7.12 Macro Prudential Disclosure

Financial Risk management of the Bank (Qualitative)

i. Capital Planning

The Bank has a process for assessing and monitoring its Capital Adequacy Ratio in line with the Bank's risk appetite while maintaining its capital in line with the statutory requirements. The monitoring process provides an assurance that the Bank has adequate capital to support all risks inherent to its business and appropriate capital buffer based on its business profile. The Bank identifies, assesses and manages comprehensively all risks that it is exposed to through its governance and control practices, risk management and an elaborate process for capital calculation and planning, through its annual planning processes.

The Bank has a structured internal framework to assess its capital requirements which involves the identification and evaluation of all significant risks that the Bank faces, which may have a material impact on its financial position. The Bank also implemented a comprehensive Internal Capital Adequacy Assessment Process (ICAAP) that will guide the Bank in setting the process.





64

for assessment of the capital adequacy to support its current and future business activities/risks and built a model on the capital projections/requirements for a period of up to 3 years.

ii. Credit Risk Management

The Bank has an approved Credit risk policy document governing credit risk identification, assessment and monitoring. Credit scoring is key for assessing the credit risk arising from facilities. Credit scoring assesses the credit worthiness of borrowers and is indicative of expected losses by undertaking the loan. A rating model consists of a set of factors, which is used to assess the customers' ability to repay the loan based on their inherent credit risk.

Capital Requirements

For credit risk capital requirements, ICAAP policy document covers the method to compute the regulatory capital requirements. The Bank however, bases the RMA Prudential regulation 2017 to maintain the minimum CAR of 12.5 percent along with Operation risk capital, based on BIA method.

Credit Risk Stress Testing

Credit risk stress testing is being conducted semi-annually to ascertain the resilience of Bank under severe but plausible scenarios for the following variables:

- Capital adequacy;
- Liquidity risk;
- Profitability risk;
- Interest rate risk;
- Non-performing assets;
- Concentration risk;
- Sectoral risk etc.;

ii. Credit risk Provisions for Loans and Advances

For individual impairment any customer with total exposure exceeding Nu.10 million and loan against cash collaterals at customer level is considered as individually significant. Definition of Total exposure = Outstanding amount (Principal + Interest) > 10 million break up of computation of outstanding amount product wise: unsecured portion of the exposure is provided with loss allowances.

Collective Impairment provision is calculated transaction wise based on the pool define as per sector wise classifications. The credit loss provisioning is done for those accounts under stage 1, stage2 and stage 3 as per the Expected Credit Loss Model as below.





(Amount in N					
Classifications	December 31, 2023	December 31, 2022			
Individual Impairment	248,799,228.01	34,866,437.36			
Stage 1	149,093,858.13	16,773,383.28			
Stage 2	32,532,438.02	20,037.44			
Stage 3	67,172,931.86	18,073,016.64			
Collective Impairment	2,044,506,518.45	876,774,276.33			
Stage 1	533,417,588.66	222,904,981.14			
Stage 2	124,741,378.03	15,567,749.65			
Stage 3	1,386,347,551.76	638,301,545.54			
Total Impairment	2,293,305,746.46	911,640,713.69			
Interest impairment	277,915,567.67	159,617,909.85			

iii. Methodology for valuation and Management of Collaterals

We take collaterals such as fixed assets, fixed capital, movable capital and machineries, stock and book debts, extension of charges on the securities already being charged to bank and against fixed deposits receipt. The valuation and management of the collaterals is based on the followings:

- a. Valuation/Estimation of collateral security being offered (Estimated by Real Estate Division of the Bank in case of Housing Loans).
- b. Place of locations and its feasibility of business.
- c. Verifications and valuations of available stock and book debt at the time of availing loan.
- d. Taking ownership certificates and mortgage deed of the collateral being offered against the loan applied and obtaining the comprehensive insurance policy in the joint name of bank and the party.
- e. Appraising and sanctioning the loan as per the RMA PR and within the prescribed banking norms, taking into consideration the available income source of the party (Margin of Safety, LTI, LTV, Balance Sheet, P&L account and cash flow statement, Stock value, margin of equity, gross block, net block).
- f. Follow up of loan EMI and Interest, after release of loan as per the recovery policy and procedures of the bank.

iv. Collateral management

Collateral management is the method of verifying the status, evaluate the value of collateral in the market and maintain proper track record of collateral transactions, in order to reduce credit risk.

- i. Taking into account the depreciated value of the collateral securities on a yearly basis during the periodical review of loans till the currency of loan account.
- ii. Securing and continue to have comprehensive insurance for the full value of collateral security, having adjusted the periodical depreciation.



CONTRACTOR D

66

v. Risk Management Strategy

The main objective of risk management program in the Bank is to bring together, in an integrated and coherent manner three equally critical but potentially conflicting strategies as detailed below:

- a. Overall Corporate strategy;
- b. Risk Management strategy;
- c. Operational excellence.

Each of these demands has impact on the others. Resolving the creative tension between them is the core responsibility of the management committee and Board of Directors of the Bank. The Board of Directors and Senior Management of the Bank is well aware of principles of credit risk, operational risk and market risk and ensure that these risks are identified, assessed, monitored, controlled and mitigated. They also ensure that the bank's risk management framework is subject to effective and comprehensive internal audit by operationally independent, appropriately trained and competent staff.

The Board and Management committee of the bank always strive to balance and harmonize the natural tension between growth and risk objectives that embodies in the corporate strategic plan and the ICAAP policy of the Bank. Ability to effectively fulfil this mandate rests, among other things, on its reputation as an organization of the highest integrity and professionalism.

vi. Risk management governance

In line with clause 62 and 63 of Financial Services Act and clause 11(i) and (ii) of the RMA Corporate Governance regulation 2011, the Bank has instituted a Board Risk Management Committee (BRMC) at Board level and Risk Management Committee (RMC) at management level. While BRMC is chaired by one of the Directors, Chief Executive Officer chairs the RMC. The Risk Management Division is an independent division which directly reports to the CEO. Its charter, Terms of Reference and Rules of Procedures approved by the Board, governs all committees. The Head, Risk management and Risk officers have their clear Term of References and job descriptions under which the division functions.

Risk management is integral to all aspects of the Bank's activities and is the responsibility of all employees. Managers have a particular responsibility to evaluate their risk environment, to put in place appropriate controls and strengthen the three lines of defense and to monitor the effectiveness of those controls. The risk management culture NAT emphasizes careful analysis and management of risks in all business processes.





Coverage of risk management framework

The Bank's attitude towards its key strategic, financial, people and operational risks is as described below.

