



**Enterprising bank.
Enduring enterprise.**



ANNUAL REPORT 2019-20
STATE BANK OF INDIA

CONTENTS

1	Notice
6	About SBI
7	SBI's Journey Through Numbers
8	Enterprising bank. Enduring enterprise.
20	SBI Group Structure
22	Financial Highlights: 10 years at a Glance
23	Ratings
24	Central Board of Directors
26	Committees of the Board/ Members of Central Management Committee/ Members of Local Boards/Bank's Auditors
30	Chairman's Message
36	Directors' Report
36	(I) Economic Backdrop and Banking Environment
38	(II) Financial Performance
40	(III) Core Operations
40	Retail & Digital Banking Group
40	Personal Banking
43	Any Time Channels
47	Small & Medium Enterprises
50	Rural Banking
51	NBFC Alliances
51	Strategy
52	Government Business
54	Transaction Banking Unit
54	Global Banking
54	Corporate Accounts Group

55	Treasury Operations
58	International Banking Operations
64	Commercial Clients Group (CCG)
64	Project Finance and Structuring SBU
65	Stressed Assets Management
68	(IV) Support And Control Operations
68	Human Resources and Training
73	Information Technology
78	Risk Management
81	Internal Control
83	Official Language
84	Marketing and Communication
85	Vigilance Mechanism
86	Asset & Liability Management
87	Ethics & Business Conduct
87	Corporate Social Responsibility
91	(V) Subsidiaries
100	Corporate Governance
126	Secretarial Audit Report
131	Business Responsibility Report
132	Financial Statement Balance Sheet, Profit & Loss Account & Report of the Auditors
132	State Bank of India (Standalone)
200	State Bank of India (Consolidated)
246	Pillar 3 Disclosures (Consolidated)
272	Disclosures on indicators for identification of Global Systemically Important Banks (G-SIBs)
273	Green Initiative, For Share Holder(s) Use

NOTICE

STATE BANK OF INDIA

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

The 65th Annual General Meeting of Shareholders of the State Bank of India will be held at the “SBI Auditorium”, State Bank Bhavan, Madame Cama Road, Nariman Point, Mumbai-400021 (Maharashtra) on Tuesday the 14th July, 2020, at 11.00 A.M. for transacting the following business:

“To discuss and adopt the balance sheet and the profit and loss account of the State Bank of India made up to the 31st day of March 2020, the report of the Central Board on the working and activities of the State Bank of India 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: 05th June, 2020

(RAJNISH KUMAR)
CHAIRMAN

GENERAL INSTRUCTIONS FOR ACCESSING AND PARTICIPATING IN THE ANNUAL GENERAL MEETING THROUGH VC/OAVM FACILITY AND VOTING THROUGH ELECTRONIC MEANS INCLUDING REMOTE E-VOTING

