



Indian Overseas Bank Business Responsibility Report – 2017-18

Section A: General Information about the Company

1. Corporate Identity Number: (CIN) of the Company	Not Applicable
2. Name of the Company	INDIAN OVERSEAS BANK
3. Registered Address	763 ANNA SALAI, CHENNAI 600 002
4. Website	www.ioab.in
5. Email	investor@ioabnet.co.in
6. Financial Year Reported	2017-18
7. Sectors that the Company is engaged in (industrial activity code-wise)	Banking & Financial Services
8. List of 3 key products/services that the manufacturer provides (as in Balance Sheet)	a) Retail Banking b) Corporate Banking c) International Banking
9. Total number of locations where: business activity is undertaken by the Company No. of Locations I. National II. International 10. Markets served by the Company- Local/State/National/International	3,332 branches as on 31.03.2018 11 (Singapore, Seoul, Sri Lanka, Hongkong, Bangkok, Dubai) Bank has branches in 27 States and 6 Union Territories and International presence in Singapore, Seoul, Hongkong, Sri Lanka, Bangkok and Dubai.

Section B: Financial Details of the Company

1) Paid up Capital (INR)	Rs. 4890.77 crore												
2) Total Turn Over (INR) / Revenue	Not applicable												
3) Total profit After Tax (INR)	Loss: Rs 6299 crores												
4) Total Spending on Corporate Social Responsibility (CSR) as percentage of Profit after Tax (%)	No spending under CSR due to loss (Rs.in Lakhs)												
	<table border="1" style="width: 100%;"> <thead> <tr> <th>Sl. No.</th> <th>CSR activity</th> <th>Particulars</th> <th>Amount</th> </tr> </thead> <tbody> <tr> <td></td> <td>NA</td> <td>NA</td> <td>NIL</td> </tr> <tr> <td></td> <td></td> <td></td> <td></td> </tr> </tbody> </table>	Sl. No.	CSR activity	Particulars	Amount		NA	NA	NIL				
Sl. No.	CSR activity	Particulars	Amount										
	NA	NA	NIL										
5) List of the activities in which expenditure on 4 above has been incurred	Not Applicable												

Section C: Other Details

1. Does the Company have any Subsidiary Company/ Companies	No
2. Do the subsidiaries implement : BR initiatives of the parent company If YES, then indicate the number of such subsidiaries.	Not applicable



3. Do any other entity/ entities (e.g., suppliers, distributors etc.) that the Company does business with, participate in the BR initiatives of the Company? If yes, then indicate the percentage of such entity/ entities? (Less than 30%, 30%-60%, more than 60%)	No
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Section D: BR Information

1. Details of Director/ Directors responsible for BR

a. Details of the Director/ Directors responsible for implementation of the BR policy/ policies

DIN Number	NA
Name	K Swaminathan
Designation	Executive Director

b. Details of the BR head – as below

S. No	Particulars	Details
1	DIN No (if applicable)	NA
2	Name	C Haridas
3	Designation	General Manager & CFO
4	Telephone no.	044-28519509
5	e-mail id	investor@jobnet.co.in / charidas@jobnet.co.in

2. Principle-wise (as per NVGs) BR Policy / Policies (Reply in Y / N)(to check)

Sl No	Questions	Business Ethics	Product Responsibility	Well being of Employees	Stakeholder Engagement	Human Rights	Environment	Public Policy	Inclusive growth	Customer relations
1	Do you have a policy/ policies for principles	Y	Y	Y	Y	N	Y	N	Y	Y
2	Has the policy being formulated in consultation with the relevant stakeholders?	Y	Y	Y	Y	NA	Y	NA	Y	Y
3	Does the policy confirm to any national/ international standards? If yes, specify? *(50 words)	Y	Y	Y	Y	NA	Y	NA	Y	Y
4	Has the policy been approved by the Board? If yes, has it been signed by MD/ Owner/ CEO/ appropriate Board Director	Y	Y	Y	Y	NA	Y	NA	Y	Y
5	Does the company have a specified committee of the Board/ Director/ Official to oversee the implementation of the policy?	Y	Y	Y	Y	NA	Y	NA	Y	Y
6	Indicate the link for the policy to be viewed online?	Y	Y	Y	Y	NA	Y	NA	Y	Y
7	Has the policy been formally communicated to all relevant internal and external stakeholders?	Y	Y	Y	Y	NA	Y	NA	Y	Y



