



# CONTENTS

CORPORATE INFORMATION	1
ABOUT US	2
PERFORMANCE IN NUMBERS	4
ANNUAL PERFORMANCE TRENDS STANDALONE BASIS	5
OUR REACH	7
ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORT	8
MANAGEMENT DISCUSSION & ANALYSIS	13
DIRECTORS' REPORT	21
CORPORATE GOVERNANCE REPORT	51
BUSINESS RESPONSIBILITY REPORT	74
STANDALONE ACCOUNTS	85
CONSOLIDATED ACCOUNTS	205
NOTICE	306

## FORWARD LOOKING STATEMENT

In this Annual Report, we have disclosed forward looking information to enable investors to comprehend our prospects and take informed investment decisions. This report and other statements – written and oral – that we periodically make, contain forward looking statements that set out anticipated results based on the management's plans and assumptions. We have tried wherever possible to identify such statements by using words such as 'anticipate', 'estimate', 'expects', 'projects', 'intends', 'plans', 'believes', and words of similar substance in connection with any discussion of future performance.

We cannot guarantee that these forward looking statements will be realised, although we believe we have been prudent in assumptions. The achievement of results is subject to risks, uncertainties and even inaccurate assumptions. Should known or unknown risks or uncertainties materialise or should underlying assumptions prove inaccurate, actual results could vary materially from those anticipated, estimated or projected. Readers should bear this in mind.

We undertake no obligation to publicly update any forward looking statements, whether as a result of new information, future events or otherwise.

# CORPORATE

## INFORMATION

### Corporate Identity Number (CIN)

L65191TN1979PLC007874

### BOARD OF DIRECTORS

#### Chairman (Non - Executive)

Mr. S. Lakshminarayanan (Independent)

#### Managing Director & CEO

Mr. Umesh Revankar

#### Directors

Mrs. Kishori Udeshi (Independent)

Mr. S. Sridhar (Independent)

Mr. Pradeep Kumar Panja (Independent)

Mr. Puneet Bhatia

Mr. D. V. Ravi

Mr. Gerrit Lodewyk Van Heerde

(upto May 08, 2019)

Mr. Ignatius Michael Viljoen

(w.e.f. May 14, 2019)

### EXECUTIVE DIRECTOR & CFO

Mr. Parag Sharma

### COMPANY SECRETARY

Mr. Vivek Achwal

### AUDITORS

M/s. Haribhakti & Co., LLP, Chartered Accountants

M/s. Pijush Gupta & Co., Chartered Accountants

### REGISTRAR & SHARE TRANSFER AGENT

#### Integrated Registry Management Services Private Limited,

2nd Floor, 'Kences Towers', No. 1,  
Ramakrishna Street, North Usman Road,  
T. Nagar, Chennai - 600 017. Tel No. : +91 44 281 408  
01/02/03, Fax: +91 44 2814 2479

### DEBENTURE TRUSTEES

#### IDBI Trusteeship Services Limited

Asian Building, Ground Floor, 17, R Kamani Marg,  
Ballard Estate, Mumbai - 400 001.

Mr. Jatin Bhat

Tel No. : +91 22 40807000, Fax: + 91 22 66311776  
itsl@idbitrustee.com

#### Axis Trustee Services Limited

The Ruby, 2nd Floor, SW, 29 Senapati Bapat Marg,  
Dadar West, Mumbai- 400 028.

Mr. Anil Grover

Tel No. : + 91 22 6230 0451, Fax: +91 22 6230 0700  
debenturetrustee@axistrustee.com

#### Catalyst Trusteeship Limited (Formerly known as GDA Trusteeship Limited)

Office No. 604, 6th floor, Windsor,  
C.S.T. Road, Kalina, Santacruz (East), Mumbai 400098.

Mr. Umesh Salvi

Tel No. : +91 22 - 49220555, Fax: +91 22 49220505  
umesh.salvi@ctltrustee.com

### REGISTERED OFFICE

Mookambika Complex, 3rd Floor, No. 4,  
Lady Desika Road, Mylapore, Chennai - 600 004.  
Tel No. : +91 44 2499 0356 Fax: +91 44 2499 3272

### CORPORATE OFFICE

Wockhardt Towers, West Wing, Level-3, C-2, G-Block, Bandra-Kurla  
Complex, Bandra (East), Mumbai - 400 051.

