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Sustainability Highlights  
₹31,676 crores  
>6.45 lakh  
₹204.10 crores  
>8 lakh  
₹29.91 crores  
1.41 crore  
3,000+  
>46 crores  
18  
95.5%  
>9.4 lakh  
68.19  
26.55%  
>2.05 lakh  
>35 MWp  
Net Profit   
in FY 2021-22  
Trees planted   
During FY 2021-22  
CSR Spend   
During FY 2021-22  
Beneficiaries of Financial   
Literacy Camps   
During FY 2021-22  
National Donations   
Under CSR   
During FY 2021-22  
Farmers Catered to   
by SBI in FY 2021-22  
Solar-Powered ATMs   
as on 31st March 2022  
Customer Base   
as on 31st March 2022  
Green Building   
Certifications   
as on 31st March 2022  
Share of   
Transactions   
through Alternate   
Channels  
Youth Trained   
Through RSETIs   
as on 31st March   
2022  
Average Training   
Hours Per Full-  
Time Employee   
During FY 2021-22  
Women in the   
Workforce   
as on 31st March   
2022  
Employees Trained   
During FY 2021-22  
Captive RE Capacity   
as on 31st March 2022  
Figures mentioned in the Report are in lakhs and crores, as per the Indian system, the conversion of which is as under:   
• 1 crore = 10 millions   
• 10 lakhs = 1 million  
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Dear Stakeholders,  
As the world embarks on the journey of recovery   
and rebuilding from the impacts of COVID-19,   
it is evident that environmental, social and   
governance (ESG) factors will play a key role in   
ushering in sustainable and inclusive growth. It is   
heartening to note that India is taking its rightful   
place on the global stage, as economic activity   
continues to show an upward trajectory. However,   
we must strive to ensure that a strong economic   
performance also translates into environmental   
preservation, social inclusion and cohesion, and   
resilient communities.  
SBI’s core values have always guided its   
employees to place emphasis on simple acts   
of service to strengthen connections with   
stakeholders. It, therefore, remains in relentless   
pursuit of customer satisfaction, financial   
inclusion, innovation, robust governance, risk   
management, and resource conservation.  
As India’s largest public sector bank, SBI has the   
privilege and responsibility of not only driving   
sustainability in its own operations, but also   
through its investments. Sustainable finance is   
the need of the hour, and SBI is committed to   
taking action on this front. The Bank’s varied   
offerings include products directed at social   
development, gender equality, livelihood   
creation, clean energy and climate action. In line   
with the country’s ambitious target to scale up   
renewable energy capacity, special emphasis   
has been placed on strengthening financing   
arrangements for the same. This year, the Bank   
launched a new loan product, Surya Shakti   
Solar Finance, to provide finance to existing   
and prospective SME units with solar rooftop or   
ground-mounted capacity up to 1 MW for captive   
use. With the Government of India’s increased   
focus on newer technologies in the green energy   
sector, SBI is also exploring dedicated green   
lines of credit from multilateral and bilateral   
development banks. These will support projects   
related to battery energy storage systems, electric   
vehicles and charging infrastructure, and rooftop   
solar projects for residential buildings, amongst   
others.   
This year also saw the dual listing of SBI’s   
green bonds worth $650 million on the India   
International Exchange and the Luxembourg   
Stock Exchange. Through this listing, the   
Bank endeavours to open up new avenues   
for market development and fundraising   
opportunities in the green bond space. Within   
its own operations, too, the Bank continues   
to emphasise the importance of resource   
conservation and efficiency. As part of its journey   
towards environmental sustainability, SBI has   
been carrying out a number of initiatives at its   
branches and other establishments including,   
but not limited to, setting up of rainwater   
harvesting and waste management sites,   
installation of sewage treatment plants, phasing   
out of single-use plastic, and the plantation of   
more than six lakh trees in the reporting period.   
Energy efficient equipment is also utilised across   
facilities, in addition to a concerted effort to   
increase the share of renewable energy in the   
Bank’s energy mix. These efforts have culminated   
in eighteen of SBI’s establishments being   
certified Green Buildings by the Indian Green   
Building Council.   
In addition to the Bank’s climate change   
mitigation efforts, environmental considerations   
are also being increasingly considered to adapt to   
the changing climate. Towards this end, SBI has   
formulated a Climate Change Risk Management   
Policy, which is expected to serve as a guiding   
light in the Bank’s journey towards a low-carbon   
and climate-resilient future.  
Digitisation, too, has been integral in helping   
the Bank manage its environmental footprint by   
reducing paper consumption across branches   
and offices. The Bank has also included   
customers in its sustainability journey through   
offerings like green reward points, which can   
be redeemed to fund sustainable activities and   
COVID-19 relief measures. All this is in addition   
to digitisation’s role in helping the Bank improve   
customer experience, foster financial inclusion   
and ensure uninterrupted services during the   
pandemic.   
SBI’s personnel, too, have contributed greatly   
to business continuity and resilience during   
the COVID-19 pandemic. The workforce’s   
tireless effort to serve customers, despite the   
restrictions posed by the outbreak has been a   
key differentiating factor for the organisation.   
Owing to the nature of the banking sector, SBI’s   
employees were at inherent risk of COVID-19. The   
Bank has, therefore, undertaken an extensive   
vaccination drive for all its employees and their   
families to ensure their health and well-being,   
and a seamless experience for customers. The   
Bank shall continue to support its employees   
by providing them a safe, healthy and engaging   
work environment that is conducive to their   
personal and professional growth.  
Additionally, employees have had access to a   
number of learning and development initiatives,   
including Samarthya, a programme aimed   
at educating young employees on the Bank’s   
ethical and professional standards. Learning   
interventions have also been introduced in   
the areas of work ethic and sustainability,   
in addition to job-specific trainings, to drive   
holistic development. The Bank’s digital training   
initiatives have garnered it recognition in the   
form of the prestigious ET Human Capital Award   
for Excellence in creating a culture of continuous   
learning and upskilling.  
It gives me great pride to note that the Bank’s   
employees have embodied the organisational   
ethos of service and nation-building. On the   
Bank’s 66th Foundation Day, around 2.5 lakh   
employees came forward to donate over ₹60   
crores to the PM CARES Fund. This marks the   
second consecutive year that SBI’s employees   
have lent their support to the greater good.  
This year, SBI continued to address   
socioeconomic issues that have arisen in the   
aftermath of COVID-19, through its CSR efforts.   
SBI Foundation, the Bank’s CSR implementation   
arm, has supported the setting up of ICUs,   
COVID-19 care centres, oxygen plants and   
community-based testing sites. Meanwhile, the   
Bank also continued to support the National   
Foundation for Communal Harmony, Armed   
Forces Flag Day Fund, National Culture Fund,   
Clean Ganga Fund, and initiatives aimed at   
empowering the differently abled, promoting   
health, education and sports, livelihood   
generation, women’s empowerment and   
sustainability.   
These efforts, geared at the growth of our   
stakeholders and organisation, are built upon   
a foundation of regulatory compliance, ethical   
conduct, robust risk management systems and   
a total commitment for the right practices. This   
report, entitled ‘Powered by Purpose’, showcases   
some of the measures taken in FY 2021-22 to   
ensure a strong performance on the triple   
bottom line of people, planet and profit. The   
Bank endeavours to strengthen its performance   
on these pillars and welcomes inputs on how it   
can enhance its value creation.   
Thank you for your continued trust in SBI and   
allowing us the opportunity to serve you.  
Dinesh Khara   
Chairman, State Bank of India  
From the Chairman's Desk  
Message from the Leadership  
GRI 102-14  
GRI 102-14  
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Message from the   
Managing Directors  
Creating shared value by imbibing sustainability and ushering in prosperity   
for all stakeholders has been a focus area for SBI over the years. The role   
of innovation in fulfilling these goals, and ensuring the Bank’s continued   
success, cannot be overstated.   
The Bank’s digital offerings have been a key tenet of its financial inclusion   
initiatives, allowing it to extend essential banking facilities to people in remote   
and rural areas. SBI remains resolutely committed to driving an inclusive   
and sustainable economy by adopting the right practices and reaching out   
to the last mile and supporting them. These right practices combined with   
a dedication for innovation have also been instrumental to SBI’s resilience,   
helping the Bank keep up with evolving customer needs and enhance the   
ease of doing business. Additionally, the role of digital offerings has been   
more important than ever in the wake of the COVID-19 pandemic, reducing   
footfall at branches, and safeguarding the health and safety of customers,   
employees and communities. As we travel on the path of recovery and   
rebuilding from the pandemic, encouraging innovation at all levels of the   
organisation will continue to lie at the heart of SBI’s strategy.   
Challa Sreenivasulu Setty   
Managing Director, Retail & Digital Banking  
The COVID-19 pandemic has made it increasingly evident that collective   
action must be taken to achieve the common goals of peace, prosperity and   
environmental preservation. SBI has always recognised the importance of   
collaboration, which has underpinned all its activities, particularly when it   
comes to working with other institutions and organisations.   
SBI, therefore, ensures its dealings and investments are guided by a sense   
of purpose, and its key values of service, transparency, ethics, politeness and   
sustainability. It is also committed to partnering with various enterprises,   
communities and governments to nurture a business landscape that rewards   
social responsibility, environmental preservation, robust governance and   
consequently, shared value creation. The Bank is, therefore, incorporating ESG   
considerations in its investment decisions, and prioritising businesses and   
industries that are addressing the most pressing social and environmental   
concerns facing the world. By doing this, SBI hopes to make a positive   
impact not only through its own operations, but also through the entities it is   
investing in.  
Ashwani Bhatia   
Managing Director, Corporate Banking & Global Markets  
There is a growing emphasis on transparency and sound governance   
practices, particularly when it comes to financial institutions. The Bank   
is cognizant of their importance, not just to comply with regulatory   
requirements, but to future-proof the organisation and maintain the trust of   
its internal and external stakeholders. Going forward, adopting responsible   
business practices and making related disclosures will be crucial for thriving   
in a competitive business landscape.  
Over the years, the Bank has fostered an agile and robust governance system   
through regular risk assessment, monitoring and management. This has   
helped SBI ensure progress on its primary focus areas of continued value   
creation for all stakeholders and social and environmental responsibility.   
SBI began its international journey in 1864 and has continued to expand its   
global footprint ever since. Recognising the different and evolving needs   
of customers in each of the geographies where it operates, the Bank has   
stressed the importance of continuously tailoring and enhancing its offerings,   
not only through its banking operations but also through its subsidiaries.  
In each of these markets and through all its subsidiaries, the Bank is   
continuously working to foster an ecosystem of accountability, responsibility   
and shared success, while minimising the environmental impacts of its   
operations. SBI’s flagship mobile application-YONO, other digital offerings   
and continuous integration of technology in its internal operations have   
Working towards strengthening its performance, SBI is continuing to identify and   
manage material ESG risks. These efforts, coupled with a commitment towards ethical   
conduct, are helping the Bank enhance the resilience of its own business as well as that   
of its stakeholders on an ongoing basis.  
Swaminathan J.   
Managing Director, Risk, Compliance & Stressed Assets Resolution Group  
positively impacted resource and energy efficiency, thereby driving the carbon neutrality   
agenda of the Bank. An instrumental part of these efforts is the close collaboration   
it undertakes with governments, organisations and communities in different parts of   
the world. These partnerships have helped the Bank drive progress on the fronts of   
innovation, community-building, environmental protection and profitability, even in the   
new normal. SBI remains committed to ensuring that all these triumphs translate into   
the wellbeing of all its stakeholders-domestic as well as global.   
Ashwini Kumar Tewari   
Managing Director, International Banking, Technology & Subsidiaries  
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Message from the   
Chief Sustainability Officer  
The call to take action on sustainability issues is growing louder, as the social   
and environmental impacts of economic growth begin to manifest. SBI has   
always believed that profitability can co-exist with social and environmental   
responsibility and endeavoured to strike the right balance to create shared   
value for its stakeholders.  
As India’s largest public sector bank, SBI humbly recognises that it has the   
influence and reach to create significant positive impact across the value   
chain. The Bank has been consciously striving to factor environmental,   
social and governance considerations in its functioning, thereby scaling   
up its responsible business conduct. This is in addition to existing efforts to   
prioritise sectors like livelihood creation, healthcare, women’s empowerment,   
education and climate action, which have come to the fore as the most   
pressing concerns facing society.   
The Bank’s people practices, meanwhile, remain focussed on ensuring health,   
safety, diversity, inclusion and growth of its personnel. The HR policies and   
practices of the Bank have been increasingly aimed at fostering the right   
ambience for a participative work culture meeting employee expectations   
and aspirations. All this is built upon a foundation of compliance, good   
governance and robust risk management, which help SBI cater to all its   
stakeholders. The reporting period also witnessed the COVID-19 pandemic   
wreaking its havoc. Banking being an essential service, our employees   
demonstrated immense courage and unparalleled maturity in dealing with   
the unprecedented crisis. Bank proactively took up intensive vaccination   
drives PAN-India for all its employees and their family members. Such   
measures not only ensured seamless banking operations but also helped   
keeping employees motivated in handling crisis with extraordinary resilience.   
A sense of purpose, powered by its vision, mission and values drives SBI to   
go above and beyond in serving people and caring for the planet, without   
compromising on its profitability. This report offers a snapshot of initiatives,   
measures, policies and processes that have helped the Bank deliver on its   
commitment to an inclusive and sustainable growth.  
Om Prakash Mishra   
DMD (HR) & Corporate Development Officer  
10 | Sustainability Report 2021-22  
About this Report  
This sustainability report, centered on the theme   
‘Powered by Purpose’, details SBI’s efforts to   
create value for its stakeholders by ensuring   
ethical conduct, customer satisfaction and   
social and environmental responsibility. The   
Bank’s seventh consecutive sustainability report   
presents an overview of its performance in the   
Financial Year (FY) 2021-22, from 1st April 2021 to   
31st March 2022.   
The Bank has instituted a materiality framework,   
which is reviewed annually, after engagement   
with its stakeholders. This framework, and the   
priority areas identified using it, are used to   
define the content of this report.  
SBI’s most recent sustainability report   
summarises its performance in FY 2021-22,   
available along with all past reports on the   
Bank’s website. This report does not feature any   
restatements from last year.  
Reporting Guidelines  
This report has been prepared in accordance with   
the GRI Standards: Core option. The disclosures   
herein are also aligned with the National   
Voluntary Guidelines on Social, Environmental   
and Economic Responsibilities of Business (NVG-  
SEE), Integrated Reporting (<IR>) framework of   
the International Integrated Reporting Council   
(IIRC), and standards defined by the Sustainability   
Accounting Standards Board (SASB). The report   
content also draws from the recommendations   
of the Task Force for Climate-Related Financial   
Disclosures (TCFD) and reports on initiatives   
intended to drive progress on the United Nations   
Sustainable Development Goals (SDGs). The   
report also strives to incorporate information on   
Business Responsibility and Sustainability Report   
(BRSR) disclosures, prescribed by the Securities   
and Exchange Board of India.  
Scope and Boundary  
The scope and boundary of the Report pertain   
to SBI’s domestic and international operations,   
which include the Corporate Centre office in   
Mumbai, other Corporate Centre establishments,   
17 circles across the country and foreign   
branches\* of SBI. There were no significant changes   
to our organisation or supply chain during the year.  
Advisory Statement  
The report contains forward-looking statements   
that define SBI’s plans and expectations, based on   
rational assumptions and previous performance.   
These are dependent on developments in   
the industry, changes in geographical market   
conditions, government regulations, laws and   
other incidental factors. These statements must   
not be used as an assurance of the Bank’s future   
performance, as the underlying assumptions may   
change significantly.  
Precautionary Principle  
The Bank has in place proper mechanisms   
to identify and manage significant risks.   
Precautionary approach is communicated through   
information on internal controls and practices at   
SBI. Additionally, the Bank’s approach to mitigating   
risk and managing the economic, environmental   
and social performance is communicated to its key   
stakeholders. SBI has a robust policy framework,   
including its Sustainability and Business   
Responsibility (BR) Policy, which guides its overall   
ESG performance.  
\*The scope of the environmental information covered is limited to the domestic operations of the Bank.  
GRI 102-10, GRI 102-11, GRI 102-46, GRI 102-48, GRI 102-50, GRI 102-51,   
GRI 102-52, GRI 102-54  
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Approach to   
Shared Value Creation   
S  
tate Bank of India is the largest and oldest commercial bank in   
India, serving a varied customer base. Headquartered in Mumbai,   
the government-owned, multinational, public sector banking   
and financial services company has gained the faith and loyalty of   
millions of customers across the social spectrum.  
SBI provides several products and services covering retail banking,   
small and medium enterprises (SMEs), wealth management services,   
corporate banking, general insurance, life insurance, merchant   
banking, mutual funds, securities trading and primary dealership to   
name a few. The details of the Bank’s subsidiaries and joint ventures   
can be found online at: https://www.sbi.co.in/web/affiliates.  
Powered by technological innovation to adapt to changing customer   
preferences, SBI has been transforming its retail banking landscape,   
moving over 95% of its transactions to alternate channels. As on   
31st March 2022, SBI’s flagship application YONO has 48.35 million   
registered users, up from 37.10 million in March 2021.  
SBI has ingrained its values of service, transparency, ethics, politeness   
and sustainability across its operations and value creation model. In   
this regard, the Bank has revamped its process, re-evaluated its risks,   
enhanced its systems and customer experience, and introduced   
several IT initiatives.  
As of 31st March 2022,   
the Bank managed   
22,266 branches, 65,030   
Automated Teller   
Machines (ATMs) and   
Automated Deposit and   
Withdrawal Machines   
(ADWMs), while   
employing over 2.42 lakh   
people and a customer   
base exceeding 46 crore.  
SBI has leveraged its digital offerings   
by launching YONO in various new   
geographies, improving penetration and   
increasing the reach of its service to a   
wider population through contactless   
offerings. The Bank offers a wide range of   
products and services to SMEs, corporates   
and government departments and   
financial institutions.  
Further, the Bank interacts with various   
industry associations on matters of policy   
development, and is associated with   
reputed organisations, such as:  
 Indian Banks’ Association (IBA)  
 Indian Institute of Banking and   
Finance (IIBF)  
Market opening to celebrate the centenary year of SBI's   
UK operations and silver jubilee of SBI's listing on the   
London Stock Exchange.  
 Federation of Indian Chambers of Commerce and Industry (FICCI)  
 Confederation of Indian Industry (CII)  
 The Associated Chambers of Commerce and Industry of India (ASSOCHAM)  
 Progress, Harmony and Development Chamber of Commerce and Industry (PHDCCI)  
 United Nations Global Compact Network India (UNGCNI)  
The Bank collaborates with these organisations on banking, ESG and various industry-specific issues.  
Be the Bank of Choice for a Transforming India  
Service | Transparency | Ethics | Politeness | Sustainability  
VISION  
VALUES  
Committed to Providing Simple, Responsive and   
Innovative Financial Solutions  
MISSION  
GRI 102-1, GRI 102-2, GRI 102-3, GRI 102-4, GRI 102-5, GRI 102-6, GRI 102-7,   
GRI 102-45  
GRI 102-13, GRI 102-16  
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Guided by the overarching principles of supporting global Indian corporates, SBI’s international   
operations have established a significant global presence. In addition to the Bank’s focus on the Indian   
market, SBI is also expanding its reach in other markets, claiming its position as an international bank.  
SBI’s presence spans across the globe, with a footprint in 30 countries, and has stationed itself as a   
pioneer of international banking among Indian public sector banks.   