8	Does the company have in-house structure to implement the policy/policies?	Y	Y	Y	Y	NA	Y	NA	Y	Y
9	Does the company have grievance redressal mechanism related address stakeholders' grievances related to the policy/policies?	Y	Y	Y	Y	NA	Y	NA	Y	Y
10	Has the company carried out independent audit/ evaluation of the working of this policy by internal or external agencies?	Y	N	N	N	NA	N	NA	N	N

*Contemplating the Policy of Government rules and guidelines beneficial to the Society.

2a. If the answer to S. No. 1 against any principle is 'No', please explain why: (Tick up to 2 options)

S. No	Questions	P1	P2	P3	P4	P5	P6	P7	P8	P9
1	The company has not understood the Principles									
2	The company is not at a stage where it finds itself in a position to formulate and implement the policies on specified principles									
3	The company does not have financial or manpower resources available for the task									
4	It is planned to be done within next 6 months									
5	It is planned to be done within next 1 year									
6	Any other reason (Please specify)					&		\$		

& Bank does not have a separate Human Rights Policy. However, these aspects are covered under Human Resources Policies and Practices of the Bank

\$ The Bank does not have a written policy but is associated with regulators and policy makers to shape public policy relating to banking sector

3. Governance related to BR

a. Indicate the frequency with which the Board of Directors, Committee of the Board or CEO to assess the BR performance of the company, within 3 months, 3-6 months, annually, more than 1 year	Annually
b. Does the company publish a BR or a Sustainability Report? What is the hyperlink for viewing this report? How frequently it is published?	Yes, it is published on an annual basis. BRR could be viewed at website: www.iob.in



Section E: Principle-wise-performance

Principle 1: Business should conduct and govern themselves with Ethics, Transparency and Accountability

<p>1) Does the policy relating to ethics, bribery and corruption cover only the company? Does it extend to the group/ Joint Venture/ Suppliers/ Contractors/ NGOs/ Others?</p>	<p>It covers the Bank as well as its vendors / suppliers / contractors etc.</p> <p>The Bank has operationalised an Ethics Policy which is a statement of the Bank's commitment to good conduct and highest standards of ethical practices. The Bank's core values have been articulated as Customer Centricity, Ethics, Transparency, Teamwork and Ownership.</p> <p>All employees of the Bank are required to take the Integrity Pledge committing</p> <ul style="list-style-type: none">▪ To follow probity and rule of law in all walks of life;▪ To neither take nor offer bribe;▪ To perform all tasks in an honest and transparent manner;▪ To act in public interest;▪ To lead by example exhibiting integrity in personal behaviour;▪ To report any incident of corruption to the appropriate agency. <p>All suppliers / contractors / bidders are required to execute a Pre Contract Integrity Pact to commit to take all measures necessary to prevent corrupt practices, unfair means and illegal activities during any stage of its bid or during any pre-contract or post-contract stage in order to secure the contract or in furtherance to secure it.</p> <p>Bank is a member of Banking Codes and Standards Board of India (BCSBI) and has therefore voluntarily adopted the Code of Banks' Commitments to Customers-January 2014 and Code of Commitment to Micro and Small enterprises – August 2015 as its Fair Practice Code in dealings with its customers. Complete copy of the Code is available at www.iob.in</p> <p>"Citizens' Charter" provides key information of various facilities/ services provided to customers in the branches of the Bank.</p> <p>The Code together with the Citizens' Charter will ensure high standards of accountability, responsibility and transparency in the Bank's dealings with customers.</p> <p>The Bank has a Whistle Blower Policy in place.</p> <p>IOB Vigil: A quarterly in-house news letter to spread vigilance awareness was launched during June 2013.</p> <p>Action against Third Party Entities: Bank publishes on its intranet website the list of banned third party entities viz., Chartered</p>
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	<p>Accountants, Valuers and Lawyers.</p> <p>To create vigilance awareness, Bank has conducted essay competition and Quiz competition for all the officers and award staff members and awarded prizes to winners during Vigilance Awareness Week 2017.</p> <p>All the Regional Offices have been posted with Vigilance Officers to handle Vigilance matters. Vigilance Awareness week was observed by the Bank in October 2017 i.e. from 30th October 2017 to 04th November 2017.</p> <p>Code of Conduct sets forth the guiding principles on which the Bank shall operate and conduct its daily business with its multitudinous stakeholders, Government and regulatory agencies, media, and anyone else with whom it is connected. It recognises that the Bank is a trustee and custodian of public money and in order to fulfill its fiduciary obligations and responsibilities, it has to maintain and continue to enjoy the trust and confidence of public at large. All members of the Board of Directors and senior management personnel are required to affirm compliance with the code of conduct on an annual basis.</p>
2) How many stakeholder complaints have been received in the past financial year and what percentage was satisfactorily resolved by the management? If so, provide details thereof, in about 50 words or so.	The details of customer complaints are as under:
No. of complaints pending at the beginning of the year	5235
No. of complaints received during the year	96212
No. of complaints redressed during the year	98360
No. of complaints pending during the year	3087
% age of complaints resolved	96.96%

