

# **Analyst Presentation**

## **31<sup>st</sup> March, 2013**

# BANK OF INDIA FRONT-RUNNER IN INDIA'S GROWTH STORY



Journey Commenced here - 1906



Corporate Office BKC, Mumbai- 2003



# Global Footprints – Foreign Offices



USA (New York & SFO)

UK (London + 7branches)

Europe  
-France (Paris)  
-Belgium (Antwerp)

Hong Kong  
Kowloon  
Shenzen

Singapore  
Jakarta  
Ho Chi Minh

Japan (Tokyo & Osaka)  
Phnom Penh

West Indies  
- Cayman Islands

Channel Islands

Uganda  
(Subsidiary)

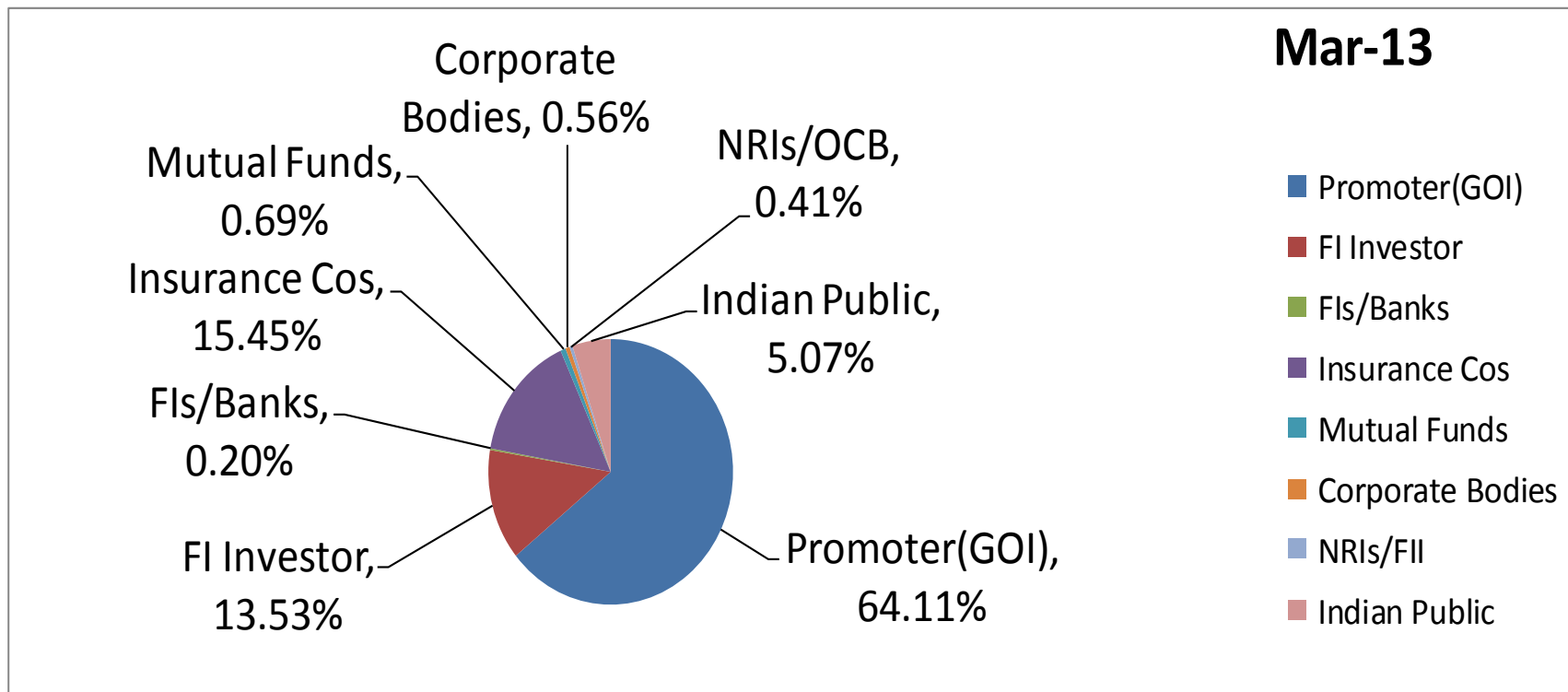
Tanzania  
(Subsidiary),  
Jo'burgh (SA)

Kenya (Nairobi, Mombasa,  
Ind Area & Westlands)

Dubai  
(Representative office)

New Zealand  
(Subsidiary)

# Investor Profile- Shareholding Pattern (%)



**Total Foreign Holding: 13.92 %**

## Strategic Investments - Alliances & Jt. Ventures



- Promoter & largest share-holder of a leading Indian Primary Dealer – STCI (Finance) Ltd.
- JV with BSE to manage clearing & settlement operations – BOI Shareholding Ltd.
- JV Insurance company – SUD Life Insurance Co. Ltd. (Partners: Dai-ichi Life Insurance Co. Ltd., Japan & Union Bank of India)
- 100% subsidiary in Tanzania – BOI (Tanzania) Ltd.
- Bank of India (New Zealand) Ltd.- 100% subsidiary in New Zealand
- Bank of India (Uganda) Ltd.- 100% subsidiary in Uganda
- 51% subsidiary – BOI AXA Investments Managers Pvt. Ltd- BOI AXA Mutual Fund.
- Bank of India Indonesia (76% stake)
- ASREC – Asset reconstruction company- Joint venture(26% stake)
- Indo Zambia Bank –Joint venture (20% stake)
- Certificate of appreciation awarded by Computer Society of India to the bank for the Project – Financial Inclusion through ICT enabled solution
- Pilot branch migration of Kshetriya Kisan Gramin Bank with Aryavrat Kshetriya Gramin Bank.
- Launching of Revamped New Zealand Subsidiary website on the latest Web platform.

- Global Business Mix increased to ` 6748075 Mn from ` 5697103 Mn in Mar-12. (YOY Growth 18.45%).
- Global Advances increased to ` 2929679 Mn from 2514942 Mn in Mar-12.(YOY Growth 16.50 %)
- Global Deposits increased to ` 3818396 Mn from 3182160 Mn on 31.03.2012. (YOY Growth 20%)
- CASA at 937996 Mn from 813517 Mn. in March ,12 .(YOY Growth 15.30%)
- Operating Profit increased by 11.42 % on Y-O-Y basis from ` 66940 Mn in Mar-12 to ` 74585 Mn.
- Net Profit increased from ` 26775 Mn in March,12 to ` 27494 Mn. In March,13.
- Dividend proposed 100% against last year 70%
- **Q4 Performance:**
- Operating Profit increased from ` 20146 Mn to ` 20751 Mn.
- Net Profit stood at ` 7566 Mn.
- Net Interest margin at 3.00 % (Domestic) and 2.46 % (Global)
- Gross NPA stood at 87653 Mn.
- Gross NPA dropped sequentially from 3.42 % in Sep-12, 3.08 % in Dec-12 to 2.99 % in March,2013 .
- Cost to income ratio improves to 41.69 %.

## Major Business Parameters- Sequential



	Quarter ended				
	Mar -12	Jun -12	Sept -12	Dec. -12	Mar -13
<b>Business Mix</b>	5,697,103	6,031,442	5,930,732	6,294,731	6,748,075
<b>Deposits</b>	3,182,160	3,389,826	3,326,947	3,491,171	3,818,396
<b>Advances</b>	2,514,943	2,641,616	2,603,785	2,803,560	2,929,679
<b>Operating Profit</b>	20,146	16,736	18,541	18,558	20,751
<b>Net Profit</b>	9,527	8,875	3,019	8,035	7,566
<b>NIM (%)</b>	2.86	2.27	2.42	2.36	2.46
<b>Gross NPA (%)</b>	2.34	2.56	3.42	3.08	2.99
<b>Net NPA (%)</b>	1.47	1.69	2.04	1.97	2.06
<b>ROA (%)</b>	0.98	0.86	0.58	0.75	0.68
<b>Book Value (INR)</b>	326.52	341.97	347.22	361.21	362.37

