Digital Initiatives – March 2024

Mobile banking transactions

(FT+NFT)

22.64 Crores/month

FT-0.54 Cr; NFT – 22.10 Cr

Y-o-Y 20.8%

Mobile App ratings

4.3

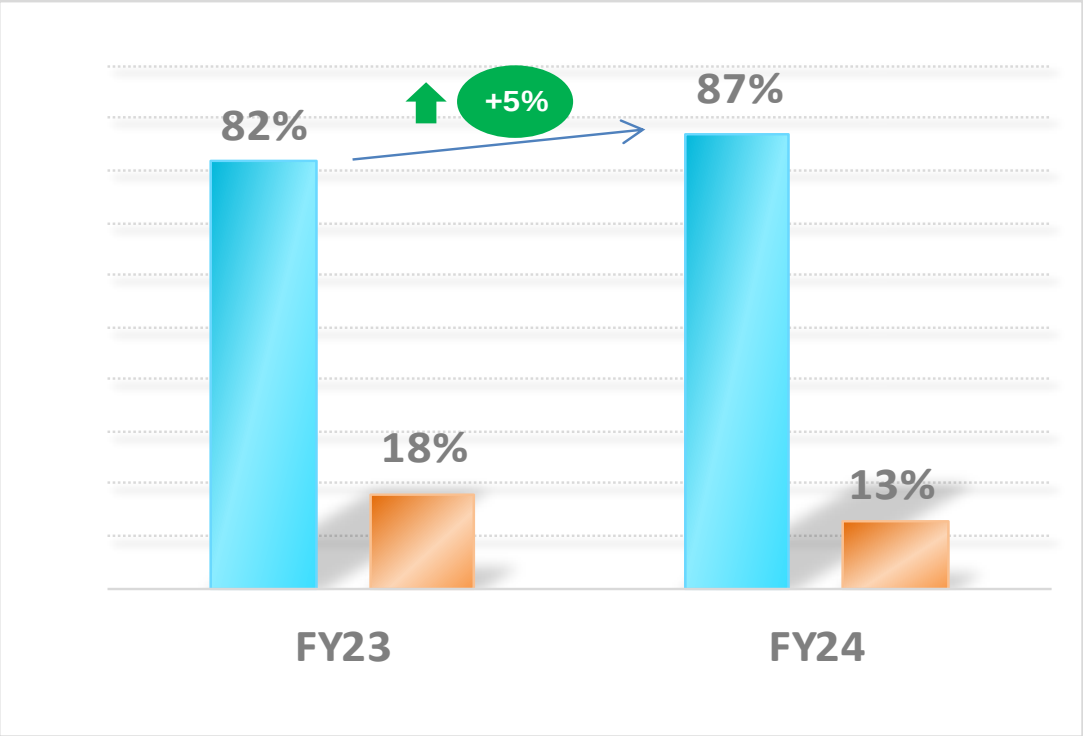
Digital Journeys launched

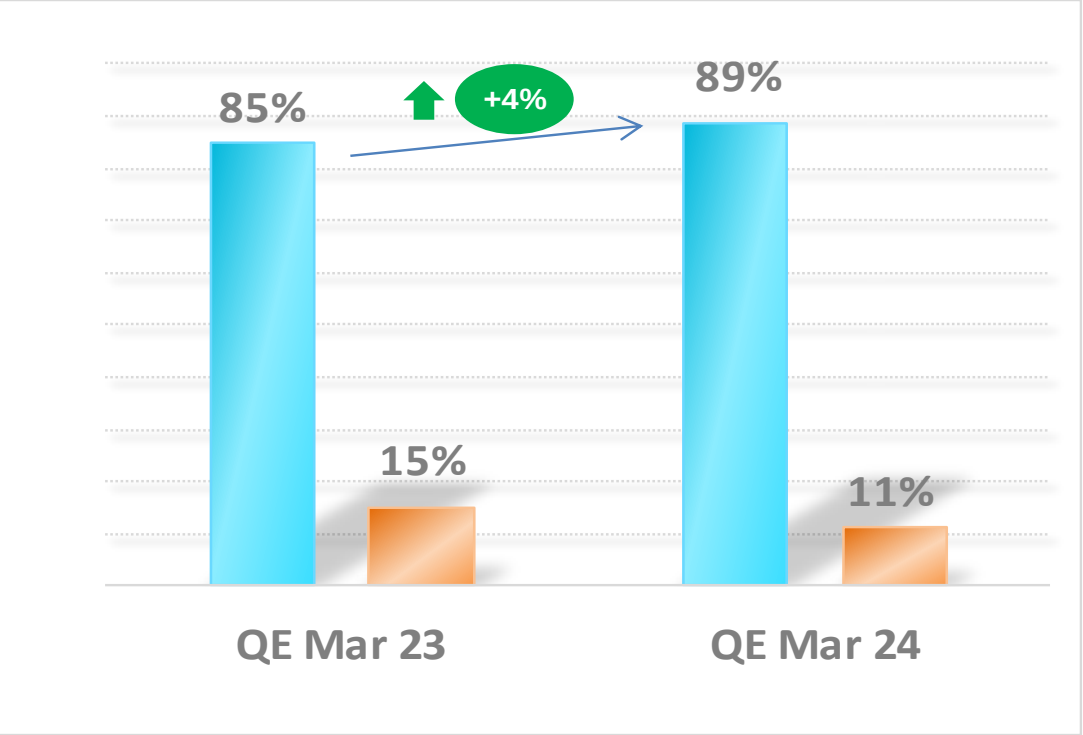
78

(Products, Processes and Portals)

Digital Migration

Branch transactions Vs Digital transactions





ATM, BNA & Digital Transactions

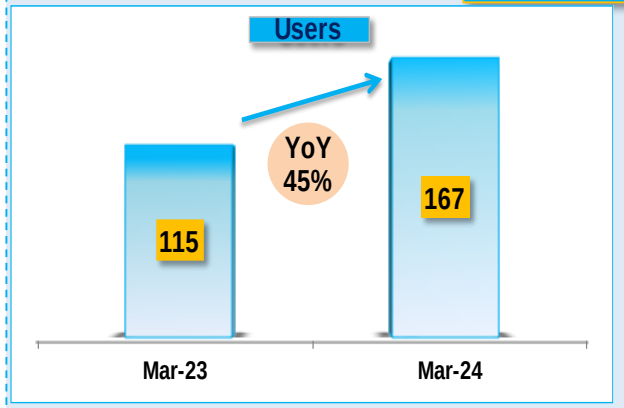
Branch Transactions

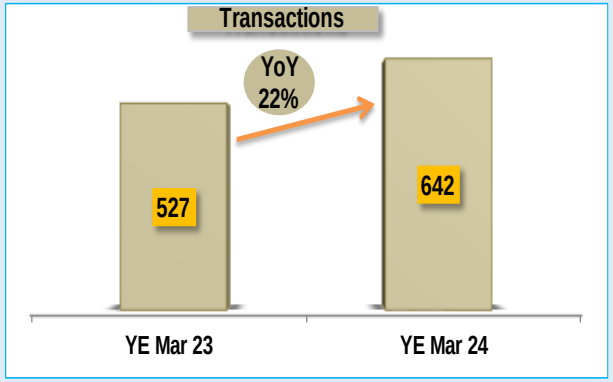
Transactions through ATM, BNA & Digital Channels improved by 5% YoY