Principle 2: Business should provide goods and services that are safe and contribute to sustainability throughout their life cycle

1. List up to 3 of your products or services whose design has incorporated social or environmental concerns, risks and/or opportunities.	<p>Bank offers the following financial services which have incorporated social concerns and opportunities:</p> <p>Financial Literacy</p> <p>The Bank is imparting Financial Literacy through Financial Literacy Centers (SNEHA) established at 23 locations. During the current year, FLC Counselors have conducted 10,810 credit counseling, held 1,041 Financial Literacy camps, opened 6,810</p>
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	<p>SB accounts, conducted 280 special camps by covering 32,119 candidates for newly inducted people in the financial system and 355 camps for the target group viz. SHGs, Students, Senior Citizens, Farmers and Micro & Small Entrepreneurs by covering 50,567 beneficiaries on Digital Financial Literacy as per RBI guidelines.</p> <p>Self Help Group During the year, the Bank credit-linked 37831 Self Help Groups (SHGs) with a credit outlay of Rs. 1,247 crores. The cumulative number of SHGs credit linked by the Bank is 7,00,065 with a total disbursement of Rs. 9,919.85 crores as of March 2018.</p> <p>Rural Self Employment Training Institutes (RSETIs) In line with the guidelines issued by Ministry of Rural Development, Government of India, the Bank had set up total 13 RSETIs of which 12 RSETIs are at all Lead Districts, to provide training to farmers, members of SHGs, beneficiaries under SGSY, educated unemployed youth, artisans and beneficiaries belonging to weaker sections and 1 RSETI in the Nilgiris District for the benefit of the tribals. The RSETIs are managed by SNEHA trust established by the Bank. During the year under review, the Bank has conducted 462 training programs benefiting 10,929 unemployed youths.</p>
<p>2. For each such product, provide in respect of resource use (energy, water, raw material etc.) per unit of product (optional):</p> <p>i) Reduction during sourcing/ production/ distribution achieved since the previous year throughout the value chain?</p> <p>ii) Reduction during usage by consumers (energy, water) has been achieved since previous year?</p>	<p>NA</p> <p>NA</p>
<p>3. Does the company have proceedings in place for sustainable sourcing (including transportation)</p> <p>i) If yes, What percentage of your inputs was sourced sustainability? Also provide details thereof in about 50 words or so</p>	<p>NA</p> <p>NA</p> <p>All are financial products aiming to reach the entire operational area.</p>



