



# BUILT TO LAST

**31<sup>st</sup>**

**ANNUAL REPORT  
2018-19**

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## INTRODUCING PNB HOUSING FINANCE LIMITED (PNB HOUSING)

PNB Housing is a registered housing finance company with the National Housing Bank (NHB). The Company was incorporated under the Companies Act, 1956 and commenced operations from November 11, 1988. Punjab National Bank (PNB) is our promoter. PNB Housing equity shares were first issued to the public in November 2016. The Company is listed on the National Stock Exchange (NSE) and the Bombay Stock Exchange (BSE).

## FY 2018-19 AT A GLANCE

Disbursement	Asset under management
<b>₹36,079 crores</b>	<b>₹84,722 crores</b>
9% ↑	36% ↑

Loan assets	Total revenue
<b>₹74,023 crores</b>	<b>₹7,683 crores</b>
30% ↑	40% ↑

Profit after tax	Earnings per share
<b>₹1,192 crores</b>	<b>₹71.2</b>
42% ↑	41% ↑

'Built to last' has a wide-ranging connotation for us.

It encapsulates the virtue of resilience amidst adversities, an enduring testament to our robust value system and capabilities and how they help us navigate industry challenges and economic cycles with confidence.

It demonstrates the commitment to serve large segments that starts with building a country-wide footprint with rich local insight and flexibility to serve the last-mile customer.

It reflects the Company's differentiated product mix, value proposition and constant pursuit of margin-accretive growth across focused market segments.

The products and services offered are aligned with customer aspirations, and we primarily cater to a defined market, which is not only large in volume but also healthy from an asset quality perspective.

Our offerings and services were evolved to set higher performance benchmarks, FY 2018-19 saw delivery of stakeholder commitments with speed.

We will continue to build on the competitive advantages and efficiencies, so that the value we create for the nation lasts for the long term.





# Strengths Values



A 17<sup>th</sup> century architectural marvel that remained unconquered until India won independence. Janjira Fort is on an island, off the Arabian Sea, encircled by water from all sides. It epitomises ancient engineering and craftsmanship. This strongly resonates with the stable edifice of PNB Housing's capabilities and values that was built brick by brick with meticulous care and perseverance.



Janjira Fort, Maharashtra

## Corporate Profile

# WE ARE PNB HOUSING

A catalyst in the nation's progress, PNB Housing is creating roofs for millions of citizens in India. We are helping realise the dreams of home aspirants far and wide, for over three decades now. Our modest yet determined vision is to be considered as one of the most admired housing finance companies in the country.



**One of India's fastest-growing housing finance companies**, fifth largest in terms of assets managed and second largest in terms of size of deposits



**1,609 employees** drive us through their skill, talent and relentless focus on excellence



**102 branches and 23 hubs in 62 unique cities** bring us closer to customers



**~75% of our corporate social responsibility (CSR) spend** is directed towards empowering construction workers and their families



**We have been recognised as a Great Place To Work** two years in a row



**ISO-certified central operations with four delivery/processing units** represent our backbone



**>60% of our asset customers** have migrated to digital platforms



Our portfolio quality remains robust with **one of the lowest gross non-performing assets at 0.48% of the loan assets**



**A well-defined, strong and scalable unique operating model** helps us strategically extend our reach to connect with the farthest customer

## Corporate Profile (contd.)

# Core values

Nurturing talent, knowledge, team spirit, a stimulating environment and a culture of meritocracy, along with a passionate drive towards customer-centricity and high ethical standards in corporate governance represent our core foundational values.



People first



Customer-centric



Ethical standards

# Product portfolio



## Housing loans

Loans to individuals for purchase of homes and residential plots, as well as construction, repair, improvements and extension of homes and loans to real estate developers for residential construction



## Non-housing loans

Loans availed against property, loans for non-residential premises, lease rental discounting and corporate term loans



## Fixed deposits

Safe investment options with attractive interest rates and rated AAA by credit rating agencies

# Key loan profile

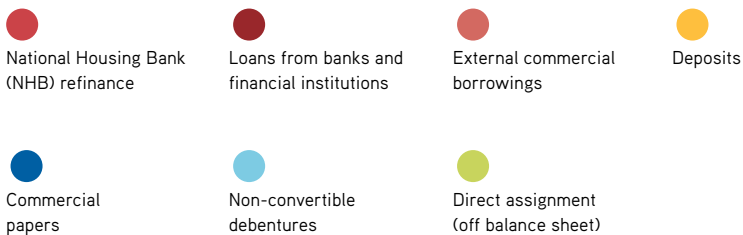
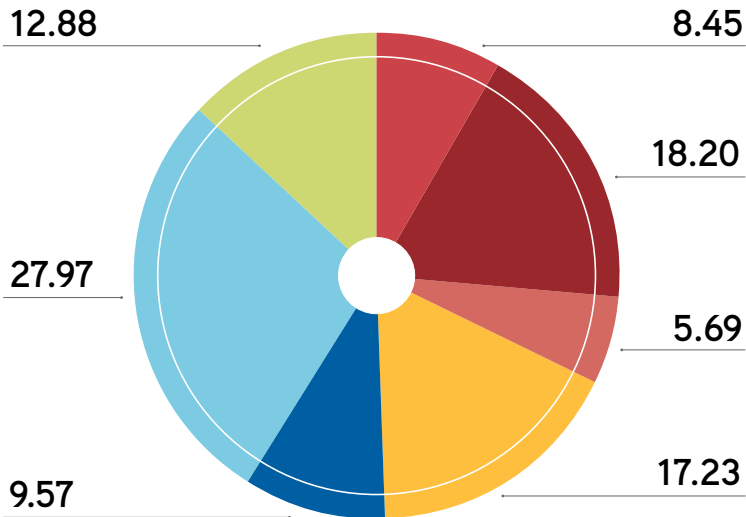




# Resource profile

## Access to diverse funding base

(%)



# Credit rating

## Fixed deposits

- CARE – AAA
- CRISIL – FAAA with stable outlook

## Bonds/non-convertible debentures

- CARE – AAA
- India Ratings (Fitch Group) – IND AA+ with stable outlook
- CRISIL – AA+ with stable outlook
- ICRA – AA+

## Bank term loans

- CARE – AAA
- CRISIL – AA+ with stable outlook

## Commercial paper

- CARE – A1+
- CRISIL – A1+

## Relationships with multiple lending partners

**33**  
Banks

**32**  
Pension funds

**572**  
Provident funds

**2**  
Multilateral agencies

**36**  
Insurance companies

**1,50,000+**  
Deposit accounts

**23**  
Mutual funds

**7**  
Foreign portfolio investors

Corporate Profile (contd.)

## AWARDS AND ACCOLADES

PNB Housing garnered the following awards during the year.



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Mr. Sanjaya Gupta, Managing Director, PNB Housing recognised as one of the **Most Promising Business Leaders of Asia 2019** at the Economic Times' Asian Business Leaders Conclave in Hong Kong

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**Gold in the 'Home Loan Provider of the Year 2018'** category at the 17<sup>th</sup> Edition of Outlook Money Awards

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**Best Brand of India 2019** by the Economic Times