Digital Initiatives – December 2024

INDSMART₹

Be Smart, Bank Smart

UPI transactions

2.41 Cr/day ↑

Remitter – 1.65 Cr

Beneficiary – 0.75 Cr

Mobile banking transactions*

57 lacs p.m ↑

* FT

Mobile App ratings

4.1

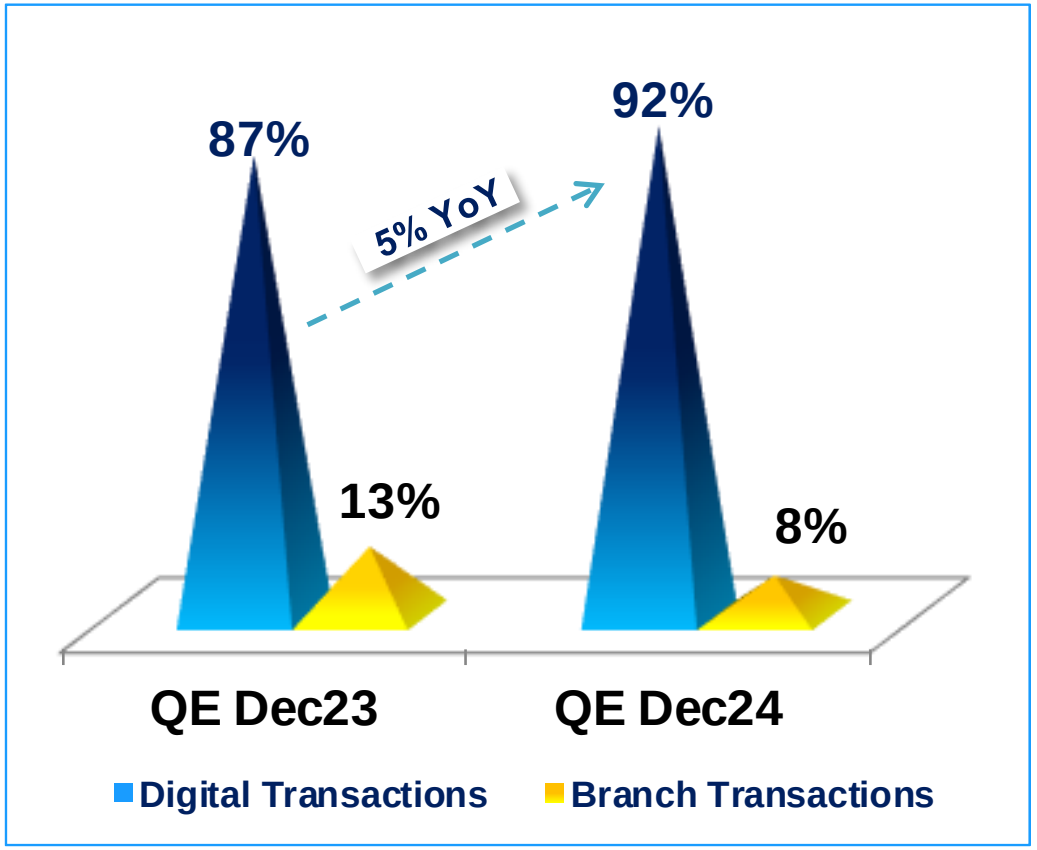
Digital Journeys launched

117

(86 Journeys /
31 processes & portals)

Digital Migration

Branch transactions Vs Digital transactions



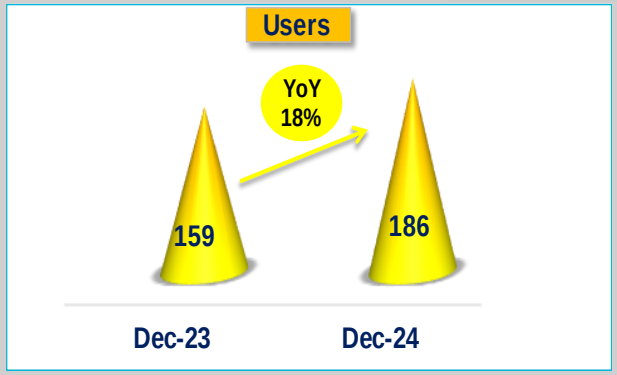
94% of Savings accounts are opened Digitally