Strategic Risks

The Bank's Executives meet regularly to discuss the major initiatives and ensure these initiatives are prioritized appropriately and are managed and reported on a consistent basis. Our Strategy Department is responsible for development of strategic plan for the bank for the next five years.

Operational Risks

The Bank's appetite for specific operational risks is detailed below. Risks are carefully analysed in all the Bank's operational activities, including ensuring that the benefit of the risk control measures exceeds the costs of these measures. Operation risk basically covers; people risk, system risk, process risk and external risk.

Information Technology

Information Technology (IT) risks cover both daily operations and on-going enhancements to the Bank's IT systems. These include:

Processing – Prolonged outage of a CBS system

The Bank has a very low appetite for risks to the availability of systems which support its critical business functions including those which relate to alternate delivery channels, banking operations and financial transactions and inter-bank settlements. System downtime is tracked monthly as KRI and the Bank ensures that it is within the tolerable threshold limit.

Security – Cyber-attack on CBS systems or networks

The Bank has approved IT security policy. It has a very low appetite for threats to its assets arising from external malicious attacks. To address this risk, the Bank aims for strong internal control processes and the implementation of robust technology solutions.

ISO 27001:2013 ISMS and PCI-DSS Certification

The Bank of Bhutan Limited (BoB), the largest and the oldest Bank in the country, has come a long way, in serving the Nation and its Citizens, towards successfully steering the VA



country's economy growth. In this long journey, the Bank has transformed itself from legacy banking into offering reliable digital banking experience. However, the digital transformation is always associated with Cyber Threats and Risks.

In order to minimize the Cyber Threats and Risks, despite pandemic, the Bank could implement world-class Cyber Security Standards such as **ISO 27001:2013 ISMS** (Information Security Management System) and Payment Card Industry Data Security Standards (**PCI-DSS**), during the Year 2021, as part of its commitment in extending secured and reliable digital services.

ISO 27001 (formally known as ISO/IEC 27001:2013) is a specification for the Information Security Management System (ISMS). An ISMS is a framework of policies and procedures that includes all legal, physical and technical controls involved in an organization's Information Risk Management Processes. The Information Security Management System preserves the confidentiality, integrity and availability of information, by applying a risk management process and gives confidence to interested parties, that the risks are adequately managed.

Securing the ISO 27001 certification demonstrates that BoB has identified the risks, assessed the implications and put in place the needed systemized controls, to limit any damage to the organization and that the Bank is prepared to provide requirements for establishing, implementing, maintaining and continually improving its information security management system. Overall, getting ISO 27001 certification portrays that the Bank is sensitive about the Information Security.

PCI-DSS is an Information Security Standard, applicable to organizations handling the card transactions, from the major Card Schemes, like Visa, MasterCard etc. The standard was created, to increase controls around card holder-data and to reduce card-related frauds. **PCI certification** ensures security of card data at business, through fulfilment of a set of requirements established by the Payment Card Industry Security Standard Council (**PCI-SSC**). These include a number of commonly known best practices, such as Installation of firewalls, Encryption of data transmitted, etc.

As part of these certifications, the Bank underwent various assessment processes, which include from defining the scope, Gap assessment, developing the Policies & Procedures, Vulnerabilities Assessment, Penetration Testing and suitable Remediation. The journey was very challenging and costly to the Bank, yet worth doing it, since this is the only way to minimize the ever-increasing Cyber Threats and Risks to the Bank and its esteemed customers.

With these Security Standards implementation put in place, at the Bank, the infrastructures, systems, digital services and Card business provided by the Bank, to its customers are now, more secure and reliable.

Fraud and Corruption

The Bank has no appetite for any fraud or corruption perpetrated by its employees. The Bank takes all allegations of suspected fraud or corruption, misuse of public properties, abuse of power, very seriously and responds fully and fairly as set out in the Code of Conduct for its employees.



Compliance

The Bank has a fully functional compliance division committed to a high level of compliance with relevant legislations, regulations, industry codes and standards as well as internal policies and sound corporate governance principles. Identified breaches of compliance will be remedied as soon as practicable. The Bank has no appetite for deliberate or purposeful violations of legislative or regulatory requirements. Composite rating by regulatory is tracked yearly as a KRI for the bank and any deterioration in the rating is taken seriously.

Information Management

The Bank is committed to ensuring that its information is authentic, appropriately classified, properly conserved and managed in accordance with legislative and business requirements. It has a very low appetite for the compromise of processes governing the use of information, its management and publication. The Bank has no appetite for the deliberate misuse of its information. Information transparency is critical for correct communication and bank upholds the principle transparency in terms of sharing the information to its employees, customers and stakeholders.

People and Culture Risks

The Bank's significant people and culture-related risks include:

Calibre of People

The Bank relies on motivated and high-quality employees to perform its functions. It aims to create an environment where employees are empowered to the full extent of their abilities. The Bank has a well-designed succession planning and retention policy to retain and motivate highly qualified employees and give them every opportunity to advance their career in the bank. The appetite for losses to the value of the Bank's collective competencies, knowledge and skills is very low and attrition rate for key position holders is taken seriously.

Conduct of People

The Bank expects employees to conduct themselves with a high degree of integrity, to strive for excellence in the work they perform and the outcomes they achieve, and to promote and protect the public interest. The appetite for behaviours, which do not meet these standards, is very low. The Bank takes any breach of its Code of Conduct seriously, CAL



Work Health & Safety (WHS)

The Bank aims to create a safe working environment for its entire employees, where people are protected from physical or psychological harm. It has a very low appetite for practices or behaviours that lead to staff being harmed while at work. A grievance redressal system has been put in place for the employees to address their issues if any, and resolves it amicably with a minimum reputational damage to the bank and its employees.

Risk exposures-

Valuations are performed on certain basic set of pre-determined assumptions and other regulatory framework which may vary over time. Thus, the Company is exposed to various risks in providing the defined benefit obligation which are as follows:

Discount rate risk

The present value of the defined benefit obligation is heavily dependent on the discount rate. As such, the quantity is highly sensitive to the discount rate and a slight decrease in this assumption parameter will result in an ultimate cost that is significantly higher and vice versa.

Interest rate risk

The plan is exposed to the risk of fall in interest rates. A fall in interest rates will result in an increase in the ultimate cost of providing the above benefit and will thus result in an increase in the value of the liability (as shown in financial statements).

Liquidity risk

This is the risk that the plan is not able to meet the short-term gratuity payouts. This may arise due to non-availability of enough cash / cash equivalent to meet the liabilities or holding of illiquid assets.

Salary escalation risk

The present value of the defined benefit plan is calculated with the assumption of salary increase of plan participants in future. Deviation in the rate of increase of salary in future for plan participants from the rate of increase in salary used to determine the present value of obligation will have a bearing on the plan's liability.