Tel No. : +91 22 4095 9595, Fax: +91 22 4095 9597

### LISTED AT

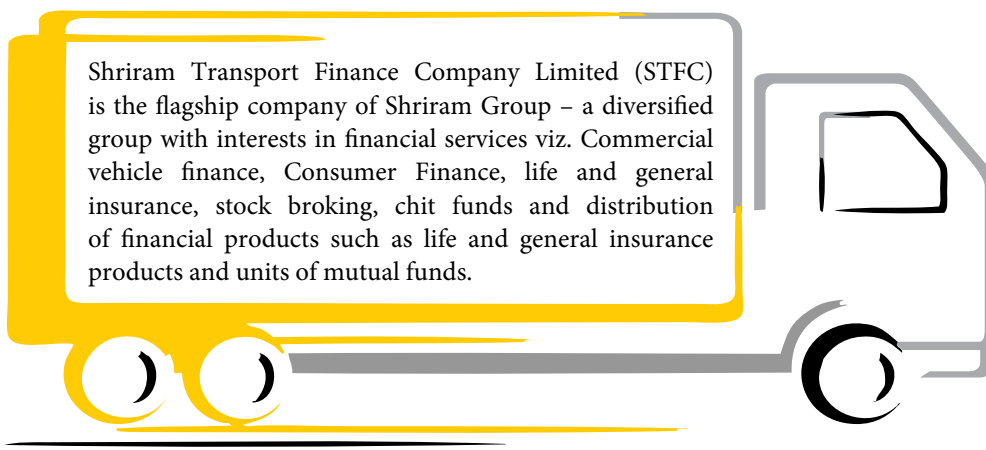
National Stock Exchange of India Limited  
BSE Limited

### LIST OF INSTITUTIONS

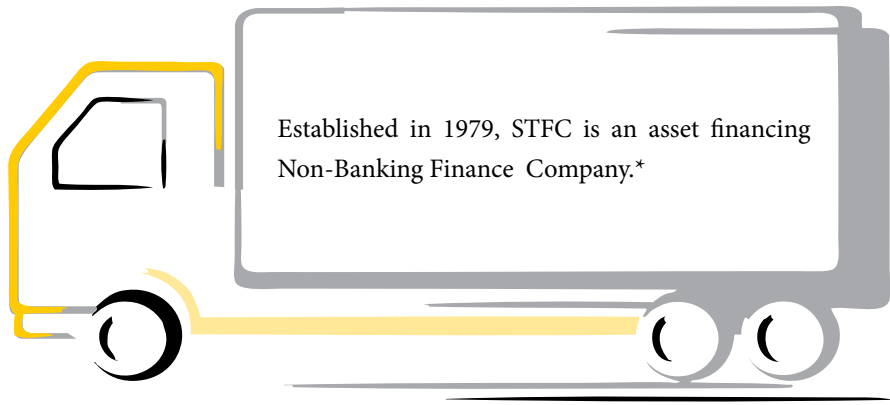
- International Finance Corporation (IFC)
- Life Insurance Corporation of India
- Micro Units Development and Refinance Agency Bank (MUDRA)
- National Bank for Agriculture and Rural Development (NABARD)
- NEC Capital Solutions Limited
- Oesterreichische Entwicklungsbank AG (OeEB)
- Proparco
- Small Industries Development Bank of India (SIDBI)