Global Footprint  
Overseas Offices  
Foreign Branches\*  
Branches/Other   
Offices of   
8 Subsidiaries  
JVs/Investments   
/Managed   
Exchange Cos.  
\*Considered for the report boundary  
Representative   
Offices  
Other Offices  
227  
As on 31st March 2022  
TOTAL  
05  
35  
161  
06  
20  
GRI 102-6  
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Commitment to   
Responsible Conduct  
E  
nsuring robust sustainability governance is an integral part of   
the Bank’s efforts to create shared value for its stakeholders.   
Towards this end, the Bank’s Corporate Centre Sustainability   
Committee (CCSC) undertakes the execution of the Sustainability   
and Business Responsibility (BR) Policy. This policy helps align   
the Bank’s sustainability strategy with its business strategy and   
identifies the key environmental and social areas. Further, it   
outlines SBI’s approach to managing economic, environmental and   
social performance in an integrated manner.   
The committee has representation from several functions, and   
is headed by the Deputy Managing Director (HR) and Corporate   
Development Officer (CDO). The Bank also has a separate Board-  
level Corporate Social Responsibility Committee, which undertakes   
periodic review of the Bank’s CSR activities.  
A survey titled Darpan   
was conceived and   
designed to gauge the   
level of awareness   
about culture of risks   
and ethics. The initiative   
sensitised employees on   
the importance of being   
vigilant and enhanced   
usage of whistle blower   
mechanism for reporting   
on frauds and unethical   
practices.  
Sustainability Governance  
SBI has in place a Staff Accountability Policy to promote a healthy environment of compliance with   
applicable norms and regulations. Additionally, the Bank’s daily email broadcast series also covers   
various aspects related to ethical conduct at the workplace, to encourage the right behaviour across the   
organisation.   
Ethical Conduct at SBI  
SBI has been committed to ensuring ethical business practices and transparency throughout its   
operations. To strengthen its commitment towards upholding the highest standards of integrity and   
conduct, the Bank has instituted an Ethics and Business Conduct function.  
Centered around the Bank’s core values is the Code of Ethics, which applies to all its employees, suppliers,   
service providers and subsidiaries. Effective implementation of the Code is ensured through various   
mechanisms that include defined responsibilities, accountabilities, and reporting lines in each division.   
Additionally, there are dedicated helpdesks, focal points, hotlines, an ombudsman, and disciplinary   
measures. There is a robust whistle blower mechanism, that forms a part of the Code and allows   
employees to voice their concerns with confidentiality and anonymity.  
There were no reported breaches of the Code of Ethics during the year. Samarthya, an innovative online   
training initiative has been designed catering to young employees of the Bank. The two-day programme   
aims to impart Bank's values and ethics culture through interactive sessions, insightful leadership   
messages and interactive smart classrooms. Darpan survey was conducted to assess the awareness levels   
of employees on four aspects of ethics, frauds, whistle blower mechanism and general HR matters. The   
survey's objective was to encourage employees to report issues related to wrongdoings and unethical   
practices, thereby improving fraud detection and prevention.  
The Bank also has a Board-approved Code of Conduct applicable to its Directors and senior   
management. The aim of this Code is to ensure the highest quality of disclosures, confidentiality and   
fairness in dealings, good corporate governance practices, optimum use of the Bank’s resources, and   
elimination of any conflicts of interest.   
Further, SBI has a Conflict of Interest Policy that serves as a mitigating and sensitising measure   
for helping manage situations, which may involve serious ethical risks or have legal and regulatory   
consequences.   
Additionally, the Bank is constantly working towards creating an inclusive, secure and safe environment   
for its employees. Hence, it has instituted the portal Garima, which allows employees to lodge complaints   
related to sexual harassment at the workplace. It is among the key elements of SBI’s commitment to   
nurturing an inclusive and secure workplace for its women employees. During the year, SBI also launched   
a mentoring programme for recently joined women employees on the Bank’s culture, ethics and values.   
Board-Approved   
Sustainability and BR Policy  
Corporate Centre   
Sustainability Committee   
Products and Services   
Sub-committee  
Social and Governance   
Sub-committee  
Environmental   
Sub-committee  
Launch of Hindi translated version of   
Garima booklet on Women's Day  
Circle-Level Sustainability   
Committee  
GRI 102-18, GRI 102-19, GRI 102-20  
GRI 102-17  
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In an attempt to strengthen its governance mechanism, SBI has in place a number of frameworks and   
policies, some of which are:   
During the year, Vigilance Awareness Week   
was observed, with the theme 'Independent   
India @ 75: Self Reliance with Integrity'. As   
a part of observance of Vigilance Awareness   
Week, an integrity pledge was administered.   
Various channels - ranging from the intranet   
to social media platforms - were used to raise   
awareness among employees and the public   
on the theme of Vigilance Awareness Week.   
The vigilance function of the Bank undertakes   
the enforcement of the Code of Ethics.   
Additionally, to ensure utmost compliance,   
the Bank has designed and hosted a digital   
online certification module on the Code of   
Ethics. The Bank conducted over 200 preventive   
vigilance programs along with several trainings.   
72 webinars and 28 classroom sessions on   
relevant topics were also conducted to inculcate   
awareness on vigilance and preventive vigilance.  
Awareness around corruption was also created   
through dissemination of information about   
Public Interest Disclosure of Protection of   
Informers (PIDPI), ensuring confidentiality,   
whenever any complaints are lodged.  
Climate Change Risk   
Management Policy   
Equal Employment   
Opportunity for PwDs  
Code of Conduct for the   
Board of Directors and   
Management   
Business Continuity and   
Operational Resilience Policy  
Commitments to Customers   
(BCSBI Code)  
Arm's Length Policy  
Policy on Doorstep Banking  
Anti-Bribery and Anti-  
Corruption Policy  
Policy on Materiality of   
Related Party Transactions  
 Cyber Security Policy   
and Standards   
Sustainability and Business   
Responsibility Policy  
Policy on KYC Standards, AML   
and CFT Measures  
Renewable Energy   
Policy  
Code of Ethics  
Customer Rights,   
Grievance Redressal and   
Compensation Policy  
Fair Lending Practices   
Code  
Corporate Social   
Responsibility  Policy  
Code of Conduct- Expressing   
views in Internet or Social Media  
Codes and Policies to Support Sustainability Governance  
Vigilance  
The Bank conducted several   
webinars and classroom   
sessions to further inculcate   
awareness around vigilance   
and preventive vigilance   
among staff. Additionally,   
online quizzes and   
competitions were held for the   
employees on vigilance-related   
matters.  
During the year, identified   
officials of the Bank were   
trained on the role of vigilance,   
relevant laws, SBI's vigilance   
structure and much more.  
Powered by Purpose | 19  
Whistle Blower Policy  
Risk Management Policy   
Conflict of Interest Policy  
GRI 102-17  
20 | Sustainability Report 2021-22  
Powered by Purpose | 21  
Board of Directors  
The Board of Directors of SBI is headed by the Chairman, and is comprised of Managing Directors,   
Shareholder Directors and Directors nominated by the Government of India. As on 31st March 2022,   
the Central Board comprised of 13 members of which 5 were Executive Directors and the remaining   
were Non-Executive Directors. As on 31st March 2022, the average tenure of the board members was   
approximately 23 months. All the Non-Executive Directors are eminent professionals with experience in   
fields like technology, accountancy, finance, economics and academia. The Board at SBI is responsible for:   
 Overseeing the Bank’s risk profile   
 Monitoring the integrity of the Bank’s business and control mechanisms   
 Ensuring expert management   
 Protecting the interests of the shareholders.   
The financial returns and relative financial metrics used for determining the variable compensation of   
Executive Directors are defined by the Government of India.  
Board Strategy Meet  
A strategy workshop was organised during the year, with the objective of keeping the Board members   
and the Senior Management of SBI up to date with the latest trends in the banking industry. The   
workshop helped deliberate on the strategy in the face of disruptive technologies and challenges posed   
in the post-COVID-19 era.  
Board-Level Committees:  
�Executive Committee of the Central Board   
(ECCB)   
 Audit Committee of the Board (ACB)   
 Risk Management Committee of the Board   
(RMCB)   
 Stakeholder Relationship Committee (SRC)   
cum Customer Service Committee of the   
Board (CSCB)   
 Special Committee of the Board for   
Monitoring of Large Value Frauds (SCBMF)  
 IT Strategy Committee of the Board (ITSC)   
 Corporate Social Responsibility Committee   
(CSRC)   
 Nomination and Remuneration Committee   
of the Board (NRC)   
 Board Committee to Monitor Recovery   
(BCMR)   
 Review Committee for Identification   
of Wilful Defaulters/Non-Co-operative   
Borrowers  
Risk Governance  
The four key pillars of SBI’s Risk Management approach are:   
RISK   
IDENTIFICATION  
RISK   
ASSESSMENT  
RISK   
MEASUREMENT  
RISK   
MITIGATION  
01  
02  
03  
04  
The Executive-Level Committees and Risk Management Committee of the Board are responsible for   
monitoring and reviewing various risks identified by the Bank. With an aim to minimise the impacts of   
the risks, SBI has identified and prioritised credit risks, market risks, liquidity risk, IT risks and operational   
risks. Further, the Bank has developed policies and procedures to measure, assess and monitor them   
across the portfolio. SBI is in adherence with Reserve Bank of India's (RBI) Basel III Capital norms, which   
seeks to protect the sector from any shocks arising out of financial or economic stress.   
The Bank has an independent risk governance structure which helps ensure the independence of risk   
measurement, monitoring and control functions. One of the key drivers of this framework is technology,   
which enables the identification and management of risks at the place of origination.  
CENTRAL BOARD  
RISK MANAGEMENT COMMITTEE   
OF THE BOARD (RMCB)  
DMD & CRO  
MD (R, C & SARG)  
CGM (RM)  
CGM (RM-II)  
GM (CRMD)  
GM (EGRMD)  
DGM (RARR)  
DGM (EGRMD)  
DGM (Ind Study)  
DGM (BASEL & HR)  
DGM (IS-II)  
DGM (MRMD)  
DGM (PM)  
GM (ORMD)  
DGM (ORMExe)  
DGM (FPMD-I)  
DGM (FPMD-II)  
DGM (FPMD-III)  
GM (FPMD)  
GM (Dy-CISO)  
DGM (ISO)  
DGM (SOC)  
DGM (CS)  
DGM (PRM)  
CGM (CISO)  
RISK MANAGEMENT COMMITTEES  
CREDIT RISK MANAGEMENT   
COMMITTEE (CRMC)  
MARKET RISK MANAGEMENT   
COMMITTEE (MRMC)  
OPERATIONAL RISK MANAGEMENT   
COMMITTEE (ORMC)  
ENTERPRISE & GROUP RISK   
MANAGEMENT COMMITTEE (EGRMC)  
Risk Governance Structure  
GRI 102-18  
22 | Sustainability Report 2021-22  
Powered by Purpose | 23  
Risk Management Conclave  
ESG Risk Management  
Inauguration of the risk management conclave  
Credit Risk Mitigation Measures  
SBI has an industry concentration limit framework that is monitored quarterly. This robust framework   
captures business opportunities arising from various developments in the business landscape, including   
those related to ESG.  
SBI uses internal credit risk assessment models for assessing borrowers' credit risk. They are reviewed   
through cycles of comprehensive validation and backtesting frameworks. Considering the ESG risks, Bank   
has put in place a model that assigns ratings to specified borrowers on various ESG criteria.  
The Bank has adopted an IT platform for credit appraisal processes through a Loan Origination Software/   
Loan Lifecycle Management system (LOS/LLMS). Moreover, there is a digital framework for Risk-  
Adjusted Return on Capital (RAROC) and the customer-level RAROC calculation. Behavioural models for   
monitoring and scoring retail borrower performance have also been developed.   
SBI conducts stress tests on a half-yearly basis on its credit portfolio. Stress scenarios are updated   
regularly in line with the RBI guidelines.   
Compliance Risk Management  
Compliance Risk Management Committee includes senior executives from various business verticals and   
is responsible for ensuring that all the activities of the Bank are in line with regulatory requirements. The   
committee members are required to maintain oversight on all compliance-related issues and ensure that   
the actions of the Bank and its employees are in line with ‘zero tolerance’ for non-compliance. SBI also   
regularly carries out compliance testing of RBI’s regulations and remediation of gaps.  
Additionally, the Bank has in place an Arm’s Length Policy, ensuring transactions between SBI and its   
subsidiaries comply with the laws relating to related party transactions, transfer pricing regulations, RBI’s   
guidelines and corporate governance-related requirements.  
The Bank carries out risk-return analysis of critical portfolios at periodical intervals to assess the adequacy   
of return vis-à-vis the risk associated with exposure. The Bank has also initiated measures for objective   
and sustained assessment of evolving risk of corporate exposures. SBI has devised a framework for   
integration of dynamic review of internal rating with early warning signal triggers, and has completed the   
IT implementation of the framework.  
SBI takes various non-financial factors into consideration while developing its risk management   
framework. These include - but are not limited to - climate change mitigation and adaption, health and   
safety, respect for human rights, environmental impact, and anti-bribery and anti-corruption. This helps   
the Bank understand and limit its exposure to these risks, by devising management mechanisms and   
laying the groundwork for better accountability and transparency. As part of its endeavour to continually   
strengthen ESG risk management processes, the Bank is also looking to assess the financial implications   
of these risks and opportunities.  
SBI has identified ESG risks relevant to its business, and devised mitigation plans for the same. Some of   
them are outlined below:  
Sr.   
No.  
Risk   
Identified  
Rationale for Identification  
Adaptation or Mitigation Approach  
1  
ESG risks   
associated   
with the   
borrowers  
ESG and climate change risks may   
impact business operations and   
cash flows of Bank’s borrowers and   
their debt- servicing capability.   
Hence, it needs to be integrated   
into risk assessment framework   
for identification and timely   
mitigation.  
Bank has devised ‘ESG risk rating model’ to assess   
the ESG risks of corporate borrowers, which   
includes assessment of the corporates practices   
and strategies to address ESG concerns arising   
out of their operations or business.  
2  
Climate   
change risk  
Climate change risks may also   
translate into other material risks   
for the Bank, such as credit risks,   
operational risks, market risks,   
reputational risks and liquidity risks.  
Bank has identified climate   
change- related risks as emerging   
risks.  
Bank has formulated a climate change risk   
management policy to address these risks.  
3  
Operational   
risks arising   
due to   
extreme   
climate   
events/   
natural   
disasters  
Disruptions caused due to natural   
disasters may interrupt the   
operations of the Bank, resulting in   
losses.  
In order to ensure continuity of Bank’s operations   
in event of disruptions including natural calami-  
ties, the Bank has a Business Continuity and Op-  
erational Resilience Policy and Manual in place.  
All branches and offices are required to maintain   
their plan, duly approved by Controllers, after   
identifying and documenting the dependen-  
cies and challenges in delivering critical services   
and further detailing the mechanism to restore   
business in the event of disruptions, along with   
alternate arrangements, in case the facility has to   
be closed down.  
The Bank hosted a two-day conclave to discuss views around topical issues of risk management and to   
develop a way forward. The conclave provided an open forum to discuss the best practices adopted across   
the industry along with the challenges being faced at the ground level.  
Audit Framework  
The Bank’s Internal Audit function works in close coordination with the   
Risk Management and Compliance departments and undertakes risk-  
based audits of the operating units in line with regulatory guidelines. The   
Bank has several technological interventions for enhancing the efficiency   
and effectiveness of these audits, some of which include:   
 Web-based, online Risk-Focused Internal Audit (RFIA)   
 Analytics-based, continuous assessment of compliable controls   
through remote evaluation of big data   
 System-driven, analytics-based offsite monitoring of transactions   
 Concurrent audit of business units to ensure ongoing scrutiny of   
compliances   
 Early review of sanctions to assess quality of loans of ₹1 crore and   
above   
 Online self-audit by branches for self-assessment  
During the year,   
programmes were   
conducted for officials   
working in the Internal   
Audit Department   
covering aspects related   
to fraud prevention   
and detection, and   
monitoring.  
GRI 102-15  
GRI 102-15  
24 | Sustainability Report 2021-22  
Powered by Purpose | 25  
Branch Audits  
A total of 10,614 units of domestic branches and Central Processing Centres were audited in FY 2021-22.   
Further, for branches identified for trigger-based audits, evidence-based compliance testing is under   
process.  
Details of other audits - such as credit audit, legal audit, information security audit and management   
audit, among others – can be found in the Bank’s Annual Report.  
Anti-Money Laundering and Combatting Financing of Terrorism (AML-CFT)  
The Bank has an undertaken a number of measures, including training, to combat money laundering   
and terrorism financing. During the year, several seminars, webinars, workshops and visits were   
conducted towards this end. An AML-CFT quiz was also conducted by the Bank to gauge the   
understanding of its employees on the topic.  
The Bank has three lines of defence mechanism for AML-CFT, which is as follows:   
Additionally, the AML-CFT Cell has undertaken initiatives such as sharing typologies with employees,   
uploading circulars for operating units and disseminating case studies through training programmes.  
This year, the Bank faced penalties worth ₹ 2.50 crores by the regulator for delays and inaccuracies in   
reporting. The dues have been paid to the regulator, and the Bank has formulated guidelines and formed   
teams to address the underlying issues. Additionally, in FY 2021-22, the Bank has not undertaken any   
spending towards political campaigns, political organisations, lobbyists or lobbying organisations.  
AML-CFT  
Branches, Operating   
Units, Business Units   
of the Corporate   
Centre  
Internal Audit   
Department  
Bank’s   
AML-CFT Cell   
An oath-taking ceremony was conducted on Anti-Terrorism Day to raise awareness   
amongst employees.  
Oath taking during the Vigilance awareness week  
26 | Sustainability Report 2021-22  
Powered by Purpose | 27  
Financing for   
Impact  
A  
s the largest public sector bank in India, SBI realises the impact   
its actions as a lending institution can illustrate. The Bank   
has always worked towards creating positive environmental   
impacts, both directly and indirectly, and has taken actions to   
mitigate any negative impacts of its operations. SBI takes into   
consideration various environmental, social and governance-related   
criteria while making any lending decisions, which helps ensure that   
the right institutions are being funded. SBI has a framework to rate   
borrowers on ESG criteria, which lays emphasis on mandatory rating   
of ESG criteria for the specified borrowers. This includes existing   
borrowers and prospective borrowers in India, with an exposure   
of over ₹100 crores (for listed borrowers) and over ₹500 crores (for   
unlisted borrowers) at the time of CRA rating.  
As a responsible lender, the Bank also does its part to combat money   
laundering and the financing of terrorism. SBI adheres to RBI’s KYC   
norms under the Prevention of Money Laundering Act, 2002. Further,   
the Bank ensures regular stress-testing of its credit portfolio, along   
with robust risk management and responsible lending.   
SBI has developed a   
framework that lays   
emphasis on ESG criteria   
and rates specified   
borrowers on ESG   
parameters.  
To fight climate change, SBI has devised several products and services. Some of these include:  
Incentivising Sustainability  
Sustainability-  
Linked Loans  
Green Bonds   
and Green Loan  
�SBI's foreign branches have   
been extending ESG-related   
loans and sustainability grid-   
linked pricing  
�Incentive of 4 to 6 bps is   
provided to borrowers for   
achievement of sustainability-  
linked KRAs, along with a   
penalty for non-achievement  
�This helps encourage the   
borrowers in achieving the KRAs  
�The portfolio of such loans is   
approximately US$1 billion  
�Bonds worth US$800   
million have been issued   
since FY 2018-19  
��  
Listed green bonds worth   
US$650 million on INX and   
Luxemborg Stock Exchange  
�Proceeds are earmarked   
for projects with a positive   
environmental impact  
�The Bank also raised a green   
loan worth €50 million in FY   
2020-21  
In November 2021, SBI listed US$650 million green bonds on India International Exchange (India INX)   
and Luxembourg Stock Exchange. This dual listing was in line with the topic for World Investor Week-   
‘Sustainable Finance’, as per International Financial Services Centres Authority (IFSCA).  