# Business Growth- Sequential



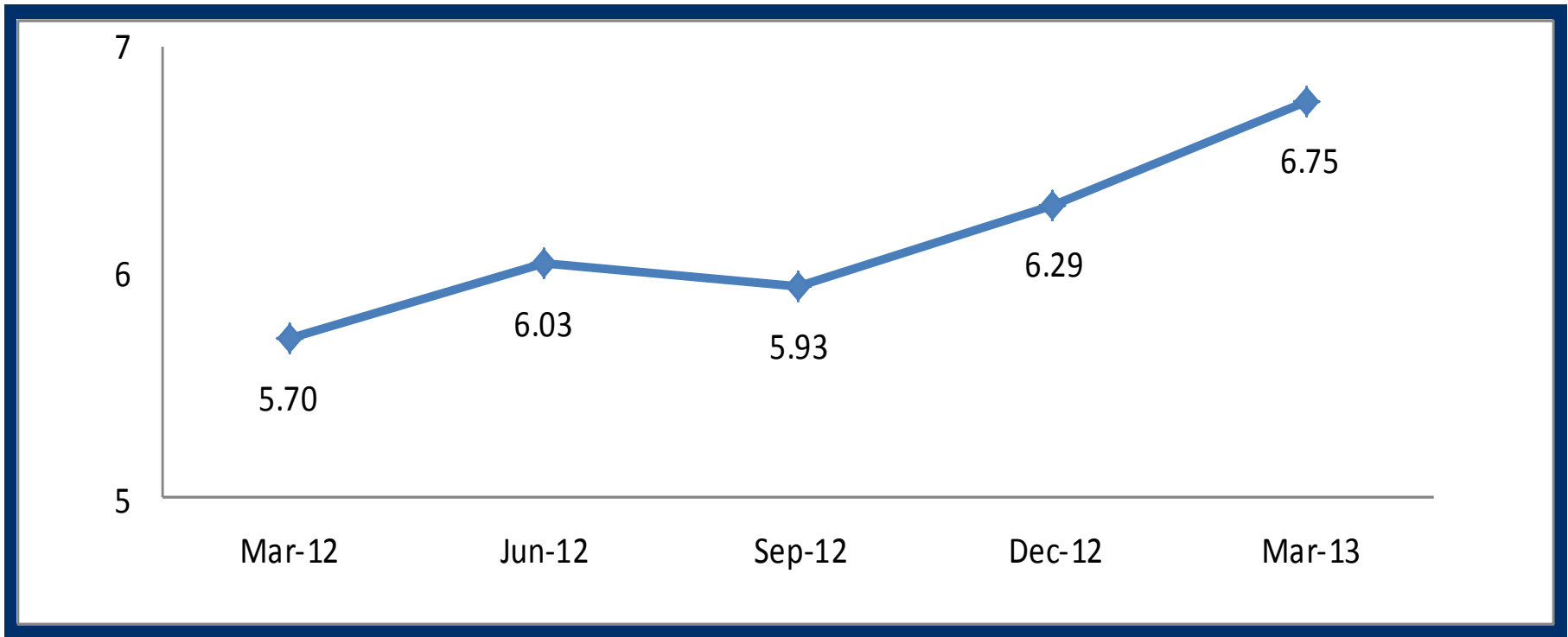
( ` in Mn.)

Business Mix	March-12	June-12	Sept-12	Dec-12	March-13	Growth % Y-o-Y
Domestic	4,264,255	4,506,754	4,472,715	4,571,562	4,981,024	16.80%
Foreign	1,432,849	1,524,688	1,458,017	1,723,169	1,767,051	23.32%
Global	5,697,103	6,031,442	5,930,732	6,294,731	6,748,075	18.45%





# Business Mix (Sequential)

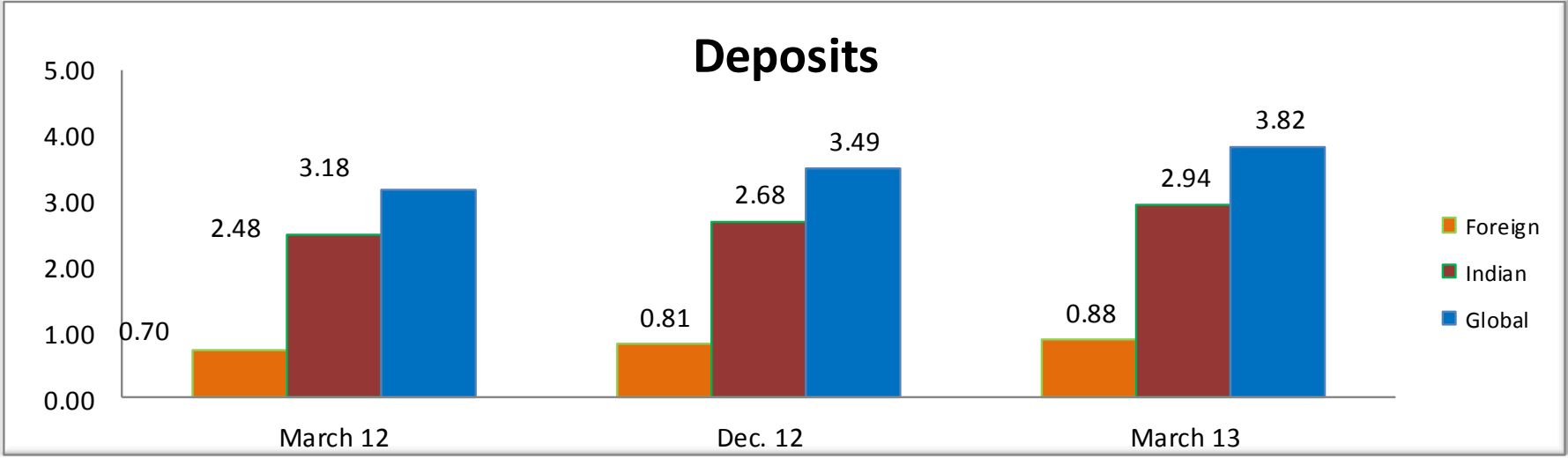


# Deposits-- Sequential



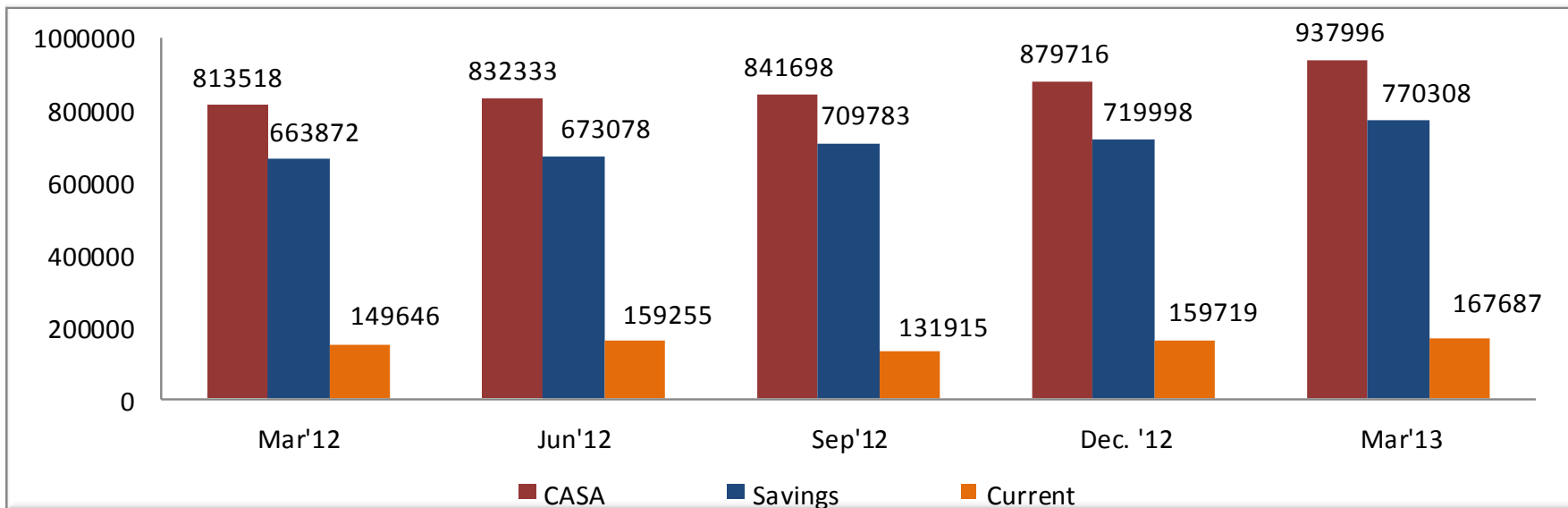
	Quarter ended				Mar -13	Growth % Y-O-Y
	Mar -12	Jun -12	Sept -12	Dec. -12		
<b>Global</b>	3,182,160	3,389,826	3,326,947	3,491,171	3,818,396	20 %
<b>Domestic</b>	2,484,753	2,672,828	2,647,456	2,681,763	2,940,667	18.35 %
<b>Foreign</b>	697,407	716,998	679,491	809,408	877,729	26.00 %

# Deposits



<b>Domestic Deposits</b> ❖ Y-o-Y Growth: 18.35 %	<b>Foreign Deposits</b> Y-o-Y Growth: 25.85 %	<b>Global Deposits</b> Y-o-Y Growth: 20.00 %
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# DOMESTIC DEPOSITS (CASA)