Demographic risk

The Company has used certain mortality and attrition assumptions in valuation of the liability. Thus, the plan is exposed to the risk of actual experience turning out to 5 be worse compared to the assumption.





• Asset liability mismatching or market risk

The duration of the liability is longer than the duration of assets, exposing the Company to market risk for volatilities/fall in interest rate. Investment risk: The plan is exposed to the probability or likelihood of occurrence of losses relative to the expected return on any particular investment

Employer turnover risk

Employer turnover experience of BOBL will have a significant impact on the design of the benefit and consequently the overall cost of the plan. Furthermore, deviation in actual experience from assumption would also lead to change in the liability of the plan.

Regulatory risk

The present value of the defined benefit obligation has been arrived at using the current set of regulatory frameworks. As such, any change in the relevant rules and concerning Earned Leave benefit such as increase in ceiling, introduction of floor, change in vesting period or benefit accrual rate would eventually alter the liability.

Liquidity risk

Finally, there is a risk that BOBL may not be able to honour the Earned Leave payments in the short-run due to liquidity constraints.

Bank's Risk Appetite & ICAAP policy

The objectives of the Internal Capital Adequacy Assessment Process policy are:

- a. To ensure management of internal capital in accordance with the country's regulatory framework and Basel II Pillar I capital requirement guidelines;
- b. To describe the process for identification, assessment, measurement and aggregation of the risk inherent in the Bank's business and operations;
- c. To ensure that the available capital is commensurate with the Bank's risk profile;
- d. To ensure that there is a clear assignment of roles and responsibilities for facilitating the ICAAP;

Types of risks covered under ICAAP policy are:

The risks that are applicable to the Bank based on our business requirements and the status of the economy are classified below in terms of Basel II Pillar I and Pillar II.



Classification of Risks	Types of risks			
Pillar I Risks	Credit Risk			
rilar i Kisks	Operational Risk			
Risk not fully covered under Pillar I	Residual Risk (arising out of credit risk			
Kisk not fully covered under Pillar I	Mitigation)			
	Credit Concentration Risk			
	Interest Rate Risk in Banking Book			
	Liquidity Risk			
Pillar II risks	Reputation Risk			
	Compliance risk			
	Economic and regulatory environment			
	Stress testing			

Market risk is not covered in the ICAAP Policy as the Bank is not highly exposed to the market risk. However, for exchange fluctuation risk, the Bank provides 25% provision of Exchange Gain on annual basis as per Clause No. 8.3 of RMA Prudential Regulations, 2017.

Reporting & Monitoring

The Bank has number of templates, models, matrices and other statistics calculation, for assisting and assessing whether outcomes are consistent with the Bank's risk appetite. Performance against these thresholds and tolerance is tracked and reported to the Risk Management Committee on a regular basis. Reporting systems are maintained to provide assurance that the risk appetite is effectively incorporated into management decisions. Feedback on the implementation of the various policies and models are provided through the Risk Management Committee.

Previous year's figures have been rearranged / regrouped, where considered necessary to make them comparable with the current year's figure.





Item 1: Tier 1	Capital	and Its	Sub-com	ponents
----------------	---------	---------	---------	---------

Sl.No.	Particulars	December 31, 2023	December 31, 2022
	Total Tier 1 Capital	8,785,153,535.27	7,918,740,355.80
a.	Paid-Up Capital	3,000,000,000.00	3,000,000,000.00
b.	General Reserves	2,789,641,733.46	2,539,018,185.44
с.	Share Premium Account		-
d.	Retained Earnings	2,995,511,801.81	2,379,722,170.35
Less:-			
	Losses for the Current Year(Other		- · · · ·
e.	Comprehensive Loss)	-	-
f.	Buyback of FI's own shares	-	-
	Holdings of Tier 1 instruments issued by		5
g.	FIs	-	-

Item 2: Tier 2 Capital and Its Sub-components

Sl.No	Particulars	December 31, 2023	December 31, 2022
	Tier II Capital	2,176,376,576.46	656,364,506.55
a.	Capital Reserve		-
b.	Fixed Asset Revaluation Reserve	322,593,730.98	333,331,989.46
с.	Exchange Fluctuation Reserve	353,782,845.48	323,032,517.09
d.	Investment Fluctuation Reserve	-	-
e.	Research & Development Reserve	-	· · · · · · · · · · · · · · · · · · ·
f.	General Provision	-	-
g.	Asset Pending Foreclosure Reserve	-	-
h.	Capital Grants	-	-
i.	Subordinated Debt	1,500,000,000.00	-
j.	Other Comprehensive Income/(Loss)	-	-
	Profit for the Year (After profit is		
k.	appropriate)	-	PRI





an ann a bhaile			Decembe	r 31, 2023	Decembe	r 31, 2022
SI.No.	Assets	Risk Weight %	Balance Sheet Amount*	Risk Component	Balance Sheet Amount#	Risk Component
1	Zero-Risk Weighted Assets	0%	28,662,874,997.03	-	37,257,058,698.21	-
2	20% Risk Weighted Assets	20%	4,533,270,230.62	906,654,046.12	3,809,581,623.21	761,916,324.64
3	50% Risk Weighted Assets	50%	10,430,905,756.05	5,215,452,878.03	8,540,273,334.23	4,270,136,667.12
4	100% Risk Weighted Assets	100%	71,199,394,564.34	71,199,394,564.34	59,630,261,830.42	59,630,261,830.42
5	150% Risk Weighted Assets	150%			- E	-
6	200% Risk Weighted Assets	200%	¥	= 21		-
7	250% Risk Weighted Assets	250%		1	ç. –	-
8	300% Risk Weighted Assets	300%				-
	Grand Totals		114,826,445,548.04	77,321,501,488.49	109,237,175,486.08	64,662,314,822.18

Item 3: Risk Weighted Exposure Table (Current Period & COPPY)

* includes total assets of Nu. 113,107,828,103.66 and Contingent Liabilities of Nu.1,718,617,444.38 # includes total assets of Nu.107,793,117,477.92 and Contingent Liabilities of Nu.1,633,263,021.96





Sl.No.	Particulars	December 31, 2023	December 31, 2022
1	Tier 1 Capital	8,785,153,535.27	7,918,740,355.80
a.	of which Counter-Cylical Capital Buffer (CCyB) (If applicable)		
b.	of which Sectoral Capital Requirements (SCR) (If applicable)		
i.	Sector 1	-	-
ii.	Sector 2	-	-
iii.	Sector 3	-	-
2	Tier 2 Capital	2,176,376,576.46	656,364,506.55
3	Total qualifying Capital	10,961,530,111.73	8,575,104,862.34
4	Core CAR	10.99%	11.70%
5	BIA	2,620,839,813.36	2,993,396,480.33
a.	of which CCyB (If applicable) expressed as % of RWA		
b.	of which SCR (If applicable) expressed as % of RWA	= *	
i.	Sector 1	-	
ii.	Sector 2	-	-
iii.	Sector 3	-	-
6	CAR	13.71%	12.67%
7	Leverage Ratio	7.65%	7.25%

