

REVIEWED FINANCIAL RESULTS FOR THE SECOND QUARTER AND HALF YEAR ENDED 30TH SEPTEMBER 2016

[₹ In Crore] QUARTER ENDED HALF YEAR ENDED YEAR ENDED PARTICULARS (REVIEWED) (REVIEWED) (AUDITED) 30.09.2015 30.09.2016 30.09.2015 30.09.2016 30.06.2016 31.03.2016 INTEREST EARNED (a)+(b)+(c)+(d) 1 10405.35 10201.70 11267.50 20607.05 22407.15 44022.13 7436.00 14941.32 (a) Interest/discount on advances/bills 7505.32 8126.01 16226.71 31377.25 2890.35 (b) Income on Investments 2612.79 2505.11 5117.90 5689.41 11407.79 (c) Interest on balances with Reserve Bank of India & Other Inter 248.77 224.22 199.16 472.99 387.64 879.50 (d) Others 38.47 36.37 51.98 74.84 103.39 357.59 Other Income 1781.77 1584.65 1210.45 3366.42 2323.44 4875.23 2 TOTAL INCOME (1+2) 12187.12 11786.35 12477.95 23973.47 24730.59 48897.36 3 7963.00 7894.30 15857.30 4 Interest Expended 8621.00 17244 15 34258.77 Operating Expenses (i)+(ii) 2083.35 2073.18 1912.85 4156.53 3538.77 7491.93 5 (i) Employees Cost 1216.94 1208.17 1107.84 2425.11 2166.59 4445.88 (ii) Other Operating Expenses (All items exceeding 10% of the total expenditure excluding interest expenditure may be shown 866.41 865.01 805.01 1731.42 1372.18 3046.05 separately) TOTAL EXPENSES ((4+5) excluding Provisions & Contingencies) 10046.35 9967.48 10533.85 20013.83 20782.92 41750.70 2140.77 1818.87 Operating Profit before Provisions and Contingencies (3-6) 1944.10 3959.64 3947.67 7146.66 7 8 Provisions (Other than Tax) and Contingencies 1585.74 1492.92 1212.31 3078.66 2572.04 10332.43 of which provisions for Non-performing assets 1558.37 1468.75 979.19 3027.12 2292.92 9608.16 Exceptional items 0.00 0.00 0.00 0.00 0.00 0.00 Profit (+) / Loss (-) from Ordinary Activities before tax (7-8-9) 555.03 325.95 731.79 880.98 1375.63 (3.185.77)10 198.12 97.00 202.93 295.12 367.93 (372.95)11 Tax expense 12 Net Profit (+) / Loss (-) from Ordinary Activities after tax (10-11) 356.91 228.95 528.86 585.86 1007.70 (2,812.82)13 Extraordinary items (net of tax expense) 0.00 0.00 0.00 0.00 0.00 0.00 Net Profit (+) / Loss (-) for the period (12-13) 356.91 228.95 528.86 585.86 1007.70 (2,812.82)Paid up Equity Share Capital (Face Value of each share-Rs.10/-) 542.99 542.99 542.99 542.99 542.99 15 542.99 Reserves excluding Revaluation Reserves 16 25615.55 17 **Analytical Ratios** (i) Percentage of shares held by Government of India 66.30% 66.30% 66.30% 66.30% 66.30% 66.30% (ii) Capital Adequacy Ratio - Basel III 12.19% 12.11% 11.04% 12.19% 11.04% 11.08% 8.21% (a) Common Equity Tier I Ratio 8.25% 7.98% 8.25% 7.98% 8.18% (b) Additional Tier 1 Ratio 0.62% 0.62% 0.65% 0.62% 0.65% 0.62% (iii) Earnings per Share (EPS) (Not Annualised) a) Basic and diluted EPS before Extraordinary items (net of tax expense) for the period, for the year to date and for the previous 6.57 4.22 10.26 10.79 19.90 (53.61)b) Basic and diluted EPS after Extraordinary items for the 6.57 4.22 10.26 10.79 19.90 (53.61)period, for the year to date and for the previous year (iv) NPA Ratios (a) Amount of Gross Non Performing Assets 33315.40 32334.07 14021.34 33315.40 14021.34 31637.83 (b) Amount of Net Non Performing Assets 21887.09 21493.92 9382.53 21887.09 9382.53 20832.91 (c) Percentage of Gross Non Performing Assets 9.81% 9.71% 4.27% 9.81% 4.27% 9.40% (d) Percentage of Net Non Performing Assets 6.69% 6.69% 2.90% 6.69% 2.90% 6.42% (v) Return on Assets (Annualised) 0.26% 0.17% 0.39% 0.21% 0.37% (0.52%)