**CASA : 32.79 %**  
**(YOY growth 15.30 %)**

**Savings Bank**  
**(YOY growth 16.03 %)**

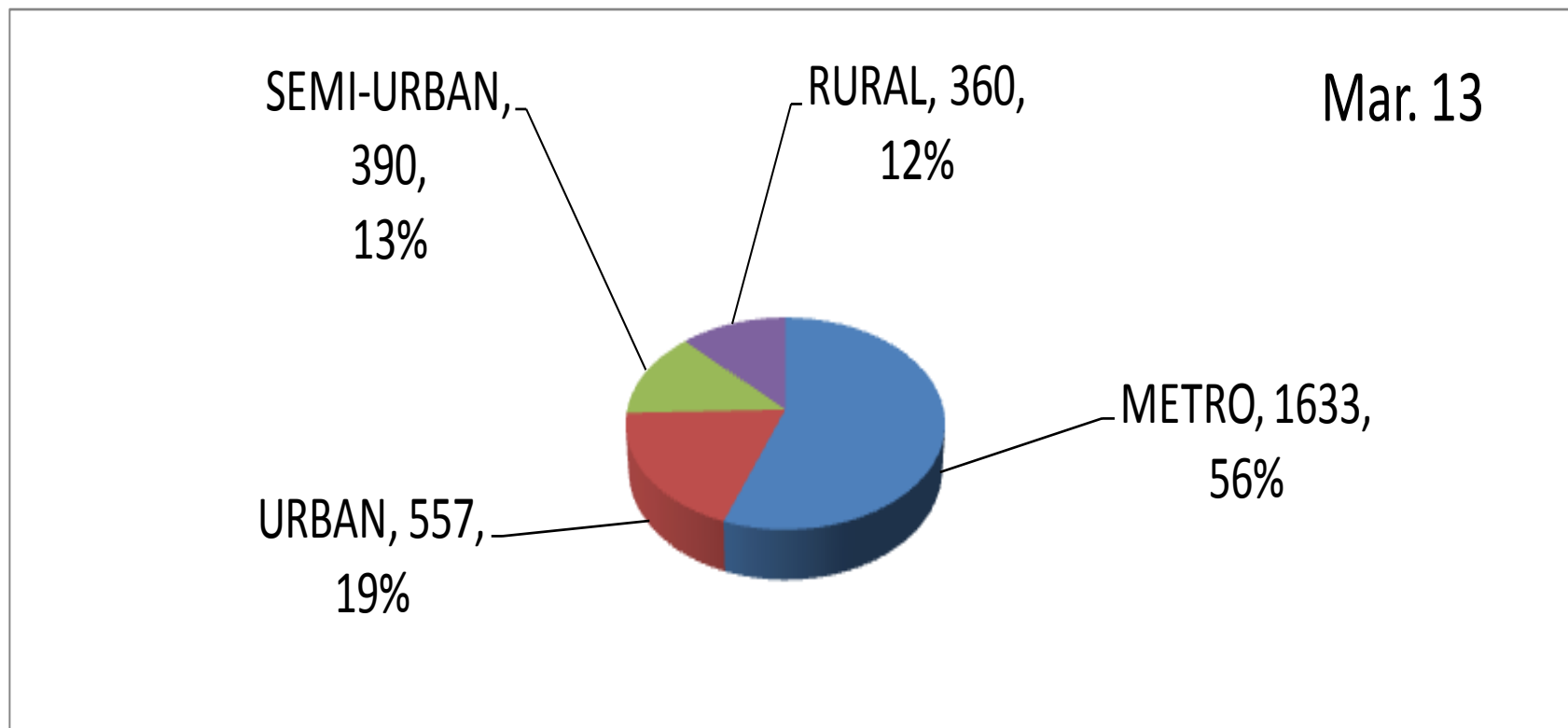
# High Cost Deposits

` Mn

	Mar-12	Dec- 12	Mar-13	%age of Domestic Deposits
Bulk Deposits	431,110	409,680	271,730	9.13
Certificate of Deposits	171,870	94,700	119,970	4.08

## Domestic Deposits – Category-wise

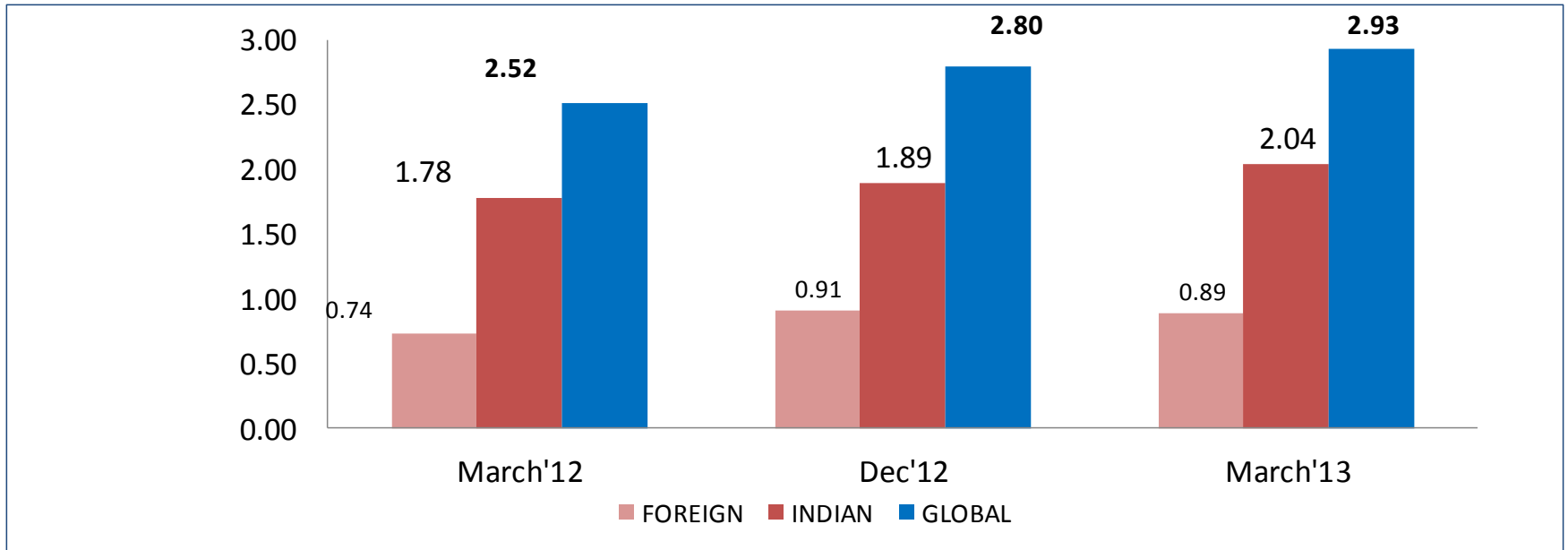
₹ Bn



# Gross Advances - Sequential

₹ Mn

	Mar-12	June-12	Sep-12	Dec- 12	Mar-13	Growth % Y-O-Y
<b>Business Mix</b>	5,697,103	6,031,442	5,930,732	6,294,731	6,748,075	18.45
<b>Gross Advances (Global)</b>	2,514,943	2,641,616	2,603,785	2,803,560	2,929,679	16.50
<b>--Domestic</b>	1,779,502	1,833,926	1,825,259	1,889,799	2,040,357	14.65
<b>-- Foreign</b>	735,441	807,690	778,526	913,761	889,322	21.00



