



**A SMART BANK,  
FOR INDIA ON THE GO...**

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# NOTICE



## STATE BANK OF INDIA

(Constituted under the  
State Bank of India Act, 1955)

The 61st Annual General Meeting of Shareholders of the State Bank of India will be held at the “Y. B. Chavan Auditorium”, Y. B. Chavan Centre, General Jagannath Bhosale Marg, Nariman Point, Mumbai-400021 (Maharashtra) on Thursday the 30th June, 2016, at 03.00 p.m. for transacting the following business:-

“To discuss and adopt the balance sheet and the profit and loss account of the State Bank made up to the 31st day of March 2016, the report of the Central Board on the working and activities of the State Bank for the period covered by the accounts and the auditor’s report on the balance sheet and accounts”.

Corporate Centre,  
State Bank Bhavan,  
Madame Cama Road,  
Mumbai - 400 021

Date: 23rd May, 2016

(ARUNDHATI BHATTACHARYA)  
CHAIRMAN

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### Important Information

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Dividend Declared :	₹2.60 per share
Dividend Payment Date:	22.06.2016
Period of Book Closure:	07.06.2016 to 11.06.2016
Record Date:	06.06.2016

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# ABOUT SBI

Founded in 1806, Bank of Calcutta was the first bank established in India and over a period of time evolved into State Bank of India (SBI). SBI represents a sterling legacy of over 200 years. It is the oldest commercial bank in the Indian subcontinent, strengthening the nation's trillion-dollar economy and serving the aspirations of its vast population.

The Bank is India's largest commercial Bank in terms of assets, deposits, profits, branches, number of customers and employees, enjoying the continuing faith of millions of customers across the social spectrum.

Headquartered at Mumbai, SBI provides a wide range of products and services

to personal, commercial enterprises, large corporates, public bodies and institutional customers through its various branches and outlets joint ventures, subsidiaries and associate companies.

## Our Vision

MY SBI.

MY CUSTOMER FIRST.

MY SBI: FIRST IN CUSTOMER SATISFACTION.

## Our Mission

We will be prompt, polite and proactive with our customers.

We will speak the language of young India.

We will create products and services that help our customers achieve their goals.

We will go beyond the call of duty to make our customers feel valued.

We will be of service even in the remotest part of our country.

We will offer excellence in services to those abroad as much as we do to those in India.

We will imbibe state-of-the-art technology to drive excellence.

## Our Values

We will always be honest, transparent and ethical.

We will respect our customers and fellow associates.

We will be knowledge driven.

We will learn and we will share our learning.

We will never take the easy way out.

We will do everything we can to contribute to the community we work in.

We will nurture pride in India.