	SEGMENT REPORTING	FOR THE QUARTE	R AND HALF Y	EAR ENDED 30	TH SEPTEMBER 2	016 (Rs in crore)	
	Hellist.	QUARTER ENDED			HALF YEAR ENDED		AUDITED
BUSINESS SEGMENT						YEAR ENDED	
		30.09.2016	30.06.2016	30.09.2015	30.09.2016	30.09.2015	31.03.2016
	T-	(REVIEWED)	(REVIEWED)	(REVIEWED)	(REVIEWED)	(REVIEWED)	(AUDITED)
(1)	Segment Revenue					1237 2 AV 400 A	
a	Treasury Operations	3301.30	3167.20	3307.87	6468.50	6434.77	12811.13
b	Retail Banking Operations	4227.66	3706.95	3754.30	7934.61	7315.81	15459.48
С	Wholesale Banking Operations	4649.65	4875.63	5389.15	9525.28	10931.43	20382.09
d	Unallocated	8.51	36.57	26.63	45.08	48.58	244.66
	Total	12187.12	11786.35	12477.95	23973.47	24730.59	48897.36
	Less: Inter Segment Revenue	0.00	0.00	0.00	0.00	0.00	0.00
	Income from operations	12187.12	11786.35	12477.95	23973.47	24730.59	48897.36
(2)	Segment Results				-		
a	Treasury Operations	888.88	740.90	576.01	1629.78	1026.31	2156.28
b	Retail Banking Operations	627.05	361.48	444.76	988.53	1088.34	2372.04
С	Wholesale Banking Operations	616.32	679.96	896.71	1296.28	1784.45	2373.68
d	Other Banking Operations	0.00	0.00	0.00	0.00	0.00	
	Total	2132.25	1782.34	1917.48	3914.59	3899.10	6902.00
	Unallocated Income/Expenses (including Provisions and contingencies)	(1,577.22)	(1,456.39)	(1,185.69)	(3,033.61)	(2,523.47)	(10,087.77)
	Total Profit Before tax	555.03	325.95	731.79	880.98	1375.63	(3,185.77)
	Income tax	198.12	97.00	202.93	295.12	367.93	(372.95)
	Net Profit	356.91	228.95	528.86	585.86	1007.70	(2,812.82)
(3)	Capital Employed						
a	Treasury Operations	16449.08	13922.76	14100.49	16449.08	14100.49	15771.98
b	Retail Banking Operations	10966.68	8629.86	13246.09	10966.68	13246.09	10069.32
С	Wholesale Banking Operations	10593.36	9331.22	14269.92	10593.36	14269.92	10773.20
d	Other Banking Operations	0.00	0.00	0.00	0.00	0.00	0.00
e	Unallocated	(5,892.31)	(75.23)	(6,136.37)	(5,892.31)	(6,136.37)	(5,011.30)
	Total Capital Employed	32116.81	31808.61	35480.13	32116.81	35480.13	31603.20
	Total capital Employed	32110.01	31000.01	33 100.23	52220,02	33100.13	32003.20
		0	UARTER ENDED		HALF YEA	AR ENDED	YEAR ENDED
		30.09.2016	30.06.2016	30.09.2015	30.09.2016	30.09.2015	31.03.2016
		(REVIEWED)	(REVIEWED)	(REVIEWED)	(REVIEWED)	(REVIEWED)	(AUDITED)
(1)	Revenue	(REVIEWED)	(RETILETY ED)	(METHEU)	(METILITED)	(REVIEWED)	(NODITED)
a (±)	Domestic	11845.11	11458.10	12130.09	23303.21	24087.40	47634.87
b	International	342.01	328.25	347.86	670.26	643.19	1262.49
-	Total	12187.12	11786.35	12477.95	23973.47	24730.59	48897.36
(2)	Assets	12107.12	11/60.33	124/1.33	23313.41	24/30.39	+0057.50
(<u>2</u>)	Domestic	504604.82	490159.64	504815.24	504604.82	504815.24	498586.52
b	International	57527.87	49607.57	54033.21	57527.87	54033.21	54374.26
U	Total	562132.69	539767.21	558848.45	562132.69	558848.45	552960.78
	Tiotai	302132.09	339/0/.21	220040.45	302132.09	338848.43	332900.78