The Bank's leadership at India-INX exchange   
during the listing ceremony of   
SBI's first Formosa bond issuance.  
Listing ceremony of the Bank's Green Bond   
amounting to US$650 million  
GRI 302-5, GRI 305-5  
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Powered by Purpose | 29  
SBI has a strong commitment towards financing renewable energy. The Bank has raised proceeds from   
several green bonds, as well as through various lines of credit. The Renewable Energy Policy of the Bank   
covers various segments of renewable energy such as ground-mounted solar power, wind energy, grid-  
connected rooftop solar power, small hydro (up to 25 MW) and waste-to-energy.  
Various concessions are offered, including but not limited to concessions on card rate, waivers of   
premium, increased tenure, and moratoriums. These enablers have helped earn the Bank a leadership   
position in the RE financing space.  
Project Finance  
The Bank has stepped up investment in the infrastructure sector across various government initiatives,   
reforms and incentives. These include the National Infrastructure Pipeline (NIP), National Monetisation   
Pipeline (NMP), Performance-Linked Schemes, sustainable lending and PM Gati Shakti scheme, to name a   
few. As a result, there has been an inflow of new projects, particularly in sectors such as city gas distribution,   
road, power, renewables, metro rail and green hydrogen, which are also furthering the sustainability   
agenda.   
Impetus for Renewable Energy  
Impact of SBI's Green Bonds and Green Loan  
Amount Sanctioned\* for Renewable Energy Projects as on 31st March 2022  
Encouraging Investments in Renewable Energy  
During the reporting period, the Bank launched a dedicated centralised processing cell ‘Surya Shakti   
Cell’ that processes all the loan applications for solar projects having a capacity of up to 1 MW. To   
increase investments in renewable energy, SBI has entered into an MOU with Tata Power Solar Systems   
and has also launched the new loan product 'Surya Shakti – Solar Finance'. This offering is aimed at   
encouraging SMEs and business enterprises to install solar rooftop, ground-mounted grid-connected   
systems of up to 1 MW capacity for captive use.  
₹ 19,766 crore  
₹ 7,601 crore  
₹ 2 crore  
₹ 28 crore  
Solar Power (rooftop and   
ground-mounted)  
Small Hydro/ Hydro  
Biomass  
Waste-to-energy  
As a part of its capacity-building, SBI has imparted trainings to 465 of its employees on handling solar   
project proposals under the SUPRABHA programme jointly run by Ministry of New and Renewable   
Energy, GoI and the World Bank.  
The Bank also launches 'Solar Financing Bonanza' campaigns at regular intervals to motivate the   
operating staff for accelerated RE financing. Attractive incentives are offered to employees for promoting   
solar project financing.   
As on 31st March 2022, SBI has deployed over ₹32,000 crores for various solar, wind, biomass, waste-to-  
energy and hydro projects. During the year, projects funded by the Bank added an incremental capacity   
of over 6,900 MW.  
The Bank is associated with various industry associations and organisations to drive the renewable   
energy agenda. These include:   
 International Solar Alliance, which was jointly   
launched by India and France to address   
the energy needs of member countries by   
harnessing solar power  
 Federation of Indian Chambers of Commerce   
and Industry (FICCI)  
 Bureau of Energy Efficiency (BEE)  
 Confederation of Indian Industries (CII)  
 Science and Technology for Society (STS)   
Forum, Japan, which explores opportunities   
arising from science and technology to solve   
the problems facing humankind  
 Indo-UK Joint Working Group on Green   
Finance  
 BRICS Business Council Taskforce on Green   
Financing  
₹ 5,077 crore  
Wind  
03  
01  
04  
02  
Source: 1Grid emission factors from CO2 Baseline Database for the Indian Power Sector User Guide Version 15.0.   
2Plant Load Factors have been taken from the Ministry of Power, Government of India (https://powermin.gov.in/en/content/  
power-sector-glance-all-India)  
Projected annual renewable   
power generation of more   
than 38,00,000 MWh/year  
Emission reduction   
potential of over   
5.5 Mn. tCO2/year  
Wind and solar energy   
projects totaling over   
3,500 MW capacity  
Renewable energy   
projects spanning in   
over 10 states  
GRI 302-5, GRI 305-5  
GRI 102-12  
\* For accounts in Bank's books as on 31st March 2022  
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Powered by Purpose | 31  
PARTNERING FOR PURPOSE  
SBI has undertaken various partnerships with international agencies and banks to promote its   
responsible finance activities. The Bank uses the lines of credit provided by these institutions for funding   
projects that help create a positive environmental and social impact.  
Forged in 2016, this partnership is aimed at   
enhancing clean energy generation in India.   
Loans have been extended for installation of   
rooftop solar panels, that enable consumers   
to meet their energy needs from renewable   
sources. Over 400 rooftop solar projects have   
been sanctioned under this programme.  
This line of credit was signed in 2015 and   
facilitates funding to projects in priority   
sectors identified by the RBI. SBI has extended   
credit to agriculture and allied activities,   
small businesses, small-scale industries and   
renewable energy, among others.   
US$ 625 million from   
the World Bank   
US$ 300 million   
from KfW German   
Development Bank  
Started in 2019, this line of credit works towards   
incentivising builders and home loan borrowers   
for energy efficient alternatives, and has been   
encouraging sustainability in the real estate   
sector.   
The line of credit was availed by SBI in 2017 to   
help reduce fossil fuel dependency. Under this   
project, four greenfield solar plants with an   
aggregate capacity of 493 MW were provided   
concessional finance.  
In line with the Pradhan Mantri Awas Yojana,   
this line of credit, signed in 2016, helps SBI   
promote affordable housing and support   
borrowers in this space.  
This line of credit leverages the combined reach   
and expertise of the Indo-German Solar Energy   
Partnership to provide funding for renewable   
energy projects. It was extended in 2018, with   
the aim of promoting the proliferation of   
renewable energy in India. Three solar projects   
with an aggregate capacity of 555 MW have   
been financed.  
US$ 277 million   
from KfW German   
Development Bank   
US$ 214.3 million   
from European   
Investment Bank   
US$ 274 million   
from KfW German   
Development Bank   
US$ 177.3 million   
from KfW German   
Development Bank  
As a responsible organisation, SBI recognises its role in helping India achieve the 2030 Agenda for   
Sustainable Development laid down by the UN. Towards this end, the Bank has come up with several   
products and services that can help support India’s commitments.   
The Insta Plus Savings Account is a video-based customer identification   
process, which brings in complete digitalisation and significant reduction in   
paper usage.   
1. Insta Plus Savings Account  
SBI has come up with a loan for corporates   
that are interested in replacing the existing   
feedstock coal or other fossil fuels with   
biomass. The Bank helps meet the capital   
expenditure requirements through this loan.  
For enhancing the healthcare infrastructure   
in the country, SBI has introduced a loan   
product to cater to the units engaged in   
manufacturing of liquid oxygen, oxygen   
cylinders and to existing hospitals setting up   
oxygen plants.  
2. Finance for Biofuel Projects  
3. Sanjeevani - SME Loan for   
 Healthcare Sector  
SBI's Contribution to  
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Powered by Purpose | 33  
SBI’s e-Mudra extends digital term loans up   
to ₹50,000 to help microentrepreneurs meet   
key requirements related to their business   
and enhance employment generation   
potential. Over ₹934 crores have been   
sanctioned towards the same as on 31st   
March 2022.  
SBI provides loans for CBG plants under the   
Sustainable Alternative Towards Affordable   
Transportation (SATAT) scheme. This scheme   
creates large-scale employment along with   
sustainable industrialisation.  
7. SBI e-Mudra  
8. Compressed Biogas (CBG)   
 under SATAT Scheme  
A pre-approved and hassle-free credit facility   
on the YONO platform to help meet the   
dairy farming needs of farmers, through   
partnerships with corporates.  
This product helps individuals enhance   
their skills and improve their livelihood. It   
promotes opportunities for all, and ensures   
inclusive and equitable quality education.  
4. Stree Shakti Enterpreneur Loan  
5. YONO Krishi Safal Dairy Loan  
6. Skill Loan Scheme  
In partnership with World Bank and UN Women, SBI has designed a new loan   
product to provide access to institutional credit at affordable interest rates   
to women entrepreneurs. Particular emphasis is given to those graduating   
from self-help groups (SHG) or who are part of the supply chain in business   
enterprises in the manufacturing, trading and services sector, including allied   
agricultural activities. The World Bank and UN Women will be associated for   
providing technical assistance and training to identified borrowers.  
Bank promotes cleaner mobility through the   
Green Car Loan scheme by offering a longer   
repayment period of up to eight years and   
a concession of 20 basis points (bps) on the   
interest rate, compared to a regular car loan.  
SBI provides SHGs with the funds for   
generating sustainable livelihoods. Majority   
of SHGs are comprised of women, helping   
the bank contribute towards ensuring   
gender equality.  
To facilitate access to better healthcare for   
residents of smaller cities and villages, SBI   
has sanctioned healthcare business loans   
worth ₹39.67 crores to customers as on 31st   
March 2022.  
SBI helps people achieve the dream of   
owning their house through its home loans.   
58.19% of the home loans provided are   
affordable housing loans.   
SBI has sanctioned ₹12.06 crores towards   
e-rickshaws, to promote the usage of cleaner   
fuel and ensure a boost in environment   
friendly practices.  
To drive progress on the goals of zero hunger,   
good health and well-being, sustainable   
consumption and production, and climate   
action, SBI is financing polyhouse farming   
projects to enhance yields.   
SBI helps fund the purchase of solar water   
pumping systems in alignment with the   
PM KUSUM Yojana, to provide a sustainable   
livelihood for farmers and reduce the   
environmental footprint.   
Popularising RE in commercial institutions   
and industrial buildings with smaller roofs,   
SBI has sanctioned, ₹1,089.52 crores for   
rooftop solar PV projects as on 31st March   
2022.   
9. Green Car Loan  
10. SHG Financing  
14. Healthcare Business Loan  
15. Home Loan  
16. E-Rickshaw Scheme  
11. Financing Polyhouse  
12. Financing Solar Photovoltaic   
 Pump Sets  
13. Grid-Connected Rooftop   
 Solar PV Projects  
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Powered by Purpose | 35  
Stakeholder   
Engagement and   
Materiality Assessment   
In order to maintain strong, long-term relationships with its stakeholders, SBI ensures regular and   
transparent communication with them. The Bank’s activities impact and are impacted by various   
stakeholders, such as its employees, investors, customers, regulatory bodies, industry associations,   
vendors, suppliers, NGO partners and community members.   
Identification  
The Bank identifies   
its stakeholders   
through discussion   
and deliberation with   
the Corporate Centre   
Sustainability Committee.  
Engagement  
The Bank connects with   
stakeholders through various   
channels for determining the   
material topics.  
Prioritisation  
The Bank prioritises its   
stakeholders based on   
the level of influence they   
have on SBI’s decisions   
and activities.  
Managing Expectations  
The Bank enhances its   
stakeholder relationships by   
managing their concerns and   
expectations.  
Stakeholder Engagement Process  
Refine   
existing   
procedures  
Enhance performance in areas   
such as employee engagement,   
customer experience,   
environmental performance   
and community engagement  
Improve communication with   
each stakeholder group and   
society at large  
Inputs from stakeholders are used to:  
17.7 million+  
223 million+   
2.3 million+  
2.1 million+  
4.4 million+  
400,000+   
582 million+   
Facebook   
followers   
Quora content   
views, since   
inception   
LinkedIn   
followers  
Instagram   
followers  
Twitter   
followers  
YouTube video   
views, since   
inception  
YouTube   
Subscribers   
Staying Connected to Stakeholders  
SBI actively uses social media to connect with its customers, having the highest global fanbase on   
Facebook and the highest number of followers on Twitter across all banks in the world. It also stands at   
the highest number of followers on Instagram and LinkedIn among banks in India.  
INVESTORS AND SHAREHOLDERS  
 Webcasts and   
audio calls  
 Investor   
conferences  
 Declaration of   
dividend  
 Claim-related   
concerns  
Recurring   
Mode(s) of   
Engagement   
Frequency of   
Engagement  
Topic(s) of   
Discussion   
SBI’s Response   
Covered in  
Financial Capital   
Management  
GRI 102-40, GRI 102-42, GRI 102-43, GRI 102-44  
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Powered by Purpose | 37  
CUSTOMERS  
NGOs AND COMMUNITY MEMBERS   
INDUSTRY ASSOCIATIONS   
 Online and   
offline feedback   
mechanisms  
 Digital inclusion   
initiatives  
 Customer   
satisfaction surveys  
 Project assessment   
reviews   
 Joint execution of   
projects  
 Community welfare   
programmes  
 Meetings with   
community leaders  
 Participation and   
discussion during   
trade and industry   
events  
 Partnership   
with industry   
associations for   
events  
 Regular interaction   
with industry and   
association heads  
 Enhanced customer   
service  
 Reduced turnaround   
time   
 Engage with   
customers to create   
product awareness   
 Financial literacy   
camps  
 Increased awareness   
about digital banking  
 New areas of   
intervention   
 Increased employee   
participation  
 Collaboration for   
policy advocacy  
Recurring   
Recurring   
Recurring   
REGULATORY BODIES  
VENDORS AND SUPPLIERS   
 Meetings to discuss   
mandates or   
regulations  
 Vendor meets  
 Grievance redressal  
 Consultation and   
feedback for public   
policy development  
 On-time payments   
 Standardised   
procurement   
processes  
Recurring   
Recurring   
Mode(s) of   
Engagement   
Frequency of   
Engagement  
Topic(s) of   
Discussion   
SBI’s Response   
Covered in  
Mode(s) of   
Engagement   
Frequency of   
Engagement  
Topic(s) of   
Discussion   
SBI’s Response   
Covered in  
Mode(s) of   
Engagement   
Frequency of   
Engagement  
Topic(s) of   
Discussion   
SBI’s Response   
Covered in  
Mode(s) of   
Engagement   
Frequency of   
Engagement  
Topic(s) of   
Discussion   
SBI’s Response   
Covered in  
Mode(s) of   
Engagement   
Frequency of   
Engagement  
Topic(s) of   
Discussion   
SBI’s Response   
Covered in  
Mode(s) of   
Engagement   
Frequency of   
Engagement  
Topic(s) of   
Discussion   
SBI’s Response   
Covered in  
EMPLOYEES  
 Regular meetings   
with management  
 Appraisal process  
 Online surveys  
 Career progression  
 Prospects for   
professional   
development  
 Employee welfare   
schemes  
 Training and   
workshops  
Human Capital   
Management  
Recurring   
Social and   
Relationship Capital   
Management  
Commitment to   
Ethical Conduct  
Approach to Shared   
Value Creation  
Social and   
Relationship Capital   
Management  
Approach to Shared   
Value Creation,   
Social and   
Relationship Capital   
Management  
The Bank takes measures to ensure the welfare of stakeholders that are vulnerable and marginalised   
owing to their gender, age, descent, occupation or ability.  
GRI 102-40, GRI 102-43, GRI 102-44  
GRI 102-40, GRI 102-43, GRI 102-44  
38 | Sustainability Report 2021-22  
Powered by Purpose | 39  
8th Banking and Economics Conclave 2021   
The 8th edition of the SBI Banking and Economics Conclave had the theme ‘Contours of Economic   
Recovery in the post-COVID World’. The two-day conclave saw addresses from policymakers, regulators   
and other luminaries, and discussions by the esteemed panelists.  
SBI-PHDCCI Industry Roundtable Meet   
SBI organised an outreach programme in Amritsar to help Small and Medium Enterprises (SMEs)   
affected by COVID-19 pandemic. The SBI-PHDCCI Industry Roundtable Meet was attended by various key   
policymakers to ideate the way forward for strengthening the business ecosystem.  
Engagement to Enhance Customer Satisfaction  
In FY 2021-22, SBI also held two virtual panel discussions on 'Customer Centricity - Achieving the Strategic   
Advantage' and 'Institutionalisation of Customer Service Excellence' to understand diverse perspectives   
on customer service. The major learnings and findings were shared with the relevant operating   
functionaries of the Bank, in line with the Bank's quest for continuous improvement.   
Materiality Assessment   
A materiality assessment is undertaken to identify material issues and define priorities for the Bank in   
an unbiased and impartial manner. The identified material topics are reflected in the content of this   
report, in accordance with GRI Standards. The material topics have been reviewed by the CCSC for their   
continued relevance during the reporting period. No new additions or amendments have been made in   
the reporting year.  
1. Identification: Pinpointing   
relevant issues using internal   
and external sources, peer   
benchmarks, GRI Standards   
and research on global risks   
and opportunities  
2. Assessment: Shortlisting   
material issues based on feedback   
gathered through the Bank’s   
primary stakeholder engagement,   
following a comprehensive   
methodology developed to rank   
the material topics  
3. Prioritisation:   
The top-ranking   
material topics   
were evaluated   
and approved by   
the CCSC  
Prioritised Material Topics  
Customer Satisfaction  
Stakeholder Awareness on   
Sustainability   
Sustainable Business Strategy  
Ethical Business Practices  
Employee Engagement   
Natural Resource Management  
Employee Health and Well-Being   
Innovative Products and Services  
Products with Positive   
Environmental and Social Impact  
Data Security and Customer Privacy  
Brand and Reputation Management   
Non-GRI Topic  
103  
External  
Non-GRI Topic  
103  
Internal and External  
Strategy, Governance  
102-14, 102-15, 102-26  
Internal and External  
Ethics and Integrity   
103  
Internal  
Training and Education, Diversity and Equal Opportunity, Non-discrimination   
103, 404-1, 404-2, 405-1, 406-1  
Internal  
Energy  
103. 302-1, 302-2, 302-4, 302-5  
Internal and External  
Occupational Health and Safety  
103, 403-8  
Internal  
Economic Performance, Indirect   
Economic Impacts, Energy  
103, 201-1, 203-2, 302-5  
Internal and External  
Energy  
103, 302-5  
External  
Customer Privacy   
103, 418-1  
Internal and External  
Ethics and Integrity, Economic   
Performance, Indirect Economic   
Impacts, Local Communities   
103, 102-16, 102-17, 201-1. 203-2. 413-1  
Internal  
1  
7  
3  
6  
11  
5  
2  
8  
10  
4  
9  
GRI 102-44, GRI 102-47, GRI 102-49, GRI 103-1 (All material topics)   
GRI 103-3 (All material topics)  
40 | Sustainability Report 2021-22  
Powered by Purpose | 41  
To mark the 75th year of India’s independence, SBI partook in Azadi ka Amrit   
Mahotsav (AKAM), a celebration of the illustrious history of the nation’s   
people, culture and achievements. To commemorate this milestone, the   
Bank has undertaken a number of initiatives and activities in conjunction   
with its stakeholders to pay homage to the individuals shaping India 2.0, an   
Aatmanirbhar Bharat.  
SBI has been conducting several activities like customer meets, employee   
engagement events, cleanliness drives and CSR initiatives, as part of   
the AKAM celebrations. All the initiatives undertaken by the Bank saw   
participation in large numbers, fostering a sense of national unity amongst   
the Bank’s stakeholders.  