Item 4: Capital Adequacy Ratios





SI.No.	Sector	December 31,	. 2023	December 31, 2022		
01.110.		Total Loans #	NPL	Total Loans #	NPL	
1	Agriculture	435,925,767.45	27,365,587.07	336,916,227.01	16,751,328.37	
2	Manufacturing/Industry	9,382,017,815.16	141,805,140.33	6,603,613,399.76	72,221,179.82	
3	Service & Tourism	18,982,027,788.46	410,429,156.67	16,274,654,917.49	207,266,288.94	
4	Trade & Commerce	3,304,276,633.95	769,542,849.84	2,991,675,554.22	329,696,548.04	
5	Housing	26,119,194,612.21	457,189,855.49	19,899,156,171.87	148,715,221.41	
6	Transport	2,003,042,900.22	477,331,425.23	2,079,508,578.87	339,134,133.42	
7	Loans to Purchase Securities-OTHERS	367,719,737.05	1,375.28	366,189,150.51	-	
8	Personal Loans	913,811,598.50	120,407,245.14	845,382,285.99	106,119,427.83	
9	Education Loan	10,629,261,793.36	78,627,966.96	6,216,479,447.93	25,891,464.22	
10	Loan against term deposits	570,389,965.03	414,544.44	534,106,706.60	416,889.26	
11	Loans to FI (s)	2836115.98	-	2,895,137.98	-	
12	Infrastructure Loans	-	-	-	-	
13	Staff Loans (incentives)	821,841,485.56	5,023,508.36	902,012,075.09	403,464.32	
14	Loans to govt Owned Companies	172,508,770.21		2,572,776,888.64	-	
15	Consumer Loan	5,404,994,174.27	93,196,705.71	5,338,999,997.37	57,390,164.63	
	Total	79,109,849,157.41	2,581,335,360.52	64,964,366,539.33	1,304,006,110.26	

Item 5: Loans and NPL by Sectoral Classification As per BFRS

includes gross loans and advance of Nu.79,109,849,157.41 and Bills discounted & purchased of Nu.0.
* includes gross loans and advance of Nu. 64,964,366,539.33. and Bills discounted & purchased of Nu. 0.





			Loans and NPL by Sectoral Classification				
Sl.No.	Sector	December 31	1, 2023	December 31, 2022			
		Total Loans #	NPL	Total Loans *	NPL		
1	Agriculture	434,396,771.57	13,404,500.86	336,916,227.01	7,035,364.07		
2	Manufacturing/Industry	6,862,481,351.14	268,346,414.75	6,603,613,399.76	176,338,328.47		
3	Service & Tourism	17,667,754,634.43	179,349,602.54	16,274,654,917.49	388,079,392.81		
4	Trade & Commerce	2,916,907,501.92	505,754,035.53	2,991,675,554.22	446,641,668.24		
5	Housing	25,965,133,028.52	375,975,848.95	19,899,755,436.69	122,147,593.14		
6	Transport	1,645,892,988.98	280,604,680.63	2,079,508,578.87	458,028,587.71		
7	Loans to Purchase Securities	367,719,737.05	1,375.28	366,189,150.51	-		
8	Personal Loans	858,553,247.65	42,674,173.48	861,750,778.11	92,469,679.61		
9	Education Loan	10,629,261,793.36	50,542,093.08	6,216,479,447.93	8,834,736.12		
10	Loan against term deposits	569,402,787.41	1,985,601.41	534,106,706.60	656,289.40		
11	Loans to FI (s)	-	-	2,895,137.98	-		
12	Infrastructure Loans	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	-		-		
13	Staff Loans (incentives)	812,287,638.96	4,624,443.09	902,012,075.09	-		
14	Loans to govt Owned Companies	3,482,732,630.01		2,572,776,888.64	-		
15	Consumer Loan	5,390,961,070.26	55,224,684.45	5,338,035,817.96	23,129,943.76		
	Total	77,603,485,181.26	1,778,487,454.05	64,980,370,116.86	1,723,361,583.33		

Item 5: Loans and NPL by Sectoral Classification- As per RMA PR

includes gross loans and advance of Nu. 77,603,485,181.26 and Bills discounted & purchased of Nu.0 * includes gross loans and advance of Nu. 64,980,370,116.86 and Bills discounted & purchased of Nu.0





Item 6: Loans	Overdraft and Term	Loans) by	y type of Counter-Party

Sl.No.	Counter Party	December 31, 2023	December 31, 2022
1 ;	Overdrafts	9,218,164,415.20	8,095,106,731.64
a	Government		-
b	Government Corporations	2,493,319.84	629,773,471.53
c	Public Companies	288,754,005.26	299,238,615.06
d	Private Companies	7,455,361,976.96	6,378,838,133.82
e	Individuals	1,468,718,997.16	784,361,373.25
f	Commercial Banks	0	-
g	Non-Bank Financial Institutions	2,836,115.98	2,895,137.98
Ċ,			
2	Term Loans	69,860,268,107.24	56,842,733,133.79
а	Government		
b	Government Corporations	170,015,450.37	1,943,003,417.11
с	Public Companies	2,719,401,119.04	308,208,546.23
d	Private Companies	19,260,146,339.88	17,423,828,697.29
e	Individuals	47,710,705,197.95	37,167,692,473.16
f	Commercial Banks	-	-
g	Non-Bank Financial Institutions	· · · -	-
	Total	79,078,432,522.44	64,937,839,865.43
	Bills	-	-
	Credit Cards	31,416,634.97	26,526,673.90
	Total Loan Outstanding	79,109,849,157.41	64,964,366,539.33





