



# Punjab National Bank Inaugural Sustainability Report 2025



ਪੰਜਾਬ ਨੈਸ਼ਨਲ ਬੈਂਕ  
...भरोसे का प्रतीक !



punjab national bank  
...the name you can BANK upon !

**Sustainability is not a choice,  
it is a responsibility.**



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Punjab National Bank (PNB), India's first Swadeshi Bank, commenced its operations on April 12, 1895 from Lahore, with an authorized capital of Rs.2 lac and working capital of Rs.20,000. The Bank was established by the spirit of nationalism and was the first Bank managed by Indians with Indian Capital. During the long history of the Bank, 9 banks have been merged/ amalgamated with PNB.



## Bank's ESG Vision

To be a catalyst for sustainable progress by embedding Environmental, Social, and Governance (ESG) excellence into our core—empowering communities, protecting the planet, and building a resilient and inclusive financial ecosystem for generations to come.

## Bank's ESG Mission

"We commit to responsible banking that advances environmental sustainability, fosters social equity, and upholds the highest standards of governance. By supporting green finance, digital inclusion, ethical conduct, and transparent risk management, we strive to be a catalyst for sustainable progress in India and beyond."

At PNB, we embrace responsible banking as more than a mandate—it's a purpose that extends far beyond traditional financial services. Our commitment to Environmental, Social, and Governance (ESG) excellence is deeply woven into our operations, lending practices, and stakeholder relationships.

### We aim to:

- Drive environmental sustainability through climate-aligned financing solutions and resource-efficient operations,
- Promote social equity by expanding financial inclusion, empowering communities, and nurturing a diverse and inclusive workforce,
- Strengthen governance by upholding integrity, ensuring transparency, and maintaining strong board-level oversight of ESG priorities.

Through these efforts, we endeavor to create enduring value, enhance resilience against emerging risks, and meaningful contribution towards India's sustainable and inclusive growth.

## Our Vision

To be a globally trusted banking partner through customer-centric innovations, empowering employees and enriching lives of all stakeholders.

## Our Mission

To offer quality financial services by leveraging technology to create value for customers and other stakeholders, opportunities for employees and thus, contributing to the economic growth of nation.

## Our Value Statement

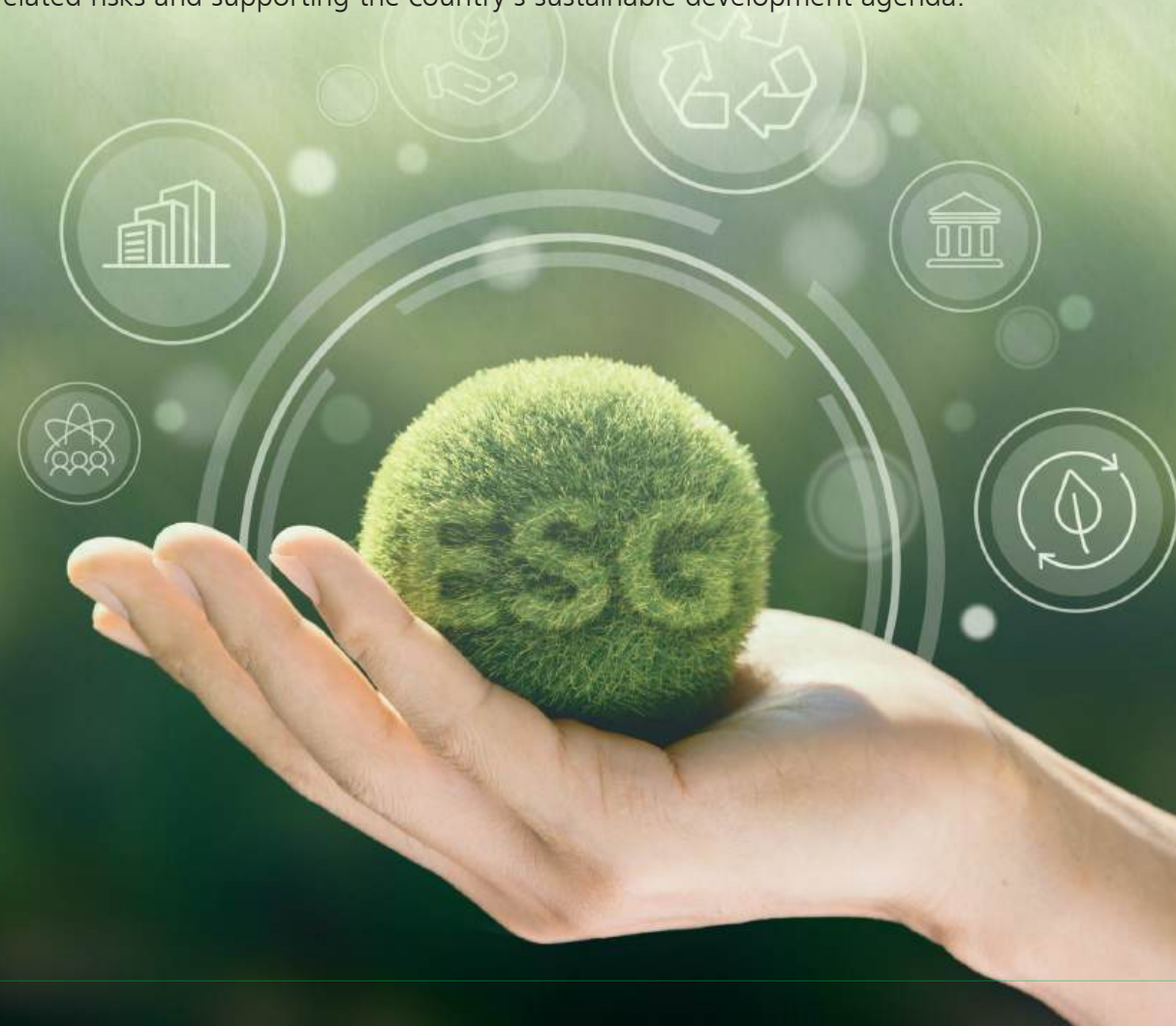
- We will work as a team for the benefit of customers.
- We will incorporate innovation to drive business.
- We will be objective in decision making.
- We will always be willing to learn and embrace change.
- We will adopt ethical practices to develop a culture of trust.



## About the Report

This Inaugural Sustainability Report marks a significant milestone in the Bank's journey towards building a resilient, equitable, and climate-conscious future. While the quantitative data presented reflects the period ending 31.03.2025, the narrative captures key developments and progress made up to the date of publication. The report reaffirms our unwavering commitment to responsible banking, environmental stewardship, and inclusive growth.

Rooted in our values and guided by national priorities and global best practices, the report illustrates how we are embedding Environmental, Social, and Governance (ESG) principles across our operations, lending portfolio, and wider value chain. Through transparent disclosures, measurable actions, and stakeholder engagement, we aim to drive long-term value creation while mitigating climate-related risks and supporting the country's sustainable development agenda.



## Reporting Guidelines and Principles

This report has been prepared in alignment with the internationally recognized sustainability standards and frameworks to ensure transparency, comparability, and credibility of our disclosures. Specifically, our report is guided by:



These frameworks collectively shaped our approach to disclose material ESG impacts, risks, and opportunities, while reinforcing our commitment to long-term value creation through responsible banking.

### Reporting Scope

Reporting includes only PNB on standalone basis.

### Restatements of information

In the reporting year, there are no significant restatements of information made in this Sustainability Report.

### Responsibility Statement

The Management of Punjab National Bank confirms that the Bank's performance, towards ESG has been presented in a fair, transparent, and balanced manner addressing all material topics relevant to organization.

## Sustainability Highlights



### Environment

Carbon Neutrality  
Scope 1 & 2  
emissions by FY2031

Planted approximately  
3 lacs plants  
under Project Palaash

Installed 1100 kWp  
Solar Roof Top Capacity  
and 2112 kWp is  
under installation

Bank's Head Office  
Building at Dwarka,  
New Delhi is  
GRIHA certified  
Green building with  
5 Star rating

10% Reduction in  
Scope 1 & 2 Emissions

Rainwater harvesting  
system at 7 of Banks'  
own buildings



### Social

Retention  
rate – 99.80%

Customer base  
17.68Crores+

A dedicated customer  
centric call centre  
1800 1800, 18002021

- 2925 Differently  
abled employees in  
the workforce
- Pre-promotion  
training to differently  
abled employees for  
292414 hours
- Ramp facility at  
83.67% Branches  
and 94.24% ATM  
for Divyangjan

Human rights training to  
34.72% employees

24.86% women  
employees



### Governance

10% women on Board

2 Crores+  
PNB ONE users

Zero instance of  
Data Breaches

ISO 27001:2022  
Information Security  
Management System  
Certification coupled with  
PCI DSS 4.0 certification

4.42 Crores  
Internet Banking users

Whatsapp banking  
users grew by 115%

PNB is the First Bank to  
implement integration with  
National Consumer  
Complaint Redressal Portal  
w.e.f 07.11.2024 for  
handling complaints at  
NCCRP on real time basis.

## Voices from the Top : Leadership Messages





## Message from Non-Executive Chairman

### Dear Stakeholders,

It gives me immense pride to present Punjab National Bank's Sustainability Report, a reflection of our enduring commitment to responsible banking and nation-building. As one of India's oldest and most trusted public sector banks, PNB has always aligned its purpose with the aspirations of the nation — empowering lives, fostering inclusive growth, and promoting sustainable economic development across generations. In today's rapidly evolving global landscape, environmental and social considerations have become essential to long-term business resilience. At PNB, we are embedding Environmental, Social, and Governance (ESG) principles into our core business strategy, ensuring that sustainability is woven into every aspect of our operations and stakeholder engagement. This report outlines our journey, milestones, and the challenges we continue to navigate as we advance towards a more sustainable future. It reaffirms our commitment to supporting India's vision of a 'Viksit Bharat' — a developed, inclusive, and environmentally responsible nation where economic progress is harmonized with social equity. Aligned with global and national sustainability standards, this report has been prepared in accordance with the Global Reporting Initiative (GRI) and SEBI's Business Responsibility and Sustainability Reporting (BRSR) guidelines, underscoring our commitment to transparency and accountability.

In line with the Government's EASE 7.0 reform agenda, Punjab National Bank has identified Renewable Energy, Water Treatment Plants, and Power Transmission as its 'Champion Sectors'. Further, the Bank has laid down a roadmap outlining key milestones and performance metrics for focused development of these sectors. These strategic choices underscore our strong commitment to sustainable infrastructure and green growth. Our emphasis is on financing projects across solar, wind, hydro power, and other renewable energy sources such as green hydrogen, as well as power transmission infrastructure which is key to supporting India's energy transition and climate goals.

We have developed a focused Emission Reduction Plan to address our operational environmental footprint. As part of this, the Bank has pledged to achieve carbon neutrality in Scope 1 and Scope 2 emissions by 2031. The Bank has also disclosed Scope 3 emissions under six categories, including financed emissions (Category 15 – Investments) in BRSR. Additionally, the Bank has become a signatory to the Partnership for Carbon Accounting Financials (PCAF) to adopt

standardized carbon accounting practices, thereby taking the first step towards developing its net-zero transition plan. As of 31st March 2025, Bank has installed 1,100 kWp (kilowatt peak) of solar power plants across its buildings. Additionally, 1487 kWp solar power projects at various existing bank-owned buildings across India were initiated in FY 2024-25 and are nearing completion. Furthermore, 625 kWp of solar power capacity is under implementation in large bank buildings currently under construction. Our Head Office at Dwarka, New Delhi, is a 5-star GRIHA-rated green building, and similar certifications are being pursued for ongoing building construction projects of the Bank.

Our financial inclusion initiatives aim to create sustainable economic empowerment through affordable credit and essential banking services, especially for the unbanked and lower-income segments. Leveraging our extensive network of Business Correspondents and Customer Service Points, we ensure last-mile delivery of key Government schemes such as PMJDY, PMJJBY, PMSBY, and APY. These initiatives play a pivotal role in reducing economic disparities and driving inclusive growth.

PNB's Corporate Social Responsibility (CSR) strategy focuses on creating sustainable and responsive community support systems, aligned with national development priorities. Our key focus areas include education, healthcare, environmental sustainability, sanitation, livelihood creation, rural development, and skill enhancement. We place special emphasis on empowering women, youth, and senior citizens.

We are harnessing the power of digitalization to make banking more accessible, efficient, and sustainable. With approximately 94% of our transactions now conducted via alternate channels such as internet banking, mobile apps, and UPI, we are significantly reducing our carbon footprint. Advanced technologies are being integrated to enhance customer service, operational efficiency, and financial inclusion.

Our flagship mobile banking application, PNB One, offers customers a unified, user-friendly platform for their banking needs. For businesses, PNB One BIZ Application brings innovative features for corporate users and administrators, streamlining their financial operations.

Our people remain at the heart of our success. We foster a diverse, inclusive, and high-performing workplace with a strong focus on employee growth, ethical leadership, and well-being. Our industry-leading training infrastructure enables continuous upskilling, and our employee engagement initiatives help PNB to maintain an attrition rate consistently below 1%, a testament to our supportive and participative work culture. To support a sustainable future, the Bank has developed a Client Engagement Handbook to facilitate climate-related conversations between Bank and customers.

As a key pillar of India's financial system, Punjab National Bank remains steadfast in its mission to foster responsible banking, financial empowerment, MSME & Agriculture growth, and employment generation. We are proud to contribute to the nation's development while staying true to our values of trust, integrity, and resilience.

I extend my heartfelt gratitude to our customers, employees, partners, investors, and all stakeholders for their continued trust and support. Together, let us build a sustainable, inclusive, and prosperous future for all.

**K G Ananthakrishnan**  
Non-Executive Chairman





## Message from MD & CEO

### Dear Stakeholders,

It is with great pride that we present Punjab National Bank's inaugural Sustainability Report—a landmark in our journey towards responsible banking and long-term value creation. As one of India's oldest and largest public sector banks, our legacy is built on trust, resilience, and a deep-rooted commitment to national development. Today, we reaffirm that legacy by embedding sustainability into the very fabric of our operations.

Modern India's growth trajectory is defined by inclusive development, climate resilience, and digital transformation. The financial sector plays a pivotal role in catalyzing equitable and sustainable progress, and at PNB, we embrace this responsibility with conviction—harmonizing our strategy with national priorities and global sustainability frameworks.

PNB is actively contributing to Government of India's climate agenda, including the Panchamrit commitments along with the goal of Net Zero emissions by 2070. We have established a Climate Risk Management Cell, adopted a Climate Risk Management Policy formulated in alignment with Task Force on Climate related Financial Disclosures (TCFD) framework covering Governance, Strategy, Risk Management, and Metrics & Targets, and formed a Functional committee, Sustainability and Resilience Committee (SARC), to guide our transition. Our in-house ESG Rating Model enables us to assess borrower sustainability performance, and we are proud to be the first Indian public sector bank to disclose financed emissions in our BRSR (Business Responsibility and Sustainability Reporting).

As part of our initiatives towards reducing emissions, solar power plants are being installed across Bank-owned buildings such that 1,100 kWp has already been installed, while around 2112 kWp is under implementation. Our flagship initiative, Project Palaash, promotes green banking through energy conservation, tree plantation drives, and employee engagement. The Bank's Head Office building in Dwarka, New Delhi, holds a 5-star

GRIHA rating, and with green building certifications pursued across new sites, we are committed to reducing our environmental footprint.

At the heart of PNB's sustainability vision lies a commitment to societal wellbeing. We believe that financial progress must be inclusive, participative and transformative. Through our Financial Literacy Centres, Farmer Training Centres, and Rural Self Employment Training Institutes, we empower communities with knowledge, skills, and opportunities. Our outreach spans from towering metropolitan skylines to remote and underserved regions, driven by the same zeal and vigour in supporting government schemes and fostering digital inclusion.

We provide free residential training to farmers, women, and rural youth, and conduct nationwide programs on financial education and customer rights. Our grievance redressal mechanisms are continuously evolving, backed by staff training and technology upgrades to ensure responsive service delivery.

Strong governance is the cornerstone of sustainable banking. PNB upholds the highest standards of ethics, transparency, and accountability. Sustainability is embedded in our risk frameworks, policies, and culture—driven by active and insightful leadership of our Board and senior management. We have joined global platform like PCAF (Partnership for Carbon Accounting Financials) reinforcing our commitment to climate transparency and standardized carbon accounting.

An ESG (Sustainability) Cell has recently been established to develop innovative green and social banking products. With a declared target of Carbon Neutrality for Scope 1 and 2 emissions by FY 2031, we are charting a clear path towards a resilient future.

As we move forward, we remain committed to continuous improvement, stakeholder engagement, and innovation. From customers and employees to regulators and communities, we are building lasting trust and adapting together in a rapidly changing world. Through responsible banking, we aim to contribute meaningfully to India's sustainable transformation and the collective vision of Viksit Bharat@2047.

I extend my sincere appreciation to all our stakeholders for your dedication, passion, and unwavering support. It is your collective effort that has shaped our journey so far, and it is your continued commitment that will propel Punjab National Bank to scale even greater heights in our sustainability mission.

**Ashok Chandra**  
MD & CEO





## Message from Executive Director

### Dear Stakeholders,

It gives me great pride in presenting Punjab National Bank's first Sustainability Report, marking a pivotal step in our commitment to responsible banking and risk-informed sustainable growth. As one of the fastest-growing economies, India is uniquely positioned to lead global efforts in combating climate change. The country's ambitious pledge to achieve Net Zero emissions by 2070, guided by the five-fold Panchamrit commitments—including achieving 50% non-fossil fuel-based electricity capacity by 2030 and reducing emissions intensity by 45% by 2030 reflects a bold and forward-looking vision for sustainable development.

In alignment with this national agenda, we at Punjab National Bank, one of India's leading public sector banks, recognize the importance of embedding sustainability across our governance, operations, and—most importantly—our risk management framework. In today's dynamic and uncertain environment, marked by intensifying climate risks and evolving regulatory expectations, integrating sustainability into our core risk practices is not just prudent—it is imperative. This strategic approach enhances the Bank's resilience, fosters stakeholder trust, and reinforces our commitment to supporting both India's climate goals and the broader global sustainability agenda.

Our Bank has implemented a series of strategic initiatives to embed sustainability within its risk oversight framework. These include the establishment of a dedicated Climate Risk Management Cell and the introduction of a comprehensive Climate Risk Management Policy aligned with the TCFD framework covering Governance, Strategy, Risk Management, and Metrics & Targets. A Functional Committee, Sustainability and Resilience Committee (SARC), provides governance and strategic direction, while an in-house ESG Rating Model enables us to assess the sustainability performance and resilience of borrowers.

We have assessed Scope 1, 2, and 3 emissions—including financed emissions—becoming the first Indian public sector bank to publicly disclose financed emissions under the BRSR framework. Climate risk assessments and

stress testing for physical and transition risks have been undertaken. We have joined the Partnership for Carbon Accounting Financials (PCAF) to adopt standardized carbon accounting practices in the financial sector.

Additionally, dedicated ESG (Sustainability) Cell has been established to focus on developing sustainable banking products (Green/ Social), such as loans for renewable energy projects, green mortgages, and sustainable investment opportunities. This Cell shall develop green and social banking products, oversee carbon reduction efforts, implement eco-friendly policies, and drive CSR activities with a sustainability focus.

These steps underscore our commitment to manage emerging climate-related risks proactively, while contributing meaningfully to India's transition towards a green and resilient economy.

The Bank has identified Renewable Energy, Water Treatment Plants, and Power Transmission as its 'Champion Sectors' for focused lending. Among these, Renewable Energy and Water Treatment Plants directly contribute to advancing the nation's Sustainable Development Goals, underscoring the Bank's commitment to sustainable and inclusive growth.

Our journey towards sustainability is deeply rooted in risk awareness, operational resilience, and data-driven decision-making. As we continue to evolve, Punjab National Bank remains committed to enhance ESG integration within its risk architecture, ensuring that we not only stand up to the expectations but also lead by example in building a sustainable future.

**M Paramasivam**  
Executive Director





## Message from Group Chief Risk Officer

### Dear Stakeholders,

It is a privilege to introduce Punjab National Bank's inaugural Sustainability Report, which reflects our dedication to embedding sustainability and climate consciousness into the heart of our risk governance framework.

As one of India's largest public sector banks, we remain committed to address the evolving landscape of sustainability-related risks and opportunities.

At PNB, we view climate and sustainability-related risks as significant financial and strategic factors that can materially impact our resilience and long-term value creation. Accordingly, we have taken significant steps to integrate sustainability considerations into our risk management processes.

Our Bank has undertaken several key initiatives to embed sustainability within its risk oversight mechanisms. A dedicated Climate Risk Management Cell has been established to accelerate efforts in managing climate-related risks. The Bank has introduced a comprehensive Climate Risk Management Policy aligned with the TCFD framework, covering Governance, Strategy, Risk Management, and Metrics & Targets. To provide strategic direction and oversight, a Functional Committee Sustainability and Resilience Committee (SARC) has been constituted. Additionally, an in-house Sustainability Index (ESG Rating Model) has been developed to assess the sustainability performance and resilience of borrowers, supporting informed credit decision-making.

The Bank has also completed a comprehensive assessment of Scope 1, 2, and 3 emissions, including financed emissions, in line with global standards—becoming the first Indian public sector bank to publicly disclose financed emissions under the BRSR framework. We have conducted climate risk assessments and

stress testing covering both physical and transition risks. The Bank has joined the Partnership for Carbon Accounting Financials (PCAF) to adopt standardized carbon accounting practices.

Furthermore, a dedicated Sustainability Cell has been established to develop green and social banking products, oversee carbon reduction initiatives, implement environmentally responsible policies, and lead CSR activities focused on sustainability. The Bank has declared FY 2031 as the target year for achieving carbon neutrality for Scope 1 and Scope 2 emissions and has initiated implementation measures toward this goal. Also, Bank is in the process of developing a comprehensive Net Zero transition plan.

Our risk function continues to evolve, embedding sustainability considerations into enterprise risk assessments, credit appraisal frameworks, and stress testing methodologies. We work closely with business teams to ensure our risk practices are attuned to the Bank's overarching sustainability goals. By proactively managing sustainability-related risks, we are strengthening our ability to support India's transition to a green, resilient, and inclusive economy.

As we look ahead, the Bank remains committed to deepening its sustainability risk management capabilities and enhancing its preparedness to address emerging environmental and social challenges.

I sincerely thank our stakeholders for their trust and continued support as we work together to build a more resilient and sustainable future.

**Amit Kumar Srivastava**  
Group Chief Risk Officer





## PARTNERING FOR A SUSTAINABLE TOMORROW: OUR STAKEHOLDER COMMITMENT

(NGRBC Principle 4: Businesses should respect the interests of and be responsive to all its stakeholders)

### Building Trust Through Stakeholder Engagement & Ethical Conduct

In alignment with the Government of India's Viksit Bharat 2047 vision, Punjab National Bank recognizes that inclusive stakeholder engagement is essential for building a resilient and equitable financial ecosystem. From customers and employees to investors, regulators, and local communities—we are committed to building lasting trust, acting with agility, and adapting together in a rapidly changing world.

In its pursuit of maximizing returns for its stakeholders, PNB focuses on enhancing operational efficiency, improving asset quality and strategically growing its business. The bank actively leverages technology to introduce customer-centric digital products and services, expand its reach and streamline processes. By focusing on prudent financial management, reducing non-performing assets and capitalizing on growth opportunities within the Indian economy, PNB aims to deliver consistent and sustainable value to its stakeholders. The bank's commitment to ethical operations and strong governance further reinforces its ability to generate long-term shareholder value by fostering a stable and trustworthy financial institution.

Our stakeholder engagement practices are designed not only to enhance operational performance but also to support India's transformation into a developed and inclusive nation by its centenary year of independence.

By actively engaging with diverse stakeholder groups—including marginalized communities, regulators, and government bodies—we contribute to the national agenda of empowering citizens, fostering good governance, and driving sustainable economic growth.

PNB is committed to provide exceptional Banking services and returns to all its Stakeholders.

The bank actively engages with each group through structured dialogue and ongoing interactions, ensuring their expectations are assessed, understood, and addressed with transparency and responsiveness. These engagements enable us to operate sustainably and foster trust across all stakeholder segments.

### STAKEHOLDER ENGAGEMENT SUMMARY

| Stakeholder Group | Whether identified as Vulnerable & Marginalized Group (Yes/No)                                   | Channels of communication                                                                                                                                                              | Purpose and scope of engagement including key topics and concerns raised during such engagement                                                                                                                                                                                                                                                               |
|-------------------|--------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Shareholders      | No                                                                                               | Emails, Newspapers, Letters, Notices, Website, Stock Exchange Disclosures, Webcast/Audio Calls, Investor Conferences, General Meetings                                                 | <ul style="list-style-type: none"><li>Approval for the Audited Financial Results,</li><li>Declaration of Dividend,</li><li>Election of Shareholders' Director,</li><li>Raising of, Equity Capital.</li><li>Interactions with Investors/ Analysts etc.,</li></ul> The queries/ concern raised during the General Meetings are addressed in a time bound manner |
| Employees         | Yes, the following group of employee: employees with special abilities                           | Internal communication like emails and circulars, webinars, townhall meetings, Zonal Managers' Conferences, SAMADHAAN Portal, address by Senior Management, Newsletters & Publications | The objective is to understand employees' expectations while effectively communicating those of management. This process also aims to address and resolve employee concerns in a timely and appropriate manner                                                                                                                                                |
| Customers         | Yes, especially the following group of customer:- Senior Citizens, people with special abilities | Emails, Newspapers, Letters, Website                                                                                                                                                   | Better services and marketing                                                                                                                                                                                                                                                                                                                                 |
| Government        | No                                                                                               | Emails, Letters, Meetings                                                                                                                                                              | Performance of the Bank.                                                                                                                                                                                                                                                                                                                                      |
| Regulator         | No                                                                                               | Emails, Letters, Meetings, Offsite and Onsite monitoring                                                                                                                               | Performance of the Bank. Compliance of guidelines                                                                                                                                                                                                                                                                                                             |

The Bank conducts periodic stakeholder engagement through structured mechanisms like customer feedback, employee surveys, vendor meetings, and CSR consultations.

- Recognizing regulators as vital stakeholders, the Bank engages with them through Senior Supervisory Manager (SSM) and structured channels such as meetings, conferences and written communications. These interactions foster open dialogue on newly introduced regulations, compliance requirements and broader issues spanning economic, social, and environmental domains. Significant meetings or interactions with regulatory authorities (e.g., RBI, SEBI) are documented, and key action points are shared with the Board for oversight and direction.
- The Bank is also cognizant of the evolving needs of its customers and offers new products to cater to customers' preference for ease of transactions across channels. The Bank interacts with customers regarding grievances and other matters through branch visits, surveys, QR Feedback system and social media platforms.

The stakeholder consultation is used to support the identification and management of environmental, and social topics. Bank engages with its key stakeholders on an ongoing basis to identify the most relevant environmental and social topics of interest to its stakeholders and address them through regular updates to policies and programs.

Through this structured engagement, the Bank has also been able to **assess potential ESG risks and opportunities**, enabling the Bank to develop responsive strategies that mitigate negative impacts and enhance positive outcomes.

- Based on stakeholder input, the Bank introduced **green financing solutions** to support projects in renewable energy and sustainable infrastructure.
- Feedback from underserved communities led to enhanced **financial inclusion initiatives**, including simplified digital banking services and financial literacy programs
- Employee feedback helped strengthen the Bank's **Equal Opportunity Policy** and promote a more inclusive and diverse workplace.

# MITIGATING RISKS, UNLOCKING OPPORTUNITIES: DRIVING SUSTAINABLE VALUE

## Key Material Issues at a Glance

As part of our commitment to ethical, transparent, and future-ready business practices, we have identified key Environmental, Social, and Governance (ESG) issues that pose both risks and opportunities to our operations. These material issues have been assessed based on their relevance to our stakeholders, potential impact on the business, and alignment with national and global sustainability priorities. Our approach includes proactive mitigation strategies, targeted adaptation measures, and continuous monitoring to ensure long-term resilience and value creation.



## MATERIAL ISSUES: RISKS & OPPORTUNITIES FOR THE BANK



**ENVIRONMENTAL**  
**Risk:** Climate Change – Severe heatwaves, cyclones, floods  
**Impact:** Financial Impact, Physical asset damage, operational disruptions, reputational harm  
**Mitigation:** Regular risk assessments, develop infrastructure resilience  
**Financial Effect:** Negative – Loss from damages & disruptions



**SOCIETAL – TRANSITION RISK**  
**Risk:** Carbon pricing, new emission rules, shift to low-emission products  
**Impact:** Asset devaluation, credit defaults in certain sectors  
**Mitigation:** Promote Green sectors | Cautious in Brown sectors  
| Efficiency push in Hard-to-Abate sectors  
**Financial Effect:** Negative



**SOCIETAL – SUSTAINABLE FINANCE**  
**Opportunity:** Renewable energy, green transport, sustainable agriculture  
**Rationale:** Entry into new markets, risk diversification  
**Financial Effect:** Positive



**GOVERNANCE – DATA PRIVACY**  
**Risk:** Cyberattacks & data breaches  
**Impact:** Loss of trust, business loss  
**Mitigation:** Strong cybersecurity framework, continuous monitoring, compliance team  
**Financial Effect:** Negative



**SOCIETAL – FINANCIAL INCLUSION**  
**Opportunity:** Expand customer base, enable equitable development  
**Rationale:** Reach new segments, improve market penetration  
**Financial Effect:** Positive



**SOCIETAL – CUSTOMER CENTRICITY**  
**Opportunity:** Stronger client relationships  
**Rationale:** Higher retention, new customers, sustainable revenue growth  
**Financial Effect:** Positive



**GOVERNANCE – REGULATORY COMPLIANCE**  
**Opportunity:** Build trust, promote stability, enhance efficiency  
**Rationale:** Reduce excessive risk-taking, ensure sound practices  
**Financial Effect:** Positive



Building Bridges: Memberships in Chambers & Associations

(NGRBC Principle 7: Businesses, when engaging in influencing public and regulatory policy, should do so in a responsible manner)

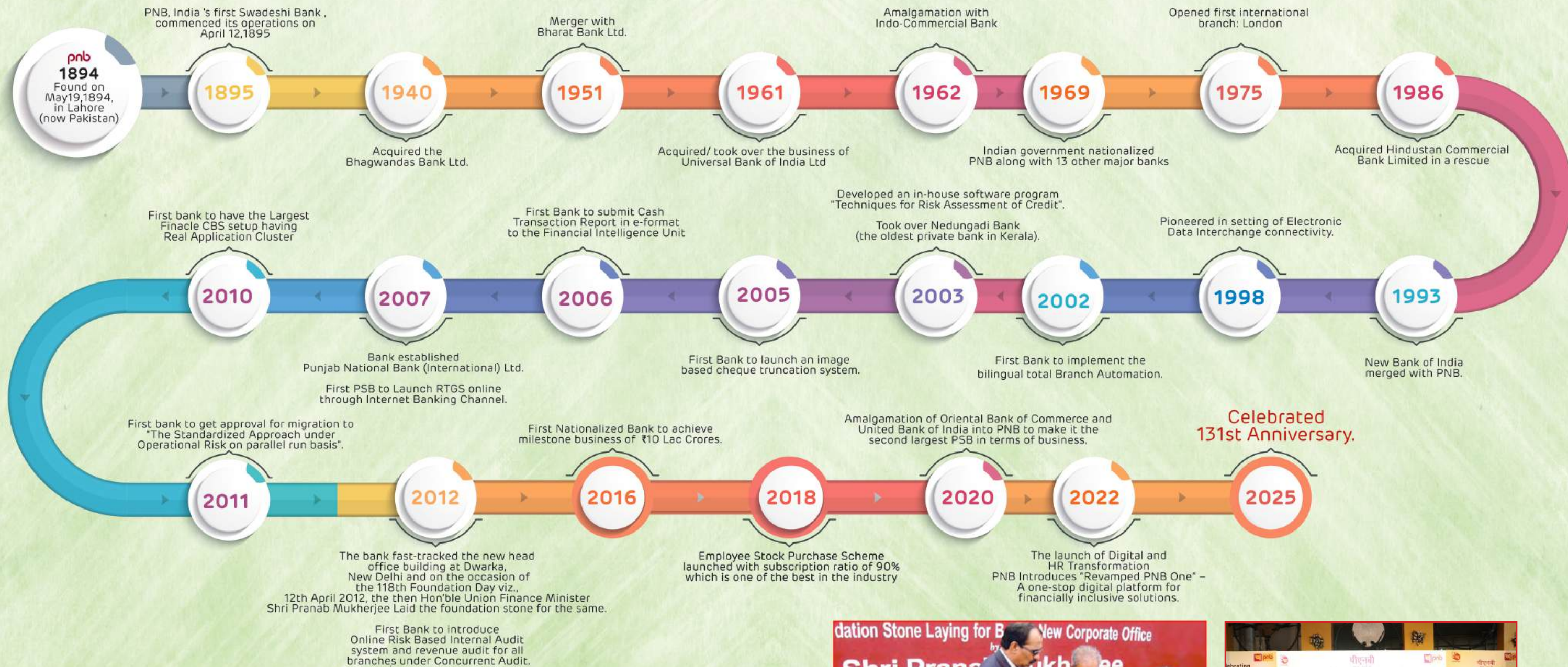
Our Bank maintains active affiliations with trade and industry bodies, chambers of commerce, such as FICCI, IBA, and CII. These partnerships enable us to contribute to policy-making discussions, stay abreast of best practices, and advance sustainable banking across India.

TRADE & INDUSTRY  
CHAMBER / ASSOCIATIONS  
REACH OVERVIEW

| Name of the trade and industry chambers/ associations                                                                                    |                                                                                                                                                      |                                                                                                                      |                                                                                                                                  | Reach of trade and industry chambers/ association (State/ National) |
|------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------|
| <br>International Chambers of Commerce (ICC), New Delhi | <br>Associate Chambers of Commerce and Industry of India (ASSOCHAM) | <br>PHD Chamber of Commerce         | <br>Federation of Commerce and Industry (FICCI) | National                                                            |
| <br>Confederation of Indian Industry (CII), New Delhi   | <br>Standing Council of Public Enterprises (SCOPE)                  | <br>Indian Banks' Association (IBA) |                                                                                                                                  |                                                                     |
| <br>Partnership for Carbon Accounting Financials      |                                                                                                                                                      |                                                                                                                      |                                                                                                                                  | International                                                       |



## Our Journey Through Time: Charting the Course: Milestones and Minds Behind Our Mission



13th April 2012, the then Hon'ble Union Finance Minister Shri Pranab Mukherjee laying the Foundation stone of Head Office Building Dwarka in the presence of former CMD Shri K.R. Kamath



12th April 2025: PNB's 131st Anniversary

# Foundations of Trust: A Legacy of Leadership



2009 – 2014  
2007 – 2009  
2005 – 2007  
2000 – 2005  
1990 – 2000  
1985 – 1989  
1981 – 1985  
1980 – 1981  
1977 – 1980  
1975 – 1977  
1972 – 1975  
1968 – 1972  
1964 – 1967  
1960 – 1964  
1954 – 1959  
1953 – 1954  
1943 – 1953  
1938 – 1942  
1931 – 1937  
1921 – 1931  
1917 – 1920  
1913 – 1915  
1912 – 1913  
1911 – 1912  
1905 – 1910  
1898 – 1905  
1895 – 1898

K.R. Kamath  
Dr. K.C. Chakrabarty  
S.C. Gupta  
S.S. Kohli  
Rashid Jilani  
J.S. Varshneya  
S.L. Baluja  
S.L. Chopra  
O.P. Gupta  
T.R. Tuli  
Prakash Tandon  
Somesh Chandra Trikha  
Kamalnayan Bajaj  
Ram Nath Goenka  
Shanti Prasad Jain  
Shriyans Prasad Jain  
Lala Yodh Raj  
R.B. Dewan Badri Das  
Dr. Maharaj Krishna Kapur  
Lala Dhanpat Rai  
Dr. Hira Lal  
Bhagat Ishwar Dass  
R.B. Lala Sukh Dayal  
R.B. Lal Chand  
Bhagat Ishwar Dass  
R.B. Lal Chand  
Sardar Dyal Singh Majithia

## Punjab National Bank – Legacy of Managing Directors & CEOs





## GOVERNANCE BUILT ON TRUST: OUR ETHICAL FOUNDATION

*(NGRBC Principle 1: Businesses should conduct and govern themselves with integrity, and in a manner that is Ethical, Transparent and Accountable)*

**Trust is the cornerstone of the banking system—and the foundation of our Bank’s philosophy.** We are unwavering in our commitment to uphold the highest standards of ethics, integrity, and transparency across all levels of our operations. Our robust governance framework ensures responsible decision-making, fosters a culture of compliance, and promotes open communication with all stakeholders—including customers, shareholders, employees, regulators, and the community.

At the heart of this framework lies our Board of Directors, whose oversight and strategic guidance drive our sustainability vision. Through well-defined committees structures, the Board ensures that our practices remain aligned with regulatory expectations, stakeholder interests, and long-term value creation.

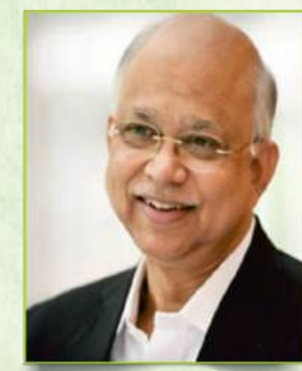
The Bank believes in enhancing investor and other stakeholders’ confidence and setting high standards of transparency, ethical values for improving efficiency and growth of the organization. The Bank is committed to follow best Corporate Governance practices based on transparency, professionalism and accountability.

The Bank is a body corporate constituted under the Banking Companies (Acquisition and Transfer of Undertakings) Act, 1970 and is regulated by the Reserve Bank of India. Being a listed entity, the Bank complies with the provisions of SEBI (Listing Obligations and Disclosure Requirements) Regulations, 2015 to the extent it does not violate the provisions of the Banking Companies (Acquisition and Transfer of Undertakings) Act, 1970, the Nationalized Banks (Management and Miscellaneous Provisions) Scheme, 1970 and the Guidelines, Directives, etc. issued by the Government of India and the Reserve Bank of India in this regard.

The Board of the Bank strives to optimize value for all stakeholders like shareholders, employees, customers and the society at large.

## Structure of Board

### Non-Executive Chairman



Shri K G Ananthakrishnan

### MD & CEO



Shri Ashok Chandra

### Executive Directors



Shri Kalyan Kumar



Shri M Paramasivam



Shri Bibhu Prasad Mahapatra



Shri D Surendran

### Other Directors



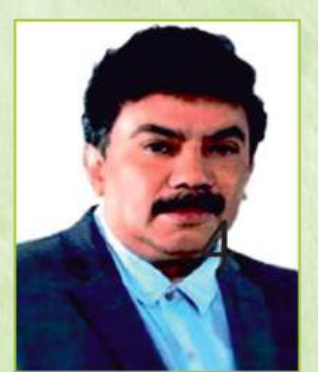
Shri Pankaj Sharma  
GoI Nominee Director



Smt Uma Sankar  
RBI Nominee Director



Shri Jatinder Singh Bajaj  
Shareholder Director



Shri Ambarish Ojha  
Shareholder Director

Nomination and selection of the highest governance body

The Board of the Bank is constituted in accordance with the provisions of the Banking Companies (Acquisition and Transfer of Undertakings) Act, 1970 and the Nationalized Banks (Management & Miscellaneous Provisions) Scheme, 1970.

As per the Banking Companies (Acquisition and Transfer of Undertakings) Act, 1970, the directors to be nominated under clause (h) or to be elected under clause (i) of sub-section (3) shall have special knowledge or practical experience in respect of one or more of the matters, namely: agriculture and rural economy, banking, co-operation, economics, finance, law, small scale industry and the special knowledge of, and practical experience in matters or areas relating to (i) Information Technology (ii) Payment & Settlement Systems (iii) Human Resources (iv) Risk Management and (v) Business Management, which would be useful to the Bank.

Remuneration of Directors

The Managing Director & CEO and the Executive Directors are being paid remuneration by way of salary as per rules framed by the Government of India. The details of remuneration paid to Whole Time Director(s) during the F.Y. 2025 are as under:

| Sr. No | Name (Shri)            | Designation        | Emoluments paid (₹)* | PF Contribution (₹) | Medical (₹) | Performance Linked Incentive (₹) |
|--------|------------------------|--------------------|----------------------|---------------------|-------------|----------------------------------|
| 1.     | Ashok Chandra          | MD & CEO           | 814591.74            | 53241.29            | 6774.10     | 0.00                             |
| 2.     | Atul Kumar Goel^       | MD & CEO           | 3323364.00           | 201960.00           | 147471.05   | 2154240.00                       |
| 3.     | Kalyan Kumar           | Executive Director | 3846780.00           | 244200.00           | 106126.01   | 1896480.00                       |
| 4.     | M Paramasivam          | Executive Director | 3742230.00           | 244200.00           | 120489.00   | 1896480.00                       |
| 5.     | Bibhu Prasad Mahapatra | Executive Director | 3527076.00           | 230160.00           | 150580.77   | 865462.00                        |
| 6.     | D Surendran            | Executive Director | 69807.49             | 4562.57             | 0.00        | 0.00                             |
| 7.     | Binod Kumar#           | Executive Director | 2953046.13           | 192619.33           | 73776.72    | 1896480.00                       |
| 8.     | Vijay Dube\$           | Executive Director | 0.00                 | 0.00                | 0.00        | 805600.00                        |

\* includes Gratuity and Leave Encashment on retirement  
^Superannuated on 31.12.2024  
#Appointed as MD & CEO of Indian Bank on 16.01.2025  
\$ Ceased to be director on 31.08.2023

Terms of appointment including service contracts and notice period are as per Government guidelines. No severance fee is payable to any Director. Further, no stock options have been issued by the Bank to any of the Director.

The Bank does not pay remuneration to the Non-Executive Directors except sitting fees approved by the Board in terms of Government of India guidelines, for attending the meetings of the Board and its Committees. The fees payable is as under: -

| Sr. No. | Meeting                            | Sitting Fees payable per Meeting (₹) |
|---------|------------------------------------|--------------------------------------|
| (a)     | Board                              | 70,000/-                             |
| (b)     | Committee of Board                 | 35,000/-                             |
| (c)     | For Chairing Board Meeting         | 20,000/- [in addition to (a) above]  |
| (d)     | For Chairing meeting of Committees | 10,000/- [in addition to (b) above]  |

The total Sitting Fee paid to the Non-Executive Directors during the FY2025 is as under:

| Sr. No. | Name of the Director (Shri/Smt.) | Sitting Fee paid (₹) | Sr. No. | Name of the Director (Shri/Smt.) | Sitting Fee paid (₹) |
|---------|----------------------------------|----------------------|---------|----------------------------------|----------------------|
| 1.      | K. G. Ananthakrishnan            | 24,25,000/-          | 4.      | Dr. Rekha Jain                   | 14,25,000/-          |
| 2.      | Pankaj Joshi                     | 22,60,000/-          | 5.      | Jatinder Singh Bajaj             | 17,80,000/-          |
| 3.      | Sanjeev Kumar Singhal            | 23,35,000/-          | 6.      | Ambarish Ojha                    | 18,65,000/-          |

Steering the Future: The Governance Framework That Leads Us

A well-structured governance framework is foundational to our organization’s sustainability journey. At the helm of strategic direction and ethical oversight, our Board of Directors drives accountability, transparency, and long-term value creation.

Board



Board Committees Promoting Responsible Governance: Objectives & Engagements

| S. No | Name of the Committee                                                          | No. of meetings conducted in FY 24-25 |
|-------|--------------------------------------------------------------------------------|---------------------------------------|
| 1     | Management Committee of the Board                                              | 26                                    |
| 2     | Audit Committee of the Board                                                   | 18                                    |
| 3     | Risk Management Committee of the Board                                         | 8                                     |
| 4     | Stakeholders Relationship Committee                                            | 1                                     |
| 5     | Customer Service Committee of the Board                                        | 4                                     |
| 6     | IT Strategy Committee of the Board                                             | 4                                     |
| 7     | Director’s Promotion Committee                                                 | 3                                     |
| 8     | Appellate Authority and Reviewing Authority                                    | -                                     |
| 9     | Special Committee of the Board for Monitoring and Follow-up of cases of Frauds | 5                                     |
| 10    | Committee of Directors to Review Vigilance and Non- Vigilance cases            | 4                                     |
| 11    | Performance Evaluation Committee                                               | 3                                     |
| 12    | Credit Approval Committee of the Board                                         | 76                                    |
| 13    | Election of Shareholder Directors – Voting by Public Sector Banks              | -                                     |
| 14    | Committee of the Board to monitor the progress in Recovery                     | 4                                     |
| 15    | Committee for Review of Identification of Wilful Defaulters                    | 4                                     |
| 16    | Steering Committee of the Board on HR                                          | 5                                     |
| 17    | Capital Raising Committee                                                      | 3                                     |
| 18    | Business Review Committee                                                      | 4                                     |
| 19    | Nomination and Remuneration Committee                                          | 1                                     |

Model Code of Conduct for all members of Board of Directors and Senior Management:

The Bank has laid down the Code of Conduct for its Senior Management as well as all Directors on the Bank’s Board in line with SEBI guidelines. All members of the Board of directors and senior management personnel affirm compliance with the code of conduct of board of directors and senior management on an annual basis.

This Code of Conduct attempts to set forth the guiding principles on which the Bank shall operate and conduct its daily business with its multitudinous stakeholders, government and regulatory agencies, media and anyone else with whom it is connected. It recognizes that the Bank is a trustee and custodian of public money and in order to fulfil its fiduciary obligations and responsibilities, it has to maintain and continue to enjoy the trust and confidence of public at large.