### LIST OF BANKS

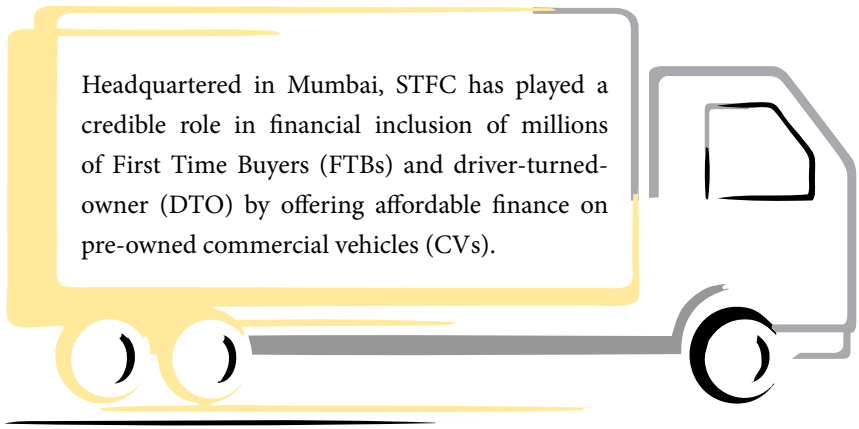
- Allahabad Bank(Merged with Indian Bank)
- Andhra Bank(Merged with Union Bank of India)
- Axis Bank Limited
- Bank of America N.A.
- Bank of Baroda
- Bank of India
- Bank of Maharashtra
- Barclays Bank PLC
- BNP Paribas SA
- Canara Bank
- Central Bank of India
- Citibank N.A.
- Credit Suisse
- DBS Bank Limited
- Deutsche Bank AG
- Doha Bank
- Emirates NBD Bank PJSC
- FirstRand Bank Limited
- HDFC Bank Limited
- ICICI Bank Limited
- IDBI Bank Limited
- IDFC First Bank Limited
- Indian Bank
- Indian Overseas Bank
- IndusInd Bank Limited
- ING Bank, a Branch of ING-DiBa AG
- JP Morgan Chase Bank N.A.
- Karnataka Bank Limited
- KEB Hana Bank
- Kotak Mahindra Bank Limited
- Mizuho Bank Limited
- MUFG Bank
- Oriental Bank of Commerce (Merged with Punjab National Bank)
- PT Bank Rakyat (Indonesia)Persero Tbk, Singapore Branch
- Punjab & Sind Bank
- Punjab National Bank
- Qatar National Bank Q.P.S.C
- RBL Bank Limited
- Shinhan Bank
- South Indian Bank Limited
- Standard Chartered Bank
- State Bank of India
- Sumitomo Mitsui Banking Corporation
- Syndicate Bank (Merged with Canara Bank)
- The Hongkong and Shanghai Banking Corporation Limited
- The National Bank of Ras Al Khamirah
- The Zoroastrian Co-operative Bank Limited
- UCO Bank
- Union Bank of India
- United Bank of India(Merged with Punjab National Bank)
- United Overseas Bank
- Woori Bank
- Yes Bank Limited



Shriram Transport Finance Company Limited (STFC) is the flagship company of Shriram Group – a diversified group with interests in financial services viz. Commercial vehicle finance, Consumer Finance, life and general insurance, stock broking, chit funds and distribution of financial products such as life and general insurance products and units of mutual funds.