Item 7: Assets (net of provisions) and Liabilities by Residual Maturity

As of period ending December 31, 2023	On Demand	1-30 days	31-90 days	91-180 days	181-270 days	271-365 days	Over 1 year	TOTAL
Cash in hand	1,601,483,636.00	-	-	-	-	-	-	1,601,483,636.00
Govt. Securities	_	596,850,000.00	-	-		· · ·	12,282,817,000.00	12,879,667,000.00
Investment securities				102,270,000.00		115,332,000.00	819,735,141.12	1,037,337,141.12
Loans & advances to banks	-	1,466,580,000.00	500,000,000.00				93,284,800.00	2,059,864,800.00
Loans & advances to customers	1,384,811,010.75	631,663,666.22	1,620,685,479.03	1,523,297,360.51	1,527,662,084.62	1,319,167,290.99	68,531,340,951.16	76,538,627,843.28
Other assets	0	18,990,847,683.26	-	-	-	-	-	18,990,847,683.26
TOTAL ASSETS	2,986,294,646.75	21,685,941,349.48	2,120,685,479.03	1,625,567,360.51	1,527,662,084.62	1,434,499,290.99	81,727,177,892.28	113,107,828,103.66
Amounts owed to other banks	1,134,188.32	-	-		-	-		1,134,188.32
Demand deposits	2,099,884,740.86	2,099,884,740.86	2,099,884,740.86	2,099,884,740.86	2,099,884,740.86	2,099,884,740.86	21,719,121,835.35	34,318,430,280.53
Savings deposits	2,072,173,329.50	2,072,173,329.50	2,072,173,329.50	2,072,173,329.50	2,072,173,329.50	2,072,173,329.50	18,473,563,701.64	30,906,603,678.64
Time deposits	32,000.00	3,881,387,614.58	1,658,788,509.04	2,080,309,010.98	1,529,485,912.06	1,478,237,430.67	22,035,324,051.37	32,663,564,528.70
Bonds & other negotiable instruments	-	-	-	<	-		1,500,000,000.00	1,500,000,000.00
Other liabilities	-	13,718,095,427.28	-	-	-	-	-	13,718,095,427.28
TOTAL LIABILITIES	4,173,224,258.68	21,771,541,112.22	5,830,846,579.40	6,252,367,081.34	5,701,543,982.42	5,650,295,501.03	63,728,009,588.36	113,107,828,103.46
Assets/Liabilities	0.72	1.00	0.36	0.26	0.27	0.25	1.28	1.00
Net Mismatch in each Time Interval	(1,186,929,611.93)	(85,599,762.74)	(3,710,161,100.37)	(4,626,799,720.83)	(4,173,881,897.80)	(4,215,796,210.04)	17,999,168,303.92	0.20
Cumulative Net Mismatch	(1,186,929,611.93)	(85,599,762.74)	(3,795,760,863.11)	(8,422,560,583.94)	(12,596,442,481.75)	(16,812,238,691.79)	1,186,929,612.13	1,186,929,612.33

Item 7: Assets (net of provisions) and Liabilities by Residual Maturity

Head Office

	es ej recordan maturity							
As of period ending December 31, 2022	On Demand	1-30 days	31-90 days	91-180 days	181-270 days	271-365 days	Over 1 year	TOTAL
Cash in hand	1,094,459,643.60				-			1,094,459,643.60
Govt. Securities	-	5,277,555,700.00	5,751,840,000.00	· · · ·	987,999,000.00		3,749,830,000.00	15,767,224,700.00
Investment securities		79,309,592.00	394,082,200.00		a static a sub-		726,817,498.00	1,200,209,290.00
Loans & advances to banks	1,801,995,312.47	965,640,000.00	300,000,000.00	. · · · ·			243,756,704.00	3,311,392,016.47
Loans & advances to customers	633,830,362.02	1,166,656,140.71	1,233,939,791.90	845,761,768.33	895,328,934.47	1,681,594,662.40	57,435,996,255.96	63,893,107,915.79
Other assets	-	20,261,750,812.92	5 1 mm <u>1</u>	· · · · · ·	te das des la ser en como de		2,075,768,085.53	22,337,518,898.45
TOTAL ASSETS	3,530,285,318.09	27,750,912,245.63	7,679,861,991.90	845,761,768.33	1,883,327,934.47	1,681,594,662.40	64,232,168,543.49	107,603,912,464.31
Amounts owed to other banks	3,519,838.88	ç :	-	Section 1. 194	-	· -	-	3,519,838.88
Demand deposits	7,127,752,713.27	6,141,984,513.02	5,511,891,173.17	4,905,319,417.27	4,716,196,378.61	4,337,950,301.30	E CARE A DIR DI LA DIR DI	32,741,094,496.65
Savings deposits	5,401,175,116.48	5,122,474,480.47	5,032,814,973.54	4,865,378,544.93	4,652,572,245.34	4,226,959,646.16	a Ballion at A	29,301,375,006.91
Time deposits	166,359,009.55	1,014,591,213.06	1,486,784,354.91	4,014,428,513.62	3,118,698,822.41	4,691,016,564.80	20,346,793,542.38	34,838,672,020.73
Bonds & other negotiable instruments	100 C	2 1 mart	fations in the Property of the	State of the second second	-			0.00
Other liabilities		ή -	-	· -	-		10,719,251,101.14	10,719,251,101.14
TOTAL LIABILITIES	12,698,806,678.18	12,279,050,206.55	12,031,490,501.62	13,785,126,475.82	12,487,467,446.36	13,255,926,512.25	31,066,044,643.52	107,603,912,464.31
Assets/Liabilities	0.28	2.26	0.64	0.06	0.15	0.13	2.07	1.00
Net Mismatch in each Time Interval	(9,168,521,360.09)	15,471,862,039.07	(4,351,628,509.72)	(12,939,364,707.49)	(10,604,139,511.89)	(11,574,331,849.85)	33,166,123,899.97	Z.
Cumulative Net Mismatch	(9,168,521,360.09)	15,471,862,039.07	11,120,233,529.35	(1,819,131,178.13)	(12,423,270,690.02)	(23,997,602,539.88)	9,168,521,360.09	9,168,521,360.0
NICOS								1010