<p>4. Has the company taken any steps to procure goods and services from local & small producers, including communities surrounding their place of work?</p> <p>If yes, what steps have been taken to improve their capacity and capability of local and small vendors?</p>	<p>Yes</p> <p>Preferably, the materials are sourced from nearby vendors to reduce transportation cost and time lag.</p>
<p>5. Does the company have a mechanism to recycle products and waste? If yes what is the percentage of recycling of products and waste (separately as <5%, 5%-10%). Also, provide details thereof, in about 50 words or so.</p>	<p>Not applicable.</p>

Principle 3: Business should promote the well-being of all employees.

<p>1. Please indicate the total number of employees</p>	<p>27,936</p>				
<p>2. Please indicate the Total number of employees hired on temporary/ contractual/ casual basis</p>	<p>02</p>				
<p>3. Please indicate the number of permanent women employees</p>	<p>9,350</p>				
<p>4. Please indicate the permanent number of employees with permanent disabilities</p>	<p>527</p>				
<p>5. Do you have an employee association that is recognized by the management</p>	<p>Yes Workmen – All India Overseas Bank Employees Union Officers – Indian Overseas Bank Officers Association</p>				
<p>6. What is the percentage of your employees is members of this recognized employees association</p>	<p>Workmen – All India Overseas Bank Employees Union – 87.20% Officers – Indian Overseas Bank Officers Association – 97.08%</p>				
<p>7. Please indicate the Number of complaints relating to child labor, forced labor, involuntary labor, sexual harassment in the last financial year and pending, as on the end of the financial year</p>	<p>Sr. No.</p>	<p>Category</p>	<p>No. of complaints pending as on the start of the financial year</p>	<p>No. of complaints filed during the financial year</p>	<p>No. of complaints pending as on end of the financial year</p>
	<p>1</p>	<p>Child labour/ forced labour/ involuntary</p>	<p>Nil</p>	<p>Nil</p>	<p>Nil</p>



		labour			
	2	Sexual Harassment	3	3	1
	3	Discriminatory Employment	0	2	0
8. What percentage of your under mentioned employees were given safety & skill up-gradation training in the last year?	Permanent employees		65.27%		
	Permanent employees	women	31.45%		
	Casual/ Contractual employees	Temporary/	Nil		
	Employees with disabilities	with	Not available		
<ul style="list-style-type: none"> • Various activities like Blood Donation Camp, Health Check up camps, Swachh Bharat Abhiyan, Supply of ornamental tree sapling were carried out for the financial year 2017-18. • Bank is continuing to utilize the services of visually impaired staff for follow up and recovery in Retail and SME sector advances. The entire list of SMA-1 & 2 accounts is provided to these members who use the software (JAWS) to contact and follow up for recovery. This initiative ensures that visually impaired staff are utilized effectively by the organization and also helps to build up morale. 					

Principle 4 : Business should respect the interests of and be responsive towards all stakeholders, especially those who are disadvantaged, vulnerable and marginalized.

1. Has the company mapped its internal and external stakeholders? Yes/ no	Shareholders are classified into different categories viz., Government, Foreign Institutional Investors, Financial Institutions, Insurance Companies, Mutual Funds, Banks, individuals, etc. Customers are segmented into large corporate, mid-corporate, Small and Medium Enterprises and Retail customers. Human Resource Department looks after the interest of the Bank's employees.
2. Out of the above, has the company identified the disadvantaged, vulnerable & marginalized stakeholders	Yes Bank has identified the disadvantaged, vulnerable and marginalized stake holders which include Small and Marginal Farmers, Tenant and Leased Farmers, Landless Labourers and Rural Women. They are provided with special credit facilities like Kissan Credit Card, Agri Jewel Loan, Self Help Groups, Prime Ministers Jan Dhan Yojana (PMJDY), etc. Pre Promotion Training for SC/ST staff members who are eligible for promotion was conducted at various Staff Training Centers of the Bank. Internal training was imparted to 18,235 staff. Of the total staff trained 4,157 belonged to Scheduled Caste (SC) and 1,574 belonged to Scheduled Tribe (ST).
3. Are there any special initiatives taken by the company to engage with the disadvantaged, vulnerable and marginalized stakeholders. If so, provide details	Yes. Bank has taken various initiatives for increasing its lending to weaker sections i.e., Small and Marginal farmers, SCs, STs, OBCs, Women Beneficiaries, Minorities etc. including the following: Priority Sector Credit The average achievement of four quarters for the FY 2017-18