The Code envisages and expects –

- Adherence to the highest standards of honesty and ethical conduct, including proper and ethical procedures in dealing with actual or apparent conflicts of interest between personal and professional relationships.
- Full, fair, accurate, sensible, timely and meaningful disclosures in the periodic reports required to be filed by the Bank with government and regulatory agencies
- Compliance with applicable laws, rules and regulations.
- To address misuse or misapplication of the Bank’s assets and resources.
- The highest level of confidentiality and fair dealing within and outside the Bank

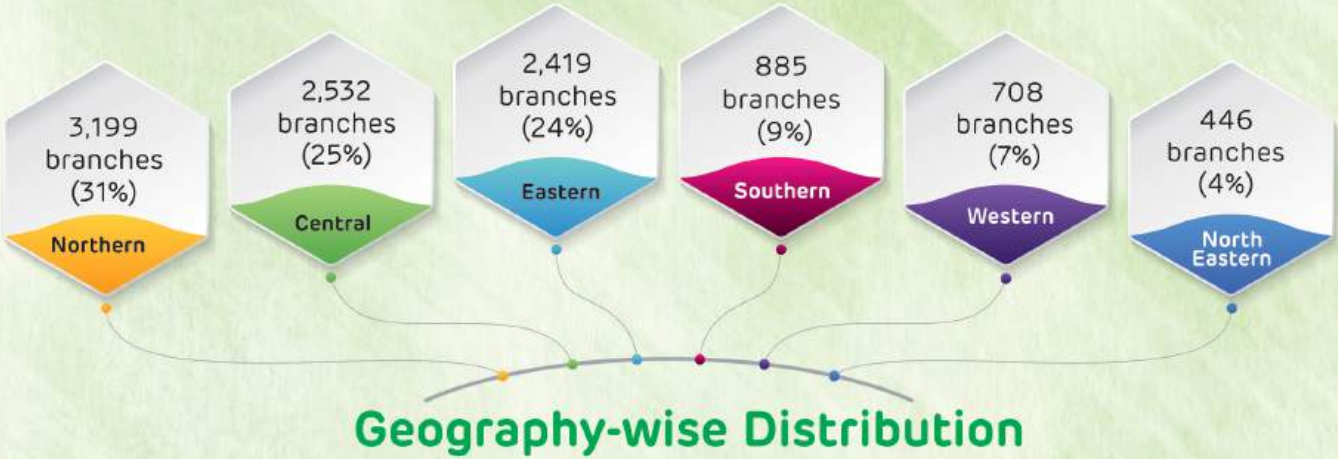
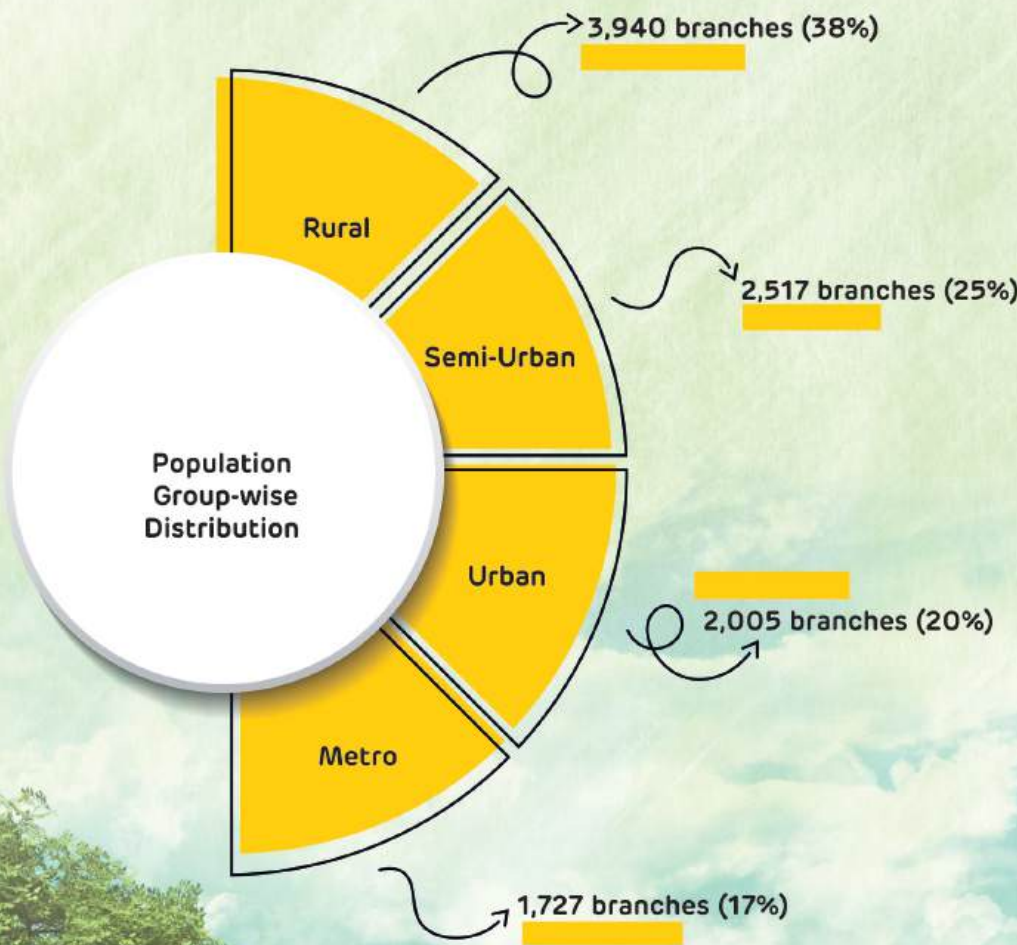
Processes to avoid / manage conflicts of interests involving members of the Board are included in the Model Code of Conduct for all members of the Board. Confirmation with regard to adherence to the Model Code of Conduct is obtained from the Directors at the time of joining and thereafter, on annual basis.

# Spanning Horizons: Our Expansive Presence Across the Nation

As of 31st March, 2025

**Total Domestic Branches: 10,189**

PNB General Banking Branch Network Distribution  
From Metros to Mandals: Reaching Every Corner of India



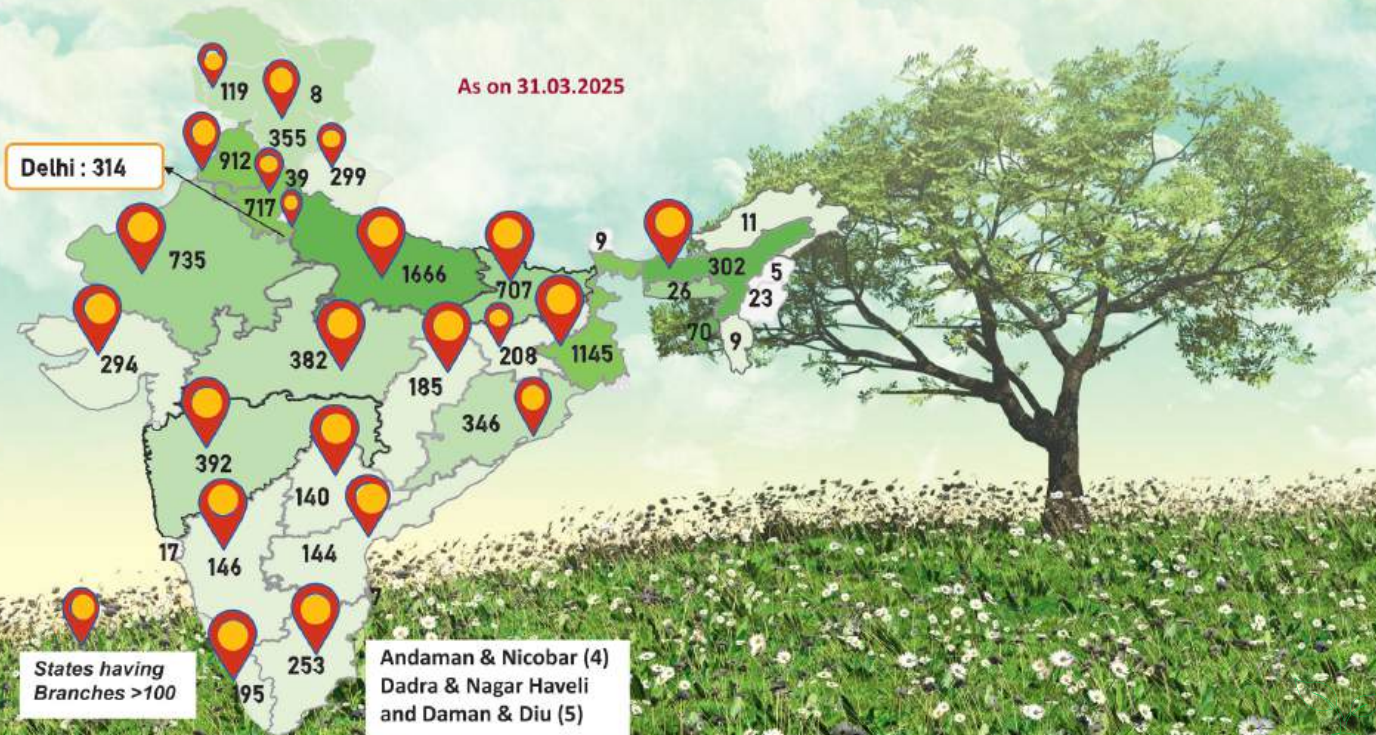
## Borderless Banking: Expanding Our Legacy Worldwide

International: As on 31st March, 2025, the Bank has presence in 6 countries with 1 branch at Dubai, 1 branch at GIFT City Gujarat (caters to the international business of the bank), 2 subsidiaries (London-UK and Bhutan), 1 joint venture (Nepal), 2 representative offices (Myanmar and Bangladesh).

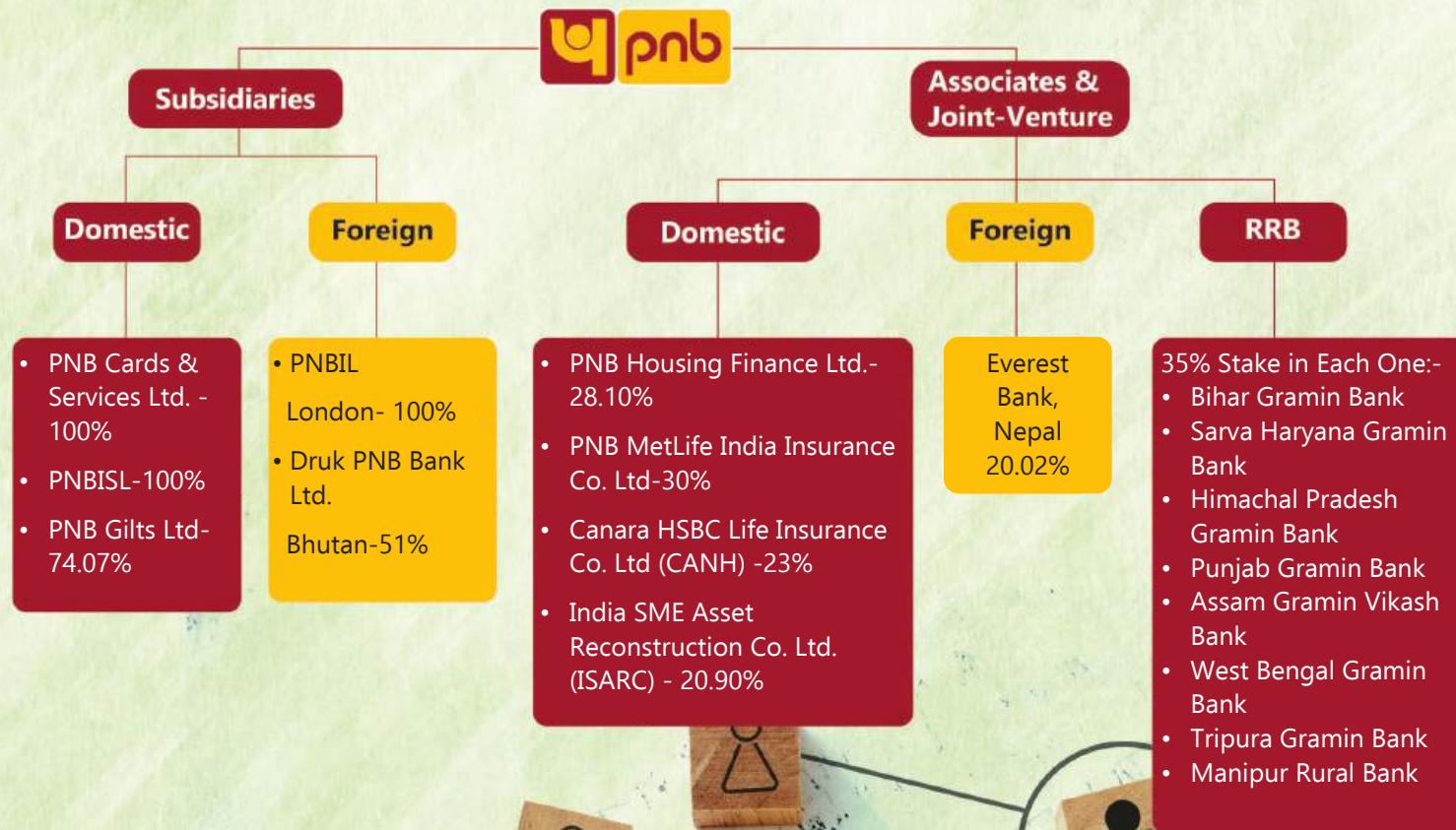
As on 31st March, 2025, the Bank has 259 Authorized Dealer (AD) branches authorized to handle Foreign Exchange Business which are routing forex transactions through 4 Trade Finance Centers (TFCs) functioning at New Delhi, Chennai, Kolkata & Mumbai. The Bank has 1 Exchange Bureau at Indira Gandhi International Airport to facilitate encashment of Foreign Exchange currency notes by foreign tourists/NRIs.



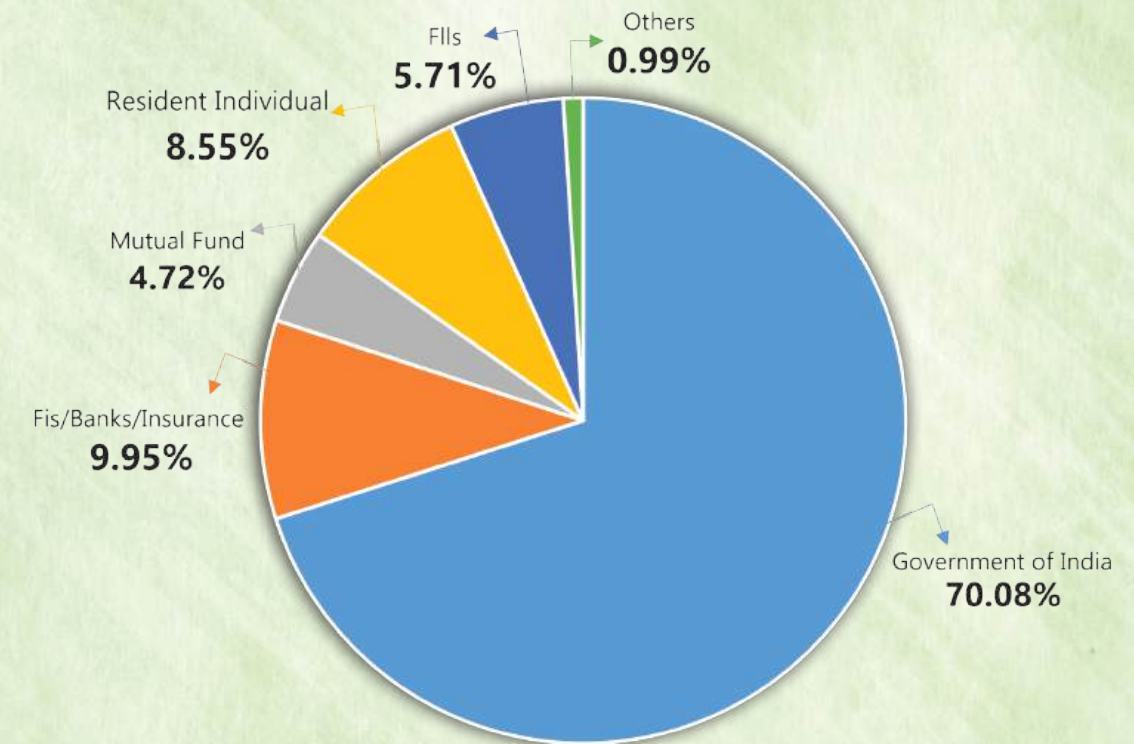
Covering 28 states & 7 UTs (except Lakshadweep)  
International Branches at: Dubai and GIFT City, Ahmedabad



## GROUP STRUCTURE OF PNB



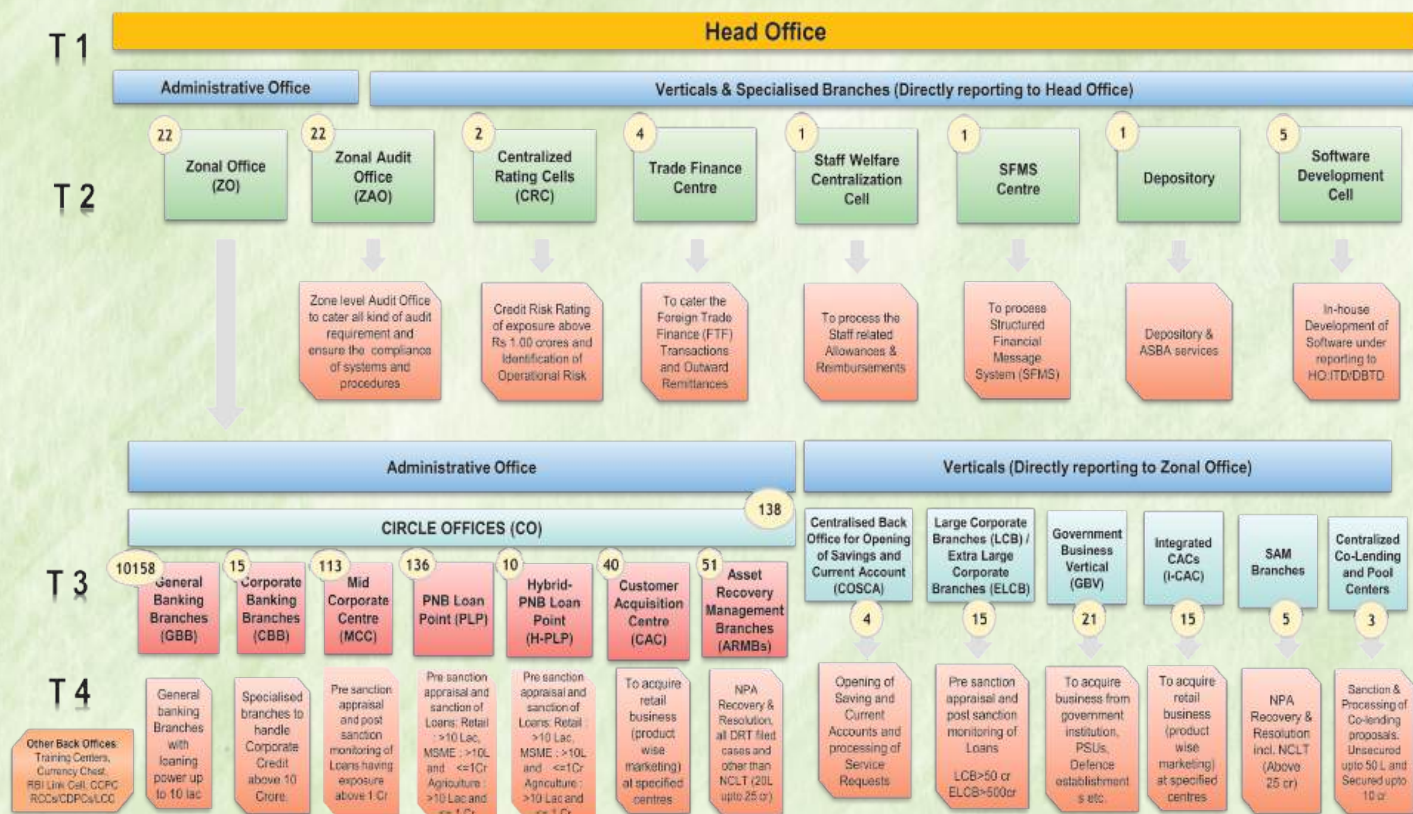
## Trusted Stakeholders: The Architecture of Ownership Shareholding Pattern of the Bank as on 31.03.2025.



## LATEST ORGANIZATIONAL STRUCTURE

Our integrated structure ensures that every stage - from lead generation to service delivery is aligned with our strategic objectives and sustainability priorities.





## BUSINESS BACKBONE: GENERATION TO DELIVERY MECHANISM

### Delivery Structure

Bank has created a vertical wise delivery model and specialized centres for strengthening its systems and processes and improve service capabilities.

In the recent years, Bank has focussed on developing new age delivery channels and digital capabilities to meet the requirement of young generation and to provide seamless service to its customers.

### Vertical wise delivery

To segregate business generation, and processing/ monitoring, business generation, processing and control functions have been segregated (with separate reporting lines) as under:

| Business generation and processing                                                                                                                                                                                                                                                                                                                      | Control / Assurance Functions                                                                                     |
|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------|
| PNB Loan Point (PLP)/RAM, Mid Corporate Centres (MCC), Corporate Banking Branch (CBB), Extra Large and Large Corporate Branches (ELCB/ LCB), Centralized Co-lending & Pool Centres (C-CPC), Customer Acquisition Centres (CAC), Trade Finance Centres (TFC), CASA Back Offices, Corporate Banking Branch (CBB), Government Business Vertical (GBV) etc. | Centralized Rating Cell (CRC), Zonal Audit Office (ZAO), Zonal Risk and Compliance Office, Circle Compliance etc. |

- Business Delivery Structure: 55 CACs/ iCACs and 21 GBVs
- Credit Delivery Structure: 15 LCB/ ELCB, 15 CBB, 113 MCC, 146 PLP /HPLP/ RAM (specialized Credit Processing Centers for Retail, Agriculture and MSME Borrowers)



## Bank – Other Verticals Revamped during the Year



## INCLUSIVE BANKING FOR EVERY CUSTOMER SEGMENT

### Customer-Centric Banking Across Sectors

(NGRBC Principle 8: Businesses should promote inclusive growth and equitable development)

The Bank caters to a diverse customer base spanning individuals (including joint and non-resident accounts), businesses of all sizes—from start-ups and MSMEs to large corporates—farmers, government entities, and institutional clients such as partnerships, societies, trusts, and associations. With a wide array of products and services tailored to each segment, we continue to innovate and enhance our processes to deliver customer-centric banking and drive inclusive growth across industries and regions. As on 31.03.2025, the Bank resolutely proudly serves over 17.68 Crore customers across its diverse network and digital platforms.

The bank provides various banking products and financial services primarily including acceptance of deposits in various forms like savings, term, current, recurring deposit etc. and credit financing. It basically includes following:

## Retail Banking

PNB follows a customer-centric approach and strives to deliver efficient and personalized services to meet financial goals of the customer. These services include acceptance of deposits in form of savings and current account, fixed deposits, advancing of wide range of retail loans like home loans, car loans, education loans, personal loans, debit cards, credit cards, prepaid cards, digital banking services like internet banking, mobile banking, etc.

Additionally, various third party products like mutual funds, demat services, insurance plans are offered customized as per need so as to grow wealth and protect their assets.



## Agriculture and Rural Banking



To cater to unique needs of farmers and agriculture sector, a range of services like crop loans, credit to agri-allied sectors, lending to SHGs, term loans and working capital facilities to the Food & Agro processing sectors etc. are provided. The bank also supports farmers through its agriculture insurance schemes which covers crops, livestock, farm infrastructure.

The bank is having rich network of branches ensuring convenience in agriculture banking services across the country uplifting farming community. The unbanked rural people are provided with Basic Savings Deposit Accounts, PMJDY Overdraft Facilities, Kisan Credit Card Scheme, Debt Swapping Scheme, SHG and various other credit products.



## Corporate Banking



The bank offers comprehensive range of products and services to cater to diverse needs of corporates and businesses. The services include working capital financing, Bill financing, Financing against future receivables, term loans, corporate lending, treasury and advisory services etc. It also facilitates international trade transactions like import export financing, letter of credit, bank guarantees etc. Additionally, Bank provides assistance to businesses to manage foreign exchange risk, interest rate risk, investment portfolios and provides guidance to clients to make informed decisions and achieve their financial goals

## BROADENING ACCESS: PRODUCTS & SERVICES FOR ALL MARKET PARTICIPANTS

### Other Banking Operations:

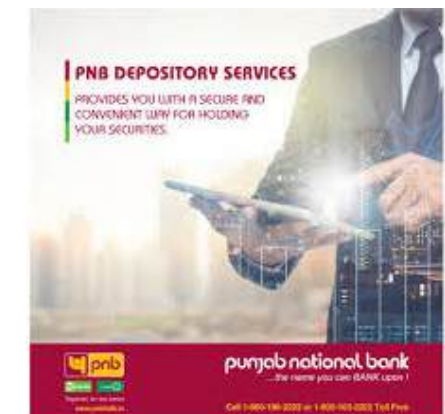
- **Insurance Business** : Life Insurance and Non-Life Insurance products through our corporate agency arrangement provide our customers wide range of options.
- **Government Business**: catering to all sections of pensioners, tax collection, Public Provident Fund & Govt. Saving Scheme, etc

### Capital Services:

- **Mutual Funds**: Customer can invest in the schemes of Mutual Funds of different companies with whom PNB has tie-up.
- **Merchant Banker**: Initial Public Offer (IPO)/Further Public Offer (FPO), Rights issue, Qualified Institutions Placement (QIP), etc
- **Banker to an issue arrangement**: Functions as Escrow Collecting Bank/ASBA in Initial Public Offering (IPO), Follow on Public Offering (FPO) and Right Issue.
- **Debenture Trustee**: Bank is registered with SEBI for handling of the Debenture Trustee assignments.

## Depository Services

PNB as Depository Participant (DP) of NSDL and CDSL provides you depository services through all the branches of the Bank.



# RECOGNIZED FOR RESPONSIBILITY: AWARDS THAT AFFIRM OUR COMMITMENT

(NGRBC Principle 1: Businesses should conduct and govern themselves with integrity, and in a manner that is Ethical, Transparent and Accountable)

The Bank espouses and encourages the highest levels of transparency, governance, ethical standards and professionalism which have also been recognized independently at various platforms. The Bank has been conferred with the following awards for initiatives taken in various fields:

Institutional Excellence Award for Pioneering Initiatives for New Gen Workforce’ at the Industry-Academia Conference by People Labs.



**Data Quality Award “PSU Best DQI-FY’25”**  
in Consumer Segment from Credit Information Company TransUnion CIBIL (TU CIBIL) during IBA TransUnion CIBIL Annual Conference of CGMs/ GMs of IT and MIS Departments of Public Sector Banks.



## CIMSME Banking Excellence Awards

Best Bank for implementing Government Schemes (Winner)  
Best MSME Friendly Bank (Runner Up)

- IBEX India 2025 for 2 entries- I) AARAMBH and II) PNB ONE Biz.
- IBA Banking Technology Awards under the following 2 categories at 20th Annual Banking Technology Conference, Expo and Citation 2024 by Indian Banks’ Association (IBA).  
(a) Best IT Risk Management (Special Mention)  
(b) Best Fintech and DPI Adoption (Special Mention)



Punjab National Bank has secured multiple positions across the themes of EASE 7.0 reforms:**#1** in Effective risk/fraud management, collections and recovery **#2** in Excellence in customer service **#3** in Adoption of new age technology and other advanced capabilities.

SKOCH award for 'Analytical Model Based Derived Cash Retention Limit of ATMs' under BFSI category during 100th SKOCH Summit.



1st Runner up award with SHRM HR Excellence Awards in the field of Inclusion, Equity & Diversity under Public Sector Enterprise (PSE) Category by Society of Human Resource Management (SHRM).

- Award of Excellence for Outstanding Performance- 2nd Best Performing Bank under RAPID campaign under Agriculture Infrastructure fund by Ministry of Agriculture and Farmer Welfare.

Global Fintech Awards 2024 (First prize) in the category of Green Banking Initiative of the Year for its PNB ONE onboarding through Aadhaar during Global Fintech Fest 2024 by Payment Council of India, NPCI and Fintech Convergence Council (FCC).



Punjab National Bank was felicitated Energy Generation from Renewable Sources



The Ministry of New and Renewable Energy, Govt. of India organized Global Renewable Energy Investors Meet and Expo (4th REINVEST) at Mahatma Mandir, Gandhi Nagar wherein the Bank was felicitated by the Ministry for contribution to the ambitious 200 GW Energy Generation from Renewable Sources.

- **Winner in the following two categories amongst Indian Public Sector Banks (Large) category in 2nd ICC Emerging Asia Banking Conclave & Awards organized by Indian Chamber of Commerce.**
  - a. Best Performance on Asset Quality
  - b. Best Performance on Profitability
- **Infosys Finacle Innovation Awards 2024 in following category:**
  - a. Ecosystem-led Innovation – Platinum Winner: Krishi Tatkal Rinn
  - b. Channel Innovation – Gold Winner: Digital Execution of Locker Agreement
  - c. Maximizing Customer Engagement– Gold Winner: AADHAR-based Mobile Onboarding.
- **PSE Award 2024** - Enterprise Applications Category- Express Computer-The Indian Express Group.
- The Bank has been awarded the 1st prize under the "Rajbhasha Kirti" award for Bank's in-house magazine "PNB Pratibha" and 2nd prize under Banking category.

Green Ribbon Champions Award for our Bank's green initiatives under project Palaash



## POLICY LANDSCAPE SUPPORTING SUSTAINABILITY OBJECTIVES



### Governance and Compliance

- 1) Whistle Blower Policy
- 2) Group Compliance Policy
- 3) Policy on Related Party Transactions
- 4) Conduct Risk Management Policy and Assessment Framework
- 5) Disclosure Policy of the Bank
- 6) Policy for determining materiality of events/information required to be reported to Stock Exchanges under SEBI (Listing Obligations & Disclosure Requirements) Regulations, 2015
- 7) Policy For Prevention of Insider Trading
- 8) Fraud Risk Management Policy
- 9) Policy for Business Continuity Plan (BCP)
- 10) Staff Accountability Policy
- 11) Policy For Risk and Compliance Culture
- 12) Policy For Management of Daksh



### Human Capital and Workplace practices

- 1) Learning and Development Policy
- 2) Appraisal Policy for Officers
- 3) Equal Opportunity Policy
- 4) Policy For Mandatory Leave
- 5) Policy For Halting Allowance/Daily Allowance Payable to Officers
- 6) Grievance Redressal Policy
- 7) Policy on Gender Diversity



### Customer Centric Policies

- 1) Grievance Redressal Policy
- 2) Customer Compensation Policy
- 3) Customer Rights Policy
- 4) Doorstep Banking Services Policy
- 5) Policy on Business Correspondents
- 6) Digital Lending Policy



### Data Protection & Cybersecurity

- 1) Information Security Policy
- 2) Cloud Security Policy
- 3) Framework/Policy on Cybersecurity and Risks Related to Data Privacy
- 4) Artificial Intelligence / Machine Learning & Data Analytics (AI/ML & DA) Policy
- 5) Physical Security Policy
- 6) Data Governance Policy



### Product & Service Delivery

- 1) Policy for Debit Card
- 2) Policy for Distribution of Insurance Products
- 3) Policy for Depository Services & ASBA
- 4) Policy for Marketing of Third-Party Products
- 5) Policy for Digital Payment Products and Services
- 6) Policy for Internet Banking
- 7) Merchant Acquiring Business Policy
- 8) Digital Marketing and Social Media Policy



### Operations & Support Services

- 1) Bank's Procurement Policy for Goods, Works & Services
- 2) Policy and Operational Guidelines on Agencies for Specialized Monitoring (ASM)
- 3) Policy for Empanelment of Tax Retainers / Consultants for Service Tax / GST / TDS



### Corporate Social Responsibility

- 1) Policy on CSR



### Sustainability

- 1) Policy on Green Deposits
- 2) Climate Risk Management Policy
- 3) Framework: Financing framework for Green, Social and Sustainability Linked Activities / Projects

Voices Protected, Values Preserved: Our Whistleblower Framework

Our Bank is committed to the highest standards of ethics & integrity. The Bank encourages an open culture in all its dealings between staff, managers, customers and all people with whom it comes into contact. The bank has established a vigil mechanism for directors, employees and any stake holder to report concerns about unethical behaviour, actual or suspected fraud or violation of the bank’s code of conduct or ethics policy.

Bank has in place whistle blower policy which aims to establish a mechanism to receive protected disclosure relating to any allegation of corruption or wilful misuse of power or wilful misuse of discretion against any employee of the bank and to inquire or cause an inquiry into such disclosure and to provide adequate safeguards against victimization of the person making such protected disclosure and for matters connected therewith and incidental thereto. Here all stakeholders are encouraged as a preventive vigilance measure to report incidences of financial misconduct, wherever noticed.

The purpose of the policy is to check unethical practices, corruption, malpractices, embezzlements and misappropriation of funds through preventive vigilance measures. It is committed to enhance investor and other stakeholders’ confidence and set high standards of transparency, ethical values for improving efficiency and growth of the organization. The policy is present on the website <https://pnb.bank.in/whistle-blower-policy.html>. Besides this Bank also has various other channels through which customers can report instances of corruption and bribery like Bank’s on-line grievance redressal portal called Centralized Grievance Redressal Monitoring System (CGRMS), contact centers, email at [care@pnb.bank.in](mailto:care@pnb.bank.in)

The Whistle Blower shall lodge the disclosure to Chairman, Audit Committee of the Board in a closed/ secured envelope marked as Disclosure under the provisions of Whistle Blower Policy. Alternatively, The Whistle Blower can disclose through email at [whistleblower@pnb.bank.in](mailto:whistleblower@pnb.bank.in) which will be owned by the Chairman of Audit Committee of the Board.

The Whistle Blower can make a disclosure through a functionality provided for lodging complaint by any stake holder user of PNB ONE App, under whistle blower mechanism.

Number of Directors/KMPs/employees/workers against whom disciplinary action was taken by any law enforcement agency for the charges of bribery/ corruption:

|                                     | FY 2023-24<br>(Previous Financial Year) | FY 2024-25<br>(Current Financial Year) |
|-------------------------------------|-----------------------------------------|----------------------------------------|
| Directors/ KMPs/ Employees/ Workers | NIL                                     | NIL                                    |

Details of complaints with regard to conflict of interest:

|                                                                                            | FY 2023-24 | FY 2024-25 |
|--------------------------------------------------------------------------------------------|------------|------------|
| No. of complaints received in relation to issues of Conflict of Interest of the Directors. | NIL        | NIL        |
| No. of complaints received in relation to issues of Conflict of Interest of the KMPs       | NIL        | NIL        |

The Ethical Backbone of Sustainability:  
Policies That Empower



**POLICY FOR PREVENTION OF INSIDER TRADING**  
**Trading with Transparency** : A Zero-Tolerance Approach - To ensure insiders do not engage in speculative trading while in possession of sensitive information



**POLICY ON RELATED PARTY TRANSACTIONS**  
**Governance That Builds Confidence : Transparency In Every Transaction**  
Ensures compliance with regulatory requirements in related party dealings and action norms



**DISCLOSURE POLICY**  
**Governance Through Disclosure: Adhering to Law, Serving Stakeholders**  
Policy supports corporate governance and transparency across all operations



**GROUP COMPLIANCE POLICY**  
Ensures that compliance risks are identified and adequately managed and mitigated and to inculcate compliance culture across the banks



**POLICY FOR LEARNING & DEVELOPMENT**  
**Promote Continuous Learning and Enhancement**  
Aligns training with regulatory requirements, business goal and evolving needs to promote a culture of continuous learning, skill enhancement.



**BUSINESS CONTINUITY PLAN (BCP) POLICY**  
Covers all business operations, including IT, non-IT, and HR aspects. The policy defines a clear governance framework to establish, oversee, and implement effective BCP measures aligned with regulatory guidelines.



**FRAUD RISK MANAGEMENT POLICY**  
Recognize fraud as key operational risk with focus on prevention, early detection, investigation of staff accountability and recovery



**CONDUCT RISK MANAGEMENT POLICY & FRAMEWORK**  
Conduct risk arises from behavior and culture, overlapping with operational risk. The Bank’s policy and framework ensure consistent identification, monitoring, and management across all stakeholders.



**RIGHT TO INFORMATION (RTI) ACT**  
**Accountability Through Clarity: A Commitment to Stakeholder Confidence:**  
The Bank upholds transparency as the foundation of sustainable trust and implements the RTI Act in true letter and spirit. In FY2025, the Bank received 6,444 RTI applications.



**POLICY FOR MANDATORY LEAVE:**  
The Bank’s Mandatory Leave Policy ensures preventive vigilance and risk control.

## RISK GOVERNANCE AND COMPLIANCE CULTURE: FRAMEWORK FOR SUSTAINABLE GROWTH

(NGRBC Principle 1: Businesses should conduct and govern themselves with integrity, and in a manner that is Ethical, Transparent and Accountable)

Bank has a well-established risk governance structure, with an active and engaged Board of Directors supported by an experienced senior management team and a central risk management group that is independent of the business lines.

Compliance includes adherence to regulatory requirements, applicable external policies as well as internal policies and procedures of the Bank. Our Bank believes in a culture that is conducive to effective risk & compliance management encourages open and upward communication, promotes integrity across the Bank, fosters continuous process improvement and promotes a strong commitment to ethical and responsible business and compliant behavior.

### COMPLIANCE AS A CORE: FOUNDATIONS OF RESPONSIBLE GOVERNANCE

Compliance is an integral part of the culture of our Bank. It is not just the responsibility of staff working in compliance function. It is treated as a shared responsibility of each staff member of the bank, and all business units are equally responsible for any non-compliance.

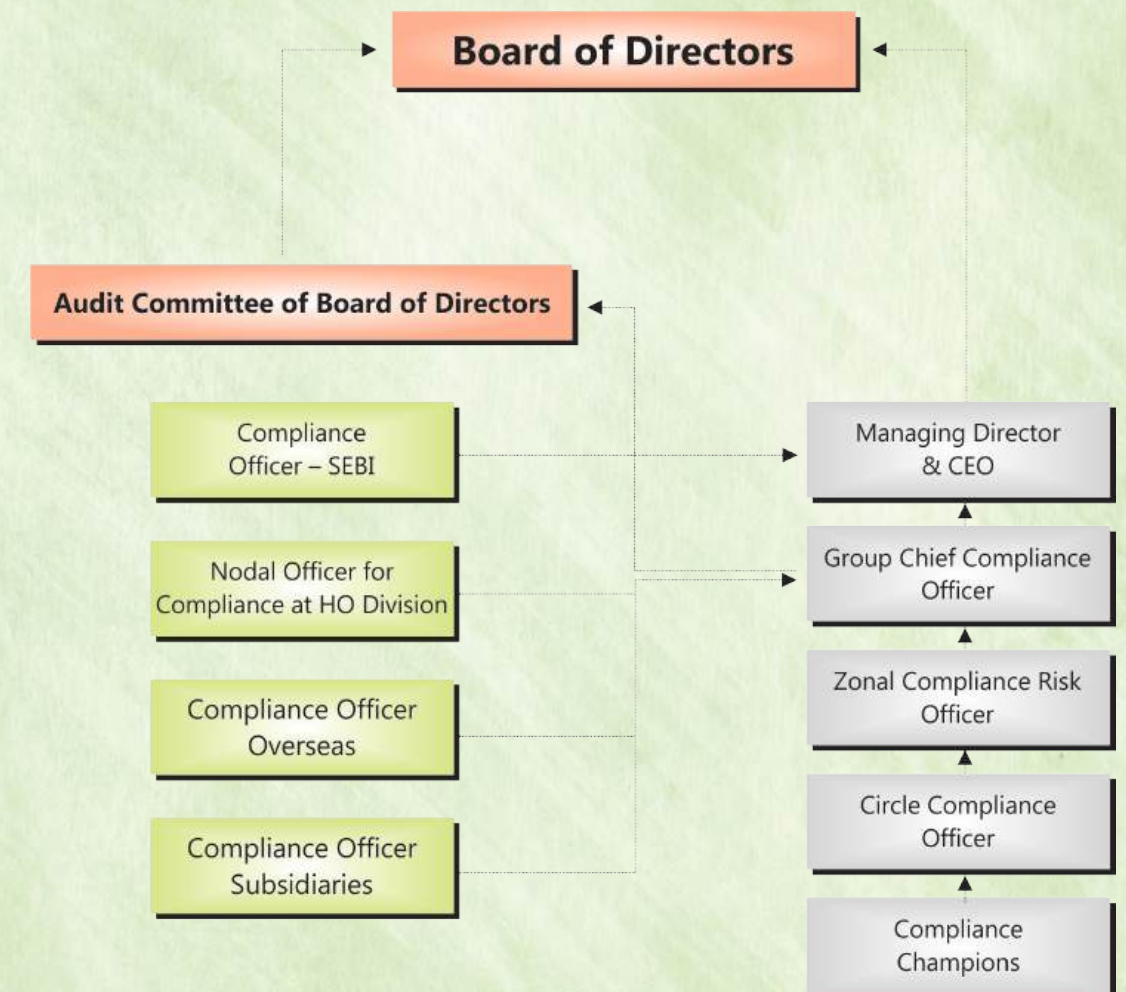
Our Bank has a separate Compliance Division, set up at the Head Office of the bank with overall responsibility for coordinating the identification and management of the Bank's compliance risk. It works under the control of "Group Chief Compliance Officer" with overall responsibility for coordinating the identification and management of the bank's compliance risk and compliance risk of its Subsidiaries, Joint Ventures, RRBs and Foreign Branches and supervising the activities of other compliance function staff. In addition to the same, designated/dedicated Compliance Officers are posted at various levels of the bank.

### Compliance Culture

- The Bank has in place Compliance Policy to mitigate Compliance Risk and inculcate Compliance Culture within the bank.
- The Compliance Policy provides governing principles for managing the compliance risk and further supported with relevant procedures and methodologies for identification, assessment, control and monitoring of Compliance Risk. This policy outlines the Compliance Philosophy of Bank, roles and responsibilities, measures to ensure independence of Compliance Function, appointment criteria for Group Chief Compliance Officer (GCCO), Compliance Governance Structure, etc.
- Apart from the setup of Compliance Division at Head Office level, designated/dedicated Compliance Officers are posted at various level of the bank.

### COMPLIANCE STRUCTURE:

To ensure that the Bank/Group is having strong and vibrant Compliance framework capable of identifying and mitigating Compliance Risk faced by the Bank/Group and to promote compliance culture within the Bank, the **Board of Directors** have delegated the responsibility to oversee implementation of Compliance Policy within the Bank/Group to the **Audit Committee of the Board (ACB)**. The ACB shall review compliance function through various reporting as per reporting structure including detailed annual review covering compliance risks faced by the Bank/Group.



- Compliance Function activities are managed by dedicated officials at Head Office, Zonal Compliance Risk Officers at Zonal Offices and Circle Compliance Officers at Circle Offices.
- New Initiatives: 'Integrated Compliance Tool' developed to meet RBI's requirements of implementing comprehensive, integrated, enterprise-wide and workflow-based solutions/ tool to enhance the effectiveness of Internal Compliance Monitoring Function by automating all the compliance activities and integrating it on single platform.

### Cultivating Resilience through a Strong Risk Culture

In an era defined by digital acceleration and regulatory complexity, risk management has evolved into a strategic cornerstone for sustainable banking.

### Managing Risk for a Sustainable Future

Risk Culture is defined as Bank's norms, attitudes and behaviours related to risk awareness, risk taking and risk management and controls that shape decision making. To institute a robust risk culture and to guide behaviour, Bank is having 'Policy for Risk and compliance culture in the Bank which lays down the guidelines for effective and sound risk culture. As per the policy, an annual survey in the form of questionnaire shall be conducted to assess the level of Risk and Compliance culture within the Bank. In April 2024, risk and compliance culture survey was conducted amongst Bank employees on Pan India Basis and was completed by approximately 40563 respondents (or more than 40% staff members). In 2025, the survey was conducted from 21st February, 2025 to 15th March 2025 and was completed by more than 60% staff members.

# Fostering Sustainable Risk Culture

## Strategic Actions Driving Risk-Conscious Culture Across the Organization

- (i) Answering questions on Risk & Compliance in Human Resource Management System (Staff portal) on monthly basis.
- (ii) To address the behavioral aspect of employees, Conduct Risk Indicator is implemented.
- (iii) Providing trainings to Staff on various risk management subjects such as climate risk, operational risk, credit risk, etc.
- (iv) Introduction of mandatory course on risk management in PNB UNIV.
- (v) Educating employees on shortcomings of findings in Risk & Compliance Culture through various channels viz. Messages, Email, Workshops, podcasts, etc.
- (vi) During the FY 2025, several Operational Risk workshops were conducted to percolate Risk aware culture throughout the organisation.
- (vii) Recognizing Employees who have prevented fraud incidents through felicitation under alertness award scheme.
- (viii) Discussion on Risk and Compliance Culture by Senior Officials on their visits to Field.
- (ix) Observed **Risk and Compliance Awareness Day** on 2<sup>nd</sup> May.
- (x) ZCO function at Zonal Office has been realigned and ZCRO position has been created to overlook compliance, operational risk and risk culture in the bank.



## Strategic Shield: Integrated Risk Management for Sustainable Growth

The Bank believes in Integrated risk management approaches.

Integrated risk management is a set of practices and processes supported by a risk-aware culture and enabling technologies, that improves decision making and performance through an integrated view of the Bank to manage its unique set of risks. In order to see this holistic view of enterprise risk, Bank looks both vertically and horizontally to manage its risks. This means linking the overall corporate risk reduction strategy to distinct business objectives by deploying specific risk mitigation actions across the organization with support of the IT infrastructure.

## Holistic Risk Oversight Structure

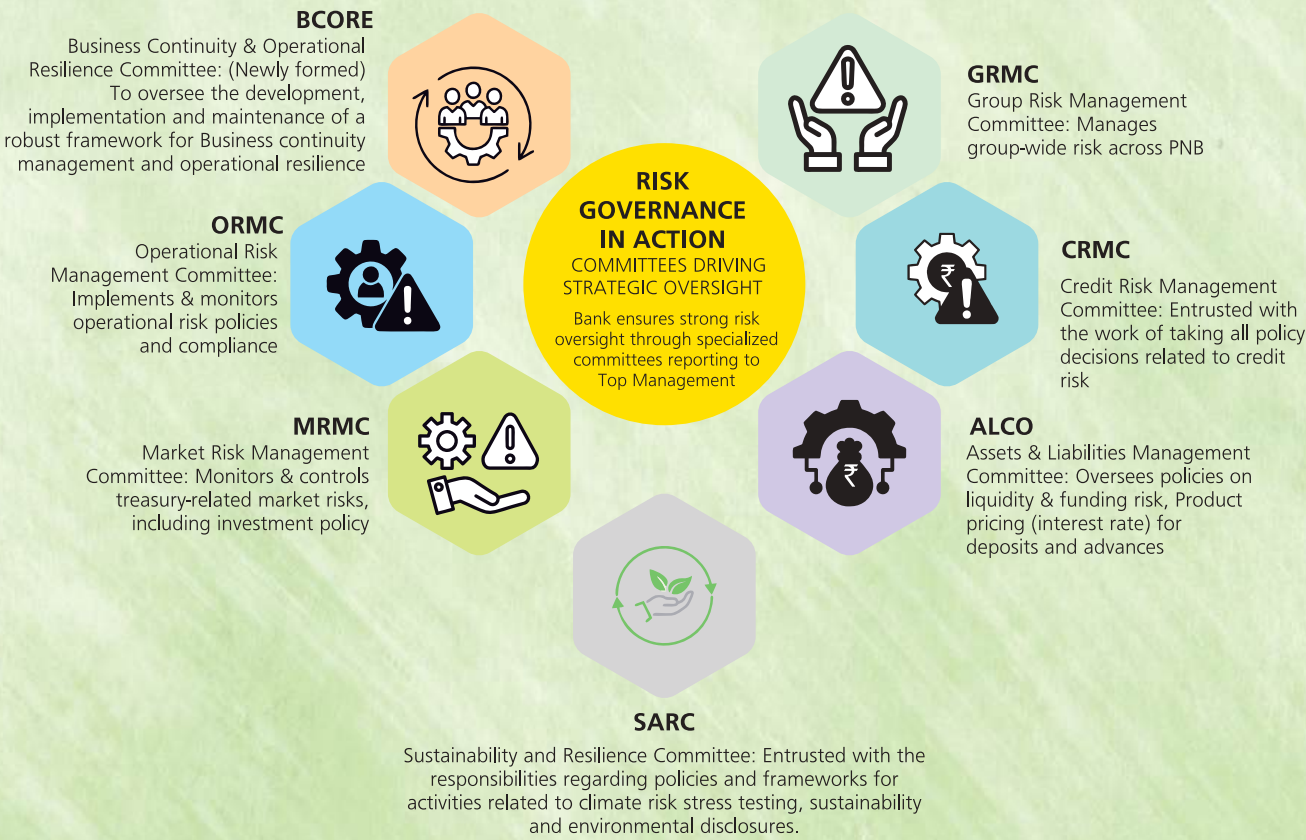
The Integrated Risk Management Division (central risk management group) set up at Head Office of the Bank is responsible for the day to day implementation of risk management policies. The division is headed by Group Chief Risk Officer who is responsible for monitoring and reviewing risk management and mitigation policies and methodologies for assessing different types of risks faced by the bank. Risk decision-making is centralized through a number of risk management committees.