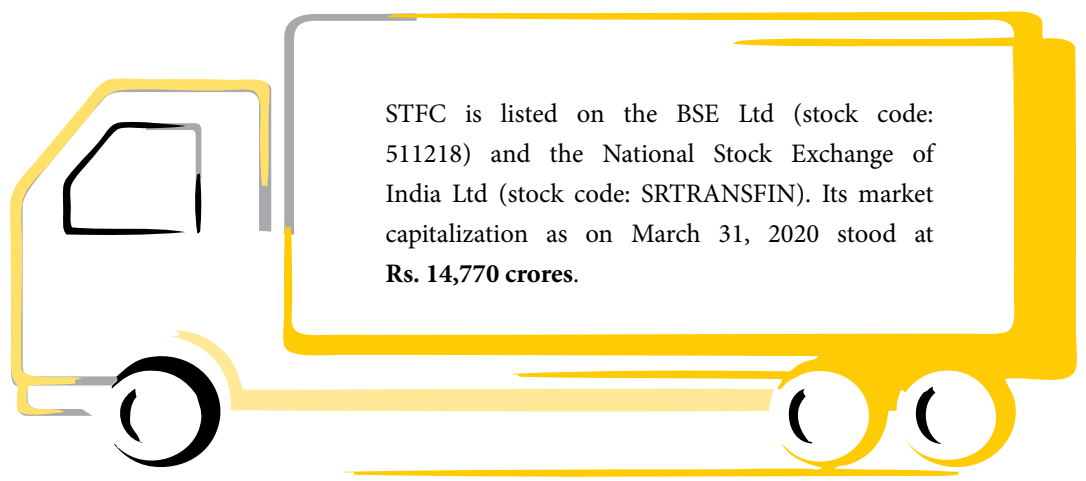
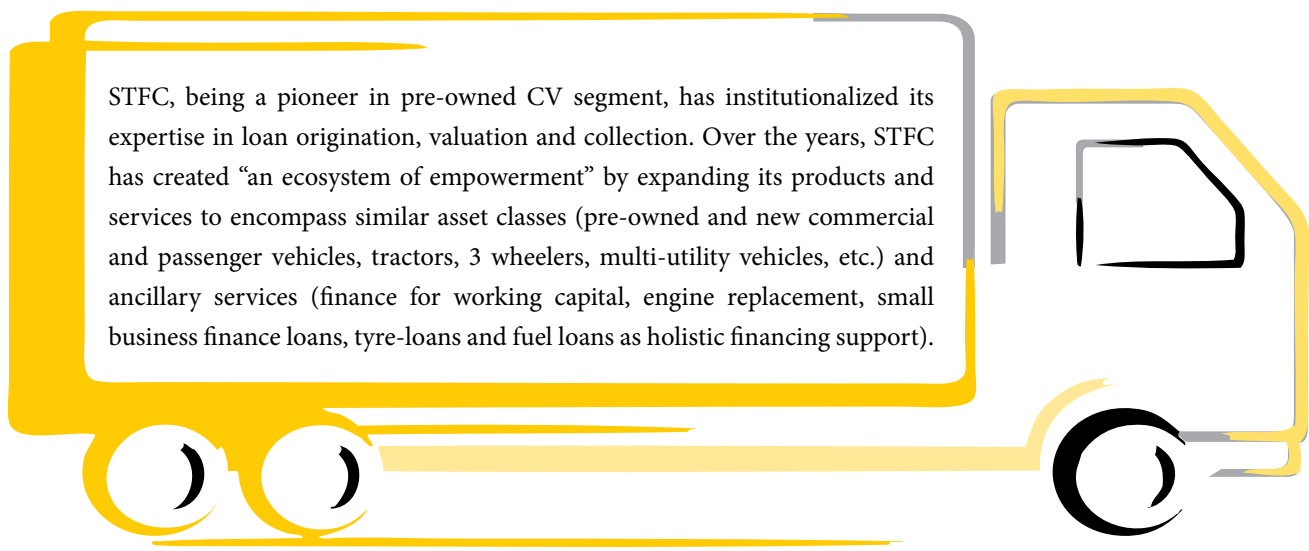
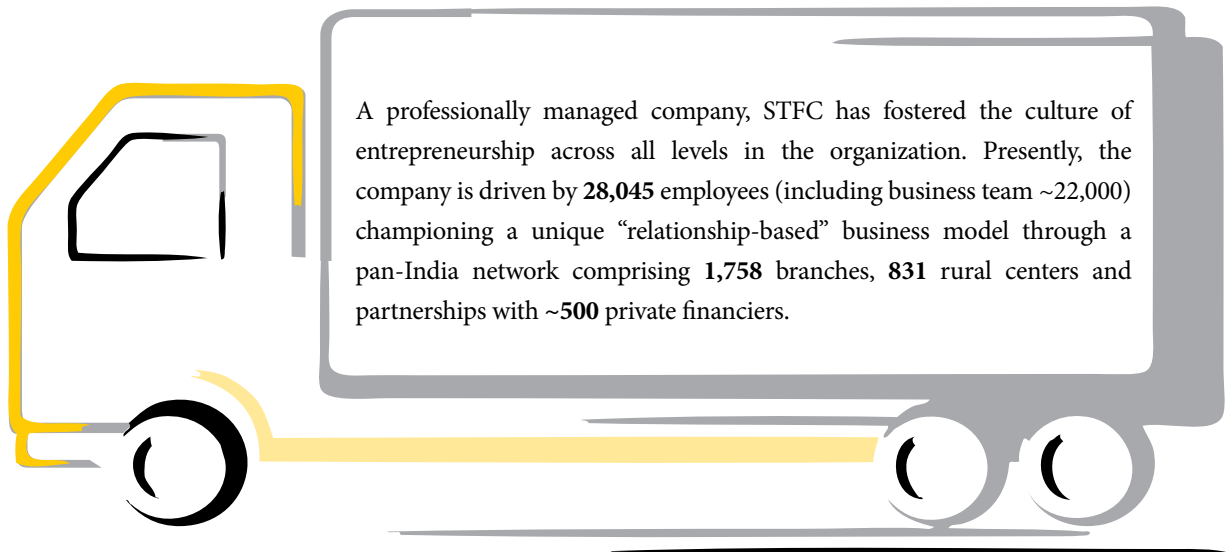