Digital Banking

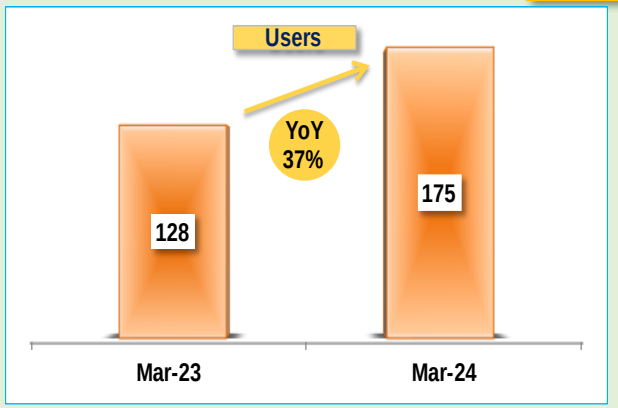
In lakhs

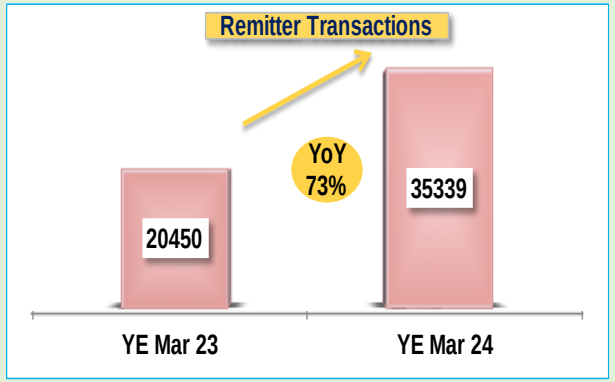
Mobile Banking



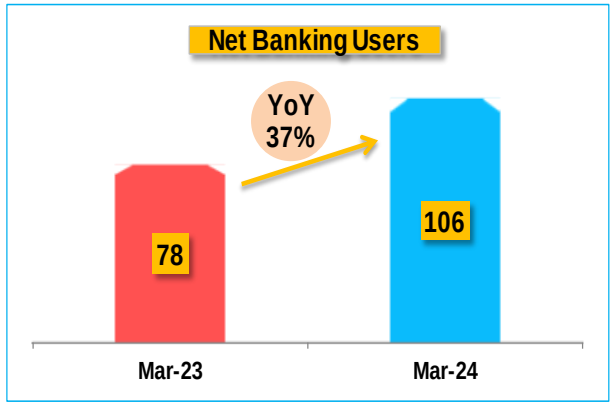


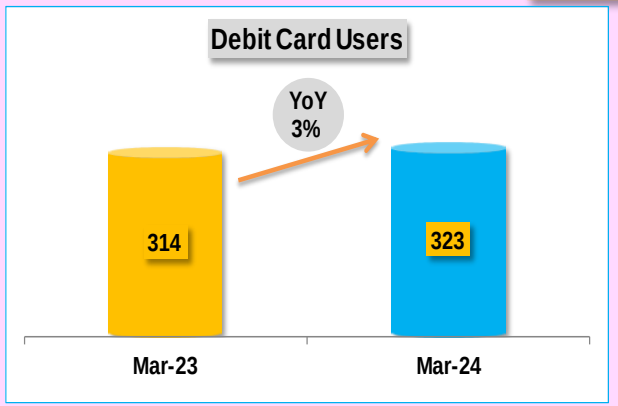
UPI

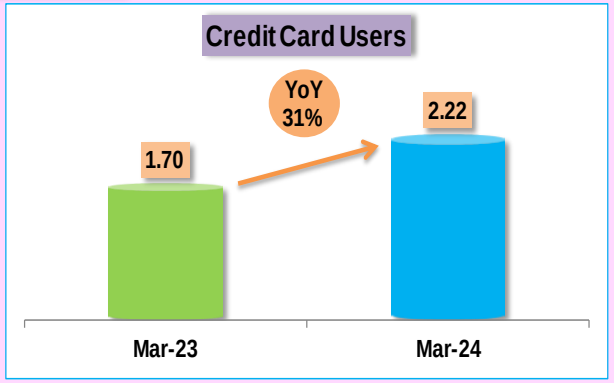


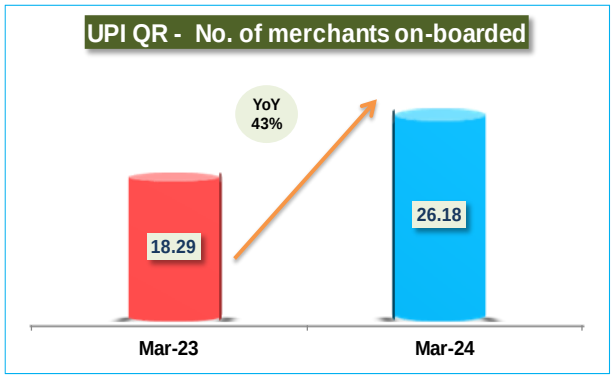