The Board of Directors decides the overall risk management policies and approves various policies containing the directions and strategies for integrated management of the various risk exposures of the Bank.

The overall responsibility for managing risk in the Bank lies with the Board of Directors. The responsibility of day to day monitoring of implementation of Risk Management policy by first line shall lie with Integrated Risk Management Division (IRMD).

Senior management of the Bank understands the importance of taking an integrated firm-wide perspective of the Bank's risk exposure, in order to support its ability to identify and react to emerging and growing risks in a timely and effective manner.





## Embedding Resilience: Bank's Multi-Faceted Risk Structure

### Integrated Risk Management Division

The responsibility of day to day monitoring of implementation of Risk Management policy by first line shall lie with Integrated Risk Management Division (IRMD). IRMD is headed by the Group Chief Risk Officer. The Risk management functions of the Bank are looked after by IRMD through various verticals, i.e., Rating Desk, Credit Intelligence and Support Department, System & Models vertical, Credit Risk Management Vertical for Credit Risk, ALM Cell for Liquidity Risk, Mid Office for Market Risk, Operational Risk Management Vertical for Operational Risk, Policy vertical to issue operational guidelines for Loans & Advances and IRM vertical for Pillar II & residual risks, Group Risk Management Vertical for group risk and validation cell for model validation. Climate risk and IT Risk.

## MANAGING WHAT MATTERS: A BRIEF STRATEGIC VIEW OF CORE RISK DOMAINS

### I. Credit Risk Management

The objective of Credit Risk Management is to promote balanced growth of the credit portfolio at a low to moderate level of risk, while ensuring sustained expansion of a healthy loan book through prudent credit dispensation and effective risk management.

#### Policy and Tools

- Rating / Scoring Models: Bank has developed comprehensive risk scoring / rating system that serves as a single point indicator of diverse risk factors of counterparty for taking credit decisions in a consistent manner.
- Credit Intelligence and Support Department (CIaSD): Carries out in-house risk assessment of industries and prepares industry outlook for more than 160 industries based on calculated industry risk scores
- PNB SAJAG 2.0 [Early Warning Signal (EWS)]: to capture the signals of early warning
- Risk Adjusted Return on Capital: Bank is having RAROC Framework as risk-based profitability measurement framework for analyzing risk-adjusted return and providing a consistent view of profitability across loans
- Credit Management and Risk policy: It sets out comprehensive policy for credit management in terms of exposure norms, Industry norms, etc.
- Policy for Loaning Powers and exercising such powers at various levels
- Industry-specific benchmarks to strengthen sectoral risk clarity.
- Policy on supply chain management

- Policy on valuation of assets
- Credit Risk Mitigation (CRM) and Collateral Management Policy
- Rigorous quantification of risk through PD, ECL, and RWA.

#### New initiatives:

- Policy for Financing Start-up, Factoring Policy, etc
- Automated the identification of stressed industries and the computation of corresponding additional provisions
- Developed revised and advanced frameworks for measurement of credit risk parameters

### II. Liquidity & Market Risk Management

The objective of Liquidity & Market Risk Management will continue to strive to optimize return on surplus funds invested, to keep cost of funds borrowed to the minimum and maintain healthy and liquid investment portfolio.

#### Policy and Tools

- Asset Liability Management (ALM) Policy and Investment Policy contains the relevant guidelines for market risk, interest rate risk and liquidity risk management for business units.
- Country Risk Management Policy
- Policy for Interest Rate on Advance and Deposit

#### New initiatives:

- Adopted Internal Liquidity Adequacy Assessment Process (ILAAP), a comprehensive framework to identify, measure, monitor, forecast and manage the liquidity position under normal and various stress scenarios.
- Automation of LCR and NSFR reports

### III. Operational Risk Management

The objective of the Bank is to develop policies, procedures, strategies, frameworks, and risk culture for minimizing operational risk & strengthen internal controls.

#### Policy and Tools

Bank has devised various policies for management of operational risks such as Operational Risk Management Policy, Policy for Outsourcing of Financial Services, Policy for Approval of New Product, and Policy on Business Continuity Plan. Bank has also developed various operational risk management tools such as Internal Loss Data Collection framework, Key Risk Indicators framework, framework for Mapping Business Lines/Activities, Scenario Analysis framework, Risk & Control Self-Assessment framework, and Risk Based Assessment for Money Laundering & Terrorist Financing Risk.

#### New initiatives:

- To strengthen & streamline the Incident management in Bank, a portal namely Op Risk solution has been made live wherein any employee of the Bank can lodge the operational risk incidents on the portal. Incentive schemes are also prescribed to encourage the reporting of operational risk incidents so that mitigating measures can be implemented in time to avoid loss to the Bank.
- Third-Party Risk Management Cell has been established under Risk function.
- To enhance operational resilience and Business Continuity Planning in the Bank, Executive Director headed Business Continuity and Operational Resilience Committee (BCORE) has been established.

### IV. Information Technology (IT) & Cyber Risk Management

The objective of the Bank is to develop policy, procedures, strategy, framework, and risk culture for minimizing information technology risk & strengthen controls.

#### Policy and Tools

- IT infrastructure of the Banking has been classified amongst the 'Critical Information Infrastructure' by Government of India for ultimate well-being of the country's economy and security, thus emphasizing the need to manage the technology risk. Bank has put in place Information Security Policy to mitigate the technology risk.

- To further strengthen the process, information security governance and monitoring has been segregated from technology.
- Cyber Security Policy of the Bank has been framed to combat growing cyber threats and enhancing the resilience of the banking system to address cyber risks. Bank has also framed a Cyber Crisis Management Plan (CCMP) on the basis of Cyber Security Policy of the Bank and Cyber Security Framework guideline published by RBI.
- Cyber Crisis Management Plan (CCMP)
- Cloud Security Policy has been framed on the basis of Cloud Security Framework published by IDRBT.

#### New initiatives:

- An Incident Escalation Matrix has been designed as part of a comprehensive mechanism to ensure internal oversight, strengthen control, and build organizational resilience.
- RCA (Root Cause Analyses) specification for effective and detailed disclosure of IT related BDSF incidents has been circulated.
- Risk assessment of IT Vendors/ Third Parties through, Risk scoring of Third-Party vendors prior to on-boarding and performance review on yearly basis for outsourcing of IT services.
- Introduction of a new metric – System Restoration Time (SRT) for BCP (Business Continuity Plan)/ Disaster Recovery Plan (DRP). The SRT metric will help us to monitor and improve our disaster recovery capabilities and ensure minimal downtime.

## V. Other Pillar II Risks in the Bank

The objective of the Bank is to develop policies, procedures, frameworks, for management of various pillar II risks (such as Reputation risk, strategic risk, climate risk, IT risk, Compliance risk, Conduct risk, Data integrity risk etc.,) faced by the Bank.

#### Policy and Tools

Risk Management Philosophy and Policy and Risk Appetite Framework of the Bank, Policy on Internal Capital Adequacy Assessment Process, Stress Testing Policy, Reputational Risk Policy, Policy on Risk and Compliance Culture of the Bank, Risk Adjusted Return on Capital (RAROC) Framework, Disclosure Policy, Credit Concentration Framework, Geographical Limit Framework, Climate risk management policy, Economic Capital Framework, Group Risk Management Philosophy & Policy, Model Risk Policy, Model Validation Policy etc.

## BEYOND THE BALANCE SHEET: DEFINING RISKS FOR LONG-TERM VALUE

**Reputational Risk:** There is no appetite to undertake any activity that could endanger the reputation or good name of the Bank. Bank has in place Board approved Reputational Risk Policy and Assessment Framework for management of reputational risk. A scorecard approach is adopted to assess, measure and monitor reputational risk.

**Strategic Risk:** Bank understands the importance of managing strategic risk: As a part of strategic risk management, Bank shall constantly review and assess the compatibility of its strategic goals with the prevailing environment in which it is operating, the choices it makes in response to changes in the environment and on the deployment of capital and resources in ways that create competitive advantage for the Bank as a whole. Bank has in place Strategic Risk Management Policy and Assessment Framework for managing strategic risk. A scorecard approach is adopted to assess, measure and monitor strategic risk.

**IT Risk:** Bank recognises the importance of managing IT related risks to its' operations, its assets, and individuals. Bank is managing IT risk through various policies which addresses specific IT risk related aspects. These include, IT policy, IT outsourcing policy, software policy, IS Policy, Digital Evidence Policy, Record Maintenance Policy, etc. PNB views IT risk as critical to its operations and an appropriate budget is allocated every year for development work based on the strategic initiatives of the Bank.

**Cyber Risk:** Bank acknowledges growing cyber threat with the advent of technology and aims to mitigate cyber security risk by maintaining and keeping all its IT assets up to date, providing adequate training to staff and creating awareness amongst its customers to build resilience towards cyberattacks. It is supported by the Cyber Security Policy, the Bank's Cyber Crisis Management Plan, and other related frameworks.

**ESG Risk:** Bank recognizes ESG risk as a material risk and is committed to managing ESG risk of its portfolio and its own banking operations. The Bank acknowledges its responsibility towards the environment & society and has embedded it in its decision-making process and culture. Bank endeavors to undertake social initiatives in line with the CSR policy of the Bank to tender its social responsibilities. The Bank ensures a robust governance structure and culture through Board approved governance framework. Succession planning and building strong culture through Employee engagement and constant HR support to the staff. A common ESG Framework for capturing ESG risk of Bank's portfolio is under process.

**Conduct Risk:** Bank has zero tolerance towards misconduct by its employees and prioritize protecting interest of its customers and other stakeholders over its own interests. Conduct risk is the risk that an individual or a group of employees of the Bank, conduct themselves in such a way, that it negatively impacts the interest of the customers, other employees and all other stakeholders of the Bank.

**Currency Induced Credit Risk:** Bank recognises currency induced credit risk as an important risk and assesses it as per RBI guidelines on 'Capital and Provisioning Requirements for Exposures to entities with Unhedged Foreign Currency Exposure'.

**Settlement Risk:** Bank has no appetite for the failure to settle its payment obligations.

**Compliance Risk:** Bank recognises compliance risk as a material risk and is committed to adhere to all regulatory guidelines and instructions. Bank level compliance risk is assessed using a Compliance Risk Assessment Model (CRAM), and for individual officers, Compliance Monitoring Tool (CMT) has been implemented

**Climate Risk:** Bank recognises climate related financial risks (both physical risk and transition risk) in the portfolio as emerging risk. A separate vertical within risk function division has been created for climate risk management activities. Bank has in place Climate risk management policy based on TCFD guidelines.

**Model Risk:** The Bank has low appetite for model risk and periodical validation of the models is being undertaken as the main control mechanism. The Bank has put in place a Model Risk Policy and a separate Model Validation policy with an objective to provide confidence to all stakeholders regarding soundness of existing models and- minimizing model risk. Bank has an independent validation cell which is responsible for validating risk models as per Model Validation policy

**Extended Enterprise Risk:** To enhance its capabilities and align customer service with the demands, the Bank is willing to accept the risk of engaging financial and non-financial third party service providers. It recognises the risks associated with their engagement as material in the current scenario.

**Valuation Risk:** Bank has no appetite to overvalue its assets or undervalue its liabilities. The Bank is exposed to the risk of deviating from the expected or perceived value of securities due to various valuation risk factors like the illiquidity of a security, market conditions, interest rates, credit quality, liquidity, and investor sentiments contribute to this risk.

**Legal Risk:** The Bank is committed to abide by the spirit and the letter of laws it is subjected to.

**Data Integrity Risk:** It is defined as the risk that the data stored and processed by IT systems are incomplete, inaccurate or inconsistent across different IT systems.

**Risks in Social Media Era:** Bank is not willing to accept risk of reputation loss, data leaks, compliance failures, and security issues arising out of social media activities. These risks may eventually materialise into liquidity risk (bank run like events), business risk (customer attrition, low growth in new customer segments), regulatory penalties, etc. For internal control and management, the Bank has formulated a comprehensive social media strategy vide Bank's Policy for Digital Marketing and Social Media.

**Risks in Digital Lending:** Bank has started digital lending activities and recognises the importance of related risks and its management processes.

**Human Capital Risk:** Bank has low appetite for human capital risk. The Bank has a low appetite for human capital risk. This refers to the gap between the Bank's human capital requirements and the existing capabilities of its workforce.

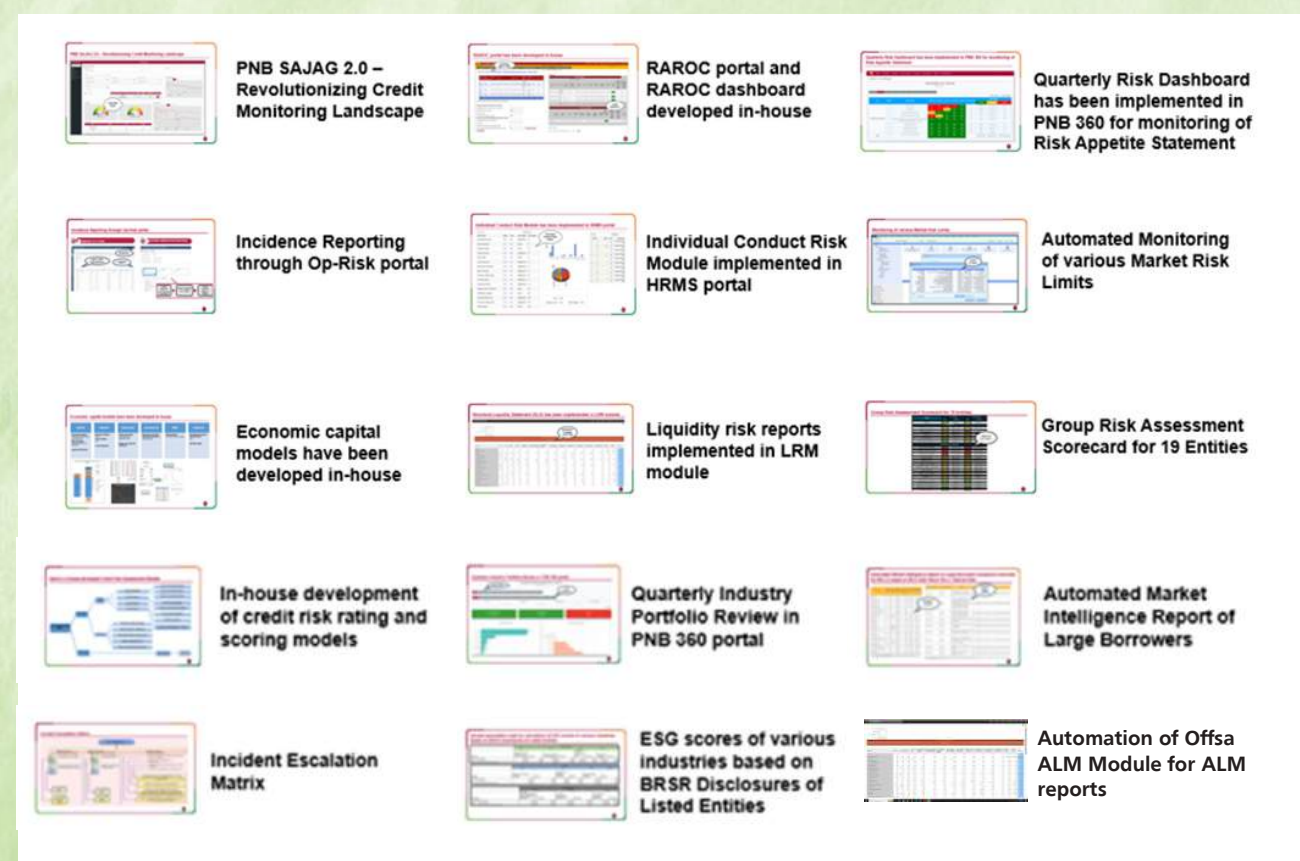
**Group Risk:** Bank recognises group risk as a material risk due to its exposure across multiple business types, geographies, customer segments, and corresponding set of risks, through multiple group entities in insurance, merchant banking, primary dealer, credit card, regional rural banks, commercial banks, etc.

**Pension Obligation Risk:** Bank recognises the risk that may arise due to differences between payment obligations (pension, gratuity, and privilege leave) and cashflows available from planned assets for paying the obligations.

## POLICY LANDSCAPE FOR MANAGING KEY RISK AREAS



## Systems and Tools Implemented by Bank



## STRATEGIC GOVERNANCE FOR ESG INTEGRATION

(NGRBC Principle 1: Businesses should conduct and govern themselves with integrity, and in a manner that is Ethical, Transparent and Accountable)

Robust governance forms the basis of our operations. We uphold the highest standards of ethical conduct, transparency, and accountability in all our dealings. Our Board and management are actively steering the ESG agenda, ensuring that these principles are embedded in letter and spirit and guide our decision-making processes and corporate culture.

Punjab National Bank continues to make meaningful progress in its sustainability journey, as reflected in our latest ESG ratings by CRISIL. These independent assessments validate our efforts in enhancing environmental stewardship, strengthening social responsibility, and upholding robust governance practices.

| Rating Type              | Previous Rating         | Current Rating               |
|--------------------------|-------------------------|------------------------------|
| CRISIL ESG Rating*       | Crisil ESG 59: Adequate | <b>Crisil ESG 62: Strong</b> |
| CRISIL Core ESG Rating # | Crisil Core ESG 60      | <b>Crisil Core ESG 76</b>    |

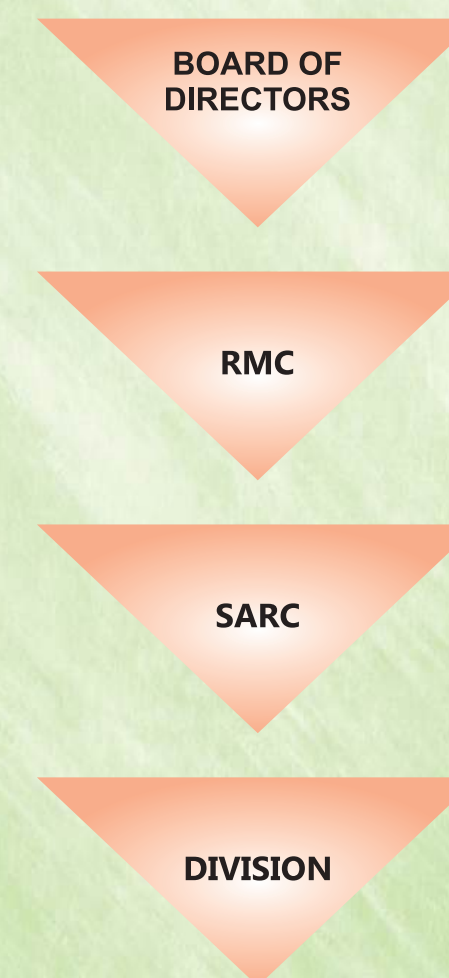
\*CRISIL ESG Rating available in public domain.

# CRISIL Core ESG rating is not available in public domain.

These ratings demonstrate PNB's strong and improving ESG profile. The significant leap in our Core ESG score underscores the transparency and integrity of our disclosures, as well as the depth of assurance integrated in our reporting framework.

## GOVERNANCE OF SUSTAINABILITY

**Governance:** To ensure that climate risk oversight is embedded at all levels of the Bank, promoting a culture of proactive management of climate-related risks and opportunities. Organizational structure of the Bank for management of Climate Risk is as under:



**Board :**The Board of Directors is the Bank’s apex decision-making body.

The **Risk Management Committee** is a Board-level sub-committee comprising the MD & CEO and Executive Directors (EDs). The RMC is chaired by an Independent Director. It oversees the Bank’s risk management framework through its executive committees. In addition, the following roles and responsibilities related to sustainability—including the recommendations of the Task Force on Climate-related Financial Disclosures (TCFD)—will be performed by these committees:

- **Policy and Framework Development** Formulates strategic policies, models, and controls to guide sustainability-related activities across the Bank.
- **Sustainability Strategy Formulation** Designs short-, mid-, and long-term strategies for green and sustainable initiatives aligned with organizational goals
- **Board-Level Engagement** Establishes reporting mechanisms to ensure timely and structured communication of climate and sustainability matters to the Board and relevant committees
- **Strategic Integration** Incorporates climate and sustainability considerations into major decision-making areas—including strategy, risk policies, budgets, performance objectives, and capital allocation
- **Progress Oversight** Monitors execution and achievement of climate-related targets and sustainability performance indicators
- **Management Accountability** Assigns climate/sustainability responsibilities to management-level roles and committees, establishes information flows and workflows for internal oversight, and defines the supporting organizational structures.

**Sustainability and Resilience Committee (SARC)**



**Strategic Recommendations**

Recommends policy, framework, model on matters related to sustainability to RMC/ Board.



**Climate Risk Assessment**

Reviews and accepts climate stress testing & scenario analysis



**Promotion of Sustainable Practices**

Encourages eco-friendly operations & waste reduction



**Sustainability Disclosures**

Approves disclosures aligned with regulatory & industry standards



**Capacity Building**

Supports training & knowledge development in sustainability and climate risk



**Adaptive Role**

Takes up Board-assigned sustainability or resilience duties



**Performance Oversight**

Monitors progress towards Board-approved sustainability goals



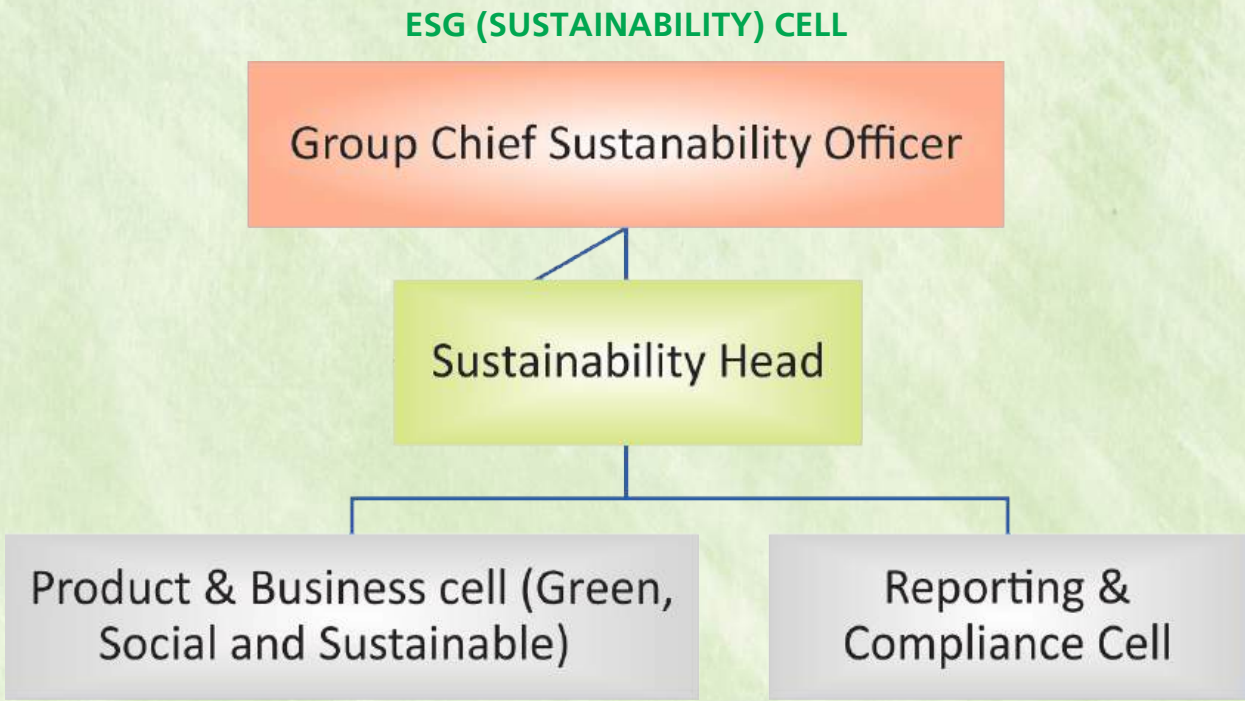
**Target Monitoring**

Tracks compliance with regulatory and internal sustainability/climate targets

**A NEW CHAPTER IN ESG LEADERSHIP: LAUNCH OF BANK’S ESG CELL**

To harness climate and sustainability-related opportunities, a dedicated ESG (Sustainability) Cell has recently been established at the Head Office (HO), headed by the Group Chief Sustainability Officer (GCSO). This Cell is responsible for activities related to product development, business strategy, reporting, and compliance audits concerning Green, Social, and Sustainability-linked products. It will also oversee the development and ongoing monitoring of such products to ensure alignment with sustainability objectives.

The Group Chief Sustainability Officer (GCSO) will be responsible for formulation and implementation of the bank’s sustainability strategy and aligning with the Bank’s overall business objectives and regulatory requirements. GCSO will also oversee the implementation of ESG in subsidiary and group companies and for this mechanism will be framed by the ESG (Sustainability) Cell. Sustainability and Resilience Committee (SARC) will monitor performance of Sustainability cell on quarterly basis.



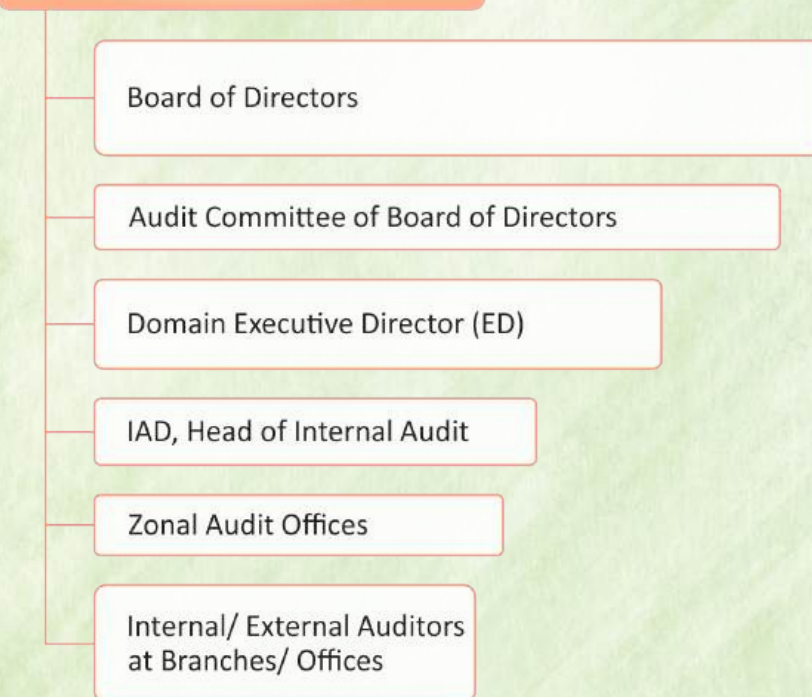
**Internal Control System**

**Sound Structures, Secure Systems: The Role of Internal Audit**

A sound internal audit function plays an important role in contributing to the effectiveness of the internal control system. It provides high quality counsel to management on the effectiveness of risk management and internal controls including status of regulatory compliance by the Bank. Inspection & Audit Division is an independent vertical in the Bank’s structure and is responsible for proper functioning of the Bank’s Internal Audit system. The Internal Audit function serves the role of the last line in the three lines of defense model. The first line of defense being the operations/ Business Units themselves who have the responsibility to prevent the risk at the source. The second line of defense comprises the Bank’s Compliance and Risk Management Division, which provides independent assurance and supports effective risk governance. Audit, being the third line of defense, plays the vital role in the Bank in terms of safeguarding the Bank against risks and assessing the risk profile of the Bank as a whole.

All offices and divisions of the Bank are subject to a range of audits, including Risk-Based Internal Audit (RBIA), Risk-Based Compliance Audit (RBCA), Credit Audit, FEMA Audit, Legal Audit, Information Security (IS) Audit, Concurrent/ Continuous Audit, and audits of RBIA-administered offices. All branches were subject to revenue audit. The Bank has prescribed Risk Based Internal Audit system for conducting audit of its Administrative Offices. The audit captures risk perceptions inherent in various areas of functioning by administrative offices including decision making process, communication systems, efficient resource utilization and ways & means used to achieve the goals, etc The Bank is conducting credit audit through online Credit Audit module, which is a transparent, effective, accurate and time saving tool for better monitoring of Credit Audit.

The reporting structure of Inspection & Audit Division is as under:



**Offsite Monitoring:** For strengthening Offsite Monitoring of branches/offices, bank has formed Data Analytics team i.e., Offsite Surveillance Unit (OSU). OSU is a dedicated Data Analytics Team which is conducting data dump analysis on regular basis and suggesting enhancement in system & procedure for mitigating the identified operational risk.

- Offsite Surveillance System (OSS)** has been automated through an application named e-THIC to bring out fairness, objectivity, transparency, innovation in the internal transaction monitoring system covering transactions in CBS which are high risk, fraudulent and critical in nature.
- Offsite Surveillance Unit (OSU)** module has been made live in CISAP (Centralised Information Systems Audit Portal) resulting in better MIS and improved communication amongst various divisions. Classification of studies is being done based on criticality, viz. High, Medium and Low.

#### Know Your Customer (KYC)/Anti Money Laundering (AML)

To ensure meticulous compliance of guidelines on KYC by all Branches/Offices while dealing with new as well as existing customers, the Bank has put in place Know Your Customer (KYC) Policy on various KYC related parameters such as KYC Updation, Identification of Beneficial Owners, UCIC, CKYC etc. covering all parts of KYC in form and content. For strict compliance of extant KYC guidelines, CASA Back offices have been established for centralized opening of Savings & Current accounts. Further, Document Management System (DMS) has been procured for digitalization of customer documents. An AML System has been implemented in Bank for monitoring of customer's transactions from money laundering perspective through AML alerts and for scanning against various sanctions lists.

To bring greater awareness amongst Bank staff about KYC and AML/CFT compliances such as Online basic course on KYC in 'PNB UNIV' has been made mandatory for staff members at branches and one session is mandatorily taken on KYC AML in every training program at training centres.

#### Central KYC Registry (CKYCR)

For the purpose of establishing an account-based relationship, updation/periodic updation or for verification of identity of a customer, the Bank shall seek the KYC Identifier from the customer or retrieve the KYC Identifier, if available, from the CKYCR and proceed to obtain KYC records online by using such KYC Identifier and shall not require a customer to submit the same KYC records or information or any other additional identification documents or details. In this regard, facility of account opening using CKYCR no. is available at all our branches through TAB Banking and Document Management System (DMS).

To popularize CKYCR, CKYCR no. is displayed on account statement, passbook, internet banking, PNB one etc. Facility of KYC updation is given in IBS and PNB One. This shall provide customers with an opportunity to get their KYC updated online without visiting the Bank.

## VIGILANCE IN ACTION

Punjab National Bank emphasizes integrity and transparency in its operations, with the Vigilance Department playing a key role in upholding ethical standards and compliance. The bank is committed to fraud prevention, risk identification, and proactive mitigation, ensuring adherence to regulatory guidelines and internal policies. The main goal of vigilance administration is to foster a culture of integrity and accountability.

### Governance Measures to Advance Vigilance Performance (FY 2024-25)



#### Innovative Knowledge Sharing

- Published Magazine "PNB Vigil", created a short movie on Disciplinary Proceedings for assisting various field functionaries.



#### Process Improvements

- Revamped Assets & Liabilities declaration process
- Customised reports for monitoring variations in Assets and Liabilities



#### Vigilance Awareness Week 28th October - 3rd November, 2024

- Theme: "Culture of Integrity for Nation's Prosperity"
- 4.90 Crore+** impressions through workshops, walkathons, seminars, CSR activities, Banking apps, SMS, social media & Whatsapp
- 26,281** staff participated in 2 vigilance quizzes on PNB Univ learning portal
- 4,701** "Awareness Gram Sabhas" held with **1,42,471** participants across rural and semi-urban areas



#### Public Engagement

- Online quiz competitions were hosted on Twitter, Facebook, LinkedIn and Instagram



#### Capacity Building

- Online/Offline trainings conducted under CVC guidelines
- 988** staff trained

# INTEGRATED SECURITY FRAMEWORK FOR SUSTAINABLE BANKING

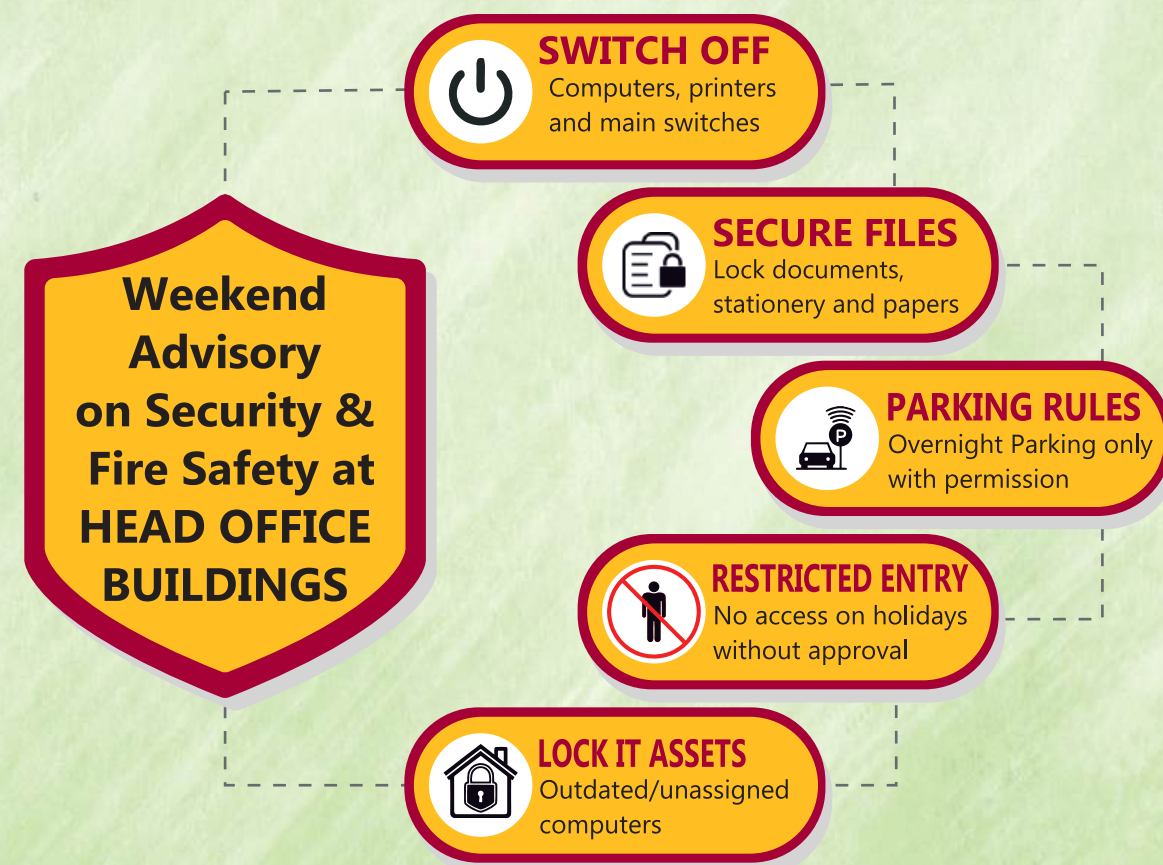
Security—both physical and digital—is a cornerstone of sustainable and resilient banking operations. The Bank has implemented a robust physical security and fire safety infrastructure, anchored by clearly delegated authority across its Security Organization structure at the Head Office and field offices level. These measures ensure the safety of personnel, customers, assets, and premises. In parallel, the Bank is deeply committed to information security and data protection. Together, these dual pillars of physical and information security reinforce the Bank’s dedication to operational integrity, customer trust, and long-term sustainability.

## Ensuring Safety Through Robust Physical Security Infrastructure

Punjab National Bank has a robust security and fire safety framework in place, with clearly defined roles and responsibilities across its Head Office and field units. The Bank operates under comprehensive Physical Security and Fire Safety Policies, aligned with occupational health and safety standards.

All branch premises are classified into risk categories—Low, Medium, and High—based on parameters defined by the Indian Banks’ Association (IBA), including location, operational dynamics, and structural layout. Regular inspections and audits are conducted using standardized checklists to proactively identify and mitigate risks.

Critical infrastructure such as Server Rooms and Disaster Recovery Sites are safeguarded through multi-layered security systems, including early fire detection, clean gas-based suppression systems, and fixed firefighting installations, ensuring the safety of assets, staff, and customers.



# TECHNOLOGY-DRIVEN RESILIENCE AND GOVERNANCE

## Cybersecurity Centre of Excellence and Supporting Policy Ecosystem

Rapid Digital Transformation is a buzzing trend throughout the Banking sector. Banks are increasingly leveraging emerging technologies like Artificial Intelligence (AI), Machine Learning (ML), the Unified Payments Interface (UPI), and sophisticated digital platforms to enhance operational efficiency, fortify risk management, and deliver superior customer experiences.

### Key initiatives include

- Threat intelligence is centralized and integrated with the Cyber Security Operations Center (CSOC) for proactive threat management.
- Independent oversight is provided by ICT Risk and Internal IS Audit teams, with certifications like PCI DSS 4.0 and ISO 27001:2022 reinforcing security standards.
- The PSB Cybersecurity Hackathon 2024-25, themed “Code Against Malware,” a national-level initiative conducted under the directives of the Department of Financial Services (DFS) and the Indian Banks’ Association (IBA), in collaboration with IIT Kanpur.

## Cybersecurity and Data Protection in Sustainable Banking



EMPOWERING PROTECTION: AWARENESS THAT STRENGTHENS DEFENSE

Several initiatives have been taken by the bank to spread and advertise cybersecurity awareness among both customers and the bank’s staff. –

- 1. Cyber awareness creatives are posted on various social media platforms and bank’s website to spread awareness on cyber hygiene among the Bank’s customer.
- 2. Bank conducts Cyber Jagrookta Diwas on 1st Wednesday of each month to spread awareness among the field functionaries & Customers through posting cyber security awareness pages through Active Directory on end points and on social media platforms.
- 3. Cyber Security related posters/Banners are shared through emails with the Zonal Offices for display at prominent locations of the branches and other offices to create awareness at the field level on Cyber Security.

Information relating to data breaches:

- a. Number of instances of data breaches - NIL
- b. Percentage of data breaches involving personally identifiable information of customers - NIL
- c. Impact, if any, of the data breaches – NIL



**Education and Awareness:** Various Educational videos and campaigns are conducted for the customers regarding outreach of digital products. Incentives (Discounts in pricing) are being given so that the use of digital channels is encouraged. At the same time Bank has taken various initiatives/campaigns to spread awareness regarding cyber awareness & best cyber hygiene practice such as Cyber Jagrookta Diwas, interactive video messages, display of government helpline number and Do’s/Don’ts on placards, billboards, website and through social media channels.

Further, various awareness/Certification Programs in IT and Cyber Security are carried out for the employees to emphasize upon the importance of Cyber Security and practicing cyber hygiene as a significant risk inherent in digital lending.

As of March 31, 2025, nine out of ten Directors on the Bank’s Board successfully completed the Certification Programme on IT and Cyber Security for Board Members, reflecting the Bank’s strong commitment to digital governance and cyber resilience at the leadership level.

**Customer Satisfaction:** Bank and the LSPs engaged has appointed a nodal grievance redressal officer to deal with FinTech/ digital lending related complaints/ issues raised by the borrowers.

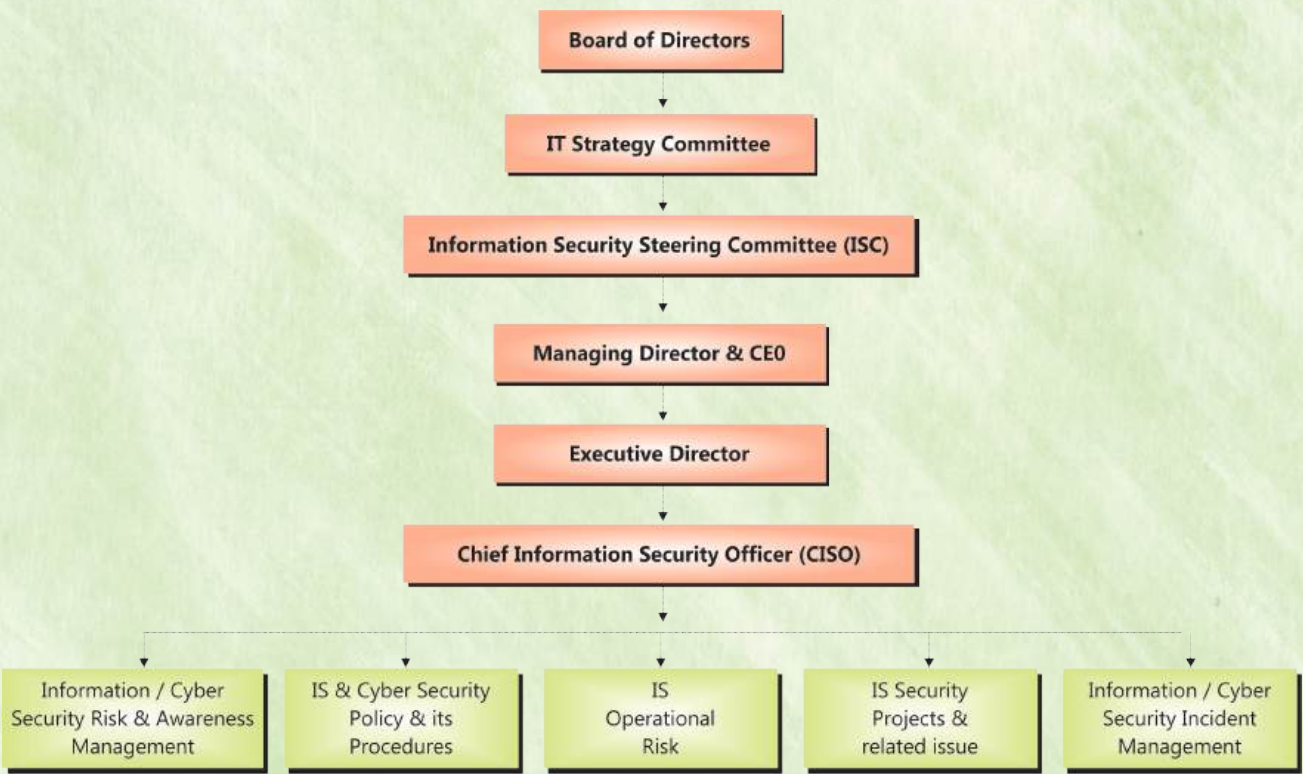
ROBUST FRAMEWORK FOR INFORMATION SECURITY MANAGEMENT

Foundational Security Policies:

Information Security Policy

Bank ensures the security of its organizational and customer data through a robust Information Security Management System (ISMS). The system aligns complies with ISO 27001, ISO 27002, and Gopala Krishna Committee guidelines to implement strong security controls. An Information Security Policy for FY2024–25 governs all employees, contractors, and third-party affiliates with data access. The policy aims to protect data confidentiality, integrity, and availability while promoting security awareness and compliance.

Information Security Organisation in the Bank



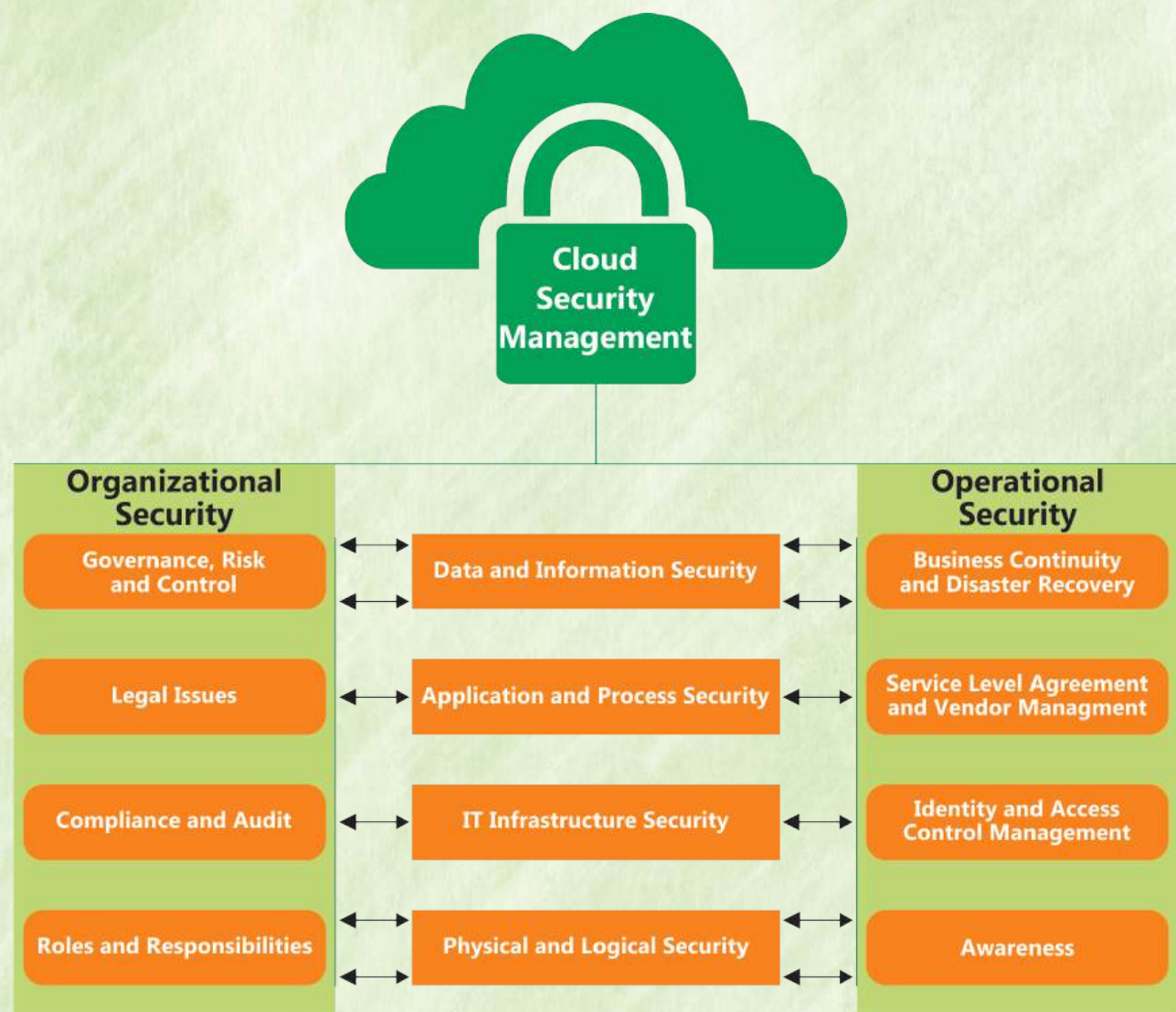
As a part of Information Security Management System, PNB has defined an Information Security Organization Structure entailing the Hierarchy, the Roles & Responsibilities of the members of the team and the reporting structure for Information Security roles & responsibilities. The Bank has established an oversight mechanism to ensure accountability and reduce risks related to IT, cybersecurity, and information security.

