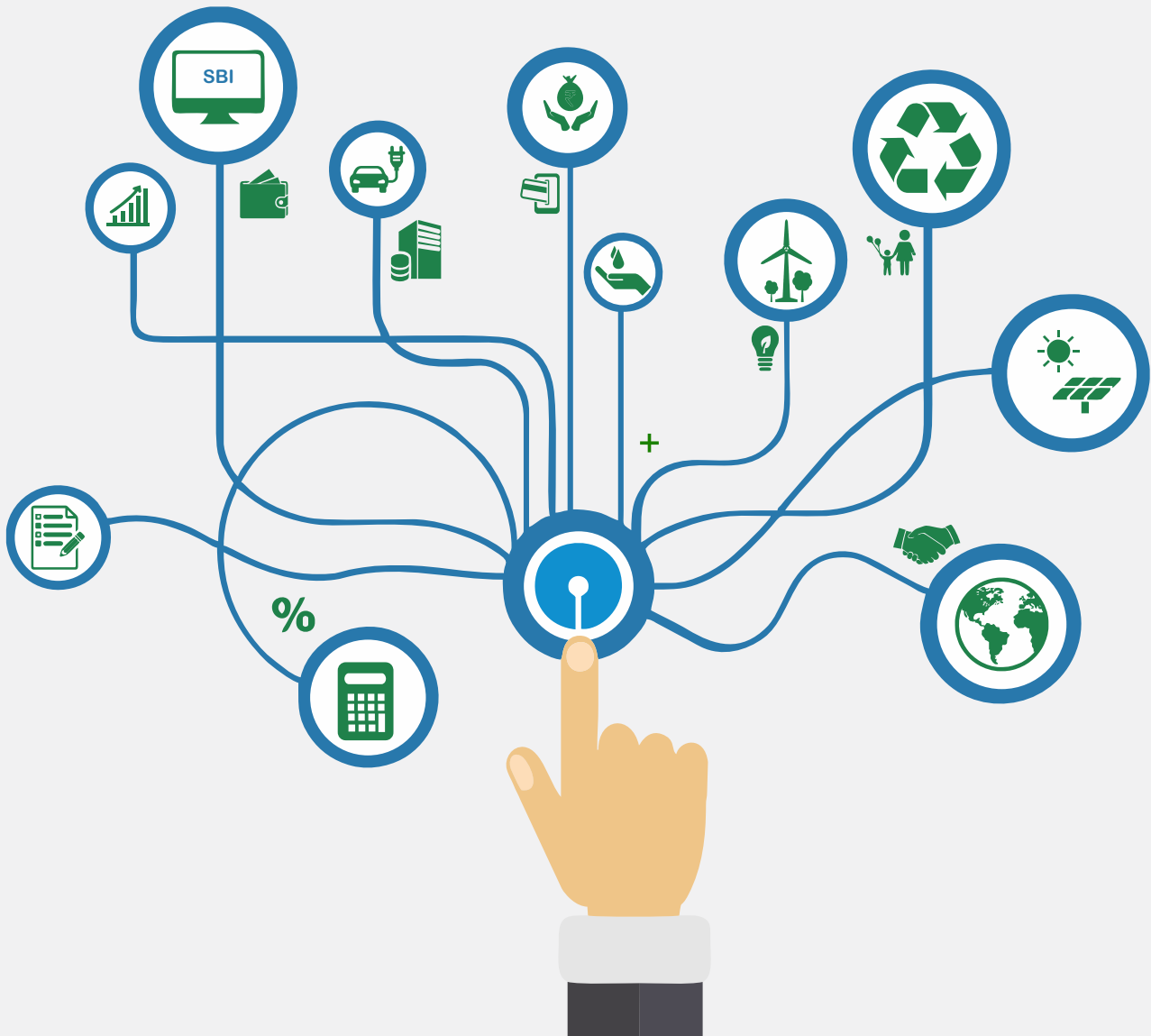
Bank's economic and social outreach has enabled it to touch the heart of every Indian citizen over a period of time- making it truly the "Banker to Every Indian".





About the Report

It gives the Bank great pleasure in presenting its second Sustainability Report- “Anchored Legacy - Sustainable Future” for FY 2016-17. The objective of this report is to help SBI’s varied set of stakeholders gain an insight, on an annual basis, into the steps taken by the Bank towards creating long term value and conducting its daily operations in a responsible manner. The Report consolidates the Bank’s sustainability performance and key achievements from 1st April 2016 to 31st March 2017 and conforms to the GRI G4 Guidelines - ‘In accordance’ - Core option. There have been no significant changes from the previous reporting period.



- G4-13
- G4-15
- G4-28
- G4-30
- G4-32
- G4-23

The scope of this report is limited to the Bank’s operations in India which constitutes SBI’s headquarters in Mumbai and its operations across India through its 14 Circles (LHO’s), as on 31st March 2017.

As the predominant commercial bank in India, SBI is striving to lead by example and catalyze a change in society. In order to substantiate its triple bottom line performance i.e. its performance with respect to economic, environmental and social parameters, the Bank has taken a focused approach to sustainable development. Initiatives implemented to enable responsible banking, improve community development and reduce the Bank’s carbon footprint have been illustrated in the relevant chapters in this report. The disclosures have also been aligned to the material issues identified through the stakeholder engagement and materiality assessment process.

The stakeholder engagement process conducted by SBI for the purpose of identifying issues deemed critical for the Bank, comprised holding interactions with select internal and external stakeholders. The process also involved interacting with functional heads and sustainability committee members at corporate offices and conducting visits to all the circles to gather relevant data.

The information presented in the Report is also linked to the nine principles defined under the National Voluntary Guidelines on Social, Environmental and Economic (NVG-SEE) Responsibilities of Businesses in India issued by the Ministry of Corporate Affairs, Government of India.

Advisory Statement

This report contains “forward-looking statements” describing the Bank’s objectives, projections, and expectations. Important factors that could make a difference to the Bank’s operations include, among others, economic conditions in the domestic and overseas markets in which SBI operates, changes in Government regulations, laws and other statutes and incidental factors.

Precautionary Principle:

The Bank’s precautionary approach has been articulated through the information disclosed on SBI’s internal controls and practices in place for mitigating risk and managing its economic, environmental and social performance.

Message from CSO



“Sustainability is a matter of global concern, and its understanding helps in devising ways and means to bring about a balance between economic, social and environmental development- often referred to as the three pillars of sustainability. It is through this process that organizations start to measure, report and improve upon the way they take business decisions and act on them. And by doing so, they create sustainable value for the organization and its stakeholders.

A key priority for SBI is to ensure sustainable business in the long run. The content for SBI’s FY 2016-17 Sustainability Report records its contribution and engagement in areas that impact the three pillars of sustainability and showcases our continuing commitment to a sustainable global economy.”

Karnam Sekar,
Deputy Managing Director & Chief Sustainability Officer

G4-14
G4-15



Corporate Governance

The Corporate Governance philosophy of SBI is encapsulated in the set of declarations featuring in the Bank's Vision, Mission and Values statement. The "Vision" captures the continuing pride in the institution, and positions the Customer at the centre of its being. The "Mission" highlights SBI's commitment to provide uncompromising service to all and emphasizes its intent to reach out to customers from all sections of society as well as adopt state of the art technology to drive excellence. The "Values" further confirm the Bank's promise to conduct business transactions with transparency, to be knowledge driven, share its learnings with key stakeholders and contribute to the community SBI operates in.



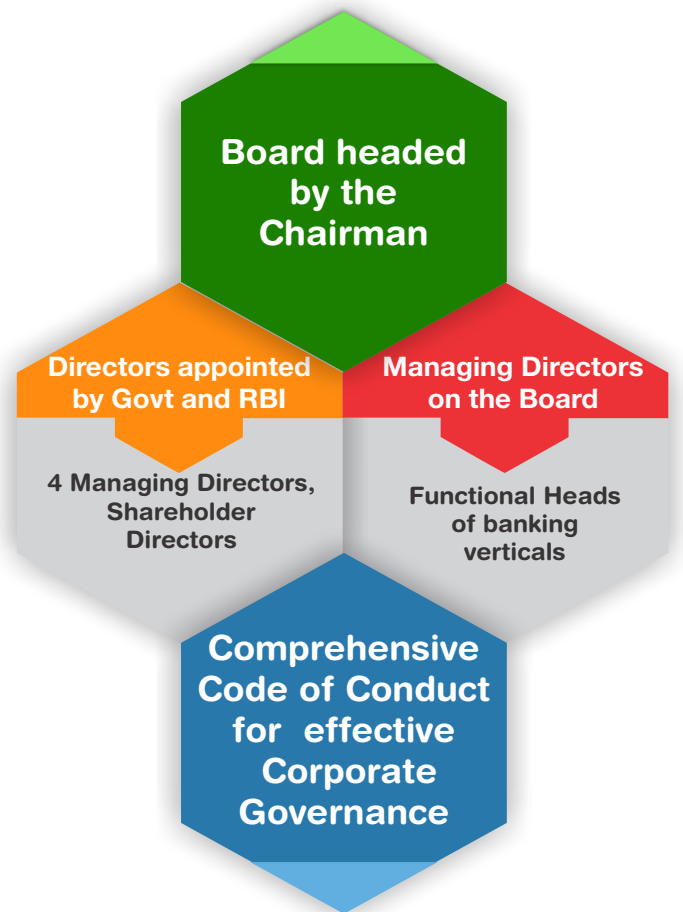
Board of Directors

At the apex level, the Bank is governed by the Central Board of Directors. The Board is headed by the Chairman, and comprises of four Managing Directors, Shareholder Directors who are, in addition, eminent professionals in various fields, and Directors nominated by the Government of India and the Reserve Bank of India. The Managing Directors are also functional heads of different verticals in the Bank viz. Commercial Banking, National Banking, Compliance & Risk, and Associates & Subsidiaries. In keeping with the spirit of good corporate governance and applicable regulatory instructions, the Bank has laid down a comprehensive Code of Conduct, to which all Directors on the Central Board, the Core Management (Deputy Managing Directors) and Chief General Managers are signatory.

G4-32

G4-34

G4-LA12



Board Committee Structure

There are several Committees of the Central Board, with specific functional responsibilities and the Executive Committee acts as the principal committee. The Executive Committee of the Central Board (ECCB) is headed by the Chairman.

The Bank has established a Corporate Centre Sustainability Committee which is headed by the Chief Sustainability Officer (CSO), carrying the rank of Deputy Managing Director. The CSO is responsible for sustainability and other related reporting. He functionally reports to Shri Parveen Kumar Gupta, Managing Director (Compliance and Risk). In such capacity, the latter is responsible for the Compliance function of the Bank.

The other Committees of the Board with specific areas of responsibility are as depicted.



G4-34
G4-LA12





Internal Controls and Risk Management

G4-DMA

G4-56

Robust internal control systems are in place to prevent any oversight in the Bank's operational functioning. These control measures are cascaded down through the respective Policies that broadly outline the approach of the Bank in relation to the functional areas covered by it. For instance, the Loan Policy document lays down the Bank's approach to lending, while the Investment Policy covers the Bank's approach to its investment strategy.

Risk Management Policy

The Risk Management policy, on the other hand, dwells on how risks are to be recognized, assessed and measured, and how mitigation measures should be implemented by the respective business units. Such Policy documents ensure that there is no divergence in any way, from the applicable regulatory guidelines and instructions.



Financial and Administrative powers

The next level of internal controls includes a well defined system of financial and administrative powers, with an inbuilt review mechanism which requires reporting of all financial sanctions to the next higher authority.

Audit Framework

The ultimate control on all activities of the Bank is ensured by the Audit framework in place. The audit system, which covers the entire gamut of operations, includes Concurrent Audits taking place at identified branches whereas periodic audits are ensured by teams that visit branches and administrative offices and submit reports to controllers. All the issues featuring in the audit reports are required to be addressed within a specific time frame. In order to strengthen the review function, several measures in the IT area have also been taken. These include web based applications for some functions, and Offsite Monitoring Systems (OMS) for looking into transactions and processes where exceptions are observed.

G4-DMA

G4-56



Inclusive Governance

G4-56

To ensure smooth day-to-day functioning, the Bank has in place policies that address concerns of its large workforce. There are several instruments of employee engagement, including a Grievance Redressal System, a Staff Suggestion Scheme, and a set of guidelines that aims to accommodate the special requirements which arise when both husband and wife are employed with the Bank. The Bank also has a policy for the prevention of Sexual Harassment at the workplace.

Vigilance Mechanism

SBI encourages and respects professional conduct that encapsulates ethical values. A clear communication to the Bank's workforce in entirety helps bring about transparency within the organization. The employees are always encouraged to communicate in an open and transparent way and raise concerns about any misconduct observed.

Whistle Blower Policy

The Bank has established a vigilance mechanism which is built on three primary aspects- Preventive, Punitive and Participative behavior. To further complement the vigilance mechanism, a well-defined whistle blower policy allows any employee to communicate a concern or complaint confidentially and anonymously, guaranteeing a timely response and an assurance that there will be no retribution or negative consequences. During the reporting period, no fines for non-compliance with respect to laws and regulations were filed against the Bank.



G4-DMA

G4-56

G4-SO8

Workshop in progress at the Bank's Academy in Gurugram



Stakeholder Engagement and Materiality Assessment



SBI's Stakeholders

In today's competitive business environment, companies need to remain relevant in order to survive and this can be facilitated through regular and effective engagement with stakeholders. At SBI, stakeholders are not just members external to the business operations. These are individuals, groups of individuals or organisations that affect and in turn are affected by the Bank's activities, products and services. By engaging with them on a regular basis, SBI looks to build strong relationships as well as use relevant feedback to steer the business strategy and operations in the right direction.

The concerns and perceptions of individual stakeholders identified through various channels of engagement are vital for SBI's successful business growth. In order to develop a clear understanding of sustainability issues that stakeholders consider vital for the Bank, SBI initiated the FY 2016-17 sustainability reporting cycle by engaging with select internal and external stakeholders.

SBI uses stakeholder feedback to steer the business strategy for successful business growth



SBI's Approach

The engagement process was initiated by identifying all stakeholder groups who may be directly or indirectly linked to the Bank's operations. The stakeholders were further prioritised based on the extent of their influence on the Bank's business functions and the impact of SBI's business decisions on them. Due to the sheer scale of its stakeholder base, the engagement process was limited to employees and senior management, NGOs as well as customers as a part of its key internal and external stakeholder group respectively.

A representative sample of employees and customers was selected at each of the 14 circles after which they were asked to fill in a questionnaire and score a list of material issues on a scale of 1-5 (1 being the least important and 5 being critically important). Additional inputs were also taken from each individual in terms of their general perception, their association with SBI, key strengths and areas of improvement for the Bank, etc.



SBI, in course of its business, engages with a much wider set of stakeholder groups through various fora and discussion platforms. Continuous feedback obtained from these groups assists the Bank in making informed decisions, instituting controls to manage and mitigate risks and taking advantage of the external perspective to drive innovation and develop new products and services. The mode and frequency of interaction with various stakeholder groups has been highlighted in the following table:

G4-25
G4-26

	Stakeholder Group	Frequency of Interaction	Mode of interaction	Feedback
	Customers	Ongoing	<ul style="list-style-type: none"> • Online and offline feedback mechanisms • Customer satisfaction surveys 	<ul style="list-style-type: none"> • Enhance Customer service • Reduce turnaround time • Engage with customers to create product awareness
	Employees	Ongoing	<ul style="list-style-type: none"> • Regular meetings with management • Appraisal process 	<ul style="list-style-type: none"> • Career progression • Prospects for professional development • Employee welfare schemes • Training and workshops on new products and services
	Investors	Quarterly	<ul style="list-style-type: none"> • Webcast and audio calls • Investor conferences 	<ul style="list-style-type: none"> • Declaration of dividend • Claims related concerns
	Suppliers	Ongoing	<ul style="list-style-type: none"> • Need based 	<ul style="list-style-type: none"> • On-time payment • Standardise procurement processes
	Industry Associations	Ongoing	<ul style="list-style-type: none"> • Participation and discussion during trade and industry events • Partnership with industry associations for events • Regular interaction with Industry and Association heads 	<ul style="list-style-type: none"> • Continued Support • Inputs for Thought Leadership Reports
	Regulatory bodies	Ongoing	<ul style="list-style-type: none"> • Meetings to discuss mandates/regulations 	<ul style="list-style-type: none"> • Consultation and feedback for public policy development
	NGOs	Ongoing	<ul style="list-style-type: none"> • Project assessment reviews • Joint execution of projects 	<ul style="list-style-type: none"> • Increased Support • New areas of intervention • Increased Employee Participation

G4-24

G4-26

G4-27

Materiality Assessment

The materiality assessment exercise was conducted concurrently with the stakeholder engagement process with customers, senior management, employees and NGOs. Once the stakeholders had scored the material issues as they perceived to be critical for SBI, all the scores were collated to determine the top seven issues, ranked by importance.