E

Item 8: Assets (net of provisions) and Liabilities by Original Maturity

As of period ending December 31, 2023	On Demand	1-30 days	31-90 days	91-180 days	181-270 days	271-365 days	Over 1 year	TOTAL
Cash in hand	1,601,483,636.00				- 1 - 1 - 1			1,601,483,636.00
Govt. Securities	1 A A A A A A A A A A A A A A A A A A A		596,850,000.00	in the second			12,282,817,000.00	12,879,667,000.00
Investment securities							1,037,337,141.12	1,037,337,141.12
Loans & advances to banks		400,000,000.00	916,580,000.00	650,000,000.00			93,284,800.00	2,059,864,800.00
Loans & advances to customers	. .	31,416,634.97	687,478.56	122,850,118.67	220,591,835.57	114,462,657.77	76,048,619,117.74	76,538,627,843.28
Other assets		18,990,847,683.26	-	-	· · · · · ·	-	-	18,990,847,683.26
TOTAL ASSETS	1,601,483,636.00	19,422,264,318.23	1,514,117,478.56	772,850,118.67	220,591,835.57	114,462,657.77	89,462,058,058.86	113,107,828,103.66
Amounts owed to other banks	1,134,188.32	-	-	-			-	1,134,188.32
Demand deposits	2,099,884,740.86	2,099,884,740.86	2,099,884,740.86	2,099,884,740.86	2,099,884,740.86	2,099,884,740.86	21,719,121,835.35	34,318,430,280.53
Savings deposits	2,072,173,329.50	2,072,173,329.50	2,072,173,329.50	2,072,173,329.50	2,072,173,329.50	2,072,173,329.50	18,473,563,701.64	30,906,603,678.64
Time deposits	32,000.00	1,098,601,381.20	1,460,728,893.12	1,723,088,194.68	408,275,160.92	1,262,489,904.31	26,710,348,994.47	32,663,564,528.70
Bonds & other negotiable instruments	1997 (Sec. 201						1,500,000,000.00	1,500,000,000.00
Other liabilities	-	13,718,095,427.28	-	-	-	-	-	13,718,095,427.28
TOTAL LIABILITIES	4,173,224,258.68	18,988,754,878.84	5,632,786,963.48	5,895,146,265.04	4,580,333,231.28	5,434,547,974.67	68,403,034,531.46	113,107,828,103.66
Assets/Liabilities	0.38	1.02	0.27	0.13	0.05	0.02	1.31	1.00
Net Mismatch in each Time Interval	(2,571,740,622.68)	433,509,439.39	(4,118,669,484.92)	(5,122,296,146.37)	(4,359,741,395.71)	(5,320,085,316.90)	21,059,023,527.40	-
Cumulative Net Mismatch	(2,571,740,622.68)	433,509,439.39	(3,685,160,045.53)	(8,807,456,191.90)	(13,167,197,587.62)	(18,487,282,904.52)		2,571,740,622.88

Item 8: Assets (net of provisions) and Liabilities by Original Maturity

As of period ending December 31, 2022	On Demand	1-30 days	31-90 days	91-180 days	181-270 days	271-365 days	Over 1 year	TOTAL
Cash in hand	1,094,459,643.60	-	-	-	2 au -	-		1,094,459,643.60
Govt. Securities		3,291,555,700.00	6,737,840,000.00	- 7	-	-	5,737,829,000.00	15,767,224,700.00
Investment securities	-	-	79,309,592.00	394,082,200.00	1 1 1 - 1 - 1	-	726,817,498.00	1,200,209,290.00
Loans & advances to banks	1,801,995,312.47	-	500,000,000.00	600,000,000.00		165,640,000.00	243,756,704.00	3,311,392,016.47
Loans & advances to customers	-	103,505,900.14	60,651,994.50	274,499,460.09	77,745,939.45	250,850,633.84	63,125,853,987.77	63,893,107,915.79
Other assets	-	20,261,750,812.92	-	-	-	-	2,075,768,085.53	22,337,518,898.45
TOTAL ASSETS	2,896,454,956.07	23,656,812,413.06	7,377,801,586.50	1,268,581,660.09	77,745,939.45	416,490,633.84	71,910,025,275.30	107,603,912,464.31
Amounts owed to other banks	3,519,838.88	-	-	-		-	-	3,519,838.88
Demand deposits	7,127,752,713.27	6,141,984,513.02	5,511,891,173.17	4,905,319,417.27	4,716,196,378.61	4,337,950,301.30	_	32,741,094,496.65
Savings deposits	5,401,175,116.48	5,122,474,480.47	5,032,814,973.54	4,865,378,544.93	4,652,572,245.34	4,226,959,646.16	_	29,301,375,006.91
Time deposits	-	· · ·	500,000,000.00	447,648,849.39	109,965,951.19	2,773,712,224.77	31,007,344,995.38	34,838,672,020.73
Bonds & other negotiable instruments	· · ·		-	-	-	-	-	0.00
Other liabilities	-	-	-	- 1	- C	-	10,719,251,101.14	10,719,251,101.14
TOTAL LIABILITIES	12,532,447,668.63	11,264,458,993.49	11,044,706,146.71	10,218,346,811.59	9,478,734,575.14	11,338,622,172.22	41,726,596,096.52	107,603,912,464.31
Assets/Liabilities	0.23	2.10	0.67	0.12	0.01	0.04	1.72	1.00
Net Mismatch in each Time Interval	(9,635,992,712.56)	12,392,353,419.56	(3,666,904,560.21)	(8,949,765,151.50)	(9,400,988,635.69)	(10,922,131,538.38)	30,183,429,178.78	-
Cumulative Net Mismatch	(9,635,992,712.56)	12,392,353,419.56	8,725,448,859.35	(224,316,292.14)	(9,625,304,927.83)	(20,547,436,466.22)	9,635,992,712.56	9,635,992,712.56







Item 9: Assets and Liabilities by time-to-re-pricing

As of period ending December 31, 2023		Time to	re-pricing		Non-interest bearing	Total
Assets	0-3 months	3-6 months	6-12 months	More than 12 months	Non-interest bearing	I Otal
Cash and Balances with Banks	-	and for the second second	-	-	17,182,911,657.24	17,182,911,657.24
Treasury Bills	596,850,000.00	-				596,850,000.00
Loans and Advances	3,637,160,156.00	1,523,297,360.51	2,846,829,375.61	68,531,340,951.16		76,538,627,843.28
Investment Securities	2,068,850,000.00	-	115,332,000.00	93,284,800.00	13,102,552,141.12	15,380,018,941.12
Other Assets	-	-			3,409,419,662.02	3,409,419,662.02
Total financial assets	6,302,860,156.00	1,523,297,360.51	2,962,161,375.61	68,624,625,751.16	33,694,883,460.38	113,107,828,103.66
Liabilities						
Deposits	11,756,728,112.12	4,152,482,340.48	7,152,070,001.73	40,508,887,753.01	34,319,564,468.85	97,889,732,676.19
Borrowings	813 J. J.	-	21 - L	1,500,000,000.00	-	1,500,000,000.00
Other Liabilities	the second se	-		-	13,718,095,427.28	13,718,095,427.28
Total financial liabilities	11,756,728,112.12	4,152,482,340.48	7,152,070,001.73	42,008,887,753.01	48,037,659,896.12	113,107,828,103.66
Total interest Re-pricing gap	(5,453,867,956.12)	(2,629,184,979.97)	(4,189,908,626.12)	26,615,737,998.15	(14,342,776,435.74)	0.20