Digital Banking

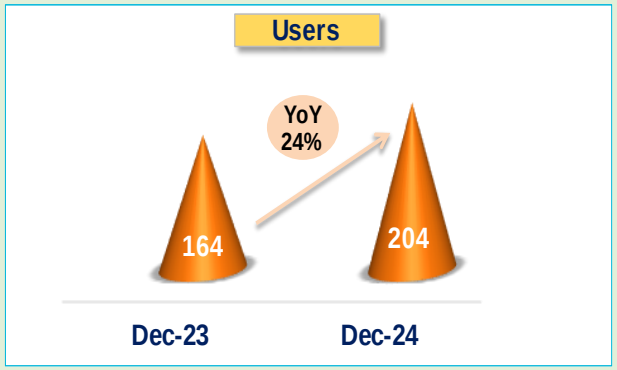
Digital Banking

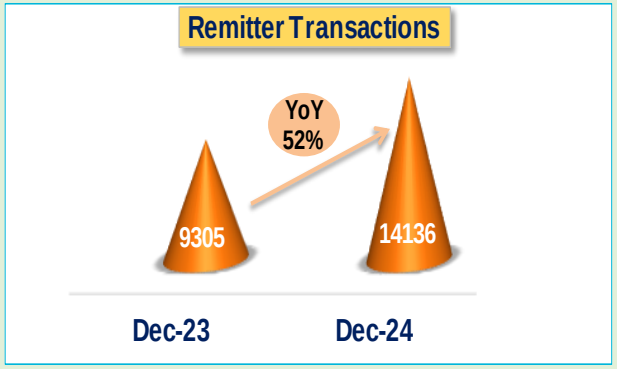
In lakhs

Mobile Banking

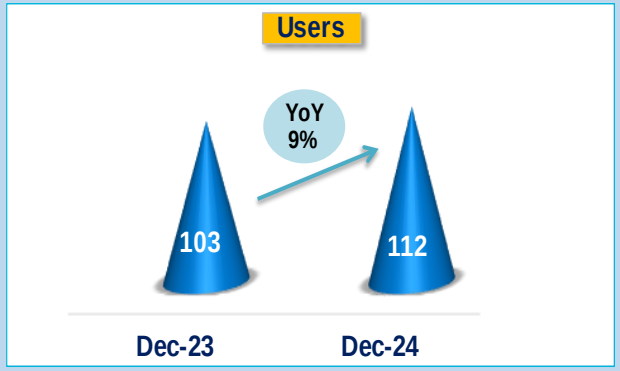


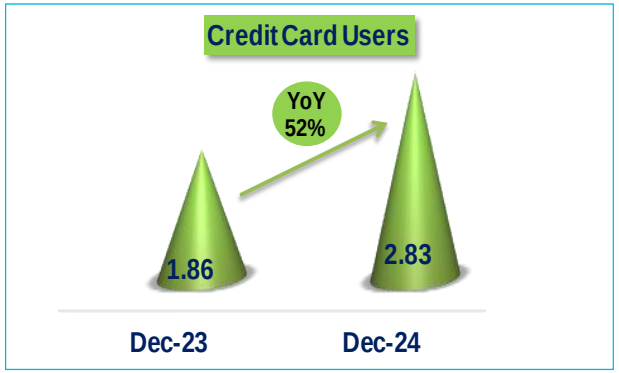
UPI

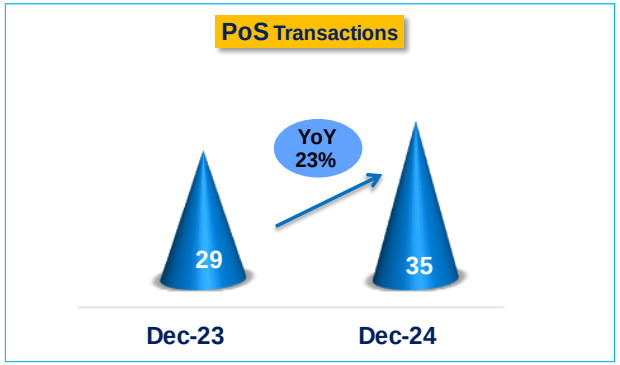




Internet Banking







Digital Initiatives

117 Digital Journeys

Retail – 38
Agri -16
MSME -25

Deposits -2
Insurance/Supply Chain Finance – 4
Co-Lending - 1
Other Processes & Portals - 31

Digital business
₹118981 Cr

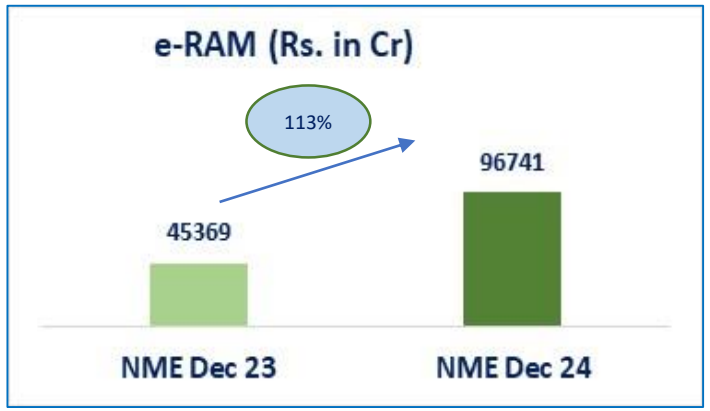