Cloud Security Policy

Cloud computing is a way of delivering IT enabled capabilities to users in the form of ‘services’ with elasticity and scalability, where users can make use of resources, platform or software without having to possess and manage the underlying complexity of the technology. Bank has in place Cloud Security (CS) Policy which has been framed on the basis of Cloud Security Framework published by IDRB. This policy is applicable to all the products and services which are available on cloud. The Policy applies to Punjab National Bank employees, contractors, consultants, temporary staff and other individuals even if, affiliated with Third Parties, who have access to Punjab National Bank’s Information/ data/ Information Processing Facilities.

Cloud Security: A Dual-Layered Approach to Resilience

**Organizational Security** ensures strong governance and compliance *before* cloud adoption—covering roles, controls, legal safeguards, and audit-readiness.



**Operational Security** safeguards assets *after* deployment—through business continuity plans, disaster recovery protocols, access controls, SLAs, and vigilant vendor oversight.

The Bank's cloud architecture adheres to global standards with ingrained resilience. Secure data handling, containerized releases, and encryption key ownership remain within the Bank's control. Multi-tenant environments are fortified against co-mingling and breaches, backed by recovery-ready infrastructure that minimizes disruption and protects confidentiality.

Strengthening Data Governance through DPMD Initiatives

1

**Data Privacy & Management Division (DPMD)**

Aligns KYC with data protection initiatives  
Manages Inoperative & DEAF Accounts

2

**Uniform Data Quality Framework**

Robust Data Quality Program across the Bank  
25 DQI Parameters implemented as per IBA recommendation

3

**Data Governance Policy- New Roles & Committees**

**Key Roles**

**Chief Data Management Officer (CDMO)**  
Responsible for overseeing data quality and customer data privacy in the Bank

**Head Office Data Governance Committee (HODGC)**  
The supreme body sponsoring the overall Data Governance Initiatives, establishing directives and decisions related to data within the bank.

**Division/Vertical Data Governance Committee (DDGC)**  
Data Governance Initiatives' implementation as per Data Governance Policy and HODGC directive.

**Zonal Office Data Governance Committee (ZODGC)**  
Data Governance Initiative Implementation Monitoring

**Circle Office Data Governance Committee (CODGC)**  
Data Governance Initiative Implementation Monitoring

**Data Governance Officers (DGO) - HO, ZO, CO & Branches**  
DGOs will be the Single point of Contact (SPOC) for any Data Governance activity at respective level.

# Responsible Use of Digital Channels in Banking Operations

(NGRBC Principle 8: Inclusive Growth & Equitable Development)

## DIGITAL BANKING POLICIES FOR INCLUSIVE AND RESPONSIBLE INNOVATION

Our bank’s digital journey is deeply intertwined with our sustainability commitments. The initiatives reflect how our digital platforms and products contribute meaningfully across Environmental, Social, and Governance pillars.

### POLICY FOR DIGITAL PAYMENT PRODUCTS AND SERVICES

- Digital banking has revolutionized banking operations and expanded financial inclusion across the population.
- It has not only improved customer onboarding, operational efficiency, and reduced costs, but also exposed Bank to new digital risks.
- Punjab National Bank has implemented governance mechanisms for digital payment products focusing on functionality, security, and performance.
- The Digital Payment Policy reflects management’s stance and aligns with the bank’s strategic objectives to ensure safe and efficient services.

### POLICY FOR DIGITAL MARKETING AND SOCIAL MEDIA

- Digital marketing and social media are essential tools for modern communication, offering greater reach and speed than traditional media.
- Bank has in place policy for digital marketing and social media which emphasizes leveraging digital platforms to enhance customer engagement, brand visibility, and operational efficiency.
- Social media marketing helps build brand awareness, drive sales, and promote services through platforms.
- The policy covers various digital strategies including SEO, email marketing, PPC advertising, and content marketing.
- The goal is to harmonize all digital efforts with the bank’s values, brand image, and regulatory compliance.
- The strategy follows a customer journey approach: awareness → interest → engagement → loyalty → advocacy.

### Channels / platforms where information on products and services of the Bank can be accessed

Corporate Website (<https://pnb.bank.in/>), Internet Banking Service, Mobile Banking Service & Contact Centers.



In addition to this, the Bank actively uses various local avenues, print media, social media and digital platforms to educate and to stay connected with our customers on its products and services such as:

- Mobile Application – “PNB One”
- Facebook
- Instagram
- X (Twitter) handle - <https://x.com/pnbindia>
- WhatsApp - +91 9264092640
- Call Centre – 1800 1800, 18002021

### Tracking the Pulse: Social Media Followers Growth Trends

| Platform   | Followers Count (as on 31.03.2024) | Followers Count (as on 31.03.2025) | Followers Growth (in numbers) | Followers Growth (in percentage) |
|------------|------------------------------------|------------------------------------|-------------------------------|----------------------------------|
| Facebook   | 22,16,645                          | 28,38,227                          | 6,21,582                      | 28.04                            |
| Instagram  | 4,36,092                           | 8,98,013                           | 4,61,921                      | 105.92                           |
| X(Twitter) | 4,45,387                           | 4,66,920                           | 21,533                        | 4.83                             |
| LinkedIn   | 1,35,431                           | 1,77,591                           | 42,160                        | 31.13                            |
| Threads    | 20,300                             | 38,104                             | 17,804                        | 87.70                            |
| YouTube    | 1,91,847                           | 2,52,101                           | 60,254                        | 31.41                            |



POLICY FOR INTERNET BANKING

The Bank has been offering Internet Banking services to its esteemed customers since August 2003. Internet Banking, offering “anytime – anywhere banking” and convenience to its customers, provides a complete e-Desk to the customers for availing various banking and financial services at the click of a button, besides providing the option of making payments over Internet by direct debit to account. With the channel offering convenience to customers, the cost of transactions to customer and the bank is much less than transactions done through branch. Bank has in place Policy for Internet Banking, limited to the Bank’s domestic setup of Internet Banking services. It has been designed to address all issues in Internet Banking pertaining to operational aspects such as transactions through various modes (viz. Within-Bank, RTGS, NEFT, IMPS, UPI), security, maintenance and upgradation, affiliated policies and procedures, audit, business continuity and risk management.

| Smart Banking, Seamless Living: Our Suite of Digital Solutions                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |                                                                                                                                                                                                                                                                                                                                                                                                |
|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| DIGITAL INITIATIVES OF THE BANK                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |                                                                                                                                                                                                                                                                                                                                                                                                |
| Asset                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   | Liability                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        | Customer Care                                                                                                                                                                                                                                                                                                                                                                                                                                                            | PNB ONE                                                                                                                                                                                                                                                                                                                                                                                        |
| <div><ul style="list-style-type: none"><li>• Pre-Approved Personal Loan</li><li>• PNB e-OD against Offline FD through PNB One</li><li>• Pre-Approved Business Loan</li><li>• PNB pre-qualified credit card (PQCC)</li><li>• Digital Renewal of KCC Accounts</li><li>• Credit Card against FD</li><li>• Digital Document Execution (DDE)</li><li>• PNB Credit Card- InstaEMI Facility</li><li>• PNB SARAL App</li><li>• Digital KCC Journey</li><li>• EMI Debit Card</li><li>• GST Sahay</li><li>• Krishi Tatkal Rin</li><li>• Easy Renewal</li><li>• Virtual Credit Card</li><li>• eMudra Loan</li><li>• Corporate Internet Banking</li><li>• PNB Aarambh (Go-NoGo App)</li><li>• Free Credit Reports from CIC</li><li>• Digital Housing Loan</li><li>• Personal Loan for NTB Customers</li><li>• e-Bank Guarantee</li><li>• Micro Credit Card</li><li>• e- Svanidhi Scheme</li><li>• e GST Express</li><li>• Digital Vehicle Loan</li><li>• PNB Ease My Trip - Credit Card (New)</li><li>• Digital Education Loan</li><li>• KCC Digital Review and DP Enhancement</li><li>• PM Vishwakarma Scheme</li><li>• Digi MSME Loan</li><li>• Digi Gold Loan</li><li>• Digital SHG</li><li>• PNB Digi Suryaghar</li></ul></div> | <div><ul style="list-style-type: none"><li>• Tab Banking (Insta Saving Account)</li><li>• Central Bank Digital Currency Powered by PNB</li><li>• E Swar</li><li>• Individual Current Account Opening Process</li><li>• Digital KYC Updation</li><li>• BHIM 2.0</li><li>• UPI 123- Feature Phone</li><li>• Current Account opening through Video KYC</li><li>• Multi-Currency World Travel Card</li><li>• PNB Salary Savings Account Scheme</li><li>• PNB Secured Saving Account</li><li>• SB Account Opening through TAB Banking for Existing-to-Bank (ETB) Customers</li><li>• Current Account Book</li><li>• Current Account for Sole Proprietorship</li><li>• PNB Women Power Savings Account</li><li>• Account Statement through Digi Locker</li><li>• BHIM QR Soundbox</li><li>• Personal Loan for New To Bank Customers</li><li>• PNB Pay Wearable Debit Card</li><li>• Braille Debit Card</li><li>• PNB Palaash Debit Card made from rPVC</li></ul></div> | <div><ul style="list-style-type: none"><li>• PNB Whatsapp Banking</li><li>• PNB SAATHI</li><li>• Metaverse</li><li>• PNB Claim Settlement Portal</li><li>• CGRMS Portal</li><li>• EFRM through IBS - V2</li><li>• WhatsApp Banking - Current Connect and PNB MBS-IBS disable</li><li>• Next Generation Call Centre</li><li>• PNB WhatsApp Banking Credit Card Services</li><li>• Field and Operational Efficiency</li><li>• Customer Centric Initiatives</li></ul></div> | <div><ul style="list-style-type: none"><li>• Revamped PNB One App</li><li>• Registration in PNB One using Aadhaar OTP</li><li>• Safety Ring</li><li>• Insta QR Code Generation</li><li>• PNB Shoppe (Through PNB One)</li><li>• End to End Mutual Fund Journey at PNB ONE</li><li>• PNB One Cash Point</li><li>• LRS through PNB One</li><li>• Credit Card UPI through PNB One</li></ul></div> |

EMPOWERING CUSTOMERS THROUGH SUSTAINABLE E-BANKING

PIHU : AI-Powered Banking Assistant

As part of our commitment to digital innovation, customer-centricity, and sustainable service delivery, meet PIHU, friendly AI-powered banking assistant! Designed to make banking experience seamless and efficient, PIHU is here to help you with all banking needs, anytime and anywhere.

Leveraging cutting-edge generative AI, PIHU ensures accurate and detailed responses to all banking queries.

AI Chatbot Features: Enhancing User Interaction

- Real-Time AI: Enjoy instant and accurate responses with PIHU`s real-time AI capabilities.
- Friendly Avatar: Interact with a friendly and approachable avatar designed to enhance everyone’s banking experience.
- Unique Botsite: Toggle between the bank’s website and the botsite for a unique and engaging experience.
- Voice-Based Queries: Use voice commands in multiple languages to get the information you need.

PNB’s Banking Services through WhatsApp

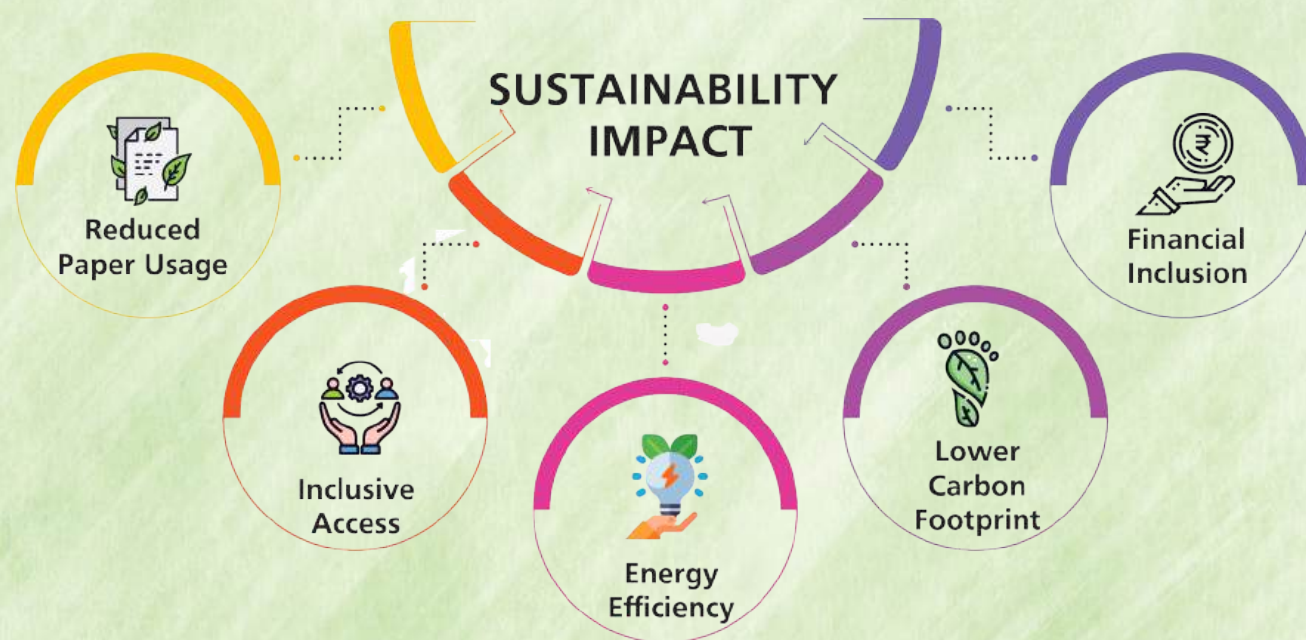
Punjab National Bank is catering to its Account holders as well as non-account holders through WhatsApp. To access PNB’s Banking services on WhatsApp, add [+91-9264092640](https://wa.me/919264092640) **to your contacts and Say ‘Hi’, ‘Hello’ etc. on [+91-9264092640](https://wa.me/919264092640) from registered mobile number**  **icon available on various platforms of PNB** Before starting a conversation, check green tick  **Punjab National Bank**  **along with Punjab National Bank’s name to ensure that this is a genuine Punjab National Bank’s WhatsApp Account.**

Key e-services offered:

As part of our commitment to sustainable banking and customer-centric innovation, we continue to expand and enhance our suite of digital services. These offerings not only improve accessibility and convenience for our customers but also contribute to environmental sustainability by reducing paper usage, branch visits, and carbon footprint.

| Service Category                                                                                                                                                                                                | Description                                                                                            |
|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------|
| Retail  & Corporate Internet Banking  | Secure online access for retail and corporate customers to manage accounts, transactions, and services |
| E-Statement                                                                                                                | Paperless account statements delivered via email, promoting eco-friendly banking                       |
| SMS Banking  & Missed Call Services   | Quick access to account info and alerts via mobile, reducing dependency on physical infrastructure     |

| Service Category                                                                                                  | Description                                                                                      |
|-------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------|
| UPI & BHIM PNB                                                                                                    | Seamless peer-to-peer and merchant payments through Unified Payments Interface                   |
| Point of Sale (PoS)              | Digital payment acceptance for merchants, supporting cashless economy                            |
| RTGS/NEFT/IMPS/ECS/NACH                                                                                           | Real-time and scheduled fund transfers for individuals and businesses                            |
| Mandate Management               | Digital control over recurring payments and mandates                                             |
| Green PIN & Debit Card Controls  | Secure, paperless PIN generation and transaction enable/disable features                         |
| Bharat Aadhaar Seeding Enabler (BASE)                                                                             | Aadhaar integration for streamlined KYC and subsidy access                                       |
| PNB One Loyalty Rewards                                                                                           | Incentivizing digital engagement through reward programs                                         |
| UPI 123PAY & BHIM Aadhaar Pay                                                                                     | Voice-based and biometric payment options for feature phone users and rural customers            |
| QR Code & IPG                                                                                                     | Digital payment acceptance via Bharat/BHIM QR and Internet Payment Gateway                       |
| PNB Cash Acceptor cum ATM & PUM                                                                                   | Self-service machines for deposits and passbook updates                                          |
| Virtual Credit Cards & CBDC                                                                                       | Contactless, secure digital credit solutions including Central Bank Digital Currency integration |



## Key Digital Initiatives & Achievements

In FY 2024-25, PNB continued to embrace digitalization and emerged as a frontrunner in the domain of digital banking services. The **Mobile Banking Services and Internet Banking Services** now have **250+ features**, catering to diverse customer needs and preferences. Additionally, the Bank launched a mobile banking application for corporate customers which is enriched with 150+ features. Towards customers /borrowers convenience, the Bank has launched following digital lending journeys:

- Digital Education Loan: A web and tab-based journey named 'PNB Pratibha' for both existing and new customers.

- Digital Vehicle Loan: Offered to the bank's Existing to Bank (ETB) and New to Bank (NTB) customers.
- e-PM Vishwakarma Scheme: The Bank was the first bank to launch this scheme in digital mode.
- PM Vidyalaxmi: It is a Government Scheme for extending financial support to meritorious students so that financial constraints do not deter any youth of India from pursuing quality higher education.
- DIGI MSME Loan includes New-to-Bank (NTB) customers along with Existing to Bank (ETB) customers, with a maximum loan amount of Rs.25.00 Lakh.
- GST Express Working Capital for New to Bank (NTB) customers.

Further, to cater to the evolving needs of tech-savvy customers, the Bank had launched WhatsApp Banking with an initial offering of 5 features. It is now having 80+ services. During FY25, several major new functionalities have been added to our WhatsApp Banking:

- Public Provident Fund (PPF) & Sukanya Samridhi Yojana (SSY) balance check
- Account & Deposit Summary
- Applying for a Debit Card & Generating Green PIN OTP
- Disabling Debit Card & Reducing Debit Card limits
- Opening Fixed Deposits
- Updating email addresses
- Changing account schemes
- Submitting Form 15 G/H

### Various Services made live through WhatsApp Banking.

- TDS Certificate, Interest Certificate, etc.:** New features added in the currently running WhatsApp banking which includes providing TDS cum Interest Certificate to on-boarded customers, providing provisional and final interest certificate for Housing Loan and Education Loan customers etc.
- Pre-Approved Offers:** Various Pre-approved offers for individual customers can be viewed by customers through specific menu in WhatsApp Banking.

The following journeys have been made live on the **Digital Business Platform (DBP)**:

- Digital Journey of Self Help Group (SHG)
- Online Public Provident Fund (ETB & NTB) account opening
- New to Bank (NTB) e-Mudra
- Online Savings Account opening-DIY journey

The Bank, during FY 2025 took up various digital initiatives towards business growth and customer convenience:

- Incorporation of Solar Roof Top scheme in JanSamarth Portal through Application Programming Interface (API) Integration:** API Integration has been completed with JanSamarth Portal of the Government for providing loan under PM Surya Ghar Yojana.
- Gram Panchayat API Integration (MP Government):** API integration between Bank and National Informatics Centre (NIC) has been achieved for Gram Panchayat (MP) for fetching UPI transactions. In this project Management Information System (MIS) data of UPI transactions in the account of Gram Panchayat provided by bank can be uploaded on the Panchayat Darpan Portal without manual intervention.
- IFMS Odisha Online and OTC Payment-API Integration:** Collection of Odisha treasury challans (Online and OTC Mode).

- iv.

INSPREM-API Integration: Collection of Insurance Premium from Partner Insurance Company (Bajaj Alliance)
- v.

**Bharat Aadhaar Seeding Enabler (BASE)-API Integration:** BASE is the interface between various channels through which Aadhaar seeding request can be raised, NPCI mapper and the banks. The platform will use various APIs for the eco system to communicate online /offline for seeding requests.
- vi.

**Sending an SMS to customers on marking of delivery of Cheque-Books** in CBS which are undelivered and returned to branch: Changes made for personalized Cheque Book in CBS such that while marking Cheque Book undelivered in CBS, system is automatically sending the SMS to customers on their registered mobile number
- vii.

**National Cyber Crime Reporting Portal (NCCRP) API Suspect Registry:** As a part of the initiative, a Suspect Registry of various identifiers is being created based on NCCRP managed by I4C (The Cyber Fraud Mitigation Centre (CFMC) is a key initiative launched under the Indian Cyber Crime Coordination Centre (I4C), located in New Delhi), in collaboration with PNB for strengthening fraud risk management capabilities of financial ecosystem.
- viii.

**WhatsApp Banking RRB 1.0:** Implementation of WhatsApp Banking for Regional Rural Banks (RRBs).
- ix.

**PNB Hackathon:** PNB initiated Hackathon in collaboration with IIT Kanpur where a portal was developed and teams from all over India could register and submit projects related to Cybersecurity.
- x.

**e-NACH Mandate:** National Payment Corporation of India (NPCI) envisaged to simplify the online registration of NACH mandates to improve customer experience and drive digitization. e-mandates will be self-verified by the customer online using one of the following new options:
  - Aadhaar Number (without UIDAI authentication).
  - Permanent Account Number (PAN)
  - Customer ID (of customer with destination bank)

The Bank will validate one of the above parameters with the operative account linked with it. Thereafter, OTP verification will be done to verify the e-Mandate apart from other existing business rules. This workflow will be applicable for mandate of amount up to Rs. 15,000/- per mandate.

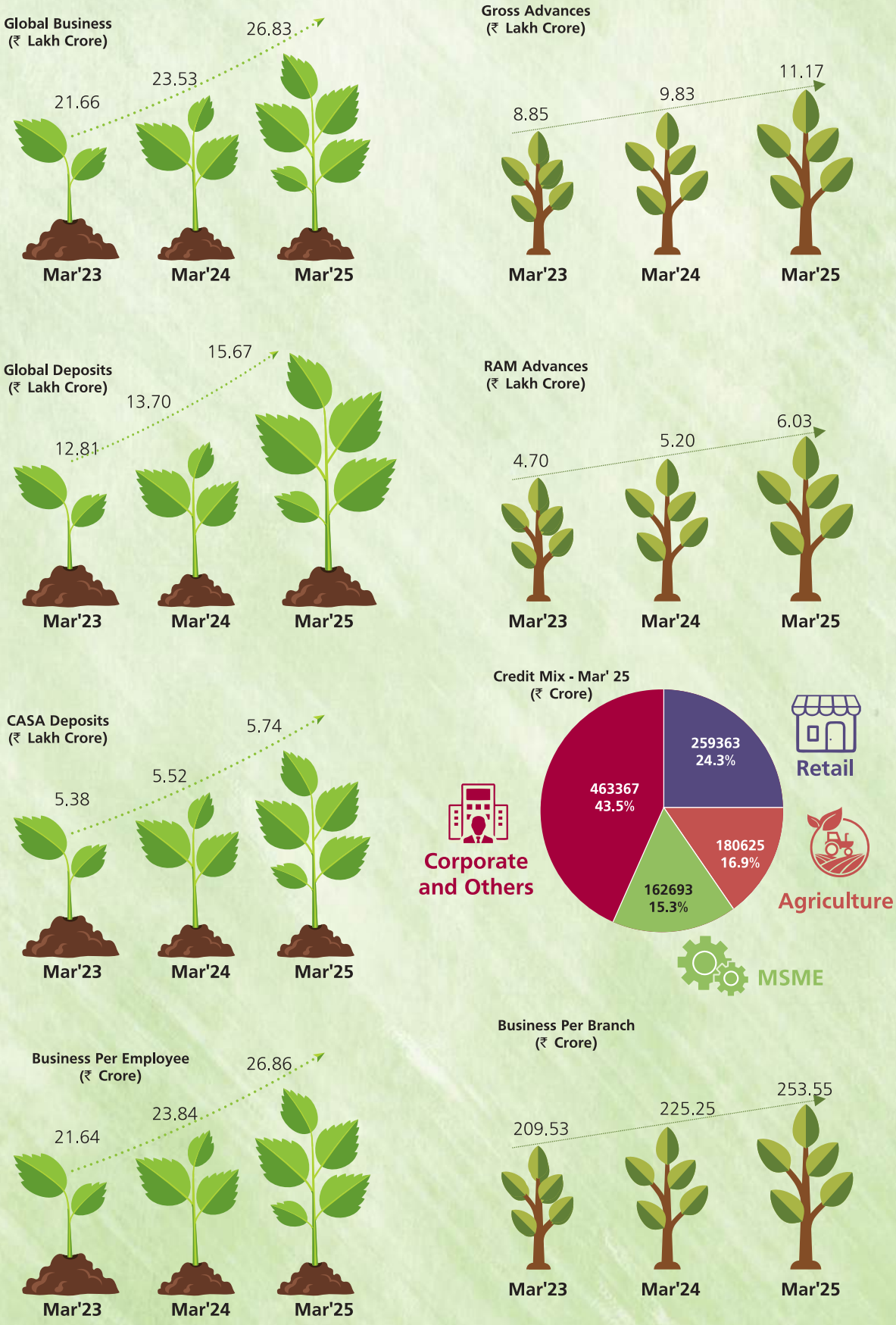
**Digital Banking Units (DBUs):** Punjab National Bank has established Digital Banking Units (DBUs) across eight districts, to enhance financial accessibility and promote inclusive digital growth.



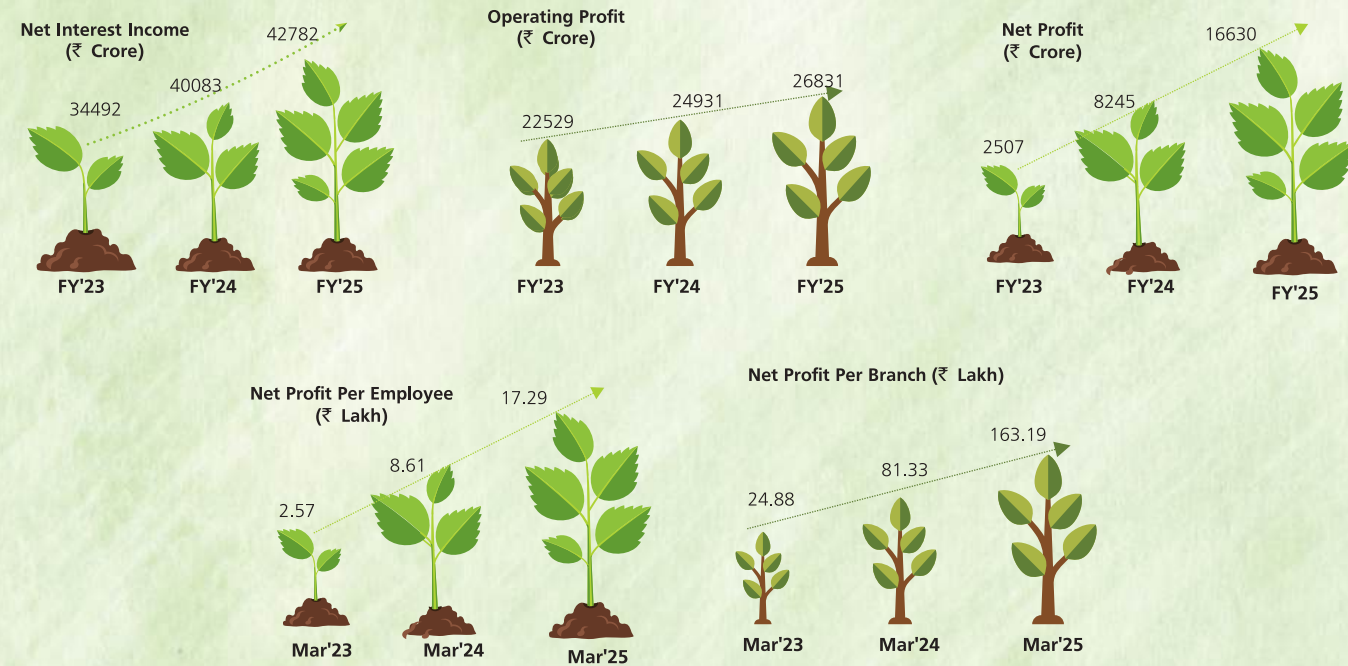
| S. No. | DBU Description  | Circle Office | Zonal Office |
|--------|------------------|---------------|--------------|
| 1      | DBU JHANSI       | Jhansi        | Agra         |
| 2      | DBU Punjabi Bagh | West Delhi    | Delhi        |
| 3      | DBU NADIA        | Nadia         | Durgapur     |
| 4      | DBU Gomati       | Agartala      | Guwahati     |
| 5      | DBU AIZAWL       | Imphal        | Guwahati     |
| 6      | DBU BONGAIGAON   | Guwahati      | Guwahati     |
| 7      | DBU GOA          | Kolhapur      | Mumbai       |
| 8      | DBU HALDWANI     | Haldwani      | Dehradun     |

## FINANCIAL HIGHLIGHTS

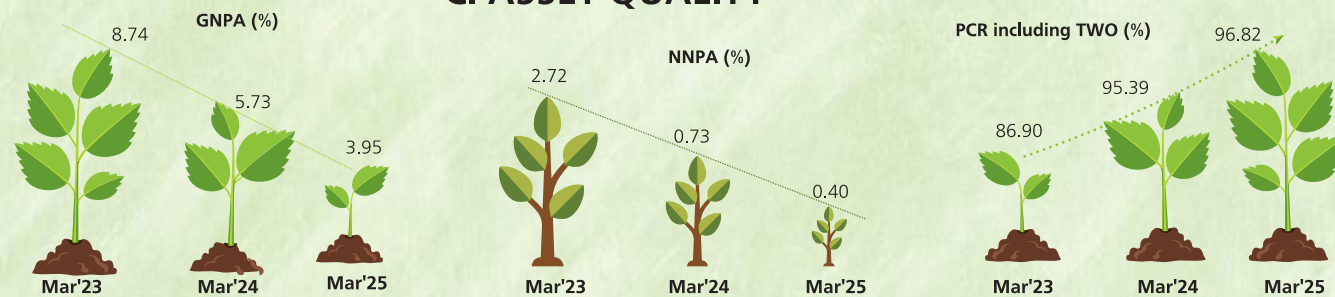
### KEY FINANCE POSITION A. BUSINESS POSITION



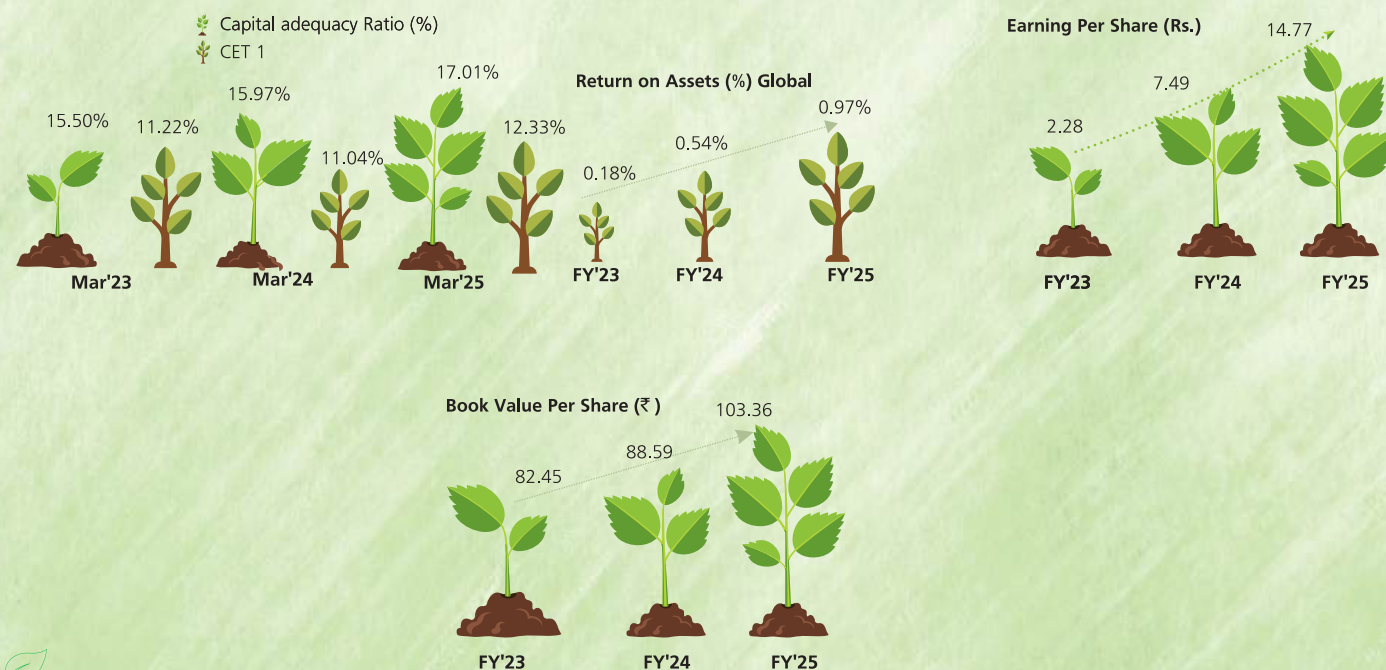
## B. PROFITABILITY



## C. ASSET QUALITY



## D. CAPITAL ADEQUACY AND KEY RATIOS



## SOCIAL COMMITMENT: BANKING WITH A HUMAN TOUCH

(NGRBC Principle 5: Businesses should respect and promote human rights  
NGRBC Principle 8: Businesses should promote inclusive growth and equitable development)

At the heart of our sustainability journey lies a steadfast commitment to societal wellbeing. The Bank recognizes that financial growth must be coupled with inclusive development. Our social initiatives—ranging from financial literacy and digital inclusion to employee wellbeing and community engagement—reflect a values-driven approach that ensures we grow *with* the people we serve.

Through responsible lending, accessible services, and targeted CSR activities, we strive to create long-term positive impact across demographics, geographies, and generations.

## Employees/ Human Capital The Heart of Sustainability: Our Employees

(NGRBC Principle 3: Businesses should respect and promote the well-being of all employees, including those in their value chains)

More than one lakh employees are the backbone of the Bank, driving its success through their dedication, innovation, and commitment to excellence. The Bank's present standing in the industry is the testimony to this fact. At PNB, we are striving to build a future ready, digitally empowered and people-centric workforce that passionately drives innovation, excellence and inclusive growth.

At the heart of the Bank's sustainability journey lies a deep commitment to its people. Our employees are not only the foundation of operational excellence but also the catalysts for transformation and innovation. The Bank continues to invest in human capital through comprehensive training programs, inclusive workplace policies, robust health and safety measures, and initiatives that foster leadership, collaboration, and resilience. We believe that empowering employees leads to a more agile, ethical, and future-ready organization—one that thrives by placing people first.

### The People Driving the Bank – Staff Strength as of March 2024 & 2025

| Cadre                 | As on 31.03.2024 |                  | As on 31.03.2025 |                  |
|-----------------------|------------------|------------------|------------------|------------------|
|                       | Number           | % of Total Staff | Number           | % of Total Staff |
| Officer               | 51488            | 50.31%           | 53137            | 51.72%           |
| Clerks                | 28080            | 27.44%           | 28013            | 27.26%           |
| Sub Staff (incl. PTS) | 22781            | 22.26%           | 21596            | 21.02%           |
| Total                 | 102349           | 100.00%          | 102746           | 100.00%          |

### Age Diversity in Action – Tracking Our Workforce Evolution

Age Profile of the Employees: The movement of cadre-wise average age in the last five years is as under:

| Average Age as on | Officer | Clerical | Sub Staff | Overall |
|-------------------|---------|----------|-----------|---------|
| March 2023        | 39.23   | 38.40    | 36.86     | 38.46   |
| March 2024        | 39.28   | 38.67    | 37.45     | 38.70   |
| March 2025        | 39.12   | 38.70    | 38.17     | 38.81   |

### Driving Efficiency: Business per Employee & Branch

The Bank has also displayed better performance with respect to productivity parameters such as **Business per Employee** and **Business per Branch** which increased from Rs 23.84 Crores and Rs 225.25 Crores in FY 2023-24 to Rs.26.86 Crore and Rs.253.55 Crore in FY 2024-25 respectively.

**Net Profit per employee** doubled from Rs.8.61 Lakh in FY 2023-24 to Rs.17.29 Lakh in FY 2024-25.



## EMBRACING DIVERSITY AND INCLUSION ACROSS OUR ORGANIZATION

### Empowering Through Inclusivity: The Bank's Commitment to Fairness Building an Inclusive Future: Equal Opportunity for All

**Inclusive Workplace Commitment:** The Bank is committed to ensuring equal employment opportunities, respect, and dignity for all individuals. It actively fosters a diverse and inclusive environment across all branches in India. This commitment applies to all employees with disabilities, including those who acquire a disability during the course of their employment. It encompasses every aspect of employment—recruitment, training, working conditions, compensation, welfare, transfers and separation.

### Key Measures for Differently abled Employees

|  |                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |
|--|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|  | <b>Recruitment &amp; Selection:</b> <ul style="list-style-type: none"> <li>Transparent, merit-based hiring per Board-approved policy.</li> <li>Reservation for Divyangjan</li> </ul>                                                                                                                                                                                                                                                                                 |
|  | <b>Transfer &amp; Deployment:</b> <ul style="list-style-type: none"> <li>Preference in postings for Divyangjan and employees with differently abled children</li> </ul>                                                                                                                                                                                                                                                                                              |
|  | <b>Accessible Work Environment:</b> <ul style="list-style-type: none"> <li>Barrier-free infrastructure and access to facilities.</li> <li>JAWS software provided for visually impaired employees.</li> <li>Inclusive Infrastructure: The Bank ensures that all branches and offices are accessible to Divyangjan (employees and customers) by incorporating ramp facilities and accessible amenities during construction and leasing.</li> </ul>                     |
|  | <b>Current Accessibility Status (as of 31.03.2025):</b> <ul style="list-style-type: none"> <li>ATMs: 11,141 out of 11,822 ATMs (94.24%) have ramp access.</li> <li>Branches: 8,525 out of 10,189 branches (83.67%) are equipped with ramps.</li> <li>Remaining Locations: Where ramps are impracticable (5.76% ATMs, 16.33% branches), RBI-compliant notices are displayed. Temporary ramps are provided in leased premises lacking permanent structures.</li> </ul> |
|  | <b>Conveyance Allowance:</b> <ul style="list-style-type: none"> <li>5% of basic pay (max ₹600/month) for Divyangjan.</li> <li>Additional monthly reimbursement under monetary or petrol limits.</li> </ul>                                                                                                                                                                                                                                                           |
|  | <b>Assistive Devices:</b> <ul style="list-style-type: none"> <li>₹10,000 reimbursement every 3 years for specialized equipment</li> </ul>                                                                                                                                                                                                                                                                                                                            |
|  | <b>Facilities &amp; Benefits:</b> <ul style="list-style-type: none"> <li>Equal right to all staff benefits based on eligibility.</li> <li>₹45,000 financial aid for employees with children having intellectual disabilities.</li> </ul>                                                                                                                                                                                                                             |
|  | <b>Leave Provisions:</b> <ul style="list-style-type: none"> <li>Additional special leave for Divyangjan considering their challenges.</li> </ul>                                                                                                                                                                                                                                                                                                                     |
|  | <b>Grievance Redressal:</b> <ul style="list-style-type: none"> <li>Chief General Manager designated as Grievance Redressal Officer in line with government guidelines.</li> </ul>                                                                                                                                                                                                                                                                                    |

Reservation Policy: Commitment to Equity and Representation

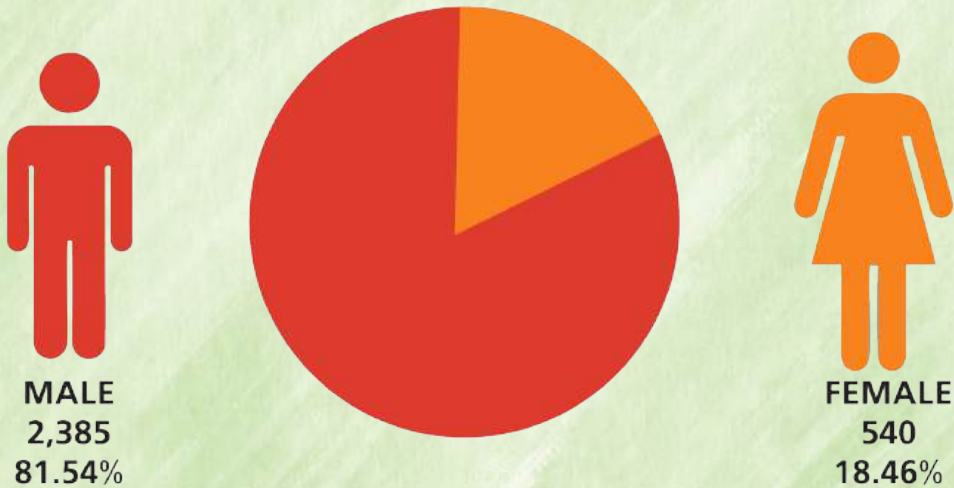
The Bank upholds the principles of social justice and inclusivity by faithfully implementing the Reservation Policy for **Scheduled Castes (SCs), Scheduled Tribes (STs), Other Backward Classes (OBCs), and Differently abled persons**, as prescribed by the Government of India. Key measures include maintenance of reservation rosters, appointment of a dedicated Liaison Officer, etc.

Inclusive Workforce Snapshot – SC/ ST/ OBC/ Divyangjan Employee Data

| Cadre     | March 2025 (in numbers) |      |       |            |
|-----------|-------------------------|------|-------|------------|
|           | SC                      | ST   | OBC   | Divyangjan |
| Officer   | 10517                   | 4049 | 14266 | 1546       |
| Clerks    | 5572                    | 1568 | 7782  | 884        |
| Sub Staff | 8361                    | 1515 | 5471  | 495        |
| Total     | 24450                   | 7132 | 27519 | 2925       |

EMPOWERING ABILITY:  
GENDER-WISE STRENGTH OF  
DIFFERENTLY ABLED EMPLOYEES

TOTAL DIFFERENTLY  
ABLED EMPLOYEES  
2,925



Representation of Women in Leadership  
(including differently abled)

|                           |                                       |
|---------------------------|---------------------------------------|
| <b>Board of Directors</b> | <b>Key Management Personnel (KMP)</b> |
| • Total Members: 10       | • Total Members: 7                    |
| • Women: 1 (10%)          | • Women: 1 (14.29%)                   |

Upholding Human Dignity: Commitment to Employee Rights and Fair Practices

Details of remuneration/salary/wages:

Median remuneration/wages

|                                  | Male   |                                                            | Female |                                                            |
|----------------------------------|--------|------------------------------------------------------------|--------|------------------------------------------------------------|
|                                  | No.    | Median remuneration/ salary/ wages of respective category^ | No.    | Median remuneration/ salary/ wages of respective category^ |
| Board of Directors (BoD)*        | 5      | Rs.22,60,000.00                                            | 1      | Rs.14,25,000.00                                            |
| Key Managerial Personnel#        | 6      | Rs.37,18,350.00                                            | 1      | Rs.23,75,553.47                                            |
| Employees other than BoD and KMP | 77,203 | Rs.8,28,737.62                                             | 25541  | Rs.7,72,052.41                                             |
| Workers                          | NA     |                                                            |        |                                                            |

# KMP – a) the Managing Director & Chief Executive Officer; b) Executive Directors(s); c) Chief Financial Officer; and d) Company Secretary

^Annual median salary based on Basic and DA for FY 2024-25

\* - based on the Sitting Fee paid to the Non-Executive Directors during the year 2024-25

All Employees are paid in line with Bipartite Settlement/Joint Note which is more than minimum wages.

Gross wages paid to females as % of total wages paid:

|                                                 | FY 2023-24 | FY 2024-25 |
|-------------------------------------------------|------------|------------|
| Gross Wages paid to females as % of total wages | 22.28%     | 22.63%     |

The Bank maintains a strong focus on upholding human rights across its operations and contractual engagements. All agreements related to procurement of works and services explicitly include provisions ensuring compliance with minimum wage laws, workmen’s insurance, and occupational safety standards. While no human rights grievances have necessitated modifications to business processes, the Bank’s procedures remain consistent with its Human Rights Statement, reinforcing its commitment to ethical conduct and respect for individual rights.

Employee sensitization is fostered through regular awareness and training initiatives focused on integrity and ethical behavior. In addition, the Bank enforces a no-discrimination policy that ensures fair and equitable treatment of all stakeholders. Business decisions are undertaken with rigorous due diligence to safeguard fundamental human rights throughout its operations and engagements.

Building a Resilient Future Through People

Empowering Ethics: Human Rights Training Across Our Workforce

| Category        | FY 2023-24 |                                |                | FY 2024-25 |                                   |                |
|-----------------|------------|--------------------------------|----------------|------------|-----------------------------------|----------------|
|                 | Total      | No. employees/ workers covered | % of employees | Total      | No. of employees/ workers covered | % of employees |
| Total Employees | 102349     | 3061                           | 3.00           | 102746     | 35673                             | 34.72          |

Empowering Voices: Employee Membership in Recognized Associations

| Category                  | FY 2023-24                                       |                                                                                            |                | FY 2024-25                                      |                                                                                            |                |
|---------------------------|--------------------------------------------------|--------------------------------------------------------------------------------------------|----------------|-------------------------------------------------|--------------------------------------------------------------------------------------------|----------------|
|                           | Total employees / workers in respective category | No. of employees / workers in respective category, who are part of association(s) or Union | % of employees | Total employees/ workers in respective category | No. of employees / workers in respective category, who are part of association(s) or Union | % of employees |
| Total Permanent Employees | 102349                                           | 100595                                                                                     | 98.29%         | 102746                                          | 100360                                                                                     | 97.68%         |
| Male                      | 77359                                            | 76049                                                                                      | 98.31%         | 77204                                           | 75306                                                                                      | 97.54%         |
| Female                    | 24990                                            | 24546                                                                                      | 98.22%         | 25542                                           | 25054                                                                                      | 98.09%         |

Employee Health, Safety & Well-Being

PEOPLE FIRST: OUR COMMITMENT TO EMPLOYEE WELFARE AND SAFETY

Details of measures for the well-being of employees:

| Category | Total  | % of employees covered by |        |                    |        |                    |        |                    |        | Day Care facilities |       |
|----------|--------|---------------------------|--------|--------------------|--------|--------------------|--------|--------------------|--------|---------------------|-------|
|          |        | Health insurance          |        | Accident insurance |        | Maternity benefits |        | Paternity Benefits |        |                     |       |
|          | Number | %                         | Number | %                  | Number | %                  | Number | %                  | Number | %                   |       |
| Male     | 77204  | 77204                     | 100    | 77204              | 100    | 0                  | 0      | 77204              | 100    | 09                  | 0.01% |
| Female   | 25542  | 25542                     | 100    | 25542              | 100    | 25542              | 100    | 0                  | 0      | 51                  | 0.20% |
| Total    | 102746 | 102746                    | 100    | 102746             | 100    | 25542              | 100    | 77204              | 100    | 60                  | 0.06% |

Details of safety related incidents:

| Safety Incident/Number                                                        | Category  | FY 2023-24 | FY 2024-25 |
|-------------------------------------------------------------------------------|-----------|------------|------------|
| Lost Time Injury Frequency Rate (LTIFR) (per one million-person hours worked) | Employees | 1.48^      | 0.00       |
|                                                                               | Workers   | NA         | NA         |
| Total recordable work-related injuries                                        | Employees | 4.00*      | 0.00       |
|                                                                               | Workers   | NA         | NA         |
| No. of fatalities                                                             | Employees | Nil        | Nil        |
|                                                                               | Workers   | NA         | NA         |
| High consequence work-related injury or ill-health (excluding fatalities)     | Employees | Nil        | Nil        |
|                                                                               | Workers   | NA         | NA         |

^ - Assuming minimum of 250 working days per annum. Work hours have been based on average consumer dealing time in a bank

\* - 1 Employee out of 4 availed the leaves of 38 days in 2023-24.