Azadi ka Amrit Mahotsav (AKAM)  
42 | Sustainability Report 2021-22  
Powered by Purpose | 43  
Financial Capital   
Management   
R  
ealising the impact of its operations and activities on the environment and society, SBI has a clear   
and consistent strategy to create value for society and to ensure sustainable development. The   
Bank strives to deliver economic value in a way that is responsible, and inclusive.  
SBI seeks to align its products with consumer expectations, catering to an ever-increasing number   
of people entering the formal financial sector. Together with the Bank’s push for socioeconomic   
development, such efforts have resulted in the improvement of the Bank’s overall performance over time.  
SBI’s domestic and foreign deposits reflect promising growth in the reporting period, recording a growth   
of 9.8% and 18.20%, respectively, driven by post-COVID recovery as well as the Bank's customer-centric   
initiatives.   
Advances are given in exchange for the future repayment of the loan with a certain amount of interest.   
SBI gives out several kinds of loans and offerings, providing various repayment options to its customers.  
 20,65,484  
3,57,360  
21,82,516  
3,56,877  
24,06,761  
4,11,910  
Our Offerings   
Deposits   
Advances   
SBI’s Economic Performance (in ` Crores)  
 FY 2021-22  
FY 2020-21  
FY 2019-20  
Economic value generated  
Total income   
3,16,021  
3,08,647  
3,02,545  
Economic value distributed   
Operating costs (other than employee wages and   
benefits)  
35,836  
31,716  
29,459  
Employee wages and benefits   
50,144  
50,936  
45,715  
Payments to capital providers  
6,336  
3,570  
NIL  
Payments to government (Net cash outgo on   
account of corporate income tax)  
3,529  
151  
12,086  
Community investment   
204  
145  
28  
Total economic value distributed   
96,049  
86,518  
87,288  
Total economic value retained   
2,19,972  
2,22,129  
2,15,257  
Three-Year Trend in Domestic Advances  
Three-Year Trend in Foreign Office Advances  
Amount (in ₹ crores)  
Amount (in ₹ crores)  
Amount (in ₹ crores)  
Amount (in ₹ crores)  
FY20  
FY20  
FY21  
FY21  
FY22  
FY22  
Three-Year Trend in Domestic Deposits  
Three-Year Trend in Foreign Office Deposits  
FY20  
31,24,616  
FY20  
1,17,005  
35,70,165  
FY21  
1,11,112  
FY21  
39,20,201  
FY22  
1,31,333  
FY22  
GRI 102-7, GRI 103-1, GRI 103-2 (Economic Performance), GRI 201-1  
44 | Sustainability Report 2021-22  
Powered by Purpose | 45  
The Bank’s loan disbursement process is based on a fair and transparent review of the proposals it   
receives. It strives to improve customer experience by developing offerings that are tailored to the   
changing demands and requirements of its customers.   
Auto Loans  
During the reporting period, SBI’s market share increased to 19.46% in the auto loan segment.  
The Bank also offers the Green Car Loan scheme, encouraging customers to switch to electric vehicles by   
means of offering lower interest rates and longer repayment periods of up to eight years.  
Education Loans  
Funding education can power a community with productive and resourceful human capital, along   
with driving progress on the Sustainable Development Goal of Quality Education. Recognising the   
significance of access to high quality education for human capital development and economic growth,   
SBI believes that the lack of financial capital should not stand in the way of empowering the youth with   
the necessary education. This year, the Bank has helped 76,301 students fulfill their dreams of pursuing   
quality education by providing financial assistance worth ₹10,291 crores.  
Personal Loans  
In FY 2021-22, SBI extended personal loans (Xpress   
credit and pension loans) worth ₹1,60,689 crores   
to over 33.69 lakh customers, bringing its personal   
loan portfolio to ₹2,85,998 crores. The Bank has   
leveraged its digital platform, YONO, to extend   
personal loans to its customers, with loans over   
₹20,000 crore being disbursed in the current   
reporting period.   
In order to assist the country in tackling the   
COVID-19 pandemic, SBI launched the KAVACH   
Personal Loan in FY 2020-21 to facilitate access to   
medical treatment for COVID-19.   
SBI’s car loan market share has increased to   
19.46%, as opposed to 16.5% recorded in   
FY 2020-21.  
Key Loan Offerings   
72,662  
22,883  
1,96,189  
76,322  
23,504  
2,23,329  
79,148  
26,357  
2,85,998  
Three-Year Performance of Auto Loans  
Three-Year Performance of Education Loans  
Three-Year Performance of Personal Loans  
Education Loan Recipients  
Total Value of Loans Provided   
in FY 2021-22 (in ₹ crores)  
Number of Beneficiaries in FY   
2021-22  
Girl Students  
3,834  
30,515  
Scheduled Castes (SCs)  
148  
1,548  
Scheduled Tribes (STs)  
47  
498  
Other Backward Classes   
(OBCs)  
511  
5,606  
Minorities  
1,174  
9,004  
Amount (in ₹ crores)  
Amount (in ₹ crores)  
Amount (in ₹ crores)  
FY20  
FY20  
FY20  
FY21  
FY21  
FY21  
FY22  
FY22  
FY22  
Real Estate and Housing Loans  
In-house contactless digital platforms have been   
promoted extensively among customers to   
provide access to affordable housing schemes,   
and expand SBI’s market share in the home loan   
business. 58.19% of the home loans provided are   
affordable housing loans.  
Three-Year Performance of Real Estate and   
Home Loans  
Amount (in ₹ crores)  
4,55,865  
FY20  
5,03,779  
FY21  
5,61,651  
FY22  
46 | Sustainability Report 2021-22  
Powered by Purpose | 47  
Support for SMEs  
SMEs are playing an important role in furthering India’s manufacturing, employment generation and   
exports, making them a prime area for the Bank to support. SBI has developed the e-Mudra application   
to streamline and enhance the loan for SME advances. This application facilitates appraisal, sanction and   
disbursal of loans up to ₹50,000 in compliance with all the norms of the Mudra loan (Shishu category).  
Encouraging Entrepreneurship  
SBI is funding start-ups covering areas aligned with the RBI's guidelines on priority sector lending. This   
supports the Government of India’s Start-up Action Plan (SAP), addressing issues such as unemployment   
and encouraging first-generation entrepreneurs, and providing funding to MSMEs, agriculture and its   
allied activities.   
2,67,614  
2,78,949  
3,05,517  
Three-Year Performance of SME Advances  
Amount (in ₹ crores)  
FY20  
FY21  
FY22  
During the reporting   
period, a total   
of 1,24,763 loans   
amounting to ₹562   
crores have been   
disbursed under the   
e-Mudra scheme   
for financing micro-   
enterprises.  
Rural Banking and Financial Inclusion   
Rural Banking  
Rural upliftment and empowerment is crucial for the country’s progress and development. SBI has nearly   
8,000 rural branches across the country, along with an extensive network of 14 Regional Rural Banks   
(RRBs). Spread across 217 districts of the country, these RRBs have given the Bank a powerful competitive   
edge due to their presence and user base in rural areas.  
(in ₹ crores)  
FY 2021-22  
FY 2020-21  
FY 2019-20  
Total Agri Advances  
2,28,229  
2,14,151  
2,06,067  
YoY Growth  
14,078  
8,084  
3,386  
% YoY Growth  
6.57  
3.92  
1.67  
The Bank's Roopantar conclave was a forum to formulate transformative strategies that drive   
growth in the agriculture business.  
SBI officials observed World Soil Day in collaboration with the students of College of Agriculture, Hyderabad  
Agri Business  
SBI has supported farmers in years hit by the COVID-19 pandemic   
by extending borrowers additional credit lines to fulfil emergency   
demands, recognising the necessity of providing credit support   
to the agriculture industry. To help the sector, the Bank issued an   
interest deferment facility and extended moratoriums on EMIs and   
term loan instalments.  
Agri Advances  
Stand-up India  
SBI has aligned with the Government   
of India’s Stand-up India initiative to   
foster an ecosystem that is conducive to   
entrepreneurship by marginalised groups   
like women and those belonging to   
scheduled casts and tribes.  
Additionally, SBI has been observing World Soil Day and Kisan Diwas with the farming community   
and creates awareness on measures to enhance agricultural productivity. In the reporting period, it   
onboarded 44 Farmer Producer Companies (FPCs) to extend support to sustainable farming practices.   
48 | Sustainability Report 2021-22  
Powered by Purpose | 49  
Financial Inclusion and Contribution to Government Schemes  
Giving underprivileged people access to formal credit and financial services protects them from   
exploitation, allowing them to break free from the cycle of poverty. SBI is promoting inclusive growth and   
social harmony by uplifting society’s most vulnerable populations, helping them enter the mainstream.   
SBI’s “PM SVANidhi Loans” have supported the livelihoods of many street vendors during the pandemic.   
In FY 2021-22, the Bank has disbursed 3,48,041 loans, amounting to ₹406 crores to street vendors.  
The Bank also undertakes a series of Financial Inclusion (FI) Initiatives, embodying its ethos of inclusive   
growth and customer outreach across different segments of society. It also plays an active part in the   
implementation of national schemes such as Pradhan Mantri Jan-Dhan Yojana (PMJDY), PM Kisan   
Samman Nidhi Yojana, Pradhan Mantri Jeevan Jyoti Bima Yojana (PMJJBY) and Atal Pension Yojana   
(APY), among others.  
Contribution to Government Schemes (in crores)  
As on 31st March 2022  
PMJDY Accounts  
13.32  
PMJDY Deposits   
₹43,222  
PMJJBY Enrolments   
2.87  
PMSBY Enrolment   
7.73  
APY Enrolments  
0.88  
During the year, SBI conducted a financial inclusion conclave called Uttolan. The event discussed areas   
of improvement in the existing products and the introduction of new products to enhance financial   
inclusion.  
Customer Service Points  
SBI has a vast network of Business   
Correspondents (BCs) and Customer   
Service Points (CSPs), through which it   
provides banking facilities to those in   
remote and underserved areas of the   
country. As of 31st March 2022, SBI has   
68,016 CSPs, providing access to over 26   
products and services. Over 58.78 crore   
transactions amounting to ₹2,52,470   
crores were recorded from the BCs and   
CSPs during FY 2021-22, averaging to   
around 25 lakh transactions per day.  
Financial Literacy  
In order to create awareness to lift people out of poverty and usher in prosperity, SBI has set up 341   
financial literacy centres, through which 17,869 literacy camps benefitting over 8.11 lakh participants were   
conducted in FY 2021-22. SBI has 230 Centres for Financial Literacy (CFLs) at the block level.  
Micro Credit (SHG-Bank Linkage)  
SBI collaborated with the National and State Rural Livelihoods Missions to give credit and loans to SHGs,   
allowing members to generate incomes and fulfil basic requirements such as housing and education.   
SBI continues to have the highest market share in SHG-credit linkage in the banking sector, catering to   
8.71 lakh groups as of 31st March 2022. 85 lakh of these groups' members were women entrepreneurs,   
further driving their inclusion.  
RSETIs are tasked with the empowerment of rural youth through skill development and training, thereby   
creating means for sustainable livelihoods. As on 31st March 2022, SBI has sponsored 152 RSETIs in 29   
states and union territories. Of these, 53 are in aspirational districts across India. In the reporting period,   
the RSETIs have achieved 105% of the annual training targets set by the Ministry of Rural Development,   
GoI.  
India has a sizeable young population, enhancing the employability of which is instrumental to the   
country's economic development. The Bank, through 152 RSETIs across the country, works towards   
improving employability among rural poor to help build capability for access to better opportunities.   
In the reporting period, SBI has allocated an amount of ₹27.86 crores to improve and upgrade the   
infrastructure at 29 of these institutes.  
Rural Self-Employment Training Institutes (RSETIs)  
Impact of SBI's RSETIs  
FY 2021-22  
Cumulative as on 31st   
March 2022  
No. of Training Programmes Conducted  
2,834  
35,377  
No. of Candidates Trained  
76,520  
9,46,059  
No. of Female Candidates Trained  
62,799  
6,31,842  
No. of Candidates Settled  
62,997  
6,81,160  
With the objective of enhancing   
customer service, a capsule   
training program was created   
for branch functionaries.   
Comprehensive knowledge   
of CSP account features was   
provided to frontline staff   
across the country.  
SBI was adjudged the Best Performing Banks in SHG Bank Linkage   
by Ministry of Rural Development, GoI.  
GRI 103-1, GRI 103-2 (Indirect Economic Impacts), GRI 203-2  
GRI 103-1, GRI 103-2 (Indirect Economic Impacts), GRI 203-2  
50 | Sustainability Report 2021-22  
Powered by Purpose | 51  
RSETI Success Stories  
With no poultry farms available in his area,   
Saurabh enrolled in a poultry farming training   
programme and started a farm in the area. He   
availed financial aid of ₹5,00,000 from SBI's   
Rudraprayag branch. He commenced his   
business with 650 chicks and has a present   
earning of ₹40,000 per month.   
C Narendrakumari learned of training   
programmes at the RSETI and enrolled herself.   
After availing financial assistance of ₹1,00,000   
from the SBI Eturnagaram branch, she is   
now able to earn nearly ₹40,000 through her   
paintings and has employed two people in her   
business.  
Viji started her business 'Dream Star Snacks   
and Bakers' in Mylapra. With monthly sales   
reaching ₹6,00,000, she earns a profit of   
₹50,000 per month and also been awarded   
the Best Entrepreneur Award by the District   
Magistrate of Pathanamthitta.  
Name of Trainee :   
Saurabh Negi  
RSETI   
:   
Rudraprayag, Delhi Circle   
Name of Trainee :   
C Narendrakumari  
RSETI   
:   
Hasanparthy, Hyderabad Circle   
Name of Trainee :   
Viji Joy   
RSETI   
:   
Pathanamthitta, Thiruvananthapuram Circle  
Poultry Farm  
Embroidery and Fabric Painting   
Fast Food  
Felicitating the trainees of the RSETI programmes  
52 | Sustainability Report 2021-22  
Powered by Purpose | 53  
Natural Capital   
Management   
T  
he impacts of climate change are becoming more   
evident than ever before, bringing environmental risks   
to the fore. The Global Risks Report 2022, put forth by   
the World Economic Forum, found that climate action failure,   
extreme weather events and biodiversity loss are projected   
to be the most severe risks facing businesses over the next   
decade.   
Preservation of the natural environment has always been a   
priority for SBI, which is also reflected in sustainability being   
one of the Bank's core values. However, the manifestation   
of climate-related risks and opportunities has given further   
impetus to the Bank’s efforts to strengthen and formalise its   
natural capital management.   
Climate-Related Financial Disclosures  
The need to transition to a low-carbon and climate-resilient   
future has become increasingly apparent, making corporate   
action imperative. Taking cognizance of the urgency for   
climate action, the Bank has instituted its Climate Change   
Risk Management Policy in FY 2021-22. This policy statement   
is intended to address climate-related concerns by identifying   
key risks and opportunities, integrating their considerations   
into SBI's operations, and helping enhance future-readiness   
and stakeholder relations.  
In order to facilitate effective climate risk management,   
the Bank has defined a clear governance structure and   
monitoring mechanism as part of the policy. Its exposure to   
The Bank is increasingly   
enhancing its existing   
resource conservation   
efforts by strengthening   
the digital offerings   
and managing climate-  
related risks, in addition   
to the efforts to be a   
responsible investor.  
identified climate-related risks, the associated exposure of its major portfolios and progress in managing   
them from an adaptation and mitigation perspective shall be routinely presented to SBI's senior   
management and the Board.   
SBI shall work to identify physical risks that may arise due to extreme weather events and long-term   
changes in climatic patterns. Similarly, the identification and development of mitigation strategies shall   
also be conducted for transition risks, which may occur as the business landscape shifts to a low-carbon   
economy.  
This will prove helpful in devising risk management strategies, while also aiding in the identification of   
key sectors where further lending will align with the Bank’s purpose for a better planet. Understanding   
the impacts of these risks and opportunities on the Bank’s financial performance and position shall help   
the Bank enhance its climate change risk management strategy in the future.  
Recognising the uncertainty associated with the timings and the magnitude of impacts of climate   
change, the Bank shall also explore leveraging tools like scenario analysis and stress testing in the future.   
Metrics shall also be developed to assess these risks and opportunities in line with the Bank’s strategy   
and risk management processes, in addition to the greenhouse gas (GHG) emissions data outlined later   
in this chapter.   
 Windmills installed in Andhra Pradesh by a SBI financed group.  
54 | Sustainability Report 2021-22  
Powered by Purpose | 55  
Managing SBI’s Environmental Impact  
The importance of managing the environmental impact of its investments cannot be understated for   
any financial institution. However, it is equally important to manage the efficiency of owned facilities,   
especially for a Bank of SBI’s scale. Taking cognizance of this, the Bank has directed significant efforts   
towards ensuring energy efficiency, resource conservation and efficient management at all its buildings.   
SBI is proud to note that these have culminated in 18 of the Bank’s establishments being certified Green   
Buildings by the Indian Green Building Council.  
View of a few Renewable Energy Projects financed by the Bank  
56 | Sustainability Report 2021-22  
Powered by Purpose | 57  
This year also saw the continuation of SBI’s energy conservation initiatives. This includes the branch server   
consolidation efforts undertaken by the Bank, and saw the migration of physical servers to a centralised,   
secure and virtual location. This has allowed the Bank to reduce energy used for cooling of over 24,800+   
servers as of 31st March 2022. Moreover, SBI continues to use IPM+, an intelligent power management   
utility software, which has helped the Bank save 24.97 GWh of energy, 9,858.21 MT of GHG emissions and   
9,36,511.47 m3 of water during the reporting period.  
Waste Management  
Responsible disposal of waste is an important aspect   
of SBI’s efforts to reduce its environmental footprint.   
In line with this endeavour, the Bank continues to   
enhance its policies and practices on this front. The   
Bank has introduced an Electronic Waste (e-Waste)   
Management Policy, which is also applicable to its   
foreign offices. During the year, the Bank inaugurated   
15 food waste composting plants. Additionally, there   
are 22 Sewage Treatment Plants (STP) till date. The   
Bank has put in place measures to start monitoring   
the waste generated through its operations, from   
October 2021. In FY 2021-22, over 219.14 MT of waste was   
generated from the Corporate Center, 17 LHOs and six   
ATIs. 10.55 MT of this can be attributed to paper waste,   
e-waste accounted for 84.39 MT and the remaining was   
other non-hazardous waste. 64.62 MT of total waste was   
recycled during the year.  
SBI observed the week-long 'Swachhata Pakhwada'   
in January 2022 across its offices in India. The initiative   
urged staff members and customers to contribute   
towards making the country cleaner and safer.   
This week was held under the aegis of the central   
Swachh Bharat Mission and Azadi ka Amrit Mahotsav   
celebrations marking the 75th Independence Day for   
India.  