Materiality Assessment Process

- 01 Identification**
 A Comprehensive list of issues were identified based on peer review, recent trends in the financial sectors and GRI sector guidelines.
- 02 Assessment**
 Issues were shortlisted in relevance to SBI as an organization and their impact on internal and external stakeholders.
- 03 Prioritization**
 The most relevant material issues, were further evaluated and ranked by select internal and external stakeholders

The content of the report has been developed around these seven material issues and their associated material aspects. Further, the management approach to monitoring each material aspect has been furnished in the relevant sections of the report. The boundary for each of the material issues and aspects is limited to SBI's operations in India, as discussed in the scope and boundary of the report.

Top 7 Material Issues

Material Aspect Boundary

The significant impact of managing most material issues identified is seen within the organization except for 'Community Development' for which, impact is seen outside of the organization. The impact of managing 'Customer Satisfaction' is seen both, within and outside of the organization.

- G4-18
- G4-19
- G4-20
- G4-21

Top 7 Material Issues



- Material Issues
- GRI Material Aspects
- GRI Indicators

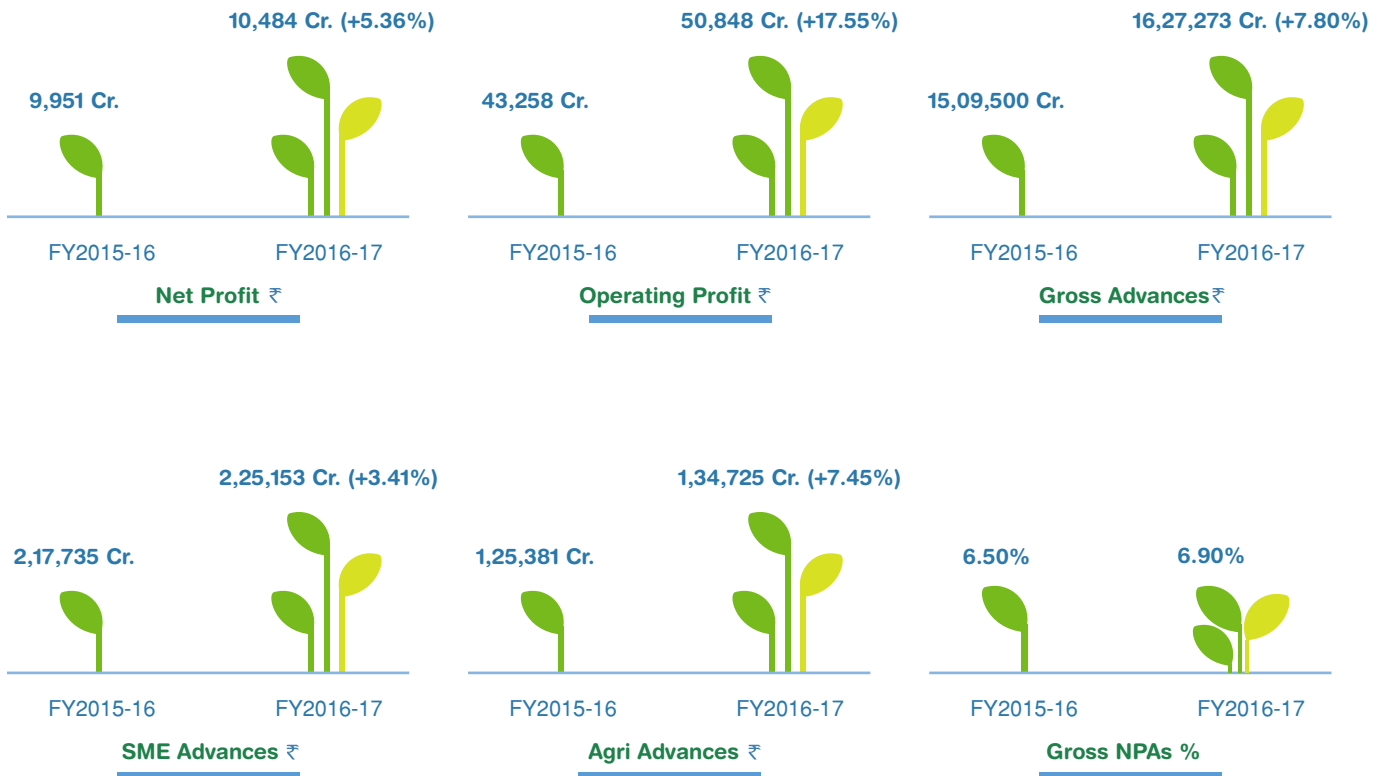


SBI's Economic Performance

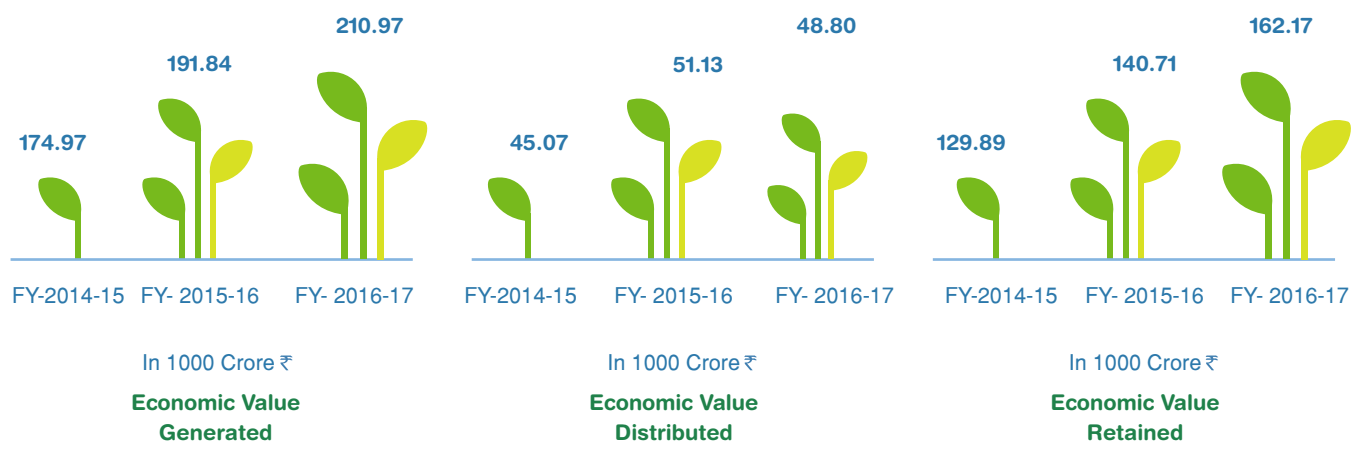
Banks play an important role in the development of the country. Not only do they function as the custodians of wealth but also act as agents for economic growth. They promote capital formation and wealth creation through various banking products and services. Through their outreach capabilities, banks penetrate all sections of society and drive financial inclusion, a necessity that is paramount for a rapidly developing nation like India.

Well aware of its ability to connect with people, SBI is committed to create value for all its stakeholders in multiple ways. In a year that saw sweeping regulatory changes, the Bank has come out stronger due to its robust governance and improved operational performance. The highlights of the Bank's overall performance over the reporting period are:

SBI's Economic Performance Highlights*



* - All financial figures provided represent the Bank's Standalone performance



Direct economic value generated, distributed and retained (In Rs. Crore)

	FY 2016-17	FY 2015-16	FY 2014-15
Economic Value Generated			
Total Income	2,10,979	1,91,844	1,74,973
Economic Value Distributed			
Operating cost (other than employee wages and benefits)	19,984	16,669	14,517
Employee wages & benefits	26,489	25,114	23,537
Payments to capital providers	2,109	2,018	2,648
Payments to Government (Net cash outgo on account of corporate income tax)	108	7,185	4,259
Community investments	110	144	116
Total Economic Value Distributed	48,800	51,130	45,077
Economic Value Retained	1,62,179	1,40,714	1,29,896

G4-9

G4-EC1

Installations during FY 2016-17

- 386 Branches
- 1305 ATMs
- 2,06,994 POS

Over the reporting period SBI has opened 386 branches and installed 1305 ATMs all across the country. Supporting the move towards a cashless economy, the Bank has also carried out more than 2 lakh Point-of-Sale (POS) installations. The Bank has witnessed steady growth over the year with year end deposits amounting to Rs. 20,44,751 Cr- representing a YOY growth of more than 18%. The performance across various parameters contributed to the Bank staking claim to a healthy share of the domestic market. SBI has also seen healthy growth in its personal banking business with growth in account creation as well as a variety of loans being disbursed as indicated in the table below:

Type of Banking Products and Services:	Number of Accounts opened during FY 2016-17	% of Women Beneficiaries
Domestic HNIs	4,961	49
NRI Accounts	3,82,230	16
Corporate Salary Package	7,71,303	13
Car Loans	3,95,659	13
Education loans	43,739	32
Home Loan	2,62,116	29
Pension Loan	32,736	24

Digital Growth

G4-9

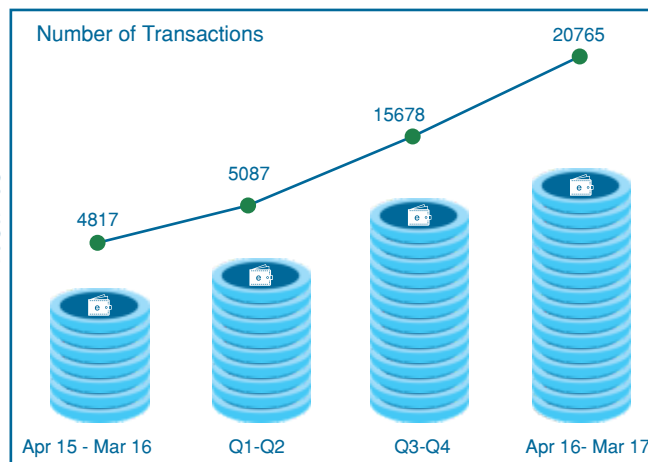
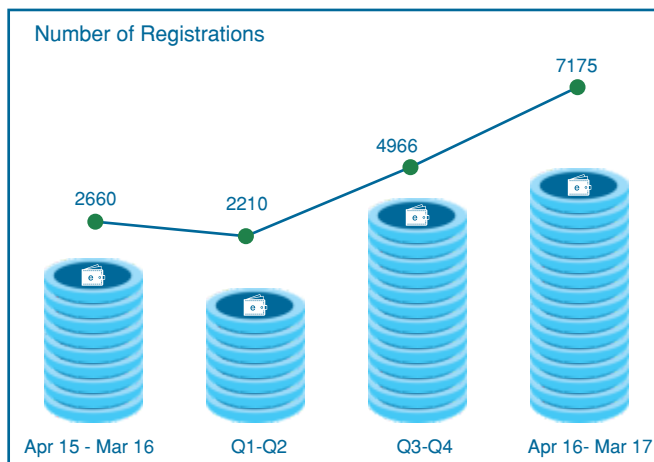
300%
*Increase in
digital transactions
across some digital
services offered*

When the wave of demonetization hit the country in November 2016, SBI reached out to customers and enabled them to complete their banking activities through various digital platforms. As a result, the Bank witnessed a 300% surge in the number of digital transactions, as compared to its performance prior to the demonetization phase. Even otherwise, an increase in transactions was consistently observed across all the digital banking services offered by SBI.

Performance of SBI's E-wallet (Buddy)

Registrations

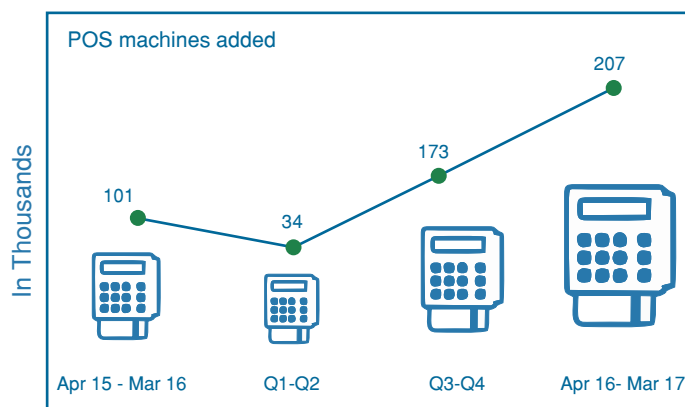
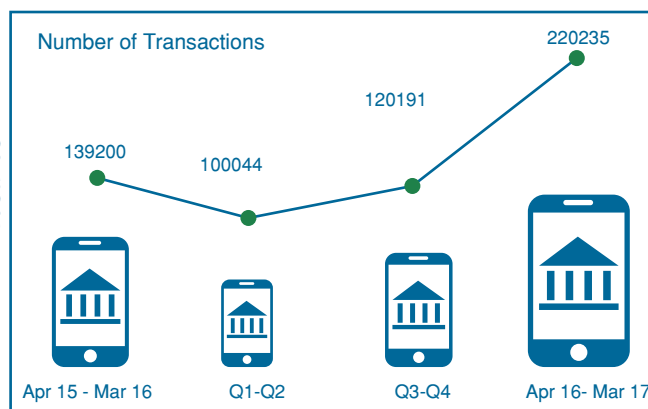
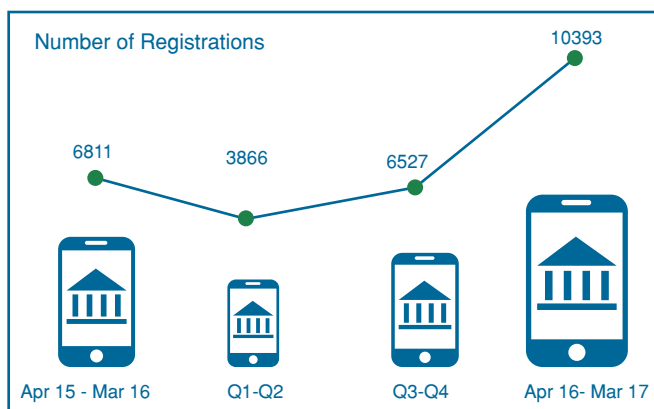
Transactions



Performance of SBI's Mobile Banking

Registrations

Transactions



Financial Services

Retail banking is the most visible face of banking for the general public and has therefore been an area of prime importance for SBI. Catering to customers is at the forefront of the Bank's agenda due to which best practices with respect to product offerings, technology, and customer service have been incorporated across all its retail segments. SBI offers a wide range of services in the 'Personal Banking' segment, key highlights of which have been provided for FY 2016-17:

Personal Loans

The reporting period was a year filled with continuous product modifications, introduction of new products and launch of various campaigns which resulted in a 15% YoY growth in personal loans, despite the impact of demonetization on the Bank during the months of November, December and January of this financial year. The Bank launched several new initiatives, catering to the needs of various customer segments, including SBI's own employees. Several lending schemes are also in the process of being completely digitized to enhance customer satisfaction.

Education Loans

As on 31st March 2017, SBI has extended education loans to more than 4,62,000 students with an outstanding loan book worth ₹15,755 crore, out of which, ₹13,796 crore are under the priority sector. In an effort to enable more students to avail of the loan, SBI has added 23 new educational institutions under the 'Scholar Loan Scheme' and also modified the SBI 'Global Ed-Vantage' scheme to make it more student friendly. A Special One-time Settlement (OTS) scheme was also offered for providing relief to distressed student borrowers.

21% YoY growth
*for personal banking
business unit due to
several initiatives
and digitization
of lending
schemes*

Education loans to more than
4,62,000
students

*Education loans Outstanding
Under Priority Sector*
Rs. 13,796 cr.

Education Loans	Total Value of Loans Provided In Rs. crore	Total Number beneficiaries for FY 2016-17
Girl children	1,192.85	14,055
SC/STs	27.77	608
OBCs	61.41	1,291
Minorities	66.70	847

Real Estate and Housing Loans

SBI has the largest home loan portfolio in the banking sector and a market share of over 25% as on 31st March 2017 amongst all the Scheduled Commercial Banks (SCBs). The Bank's total home loan and other home related loan portfolio stood at Rs. 2,37,664 crore as on 31st March 2017. During FY 2016-17, the Bank launched six new home loan products to further improve its lending portfolio. These products are:

- SBI Privilege: Dedicated Home Loan customized for Government employees
- SBI Shaurya: A special home loan for Defence personnel
- SBI Hamara Ghar: An exclusive home loan for affordable housing having a fixed interest rate for two years.
- Home Loan for non-salaried individuals: Customized home loans for non-salaried individuals having a risk based pricing mechanism
- SBI Bridge Loan: A personal loan for customers planning to upgrade their existing property
- SBI Insta Top Up: An instant and paperless e-top up loan



SBI Home Loans was awarded the "Best Home Loan Provider" at the 11th CNBC Awaaz Real Estate Awards.

Home loan portfolio of
Rs. 2,22,605 Cr.

Auto Loans

For the reporting period, the Auto Loans portfolio saw a growth of 21.24% vis-à-vis a 9% growth registered by the auto sales market. To facilitate an easier and more efficient process of applying for a car loan, SBI developed a digital platform called the 'Online Customer Acquisition Solution (OCAS)' which enables customers to apply for car loans online. Additionally, the Bank also introduced the "Assured Car Loan" scheme for eligible borrowers which includes senior citizens.