Established in 1979, STFC is an asset financing Non-Banking Finance Company.\*



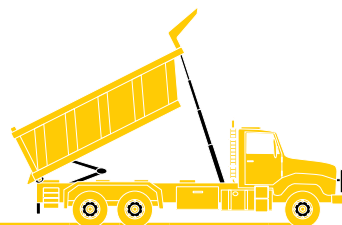
Headquartered in Mumbai, STFC has played a credible role in financial inclusion of millions of First Time Buyers (FTBs) and driver-turned-owner (DTO) by offering affordable finance on pre-owned commercial vehicles (CVs).

\*RBI has merged Asset Financing Companies, Loan Companies and Investment companies in to a new category “NBFC - Investment and Credit Company” vide its circular no. DNBR (PD) CC. No. 097/03.10.001/2018-19 dated February 22, 2019

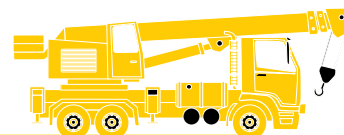


STANDALONE BASIS

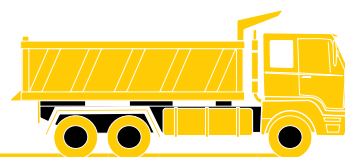
Assets under management stands at **Rs. 109,750** crores



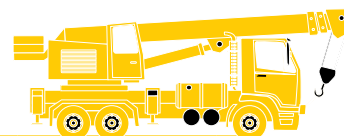
Securitisation done during the year **Rs. 16,581** crores



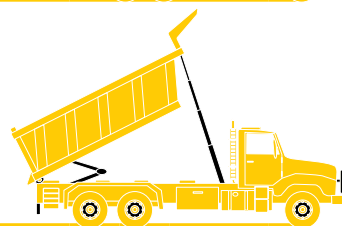
Total income for the year **Rs. 16,583** crores



Profit after tax for the year **Rs. 2,502** crores



Net interest income for the year **Rs. 7,917** crores



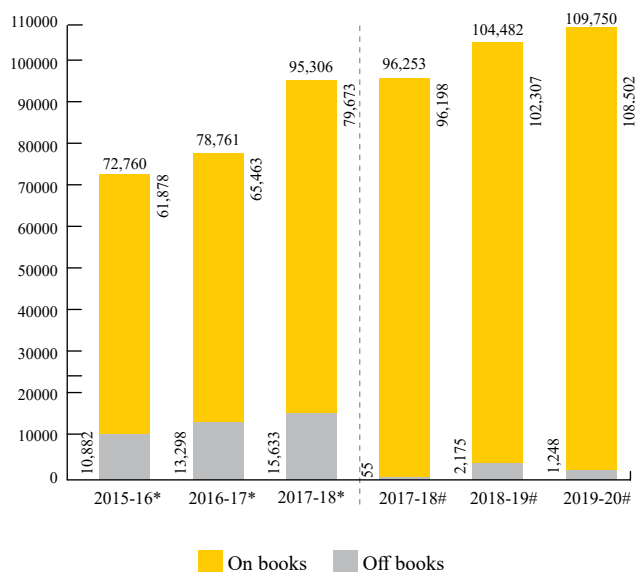
Earnings per share for the year **Rs. 110.27**