# SBI'S JOURNEY THROUGH NUMBERS



**1** No.  
Largest Bank in India  
(Deposits, Advances,  
Branches, Employees)

**59,000+**  
Pan-India ATMs

**23.30** crore+  
State Bank Group debit  
card holders

**1.77** crore+  
Green Remit Cards

**30.12** crore+  
Active  
customer base

**64,628**  
Business correspondent and  
Customer Service Points

**2.55** crore+  
Internet banking  
users

**1,03,565**  
Pan-India village  
coverage

**31.90** lakh  
crore+  
Business size

**7.22** crore+  
Core Banking  
Transactions (daily  
average transactions)

**4.09** lakh+  
Average calls per day  
on Contact Centre

**4.21** crore+  
RuPay Debit Card

**36,000**  
Merchant Banking  
Tie-ups

**1.16** crore+  
Daily average ATM  
transactions

**3.00** lakh+  
POS machines

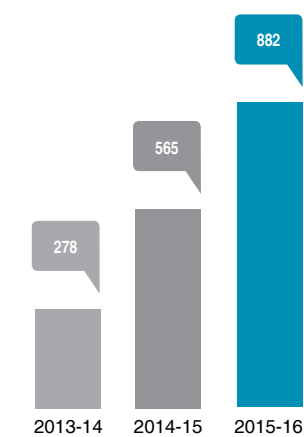
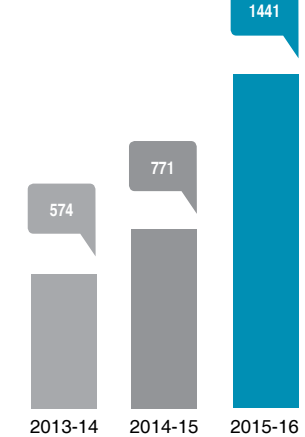
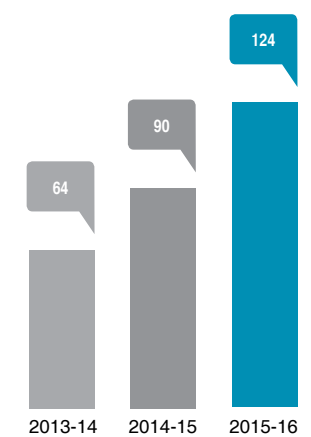
**5.32** crore+  
Pradhan Mantri Jandhan  
Yojna Accounts

## Expanding Digital Footprint in

Internet Banking Transactions (crore)

Mobile Banking Transactions (lakh)

POS Transactions (lakh)



SBI Online is  
the World's 8th  
most Visited  
Banking Site

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# A SMART BANK FOR INDIA ON THE GO...

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As the digital economy flourishes, SBI is embracing and evolving a digital business model and has grown its technology and channel platforms proportionately.

India is rapidly advancing towards becoming a first world nation, and today, it is focusing on new opportunities such as Digital India, Smart Cities, BharatNet etc. As a result, Indians are increasingly using the internet, social media and their smart phones to do their banking. They are increasingly demanding an end-to-end experience and greater consistency when doing their banking via their mobile, iPad, or even a PC. Similarly, corporates, SMEs and public institutions are leveraging the Internet to conduct their business more efficiently and economically. New “disruptive” businesses are altogether re-defining how people go about doing routine chores. Not to be left behind, millions from rural India have become more financially literate and are using the formal banking system to have a more direct relationship with their money and social benefits. With an economy that is growing steadily and surely, India is certainly on the Go!

As the largest bank in India, we are integral to thousands of commercial entities and millions of personal lives. As the digital economy flourishes, SBI has grown its technology and channel platforms proportionately, and in some cases, ahead of the curve. At SBI, we know that we have to bring banking to the fingertips of our customers. We realise that modern banking is about enabling our customers to have a meaningful relationship with

their money. They wish to transact more quickly, accurately and efficiently than ever before. And we have always evolved with the times to embrace new consumer attitudes and be aligned as a “Smart” Bank with the service levels that an “India on the Go!” demands.

Going forward, we foresee an unprecedented growth in data, driven by the latest trends in mobility, social media, cloud and analytics. At SBI, we are embracing and evolving a digital business model and with an eye on the future. The various digital platforms we have created, position us well to set new benchmarks and to keep our customers always connected, always on. As a fully committed adopters of the digital medium, we are confident of remaining highly competitive, relevant and well positioned trend setter for the industry.

It was with this spirit that, last year, we talked about how we have become “Bankers to Digital India”. In continuation of that journey, we have made significant technological advancements and adoptions in FY2016. Aptly, our Annual Report is dedicated to the many milestones we have crossed, to become a “Smart Bank, for India on the Go”.







A **SMART BANK**,  
FOR INDIA ON THE GO...

# A “SMART” BANK FOR THE NEW GENERATION

Currently in our 122 “sbiINTOUCH” branches, thousands of customers are already experiencing a new way of banking.

**122** sbiINTOUCH Branches  
and growing

**35.97%** Mobile Banking  
Market Share in value terms



Keeping with the tradition of adapting our product lines and services to changing requirements, SBI is committed to engage with our young generation as early as possible. With the expansion of our “sbiINTOUCH” branches across 70 districts of the country, we took an assertive step in being the new benchmark in branch banking. Today, within a short span of two years, we now have 122 “sbiINTOUCH” branches that are already being experienced by thousands of our customers. “sbiINTOUCH” realises our vision for integrating the huge network of bank ecosystem and the digital/mobile platforms together to provide a world class banking experience to the customer. These outlets are equipped with state-of-the-art gadgets and machines, which allow customers to

transact on a self-serving mode and with both onsite and remote expert assistance.