1. In view of the massive outbreak of the COVID-19 pandemic, social distancing is a norm to be followed and pursuant to the Circular No. 14/2020 dated April 08, 2020, Circular No.17/2020 dated April 13, 2020, issued by the Ministry of Corporate Affairs followed by Circular No. 20/2020 dated May 05, 2020 ("MCA Circulars") and Circular No. SEBI/HO/CFD/CMD1/CIR/P/2020/79 dated 12th May, 2020 issued by the Securities and Exchange Board of India ("SEBI Circular"), physical attendance of the Members to the EGM/AGM venue is not required and Annual General Meeting (AGM) be held through Video Conferencing (VC) or Other Audio Visual Means (OAVM). The Board of Directors of the Bank has decided to adopt the above guidelines issued by Ministry of Corporate Affairs and SEBI in conducting Annual General Meeting of the Bank. Hence, Members can attend and participate in the ensuing Annual General Meeting through VC/OAVM, which may not require physical presence of members at a common venue. The deemed venue for the meeting shall be State Bank Auditorium, Corporate Centre of the Bank.
2. In view of the VC facility being provided to the members of the Bank, the facility to appoint proxy to attend and cast vote for the members as provided in Regulation 34 of SBI General Regulations, 1955 is not available for this Annual General Meeting. However, the Body Corporates are entitled to appoint authorised representatives as provided in Regulation 32 and 33 of SBI General Regulations, 1955 to attend the Annual General Meeting through VC/OAVM and participate thereat and cast their votes through e-voting.
3. The Members can join the Annual General Meeting in the VC/OAVM mode 30 minutes before and after the scheduled time of the commencement of the Meeting by following the procedure mentioned in the Notice. The facility of participation at the Annual General Meeting through VC/OAVM will be made available for at least 1000 members on first come first served basis. This will not include large Shareholders (Shareholders holding 2% or more shareholding), Promoters, Institutional Investors, Directors, Key Managerial Personnel, the Chairpersons of the Audit Committee, Nomination and Remuneration Committee and Stakeholders Relationship Committee, Auditors etc. who are allowed to attend the Annual General Meeting without restriction on account of first come first served basis.
4. The attendance of the Members attending the Annual General Meeting through VC/OAVM will be counted for the purpose of reckoning the quorum under Regulation 24 of SBI General Regulations, 1955.
5. Pursuant to the provisions Regulation 44 of SEBI (Listing Obligations & Disclosure Requirements) Regulations 2015 (as amended) read with Section 108 of the Companies Act, 2013 read with Rule 20 of the Companies (Management and Administration) Rules 2014, (as amended), and the MCA Circulars the Bank is providing facility of remote e-voting to its Members in respect of the business to be transacted at the Annual General Meeting. For this purpose, the Bank has entered into an agreement with National Securities Depository Limited (NSDL) for facilitating voting through electronic means, as the authorized agency. The facility of casting votes by a member using remote e-voting system as well as venue voting on 14th July, 2020 the date of the Annual General meeting will be provided by NSDL.
6. In line with the Ministry of Corporate Affairs (MCA) Circular No. 17/2020 dated April 13, 2020, the Notice calling the Annual General Meeting has been uploaded on the website of the Bank at www.sbi.co.in. The Notice can also be accessed from the websites of the Stock Exchanges i.e. BSE Limited and National Stock Exchange of India Limited at www.bseindia.com and www.nseindia.com respectively and the Annual General Meeting Notice is also available on the website of NSDL (agency for providing the Remote e-Voting facility) i.e. www.evoting.nsdl.com.
7. Annual General Meeting has been convened through VC/OAVM in compliance with applicable provisions of the Companies Act, 2013 read with MCA Circulars and SEBI Circular dated May 12, 2020 and if conditions are conducive and the local authorities permit for conducting the Annual General Meeting, Meeting may be convened in terms of SBI Act and SBI General Regulations, 1955.
8. In terms of Regulation 7 of SBI General Regulations, 1955 in case of joint holders, the Member whose name appears first as per the Register of Members of the Company will be entitled to vote at the Annual General Meeting provided the votes are not already cast through remote e-voting.
9. Members who opt to be present through VC and who do not cast their vote through remote e-voting will be allowed to vote through e-voting at the Annual General Meeting.

THE INSTRUCTIONS FOR MEMBERS FOR REMOTE E-VOTING ARE AS UNDER:-

The remote e-voting period commence on 10th July, 2020 at 10:00 A.M. IST and end on 13th July, 2020 at 5:00 P.M. IST. The remote e-voting module shall be disabled by NSDL for voting thereafter. Once the vote is cast by the Member, the Member shall not be allowed to change it subsequently.

During the above period, Members of the Bank, holding shares either in physical form or in dematerialized form as on the cut off date as provided in Regulation 31 of SBI General Regulations, 1955 may cast their vote by remote e-voting.

How do I vote electronically using NSDL e-Voting system?

The way to vote electronically on NSDL e-Voting system consists of "Two Steps" which are mentioned below:

Step 1: Log-in to NSDL e-Voting system at <https://www.evoting.nsdl.com/>

Step 2: Cast your vote electronically on NSDL e-Voting system.

Details on Step 1 is mentioned below:

How to Log-in to NSDL e-Voting website?

1. Visit the e-Voting website of NSDL. Open web browser by typing the following URL: <https://www.evoting.nsdl.com/> either on a Personal Computer or on a mobile.
2. Once the home page of e-Voting system is launched, click on the icon "Login" which is available under 'Shareholders' section.
3. A new screen will open. You will have to enter your User ID, your Password and a Verification Code as shown on the screen.