Source  
FY 2021-22  
FY 2020-21  
FY 2019-20  
Diesel  
8,04,365  
7,90,806  
8,75,022  
Grid   
Electricity   
52,16,088  
50,70,995  
46,25,287  
Total  
60,20,453  
58,61,801  
55,00,309  
Source  
FY 2021-22  
FY 2020-21  
FY 2019-20  
Scope 1  
547  
553  
390  
Scope 2  
11,44,641  
11,69,146  
10,66,386  
Scope 3  
1,40,044  
1,35,811  
1,92,459  
Total  
12,83,216  
13,05,510  
12,59,236  
Source  
FY 2021-22  
FY 2020-21  
FY 2019-20  
Scope 1  
0.002  
0.002  
0.002  
Scope 2  
4.69  
4.76  
4.27  
Scope 3  
0.57  
0.55  
0.77  
Total  
5.26  
5.31  
5.05  
Source  
FY 2021-22  
FY 2020-21  
FY 2019-20  
Diesel  
59,799  
58,791  
65,052  
Grid   
Electricity   
11,44,641  
11,69,146  
10,66,386  
Total  
12,04,440  
12,27,937  
11,31,438  
Energy Consumption (GJ)  
GHG Emissions by Scope (tCO 2e)  
Emissions Intensity (tCO2e/FTE)  
Total Emissions by Source (tCO2e)  
Compost pit and machine installed for the recycling of waste at SBIL, Kolkata  
Energy Management  
Energy conservation and transitioning to clean energy is a key   
pillar of SBI’s efforts to reduce its environmental footprint. It   
is not only integral to the Bank’s commitment to becoming   
carbon neutral by 2030, but is also helping reduce dependency   
on fossil fuels, driving business resilience and cost efficiency.   
The Bank has steadily increased the share of renewable sources   
in its energy mix, harnessing solar or wind power at various   
premises, including the Corporate Centre and Global IT Centre   
in Mumbai and the 17 Local Head Offices. Meanwhile, diesel   
generator sets are also being replaced with solar energy-backed   
uninterruptible power supply systems at rural and semi-  
urban branches. This has come with the added advantage of   
prolonging the lifespan of electronic devices, thus reducing   
e-waste generation.  
In FY 2021-22, SBI spent ₹1,317.86 crore towards energy   
consumption, ₹203 crore of which was spent on diesel   
consumption. These expenses have been considered in addition   
to the average cost of diesel in FY 2021-22, in four metro cities to   
compute the energy and emissions data outlined below.  
During the year, the Bank's Corporate Centre office   
and LHO Mumbai transitioned to 100% RE.   
This initiative will help avoid around 52 tCO2e from   
the Corporate Centre alone every year.  
The Bank's captive RE   
capacity is >35 MWp   
on 31st March 2022.  
SBI encourages its employees   
to join its sustainability journey   
through frequent communication   
and various initiatives.  
Inauguration of the Sewage Treatment Plant   
(STP) at SBIHRD, Indore  
Note: Scope 3 emissions are estimated considering work-related travel via rental car, bus, rail and air, third-party   
diesel generators and paper consumption.  
State Bank Institute of Leadership (SBIL) in Kolkata encourages waste segregation and all   
residents of the campus strictly adhere to the norms prescribed for waste segregation at source.   
Dry waste and wet waste bins have been placed across the campus. The campus also has a waste   
composting machine that further contributes to its responsible waste management efforts.  
Waste segregation efforts at SBIL, Kolkata  
GRI 103-1, GRI 103-2 (Energy, Emissions), GRI 302-1, GRI 302-3, GRI 302-4,   
GRI 305-1, GRI 305-2, GRI 305-3, GRI-305-4, GRI 305-5  
GRI 103-1, GRI 103-2 (Indirect Economic Impacts), GRI 203-2  
The energy intensity from grid electricity in FY 2021-22 was 21.36 GJ/FTE.  
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Water Management  
Understanding the importance of preserving water as a shared resource, the Bank has always   
encouraged responsible consumption across its facilities. Rainwater harvesting systems have been   
set up at SBI’s facilities to maximise water efficiency. During the year, a total of 5,37,096 KL of water   
was consumed at six ATIs, Corporate Center and 17 LHOs. This includes 4,55,101 KL of surface water   
consumption, 53,497 KL of groundwater and 28,498 KL of third-party water consumption. Further, 8,687   
liters of waste water was recycled through the Sewage Treatment Plant (STP) at the Corporate Center.  
The Bank tied up with a Mumbai-based NGO to undertake EcoBricks Collection Drive by collecting   
non-recyclable plastic waste in plastic bottles. These stuffed bottles are the EcoBricks and are   
collected at a common drop-off point. This initiative of the Bank not only helps reduce waste-to-  
landfill or ocean, but also helps reduce harmful environmental impacts of plastic. Till date, over   
75,000 PET bottles with plastic waste have been collected and are being used for sustainable   
building projects.  
In addition to rainwater harvesting systems, State Bank Institute of Rural Banking, Hyderabad, one   
of the Bank’s training institutes leverages drains to channel excess rainwater from the campus and   
surrounding areas into an old well and a small tank. This system provides water for the facility’s   
horticulture needs, which is also tended to with a 50 KL sewage treatment plant. Drip and sprinkler   
irrigation methods are extensively used to reduce wastage. Additionally, water monitors are installed   
at different blocks to calibrate water consumption, efficient plumbing is installed, and most taps are   
fixed with low-flow water fixtures.  
SBIL, Kolkata has two lily pools and a natural pond within the campus to conserve water. These   
water bodies cater to the requirements of the flora and fauna, while also adding to the beauty of   
the campus. Additional rainwater harvesting systems are being installed to store and recharge the   
groundwater by collecting and filtering rainwater from various buildings of the campus.  
EcoBricks: Way Forward to Stop Plastic Pollution  
Imbibing Sustainability at SBIRB, Hyderabad  
Natural Harvesting of Rainwater at SBIL, Kolkata  
SBI encouraged locals and residents in Meduru village, in Andhra Pradesh, to adopt digital banking   
services and products through the 'SBI YONO Green Village' initiative. YONO products and services   
like YONO KCC, YONO Krishi Gold Loans, YONO Cash and YONO Shopping were introduced to the   
community. For ease, YONO direction boards have been placed in public places. Additionally, 300   
fruit-bearing saplings were planted along the main road of the village.   
YONO Green Village in Meduru  
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Powered by Purpose | 61  
Paper savings due to YONO alone are estimated to have reduced water consumption by 3,78,541 m3,   
avoided over 2,503.83 MT of paper waste and 38,237.81 tCO2e of GHG emissions.  
1.4 crore sheets saved  
25,000 sheets saved   
1.1 crore sheets saved  
2.4 crore sheets saved  
83,000 sheets saved  
1.3 crore sheets saved  
Savings account opening  
Pre-approved two-wheeler loans  
YONO Krishi KCC review  
Pre-approved personal loans  
Insta home top-up loans  
YONO Agri Gold Loan account opening  
Green Channel Counters (GCC)  
GCCs facilitate services like cash withdrawal, cash deposit, internal funds transfer, balance enquiry, Green   
PIN generation and change, and mini-statement generation at retail branches across the Bank’s India   
operations digitally.  
Over 27,81,30,000 transactions were undertaken through GCC saving over 445 MT of paper and 39,746.81   
m3 of water, in addition to 4,000 tCO2e of GHG emissions.   
E-registers  
In the second phase of digitisation, SBI rolled out 31 e-registers, of which 26 are newly developed and   
five were revamped for use internally, to reduce the manual recording and storage of data across the   
Bank. These e-registers follow a system of checks and balances to ensure the authenticity and veracity   
of data, along with strict privacy boundaries on the access to the databases, balancing sustainability and   
digitisation with data security.  
Green Remit Cards (GRCs)  
GRCs allow customers to deposit cash using GCCs, CDMs or ADWMs to a beneficiary’s SBI account, using   
a magstripe-based card. Through GRCs there is cash deposit facility available 24\*7 at CDMs and ADWMs.   
There is a monthly cap of `1,00,000 on the transactions.  
Green PIN  
Green PINs provide customers with a hassle-free and environmentally sound way to generate their ATM   
PINs without having to visit a branch. This year, 6,41,06,135 green PINs were generated, helping reduce   
paper consumption by 307.71 MT and consequently, water consumption by 27,482.08 m3 and carbon   
emissions by around 2,766.91 tCO2e.  
Fraud Angle Examination Workflow  
This application ensures a reduction in workflow process time and paper usage for tracking fraud loan   
accounts and non-performing assets.  
Easy Approval   
In addition to paper savings, the Easy Approval application helps enhance the productivity of the Bank’s   
processes when it comes to online approval of notes. This year, 62,389 notes were approved through this   
application.  
LITMAS  
To undertake the streamlining of litigation-related information, the Bank has introduced a litigation   
management system, which has also helped it save a substantial amount of paper.  
Resource Management  
Optimising operations to reduce and manage   
resource consumption is a constant endeavour   
of the Bank. Processes and technologies are   
constantly refined to ensure a reduction in SBI’s   
footprint and enhanced productivity. Paper   
consumption, in particular, is an area where the   
Bank has identified potential for improvement   
and upon which it is acting to drive reduction.   
Paper Savings Driven by YONO in FY   
2021-22  
The Bank’s flagship mobile application has been   
a key driver of these efforts, leading to paper   
savings in various processes:  
GRI 305-5  
GRI 305-5  
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Powered by Purpose | 63  
SBI's Environmental Initiatives  
SBI's Bhopal circle conducted a cleanliness drive at Kaliasot Dam, Bhopal. A resolution was also   
taken by the staff to maintain the cleanliness of the area for the next three months, and an appeal   
was made to local visitors to keep the dam clean and green. Around 150-200 KGs of garbage was   
collected and responsibly disposed with the help of local authorities.  
SBI’s Amravati circle undertook a mega drive to plant over 25,000 saplings. These saplings were   
planted in captive areas such as residential complexes, government offices, colleges, schools, and   
apartment buildings, to name a few. The event was held under the aegis of the Department of   
Financial Services and the Ministry of Finance, with the aim of promoting ecological conservation   
under the Bank’s larger sustainability initiatives. It also saw attendance from the Hon’ble Finance   
Minister, Smt. Nirmala Sitharaman.  
Mega Tree Plantation in Amravati Circle  
Dam Cleaning Drive  
SBI observed World Environment Day on 5th June 2021 and conducted tree plantation drives, which saw   
the participation of the Bank's leadership. Further, at the circle and branch level, multiple tree plantation   
drives were conducted, and over 6,45,000 trees were planted during the year.  
Tree Plantation drive at Amravati Circle in the presence of Hon’ble Finance Minister, Smt.   
Nirmala Sitharaman  
Ayurvedic Vatika at the Bank's Corporate Centre Office Campus  
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Powered by Purpose | 65  
Human Capital   
Management   
S  
BI’s workforce is its strongest and most valued asset,   
playing an integral role in the Bank's efforts to create   
shared value for society. In the face of technological   
evolution and changing customer requirements, employees   
are playing a pivotal role in SBI’s journey to become a   
powerful institution tasked with serving the country.   
The Bank’s employees are a key stakeholder group, whose   
skills and expertise are crucial for the Bank’s present   
and future. For this reason, SBI is constantly designing   
and implementing effective HR policies, procedures and   
programmes to develop and manage knowledge, skills and   
talent, while laying emphasis on the strategic utilisation of   
employees and measurable impact of their performance   
on business. The Bank regularly revamps and aligns its HR   
strategies in line with the ever-changing aspirations of its   
employees to promote a participative work culture and instill   
pride and productivity amongst its personnel.  
The Bank regularly   
revamps and aligns its HR   
strategies in line with the   
ever-changing aspirations   
of its employees to   
promote a participative   
work culture and instill   
pride and productivity   
amongst its personnel.  
Officers  
1,11,549  
99,259  
33,442  
Associates   
(clerical staff)  
Subordinate   
staff and others  
Fostering Diversity, Equal Opportunities and Inclusion  
SBI makes an effort to create a work environment that is fair, secure and conducive to productivity by   
ensuring that there is no form of discrimination or harassment internally or externally. Committed to   
fostering a strong culture of inclusivity and diversity, the Bank is an equal opportunity employer and   
maintains transparency in its processes of hiring, performance evaluation and compensation.   
In FY 2021-22, SBI has introduced a Board-approved Equal Opportunity Policy for Persons with   
Disabilities, which is aligned with the Rights of Persons with Disabilities (RPwD) Act, 2016.  
Certain initiatives adopted in this direction are:  
�Training to visually impaired and hearing-impaired employees: visually impaired recruits are trained   
in the use of Job Access With Speech (JAWS), while hearing-impaired employees are trained in the   
use of sign language.  
�Train the Trainer programme: This training programme is conducted for faculty to enable them to   
support differently abled employees during regular training programmes.  
�Creating a barrier-free environment: The Bank’s JAWS license is scalable and is renewed or upgraded   
as and when required. Additionally, ramps have been installed for wheelchair users and braille script   
boards are available at most SBILDs to enhance the ease of access for differently abled employees.  
As on 31st March 2022, SBI’s workforce comprised of 26.55% women.  
Further, all employees of the Bank were paid more than minimum wage.  
Category  
Male   
Female  
Officers  
82,268  
23,625  
Associates (clerical staff)  
62,278  
36,981  
Subordinate staff and others  
30,301  
3,141  
Category  
Officers  
Associates (Clerical Staff)  
Sub-Staff and Others  
SCs  
20,366  
15,750  
8,101  
STs  
9,419  
7,686  
2,164  
OBCs  
25,764  
25,987  
8,662  
EWS  
246  
696  
0  
DAPs  
2,415  
2,475  
206  
Category  
Senior Management and Top Executive Grade  
2,100  
Middle Management   
15,012  
Junior Management  
6,513  
Workforce Breakdown by Identified Group  
Workforce Breakdown by Gender and Category  
Women's Representation in Management Positions  
Total Workforce: 2,44,250\*  
\*This includes permanent employees, contractual staff as well as officers posted at foreign locations.  
GRI 102-8, GRI 103-1, GRI 103-2   
(Diversity and Equal Opportunity, Non-discrimination), GRI 405-1  
GRI 102-7, GRI 102-8, GRI 103-1, GRI 103-2   
(Training and Education, Diversity and Equal Opportunity)  
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Powered by Purpose | 67  
Category  
Male  
Female  
Number  
Median Remuneration   
(in ₹)  
Number  
Median Remuneration   
(in ₹)  
All permanent   
employees  
1,74,847  
97,647.60  
63,747  
86,367.25  
Category  
Total (A)  
Male  
Female  
No. (B)  
% (B / A)  
No. (C)  
% (C / A)  
Permanent employees (D)  
4981  
3924  
78.78  
1057  
21.22  
Other than permanent employees (E)  
115  
91  
79.13  
24  
20.87  
Total differently abled employees (D + E)  
5096  
4015  
78.79  
1081  
21.21  
Differently Abled Employees  
Median Remuneration  
Garima - Prevention of Sexual Harassment  
SBI is committed to imbibing a strong respect for human rights, which are reflected in all its business   
practices being compliant with its values. It takes a zero-tolerance approach towards any kind of   
workplace human rights violations, including discrimination and sexual harassment.   
During the reporting year, 43 grievances were raised on the Garima helpline. As of 31st March 2022, 38 of   
these have been resolved, with the others in various stages of resolution.  
Samya from SBICB – Promoting Gender Equality  
Samya is an initiative adopted by SBI to promote gender   
equity within the Bank. As part of this initiative, online   
caselets are routinely circulated among staff members,   
educating them on subtle behaviours and expressions   
reflective of gender biases. These caselets aim to enable   
employees to recognise and eliminate their subconscious   
biases. Following this, there is a two-part webinar for   
senior officials on topics such as gender sensitivity,   
prevention and redressal mechanisms.  
An annual publication was launched in FY 2021-22,   
where women officers shared their experiences at the   
Bank to inspire their counterparts at various levels in   
the organisation. It also features messages from the   
management on gender sensitivity issues and articles on   
pioneering women in various walks of life.  
 Caselets depicting subtle behaviours or expressions   
which were reflective of gender bias to enable   
people to ponder over the content and root out the   
prejudices and biases in their mind.  
 Webinar discussions about gender sensitivity and   
prevention and redressal of grievances.  
 Inauguration of the the compendium consisting   
of articles authored by women officials about the   
experiences of their journey in the Bank, with   
messages intended to encourage women to seek   
better career opportunities within and outside   
SBI.  
 ePanel discussion – where several retired women   
Dy Managing Directors of the Bank were invited   
to deliberate upon their experiences in the Bank,   
attended by employees around the country.  
Training programmes on gender sensitivity and POSH are regularly conducted at SBI, with 1,313 officers   
attending in the reporting year. In FY 2021-22, 24.55% employees were provided trainings on human rights   
and related issues., that is 59,871 employees out of the total 2,43,796 employees.  
SBI also launched 'Maitreyi', a   
mentoring programme designed   
for in-house preparation   
of identified mentors to   
guide younger women in the   
organisation and help resolve   
any challenges faced by them.  
Women’s Day Celebration  
SBI hosted an event to celebrate Women’s Day, recognising the contribution of women in the Bank’s   
success.  
GRI 405-1  
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Powered by Purpose | 69  
Swavlambini, a virtual panel for discussion on women empowerment was conducted by SBIL, Kolkata to   
discuss 'Working Women and Glass Ceilings' and 'Work-Life Integration'.  
Additionally, the Bank marked Women's Day by introducing several new initiatives for women employees   
and staff:  
Enhanced ceilings of the   
scholarship amount for girl   
students, who are children   
of the Bank's employees, by   
25%.  
Increased incentives for   
girl children of the Bank's   
employees for pursuing   
professional courses.  
Started a new initiative for   
the welfare of pregnant   
employees. The Bank   
is providing nutrition   
allowances to these   
employees that can be   
availed once during two   
pregnancies.  
Talent Retention and Management   
The identification, development and retention of high-potential employees is key to ensuring consistency   
in the Bank’s services and products. Development of skills, provision of career opportunities, proactive   
and qualitative personnel planning as well as promotion and retention of employees encourage a   
sustained business model at the Bank.  
In order to meet the demand of ever-changing business needs and regulatory landscapes, SBI is   
constantly recruiting talent on a lateral and contractual basis in various business functions such as IT,   
wealth management, information security, risk and credit, among others. For entry-level positions, the   
Bank has selected 2,057 probationary officers and 5,246 junior associates in the reporting period. 1,126   
candidates were recruited on a lateral basis, while 14,041 internal candidates were promoted to executive   
and managerial positions during FY 2021-22.   
By leveraging digital and online platforms, the Bank has been able to reach out to a wider pool of   
candidates for recruitment purposes. Advertisements are published across various job portals and social   
media, enabling SBI to reach out to tech-savvy job aspirants. The Bank has also tied up with professional   
bodies such as the Institute of Chartered Accountants of India (ICAI) to widen its recruitment pool in   
specialised positions.   
Employee Training and Development   
Operating in a knowledge-oriented sector, SBI’s competitive advantage lies in the skills competencies   
of its employees. The Bank’s workforce holds testimony of a resilient training system, set to achieve the   
long-term business goals of the organisation. Given the remote and socially distanced norm in the years   
proceeding the COVID-19 pandemic, SBI has adapted to an online model of learning, resulting in fewer   
disruptions, more flexibility and health and safety.   
Trainings conducted during the reporting period have focussed on powering the Bank with a new   
purpose and motivation to revamp its business model to attain sustainable value creation. With a team   
of over 475 in-house educators and banking experts at six ATIs and 50 regional institutes of L&D, SBI   
wishes to lead its workforce into a new model of purposeful growth, fostering learner interest and talent   
retention through videos, pre-reads, case studies, quizzes, and interactive and recorded webinars.   
The Bank continues to develop its in-  
house automated centralised training   
calendar management system, enhancing   
interface between employees and faculty.   
This year, 31,605 webinar-based trainings   
were conducted under 15,578 online   
programmes. Additionally, 1,800 classroom   
trainings were imparted to attendees in FY   
2021-22.  