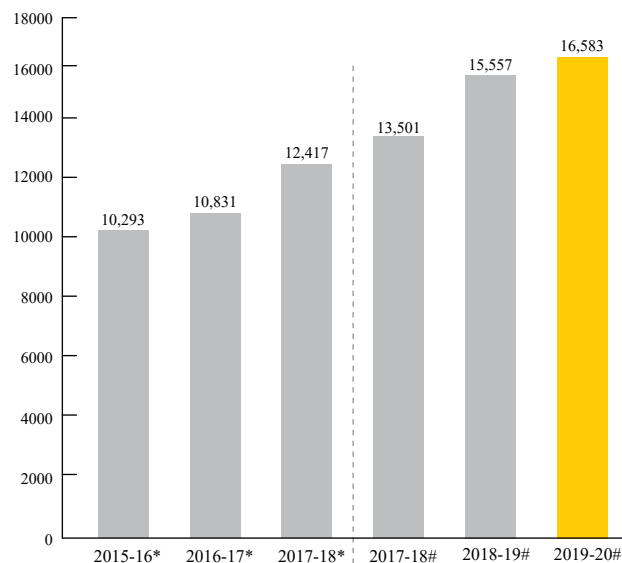
# ANNUAL

## PERFORMANCE TRENDS STANDALONE BASIS

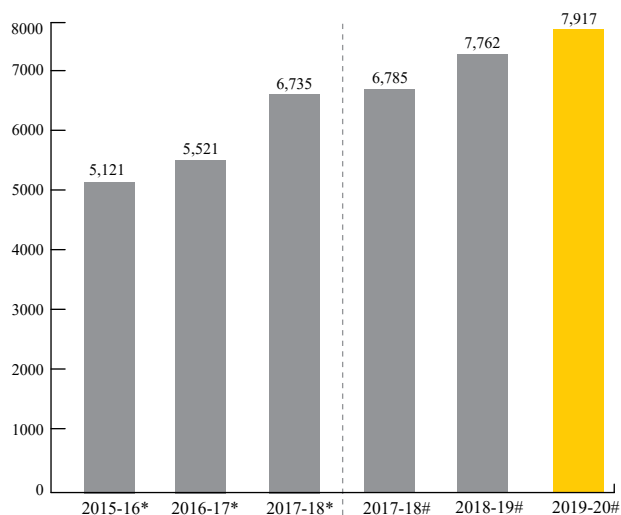
### ASSETS UNDER MANAGEMENT (Rs. crores)



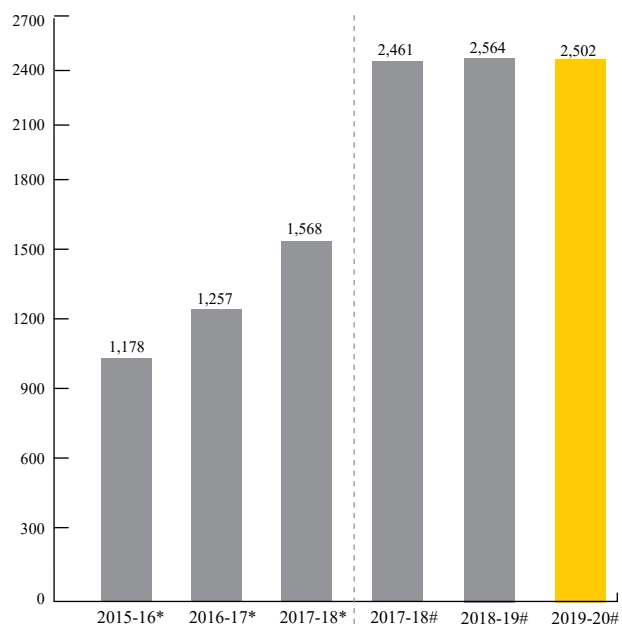
### TOTAL INCOME (Rs. crores)



