



Utkarsh Small Finance Bank

April 26, 2024

<b>The BSE Limited</b> Phiroze Jeejeebhoy Towers Dalal Street, Fort Mumbai – 400001  <b>Scrip Code:</b> 543942, 958095, 958226, 959644	<b>National Stock Exchange of India Limited</b> 5th Floor, Exchange Plaza, C-1, Block G, Bandra Kurla Complex, Bandra East, Mumbai – 400 051  <b>NSE symbol:</b> UTKARSHBNK
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Dear Sir/Madam,

**Sub: Investor Presentation**

Further to our letter dated April 20, 2024 intimating about Earnings Conference Call, please find attached Investor presentation which will be referred during the earnings call with analysts and investors for the financial results of the Bank for the quarter and financial year ended on March 31, 2024.

This is for your information & record.

For **Utkarsh Small Finance Bank Limited**

**Muthiah Ganapathy**  
Company Secretary & Compliance Officer  
ICSI Membership No: F5674

Encl.: As above.

**Registered & Corporate Office:**

Utkarsh Tower, NH - 31 (Airport Road) Sehmalpur, Kazi Sarai, Harhua Varanasi - Uttar Pradesh 221105

CIN: U65992UP2016PLC082804 | Tel.: 0542-6605555 | Website: [www.utkarsh.bank](http://www.utkarsh.bank)



**Utkarsh Small Finance Bank**  
*Aapki Ummeed Ka Khaata*

# **INVESTOR** **PRESENTATION**

**Q4 FY24**

# Key Highlights Q4, FY24



01

Credit growth 31% YoY; deposits growth 27% YoY

02

Healthy growth in micro-banking loan portfolio – **Micro-banking portfolio crossed ₹11,000 crore mark**

03

Overall deposits book crossed **₹17,000 crore mark**; Continued healthy traction in Retail Term Deposits Acquisition – **Retail Term Deposits grew 43% YoY**

04

Highest ever **annual operating profit (pre-provision) of ₹997 crore & profit after tax of ₹498 crore in FY24**

05

**NIMs strong at 9.9% & cost-income ratio at 57% for Q4, FY24; Credit cost (including additional floating provision) for Q4, FY24 at 1.7%, well within our guidance of 2%**

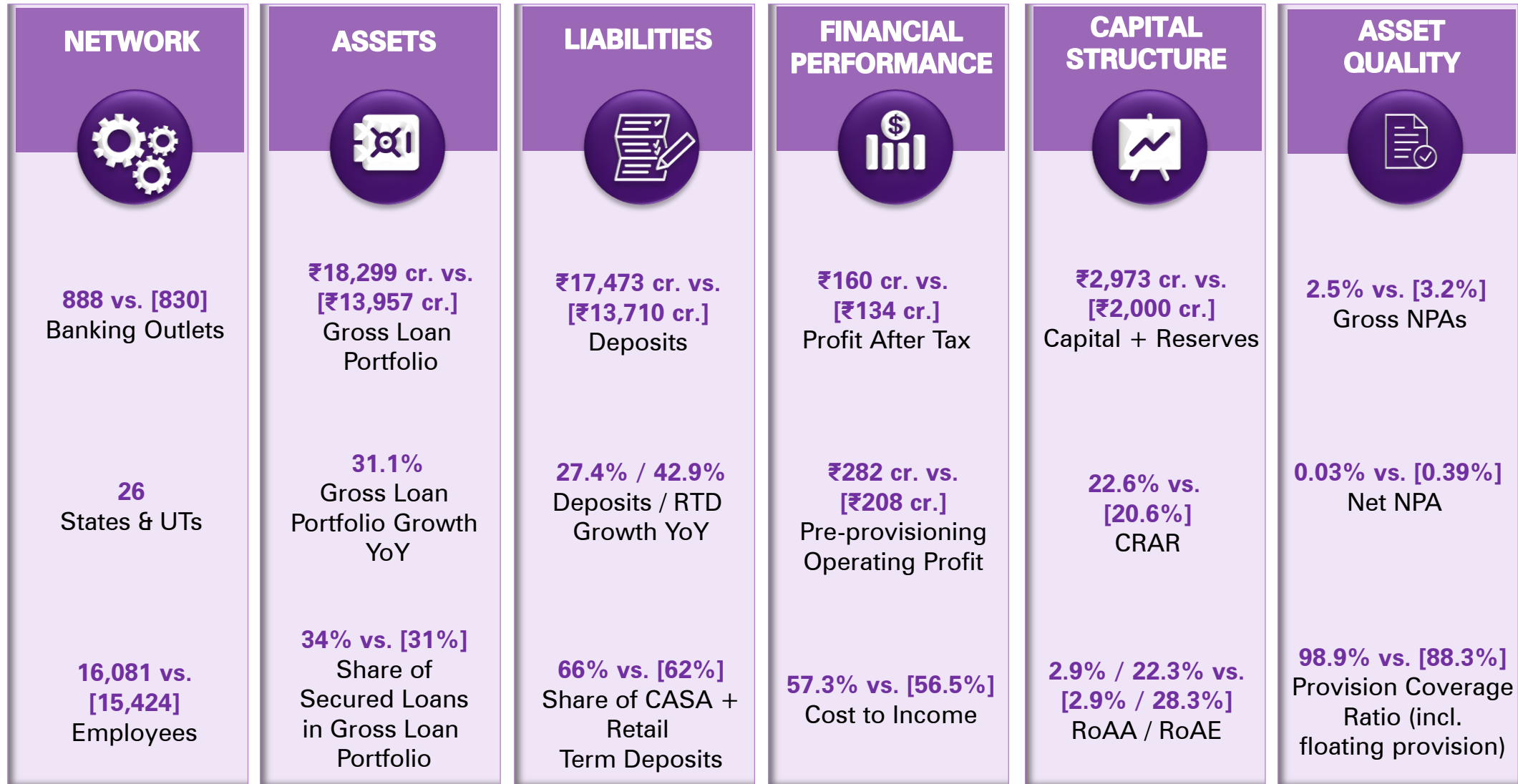
06

Profit after tax of **₹160 crore in Q4, FY24, YoY growth 19%; RoA & RoE strong at 2.9% & 22.3% in Q4, FY24**

07

**Net NPAs at 0.03% as on Mar-24; Carrying floating provision of ₹149 crore; overall provision cover (including floating provision) at 99%**

# Key Highlights Q4'FY24



Figures in [ ] represent Q4'FY23



**Journey and Franchise**

**Portfolio Build Up**

**Deposits Build Up**

**Financial Performance**

**Technology, ESG & CSR**



# Journey and Franchise



**Committed journey of ~14 years from Microfinance to Small Finance Bank to Listed Company**



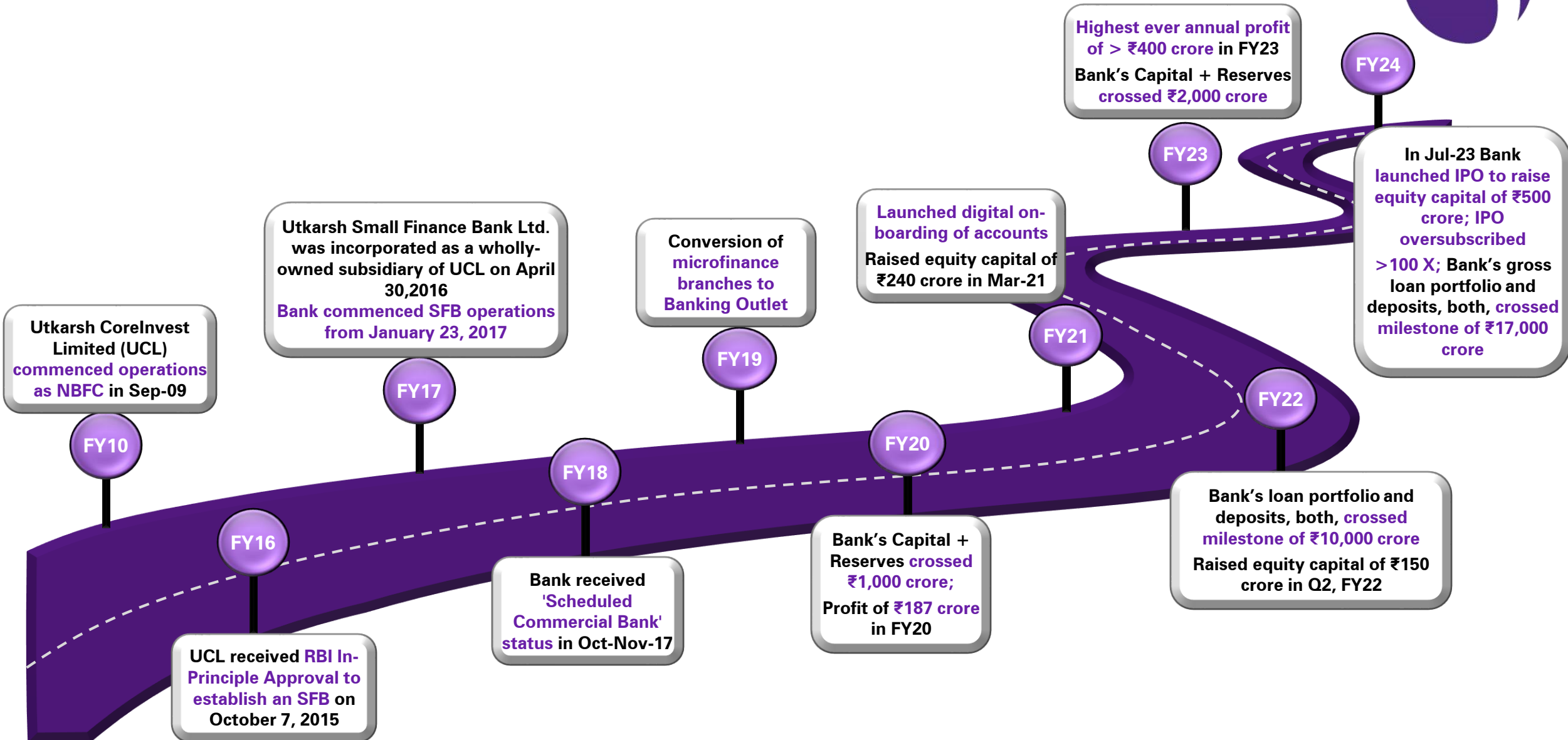
**Significant presence in rural & semi urban locations and under penetrated States of the Country**



**Differentiated branch network to ensure relevant product offerings for customers & ensuring cost efficiency of operations**



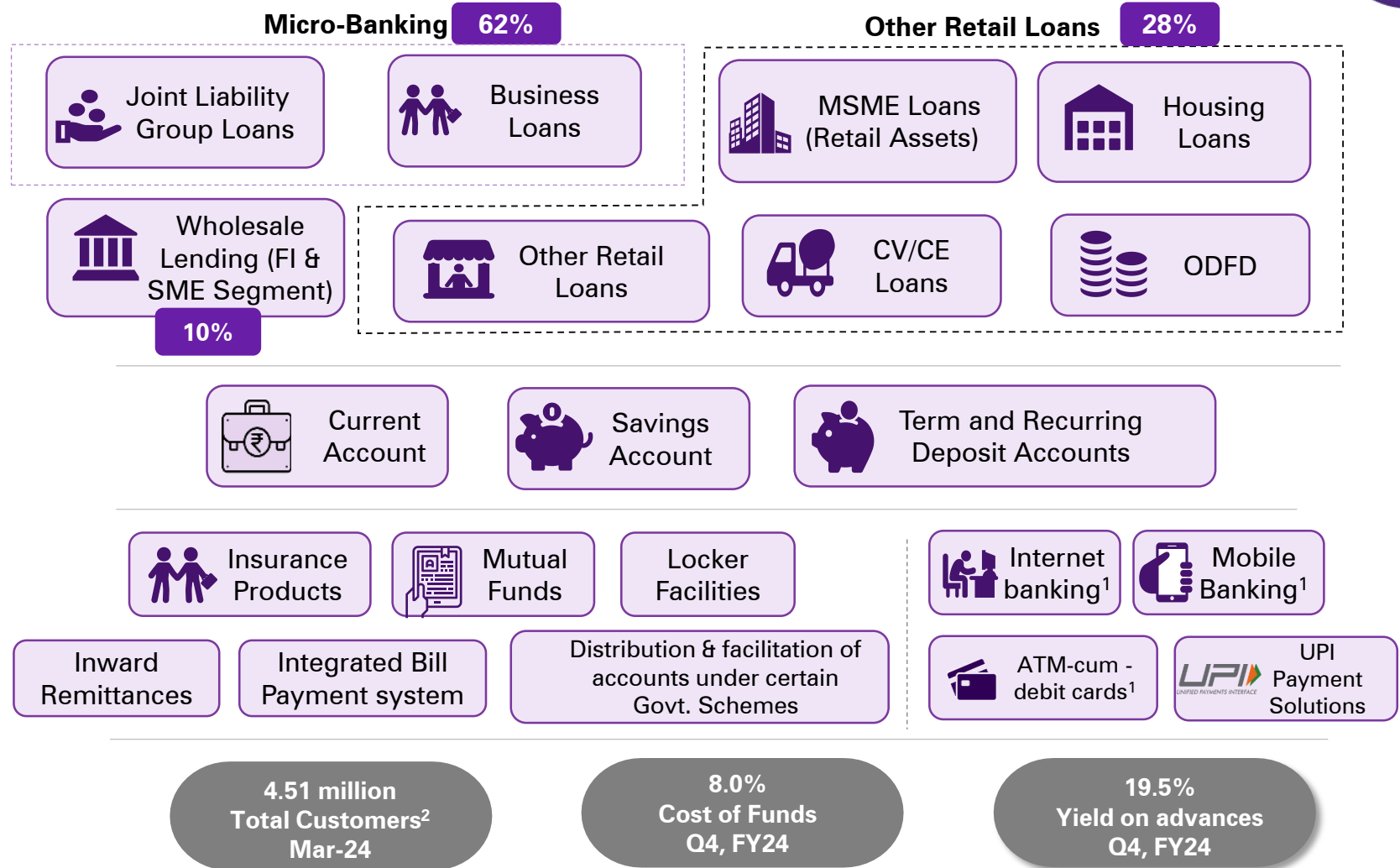
# Utkarsh Journey



# Business Overview



Focus on Financial inclusion, offer a range of financial products and services that address the specific requirements of customer segments