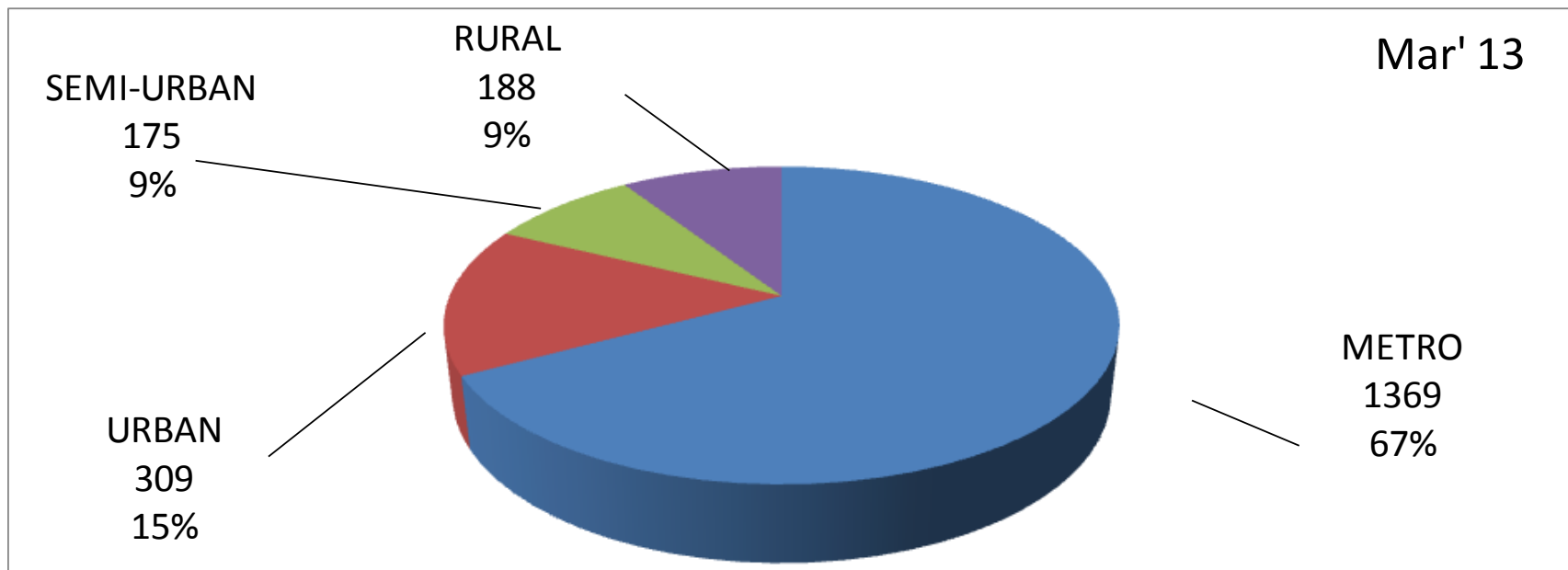
Domestic	Foreign	Global
YoY Growth: 14.66 %	YoY Growth: 20.92 %	YoY Growth: 16.49 %



## Domestic Advances – Category-wise

₹ Bn

Mar' 13



## Key Sectors (Domestic Credit)

₹ Mn

	Mar-12	Dec. 12	Mar-13	% Y-o-Y Growth
<b>Agriculture</b>	211,780	249,490	276,220	30.43
<b>MSME</b>	302,320	325,610	372,300	23.14
<b>Retail Credit</b>	191,160	209,140	223,500	16.92
<b>Corporate</b>	1,074,240	1,105,559	1,168,340	8.76
<b>Total</b>	1,779,500	1,889,799	2,040,360	14.65

# Retail Loan

	Mar-12	Mar-13	% Y-o-Y Growth	
			Amount	%age
Home Lone	83450	102,670	19,220	23.03%
Mortgage	16,320	20,080	3,760	23.04%
Auto	18,150	20,370	2,220	12.23%
Education	21,930	24,110	2,180	9.94%
Others	51,310	56,270	4,960	9.67%
<b>Total</b>	<b>191,160</b>	<b>223,500</b>	<b>32,340</b>	<b>16.92%</b>

# Priority Sector Advances



	Mar-12	Dec. 12	Mar-13	% Y-o-Y Growth	
				Amount	%age
<b>Agriculture</b>	211,780	249,490	276,220	64,440	30.43
<b>MSE</b>	250,900	258,670	300,760	49,860	19.87
<b>Housing Loan</b>	55,960	60,800	69,530	13,570	24.25
<b>Educational Loan</b>	21,930	24,290	24,110	2,180	9.94
<b>others</b>	-	3,820	4740		
<b>Total Priority Sector Advances</b>	540,570	597,070	675,360	134,790	24.93

## Major Industry-wise Advances - Domestic



	Mar-12	June-12	Sep-12	Dec-12	Mar-13	Y-o-Y Growth %
Textiles	80,620	80,380	82,040	83,960	88,820	10.17
Chemicals & Chemical products	46,310	48,860	48,830	49,310	51,100	10.34
Rubber, Plastic & their products	22,850	23,090	22,950	24,980	25,490	11.55
Basic metal & metal products	120,890	123,100	130,650	13,3240	136,990	13.32
Vehicles, vehicle parts & Transport equipment	21,170	23,570	24,340	21,140	20,520	-3.07
Gems & Jewellery	35,970	37,910	39,000	45,320	46,050	28.02
Construction	13600	13630	14190	14820	17700	30.15
Infrastructure	282,130	283,200	306,330	315,090	334,950	18.72
Other Industries	195910	191640	203130	220230	232880	18.87
<b>Total</b>	<b>819,450</b>	<b>829,120</b>	<b>871,460</b>	<b>908,090</b>	<b>954,500</b>	<b>16.48</b>

# Advances to Sensitive Sectors - Domestic



SECTOR	MAR-12	JUN-12	SEPT.-12	DEC -12	MAR-13	% Y-o-Y Growth
<b>Total Advances</b>	<b>1,779,502</b>	<b>1,833,926</b>	<b>1,825,259</b>	<b>1,889,799</b>	<b>2,040,357</b>	<b>14.66</b>
<b>REAL ESTATE</b>	<b>227,304</b>	<b>261,275</b>	<b>247,862</b>	<b>251,726</b>	<b>254,017</b>	<b>11.75</b>
Out of which						
▪ HOUSING LOAN	88,281	93,996	99,685	104,969	105,864	19.92
▪ MORTGAGE LOAN	16,440	14,517	15,536	15,990	16,486	0.28
▪ COMML. REAL ESTATE	48,479	47,856	47,058	45,424	59,249	22.22
▪ Others(Invest & Indirect)	74,104	104,906	85,583	85,343	72,419	-2.27
<b>CAPITAL MARKET</b>	<b>33,373</b>	<b>34,443</b>	<b>34,417</b>	<b>36,762</b>	<b>33,180</b>	<b>-0.58</b>

# Advances to Infrastructure Sector

Particulars	Mar-12	Mar-13
Power	186,020	222,700 <b>(7.60%)</b>
Out of which:		
a. State Electricity Boards (SEBs)	71,010	89,070
b. Others	115,010	133,630
Telecommunication	14,410	14,270
Roads & Ports	60,900	71,740
Others	20,800	26,240
Total	282,130	334,950

## Overseas Advances - Breakup

Mn

	Mar.-12	Mar.-13
TRADE	55,768	63,673
MANUFACTURING	75,655	81,902
REAL ESTATE	12,893	13,954
LOAN AGAINST DEPOSITS	13,378	17,137
BUYERS CREDIT	371,388	489,884
OTHERS *	206,359	222,772
<b>TOTAL</b>	<b>735,441</b>	<b>889,322</b>

\* Others include Staff Loans, Bills discounted for other banks, syndication/ECB loans, FCTL, etc.



## Standard Restructured Advances as on 31.03.2013 as per RBI Guidelines



(` in Mn.)

Particulars	March-13	%age to Advances
Domestic	151,390	7.40 %
Foreign	12,140	1.36 %
Total	163,530	5.58 %

# Sector wise breakup of Standard Restructured Advances (Domestic)



SECTOR	AMOUNT
INFRA	63,810
AVIATION	22,890
TEXTILES	10,190
STEEL	8,440
HOTELS	6,970
ENGINEERING	5,450
COMPUTER/IT RELATED	4,920
SUGAR	3,850
EDUCATION	2,480
PHARMACEUTICALS	1,810
OTHER METALS	1,700
CONSTRUCTION	1,680
PAPER & PAPER PRODUCTION	1,600
CHEMICALS	1,530
AGRI	990
TRADE	670
CRE	670
SERVICES	420
AUTOMOBILES	230
MISC **	11,100
GRAND TOTAL	151,390