Card users









UPI QR transactions : YoY increase by 6 X from 630 lakh to 3800 lakh.

Number of PoS increased by 58% YoY from 13660 to 21580.

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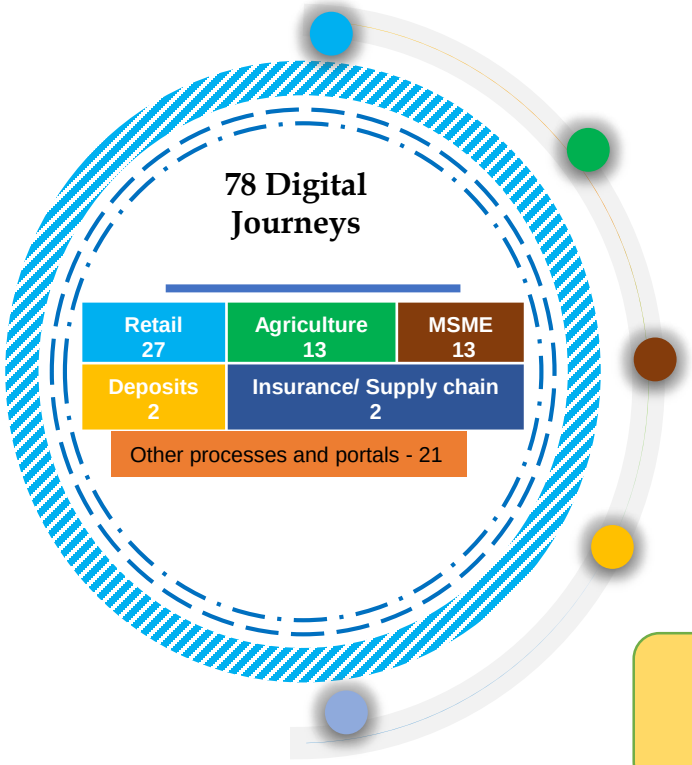
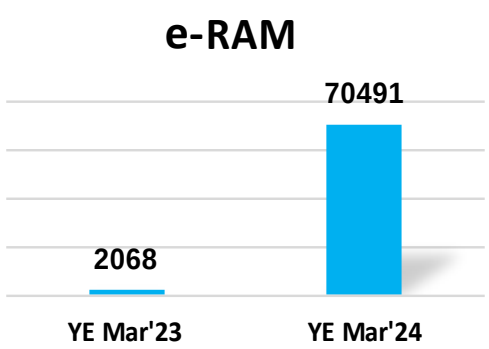
Digital Initiatives