### NET INTEREST INCOME (Rs. crores)

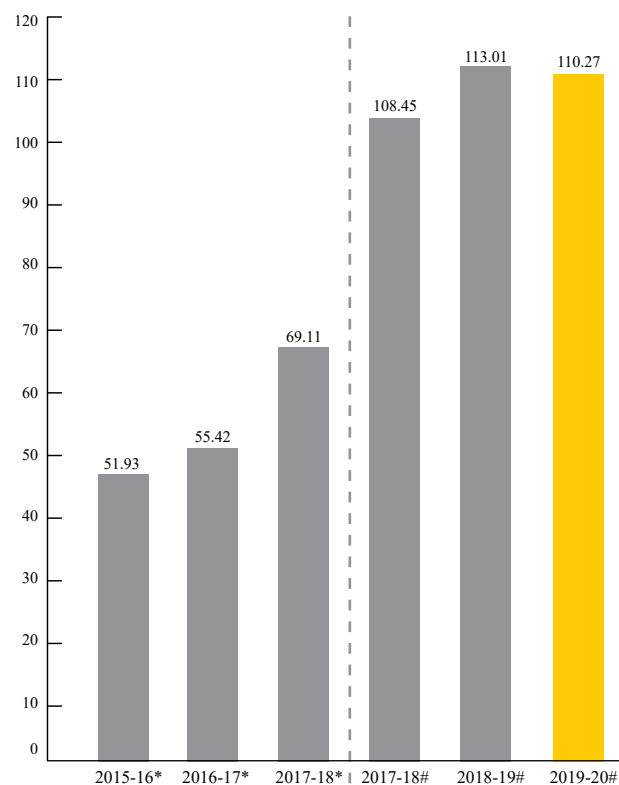


### NET PROFIT (Rs. crores)

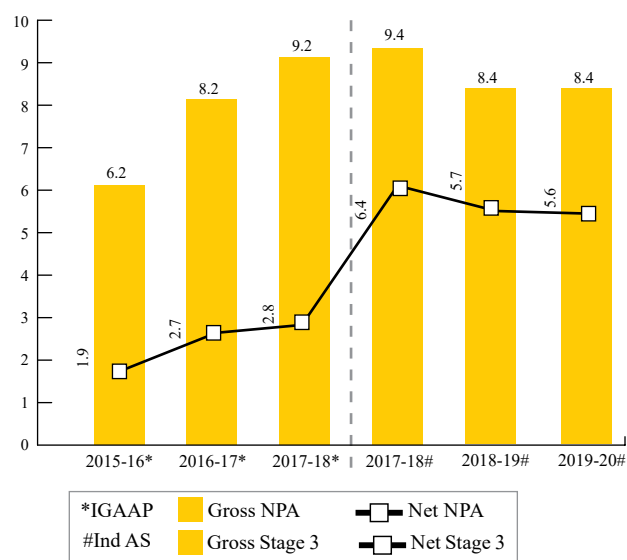


\* Figures as per IGAAP. # Figures as per Ind AS.