Item 9: Assets and Liabilities by time-to-re-pricing

As of period ending December 31, 2022	and the second second	Time to r	e-pricing	Re and the ad	Mon fotowart baarboar	ng Total
Assets	0-3 months	3-6 months	6-12 months	More than 12 months	Non-interest bearing	Iotai
Cash and Balances with Banks	5	· · · -	-		20,581,219,872.26	20,581,219,872.26
Treasury Bills	5,277,555,700.00	5,751,840,000.00	-			11,029,395,700.00
Loans and Advances	6,102,061,607.10	845,761,768.33	2,576,923,596.87	57,679,752,959.96		67,204,499,932.26
Investment Securities	473,391,792.00	-	987,999,000.00	3,967,432,000.00	509,215,498.00	5,938,038,290.00
Other Assets			-	-	2,850,758,669.95	2,850,758,669.95
Total financial assets	11,853,009,099.10	6,597,601,768.33	3,564,922,596.87	61,647,184,959.96	23,941,194,040.05	107,603,912,464.31
Liabilities		and the second				
Deposits	18,224,199,148.01	8,879,807,058.55	16,689,247,278.70	20,346,793,542.38	32,744,614,335.53	96,884,661,363.17
Borrowings		-	-	-	-	_
Other Liabilities		-	-	-	10,719,251,101.14	10,719,251,101.14
Total financial liabilities	18,224,199,148.01	8,879,807,058.55	16,689,247,278.70	20,346,793,542.38	43,463,865,436.67	107,603,912,464.31
Total interest Re-pricing gap	(6,371,190,048.91)	(2,282,205,290.22)	(13,124,324,681.83)	41,300,391,417.58	(19,522,671,396.62)	0.00

Item 10: Non performing Loans and Provisions As per BFRS

As of period ending December 31, 2023											
Stage	Amount of NPL's (Gross)	Principal Impairment Provision	Interest Impairment Provision	Total Impairment Provision	Net NPL's						
Stage 1	2010 - 10 10 10 10 - 10	533,417,588.66		533,417,588.66	-						
Stage 2	275,034,638.13	124,741,378.03	, ÷	124,741,378.03	150,293,260.10						
Stage 3	1,664,351,909.75	1,386,347,551.76	277915567.7	1,664,263,119.43	88,790.32						
Total Collective Impairment#	1,939,386,547.88	2,044,506,518.45	277,915,567.67	2,322,422,086.12	150,382,050.42						
Individual Impairment*	641,948,812.64	248,799,228.01	-	248,799,228.01	393,149,584.63						
Total Impairment (Collective+Individual)	2,581,335,360.52	2,293,305,746.46	277,915,567.67	2,571,221,314.13	10,114,046.39						
Impairment provision %	entres in the second	and a second of a second secon	e destato o ser en el altas		3.26%						
Net NPLs to net Loans			L_{ij}		0.01%						

*Individually impairment includes additional provision (Letter of credit Nu.6,974,153.58 & bank Guarantee Nu.10,212,020.86).

As of period ending December 31, 2022					
Stage	Amount of NPL's (Gross)	Principal Impairment Provision	Interest Impairment Provision	Total Impairment Provision	Net NPL's
Stage 1		222,904,981.14	-	222,904,981.14	-
Stage 2	372,599,842.85	15,567,749.65	-	15,567,749.65	357,032,093.20
Stage 3	802,386,915.79	638,301,545.54	159,617,909.85	797,919,455.39	4,467,460.40
Total Collective Impairment#	1,174,986,758.64	876,774,276.33	159,617,909.85	1,036,392,186.18	361,499,553.60
Individual Impairment*	129,019,351.62		and a second second	34,866,437.36	94,152,914.26
Total Impairment (Collective+Individual)	1,304,006,110.26	911,640,713.69	159,617,909.85	1,071,258,623.54	232,747,486.72
Impairment provision %					2.01%
Net NPLs to net Loans					0.36%

*Individually impairment includes additional provision (Letter of credit Nu.9,189,602.02 & bank Guarantee Nu.7,441,815.46).





Item	11:	Assets	and	Investments
------	-----	--------	-----	-------------

Sl.No.	Investment	December 31, 2023	December 31, 2022
1	Marketable Securities (Interest Earning)	a di la companya di	
a.	RMA Securities	596,850,000.00	10,029,395,700.00
b.	RGOB Bonds/Securities	12,282,817,000.00	5,737,829,000.00
с.	Corporate Bonds	115,332,000.00	115,332,000.00
d.	Others	352,270,000.00	575,661,792.00
	Sub-Total	13,347,269,000.00	16,458,218,492.00
2	Equity Investments		
a.	Public Companies	462,999,664.12	396,689,239.00
b.	Private Companies		-
c.	Commercial Banks	53,665,542.00	62,344,674.00
d.	Non-Bank Financial Institutions	53,069,935.00	50,181,585.00
e.	Less: Specific Provisions		
2	Sub-Total	569,735,141.12	509,215,498.00
3	Fixed Assets	10	12
a.	Fixed Assets (Gross)	3,085,592,177.29	3,026,004,285.82
b.	Less: Accumulated Depreciation	1,071,721,215.43	950,236,198.49
c.	Fixed Assets (Net Book Value)	2,013,870,961.86	2,075,768,087.33





.

ъ.

ter-

iss wate	Liquid Foreign C	Currency Holdings (u	p to one Week)	Long Term Forei	gn Currency Hol one Week)	dings (More than	Nu. In Millions	
Currency	Assets in Foreign Currency	Liabilities in Foreign Currency	Net Short Term Position	Assets in Foreign Currency	Liabilities in Foreign Currency	Long Term Net Position	Overall Net Position	Overall Net Position/ Core Capital
	1	2	3=1-2	4	5	6=4-5	7=3+6	8
USD	1,214,344,455.69	1,537,968,437.81	(323,623,982.12)	54,797,428.85	-	54,797,428.85	(268,826,553.27)	(3.06)
SGD	23,678,297.24	214,105,671.85	(190,427,374.61)			-	(190,427,374.61)	(2.17)
EURO	107,739,914.19	8,378,026.08	99,361,888.11	-	-		99,361,888.11	1.13
AUD	1,159,988,365.90	52,227,495.22	1,107,760,870.68		-		1,107,760,870.68	12.61
CAD	24,288,052.80		24,288,052.80		1940 P. 1		24,288,052.80	0.28
HKD	53,325.00		53,325.00	-	-		53,325.00	0.00
GBP	39,660,218.43	7,446.56	39,652,771.87		-		39,652,771.87	0.45
CHF	37,686,788.20	497,228.04	37,189,560.16	- (1 - 1 - 1 - 1 - 1 - 1 - 1 - 1 - 1 - 1		-	37,189,560.16	0.42
JPY	30,420,765.24		30,420,765.24		-		30,420,765.24	0.35
DKK				-	-		-	-
SEK				-	-	· · · ·		-
NOK	-		-	-	_	-		_
TOTAL	2,637,860,182.69	1,813,184,305.56	824,675,877.13	54,797,428.85	-	54,797,428.85	879,473,305.98	10.01
					Core	Capital	8,785,153,535.27	