thereof.

stood at Rs. 70,040 crores against the target of Rs. 59,024 crores and the Bank has surpassed the mandatory norm of 40% of ANBC by achieving 47.47% under Total Priority Sector advances.

Agriculture

The average achievement of four quarters for the FY 2017-18 stood at Rs. 29,851 crores against the target of Rs. 26,561 crores and the Bank has surpassed the mandatory norm of 18% of ANBC by achieving 20.24% under Agriculture advances. The Bank disbursed Rs. 30,968 crores under Special Agriculture Credit plan (SACP) as against the target of Rs. 30,000 crores during the year.

Loans to Small and Marginal farmers

The average achievement of four quarters for the FY 2017-18 stood at Rs. 15,894 crores against the target of Rs. 11,805 crores and the Bank has surpassed the mandatory norm of 8% of ANBC by achieving 10.77% under loans to Small/ Marginal farmers.

Loans to Non-Corporate farmers

The average achievement of four quarters for the FY 2017-18 stood at Rs. 20,791 crores against the target of Rs. 17,265 crores and the Bank has surpassed the mandatory norm of 11.78% of ANBC by achieving 14.09% under loans to Non-Corporate farmers.

Loans to Weaker Section

The average achievement of four quarters for the FY 2017-18 stood at Rs. 20,132 crores against the target of Rs. 14,756 crores and the Bank has surpassed the mandatory norm of 10% of ANBC by achieving 13.65% under loans to Weaker Section.

Micro Finance

During the year, the Bank credit-linked 37831 Self Help Groups (SHGs) with a credit outlay of Rs. 1,247 crores. The cumulative number of SHGS credit linked by the Bank is 7,00,065 with a total disbursement of Rs. 9,919.85 crores as of March 2018.

Credit Flow to Women

Bank's credit to women stood at Rs. 14,933.72 crores as of 31st March 2018 which constitutes 10.00% of the Bank's Adjusted Net Bank Credit.

Pradhan Mantri Jan-Dhan Yojana (PMJDY)

The Bank has opened 43,88,020 Basic Savings Bank Deposit Accounts and issued 41,24,821 RuPay Debit Cards till 31st March 2018 under this scheme.

Pradhan Mantri Mudra Yojana (PMMY)

Bank has sanctioned 1,55,527 loans amounting to Rs. 1,956.34



crores (93.16 %) and disbursed Rs.1882.99 crore (89.67 %) as on 31st March 2018 vis-à-vis target of Rs. 2,100.00 crore under Pradhan Mantri Mudra Yojana (PMMY) during the Financial Year 2017-18. Further, Bank has sanctioned 801 loans amounting to Rs.175.57 crores under Stand Up India Scheme during the FY 2017-18.

Lead Bank Scheme

The Bank has been assigned Lead Bank responsibility in 13 districts of Tamil Nadu and one district of Kerala.

Regional Rural Banks

Bank has sponsored two Regional Rural Banks viz., Pandyan Grama Bank in Tamil Nadu and Odisha Gramya Bank in Odisha. Pandyan Grama Bank operates in 16 districts of Tamil Nadu with a branch network of 329 and staff strength of 1,345. As on 31st March 2018 the RRB had a business mix of Rs.11,044 crores with a CD ratio of 89.46%. Odisha Gramya Bank has presence in 13 districts of Odisha with a network of 549 branches and staff strength of 2,244. As on March 31, 2018, the RRB had a business mix of Rs. 15,027 crores with a CD ratio of 45.07%.