Mobile smart phones have also made a paradigm shift on our working and social behaviours. At SBI, we are focused on placing Mobile Banking functionalities in the hands of our customers to enhance their convenience, to build strong relationships, to reduce costs and to keep strengthening our brand. The Bank is currently the market leader for mobile banking services in India with 1.77 crore users and a market share of 35.97% in terms of value of transactions.

Similarly, SBI recognised the trend towards cashless society early and

has taken concerted steps to be at the forefront of establishing a deep ecosystem for plastic money. Today, it has the largest comprehensive electronic infrastructure in the country to accept payment through Cards. With more than 3 lakh POS terminals deployed in the market, we are amongst the top four transaction acquirers in India with the largest number of merchant relationships amongst Public Sector Banks. When it comes to issuing cards to our customers, through our joint venture SBICPSL, the SBI Group is the 3rd largest Credit Card issuing company with a base of 35 lakh users and 12% market share in terms of spends. When it comes to debit cards, SBI alone has a base of more than 23 crore users.



# A “SMART” BANK FOR CORPORATES AND GOVERNMENTS



With more than 67 crore e-Commerce transactions in FY2016, we are the largest player in the e-Commerce space within the country.

**36,000**

Merchant Banking Tie-ups

**2,250** Corporate

USE e-Trade Portal



It is said that money makes the world go round. Nowadays, doing trade and transactions online makes the world go round even faster.

Our banking platform [onlinesbi.com](http://onlinesbi.com) provides robust and customer friendly net banking services to retail, corporate and institutional customers, including PSUs and Government Agencies. This cost-effective channel has enabled more than 124 crore transactions during FY2016, achieving 39% growth over the previous year. With over 36,000 merchant tie-ups, direct or through State Bank Collect and e-Commerce aggregators, we have facilitated more than 67 crore e-Commerce transactions during FY2016, making us by far a major player in the e-Commerce space within the country.

SBI's e-Trade web-based portal enhances our customers' access to trade finance services with speed and efficiency. Today, nearly 2,250 Corporates use this portal. We are also financing their Supply Chain Partners through our e-VFS/ e-DFS platforms, facilitating an efficient management of their working capital cycle, sustained growth and better profitability. Over 182 Industry Majors with nearly 3,900 vendors and more than 12,900 dealers across the country have migrated to our electronic platform.

SBI has made big strides and leadership position in using its digital infrastructure to enable e-governance to step up to new levels of efficiency and productivity. SBI has been a pioneer in developing customised e-solutions to allow Central

and State Governments to migrate their transactions to the online mode and bring in more overall efficiency and transparency into the system.

SBI e-Pay is the first and only aggregator service by any bank in India. This platform aspires to bring in additional payment modes, new merchant categories, with a special focus on Central, State Government Departments and Municipal Corporations.

# KEEPING OUR CUSTOMERS AND EMPLOYEES “SMART”

We take great efforts to educate our customers and employees to keep up with the technological changes around them.

**385**

Technology Learning Centres

**279,000**

Trained Participants



Being a “Smart” Bank with multiple digital channels is not enough. There are many who feel left behind with the fast pace of change we see all around. Many customers still visit branches for their routine transactions because they feel electronic channels are complex and risky. We need to ensure that our customers are also upto date and match with what we have to offer.

At SBI, we recognise that it is our responsibility to inform and educate our customers on how to make full use of the technologies around them to make their lives easier and to help themselves for whatever banking action they need to take on a 24X7 basis. With the main objective of imparting financial literacy and facilitating effective use of financial

services by the common man, we have set up 385 Technology Learning Centres (TLCs) across the length & breadth of the country for conducting interactive learning sessions and demos of the Bank’s various tech-channels. Now, thousands of our customers are adopting digital channels more than ever before.

On the other side, keeping our own people upto speed with the latest trends, methods and new technologies is crucial if we are to maintain our peer position in digital banking. SBI is judiciously leveraging on-line platforms to impart knowledge and educate its workforce. During the year, we established a e-library of on-line lessons, through which we have trained more than

2,79,000 participants. These included hundreds of ‘e-Lessons’, ‘Mobile Nuggets’ ‘e-Capsules’, case studies, research projects and e-publications on our learning portal ‘Gyanodaya’. Now, with mandatory training hours required of every SBI employee, we are ensuring that we ourselves are fully equipped to the best banking practices in all spheres of our operations.