# NPAs



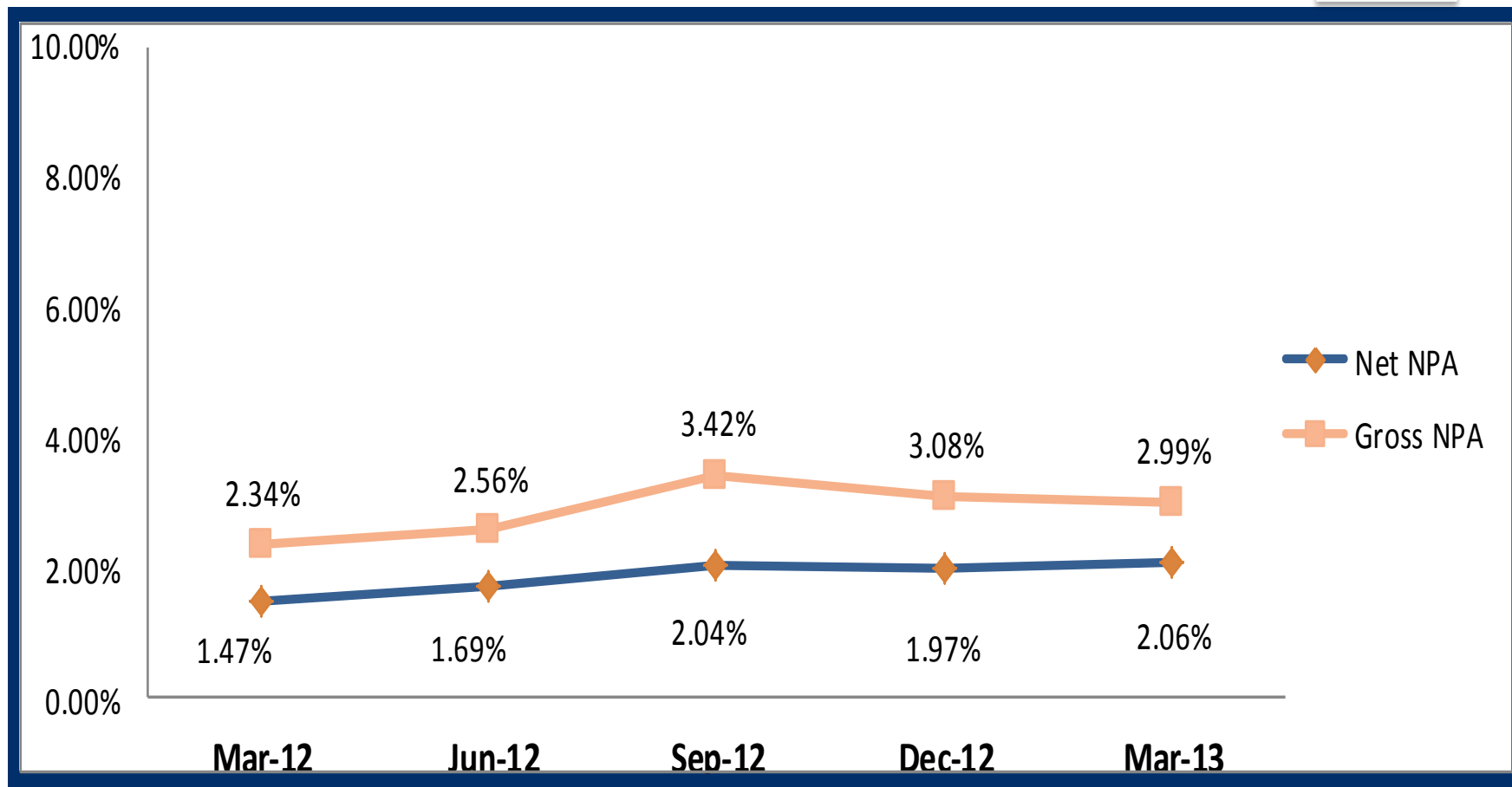
Mn

	Mar-12	June-12	Sept.-12	Dec.-12	Mar-13
Gross NPA	58,939	67,518	88,986	86,251	87653
Net NPA	36,564	44,134	52,283	54,555	59473
Gross NPA %	2.34	2.56	3.42	3.08	2.99
Net NPA %	1.47	1.69	2.04	1.97	2.06
Provision Coverage Ratio %	64.18	60.86	60.96	60.74	60.92

	Mar-12	June-12	Sept.-12	Dec.-12	Mar.-13
<b>Gross NPA (Global)</b>	58,939	67,518	88,986	86,251	87,653
--Domestic	51,697	57,694	75,493	72,111	71,520
----Foreign	7,242	9,824	13,493	14,140	16,133
<b>Net NPA (Global)</b>	36,564	44,134	52,283	54,555	59,473
---Domestic	34,134	40,345	47,203	49,020	52,640
---Foreign	2,430	3,789	5,080	5,535	6,833
<b>Gross NPA % (Global)</b>	2.34	2.56	3.42	3.08	2.99
----Domestic	2.91	3.15	4.14	3.82	3.51
----Foreign	0.98	1.22	1.73	1.55	1.81
<b>Net NPA % (Global)</b>	1.47	1.69	2.04	1.97	2.06
---Domestic	1.94	2.23	2.64	2.64	2.61
----Foreign	0.33	0.47	0.66	0.61	0.78
<b>Provision Coverage Ratio</b>	64.18	60.86	60.96	60.74	60.92

# NPA

(`/Mn)



# Movement of NPA



( ` / Mn)

	31.03.2012			Q1 2012-13			Q2 2012-13			Q3 2012-13			Q4 2012-13 (31.03.2013)		
	Domestic	Foreign	Total	Domestic	Foreign	Total	Domestic	Foreign	Total	Domestic	Foreign	Total	Domestic	Foreign	Total
Opening Balance	43,570	4,550	48,120	51,700	7,240	58,940	57,690	9,830	67,520	75,490	13,490	88,980	72,110	14,140	86,250
Add : Slippages	50,270	3,740	54,010	14,580	2,890	17,470	23,390	3,940	27,330	11,280	930	12,210	14,660	2,110	16,770
Total	93,840	8,290	102,130	66,280	10,130	76,410	81,080	13,770	94,850	86,770	14,420	101,190	86,770	16,250	103,020
Less :															
Recovery	11,820	230	12,050	3,040	290	3,330	2,920	240	3,160	3,730	-80	3,650	2,280	30	2,310
Upgradation	4,870	00	4,870	2,220	00	2,220	2,080	0	2,080	2,810	330	3,140	110	60	170
Write Off	23,330	810	24,140	3,060	00	3,060	100	0	100	8,110	0	8,110	12,850	10	12,860
Total reduction	40,020	1,050	41,070	8,320	290	8,610	5,100	240	5,340	14,650	250	14,900	15,240	100	15,340
Less URI	2,120	00	2,120	270	10	280	490	40	530	10	30	40	10	20	30
Closing Balance	51,700	7,240	58,940	57,690	9,830	67,520	75,490	13,490	88,980	72,110	14,140	86,250	71,520	16,130	87,650

## Sector wise Breakup of NPA - Domestic

	<b>Outstanding Mar.-13</b>	<b>NPA</b>	<b>% of NPA</b>
Agriculture	276220	6130	2.21
Industry	954500	44460	4.65
Services	586140	18480	3.15
Retail	223500	2440	1.09

# NPA-Overseas



Mn

	Mar.-12	Mar.-13
TRADE	1,593	2,414
MANUFACTURING	2,012	2,829
REAL ESTATE	1,229	2,239
OTHERS	2,408	8,650
TOTAL	7,242	16,132



# Net Interest Income

	Qtr Mar-12	Qtr Dec-12	Qtr Mar-13	Variation Y-o-Y (%)
TOTAL INTEREST INCOME	78,106	80,227	81716	4.62%
INT. INCOME FROM ADVANCES	55,869	57,910	59264	6.07%
INT. INCOME FROM INVESTMENTS	18,166	18,094	17201	-5.34%
OTHER INTEREST INCOME	4,071	4,223	5250	28.96%
TOTAL INTEREST EXPENDED	53,096	57,142	56956	7.27%
INT. EXPENDED ON DEPOSITS	46,137	50,847	51236	11.05%
INT. EXPENDED ON BORROWINGS	4,273	3,376	2832	-33.72%
INTEREST EXPENSES ON SUBORDINATED DEBT etc.	1656	1678	1642	-0.85%
Others	1030	1241	1246	20.97%
NET INTEREST INCOME	25,010	23,085	24760	-1.00%

# Net Interest Income(Y-o-Y)

Particulars	Year ended		Variation Y-o-Y %
	Mar-12	Mar-13	
<b>Interest Income</b>	284,807	319089	12.04%
a. From Advances	202,406	231392	14.32%
b. From Investments	71,418	72613	1.67%
c. Other Interest Income	10,983	15085	37.35%
<b>Interest Expended</b>	201,672	228849	13.48%
a. On Deposits	179,570	202383	12.70%
b. On Borrowings	11,453	14886	29.97%
c. Subordinated Bonds	6,658	6658	0.00%
d. Others	3,991	4922	23.33%
<b>Net Interest Income</b>	83,134	90240	8.55%

# Non-interest Income - Sequential



	Qtr Mar- 12	Qtr Jun- 12	Qtr Sep- 12	Qtr Dec- 12	Qtr Mar- 13	Variation Y-o-Y (%)
COMMISSION / EXCHANGE / BROKERAGE	3,516	3,030	2,876	2,927	3,799	8.05%
PROFIT FROM SALE OF investment	736	1,004	1,032	860	1,573	113.72%
PROFIT FROM EXCHANGE TRANSACTIONS	1,700	934	1,840	1,812	1,854	9.06%
RECOVERY IN WRITTEN OFF ACCOUNTS (C)	1,906	2,367	1,666	2,460	1,951	2.36%
OTHER NON-INTEREST INCOME	1,813	1,074	1,527	1,312	1,763	-2.76%
TOTAL NON-INTEREST INCOME (A+B+C)	9,671	8,409	8,941	9,371	10,940	13.12%