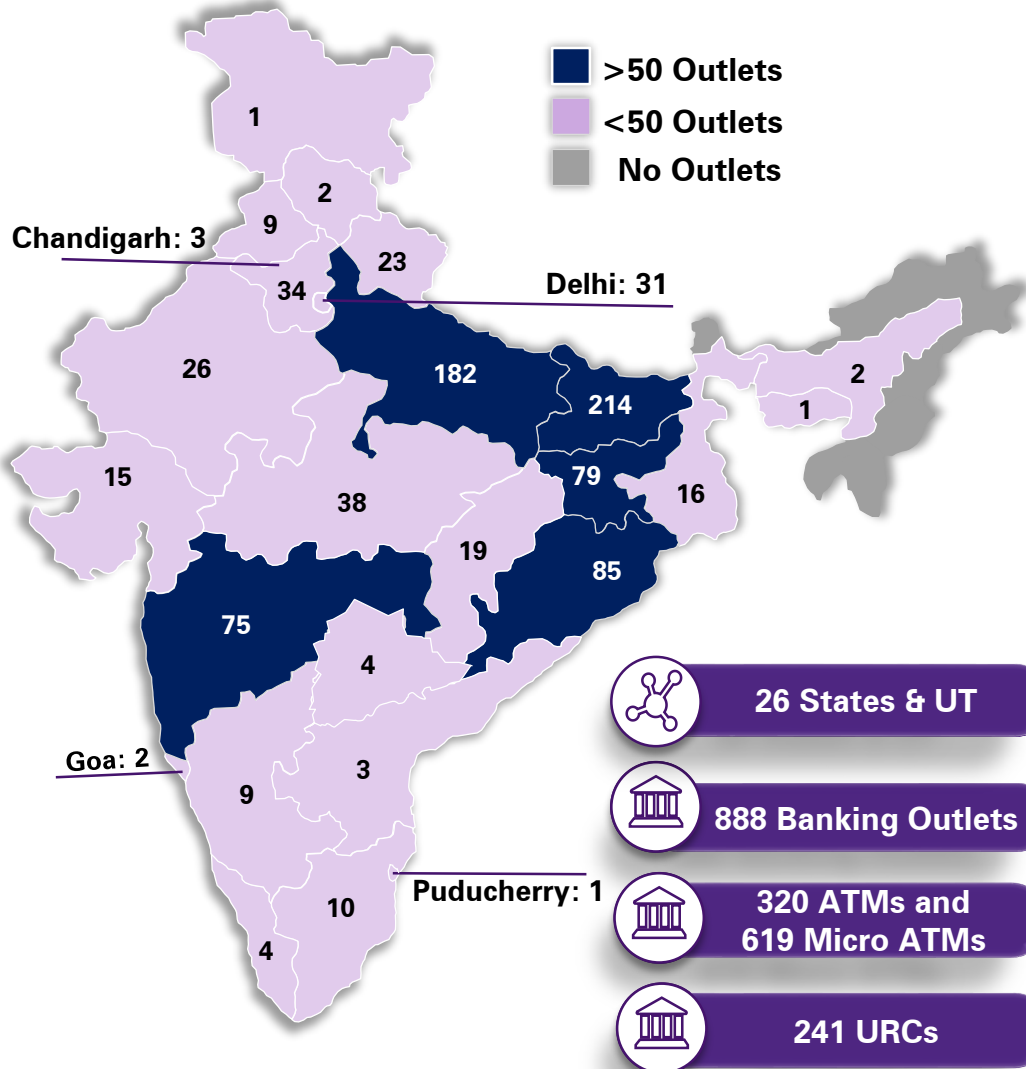
**Portfolio split % (Mar'24)** <sup>1</sup> Other Distribution channels ; <sup>2</sup> Both deposit and credit



# Diversified Distribution Network



## Extensive physical network of Banking Outlets (Mar'24)



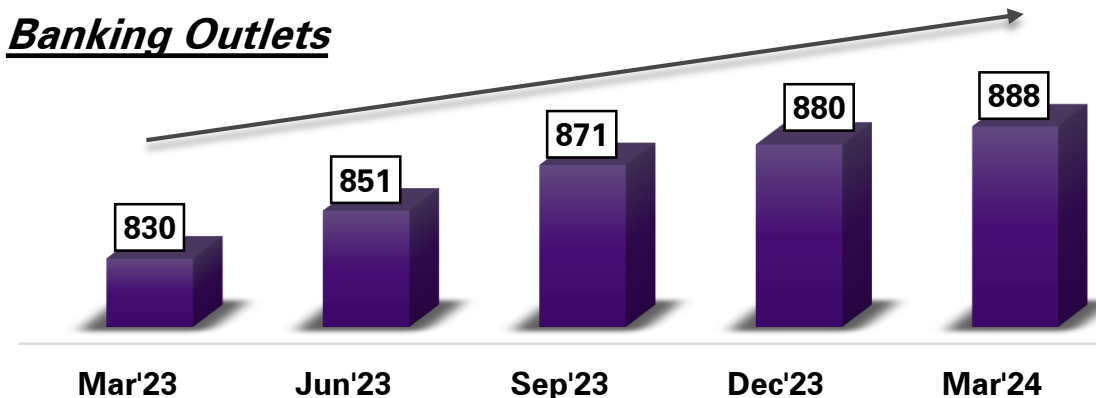
Map not to scale

## Potential for Retail Assets within existing Branches (Mar'24)

STATES	Total Banking Outlets	MB Outlets	GB Outlets	MSME Locations	HL Locations	Wheels Locations
Bihar	214	196	18	9	3	4
Uttar Pradesh	182	137	45	17	14	24
Jharkhand	79	68	11	3	1	2
Maharashtra	75	38	37	19	12	0
NCT Of Delhi	31	4	27	3	1	1
Other States	307	169	138	35	25	13
<b>TOTAL</b>	<b>888</b>	<b>612</b>	<b>276*</b>	<b>86</b>	<b>56</b>	<b>44</b>

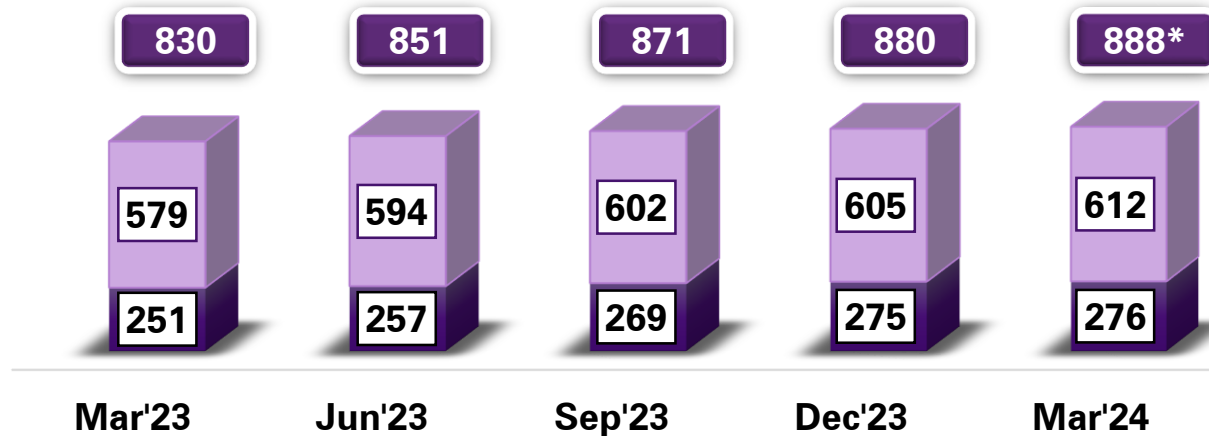
During FY24, opened 58 branches (33 MB & 25 GB branches)

## Banking Outlets



\*Includes 10 Combo Branches

# Differentiated Branch Network



- Differentiated branch network to ensure relevant product offerings to the customers as well as ensuring cost efficiency of operations
- All branches CBS enabled; customers can transact from any of the 888 branches

■ GB Branches ■ MB Branches

\* Includes 10 Combo Branches



GB

- Liability focused branches; also active on other retail lending products
- Primarily in top-100 districts of the country for deposits, mostly in metropolitan and urban location
- Look and feel similar to branch of other commercial banks
- Mostly equipped with onsite ATM



MB

- Micro-banking focused branches
- Primarily in rural and semi urban locations
- Mostly equipped with micro-ATM, lower operating expenses to ensure cost efficient delivery of doorstep services in hinterlands
- Cost efficient model of delivering services in rural and semi urban locations and to the bottom of the pyramid customers

# Strategies



## Continue diversifying asset portfolio

- ❑ Leverage wide base of existing customers in the unserved and underserved segments
  - Extend products offering from JLG loans to individual loans, affordable housing loans and other new products
- ❑ Focus on offering working capital and term loans to MSMEs, small and medium sized corporates, institutional customers
- ❑ Cross-sell to new clients on-boarded through existing network in urban and metro locations

## Grow retail deposits mix across geographies and customer segments to build stable funding source

- ❑ Enter newer geographies including top 100 cities in terms of overall deposits, to grow the bank deposit base
- ❑ Strengthen liability franchise by continuing focus on CASA and retail deposit base
- ❑ Enhance digital offering at various touch points of customer life cycle

## Increase share of fee income and capitalize on cross-selling opportunities

- ❑ Generate fee income from own products and cross-selling third-party products
- ❑ Engaged with various partners in offering these products and intend to continue to develop newer partnerships
- ❑ Provide various payment solutions through mobile and internet banking to increase the fee income

## Increasing use of technology and digital offerings for last mile delivery to customers

- ❑ Continue to invest in technology as a means of improving customer experience
- ❑ Increase focus on applying the data gathered over the years by creating customized analytical decision models to enhance underwriting and collection procedures





# Portfolio Build-up



**Loan portfolio grew 31% YoY**



**Rural & semi urban franchise, deep rooted understanding of our core geographies, proven track record - key strength of our micro-banking lending**

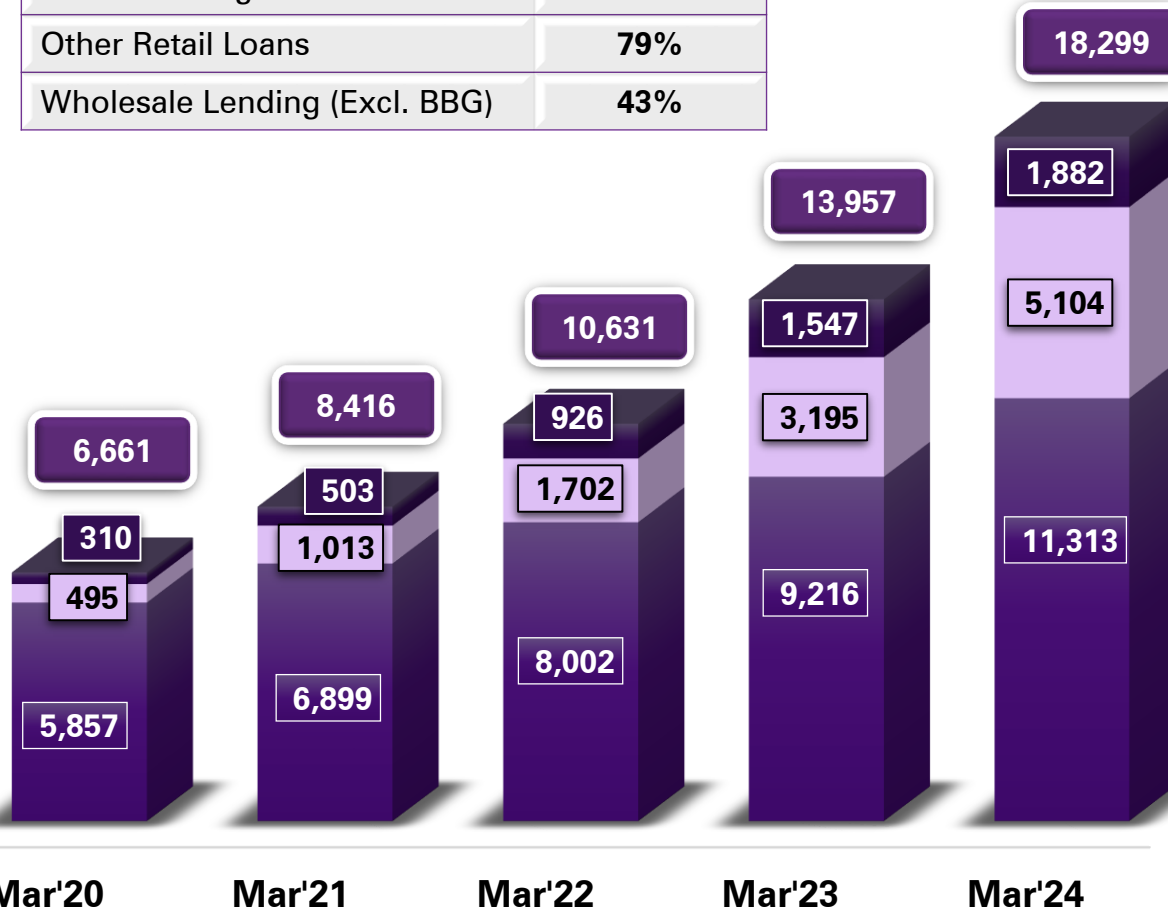


**Increasing share of secured lending with build-up of MSME, Housing & CV / CE loan book**

# Loan Portfolio Build-up



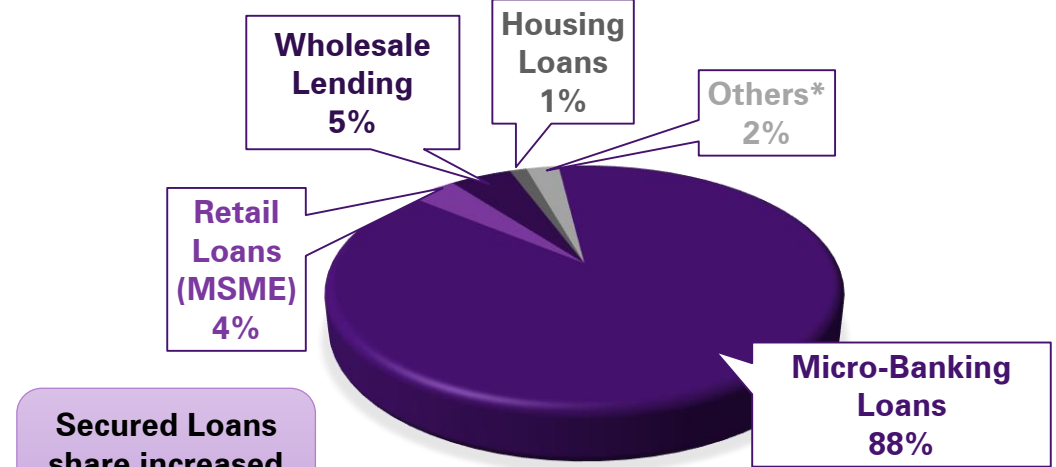
Product	CAGR% (FY20-FY24)
Micro-banking Loans	18%
Other Retail Loans	79%
Wholesale Lending (Excl. BBG)	43%



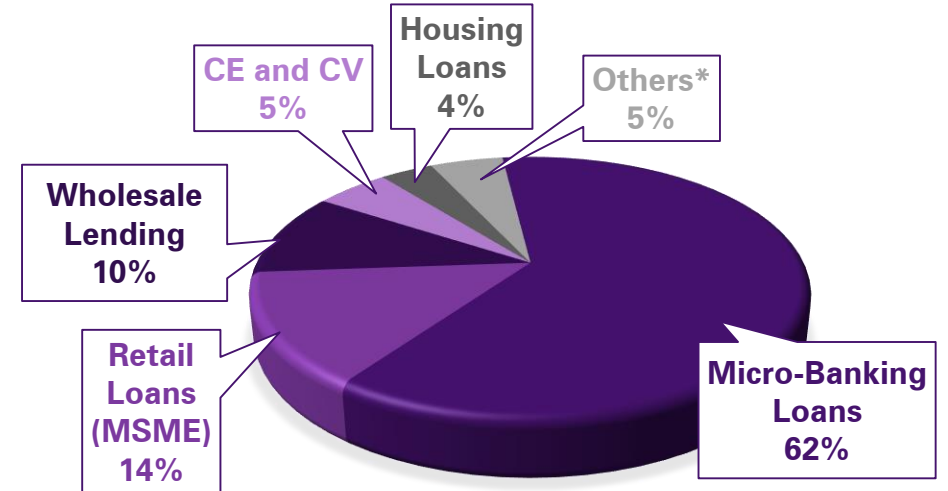
■ Micro-Banking Loans ■ Other Retail Loans\* ■ Wholesale Lending