### EPS (BASIC) (Rs.)

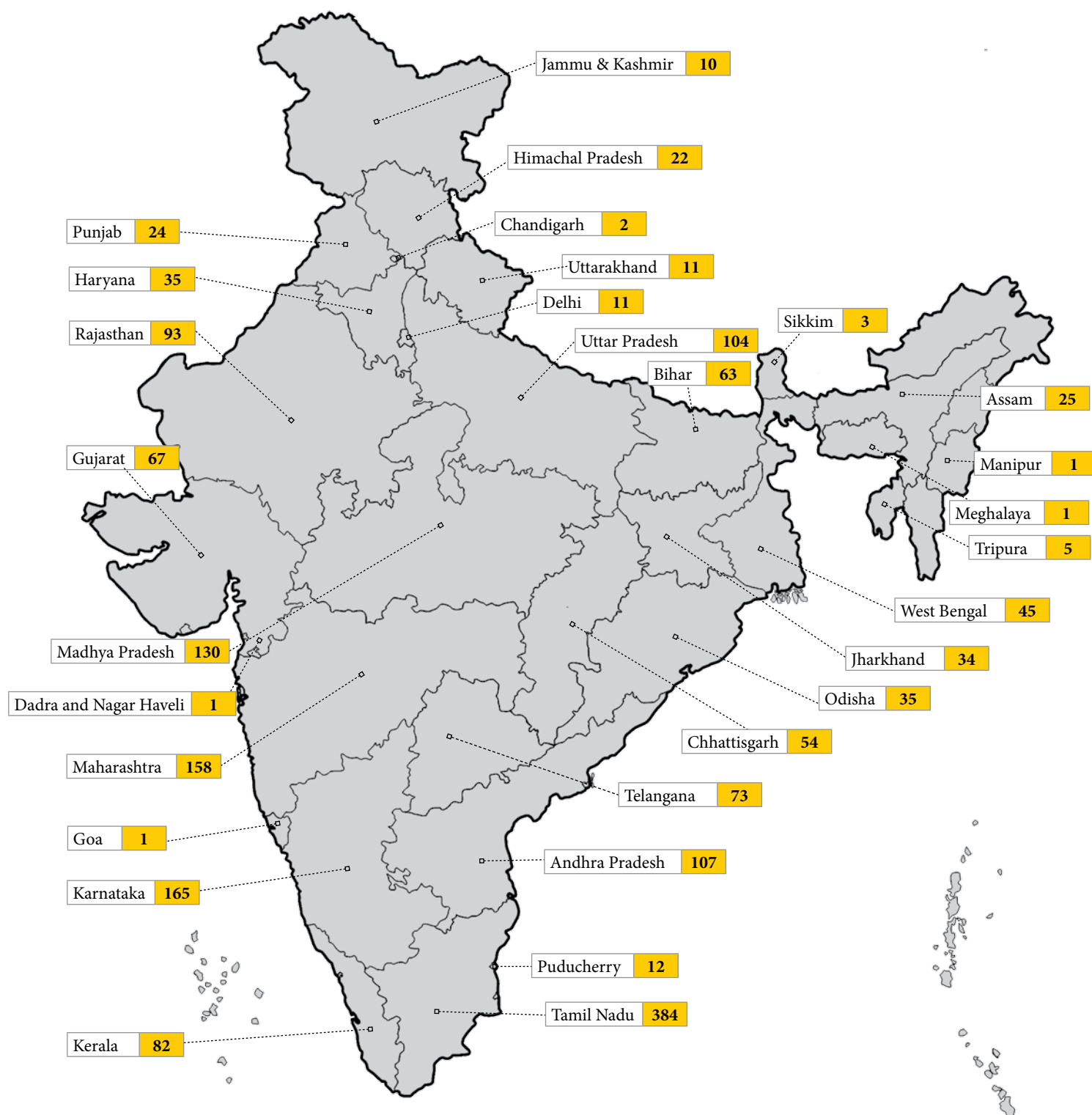


### NPA/STAGE 3 (%)



\* Figures as per IGAAP. # Figures as per Ind AS.

BRANCH NETWORK AS ON MARCH 31, 2020 : 1,758 BRANCHES



List of branches with addresses is available on the Company's website at the web link:  
<http://www.stfc.in/branch-locator.aspx>

# Environmental, Social and Governance Report



At Shriram Transport Finance Company Limited (hereinafter referred to as STFC), we are committed to report henceforth, regularly updated information on our environmental, social and governance (ESG) performance. This section provides details of our ESG concerns and performance, and other useful sources of information in our Annual Report and on our website.

At STFC, since last 40 years we believe in doing business responsibly, sustainably and in line with our values. This has been a key to building a successful business in the past and over the long term. We recognise our responsibilities not only to our shareholders, customers, lenders and employees, but also to the wider communities we serve.

We provide information about the impact of our business on people and the environment, as well as on the steps we take to ensure good corporate governance.

You can find further information about how STFC does business and its broad approach to many ESG-related topics in the approach section of this report, and details on Social bonds issued by STFC in this section.

The profile of ESG investing has risen rapidly in recent years. Fund managers and small and large investors are placing an increasing emphasis on ESG issues. This reflects changing societal and consumer expectations and a growing call for businesses to play a stronger role in tackling these issues. STFC suggests that, in addition to believing that businesses should do the right thing, investors increasingly see ESG issues as a differentiating factor in the long-term performance of the companies they invest in.

The details of ESG requirements are described below in various paragraphs, as follows:

## SHRIRAM WAY OF DOING BUSINESS

### **When Drivers become Owners: Changing the face of modern India from the perspective of Used-vehicle Finance**

STFC started its journey in the year 1979. The journey started with the mission of serving the aspirations of a perceived undeserved and hence neglected common man; by providing Host of Products and Services that would be helpful to him on his path to prosperity. The aspiration of being an entrepreneur and owner brings to him and his family prosperity, social status and prestige.

**STFC realised one of the most significant contradictions of credit in India. Those who needed it the most were the ones who could not access it.**