## Non Interest Income(Y-o-Y)



Particulars	Year ended		Variation Y-o-Y %
	Mar-12	Mar-13	
Commission, Exchange & Brokerage	12,715	12,632	-0.65%
Profit from Sale of Investments	4,088	4,471	9.37%
Profit from Exchange Transactions	5,894	6,440	9.26%
Recovery In W/o accounts	4,951	8,442	70.51%
Other Non Interest Income	5,564	5,675	1.99%
<b>Total Non Interest Income</b>	<b>33,212</b>	<b>37,660</b>	<b>13.39%</b>

# Net Profit – Sequential



		Qtr Mar 2012	Qtr Jun 2012	Qtr Sept. 2012	Qtr Dec. 2012	Qtr Mar 2013	Variation YoY (%)
1	Interest Earned	78,106	77,092	80,055	80,227	81,716	4.62%
2	Interest Expended	53,096	56,656	58,095	57,142	56,956	7.27%
3	Net Interest Income (1 - 2)	25,010	20,436	21,960	23,085	24,760	-1.00%
4	Non-Interest Income	9,671	8,409	8,941	9,372	10,940	13.12%
5	Total Operating Income (3+4)	34,681	28,845	30,901	32,457	35,700	2.94%
6	Operating Expenses	14,535	12,109	12,360	13,899	14,949	2.85%
7	Operating Profit (5 - 6)	20,146	16,736	18,541	18,558	20,751	3.00%
8	Total Provision	10,619	7,861	15,522	10,523	13,185	24.16%
9	Net Profit	9,527	8,875	3,019	8,035	7,566	-20.58%

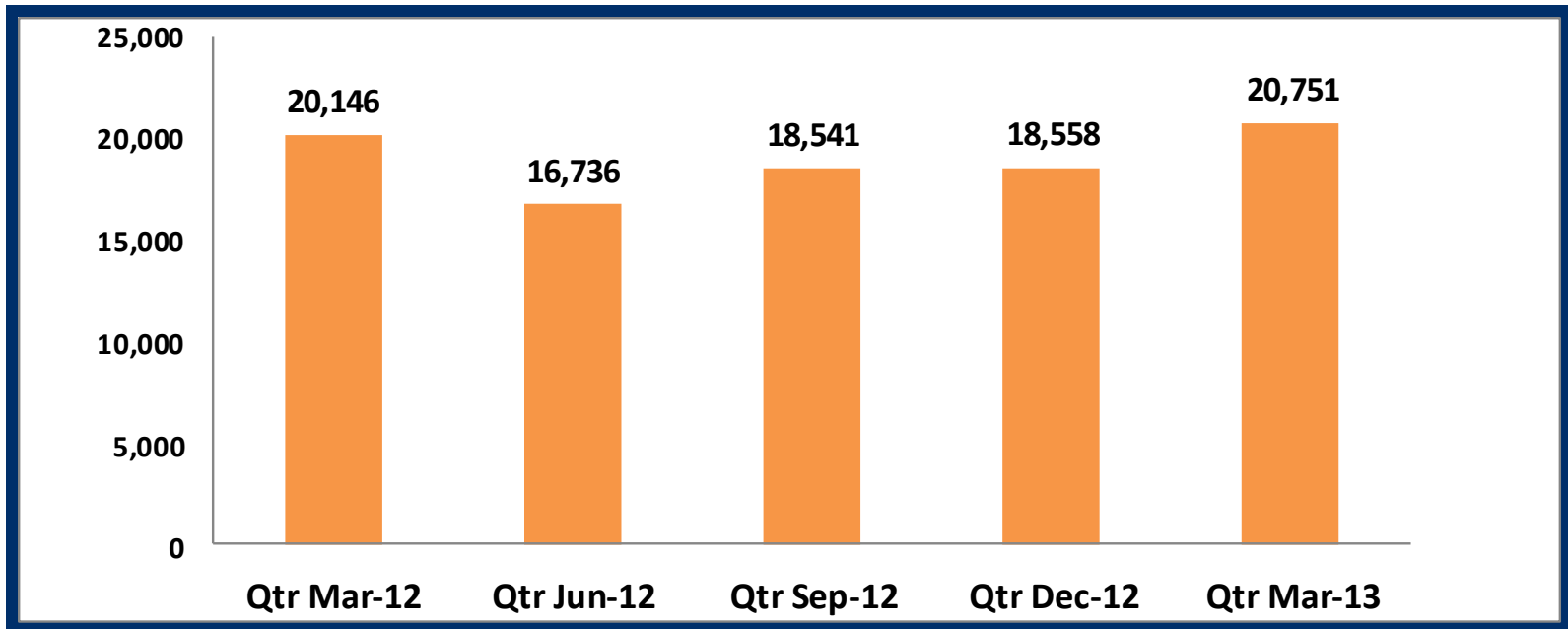
## Profitability (YoY)



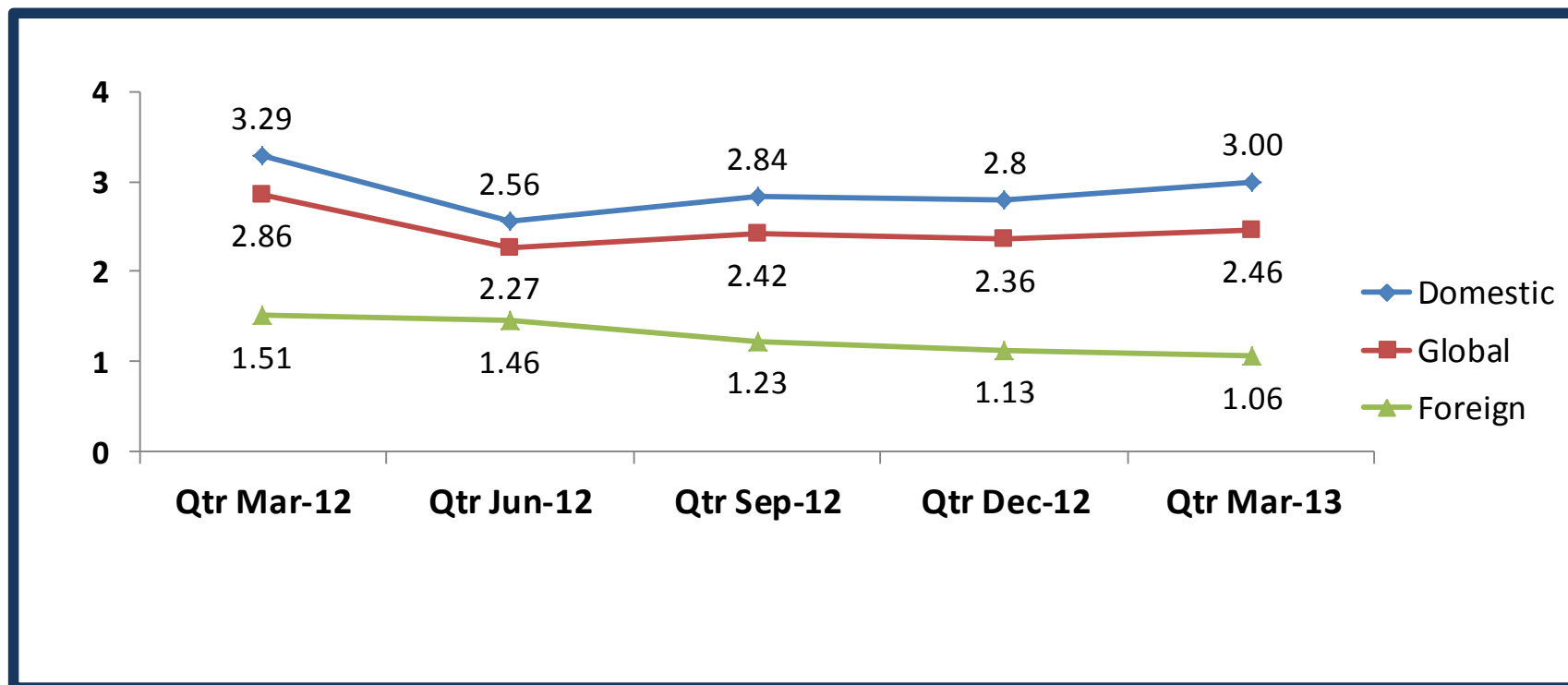
Income	Year ended		Y-o-Y %
	Mar 12	Mar 13	
<b>1. Total Income</b>	318,018	356,750	12.18%
a. Interest Income	284,807	319,090	12.04%
b. Non Interest Income	33,212	37,660	13.39%
<b>2. Total Expenditure</b>	251,079	282,165	12.38%
a. Interest expended	201,672	228,849	13.48%
b. Operating Expenses	49,407	53,316	7.91%
<b>3. Operating Profit</b>	66,940	74,585	11.42%
<b>4 . Net Profit</b>	26,775	27,494	2.69%