SAFEGUARDING OUR WORKFORCE: HEALTH AND SAFETY MANAGEMENT IN PRACTICE

Assessments for the year:

| Particulars               | % of Bank's offices that were assessed (by entity or statutory authorities or third parties)                                                            |
|---------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------|
| Health & safety practices | The Electrical audit of 100% of the branches is conducted once in a period of 2 years by the independent auditors.                                      |
| Working conditions        | The ambience of all the branches is assessed and measures are taken to address the observations from assessment through an internal portal of the Bank. |

Employees / workers having suffered high consequence work related injury / ill-health / fatalities who have been rehabilitated and placed in suitable employment or whose family members have been placed in suitable employment:

|                    | Total no. of affected employees/ workers |            | No. of employees/ workers that are rehabilitated or whose family members have been placed in suitable employment |            |
|--------------------|------------------------------------------|------------|------------------------------------------------------------------------------------------------------------------|------------|
|                    | FY 2023-24                               | FY 2024-25 | FY 2023-24                                                                                                       | FY 2024-25 |
| Employees/ workers | 4*                                       | Nil        | Nil                                                                                                              | Nil        |

\*- Employees who have got injured while resisting dacoity and robbery. They have been appropriately rewarded and have resumed their duties.

HEALTH & SAFETY MANAGEMENT  
A CULTURE OF PROTECTION AND CARE

The Bank has embedded a Physical Security & Fire Safety policies for occupational health and safety management system to safeguard its workforce and customers, guided by its Physical Security & Fire Safety Policies.



Risk-Based Safety Framework

- All branches are classified as Low, Medium, or High Risk using in terms of IBA-defined
- Regular security and fire safety audits are conducted using structured checklists.
- Incident investigations lead to swift corrective actions wherever gaps are found.



Hazard Identification & Risk Mitigation

- Routine and non-routine risks are proactively assessed by Security and Fire Officers.
- Mock drills, electrical audits, and staff briefings ensure preparedness and awareness.
- Electrical audits enhance safety, energy efficiency, and reduce fire hazards.



Employee Wellness & Medical Support

- Comprehensive medical insurance for employees and dependents.
- Annual health check-ups for employees aged 35+ and their spouses.
- Access to psychological teleconsultation, including post-maternity support.



Safe & Healthy Workplace Initiatives

- Installation of fire safety equipment and CCTV surveillance across premises.
- Regular electrical and fire audits ensure compliance and safety.
- Gym and recreational facilities at major offices (Head Office) promote physical well-being.
- Ventilation systems and Branch Ambience Policy enhance comfort and air quality

Details of training given to employees and workers:

| Category         | FY 2024-25    |                               |              |                      |              |
|------------------|---------------|-------------------------------|--------------|----------------------|--------------|
|                  | Total         | On Health and safety measures |              | On Skill upgradation |              |
|                  |               | No.                           | %            | No.                  | %            |
| Male             | 77204         | 28658                         | 37.11        | 48139                | 62.35        |
| Female           | 25542         | 7015                          | 27.46        | 12995                | 50.87        |
| <b>Total</b>     | <b>102746</b> | <b>35673</b>                  | <b>34.72</b> | <b>61134</b>         | <b>59.50</b> |
| Training on POSH | -             | -                             | -            | -                    | -            |
| <b>Total</b>     | <b>102746</b> | <b>35673</b>                  | <b>34.72</b> | <b>61134</b>         | <b>59.50</b> |

\*An in-house open webinar (registration was not required) was conducted on Prevention of Sexual Harassment which was attended by 219 employees

A Culture of Care: Health, Safety, and Family Benefits for Employees

- **Medical & Well-being Support:** As a measure of staff welfare for timely detection of any serious ailment and for helping the employees to take proper care of self and their spouse's health well in time
  - o Comprehensive medical insurance provided to employees and their dependents.
  - o Annual health check-up facility available for all full-time employees aged 35 and above, including their spouses.



- **Facility of newspaper/magazine at the residence of employees**
- **Sabbatical Leave Scheme for women employees of the Bank:** Scheme to provide women employees to meet their challenges during their career. The period of sabbatical leave will be maximum of 2 years during their entire career.
- **Scholarship Scheme to provide financial assistance to one talented child of the employees :** The objective of the scheme is to provide financial assistance to one talented child of the subordinate staff for graduation / post graduation and to award/officer staff for pursuing technical education
- **Scheme for providing financial assistance to the employees having children with special needs:** The scheme for payment of financial assistance at Rs.5,000/- per financial year per employee having children with special needs is in force from FY 2010-2011, out of staff welfare fund.
- **Holiday Home: Holiday Homes** may be made available to all categories of permanent employees of the bank and their families at Agra, Amritsar, Bangalore, Dalhousie, Goa, Jaipur, Katra, Manali, Mumbai, Mussorie, Nainital, Delhi, Puri, Varanasi, Haridwar, Shirdi, Shimla, Udaipur, Ayodhya, Munnar, Tirupathi, Srinagar, Shillong, Chennai etc

- **Facility of Leased Accommodation**
- **Scheme for grant of silver jubilee award to the employees**
- **The Policy for prevention, prohibition and redressal of sexual harassment of women at work place.**
- **Scheme for consideration of extending financial assistance as ex-gratia (lump-sum) amount to family of employees who expire while in service:** Providing immediate relief to the family of the employees who die while in service
- **Compensation to Bank employees who are killed in bank robberies, terrorist incidents including left-wing extremism**
- **Paternity Leave**
- **Maternity Leave**
- **PNB AAGMAN - Mobile Attendance Application:** The app allows attendance marking once the employee reaches office premises paperless marking of attendance. The Manual Attendance System (through Registers) and Biometric Attendance System are also available.
- **Policy on teleconsulting for employees - "PNB SPARSH** Teleconsulting is available for all employees to cater to any kind of harassment or sense of exclusion they face at workplace - Under the aegis of PNB SPARSH, the Bank has engaged Two External wellness Consultants for Employees. These wellness teleconsultants offer counselling service maintaining full confidentiality. Out of the two wellness teleconsultants, one is exclusively for providing Teleconsultation service post maternity and the other is for all employees.



Empowered by Equality: Building a Gender-Inclusive Workplace: Women Empowerment

**Mentorship Programs:** Mentorship programs that pair senior-level women with aspiring women subordinates to provide guidance, support, encouragement to shoulder higher responsibility and networking opportunities for them and will go a long way in bridging the gender gap at senior levels.

**PNB Jagriti: Mentorship Programme For Women Employees** – Encouraging women employees to take leadership roles, Mentoring for tackling specific career issues, Helping/ Handholding in Upskilling and Career Progression.

**Placement on promotion:** Preference given to pregnant women employees as well new mothers who have child of less than 2 years of age in posting after promotion

**Leadership Development Programs:** Leadership development programs specifically designed for women with the aim to enhance their skills, confidence in tackling challenging tasks and empowering for senior-level positions.

**Promoting Work Life Balance:** Offering flexible work arrangements help women balance their personal and professional responsibilities thereby making it easier for them to pursue senior-level positions

**Diversity and Inclusion Training and Awareness:** Diversity and inclusion training programs for all employees shall be conducted which can help create awareness, challenge biases and foster a more inclusive and supportive work environment for women. Conducting bias training for managers and decision-makers to address unconscious biases that may hinder women’s advancement can help level the playing field and promote equal opportunities.

**Sabbatical Leave Scheme:** Sabbatical Leave Scheme for women employees to meet their challenges during their career.

**Transfer on marriage grounds:** One-time option of transfer to the place where her husband is working/ residing.

**Crèche Facility:** Crèche facility is provided to female employees posted at HO building, Dwarka and Gurgaon. Crèche facility may be provided to offices consisting of more than 50 female employees, wherever required.

**Child Care Facility:** Reimbursement of expenses to women employees and single fathers.

**Reimbursement of expenses on antenatal checkup to women employees**

**Succession Planning:** The Bank has succession planning policy in place that identifies and nurtures potential leaders within the organization.

**Zero Tolerance for Harassment:** Bank maintains a zero-tolerance policy for harassment and discrimination, ensuring a safe and respectful work environment for all the employees. Bank has Internal Complaints Committees (ICC) at Head Office, Zonal Offices and Circle Offices to cater to the complaints related to sexual harassment in compliance to Sexual Harassment of women at workplace (Prevention, Prohibition and Redressal) Act, 2013.

**Transparent Performance Evaluation:** The Bank has a transparent and objective performance evaluation process that focuses on skills, achievements, and potential rather than gender which mitigates biases and creates a fairer system for promotion.

**Post Maternity Leave Teleconsulting for Women Employees:** Teleconsulting to help remove the fears and apprehensions of new mother (1 month prior to joining back and up to 1 year) and help them to smoothly transition into their roles at workplace.

**Retention Matters: Turnover Trends among Permanent Staff**

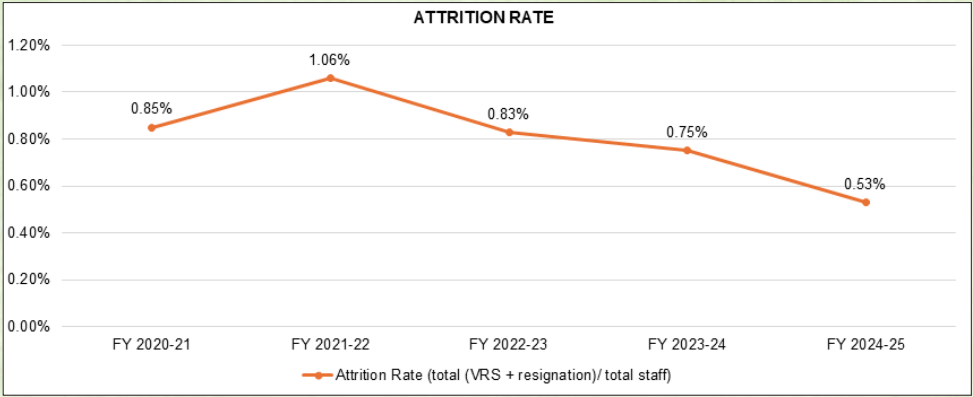
|                      | FY 2022-23 |        |       | FY 2023-24 |        |       | FY 2024-25 |        |       |
|----------------------|------------|--------|-------|------------|--------|-------|------------|--------|-------|
|                      | Male       | Female | Total | Male       | Female | Total | Male       | Female | Total |
| Permanent Employees* | 4.48%      | 3.21%  | 4.17% | 3.92%      | 2.86%  | 3.66% | 3.27%      | 3.20%  | 3.26% |

\* All kinds of exits (i.e. resignations, deaths, compulsory retirement, termination etc.) have been considered for calculating turnover rate based on the following formula : (No. of persons who have left the employment of the entity in the FY \*100) / Average no. of persons employed in the category)

**Voluntary retirement and Resignation Rate:**

The rate of exits due to voluntary retirement and resignation has decreased over time, from 0.85% in FY 2020-21 to 0.53% in FY 2024-25. This indicates a reduction in the overall turnover risk, which suggests improved employee retention and a more stable workforce.

**Attrition Rate:** Attrition of employees can lead to loss of institutional knowledge, disrupt day-to-day operations, increase recruitment and training cost of new employees which can have a substantial impact on Bank’s profitability.



**Welcoming Back – Return to Work & Retention of Parental Leave Employees**

| Gender | Permanent employees |                 |
|--------|---------------------|-----------------|
|        | Return to work rate | Retention rate* |
| Male   | 100%                | 99.88%          |
| Female | 100%                | 99.62%          |
| Total  | 100%                | 99.80%          |

\* Considering those employees whose maternity/Paternity leave ended in FY-24 and Left (Resignation)

**RETIREMENT READINESS: EMPLOYEE COVERAGE OVER TIME**

**1. Details of retirement benefits, for Current Financial Year and Previous Financial Year.**

| Benefits         | FY 2023-24                                         |                                                |                                                      | FY 2024-25                                         |                                                |                                                      |
|------------------|----------------------------------------------------|------------------------------------------------|------------------------------------------------------|----------------------------------------------------|------------------------------------------------|------------------------------------------------------|
|                  | No. of employees covered as a % of total employees | No. of workers covered as a % of total workers | Deducted and deposited with the authority (Y/N/N.A.) | No. of employees covered as a % of total employees | No. of workers covered as a % of total workers | Deducted and deposited with the authority (Y/N/N.A.) |
| PF               | 0.2%                                               | NA                                             | Y *                                                  | 0.16%                                              | NA                                             | Y *                                                  |
| Gratuity         | 100%                                               | NA                                             | NA                                                   | 100%                                               | NA                                             | NA                                                   |
| ESI              | NA                                                 | NA                                             | NA                                                   | NA                                                 | NA                                             | NA                                                   |
| Others – Pension | 21.93%                                             | NA                                             | Y *                                                  | 19.34%                                             | NA                                             | Y *                                                  |
| Others – NPS     | 77.88%                                             | NA                                             | Y                                                    | 80.50%                                             | NA                                             | Y                                                    |

\* Deducted and deposited in Bank`s own PF and Pension Trust

**Transition assistance training** is provided to all the employees on verge of retirement in the last month of their retirement. Accordingly, 1,528 employees were provided training on verge of retirement in FY 2024-25. This training included sessions on managing the retirement as well as opportunities’ that exist within bank and outside bank as well.

**EMPLOYEE ENGAGEMENT:**

The Bank maintains open lines of communication with its employees and actively encourages feedback through multiple channels such as employee surveys, town hall meetings, internal communication portals, and emails. All suggestions and concerns are documented and discussed at appropriate organizational levels. Where feasible, relevant recommendations are acted upon, contributing to a culture of continuous improvement and inclusivity.

At the heart of our Bank’s success lies a vibrant and motivated workforce. We believe that employee engagement is not just about participation—it’s about creating a workplace where individuals feel valued, empowered, and connected to a shared purpose.

From celebrating **International Yoga Day** to promote holistic health, to honoring **International Women’s Day** with events that recognize the contributions and aspirations of women in our workforce, our engagement programs reflect our commitment to building a workplace that is inclusive, respectful, and inspiring.

We embrace the vibrant spirit of **Holi**, bringing colleagues together in a festival of colors that celebrates unity and joy. Our **Foundation Day** serves as a grand celebration of our shared achievements, culture, and camaraderie—an occasion where every team member feels valued and proud.

FOUNDATION DAY OF THE BANK



Staff members performing Dance



Employees creating awareness by a skit on climate risk and its management in the Bank

WOMEN'S DAY CELEBRATION



REPUBLIC DAY CELEBRATIONS



HOLI CELEBRATIONS



Holi at work is more than celebration, it is employee engagement in full bloom.

YOGA DAY CELEBRATION AND EMPLOYEE ENGAGEMENT



Building a Resilient Future Through People

Empowering People: Our Workforce, Our Strength

At Punjab National Bank, we continuously strive to enhance the welfare of our employees and invest in their constant learning and grooming. To support the HR transformation, the Bank launched Project UDAAN. Bank has successfully completed HR Transformation under Project UDAAN. During FY25, under Project UDAAN, the bank has achieved significant success in transforming HR ecosystem, ensuring a future-ready workforce that is agile, skilled, and aligned with the Bank’s strategic goals. We focused on capability building through initiatives like basic to Advance level Grooming plan for each job family, Skill Assessment, Psychometric Assessment, leadership Development Program, 360 Degree feedback, succession planning and upgraded infrastructure in Advanced Learning Institutes that have contributed immensely towards improving productivity, skill levels and job friendliness of the entire workforce.

In FY 2024-25, Our Bank has taken various initiatives towards employee welfare, bringing transparency and role clarity. The Bank is also making rapid stride in digital front by digitalisation of employee profile for promotion process, digitization of Vehicle Management System, digitization of Staff Overdraft, demand loan, festival advance payment by Straight Through Process (STP), digitization of confidential report for workmen, digitization of facility of leased accommodation etc.

Capability Building Framework has been initiated aiming at workforce proficiency and adaptability for driving operational efficiency and sustainable growth. In addition to this, the Bank also refined its rewards and recognition framework to identify and motivate high performers.

As on 31.03.2025, active employees with allocated job families are as under:

| Job Family                  | Scale I | Scale II | Scale III | Scale IV | Scale V | Scale VI | Grand Total |
|-----------------------------|---------|----------|-----------|----------|---------|----------|-------------|
| Credit And Asset Quality    | 3529    | 8301     | 4771      | 1138     | 234     | 57       | 18030       |
| Fintech And Digital Banking | 14      | 56       | 39        | 10       | 4       | 0        | 123         |
| HR And Admin                | 227     | 362      | 646       | 211      | 77      | 29       | 1552        |
| IT & Cyber Security         | 286     | 314      | 525       | 148      | 37      | 6        | 1316        |
| Operations                  | 11766   | 3567     | 3320      | 843      | 32      | 3        | 19531       |
| Risk Audit And Compliance   | 127     | 343      | 1228      | 709      | 103     | 46       | 2556        |
| Sales And Marketing         | 2073    | 1261     | 434       | 280      | 91      | 29       | 4168        |
| Strategy And Analytics      | 64      | 121      | 216       | 94       | 22      | 2        | 519         |
| Treasury And Forex          | 197     | 290      | 135       | 54       | 13      | 3        | 692         |
| Grand Total                 | 18283   | 14615    | 11314     | 3487     | 613     | 175      | 48487       |

Learning, Training & Induction Policy Framework

The Bank has established a comprehensive Learning and Development framework segmented into six key parts:

- 1. Training Programs
- 2. Job Family Grooming Plans
- 3. Induction Processes
- 4. E-Learning Modules
- 5. Virtual Training Interventions
- 6. Capability Building with Incentives & Reimbursements for Certifications



Job Family Structure

To streamline skill development, the Bank has defined nine core job families, each further subdivided into functional sub-categories based on role alignment and required competencies:

The Job Family Grooming Plan aims to provide employees with a competitive edge by helping them build competencies specific to their job roles and become experts in their chosen areas.

Training & Development Initiatives

The Bank has taken decisive steps to align learning outcomes with employee roles and career trajectories:

- Customized training programs tailored to job families and functional requirements.
- Revamped course structures and standardized learning content for consistency.
- Anywhere-access to updated learning resources through platforms like **PNB UNIV** and **Gyankosh**.
- Structured **Training of Trainers** programs to deepen institutional expertise.
- Blended learning model combining online and offline formats to enhance reach and flexibility.
- Regular quizzes and entry/exit assessments conducted digitally to reinforce learning outcomes.
- Continuous learning is supported through e-learning and virtual training platforms, which offer accessible and updated content. Additionally, the Bank encourages professional development by providing reimbursements and incentives for external certifications, reinforcing its commitment to creating a knowledgeable and future-ready workforce.

| Induction Training            |                                                                                                                                                                                                         |
|-------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Specialist Officers           | 1 week on-boarding training<br>2 weeks training in their related field for Risk Officers, Data Analysts, Credit Managers & credit Senior Managers                                                       |
| All other Specialist Officers | 1 week On-boarding training to HR Officers, Law Officers, IT Officers, Security Officers, Raj-Bhasha Adhikari, Fire Officer, etc.<br>1 week additional training to cover functional aspects of the bank |
| Clerical Staff                | 2 weeks Classroom Training on General Banking.                                                                                                                                                          |

### Induction & Onboarding Programs

All new employees undergo a robust **Onboarding Training**, covering:

- The Bank’s history, organizational framework, ethics, code of conduct, career paths, and compliance policies.
- Modules on cybersecurity, fraud prevention, grievance redressal systems, and workplace values including Vishakha (PoSH) and Whistleblower guidelines.

### Management Trainee Journey – Project UDAAN

Under its strategic initiative *Project UDAAN*, the Bank has launched **PNB Prarambh**, a digital platform that supports a structured 52-week induction program for Management Trainees (MTs). The portal enables seamless tracking of progress, feedback, and assessments by trainees, mentors, and administrators.

### Outline of MT Induction Program:

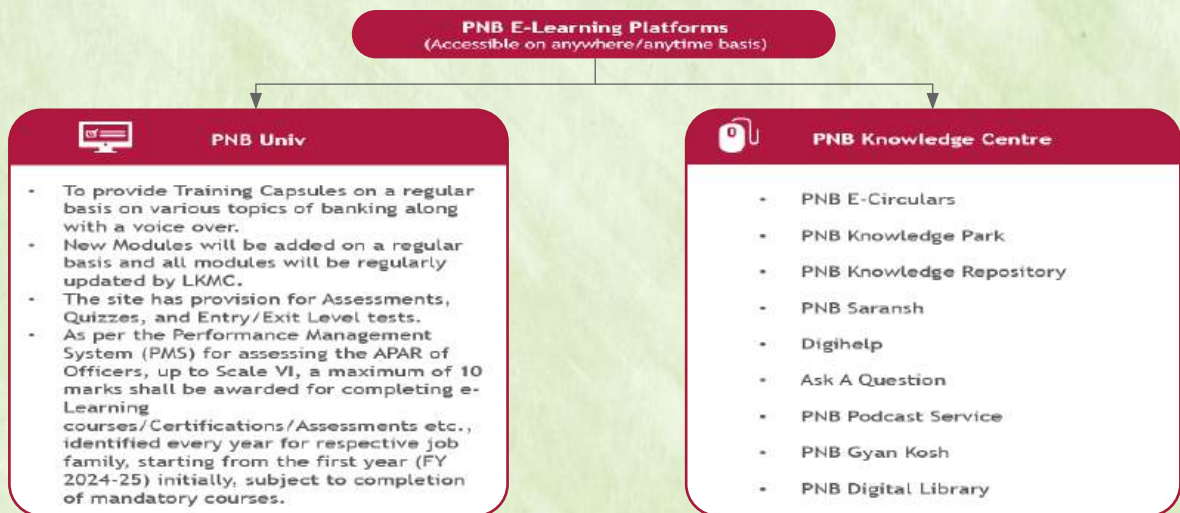
- **Module I:** 3 weeks of classroom training + 18 weeks of on-the-job learning.
- **Module II:** 4 weeks of classroom training + 25 weeks of on-the-job exposure.
- **Management Development Programme (MDP):** 2 weeks focused on strategic and leadership grooming.

Trainings are provided for:

| Training on Role Change                                                                        |                                                                               |                                     |                                           |
|------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------|-------------------------------------|-------------------------------------------|
| To provide appropriate training to employees on assignment of new Roles/Job Families, such as: |                                                                               |                                     |                                           |
| Branch Heads                                                                                   | Circle Heads                                                                  | Faculty Members                     | Posting of Clerical Staff as Head Cashier |
| As per Job Family                                                                              | Risk Management, <u>ZRMC</u> , Auditors, Compliance                           | Credit, <u>PLP</u> RAM, MCC, SASTRA |                                           |
|                                                                                                | Treasury & Foreign Exchange incl. AD Branches, <u>TFC</u> , Overseas Entities | Marketing, GBV, CAC                 |                                           |
|                                                                                                | CASA Back Office, <u>CPPC</u> , <u>RCC</u> , Currency Chests                  | DAC Matters                         |                                           |
| Any other role change as per guidelines of Government/ RBI/ Bank                               |                                                                               |                                     |                                           |

| Training on Cadre Change                                                                                                 |                                                            |
|--------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------|
| Bank provides training to employees on their elevation to higher cadre.                                                  |                                                            |
| Subordinate Staff to Clerical Cadre                                                                                      | 2 weeks training                                           |
| Clerical cadre to Officer Cadre                                                                                          | 2 weeks training                                           |
| Technical to Mainstream (recruited in any scale)                                                                         |                                                            |
| Credit Officers, Industry Officers, Agriculture Officers and other officers who are directly related to banking business | 2 weeks training                                           |
| Marketing Officers                                                                                                       | 2 weeks training                                           |
| HR Officers, Law Officers, IT Officers, Security Officers, Rajbhasha, Fire Officer and alike Officers                    | 2 weeks classroom training and 2 weeks On-the-Job Training |

### E-learning modules provided to employees in our Bank



Continuous learning is supported through e-learning and virtual training platforms, which offer accessible and updated content. Additionally, the Bank encourages professional development by providing reimbursements and incentives for external certifications, reinforcing its commitment to creating a knowledgeable and future-ready workforce.

### Mentorship for employees

**PNB UDAAN:** Under the PNB UDAAN project, a specialized initiative has been launched which is aimed at employees in Scale 5, 6, and 7 (AGM, DGM and GM). This mentorship framework is designed to prepare these mid-to-senior level professionals for advanced leadership roles within the bank.

**PNB Jagriti:** This program focuses on empowering the employees by providing them with the support needed to ascend to leadership positions by mapping them to the extent possible, one-on-one with senior women employees in the Bank. This is aimed at encouraging women employees to take leadership roles, tackling specific career issues and helping/ handholding in upskilling and career progression.

**PNB Navodaya:** Geared towards integrating new recruits into the Bank’s culture, PNB Navodaya focuses on the foundational development of new employees. This program ensures that participants acquire essential knowledge, skills, and behaviors to become effective organizational members.

Building Foundations – Employee Induction Programs across the Bank during FY 2025

INDUCTION PROGRAMME

| Induction Programme | Female |      |       | Male |       |        | TOTAL |       |        |
|---------------------|--------|------|-------|------|-------|--------|-------|-------|--------|
| Cadre               | No.    | Days | Hours | No.  | Days  | Hours  | No.   | Days  | Hours  |
| Clerical            | 390    | 4282 | 34256 | 811  | 8871  | 70968  | 1201  | 13153 | 105224 |
| Officer             | 663    | 9624 | 76992 | 1576 | 23381 | 187048 | 2239  | 33005 | 264040 |

Advancing Careers – Pre-Promotion Programmes Conducted in FY 2025

| Cadre     | Category   | Male      |       |        | Female    |      |       | Total     |       |        |
|-----------|------------|-----------|-------|--------|-----------|------|-------|-----------|-------|--------|
|           |            | Attendees | Days  | Hour   | Attendees | Days | Hour  | Attendees | Days  | Hour   |
| OFFICER   | SC         | 2475      | 12336 | 98694  | 426       | 2130 | 17040 | 2901      | 14466 | 115734 |
|           | ST         | 862       | 4310  | 34480  | 169       | 845  | 6760  | 1031      | 5155  | 41240  |
|           | OBC        | 3658      | 18251 | 146014 | 579       | 2895 | 23160 | 4237      | 21146 | 169174 |
|           | Divyangjan | 334       | 1670  | 13360  | 42        | 210  | 1680  | 376       | 1880  | 15040  |
| CLERK     | SC         | 1021      | 5105  | 40840  | 185       | 925  | 7400  | 1206      | 6030  | 48240  |
|           | ST         | 186       | 930   | 7440   | 63        | 315  | 2520  | 249       | 1245  | 9960   |
|           | OBC        | 1183      | 5915  | 47320  | 182       | 910  | 7280  | 1365      | 6825  | 54600  |
|           | Divyangjan | 134       | 670   | 5360   | 21        | 105  | 840   | 155       | 775   | 6200   |
| SUB STAFF | SC         | 1425      | 7125  | 57000  | 312       | 1560 | 12480 | 1737      | 8685  | 69480  |
|           | ST         | 347       | 1735  | 13880  | 77        | 385  | 3080  | 424       | 2120  | 16960  |
|           | OBC        | 1422      | 7110  | 56880  | 294       | 1470 | 11760 | 1716      | 8580  | 68640  |
|           | Divyangjan | 130       | 650   | 5200   | 22        | 110  | 880   | 152       | 760   | 6080   |



Enabling Transitions – Cadre Change Programmes Across Scales (FY 2024–25)

| Cadre Change Programme                                          | Female |      |       | Male |      |       | Total |      |       |
|-----------------------------------------------------------------|--------|------|-------|------|------|-------|-------|------|-------|
| Training Name                                                   | No.    | Days | Hour  | No.  | Days | Hour  | No.   | Days | Hour  |
| Training of employees promoted to officer cadre from clerical   | 205    | 2255 | 18040 | 526  | 5786 | 46288 | 731   | 8041 | 64328 |
| Training of staff on cadre change from sub-ordinate to clerical | 173    | 1903 | 15224 | 436  | 4796 | 38368 | 609   | 6699 | 53592 |

Inclusive Capacity Building – FY 2024–25 Trainings by Cadre, Gender & Delivery Mode

| Cadre     | Female |       |        | Male  |        |         | Total |        |         |
|-----------|--------|-------|--------|-------|--------|---------|-------|--------|---------|
|           | No.    | Days  | Hour   | No.   | Days   | Hour    | No.   | Days   | Hour    |
| Clerk     | 2085   | 9566  | 76532  | 6845  | 29796  | 238370  | 8930  | 39362  | 314902  |
| Online    | 582    | 644   | 5152   | 1860  | 2031   | 16254   | 2442  | 2675   | 21406   |
| Physical  | 1503   | 8922  | 71380  | 4985  | 27764  | 222116  | 6488  | 36687  | 293496  |
| Officer   | 10072  | 31470 | 251760 | 41185 | 125322 | 1002582 | 51257 | 156792 | 1254342 |
| Online    | 5484   | 9591  | 76728  | 21470 | 36807  | 294456  | 26954 | 46398  | 371184  |
| Physical  | 4588   | 21879 | 175032 | 19715 | 88515  | 708126  | 24303 | 110394 | 883158  |
| Sub Staff | 4833   | 7684  | 61472  | 19552 | 33115  | 264920  | 24385 | 40799  | 326392  |
| Online    | 40     | 78.5  | 628    | 162   | 292    | 2336    | 202   | 370    | 2964    |
| Physical  | 4793   | 7605  | 60844  | 19390 | 32823  | 262584  | 24183 | 40428  | 323428  |



**Recruitment Tool:** Recruitment Tool has been developed and implemented, to facilitate efficient and transparent hiring of lateral candidates. This innovative platform streamlines the entire recruitment process. The tool is being utilized for the recruitment of a psychologist for the bank’s panel.

**Where Support Meets Passion: PNB Employees Excel Globally**

At PNB, we believe in nurturing talent—not just in the workplace, but beyond it. Our very own employees, Shri Abhishek and Shri Sukhjeet Singh, represented India in the 2024 Paris Olympics as part of the Indian Hockey Team, showcasing the spirit of determination, discipline, and national pride.

Their inspiring journey from professional excellence at PNB to international sporting glory embodies our commitment to sports and passion for sporting brilliance. These milestones reinforce our dedication to supporting diverse aspirations, fostering resilience, and promoting a culture where excellence thrives—both professionally and personally.

**At PNB, we take pride in supporting diverse aspirations and celebrating the multifaceted achievements of our employees.**

*Shri Abhishek & Shri Sukhjeet Singh of PNB Hockey Team won Bronze medal in the Paris Olympics 2024*

As they reach new heights, we continue to champion the dreams that lie beyond the desk, cultivating an environment where ambition is encouraged and personal triumphs are celebrated.



**PNB felicitates its Hockey Players for their outstanding contributions in the Paris Olympics 2024**



PNB felicitates its hockey players, Shri Abhishek and Shri Sukhjeet for their outstanding achievements in the Paris Olympics 2024



Shri Sudhir Saxena, employee of PNB won bronze medal in Asian kickboxing championships held in Cambodia 2024

Continuing our tradition of nurturing talent beyond the workplace, PNB proudly celebrates the remarkable achievement of our employee, **Shri Sudhir Saxena**, who clinched a **bronze medal** at the **Asian Kickboxing Championship 2024** held in Cambodia. Competing in the fiercely contested **94 kg weight category**, Sudhir's performance was a testament to grit, discipline, and unwavering determination.

His journey—from humble beginnings to standing on the podium at an international championship—reflects the spirit of perseverance that PNB values deeply. Sudhir's success not only brings glory to the nation but also inspires our workforce to pursue excellence in every arena of life.



**ETHICAL ENGAGEMENT – GRIEVANCE MECHANISM SUPPORTING STAFF WELL-BEING**

The Bank has an online grievance redressal portal “Samadhaan” for employees where all complaints including Human rights related complaints may be made. The Bank has a well-established policy - The Policy for Prevention, Prohibition and Redressal of Sexual Harassment of Women at Work Place framed under the provisions of “The Sexual Harassment of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013.” Also, the bank has Whistle Blower Policy to establish a mechanism to receive protected disclosures relating to any allegation of corruption or wilful misuse of power or position against any employee of the bank. The bank also prohibits all forms of child or forced labour.

Bank has also established an Equal Opportunity Policy to avoid any kind of workplace discrimination. It shall be applicable to all Branches/ Offices of Punjab National Bank located in India and covers all Divyangjan in the Bank and who acquire disability during their service period / work tenure. The policy applies to all facets of employment that commences from recruitment, training, working conditions, salary and allowances, staff welfare, facilities and perquisites, transfer and deployment and up to Separation etc.

**Voices Heard, Issues Addressed – Staff Grievance Redressal System**

Bank has undertaken following steps to safeguard the interests of SC/ST/OBC/ Divyangjan /Ex-Servicemen/EWS employees and prevent adverse consequence to the complainant in discrimination and harassment:

- “PNB SAMADHAAN”, a formal platform for redressal of various grievances/ problems faced by the employees of the Bank is available and a functionality has been provided in HRMS for all the employees to enable them to lodge

- their grievances/ complaints online. PNB SAMADHAAN covers all work related and personal problems faced by serving staff members which have a bearing on their work. issues where the employees feel there is violation of rules or that there is clear cut case of injustice or victimization are considered maintaining strict confidentiality.
- A reservation cell has been set up at every Circle Office/ Zonal Office/ Head Office to look into the grievances of SC/ST and OBC employees.
  - Internal Complaint Committee has been set up to look into the sexual harassment complaints at Circle Offices/ Zonal Offices and Head Office. Bank also ensures that the aggrieved woman or witnesses are not victimized or discriminated against while dealing with the complaints of sexual harassment. Strict confidentiality is maintained, and the details of the complaints are only available to the Internal Committee (IC), which takes appropriate steps for redressal of the complaints.
  - Further, the Bank's Whistle Blower Policy has in place distinct clauses for protection of the whistle blower, which ensures confidentiality and no adverse penal action against employees in retaliation to their disclosure of any wrongful conduct. Identity of the whistle-blower is not disclosed to the investigating official.

### Complaints filed under the Sexual Harassment of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013

|                                                                                                                                     | FY 2023-24 | FY 2024-25 |
|-------------------------------------------------------------------------------------------------------------------------------------|------------|------------|
| Total Complaints reported under Sexual Harassment on of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013 (POSH) | 29         | 24         |
| Complaints on POSH as a % of female employees / workers                                                                             | 0.12%      | 0.09%      |
| Complaints on POSH upheld                                                                                                           | 10         | 9          |

### Number of Complaints on the following made by employees and workers:

|                                                                    | FY 2023-24            |                                       |                | FY 2024-25            |                                       |                                                                    |
|--------------------------------------------------------------------|-----------------------|---------------------------------------|----------------|-----------------------|---------------------------------------|--------------------------------------------------------------------|
|                                                                    | Filed during the year | Pending resolution at the end of year | Remarks        | Filed during the year | Pending resolution at the end of year | Remarks                                                            |
| Sexual Harassment                                                  | 29                    | 7                                     | Since Resolved | 24                    | 6                                     | ICC Enquiry in under process within time line as per POSH Act 2013 |
| Discrimination at workplace (Received through various Commissions) | 50<br>(2023 – CY*)    | 0                                     | NA             | 32<br>(2024 – CY*)    | 0                                     | NA                                                                 |
| Child Labour                                                       | Nil                   |                                       |                |                       |                                       |                                                                    |
| Forced Labour /Involuntary Labour                                  | Nil                   |                                       |                |                       |                                       |                                                                    |
| Wages                                                              | Nil                   |                                       |                |                       |                                       |                                                                    |
| Other human Rights related issues                                  | Nil                   |                                       |                |                       |                                       |                                                                    |

\* CY= Calendar Year

### Upholding Responsibility – Grievances Under National Guidelines on Responsible Business Conduct (NGRBC) Principles (1–9)

| Stakeholder group from whom complaint is received | Grievance Redressal Mechanism in Place (Yes/No) (If Yes, then provide web-link for grievance redress policy)                                                                     | FY 2023-24                                              |                                                              |                                                                          | FY 2024-25                                              |                                                              |                                                                          |
|---------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------|--------------------------------------------------------------|--------------------------------------------------------------------------|---------------------------------------------------------|--------------------------------------------------------------|--------------------------------------------------------------------------|
|                                                   |                                                                                                                                                                                  | Number of complaints filed during the year              | Number of complaints pending resolution at close of the year | Remarks                                                                  | Number of complaints filed during the year              | Number of complaints pending resolution at close of the year | Remarks                                                                  |
| Communities                                       | NIL                                                                                                                                                                              |                                                         |                                                              |                                                                          |                                                         |                                                              |                                                                          |
| Investors (other than shareholders)               | <a href="https://pnb.bank.in/">https://pnb.bank.in/</a>                                                                                                                          | NIL                                                     |                                                              |                                                                          |                                                         |                                                              |                                                                          |
| Shareholders#                                     | Yes, the details are given in Investor Corner at Bank's corporate website: <a href="https://pnb.bank.in//basic-information.html">https://pnb.bank.in//basic-information.html</a> | 32                                                      | 0                                                            | Nil                                                                      | 47                                                      | 0                                                            | Nil                                                                      |
| Employees and workers                             | Yes-Internal "PNB Samadhaan through HRMS (complaints related to HR matters)"                                                                                                     | 2368                                                    | 29                                                           | Pending complaints are lying within Turnaround Time (TAT).               | 3661                                                    | 121                                                          | Pending complaints are lying within Turnaround Time (TAT).               |
| Customers*                                        | Yes, Policy is placed at the Corporate Website <a href="https://pnb.bank.in/">https://pnb.bank.in/</a> , under Tab 'Customer Care – Policies'.                                   | CGRMS– 1,04,520<br>CRM – 10,25,675<br>Total – 11,30,195 | 32,351                                                       | Excluding complaints which were resolved within T+1 days of its receipt. | CGRMS– 1,07,136<br>CRM – 10,32,694<br>Total – 11,39,830 | 28,855                                                       | Excluding complaints which were resolved within T+1 days of its receipt. |
| Value Chain Partners                              | Not Applicable                                                                                                                                                                   |                                                         |                                                              |                                                                          |                                                         |                                                              |                                                                          |
| Other (please specify)                            | NIL                                                                                                                                                                              |                                                         |                                                              |                                                                          |                                                         |                                                              |                                                                          |

\*- CRM Module is for management of digital complaints and CGRMS portal manages non-digital complaints. To lodge, track, monitor and resolve digital and non-digital complaints through a single platform, a new module under CRM portal has been introduced in FY'2025-26. This will enhance efficiency and quick resolution of complaints.

# - Including complaints received from Bondholders

### Putting Customers First – Enhancing Service in a Competitive Landscape

Our Bank understands that customer service excellence is the key differentiator in today's competitive landscape in the financial sector. To meet enhanced customer expectations and to improve customer service, the Bank has developed mechanism for capturing Customer's feedback through Branches and integrated it with **single Digital Platform i.e., Customer Feedback Portal**. This new functionality enables branches to capture customer's feedback who walks in the Branch to avail any of the Banking services. Further to accelerate the pace of performance and encourage more dedicated efforts, the Bank has developed **reward and motivation programme**. It is aimed at tracking performance and recognizing eligible branch for providing better customer service. The Bank is continuously evolving its **customer grievance redressal mechanism** and providing adequate training to its staff at customer call centres and service agents. Through these initiatives, the Bank continues to uphold its commitment towards customer satisfaction and service excellence, ensuring a smooth and hassle-free banking experience.

**In EASE 7.0, Economic Development: Customer Delight, Resilient Banking where PNB was ranked 3rd for Q3 FY 2024-25.**



## Gateway to Banking: Where Information meets Convenience

In today's connected world, Punjab National Bank ensures that customers can access clear, updated, and reliable information about products and services - anytime, anywhere. Whether exploring savings options, applying for a loan, or using digital tools, our platforms are designed to keep you informed, empowered, and connected.

### Key Channels to Explore

**Corporate Website:** <https://pnb.bank.in/>

Mobile & Internet Banking

SMS Alerts

Contact Centre

Social Media Platforms

Comprehensive Product & Services Information is available on our official website:  
<https://pnb.bank.in/>

### Digital & Social Media Presence

To stay connected and educate customers, the Bank actively uses local avenues, print, social media, and digital platforms

**Mobile App:** PNB ONE   Instagram  Facebook

 /pnbindia  +91 9264092640  1800 1800 | 1800 2021

### Empowering Customers with Safe Banking Awareness

The Bank actively educates its customers on the **safe and secure use of its products and services** through a wide array of communication channels, including:

-  **Corporate Website**
-  **SMS, Internet & Mobile Banking**
-  **Contact Centre**
-  **Social Media Platforms**

To safeguard customers from fraud, the Bank regularly shares **alerts and advisories** on suspicious calls—especially those falsely requesting KYC updates. These warnings are embedded in routine communications and reinforced through **spurious call disclaimers**.

In addition, the Bank champions its **in-house digital platforms**, offering seamless services while promoting digital literacy. Timely updates and safety tips are broadcast across social media to keep customers informed and empowered.

We are actively redesigning our internal processes and customer journeys to eliminate friction points, reduce complexity, and make banking interactions simpler, faster, and more convenient. This includes initiatives like reducing paperwork and digitizing workflows wherever feasible. Further, we will harness the power of AI and data analytics to gain deeper insights into customer behaviour and preferences and to provide a hyper personalized experience to our customers.

Digital transformation for superior customer experience and driving business, has been comprehensive in nature—

- 35+ digital products launched for Retail, Agri. And MSME** customers (e.g. PAPL, PABL, E-OD against FD, Digital Housing Loan, e-PM Vishwakarma, Digi Gold Loan etc. We are on the verge of launching more products on the digital platform. **Upcoming Launches:** New digital journeys for Digi Surya Ghar, Digi Two-Wheeler Loans and Digi Home Loan Top-Up are in advanced stages of planning and are expected to be launched soon.)
- 35+ digital products launched for Liabilities** (Tab-based CASA account opening), Recovery (E-OTS, E-SWAR, SAMARTH Portal etc.) and others.
- 16 processes** were either digitised or launched (LRS submission through MBS, Digital KYC updation etc.)
- 18 portals** were launched for internal / external activities (PNB 360, PARTH, Customer 360 dashboard etc.)
- 9 industry-first innovative digital offerings** were launched (Express OTS, Credit Card on UPI, Co-lending Portal etc.)
- PNB One BIZ**, Bank's corporate mobile banking application to cater to the multichannel requirements of corporate customers was launched in Sept'24 with 150+ features.
- WhatsApp Banking** has experienced significant growth from 28.7 lakhs users as on 31.03.2024 to 61.6 lakhs users as on 31.03.2025.
- CBDC (Central Bank Digital Currency)** 1<sup>st</sup> bank in the industry with capability of onboarding customers by using Aadhar number of beneficiaries/wallet-holders.

The Bank is continuously making efforts so that all its offices/branches are accessible without any inconvenience to differently abled visitors. As on 31.03.2025, Bank's 11,141 ATMs (i.e. 94.24 % ATMs) out of total 11,822 ATMs and Bank's 8,525 branches (i.e. 83.67% Branches) out of total 10,189 branches have ramp facilities. In the remaining branches (16.33%) and ATMs (5.76%) it is not possible to provide ramp facility due to structural constraints. Proper notice have been displayed in compliance with RBI guidelines.

The Bank refers the Reserve Banks of India and IBA's Banker's guide for customers with special needs. Bank is committed to offer all its banking services and products to customers with disabilities including visually impaired without discrimination.

Further, the Bank also provides doorstep delivery of financial services to Divyangjan through doorstep banking. – for customers

Also, Bank offers a Braille Debit Card called the PNB ANTAH DRISHTI for visually impaired customers. This card has Braille dots embossed on it to help customers identify the bank and their card. While the card itself has Braille features, PNB ATMs are equipped with standard keypads with raised markings on the numerical keys and operational keys like "enter," "cancel," and "clear," to guide its users.



### Customer-Centric Service Approach

Customer Service forms the cornerstone of the Bank's operational philosophy, placing customer needs at the heart of all strategic and functional decisions. The Bank is committed to delivering prompt, personalized, and efficient service by continuously aligning its products and processes with customer expectations.

