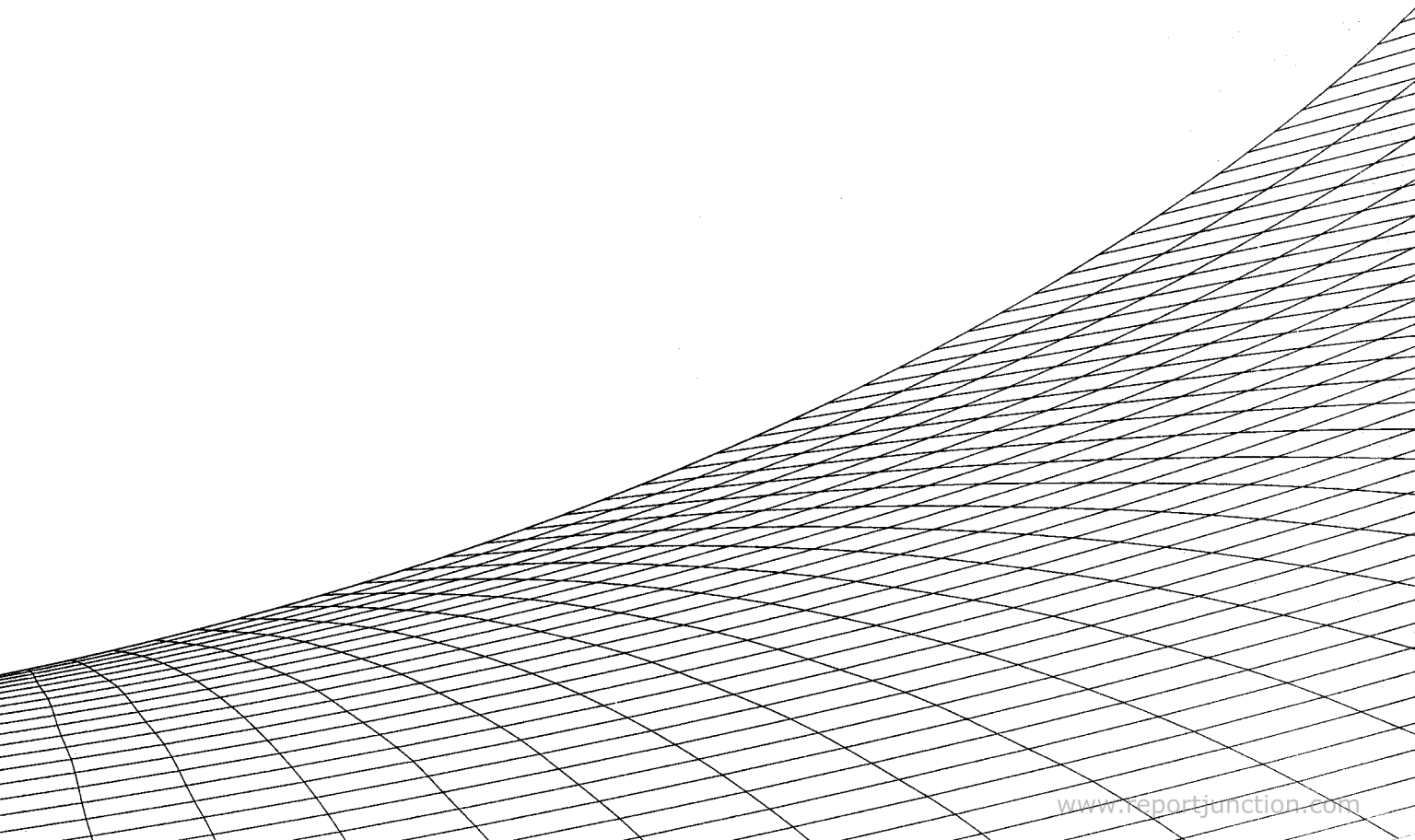
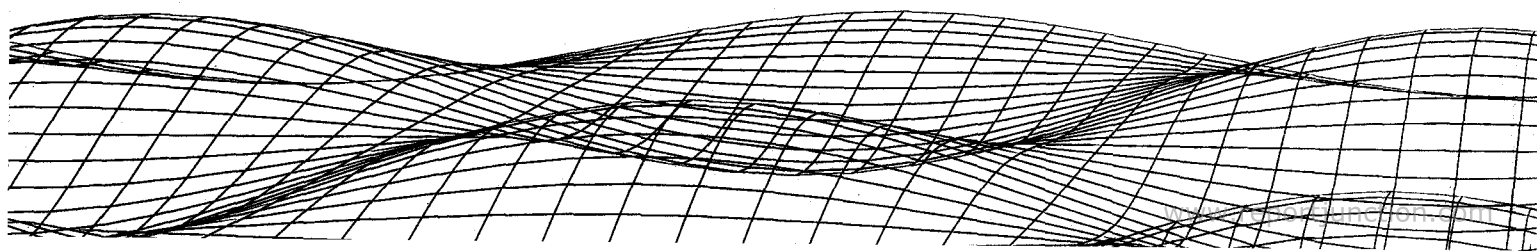