# Operating Profit (Sequential)

(` Mn)

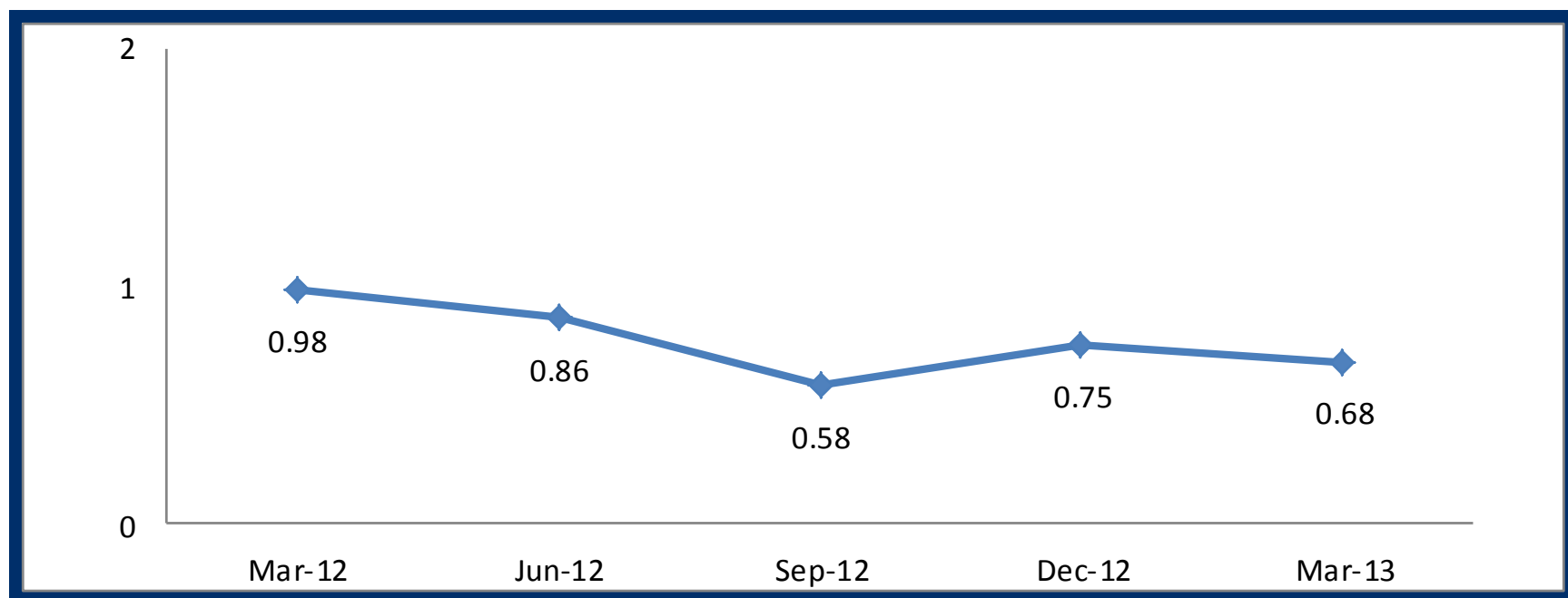


# Net Interest Margin

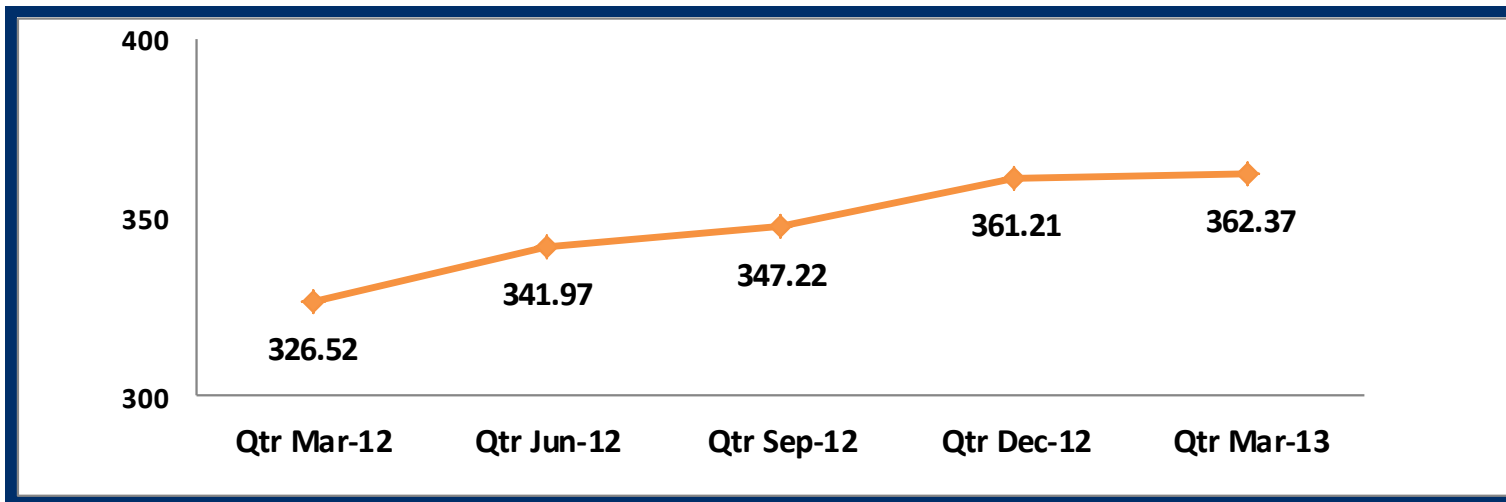




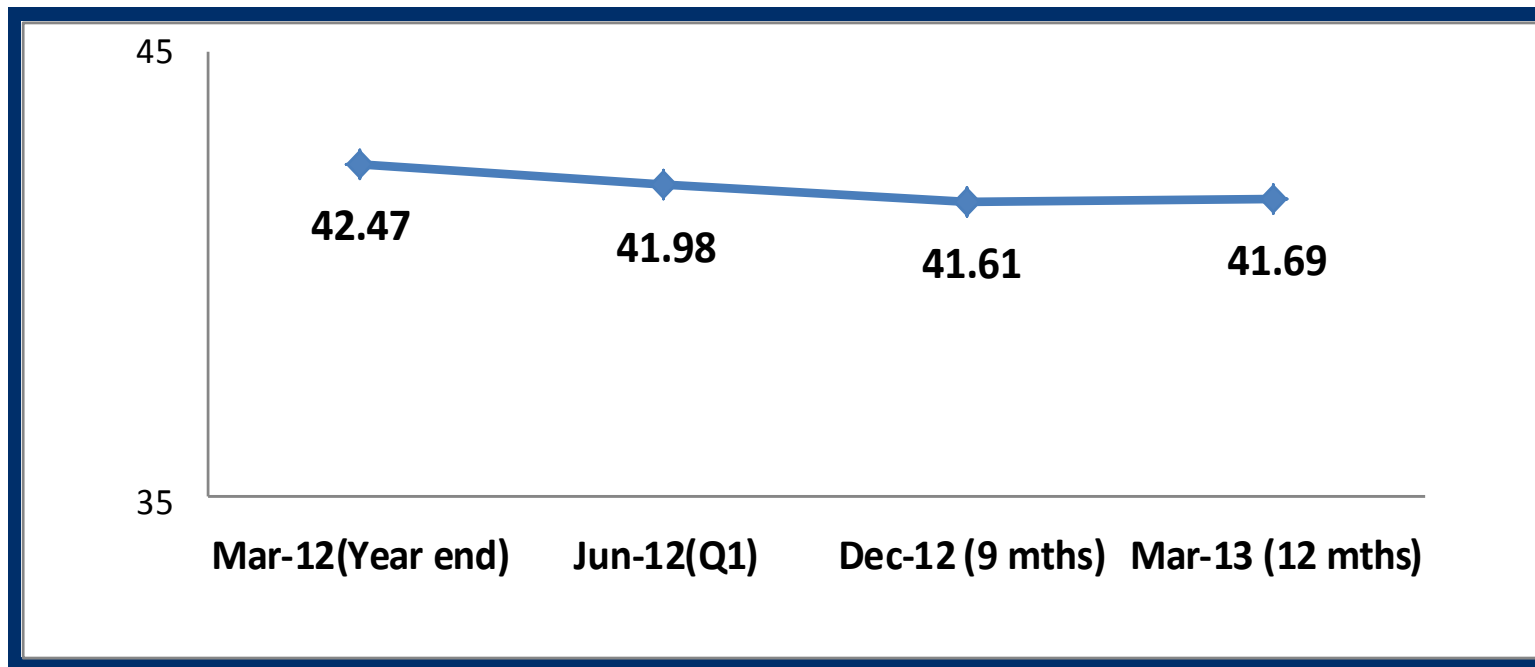
## Return on Assets (Sequential)