\* Includes MSME, Housing, CE & CV, BC, Gold, OD Against FD

### Loan Book (Mar-20)



### Loan Book (Mar-24)



\* Others includes OD Against FD, Gold loans, BC





# Micro-Banking Lending



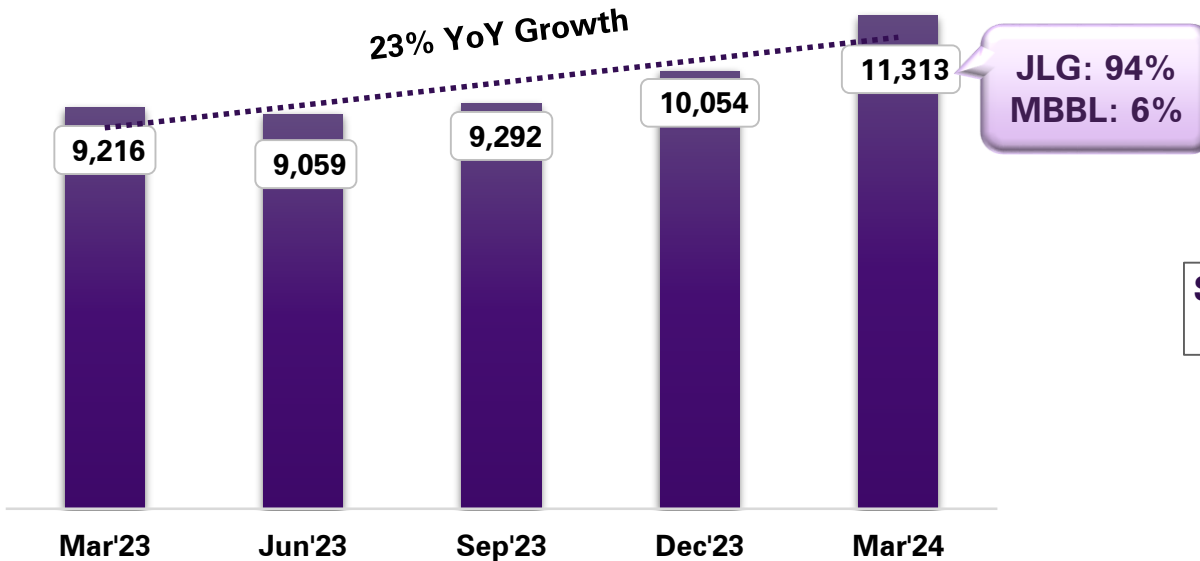


# Micro-Banking Lending

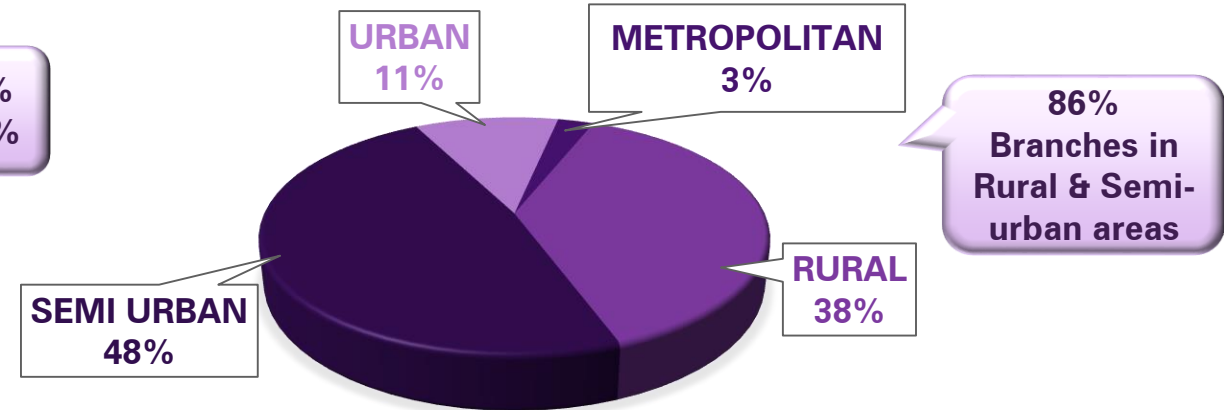
All Amounts in ₹ Crores



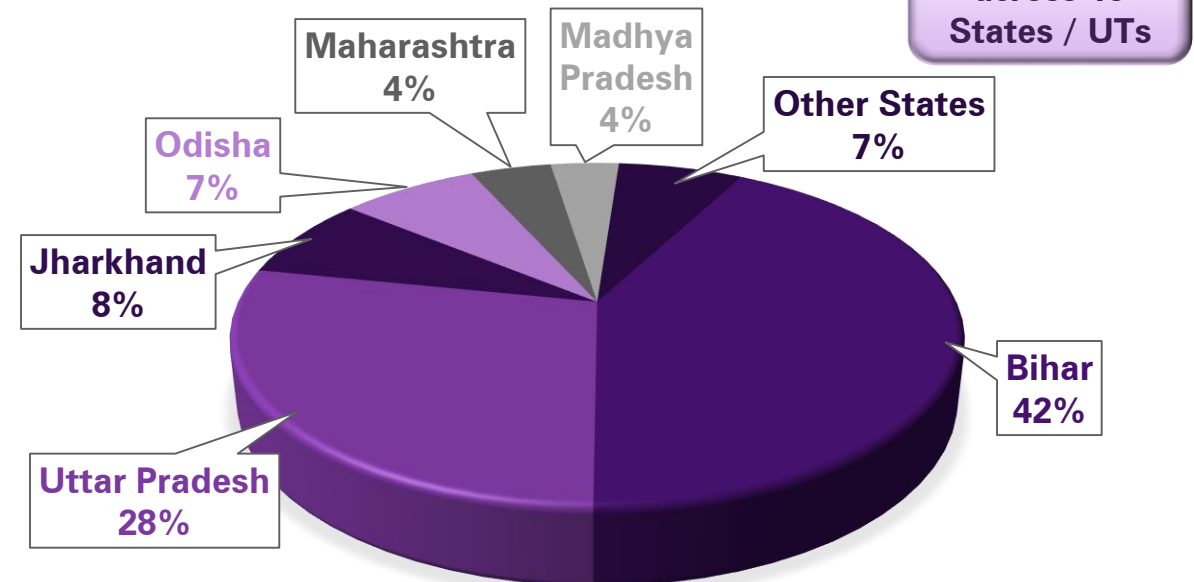
## Portfolio Outstanding



## Demographic Break up of MB Outlets



## Geographical Split of MB Portfolio



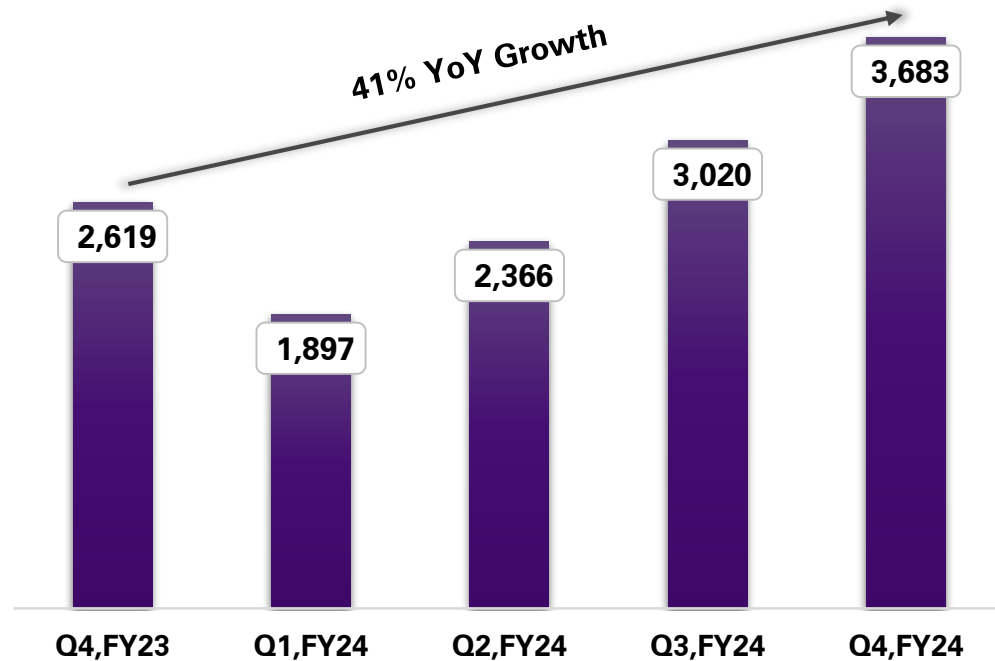
- Rural and semi-urban presence – 86% MB branches in rural and semi urban locations
- Geography selection key to our strategy in building micro-banking book – sticking to our core geographies with extensive understanding of our borrower profile and local issues
- Large franchise with customer base of >30 lakhs
- Opened saving accounts for ~53% of micro-banking customers, build customer connect stronger

# Micro-Banking Lending (Contd.)

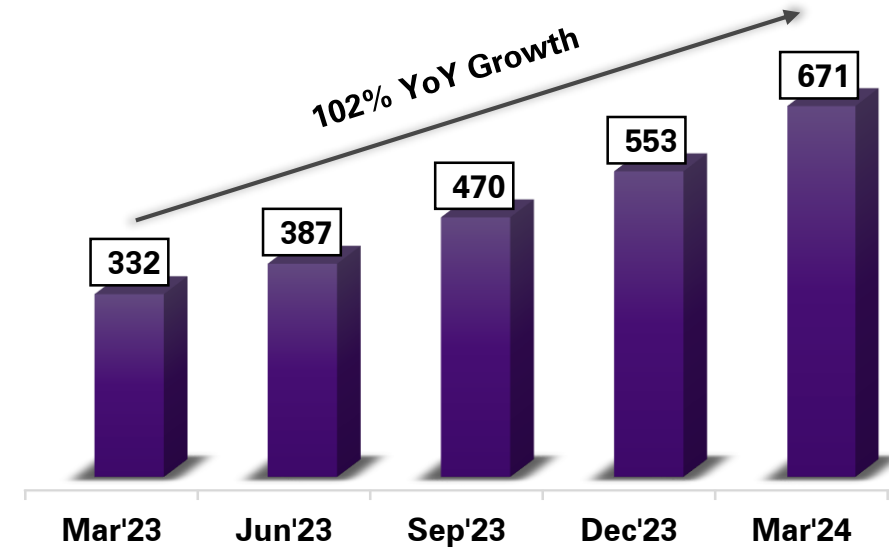
All Amounts in ₹ Crores



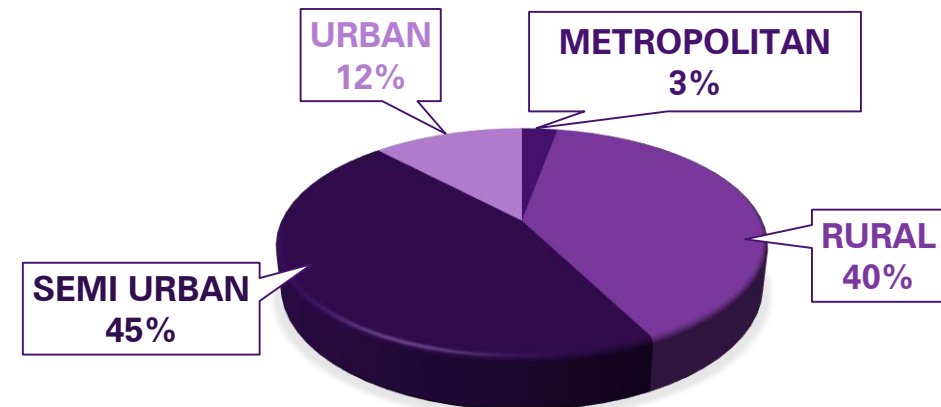
## Micro-Banking Disbursements



## MBBL Product Portfolio Outstanding



## Demographic Break up of Portfolio

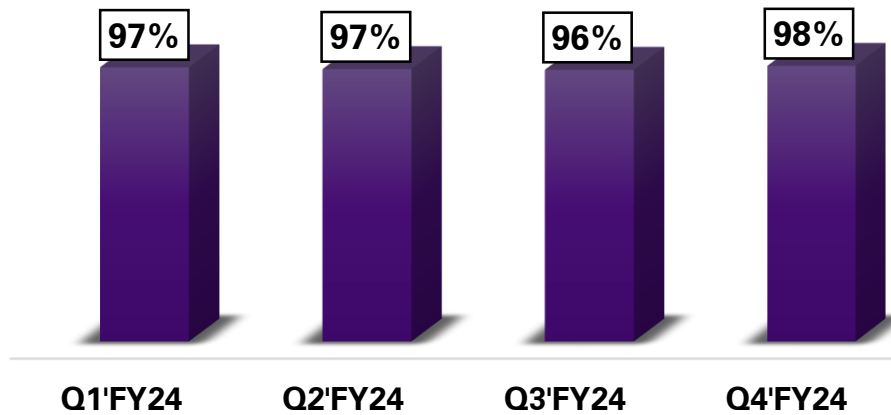


- Micro-Banking Business Loan (MBBL) scaling up on track with loan book of ₹671 crore; asset quality good with Gross NPAs of <1% as on Mar-24
- Digital collections through customized UPI QR code / BBPS
- Product Innovation / Cross Sell to remain our focus

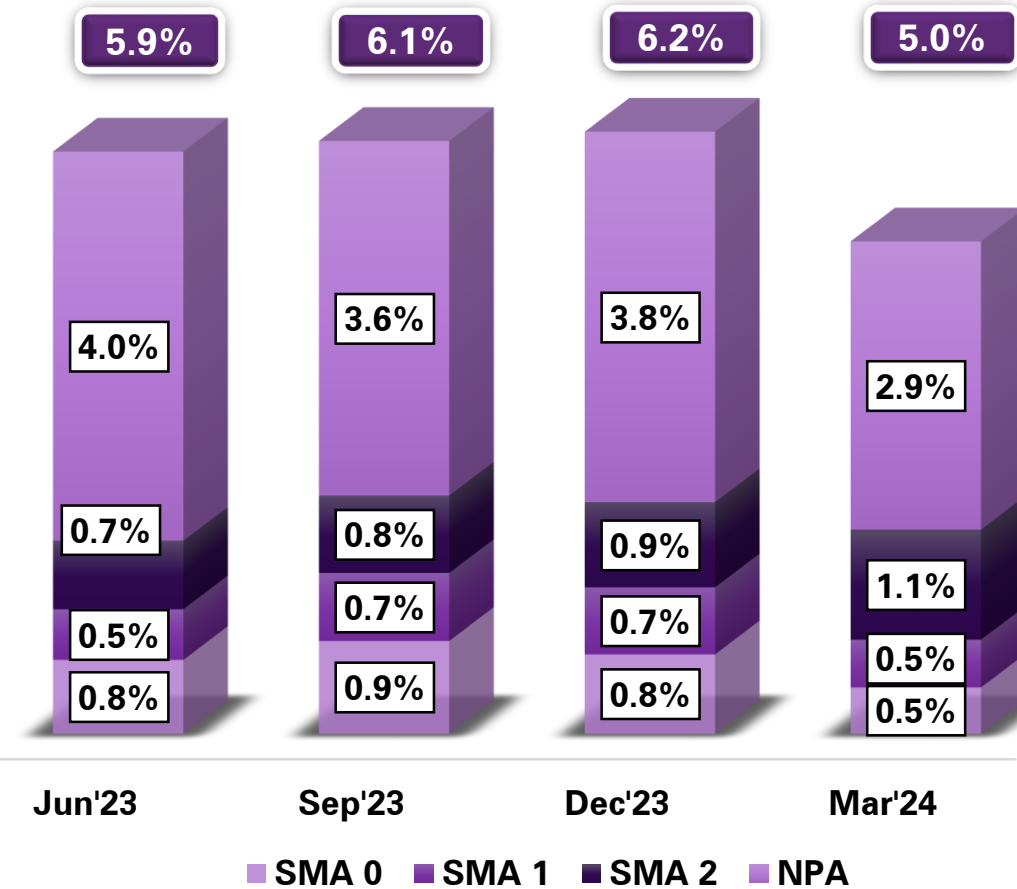
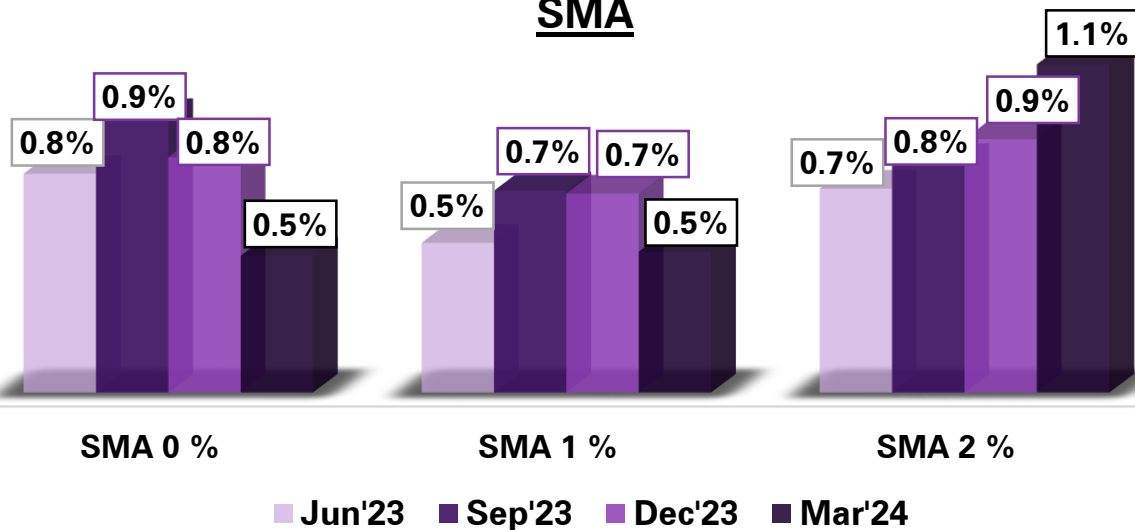
# Micro-Banking – Asset Quality