UTI BANK

TENTH ANNUAL REPORT 2003-04

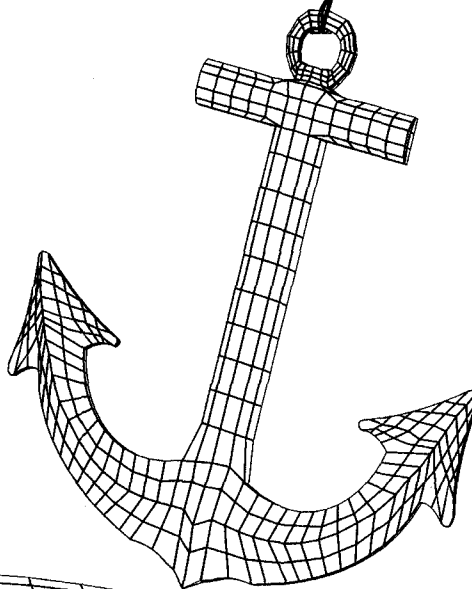


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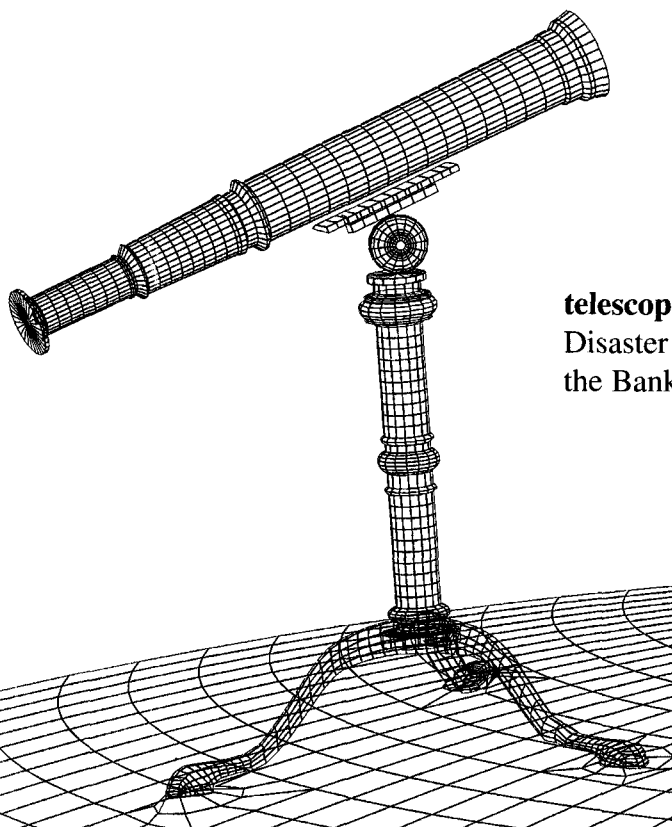


anchor: solidity, strength, reliability
2.5 million customers

Report  Junction.com



Report  junction.com



telescope: vision, foresight

Disaster Recovery Centre which will keep
the Bank functional in any emergency

BOARD OF DIRECTORS

P. J. Nayak	Chairman & Managing Director
K. Narasimha Murthy	Director
M. Raghavendra	Director
Surendra Singh	Director
R. N. Bhardwaj	Director
Donald Peck	Director
Daniel Paul Fletcher	Director
N. C. Singhal	Director
Yash Mahajan	Director
J. R. Varma	Director
A. T. Pannir Selvam	Director
Ajeet Prasad	Director

P. J. Oza Company Secretary

M/s. Bharat S. Raut & Co. Auditors
Chartered Accountants

M/s. Karvy Computershare Private Limited Registrar and Share Transfer Agent
(formerly Karvy Consultants Limited)

UNIT: UTI BANK LIMITED

"Karvy House", 46, Avenue 4, Street No. 1
Banjara Hills, Hyderabad 500 034.
Tel. No.: 040 - 2331 2454, 2332 0251/751/752
Fax No.: 040 - 2331 1968