Alternatively, if you are registered for NSDL eservices i.e. IDEAS, you can log-in at <https://eservices.nsdl.com/> with your existing IDEAS login. Once you log-in to NSDL eservices after using your log-in credentials, click on e-Voting and you can proceed to Step 2 i.e. Cast your vote electronically.

4. Your User ID details are given below :

Manner of holding shares i.e. Demat (NSDL or CDSL) or Physical	Your User ID is:
a) For Members who hold shares in demat account with NSDL.	8 Character DP ID followed by 8 Digit Client ID For example, if your DP ID is IN300*** and Client ID is 12***** then your user ID is IN300***12*****.
b) For Members who hold shares in demat account with CDSL.	16 Digit Beneficiary ID For example, if your Beneficiary ID is 12***** then your user ID is 12*****.
c) For Members holding shares in Physical Form.	EVEN Number followed by Folio Number registered with the Bank. For example, if folio number is 001*** and EVEN is 101456 then user ID is 101456001***

5. Your password details are given below:

- a) If you are already registered for e-Voting, then you can use your existing password to login and cast your vote.
- b) If you are using NSDL e-Voting system for the first time, you will need to retrieve the 'initial password' which was communicated to you. Once you retrieve your 'initial password', you need to enter the 'initial password' and the system will force you to change your password.
- c) How to retrieve your 'initial password'?
 - (i) If your email ID is registered in your demat account or with the Bank, your 'initial password' is communicated to you on your email ID. Trace the email sent to you from NSDL from your mailbox. Open the email and open the attachment i.e. a .pdf file. Open the .pdf file. The password to open the .pdf file is your 8-digit client ID for NSDL account, last 8 digits of client ID for CDSL account or folio number for shares held in physical form. The .pdf file contains your 'User ID' and your 'initial password'.

- (ii) If your email ID is not registered, please follow steps mentioned below in process for those shareholders whose email ids are not registered.
6. If you are unable to retrieve or have not received the “Initial password” or have forgotten your password:
 - a) Click on “Forgot User Details/Password” (If you are holding shares in your demat account with NSDL or CDSL) option available on www.evoting.nsdl.com.
 - b) Physical User Reset Password (If you are holding shares in physical mode) option available on www.evoting.nsdl.com.
 - c) If you are still unable to get the password by aforesaid two options, you can send a request at evoting@nsdl.co.in mentioning your demat account number/folio number, your PAN, your name and your registered address.
 - d) Members can also use the OTP (One Time Password) based login for casting the votes on the e-Voting system of NSDL.
7. After entering your password, tick on Agree to “Terms and Conditions” by selecting on the check box.
8. Now, you will have to click on “Login” button.
9. After you click on the “Login” button, Home page of e-Voting will open.

Details on Step 2 is given below:

How to cast your vote electronically on NSDL e-Voting system[₹]

1. After successful login at Step 1, you will be able to see the Home page of e-Voting. Click on e-Voting. Then, click on Active Voting Cycles.
2. After click on Active Voting Cycles, you will be able to see all the companies “EVEN” in which you are holding shares and whose voting cycle is in active status.
3. Select “EVEN” of Bank for which you wish to cast your vote.
4. Now you are ready for e-Voting as the Voting page opens.
5. Cast your vote by selecting appropriate options i.e. assent or dissent, verify/modify the number of shares for which you wish to cast your vote and click on “Submit” and also “Confirm” when prompted.
6. Upon confirmation, the message “Vote cast successfully” will be displayed.
7. You can also take the printout of the votes cast by you by clicking on the print option on the confirmation page.

8. Once you confirm your vote on the resolution, you will not be allowed to modify your vote

General Guidelines for shareholders

1. Institutional shareholders (i.e. other than individuals, HUF, NRI etc.) are required to send scanned copy (PDF/ JPG Format) of the relevant Board Resolution/ Authority letter etc. with attested specimen signature of the duly authorized signatory(ies) who are authorized to vote, to the Scrutinizer by e-mail to info@mehta-mehta.com with a copy marked to evoting@nsdl.co.in.
2. It is strongly recommended not to share your password with any other person and take utmost care to keep your password confidential. Login to the e-voting website will be disabled upon five unsuccessful attempts to key in the correct password. In such an event, you will need to go through the “Forgot User Details/Password” or “Physical User Reset Password” option available on www.evoting.nsdl.com to reset the password.
3. In case of any queries, you may refer the Frequently Asked Questions (FAQs) for Shareholders and e-voting user manual for Shareholders available at the download section of www.evoting.nsdl.com or call on toll free no.: 1800-222-990 or send a request to Mr. Amit Vishal, Senior Manager or Ms. Pallavi Mhatre, Manager NSDL at evoting@nsdl.co.in ; or amitv@nsdl.co.in; or pallavid@nsdl.co.in or at telephone Nos. +91-22- 24994360 or + 91-9920264780 or +91-22-24994545 who will also address the grievances connected with the voting by electronic means.