## Collection Efficiency (excl. Pre-Payments)



## SMA



Carrying floating provision of ₹133 crore for Micro-Banking



# Other Retail Lending

**MSME (Retail Assets)**



**Housing Loans**



**CE & CV Loans**

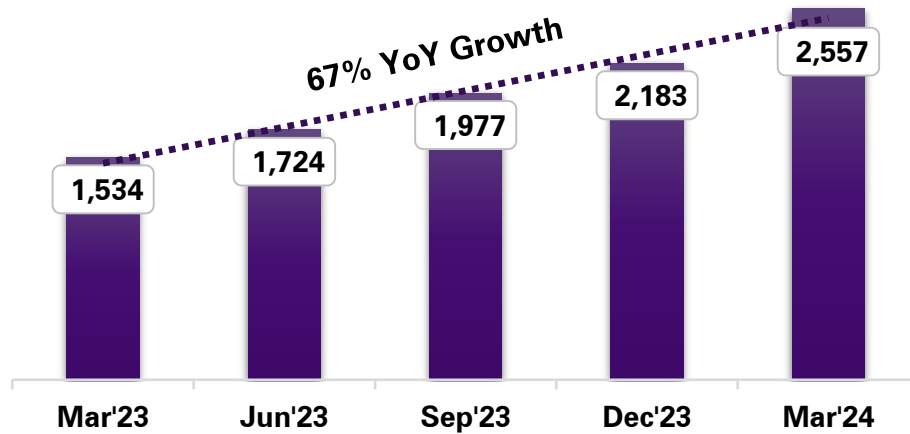


# MSME (Retail Assets) Lending

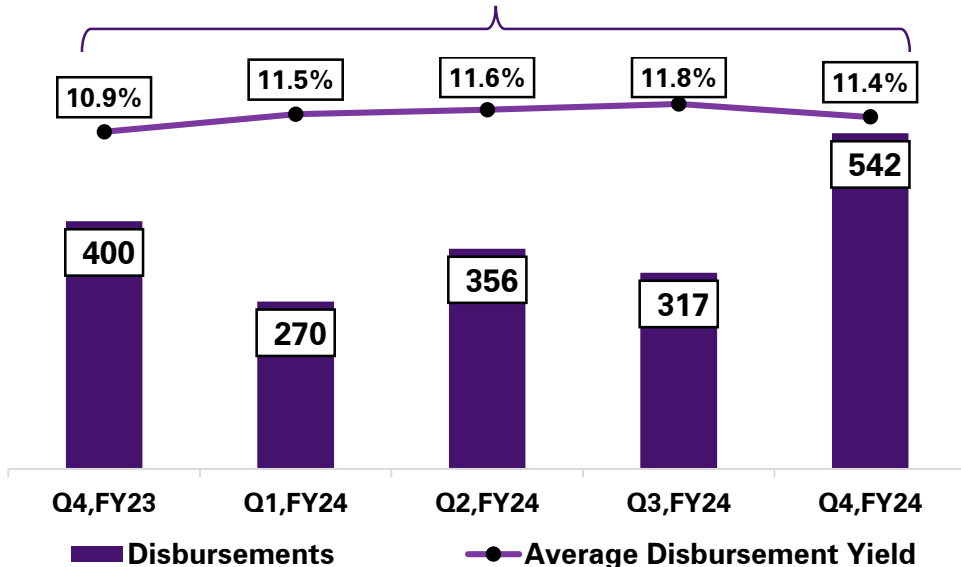
All Amounts in ₹ Crores



## Portfolio Outstanding



## Disbursements (36% YoY Growth)



Secured Business Loans (LAP)



Unsecured Business Loan



Micro LAP / Overdraft

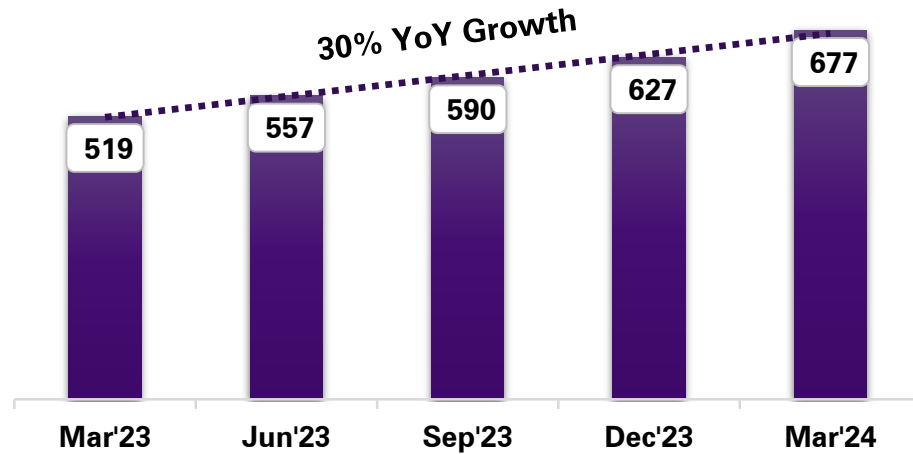
- Significant presence in our core geography
- Offering MSME product (small business segment) through 86 branches, significant headroom to expand within existing branches
- Largely secured lending (>95%)
- Average ticket size of loan book ~₹25-35 lakh

# Housing Loans

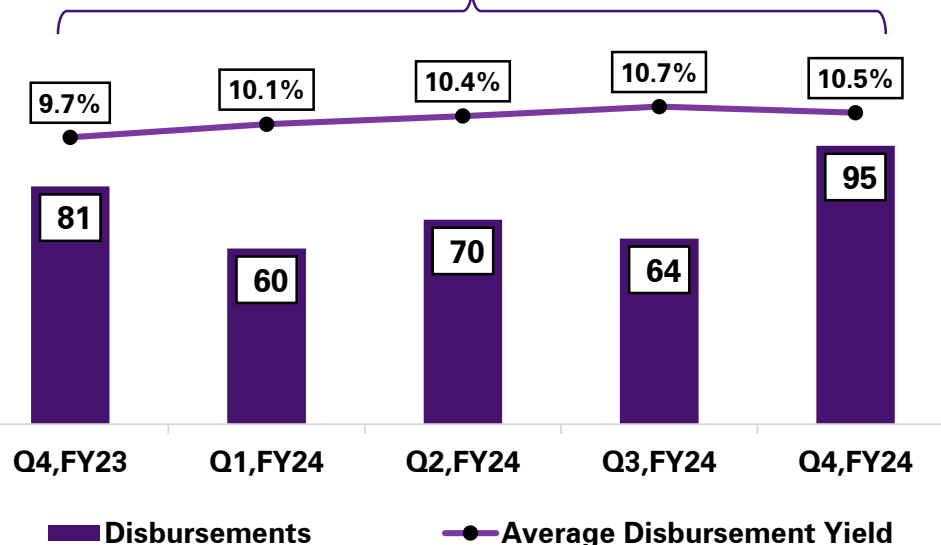
All Amounts in ₹ Crores



## Portfolio Outstanding



## Disbursements (17% YoY Growth)



## Retail Housing Loans

## Affordable Housing

- Significant presence in our core geography
- Currently offering HL product from 56 locations, significant headroom to expand within existing branches
- Housing loans up to ₹35 lakh account for ~70% of housing loan portfolio
- >3,200 customers – Average ticket size of loan book ~₹20-25 lakh
- Availed NHB refinance at low rate of interest to improve competitiveness

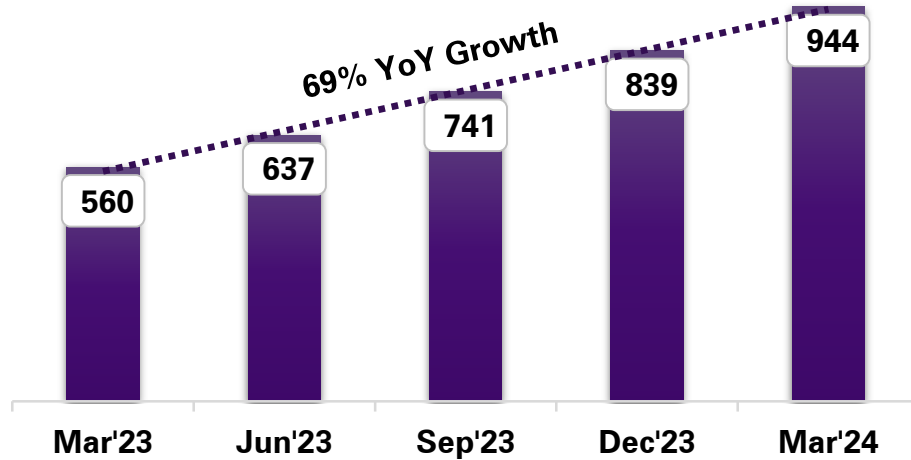


# CE & CV Loans

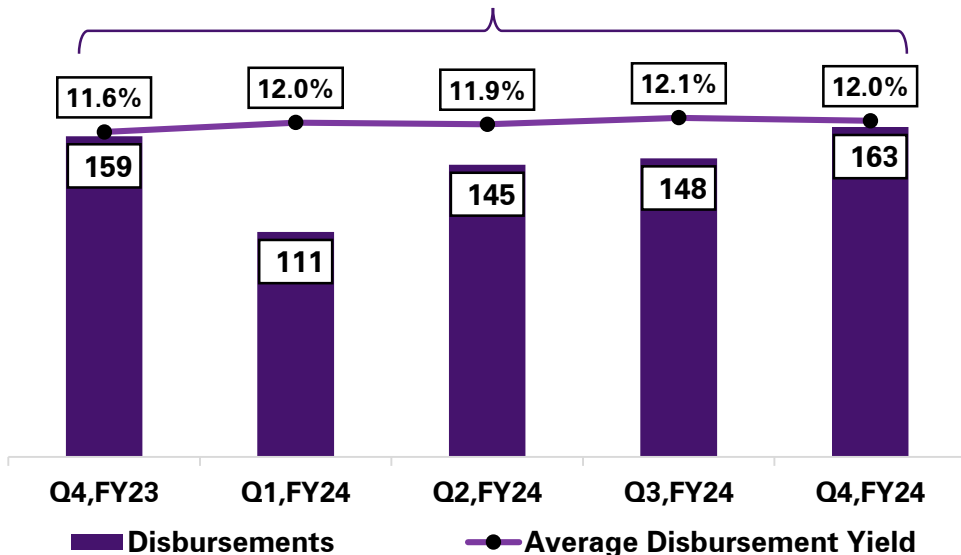
All Amounts in ₹ Crores



## Portfolio Outstanding



## Disbursements (3% YoY Growth)



### CV (New)

• 89% of total portfolio

### CE (New)

• 7% of total portfolio

### CV & CE (Used)

• 4% of total portfolio

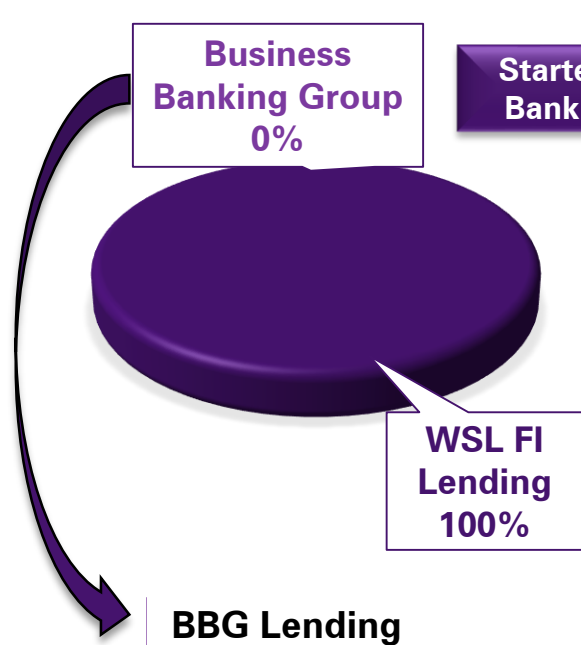
- Lending primarily to small fleet operator segment
- Currently offering CE & CV product through 44 branches, significant headroom to expand within existing branches
- Currently operating primarily in our core geographies
- >2,800 customers - Average ticket size of loan book ~₹30-35 lakh

# Wholesale Lending

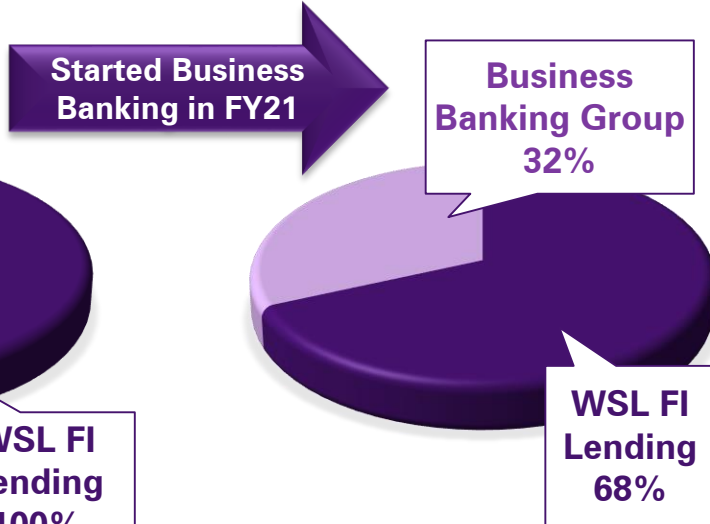
All Amounts in ₹ Crores



Portfolio Break up (Mar-20)