Auto loan portfolio
growth of
21.24%

Premier Banking Services

The premier banking services that are offered to High Networth Individuals (HNIs) has seen a growth in its customer base by 23.92% over the previous financial year. As of 31st March 2017, SBI catered to more than 7.42 lakh HNI customers. To ensure that the Bank's premiere services continue to fulfil the requirements of its customers well, SBI implemented some new initiatives and key activities during the reporting period, which have been highlighted below:

- SBI QUICK - Missed Call & SMS Banking: SBI Quick Services have garnered more than a crore of registered users as on 31st March 2017- registering new users at an average rate of fifty thousand per day.
- Financial & Retirement Planning Book for HNIs: The Bank published a book on 'Financial & Retirement Planning' for its HNI customers.

>7,42,000
HNI customers

23.92%
growth in
HNI customer base

14 RRBs
155 districts
15 states
3977 branches

Rural Banking

Regional Rural Banks (RRB) were established under the provisions of Regional Rural Banks Act, 1976 with the aim of developing agriculture, trade, commerce, industry and other productive activities in the rural areas. Such banks cater to small and marginal farmers, agricultural laborers, artisans and small entrepreneurs by providing credit and other banking facilities. SBI has sponsored 14 Regional Rural Banks (RRBs) covering 155 districts in 15 States, with a network of 3,977 branches. All of the RRBs operate on the Core Banking Platform and make use of various features like RTGS, NEFT, RuPay Cards, Kiosk Banking, Aadhar Payment, Internet Banking, Mobile Banking, etc. RRBs can thus bridge the credit gaps existing in rural areas and be effective instruments of economic development.



Particulars	FY 2016-2017	FY 2015-2016	FY 2014-2015
No. of Rural Branches	5,993	6,297	6,257
No. of BC Outlets/Total number of CSPs Deployed	52,340	64,628	57,575
Out of above, Urban Outlets	6,271	12,106	14,075
Coverage of FIP Villages (Cumulative Year End Target)	1,03,565 (1,08,224)	1,03,565 (1,08,230)	84036 (85,130)
Small accounts (in lac) (Cumulative Year End Target)	1,173 (1,035)	928 (355)	729 (314)
Balance in Small Accounts (Rs. Cr) (Year- end Target)	15,337.19 (10,610.42)	8,437 (1,826)	4,415 (1,580)
Transactions in BCs No. in Lac Amount in Rs. Crore	2,279 73,820	2,169 58,217	1,417 38,973
Accounts opened: Small A/Cs / S/B A/Cs (in lac) % of Small A/Cs / S/B A/Cs (in lac)	1,173/ 3,325 35%	928/2,958 31.37%	729/26,242 2.78%

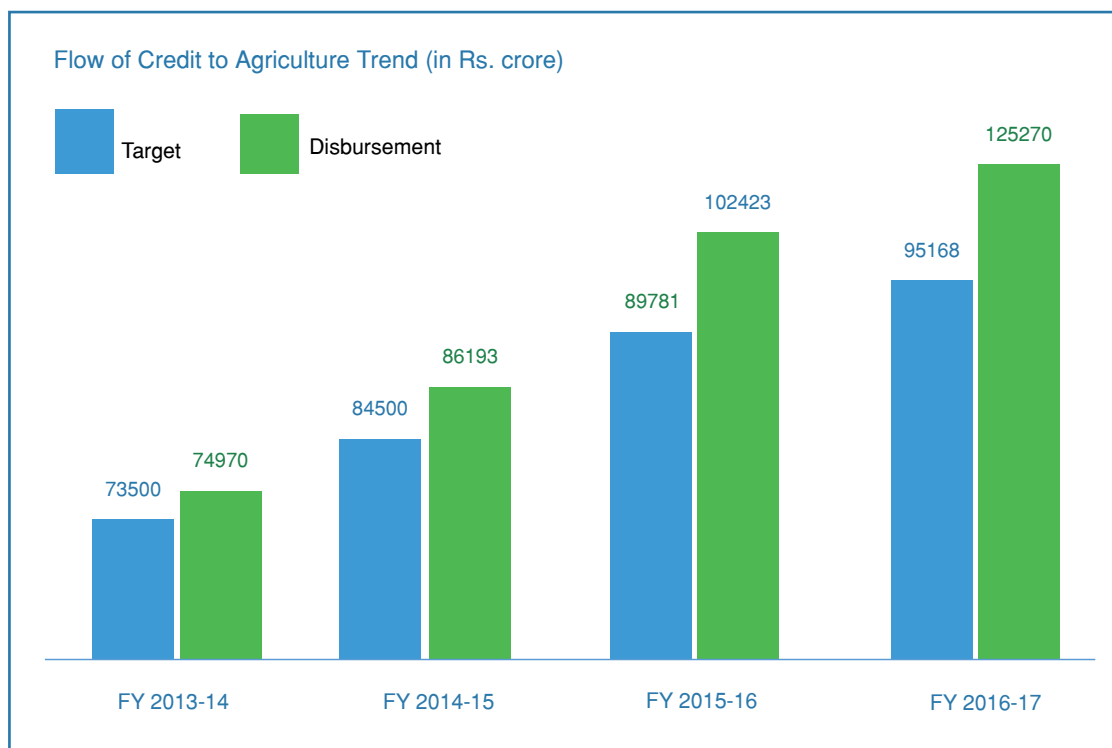
Agriculture Finance

The agriculture sector is a critical component of the Indian economy contributing to around 17 per cent of its national Gross Domestic Product (GDP). Long-term credit for agricultural businesses is important and requires the constant support of financial institutions. Over the years, SBI has cemented itself as the leader in agri-financing with its vast network of branches that have been able to reach out to over one crore farmers across India. The Bank provides services covering a wide spectrum of agriculture-related activities with special features like low interest rates, no intermediaries, no hidden costs and quick loan sanction and disbursement.

Some of the Bank's unique initiatives in agri-financing are 'Kisan Credit Card' and a variety of loans specific to agri-business, details of which are provided below:

Types of loan available	No. of accounts opened in FY 2016-17	Total number of Beneficiaries
Crop Loans for working capital	20,14,510	59,93,945
Investment Credits (Equipment loans, tractor loans etc.)	21,865	7,98,48
Agri Gold Loans	27,51,610	36,29,394
Loans available for the formation of SHGs	1,17,935	3,23,266
Loans towards drip irrigation	24,92	9,831
Loans towards solar pump installation	46	46
Any other*	1,21,821	6,60,406
TOTAL	50,30,279	1,06,96,736

SBI has served more than 1.07 crore farmer borrowers under agriculture segment and has continuously surpassed the Agri credit flow target set by Government of India as depicted in the table below.



*Other agriculture term loans for dairy, poultry, fisheries, plantation crops and other allied activities such as horticulture and cold storage etc.

SBI's Approach to Agri Business

SBI has enabled Rural-Semi Urban (RUSU) areas to adopt technology by providing core banking solutions, coupled with ATMs, Cash Deposit Machines, Point of Sale (PoS) machines and Micro ATMs. During FY 2016-17, the Bank introduced various technology based solutions and products to make the farmers' lives easier, whilst simultaneously improving the operational efficiency for managing agriculture loans. Some key initiatives in this area include:

1. **KCC-ATM-RuPay Cards:** For ease and operational convenience, RuPay cards were issued to 53.64 lakh Kisan Credit Card (KCC) borrowers as on 31st March, 2017. KCC RuPay Cards work seamlessly with ATMs and PoS machines, enabling farmers to purchase their day to day farm requirements on 24X7 basis.
2. **New Products for Farmers:** In addition to products like Asset Backed Agri Loan, Tatkal Tractor Loan etc. that were launched in FY 2016, SBI has launched newly designed products to finance Poly House/Net House/ Green House cultivation, farmers' receivables and solar photovoltaic water pumping system for irrigation purposes.
3. **Warehouse Receipt Financing:** SBI has entered into tie-ups with 'Collateral Managers' to offer finance to farmers against their produce stored in warehouses in order to avoid distress sales and to facilitate price discovery.

Support for Small and Medium Enterprises

Indian industry is making significant progress in various sectors like manufacturing, pharmaceuticals, textile & garments, retail, IT, agriculture and other service sectors. Small and Medium Enterprises (SMEs) are availing of increasing opportunities to enhance their business in key sectors that play a vital role in the growth of the economy. Not only do SMEs contribute to industrial production and exports, they also generate significant employment opportunities.

SBI is a pioneer in SME financing in the country and has played a critical role in the overall growth and development of the sector. Through its cluster approach it has been able to improve the credit flow to the industrial and artisan sectors across the country. The growth of SME banking services is dependent on the 534 specialized branches across the country dedicated to SME lending. The Bank's approach to driving growth in the SME segment rests on three key pillars: improving its customer outreach initiatives, providing 'risk mitigated' products and offering digital based banking solutions.



Shakti Women Entrepreneurs National Convention - Felicitating successful women entrepreneurs

A special scheme called 'SME Collateral Free Loan' for Micro & Small Enterprises segment has been designed for lending under CGTMSE (Credit Guarantee Trust for Micro and Small Enterprises) guarantee coverage with liberalized terms up to a credit limit of ₹ 1 crore. The supply chain finance unit of the SME business vertical offers Electronic Vendor Finance Scheme (e-VFS) and Electronic Dealer Finance Scheme (e-DFS) which are fully automated and work in real-time via the Bank's internet banking platform.

The Bank's performance in SME financing for the reporting year is shown in the table below:

Product Types	No. of accounts opened in FY 2016-17	Sanctioned Limits in Rs. Crore
Supply chain finance unit	7,959	12,809
Asset backed loan	5,571	6,883
Bills	425	1,722
Warehouse receipt financing	3,157	4,279
Others including balance sheet financing	3,22,667	92,086

Financial Inclusion

Banking for Everyone

As the banker to every Indian, SBI is able to deliver its financial services through an extensive network to the disadvantaged and low-income segments of society. Access to banking services is crucial for day-to-day living and helps rural families and businesses plan for everything from long-term financial goals to contingencies.

The Bank has consistently been at the forefront of implementing Financial Inclusion (FI) initiatives in India. It has pioneered the Business Correspondent (BC) model, an alternative for providing banking services catering to both urban and rural customers, characterized by small value transactions. The BC model, with over 52,000 Customer Service Points (CSPs) across the country, provides various products and services such as savings, term deposits, micro loans, remittances, loan repayments. Micro insurance and Pensions. SBI has successfully leveraged technology for propagating FI by introducing internet based kiosk banking, card based and cell phone messaging channels.

**Banker to every
Indian**

*SBI has leveraged technology
and its
extensive network
to help rural
families and
businesses*



8.57 Crore

bank accounts under Pradhan Mantri Jan Dhan Yojana

Under the Pradhan Mantri Jan Dhan Yojana (PMJDY), SBI has opened 8.57 crore accounts as on 31st March 2017 and has issued 5.85 crore RuPay debit cards to eligible customers. A substantial number of cards was issued in some of the most remote areas of the country. The total number of financial inclusion accounts has thus grown from 9.28 crore in FY 2015-16, to 11.73 crore in FY 2016-17. The value of transactions handled through BCs has increased by 27% relative to the previous financial year.



5.85 Crore

RuPay debit cards

SBI has actively participated in the SHG-Bank Credit linkage programme since its inception in 1992. As on 31st March 2017, the Bank claimed the leading position in Self Help Group (SHG) financing with a credit deployment of ₹ 6,139 crore to 3.57 lakh SHGs. A continued focus on development, innovation and technology enabled channels for delivering banking services among the rural populace has resulted in the successful launch of several new initiatives. A few of these initiatives include Aadhaar Enabled Payment Systems, automated e-KYC, Immediate Payment Service (IMPS), Micro ATM rollout, Savings Bank cum Overdraft facility under PMJDY and Direct Benefit Transfer (DBT)/Direct Benefit Transfer for LPG (DBTL) payments.



11.73 Crore

Financial Inclusion accounts

The implementation of such initiatives will eventually help India's cash dependent society transform into a 'less cash' ecosystem-promising great social benefit.

Credit deployment of INR

6,139 crore

to 3.57 lakh Self Help Groups (SHGs)

G4-EC8



Financial Literacy

To mitigate unemployment and under employment among rural youth in the country, the Bank has set up 116 Rural Self Employment Training Institutes (RSETIs). RSETIs impart comprehensive, free of cost residential training in personality and skill development.

Despite the fact that some of the RSETIs are located in difficult areas, they are playing a vital role in providing training and enabling employment for the rural youth. RSETIs have conducted 13,681 programmes and trained 3,65,848 candidates, of which 2,34,935 trainees have gainfully settled in vocation/employment since FY 2010-11.



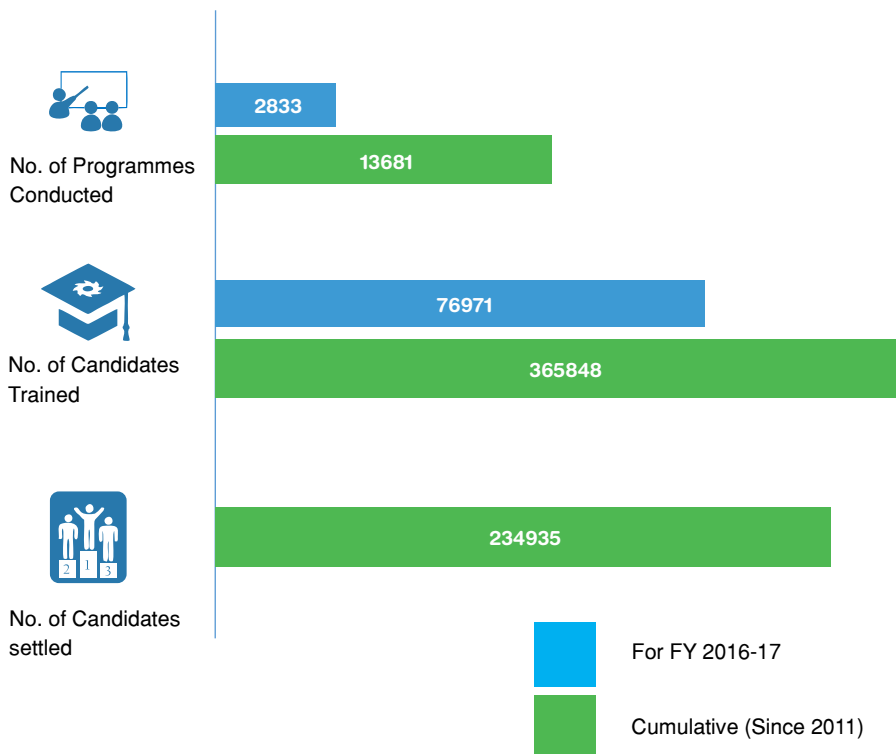
116
Training Institutes
for rural youths

Conducted
13681
programmes

Trained
365848
candidates

234935
trainees gained
employment

Rural Youth Candidates Trained by RSETIs

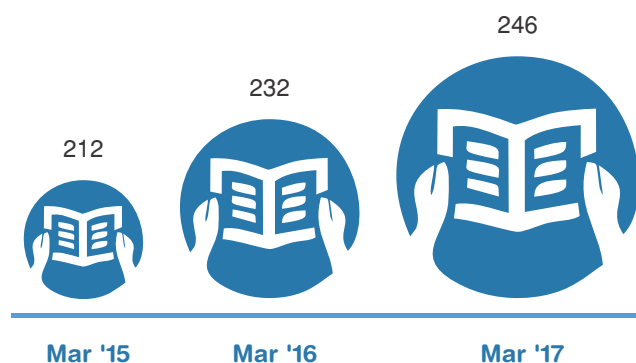


G4-EC8

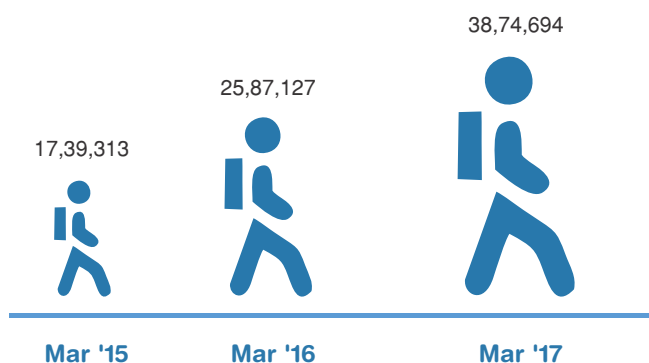
Imparting Financial Literacy

In order to propagate financial literacy to the unbanked sections of the society, SBI has established 246 Financial Literacy Centres (FLCs) so far. During FY 2016-17, a total of 15,584 financial literacy camps have been conducted in villages across the country

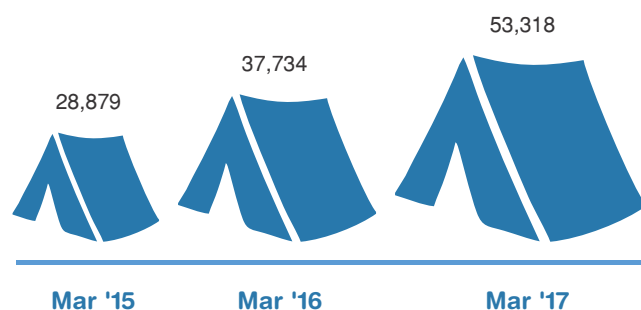
No. of Financial Literacy Centres



No. of Persons who participated in the camps. (Cumulative at the End of Year)



No. of Camps conducted (Cumulative at the End of Year)



Training for Debt Recovery Agents (DRAs)

To supplement in-house resources for recovering the Bank's dues, SBI has appointed its Business Correspondents/Customer Service Points as Debt Recovery Agents (DRAs) by providing them with mandatory training and helping them qualify in the examination for DRAs. Close to 8,000 BCs/CSPs have been given DRA training during FY 2016-17.