Notes on Segment Reporting:

- 1 As per guidelines of RBI on compliance with Accounting Standards, the Bank has adopted "Treasury Operations", Wholesale, Retail and "Other Banking Operations" as Primary business segments and "Domestic" and international as secondary/geographic segments for the purpose of compliance with AS-17 on Segment Reporting issued by ICAI.
- 2 Segment revenue represents revenue from external customers.
- 3 Capital employed for each segment has been allocated proportionate to the assets of the segment.
- 4 The figures of the previous period/year have been regrouped/rearranged wherever necessary so as to make them comparable with those of the current period.



	As on 30.09.2016 (REVIEWED)	As on 30.09.2015 (REVIEWED)	As on 31.03.2016 (AUDITED)
CAPITAL AND LIABILITIES			
CAPITAL	542.99	542.99	542.99
RESERVES AND SURPLUS	31573.82	34937.14	31060.21
DEPOSITS	484321.25	485205.52	479791.56
BORROWINGS	25496.22	24164.87	26873.32
OTHER LIABILITIES AND PROVISIONS	20198.41	13997.93	14692.70
TOTAL	562132.69	558848.45	552960.78
ASSETS			
CASH & BALANCES WITH RESERVE BANK OF INDIA	20533.34	20052.74	20664.05
BALANCES WITH BANKS AND MONEY AT CALL AND SHORT NOTICE	42680.10	33342.13	36069.61
INVESTMENTS	141389.48	153230.45	142309.30
ADVANCES	327129.31	323077.46	324714.83
FIXED ASSETS	7151.60	7212.00	7198.10
OTHER ASSETS	23248.86	21933.67	22004.89
TOTAL	562132.69	558848.45	552960.78

Notes:

- 1 The above Financial Results were reviewed by the Audit Committee of the Board and approved by the Board of Directors in the meeting held on 26th October 2016. The results have been subjected to 'Limited Review' by the Statutory Central Auditors of the Bank.
- 2 There has been no change in the accounting policies followed during the quarter / half year ended 30th September 2016 as compared to those followed in the preceding financial year ended 31st March 2016.
- 3 RBI has issued revised Priority Sector guidelines vide FIDD.CO.Plan.BC.23/04.09.01/2015-16 dated April, 2016. Our Bank sold 6400 units amounting of Rs.1,600 crores under Priority Sector Lending Credit -SF/MF category and 4000 units amounting to Rs.1,000 crores under Priority Sector Lending Credit Agriculture category.
- 4 The financial results for the half year ended 30th Septemeber 2016 have been arrived at after considering provision for Loan Losses in accordance with the extant guidelines and directions of RBI on Prudential Norms for 'Income Recognition, Asset Classification and Provisioning' and Provision for Income Tax and Deferred Tax, Depreciation on Investments and Fixed Assets, Unhedged Foreign Currency Exposure and other necessary provisions. As per Board approved policy, the Bank has made additional provision of 5% on the Substandard assets and 10% on the advances under Doubtful II category.
- 5 In compliance to the RBI letter DBR.BNP.NO.11643/21.04.132/2015-16 dated 17.03.2016 on Ujwal Discom Assurance Yojna (UDAY) scheme, the Bank is holding as at 30th September 2016, a provision of RS. 389 Crore in respect of segment not envisaged to be converted into SDL in F.Y 2016-17 and Rs60.90Crore for diminution in the fair value of loan/Discom Bonds.
- 6 The bank had made a provision of Rs 336.00 Crore being 15% of the outstanding food credit availed by the State Government of Punjab as at 31.03.2016. During the half year ended September 2016 an excess provision of Rs. 96 Crore written back.
- 7 In terms of RBI Circular DBR. No. BP.BC.1/21.06.201/2015-16 July 1, 2015 Banks are required to make Pillar 3 disclosures under Basel III Capital Regulations. These details are being made available on our website "www.canarabank.com". These disclosures have not been subjected to a Limited Review by the auditors.
- 8 Provision Coverage Ratio as on 30th September 2016 is 51.75 %