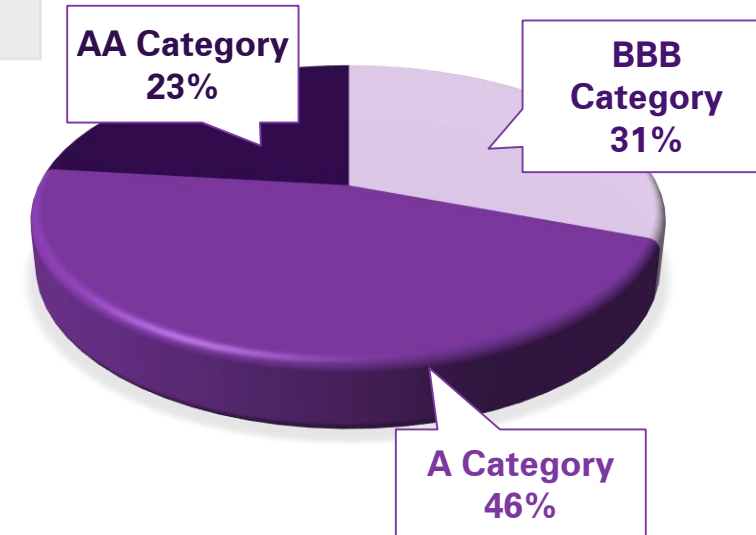


Portfolio Break up (Mar-24)



WSL	Mar-23	Mar-24
Portfolio O/s	₹1,547	₹1,882
Share in Gross Loan Portfolio	11%	10%

Rating Wise WSL FI Portfolio Break up



**Disbursement Yield – 10.8% (Q4 FY24)**

WSL FI Lending

- Small to medium size corporates (SME segment)
- ~150 customers; Average ticket size – ~₹4 crore
- Primarily operating account through OD / DLOD product
- Entire book secured against collateral of immovable properties with cover of >100%
- Nil NPAs

- ~70% of book credit rated "A" category or higher by external credit rating agencies
- >70 customers; Average ticket size of outstanding loan ~₹15-20 crore
- Nil NPAs



# Deposits Build-up



**Deposits grew by 27% YoY; Retail Term Deposits grew 43% YoY**



**Expanded General Banking Franchise significantly over last 3 year**



**Targeting top-100 deposits districts of the country**



**Focus on building retail franchise, reduced bulk deposits & top-20 deposits concentration**

# Deposits Trend & Composition

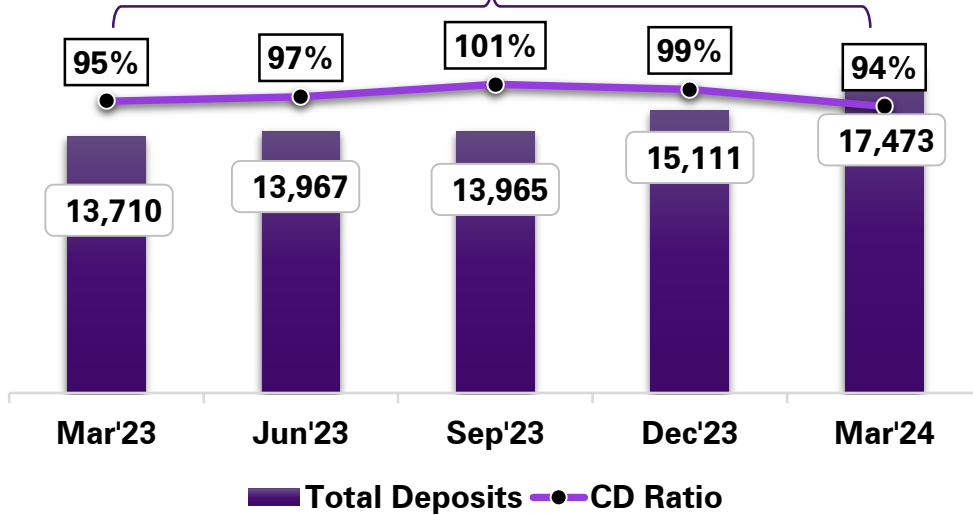
All Amounts in ₹ Crores



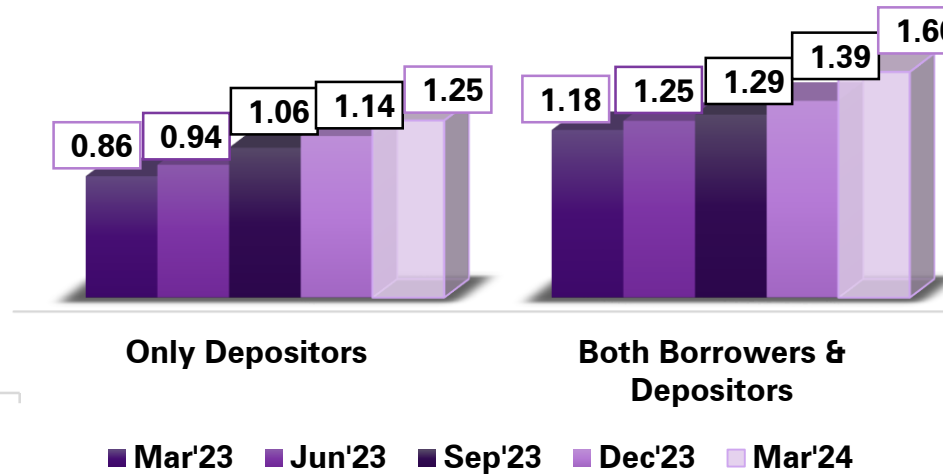
## Deposits Trend

Deposits (27% YoY Growth)

Growth led by RTDs



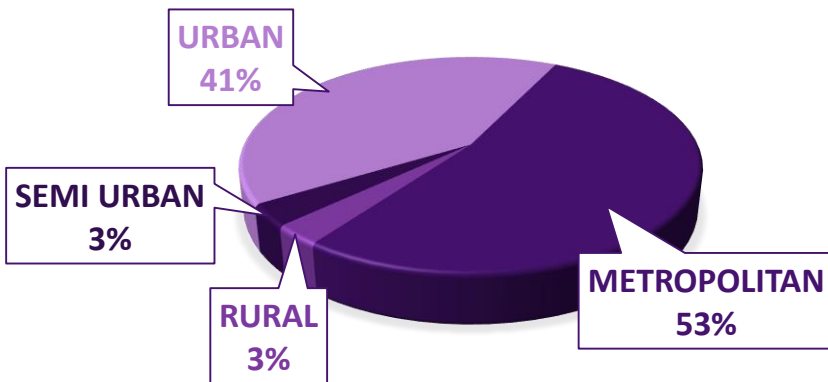
## Customer Base (in mn.)



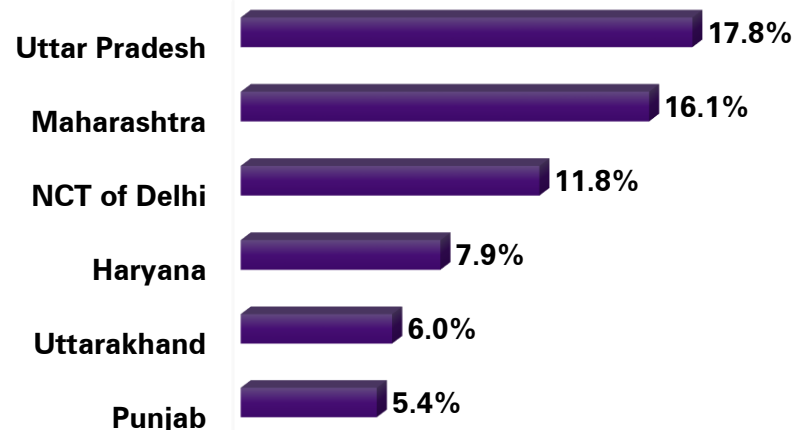
2.85 million Total Deposit Customers

Fintech tie-up for RTD acquisition yielding good result

## Demographic Profile of Deposits\* (Mar-24)



## Geographically well diversified Deposits\* mix



Branch Vintage	GB Branches
< 1 year	25
1-2 year	55
2-3 year	57
> 3 year	139
<b>Total</b>	<b>276</b>

~50% of the branches are <3-year vintage

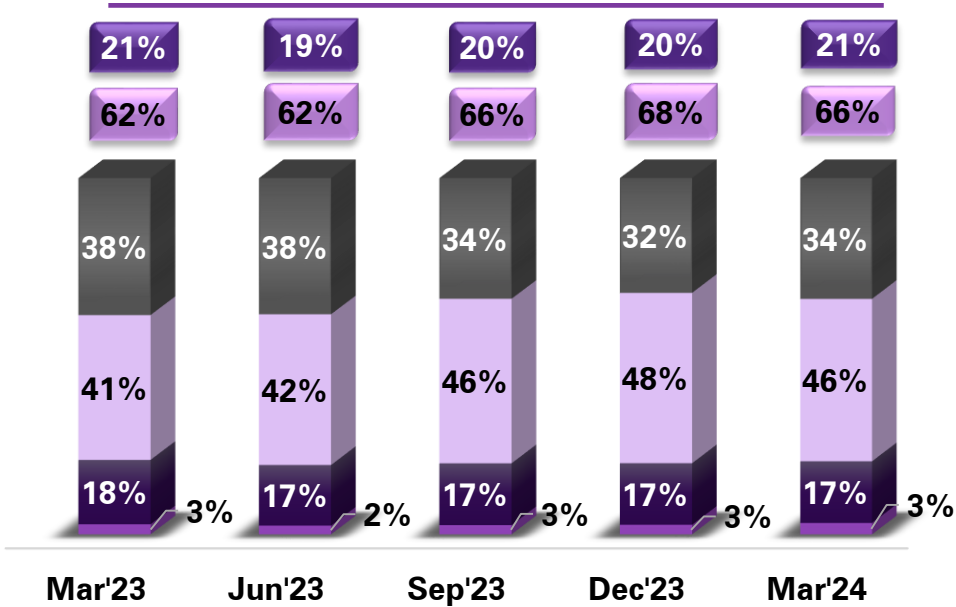
\*Excluding Fintech Deposits

# Deposits Trend & Composition (Contd.)

All Amounts in ₹ Crores



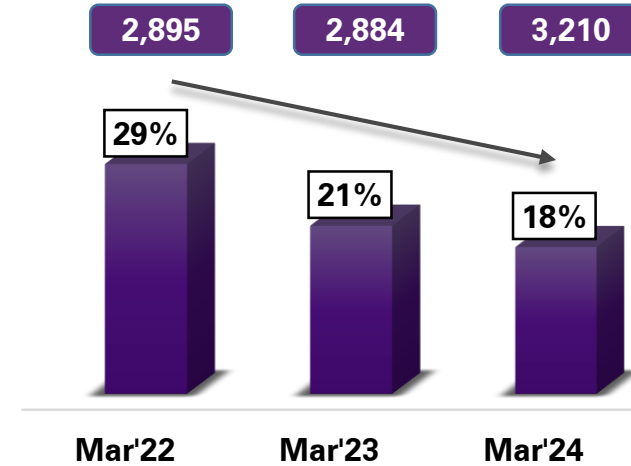
## Deposits Composition



CASA  
CASA + RTD

- Institutional Term Deposits
- Retail Term Deposits
- Savings Deposits
- Current Deposits

## Decline in Concentration to Top 20 Depositors %



## Funding Mix (Mar-20)

## Funding Mix (Mar-24)

RTD grew by 43% YoY to ₹7,968 crore vs. ₹5,575 crore (₹7,228 crore Dec-23)

Cost %	Q4 FY24
Term Deposits	8.6%
CASA	5.1%

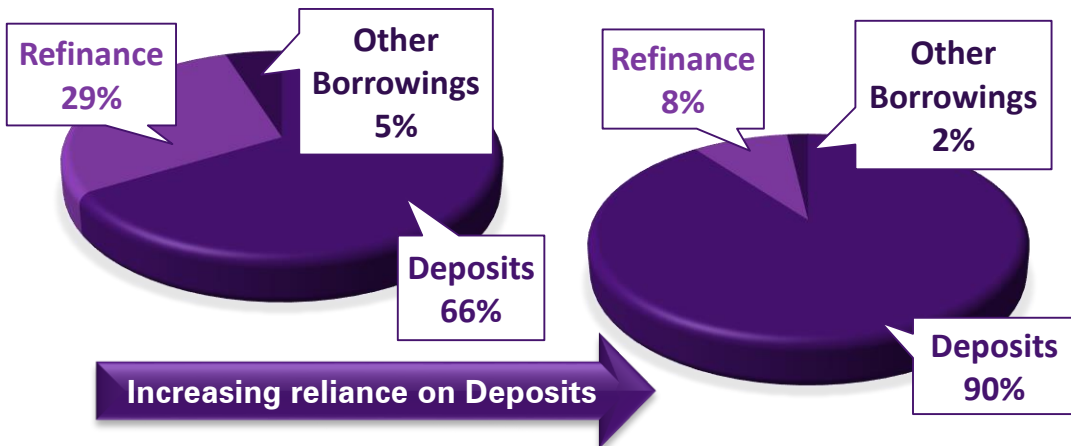
< 1 Year Deposits (incl. CD) accounted for ~7% of Term Deposits

## Long Term Credit Rating

A+ (Stable) CARE | A+ (Stable) ICRA

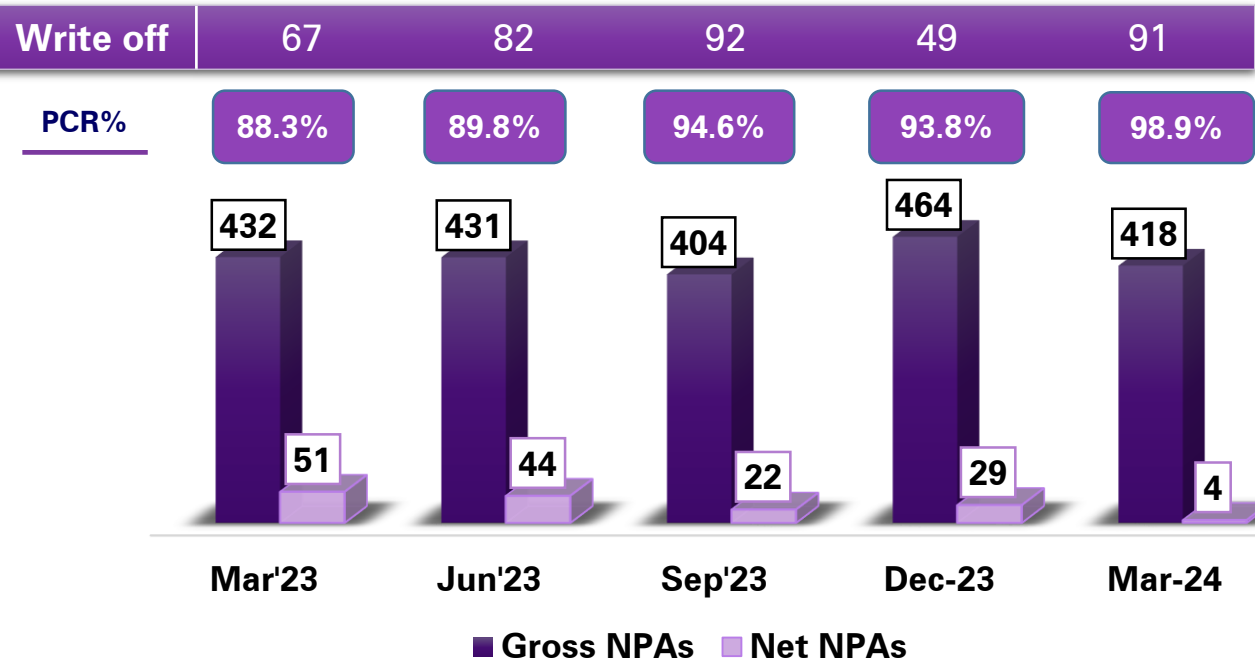
Rating for certificate of deposit programme