Registered Office

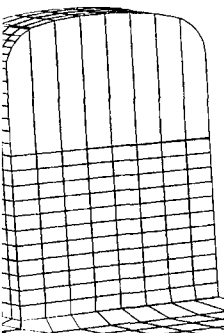
'Thrishul', 3rd floor, Opp. Samartheshwar Temple
Law Garden, Ellisbridge, Ahmedabad 380 006.
Tel. No.: 079-2640 9322
Fax No.: 079-2640 9321
Email: poza@utibank.co.in
Website: [www. utibank.com](http://www.utibank.com)

Central Office

Maker Towers 'F', 13th Floor, Cuffe Parade
Colaba, Mumbai 400 005.
Tel. No.: 022-2218 9106/7/8/9
Fax No.: 022-2218 6944/2218 1429

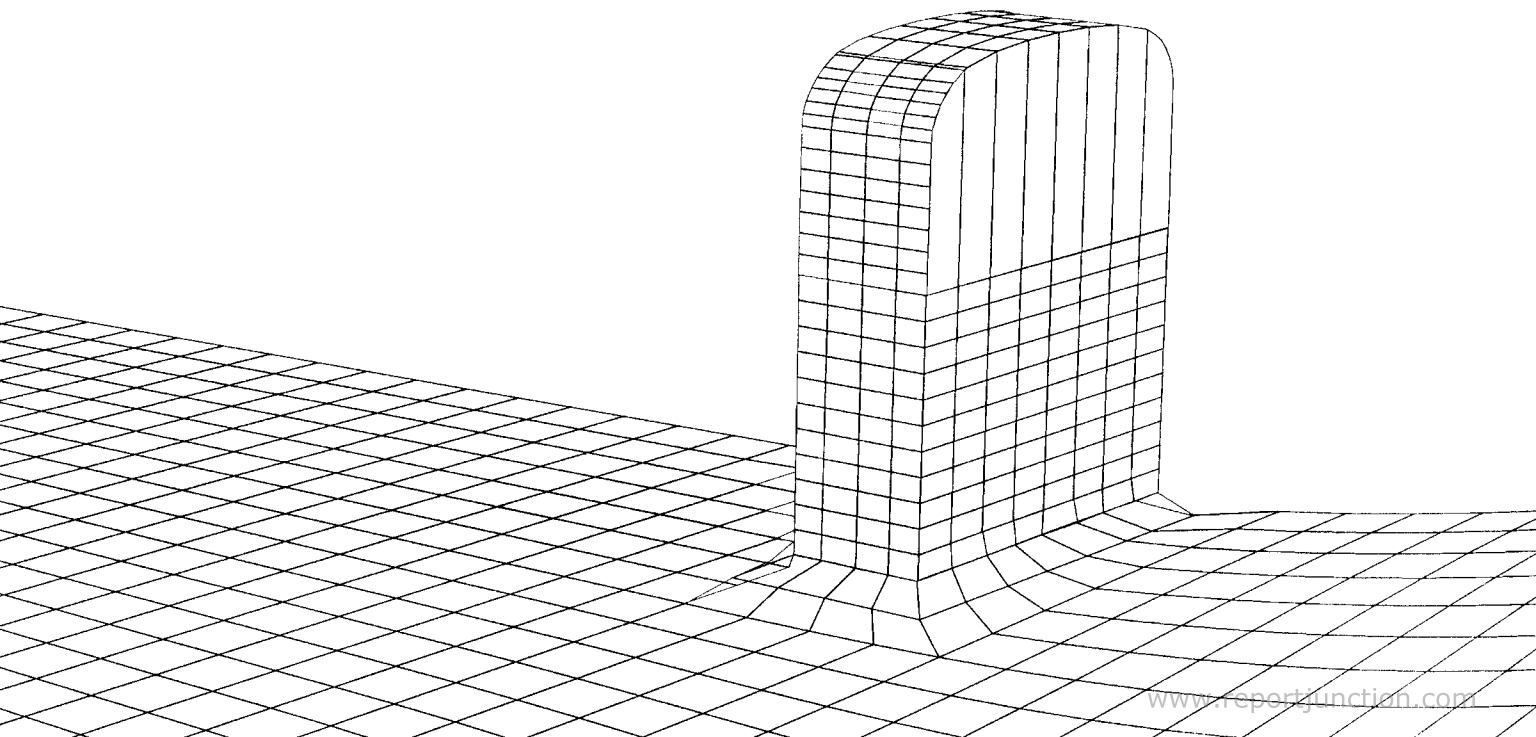
H I G H L I G H T S

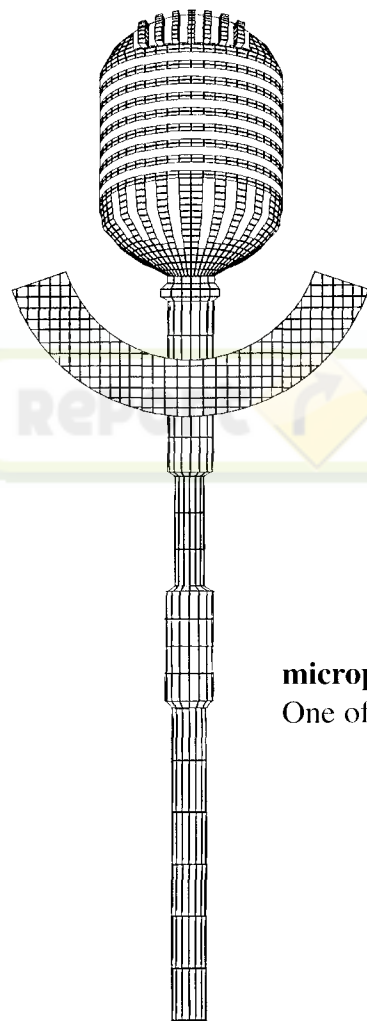
- Profit after tax up 44.82% to Rs. 278.31 crores
- Net Interest Income up 75.33% to Rs. 565.26 crores
- Net Interest Margin increased from 2.09% to 3.05%
- Fee Income up 26.88% to Rs. 182.41 crores
- Return on Average Assets up from 1.17% to 1.42%
- Deposits up 23.51% to Rs. 20,953.90 crores
- Demand Deposits up 104.11% to Rs. 7,978.24 crores
- Share of Demand Deposits up from 23.04% to 38.08%
- Advances up 30.40% to Rs. 9,362.94 crores
- Retail Assets up 86.54% to Rs. 2,051.79 crores
- Network of branches and extension counters increased from 192 to 252
- Total number of ATMs went up from 822 to 1244
- Number of accounts up 52% to 25 lacs
- Net NPA Ratio as percentage of customer assets down to 1.03% from 1.92%
- Earning Per Share (Basic) increased from Rs. 10.00 to Rs. 12.06
- Dividend up from 22% to 25%
- Capital Adequacy Ratio increased from 10.90% to 11.21%



milestone: landmarks, achievements

First Indian bank to offer the International Travel Currency Card





microphone: announcement, declaration

One of the fastest growing banks in the private sector



CHAIRMAN'S LETTER TO SHAREHOLDERS

Your Bank has just completed its first decade of business, and as we look back over these last ten years there are unmistakable signs everywhere of the radical transformation wrought within Indian banking. In the early 1990s you would almost certainly have visited a bank branch to withdraw money, while today there are over 12,000 ATMs amidst us, and in your Bank over 93% of retail cash dispensation occurs through ATMs. A decade back remittances across the country were anchored on demand drafts and telegraphic transfers, now rendered increasingly obsolete with 'at par' cheques, debit card payments and withdrawals, and cash management services to corporates. Your Bank has been at the forefront of this transformation, providing banking convenience – both speed and accuracy – to its customers.