# Book Value per Share



# Cost to Income Ratio- Sequential



## Cost and Yield- (Financial Year )



	March, 12			March,13		
	INDIAN	FOREIGN	GLOBAL	INDIAN	FOREIGN	GLOBAL
Cost of Deposits	7.03	1.29	6.01	7.25	1.28	5.94
Cost of Funds	6.56	1.97	5.58	6.61	2.10	5.50
Yield on Advances	11.69	3.19	9.38	11.52	3.03	8.87
Yield on Investments	7.82	4.85	7.69	7.93	5.27	7.81
Yield on Funds	9.15	3.20	7.88	9.11	3.26	7.67
Interest Spread	2.59	1.23	2.30	2.50	1.15	2.17

# Investments - Domestic



	Mar.12				Mar.13			
	AFS	HTM	HFT	TOTAL	AFS	HTM	HFT	TOTAL
<b>1. SLR INVESTMENTS</b>	<b>166,704</b>	<b>548,678</b>	<b>3,882</b>	<b>719,264</b>	<b>134,499</b>	<b>660,668</b>	<b>1,368</b>	<b>796,535</b>
OF WHICH:								
GOVERNMENT SECURITIES	166,043	547,325	3,882	717,250	134,499	659,311	1,368	795,178
OTHER APPROVED SECURITIES	661	1,353	0	2,014	-	1,357	-	1,357
M Duration - AFS	2.27	4.95	6.21	4.33	3.06	4.72	5.46	4.44
<b>2. NON SLR INVESTMENTS</b>	<b>104,553</b>	<b>10,986</b>	<b>0</b>	<b>115,539</b>	<b>107,975</b>	<b>10,954</b>	<b>25</b>	<b>118,954</b>
M Duration	2.09	0.27	-	2.03	2.25	0.27	0.50	2.20
<b>TOTAL</b>	<b>271,257</b>	<b>559,664</b>	<b>3,882</b>	<b>834,803</b>	<b>242,474</b>	<b>671,622</b>	<b>1,393</b>	<b>915,490</b>

## Investments – Foreign (Position as on 31.03.2013)



Type of Investment	Book Value
G-Sec	23797
Bonds /CLN– Lehman Bros	1543
Bonds-Others	11439
CLN (Other issuers)	3691
<b>Total</b>	<b>40470</b>

# Capital Adequacy – Basel II



	31.03.2012	30.06.2012	30.09.2012	31.12.2012	31.03.2013
<b>Tier I Capital</b>	202,300	202,700	202,390	202,460	230,187
<b>Tier II Capital</b>	79,160	76,670	76,140	78,300	79,157
<b>Total Capital</b>	281,470	279,370	278,530	280,760	309,344
<b>Total Assets</b>	3,845,360	4,005,410	3,957,392	4,159,661	4,526,020
<b>Risk Weighted Assets</b>	2,354,660	2,445,440	2,508,320	2,650,820	2,806,370
<b>CRAR - Tier I (%)</b>	8.59	8.29	8.07	7.64	8.20
<b>CRAR - Tier II (%)</b>	3.36	3.13	3.03	2.95	2.82
<b>CRAR (%)</b>	11.95	11.42	11.10	10.59	11.02

# Branch Expansion



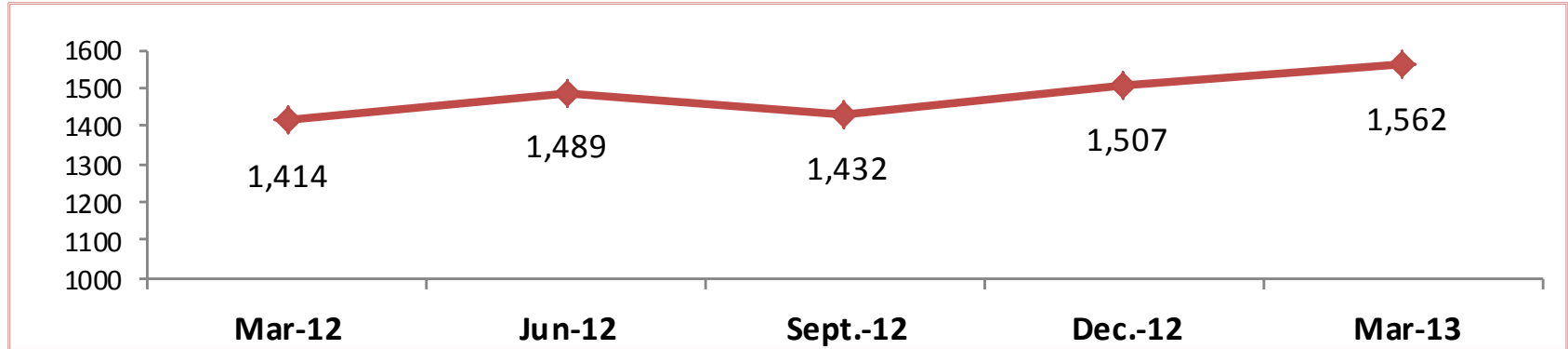
	Mar-12	June-12	Sept-12	Dec-12	Mar-13
Metro	746	754	757	766	787
Urban	704	703	710	715	742
Semi-Urban	1,068	1,072	1,101	1,110	1,165
Rural	1,482	1,493	1,544	1,556	1,598
Total	4,000	4,022	4,112	4,147	4,292



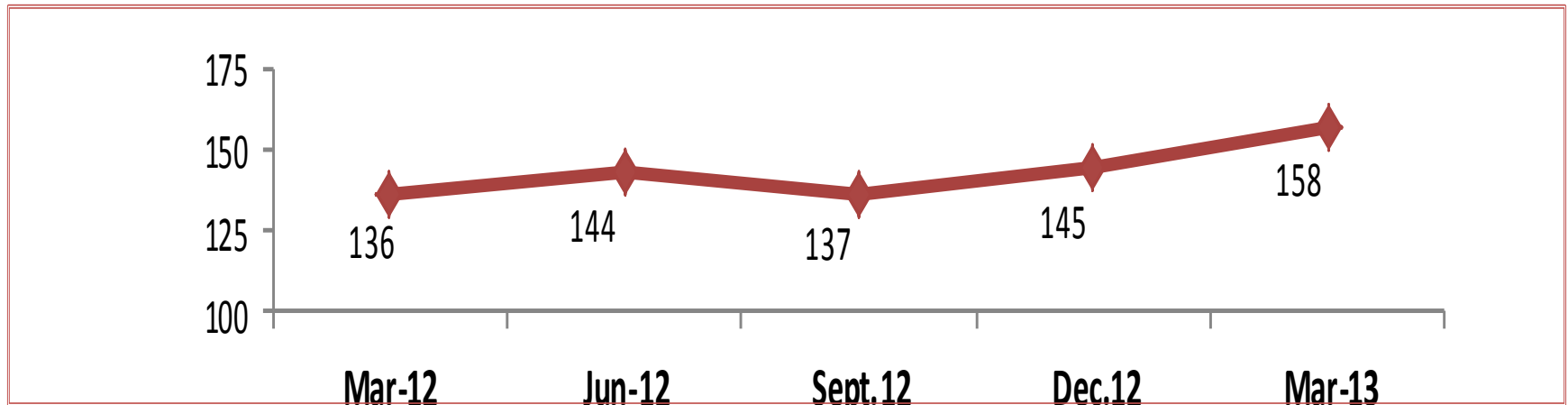
# Productivity



## Business Per Branch



## Business Per Employee



# Awards & Accolades

- Bank has been awarded as “The Best Bank for excellence in AADHAR related UIDAI programme of Government of India at the hands of Prime Minister at DODU village near Jaipur in Rajasthan”.
- The Bank has been awarded the ‘Outlook Money Award 2012’ for “Best Education Loan” provider.
- The Bank has been rated by ET as the Second Most Trusted Brand in India” among the PSU banks.
- The Bank has been conferred with National Award-2011 and 2012 for implementing PMEGP scheme in West Zone and East Zone.
- The Bank has been ranked Second by Ministry of MSME, New Delhi based on its performance in lending to Micro Enterprises.
- Bank of India ,Mumbai North Zone received 3<sup>rd</sup> prize for use of official language Hindi in Bank from Govt. of India, Ministry of Home Affairs , and Official Language Department.

- **Our Motto- “ PERFORM TO POTENTIAL”**
- **Emphasis on CASA growth .**
- **Expansion of SME ,Retail and Rural Business.**
- **Focus on Credit Monitoring and Recovery.**
- **Inclusive Growth through Financial Inclusion.**
- **Progress on I.T. Enabled Services for better customer satisfaction.**
- **Focused attention on Human resources.**