A1+ ICRA

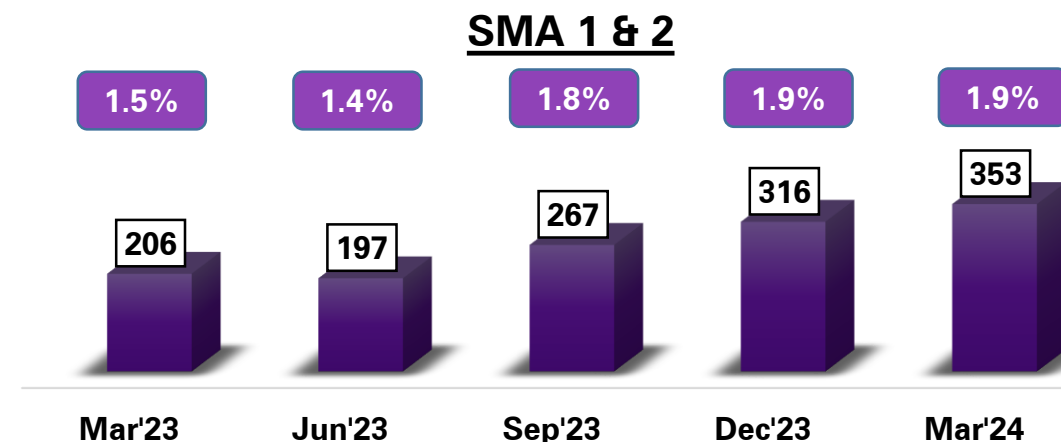


# Asset Quality Movement

All Amounts in ₹ Crores



	Mar-24	Mar-23	Dec-23
Gross NPA %	2.5%	3.2%	3.0%
Net NPA %	0.0%	0.4%	0.2%



## Provisions Break-up

Particulars	Mar-24	Dec-23	Sep-23	Jun-23
NPA Provision	264	301	262	281
Floating Provision	149	134	120	106
Provision for standard restructured	2	2	2	6
Standard Provision	78	72	68	65
<b>Total Provisions</b>	<b>493</b>	<b>509</b>	<b>452</b>	<b>458</b>

NPA Movement*	Q4 FY24	Q3 FY24	Q2 FY24	Q1 FY24
Opening GNPA	464	404	431	432
Additions during the period	93	136	98	102
Reductions during the period				
Up-gradations & Recoveries	49	26	34	21
Write-offs	91	49	92	82
<b>Closing GNPA</b>	<b>418</b>	<b>464</b>	<b>404</b>	<b>431</b>

\*NPA Movement based on quarter-end NPAs





# Financial Performance



**Stable & consistent financial performance**



**Focus on cost efficiency resulting healthy cost income ratio**



**Highest ever annual Operating Profit (pre-provision) of ₹997 crore**

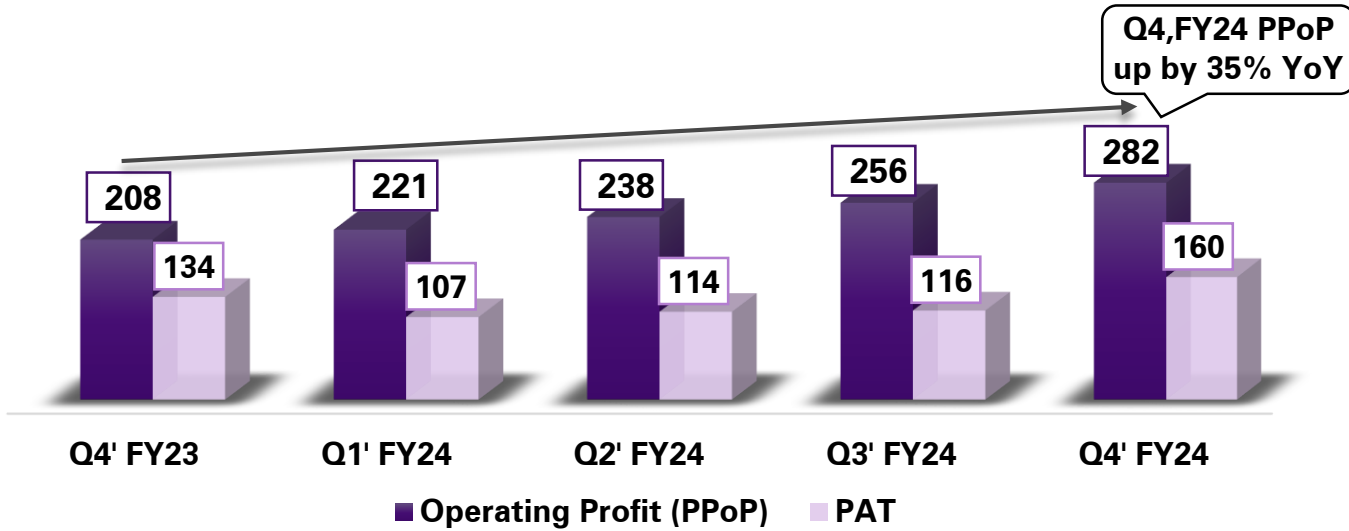


**Building floating provision to ensure resiliency**

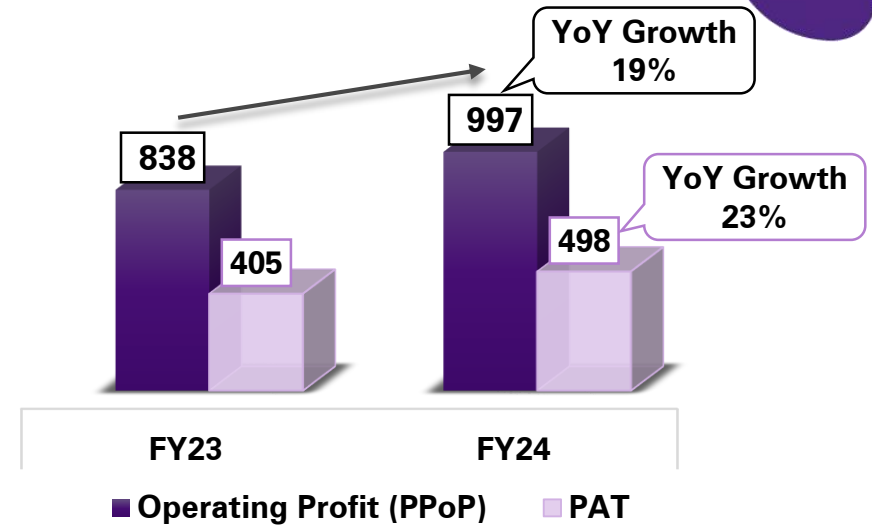
# Enduring Profitability Metrics



Operating Profit & PAT – Quarterly Trend (₹ in crores)



Operating Profit & PAT Y-o-Y (₹ in crores)

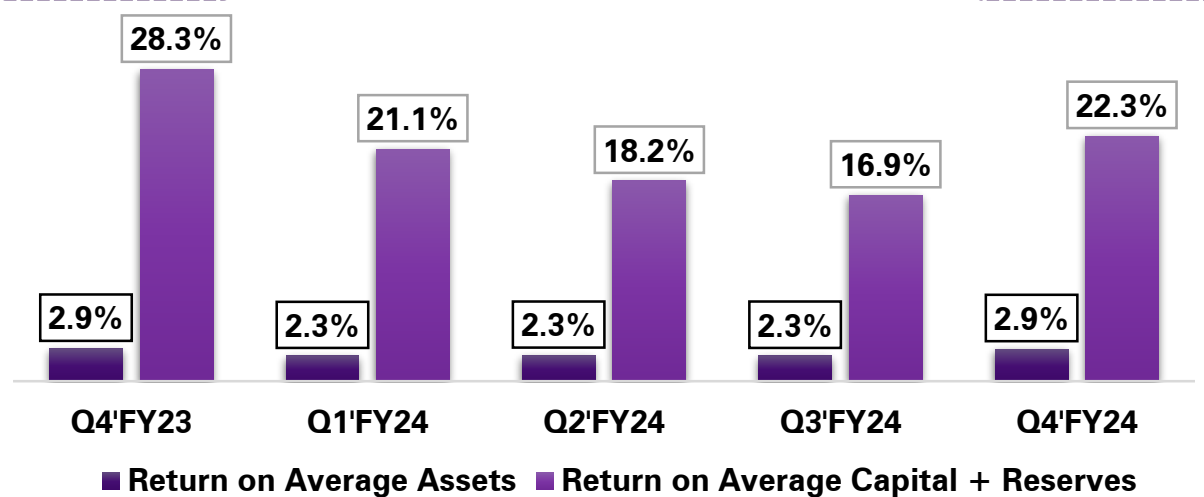
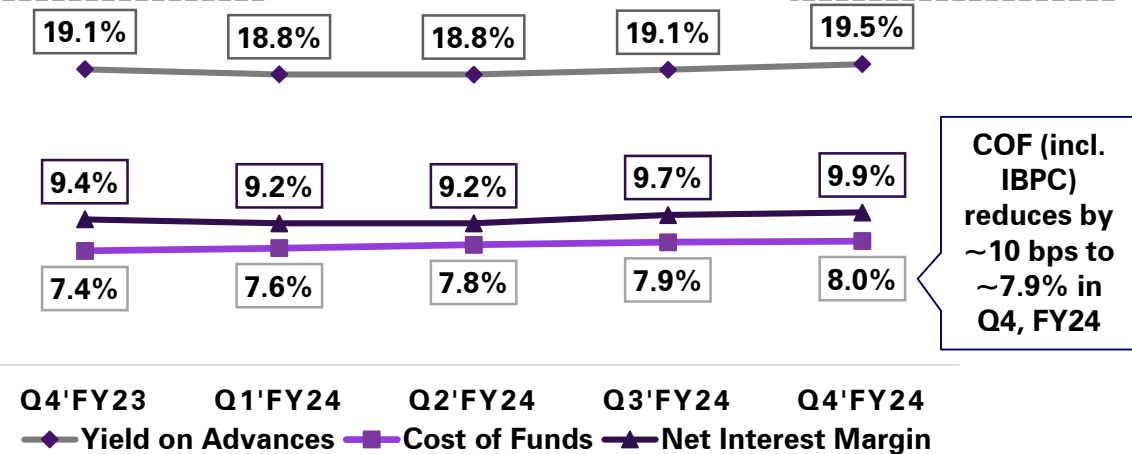


19.2% / 7.1% / 9.7%  
FY23

19.0% / 7.8% / 9.4%  
FY24

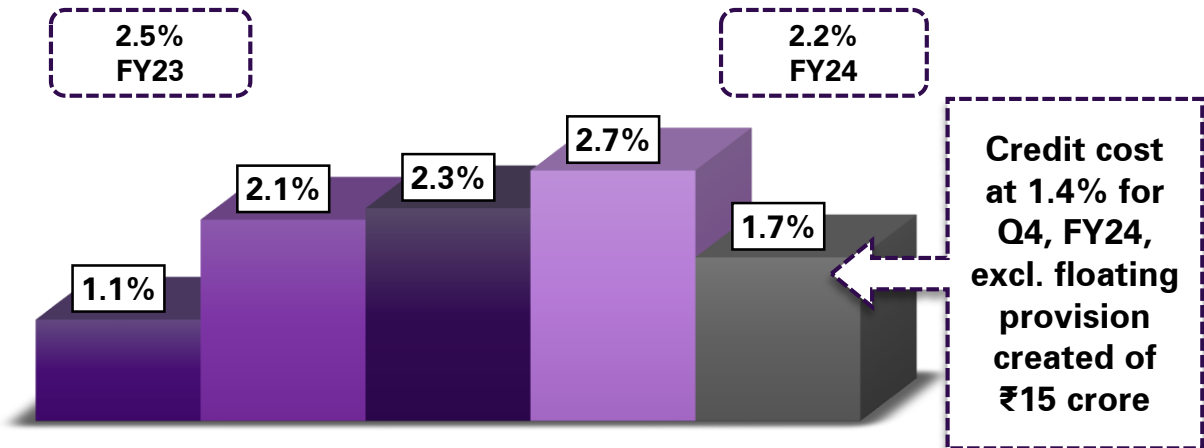
2.5% / 22.9%  
FY23

2.4% / 19.5%  
FY24



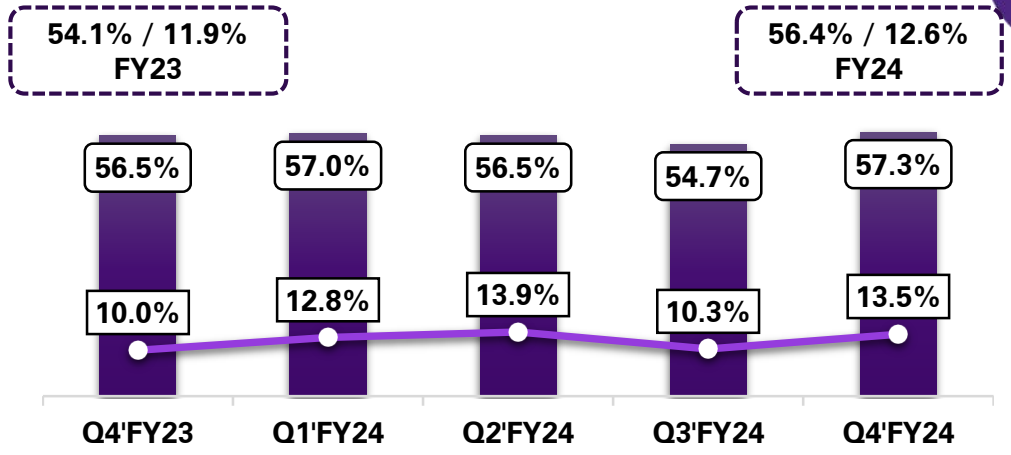
Note - Ratios basis monthly average balances

# Enduring Profitability Metrics (Contd.)

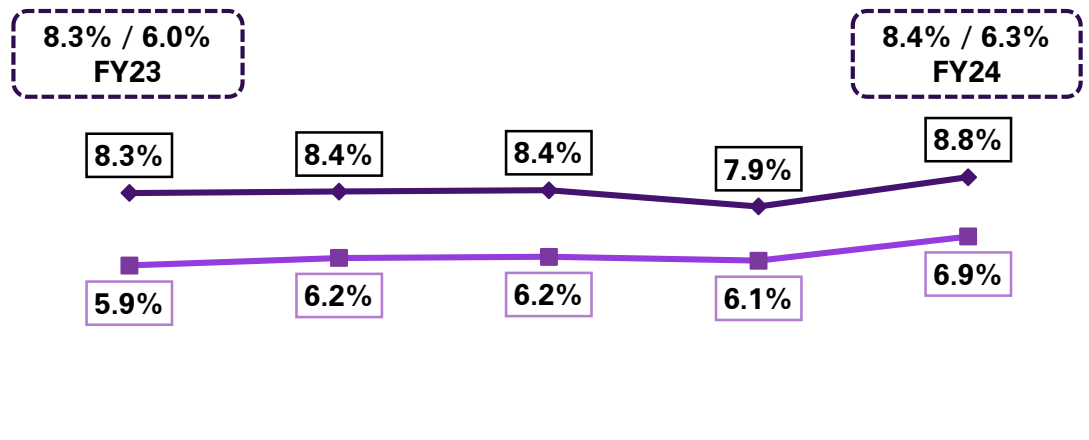


Credit Cost

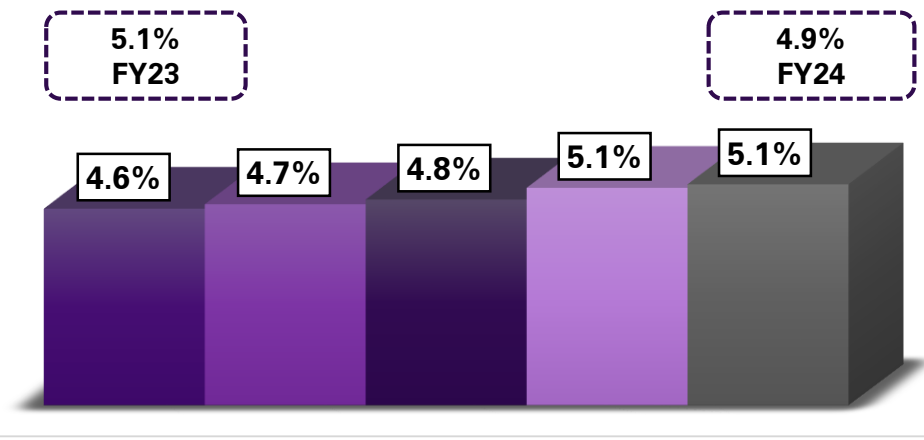
■ Q4'FY23 ■ Q1'FY24 ■ Q2'FY24 ■ Q3'FY24 ■ Q4'FY24