Average Training   
Hours per Full-  
Time Employee  
Average Training Hours   
per Female Employees  
Average Training Hours   
per Male Employees  
68.19  
74.73  
65.85  
Category  
Employees Trained  
Officers (Generalist Cadre)  
97,789  
Officers (Specialist Cadre)  
6,870  
Associates   
96,026  
Sub-staff  
4,448  
Contractual and Other   
277  
Total  
2,05,410  
Employee Participation in Training Programmes  
GRI 103-1, GRI 103-2 (Training and Education), GRI 404-1  
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Aspirational Courses  
SBI offers ten aspirational courses to its employees, based on the following agendas:  
Aspirational   
Courses  
Career prospects and new   
joinees in SBI  
Digital empowerment for   
effective management of work  
Data analysis and   
interpretation  
SME credit   
simple credit   
Invest smart for   
financial well-being   
Joy of creating   
livelihoods   
NRI business and   
compliance   
International   
banking   
Fundamentals of   
marketing   
Personal development   
and soft skills   
Category  
FY 2021-22  
Total   
Employees\*   
(A)  
Employees trained on health   
and safety measures  
Employees trained on skill   
upgradation  
No.   
(B)  
%   
(B/A)  
No. (C)  
%   
(C /A)  
Employees  
Male  
1,78,939  
2,709  
1.51%  
1,47,129  
82.2%  
Female  
64,857  
1,070  
1.64%  
58,281  
89.8%  
Total  
2,43,796  
3,779  
1.55%  
2,05,410  
84.2%  
Samunnati - Participative Coaching Intervention for Branches   
A coaching intervention based on the action research model, Samunnati is conducted to support the   
branches in becoming more goal-driven and competitive. As part of this initiative, faculty members of   
regional learning and development institutes have adopted one branch each, to extend guidance for   
viable growth models and case studies post-completion. Faculty members of SBILDs have adopted   
691 circle-identified branches PAN-India, to extend guidance to, based on the customised action plan   
designed for each branch through meaningful interactions.  
Anweshan - Facilitating Sharing of Research Findings   
SBI launched Anweshan, an e-publication for disseminating best practices uncovered during various   
in-house operational studies for informed decision-making and improved business outcomes across the   
Bank.  
Leadership Lessons  
The Bank organised a series of interactive, virtual talks between newly promoted GMs and DGMs with top   
Management and eminent external luminaries. The programme aimed at grooming and strengthening   
leadership skills of the newly promoted officials through experience-sharing with senior officials.  
Astitva - Online Quiz on Sustainability   
To encourage sustainability throughout the organisation, SBI launched Astitva, an online quiz to sensitise   
staff on current sustainability issues, UN SDGs and sustainability measures prevalent at the Bank.  
Role-Based Certification (RBC) for Employees  
SBI has formulated an e-RBC technology initiative for online role-based certification programmes for   
more than 2 lakh employees at the Bank. The programme has been modified to include 42 certifications   
hosted online and on the mobile platform for anywhere, anytime accessibility. During the reporting year,   
98% officers and 97% associate staff have cleared their RBCs via online training and assessment.   
SBI launched Samarthya, an engagement programme for all its employees aged 35 or below.   
The objective of the programme is to impart to young employees, a clearer picture of the ethical   
and professional standards expected of them, together with a positive service orientation. The   
programme has been designed for blended learning through a radical new channel – 'Smart   
Classroom'. Both officers and clerical staff attend the programme as a group, promoting a rich   
cross- pollination of perspectives and ideas. Over 67,000 employees shall be trained under the   
programme, 72% of whom have been covered in the reporting year.  
Samarthya - Engagement Programme for Young Employees  
\*Excluding officials posted at foreign locations  
GRI 103-1, GRI 103-2 (Stakeholder Awareness on Sustainability), GRI 404-2  
GRI 403-5, GRI 404-1, GRI 404-2  
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Powered by Purpose | 73  
This infrastructure, installed at the administrative, regional and local head offices of the Bank,   
has opened up new training capacities for the Bank. Currently, there are more than 400 Smart   
Classrooms imparting trainings to over 2,000 employees per day.   
Smart Classrooms  
Atmanirbhar Bharat Abhiyan Training  
To contribute towards the Government of India’s mission of making the country self-reliant, SBI   
formulated 31 circle-specific training programmes that were conducted for 1,786 participants. These were   
aimed at raising awareness, enhancing confidence in operation staff, and motivating personnel to actively   
market schemes aligned with the national goal.  
Audio Learning  
Podcast-based learning through SBICB-on-Air podcasts, with over 50 episodes, has attracted more than   
15,000 listeners whereas Gurukul Vani - which covers topics related to credit, risk and NPA has reached   
more than 54,000 listens.  
Theme-Based Fridays  
Theme-based webinars are conducted by the domain ATIs on a weekly basis. The themes have been   
designed to best suit the requirements of the operating staff, with respect to the present banking   
environment.   
Leadership and Succession Planning  
SBI’s Career Development System, under Project Saksham, has provided data-backed performance   
evaluations of its employees. The system uses a detailed annual competency mapping framework to   
ensure strong accountability, performance visibility and greater alignment between individual and   
organisational goals.   
There were a total of 14,041 employees that received a promotion in FY 2021-22, bringing the percentage   
of positions filled by internal candidates to 92.4%.  
The Bank also has a pre-defined policy on succession planning for senior leadership positions which   
ensures a smooth and organised transition into new roles. Key outcomes of succession planning are used   
to prepare and update training programmes at the Bank.  
Details of performance and career development reviews of employees and workers:  
Performance Management and Reward System  
Category  
FY 2021-22  
FY 2020-21  
Total   
Employees (A)  
Performance   
Reviewed (B)  
% (B /   
A)  
Total   
Employees (C)  
Performance   
Reviewed (D)  
% (D   
/ C)  
Male  
1,79,393  
1,35,608  
75.59%  
1,81,968  
1,39,720  
76.78%  
Female  
64,857  
56,907  
87.74%  
63,684  
54,142  
85.00%  
Total  
2,44,250  
1,92,515  
78.84%  
2,45,652  
1,93,862  
78.91%  
Rewards and Recognition  
Chairman’s Club Awards   
 Chairman’s Club awards for extraordinary efforts were awarded during the year to several members   
and achievers.   
SBIL, Kolkata renewed its ISO 9001:2015   
Certificate during the year  
GRI 404-2  
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MD's club awards to recognise employees’ remarkable performance.  
Managing Director’s Club Awards  
Building Inclusiveness  
Certain collaborative webinars have been conducted for employees to ensure that the employees remain   
engaged with the Bank during times of remote working. Sensitisation workshops for HR managers,   
trainers, IT officers have been conducted on special needs and supporting of PwD employees in light of   
COVID-19-triggered mental distress.  
Yes I Can Bring Change  
Success stories of SBI's employees can inspire other employees to find innovative and practical solutions   
to new issues. An annual success story campaign 'Yes I Can Bring Change' has been rolled out in FY 2021-  
22 to gather inspiring stories of transformation from amongst SBI’s employees.  
Employee Engagement   
SBI strives to ensure proactive engagement for its employees in order to inculcate a shared value system   
among its workforce as well as enhance productivity, creativity and satisfaction.   
SBI Wizards – Fostering Positivity and Emotional Well-Being   
An online quiz event 'SBI Wizards' was rolled out during the COVID-19 pandemic. The quiz continues to   
be an exciting initiative at SBI, wherein participants can include one family member in their team.  
Inter-Circle Sports Tournament   
To promote fitness as well as awaken friendly yet competitive sportsman’s spirit among its employees,   
SBI organised inter-circle sports tournaments that witnessed presence and participation from various   
senior functionaries.   
Promoting Financial Literacy   
SBI has partnered with NSE Academy to promote financial literacy as a necessary life skill. Learners   
began enrolment into the programme in FY 2021-22 for five Massive Online Open Courses (MOOCs) of   
SBI on the NSE Knowledge Hub platform.  
The five   
MOOCs   
offered are  
Banking   
Fundamentals  
MSME   
Lending in   
a Nutshell  
Electronic   
Payment   
System in   
India  
NRI   
Business &   
Compliance  
Priority   
Sector   
Lending   
Norms  
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Employee Essay Competition  
Since 1994, SBI has been organising an essay competition for its employees as part of State Bank Day   
celebrations. Winners of the competition are awarded cash prizes, with submissions accepted in English   
or Hindi. The topics for this year were:  
 For officers of all grades: Ethics for use of social media by bank employees  
 For associates: Future of banking for millennials  
World Environment Day Poster-Making Competition  
To observe World Environment Day on 5th June 2021, SBI conducted a poster-making competition for its   
employees on the theme of 'Ecosystem Restoration and Bringing Degraded Ecosystems back to Life'.  
Few award-winning posters made by SBI employees  
Employee Health and Well-Being   
SBI devotes great resources towards strengthening of policies, systems and processes to ensure the   
safety and well-being of its employees, keeping in mind the occurrence of unprecedented events.   
Even though the risk of major health and safety incidents is negligible in the BFSI sector, the Bank is   
committed to minimising the risk of any such occurrences to ensure zero work-related injuries and   
fatalities.   
In addition to work-related hazards such as fires, electrical shocks and other safety-related issues, the   
Bank recognises ergonomic stress, lifestyle diseases and mental health problems as legible occupational   
health and safety risks to its employees. SBI conducts awareness programmes for various issues that   
its employees may face at work or home, providing effective methods to tackle the problem. It also   
works closely with employees and management to strengthen the occupational health and safety   
management system, which is aligned with required legal standards and covers all permanent   
employees of the organisation. During the year, no Bank employee was injured and further, there were   
no cases of fatalities as well.  
Parental Leave - Return to Work and Retention Rates of Permanent Employees   
as on 31st March 2022  
Gender  
Return to Work Rate (%)  
Retention Rate (%)  
Male  
99.94  
100  
Female  
99.96  
100  
All permanent employees of the Bank have the access to healthcare facilities, maternity and paternity   
benefits, which further helps ensure the well-being of all the employees at the Bank.  
COVID-19 Vaccination Drive for SBI Employees  
Details of Retirement Benefits  
Category  
FY 2021-22  
FY 2020-21  
% of Employees   
Covered  
Whether Deducted   
and Deposited  
% of Employees   
Covered  
Whether Deducted   
and Deposited  
PF  
100 %  
Yes  
99.33%  
Yes  
Gratuity  
100 %  
Yes  
100 %  
Yes  
ESI  
NA  
NA  
NA  
NA  
NPS  
54.92%  
Yes  
50.28%  
Yes  
GRI 403-6, GRI 403-7, GRI 403-8  
GRI 103-1, GRI 103-2 (Occupational Health and Safety)   
GRI 403-1, GRI 403-2, GRI 403-3, GRI 403-4  
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Yoga Day Celebration  
SBI ran an online weekly webinar series called Yogakshema on well-being, health and safety on topics of   
health, pranayama, yoga and stress management. Further, employees were encouraged to observe Yoga   
Day on 21st June 2022.  
Fit India Movement at SBI  
Cycling and Running Campaign  
As a part of the Fit India, campaign, SBI has conducted events such as cycling and running to promote a   
healthy and active lifestyle among its employees and their families.   
Safety and Security  
Safety and security are of prime importance at SBI. The Bank has put in place various measures to ensure   
the security of its employees, officers and resources. This year, the Bank introduced a new quarterly   
security newsletter emailed to all staff members. Suraksha Sandesh aims to raise awareness about   
essential security risks and to inform personnel of the security measures taken at the Bank.  
Activities are conducted to motivate, train and guide security officers to perform their function more   
effectively and diligently. In the reporting period, SBI organised webinars and video calls with security   
officers on topics such as locking arrangements in the office, security equipment use and much more.   
Security Week was celebrated at the Bank from 18th to 22nd January 2022.  
The CSO Annual Conference was organised at SBILD, Ranchi to discuss various issues pertaining to security   
policy, guidelines and processes.  
SBI regularly   
conducts training   
programmes   
for its security   
officers. This year,   
a conference was   
arranged on internal   
security, role of the   
Bank and staff in   
times of internal   
emergencies.  
GRI 403-6  
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Employee Grievances   
SBI has instituted a set of internal policies to ensure a respectful work environment. Employee grievances   
are gathered through the Sanjeevani web portal helpline, and include those from retired employees. The   
helpline also offers counsellor support in order to boost employee morale and provide them with the   
required assistance. During the reporting year, 8,156 grievances were raised on the Sanjeevani helpline.   
As of 31st March 2022, 8,014 of these have been resolved, while the other 142 are in various stages of   
resolution.   
Category  
FY 2021-22  
FY 2020-21  
Filed   
During The   
Year  
Pending   
Resolution   
At The   
End of Year  
Remarks  
Filed During   
The Year  
Pending   
Resolution   
At The   
End of Year  
Remarks  
Sexual   
Harassment  
 43   
 05   
The five   
pending   
cases were   
in various   
stages of   
resolution   
as on 31st   
March 2022  
45   
06   
All pending   
cases at the   
end of FY   
2020-2021   
have been   
closed in the   
current FY   
2021-2022   
Discrimination at   
workplace  
Nil  
N/A  
N/A  
N/A  
N/A  
N/A  
Child Labour  
 Nil  
N/A  
N/A  
N/A  
N/A  
N/A  
Forced Labour/ In-  
voluntary Labour  
Nil  
N/A  
N/A  
N/A  
N/A  
N/A  
Wages  
 Nil  
N/A  
N/A  
N/A  
N/A  
N/A  
Freedom of Association   
SBI recognises and respects the right to freedom of association that allows employees to communicate   
their needs and requirements with the management.  
Category  
FY 2021-22  
FY 2020-21  
Employees   
(A)  
Total   
Employees   
Represented   
by Union or   
Association   
(B)  
% (B / A)  
Employees   
(C)  
Total   
Employees   
Represented   
by Union or   
Association   
(D)  
% (D / C)  
Male  
1,74,847  
1,62,967  
93.21  
1,78,640  
1,65,188  
92.47%  
Female  
63,747  
58833  
92.29  
63,497  
57,353  
90.32%  
Total   
Permanent   
Employees  
2,38,594\*  
2,21,800  
92.96  
2,42,137  
2,22,541  
91.91%  
Care and Support for Retired Employees   
ePharmacy  
SBI launched a scheme called e-Pharmacy for providing healthcare facilities to retirees, through the   
URWORLD application. In conjunction with a leading insurance provider, the Bank provides pharmacy   
services to members who commit to an annual payment plan. Through this, members can purchase   
medicines via URWORLD by uploading a valid prescription issued by a registered medical practitioner.  
MyHRMS  
MyHRMS is an application used by retired SBI employees to keep track of their pensions. The application   
maintains a record of the pension payments credited to their account and provides this information   
to the retired employee. It also enables them to submit their life certificate through video-based   
identification without visiting the branch.  
\*Excluding contractual employees and officers posted at foreign locations  
GRI 403-6  
GRI 102-41, GRI 406-1  
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Social and   
Relationship Capital   
Management   
T  
he Bank ensures the success of its stakeholders and keeps their interests at the heart of its actions.   
SBI works towards ensuring value creation and the greater good for its customers, partners and   
communities that have stood by the Bank, providing it with a loyal customer base and diversified   
talent pool, helping SBI prosper despite a rapidly evolving business landscape.  
Customer Centricity  
SBI's success is built on the trust and loyalty of its customers, necessitating it for the Bank to ensure its   
offerings keep evolving to ensure customer satisfaction. The Bank has taken efforts towards this end,   
in the form of staff training and development, innovation, product development and financial literacy   
campaigns.  
During the year, Project Utkarsh   
was launched to create mass   
awareness for branches to   
address customers’ pain points.   
This was an initiative, geared at   
bridging the gap in employee   
knowledge and enhancing the   
customer experience. 11,840   
branches and 54,578 employees   
were trained as part of this   
project.  
To ensure proper communication with customers, SBI uses various platforms, such as – customer   
service surveys, mega customer meets and customer town hall meetings, to name a few. SBI’s Customer   
Experience Excellence Project is the cornerstone of its efforts to enhance the banking experience and,   
it simplifies the queue management system, by prioritising senior citizens and other customers most in   
need. The Bank has also undertaken several campaigns on social media platforms to enhance customer   
service. The Branch Performance Tracking System, meanwhile, is used to monitor and manage the   
performance of different branches, avoid crowding and enhance service quality. A Customer Service   
Feedback Survey is undertaken biennially at branches to help assess the project’s effectiveness, and   
enhance its efficiency.  
Customers also have the option of raising grievances through channels such as the contact centre,   
website, SMS, email, and branches or offices. The Bank’s contact centres operate round the clock, and   
offer their services in 10 regional languages, along with Hindi and English.  
This year, SBI launched an initiative to send SMS alerts in 13 different local Indian languages, to enhance   
customer service and satisfaction. This is in addition to the Bank's existing toll-free numbers and   
registered mobile number-based services.  
In the reporting period, 34,52,782 complaints   
were raised, by customers. The Bank resolved a   
total of 32,70,570 of these during the year, with   
1,82,212 complaints in the process of resolution   
as of 31st March 2022.   
95 % of customer complaints received   
during the year were resolved as on   
31st March 2022.  
The Bank has a Compensation Policy in place   
to compensate its customer for the loss or   
inconvenience due to a deficiency in service on   
the part of the Bank. This policy is applicable in   
India and covers a number of incidents, such as   
the issue of ATM and debit cards, collection of   
cheques payable in India, and delay in pension   
payment.  
Value Chain Management  
SBI works with several partners in its value chain for technology and infrastructure development, digital   
services, stationery and utility supplies, and to acquire human capital. The Bank’s partners help ensure   
wider outreach of its products and services to a larger customer base. Additionally, the Bank’s knowledge   
partners help enhance its offerings through innovation and the use of business best practices. 5,977   
vendors were registered at the SBI Corporate Centre as on 31st March 2022.  
SBI strives to ensure a culture of compliance, transparency and responsibility throughout the value chain.   
The Bank abides by the government-accepted selection processes when onboarding all its vendors.   
Regular audits are also conducted for outsourced activities such as those by non-IT vendors providing   
services like ATMs, chequebook printing, recovery and resolution, document archival and collateral   
management, among others. During the year, audits of 36,196 BCs and CSPs, and 639 vendors for   
outsourced work were carried out.  
GRI 103-1, GRI 103-2 (Customer Satisfaction)  
GRI 102-9  
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Building Resilient Communities  
Working towards the greater good and social responsibility form a part   
of SBI’s culture. Being a responsible corporate citizen, SBI recognises its   
vast geographical footprint and responsibility towards the communities it   
operates in. The Bank undertakes CSR activities across all of its locations   
and consequently, creates impacts on millions of lives across India.   
₹204.10 crores were allocated for FY 2021-22, of which ₹102.56 crores were   
given to the Bank’s CSR arm, SBI Foundation. The remaining ₹101.54   
crores were utilised for other direct activities, including capex expenditure   
of RSETIs.  
This year, enhancing the resilience of beneficiaries was a key action   
item for the Bank, which directed its CSR efforts towards healthcare,   
education, skill development, livelihood, and environmental sustainability.   
Special emphasis was also given to uplifting and empowering   
entrepreneurs, women and youth.  
Healthcare and   
S  
Improving  
Better  
anitation   
19.84%  
8.81%  
3.91%  
5.62%  
10.19%  
15.85%  
3.99%  
30.78%  
1.00%  
Education  
Sector-Wise   
CSR spend  
Empowerment of Women   
and Senior Citizens  
Environmental Preservation  
Protection of National Heritage  
War Veterans  
Promotion  
of Sports  
Welfare of  
Rural and Skill  
Development  
Miscellaneous  
Support to National Projects  
During the year, SBI also showcased its support through sizeable grants towards national   
projects, which include:  
1.   