Digital Journeys / Processes launched in FY 2023: **25**
(Journeys – 23; Processes/ portals: 2)
Digital journeys / Processes launched in FY 2024 : **53**
(Journeys – 34; Processes/ portals: 19)
Digital journeys/processes prioritized in FY 2024-25: **53**
Out of which, launched - 39
Launched in Q1 : 6
Launched in Q2: 18
Launched in Q3: 15
Planned in Q4 : 14

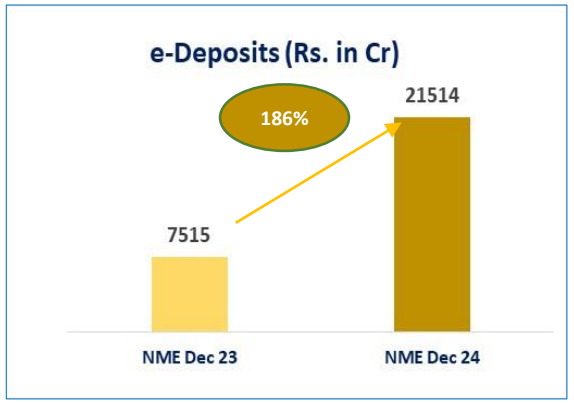
Digital Business NME Dec 23: Rs. 52884 Cr

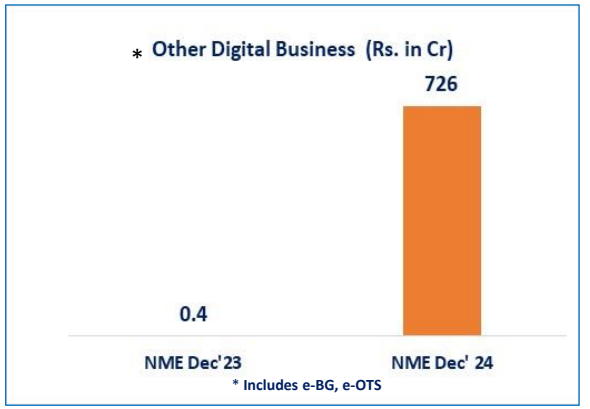
Digital Business NME Dec 24: Rs. 118981 Cr