9 Number of Investors Complaints received and disposed off during the quarter ended 30.09.2016

i) Pending at the beginning of the quarter

: Nil

ii) Received during the quarter

: 214

iii) Disposed off during the quarter

iv) Lying unresolved at the end of the quarter: Nil

10 Figures of the corresponding previous period have been regrouped/restated wherever considered necessary.

P. V. BHARATHI **EXECUTIVE DIRECTOR** DINA BANDHU MOHAPATRA **EXECUTIVE DIRECTOR**

HARIDEESH KUMAR B **EXECUTIVE DIRECTOR**

RAKESH SHARMA

MANAGING DIRECTOR & **CHIEF EXECUTIVE OFFICER**

word T.N. MANOHARAN

CHAIRMAN

DATE: 26.10.2016

S. C. Vasudeva & Co. Chartered Accountants FRN: 000235N Vinay Kumar & Co. Chartered Accountants FRN: 000719C Ramraj & Co. Chartered Accountants FRN: 002839S

V. K. Niranjan & Co. Chartered Accountants FRN: 002468S J Singh & Associates Chartered Accountants FRN: 110266W J L Sengupta & Co. Chartered Accountants FRN: 307092E

Limited Review Report

To The Board of Directors Canara Bank Bangalore

- 1. We have reviewed the accompanying financial results of Canara Bank (the "Bank") for the Half-year ended September 30, 2016. The disclosures relating to "Pillar 3 under Basel III Capital Regulations", "Leverage Ratio" and "Liquidity Coverage Ratio" have been disclosed on the Bank's website and in respect of which a link has been provided in the aforesaid financial results have not been reviewed by us. These financial results are the responsibility of the Bank's management and have been approved by the Board of Directors. Our responsibility is to issue a report on these financial statements based on our review.
- 2. We conducted our review in accordance with the Standard on Review Engagement (SRE) 2410, "Review of Interim Financial Information performed by the Independent Auditor of the Entity" issued by the Institute of Chartered Accountants of India. This standard requires that we plan and perform the review to obtain moderate assurance as to whether the financial statements are free of material misstatement. A review of Interim Financial Information consists of making inquiries, primarily of persons responsible for financial and accounting matters, and applying analytical and other review procedures. A review is substantially less in scope than an audit conducted in accordance with Standards on Auditing and consequently does not enable us to obtain assurance that we would become aware of all significant matters that might be identified in an audit. Accordingly, we do not express an audit opinion.
- 3. The financial results incorporate the relevant returns of 20 branches reviewed by us, 3 foreign branches reviewed by other auditors specially appointed for this purpose and unreviewed returns in respect of 5645 branches. In the conduct of our review, we have relied on the review reports in respect of non-performing assets submitted by the Inspection Officials of the Bank of 195 branches. These review reports cover 56.80% percent of the advances portfolio of the bank. Apart from these review reports, in the conduct of our review, we have also relied upon various returns received from the branches of the Bank.











4. Based on our review as aforesaid, subject to limitations in scope as mentioned in Para 3 above, nothing has come to our attention that causes us to believe that the accompanying statement of unaudited financial results together with the notes thereon, prepared in accordance with applicable accounting standards and other recognised accounting practices and policies has not disclosed the information required to be disclosed in terms of Regulation 33 of the SEBI (Listing Obligations and Disclosure Requirements) Regulations, 2015 read with RBI circular (2016-17/29 dt. 28/07/2016 with respect to half-yearly/quarterly review of the account of public sector banks) including the manner in which it is to be disclosed, or that it contains any material misstatement or that it has not been prepared in accordance with the relevant prudential norms issued by the Reserve Bank of India in respect of income recognition, asset classification, provisioning and other related matters.

For Vinay Kumar & Co.