G4-EC8

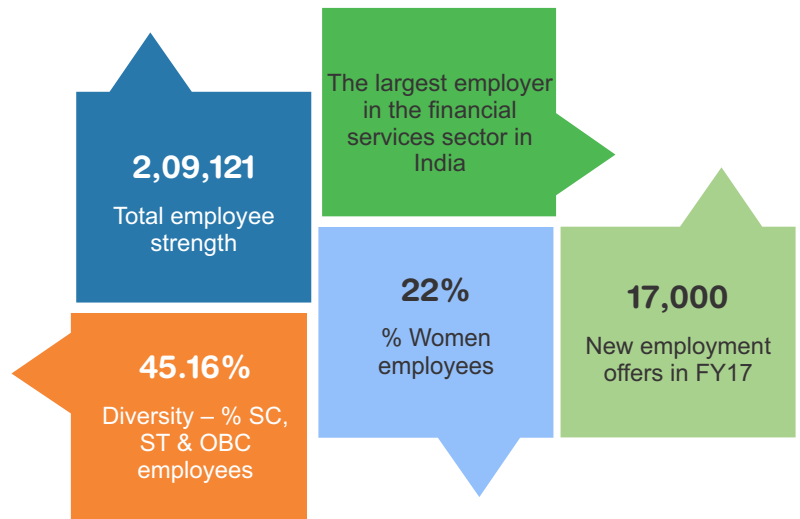


Employee Well-Being

As is commonly acknowledged, the success of an organization depends on the skills, experience and commitment of its employees. SBI is no exception to this, and investing in human capital has always been a priority area for the Bank. As a value-driven and employee-friendly corporate, the Bank has focused on engaging with its employees periodically, retaining high performing talent, and providing them with opportunities for career advancement and personal development. SBI's vision has been built around the principles of inclusiveness, empowerment and development. This is clearly reflected in the organization's HR policy which is continuously evolving in a bid to bring about balance between the multifarious demands posed by new and varying business challenges, and aspirations of the workforce.

The reporting period saw SBI surmounting various challenges – two key elements being merger of Associate Banks, and the demands on the system placed by demonetization. Both these challenges called for close employee engagement, and it is testimony to their determination and application that these major tasks were executed smoothly.

The total staff strength of the Bank as at the end of the reporting period was as under:



Cadre/Age	Number as on 31st March 2017	<30 years	30-50 years	>50 years	Male	Female
Officers cadre	73046	10392	30753	31901	60792	12254
Specialist cadre	6911	760	5116	1035	5568	1343
Associate	92979	30770	35813	26396	62677	30302
Sub-staff	35547	33	16570	18944	32990	2557
Others	638	326	267	45	419	219
Total	209121*	42281	88519	78321	162446	46675

* The workforce breakdown does not include employees posted at foreign locations

G4-DMA
G4-9
G4-10

Talent Management and Retention



Attracting and retaining highly skilled and motivated employees is key to the Bank's long-term success. Recognizing the central role of employees, SBI addresses their needs by providing avenues for professional growth and development. Employees are encouraged to take responsibility for their own learning to take on greater roles and responsibilities. The Bank is focused on developing processes to attract the best talent within the country. The recruitment process has been revamped and developed to offer a stronger employee value proposition and attract better talent. The new recruitment strategy is being strongly supported by SBI's campus re-branding activities, recruitment portal and digital marketing plans.

Fresh talent is from the top "B" Schools who are recruited as Management Trainees. Lateral recruitment is also done for specialized positions. To retain talent, the Bank has undertaken various initiatives such as incentivising top performers and providing focused skills and capacity building training programs for critical positions. This has helped create a highly satisfying working environment, and encouraged employees to align their goals with the organization's vision.

G4-DMA

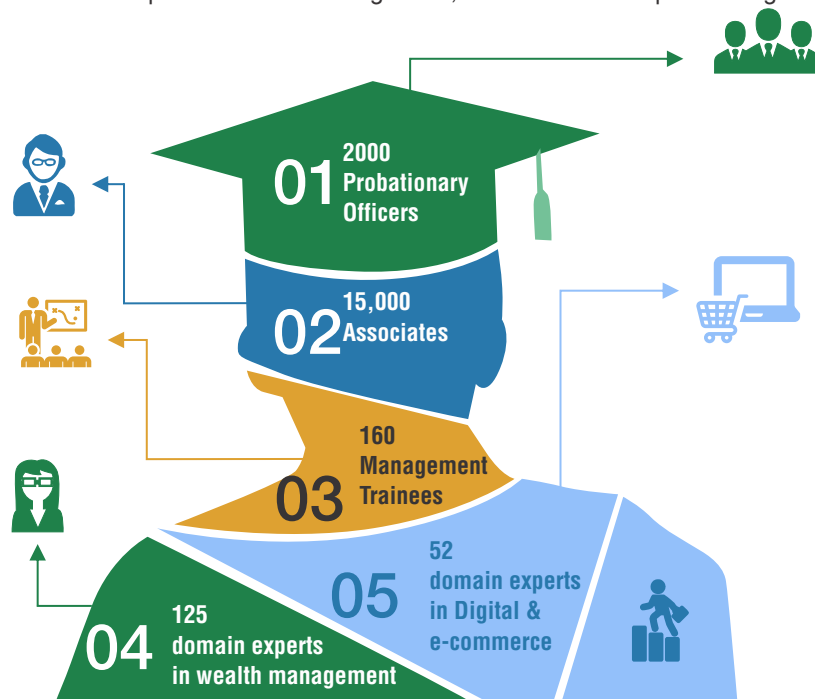
G4-LA11

All eligible employees receive annual feedback on their performance and areas that require improvement through a structured appraisal process.

The Bank's Career Development System (CDS) has been highly successful in ensuring a credible, data backed, performance evaluation process. The system ensures strong accountability, performance visibility and greater alignment between individual and organization goals. Besides ensuring fair and transparent assessment, CDS also drives employee development through a thorough competence assessment every year.

For a Bank with a large footprint and diversified set of roles, specialization in skills becomes very important to drive success. To foster optimum expertise and ensure deep domain knowledge, the Bank has defined career paths for employees with different job profiles. SBI is in the process of deploying a scientific posting allocation process which will ensure that an individual with a particular skill set is given the most appropriate job profile.

In FY17, SBI offered employment to more than 17,000 young, tech savvy and confident employees to its workforce, of which more than 13,000 have already joined. The new offers include 2000 Probationary Officers, over 15,000 Associates, 160 Management Trainees, 125 domain experts in wealth management, and 52 domain experts in Digital & e-commerce.



G4-DMA

Learning and Development

Periodic training and developmental programs provided to employees are important for individual growth within the organization. The Bank's employees are an intrinsic part of its identity and SBI has striven to implement initiatives that help in nurturing talent. The training courses offered are future-centric and are aligned to potential requirements in terms of skills and resources based on trends in the market.



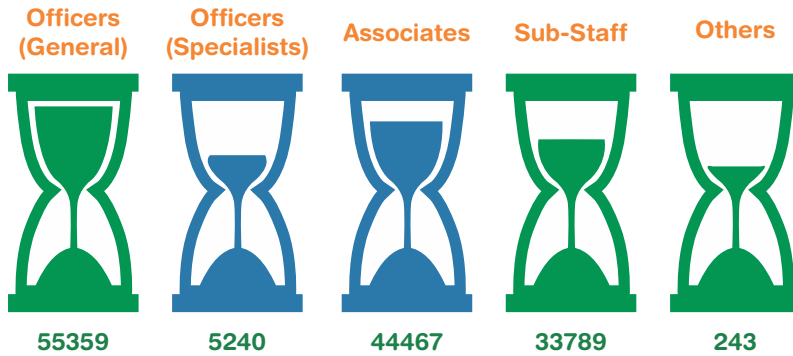
The key principles and features that drive SBI's learning activities are:

<p>Continuous Learning 01</p> <p>A continuous process of learning. Commences at the time of "On-boarding" and ends with "Transition to Retirement" programme. A culture of self-learning in the organization, which is more cost effective and convenient in the long run, is being promoted.</p>	<p>02 E-learning Platform</p> <p>A robust e-learning platform to drive efficient e-learning is fully functional.</p>
<p>Training Alignment 03</p> <p>Training programs aligned with current corporate priorities of the Business Units.</p>	<p>04 Upgrade</p> <p>Constant upgrading of training content and delivery to be at par with global best practices being implemented.</p>

The Bank has a structured training process in place for individual growth and organizational effectiveness. The dedicated Strategic Training Unit (STU) is responsible for effective functioning of the training system. At present, SBI has five Apex Training Institutes (ATIs) and 43 State Bank Learning Centers (SBLCs). It conducts focused training programs in the areas of Banking, Economy, Leadership, Ethics, Marketing, Administration and Soft Skills and has built in a virtual knowledge centre with a classroom capacity of 3,350 employees per day to provide training.

G4-DMA
G4-LA10

Total Number of People trained



Encouraging e-learning

Employees are constantly encouraged to undergo self-learning through the Bank's e-learning platform called "Gyanodaya". This platform comprises of:

- 669 e-lessons of 50-60 minutes duration
- 481 'e-Capsules' (short duration e-lessons)
- 717 Mobile Nuggets, 213 case studies
- 21 research reports and 5 e-publications.

G4-LA9

93.5% of SBI's total staff have registered on the portal so far. Of these, 75.10% of total employees and 80.32% of registered users have completed at least one test.

In order to provide continuous learning to senior executives, the Bank has a tie up for training modules across 44 management topics with Harvard University. This is executed through 'Harvard Manage Mentor', an online learning, performance support and peer collaboration platform provided by the University. It is mandatory for senior executives to complete these trainings, post which they receive joint certification by SBI and HMM.

Self-learning through Gyanodaya Platform



Mentoring Of Branches



SBI's ability to inspire trust and enable client satisfaction is inherently built into all its business activities. It continuously strives to improve the manner in which it delivers its banking products and services. Towards fulfilling this objective, the Bank has initiated a mentoring program for its branches where top executives namely the Deputy General Managers (DGMs) and above, are assigned to four branches each across India. These mentors provide guidance to the branches to achieve highest level of performance.

The primary objectives behind branch mentoring are:

- To help branches achieve sustained improvement in customer service.
- To help branches achieve business growth.
- To help the team in realizing their full potential.

723 mentors
Covering
2865 branches

G4-LA10

The mentors play a key role in providing different developmental perspectives and enable the branch teams to come up with improved and innovative solutions for their customers. SBI currently has 723 active mentors covering 2865 branches. It has also launched certification programmes on credit for officers of Scales I to V which focus on commercial credit skills required to handle the entire life cycle of advances. The certification programme is divided into Basic and Advanced. During the year, 912 candidates appeared for Basic and 521 candidates appeared for Advanced certification.

Developing Learning Centres

The Bank is also endeavoring to increase quality standards for the SBLCs, in terms of their training resources, infrastructure and academic activities. During the FY 2016-17, 13 SBLCs were accredited with the Quality Management System Certification, taking the total to 40 accredited centres.

40

*SBLCs accredited with
Quality Management System*

Training New Recruits

*Pre-recruitment training
programmes conducted for
SC/ST candidates.*



SBI has received the Golden Peacock National Training Award (GPNTA) 2017 for Banking Sector

Transitioning from a college to a corporate environment can be a major adjustment issue for the newly recruited. In order to make this shift as comfortable as possible, the Bank conducts several workshops on soft skills via external finishing schools or institutes for the newly recruited associates. These training programmes help bring challenges and demands of the real world to the recruits' attention and teach them how to navigate through these problems. Additionally, SBI has special pre-recruitment training programmes available for SC/ST candidates.

G4-LA10

'SBI Buddy'-'SAATHI' has been launched. The app enables Probationary Officers to resolve their doubts related to technical and administrative activities in their initial days. For instilling a sense of team spirit in new recruits, the Bank has started a Facebook page for new batch of Probationary Officers called "SBI STEPUP".

SBI STEPUP

*– A Facebook page for
team spirit*

SBI Buddy- SAATHI

helps Probationary Officers

SBI's Training Outreach



The Bank received "BML Munjal Award for business excellence through learning and development 2017"

In order to enhance focus on learning, SBI revamped the Strategic Training Unit's (STU) portal where all learning materials can be accessed by all Apex Training Institutes and SBLCs in one place via the Intranet.



Training material
accessible via intranet

Training systems are also accessible to external financial institutions including public and private sector bank officers and other Government departments. Using video conferencing, the STU imparts trainings on time management and stress management to staff members in foreign branches. Training programmes are organized where external trainers are invited to impart training to SBI's employees and participants from other banks as well.

The Bank aims to provide equal opportunities to all its employees for learning and development and has therefore developed inclusion training centres for differently abled employees working for SBI. The training programmes focus on empowerment and upgradation of skills that would be useful for them. During the FY 2016-17, 82% of visually impaired (VI) and hearing impaired (HI) employees received training in partnership with NGOs for this mission. This special training initiative was conferred with the "Helen Keller Award 2016" by National Centre for Provision of Employment to Persons with Disabilities (NCPEDP) for the Category "Role Model Company / NGO / Institution" for its commitment to promoting equal employment opportunities to the differently abled.

Some of the initiatives undertaken for visually impaired and hearing impaired employees are:

- Special training programmes of three weeks were conducted in association with M/s EnAble India. Through this programme, training was imparted to 82% of VI/HI employees.
- 646 JAWS- a talking software and 196 Optical Character Recognition (OCR) machines and scanners were provided to VI employees.
- 27 workshops were conducted on Sensitization & Disability Awareness for staff working with VI / HI employees. Through this programme, 1,874 employees were sensitized.

In addition to this, training is also provided to employees on how to manage their post retirement lives. During the year, the Bank has conducted 92 training programmes covering 1,963 employees under this initiative.



Helen Keller Award 2016 for SBI's commitment to promoting equal opportunities to the differently abled.



92 pre-retirement programmes covering **1963** employees

Training imparted to **82%** of VI/HI employees
Talking software and OCR readers, scanners for VI employees

1874 VI/HI employees sensitized through **27** awareness workshops

Training Programs for other FIs and Banks

The Bank imparts trainings to other banks and financial institutes both within the country and outside. Some of these, conducted in the FY 2016-17 were:

- Training on General Banking imparted to 1,657 staff members of a Small Bank licensee.
- Training provided to State run bank of a neighbouring country, which covered 79 officials through 3 programmes.
- 492 employees of an Insurance company were trained, with lessons delivered through 17 programmes.
- Training at an external Management Institute was conducted, covering 31 students.

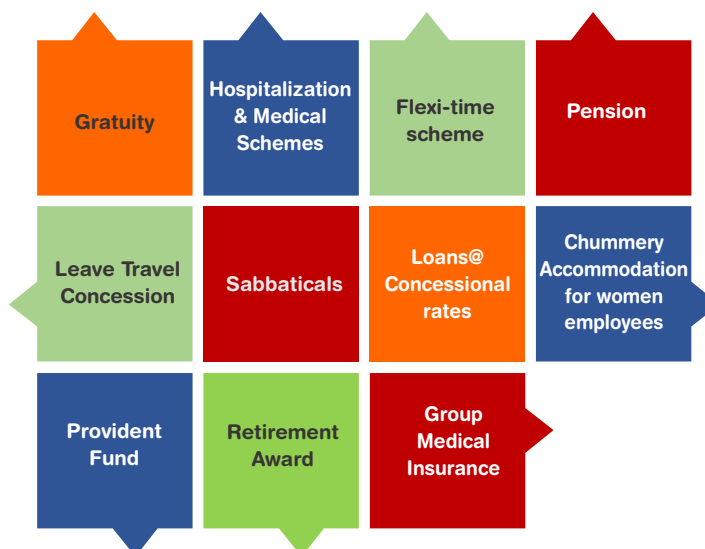


More than 2000 individuals from other FIs trained

Employee Engagement and Well-being

To help employees maintain a healthy work-life balance, full time employees are provided with several benefits such as gratuity, pension, provident fund, leave travel concession, retirement award, etc.

Other benefits such as sabbaticals, hospitalization and medical schemes, loans at concessional rates, group medical insurance for retired employees and flexi-time schemes are also offered. The Bank also provides 'Chummary Accommodation' for women employees who are posted in rural / semi-urban / urban areas to facilitate their completion of mandatory assignments in a comfortable environment.