Item 12: Foreign exchange assets and liabilities as at December 31, 2023









Item 12: Foreign exchange assets and liabilities as at December 31, 2022

	Liquid Foreign C	Currency Holdings (u	p to one Week)	Long Term Forei	gn Currency Hol one Week)	Nu. In Millions		
Currency	Assets in Foreign Currency	Liabilities in Foreign Currency	Net Short Term Position	Assets in Foreign Currency	Liabilities in Foreign Currency	Long Term Net Position	Overall Net Position	Overall Net Position/ Core Capital
	1	2	3=1-2	4	5	6=4-5	7=3+6	8
USD	1,042,594,142.19	1,285,528,384.36	(242,934,242.17)	54,488,210.55	-	54,488,210.55	(188,446,031.62)	(2.38)
SGD	39,787,881.93	209,966,996.91	(170,179,114.98)			-	(170,179,114.98)	(2.15)
EURO	147,737,656.56	46,766,236.99	100,971,419.57		6		100,971,419.57	1.28
AUD	98,742,335.07	48,682,507.00	50,059,828.07	an Lance and an	a server an earlier co	- 1 311 - 1	50,059,828.07	0.63
CAD	9,766,486.09	-	9,766,486.09			- 11 - T	9,766,486.09	0.12
HKD	769,693.65	· · · · ·	769,693.65				769,693.65	0.01
GBP	34,129,140.66	6,479.85	34,122,660.81				34,122,660.81	0.43
CHF	98,461,932.84	629,856.14	97,832,076.70		1. S.	-	97,832,076.70	1.24
JPY	33,345,298.00	-	33,345,298.00			_	33,345,298.00	0.42
DKK	_	-	-			-	-	-
SEK	-	-	-			-	-	
NOK	-	× _			· · · · · · · · · · · · · · · · · · ·		APR 10	· · · · · · · · · · · · · · · · · · ·
TOTAL	1,505,334,566.99	1,591,580,461.25	(86,245,894.25)	54,488,210.55	-	54,488,210.55	(31,757,683.70)	(0.40)
	e.				Core Capital		7,918,979,995.03	1

Item 13: Geographical Distribution of Exposures

Particulars	Dom	estic	Ind	lia	Other		
Farticulars	December 31, 2023	December 31, 2022	December 31, 2023	December 31, 2023	December 31, 2023	December 31, 2022	
Demand Deposits held with other banks	200,000.00	200,000.00	451,105,358.26	485,912,385.39	1,966,336,927.31	1,223,124,527.08	
Time deposits held with other banks	1,800,000,000.00	1,343,756,704.00			259,864,800.00	258,398,400.00	
Borrowings		-		-	· · · · · · · · · · · · · · · · · · ·	-	

Item 14: Credit Risk Exposure by Collateral

Sl.No.	Particulars	December 31, 2023	December 31, 2022
1	Secured Loans	78,656,127,366.95	63,917,721,123.33
а	Loans secured by physical/real estate collateral	61,235,132,010.26	52,082,804,066.01
b	Loans Secured by financial collateral	1,006,818,683.54	927,464,708.40
c	Loans secured by guarantees	16,414,176,673.15	10,907,452,348.92
2	Unsecured Loans	453,721,790.46	1,046,645,416.00
- 3	Total Loans	79,109,849,157.41	64,964,366,539.33

includes gross loans and advance of Nu. 79,109,849,157.41 and Bills discounted & purchased of Nil.
* includes gross loans and advance of Nu.64,964,366,539.33. and Bills discounted & purchased of Nil.

Item 15: Earnings Ratios

Sl.No.	Ratio	December 31, 2023
1	Interest Income as a percentage of	
	Average Assets	3.01%
2	Non-interest income as a percentage	
³⁸ = ¹	of Average Assets	0.64%
3	Operating Profit as a percentage of	
	Average Assets	1.37%
4	Return on Assets	0.89%
5	Business (Deposits plus Advances)	ferrer the
	per employee (Nu. In million)	240.59
6	Profit per employee (Nu. In million)	1.38





Item 16: Penalties	imposed by RMA	in the past period

	December 31, 2023		December 31, 2022		
SI.No.	Reason for Penalty Imposed	Penalty Imposed	Reason for Penalty Imposed	Penalty Imposed	
1			Disruption of critical banking services	6,199,340.56	
2			Cash Reserve Ratio figure mismatch	150,000.00	
3	NIL	NIL	Failed to generate CIB Report	150,000.00	
4			Failed to generate CIB Report	3,099,670.23	
5			RAA Audits(IPS)	63,691.29	
			Total	9,662,702.08	

Item 17: Customer Complaints

Sl.No.	Particular	December 31, 2023	December 31, 2022
1	No. of complaints pending at the beginning of the year	35	29.00
2	No. of complaints received during the year	9299	11,949.00
3	No. of complaints redressed during the year	9277	11,943.00
4	No. of complaints pending at the end of the year	57	35.00





Year	Gross NPL	Additional NPL	Additional Impairment Provisions	Additional Interest in Suspense A/c	PCR
1	2	3	4	5	6= (4/5)
31-Dec-23	2,581,335,360.52	1,277,329,250.26	1,381,665,032.77	118,297,657.82	11.68
31-Dec-22	1,304,006,110.26	(400,841,856.49)	(59,546,292.59)	15,775,001.85	(3.77)
31-Dec-21	1,704,847,966.75	(1,808,701,395.02)	(497,321,520.77)	(61,526,485.31)	8.08

Item 18: Provision Coverage Ratio (PCR)

Year	Gross NPA	Impairment Provision	Interest Impairment
2021	1,704,847,966.75	971,187,006.28	143,842,908.00
2022	1,304,006,110.26	911,640,713.69	159,617,909.85
2023	2,581,335,360.52	2,293,305,746.46	277,915,567.67

Item 19: Concentration of Credit and Deposits

Sl.No.	Particulars	December 31, 2022	December 31, 2022
1	Total loans to 10 largest borrowers	13,651,218,516.38	10,241,496,859.90
2	As % of total loans	17.26%	15.76%
3	Total deposits of the 10 largest depositors	13,749,470,410.95	13,975,664,060.87
4	As % of total deposits	14.05%	14.43%

Item 20: Exposure to 5 Largest NPL accounts

Sl.No.	Particulars	December 31, 2023	December 31, 2022
1	Five largest NPL accounts	455,506,740.03	499,601,349.43
2	% of Total NPLs	25.61%	38.31%