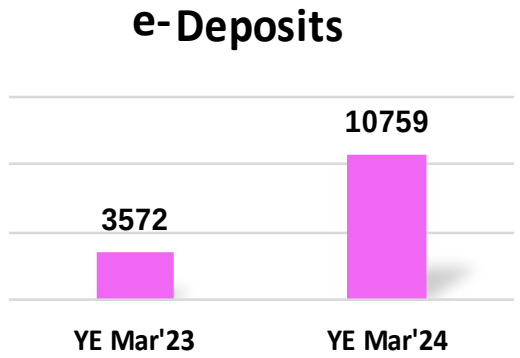


Digital business

₹81200 Cr +

e Business (in Cr)





Digital Lending Journeys launched in FY 2023-24 - **34**

Other processes & portals **- 19**

Digital Journeys

Retail

- Pre-Approved Personal Loans
- Home loans
- Vehicle loans
- Credit Card
- OD Against Deposits
- Jewel Loans
- OD Against Insurance

Agriculture

- Kisan Credit Card
- KCC Renewal
- Jewel Loans
- OD against Deposits
- SHG

MSME

- IND GST Advantage
- Shishu MUDRA
- Jewel Loans
- OD Against Deposits
- MSME Renewal
- Supply Chain Finance
- PABL

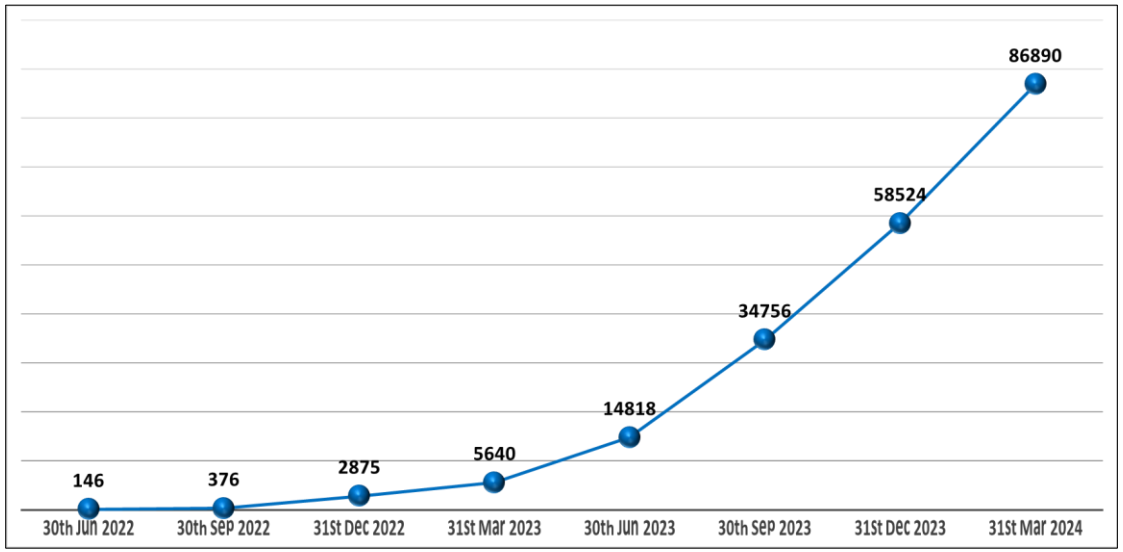
Liability Products

- Term Deposits - ETB
- Term Deposits - NTB

Third Party Products

- Universal SOMPO 2 Wheeler
- Universal SOMPO 4 Wheeler
- Universal SOMPO Health

Cumulative Digital Business consolidated (Rs. In Cr)