G4-LA3

The Bank supports its employees in exercising the freedom of collective bargaining on issues of common interest and are thus permitted to form unions and associations. SBI maintains a continuous dialogue with the associations and unions to understand and address grievances raised by employees across different management levels. The grievances are resolved amicably through structured mutual discussion.



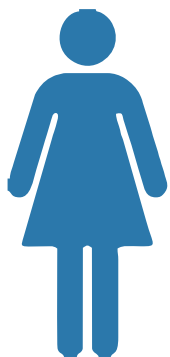
SBI's Commitment to Diversity and Inclusion

As the Bank is committed to an inclusive culture that respects and embraces the diversity of its employees, those working for SBI represent diverse nationalities (at the overseas offices), age groups, cultures and physical ability. SBI also attracts, develops and retains employees from all cultures, ethnicities, races, genders and nationality in the hope that it will lead to an amalgamation of innovative and creative ideas. Even the Bank's global talent pool is amplified through the induction of young and fresh talent, employment of differently-abled individuals and an increase in the ratio of female employees.

The Bank employs more than 46,000 women employees across different levels of hierarchy, as well as geographical spread. Nearly 2,000 branches are being headed by women Officers. The Bank has laid utmost emphasis to ensure a healthy and conducive work environment for women employees.



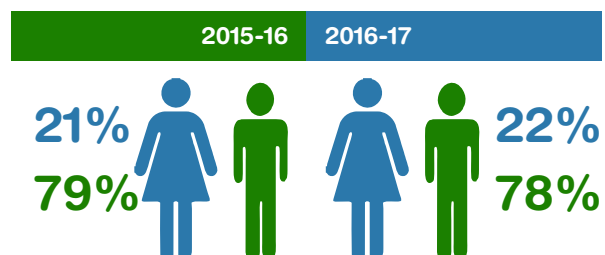
G4-DMA



> 46,000
women employees

Around **2000**
branches headed by
women officers

Gender Diversity At SBI



SBI maintains a zero tolerance policy against sexual harassment at workplace and has put in place an appropriate mechanism for prevention as well as redressal of complaints. Out of 21 cases of sexual harassment reported during the FY 2016-17, 15 cases have been addressed. The remaining cases were at different stages of examination.

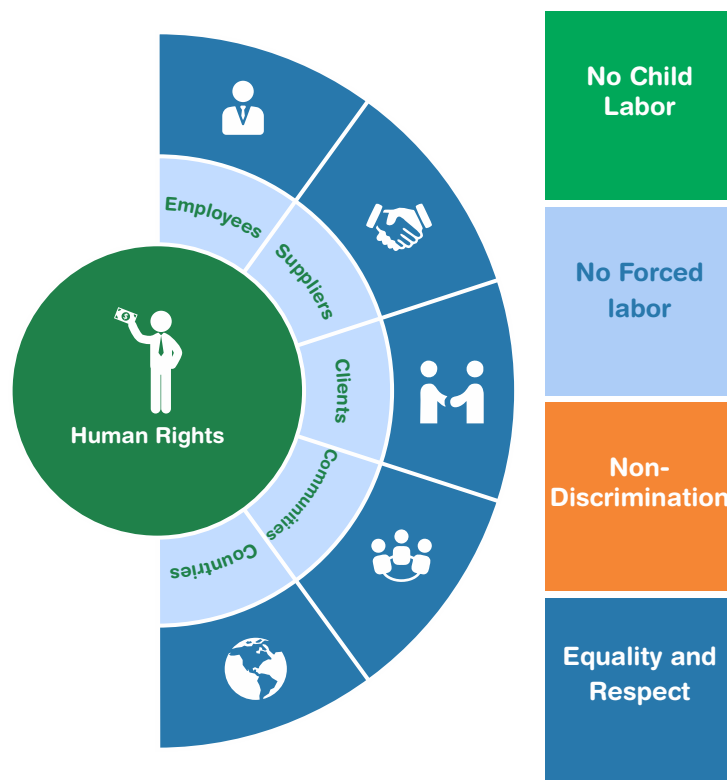


The affirmative action as directed by GoI is taken care of during the Bank's recruitment as well as promotion process. The Bank provides reservations, as per the Government's directives, for Scheduled Castes (SC), Scheduled Tribes (ST) and Other Backward Classes (OBC) in its workforce and therefore, has a significant number of SC, ST, OBC and differently abled people, amongst all levels of its workforce.

Human Rights

The Bank respects internationally proclaimed human rights and strives to prevent any violations at the work place. It has strict checks and balances in relation to aspects such as forced labor and child labor and ensures that there are no exceptions at any of its offices and branches. The Bank's guidelines on Human Rights cover its entire value chain comprising employees, suppliers, clients, communities and countries in which it operates. Further, the security personnel are also sensitized about human rights aspects like forced labor, child labor, non – discrimination, equality and respect.

The Bank actively engages with employees through employee associations which covers the workforce at both the Officer as well as Staff levels. The Bank's policies on human resource management apply equally to all persons working for the Bank. There is no discrimination in the implementation of these policies and all individuals are assigned responsibilities and are entitled to benefits based on individual merit.



G4-DMA
G4-11
G4-HR3



Safety and Security

Health and well-being of employees are critical for ensuring that they give their best when working for the Bank. In recognition of this, the Bank has continuously taken several measures to this end in respect of employees and their family members. In addition to medical assistance in accordance with conditions of service, SBI has taken a Group insurance cover and tie-ups are in place with several hospitals and diagnostic centres across the country for extension of cashless services. The larger establishments at various centres have the Bank's own Medical Department and Dispensary, with specialists available for consultation. Dispensaries are attended and managed by qualified personnel. Doctors are also available at some of the Bank's residential complexes for consultation.

To ensure the personal safety of employees within their working environment, safety awareness sessions are carried out periodically. Mock fire evacuation drills are also carried out at periodic intervals.



G4-LA5

G4-DMA

SBI's Safety Practices for Security Personnel

The nature of business of any bank warrants necessary safety precautions to be taken not just for its employees, but also for key stakeholders visiting the banks' office premises. For a bank as large and extensive as SBI, security practices become even more imperative. In order to provide safe and secure business environment to the staff and customers, the Bank has embarked on a large scale mission to upgrade the skills of security staff. The focus is on creating security consciousness amongst all staff members and also on equipping the branches with better technology, advanced security equipment and weaponry.

The following training programs have been conducted for upgrading the skills of security personnel:

Training of Guards at Various State Bank Learning Centres (SBLCs)

More than 3,000 guards were deputed to various SBLCs for a refresher training course. This was done with the primary aim of helping the security staff to better understand the fundamental requirements and actions to be taken to provide safe and secure banking environment to its customers and staff.

Training of Promotee Security Officers

As a first of its kind, SBI promoted 54 ex-servicemen clerks to the post of Assistant Manager (Security) through a limited departmental promotion exercise. In order to bring the promoted security officers at par with the regular security officers, the Bank organized a three week induction training program for them at State Bank Institute of Rural Development (SBIRD), Hyderabad.

Training in Handling and Maintenance of Pump Action Shot Guns (PASG)

Pump Action Shot Guns (PASG) were introduced to the security staff for the very first time. Therefore, it was considered crucial that the users i.e. Guards, Armourers and Security Officers, be given adequate training in their handling and maintenance. Accordingly, the Bank deputed 70 Security Officers and 51 Armourers /Guards for training in handling and maintenance of PASGs at the Rifle Factory in Ichapore. These officers/ armourers in turn have trained other guards posted in their respective Circles.

Training of Security Officers at National Civil Defence College, Nagpur

The Bank has tied up with the National Civil Defence College (NCDC) in Nagpur-a premier training establishment under Ministry of Home Affairs, Government of India, to impart training to government and PSU officials on fire and civil defence preparedness. The aim is to impart training to the Bank's Security Officers (SOs) in fire safety management and fire safety audit of the branches. A total of 182 SOs were imparted training. These officers will in turn train the other staff members in dealing with issues related to security and fire safety

Up-gradation of Security Specifications

With the passage of time, SBI felt the need to review the laid down specifications for security and fire safety equipment installed in the branches and modify them as required. Accordingly, the department of Chief Officer Security (COS) established a special Committee that prepared a revised set of specifications for security and fire safety equipment in line with the latest technology and that delivered high performance with minimum human intervention. The CFFP is a globally recognized fire forensics program conducted by the National Fire Prevention Association (NFPA) of USA, in collaboration with the Underwriter Laboratory (UL). The Bank tied up with UL (India) for training Security and Fire Officers. SBI has also undertaken major initiatives to improve on the security and fire safety gadgets and installations.

All the circle offices and branches have been provided with security equipment as per the new specifications.

Improved Weapons for the Bank's security

The Bank has introduced the sophisticated Pump Action Shot Guns (PASG) for improving the security of Bank's branches. As a gun that is small in size but with better maneuverability and fire power, the guns already purchased have been deployed at the 'Currency Chest' branches. Additional orders are being placed with a view to phasing out the older gun models and replacing them with the PASG over a three year period.



3,458

Total number of security personnel trained



94,385

Total man-hours of training imparted







Customer Satisfaction

Customer engagement is central to SBI's operational philosophy and is articulated as such in the Bank's Mission, Vision and Value statement. The objective is not just to increase the Bank's customer base, but build long-term relationships with existing customers as well. Its efforts are aimed at serving customers responsibly and delivering sustainable solutions that will enable them to manage their finances better.

Digital transformation is sweeping through the retail banking industry and SBI is committed to lead the way in using the latest advancements to enhance customer experience. The Bank's innovative solutions are delivered seamlessly through various channels that customers can opt for as per their requirement. In order to help sensitize and enable customers to use the available digital infrastructure for banking, SBI has established several Technology Learning Centres (TLCs) across India for conducting interactive learning sessions and demonstration of various tech-channels. Some of the key initiatives undertaken during the reporting year have been highlighted hereafter.

SBI has established several Technology Learning Centres (TLCs) across India for conducting interactive learning sessions and demonstration of various tech-channels



G4-DMA

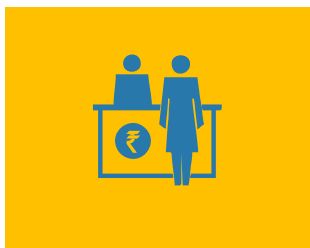
Transitioning through Demonetization

With the announcement of demonetization in November 2016, there were innumerable challenges that the banking sector had to confront. As the country's largest bank, SBI had a major role to play in the days following the announcement. To this end, several measures were taken to ensure that the public at large was minimally impacted.

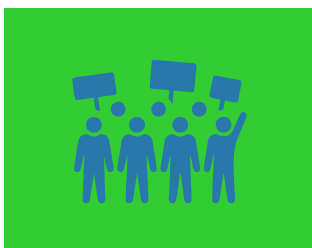


The efforts made by SBI branches and offices across India included:

Setting up special counters for receipt and exchange of old notes, that were open even on holidays and worked beyond the regular banking hours for several days.



Opening separate counters for senior citizens, women and pensioners



Making amenities like water/refreshment/ protective shades available for effective crowd management at branches and ATMs.



Facilitating exchange of old notes at markets, hospitals, railway stations and at airports.

Providing cash through mobile ATMs and dedicated POS machines at popular locations.



Engaging retired employees to work at branches



North East Circle

Success stories

The North East Circle took initiative to solve the crisis of disbursing weekly wages to tea garden laborers during the demonetization phase. As a temporary measure, arrangements were made in active association with Government of Assam to disburse the wages through the Commissioners of the respective districts till bank accounts were opened for the laborers. SBI took the lead role in opening accounts and installing ATM machines in a number of tea gardens within a short period of time, and with the help of infrastructure available at specific locations, more than 50 ATMs were set up.

The Circle, in partnership with the Government also conducted several awareness campaigns for all its products and facilities available on digital banking platform. Volunteers specially trained for the purpose, campaigned extensively, also covering semi-rural and rural areas, to motivate the public to adopt cashless banking services.



Bhubaneswar Circle

The Bhubaneswar Circle took several steps to ensure that its customers could exchange their old currency notes and withdraw money at their convenience and in a hassle free manner. These included:

- Allocating 350 CDMs and cash recyclers for collecting old currency notes
- Enabling small merchants to use the mobile wallet 'SBI Buddy' for making quick cashless transactions
- Keeping 80-90% of 3600 customer service points active across the state for all types of transactions
- Installing 572 Cash@POS outlets at merchant outlets and 194 Cash@POS at gas stations for dispensing money
- Launching 82 Mobile Cash@POS for the remote and un-banked areas in the state

from Circles

The Cash@PoS campaign- The Circle went in for large scale introduction of mobile ATMs and mobile PoS machines. This, in significant measure, eliminated the need for people to queue up for cash at branches or regular ATMs. The measure was a runaway success in all the locations and was widely appreciated. The initiative was conducted as targeted interventions, providing much needed services to the Bank's loyal customers and also to those who could not spare time to be present at branches and ATMs such as doctors, police personnel, teachers, etc.

State Bank Buddy Campaign- The efforts made to popularize 'State Bank Buddy' - SBI's e-wallet payment systems- clearly showed results as merchants adopted it whole-heartedly and proudly displayed the "I trust and Accept Buddy" sticker. They also began familiarizing their own customers with the new product. Officials at one branch took the extra step of promoting the product by observing a "State Bank Buddy Badge Week" during which all officials wore State Bank Buddy badges while at work.



Ahmedabad Circle

The Circle decided to step up and focus on distributing cash through retail POS terminals linked to specific branches identified for that purpose. This move helped those who could not spare time for the long queues at the ATMs/Branches especially the elderly, women and the disabled. The Bank served people at multiple residential societies, municipal offices, hospitals, petrol pumps and corporates with the Cash@POS initiative.

SBI reached out to a wide spectrum of its client base with staff members moving around on foot to reach out to as many customers as possible. Further, the Bank took the initiative to connect with all its current account holders by sending messages on their mobile phones in order to inform them to adapt their business models with Digital Channels such as Corporate INB, POS Machines and SBI Buddy. The appreciation and accolades received from the public helped in strengthening the Bank's resolve to help its customers and gave it a unique platform to connect with the citizens of the country.

Installation of ATMs/Recyclers

Customers appreciate easy access to their finances and to facilitate this, the State Bank Group has established the largest network of ATMs with more than 59,000 machines across the country- including Kiosks, Cash Deposit Machines (CDM) and Recyclers. During FY 2016-17, SBI replaced more than 3000 old ATMs and Recyclers with new and improved machines. The ATM channel handled more than one Crore transactions per day, on an average.

Several e-corners established in India provide customers with a wide range of services from cash withdrawal, cash deposit, generation of mini statement, balance enquiry, PIN change, remittance of donations, payment of fees, passbook printing etc. As the Bank serves a diverse set of customers without any discrimination, more than 17,000 'Talking ATMs' have been installed so far for its visually challenged customers. Ramps have also been built for more than 4,500 ATMs to facilitate easy access by the physically challenged.

SWAYAM

More than 8,900 SWAYAMs (Barcode based Passbook Printing Kiosks) have been installed at SBI's branches and onsite/offsite lobbies so far. Of these, more than 2,600 were installed in FY 2016-17 itself. Using these kiosks, customers can print their passbooks on their own using barcode technology.

Largest Network of ATMs

> 59,000

*Machines
Kiosks, Cash Deposit
Machines (CDM) and
Recyclers*

Talking ATMS

> 17,000

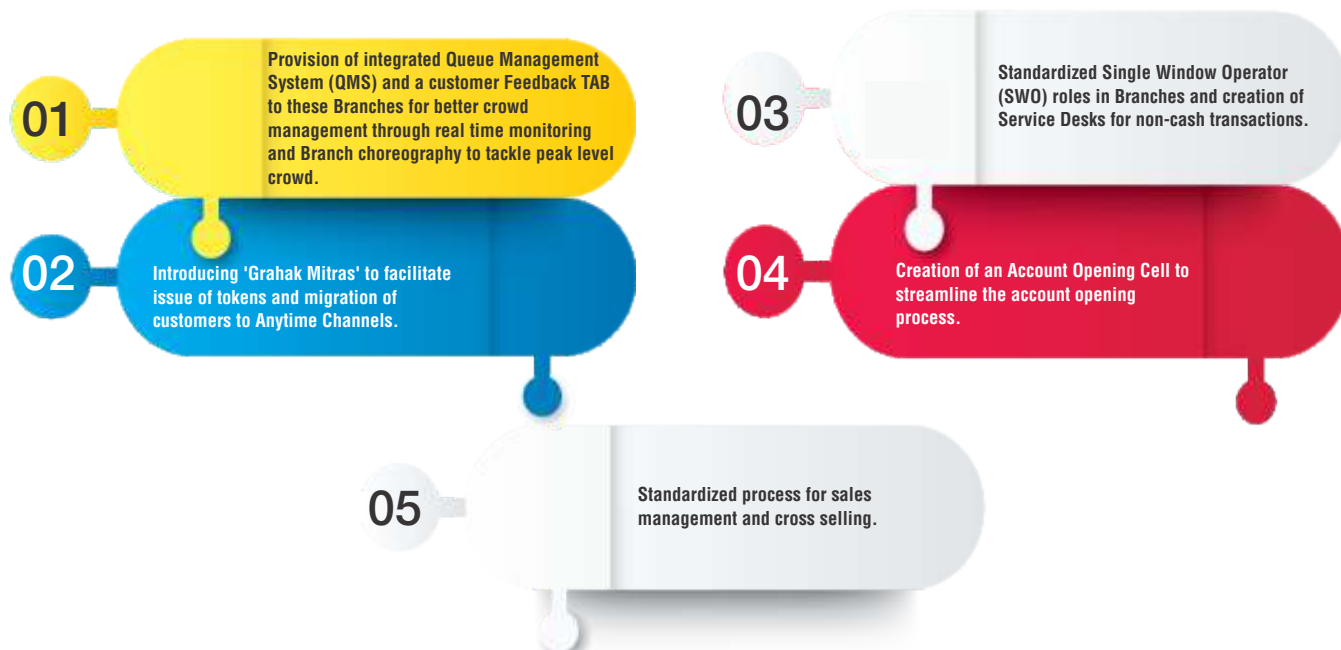
*For visually challenged
customers*



The Customer Experience Excellence Project

As part of the Bank's efforts to deliver outstanding customer experience, SBI has undertaken the Customer Experience Excellence Project (CEEP). The principal objective of this project is to improve crowd management, achieve reduction in wait and service time (processing time), encourage migration of customers to the usage of Anytime Channels such as ATMs, CDMs, Recyclers, Swayam and Electronic Cheque Deposit Machines and streamline the process of account opening.