Financial Inclusion

Bank has introduced Smart Card Banking through 2,624 Business Correspondents as per the guidelines of Reserve Bank of India for providing banking facilities in un-banked villages.

The Bank is enrolling customers under **Jansuraksha schemes** like PMJJBY, PMSBY and Pension schemes like Atal Pension Yojana.

Sakthi - Indian Overseas Bank Chidambaram Chettyar Memorial Trust

The Trust continued to provide Entrepreneurial Development Training to women to empower them socially and financially to meet the challenges. During the year, the Bank conducted 4 programmes covering 133 beneficiaries. The Bank has so far conducted 95 programmes covering 4,225 beneficiaries of which 1,271 belong to SC/ST and 143 belong to minority.

Bank lays special emphasis for credit linking Women SHGs, youth SHGs, SHGs of Ex-Service men, SHGs comprising of physically handicapped/ visually impaired etc.



Principle 5 : Businesses should respect and promote human rights

<p>1 .Does the policy of the company on human rights cover only the company or extend to the Group/Joint Ventures/suppliers/Contractors/NGOs/Others?</p>	<p>Yes, it covers only the Bank.</p> <p>The Bank's policies and practices do not discriminate on the basis of race, religion, marital status, gender, social status or any other basis prohibited by law.</p> <p>In order to monitor and maintain good industrial relations climate in all offices/Branches of the Bank, circulars/ guidelines are issued from time to time regarding enforcement of discipline, policies to be followed, etc. Wherever dispute arises between the Employer & Employee and among Employees, the department amicably settles by conciliation/counseling members or initiates disciplinary proceedings, if required, according to the terms of the settlement and regulations in force to maintain industrial harmony.</p> <p>With regard to complaints/matters pertaining to IR matters committed by staff members, disciplinary action, wherever necessary, had been initiated against erring members to maintain discipline and harmonious industrial relations in the Bank.</p> <p>HRMD-IR Section, Central Office had entered into settlement with the recognized union for award staff regarding promotion, transfer, benefits, etc. to redress the grievances of employees/Officers through collective bargaining with Unions/Associations.</p> <p>The industrial relations environment for the Bank remained cordial and conducive for achieving organization's objectives. The guidelines issued by the Ministry of Finance and Indian Banks Association with regard to staff matters are implemented expeditiously by issuing circulars for the benefit of our employees.</p> <p>Internal complaints committees were constituted at all Administrative offices (Central, Zonal & Regional Office) under the instruction of HRMD-IR Section, as per the Sexual Harassment of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013. As per the recommendation of the Committees, appropriate action has been taken to redress the grievances.</p>
<p>2. How many stakeholder complaints have been received in the past financial year and what percent was satisfactorily resolved by the management?</p>	<p>The following are the details of employee complaints during the year 2017 – 2018:</p> <p>Complaints pending as on 31.03.2017 - 3 Complaints received during 2017-18 - 5 Complaints disposed during 2017-18 - 7 Complaints pending as on 31.03.2018 - 1</p>



Principle 6 : Business should respect, protect and make efforts to restore the environment.