■ Cost to Income Ratio — Non-Interest income/Interest income



◆ OPEX on Advances ■ OPEX on Total Assets



Operating Profit as % of Avg. Total Assets

■ Q4'FY23 ■ Q1'FY24 ■ Q2'FY24 ■ Q3'FY24 ■ Q4'FY24

Note - Ratios basis monthly average balances

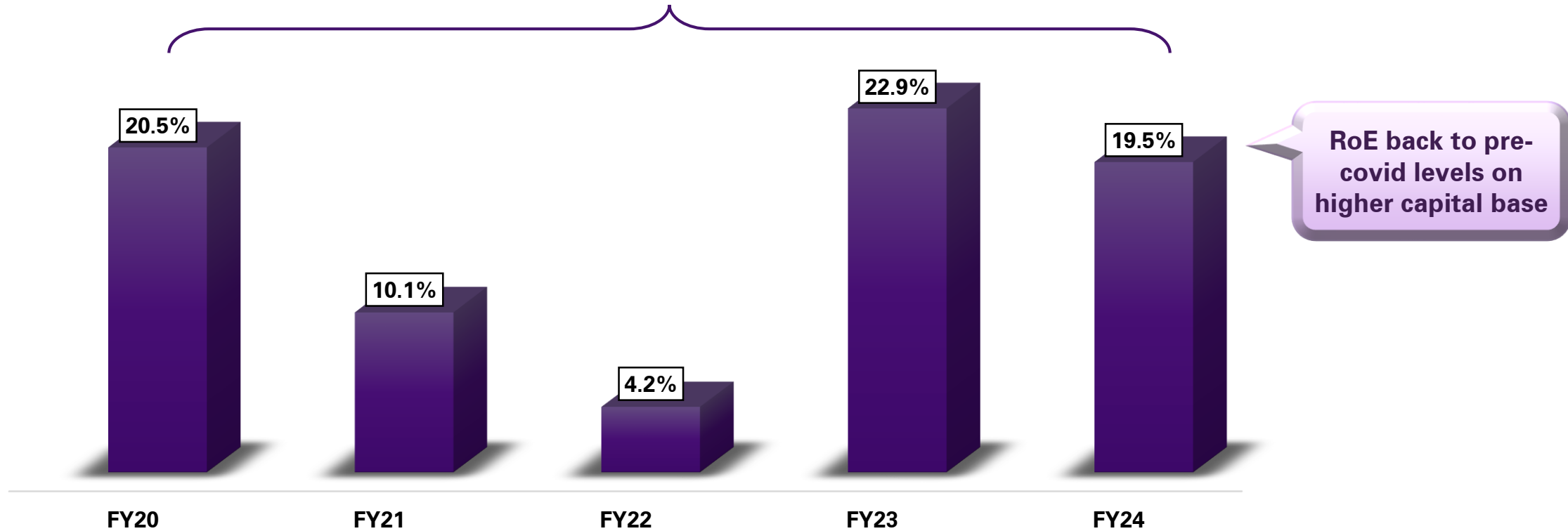
# Return on Equity during Covid Cycle



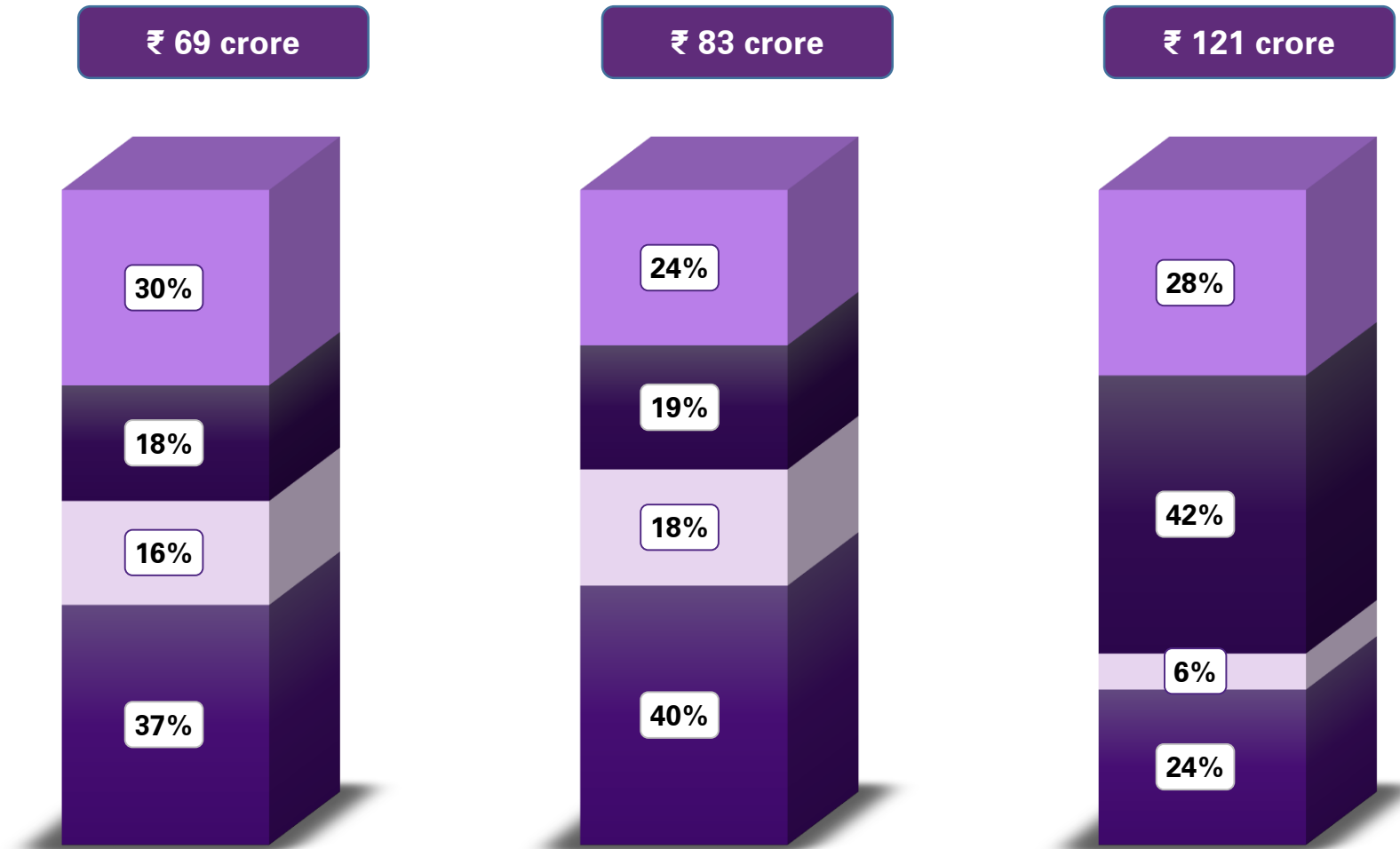
## Covid Cycle RoE

Average: 15.4%

Additionally, built floating provision cushion during this period; ₹149 crore as on Mar-24



# Break-up of other income



Q4'FY23

Q3'FY24

Q4'FY24

■ Loan Processing Fee   ■ PSLC Income   ■ Recovery from written off accounts   ■ General Banking & Other Income

# CRAR & Tier 1

All Amounts in ₹ Crores



Particulars	Mar-24	Mar-23	Dec-23
Risk Weighted Assets	<b>12,994</b>	10,106	11,720
Total Capital	<b>2,932</b>	2,086	2,717
Tier-I Capital	<b>2,722</b>	1,845	2,519
Tier-II Capital	<b>210</b>	241	198
CRAR	<b>22.57%*</b>	20.64%	23.18%
Tier-I CRAR	<b>20.95%*</b>	18.25%	21.49%
Tier-II CRAR	<b>1.62%</b>	2.39%	1.69%

\*Post effect of the proposed dividend for FY24, which has impacted CRAR & Tier 1 capital by ~43 bps



# Profit & Loss: For the quarter & year ended March 31<sup>st</sup>, 2024

All Amounts in ₹ Crores



Particulars	Q4'FY24	Q4'FY23	Y-o-Y	Q3'FY24	Q-o-Q	FY24	FY23	Y-o-Y
<b>INCOME</b>	<b>Audited</b>	<b>Audited</b>		<b>Limited Review</b>		<b>Audited</b>	<b>Audited</b>	
Total Interest Earned	896	691	<b>30%</b>	806	<b>11%</b>	3,178	2,505	<b>27%</b>
Less : Interest Expense	356	282	<b>26%</b>	324	<b>10%</b>	1,293	976	<b>32%</b>
<b>Net Interest Income</b>	<b>540</b>	<b>410</b>	<b>32%</b>	<b>482</b>	<b>12%</b>	<b>1,886</b>	<b>1,529</b>	<b>23%</b>
Add : Other Income (Processing Fee on loans+ Transaction and other fee income + PSLC income + Write off Collections)	121	69	<b>75%</b>	83	<b>46%</b>	400	299	<b>34%</b>
<b>Operating Income</b>	<b>661</b>	<b>479</b>	<b>38%</b>	<b>565</b>	<b>17%</b>	<b>2,286</b>	<b>1,828</b>	<b>25%</b>
<b>EXPENDITURE</b>								
<b>Operating Expenses</b>	<b>378</b>	<b>270</b>	<b>40%</b>	<b>309</b>	<b>23%</b>	<b>1,289</b>	<b>990</b>	<b>30%</b>
Personnel Cost	210	159	<b>32%</b>	180	<b>17%</b>	737	570	<b>29%</b>
Other Operating Expenses	168	111	<b>51%</b>	129	<b>30%</b>	552	420	<b>31%</b>
<b>Operating Profit</b>	<b>282</b>	<b>208</b>	<b>35%</b>	<b>256</b>	<b>10%</b>	<b>997</b>	<b>838</b>	<b>19%</b>
Total provisions	74	34	<b>117%</b>	104	<b>(29)%</b>	338	303	<b>12%</b>
<b>PBT</b>	<b>208</b>	<b>174</b>	<b>20%</b>	<b>152</b>	<b>37%</b>	<b>659</b>	<b>536</b>	<b>23%</b>
Tax	49	40	<b>20%</b>	36	<b>35%</b>	162	131	<b>23%</b>
<b>PAT</b>	<b>160</b>	<b>134</b>	<b>19%</b>	<b>116</b>	<b>38%</b>	<b>498</b>	<b>405</b>	<b>23%</b>

# Balance Sheet: As on March 31<sup>st</sup>, 2024

All Amounts in ₹ Crores

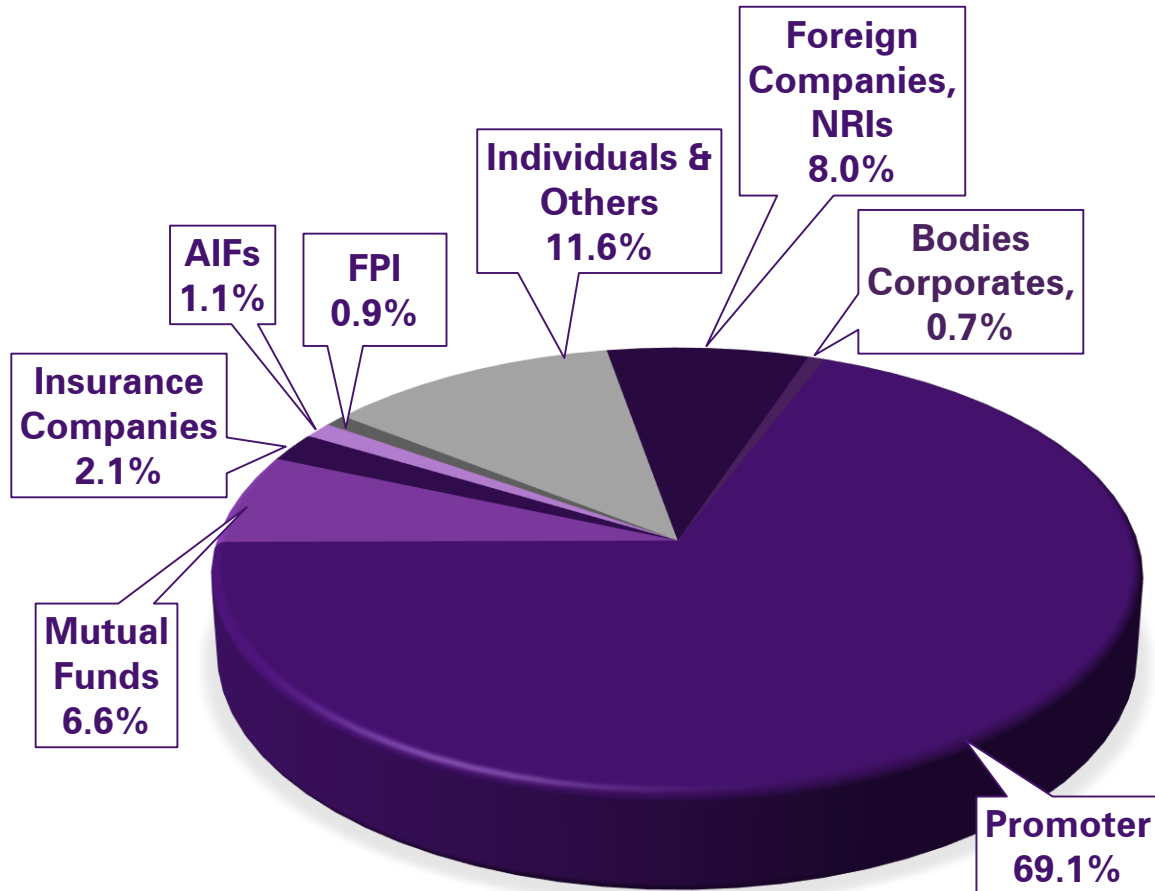


Particulars	March 31 <sup>st</sup> , 2024	March 31 <sup>st</sup> , 2023	Y-o-Y	December 31 <sup>st</sup> , 2023	Q-o-Q
<b>CAPITAL &amp; LIABILITIES</b>	Audited	Audited		Limited Review	
Capital and Reserves	2,973	2,000	<b>49%</b>	2,808	<b>6%</b>
Deposits	17,473	13,710	<b>27%</b>	15,111	<b>16%</b>
Borrowings	1,995	2,349	<b>(15)%</b>	1,768	<b>13%</b>
Other Liabilities and Provisions	1,462	1,058	<b>38%</b>	1,188	<b>23%</b>
<b>Total</b>	<b>23,903</b>	<b>19,118</b>	<b>25%</b>	<b>20,874</b>	<b>15%</b>
<b>ASSETS</b>					
Cash and balances with RBI	1,247	1,192	<b>5%</b>	914	<b>36%</b>
Balances with banks and money at call and short notice	1,781	1,324	<b>34%</b>	987	<b>80%</b>
Investments	3,679	2,859	<b>29%</b>	3,231	<b>14%</b>
Advances (Net of provisions)	16,365	13,069	<b>25%</b>	14,986	<b>9%</b>
Fixed Assets	312	303	<b>3%</b>	305	<b>2%</b>
Other Assets	519	370	<b>40%</b>	451	<b>15%</b>
<b>Total</b>	<b>23,903</b>	<b>19,118</b>	<b>25%</b>	<b>20,874</b>	<b>15%</b>