Some of the key highlights of this project are:



The E-commerce Platform

There has been a significant increase in start-ups in the e-commerce space. In order to encourage people who aspire to venture into e-commerce business, SBI has launched an innovative product "e-Smart SME" which provides finance to merchants selling through e-commerce platforms. The Bank has developed a proprietary credit model to assess eligibility. The entire process has been automated, commencing from online application, uploading of documents to processing and sanctioning payment.

This product has enabled hassle free sanctions for sellers to these e-commerce companies as they no longer have to submit traditional financial statements to avail of this financing facility. Partnerships have also been established with leading e-commerce companies.



Taxi Aggregators

The online cab aggregation business in India has emerged as one of the fast growing opportunities. There has been significant increase in the number of drivers joining these aggregators. SBI has collaborated with leading aggregators in India to grant vehicle loans to drivers and operators associated with these platforms. An in-house digital credit tool has also been developed to automate and make the sanction process swift and efficient.

Franchise Finance

The 'Franchising Model' has established itself firmly in India's retail segment. Offering financial solutions to the franchisees, SBI has developed a comprehensive product that provides them with initial investment, working capital and transaction related services. To be able to connect with new franchisees, the Bank has collaborated with large franchisors to help advertise this service.

SBI's Loyalty Programme

The loyalty shown by customers drives the Bank to further improve its relationship with them. An enterprise wide loyalty programme-'State Bank Rewardz' has been launched to reward long term customers for trusting SBI and utilizing its wide range of products and services. Customers can earn reward points for various transactions like payment through debit cards, internet banking transactions, usage of mobile banking, personal banking, Demat accounts, agri business, home loans and current accounts. These reward points can then be redeemed via SBI gift cards, merchandise, recharging of phone or D2H, booking tickets for movies, buses and flights etc.

*In house digital
credit tool*

Taxi Aggregators

*Automated process
for swift sanction*

Loyalty Program

State Bank Rewardz

*Rewards redeemed via SBI
gift cards, merchandise,
recharging of phone or D2H,
booking tickets for movies,
buses and flights*



Wealth Management: SBI Exclusif

Taking the lead among State-owned banks, SBI has formally entered the wealth management space with the launch of 'SBI Exclusif' - a unique suite of Wealth Management Services (WMS) for its high net worth customers. At present, this initiative covers individual customers residing in India. However, the Bank has plans to extend these services to NRIs and Corporates/Trusts.

Some of the highlights of this initiative are illustrated alongside.



Dedicated Relationship Manager available through voice/video/chat.

Services available beyond banking hours.

World Class advisory services available through expert investment counsellors.

Open platform with a suite of best-in-class products.

Capability to execute MF orders in over 4,500 schemes across 15 AMCs.

Asset allocation and one-view available across all asset classes.

State-of-the-art tools like risk profiling, financial planning and portfolio analytics.

Middle Office compliance team to maintain strict controls on quality of sales.



National Electronic Toll Collection: SBI FASTag

In line with Government's vision to collect toll electronically at Toll Plazas across the country, SBI rolled out a product called "SBI FASTag" in December 2016. This tag enables customers to pay toll electronically at all National Highway Toll plazas without halting their vehicles. Currently, Madhya Pradesh and Maharashtra have partnered with SBI to implement the product. Additionally, customers can also pay their toll electronically and can recharge their SBI FASTag wallet through convenient channels such as debit cards, credit cards and internet banking.



Pay toll electronically via
"SBI FASTag"

Across all National Highway Toll plazas without stopping

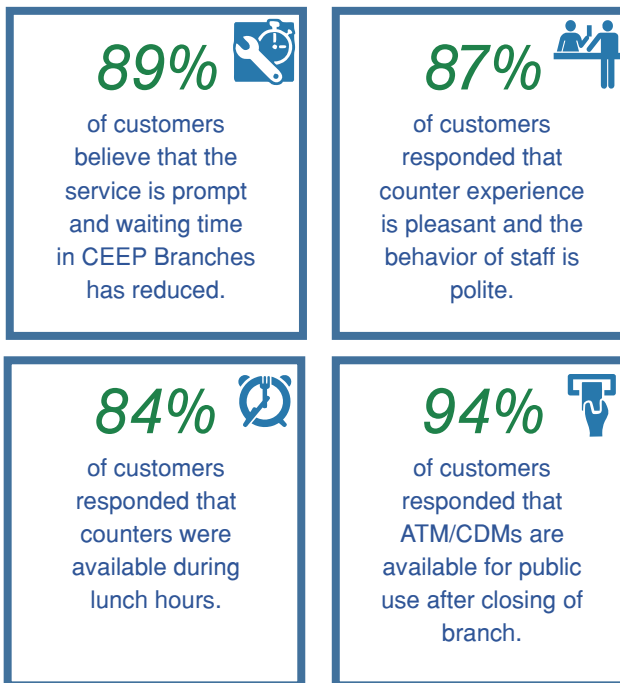
Resolving customer queries

SBI provides a differentiated experience by focusing on understanding customers' needs and helping them address their individual concerns. The Bank has a 'Contact Centre' that serves customers across the country, interacting with them in 12 languages. SBI also has 19 International toll-free numbers which serve 20 countries. A plethora of services such as resolving enquiries related to customers' accounts, products, debit card hot-listing and status, trouble shooting for mobile banking, internet banking and mobile wallet, status of NEFT/RTGS and SBI Express Remittances and complaint registration are provided by the Bank's customer service team.

Additionally, the contact centres offer transactional services, such as transferring funds between SBI accounts, issuing fixed deposits and providing account statements to customers registered for phone-banking.

To ensure that customer services are being extended in an effective and satisfactory manner, the Bank continuously monitors and reviews the effectiveness of Contact Centres. During the reporting year, the Bank received 14,67,275 customer complaints of which 97% were resolved as on 31st, March 2017.

It is imperative for the Bank that its customers are provided with the desired levels of service quality through the CEEP branches. Customers are engaged with on an on-going basis to obtain their un-biased feedback on various parameters. The key results of customer satisfaction survey conducted at the CEEP branches for FY 2016-17 are as follows:



Information and Data Security



The banking sector operates in an environment where there is high dependence on information that is of confidential nature, most of which is now exchanged digitally. Data privacy and information security are thus crucial and therefore ranked very high on the Bank's priority list. There are robust systems in place to protect the confidentiality, integrity, and availability of customer data. In order to further strengthen the Bank's security systems, SBI has developed an IT policy and Information Security policy which have been aligned to international best practices.

G4-DMA

G4-PR5

An in-house Security Operations Centre (SOC) is available 24 x 7 for monitoring various attacks and threats on the Bank's IT infrastructure. SBI's SOC is one of the largest in the global banking sector and covers almost 20,000 offices (domestic and foreign). To foster a sense of responsibility among the employees and be vigilant about the various IT threats, the Bank regularly conducts security drills and various employee awareness programmes on information security.

To ensure that no stone is left unturned when it comes to protecting the Bank's information assets, all systems are reviewed for their effectiveness. To sensitize the Bank's staff as well as the public in general, SBI also organizes cybercrime awareness campaigns in collaboration with the Police department. The Bank has been proactive in ensuring zero leakage of customer data. To preempt these incidents, the Bank re-issued fresh debit cards to a large number of customers during FY 2016-17 as a response to a threat of data loss through debit cards.



The Bank was ranked first in coverage of customers under National Pension System (NPS).

G4-PR8



Caring for the Environment

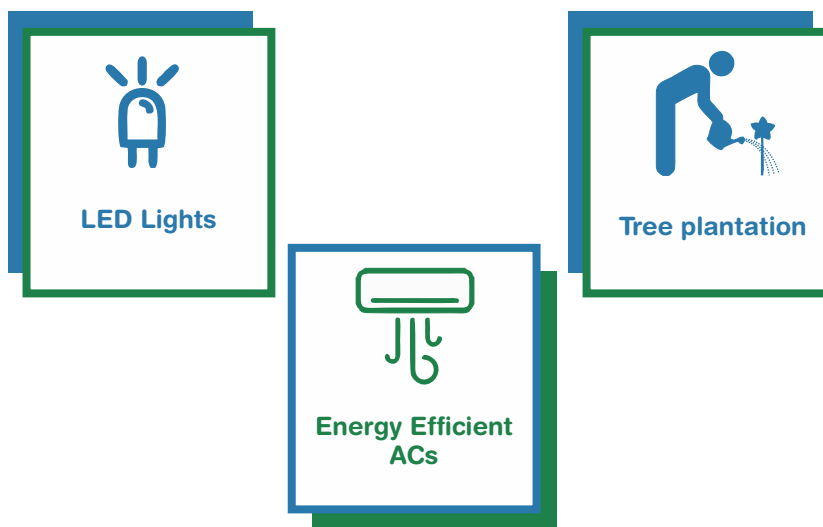
Over the past few years, there has been a paradigm shift in the outlook of financial institutions in relation to environmental management. While the financial sector is considered to have a relatively low carbon footprint, it has shown the way to many other sectors by taking the lead on sustainability. A large number of banks and financial institutions globally are looking to minimize the environmental footprint of their own operations as well as influencing their customers' operations and activities which may inadvertently have negative environmental and social impacts.

SBI is a large organization that has an extensive presence in India as well as in countries across the globe. With its massive reach and spread, the Bank is conscious of the fact that its direct impact on the environment cannot be ignored. From measuring and taking steps to reduce its energy, water and paper consumption, and waste generation, SBI has taken several steps for improving its environmental footprint. Noteworthy in this respect are steps taken on the path to digitization, where under the Bank has developed green platforms through which several banking products and services are delivered to customers. These initiatives alone help SBI in significantly reducing energy and paper consumption. In FY 2016-17, the bank spent approximately ₹924 Crore towards electricity consumption. This represented consumption of 1,421.55 Gwh of electricity and emissions amounting to approximately 11,65,662 tCO₂e.



G4-DMA
G4-EC2
G4-EN3
G4-EN15

Energy Management



Given the requirements of an organization as large as SBI, power consumption is high. Concomitantly, this is an area that lends itself to quick and demonstrative results in our effort to conserve energy and reduce carbon footprint. To this end, SBI has taken steps to replace regular lights in different establishments with LED lights, and new energy efficient air-conditioners are installed. This initiative has already been launched, and implementation is under way. In an attempt to offset a part of the Bank’s GHG emissions, tree plantation drives have been periodically undertaken during the monsoon months across all the circles for several years now.

Energy Saving Initiatives

Significant strides made in the digital space have been possible by large scale IT initiatives that shaped the foray. These developmental initiatives, though, consume large amounts of power, thereby pointing to a need for efficient power management in IT operations. In light of this, the Bank acquired an energy conservation software and deployed the power management tool.

As a pilot initiative, the rollout of this tool was done across 100 branches. Following a positive feedback received from the end-users, the Bank launched a plan to roll out this tool to all its branches in India. Starting from July 2016, around 2,20,000 desktops have the tool embedded in it.

The deployment of this tool has enabled the Bank to save more than 40% of its direct energy consumption in relation to the system components covered in the pilot phase covering 100 branches.



40%
*saving of electricity
consumption*

*Deployment of power
management tool across*
100 branches,
2,20,000 desktops

G4-EC2
G4-EN6

Investment in Renewable Energy

In furtherance of its commitment, SBI has invested in renewable energy for its internal operations. For example, the Bank has installed six windmills in Maharashtra and the power generated by these windmills is being used for captive consumption at identified offices. Under this initiative, four wind mills have been commissioned in Tamil Nadu and Gujarat as well. The total installed capacity of the 10 wind mills across India is 15MW.

The Bank has installed Solar panels across India with a cumulative capacity of 2.85 MW. A 100 solar panels with an aggregate capacity of 30KW have been installed on the rooftop of SBI's Corporate Centre, State Bank Bhavan. The Bank is also in the process of rolling out several new solar ATMs - in addition to the 1,150 such already installed as on 31st March 2017.



6 Windmills
in Maharashtra,
3 in Tamil Nadu and
1 in Gujarat



100 solar panels on
Corporate Centre rooftop



A total of **1150** solar ATMs
installed as on 31-Mar-2017

G4-EN3

Green Building Certification

SBI is a founding member of the Indian Green Building Council (IGBC). The Council was formed in the year 2011 with a vision to usher in the green building movement in India and help facilitate the country to become one of the global leaders in green buildings. IGBC is tasked with the creation of awareness on how green buildings will help to reduce energy and water consumption.

SBI has obtained green building certification under various categories for the undernoted buildings:



Sr. No.	Name of the building	Green Building Rating	Category
1	SBI, Nerul Colony	Platinum	Residential Housing Society
2	State Bank Academy, Gurugram	Platinum	Existing Green Building
3	State Bank Staff College, Hyderabad	Gold	Bank's Training College Campus
4	State Bank Institute Of Management, Kolkata	Gold (Provisional)	Green Building



Water Management

Water scarcity is a global challenge and the lack of fresh water has already affected millions of people living in rural as well as urban areas. Currently, SBI is monitoring the total volume of water being consumed and is in the process of developing mechanisms and systems that will help in the conservation and recycling of water. There are several rainwater harvesting projects that have been undertaken at the circle level.



Rainwater harvesting projects undertaken

Waste Management

Wet, dry and e-waste are the three primary categories of waste generated by the Bank. To reduce wastage of food in canteens, a unique awareness drive is being carried out. The canteens display the amount of food wastage being generated on a daily basis which helps to sensitize employees to the importance of waste minimization. The wet waste is transferred to a bio-digester for decomposition and the resulting compost is then used at the headquarters and the residential quarters of the Bank. The dry waste generated is given to vendors who recycle the waste paper and the e-waste generated is disposed through authorized vendors only.



Resource Management: Reducing Paper Consumption

The Reserve Bank of India (RBI) has released the Vision 2018 document which encourages greater use of digital channels, by all sections of society thereby increasing the customer base for mobile banking and electronic payments, thereby decreasing



paper based transactions. Digitization is an area of priority and initiatives in this area will pave the way for majority of transactions being seamlessly put through on digital channels such as mobile applications, internet and mobile banking. "SBI InTouch", for instance, is the Bank's state-of-the-art Digital Branch which facilitates instant opening of accounts, printing and issue of personalized debit card, and also provides expert advice on investment through video-conference. The Bank has so far established a total of 250 such branches across the country as on 31st March 2017. There are several other digital applications that have been developed for banking services, with customer convenience in mind.

Mobile applications

SBI has established itself as one of the leaders in mobile banking services. The Bank took the number one position in the value of mobile transactions with a market share of more than 32% at the end of FY 2015-16. Its market share further increased to 40 % during FY 2016-17.

*SBI – The leader in mobile banking transactions with **40%** market share during FY 2016-17*

Specific mobile banking applications that have been launched for SMEs and corporate customers allow them to conduct several banking transactions such as account enquiry, mini statement generation, utility bills payment, EPF payment, opening Fixed Deposits etc. Corporate customers are entitled to some additional features which allow them to initiate payments to suppliers, authorize e-cheques and enquire about account transactions.