125% ⬆ (y-o-y)

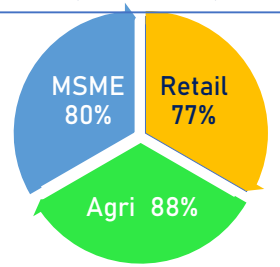
e Business (in Cr)



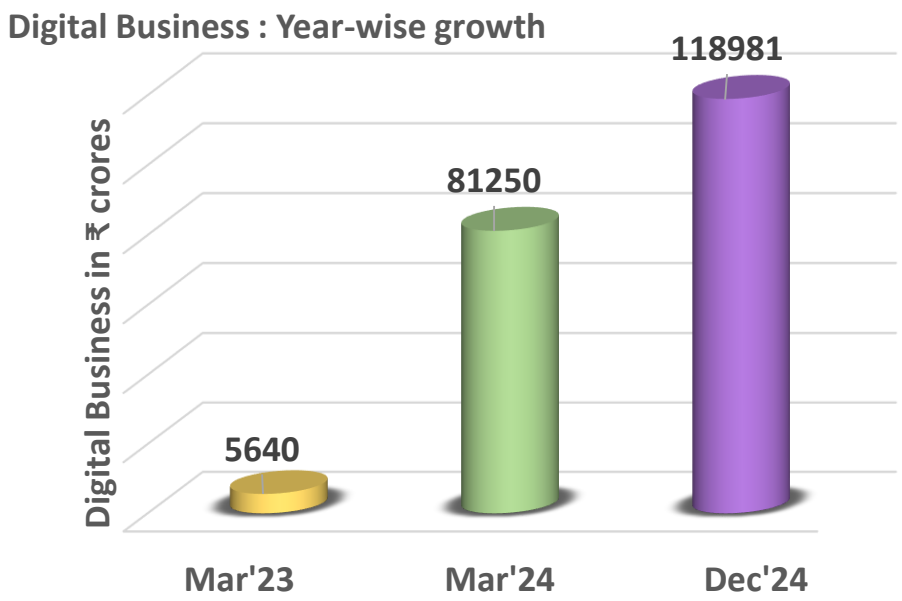




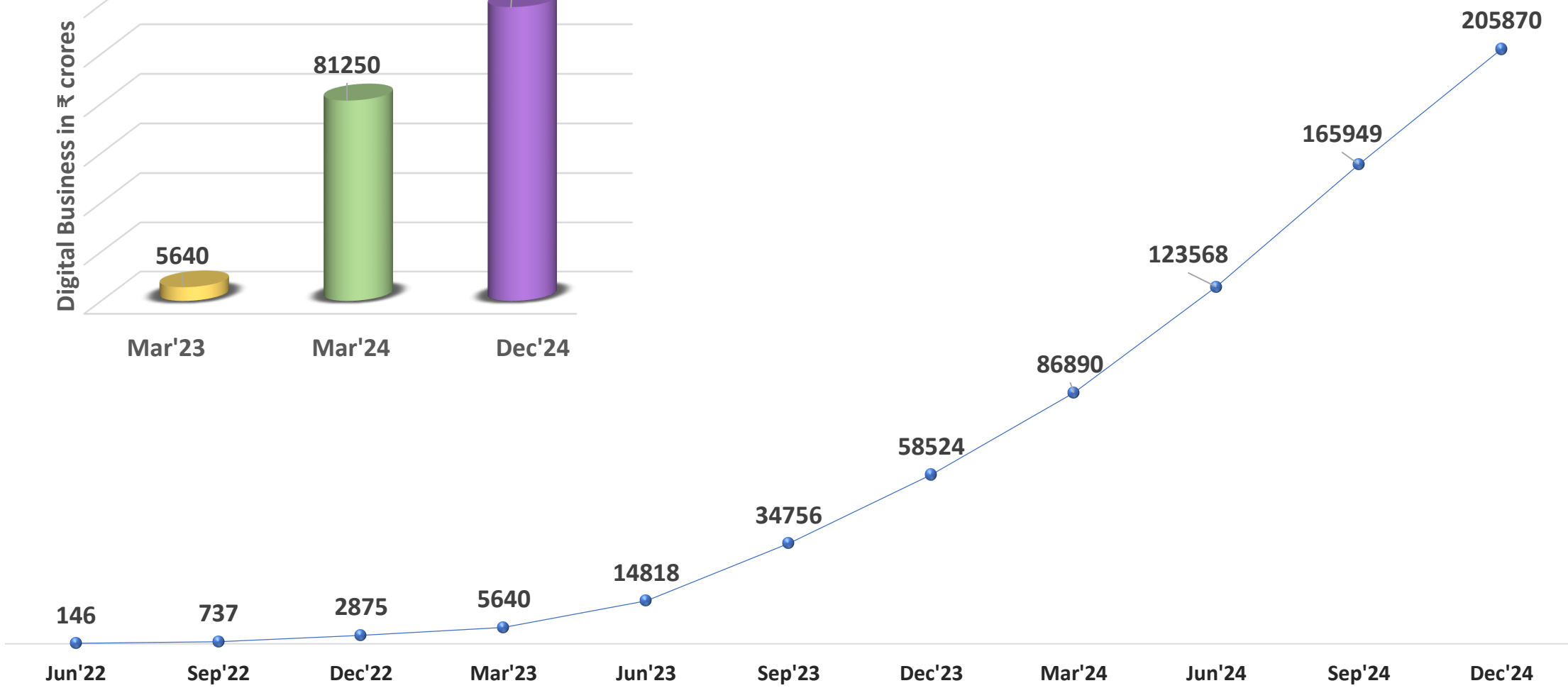
Digital Adoption Rate (QE Dec' 24)



Consolidated Digital Business Growth (upto Dec'24)



Amount in ₹ Cr.



Digital Migration

Expanding Digital Footprint – NME Dec'24

89 lakh accounts under Digital Platform (YoY growth of 160%)

186% YoY growth (₹13999 Cr) in Digital Liability Business

3.2X YoY growth in amount (₹4259 Cr) of Digital Home Loans

4.7X YoY growth in amount (₹2143 Cr) of Digital Vehicle Loans

98% YoY growth in amount (₹33467 Cr) of Digital Agri loans

79% YoY growth in amount (₹4718 Cr) of Digital MSME Loans

~12X YoY growth in amount (₹7715 Cr) of Digi-Retail Jewel loans

2289 Digital Self-Help Group accounts

Digital journeys : FY'25

Digital journeys launched

39

Q1 FY 2024-25 : 4

- Staff OD ✓
- HL Plot ✓
- KCC Dairy ✓
- GST Sahay ✓

Q2 FY 2024-25 : 13

- Education Loan : Variants (5) ✓
- Rooftop Solar Loan ✓
- Retail JL (STL - 3/6 months) ✓
- KCC Gold Plus ✓
- KCC Marine Gold ✓
- GST Advantage Renewal ✓
- MSME General ✓
- MSME Secure ✓
- MSME LAP ✓

Q3 FY 2024-25 : 12

- PM Vishwakarma ✓
- Retail One Card ✓
- MSME LAP Renewal ✓
- MSME Tradewell Renewal ✓
- MSME General Renewal ✓
- MSME Secure renewal ✓
- Digital Co-lending and Pool buyout journeys ✓
- Health Insurance through SOMPO ✓
- Health Insurance through Chola MS ✓
- IB Contractor ✓
- MSME Contractor Renewal ✓
- HL – Repair and Renovation ✓