This remodelling of banking services has been largely process driven, and underpinned by technology. Centralised customer data bases and transactions processing have provided the impetus for superior and uniform standards of customer service, and facilitated anywhere, anytime banking. Your Bank has set up powerful back offices which lessen the human effort within business branches in putting through transactions, and release the time of branch personnel for handling customer needs. This process-transformation has enabled branches to handle large customer volumes and helped expand the business of your Bank.

As we enter the second decade of your Bank's business, it is likely that the gains from this process-transformation will see diminishing marginal returns. Instead, we believe that the ability of banks to differentiate between the product needs of disparate customer segments, position differentiated products to these segments, and thereby become more customer-centric, will guide profit growth. Even that most basic and commoditised of banking products, the savings bank account, has differentiated features in your Bank depending on whether it is offered to the senior citizen, the salary account holder, the priority banking customer, the NGO and the Trust, or the walk-in customer into a branch, precisely because their requirements out of this product differ. In your Bank we are increasingly sensitive to this differentiation, and believe that such customer-centric segmentation will guide future profitability.

In the year ended March 2004, the network of your Bank expanded to 252 branches and extension counters and 1244 ATMs, straddling 117 cities and towns. Many of our financial ratios look better than they ever have. Net NPAs are at 1.03% of Net Customer Assets, Capital Adequacy has risen to 11.21% and your Bank maintains an Investment Fluctuation Reserve of 3% to guard against market risk on its investment portfolio. The capital market has rewarded shareholders well in the last year.

This has, above all, been possible because of the strategising skills, tireless energy and commitment of your Bank's employees. We strongly empower our personnel, and therefore continue to attract talented people into the Bank.

It has been a privilege being a part of the team.

P. J. Nayak

Chairman & Managing Director

29 April, 2004