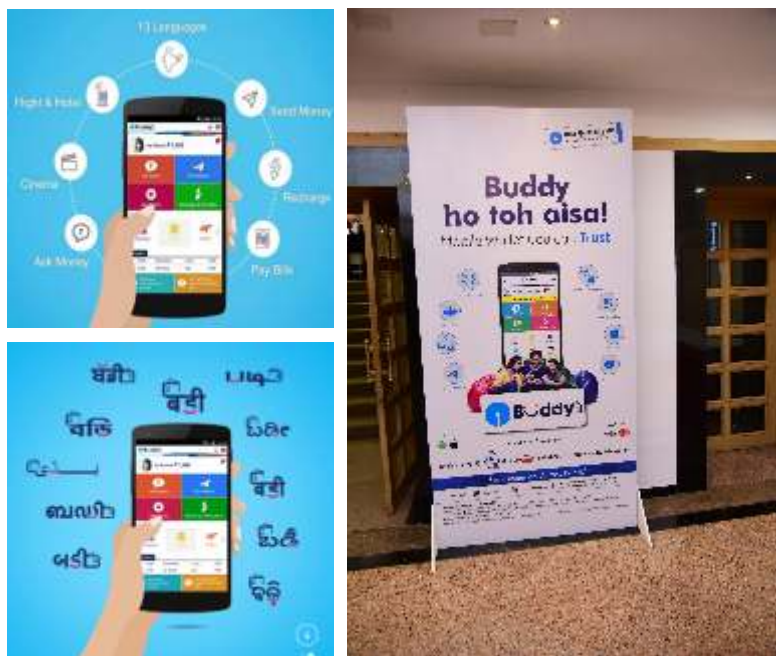


G4-EN27

Mobile Wallet

SBI's mobile wallet, 'SBI Buddy', caters to both financial and non-financial daily banking requirements of its customers. Since its launch in FY 2016, a total of more than 98 lac customers have registered, of which more than 71 lac registrations took place in FY 2016-17.

SBI Buddy is also aiding the Bank in conducting financial inclusion activities and is currently available in 13 languages, making it accessible to the masses across India.



Internet banking + e-commerce

SBI's net banking website has been featured on the global list of the top 10 financial sites, proving its popularity with the Bank's customers. During FY2016-17, the internet banking channel was used to conduct 140 crore transaction, a 13% increase from the previous financial year.

Interestingly, the internet banking channel has been used to consolidate its e-commerce platform as the digital services offered are frequently upgraded and tailored to the requirements of SBI's stakeholders. Activities such as e-Tendering, e-Auction, e-Collection and bulk payments related requirements of the Government departments/PSUs/large and medium corporates are being carried out through these services.



> 98 lac
registrations of SBI
Buddy – SBI's
mobile wallet
Available in **13**
languages



SBI net banking site
is among the global
Top 10
financial sites



140
Crores Net banking
transactions

Green Channel Counter

8 Lac

Transactions routed daily through Green Banking channel

The Green Channel Counter (GCC) is a step undertaken for promoting paperless or 'Green Banking' for deposit, withdrawal and funds transfers within the Bank. GCC facility has been rolled out at all retail branches. The services extended through the GCC are cash withdrawal, cash deposit, fund transfer within SBI up to ₹ 40,000 per transaction, registration of mobile number for mobile banking services and Demand Draft (DD) issuance. On an average, approximately 8 lac transactions are currently being routed through the GCC daily.

Green PIN

Through this service, various channels such as ATM, SMS, IVR, INB and SBI Quick mobile application will help customers generate their PINS. Implementing this initiative has resulted in significant reduction in paper consumption, and, thereby, costs. During FY 2016-17, more than 1.67 crore PINs were generated through this channel.



Green Remit Card

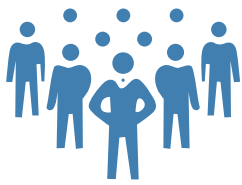


Green Remit Card is an additional banking product developed for paperless banking, especially for those customers who live away from home and send money orders frequently to their families. This card can be mapped to a single account number of the beneficiary and money can be received by just one swipe of the card at the counter.

G4-EN27

Disabling ATM receipt printing

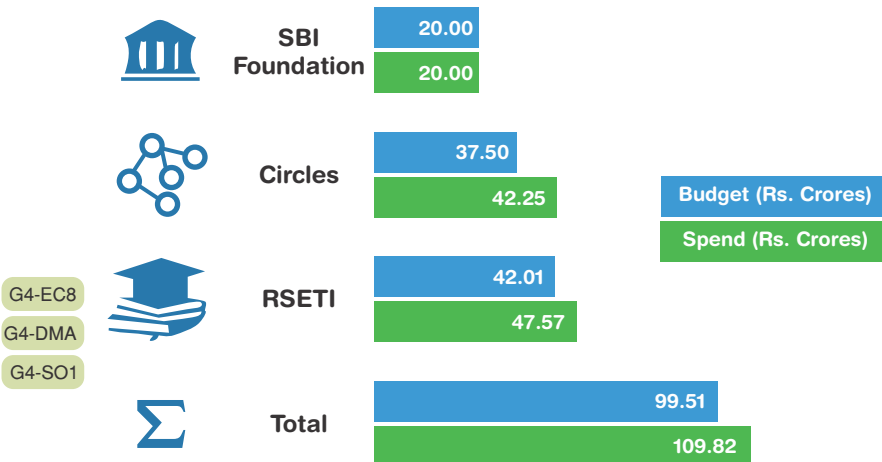
As of FY 2016-17, ATM receipt printing has been disabled for successful cash withdrawal transactions in all State Bank ATMs. The dual advantage of these digital applications include enhanced customer satisfaction and reduction in paper consumption.



Community Development

Building communities and contributing to social development have been embedded in SBI's organizational ethos. The objective behind its community outreach programs is to make a meaningful and long term impact on the lives of the socio-economically deprived sections of society. In order to ensure optimal use of available resources, the needs of the communities are evaluated with care and assistance is extended through strategic partnerships with reputed NGOs. The CSR activities are carried out in part by the SBI Foundation, by each circle of the Bank across India and by the vocational training institutes (RSETIs) established by SBI. The CSR budget for FY2016-17 was Rs. 99.51 crore. However, the actual spend exceeded the budget on account of some additional projects/programmes found to be deserving of support. The summary of spends for the reporting period are as follows:

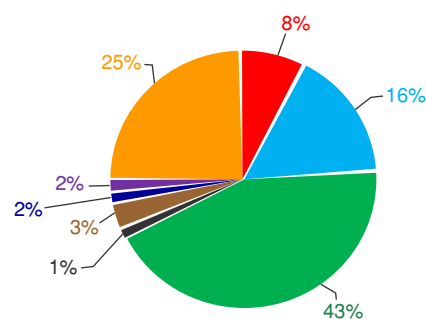
Rs. 109.82
Crore CSR Spend



G4-EC8
G4-DMA
G4-SO1

The Bank's focus areas for development include healthcare, education, skill development, rural development, culture and sport. The breakup of CSR spends across each focus area during the reporting period has been highlighted below:

Breakup of expenditure across CSR focus areas**



- Healthcare and sanitation
- Education
- Disability
- Environment
- Skill development
- Culture
- Others
- Sports



Amount (in Rs. crore)

Sr. No.	Focus area	FY 2015-16	FY 2016-17
1.	Education	19.50	8.86
2.	Health care and Sanitation	60.04	17.52
3.	Skill Development	44.66	47.57
4.	Disability	5.41	1.57
5.	Environment	4.78	3.57
6.	Sports	2.21	1.46
7.	Culture	1.20	1.80
8.	Others	6.12	27.47*
	Total	143.92	109.82

G4-EC8

G4-SO1

** - Figures have been rounded off to the nearest integer

* - The : 'Other' category includes various direct activities taken up by circles like medical camps etc. and resources allocated to the SBI Foundation.

CSR activities implemented by the Circles

Healthcare

Ambulances & Medical Vans



The Bank supported over 49 charitable organisations for acquiring ambulances and medical vans.

Health Equipment and Heart Surgeries



The Bank supported 23 charitable organisations/hospitals for acquiring stress-test machines, dialysis machines, eye check-up equipment, X-Ray machines, ICU facility and a new-born care unit.

Old Age Homes and Mobility Solutions



The Bank extended support to old age homes and provided relief to individuals with disabilities.

Other Expenditures



Cancer and Breast Cancer awareness programmes, contribution to facilities for providing drinking water, cataract surgeries and complex surgeries.

G4-SO1





G4-SO1

Education



School Buses/Vans

The Bank assisted 35 NGOs for acquiring school buses/vans to help schools in rural areas to provide transportation facilities to children from economically weaker sections of the society.



Computer and peripherals

Technology is an integral part of modern education. Against this backdrop, the Bank provided support to set up computer labs/ IT labs in rural areas.



Infrastructure support

The Bank supported the creation of infrastructure such as buildings, toilets, benches, cupboards, water purifiers, and soft-boards, digital class rooms etc. across several schools located in rural and remote areas.

G4-SO1



Support to Persons with Disabilities

Support was provided to reputed NGOs for the following activities:

- Distribution of artificial limbs, calipers, crutches, wheel chairs etc.
- Distribution of other aids & devices
- Community based rehabilitation project for mentally/physically challenged persons.
- Braille embosser system
- Special vehicles for disabled



"Receiving National Award for the empowerment of Persons With Disabilities from the President of India.



Environment and Sustainability

In partnership with reputed NGOs, the following activities were conducted:

- Acquiring solar power plants, solar lamps, solar water heaters, solar street lamps etc.
- Purchasing battery operated buggies
- Conducting tree plantation drives across India

G4-SO1

Sports, Culture & Other Initiatives

Various activities were conducted to support sports and culture including monetary contributions made to the National Sports Development Fund. The Bank also contributed to cultural activities and other initiatives such as establishing call centers, donating milk and funeral vans etc.

Large Contributions

The Bank has also made significant contributions to organizations that carry out work in the fields of medicine, and rehabilitation of injured and disabled soldiers. The money was spent towards:

- Acquiring surgical equipment and solar system for their charity hospital.
- Acquiring 15 Haemodialysis Machines and Water treatment Plant for the Hospital
- Improving training infrastructure, for acquiring computers, solar power panels and specialized bus for transportation of disabled soldiers.



Skill Development

In the area of livelihood options and skills, there is often disconnect between market needs and human resources available. With the objective of bridging this gap, one of the important initiatives in this area is that pertaining to RSETIs (Rural Self Employment Training Institutes) for vocational courses. Focused support to farmers and differently abled individuals provided by the Bank are highlighted below.



Bonding with Farmers

With a very large proportion of the country's population comprising of farmers and other individuals related to agricultural business, the Foundation has initiated the "SBI Ka Apna Gaon" scheme. The objective of the scheme is to enhance the working conditions and opportunities in villages and ensure overall development of farmers by fostering long term and beneficial relationship with the farming community. Self Help Groups (SHGs) formed for the farmers also assist in improving the quality of their life.



Empowering the differently abled



With the assistance of 13 reputed NGOs, artificial limbs, calipers, crutches, wheelchairs etc. were distributed to the differently abled by the Bank. Community based rehabilitation projects were also conducted for them.



Other initiatives

In addition to the Circles' focus areas for community development, other high impact CSR initiatives have been implemented such as:

- Protection of national heritage, art and culture including restoration of buildings and sites of historical importance and works of art
- Promotion and development of traditional arts and handicrafts
- Setting up public libraries
- Training provided to promote rural sports, nationally recognized sports, para-Olympic sports and Olympic sports Contributions or funds provided to technology incubators located within academic institutions which are approved by the Central Government.



Defence Services Banking

The bond between SBI and the Indian Armed Forces has been strong over the years. Providing India's armed forces with personalized services is a matter of honor and pride for the Bank. SBI has endeavored to meet their basic requirements by introducing a defence salary package, opening new branches and ATMs in remote areas and difficult terrains and by improving the quality of life of defence personnel through social interventions, in partnership with military establishments. The Bank's branches in Tangtse, Kargil and Leh in the Ladakh region and Tawang and Tenga in Arunachal Pradesh are working continuously to provide financial assistance for military establishments.

ATMs have been installed in Dras (10,990 ft) on the Srinagar-Leh highway and Nathu La (14,140 ft) in North East Sikkim specifically to cater to the requirements of armed forces. These locations are situated in some of the most inhospitable terrains. SBI has also been a forerunner in providing employment opportunities for ex-servicemen.



Installation of Green waste recycler

At one of the military outposts subject to National Green Tribunal restrictions regarding burning of green waste, an environment friendly initiative has been adopted in the cantonment area. To help with this cause, SBI has provided a Green waste recycler. In addition to the above, the Bank has implemented several other initiatives for the welfare of India's defence personnel, some of which are:



Sr. No.	Broad location	Activity
1.	J & K	Construction of water kiosks
2.	Command Hospital, Chandimandir Cantt, Haryana	Donation of two battery operated vehicles for ferrying patients inside the hospital.
3.	Vajra CSD Canteen, Jalandhar Cantt., Punjab	Construction of veterans waiting lounge at Vajra CSD Canteen.
4.	Military Hospital, Yol Cantt.	Ambulance for ferrying the patients from hospital to other referred hospitals.
5.	Technical Institute for disabled soldiers	Improving training infrastructure, acquisition of computers, solar power panels and specialised bus for transportation of disabled soldiers.

CSR activities implemented by the SBI Foundation

One of the major developments in the Bank's CSR endeavor in recent times is establishment of the SBI Foundation. A key objective of the Foundation is streamlining CSR activities of the Bank which are in the nature of projects, by bringing them under a nodal arrangement where the requisite architecture is in place for improved delivery efficiencies. Thus, through the Foundation, a holistic approach has been adopted for the implementation of developmental solutions and key flagship initiatives such as the Youth for India (YFI) program.

Aligned to the Bank, the Foundation too focuses on similar areas of interest such as Education, Healthcare, Sanitation, Skill Development, Disability, Environment, Sports and Culture. Few of the initiatives implemented by the Foundation under each focus area is as follows:

Healthcare

Healthcare and Sanitation are two key sustainable development goals. Poor sanitation conditions and a shortage in primary healthcare facilities have increased vulnerability of the rural population to high mortality rates, susceptibility to disease and has also increased school dropout rates. Making basic healthcare and sanitary amenities available has thus become an important area of intervention for the Foundation.



Lifeline Express (Mobile hospital on train)

SBI, in collaboration with Impact India Foundation, ran the "Lifeline Express" in several parts of the country during FY 2016-17. This hospital on wheels was run with the objective of reaching out to remote areas lacking basic medical facilities in the States of Assam, Odisha and Telangana. The train was equipped with facilities to deal with various conditions including:

- Vision impairment
- Hearing impairment
- Cleft lips
- Orthopaedic problems
- Epilepsy
- Dental problems
- Gynaecological problems
- Paediatric complaints



Eye Care (Cataract surgeries)

As part of the Project Eye Care program, around 3000 Cataract surgeries were conducted in Palghar District of Maharashtra. This program aims to eradicate preventable blindness through cataract surgeries of rural & tribal population living in the region. The Foundation partnered with a Trust, to ensure that eye-sight checkup camps were also organized post the cataract surgeries.

Education

Access to quality education is one of the key indices that indicate the extent of development in any country. In India, providing quality education to people who cannot afford private schooling has been a challenge due to a growing population, and lack of available resources. Further, a significant dearth of proper infrastructure, quality teaching staff and social barriers linked with educating girls are also important issues that continue to be obstacles. To counter these issues, the Foundation is working relentlessly to provide education facilities to those who are deprived of it. Some initiatives towards this objective are:

Beti Padhao Kendras (Girl Child Education in 5 states)

The objective behind this project is to educate girls in remote rural areas where there are no formal schools. The project has been implemented in partnership with an NGO which has helped establish 200 learning centers under the name “Beti Padhao Kendra” in remote rural areas of Bihar, Chhattishgarh, Madhya Pradesh, Odisha and Uttarakhand. Around 6,000 girls are enrolled in these Kendras.

Setting up Digital Classrooms (In four states)

In many remote rural areas of the country, schools lack the basic technology and infrastructure required for learning. Committed to transforming the learning environment for children in rural areas, the Foundation has established Digital Classrooms in four States.

The project is carried out in partnership with a Society, and the digital classrooms have both improved the effectiveness in learning, and proved to be instrumental in increasing enrolment of students in government run rural schools.



Sustainability and the Environment

Staying connected with nature and helping communities to do the same in a manner that is mutually beneficial is an important focus area for the Foundation. For example, when a wild fire devastated forests in the Himalayan Region of Uttarakhand in 2016, the Foundation joined hands with a local Foundation for planting over 14,000 trees in the area. Through this project, SBI plans to ensure environmental sustainability, ecological balance, protection of flora and fauna, animal welfare, agro forestry and conservation of natural resources with the help of community involvement. Further, SBI has also been carrying out independent tree plantation activities across its circles.



Rural Development

Lack of equality has been a long-standing challenge in India. With a majority of the Indian population living in villages, it has become imperative to create opportunities for them so as to increase their economic status. Thus, the Foundation is striving to bridge this gap of inequality through various initiatives.

Drought Proofing of Villages



This project involves construction of Dohas in streams across 10 villages of Dharur taluka in Beed district of Maharashtra, for irrigation purposes and as a solution to drinking water problems. The 'Doha' model involves building a water impounding structure on the bed of a stream so as to harvest rain water and recharge the groundwater table in close proximity without the need for constructing any cement or concrete structure. It is low cost, eco-friendly and does not require any additional approvals to construct, thereby making it really simple to implement.