Listening to Our Customers – Complaints on Essential Banking Services

(NGRBC Principle 9: Businesses should engage with and provide value to their consumers in a responsible manner)

Complaint types are categorized on the CGRMS (non-digital transactions) and CRM (digital transactions) portals. During FY 2025, a total of 16,80,324 complaints were received, of which 5,40,494 resolved within T+1 days—thus not qualifying as reportable under RBI guidelines. The details of complaints processed are summarized below:

| Particular                                          | Count     |
|-----------------------------------------------------|-----------|
| Complaints pending at the beginning of FY           | 32,351    |
| Complaints received during the Year                 | 11,39,830 |
| Complaints disposed during the Year                 | 11,43,326 |
| Of which, number of complaints rejected by the Bank | 5,15,885  |
| Complaints pending at the end of the Year           | 28,855    |

Excludes complaints resolved within T+1 days.

|                                 | FY 2023-24               |                                       | Remarks | FY 2024-25               |                                       | Remarks |
|---------------------------------|--------------------------|---------------------------------------|---------|--------------------------|---------------------------------------|---------|
|                                 | Received during the year | Pending resolution at end of the year |         | Received during the year | Pending resolution at end of the year |         |
| Data privacy                    | -                        | -                                     | -       | -                        | -                                     | -       |
| Advertising                     | -                        | -                                     | -       | -                        | -                                     | -       |
| Cyber-security                  | -                        | -                                     | -       | -                        | -                                     | -       |
| Delivery of essential services* | 11,30,195                | 32,351                                | NIL     | 11,39,830                | 28,855                                | NIL     |
| Restrictive trade practices     | Not Applicable           |                                       |         |                          |                                       |         |
| Unfair trade practices          | Not Applicable           |                                       |         |                          |                                       |         |
| Other                           | -                        | -                                     | -       | -                        | -                                     | -       |

\* -The grievance categories are currently not maintained on the portal in the prescribed format. However, disclosures are made in accordance with the applicable RBI guidelines, as detailed below:

| Grounds of complaints, (i.e. complaints relating to) | Number of complaints pending at the beginning of the Year | Number of complaints received during the Year | % Increase/ decrease in the number of complaints received over the Previous Year | Number of complaints pending at the end of the Year | Of 5, number of complaints pending beyond 30 days |
|------------------------------------------------------|-----------------------------------------------------------|-----------------------------------------------|----------------------------------------------------------------------------------|-----------------------------------------------------|---------------------------------------------------|
| 1                                                    | 2                                                         | 3                                             | 4                                                                                | 5                                                   | 6                                                 |
| FY 2024-25                                           |                                                           |                                               |                                                                                  |                                                     |                                                   |
| Internet/ Mobile/ Electronic Banking                 | 12,262                                                    | 4,04,168                                      | -17.46                                                                           | 3,386                                               | 589                                               |
| ATM/ Debit Cards                                     | 5,054                                                     | 3,83,578                                      | 21.04                                                                            | 1,806                                               | 195                                               |

| Grounds of complaints, (i.e. complaints relating to)          | Number of complaints pending at the beginning of the Year | Number of complaints received during the Year | % Increase/ decrease in the number of complaints received over the Previous Year | Number of complaints pending at the end of the Year | Of 5, number of complaints pending beyond 30 days |
|---------------------------------------------------------------|-----------------------------------------------------------|-----------------------------------------------|----------------------------------------------------------------------------------|-----------------------------------------------------|---------------------------------------------------|
| Account opening/ difficulty in operation of accounts          | 458                                                       | 23,394                                        | 8.40                                                                             | 254                                                 | 21                                                |
| Loans and advances                                            | 332                                                       | 10,734                                        | 24.90                                                                            | 364                                                 | 50                                                |
| Pension and facilities for senior citizens/ differently abled | 225                                                       | 7,444                                         | -48.77                                                                           | 107                                                 | 4                                                 |
| Others                                                        | 14,020                                                    | 3,10,512                                      | 11.32                                                                            | 22,938                                              | 8,175                                             |
| Total                                                         | 32,351                                                    | 11,39,830                                     | 0.85                                                                             | 28,855                                              | 9,034                                             |

To ensure timely and effective grievance redressal, the Bank captures customer complaints through multiple channels including Contact Centres (Toll free/ Toll numbers), Post, Email at care@pnb.co.in, Department of Public Grievance (CPGRAM)/INGRAM, Internet Banking Service / Mobile Banking app, the official website, Social Media such as Facebook, LinkedIn and other social media platforms, Complaints in Person at Branch Offices and direct communication with senior leadership and regulatory bodies. All grievances are systematically recorded in the Online Grievance Portals—CGRMS and CRM—and resolved in accordance with the Bank’s Grievance Redressal Policy.

Designated Chief Customer Executive Officers (CCEOs) stationed at Zonal Offices, along with Chief Managers at Circle Offices, act as direct points of contact for resolving customer issues. Their contact information is readily accessible via the Bank’s website to ensure transparency and convenience.

The Bank has institutionalized Customer Service Committees at every branch and Circle Office. These committees convene monthly meetings, offering a collaborative forum for both staff and customers to exchange feedback, review service quality, and recommend enhancements.

To promote transparency and recognize service excellence, the Bank publishes a monthly magazine titled **Customer Speaks**. It features resolved cases and appreciation letters received from satisfied customers, highlighting exceptional service delivery by Bank personnel.

Further, the Bank organizes Theme-Based Meetings and conducts regular **Customer Satisfaction Surveys**. Insights from these surveys leads to targeted interventions aimed at elevating the overall customer experience.



Toll free customer care number of the Bank – 18001800 & 18002021

Customer Service Agents (CSAs) undergo routine training to strengthen their skills in call handling and product knowledge. These sessions empower them to address customer concerns promptly and accurately.

The Bank operates **state-of-the-art Primary Contact Centres in Gurugram and Noida, offering 24×7×365 tele-banking services** through leading service providers. Secondary Centres in Dehradun and Bhopal extend support in 13 languages, promoting inclusivity and accessibility.

**Complaint lodgement** - <https://pnb.bank.in/Lodge-Complaint.html>

<https://pnb.bank.in/advisories.html> - web link for customers to protect themselves from cyber frauds and threats.

Several initiatives have been taken by the bank to spread and advertise cybersecurity awareness among both customers and the bank’s staff. Cyber awareness creatives are posted on various social media platform and bank’s website to spread awareness on cyber hygiene among the Bank’s customers.

KEY INITIATIVES FOR ENHANCED CUSTOMER EXPERIENCE (FY 2025)



BANKING AT YOUR DOORSTEP  
Enhancing Accessibility & Convenience



Doorstep Banking Service

The Doorstep Banking Service (DSB) policy is designed to deliver essential banking services directly to the homes of senior citizens over 70 years old and differently-abled or infirm individuals. This service aims to be effective and transparent and is available nationwide. The services are provided on a mandatory basis through 3719 branches as well as on best-effort basis through 6436 branches. The list of branches/centers offering mandatory or best-effort DSB services is regularly updated and displayed on the Bank’s website.



Respect, Protection, Empowerment -Customer Rights Framework

**Fair Treatment:** Customers are served with honesty, empathy and respect  
**Transparent Communication:** Clear explanation of contracts, pricing, risks, and terms  
**Zero Tolerance for Misconduct:** No coercion, mis-selling, or harassment, Bank follows zero tolerance policy in this regard.  
**Privacy First:** Personal data is safeguarded with the highest standards of confidentiality.  
**Right to Redressal:** Customers can escalate grievances and expect timely, impartial resolution.



Customer Compensation Policy

Ensures compensation to financial loss due to service deficiency, this policy is applicable to all the products and schemes  
All products and schemes across Bank offices



Building Trust through Service & Ethics

Over 50% of employees trained in Customer Service & Ethics

# KEY PRINCIPLES OF CUSTOMER SERVICE



## FAIR TREATMENT

Customers are served with honesty, empathy, and respect



## TRANSPARENT COMMUNICATION

Contracts, pricing, risks, and terms are explained clearly–no hidden clauses or fine-print surprises



## ZERO TOLERANCE FOR MISCONDUCT

Strictly prohibits coercion, misleading practices, or harassment in any form



## PRIVACY FIRST

Personal data is safeguarded under the highest standards of confidentiality



## CUSTOMER COMPENSATION POLICY

**Objective:** To provide a fair system of compensating customers for financial loss due to deficiency in service or errors directly attributable to the Bank

**Scope:** Applicable to all products and schemes, covering all Bank offices

**Commitment:** Ensures accountability and protection for customers in case of service lapses

# GOLDEN YEARS, GOLDEN SERVICE: INCLUSIVE OUTREACH FOR SENIORS

## Honouring the senior citizens of India

- PNB has introduced special loan schemes for senior citizens with low interest rates such as “PNB Aabhar Rin - Personal Loan Scheme for Pensioners” to meet immediate requirements such as Medical Expenses. The scheme helps in realising the vision of serving people for a better quality of life.



### Saving account scheme:

PNB Samman Saving Account

- Senior citizens aged 60 years and above but below 80 years shall receive an additional interest rate of 50 basis points (bps) over the applicable card rates for domestic deposits of less than ₹2 crore for a tenure of up to 5 years, and 80 bps for a tenure exceeding 5 years.
- Super Senior Citizens aged 80 years and above shall receive an additional interest rate of 80 bps over the applicable card rates across all maturity buckets.
- Free Remittance of Retirement Dues to any branch of PNB at a place to which the Senior Citizen hails or plan to settle down after retirement.
- Free Collection of retirement dues in respect of Retired Govt./Public/Private Sector employees.
- Free Collection of Cheques
- 50% Concession on all types of remittance
- Immediate Credit of Outstation Cheques upto Rs.15,000/-.
- Free Discount/Collection of Pension Bills/Cheques of Pensioners retired from Central/State Govt. and Armed Forces.
- Free Remittances, Free Cheque Books & Collection/Discount of Pension Bills/Cheques for freedom fighter, their widows/widowers.
- New Attractive Pass Books containing facilities available to Senior Citizens.
- Free Nomination Facility.



Vaibhav Saving Account

## PNB'S OUTREACH INITIATIVES: BUILDING MEANINGFUL CUSTOMER CONNECTIONS

Outreach programmes focused on SHG-centric credit, Retail, Agriculture, and MSME sectors have been actively conducted, providing an effective platform for direct interaction with customers.

These initiatives are aimed at fostering financial inclusion, enhancing customer engagement, and promoting credit awareness across diverse segments of the economy.





**Personalized Financial Solutions:** PNB offers instant loan approvals, eligibility checks, and customized products—showing responsiveness to customer goals



### Wide Accessibility

Programmes are held across hundreds of locations, ensuring inclusivity and deeper community engagement. MSME Outreach campaign was launched by the Bank at 190+ locations.



As a part of our customer-centric outreach initiatives, sanction letters were ceremoniously handed over to beneficiaries. Through these meaningful interactions, we not only celebrated and honored the trust our customers place in us, but also reinforced our commitment to inclusive growth and financial empowerment. Each sanction letter represented not just an approval, but a promise—of opportunity, support, and shared progress.



**Direct Interaction:** Such Events involve face-to-face consultations, allowing customers to voice their needs and receive tailored solutions.

## Beyond Business – Our Commitment to Sustainable Community Impact

Punjab National Bank is committed to operate in an economically, socially and environmentally sustainable manner, while upholding the interests of its stakeholders such as investors, customers, employees, business partners, local communities, the environment and society at large and contribute to the improved quality of life.

As a socially responsible institution committed to strengthen social ties with the community at large, the bank has a board approved Policy on CSR which is reviewed annually. It is guided by Schedule VII of the Companies Act 2013 under Ministry of Corporate Affairs concerning Corporate Social Responsibility. Our CSR activities are driven by the primary motive of giving back to society and uplifting our communities.

### Reaching the Unreached: Bank’s Community Initiatives for Marginalized Groups

- Bank helps the marginalized, unbanked and financially excluded sections of the society to enable them to contribute their share to the economy. Access to financial services is of utmost importance to strengthen these marginalized sections and make a significant contribution to their social and economic development.
- Bank extends Doorstep Banking facility to senior citizens and differently abled customers.
- The Bank has established 12 Farmers Training Centres which provide training on agriculture & allied activities which include organic farming, fertilizer management, bee keeping, dairy farming, etc. to the farmers. The Bank spent Rs. 1002.38 Lakh under this during FY 2025. There are 78 RSETIs under the aegis of Ministry of Rural Development (MoRD) and 2 Rural Development Centres (PNB initiatives) operating in India which are engaged in providing training to rural population and their families for skill upgradation to undertake self-employment ventures/jobs. During the FY 2025, 79,989 persons were trained in these centers out of which 65,636 belong to Below Poverty Line (BPL) families and 63,535 were women. Our RSETIs are focusing on settlement of participants by ensuring adequate credit for inclusive growth.
- The Bank has 175 Financial Literacy Centers (FLCs) conducting number of seminars/programmes/camps on Financial Education, Preventive Counselling and Customer Rights. The Target groups of the programmes conducted by FLCs are Farmers, Self Help Groups, Micro and Small Entrepreneurs, Senior Citizens etc.

## EMPOWERING LOCAL ECONOMIES JOB CREATION IN SMALLER TOWNS

Job creation in smaller towns Spreading Opportunity –Wage Paid across Locations (as % of total wage cost)

| Location                                                                                         | FY 2023-24 | FY 2024-25 |
|--------------------------------------------------------------------------------------------------|------------|------------|
|  Rural        | 21.58%     | 23.12%     |
|  Semi-urban   | 18.05%     | 18.93%     |
|  Urban        | 32.35%     | 34.86%     |
|  Metropolitan | 28.03%     | 23.10%     |

### Inclusive Procurement: Supporting Small Enterprises and Marginalized Suppliers:

The Bank’s Board-approved Procurement Policy integrates sustainability sourcing, human rights safeguards, and government guidelines. It mandates energy-efficient purchases, ensures compliance with labor standards, and promotes preferential procurement from MSEs, SC/ST entrepreneurs, and start-ups.

Through these initiatives, the Bank reaffirms its commitment to inclusive growth by integrating small enterprises and marginalized suppliers into its procurement ecosystem, enabling them to play a meaningful role in the value chain.

### Empowering Every Step Towards Inclusive Progress

A Shared Commitment At PNB, we remain steadfast in our commitment to be a catalyst for inclusive, equitable, and sustainable development. Every initiative undertaken is a step towards a stronger, more resilient India—one where opportunity, dignity, and progress are within everyone’s reach.

### Volunteering with Heart

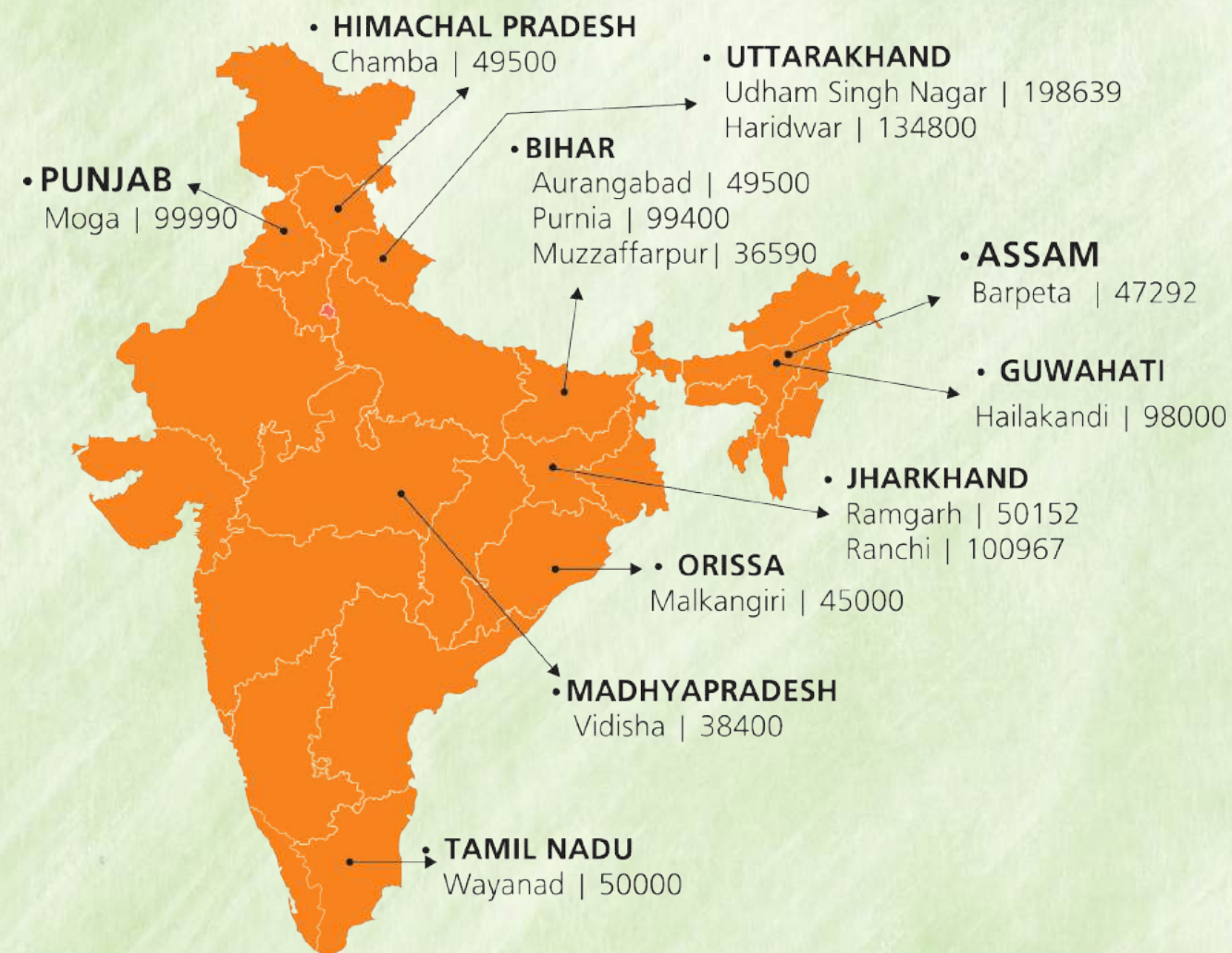
Our CSR journey would be incomplete without mentioning the generous spirit of our employees. Across zones, our staff actively participated in community development, such as donating washing machines to orphanages, distributing study materials to children, and organising health camps. PNB Perna played an exemplary role in supporting road safety campaigns through collaborations with the Helmetman Foundation, and uplifting underprivileged students across several states. Their selfless service underscores the human heart behind PNB’s institutional efforts.

### Investing in Innovation and Infrastructure

In a remarkable step towards digital innovation, PNB supported in development of a Generative AI Chatbot, which was of great use to devotees and tourists during the Maha Kumbh Mela held at Prayagraj from 13th January to 26th February 2025. This multilingual solution provided real-time information on transportation, accommodation, weather, emergency services, and helplines— showcasing the role of technology in smoothening public services and enhancing cultural experiences. We also donated E-Karts to the Mahakaleshwar Temple in Ujjain, and essential furniture to eye hospitals and special schools, ensuring better facilities for those who need them most.

# Reaching Where It Matters

CSR Contributions to Aspirational Areas



During the FY2025, the following CSR activities have been undertaken:



## Education & School Infrastructure

- Govt. Sr. Secondary School, Gurugram – infrastructure
- SLS Memorial Residential School, Odisha – classroom essentials
- 500 desk & benches for Govt. Schools, Housur Municipality
- Delhi Govt. schools – upgradation (130th Foundation Day)
- Basant Social Foundation – school upgrade in Delhi
- Herald Academy, Uttarakhand – repair & renovation
- Auro-Mira Vidya Mandir – education of 8 children
- Sarvodaya Bal Vidyalaya – infra upgrade
- Kalinga Institute of Social Sciences – education of 100 tribal students

## Health & Medical Aid

- Bisnoui Sarvodaya Gramodyog Sewa Sansthan – anemia diagnosis machine, Nuh
- Parachute Regiment Training Centre – ambulance
- Sita Rasoi Nyas – kitchen equipment for mass food
- Yogakshem Seva Nayas – kitchen equipment & utensils
- CanSupport – ration support for cancer patients
- ISKCON – 750 Happiness Kits & meals
- Helmet Bank – road safety helmet distribution
- Project Poshan (Parichay Foundation) – health & nutrition



## Community Development & Social Welfare

- Earth Saviour Foundation – solar plant
- Save the Humanity – old age home support
- BSF Wives Welfare Association – school for disabled children
- Uttam Jai Ram Foundation – community empowerment
- The New Learning Heights – special school & remedial centre
- Well Being Shiksha Foundation – financial awareness drive
- Pingalakhi Public Welfare Organization – water purifier, Punjab
- Water for People India Trust – “Harvest for Resilience” (water conservation)

## Heritage, Culture & Religious Institutions

- Kumbh Mela 2025, Prayagraj – AI chatbot
- Gurudwara Patna Sahib, Bihar – bus
- Mahakaleshwar & Omkareshwar Temples – e-kart & generator
- Golden Temple, Amritsar – 32-seater AC bus



## Environment & Sustainability

- GIDA (Gorakhpur Industrial Development Authority) Gorakhpur – park development
- Tripura Renewable Energy Development Agency – CSR support
- Plantation drive, Bharat Vandana Park, Dwarka

## Events & Awareness Programs

- Carbon Free Cyclothon, Jaipur
- Sachi Saheli – women empowerment (Project Chetna)
- Raahgiri Foundation – No Honking Campaign, Delhi
- Yoga Education Spirituality – awards & fellowships
- Choudhary Foundation – computers



## Scholarships & Child Support

- Yuva Unstoppable – PNB Rising Star scholarship for 100 children

Punjab National Bank's Corporate Social Responsibility Approach

Punjab National Bank views Corporate Social Responsibility (CSR) as a commitment to operate in an economically, socially and environmentally sustainable manner, while recognizing the interests of its stakeholders such as investors, customers, employees, business partners, local communities, the environment and society at large and contribute to the quality of life of society. At the heart of this strategy is our Bank's unwavering dedication to build vibrant communities. This focus comes to life through our investment in institutions and programmes to support and enhance community development in a sustainable fashion. During F.Y. -25, focus of Bank's CSR activities was on improving health, education, environment, rural development, financial literacy, women empowerment, & skill empowerment programmes to the public and social welfare activities on Pan India basis through its field offices.

The Bank makes the following commitments as part of its CSR strategy:

1. Sustainability

PNB intends to be a catalyst for change that benefits present and future generations. Sustainability is an integral part of PNB's activities – in our core business and beyond. Thus, we believe in being responsible to all our stakeholders, society and the environment.



CSR to Herald Junior Public School, Uttrakhand for infrastructure development



CSR for developing Gen-AI Chatbot that serve as a one-stop solution for the devotees and tourists to get information on transportation, accommodation, smart parking, real-time weather updates, lost and found services, emergency assistance, and Kumbh Mela helpline services in multiple languages.

2. Corporate Volunteering

"Giving back to the society" is the prime motive behind our CSR activities. The message that we give to our staff regarding CSR is that whatever we do today will have an impact on future generations. Thus, we undertake CSR activities with active participation of staff members and participation of local populace.

Smt. Rajnigandha, President PNB Prerna, Smt. Yamini Kumar, Vice President provided CSR to Parichay Foundation for Health and Nutrition.



3. Social Investments

Being a socially responsible organization, we contribute to society through Farmers Training Centers & Rural Self Employment Training Institutes, Centres for Financial Literacy, PNB Prerna and other initiatives. We help the underprivileged communities to overcome unemployment and poverty and shape their own future through education and skill development programmes. All these initiatives are considered as social investment.

Farmers' Training Centres (FTCs):

Bank has established 12 Farmers' Training Centres which come under the ambit of PNB Farmers Welfare Trust providing free of cost training on agriculture & allied activities, Computer operations, cutting & tailoring/ embroidery and entrepreneurship development programmes to the villagers and farmers.



Training Program at Financial Training Centre, Etawah

Since inception, FTCs have imparted training to 19,32,179 farmers by conducting 65,062 training programs. These Training Centres have been equipped with the Mobile Van having soil testing facilities at the farmers' fields and LED for audio visual display of informative video clips to the farmers. The Bank spent Rs.1002.38 Lakhs under this initiative during FY 2025.

| Financial Year | No. of Programs | No. of Trainees |
|----------------|-----------------|-----------------|
| 2024-25        | 3506            | 1,04,155        |

**PNB VIKAS YOJANA:** Bank has a scheme titled PNB VIKAS YOJANA under which 307 villages are adopted for their holistic development through various welfare/developmental activities. During FY 2025, an amount of Rs. 106.22 lakh was spent under the scheme.

Rural Self Employment Training Institutes (RSETIs):-



Training Program at RSETI, Hamirpur

There are 78 RSETIs (under the aegis of MoRD) and 2 Rural Development Centers (PNB initiatives) operating in India and are engaged in providing training to rural population and their families for upskilling to venture into entrepreneurial journeys. During the FY 2024-25, 79,989 villagers were trained in these centers, out of which 65,636 belonged to BPL families and 63,535 were women.

Since inception, RSETIs have trained 6,82,671 persons, out of which 4,66,580 are women and 2,17,557 are of SC category and 41,962 are of ST category.

**Impact of RSETIs in Self-Employment:**

Since inception 4,74,977 people got self-employed after getting training from these institutions. Total expenditure incurred during FY2025 was Rs.6767.34 Lakhs.

**4. Health**

We strongly endorse the view that “healthy mind and body” in a clean environment is essential for overall growth of the nation. Thus, we invest in areas that facilitate such enhancements. During FY 2025, the Bank has undertaken CSR activities in the health sector for well-being of general public.



NGO CanSupport providing therapy to cancer patients by visiting their homes

During FY 2025, Bank successfully carried out welfare activities in healthcare sector viz. distribution of an ambulance to Parachute Regiment Training Center, and other activities to support healthcare services for the needy sections of the society.

**5. Green Initiatives**



Green Initiative Drive: MD & CEO Sh. Ashok Chandra planting a sapling for clean & green environment

Bank is making efforts through awareness programs on rain water harvesting in existing buildings and encouraging environment friendly new constructions and spreading awareness among the masses through our various social-media channels. Various other green initiatives like Tree plantation drives were carried out during the review period.

**6. Education**

The Bank always endeavours to undertake its CSR activities dedicated to promotion of education in the society and thus empowering the young generation to face its future challenges for better tomorrow.



CSR to The Auro-Mira Vidya Mandir (AMVM) is a fully residential school (with hostel facilities) in Koraput district of Odisha for education of 8 underprivileged children

**7. Promotion of Sports**

Bank is continuously promoting our National Sport i.e. Hockey. In April 2004, the Bank formed its Senior Hockey team. Presently our senior hockey team has 23 players. The players are employees of the Bank.



Glimpse of Padma Shri Mohd. Shahid Hockey Tournament



Bank provides all logistics support and infrastructure facilities to the players for developing professional skills. Senior Hockey team players are provided with playing kit, diet allowance, coach, dietician, physiotherapist, astro turf ground, insurance etc.

### PNB HOCKEY TEAM TOURNAMENT PERFORMANCE

|                        |                                                                                 |                  |
|------------------------|---------------------------------------------------------------------------------|------------------|
| FY 2024-25             |                                                                                 |                  |
| 05/09/2024-15/09/2024  | 44 <sup>th</sup> Hockey India Senior Men Inter-Department National Championship | Quarter-Finalist |
| 18/11/2024-25/11/2024  | 34 <sup>th</sup> Lal Bahadur Shastri Hockey Tournament                          | League stage     |
| 27/11/2024- 07/12/2024 | 60 <sup>th</sup> Senior Nehru Hockey Tournament                                 | League stage     |
| 27/11/2024- 07/12/2024 | Padma Shri Mohd. Shahid Hockey Tournament                                       | Winner           |



### 8. Other CSR Initiatives

#### A. PNB Prerna

An association of the spouses of the senior officials of the Bank and senior lady officials is performing a passionate role in promoting the Bank's CSR activities. The prime objective of the Association is to support the Corporate Social Responsibility initiatives of the Bank.



Smt. Rajnigandha, President PNB Prerna, Smt. Sumathi, Smt. Anita Mahapatra & Smt. Yamini Kumar Vice Presidents PNB Prerna, handed over a cheque under Banks' CSR initiative to Uttam Jai Ram Foundation for Hygiene-Free Health & Gynecological check-up camp on the occasion of International Women's Day.



Smt. Rajnigandha, President PNB Prerna, Smt. Yamini Kumar, Vice President PNB Prerna, provided financial support to Helmetman Foundation for road safety awareness

#### B. Other Welfare activities under CSR



PNB, Guwahati provided desks, benches, writing materials and sports equipment to the students of "Garbhanga Parijata Academy" located in Guwahati under Corporate Social Responsibility



Providing food and stationery to Guru Asra Trust Orphanage, Mohali under the Bank's CSR scheme.

## From Access to Empowerment: The Bank's Journey Towards Financial Inclusion and Agriculture

### Financial Inclusion and Development

Our Bank acknowledges the inevitable role it needs to play to enhance financial Inclusion. Bank continuously strives to expand its presence across India particularly in remote areas and unbanked regions. Our Bank continues to support government initiatives and schemes for Financial inclusion by leveraging its strong network of Branches and Business Correspondents. The Bank also provides free residential training to farmers, women rural youth, for skill up gradation to undertake self-employment ventures and Jobs. It also conducts various seminars/ programs/ Camps on Financial Education and Customer Rights.

Social Security Schemes (SSS), i.e. Pradhan Mantri Jeevan Jyoti Bima Yojana (PMJJBY), Pradhan Mantri Suraksha Bima Yojana (PMSBY) and Atal Pension Yojana (APY) are available at branches, BC locations, as well as on Internet Banking/ Mobile Banking. The Progress of active Social Security Schemes (SSS) till 31st March, 2025 is as under:

#### Progress made under PMJDY and related parameters in PNB:

| Area                                                           | FY'24               | FY'25               | YOY Growth        |
|----------------------------------------------------------------|---------------------|---------------------|-------------------|
|                                                                | Number in lakhs     |                     |                   |
| Pradhan Mantri Jan-Dhan Yojana (PMJDY)                         | 504.62              | 542.89              | 7.58%             |
| Pradhan Mantri Suraksha Bima Yojana (PMSBY)                    | 254.54              | 291.96              | 14.70%            |
| Pradhan Mantri Jeevan Jyoti Bima Yojana (PMJJBY)               | 63.82               | 73.07               | 14.49%            |
| Atal Pension Yojana (APY)                                      | 38.41               | 46.81               | 21.87%            |
| Number of Zero Balance A/c<br>(% w.r.t. to total accounts)     | 63.57<br>(12.59%)   | 81.71<br>(15.05%)   | 28.53%<br>(2.46%) |
| Number of RuPay cards issued<br>(% w.r.t. total operative A/c) | 364.82<br>(109.11%) | 374.99<br>(103.01%) | 2.79%<br>(-6.10%) |
| Number of A/c linked to Aadhaar<br>(% w.r.t. total A/c)        | 437.44<br>(86.68%)  | 477.95<br>(88.04%)  | 9.26%<br>(1.36%)  |

#### PMSBY & PMJJBY fresh enrolments in Policy Year (PY) as on quarter ended.:

(Numbers in Lakh)

| Bank | up to 31.03.2024 |        | up to 31.03.2025 |        |
|------|------------------|--------|------------------|--------|
|      | PMSBY            | PMJJBY | PMSBY            | PMJJBY |
| PNB  | 42.17            | 8.20   | 32.78            | 8.37   |

#### Cumulative enrolments through Alternate delivery channels (IBS+MBS): (Numbers in Actual)

| Mar'24 |        |        | Mar'25 |        |        |
|--------|--------|--------|--------|--------|--------|
| PMSBY  | PMJJBY | Total  | PMSBY  | PMJJBY | Total  |
| 127581 | 69874  | 197455 | 128252 | 70438  | 198690 |

(Numbers in Lakh)

|                                                                   | Mar'24 | Mar'25 |
|-------------------------------------------------------------------|--------|--------|
| APY fresh enrolments in Financial Year (FY) as on quarter ended.: | 10.30  | 8.28   |

The Bank has been the pioneer in taking initiative in the area of financial inclusion. The Bank is providing Business Correspondents (BCs) services since 2012 & implementing comprehensive Financial Inclusion Program through effective utilization of BCs in Sub-Service Area (SSA) & non SSA area. SSA is a cluster of few villages and is linked to one base branch of the Bank. As on 31st March, 2025, the Bank has 33,349 BC Agents/ Bank Mitras providing basic banking services in Rural, Semi-Urban, Urban and Metro centres. The BC Agents / Bank Mitras use PAX /Laptop /Desktop etc. for providing the banking services.

#### Status of BC in our Bank: (Fig. in Number)

| Particulars                                        | As on 31.03.2024 | As on 31.03.2025 |
|----------------------------------------------------|------------------|------------------|
| Total number of BCs                                | 33,614           | 33,349           |
| Women BC out of total BCs                          | 4,887            | 4,962            |
| Number of women SHG members as BC out of total BCs | 690              | 752              |
| Business Generated by BCs (in Rs. Crores)          | 27,413           | 33,198           |

#### Reaching Every Corner: Financial Literacy, Inclusion & Livelihood Support

Bank is undertaking Financial Literacy dissemination programme as per guidelines issued by DFS/ RBI/ IBA.

FTCs provide free of cost training / residential training to farmers, women and rural youth. FTCs also arrange free transportation to farmers from villages to the training center. FTCs provide training on agriculture & allied activities, animal health check-up, computer courses, cutting, tailoring & embroidery, etc., on regular basis. FTCs officials organizes camps and Kisan Goshties frequent visits to the villages which helps the farmers to increase their income.

#### Number of programs organised by FTCs in FY 2024 and FY 2025 is as under:-

| Particulars      | Target FY 2023-24 | Achievement FY 2023-24 | Target FY 2024-25 | Achievement FY 2024-25 |
|------------------|-------------------|------------------------|-------------------|------------------------|
| No. of Programme | 3,034             | 3,156 (104%)           | 3,415             | 3,506 (102%)           |
| No. of Trainee   | 89,883            | 96,313 (107%)          | 1,01,996          | 1,04,155 (102%)        |

#### Rural Self Employment Training Institutes (RSETIs):

RSETIs is an initiative of Govt. of India to have dedicated infrastructure in each district of the country to impart training and skill upgradation among rural unemployed youth to prepare them to take up self-employment. RSETIs are managed by Banks with active co-operation from the Government of India & State Governments.

#### Training programme organized by RSETIs in FY 2024 and FY 2025 is as under:

| Particulars      | Target FY 2023-24 | Achievement FY 2023-24 | Target FY 2024-25 | Achievement FY 2024-25 |
|------------------|-------------------|------------------------|-------------------|------------------------|
| No. of Programme | 1,985             | 1,985 (100%)           | 2,637             | 2,628 (99%)            |
| No. of Trainee   | 55,710            | 60,721 (109%)          | 79,221            | 79,943 (101%)          |

Position of Centres for Financial Literacy (CFLs), Financial Literacy Centres (FLCs), Rural Self Employment Training Institutes (RSETIs) & Farmer Traning Centers (FTCs) in our Bank:

| Total CFLs | Total FLCs | Total RSETIs                                    | Total FTCs |
|------------|------------|-------------------------------------------------|------------|
| 342        | 175        | 78 RSETIs and 2 RDCs (Rural Development Centre) | 12         |

Presence of our Bank in CFL project:

The details of CFL centres allocated to our bank and their operational status as on 31.03.2025 is as under:

| No. of States | No. of Districts | No. of Blocks | No. of CFL Centres allotted | No. of CFL Centres operational |
|---------------|------------------|---------------|-----------------------------|--------------------------------|
| 14            | 127              | 1016          | 351*                        | 342                            |

\*At 9 CFL centres, NGO are not allotted by RBI.

Building Futures

The Bank has undertaken several initiatives:

**Government-Aligned Initiatives:** Launch of schemes like PNB Pradhan Mantri Awas Yojana Urban 2.0, PM Vidyalakshmi, PM Surya Ghar scheme and Credit Risk Guarantee Home Loan Scheme, showcasing the Bank’s commitment to promoting affordable housing and accessible education

The Bank has introduced **Youth-Focused Products** like *Yuva Ghar*, *Yuva Vahan*, and *Yuva Sahyog* to meet the credit needs of India’s aspirational youth (aged 18–35), empowering them to pursue their dreams with financial independence.

Banking for Viksit Bharat – Supporting Government-Sponsored Empowerment Schemes  
PM Street Vendor’s AtmaNirbharNidhi (PM SVANidhi)

This is a Central Sector Scheme launched by Ministry of Housing and Urban Affairs formalized for Street vendors providing finance upto Rs. 10,000 which opened up new opportunities for this sector to move up the economic ladder. The scheme was launched on 02.07.2020 and it is available to all street vendors engaged in urban areas as on or before March 24, 2020. Credit Guarantee and interest Subsidy claims on all loans will be paid till March 2028. In addition to this, Ministry of Housing and Urban Affairs has extended the benefit of existing scheme to provide enhanced loan (2nd tranche of Rs. 20,000 and 3rd tranche of Rs.50000) to PM SVANidhi beneficiaries on timely repayment of earlier loan under PM SVANidhi Scheme.

In numbers

| Position As on         | 31.03.2025 |
|------------------------|------------|
| Application Sanctioned | 7,44,009   |
| Application Disbursed  | 7,41,187   |

**e-PM SVANidhi:** To make the PM SVANidhi loan more flexible and easily accessible to all eligible urban street vendors, “e-PM SVANidhi” scheme is launched for all applicants who are having KYC complied saving and current account with bank based on Aadhar/Pan available in CBS. Under the scheme the loan is sanctioned without any manual intervention and the amount is disbursed directly into the saving/current account of the borrower.

| Position As on                     | 31.03.2025 |
|------------------------------------|------------|
| Sanctioned A/c                     | 45,569     |
| Sanctioned Amt (Amt. in Rs. Crore) | 49         |

PM Vishwakarma, launched on 17th September 2023, is a holistic scheme that envisages end-to-end support for artisans and craftspeople across India engaged in the activities permitted under the scheme. The scheme is designed to empower traditional skill-based workers by:



- Providing credit support to artisans and craftspeople engaged in eligible trades under the scheme.
- Facilitating access to modern tools and equipment to enhance their productivity, product quality, and competitiveness.
- Ensuring easy access to collateral-free credit, while reducing the cost of borrowing through interest subvention.

By integrating financial assistance, skill development, and market linkage, PM Vishwakarma aims to preserve and promote India’s rich heritage of craftsmanship while fostering sustainable livelihoods.

**Bank’s position as on 31st March, 2025 under the credit component of the scheme**

**Loan sanctions:** 32,683 applications, totaling Rs. 316.50 Crore.

**Loan disbursements:** 30,701 applications, totaling Rs. 296.43 Crore.

**e-PM Vishwakarma:** As a part of digital initiative and to reduces the complexities, the Bank has launched e-PM Vishwakarma - an end to end digitized journey on 25th July 2024.

Till 31.03.2025, 21,045 applications amounting to Rs. 206.57 Crore. have been sanctioned through Digital Channel under the scheme.

| Scheme                | Number of accounts sanctioned FY 2024-25 |      |            |        |        | Amount sanctioned FY 2024-25 (Rs in crores) |        |            |         |        |
|-----------------------|------------------------------------------|------|------------|--------|--------|---------------------------------------------|--------|------------|---------|--------|
|                       | SC                                       | ST   | Divyangjan | Women  | Total  | SC                                          | ST     | Divyangjan | Women   | Total  |
| 1. Vishwakarma Scheme | 2855                                     | 792  | 22         | 3955   | 7624   | 27.71                                       | 7.52   | 0.22       | 37.65   | 73.1   |
| 2. Svanidhi           | 11545                                    | 1483 | 145        | 36572  | 49745  | 20.08                                       | 2.7    | 0.26       | 67.63   | 90.67  |
| 3. Stand-up India     | 413                                      | 143  | 0          | 1443   | 1999   | 89.67                                       | 31.29  | 0          | 408.45  | 529.41 |
| 4. Mudra              | 33511                                    | 8277 | 31         | 101090 | 142909 | 423.58                                      | 156.33 | 0.46       | 1495.41 | 2075.8 |

Lending with Purpose – Achieving Priority Sector Goals

Bank has achieved all priority sector targets as on Mar’25 as under:

Achievement Of National Goals

(Amount in Rs. Crore)

| Outstanding Position             | No. of Accounts (Nos.) | 31.03.2025 (Amount) (Qtrly Avg. Basis) | PSL Target | % Achievement to Adjusted Net Bank Credit (ANBC) |
|----------------------------------|------------------------|----------------------------------------|------------|--------------------------------------------------|
| Priority Sector Credit           | 74,71,100              | 3,87,682                               | 40.00%     | 40.36%                                           |
| Out of which:                    |                        |                                        |            |                                                  |
| Loan to Agriculture Sector       | 53,02,864              | 1,73,676                               | 18.00%     | 18.08%                                           |
| Loan to Small & Marginal farmers | 44,00,604              | 96,696                                 | 10.00%     | 10.07%                                           |
| Loan to Micro enterprises        | 14,65,338              | 77,981                                 | 7.50%      | 8.12%                                            |
| Loan to Weaker Sections          | 53,94,688              | 1,29,630                               | 12.00%     | 13.50%                                           |

### Driving Public Service Excellence – Initiatives Under Government Business in FY 2024-25

1. The Bank is disbursing pension of approximately 6.15 lakh pensioners i.e. Central Government, Defense, Railways, Telecom and State Government.
2. National Pension System (NPS): All the Branches are enabled for NPS transactions. Online facilities for NPS Registration and Contribution is also available through website (<https://pnb.bank.in//nps.html>) as well as PNB ONE App. Total number of NPS subscribers associated as on 31st March, 2025 is 1,30,685. The Bank is also providing NPS facilities to 27 corporates under Corporate Model.
3. Govt. e-Market Place (GeM): The Bank is providing the facilities of GPA (GeM Pool Account), e-PBG (Performance Bank Guarantee) & e-EMD (Earnest Money Deposit) on Government e-Marketplace to sellers and purchasers.
4. Public Financial Management System (PFMS): The Bank has timely disbursed funds to the tune of Rs.1671 Crore to about 84 Lakh beneficiaries under PM Kisan Samman Nidhi through PFMS.
5. Through active marketing, 43,091 PPF, 61,438 SSA and 71,888 Senior Citizen Savings Accounts were opened during the FY 2025.
6. Integration with various states and collecting online and offline taxes through their Cyber Treasury Portal Collection of VAT is being done in 19 States.
7. Collection of taxes (Direct & Indirect) is being done through offline and online modes on PAN India Basis. The Bank is one of the major collectors of taxes for Central & State Government.
8. PNB Sahayak Portal was launched on 7th November, 2024 having following functionalities for pensioners:
  - a. Pension slip and Form 16 through PNB Corporate website.
  - b. New EPPO implementation for Civil, Railway and Defence pensioners.
  - c. Life Certificate (LC) Status.
  - d. 6th and 7th Central Pay Commission (CPC) revision.
  - e. Pension related Frequently Asked Questions (FAQs) etc.
9. NPS Vatsalya: A saving cum pension scheme regulated and administered by the PFRDA was launched for all minor citizens (age below 18 years) with minimum contribution of Rs.1000/- and there is no maximum limit.



### Agriculture: Empowering Rural Prosperity Through Sustainable Finance

Agriculture remains the backbone of India's economy, supporting livelihoods for nearly half of the population and contributing significantly to food security, employment, and rural development. As a responsible financial institution, our Bank recognizes the critical role we play in fostering sustainable agricultural growth through inclusive and targeted credit delivery.

As on 31st March 2025, our Bank's total agricultural advances stood at ₹1,80,625 crore, reflecting a robust year-on-year growth of 14.2%, reflecting our unwavering commitment to the farming community. These advances span across various schemes offered by our Bank.

This growth in agricultural lending is aligned with our sustainability goals, ensuring that credit reaches small and marginal farmers, promotes climate-resilient practices, and supports the transition to more efficient and eco-friendly farming systems.



Our Bank has successfully implemented and continues to actively promote a diverse range of agricultural schemes designed to meet the evolving needs of farmers. Financing to SHGS under National Rural Livelihood Mission (NRLM), Central Sector Scheme for financing facility under Agriculture Infrastructure Fund, scheme for financing under PNB Kisan Credit Card (KCC), PNB Swarnim Yojana (Agriculture Gold Loan Scheme), Kisan Gold Scheme, Krishak Unnati Yojana, Pradhan Mantri Fasal Bima Yojna (PMFBY), Scheme For Financing To Farmer Producer Companies (FPCS) & Farmer Producer Organisations (FPOS), Scheme for Financing Green Houses, scheme for financing development of Horticulture & Plantation Crops, PNB Kisan Tatkal Rin Yojana, Scheme

For financing setting up of Bio-Gas Units, Scheme for financing minor irrigation activities, PNB Krishi Bhu Swami Yojana (PNB Agri-Land Purchase Scheme), etc

These schemes are complemented by digital outreach, financial literacy programs, and partnerships with agritech startups to bring innovation to the grassroots.

#### Financing to Self Help Groups

Dedicated Nodal Officers have been appointed for driving, reviewing and monitoring the business performance in high-potential states.

For boosting SHG financing, we have executed tie ups with State Rural Livelihood Mission (SRLM) in the States of Assam, Bihar, Punjab, West Bengal, Orissa, Chhattisgarh, Himanchal Pradesh, Uttarakhand, Uttar Pradesh, Maharashtra, Tripura and Kerala for sponsoring applications to our Bank.

The Bank has launched digital journey for financing to SHGs which shall help in improving the credit offtake under this segment.

Advances to Scheduled Castes/Scheduled Tribes: Dedicated Cell has been created at HO for regular monitoring and improving financing to SCs/STs.



## Farm Mechanization

- The Bank has simplified the process of approval for Tractor/ Combine Harvester models by doing away with requirement of model testing report of Tractors/ Combine Harvesters.
- The Bank is establishing partnerships with farm machinery companies to generate leads and expand offerings for untapped farmers.
- Digital Offerings: To streamline operations and provide customers a seamless experience, the Bank is offering following digital products under Agriculture Segment:

- Kisan Tatkal Rin for Farmers
- Digital Gold Loan
- KCC DP review and enhancement
- Digital E-Godam (finance against eNWR).
- Digital journey for financing to SHGs.

In addition to the above, following digital journeys are under customisation:

- Digital Journey for financing Tractors.
- Digital Journey for financing under KCC Dairy scheme.

Envisaging enhanced growth of Agriculture segment with special focus on major products, Bank has launched following strategic initiatives:

- Creation of a dedicated SHG Monitoring Cell at the HO-Agriculture Division with a targeted approach to boost SHG portfolio.
- Creation of dedicated Gold Loan Monitoring Cell at HO: Agriculture Division.
- Creation of Tea Cell at Kolkata for enhanced focus on Tea business.
- Following new schemes have been launched during the FY 2024-25:
  - PNB Bhandaran: Scheme for financing against Physical Warehouse Receipts for our existing borrowers.
  - PNB Coldware Secure: Scheme for financing to Cold Storage/Warehouse Solutions E-Godam: Scheme for financing against pledge of Electronic Negotiable Warehouse Receipts.
  - NRLM Shreshtha: To empower women members of NRLM sponsored SHGs by facilitating access to funds for entrepreneurial activities, Bank has launched NRLM SHG Shreshtha Scheme under Lakhpati Didi Initiative

Through these efforts, our Bank continues to be a catalyst for rural transformation, empowering farmers to thrive in a changing climate and economic landscape.