Clean Ganga Fund:   
The Bank assisted   
with the development   
of Karanwas Ghat,   
Bulandshahar, and   
allocated ₹3.21 crores   
towards the same.  
2. National Culture Fund:   
SBI allocated ₹10 crores   
for the development   
of Atmanirbhar Bharat   
Design Center, Red Fort.   
This fund is being used   
for encouraging Indian   
handicrafts and artisans.  
3. National Foundation for   
Communal Harmony: The   
Bank set aside ₹2 crores   
to support the children   
who lost their parents   
due to the communal   
riots and violence, in their   
education.  
Support for Armed Forces  
SBI has continued to support the defence forces of the nation and a number of projects   
were undertaken during the year towards this end. These included, but were not limited   
to, the following:   
Educational Grants: A total   
of ₹10 crores were given to   
the wards of ex-servicemen   
and dependents of war   
veterans through the   
Kendriya Sainik Board.  
Centre for Differently Abled: In March 2022, the   
Bank donated funds to National Security Guard   
(NSG) Manesar for equipping Prerna Development   
Centre with rehabilitation equipment for differently   
abled children.   
Donation of Sports and Technological Equipment:   
SBI donated sports and technological equipment,   
including cycles, computers and projectors to   
Central Industrial Security Force (CISF), Mumbai.   
This contribution was made in line with the Fit India   
Movement, and was aimed at enhancing the digital   
skills of the CISF personnel.  
Specialised Equipment Donation: The Bank   
donated a battery-operated vehicle and specialised   
equipment for differently abled children at MEG   
Centre, Bengaluru.  
Facilities for Paraplegic Soldiers: The Bank   
donated ₹4.70 crores to the Army Central Welfare   
Fund, which was used to set up a centre for   
paraplegic defence personnel in Mohali.  
Infrastructure Support:   
During the year, SBI   
assisted the Indian Army’s   
veterans by creating an Ex-  
Servicemen Contributory   
Health Scheme (ECHS)   
shelter shed, helping easy   
access to medical facilities.   
In addition, the Bank also   
presented the Indian Army   
with the infrastructure of a   
Canteen Stores Department   
(CSD), under its CSR   
programme for continued   
support towards the defence   
forces.  
This year, the Bank   
spent ₹ 204.10   
crores on its CSR   
efforts.   
   
SBI touched the   
lives of 1,97,550   
beneficiaries in 3,886   
villages through 380   
CSR activities in FY   
2021-22.  
Support to Central Industrial Security Force (CISF), Mumbai  
Donation to Armed Forces Flag Day:   
Rs 10 crore  
GRI 413-1  
GRI 103-1, GRI 103-2 (Indirect Economic Impacts, Local Communities), GRI 413-1  
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Healthcare  
Healthcare is the backbone of every strong and resilient economy. In its efforts to create   
a stronger healthcare system in India, the Bank has taken several initiatives such as   
providing the requisite infrastructure to hospitals, NGOs and trusts working in this sector.  
During the year, some of the key initiatives of SBI in this area included:  
 Supported Sri Sathya Sai Heart Hospital, in the procurement of five neonatal   
ventilators, paediatric-adult ventilators and one anaesthesia machine.  
 Support to Govel Trust, Chennai for the purchase of medical equipment. Govel trust   
runs the Aravind Eye Hospitals chain, which provides large volume, high quality and   
affordable eye care.  
 Assisted Sparsh Hospice, Centre of Palliative Care, Hyderabad, through donations for terminally ill   
cancer patients.  
 Supported various trusts like Dhanvantari Charitable Hospital - Bengaluru, Shanmukhapriya Trust   
- Mumbai, Shanmukhananda Trust - Mumbai, Prasanthi Medical Services and Research Foundation -   
Ahmedabad, in the procurement of various medical instruments required for the hospital and health   
centres run by them.  
Education  
Education plays a significant and remedial role in balancing the socioeconomic fabric of   
the nation and helps in creating a self-sufficient life. With that aim, SBI undertakes efforts   
to support the education of socially weaker groups, including those in underdeveloped   
and remote areas.  
During the year, SBI assisted in the following areas:   
 Supported Tata Steel Foundation – Mumbai in setting up digital-based classrooms for   
children in remote and tribal areas of Odisha and Jharkhand.  
 Donated laptops to the underprivileged students in Thiruvananthapuram under the   
scheme “Vidyakiranam”.  
 Supported Matrubhan Society, Bhubaneshwar in building mobile science and math   
lab. The mobile lab will be utilised for the students of Sri Aurobindo Centers in the   
villages and tribal areas of Odisha.  
 Support for setting up of Smart Classrooms in various Kasturba Schools for girl children in Uttar   
Pradesh.  
 Donated to Self-Reliance Endower for Education Research and Charitable Trust towards procurement   
of a school bus, which will be utilised for transporting students from villages located in the borders of   
Karnataka and Andhra Pradesh to college.  
 Donated new clothes and stationery to over 100 underprivileged school children. Staff members of   
SBI also contributed voluntarily to this noble cause.  
Donation to Prashanti Medical Service and   
Research Foundation, Ahmedabad  
Ambulance donation by the Bank's   
Thiruvanathapuram circle  
Medical van donated to Indian Association of Blood Cancer and Allied diseases  
Support to Kasturba Girls School in Uttar Pradesh towards setting up of smart classrooms  
GRI 413-1  
GRI 413-1  
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Women’s Empowerment   
In an effort to empower its communities, SBI works towards imparting vocational skills   
through trainings that can help women become financially independent. During the   
year, the Bank undertook the following initiatives:   
 Donated `1.70 crores for setting of Bharosa Centre at Karimnagar, Telangana.   
Bharosa is a registered society set up by Telangana State Police for providing   
integrated support and assistance to women and children affected by violence. The   
centre facilitates immediate access to a range of services including medical, legal,   
psychological, and counselling support. Over 10,000 victims have been supported   
since inception of Bharosa Centers through the various programmes.  
 Supported NGOs such as Sachhi Saheli, Samaj Shakti Society and Silver Lining on   
various aspects that include health and sanitation, empowerment, livelihood and   
education, to name a few.  
 Provided nutritional kits and medical items to women and children of marginalised   
households in Dharamshala, Rait and Nagrota in Himachal Pradesh.  
SBI's Patna circle donated 50 sanitary pad vending machines to Netarhat Old Boys Association, Global   
Social Responsibility (NOBA GSR).  
School bus donation to Lakshya Sadhna Society for the cause of mentally challenged children  
SBI's Hyderabad circle made donations for setting of Bharosa Centre (women support cell)   
in Telangana State  
Promotion of Sports   
Welfare of Persons with Disabilities  
SBI assisted the Inspire Institute of   
Sports, Bengaluru in the procurement   
of judo mats, strength and conditioning   
equipment, and four multipurpose   
vehicles.   
The Bank donated to Project Mumbai for   
procuring specially designed wheelchairs   
for the differently abled sportspersons to   
enable them to participate in wheelchair   
basketball competitions. This initiative   
aims at providing competitive trainings   
and promoting tournaments that   
encourage willing players and support   
their dreams of national representation.  
The Bank has been actively working towards ensuring the betterment of persons with   
disabilities. Some of the initiatives undertaken during the year by SBI in this space include:   
 Supported Lakshya Sadhna Society in procurement of a school bus for mentally   
challenged children.  
 Helped provide Rajasthan Mahila Kalyan Mandal, Ajmer with a 25-seater bus for   
providing conveyance facility to mentally challenged children for attending school.   
 Donated to Astha, Kalkaji, Delhi for the purchase of various fixtures, furniture,   
computers and one van for six centres run for differently abled and underprivileged   
children.   
Donation of wheelchair for differently abled   
students  
GRI 413-1  
GRI 413-1  
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Swachh Bharat, Environmental Sustainability and Sanitation   
The Bank has been committed to ensuring that everyone has access to a safe, healthy   
and clean environment. One such effort by the Bank towards this is the provision of   
sanitary napkin vending machines and bins. Further, the Bank has also assisted with the   
construction and renovation of accessible toilets at the Leprosy Mission Trust.  
Major initiatives in this space include:  
 Support for setting up and installation of solar water heating systems in various   
orphanages located in Thiruvananthapuram.  
 Donations to Delhi Council for Child Welfare for the installation of three solar power   
plants, intended for the vocational training centres set up by the welfare trust.   
 Support to Sugam Jagriti, Patna towards installation of 240 stainless steel waste bins   
in and around the city.   
 Support for the procurement and installation of high mast solar lights in the 27   
gram panchayats of Khurda district, Odisha.  
 Support to World Wide Fund (WWF) for setting up solar-based deep well pumping   
systems to provide water to wildlife in Nallamalla Forest (Nagarjuna Sagar Srisailam   
Tiger Reserve).  
�SBI also donated plastic recycling machines at multiple locations this year.   
Animal Welfare  
SBI has taken steps to ensure animal welfare, some of which include the adoption of tigers and other   
endangered animals for a year through various zoological parks and animal shelters. The Bank has also   
made donations to Help In Suffering (HIS), Jaipur, for an animal ambulance, that can provide medical   
facilities to stray animals, amongst other initiatives.   
SBI Children’s Welfare Fund  
Joy of Giving  
The Bank established SBI Children’s Welfare Fund in 1983, using voluntary contributions from   
its staff. The interest amount on the corpus is used to support institutions working towards the   
welfare of underprivileged and orphaned children. In FY 2021-22, SBI contributed over ₹65.81 lakhs   
through this fund to seven institutions across the country. This included donations being made   
to foundations such as Prerona Pratibandhi Sishu Bikash Kendra, Jyoti Sarup Kanya Asra Society,   
Parichay Foundation and Panini Kanya Mahavidyalaya, among others.  
SBI observed Joy of Giving Week from 2nd October 2021 to   
8th October 2021. Employees voluntarily donated clothes,   
groceries, stationery and other usable items, which were   
then donated to various NGOs. The event saw participation   
from employees across all circles and branch offices.  
Collections being flagged off at the Corporate Centre  
Donation to World Wide Fund (WWF) for Nature, India ₹15 lakhs  
GRI 413-1  
GRI 413-1  
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Powered by Purpose | 93  
CSR Activities by Foreign Offices  
SBI supported Pratham UK, as part of their centenary celebration, through donations towards   
educational needs of around 3,000 children in India. Additionally, the Bank’s UK operations also raised   
£2,000 towards a global charity, Save the Children.  
On the occasion of International Women’s Day, SBI UK donated cheque of £1,500 to Sakoon, a support   
network for women who are undergoing treatment for breast cancer and organised a breast cancer   
awareness talk for employees.   
The UK operations of the Bank, as part of the centenary celebrations, encouraged employees to support   
the local council’s tree plantation drive by planting 100 trees.  
SBI’s Shanghai operations donated a sum of RMB 5,000 to Shanghai Soong Ching Ling Foundation   
towards fostering a more inclusive learning, educational and societal environment for children with   
special needs.  
The Australia operations of SBI sponsored annual journal of The Police Association of New South   
Wales (NSW) representing 22,000 serving & retired NSW Police Officers. Further, it sponsored an event   
conducted by the Australia India Business and Trade Foundation (AIBTF) supporting India in the fight   
against COVID-19. The Sydney office of SBI sponsored a programme conducted by Tamil Valarachi   
Manaram, a Sydney-based not-for-profit group, working towards women's empowerment and skill   
development.   
SBI’s Bangladesh operations allotted BDT 1.01 crore as a special CSR fund during the year, and conducted   
CSR activities at different places in Bangladesh to distribute food items, health protection items and   
medical equipment in urban and rural COVID-affected areas of Bangladesh.  
GRI 413-1  
GRI 413-1  
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Powered by Purpose | 95  
SBI FOUNDATION  
SBI Foundation was established in 2015 as a Section VIII company, with the aim of streamlining the   
Bank and its subsidiaries’ CSR initiatives. The Foundation runs on the Bank’s ethos of “service beyond   
banking”, and works towards creating an inclusive environment. The Foundation works across the   
country to deliver value through strategic partnerships with impact-making entities in the social and   
developmental sectors.   
Project Gift Hope, Gift Life  
SBI Foundation, in partnership with Mohan Foundation and with support from SBI Card, launched   
a digital platform for organ donation registration in India. The Bank organised a national awareness   
campaign on organ donation for all SBI circles from December 2021 to February 2022. A series of   
workshops were undertaken to sensitise and encourage SBI’s staff members and their families,   
friends and relatives.   
Funding Pandemic Prevention  
Enhancing Safety of Blood Transfusions  
SBI inaugurated the ‘SBI Foundation Centre   
of Excellence for Genomics-Guided Pandemic   
Prevention’ in partnership with CSIR-Centre for   
Cellular and Molecular Biology and provided a   
grant of ₹9.94 crores for the project.  
SBI, in partnership with Tata Memorial Centre   
and support from Discount and Finance House of   
India (DFHI) launched project NAT (Nucleic-Acid   
Amplification Test). It is aimed at making blood   
transfusions safer by detecting infections early on   
in treatment. This project is expected to positively   
impact the lives of 50,000 cancer patients.  
Promoting Innovation and Technology  
SBI Foundation, launched the Techtonic Innovations   
in Assistive Technology challenge by SBI Foundation in   
partnership with Social Alpha. Under this initiative, SBI   
supported innovators and entrepreneurs working on   
products and services that address the difficulties faced   
by people with disabilities. It aims to support early-stage   
Assistive Technology start-ups through a grant that will   
enable ideating, prototyping and growth.  
This is a 13-month fellowship that   
provides a framework for India's   
bright young minds to connect   
and work towards the upliftment   
of rural communities. Shortlisted   
candidates get the chance to work   
with 12 partner NGOs on challenging   
development projects. This creates   
a platform for the youth to become   
aware of the ground realities, while   
also giving them the opportunity to contribute towards building resilient communities. The alumni base   
for YFI consists of over 452 passionate changemakers of which 70% continue to be associated with the   
developmental sector post the fellowship. The ninth cohort of the fellowship with 80 fellows is serving   
communities at 45 diverse geographic locations in 15 states.  
Gram Seva, a flagship programme of the Bank, was   
launched in 2017 to facilitate inclusive rural   
development and lower income inequalities. This initiative   
seeks to improve the quality of life in villages through   
digitisation, infrastructure improvement and access to   
primary health services, promotion of sustainable livelihood   
practices, and empowerment of rural women and youth.   
   
SBI Gram Seva has been implemented in around 100   
villages, and has partnerships with several NGOs across the   
country.  
FLAGSHIP PROGRAMMES  
Youth for India (YFI)  
Gram Seva  
In FY 2021-22, impact assessments of the programme were conducted, with Gram Seva   
being rated high in terms of a comprehensive strategy, effective implementation, social   
return on investment, and sustainability. Gram Seva has also garnered appreciation and   
awards from various platforms, since its inception.  
Over the last three years, SBI Foundation has been able to make a commendable impact   
in the villages, touching the lives of 20,322 households and 1,13,010 beneficiaries across 16   
states.  
GRI 413-1  
GRI 413-1  
96 | Sustainability Report 2021-22  
Powered by Purpose | 97  
The Centre of Excellence (CoE) aims   
to empower Persons with Disabilities   
by enhancing their skills and making   
measurable improvements to their lives   
by optimising their cognitive, physical,   
social and vocational functioning. During   
the financial year, the CoE has collectively   
conducted 29 training programmes for 712   
employees with disabilities in PSBs and   
RRBs, six webinars for 168 participants from   
PSBs, and four sensitisation programmes for   
HR officials of PSBs.   
   
Other programmes funded by the Bank   
through SBI Foundation to promote   
inclusion and empowerment of PwDs   
include:  
Centre of Excellence for Persons with Disabilities  
The Vriddhi Training-cum-Production Centre   
at Bhubaneshwar, Odisha: Persons with   
intellectual disabilities making soaps and   
incense sticks  
 Denial to Empowerment by AMBA:   
SBI Foundation and AMBA joined hands to train and employ 1,200 persons with intellectual   
disabilities through alternative learning methods for two years. The support will be utilised for setting   
up 10 new ACPCs (AMBA Certified Partner Centres) and recurring expenditure for restarting 50   
existing ACPCs.  
 SBI Foundation Techtonic - Grand Challenge for Assistive Technology Start-ups:   
In partnership with the Foundation for Innovation and Social Entrepreneurship (FISE), SBI Foundation   
is supporting four early-stage assistive technology innovations, that are working on disability areas   
like locomotor disability, speech, and hearing, visual impairment, and developmental disorders. This is   
expected to benefit 200 PwDs immediately and 2,000 PwDs over the period of three years.  
�Vriddhi Training-cum-Production Centre:   
SBI Foundation supported Gram Vikas to establish the Vriddhi production-cum-training centre. The   
Centre will be used to provide trainings to PwDs and give them access to work opportunities at the   
in-house manufacturing centre.  
 Rehabilitation of PwDs:   
An initiative to support rehabilitation services to 2,000 PwDs suffering from traumatic brain and   
spinal injuries through 7,000 rehabilitation sessions, one-on-one consultation sessions with medical   
experts, and awareness programs to educate the masses about the scourge of traumatic brain injury.  
 Upgradation of Clinical Services of Dr. S.R.Chandrasekhar Institute of Speech and Hearing: SBI   
Foundation has partnered with the Bangalore Speech and Hearing Trust to enable the institute to   
provide enhanced services to persons with speech, hearing, language and communication disorders.   
The project will benefit more than 4,700 beneficiaries from economically backward and rural areas of   
the Bengaluru urban area.  
 School for Potential Advancement and Restoration of Confidence (SPARC):   
SBIF has partnered with SPARC India to ensure inclusive education in government primary schools   
in Lucknow. The program aims to develop 20 primary schools into inclusive schools for children with   
disabilities, build capacity, undertake advocacy and sensitise relevant stakeholders for a period of two   
years.  
The Foundation, as a response to the COVID-19 pandemic, launched a new flagship   
healthcare programme that aims to forge partnerships with like-minded organisations to   
ensure a healthier future for all. During FY 2021-22, the Foundation sanctioned 14 projects   
to support various initiatives like organ donation, setting up of mobile medical units and   
nucleic acid amplification testing. In addition to fighting the COVID-19 pandemic, the   
This year, a special initiative was undertaken to reintegrate survivors of trafficking and violence into   
society by providing them with relevant training, education, and sustainable livelihood opportunities in   
Thane district, Maharashtra.  
Additionally, the Foundation supported two projects helping thirteen athletes, in partnership with the   
Abhinav Bindra Foundation Trust and Karnam Malleshwari Foundation. Support was extended to 30   
para-athletes who can be medal prospects at international multi-sport events.  
The Foundation also sanctioned two projects for ₹1 crore to plant fruit-bearing trees and for securing   
a vital tiger corridor between Melghat and Satpura Tiger reserve. During the year, an initiative was also   
launched to support and strengthen the conservation of red panda species in the Sikkim and Darjeeling-  
Kalimpong region of the Khangchendzonga National Park.  
Healthcare Flagship Programme  
Other Projects  
India Health Alliance is working to promote innovative finance as well as innovations and cutting-edge   
technologies that can strengthen healthcare systems in the country.   
₹71 crores were allotted towards COVID-19 relief activities. The initiatives undertaken include setting up of   
beds in COVID-19 care centres and ICU facilities, provision of ventilators and health equipment, PPE kits   
and the distribution of over six lakh meals during the pandemic.  