<p>1. Does the policy related to Principle 6 cover only the company or extends to the Group/ Joint Ventures/ Suppliers/ Contractors/ NGOs/ others.</p>	<p>Yes, it covers only the Bank.</p>
<p>2. Does the Company have strategies/initiatives to address global environmental issues such as climate change, global warming, etc? Y/N. if yes, please give hyperlink for webpage etc</p>	<p>Bank has initiated certain important measures to protect the environment and prevent pollution :</p> <p>In terms of national goals and socio-economic objectives, Bank endeavors to increase exposure to sectors such as social infrastructure (schools, health care facilities, drinking water facilities, sanitation facilities including house hold water level improvement) and renewable energy, ie., for purposes such as solar based power generators, wind mills, micro hydel plants and for non-conventional energy based public utilities, viz., street lighting systems and remote village electrification.</p> <p><u>Measures to reduce consumption of paper:</u> As a part of Green Initiative, the Bank is moving towards paperless banking, which will reduce the cost as well as save time. Recently a unique product which can offer customised MPOS collections instead of collections through Cheque/Cash has been implemented. Green PIN for ATM debit cards has also been enabled. The Bank has a Business Intelligence Suite which gives interactive Dash Boards, alerts, analytics etc. System is established to store huge amount of historical data and data relating to 12 years has been warehoused. The following initiatives have also been taken :</p> <ul style="list-style-type: none"> • Use of cash recyclers for deposit and withdrawal of cash • Promoting use of POS machines • Promoting use of M-Passbooks • Increasing share of e-transactions • Promoting use of Internet Banking, Mobile Banking and other e-channels • Bharat Bill Payment System (BBPS), an integrated bill payment system for customers online has been launched • Digital initiatives such as "IOB Connect" – a comprehensive mobile app for Android phones, "IOB Pay" – an integrated online payment gateway platform, Bharat Interface for Money (BHIM) has been launched to make direct bank to bank payments instantly and collect money using just mobile number or payment address. BHIM IOBUPI is the application launched by our Bank using Unified Payment Interface. As on 31.03.2018, 8.11 lakh customers have been on boarded on this platform and 3.23 lakh users on BHIM.



	<ul style="list-style-type: none"> • Promoting use of Debit Cards and Credit Cards • Payment Gateway Operations: The Bank has 11 aggregators who have nearly 12,000 sub-merchants under their banner including public sector organizations like BSNL, LIC of India etc. The Bank's direct clients include State Government Enterprises & Educational Institutions. IOB payment gateway is listed in IRCTC site to book tickets through IRCTC using IOB debit/credit cards. • RTGS/NEFT: BULK NEFT and RTGS facilities were given to branches and Internet banking customers to attract more corporate customers and promote usage of electronic payment channels effectively. • Circulars are made available on the Bank's intranet website instead of printing copies. • Sending e-mails to Zones/Regions etc instead of sending hard copies. • Employees are encouraged not to take print out of emails unless it is absolutely essential • Payment to vendors is made through e-payment mode
<p>3. Does the company identify and assess potential environmental risks? Y/N</p>	<p>Yes</p>
<p>4. Does the company have any project related to Clean Development Mechanism? If so, provide details thereof, in about 50 words or so. Also, if Yes, whether any environmental compliance is filed?</p>	<p>Not applicable.</p>
<p>5. Has the company undertaken any other initiative on clean technology, energy efficiency, renewable energy, etc. Y/N. If yes, please give hyperlink for web page etc</p>	<p>Yes. Some of the initiatives taken are as follows: a. Energy efficient LED light fixtures have been introduced in the Bank b. 5 Star rated electrical equipments are used to save energy at all our premises. c. Thin Monitors are introduced. As far as possible, the bank is using high-end eco-friendly technology.</p>
<p>6. Are the Emissions/Waste generated by the company within the permissible limits given by CPCB/SPCB for the financial year being reported?</p>	<p>NA</p>
<p>7. Number of show cause/legal notices received from CPCB/SPCB which are pending (i.e. not resolved to satisfaction) as on end of Financial Year</p>	<p>NIL</p>



Principle 7 : Businesses, when engaged in influencing public and regulatory policy, should do so in a responsible manner