Chartered Accountants

For S. C. Vasudeva & Co. Chartered Accountants

New Delhi

ANJAA

22267769 22285005 BANGALORE 560 009

FRN: 000235N

(Ashish Agarwal

Partner M. No. 093790 . .

FRN: 000719C

(V K Agrawal)

Partner

M. No. 013795

(K Sivasubramanya Prasad)

FRN

0028398

Chennai

Partner

M. No. 024456

For Ramraj & Co.

FRN: 002839S

Chartered Accountants

For V. K. Niranjan & Co. Chartered Accountants

FRN: 002468S

(Jayarajan M)

Partner M. No. 011105 For J Singh & Associates Chartered Accountants FRN: 110266W

Partner

M. No. 042023

For J L Sengupta & Co. Chartered Accountants

FRN: 307092E

(S R Anantha Krishnair) Accou

Partner

M. No.018073

Place: Bangalore

Date: October 26, 2016



PRESS RELEASE- FINANCIAL RESULTS- SEPTEMBER 2016 HEAD OFFICE, BENGALURU 26th October, 2016

Major Highlights

- → Net profit for Q2 FY17 stood at ₹357 crore, sequentially up from ₹229 crore posted in Q1 FY17.
- → Gross profit increased to ₹2141 crore, up by 10.13% y.o.y.
- → Total expenditure declined by 4.63% y.o.y.
- → Interest expenses, including interest paid on deposits reduced by 7.64% y.o.y.
- → Cost of deposits came down to 6.38% from 6.45% as at June 2016 and 7.07% last year.
- → CASA Deposits at ₹1.32 lakh crore, up by 13.57% y.o.y.
- → CASA share (domestic) improved to 29.11% from 25.49% last year.
- Non-Interest Income grew by 47.20% to ₹1782 crore.
- → % share of non-interest income in total income improved to 14.62 %, up from 9.70% a year ago.
- → Gross NPA Ratio marginally up at 9.81% from 9.71% in June 2016 and 4.27% a year ago.
- → Net NPA ratio at 6.69%, remained same level as at June 2016 and 2.90% a year ago.
- → Cash Recovery during the quarter at ₹1040 crore, taking the cumulative figure to ₹1958 crore for the half year.
- → Provision Coverage ratio at 51.75%, up from 50.82% in June 2016 and 59.81% a year ago.
- → Net Interest Margin (NIM) (Domestic) at 2.35% and NIM (Global) at 2.19%.
- → ROA improved to 0.21% and ROE improved to 4.44%.
- → Capital adequacy ratio improved to 12.19%, up from 11.04% a year ago.
- → Global Business reached ₹8.11 lakh crore comprising global Deposits of ₹4.84 lakh crore and net advances of ₹3.27 lakh crore.
- → Sustained growth in retail assets (y.o.y)- Agriculture (14.42%), MSME (8.30%), Retail Lending (22.61%), Direct Housing (18.61%), Vehicle (17.38%), Education (15.95%) and Other Personal loans (17.03%).
- Total number of branches at 5868 and Number of ATMs at 10026.
- → 39.94 lakhs Mobile Banking and 25.76 lakhs Net Banking users.
- → Enhanced E-transactions ratio at 59.30%, up from 53.73% last year.

Income, Expenditure & Profit- Q2 FY17

- → Total income stood at ₹12187 crore.
- → Non-interest income increased to ₹1782 crore, with robust growth of 47.20% y.o.y.
- → Total expenditure declined by 4.63% to ₹10046 crore.
- → Operating expenses of the Bank stood at ₹2083 crore.
- → Gross profit at ₹2141 crore, increased by 10.13% y.o.y from Rs.1944 crore a year ago.
- → Total provision made in Q2 FY17 at ₹1784 crore compared to ₹1415 crore in Q2FY16. The provision for NPAs was at ₹1558 crore against ₹979 crore in Q2FY16.

First Half Year (H1FY16) Performance

- → Operating profit increased to ₹3960 crore.
- → Net Profit for H1FY17 aggregated to ₹586 crore.
- → Total income stood at ₹23973 crore, including ₹14941 crore income from loans/advances.
- → Total Expenses declined by 3.70 % to ₹20014 crore.
- → Non-interest income for the half year increased by 44.89% to ₹3366 crore.