# Shareholding Pattern



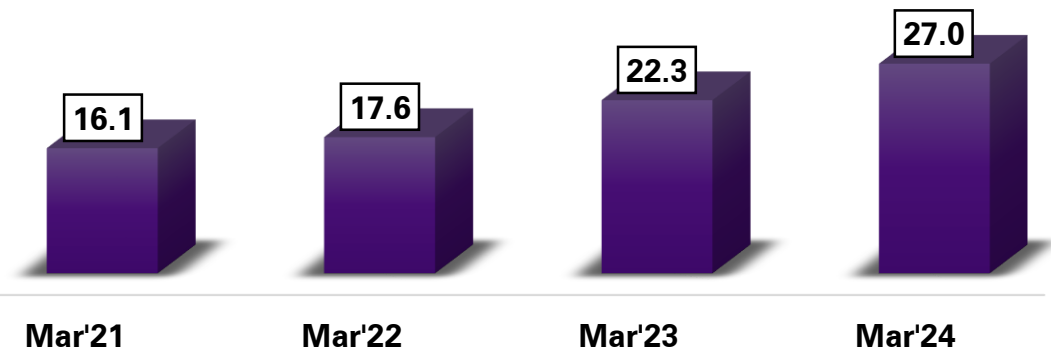
## Bank Shareholders as on March 31<sup>st</sup>, 2024



## Top 10 Shareholders as on March 31<sup>st</sup>, 2024

Utkarsh CoreInvest Limited
Mirae Asset (Mutual Funds)
Olympus ACF Pte. Ltd.
Triodos Sicav II - Triodos Microfinance Fund
responsAbility Participations Mauritius
Bharti AXA Life Insurance Company Ltd.
Growth Catalyst Partners LLC
Aditya Birla Sun Life Trustee Private Limited
Aavishkaar Bharat Fund
Massachusetts Institute of Technology Basic Retire

## Book Value Per Share



# Diversified & Experienced Board



## Board Members of the Bank



### Parveen Kumar Gupta

*Part Time Non-Executive Chairman & Independent Director*

- Certified Associate of the Indian Institute of Bankers
- Previous associations with SBI as Managing Director & BoB as senior advisor
- Other key associations - Non-Executive Chairman - Future Generali Insurance, Public Interest Director & Chairman – NSDL



### Ajay Kumar Kapur

*Independent Director*

- Previous associations include SIDBI as DMD, SIDBI Venture Capital Limited as CEO, MUDRA, Receivables Exchange of India Limited, CGTMSE, amongst others



### Chandra Shekhar Thanvi

*Non-Executive Director (Nominee of SIDBI)*

- Currently serving as CGM at SIDBI
- Previous associations:
  - a) CEO of India SME Technology Services Limited
  - b) CEO of National Credit Guarantee Trustee Company Limited (NCGTC)
- Certified associate of the Indian Institute of Bankers



### Kajal Ghose

*Independent Director*

- Currently on the Board of Supervisors as a Member of the Afghan United Bank, Kabul
- Advisor to Datawise Analytics, Hyderabad
- Visiting faculty at IIMs, IIT, NIBM, IIBF, IIBM amongst others
- Previously worked as CGM at SBI, consultant with PayU Payments, Stratosphere IT Services and Kovid Group Analytics India



### Kalpana Prakash Pandey

*Independent Director*

- Previously worked as the MD & CEO of CRIF High Mark Credit Information Company
- Was also associated with State Bank of India, IDBI Principal AMC and HDFC Bank Limited



### Muralidharan Rajamani

*Non-Executive Director*

- BFSI industry veteran (SBI, ICICI Bank, Edelweiss Tokio, L&T Financial Services) in Leadership positions.
- Independent / Advisory Board Member/Mentor
- Qualifications: BSc., MA, CAIIB and Executive Education Stanford University



### Nagesh Dinkar Pinge

*Independent Director*

- Qualified CA & LLB (General)
- Previously associated with Tata Motors Limited, Reliance Retail Limited, ICICI Bank Limited and others



### Govind Singh

*Managing Director & Chief Executive Officer*

- Certified associate of the Indian Institute of Bankers
- Previously associated with Utkarsh CoreInvest as MD & CEO, ICICI Bank as assistant general manager, Surya Fincap Limited, UTI Bank Limited, Allahabad Bank, State Bank of Patiala and Bank Internasional Indonesia

# Leadership Complementing Bank's Strengths



## Senior Management Team



### **Govind Singh - Managing Director & Chief Executive Officer**

- Over 25 years of experience in the banking and financial services sector and in particular the microfinance industry
- Previously associated with Utkarsh CoreInvest (Bank's Promoter) as MD & CEO and ICICI Bank Limited, UTI Bank Limited and State Bank of Patiala



### **Trilok Nath Shukla** *Head - Micro Banking*

- Worked at Cashpor Micro Credit
- Also been a Wholetime director of Utkarsh CoreInvest



### **Sarjukumar Pravin Simaria** *Chief Financial Officer*

- Experienced in the field of financial management
- Worked at Edelweiss, Fino Payments Bank and HDFC AMC



### **Alok Pathak** *Chief Risk Officer*

- Experienced in the field of risk and treasury management
- Worked at Yes Bank as executive vice president - risk management



### **Umesh Arora** *Head-Assets-Retail & Wholesale Lending*

- Experienced in the field of banking
- Worked at Axis Bank, IDBI Bank & Standard Chartered Bank



### **Mohinder Pal Singh** *Head - Operations*

- Experienced in the field of branch banking
- Worked with Axis Bank, Bank of Punjab & State Bank of Patiala



### **Rahul Dey** *Head - Internal Audit*

- Experience in banking and MFI sector
- Worked with Ujjivan Financial Service and Spandana Spoorthy



### **Sanjay Sharda** *Head - Consumer Banking*

- Experienced in the field of banking
- Worked with HDFC Bank, Kotak Mahindra Bank, BNP Paribas, IndusInd, and Citibank



### **Hitain Sharma** *Chief Human Resource Officer*

- Experienced in the field of human resources and industry relations
- Worked at Aditya Birla Sun Life Insurance and Kotak Mahindra Bank as vice president - HR



### **Mukesh Singh Verma** *Chief Compliance Officer*

- Experienced in providing regulatory compliance services covering RBI regulations
- Worked with North East Small Finance Bank and AU Small Finance Bank



### **Abhijeet Bhattacharjee** *Chief Information Officer*

- Experienced in the field of information technology
- Worked with RBL as its head of digital channels, & UTI Bank, ABN AMRO, RBS



### **Muthiah Ganapathy** *Company Secretary & Compliance Officer*

- Responsible for managing the secretarial affairs
- Worked at Aditya Birla Housing Finance



### **G.H. Vijay Raghava** *Head - Treasury*

- Experienced in the field of Banking & Treasury
- Worked at Suryoday SFB, ICICI Bank, Bank of India



### **Rahul Sinha** *Head - Collections*

- Experienced in the field of lending
- Worked at Bajaj Finance as its business head - MSME lending



# Tech, ESG & CSR



**Technology Setup to support Physical Infrastructure and Digital Requirement**



**Integrating ESG Sensitivities into our operations & decision-making**



**Contributing to the well-being of the society**

# Technology Setup to support Physical Infrastructure and Digital Requirement



## P H Y S I C A L



Supporting extensive branch network of 888 branches



ISO 27001 Certification for IT operation



Tab enabled feet-on-street for acquisition and collections



Micro ATM for Cash Withdrawal in Remote locations

## D I G I T A L



Extensive Mobile and internet Banking for customer service



Robotic Process Automation for internal process automation



E-sign and Digital contract for customer KYC and documentation



First to launch 'UPI Lite' in Global Fintech Festival



Data Lake for regulatory reporting



End to end digitised personal loan program



Digi Onboarding and U-Insta service for Digital acquisition of liability products



Video KYC for Onboarding and Customer personal discussion.



# Transformation Fueling Business Growth



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Redesigning business process of retail asset and liability for higher productivity



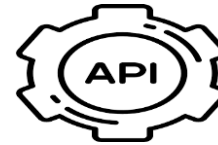
Automation and digitisation of operational process and customer service



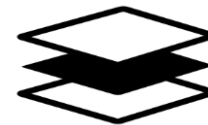
Adopt Microservice Architecture for new enterprise platforms



Invest on cloud platforms to improve agility and scalability



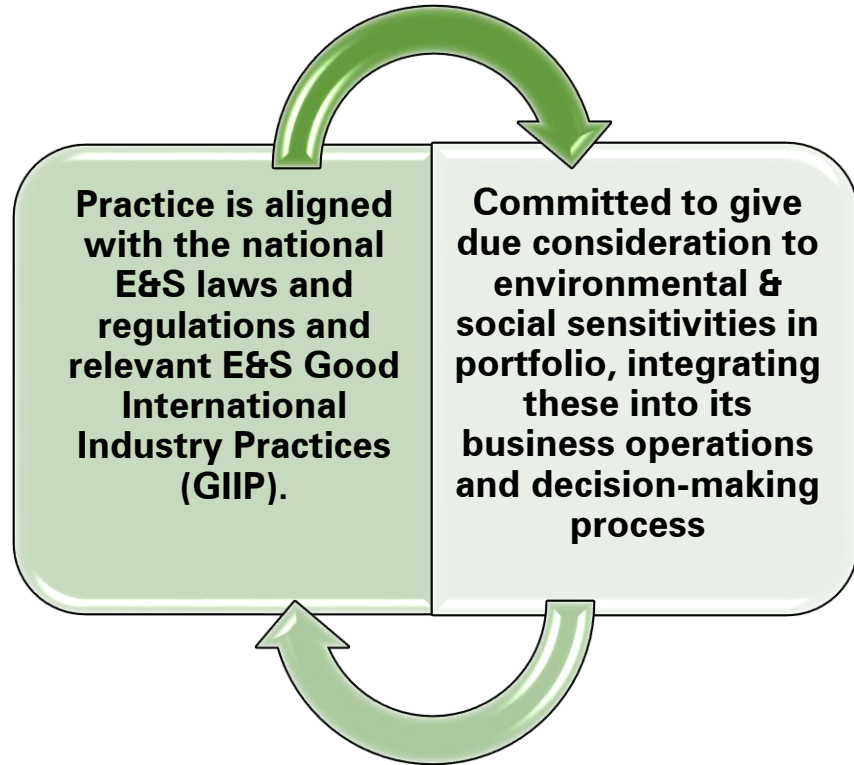
API led Integration platform for internal and external systems



New software application stack for existing and new business initiatives



# Environment, Social & Governance



## Environment

- Exclusion List
- Training and awareness
- Energy Saving
- Plantation
- Solar light
- Preserve water quality and availability
- ESG Risk Assessment

## Social

- Service to Bottom of pyramid
- Inclusive finance
- Education Support
- Financial Literacy
- Priority Sector lending
- Women empowerment
- Income Generation Loan

## Governance

- Diversified Board
- Board independence
- Strong Corporate Governance
- Risk Management Committee
- Audit Committee
- Customer Service Committee
- Nomination and Remuneration Committee

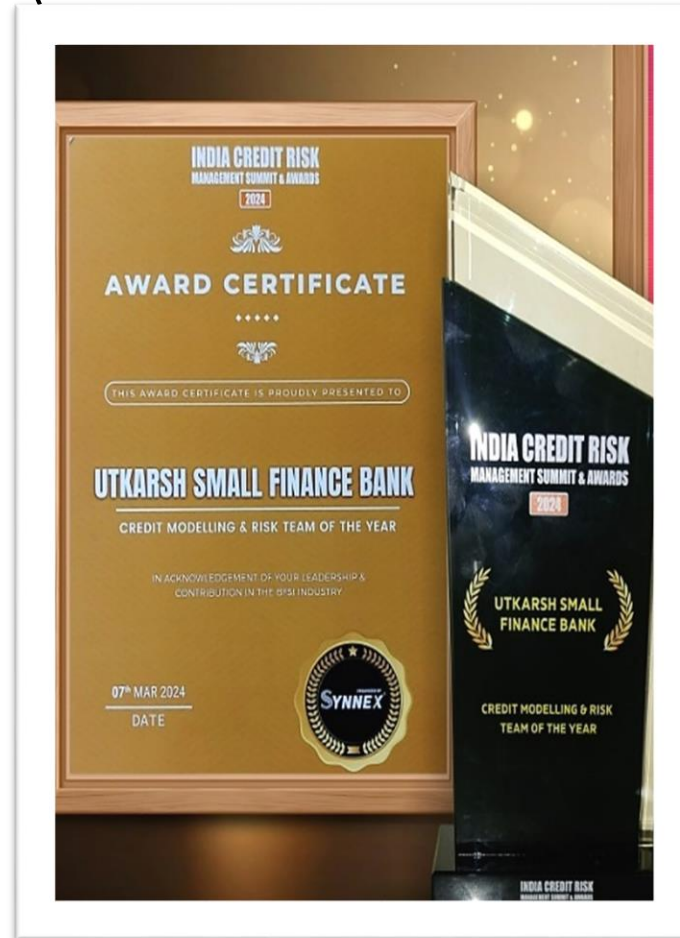


# Awards & Accolades



**Most Preferred Workplace 2023-24 (BFSI Edition) by Marksmen Daily**

**Credit Modeling & Risk Team of the Year Award at the India Credit Risk Summit & Awards 2024**



**Most Trusted BFSI Brands by Team Marksmen Daily – 2023-24**



# Awards & Accolades (Contd.)



**Employee Excellence 2023  
by the Times Group – ET  
EDGE**

**Best Customer Experience  
Strategy by India Customer  
Excellence (CX) Summit &  
Awards 2023**



**Best Customer Experience at  
18th Annual Summit and  
Awards by ASSOCHAM – 2023**

# Utkarsh Welfare Foundation: CSR Initiatives



## FINANCIAL AWARENESS

**Lives Impacted**  
11,09,000+



## HEALTH INITIATIVES

**Lives Impacted**  
14,90,000+



## SKILL & ENTERPRISE DEVELOPMENT PROGRAM

**Lives Impacted**  
42,200+



## VILLAGE DEVELOPMENT PROGRAM

**Lives Impacted**  
17,400+



## OTHER PHILANTHROPIC ACTIVITIES

**Initiatives**  
Blood Donation Camps,  
Support to Old Age  
Home & Orphanage,  
Natural Calamities  
Relief Initiatives, etc.



# Utkarsh Welfare Foundation: CSR Initiatives (Contd.)



**Financial Awareness**



**Polyclinic Camps**



**E-Clinics**



**Digital Smart Classes**



**Women Entrepreneurship**



**Blood Donation Camps**



**Village Development Program**



**Health Awareness**



**Learning Enhancement Program**



**Weavers Support Program**



**Support to Old Age Home**



**Agri Input Support**

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