<p>1. Is your company a member of any trade and chamber or association? If Yes, Name only those major ones that your business deals with:</p>	<p>Bank is a member/ associated with the following:</p> <ol style="list-style-type: none"> 1. Indian Banks Association (IBA) 2. Indian Institute of Banking & Finance (IIFB) 3. Institute of Banking Personnel Selection (IBPS) 4. National Institute of Bank Management (NIBM) 5. Federation of Indian Chambers of Commerce and Industry (FICCI) 6. Centre for Advanced Financial Research and Learning (CAFRAL) 7. National Payments Corporation of India (NPCI) 8. The Clearing Corporation of India Ltd (CCI) 9. The Associated Chambers of Commerce and Industry of India (ASSOCHAM) 10. Swift International Banking Operations Seminar (SIBOS)
<p>11. Have you advocated /lobbied through above associations for the advancement or improvement of public good? Yes/No; if yes specify the broad areas (drop box: Governance and Administration, Economic Reforms, Inclusive Development Policies, Energy security, Water, Food Security, Sustainable Business Principles, Others).</p>	<p>The Bank from time to time has given suggestions / contribution to policymakers and policy-making associations on matters relating to banking industry.</p>

Principle 8 : Businesses should support inclusive growth and equitable development

<p>1. Does the company have specified programmes/initiatives/projects in pursuit of the policy related to Principle 8? If yes details thereof</p>	<p>Financial Inclusion</p> <p>Bank has introduced Smart Card Banking through 2,624 Business Correspondents as per the guidelines of Reserve Bank of India for providing Banking facilities in un-banked villages. The Bank has issued 23,16,017 smart cards and the number of transactions undertaken in the smart card terminal is 4,89,27,526. It is noteworthy to state that in co-ordination with Government of Tamil Nadu, IOB Smart Card Banking has been enabling about 2.99 lakh old age pensioners to get their monthly pension and about 0.25 lakh Sri Lankan Tamil Refugees in 61 camps to obtain their monthly dole.</p> <p>As per the guidelines from MoF, GOI, the Bank enabled Aadhar Enabled Payment System (AEPS) ON-US and OFF-US Transactions in Business Correspondent Hand Held Devices. As on 31st March 2018, 1,72,74,083 AEPS ON-US and OFF-US transactions were carried out by Business Correspondents.</p>
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	<p>Pradhan Mantri Jan Dhan Yojana (PMJDY): The Bank is implementing PMJDY as per the directives of Ministry of Finance, Govt. of India. The Scheme was announced by the Prime Minister of India on 15th August 2014. The Bank has opened 43,88,020 Basic Savings Bank Deposit Accounts and issued 41,24,821 RuPay Debit Cards till 31st March 2018 under this scheme.</p> <p>Jansuraksha Schemes The Bank is enrolling customers under Jansuraksha schemes like PMJJBY, PMSBY and Pension schemes like Atal Pension Yojana. The Jansuraksha Schemes were launched by the Prime Minister of India on 1st June 2015.</p>			
2. Are the programmes/projects undertaken through in-house team/own foundation/external NGO/government structures/any other organization?	The Financial Inclusion programme has been undertaken through in-house team as well as Business Correspondents engaged by the Bank.			
3. Have you done any impact assessment of your initiative?	Schemes	Status of enrolment as on 1.04.2017	Status of Enrolment during the year 2017-18	Status of enrolment as on 31.03.2018 (Cumulative)
	PMJJBY	8,41,608	48,169	8,89,777
	PMSBY	26,88,716	84,668	27,73,384
	Total	35,30,324	1,32,837	36,63,161
4. What is your company's direct contribution to community development projects- Amount in INR and the details of the projects undertaken	Nil			
5. Have you taken steps to ensure that this community development initiative is successfully adopted by the community? Please explain in 50 words, or so.	Not applicable			

Principle 9: Businesses should engage with and provide value to their customers and consumers in a responsible manner

1. What percentage of customer complaints are pending as on the end of financial year	3.04%
2. Does the company display product information on the product label, over and above what is mandated as per local laws? Yes/No./N.A./Remarks(additional information)	Not applicable
3. Is there any case filed by any stakeholder against the company regarding unfair trade practices, irresponsible advertising and/or anti-	Nil



competitive behavior during the last five years and pending as on end of financial year. If so, provide details thereof, in about words or so	
4. Did your company carry out any consumer survey/consumer satisfaction trends?	Customer satisfaction survey is conducted through the customer service meetings organized at branches periodically.