Digital Journeys planned in FY 2024-25

27 journeys prioritized in the current fiscal

Planned for Q1 – FY 2024-25

Retail

No. of Journeys 15

Education Loan: IBA Revised Modal
Education Loan: IBA Modal Education Loan
Education Loan: IB Prime
Education Loan : IB Skill
Education Loan :IB Prime Plus
Loan against NSC, KVP
HL Plus
HL Improve
HL Enrich
HL Plot
LAP
Rent - Lease rent discount
Staff HL
Personal Loan
Solar Loan

Agriculture

4

JLG
Cluster
KCC Marine
KCC Gold

MSME

No. of Journeys 8

MSME Secure
MSME LAP
Commercial Vehicle
Cluster Loan
GST Advantage with Security
IB Contractor
Doctor Plus
MSME General

Q1 FY 2024-25…

No. of Journeys 10

Education Loan - Revised IBA Model
Education Loan - IB Premier Elite
Education Loan - IB Skill
Education Loan - IBA Model
Education Loan - IB Premium Special
Staff OD
HL Plot
KCC Dairy
GST Sahay
I Help Bot

Planned for FY 2024-25

Digital Enablers & Initiatives

Digital Business & Fintech Partnerships

Customized Fintech Solutions for Various Segments

SNA Solution

Mobile APP for Apartment Society Management

DBT Platform Live-3

Solutions to Municipal Corporations

Religious Institution Management

CESS Collection Portal

IB SUGAM: Bulk Payment Management System

Coaching & Hostel Management Solution

e-Governance Solution for e-procurement, e-Tendering, e-Auction etc.

Dynamic UPI QR Integration Solutions

Salary solution

Web based GPF Solution

Ind Pension: e-PPO Generation

eRupi

API Banking

Ongoing Key projects

Digital Lending: 57 journeys completed
More than 25 journeys such as Education Loan Variants , Home Loan Variants, MSME loans, KCC variants, etc. are in pipeline for implementation

Omnichannel Retail Mobile app and Internet banking:
App will be a one-stop solution for a wide spectrum of banking needs from regular Banking transactions & UPI transfers, wealth management to insurance, online shopping, travel bookings, DEMAT & trading, NRI services, and bill payments.

Omnichannel Corporate Mobile app and Internet banking: Corporate and MSME customers will have a dedicated mobile app designed to meet their banking requirements. Corporates can also take charge of user management, account oversight, and workflow control through the Corporate Admin feature

Public Tech Platform for Frictionless Credit (PTPFC):
RBiH integration with Digital journeys for efficiency in the lending process in terms of reduction of costs, quicker disbursement, and scalability

Next Gen Call Centers:
Contact Center-as-a-Service (CCaaS) to take customer experience to the next level empowered by Intelligent Virtual Assistants.

Cash Management Services:
Implementation of CMS platform during Q2 FY 2024-25 to optimize cash flow for effective management of business operation,

Ongoing Key projects

Digital Co-Lending Pool Buyout platform :
partnering with NBFCs (non-banking finance companies) to boost priority sector lending through digital platform

Insurance Self Networking Platform (ISNP):
Aggregator for all insurance companies

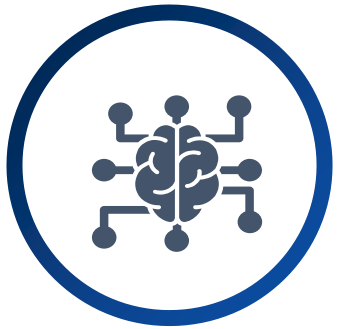
Cloud migration:
Highly scalable, lower costs, faster and more reliable performance, cloud-based developer tools and APIs, robust security, etc.

CRM solution:
Customer Centric for managing, retaining and acquiring new customers
360-degree view of a customer's profile

Data Analytical Models:
CASA Catalyst model, Footfall Analysis Model, UPI data forecasting model, Web analytics model

Data Lake:
1) Robust MIS Reporting
2) Better Analytics & Decision
3) Single source of data
4) Avoid any data redundancy and inconsistency.

Ongoing Key projects



Generative AI :
(i) Automated grievance redressal system;
(ii) Chatbot solution for quick and efficient access to all relevant information and support
(iii) Knowledge Engine for resolving employees queries

Central Bank Digital Currency:
Under CUG testing

4 Way Data Centre:
DC, Near DC, DR, Near DR
For having Zero Data loss while operating from DC or DR

Software Defined with Wide area network (SDWAN):
Aggregated network benefit for all locations

Thank You