Process for those shareholders whose email ids are not registered with the depositories for procuring user id and password and registration of e mail ids for e-voting for the resolution set out in this notice:

1. In case shares are held in physical mode please provide Folio No., Name of shareholder, scanned copy of the share certificate (front and back), PAN (self-attested scanned copy of PAN card), AADHAR (self-attested scanned copy of Aadhar Card) by email to investor.complaints@sbi.co.in
2. In case shares are held in demat mode, please provide DPID-CLID (16 digit DPID + CLID or 16 digit beneficiary ID), Name, client master or copy of Consolidated Account statement, PAN (self-attested scanned copy of PAN card), AADHAR (self-attested scanned copy of Aadhar Card) to investor.complaints@sbi.co.in.
3. Alternatively member may send an e-mail request to evoting@nsdl.co.in for obtaining User ID and Password by providing the details mentioned in Point (1) or (2) as the case may be.

THE INSTRUCTIONS FOR MEMBERS FOR E-VOTING ON THE DAY OF THE ANNUAL GENERAL MEETING ARE AS UNDER: -

1. The procedure for e-Voting on the day of the Annual General Meeting is same as the instructions mentioned above for remote e-voting.
2. Only those Members/ shareholders, who will be present in the Annual General Meeting through VC/OAVM facility and have not casted their vote on the Resolutions through remote e-Voting and are otherwise not barred from doing so, shall be eligible to vote through e-Voting system in the Annual General Meeting. The Members are entitled to vote in terms of Regulation 31 of the SBI General Regulations, 1955.
3. Members who have voted through remote e-voting will be eligible to attend the Annual General Meeting. However, they will not be eligible to vote at the Annual General Meeting.
4. The details of the person who may be contacted for any grievances connected with the facility for e-Voting on the day of the Annual General Meeting shall be the same person mentioned for remote e-voting.
5. In case, if Bank gets permission to conduct physical Annual General Meeting, voting through tablets will also be made available to members who have not earlier voted through remote e-Voting.
4. Please note that participants connecting from Mobile Devices or Tablets or through Laptop connecting via Mobile Hotspot may experience Audio/Video loss due to fluctuation in their respective network. It is therefore recommended to use Stable Wi-Fi or LAN Connection to mitigate any kind of aforesaid glitches.
5. Shareholders who would like to express their views/ask questions during the meeting may register themselves as a speaker may send their request mentioning their name, demat account number/folio number, email id, mobile number at investor.complaints@sbi.co.in in advance before the start of annual general meeting on 14th July, 2020 at 11.00 a.m.
6. Those shareholders who have registered themselves as a speaker will only be allowed to express their views/ask questions. The same will be replied by the Bank suitably.

Determination of voting rights.- Subject to the provisions contained in section 11 of the SBI Act, each shareholder who has been registered as a shareholder for a period of not less than three months prior to the date of annual general meeting shall, at such meeting, have one vote for each fifty shares held by him or it. Every shareholder [other than the Central Government] entitled to vote as aforesaid who, shall have one vote for each fifty shares held by him/her for the whole period of three months prior to the date of such meeting i.e. 13.04.2020.

The Scrutinizer shall, immediately after the conclusion of voting at the Annual General Meeting, first count the votes cast during the Annual General Meeting, thereafter unblock the votes cast through remote e-voting and make, not later than 48 hours of conclusion of the Annual General Meeting, a consolidated Scrutinizer's Report of the total votes cast in favour or against, if any, to the Chairman or a person authorised by him in writing, who shall countersign the same.

The result declared along with the Scrutinizer's Report shall be placed on the Bank's website www.sbi.co.in and on the website of NSDL <https://www.evoting.nsdl.com> immediately. The Bank shall simultaneously forward the results to National Stock Exchange of India Limited and BSE Limited, where the shares of the Bank are listed.