Business Performance

- → Global Business reached ₹ 811451 crore.
- → Global Deposits reached ₹ 484321crore.
- → Global Advances (Net) stood at ₹327129 crore.
- → Overseas business constituted 7.10% of the total business. Total business of 8 overseas branches stood at ₹57628 crore.
- → Clientele accounts increased to 7.52 crore from 6.96 crore last year.

<u>Deposit Portfolio- Thrust on CASA & Retail Deposits</u>

- → CASA deposits increased to ₹131738 crore, with a y.o.y growth of 13.57%.
- → CASA share (domestic) improved to 29.11% from 25.49% a year ago.
- → Retail term deposits increased to ₹187270 crore with a y.o.y growth of 17%.
- → Share of retail term deposits in term deposits increased to 60% compared to 50% last year.

Credit Portfolio- Thrust on Retail Assets

- → Retail Assets (Agriculture, MSMEs, Housing & Other Retail Schemes) constitutes 60.32% of the Bank's total credit portfolio, increased from 53.47% a year ago.
- → Advances to **Priority Sector** increased to ₹154891 crore, with 11.42% y.o.y growth.
- → Advances to **Agriculture** grew by 14.42% y.o.y to ₹72705 crore.
- → Credit to Micro, Small and Medium Enterprises (MSMEs) recorded a y.o.y growth of 8.30% to ₹70120 crore.
- → Credit to M&SE segments reached ₹51995 crore, with a growth of 5.29% y-o-y. The number of Micro Enterprises Accounts recorded a growth of 16.17%.
- → 28.49 lakh women beneficiaries assisted to the tune of ₹44144 crore.
- → Advances to Weaker Sections reached ₹45794 crore, with a y-o-y growth of 8.89%.
- → Lending to **Specified Minority Communities** reached ₹27358 crore, with a y-o-y growth of 10.02%.
- → Achieved the mandated targets in respect of Total Priority (52.07% against 40% ANBC norm), Agriculture (24.44% against 18% ANBC norm), credit to specified minority communities (17.66% against 15% norm) and weaker sections (15.39% against 10% ANBC norm). Number of Micro Enterprises accounts (16.17% growth against 10% norm) & Credit to women beneficiaries (14.24% against 5% norm).
- → Retail Lending Portfolio increased to ₹54500 crore, with a y-o-y growth of 22.61%.
- → Housing Loan (Direct) Portfolio increased to ₹21819 crore, with a y-o-y growth of 18.61%.

- → Vehicle loans and other personal loans recorded good growth of 17.38% (₹4579 crore) and 17.03% (₹12623 crore) respectively.
- → Education Loan Portfolio increased to ₹7378 crore, with a y.o.y growth of 15.95%, covering over 2.96 lakh students.

Capital Adequacy

- → Capital Adequacy Ratio as per Basel III norms improved to 12.19%, up from 11.04% a year ago, with CET 1 ratio at 8.25% & Tier I ratio at 8.87%.
- → Govt of India has intimated to infuse ₹997 crore equity capital during the year.
- → Government shareholding is at 66.30%.
- → Comfortable capital position for assets growth.

Asset Quality

- → Gross NPA ratio moderately increased to 9.81% from 9.71% as at June 2016.
- → Net NPA ratio at 6.69%, remained same level as at June 2016.
- → Cash Recovery aggregated to ₹1040 crore during the quarter, taking the cumulative figure to ₹1958 crore for the half year.
- → Outstanding restructured portfolio at ₹23407 crore constituted 6.89% of gross advances.

Pradhan Mantri Jan Dhan Yojana (PMJDY)

- → 78.01 lakhs accounts opened under PMJDY, securing CASA deposits of ₹1397 crore.
- → 1.21 lakh PMJDY account holders have been provided with **overdraft facility**, amounting to ₹16.91 crore.
- → 71 Financial Literacy Centres (FLCs) opened at District/Block levels, educating 6.79 lakh persons.
- → 170 lakh residents have been enrolled under Aadhaar.
- → 185.34 lakh accounts were Aadhaar seeded, of which 45.62 lakh accounts under PMJDY accounts.
- → As a part of grievances redressal mechanism for customers, the Bank established Toll free number 1800 425 11222.

