



CANARA BANK OFFICERS' ASSOCIATION

Registered under Trade Unions Act 1926 at Mumbai
(Affiliated to AIBOC)

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30th July, 2024

“Not just the mere achievement of targets, but the way they are smashed, also tells the greater story!”

Dear Canpals,

We are the gratified core stakeholders of one of the largest financial conglomerates of our nation – **CANARA BANK**. It is really a proud moment for each and every Canarite to witness the balance sheet of our Mother Bank growing from strength to strength in each passing quarter.

My dear Canpals, we are now a Rs. 23.1 Lakh Crore Bank! With 11.07% y-o-y growth, our global business portrays an exponential growth.

It is such a delectation to witness the first quarter's financial results of our Mother Bank for FY 2024-25. The numbers corresponding to every major parameter is quite magical. **With a historic net profit of Rs.3,905 crore, we are on a growth spree with 10.47% y-o-y.**

The only constant in each quarter is the increasing strength of our Mother Bank's balance sheet and our commitment towards making our Mother Bank the Best Retail Bank in the Industry. **Outperforming ourselves has now become an irreversible habit.** The satisfaction of our market stakeholders portrays our wide acceptance not only as a reliable institution, but also as a fast growing and sustainable Public Sector Bank!

Thanks to the tireless efforts, dedication and hard work of all the Canpals, we have surpassed all expectations and achieved remarkable success. This amazing achievement showcases our commitment to provide exceptional financial services to our customers while maintaining a



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solid financial foundation for our Mother Bank. Whether we are serving our customers at the frontlines, managing operations, making strategic decisions or supporting our teams behind the scenes, every Canpal has played a pivotal role in this humongous accomplishment.

We are committed to sustainable banking practices. Our initiatives in green finance, responsible lending and corporate social responsibility have garnered widespread recognition. We are dedicated in promoting environmental sustainability and contributing positively to the society.

Let me sincerely thank our **beloved MD &CEO** for leading us from the front with an unwavering vision of making our Mother Bank, the Top Bank in the Industry. I extend my sincere thanks to our **Top Management** for ably strategizing the roadmap towards brighter, stronger and unrivalled future for our Mother Bank.

The highlights of the results reported by our Mother Bank for the period ended June 2024 are as follows:

- **The global business of the bank as at 30th June 2024 stands at a massive Rs. 23.1 lakh crore with global deposits of Rs. 13.35 lakh crore and global advances at Rs. 9.75 lakh crore.**
- **The Retail Lending portfolio has grown by a strong 23.54% year-on-year to Rs. 1.75 lakh crore with housing loans portfolio growing at a heartening 11.9% to Rs.96,108 crore.**
- **Our Bank's Net profit jumped by 10.47% year-on-year to Rs.3905 crore, which is absolutely humongous.**
- **Operating profit for the quarter ended June 24 has improved to Rs.7616 crore (3.1% Q-o-Q)**
- **Net interest income appended by 5.77% year-on-year to Rs.9166 crore.**
- **Net NPA has reduced by 1.24% to Rs.11,702 crore which portrays the improvement in asset quality.**

Our success would not have been possible without the **trust and support of our valued customers and stakeholders**. I want to take this opportunity to thank them for their confidence in our Mother Bank and assure them that we will continue to strive for excellence in delivering top-notch financial solutions.

Friends, numbers in the balance sheet speak a lot about our sincerity towards our Mother Bank. These numbers with every passing quarter, we are reliving our vision of being the **Best Retail Bank** while creating value for the stakeholders.

As we rejoice in this extraordinary accomplishment, we must remain vigilant and forward-thinking. The financial landscape is ever-changing and new challenges and opportunities await us. Together, as a strong team, I am confident that we can face these challenges and capitalize on the opportunities to achieve even greater success.

At this juncture, I would like to highlight a very important point which is the need of the hour – **LOW COST DEPOSIT**. Friends, our CASA figures need a great push. The one and only strategy to improve this figure is via *Customer Delight*, which can be accomplished through excellent counter service. Each and every penny in CASA matters. **Little drops of water make a mighty ocean**. Our vision of making our bank, the “**Best Retail Bank**”, is in line with extending hassle-free customer service. So, put your best foot forward in obtaining huge low-cost deposits, which augurs well for our Mother Bank.

Another key aspect, which I would like to underscore is **compliance**. Our Mother Bank always followed the policy of Compliance First and Business Next. When compliance is achieved, it naturally provides a sparkling business growth. Let us stay in line with our mantra of “**Flaw-free Banking! Fraud-Free Bank!**” and be a shield to the image of our Mother Bank.

My Dear Canpals, our transfer season was completed and we have already settled and got accustomed to new places and new roles. Along with protecting the welfare and dignity of members, CBOA also play a key role in achieving the corporate objectives for the growth of our Mother Bank. At this crucial juncture, I kindly request each and every Canpal to ensure the following:

- 1) Provide Delightful Customer Service and make every customer our Brand Ambassador. Serve our customers with smile!

- 2) Put your best foot forward in improving your branch's CASA profile by a minimum of 1% every month.
- 3) Urban, Semi-Urban and Metro branches, please try to improve the housing as well as vehicle loan portfolio. This will change the entire face of your branch.
- 4) All the Branch Heads are requested to identify the Top 10 deposit as well as advances customers of your branch and conduct "**Coffee With Customers**" which is our brain child and thank them for being banking with us. Kindly complete the task **by 20th of August** and I request all the Regional Secretaries and CCOs to monitor the same.
- 5) Stay in touch with former employees, thank them for their contribution and request them to further support our Bank.
- 6) After the introduction of human resource allocation based on the latest man power study, there are few branches that are facing difficulties. Such branches kindly take up with respective ROs and also to your Regional Secretaries, CCOs via E-mail. We ensure that the issue will be taken up for further resolution via appropriate forums.
- 7) Follow Due Diligence in all matters. Strictly adhere to the policies of our Bank and never provide room for any deviation.
- 8) Ensure to adhere to our Bank's guidelines in true spirit while sanctioning, processing and handling Gold Loans.
- 9) Ensure to send the review papers to RO on time.
- 10) Ensure that Key handling is mandatorily done by two officials of the branch.
- 11) Always maintain the ambience of the branch in an attractive and professional way.
- 12) Allocate few minutes of your time to support and improve the digital banking initiatives of our Mother bank.

- 13) Be punctual to office and utilise your working hours judiciously, prioritize your priorities and plan your schedule in such a way that you leave office on time, as work life balance is highly essential.
- 14) Spend your holidays with your family and friends, which will help you to rejuvenate yourself.
- 15) Please have special concentration towards your SMA accounts, initiate recovery process from day one without giving room till the last date, ensure only ethical banking at any cost.

Friends, we have shouldered the responsibility of this great institution! CBOA is sincerely cognizant of its role in our mother Bank's extraordinary growth story. Together, we have to keep re-calibrating and manifest our vision and strategies on the ground.

Together, we will continue to write the success story of our Mother Bank and uphold our commitment to serve our customers with excellence. With 50,000 fabulous and dedicated Canpals, I am extremely confident that we will outperform ourselves in the upcoming quarters and achieve our set targets in style.

You care for the Bank and CBOA cares for you!

Flaw-Free Banking! Fraud-Free Bank!

DISCIPLINE IN CBOA, DEVELOPMENT IN CANARA BANK!

Yours faithfully,



RAVI KUMAR K
General Secretary