## Our Contribution to the United Nations Sustainable Development Goals (UN SDGs) through Responsible Lending

(NGRBC Principle 2: Businesses should provide goods and services in a manner that is sustainable and safe)

|                                                                                                                                                                                                                                                   |                                                                                                                                                                                                                                    |                                                                                                                                                                                                                                                             |
|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>PNB MAHILA UDYAMI SCHEME</b><br>To empower and encourage women for income generation for activities either in manufacturing/ service/ trading/ small business etc<br>                                                                          | <b>PNB VISHWAKARMA SCHEME</b><br>To provide credit support to the artisans or craftsman engaged in the activities permitted under the schemes.<br>                                                                                 | <b>STAND UP INDIA SCHEME</b><br>To facilitate bank loans above Rs. 10 lakh and upto Rs. 1 crore to at least one Scheduled Caste (SC) or Scheduled Tribe (ST) and at least one woman entrepreneur per bank branch for setting up a Greenfield enterprise<br> |
| <b>E-PM SVANIDHI</b><br>The scheme offers collateral-free working capital loans to street vendors to help them restart their businesses etc<br>                                                                                                   | <b>PNB EDUCATION LOAN SCHEMES (PRATIBHA, VIDYALAKSHMI, SARASWATI, UDAAN)</b><br>To provide education loan under various schemes<br>                                                                                                | <b>DIGITAL EDUCATION LOAN</b><br>To provide education loan digitally.<br>                                                                                                                                                                                   |
| <b>PNB HONHAAR, KAUSHAL SCHEME</b><br>Providing affordable financial support through banks for meritorious students' higher education and for individuals pursuing vocational training or skill development.<br>                                  | <b>SCHEME FOR FINANCING GREEN HOUSES</b><br>Financial assistance is available for infrastructure, equipment, inputs, post-harvest operations, and marketing.<br>                                                                   | <b>E-MUDRA</b><br>Working capital term loan facility for non-farm enterprises<br>                                                                                                                                                                           |
| <b>NRLM SHG SHRESHTHA</b><br>To provide loans to SHGs, often for starting or expanding businesses, and for various livelihood activities.<br>                                                                                                     | <b>SELF HELP GROUP FINANCING</b><br>Empowering poor and marginalized, especially women, through access to financial services for income generation.<br>                                                                            | <b>NATIONAL ACTION FOR MECHANISED SANITATION ECOSYSTEM (NAMASTE)</b><br>Aim to formalize and institutionalize sanitation work, promote safe and mechanized cleaning, and ensure the safety and well-being of workers.<br>                                   |
| <b>DIFFERENTIAL RATE OF INTEREST SCHEME(DRI)</b><br>To provide financial assistance at a concessional interest rate to the weaker sections of society for engaging in productive and gainful activities.<br>                                      | <b>PNB SANJEEVANI SCHEME</b><br>To support the healthcare sector by providing financial assistance for setting up, expanding, renovating, or modernizing healthcare facilities, as well as for purchasing medical equipment.<br>   | <b>PNB ARTISANS CREDIT CARD SCHEME</b><br>To provide timely and adequate financial assistance to artisans through banking institutions, meeting both investment and working capital needs in a flexible and cost-effective manner.<br>                      |
| <b>PRADHAN MANTRI AWAS YOJNA- URBAN PMAY U 2.0 INTEREST SUBSIDY SCHEME (ISS)</b><br>'Housing for All' Mission for urban areas will implement Interest Subsidy Scheme (ISS) vertical as a Central Sector Scheme to expand institutional credit<br> | <b>SCHEME FOR FINANCING CRECHES</b><br>Financial support scheme to empower working women by providing affordable credit for setting up crèches, covering infrastructure, basic equipment, and one month of recurring expenses.<br> | <b>PNB MAHILA SASHAKTIKARAN TREAD SCHEME</b><br>TREAD Scheme supports women in the non-farm sector by providing bank credit and Government grants through NGOs. NGOs facilitate on-lending, training, and development for women entrepreneurs.<br>          |
| <b>PNB WOMEN POWER SAVING SCHEME</b><br>Saving scheme for Women. Variants Of Pearl, Emerald and Solitaire<br>                                                                                                                                     | <b>PNB SAMMAN SAVING SCHEME</b><br>Saving scheme for seniors. Variants- Vishwas, Varishth and Vaibhav<br>                                                                                                                          |                                                                                                                                                                                                                                                             |

## Banking for a Better Tomorrow – Aligning Products & Schemes with the UN SDGs

As a responsible financial institution committed to inclusive and sustainable development, our Bank recognizes the critical role it plays in advancing the United Nations Sustainable Development Goals (SDGs). Through a diverse portfolio of products, schemes, and initiatives, we strive to address the economic, social, and environmental challenges that impact our communities.

This section highlights key banking products and government-aligned schemes mapped to relevant SDGs, showcasing how our financial services contribute meaningfully to national and global goals.

| UN SDG                                                                              | BANK'S OFFERINGS                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |
|-------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|    | <ul style="list-style-type: none"> <li>PRADHAN MANTRI AWAS YOJNA- URBAN PMAY U 2.0 INTEREST SUBSIDY SCHEME (ISS)</li> <li>ATAL PENSION YOJANA</li> <li>PNB AABHAR RIN - Personal Loan Scheme for Pensioners</li> <li>PNB SAMMAN SAVING ACCOUNT</li> <li>PNB RAKSHAK PLUS</li> <li>KRISHI CARD]</li> <li>KISAN TATKAL RIN YOJANA</li> <li>SUKANYA SAMRIDHI ACCOUNT</li> <li>PNB MAHILA UDYAMI SCHEME</li> <li>NRLM SHG SHRESHTHA</li> <li>SELF HELP GROUP FINANCING</li> <li>DIFFERENTIAL RATE OF INTEREST SCHEME(DRI)</li> <li>PRADHAN MANTRI JEEVAN JYOTI BIMA YOJANA</li> <li>PNB KISAN SAVING SCHEME</li> <li>PNB WOMEN POWER SAVING SCHEME</li> </ul> |
|  | <ul style="list-style-type: none"> <li>KRISHI CARD</li> <li>ANIMAL HUSB INFRA</li> <li>KISAN TATKAL RIN YOJANA</li> <li>BEE KEEPING [APICULTR]</li> <li>DAIRY DEVELOPMENT</li> <li>FISHERIES DEVELOPMENT</li> <li>WASTE LAND DEVELOPMENT</li> <li>AGRI INFRA FUND</li> <li>POULTRY FARMING</li> <li>PNB KISAN SAVING SCHEME</li> </ul>                                                                                                                                                                                                                                                                                                                    |
|  | <ul style="list-style-type: none"> <li>PNB SANJEEVANI SCHEME</li> <li>SCHEME FOR FINANCING CRECHES</li> <li>PNB SANJEEVANI SCHEME</li> <li>PNB AABHAR RIN - Personal Loan Scheme for Pensioners</li> <li>NATIONAL ACTION FOR MECHANISED SANITATION ECOSYSTEM (NAMASTE)</li> <li>PRADHAN MANTRI JEEVAN JYOTI BIMA YOJANA</li> <li>PRADHAN MANTRI SURAKSHA BIMA YOJANA</li> <li>PNB SAMMAN SAVING ACCOUNT</li> </ul>                                                                                                                                                                                                                                        |

| UN SDG                                                                                | BANK'S OFFERINGS                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |
|---------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|    | <ul style="list-style-type: none"> <li>PNB EDUCATION LOAN SCHEMES (PRATIBHA, VIDYALAKSHMI, SARASWATI, UDAAN)</li> <li>PNB HONHAAR, KAUSHAL SCHEME</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |
|    | <ul style="list-style-type: none"> <li>SCHEME FOR FINANCING CRECHES</li> <li>PNB WOMEN POWER SAVING SCHEME</li> <li>SUKANYA SAMRIDHI ACCOUNT</li> <li>PNB MAHILA UDYAMI SCHEME</li> <li>STAND UP INDIA SCHEME</li> <li>NRLM SHG SHRESHTHA</li> <li>SELF HELP GROUP FINANCING</li> <li>PNB MAHILA SASHAKTIKARAN ABHIYAN</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |
|    | <ul style="list-style-type: none"> <li>NATIONAL ACTION FOR MECHANISED SANITATION ECOSYSTEM (NAMASTE)</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |
|   | <ul style="list-style-type: none"> <li>COMP. BIO GAS</li> <li>MUKHYAMANTRI SAUR SWAROJGAR YOJNA</li> <li>ROOFTOP SOLAR PROJECT</li> <li>GREEN CAR (E-VEHICLE)</li> <li>PNB PALAASH GREEN DEPOSIT</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |
|  | <ul style="list-style-type: none"> <li>KRISHI CARD]</li> <li>ANIMAL HUSB INFRA</li> <li>KISAN TATKAL RIN YOJANA</li> <li>DAIRY DEVELOPMENT</li> <li>FISHERIES DEVELOPMENT</li> <li>AGRI INFRA FUND</li> <li>POULTRY FARMING</li> <li>MUKHYAMANTRI SAUR SWAROJGAR YOJNA</li> <li>PNB VISHWAKARMA SCHEME</li> <li>E-MUDRA</li> <li>NRLM SHG SHRESHTHA</li> <li>ATAL PENSION YOJANA</li> <li>PNB AABHAR RIN - PERSONAL LOAN SCHEME FOR PENSIONERS</li> <li>PNB SAMMAN SAVING ACCOUNT</li> <li>SCHEME FOR FINANCING CRECHES</li> <li>PNB MAHILA SASHAKTIKARAN ABHIYAN</li> <li>NATIONAL ACTION FOR MECHANISED SANITATION ECOSYSTEM (NAMASTE)</li> <li>DIFFERENTIAL RATE OF INTEREST SCHEME (DRI)</li> <li>PNB ARTISANS CREDIT CARD SCHEME</li> <li>PNB RAKSHAK PLUS</li> <li>PNB KISAN SAVING SCHEME</li> <li>PNB WOMEN POWER SAVING SCHEME</li> <li>SELF HELP GROUP FINANCING</li> </ul> |

| UN SDG                                                                              | BANK'S OFFERIGS                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |
|-------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|    | <ul style="list-style-type: none"> <li>ANIMAL HUSB INFRA</li> <li>AGRI INFRA FUND</li> <li>ROOFTOP SOLAR PROJECT</li> <li>MOBILE BANKING, INTERNET BANKING, WHATSAPP BANKING</li> <li>WASTE LAND DEVELOPMENT</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |
|    | <ul style="list-style-type: none"> <li>SUKANYA SAMRIDHI ACCOUNT</li> <li>PNB AABHAR RIN - Personal Loan Scheme for Pensioners</li> <li>STAND UP INDIA SCHEME</li> <li>PNB HONHAAR, KAUSHAL SCHEME</li> <li>NRLM SHG SHRESHTHA</li> <li>SELF HELP GROUP FINANCING</li> <li>NATIONAL ACTION FOR MECHANISED SANITATION ECOSYSTEM (NAMASTE)</li> <li>DIFFERENTIAL RATE OF INTEREST SCHEME(DRI)</li> <li>ATAL PENSION YOJANA</li> <li>PRADHAN MANTRI JEEVAN JYOTI BIMA YOJANA</li> <li>PRADHAN MANTRI SURAKSHA BIMA YOJANA</li> <li>PNB KISAN SAVING SCHEME</li> <li>PNB WOMEN POWER SAVING SCHEME</li> <li>SCHEME FOR FINANCING CRECHES</li> <li>PNB MAHILA SASHAKTIKARAN ABHIYAN</li> <li>PNB SANJEEVANI SCHEME</li> </ul> |
|  | <ul style="list-style-type: none"> <li>GREEN CAR (E-VEHICLE)</li> <li>SCHEME FOR FINANCING GREEN HOUSES</li> <li>SELF HELP GROUP FINANCING</li> <li>PRADHAN MANTRI AWAS YOJNA- URBAN PMAY U 2.0 INTEREST SUBSIDY SCHEME (ISS) HOUSING LOANS</li> <li>PNB SAMMAN SAVING ACCOUNT</li> <li>PNB RAKSHAK PLUS</li> <li>SELF HELP GROUP FINANCING</li> </ul>                                                                                                                                                                                                                                                                                                                                                                  |
|  | <ul style="list-style-type: none"> <li>COMP. BIO GAS</li> <li>BEE KEEPING [APICULTR]</li> <li>PNB ARTISANS CREDIT CARD SCHEME</li> <li>PNB PALAASH GREEN DEPOSIT</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |
|  | <ul style="list-style-type: none"> <li>COMP. BIO GAS</li> <li>WASTE LAND DEVELOPMENT</li> <li>ROOFTOP SOLAR PROJECT</li> <li>SCHEME FOR FINANCING GREEN HOUSES</li> <li>DIGITAL LOANS</li> <li>PNB PALAASH GREEN DEPOSIT</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |

| UN SDG                                                                               | BANK'S OFFERIGS                                                                                          |
|--------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------|
|   | <ul style="list-style-type: none"> <li>FISHERIES DEVELOPMENT</li> </ul>                                  |
|   | <ul style="list-style-type: none"> <li>BEE KEEPING [APICULTR]</li> <li>WASTE LAND DEVELOPMENT</li> </ul> |
|   | <ul style="list-style-type: none"> <li>PNB RAKSHAK PLUS</li> </ul>                                       |
|  | <ul style="list-style-type: none"> <li>SELF HELP GROUP FINANCING</li> </ul>                              |

# Environmental Stewardship: Driving Sustainable Impact

(NGRBC Principle 6: Businesses should respect and make efforts to protect and restore the environment)

At Punjab National Bank, we recognize that safeguarding the environment is fundamental to long-term value creation. In alignment with our ESG strategy and national sustainability objectives, we are proactively integrating responsible environmental practices across our operations, infrastructure, and lending products.

This section outlines our approach to environmental sustainability—detailing our carbon management efforts, energy efficiency initiatives, waste reduction programs, and our contribution to a low-carbon economy. Through innovation, accountability, and collaboration, we strive to reduce our ecological footprint while enhancing resilience against climate-related risks.

Our improved ESG ratings—particularly in environmental parameters—reflect our commitment to the continuous progress and transparency. We are proud to share our key initiatives, data, and future plans that demonstrate our dedication to building a greener, more sustainable future.



## UNPACKING CLIMATE RISK

### THE NEW FRONTIER OF FINANCIAL FORESIGHT

Climate change is no longer a distant environmental concern, rather, it is a defining force shaping economic stability, financial performance, and institutional strategy. As the global and national climate agenda accelerates, the financial sector must respond not only with awareness, but also with decisive action.

## CLIMATE-RELATED RISKS

### PHYSICAL RISKS



The economic costs and financial losses arising from the increasing frequency and intensity of extreme weather events, gradual shifts in climate patterns, and indirect impacts such as the degradation of ecosystem services.

### TRANSITION RISKS



The risks linked to the systemic shift toward sustainability—covering policy and regulatory changes, legal frameworks, technological disruptions, and evolving market expectations.

## BANK'S STRATEGIC RESPONSE



Our Bank has integrated climate risk considerations into its governance, strategy, and risk management frameworks. By embedding environmental responsibility into core operations, we ensure it is not just a guiding principle—but a performance imperative.

# Environment: Aligning Purpose with Planet

In an era defined by climate urgency, environmental stewardship has become a cornerstone of responsible banking. Our Bank's environmental strategy is shaped by a confluence of global accords, national commitments, and regulatory frameworks that underscore the financial sector's role in enabling a low-carbon future.

At the international level, the **Paris Agreement**—a legally binding treaty adopted by 196 Parties at COP21—serves as a guiding beacon. It calls for collective action to limit global warming to **well below 2°C**, with efforts to cap it at **1.5°C**, and provides a framework for financial, technical, and capacity-building support.

India's response to this global call is encapsulated in its **Panchamrit commitments**, announced at COP26:

- Achieve 500 GW of non-fossil energy capacity by 2030
- Meet 50% of energy requirements from renewables by 2030
- Reduce projected carbon emissions by 1 billion tonnes by 2030
- Lower carbon intensity of the economy by 45% by 2030
- Attain Net Zero emissions by 2070

Complementing these national goals, the **Reserve Bank of India (RBI)** has laid a robust foundation for climate risk governance through:

- The Discussion Paper on Climate Risk and Sustainable Finance (July 2022)
- The Framework for Acceptance of Green Deposits (April 2023)
- The Draft Disclosure Framework on Climate-Related Financial Risks (February 2024)

These developments signal a paradigm shift—where environmental considerations are no longer peripheral, but central to financial stability, risk management, and long-term value creation.

Our Bank embraces this momentum with conviction, embedding climate-conscious practices across operations, financing, and stakeholder engagement. The following sections detail our initiatives, impact metrics, and strategic roadmap toward a more sustainable and resilient future.

## Climate Risk Management Policy: A Structured Response to an Evolving Challenge

With the global climate agenda gaining traction through landmark initiatives such as the Paris Agreement, India's ambitious Panchamrit commitments, and the Reserve Bank of India's progressive regulatory framework, our Bank acknowledges that climate change is no longer a peripheral issue—it is a core financial risk with systemic implications.

In response, we have developed a comprehensive **Climate Risk Management Policy** that integrates climate considerations into our governance, strategy, and risk management processes. This policy is designed to fortify our resilience, align with evolving expectations of the stakeholders', and ensure preparedness for both the challenges and opportunities presented by a transitioning economy.

Our approach is rooted in the four pillars outlined by the Task Force on Climate-related Financial Disclosures (TCFD)—Governance, Strategy, Risk Management, and Metrics & Targets—and is tailored to the unique challenges and opportunities of the Indian financial landscape.

1. **Governance** Establishes a robust oversight mechanism, defining clear roles for the Board and senior management in steering climate risk governance across the organization.
2. **Strategy** Articulates the Bank's approach to recognizing and responding to climate-related risks and opportunities over short-, medium-, and long-term horizons, integrating sustainability into core business planning.
3. **Risk Management** Embeds climate risk assessment into enterprise-wide risk processes, covering credit, market, liquidity, and operational domains, with emphasis on scenario analysis and stress testing.
4. **Metrics and Targets** Introduces quantifiable indicators to monitor exposure to climate risks, including measurement of Scope 1, Scope 2, and Scope 3 greenhouse gas emissions, and sets actionable targets to guide mitigation efforts.

Governance-related concerns are addressed through various sub-committees of directors and executives, strengthening the Bank’s risk and compliance culture. Bank also formed Sustainability and Resilience Committee (SARC) to facilitate governance of sustainability and climate related activities.

As a public sector institution entrusted with national development and financial stability, we have adopted a structured **Climate Risk Strategy** that aligns with international best practices and domestic imperatives

Climate Risk Strategy: Charting a Resilient Future

Climate change is no longer a distant concern—it is a defining challenge of our time, reshaping economies, ecosystems, and expectations. As a public sector bank committed to national development and financial resilience, we recognize that climate-related risks and opportunities are deeply intertwined with our long-term strategy.

Our Climate Risk Strategy is designed to anticipate, adapt, and act. It reflects a structured approach to identifying and managing both **transition risks**—arising from the shift to a low-carbon economy—and **physical risks**—stemming from the direct impacts of climate change. These risks are assessed across short-, medium-, and long-term horizons, ensuring that our response remains agile and forward-looking.

Risks and Opportunities: Embracing the Dual Edge of Climate Change

The Bank acknowledges that climate change presents both risks and opportunities. Transitioning to a greener and safer environment is not only desirable—it is imperative. Our strategy is designed to mitigate adverse impacts while unlocking new avenues for sustainable growth.

Time Horizons: A Phased Perspective

To ensure clarity and prioritization, climate-related risks are segmented based on their potential financial impact across three time horizons:

- **Short Term:** Up to 10 years
- **Medium Term:** More than 10 years to up to 25 years
- **Long Term:** Beyond 25 years

Climate risks are categorized into:

- **Transition Risks:** Arising from the shift to a low-carbon economy
- **Physical Risks:** Resulting from direct climate impacts such as extreme weather and rising temperatures

Each risk is assessed for its likelihood, impact, and transmission across financial channels.

These climate related risks can be visualized to affect different risk transmission channels as below:

| Risks affected | Physical                                                                                                                                                                                                                                                               |                                                                                             | Transition                                                                                                                                                               |               |
|----------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------|
|                | Climate-related                                                                                                                                                                                                                                                        | Environmental                                                                               | Climate-related                                                                                                                                                          | Environmental |
|                | a) Extreme weather events<br>b) Chronic weather patterns                                                                                                                                                                                                               | a) Water stress<br>b) Resource scarcity<br>c) Biodiversity loss<br>d) Pollution<br>e) Other | a) Policy and regulation<br>b) Technology<br>c) Market sentiment                                                                                                         |               |
| Credit         | The probabilities of default (PD) and loss given default (LGD) of exposures within sectors or geographies vulnerable to physical risk may be impacted, for example, through lower collateral valuations in real estate portfolios as a result of increased flood risk. |                                                                                             | Energy efficiency standards may trigger substantial adaptation costs and lower corporate profitability, which may lead to a higher PD as well as lower collateral values |               |
| Market         | Severe physical events may lead to shifts in market expectations, potentially resulting in sudden repricing, increased volatility, and losses in asset values across certain markets.                                                                                  |                                                                                             | Transition risk drivers may generate an abrupt repricing of securities and derivatives, for example for products associated with industries affected by asset stranding  |               |

| Risks affected                               | Physical                                                                                                                                        | Transition                                                                                                                                                                                                                                                                                                                                                                 |
|----------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Operational                                  | The bank’s operations may be disrupted due to physical damage to its property, branches and data centres as a result of extreme weather events. | Changing consumer sentiment regarding climate issues can lead to reputation and liability risks for the bank as a result of scandals caused by the financing of environmentally controversial activities.                                                                                                                                                                  |
| Other risk types (liquidity, business model) | Liquidity risk may be affected in the event of clients withdrawing money from their accounts in order to finance damage repairs.                | Transition risk drivers may affect the viability of some business lines and lead to strategic risk for specific business models if the necessary adaptation or diversification is not implemented. An abrupt repricing of securities, for instance due to asset stranding, may reduce the value of Banks’ high quality liquid assets, thereby affecting liquidity buffers. |

Opportunity Mapping: Turning Risk into Resilience

The Bank has identified key climate-related opportunities with strategic and financial relevance:

- **Resource Efficiency:** Enhancing efficiency in buildings, transport, and operations
- **Energy Source:** Shifting toward low-emission and renewable energy
- **Products & Services:** Innovating climate-adaptive financial offerings
- **Markets:** Exploring new asset classes and geographies aligned with green transitions
- **Resilience:** Building adaptive capacity across infrastructure and supply chains

Climate Integration Across Operations

Climate considerations are embedded across the Bank’s ecosystem:

A. Direct Operations

- **Buildings:** Adoption of green standards and solar installations
- **Vehicles:** Transition to electric and hybrid fleets
- **Energy:** Deployment of energy-efficient equipment and mindful usage
- **Waste:** Use of recycled paper and responsible e-waste disposal
- **Water:** Rainwater harvesting and sustainable sourcing
- **Employees:** Training and workshops on climate risks and sustainable practices

B. Downstream & Upstream Activities

- **Loans & Investments:** Financing green, social, and sustainability-linked projects
- **Digital Products:** Promoting eco-friendly digital solutions and paperless journeys
- **Stakeholder Engagement:** Fostering inclusive dialogue, transparent reporting, and industry collaboration

Climate Intelligence in Risk Assessment

The Bank integrates climate-related data into its due diligence and risk assessment processes. Using the Tool for Risk Assessment and Computation (TRAC), each corporate borrower is evaluated for climate exposure.

### ESG Ratings That Matter: Launch of the Sustainability Index Model

In a landmark step toward integrating sustainability into credit evaluation, the Bank has developed and deployed a robust **Sustainability Index (ESG Rating Model)**—a data-driven framework designed to assess a company's performance in managing Environmental, Social, and Governance (ESG) risks and opportunities.

This model has been operationalized on the Bank's internal platform PNB Trac, and is applicable to all entities with an exposure of ₹50 crore and above, provided they have published Business Responsibility and Sustainability Report (BRSR).

### Sectoral Strategy: Tailored Climate Action

#### A. Promoting Green Sectors (Short Term)

Aligned with India's Panchamrit goals and RBI's green finance guidelines, the Bank prioritizes:

- Renewable Energy
- Energy Efficiency
- Clean Transportation
- Climate Change Adaptation
- Sustainable Water & Waste Management
- Pollution Prevention and Control
- Green Buildings
- Sustainable Management of Living Natural Resources and Land Use
- Terrestrial and Aquatic Biodiversity Conservation

#### B. Cautious Approach to Brown Sectors (Medium/Long Term)

While fossil fuel-based sectors remain essential for energy security, the Bank envisions a gradual pivot toward green energy, reducing exposure to carbon-intensive industries over time.

#### C. Push towards efficiency in Hard to Abate sectors (Short/ Medium Term)

For the purpose of this document, following sectors will be considered hard to abate:

- i. Cement
- ii. Iron & Steel
- iii. Construction
- iv. Chemicals
- v. Heavy-Duty Transportation (Shipping, Heavy Trucks, Aviation)

An active approach to nudge existing and prospective accounts to adopt more energy and materials efficient approach will be taken.



## PNB's Green, Social & Sustainability-Linked Financing Framework

To support India's transition to a low-carbon economy, the Bank has developed a dedicated Framework for Green, Social and Sustainability Linked Projects. This framework enables the mobilization of capital toward green, social, and climate-resilient sectors, aligning with RBI's Green Deposit guidelines and international best practices. It ensures that our lending and investment decisions are not only financially sound but also environmentally responsible.

### Framework Highlights Three Pillars of Financing



#### Green Loans

Target projects that reduce carbon emissions, promote renewable energy, energy efficiency, clean transportation, and sustainable water management.



#### Social Loans

Support initiatives that improve access to essential services, affordable housing, employment generation, and socioeconomic advancement.



#### Sustainability-Linked Loans (SLLs)

Tie loan terms to the borrower's achievement of predefined sustainability performance targets (SPTs), incentivizing ESG improvements.

- **Use of Proceeds:** Clearly defined categories for eligible projects under each loan type, ensuring transparency and impact alignment.
- **Evaluation & Selection:** Projects are assessed based on environmental and social criteria, with oversight from a dedicated internal committee.
- **Management of Proceeds:** Funds are tracked and monitored to ensure they are allocated exclusively to eligible projects.
- **Reporting & Disclosure:** Annual updates on fund allocation and impact metrics, with provisions for third-party verification to ensure credibility.
- **External Review:** The framework has been independently reviewed by CARE Analytics and Advisory Pvt. Ltd. affirming its alignment with international standards.

**Together, these frameworks form the backbone of our climate-aligned financial architecture, enabling us to deliver on our strategic commitments while safeguarding long-term resilience.**

Steering the Green Transition: Formulation of specialised verticals

Recognizing the urgency and complexity of climate-related financial risks, our Bank has taken a proactive step by establishing a **dedicated Climate Risk Management Cell**. This specialized unit is tasked with accelerating the Bank’s efforts in identifying, assessing, and mitigating climate risks across portfolios and operations. It serves as the nerve center for implementing climate stress testing, scenario analysis, and regulatory alignment—ensuring that climate risk is not just acknowledged, but actively managed.

Complementing this, the Bank has also constituted a ESG (Sustainability) Cell, focused on developing and promoting financial products and services that support green projects and sustainable development.

Together, these institutional mechanisms reflect our commitment to embedding climate consciousness into the very fabric of our governance and business strategy—transforming intent into impact.

Cross-Functional Team on Sustainability (CFT-S): Driving Collaborative Climate Action

To institutionalize sustainability across functions, the Bank has constituted a **Cross-Functional Team on Sustainability (CFT-S)**. This team serves as a strategic forum for deliberating on climate-related initiatives, ESG integration, and sustainable development priorities.

Financing the Future: Our Sustainability & Green Bond Framework

In our pursuit for a greener tomorrow, the Bank has established a forward-looking **Sustainability and Green Bond Framework**—a financial blueprint that transforms capital into climate action.

This framework is more than a set of guidelines; it’s a declaration of purpose. It ensures that every rupee raised through Sustainability or Green Bonds is channeled into projects that deliver measurable environmental and social impact—from clean energy and sustainable infrastructure to inclusive development and climate resilience.

Through this initiative, the Bank:

- **Mobilizes responsible capital** for projects that align with national and global sustainability goals
- **Promotes transparency and accountability** by tracking the use of proceeds and reporting impact metrics
- **Supports innovation** in green finance, enabling scalable solutions for climate adaptation and mitigation
- **Strengthens investor confidence** through adherence to internationally recognized standards and third-party reviews

This framework reflects our unwavering commitment to **responsible investment, climate stewardship, and inclusive growth**—because we believe that sustainable finance isn’t just good economics, it’s a moral imperative.

Measuring What Matters: Our GHG Emission Framework

In its commitment to climate accountability and transparency, the Bank has developed a robust **Framework for Greenhouse Gas (GHG) Emission Measurement**, accompanied by detailed operational guidelines for implementation. This framework is grounded in the internationally recognized GHG Protocol Corporate Accounting and Reporting Standard, ensuring consistency, comparability, and credibility in our climate disclosures.

Financed Emissions: Quantifying Impact Beyond Operations

As part of its commitment to climate transparency and responsible finance, the Bank has developed a dedicated Financed Emission Measurement Methodology to assess emissions associated with its lending and investment activities—classified under Category 15: Investments of Scope 3 emissions.

This methodology is guided by the globally recognized Partnership for Carbon Accounting Financials (PCAF) standard, which offers a consistent and sector-specific framework for financial institutions to measure and disclose greenhouse gas (GHG) emissions linked to their portfolios

This framework marks a significant step in the Bank’s journey toward portfolio-level climate accountability, enabling it to manage transition risks and support India’s net-zero ambitions with precision and purpose.

EMISSIONS DATA  
TRACKING THE FOOTPRINT:  
OUR EMISSIONS, OUR ACCOUNTABILITY

| Emissions | Emission Sources                                                                                                                                                                                                     |
|-----------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Scope 1   | Bank-Owned Vehicles, Owned DG sets, AC / HVAC and Fire Extinguishers                                                                                                                                                 |
| Scope 2   | Purchased Electricity                                                                                                                                                                                                |
| Scope 3   | Purchased Goods and Services, Fuel and Energy Related activities (not included in scope 1 and scope 2), Waste generated in operations (Paper Waste and E-Waste), Business Travel, Employee Commuting and Investments |

GHG Emissions from Scope 1, Scope 2 and Scope 3

Scope 1 emissions are direct GHG emissions from sources owned or controlled by the Bank, emission from Fire Extinguishers and use of refrigerants, and company-owned vehicles. Scope 2 emissions involve indirect emissions from the purchase of electricity used in the Bank’s operations, while Scope 3 emissions encompass indirect GHG emissions across the Bank’s value chain, including activities not directly controlled by the Bank.

GHG Emissions from Scope 1, Scope 2 and Scope 3

| Parameter                                                                                                                        | Unit of Measure  | FY25        | FY24        |
|----------------------------------------------------------------------------------------------------------------------------------|------------------|-------------|-------------|
| Total Scope 1 emission                                                                                                           | MTCO2e           | 10,621      | 8,494       |
| Total Scope 2 emission                                                                                                           | MTCO2e           | 1,74,100    | 1,97,089    |
| Total Scope 1 & 2 emission                                                                                                       | MTCO2e           | 184,721     | 205,583     |
| Total Scope 1 and Scope 2 emissions per rupee of turnover (Total Scope 1 and Scope 2 emissions/Revenue from domestic operations) | MTCO2e/₹ lakhs   | 0.01        | 0.02        |
| Total Scope 1 and Scope 2 emission intensity per FTE (Total Scope 1 and Scope 2 emissions/Full time employees)                   | MTCO2e/FTE       | 1.80        | 2.01        |
| Total Scope 3                                                                                                                    | MTCO2e           | 6,78,00,403 | 6,77,50,101 |
| Total Scope 3 emissions per rupee of turnover (Total Scope 3 emissions/Revenue from domestic operations)                         | MtCO2e / Revenue | 4.91        | 5.63        |

\*FTE has been taken for domestic operations only

| Emission Scope    | Emission Source                          | Emissions (MtCO2e) |
|-------------------|------------------------------------------|--------------------|
| Scope 1           | Diesel Consumption in Bank-owned gensets | 5458               |
|                   | Bank-owned vehicles                      | 4716               |
|                   | Refrigerants Leak from AC and HVAC       | 437                |
|                   | Fire Extinguishers                       | 10                 |
| Scope 1 (Total)   |                                          | 10,621             |
| Scope 2           | Electricity purchased from grid          | 1,74,100           |
| Scope 2 (Total)   |                                          |                    |
| Total Scope 1 & 2 |                                          | 184,721            |

| Emission Scope                                                                       | Emission Source                                     | Emissions (MtCO <sub>2</sub> e) |
|--------------------------------------------------------------------------------------|-----------------------------------------------------|---------------------------------|
| <b>Scope 3</b>                                                                       |                                                     |                                 |
| Category 1 - Purchased Goods and Services                                            | A4 Paper purchased for office use                   | 605                             |
| Category 3: Fuel and Energy Related activities (not included in scope 1 and scope 2) | Rented DG sets                                      | 8,718                           |
| Category 5: Waste generated in operations                                            | Paper waste and E-waste                             | 95                              |
| Category 6: Business Travel                                                          | Air, Bus, Train, Taxi and Rented Vehicles           | 12,070                          |
| Category 7: Employee Commuting                                                       | Employee commuting to office using personal vehicle | 80,084                          |
| Category 15: Investments                                                             | Advances and Investments                            | 6,76,98,831                     |
| Scope 3 (Total)                                                                      |                                                     | 6,78,00,403                     |

Independent assessment/ evaluation/assurance has been carried out by an external agency: Ummed Jain & Co. (Central Statutory Auditor)

# BEHIND THE NUMBERS

## METHODOLOGY & ASSUMPTIONS

### TRANSPARENCY IN PRACTICE

| Emission Category                                                                                                                             | Emission Source                                         | Methodology                                                                                                                                                                                                                                                                                                                        | Emission Factor Source                                                                                                                                                            |
|-----------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|  <div>SCOPE 1<br/>DIRECT<br/>EMISSIONS</div>               | Mobile Combustion - Bank Owned Vehicles                 | Data on total fuel expenses along with the quantity of fuel consumed by the bank owned cars is extracted from Bank's HRMS. Data is segregated Zone wise & month wise. Emissions from these vehicles are calculated using standard emission factors.                                                                                | Emission<br>Factor Source: India GHG Program                                                                                                                                      |
|                                                                                                                                               | Diesel- Bank owned DG assets                            | Spend data on fuel is used to arrive at litres of fuel consumed by using fuel prices for the month. Data is segregated into Zone wise & month wise                                                                                                                                                                                 | Emission<br>Factor Source: India GHG Program                                                                                                                                      |
|                                                                                                                                               | Fugitive Emissions - Fire Extinguishers                 | The total capacity of CO <sub>2</sub> gas used in Fire Extinguishers & Gas flooding system on PAN India. CO <sub>2</sub> gas type fire extinguishers are only used for calculation of the emissions under this category.                                                                                                           | CO <sub>2</sub> emissions from the use of fire-extinguishers during routine fire drills and safety demonstrations                                                                 |
|                                                                                                                                               | Fugitive Emissions - Refrigerants Leak from AC and HVAC | Emission from refrigerant leakage and refilling is calculated for HO building and 14 training centres of the Bank.                                                                                                                                                                                                                 | GWP factor of refrigerants (for converting emission to tCO <sub>2</sub> equivalent) is sourced from Intergovernmental Panel on Climate Change (IPCC) Fifth Assessment Report 2014 |
|  <div>SCOPE 2<br/>INDIRECT<br/>(PURCHASED ENERGY)</div>  | Purchased Electricity                                   | Consumption of purchased electricity for the operation of its branches, offices, data centers, and other facilities. Zone wise & month wise data is available. Expenditure data on electricity is used to arrive at the units of electricity consumed.                                                                             | Central Electricity Authority (CEA) in its report CO <sub>2</sub> Baseline Database for Indian Power Sector, User Guide-Version Version 20.0 of December 2024                     |
|  <div>SCOPE 3<br/>OTHER<br/>INDIRECT<br/>EMISSIONS</div> | Category 1 - Purchased Goods and Services               | This category includes greenhouse gas (GHG) emissions associated with the purchase of A4 paper for internal consumption. Emissions have been estimated based on the quantity of A4 paper purchased during FY 2025. A4 paper purchased for HO Divisions and 14 training centres of the Bank is considered for emission calculation. | The Environmental Paper Network's Paper Calculator (version 4.0, available at c.environmentalpaper.org) has been used to calculate the estimated emissions from paper purchases.  |

| Emission Category                                                                                                                      | Emission Source                                                                      | Methodology                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    | Emission Factor Source                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |
|----------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|  <b>SCOPE 3<br/>OTHER<br/>INDIRECT<br/>EMISSIONS</b> | Category 3: Fuel and Energy Related activities (not included in scope 1 and scope 2) | Fuel consumption in rented Diesel Generator Sets is used to estimate emissions. Spend data on fuel is used to arrive at the liters of fuel consumed.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           | Emission Factor Source: India GHG Program                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |
|                                                                                                                                        | Category 5: Waste generated in operations                                            | Quantity of Paper waste and E-waste is used to estimate emission. Paper waste from HO Divisions and 14 training centres of the Bank is considered for emission calculation.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    | Emission factors have been taken from the USEPA website.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |
|                                                                                                                                        | Category 6: Business Travel                                                          | Greenhouse gas (GHG) emissions from business travel have been estimated based on data sourced from the Bank's internal travel database. Distance travelled (in kilometers) across multiple modes of transport, namely air, rail, bus, car, two-wheeler, and water transport—has been considered for the reporting period.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      | Emission factor i). India GHG Program ii). Emission Factors from Cross-Sector Tools (13 March 2024)                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |
|                                                                                                                                        | Category 7: Employee Commuting                                                       | This category includes greenhouse gas (GHG) emissions resulting from employees commuting to and from their designated work locations. Emission estimates are based on responses received through a primary pan-bank survey conducted to capture mode-wise commuting patterns and travel distances.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             | Emission factor i). India GHG Program ii). The Energy and Resources Institute (TERI).                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |
|                                                                                                                                        | Category 15: Investments                                                             | <p>The Bank estimated its Scope 3 – Category 15 (Financed Emissions) using the Partnership' for Carbon Accounting Financials (PCAF) Global GHG Accounting and Reporting Standard for the Financial Industry (2nd Edition, 2022), covering 88.59% of its net advances and investments portfolio. As per PCAF, Data quality score of the financed emissions is 3.07.</p> <p>The Bank's portfolio has been aligned with PCAF-defined asset classes. Emission data from BRSR filings of investee and borrower companies has been used to calculate the Bank's financed emissions.</p> <p>Further, financed emissions for FY 2023–24 have been recalculated due to the following reasons:</p> <p>1. Use of Updated Emission Data: The Scope 1 and Scope 2 emission data, along with industry emission intensity</p> | <p>1. Emissions data of the borrowers is taken from the BRSR report filed with SEBI.</p> <p>2. Emission per unit of Kwh consumed is taken from Central Electricity Authority (CEA) in its report CO2 Baseline Database for Indian Power Sector, User Guide-Version Version 20.0 of December 2024.</p> <p>3. Electricity consumption per capita in India is taken from Press Information Bureau yearend review 2024 dated 01.01.2025 – Ministry of Power for the year 2023-24.</p> <p>4. Emission factor for Two-wheeler and Four wheeler is taken from India GHG Program.</p> |

| Emission Category                                                                                                                        | Emission Source          | Methodology                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          | Emission Factor Source |
|------------------------------------------------------------------------------------------------------------------------------------------|--------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------|
|  <b>SCOPE 3<br/>OTHER<br/>INDIRECT<br/>EMISSIONS</b> | Category 15: Investments | <p>(based on company-level Scope 1 and 2 emissions from BRSR disclosures), used in the financed emissions calculation for BRSR FY 2023–24 were derived from FY 2023 BRSR data, as FY 2024 data were unavailable at the time. For the BRSR FY 2024–25 disclosure, financed emissions have been recalculated using updated FY 2024 Scope 1 and 2 data and revised industry emission intensities from FY 2024 BRSR filings.</p> <p>2. One-Year Data Lag: A consistent one-year lag in emissions data persists. Accordingly, FY 2025 financed emissions will be based on FY 2024 BRSR data.</p> <p>Asset Class wise methodology for calculating financed emissions is as follows: -</p> <p>1. Listed Equity and Corporate Bonds- Emission is calculated as attribution factor (Book Value of investment / EVIC – Enterprise Value Including Cash of the Investee) Emissions of the Investee.</p> <p>2. Loans: Emission is calculated as (Outstanding of the borrower/ EVIC of the borrower) * Borrower Emissions. Currently, project level emission data is not available and only borrower level emission data is available in their BRSR (Business Responsibility and Sustainability Report). Therefore, Project finance is added to the business loan and unlisted equity and borrower's emissions are used for calculating financed emissions. Also, PCAF guidance related to emission calculation in Commercial Real estate (CRE) class requires building level energy consumption data. However, in view of unavailability of such data, emission (scope 1 + scope 2) by real estate companies who have made public disclosures has been considered. Commercial real estate outstanding is added in business loan and unlisted</p> |                        |
|                                                                                                                                          |                          |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |                        |

| Emission Category                                                                                                               | Emission Source          | Methodology                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 | Emission Factor Source |
|---------------------------------------------------------------------------------------------------------------------------------|--------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------|
| <br>SCOPE 3<br>OTHER<br>INDIRECT<br>EMISSIONS | Category 15: Investments | equity and borrower level emissions are used to calculate financed emissions. Consumer loans such as purchase of consumer durables, credit cards, education loans, etc. are excluded since PCAF has given guidance for consumer loans such as mortgages and motor vehicle loans only. Also agriculture loans are excluded due to lack of agriculture related emission disclosure data and guidance from PCAF. For borrowers whose emissions data is not available in their BRSR report or for those who have not filed a BRSR report, the average emissions intensity of the industry to which the borrower belongs is used to estimate financed emissions. |                        |
|                                                                                                                                 |                          | 3. Mortgages: (Outstanding Balance/ Property Value at Origination * Emission per household per year * Number of Houses (number of accounts). Emission per household per year: Electricity consumption per household in units * Emission intensity (factor) per unit of electricity consumed. Total person per household is assumed to be 4. As per Press Information Bureau year end review 2024 dated 01.01.2025 – Ministry of Power for the year 2023-24 per capita consumption of electricity in India is 1395 kWh.                                                                                                                                      |                        |
|                                                                                                                                 |                          | 4. Motor Vehicles Loans: Outstanding Balance/ Value at origination * Emission from vehicle per year * Number of Vehicles (number of accounts). Emission from vehicle per year: Average vehicle distance travelled in one year * Emission factor India GHG program - Transport emission factor. It is assumed that an average vehicle travel distance of 15,000km per year.                                                                                                                                                                                                                                                                                  |                        |
|                                                                                                                                 |                          | 5. Sovereign Debt: Methodology: Financed emission: (Exposure to Sovereign Bond / PPP-Adjusted GDP) * Sovereign Emissions) Sovereign Emission data is taken from Climate Watch website.                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |                        |
|                                                                                                                                 |                          |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |                        |

### Mapping Vulnerability, Managing Risk: Physical Climate Risk Assessment

As part of its commitment to climate resilience, the Bank has undertaken a physical risk assessment of its entire loan portfolio.

The assessment covered a spectrum of hazards, including:

- Drought
- Flood
- Compound events such as *Flood & Drought*, *Flood & Cyclone*, and *Drought & Cyclone*, *Flood & Drought & Cyclone*

Going forward by aligning its portfolio analysis with scientifically validated vulnerability scores, the Bank seeks to strengthened its ability to:

- Identify climate hotspots within its lending footprint
- Prioritize risk-informed decision-making
- Integrate physical climate risk into credit appraisal and portfolio management

This initiative marks a significant step towards climate-proofing financial assets, ensuring that the Bank remains resilient in the face of escalating environmental challenges.

### Transition Risk Assessment: Mapping Vulnerability Across Sectors and Geographies

As part of its broader climate risk preparedness, the Bank has undertaken a comprehensive Transition Risk Assessment across its entire corporate portfolio. This strategic diagnostic serves to evaluate potential financial exposures associated with the shift to a low-carbon economy—laying the groundwork for informed policy development and future integration into risk management practices.

Bank has prepared a heatmap or matrix showing risk concentrations of composite vulnerability arising out of both physical and transition risk.

### Climate Risk Stress Testing: A Forward-Looking Lens on Portfolio Resilience

Demonstrating its deep commitment to climate preparedness, the Bank has undertaken comprehensive stress testing exercises to evaluate the potential impact of climate change on its corporate loan portfolio. These assessments reflect a high degree of technical sophistication and to with global best practices.

### Physical Risk Stress Testing

Using long-term climate scenarios developed by the Network for Greening the Financial System (NGFS), the Bank has modeled the effects of rising temperatures on borrower default probabilities across short-, medium-, and long-term horizons—specifically for the years 2030, 2040, 2050, 2070, and 2100. This analysis incorporates projections of anticipated Non-Performing Assets (NPAs) under various warming trajectories, enabling the Bank to quantify potential credit risk stemming from chronic climate stressors.

### Transition Risk Stress Testing

In parallel, the Bank has conducted stress testing for transition risks, focusing on the financial implications of carbon pricing and policy shifts. Leveraging the GCAM 6.0 model under the NGFS framework, the Bank evaluated seven distinct scenarios grouped under four transition pathways:

- **Orderly:** Net Zero 2050, Low Demand, Below 2 °C
- **Disorderly:** Delayed Transition
- **Hot House World:** Nationally Determined Contributions, Current Policies
- **Too Little, Too Late:** Fragmented World

These scenarios simulate the impact of carbon pricing from 2030 to 2100, in five-year intervals, allowing the Bank to anticipate provisioning requirements and assess sectoral vulnerabilities under varying policy intensities.

By embedding NGFS-aligned scenario analysis into its risk framework, the Bank showcases its leadership in climate risk governance, its readiness to meet evolving regulatory expectations, and its strategic foresight in safeguarding financial stability amid a changing climate.

Partnering for Progress: Client Engagement for Net Zero

In its mission to support India’s transition to a low-carbon economy, the Bank has launched a structured and forward-looking Client Engagement Handbook, designed to empower borrowers and stakeholders in navigating the evolving climate landscape.

Phase 1: Empowering Frontline Engagement

The Bank has released Phase 1 of the handbook, tailored for client-facing officers, developed to guide and equip client-facing officers in fostering meaningful sustainability dialogues and enabling climate-aligned financial decisions. This handbook provides practical tools, sector insights, and climate-related frameworks to help credit officers engage large borrowers on their net-zero transition plans. It aims to sensitize clients to emerging climate risks, regulatory expectations, and financing opportunities—ultimately contributing to the decarbonization of the Bank’s balance sheet.

Phase 2: Sector-Specific Guidance & Stakeholder Feedback

The upcoming phase will focus on industry-specific pathways, offering tailored transition strategies and incorporating a feedback mechanism to ensure inclusive and responsive engagement with clients and stakeholders.

Phase 3: Value Chain Engagement

The final phase will expand the Bank’s outreach to the broader value chain, including suppliers, investors, shareholders, and other ecosystem partners—reinforcing climate accountability and collaborative action across financial and operational networks.

This phased approach reflects the Bank’s deep commitment to climate stewardship, client empowerment, and portfolio resilience, positioning it as a trusted partner in India’s sustainable development journey.