Women Empowerment and Care for Senior Citizens



In an effort to contribute to women empowerment, the Foundation has implemented initiatives such as providing micro-credit finance to women centric Self Help Groups.

In reaching out to senior citizens, the organization has partnered with the a local NGO in Hapur District, Uttar Pradesh and adopted 130 elderly persons for a period of two years. This institutional program has improved their quality of life by serving nutritious meals, providing a hygienic living environment, providing regular medical care and helping them reunite with their families.

Poverty & Hunger

Despite a number of measures taken for food and nutritional security, the problem of poverty and hunger continue to be a cause of serious concern. India is home to a large population of undernourished individuals and thus there is an utmost need to improve the nutritional status of the population, especially children.

Supporting Mid-Day Meals Scheme

The Foundation supports the 'Mid-day Meal' program and as part of its support, funding was provided for the procurement of more than 1,250 insulated vessels for meal distribution. This project has been rolled out in Bengaluru, Ahmedabad, Nathdwara and Guwahati.

By supporting the capital expenditure for kitchens run by the partner Foundation, it has introduced a cooking system with state-of-the-art technology in mid-day meal kitchens - a first of its kind in the country. This technology has significantly helped in improving the efficiency of the program by bringing in enhanced food safety, food quality and reduced cost of operations.



SBI Youth for India (YFI) Fellowship program

SBI YFI is a rural developmental program whose aim is to sensitize and provide avenues for the country's educated youth to become aware of key challenges being faced by the underprivileged sections of society. Through this program, young, meritorious individuals are selected from colleges to join a fellowship program aimed at contributing to building strong cohesive communities through interventions across different areas like health and sanitation, livelihood opportunities, education, women empowerment, etc. The focus of the fellowship has been to generate interest of educated youth in the social sector and inculcate in them a spirit of social entrepreneurship. This specially trained and enlightened group can then make a significant difference to society. The programme, which runs for 13 months is currently into its fourth year, and 61 Fellows are working at 32 locations across 9 States, with 7 reputed NGOs. They are working on various projects to understand the needs of rural communities and address them with innovative solutions. Most of these projects fall within the scope of Sustainable Development Goals (SDG) like No Poverty, Good Health and Well-Being, Quality Education, Affordable & Clean energy, climate Action etc.

Additional CSR Initiatives:

- A health check-up camp for 130 female inmates of Byculla Jail in Mumbai was conducted and the findings were shared with the jail authorities for further action.
- The Foundation has provided Hospice & Palliative care services through its 'clinic without walls' to thousands of underprivileged patients with life threatening diseases in Coimbatore, Tamil Nadu.
- The Foundation has introduced SBI-Sanjeevani, a 'Clinic on Wheels' which is a van equipped with state-of-the-art multispecialty healthcare facilities in remote areas of South Sikkim.
- The Foundation is supporting the treatment of 120 patients suffering from cancer, coming from North-Eastern states, Jammu & Kashmir, and other states which do not have adequate cancer-treatment facilities.
- The SBI Jeevan Daan project provides free access to information related to organ donation, while also spreading awareness about the cause and training health care professional and volunteers across four metros in India.
- Addressing the sanitation problem the country faces, the Foundation is supporting the construction of a toilet block consisting of 203 toilets at a new Pilgrims Abode at Belur Math.
- The Foundation supports Medical Skill Development Training of unemployed youth across East India for 200 youth. It has also undertaken upgradation of the existing paramedical and allied health laboratories at one of the centres, under this initiative.
- A proposed SBI-UNFPA project aims to reach 3500-4500 girls covering 150 villages in select blocks of Chhatarpur, Madhya Pradesh. This Project is targeted at enhancing the life-skills, health care, financial literacy and building perspectives on gender and social equality.



GENERAL STANDARD DISCLOSURES	
General Standard Disclosures	Page Number (or Link)
G4-20	18
G4-21	18
G4-22	There have been no re-statements made from the previous reporting period.
G4-23	7
STAKEHOLDER ENGAGEMENT	
G4-24	17
G4-25	15, 16
G4-26	16,17
G4-27	17
REPORT PROFILE	
G4-28	7
G4-29	2
G4-30	7
G4-31	Details of the point of contact have been provided at the back cover of the report
G4-32	7, 83-86
G4-33	Has not been externally assured.
GOVERNANCE	
G4-34	9-10
ETHICS AND INTEGRITY	
G4-56	11, 12, 13, 14

G4-32

SPECIFIC STANDARD DISCLOSURES				
DMA and Indicators	Page Number (or Link)	Identified Omission(s)	Reason(s) for Omission(s)	Explanation for Omission(s)
CATEGORY: ECONOMIC				
MATERIAL ASPECT: ECONOMIC PERFORMANCE				
G4-DMA	19			
G4-EC1	19,20			
G4-EC2	59, 60			
MATERIAL ASPECT: INDIRECT ECONOMIC IMPACTS				
G4-DMA	29			
G4-EC8	29,30,31,32, 67, 68			
CATEGORY: ENVIRONMENTAL				
MATERIAL ASPECT: ENERGY				
G4-DMA	59			
G4-EN3	59, 61			
G4-EN6	60			
MATERIAL ASPECT: EMISSIONS				
G4-DMA	59			
G4-EN15	59			

G4-32

SPECIFIC STANDARD DISCLOSURES				
DMA and Indicators	Page Number (or Link)	Identified Omission(s)	Reason(s) for Omission(s)	Explanation for Omission(s)
MATERIAL ASPECT: PRODUCTS AND SERVICES				
G4-DMA	63			
G4-EN27	63,64,65,66			
CATEGORY: SOCIAL				
SUB-CATEGORY: LABOR PRACTICES AND DECENT WORK				
MATERIAL ASPECT: EMPLOYMENT				
G4-DMA	33,34			
G4-LA3	42			
MATERIAL ASPECT: OCCUPATIONAL HEALTH AND SAFETY				
G4-DMA	45			
G4-LA5	45			
MATERIAL ASPECT: TRAINING AND EDUCATION				
G4-DMA	35,36			
G4-LA9	37	Average hours of training per year per employee by gender and employee category	This information is currently unavailable	The Bank is developing systems to capture data on average training hours and will be disclosing the same in the subsequent years.
G4-LA10	36,38,39			
G4-LA11	34			
MATERIAL ASPECT: DIVERSITY AND EQUAL OPPORTUNITY				
G4-DMA	43			
G4-LA12	9,10			

G4-32

SPECIFIC STANDARD DISCLOSURES				
DMA and Indicators	Page Number (or Link)	Identified Omission(s)	Reason(s) for Omission(s)	Explanation for Omission(s)
SUB-CATEGORY: HUMAN RIGHTS				
MATERIAL ASPECT: NON-DISCRIMINATION				
G4-DMA	44			
G4-HR3	44			
SUB-CATEGORY: SOCIETY				
MATERIAL ASPECT: LOCAL COMMUNITIES				
G4-DMA	67			
G4-SO1	67-72			
MATERIAL ASPECT: COMPLIANCE				
G4-DMA	11, 12, 14			
G4-SO8	14			
SUB-CATEGORY: PRODUCT RESPONSIBILITY				
MATERIAL ASPECT: PRODUCT AND SERVICE LABELLING				
G4-DMA	57			
G4-PR5	57			
MATERIAL ASPECT: CUSTOMER PRIVACY				
G4-DMA	49,57			
G4-PR8	58			

Mapping BRR Requirements to Sustainability Report

In conformance to the requirements of the clause (f) of sub regulation (2) of regulation 34 of Security Exchange Board of India (SEBI's) Listing Regulations, the Sustainability Report for FY 2016-17 is aligned with the nine principles of the National Voluntary Guidelines on Social, Environmental & Economic Responsibilities of Business (NVG-SEE) notified by the Ministry of Corporate Affairs, Government of India.

Section A: General Information about SBI

The Bank's activities are covered under "Group K: Financial and Insurance Activities of National Industrial Classification (All Economic Activities)-2008" published by the Ministry of Statistics and Programme Implementation. The Bank's activities fall under the following industrial activity code:

Group	Class	Description
641	6419	Monetary Intermediation - Other Monetary intermediation

Other Details about the Bank

Address:	State Bank of India, State Bank Bhavan, Corporate Centre, Madame Cama Road, Nariman Point, Mumbai - 400 021, India
Website:	https://www.sbi.co.in , https://bank.sbi
E-mail id:	gm.snb@sbi.co.in
Financial Year reported:	FY 2016-17
Three services that the Company provides (as in the Balance Sheet)	Deposits Loans and Advances Remittances and Collections
Total number of locations where business activity is undertaken by the Company	National : 17,170 branches in India as on 31.03.2017 spread across 14 Circles International : 195 branches in 36 countries.
Markets served by the Company	National and International

G4-5

Section B: Financial Details of the Company

For the Bank's financial performance for FY 2016-17, please refer the section on economic performance on pages 19-20.

Section C: Other Details

Participation of Subsidiaries and business partners in BR initiatives

The details of the Subsidiaries, Associates and Joint Ventures are provided in the Bank's Annual Report 2016-17, under the heading "Associates and Subsidiaries". SBI's BR policies are extended to all its Associates and Subsidiaries, who actively support the BR initiatives undertaken by the Corporate Centre. However, the initiatives and programs on social and environment issues are designed and executed by the independent Boards of the Associates and Subsidiaries. With respect to its supply chain, SBI expects and encourages its suppliers, vendors and other business partners to conduct their business in a responsible manner.

Section D: Business Responsibility Information

In accordance with the SEBI requirements, Business Responsibility (BR) report of the Bank is being published since 2012-13. This is the fifth report and has been integrated with SBI's sustainability Report for FY 2016-17. The report can be accessed on the Bank's website at <https://www.sbi.co.in> or <https://bank.sbi>

1. Details of Director/ Directors responsible for BR

a) Details of the Director/Directors responsible for implementation of the BR policy/policies

DIN Number: 02895343

Name: Shri. Parveen Kumar Gupta

b) Details of the BR head

Sr.no	Particulars	Details
1	DIN number (if applicable)	02895343
2	Name	Shri. Parveen Kumar Gupta
3	Designation	Managing Director (Compliance and Risk)
4	Telephone Number	+91 22 22047182, +91 22 22741831
5	E-mail Id	md.cr@sbi.co.in

2. Principle-wise (as per NVGs) BR Policy/policies (Reply in Y/N)

Sr.no	Questions	Principles P1-P9
1	Does the Bank have a policy/policies for each of the 9 principles prescribed by SEBI	Yes
2	Has the policy been formulated in consultation with the relevant stakeholders?	Yes

Sr.no	Questions	Principles P1-P9
3	Does the policy conform to any national / international standards? If yes, specify? (50 words)	SBI's Business Responsibility Policy is based on National Voluntary Guidelines on Social, Environmental and Economic Responsibilities of Business as released by Ministry of Corporate Affairs, Government of India, in July 2011.
4	Has the policy been approved by the Central Board? If yes, has it been signed by MD/ owner/CEO/appropriate Board Director?	Yes, the BR policy has been approved by the Board of Directors
5	Does the company have a specified Committee of the Board/ Director/Official to oversee the implementation of the policy?	Yes (CSR Committee headed by Chairman)
6	Indicate the link for the policy to be viewed online?	https://www.sbi.co.in or https://bank.sbi under the link Corporate Governance / CSR/ BR Report.
7	Has the policy been formally communicated to all relevant internal and external stakeholders?	Yes
8	Does the company have in-house structure to implement the policy/policies?	Yes
9	Does the Company have a grievance redressal mechanism related to the policy/policies to address stakeholders' grievances related to the policy/policies?	Yes
10	Has the company carried out independent audit/evaluation of the working of this policy by an internal or external agency?	The working of the BR policy is evaluated internally. Further, the Sustainability Report published for FY 2016-17 discloses information on the Bank's economic, environmental and social performance for the reporting period and has been reviewed and collated in a comprehensive manner

NVG Mapping

National Voluntary Guidelines (NVG) Mapping		Page No.
Principle 1	Businesses should conduct and govern themselves with Ethics, Transparency and Accountability	11, 12, 13, 14
Principle 2	Businesses should provide goods and services that are safe and contribute to sustainability throughout their life cycle	23-32, 49-58, 63-66
Principle 3	Businesses should promote the well-being of all employees	33-44
Principle 4	Businesses should respect the interests of, and be responsive towards all stakeholders, especially those who are disadvantaged, vulnerable and marginalized	67-82
Principle 5	Businesses should respect and promote human rights	44
Principle 6	Businesses should respect, protect, and make efforts to restore the environment	59-66
Principle 7	Businesses, when engaged in influencing public and regulatory policy, should do so in a responsible manner	5,17
Principle 8	Businesses should support inclusive growth and equitable development	25, 30-32
Principle 9	Businesses should engage with and provide value to their customers and consumers in a responsible manner	49-58

Glossary

Sr.no	Abbreviation	Full Form
1	ATI	Apex Training Institute
2	ATM	Automated Teller Machine
3	BC	Business Correspondent
4	CDM	Cash Deposit Machine
5	CDS	Career Development System
6	CEEP	Customer Experience Excellence Project
7	CGTMSE	Credit Guarantee Trust for Micro and Small Enterprises
8	COS	Chief Officer Security
9	CSO	Chief Sustainability Officer
10	CSPs	Customer Service Points
11	DBT	Direct Benefit Transfer
12	DBTL	Direct Benefit Transfer for LPG
13	DD	Demand Draft
14	DGM	Deputy General Manager
15	DRA	Debt Recovery Agents
16	ECCB	Executive Committee of Central Board
17	e-DFC	Electronic Dealer Finance Scheme
18	e-KYC	Electronic Know Your Customer
19	e-VFS	Electronic Vendor Finance Scheme
20	FIP	Financial Inclusion Plan
21	FLC	Financial Literacy Centre
22	GCC	Green Channel Counter
23	GDP	Gross Domestic Product

Sr.no	Abbreviation	Full Form
24	GPNATA	Golden Peacock National Training Award
25	GRI	Global Reporting Initiative
26	HI	Hearing Impaired
27	HNIIs	High Net-worth Individuals
28	IGBC	Indian Green Building Council
29	IMPS	Immediate Payment Service
30	KCC	Kisan Credit Card
31	LHO	Local Head Office
32	NCDC	National Civil Defence College
33	NCPEDP	National Centre for Provision of Employment to Persons with Disabilities
34	NEFT	National Electronic Funds Transfer
35	NFPA	National Fire Prevention Association
36	NPS	National Pension Scheme
37	NVG	National Voluntary Guidelines
38	OBC	Other Backward Classes
39	OCAS	Online Customer Acquisition Solution
40	OMS	Offsite Monitoring system
41	OTS	One time Settlement
42	PASG	Pump Action Shot Guns
43	PMJDY	Pradhan Mantri Jan Dhan Yojna
44	POS	Point-of-Sale
45	PSU	Public Sector Unit
46	QMS	Queue Management System
47	RBI	Reserve Bank of India

Sr.no	Abbreviation	Full Form
48	RRB	Regional Rural Bank
49	RSETI	Rural Self Employment Training Institute
50	RTGS	Real Time Gross Settlement
51	RUSU	Rural Semi Urban
52	SBI	State Bank of India
53	SBIRD	State Bank Institute of Rural Development
54	SBLC	State Bank Learning Centre
55	SC	Scheduled Castes
56	SCB	Scheduled Commercial Bank
57	SDGs	Sustainability Development Goals
58	SHG	Self Help Group
59	SME	Small and Medium Enterprises
60	SO	Security Officer
61	SOC	Security Operations Centre
62	ST	Scheduled Tribe
63	STU	Strategic Training Unit
64	SWO	Single Window Operator
65	TLC	Technology Learning Centre
66	UL	Underwriter Laboratory
67	USA	United States of America
68	VI	Visually Impaired
69	WMS	Wealth Management Services
70	YFI	Youth For India

#BANKING ON S

I LOVE MY

Endangered
Species is at risk

SUSTAINABILITY
Y PLANT



INVEST in your
child's future -
plant more trees

which can be
recycled

Awards and Accolades



Best Bank of the Year (Public Sector) Award by Business Today (Money Today)

Best Trade Finance Bank by Global Finance Magazine

IDRBT Banking Technology Excellence Award (2 awards) for Innovative use of Tech and Digital banking

Helen Keller Award 2016 for the second successive year for commitment to promoting equal employment opportunities for Differently Abled Persons

Golden Peacock National Training Award: In recognition of outstanding performance in the area of training to its employees SBI declared Winner in the segment of Financial Services (Banking)

IBA Banking Technology Award (4 awards) : Best Technology Bank, Best Digital & Channel Tech, Best Use of Analytics and Best Financial Inclusion Initiative

NPCI – National Payments Excellence Award: Special recognition award for winning in all categories



**State Bank Bhavan,
Madam Cama Road,
Mumbai 400021**

Contact person:

**Mr. Dinesh Pruthi
022 22740955**