Social Security Schemes

- → 72.48 lakhs enrolments have been done under both Pradhan Mantri Jeevan Jyoti Bima Yojana (PMJJBY- 21.53 lakhs) & Pradhan Mantri Suraksha Bima Yojana (PMSBY- 50.94 lakhs).
- → Under Atal Pension Yojana (APY) the Bank has cumulatively mobilized 97820 accounts.
- → Under Sukanya Samriddhi Yojana, 15713 accounts have been mobilized.

Pradhan Mantri Mudra Yojana (PMMY)

→ Under Mudra Yojana, the Bank disbursed ₹2024 crore, covering 187810 accounts as at September 2016.

A Holistic Approach to Financial Inclusion (FI)

- → The Bank has provided banking facilities in all the allotted 10049 villages.
- → Covered all 3962 allotted SSAs by opening of 849 Brick & Mortar branches and engaging 2459 Business Correspondent agents.
- → Besides FI branches, the Bank has opened 477 Ultra Small Branches.
- → Financial Inclusion branches have garnered business of ₹13668 crore. The CASA component of FI branches stood at 52%, amounting to ₹3209 crore.
- → 18 Micro Finance branches have garnered a total business of ₹501 crore.
- → 6.62 lakh BSBD accounts opened with outstanding CASA deposits of ₹3521 crore.
- → The Bank has formed 317 farmers' clubs.

- → 14971 **Self Help Groups** (SHGs) have been formed and 19504 SHGs have been credit linked to the extent of ₹550 crore. Exposure under SHGs increased to ₹2482 crore under 1.22 lakh SHGs.
- → Business Correspondent Agents have done 42 lakh transactions, amounting to ₹715 crore during the half year.

Enhanced Delivery Channels & Digital Footprints

- → The total branch network of the Bank increased to 5868, including 8 overseas branches (London, Leicester, Johannesburg, New York, Hong Kong, Manama, Shanghai and Dubai).
- → Total number of ATMs further expanded to 10026. 182 e-lounges were functional across major cities.
- → Debit card base rose to 3.41 crore.
- → 39.95 lakhs Mobile Banking and 25.76 lakhs Net Banking users.
- → Ratio of e-transactions increased to 59.30% against 53.73% a year ago.
- → Major branch transformation with **826 Shikhar Branches** for better customer service to drive business.

New Products & Important Customer-friendly Technology Initiatives

- → Canara Empower- Unified payment interface for single platform in accessing multiple bank accounts.
- → CANARA TECH Support for structured resolution of queries related to tech-products.
- → Aadhaar seeding through BC Terminal
- → Renewal of Subscription for Social Security Schemes (PMJJBY & PMSBY).
- → Mobile Banking Registration through ATMs.
- → Missed Call / SMS Based ePass Sheet generation.
- → SMS/Email Alerts to customers intimating to submit RC Copy/Insurance for the vehicle loans and tax paid receipt/certificate for the mortgaged property.
- → SMS/Email Alerts to NPA Borrowers intimating to regularize overdues in accounts.

Awards & Accolades

The Bank was conferred with the following Major Awards in Q2FY17:

- → Award for excellence, 1st position in MSE lending for FY14 and FY15 by Government of India.
- → National Award for excellence in lending to Micro Enterprises, 1st position for FY14 and 2nd Position for FY15 by Government of India.
- → Best bank Award under PMEGP, South Zone in the field of Khadi and Village Industries for FY14 and FY15 by Government of India.
- → Received "MasterCard Innovation Award" for Canara International Travel Prepaid Card under Prepaid segment.
- → RuPay Special Award for being the highest RuPay Card Issuing Bank by NPCI.
- → "Visa Award" on crossing a key milestone on issuance of 1.35 Crore Visa Debit card
- → Dun & Bradstreet Award, 2016, for being the best Public Sector Bank under Priority Sector Lending and Retail Growth Performance.
- → Indy Wood CSR Excellence Award, 2016, for outstanding achievement in Corporate Social Responsibility (CSR) by Indywood Film Carnival.

Goals: March 2017

→ Thrust on Retail Business & Asset Quality- CASA & retail deposits, retail credit, fee income, containing NPA, recovery & upgradation and improving operational financial ratios, such as, NIM, RoA, RoE and Cost-to-Income.