ENERGY ACCOUNTABILITY: DRIVING SUSTAINABLE OPERATIONS

Businesses should respect and make efforts to protect and restore the environment:

Details of total energy consumption (in Joules or multiples) and energy intensity:

| Parameter                                                                                                                                                        | FY 2023-24           | FY 2024-25           |
|------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------|----------------------|
| From renewable sources                                                                                                                                           |                      |                      |
| Total electricity consumption (A)                                                                                                                                | 1,065 Giga Joule®    | 1,036 Giga Joule®    |
| Total fuel consumption (B)                                                                                                                                       | NIL                  | NIL                  |
| Energy consumption through other sources (C)                                                                                                                     | NIL                  | NIL                  |
| Total energy consumed from renewable sources (A+B+C)                                                                                                             | 1,065 Giga Joule     | 1,036 Giga Joule     |
| From non-renewable sources                                                                                                                                       |                      |                      |
| Total electricity consumption (D)                                                                                                                                | 9,90,950 Giga Joule# | 8,62,117 Giga Joule# |
| Total fuel consumption (E)                                                                                                                                       | 2,32,086 Giga Joule# | 2,68,065 Giga Joule# |
| Energy consumption through other sources (F)                                                                                                                     | NA                   | NA                   |
| Total energy consumed from non-renewable sources (D+E+F)                                                                                                         | 12,23,036 Giga Joule | 11,30,182 Giga Joule |
| Total energy consumed (A+B+C+D+E+F)                                                                                                                              | 12,24,101 Giga Joule | 11,31,218 Giga Joule |
| Energy intensity per rupee of turnover (Total energy consumed / Revenue from operations in INR Lacs)                                                             | 0.10                 | 0.08                 |
| Energy intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP*) (Total energy consumed / Revenue from operations adjusted for PPP) (INR Lacs) | 2.06                 | 1.66                 |
| Energy intensity in terms of physical output (Total energy consumed / Full Time Employees)                                                                       | 11.96                | 11.01                |
| Energy intensity (optional) – the relevant metric may be selected by the entity                                                                                  | -                    | -                    |

independent assessment/ evaluation/assurance has been carried out by an external agency: Ummed Jain & Co. (Central Statutory Auditor)

\*- PPP conversion rate used is 20.2Rs/ USD as published by the World Bank for India, for the year 2023

@ - At Present, Renewable energy consumption data pertains exclusively for two large buildings i.e. Dwarka and Gurugram building

# - Non-renewable energy data given is pertaining to the bank’s entire branches/offices on PAN India basis.



### Water Management Disclosure: Ensuring Responsible Sewage Practices

The Bank does not generate industrial wastewater. However, for the sewage that is produced, Bank has taken proactive steps by installing sewage treatment plants (STP) at some of its’ larger office premises. The majority of offices of the Bank are branches spread nationwide, wherein the sewage is discharged as per local guidelines i.e. discharge is made to municipality or other bodies as applicable, wherein suitable treatment is done by them.

| Parameter                                                                                                                                                                      | FY 2023-24 | FY 2024-25 |
|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------|------------|
| <b>Water withdrawal by source (in kilolitres)</b>                                                                                                                              |            |            |
| (i) Surface water                                                                                                                                                              | 3,68,461   | 2,39,403   |
| (ii) Groundwater                                                                                                                                                               | NA         | NA         |
| (iii) Third party water                                                                                                                                                        | 11,28,752  | 9,94,275   |
| (iv) Seawater / desalinated water                                                                                                                                              | NA         | NA         |
| (v) Others                                                                                                                                                                     | NA         | NA         |
| <b>Total volume of water withdrawal (in kilolitres) (i + ii + iii + iv + v)</b>                                                                                                | 14,97,213  | 12,33,678  |
| <b>Total volume of water consumption (in kilolitres)</b>                                                                                                                       | 14,97,213  | 12,33,678  |
| <b>Water intensity per rupee of turnover</b><br>(Total water consumption / Revenue from operations in INR Lacs)                                                                | 0.12       | 0.09       |
| <b>Water intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP)</b><br>(Total water consumption / Revenue from operations adjusted for PPP*)<br>(INR Lacs) | 2.51       | 1.80       |
| <b>Water intensity in terms of physical output</b><br>(Total water consumption / Full Time Employee)                                                                           | 14.63      | 12.01      |
| <b>Water intensity (optional)</b> – the relevant metric may be selected by the entity                                                                                          | NA         | NA         |

Note: independent assessment/ evaluation/assurance has been carried out by an external agency: Ummed Jain & Co. (Central Statutory Auditor)

\*- PPP conversion rate used is 20.2Rs/ USD as published by the World Bank for India, for the year 2023

### Zero Liquid Discharge:

The Bank’s Head Office has a zero liquid discharge Sewage Treatment Plant. Further, in other major buildings like PNB Pragati Towers BKC, Mumbai and PNB Building at Gurugram, Sewage Treatment Plants have been installed. As such, the STP treated water is reused towards horticulture and toilet flush in these buildings.

Further, Rainwater harvesting systems are also implemented in 7 buildings of our Bank buildings such as HO Dwarka Delhi, BKC Mumbai, and Training Centres at various locations.

### Air You Can Trust: No Pollutants, Just Clean Operations

#### Air emissions (other than GHG emissions):

The nature of our Bank’s business does not involve activities that produce air pollutants as defined under the Air (Prevention and Control of Pollution) Act, 1981, and therefore does not contribute to air pollution. Additionally, the Head Office and administrative offices have placed indoor plants within their premises as a proactive measure to maintain and improve indoor air quality.



## WASTE MANAGEMENT DISCLOSURE

Accountability in Every Stream

| Parameter                                                                               | FY 2024-25                                                                                                                                                                                                     | FY 2023-24                        |
|-----------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------|
| <b>Total Waste generated (in metric tonnes)</b>                                         |                                                                                                                                                                                                                |                                   |
| Plastic waste* <b>(A)</b>                                                               | 6.03 MT                                                                                                                                                                                                        | 6.58 MT                           |
| E-waste <b>(B)</b>                                                                      | 1.1 MT<br>(amounting to Rs.2,87,200)                                                                                                                                                                           | 10 MT<br>(amounting Rs.93,18,160) |
| Bio-medical waste <b>(C)</b>                                                            | Not Applicable                                                                                                                                                                                                 |                                   |
| Construction and demolition waste <b>(D)</b>                                            | Not Applicable                                                                                                                                                                                                 |                                   |
| Battery waste <b>(E)</b>                                                                | Batteries at the end of its life are sold under the buy-back offer while procuring new batteries. So, battery waste is not disposed/recycled by us directly and hence no quantification is available for same. |                                   |
| Radioactive waste <b>(F)</b>                                                            | Not Applicable                                                                                                                                                                                                 |                                   |
| Other Hazardous waste. Please specify, if any. <b>(G)</b>                               | Not Applicable                                                                                                                                                                                                 |                                   |
| Other Non-hazardous waste generated <b>(H)</b> #.                                       | 17.61 MT                                                                                                                                                                                                       | 18.97 MT                          |
| Break-up by composition i.e. by materials relevant to the sector)                       |                                                                                                                                                                                                                |                                   |
| <b>Total (A+B + C + D + E + F + G+ H)</b>                                               | <b>24.74 MT</b>                                                                                                                                                                                                | <b>35.55 MT</b>                   |
| <b>Waste intensity per rupee of turnover</b>                                            |                                                                                                                                                                                                                |                                   |
| (Total waste generated / Revenue from operations) (INR Lacs)                            | 0.00                                                                                                                                                                                                           | 0.00                              |
| <b>Waste intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP)</b> |                                                                                                                                                                                                                |                                   |
| (Total waste generated/ Revenue from operations adjusted for PPP) (INR Lacs)            | 0.00                                                                                                                                                                                                           | 0.00                              |
| <b>Waste intensity in terms of physical output</b>                                      | 0.00                                                                                                                                                                                                           | 0.00                              |

| Parameter                                                                                                                                      | FY 2024-25                                                                                                          | FY 2023-24 |
|------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------|------------|
| <b>Waste intensity</b> <i>(optional)</i> – the relevant metric may be selected by the entity                                                   | NA                                                                                                                  | NA         |
| <b>For each category of waste generated, total waste recovered through recycling, re-using or other recovery operations (in metric tonnes)</b> |                                                                                                                     |            |
| Category of waste                                                                                                                              |                                                                                                                     |            |
| (i) Recycled                                                                                                                                   | NA                                                                                                                  |            |
| (ii) Re-used                                                                                                                                   |                                                                                                                     |            |
| (iii) Other recovery operations                                                                                                                |                                                                                                                     |            |
| <b>Total</b>                                                                                                                                   |                                                                                                                     |            |
| <b>For each category of waste generated, total waste disposed by nature of disposal method (in metric tonnes)</b>                              |                                                                                                                     |            |
| Category of waste                                                                                                                              |                                                                                                                     |            |
| (i) Incineration                                                                                                                               | Our waste generation is minimal and consequently there is no requirement of incineration or landfilling activities. |            |
| (ii) Landfilling                                                                                                                               |                                                                                                                     |            |
| (iii) Other disposal operations                                                                                                                |                                                                                                                     |            |
| <b>Total</b>                                                                                                                                   | NA                                                                                                                  | NA         |

\*- Plastic waste is generated in Bank is due to consumption of products like water bottles etc. The data for all the branches/offices on PAN India basis is not yet available and Bank is making effort to develop a system to quantify the same at PAN India level. The plastic waste data given is for Bank’s HO Dwarka building.

#- Dry and wet waste at HO Dwarka building comprising of cardboard, paper and food waste.

## Waste Management Initiatives

### Banking on Clean Practices : Waste Management in Action

|                                                                                                                                                                                                                                                                                                                                                                                                                                            |                                                                                                                                                                                                                                                                                                                          |                                                                                                                                                                                                                                                                                           |                                                                                                                                                                                                                                                                                                                                 |
|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|  <p><b>Reduction of plastic waste:</b><br/>We have stopped procurement of plastic document folders and encourage our employees to use glass bottles at our offices to reduce the number of plastic bottles being discarded after use. All our facilities use 100% biodegradable plastic garbage bags to collect and dispose of dry and wet waste.</p> |  <p><b>Reducing paper and printing consumption:</b><br/>We have implemented strong measures for digitising processes to reduce the need for paper. Further minimising the usage of paper across offices is an ongoing activity.</p> |  <p><b>E waste management:</b><br/>Our E-waste broadly includes computers, servers, scanners, UPSs, Batteries, etc. All such E-wastes are being disposed off through registered E-waste vendors.</p> |  <p><b>Sewage Treatment:</b><br/>Bank has installed STPs at its major buildings including HO Dwarka building. This initiative has led to water efficiency and use of recycle water for internal use in gardening and Central AC plant.</p> |
|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|

# GO GREEN, GROW GREEN:

## Cultivating a Culture of Sustainability

The Bank's Go Green Initiative (July 2023) is a movement to embed sustainability in operations and culture. It aims to cut carbon footprint, adopt eco-friendly practices, and inspire employees and communities.

### PNB Palaash 1.0

- Planted 1 lakh+ saplings
- 1 lakh+ employees took digital Paryavaran Sankalp
- Awareness drives, podcasts, quizzes, e-learning
- Biodegradable folders & digital library
- EV charging & cycle parking at HO Dwarka

### PNB Palaash 2.0

- Launched Energy Conservation Olympics across offices
- Rewards & Recognition scheme announced
- Target: 2 lakh saplings under #Plant4Mother campaign
- Eco-friendly Seed Rakhis distributed
- 1,200+ training sessions & 54,000+ digital learners
- Won Green Ribbons Championship 2024
- Installing more Solar Power Plants, modifying DG sets to curb pollution, Carpooling is being encouraged
- Exploring Digital approvals & paperless solutions



### PNB – Embedding Sustainability, Empowering Communities



## FROM COMMITMENT TO CARBON CUTS

### Major GHG Reduction Initiatives

#### Green Buildings

- GRIHA 5-Star Certified HO Building, Dwarka
- Gurugram & Dehradun offices under green certification
- Efficient use of energy, water & resources

#### EV Charging Infrastructure

- 2 × 60 kW DC Fast Chargers
- 3 × 7.5 kW AC Chargers
- Promoting employee shift to green mobility

#### Solar Power

- 1100 kWp installed
- 625 kWp under construction
- 1487 kWp of solar power project under implementation
- Generated approx. 14,05,250 units of electricity, bank has avoided 1021 tonnes of CO<sub>2</sub> emissions in FY 2024-25.

#### Sewage Treatment Plants

- Installed at major buildings (e.g., Dwarka HO)
- Treated water reused in gardens & central AC plants

#### Rainwater Harvesting

- Installed at 7 buildings
- Helps replenish groundwater reserves

#### Energy Efficiency

- BEE Star-rated equipment, LED lighting, occupancy sensors
- AC temperature set at 24°C
- 3.57 crore units saved PAN India - 22,989 tCO<sub>2</sub> avoided

#### Green Data Centre

- Gurugram Tier-IV Data Centre under construction
- Proposed Green DC Certification

#### Plantation Drive

- 3 lakh saplings planted under Project Palaash
- Contributing to GHG sequestration

#### Impact Snapshot:

- Avoided CO<sub>2</sub> Emissions (FY 24-25): 24,000+ tonnes
- Electricity Saved: 3.57 crore units
- Green Infrastructure: Expanding PAN India





## Minimizing Environmental Footprint

### A) Cleaner Power Backups

- Installed 2 × 1000 KVA Natural Gas-based Gensets at HO Dwarka, replacing diesel gensets.
- Outcome: Significant reduction in harmful emissions.

### B) Greener Mobility

- Transitioning executive vehicles to Hybrid/EVs.
- Current Fleet: 196 Hybrid cars out of 1455 PAN-India.

### C) Enabling Sustainable Commute

- EV Charging Station installed at HO Dwarka.
- Dedicated cycle stand created to encourage bicycle commuting.

### D) Renewable Power in Branches

- Pilot project for 8.5 KW Solar Hybrid UPS installed at one branch.
- Post evaluation, rollout will expand across branches to replace DG sets.

### E) Energy-Efficient Cooling

- New ACs & AC plants equipped with Low GWP refrigerants.
- Cold Aisle Containment system implemented in Data Centre for efficiency.

### F) Eco-friendly Fire Safety

- Adoption of Ceasefire MAP-90 extinguishers and NOVEC 1230 gas systems in Data Centre.

### G) Energy-Smart Branding

- LED Glow Signboards with auto timers to cut unnecessary energy use.

### H) Green Energy Sourcing

- Exploring Green Tariff from DISCOMs for small offices.
- Exploring Open Access Solar Power PPA for large offices (>100 KW load).

### I) Green Energy Sourcing

Bank is exploring the option of green tariff (wherein the energy source is renewable energy) from DISCOMs for its small offices having LT connections, thereby reducing the consumption of fossil fuel based electricity leading to reduced GHG emissions.

### J) Bank option of Procuring Open Access Solar Power

Bank is exploring the option of procuring Open access solar power wherein the Power Purchase Agreement will be made directly with Power Generation Company, for its large offices having connected load of 100 KW & above, thereby reducing the consumption of fossil fuel based electricity leading to reduced GHG emissions.

### Investing in Innovation for Impact: R&D and Capex Toward Sustainability:

- EV Charging Infrastructure installed at HO Dwarka:
- 2 × 60 KW Dual Gun DC Fast Chargers
- 3 × 7.5 KW Type 2 AC Chargers
- Investment: ₹26.21 lakhs

## Sustainable Sourcing: Greening the Procurement Pipeline

The Bank has embedded sustainable sourcing principles into its Procurement Policy to ensure that environmental responsibility is reflected across its supply chain. These guidelines mandate the adoption of eco-efficient standards in all major procurement decisions, reinforcing the Bank's commitment to resource-conscious operations.

### Joining Forces for Climate Accountability: PCAF Signatory Milestone

In a major stride toward climate transparency and responsible finance, the Bank officially became a **signatory to the Partnership for Carbon Accounting Financials (PCAF)** on **November 23, 2024**. PCAF is a globally recognized initiative that enables financial institutions to adopt a harmonized methodology for measuring and disclosing greenhouse gas (GHG) emissions associated with their lending and investment activities—commonly referred to as Scope 3, Category 15: Financed Emissions.

Honored its commitment to PCAF by disclosing Scope 3 financed emissions, reinforcing its role in supporting India's net-zero ambitions

### Banking on a Greener Future: Carbon Neutrality by FY2031

In a bold and visionary move, the Bank has unveiled its **Carbon Neutrality Plan**, setting an ambitious target to achieve **carbon neutrality by FY2031**. This milestone initiative reflects the Bank's unwavering commitment to environmental stewardship and its role in driving India's low-carbon transition.

#### Key pillars of the plan include:

- **Reducing emissions** from diesel generator (DG) sets and the Bank's vehicle fleet
- **Sourcing electricity** through **green energy** via the open access route
- **Offsetting residual emissions** through large-scale **tree plantation drives** and exploration of **carbon credit mechanisms**

This strategic roadmap positions the Bank as a climate-conscious leader in the financial sector—one that not only manages risk, but actively shapes a sustainable future.

### Banking on Nature: Mobilizing Funds for Environmental Impact

Green Deposit shall mean an interest-bearing term deposit, received by the bank for a fixed period and the proceeds of which are earmarked for being allocated towards green finance. These green deposits are to be utilized for financing specified Green Activities only.

As a part of our commitment to a greener future, our Bank has in place **Green Deposit Policy**—designed to channel funds into environmentally beneficial projects with purpose and transparency

This policy represents more than a financial instrument—it's a statement of intent, a commitment to sustainability, and a step toward fostering accountability in how funds are mobilized and allocated. Through this initiative, we pledge to:

- Channel deposit-based funding into verified projects that uphold environmental integrity, such as renewable energy, clean transportation, sustainable water management, and climate adaptation
- Encourage transparent reporting and assurance mechanisms that reflect the use of green deposits in eligible sectors
- Promote financial innovation that supports India's broader sustainable development goals
- Cultivate awareness among our stakeholders about the environmental impact of their financial choices



To further solidify our commitment toward fostering a green finance ecosystem, our Bank has introduced the “PNB Palaash Green Deposit.”

It is our belief that safeguarding the environment is a shared responsibility—and through this initiative, we aspire not just to ration our contribution, but to amplify it with purpose, clarity, and measurable impact.

We invite our customers, partners, and peers to join us on this journey—because when finance turns green, the future flourishes.



During FY 25, a total of ₹394.31 crore was raised through green deposits, and as of March 31, 2025, the entire amount has been fully allocated towards the Green Car Loan Portfolio and Solar Rooftop Projects, which are recognized as eligible categories under the RBI’s Green Deposit Framework. Specifically, the Green Car Loan Portfolio falls under the category of ‘Clean Transportation’, while the Solar Rooftop Projects fall under ‘Renewable Energy’.

Portfolio level information on the use of funds raised from green deposits.

(Amount in ₹ Cr)

| Particulars                                                                                                                      | Current year | Previous year | Cumulative Up to 31.03.2024 | Cumulative Up to 31.03.2025 |
|----------------------------------------------------------------------------------------------------------------------------------|--------------|---------------|-----------------------------|-----------------------------|
| Total green deposits raised (A)                                                                                                  | 394.31       | 0.00          | 0.00                        | 394.31                      |
| Use of green deposit funds                                                                                                       |              |               |                             |                             |
| (1) Renewable Energy                                                                                                             | 820.99       | 0.00          | 0.00                        | 820.99                      |
| (2) Energy Efficiency                                                                                                            | 0.00         | 0.00          | 0.00                        | 0.00                        |
| (3) Clean Transportation                                                                                                         | 271.24       | 0.00          | 0.00                        | 271.24                      |
| (4) Climate Change Adaptation                                                                                                    | 0.00         | 0.00          | 0.00                        | 0.00                        |
| (5) Sustainable Water and Waste Management                                                                                       | 0.00         | 0.00          | 0.00                        | 0.00                        |
| (6) Pollution Prevention and Control                                                                                             | 0.00         | 0.00          | 0.00                        | 0.00                        |
| (7) Green Buildings                                                                                                              | 0.00         | 0.00          | 0.00                        | 0.00                        |
| (8) Sustainable Management of Living Natural Resources and Land Use                                                              | 0.00         | 0.00          | 0.00                        | 0.00                        |
| (9) Terrestrial and Aquatic Biodiversity Conservation                                                                            | 0.00         | 0.00          | 0.00                        | 0.00                        |
| Total Green funds allocated (B = Sum of 1 to 9)                                                                                  | 1,092.24     | 0.00          | 0.00                        | 1,092.24                    |
| Green Funds Allocation in Excess of Green Deposits Raised (C = B - A)                                                            | 697.93       | 0.00          | 0.00                        | 697.93                      |
| Details of the temporary allocation of green deposit proceeds pending their allocation to the eligible green activities/projects | 0.00         | 0.00          | 0.00                        | 0.00                        |

Financing the Future: Our Green Investment Commitment

To accelerate the transition to a low-carbon economy, the Bank has strategically mobilized capital toward green financing initiatives that support climate-resilient infrastructure, renewable energy, and sustainable development. These efforts reflect our belief that finance is a powerful lever for environmental transformation—and that responsible lending can shape a greener tomorrow.

Champion Sectors and Strategic Roadmap

Our Bank has strategically designated Renewable Energy, Water Treatment Plants, and Power Transmission as Champion Sectors for focused lending. Among these, Renewable Energy and Water Treatment Plants play a pivotal role in promoting sustainable development and environmental stewardship. Recognizing the critical importance of these sectors, the bank has approved a comprehensive way forward for their development, including the formulation of a detailed two-year roadmap. This roadmap outlines key milestones and performance metrics for each Champion sector, setting yearly targets and establishing a robust framework for monitoring achievements on a quarterly basis.

The roadmap includes specific guidelines for financing projects within these sectors, ensuring that investments are aligned with our sustainability goals. Approved sanction targets for each Champion sector shall facilitate focused and strategic financing. By prioritizing these sectors, the bank aims to foster innovation, enhance resilience, and contribute significantly to environmental sustainability. This strategic approach underscores our commitment to supporting projects that have a positive impact on the environment and society.

Fueling the Future: Bank’s Support for India’s Green Hydrogen Mission

Recognizing the transformative potential of Green Hydrogen in decarbonizing hard-to-abate sectors, the Government of India launched the National Green Hydrogen Mission in January 2023, with a bold target to produce 5 Million Metric Tonnes Per Annum (MMTPA) of green hydrogen by 2030. This mission aims to replace imported fossil fuels and feedstocks with domestically sourced Green Hydrogen and its derivatives, positioning India as a global hub for clean energy innovation.

With Green Hydrogen playing a pivotal role in India’s journey toward Net Zero by 2070, a targeted and collaborative approach is essential to build its ecosystem, scale production, and enable widespread industrial adoption.

In alignment with this national priority, our Bank has formulated dedicated financing guidelines to support green hydrogen projects. These guidelines are designed to facilitate credit appraisal, risk assessment, and concessionary finance, ensuring that Green Hydrogen projects receive timely and adequate funding support. By doing so, the Bank reinforces its commitment to climate leadership, energy independence, and sustainable industrial growth.

## Greening Finance: Some of the Schemes That Power Sustainable Progress

(NGRBC Principle 2: Businesses should provide goods and services in a manner that is sustainable and safe)

### Powering Homes Sustainably: PM Surya Ghar Scheme

In alignment with India's national mission to promote clean energy, the Bank is proud to actively support the **PM Surya Ghar: Muft Bijli Yojana**, a transformative initiative aimed at enabling residential households to adopt rooftop solar systems of up to 10 kW capacity, enabling them to generate their own electricity and significantly reduce monthly power bills.



The initiative is part of India's broader climate strategy to achieve 30 GW of rooftop solar capacity and reduce 720 million tons of CO<sub>2</sub> emissions over the next 25 years. By empowering households to become energy producers, the Surya Ghar Scheme is transforming rooftops into engines of sustainability.

### Solar Spark: Financing Clean Energy for Business Growth

To accelerate the adoption of renewable energy in commercial operations, the Bank has launched the Solar Energy Finance Scheme—a dedicated initiative to support MSMEs and non-MSME enterprises in setting up rooftop or ground-mounted solar units for captive business use.

### SATAT Scheme: Financing the Future of Compressed Bio Gas

As part of India's push toward sustainable energy and circular economy, the Bank proudly supports the SATAT (Sustainable Alternative Towards Affordable Transportation) initiative by offering dedicated financing for the setup of Compressed Bio Gas (CBG) plants.

This scheme empowers entrepreneurs and enterprises to convert organic waste into clean fuel, helping reduce dependence on fossil fuels while tackling urban pollution and rural waste management.

### Solar Vendor Financing Scheme: Empowering the Renewable Supply Chain

As part of our commitment to environmental sustainability and green finance, the Bank has launched the Solar Vendor Financing Scheme, aimed at strengthening the solar energy ecosystem by supporting vendors and channel partners engaged in solar panel distribution and installation.

This scheme provides working capital finance to eligible solar vendors, enabling them to manage liquidity, scale operations, and meet growing demand for clean energy solutions. By facilitating access to timely and affordable credit, the Bank plays a catalytic role in accelerating the adoption of solar technology.

This initiative supports the Bank's broader sustainability goals by making green mobility more accessible, encouraging customers to adopt cleaner technologies, and contributing to India's transition towards a low-emission future.



#### PNB Green Car (E-Vehicle) Loan – Scheme for financing Electrical Car

To make Loan available to prospective borrowers for purchase of new Electrical Car(e-Vehicle) on attractive terms.

### Drive Clean, Drive Smart: Green Car (E-Vehicle) Loan

To promote eco-friendly mobility and reduce carbon emissions, the Bank offers the **Green Car (E-Vehicle) Loan**—a specialized financing solution for individuals seeking to embrace electric transportation.

#### Loan Purpose:

- **Purchase of a new electric car (e-Vehicle)** for personal use
- **Reimbursement of cost** for a newly purchased electric car (not older than **3 months**) for personal use



## POWERING AGRICULTURE SUSTAINABLY: PM-KUSUM FINANCING SUPPORT

In support of India's renewable energy mission, the Bank offers need-based financing under the PM-KUSUM (Pradhan Mantri Kisan Urja Suraksha evam Utthan Mahabhiyan) scheme. This facility is designed to help eligible entities set up solar power plants or procure necessary equipment for clean energy generation in agricultural settings.

Cultivating Organic Growth: Financing Scheme for Organic Farming Inputs

To accelerate the shift from conventional to chemical-free agriculture, the Bank offers a need-based financing facility under its Organic Farming & Inputs Scheme. This dedicated support helps farmers and producer groups invest in the critical components of sustainable farming:

Organic Inputs Certified seeds, bio-fertilizers, bio-pesticides, vermicompost, farm-yard manure and compost derived from fruit & vegetable waste

Land Development Soil preparation, nutrient management, micro-irrigation and other site-enhancement activities

### SCHEME FOR FINANCING GREEN HOUSES

To support climate-resilient agriculture and boost protected cultivation, the Bank offers a dedicated financing scheme for greenhouse and polyhouse projects. This initiative empowers farmers and agri-entrepreneurs to adopt modern farming techniques that enhance productivity, reduce resource dependency, and extend crop cycles.

### Scope of Financial Assistance

Funding is available for a wide range of activities, including:

- Construction of greenhouse or polyhouse structures
- Purchase of equipment and machinery for climate control, irrigation, and automation
- Procurement of inputs such as seeds, bio-fertilizers, and growing media
- Post-harvest operations including grading, packaging, and cold storage
- Marketing and logistics support to improve market access and value realization

# MAPPING THE GREEN PULSE

## REGION-WISE SUSTAINABLE FINANCE SNAPSHOT (as of 31<sup>st</sup> March 2025)

As part of its commitment to inclusive and climate-conscious growth, the Bank has actively extended **green financing solutions** across diverse geographies—ensuring that sustainability reaches every corner, from bustling metros to remote rural communities.

The following table presents a **region-wise breakdown** of the Bank’s green finance portfolio since inception as on **31<sup>st</sup> March 2025 from inception**, highlighting both the **amount sanctioned** and the **number of accounts financed** under various green schemes. This data reflects the Bank’s strategic outreach and the growing demand for eco-friendly financial products across:

| Scheme – Area Wise Distribution                                 | Sanction Limit in Rupees | No of accounts |
|-----------------------------------------------------------------|--------------------------|----------------|
| <b>Digi Vehicle Loan</b>                                        | <b>30120000</b>          | <b>28</b>      |
| METRO                                                           | 10365000                 | 10             |
| RURAL                                                           | 4985000                  | 4              |
| SEMI-URBAN                                                      | 7172000                  | 6              |
| URBAN                                                           | 7598000                  | 8              |
| <b>MSME : MUKHYAMANTRI SAUR SWAROJGAR YOJNA</b>                 | <b>257466000</b>         | <b>51</b>      |
| RURAL                                                           | 131621000                | 28             |
| SEMI-URBAN                                                      | 34295000                 | 7              |
| URBAN                                                           | 91550000                 | 16             |
| <b>MSME : PNB COMPRESSED BIO GAS (CBG) UNDER ‘SATAT’ SCHEME</b> | <b>3871197000</b>        | <b>28</b>      |
| METRO                                                           | 2151000000               | 15             |
| RURAL                                                           | 117500000                | 3              |
| SEMI-URBAN                                                      | 388500000                | 5              |
| URBAN                                                           | 1214197000               | 5              |
| <b>MSME : PNB Solar Energy Finance Scheme</b>                   | <b>2828463779</b>        | <b>242</b>     |
| METRO                                                           | 1785785579               | 73             |
| RURAL                                                           | 22536000                 | 16             |
| SEMI-URBAN                                                      | 127972700                | 56             |
| URBAN                                                           | 892169500                | 97             |
| <b>PM KUSUM</b>                                                 | <b>160000000</b>         | <b>2</b>       |
| RURAL                                                           | 20000000                 | 1              |
| URBAN                                                           | 140000000                | 1              |

| Scheme – Area Wise Distribution     | Sanction Limit in Rupees | No of accounts |
|-------------------------------------|--------------------------|----------------|
| <b>TL-CAR LOAN SCHEME TO NRI</b>    | <b>12675800</b>          | <b>9</b>       |
| METRO                               | 2050000                  | 2              |
| RURAL                               | 1200000                  | 1              |
| SEMI-URBAN                          | 8527800                  | 5              |
| URBAN                               | 898000                   | 1              |
| <b>TL-PNB GREEN CAR (E-VEHICLE)</b> | <b>11004553543</b>       | <b>8235</b>    |
| METRO                               | 5095536849               | 3671           |
| RURAL                               | 633113379                | 534            |
| SEMI-URBAN                          | 2032308044               | 1608           |
| URBAN                               | 3243595271               | 2422           |
| <b>TL-ROOFTOP POWERPLANT</b>        | <b>4121715299</b>        | <b>22673</b>   |
| METRO                               | 700715814                | 3641           |
| RURAL                               | 1128614065               | 6545           |
| SEMI-URBAN                          | 1104098708               | 6131           |
| URBAN                               | 1188286712               | 6356           |
| <b>TL-ROOFTOP SOLAR PROJECT</b>     | <b>53300000</b>          | <b>3</b>       |
| METRO                               | 5300000                  | 1              |
| URBAN                               | 48000000                 | 2              |
| <b>Grand Total</b>                  | <b>22339491421</b>       | <b>31271</b>   |

₹ 2,233.95 Cr. (31,271 Accounts)

## IMPACT ASSESSMENT

The RBI introduced the framework for acceptance of green deposits effective from June 1, 2023. It encourages banks and NBFCs to mobilise funds for green activities by earmarking deposits for such purposes, requiring board-approved policies, and mandating third-party verification and impact assessments.

PNB engaged with CARE Analytics and Advisory Private Limited (CAAPL) to prepare a Green Deposit Impact Analysis Report for green deposit allocation to the renewable energy and clean transportation sector as per the RBI green deposit framework.

### Green Deposit Utilization Summary – FY 2024–25

| Category                   | Amount Utilized (₹ Cr) | Impact Metric                                                                    |
|----------------------------|------------------------|----------------------------------------------------------------------------------|
| Total Green Deposit Raised | ₹394.31 Cr             | —                                                                                |
| Renewable Energy           | ₹123.07 Cr             | CO <sub>2</sub> Emissions Abated: 26,106.16 tonnes of CO <sub>2</sub> equivalent |
| Clean Transportation       | ₹271.24 Cr             | Annual Emissions Avoided: 2,082.16 tonnes of CO <sub>2</sub> equivalent          |

## INVESTING IN A GREEN TOMORROW

Understanding that meaningful sustainability begins from within, our Bank organized various **training programs through classroom trainings, online trainings and external supervisors led training** to educate and equip staff members with the knowledge, mindset, and tools essential for promoting environmental responsibility across all levels of operation.

### Total Number of Training programs conducted with regard to Champion sectors and Surya Ghar Scheme:-

| Cadre           | Male      |      |            | Female    |      |            | Total     |      |            |
|-----------------|-----------|------|------------|-----------|------|------------|-----------|------|------------|
|                 | Attendees | Hour | Total Hour | Attendees | Hour | Total Hour | Attendees | Hour | Total Hour |
| <b>OFFICER</b>  | 1650      | 51.5 | 985.25     | 384       | 23.5 | 225.75     | 2034      | 51.5 | 1211       |
| <b>Clerical</b> | 17080     | 0.25 | 4270       | 6124      | 0.25 | 1531       | 23204     | 0.25 | 5801       |

### Total Number of Training programs conducted to educate our staff on Environment, Social, Governance i.e. ESG related matters:

| Cadre          | Male      |      |            | Female    |      |            | Total     |      |            |
|----------------|-----------|------|------------|-----------|------|------------|-----------|------|------------|
|                | Attendees | Hour | Total Hour | Attendees | Hour | Total Hour | Attendees | Hour | Total Hour |
| <b>OFFICER</b> | 309       | 86   | 1863       | 136       | 23   | 835        | 445       | 86   | 2698       |

### Others:

### Capacity building plan on ESG/ Climate Risk/Sustainable Finance and Conducting Workshop on various initiatives taken by Bank to address Climate Risk.

- Workshop was conducted by The Centre for Advanced Financial Research and Learning (CAFRAL) to sensitise board members about climate change risks, ensuring a comprehensive understanding of climate transition plans and fostering preparedness at the senior-most levels.
- Capacity Building program on Climate Risk for Credit Officers (ELCB/LCB)
- Workshop conducted for all staff posted at risk centres.
- Workshop conducted for all subsidiaries and RRB’s.
- Training programs conducted by IIBF on ‘Renewable Energy in the Banking & Finance Sector’.

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## SASB INDEX

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TCFD Index

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GLOSSARY

|              |                                                          |                   |                                                            |
|--------------|----------------------------------------------------------|-------------------|------------------------------------------------------------|
| <b>ACB</b>   | Audit Committee of the Board                             | <b>AD</b>         | Authorized Dealer                                          |
| <b>AI</b>    | Artificial Intelligence                                  | <b>ALCO</b>       | Asset-Liability Committee                                  |
| <b>ALI</b>   | Advanced Learning Institutes                             | <b>ALM</b>        | Asset Liability Management                                 |
| <b>ANBC</b>  | Adjusted Net Bank Credit                                 | <b>APAR</b>       | Annual Performance Appraisal Report                        |
| <b>API</b>   | Application Programming Interface                        | <b>APY</b>        | Atal Pension Yojana                                        |
| <b>ARMB</b>  | Asset Recovery Management Branches                       | <b>ASSOCHAM</b>   | Associate Chambers of Commerce and Industry of India       |
| <b>ATM</b>   | Automated Teller Machines                                | <b>BASE</b>       | Bharat Aadhaar Seeding Enabler                             |
| <b>BCORE</b> | Business Continuity and Operational Resilience Committee | <b>BCP</b>        | Business Continuity Plan                                   |
| <b>BCs</b>   | Business Correspondents                                  | <b>BDSF</b>       | Business Disruption and System Failures                    |
| <b>BOD</b>   | Board of Directors                                       | <b>BRSR</b>       | Business Responsibility and Sustainability Report          |
| <b>CAC</b>   | Customer Acquisition Centres                             | <b>CASA</b>       | Current Account Savings Account                            |
| <b>CBB</b>   | Corporate Banking Branch                                 | <b>CBG</b>        | Compressed Bio Gas                                         |
| <b>CBS</b>   | Core Banking Solution                                    | <b>CCMP</b>       | Cyber Crisis Management Plan                               |
| <b>CCoE</b>  | Cyber Security Centre of Excellence                      | <b>CCPC</b>       | Centralized Co-lending & Pool Centres                      |
| <b>CDSL</b>  | Central Depository Services (India) Limited              | <b>CEA</b>        | Central Electricity Authority                              |
| <b>CEEW</b>  | Council on Energy, Environment, and Water                | <b>CEO</b>        | Chief Executive Officer                                    |
| <b>CFLs</b>  | Centres for Financial Literacy                           | <b>CFT</b>        | Cross-Functional Team                                      |
| <b>CGM</b>   | Chief General Manager                                    | <b>CGRMS</b>      | Centralized Grievance Redressal Monitoring System          |
| <b>ClaSD</b> | Credit Intelligence and Support Department               | <b>CII</b>        | Confederation of Indian Industry                           |
| <b>CISAP</b> | Centralised Information Systems Audit Portal             | <b>CISD</b>       | Cyber Information Security Division                        |
| <b>CLI</b>   | Centre for Learning & Innovation                         | <b>CMT</b>        | Compliance Monitoring Tool                                 |
| <b>COP</b>   | Conference of the Parties                                | <b>CPGRAM</b>     | Centralized Public Grievance Redress and Monitoring System |
| <b>CPPC</b>  | Centralized Pension Processing Cell                      | <b>CPPD</b>       | Centralized Procurement & Partnership Division             |
| <b>CRAM</b>  | Compliance Risk Assessment Model                         | <b>CRC</b>        | Centralized Rating Cell                                    |
| <b>CRM</b>   | Credit Risk Mitigation                                   | <b>CRM Module</b> | Customer Relationship Management Module                    |
| <b>CRMC</b>  | Credit Risk Management Committee                         | <b>CSOC</b>       | Cyber Security Operations Center                           |
| <b>CSR</b>   | Corporate Social Responsibility                          | <b>CVI</b>        | Climate Vulnerability Index                                |
| <b>DG</b>    | Diesel Generator                                         | <b>DGM</b>        | Deputy General Manager                                     |
| <b>DMS</b>   | Document Management System                               | <b>DP</b>         | Depository Participant                                     |
| <b>DPMD</b>  | Data Privacy & Management Division                       | <b>DRATs</b>      | Debts Recovery Appellate Tribunal                          |
| <b>DRP</b>   | Disaster Recovery Plan                                   | <b>DRTs</b>       | Debt Recovery Tribunals                                    |
| <b>DSB</b>   | Door Step Banking                                        | <b>EASE</b>       | Enhanced Access and Service Excellence                     |

|              |                                                        |                  |                                                |
|--------------|--------------------------------------------------------|------------------|------------------------------------------------|
| <b>ECL</b>   | Expected Credit Loss                                   | <b>ED</b>        | Executive Directors                            |
| <b>ELCB</b>  | Extra Large Corporate Branches                         | <b>E-OD</b>      | Electronic Overdraft                           |
| <b>E-OTS</b> | Electronic One-Time Settlement                         | <b>ESG</b>       | Environmental, Social, and Governance          |
| <b>ETB</b>   | Existing to Bank                                       | <b>e-THIC</b>    | End-to-end Holistic Integrated Compliance      |
| <b>EWS</b>   | Early Warning Signal                                   | <b>FCC</b>       | Fintech Convergence Council                    |
| <b>FD</b>    | Fixed Deposit                                          | <b>FI</b>        | Financial Inclusion                            |
| <b>FICCI</b> | Federation of Indian Chambers of Commerce and Industry | <b>FLC</b>       | Financial Literacy Centers                     |
| <b>FPO</b>   | Further Public Offer                                   | <b>FSCM</b>      | Financial Supply Chain Management              |
| <b>FTCs</b>  | Farmer Training Centers                                | <b>FY</b>        | Financial Year                                 |
| <b>GBV</b>   | Government Business Vertical                           | <b>GCCO</b>      | Group Chief Compliance Officer                 |
| <b>GCISO</b> | Group Chief Information Security Officer               | <b>GCSO</b>      | Group Chief Sustainability Officer             |
| <b>GHG</b>   | Greenhouse Gas                                         | <b>GIFT City</b> | Gujarat International Finance Tec-City         |
| <b>GM</b>    | General Manager                                        | <b>GRI</b>       | Global Reporting Initiative                    |
| <b>GRIHA</b> | Green Rating for Integrated Habitat Assessment         | <b>GRMC</b>      | Group Risk Management Committee                |
| <b>HO</b>    | Head Office                                            | <b>HPLP</b>      | Hybrid PNB Loan Point                          |
| <b>HR</b>    | Human Resource                                         | <b>HRMS</b>      | Human Resource Management System               |
| <b>IBA</b>   | Indian Banks' Association                              | <b>ICC</b>       | International Chambers of Commerce             |
| <b>IIBF</b>  | Indian Institute of Banking & Finance                  | <b>ILAAP</b>     | Internal Liquidity Adequacy Assessment Process |
| <b>IMPS</b>  | Immediate Payment Service                              | <b>INGRAM</b>    | Integrated Grievance Redress Mechanism         |
| <b>IPCC</b>  | Intergovernmental Panel on Climate Change              | <b>IPO</b>       | Initial Public Offer                           |
| <b>IRMD</b>  | Integrated Risk Management Division                    | <b>IS</b>        | Information Security                           |
| <b>IT</b>    | Information Technology                                 | <b>JV</b>        | Joint Ventures                                 |
| <b>KMP</b>   | Key Managerial Personnel                               | <b>kWp</b>       | Kilowatt Peak                                  |
| <b>KYC</b>   | Know Your Customer                                     | <b>LCB</b>       | Large Corporate Branches                       |
| <b>LCR</b>   | Liquidity Coverage Ratio                               | <b>LGD</b>       | Loss Given Default                             |
| <b>LKMC</b>  | Learning & Knowledge Management Centre                 | <b>MCC</b>       | Mid Corporate Centres                          |
| <b>MD</b>    | Managing Director                                      | <b>MIS</b>       | Management Information System                  |
| <b>ML</b>    | Machine Learning                                       | <b>MMTPA</b>     | Million Metric Tonnes Per Annum                |
| <b>MoRD</b>  | Ministry of Rural Development                          | <b>MRMC</b>      | Market Risk Management Committee               |
| <b>MSE</b>   | Micro and Small Enterprise                             | <b>MSME</b>      | Micro, Small and Medium Enterprise             |
| <b>NACH</b>  | National Automated Clearing House                      | <b>NCCRP</b>     | National Cyber Crime Reporting Portal          |
| <b>NCLT</b>  | National Company Law Tribunal                          | <b>NEFT</b>      | National Electronic Funds Transfer             |
| <b>NGFS</b>  | Network for Greening the Financial System              | <b>NGOs</b>      | Non-Governmental Organization                  |
| <b>NGRBC</b> | National Guidelines on Responsible Business Conduct    | <b>NPA</b>       | Non-Performing Asset                           |
| <b>NPCI</b>  | National Payment Corporation of India                  | <b>NPS</b>       | National Pension System                        |
| <b>NRI</b>   | Non-Resident Indian                                    | <b>NSDL</b>      | National Securities Depository Limited         |

|                |                                              |                 |                                                     |
|----------------|----------------------------------------------|-----------------|-----------------------------------------------------|
| <b>NSFR</b>    | Net Stable Funding Ratio                     | <b>NTB</b>      | New to Bank                                         |
| <b>OBC</b>     | Other Backward Classes                       | <b>ORCC</b>     | Operational Resilience Command Centre               |
| <b>ORMC</b>    | Operational Risk Management Committee        | <b>OSS</b>      | Offsite Surveillance System                         |
| <b>OSU</b>     | Offsite Surveillance Unit                    | <b>PABL</b>     | Pre-Approved Business Loan                          |
| <b>PAPL</b>    | Pre-Approved Personal Loan                   | <b>PCAF</b>     | Partnership for Carbon Accounting Financials        |
| <b>PD</b>      | Probability of Default                       | <b>PF</b>       | Pension Fund                                        |
| <b>PLP</b>     | PNB Loan Point                               | <b>PMJDY</b>    | Pradhan Mantri Jan-Dhan Yojana                      |
| <b>PMJJBY</b>  | Pradhan Mantri Jeevan Jyoti Bima Yojana      | <b>PMSBY</b>    | Pradhan Mantri Suraksha Bima Yojana                 |
| <b>PPF</b>     | Public Provident Fund                        | <b>PPP</b>      | Purchasing Power Parity                             |
| <b>PSB</b>     | Public Sector Bank                           | <b>PSE</b>      | Public Sector Enterprise                            |
| <b>QIP</b>     | Qualified Institutions Placement             | <b>QR</b>       | Quick Response                                      |
| <b>R&amp;D</b> | Research & Development                       | <b>RAM</b>      | Retail, Agriculture and MSME                        |
| <b>RAROC</b>   | Risk Adjusted Return on Capital              | <b>RBCA</b>     | Risk Based Compliance Audit                         |
| <b>RBI</b>     | Reserve Bank of India                        | <b>RBIA</b>     | Risk Based Internal Audit                           |
| <b>RC</b>      | Recovery Certificates                        | <b>RCA</b>      | Root Cause Analyses                                 |
| <b>RMCB</b>    | Risk Management Committee of the Board       | <b>RRB</b>      | Regional Rural Banks                                |
| <b>RSETI</b>   | Rural Self Employment Training Institutes    | <b>RTGS</b>     | Real Time Gross Settlement                          |
| <b>RTI</b>     | Right to Information                         | <b>RWA</b>      | Risk Weighted Assets                                |
| <b>SAMB</b>    | Stressed Asset Management Branches           | <b>SARC</b>     | Sustainability and Resilience Committee             |
| <b>SASB</b>    | Sustainability Accounting Standards Board    | <b>SC</b>       | Scheduled Castes                                    |
| <b>SCA</b>     | Statutory Central Auditors                   | <b>SCOPE</b>    | Standing Council of Public Enterprises              |
| <b>SDC</b>     | Software Development Cell                    | <b>SEBI</b>     | Securities and Exchange Board of India              |
| <b>SHG</b>     | Self Help Group                              | <b>SHRM</b>     | Society of Human Resource Management                |
| <b>SLL</b>     | Sustainability-Linked Loans                  | <b>SPACE</b>    | System and Product Approval Committee of Executives |
| <b>SRT</b>     | System Restoration Time                      | <b>SSS</b>      | Social Security Schemes                             |
| <b>SSY</b>     | Sukanya Samridhi Yojana                      | <b>ST</b>       | Scheduled Tribes                                    |
| <b>SWCC</b>    | Staff Welfare Centralization Cell            | <b>TCFD</b>     | Task Force on Climate-related Financial Disclosures |
| <b>TEG</b>     | Top Executive Grade                          | <b>TFC</b>      | Trade Finance Centres                               |
| <b>TMD</b>     | Transaction Monitoring Division              | <b>TU CIBIL</b> | TransUnion CIBIL                                    |
| <b>UN SDGs</b> | United Nations Sustainable Development Goals | <b>UPI</b>      | Unified Payments Interface                          |
| <b>UPSI</b>    | Unpublished Price Sensitive Information      | <b>VAW</b>      | Vigilance Awareness Week                            |
| <b>ZAO</b>     | Zonal Audit Office                           | <b>ZCRO</b>     | Zonal Compliance and Risk Officer                   |
| <b>ZO</b>      | Zonal Office                                 | <b>ZRMC</b>     | Zonal Risk Management Cell                          |



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