Upto Q3, 10 processes & portals were launched

Planned for Q4 : FY 2024-25

11

- Ind Digi (BRE)
- MSME Auto Renewal with Enhancement
- GST Advantage with Partnership
- Govt. sponsored schemes
- Co-lending platform - Partnership (1)
- Corporate credit platform – 3 (FB (TL, WC) and NFB (BG and LC)
- Digital Insurance Platform - 2 (General and Health Insurance)

Planned Processes : FY 2024-25

3

- Cash Management Services – 3 (Cash Pickup, Host to Host, Collections)

- ✓ Platform live since 24.06.2024.
- ✓ 275+ functionalities
- ✓ Available in Google Play store & Apple App store for customers.
- ✓ App store rating: **4.1**
- ✓ 60 lakh+ customers on boarded
- ✓ Corporate Mobile Banking live under CUG

Digital Business & Fintech Partnership

- 138 Fintechs empanelled for providing Software Applications/solutions and support services under categories like
  - ✓ Digital Journeys solution provider
  - ✓ Digital Solution for emerging products and Banking process automation
  - ✓ Forex Solutions
  - ✓ Merchant Solution Provider
  - ✓ Omnibus Workflow solutions provider
  - ✓ Beyond Banking Solution Provider
- Bank has 3rd highest number of merchants on UPI-QR payment acceptance system among the public sector Banks having the user count of 28.67 Lakhs as on 31.12.2024.

Fintech Solutions Offered

SNA Solution

Prepaid Cards

Mobile App for Apartment Society Management

API Banking

DBT Platform

Dynamic QR, QR Standees & UPI QR Sound Box

Solutions to Municipal Corporations

POS

Religious Institution Management

FASTag

CESS Collection Portal

Ind Pension: e-PPO Generation, Web based GPF Solution

IB SUGAM: Bulk Payment Management System

eRupi

Coaching, Hostel Management Solution

Hospital Management Solution

Ongoing Key projects

Digital Lending: 80 journeys completed

5 journeys such as Ind Digi Express, MSME Auto renewal, GST Advantage, SVL etc are in pipeline for implementation

4 Way Data Centre:

DC, Near DC, DR, Near DR
For having Zero Data loss while operating from DC or DR

Omnichannel Corporate Mobile app and Internet banking: Dedicated mobile app to Corporate & MSMEs designed to meet their banking requirements. Currently under CUG.

Cash Management Services:

For optimizing cash flow for effective management of business operation;

RBIH- Unified Lending Interface (ULI):

RBiH's ULI integration with Digital journeys for efficiency in the lending process in terms of reduction of costs, quicker disbursement, and scalability. More than ₹ 3100 Cr. of digital business done through RBIH ULI.

Next Gen Call Centers:

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

Employee Assist:

A Conversational Gen AI Chatbot solution tailored for our bank's field personnel, providing quick and efficient access to all relevant information and support for our digital products

Agri Stack - Digital foundation set up by the Government to improve agriculture in India by using data and digital services. Vendor onboarded and Integration under process.

Ongoing Key projects

CRM solution:

- Boost new customer acquisition and retention of existing customers
- 360-degree view of customer profile
- Robust Lead Management System with end-to-end tracking of customer life cycle

Data Analytical Models:

Mule account identifier, Meity incentive insights, Smart Digital Experience analyser

Cloud migration:

Digital Lending Platform upgrade to Micro services enabled on-prem cloud services. Highly scalable, lower costs, faster and more reliable performance.

Generative AI :

(i) Partnership with RBiH - Automated grievance redressal system;

(ii) Chatbot solution for quick and efficient access to all relevant information and support

Data Lake:

- Centralized repository
- Holistic approach to data analysis, governance, and security

Corporate credit:

Automation of corporate credit proposal with pre-integrated public data sources. Effective data-based credit decisioning using structured and unstructured data from different digital sources to objectively determine credit worthiness of clients.

Thank You