INSTRUCTIONS FOR MEMBERS FOR ATTENDING THE ANNUAL GENERAL MEETING THROUGH VC/OAVM ARE AS UNDER:

1. Member will be provided with a facility to attend the Annual General Meeting through VC/OAVM through the NSDL e-Voting system. Members may access the same at <https://www.evoting.nsdl.com> under shareholders/members login by using the remote e-voting credentials. The link for VC/OAVM will be available in shareholder/members login where the EVEN of the Bank will be displayed. Please note that the members who do not have the User ID and Password for e-Voting or have forgotten the User ID and Password may retrieve the same by following the remote e-Voting instructions mentioned in the notice to avoid last minute rush. Further members can also use the OTP based login for logging into the e-Voting system of NSDL.
2. Members are encouraged to join the Meeting through Laptops for better experience.
3. Further, Members will be required to use Internet with a good speed to avoid any disturbance during the meeting.

(RAJNISH KUMAR)
CHAIRMAN

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

ABOUT SBI

With a legacy of over 200 years, State Bank of India is an Indian multinational, public sector banking and financial services statutory body. For SBI, the interests of the common man have always remained at the core of its business. The Bank has a strong portfolio of distinctive products & services, and leverages technology to deliver and manage them in a personalised and customer centric way.

Headquartered in Mumbai, SBI provides a wide range of products and services to individuals, commercial enterprises, large corporates, public bodies, and institutional customers through its various branches and outlets, joint ventures, subsidiaries, and associate companies. It has always been in the forefront to embrace changes without losing sight of its values such as Service, Transparency, Ethics, Politeness and Sustainability.

Vision

Be the Bank of Choice for a Transforming India

Mission

Committed to providing Simple, Responsive and Innovative Financial Solutions

Values

- Service
- Transparency
- Ethics
- Politeness
- Sustainability



Our Services



Personal Banking

SBI offers integrated Personal Banking services to through a wide range of loan products, Salary Packages, Digital Loan offerings, NRI Business, and Wealth Management services, amongst others.

36

Lakh
SBI's Home Loan Customer



SME Banking

SBI is a market leader in SME financing. We provide simple and innovative financial solutions to our SME clientele while also ensuring high quality customer services.

₹2,67,614 cr.

Total SME Advances



International Banking Group

SBI is a pioneer of International Banking among the Indian PSBs. The IBG arm is a consistent contributor in transforming the industry landscape through its specialised verticals on various fronts.

233

Offices
Presence across all Time Zones



Rural Banking

SBI caters to the need of India's rural citizens through its offerings in Financial Inclusion Micro Credit, Agriculture Business.

1.42

cr.
Farmers catered by SBI



Government Banking

SBI is a market leader in Government business. It significantly contributes towards e-governance initiatives taken by the GOI and is instrumental in the development of e-Solutions for both Central and State Governments.

₹52,62,643 cr.

Total Government Business Turnover



Corporate Banking

At State Bank of India, the Corporate Account Group is a one-stop-shop, which provides a wide range of financial products and services, exclusively to major top corporates of the country and Navratna PSUs.

₹8,44,215 cr.

Total Corporate Advances



Investments

Our subsidiary, SBI Card, released its IPO in 2020. The Company is the second largest credit card issuer in India with deep industry expertise and a demonstrated track record of growth and profitability.

27.40%

ROE recorded by SBI Card

SBI'S JOURNEY THROUGH NUMBERS

We are India's Largest Bank, in terms of Deposits, Advances, Customers & Banking Outlets.

44.89 cr.
Customers

Market Share
22.84%
Deposits

Market Share
19.69%
Advances

22,141
Total Branches

58,555
Pan-India ATMs & ADWMs
(Automated Deposit & Withdrawal
Machines CDMs & Recyclers)

61,102
BC Outlets

91%
Share of Transactions
on Alternate Channels

13.43%
Market Share
in no. of POS

29.42%
Market Share in Debit
Card Spends

15.53 cr.
Financial Inclusion
Accounts

₹2,27,469 cr.
Financial Inclusion
Transaction Amount

49.29 cr.
Financial Inclusion
Transactions Through
BC Channel