Through STEAM scholarships (Abhinav Bindra   
Foundation), various athletes have full access   
to sports science facilities and customised   
sports-specific routines based on their goals in   
consultation with their coaches.  
SBI Foundation and the Indian Institute of Banking   
and Finance (IIBF) partnered with Kshamata NGO   
for reintegrating 40 survivors of trafficking and   
violence into society.  
GRI 413-1  
GRI 413-1  
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Powered by Purpose | 99  
Intellectual   
Capital Management  
S  
BI’s approach to managing intellectual capital aims to revolutionise offerings to its customers, in   
a secure manner. The adoption of advanced technology and innovation across the BFSI sector   
has helped SBI be at the forefront and has allowed the Bank to keep pace with the continuously   
evolving business landscape.  
Data Privacy  
of its data assets. As a part of their RFIAs, the branches undergo Information System (IS) audits to assess   
IT-related risks. The centralised IT establishments also undergo an IS audit by a team of qualified officials,   
comprising of auditors appointed through a lateral recruitment process. Furthermore, the Bank’s   
Cybersecurity Policy necessitates a cybersecurity audit on an annual basis.  
SBSOC and ISD  
The Bank has set up the State Bank Security Operations Centre (SBSOC) for real-time monitoring,   
analysis, correlation and incident management. It can detect virus infections on systems, incorrect login   
attempts and other unauthorised activities. Internal audits are conducted at regular intervals to improve   
IT security.  
The Bank’s Information Security Department is headed by the Chief General Manager and Group CISO.   
This function prevents unauthorised access, disclosure, disruption, modification, inspection, recording   
or destruction of information. For effective functioning, the department is segregated into three distinct   
segments:  
 Information Security Operations is the “toll-gate” for all IT activities, and oversees the perception,   
assessment and mitigation of potential risks and their impacts.  
 Security Operations Centre is ISO 27001:2013 certified and helps to detect, analyse, defend,   
investigate and report cybersecurity incidents through robust processes and technological solutions.  
 Cyber Security Wing undertakes internal ethical hacking and red teaming exercises.  
To combat cybercrimes, the Ministry of Home Affairs has rolled out a cybercrime reporting portal. To   
ensure Bank’s support for this new initiative, cybercrime cells have been set up in 17 circles. These work   
round the clock, attending to customer complaints on cyber frauds. As of 31st March 2022, a total of 89,871   
complaints have been attended to.  
Awareness sessions around IS for the Bank’s employees, group entities and vendor partners are   
conducted at regular intervals. During the year, some of the activities undertaken included various   
webinars, hacking demos and knowledge-sharing sessions.  
The Bank has a Board-approved Information and Cyber Security Policy and Standards, detailing its   
escalation processes in case of any observed security disruptions or concerns about the same. There is   
a strong business stability and contingency plan and incident response method at the Bank, which is   
verified periodically. Additionally, SBI’s IT Strategy Committee organises a quarterly Integrated Business   
Continuity Exercise to mitigate the unfavourable consequences of business interruption and system   
breakdown.   
The growth in the volume of data handled by the Bank makes storage and processing a critical concern.   
This, in addition to the current macroeconomic landscape, calls for a well-equipped data management   
system, which has become a key driver of digital transformation and business innovation.   
Data management also carries several security risks that have become very significant in recent times.   
Several investor groups have examined SBI on data privacy and security risks, compliance and legal   
issues, due to its operations in a highly regulated sector. SBI has established a strong data privacy and   
security strategy to capitalise on benefits and mitigate risks. As a pioneer in the Indian BFSI sector, it has   
established a robust data governance structure, and set up a Data Management Office, headed by the   
Chief Data Management Officer. An Apex-Level Data Governance Council (ADGC) drives the framework   
for data governance, with support from the Data Governance Council (DGC). Through this approach,   
the Bank is able to reduce complexity, ensure data quality and security, and improve overall utilisation   
On 28th January 2022, SBI observed Data Privacy Day, to   
commemorate which, the employees took a privacy pledge. They   
also participated in a fortnight-long, online quiz on data privacy and   
GDPR. This was done with the objective of increasing staff-wide   
awareness on the need for data protection measures and existing   
laws and regulations on data privacy.  
GRI 103-1, GRI 103-2 (Customer Privacy), GRI 418-1  
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Powered by Purpose | 101  
Privacy Governance  
The Bank’s cybersecurity framework aims to conduct ethical hacking on internet applications. The   
Bank has an approved Standard Operating Procedure (SOP) for ethical hacking, and encourages its staff   
members to attempt it on the Bank’s infrastructure.  
The Chairman of the IT Sub-Committee of the Board is engaged in the cybersecurity strategy process,   
alongside the Chief Information Security Officer (CISO) from the executive management team.  
At present, a Proactive Risk Management (PRM) solution combats phishing, credit card frauds, internet   
banking frauds, mobile banking frauds, and others. PRM is laced with robust data analytics, AI and ML. It   
can detect and alert fraud, suspicious account and transaction activity, while facilitating effective   
countermeasures. Cybersecurity risk monitoring using cognitive computing is being used to identify   
potential security threats through cognitive computing-based adaptive security tools and continuous   
cyber risk monitoring software.  
The Bank is fully compliant with all the 21 mandatory controls and 10 advisory controls prescribed by the   
SWIFT. Further, the business continuity management system of the IT risk management department   
adheres to the obligations laid down by ISO 22301:2012.   
A quarterly vulnerability assessment and reporting exercise is conducted, following which an interim   
report is issued recommending mitigative and preventive actions to enhance security within the Bank.  
In FY 2021-22, SBI recorded a total of 8 information security breaches or other cybersecurity incidents, 3   
of which involved customers’ personally identifiable information. No fines or penalties were to be paid in   
relation to these incidents.  
Innovating for Customer Experience  
Digital Banking  
The Bank offers a range of technology-centric innovations for its customers in the digital banking   
domain. A multi-channel delivery model offers multiple channels – digital, mobile, ATM, internet, social   
media and branch offices – to customers to carry out transactions.  
The Bank’s flagship mobile banking and lifestyle app, YONO, is a one-stop shop offering financial services,   
along with a gamut of other banking solutions. Additionally, the Bank has YONO Krishi for its agricultural   
segment and YONO Quick Pay for enhancing customer accessibility. YONO has 110.74 million downloads,   
and over 48.35 million registrations as on 31st March 2022.  
ATMS and AWDMs  
With 65,030 ATMs and AWDMs, SBI has one of the largest ATM networks in the world, as on 31st March   
2022. The Bank has introduced a 24x7 OTP-based cash withdrawal facility for transactions above   
₹10,000/. This was done to strengthen ATM security against skimming, cloning and card thefts, ensuring   
accessibility and safe banking for its customer base.  
The Bank has enhanced e-Surveillance   
to cover around 46,182 ATMs as on 31st   
March 2022 and will expand its coverage   
to all ATMs in the coming year.  
The President’s Estate branch was   
inaugurated by the Hon'ble President of   
India Shri Ram Nath Kovind along with   
the first lady Smt. Savita Kovind, in the   
presence of Hon'ble Finance Minister   
Smt. Nirmala Sitharaman.  
The Bank is providing ATM services at the Dal   
Lake and Khardungla Pass, enhancing access to   
financial services.  
Inauguration of President’s estate branch by the Hon'ble President of India.  
GRI 103-1, GRI 103-2 (Customer Satisfaction), GRI 203-2   
GRI 418-1  
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Powered by Purpose | 103  
Internet Banking  
SBI has 918 lakh retail internet banking users and 31.37 lakh corporate internet banking users. To provide   
them with a seamless and secure experience, a number of new services were rolled out these include,   
but are not limited to, login OTPs, positive pay systems, real-time multiple demand loan for e-commerce   
transactions and enhancements to the SARAL transaction limit. As on 31st March 2022, a total of 68,714   
sub-merchants were integrated with Payment Gateway.  
SWAYAMs  
As of 31st March 2022, SBI has installed 19,500 SWAYAMs (barcode-based, self-passbook printing kiosks)   
across 16,927 branches. These include 9,139 kiosks in ATM rooms or e-lobbies and 1,601 kiosks are deployed   
as “Through the Walls” available outside branch banking halls for extended hours. An estimated 4.17 crore   
passbooks are printed through these SWAYAM kiosks on a monthly basis.  
CKYC for Non-Individuals and CKYC for FI-Legacy  
In August 2021, SBI launched CKYC Document Classification and Upload (CDCU), an improved AI-based   
scanning solution. SBI has covered individual, non-individual and FI under CKYC. This was done in view of   
the increased volume of digitisation as an alternative for the scanning.  
Pension Seva Portal  
The Bank has revamped its Pension Seva Portal, and has added features such as Video Life Certificate   
(LC) enabled for regular pensioners with Aadhar seeded accounts and login through OTP on Aadhar-  
linked mobile numbers. Additionally, this portal is also mobile responsive and available at the user's   
convenience.  
Fxout  
Fxout is a centralised platform for retail remittances,   
which is accessible to customers 24\*7 and does not   
require any forex expertise. The Bank has also released   
an Fxout handbook, which is available in the public   
domain.   
SBI FASTag  
SBI has completed the integration of FASTAG   
application with BillDesk for recharge through   
PhonePe. Customers can now recharge their SBI   
FASTags directly from the application by just entering   
their vehicle number in the FASTAG recharge option.  
Easycollect  
Easycollect application has been rolled out in   
integration with Edelweiss Tokio Life Insurance Co. Ltd.   
policyholders can now remit renewal premium through SBI branches by making use of this application.  
SBI Unipay  
SBI has developed a Bharat Bill Payment System (BBPS) application named SBI Unipay, for bill payments,   
which has gone live in July 2021.   
Payment Aggregator and Payment Gateway (e-Pay and PG)  
SBI works both as a payment aggregator and payment gateway, which is a unique PCIDSS-certified   
secured platform for facilitating seamless e-Commerce transactions between merchants, customers and   
financial institutions. The platform is provided through the payment aggregator (SBI e-Pay) and payment   
gateway (SBIPG) applications by integrating thousands of merchants on the one end and payment   
channels on the other. As on 31st March 2022, SBI e-Pay has onboarded 343 new merchants including   
prestigious merchants such as Central Power Research Institute, High Court of Madhya Pradesh, Uttar   
Pradesh Metro Rail Corporation and Kanpur Metro and a total of 1,502 merchants were integrated with SBI   
e-Pay.  
WhatsApp Banking  
WhatsApp Banking services offer the convenience of accessing personal banking accounts and services   
from the comfort of home. The Bank also offers a virtual chatbot to perform functions like balance   
enquiry, mini statement and many others.  
Innovation in Our Processes  
Retail Loans   
Use of advanced technology was done in the IT-retail loans to source, process, underwrite and disburse   
loans through SBI’s Loan Originating System (LOS), Personal Banking, LOS (Agri) and Retails Loan   
Management System. During the year, the Bank rolled out Loan Account Management System (LAMS)   
for loan collection.   
Enhancing Access to FI&GS  
In the Financial Inclusion and Government Schemes (FI&GS) space, SBI processed 2.45 crore and   
2.50 crore transactions respectively as the destination bank in a single day under the ninth and tenth   
installments of PM Kisan Samman Nidhi.  
Data Warehouse  
The Bank has a vision of best-in-class data architecture through next-gen data warehouse. This will help   
accommodate the growing volume of data, making it a single source of truth for all data purposes.   
Loans worth `21,898 crores were   
issued digitally through analytics-  
based products during the year.  
Analytics  
SBI is enhancing its analytics capabilities by using   
AI/ML for enhanced efficiency, reduced risks and   
growing business. Some of the projects undertaken   
in the year using analytics were end-to-end digital   
loans and adoption of cost-to-income ratio tool   
analytics for enhancing operational efficiency.   
Additionally, Bank’s new infrastructure aims to fulfill the gaps of the previous setup. The new infra aims to   
improve utilisation of unstructured data in its state-of-the-art implementations and for audio/video /text   
analytics.  
Innovating for Our Employees  
Online Assessment Centre  
This was developed with the aim of assessing and evaluating senior leaders’ competencies vis-à-vis   
organisational competency framework. This is followed by sharing Individual Developmental Plans (IDPs)   
and a guided development journey. The development journey consists of an exciting array of stories, views,   
reading extracts and case studies for apprising each participant of the areas of development and strength,   
thus facilitating personal and professional growth. 2,233 assessments were completed, in FY 2021-22.   
askSBI  
askSBI is the in-house search engine used by branches of the Bank.   
GRI 203-2, GRI 103-1, GRI 103-2 (Customer Satisfaction)  
GRI 203-2, GRI 103-1, GRI 103-2 (Customer Satisfaction)  
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Powered by Purpose | 105  
Awards and   
Recognition  
Best Airport Financing Bank Award 2021   
SBI received the Best Airport Financing Award   
2021 at the 13th International Conference-cum-  
Awards on Civil Aviation and Cargo Ceremony   
held on 28th February 2022.  
DIGIXX 2022 Award   
The Bank received gold in the category   
of Marketing Excellence During COVID-19   
Lockdown (BFSI).  
Outstanding PSU of the Year 2021   
SBI was adjugated   
the Outstanding   
PSU of the Year   
2021 Award at the   
11th Managing   
India Awards   
hosted by the All   
India Management   
Association.  
SBI won Gold in the ET   
Human Capital Awards under   
the category ‘Excellence   
in Creating a Culture of   
Continuous Learning and   
Upskilling’.  
SBI was awarded ‘Australia   
India Impact Award 2021   
(Organisation)’ at the India   
Australia Business and   
Community Awards Gala 2021.  
SBI Wealth has been chosen as   
one of the Best Brands of 2021   
by the Economic Times.  
SBI was awarded the Certificate   
of Commitment by the Central   
Vigilance Commission for its   
commitment to upholding the   
highest standards of integrity   
and good governance.  
SBI won the Economic Times   
‘Iconic Brands of India’ award,   
in recognition of the Bank’s   
resilience during COVID-19   
and providing uninterrupted   
banking services.  
The Bank was awarded the   
FICCI Special Category – Fight   
against COVID-19 Award.   
The Bank bagged a Silver   
in the Programmatic and   
Performance Marketing (BFSI)   
category for its lead generation   
campaign.  
SBI was given the 'Marketer of   
the year' award by International   
Advertising Association,   
recognising its excellence in   
marketing.  
The   
ET Human   
Capital   
Awards  
Australia India   
Impact Award   
2021  
Best Brands of   
2021  
Certificate   
of   
Commitment   
Iconic Brand   
of India Award   
2021  
FICCI CSR   
Award  
DIGIXX 2022   
Award  
Marketer   
of the Year   
Award  
SBI received a gold in the   
category of 'Influencer Marketing   
Campaign (BFSI)' for its ICC T-20   
marketing.  
DIGIXX 2022   
Award  
Kirti Puraskar  
SBI was awarded the Kirti Puraskar for excellent   
implementation of Hindi at the Hindi Divas   
Samaroh.   
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Powered by Purpose | 107  
SBI was conferred ‘India’s   
Leading Bank – Public’ award   
at the Dun & Bradstreet BFSI   
and FinTech Summit 2022.  
YONO SBI was awarded the   
gold at the 7th edition of the   
Mobile Marketing Awards -   
#TheMaddies 2020 for People’s   
Choice Award.  
SBI was recognised as the 'Best Cash   
Management in India' and 'Best   
Transaction Bank in India' by Asian   
Banker Magazine, Singapore, at the   
Transaction Finance Awards 2021.  
SBI was awarded Green Tech/   
Sustainability Award for providing a   
channel mix optimisation at branch   
level to reduce in-person visits.  
SBI was awarded the “Best   
Performing Bank in SHG   
Linkage” for FY 2020-21 and FY   
2021-22 by the Ministry of Rural   
Development, Government of   
India.  
SBI has been awarded 'The   
Best Trade Finance Provider   
(India) 2022' for the tenth   
consecutive year by Global   
Finance Magazine.  
SBI was awarded the Data   
Intelligence Award for its   
pre-approved business loan   
product.  
SBI was awarded silver in the,   
Best Use of Twitter, category   
and a bronze in the 'Social   
Media (BFSI & FinTech)'   
category for its 'Kindness is   
Cool' campaign.  
India’s   
Leading Bank   
- Public  
Gold in the   
People’s   
Choice Award  
Transaction   
Finance   
Awards 2021  
IDC Industry   
Innovation   
Award  
Best   
Performing   
Bank in SHG   
Bank Linkage  
The Best   
Trade Finance   
Provider  
IDC Industry   
Innovation   
Award  
IAMAI-India   
Digital Award   
and DIGIXX   
Award  
The SBI Foundation won   
awards for 'CSR Foundation   
of the Year’ (Large) and   
appreciation for SBI’s Waste   
No More initiative under the   
Environment (Small) category.  
SBI   
Foundation’s   
Contribution   
to Bank’s CSR   
Focus Areas  
Assurance Statement  
GRI 102-56  
   
   
   
   
   
   
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TÜV®   
   
   
Assurance Statement   
To the Directors and Management   
State Bank of India,   
Mumbai, India   
State Bank of India (hereafter 'SBI') commissioned TUV India Private Limited (TUVI) to conduct   
independent external assurance of non-financial information and key performance indicators (KPI)   
disclosed in SBI's Sustainability Report (hereinafter 'the Report') for the period April 1, 2021 to March   
31, 2022. The Report is based on the principles of Global Reporting Initiative (GRI) Standards. This   
assurance engagement was conducted in accordance with ISAE 3000 (revised) - "Limited Level".   
Management's Responsibility   
SBI developed the Report’s content. SBI management is responsible for identifying material topics and   
carrying out the collection, analysis, and disclosure of the information presented in the Report (web-  
based and print), including website maintenance, integrity, and for ensuring its quality and accuracy in   
accordance with the applied criteria stated in the GRI standards: Core option, such that it’s free of   
intended or unintended material misstatements.   
Scope and Boundary   
The scope of work includes the assurance of the following non-financial performance / KPI disclosed in   
the Report. In particular, the assurance engagement included the following:   
•   
Review of the disclosures submitted by SBI;   
•   
Review of the quality of information;   
•   
Review of evidence (on a sample basis) for identified non-financial indicators   
TUVI has verified the below KPI’s disclosed in the Report   
Governance   
102-18, 102-20, 103-01 to 103-3   
GRI 302: Energy   
302-1, 302-3 to 302-5   
GRI 305: Emissions   
305-1 to 305-5   
GRI 404: Training and Education   
404-1 to 404-2   
GRI 405: Diversity and Equal Opportunity   
405-1   
GRI 406: Non-Discrimination   
406-1   
GRI 413: Local Communities   
413-1   
Disclosure 418: Customer Privacy   
418-1   
The remote verification was conducted at SBI Corporate Team, during May 2022. The assurance   
activities were carried out together with a desk review as per reporting boundary. Applicable boundaries   
for disclosures are explained in the Report.   
Limitations   
TUVI did not perform any assurance procedures on the prospective information, such as targets,   
expectations, and ambitions, disclosed in the Report. Consequently, TUVI draws no conclusion on the   
prospective information. During the assurance process, TUVI did not come across any limitation to the   
agreed scope of the assurance engagement. TUVI expressly disclaims any liability or co-responsibility   
for any decision a person or entity would make based on this Assurance Statement.   
Our Responsibility   
TUVI's responsibility in relation to this engagement was to perform a limited level of assurance and to   
express a conclusion based on the work performed. This engagement did not include an assessment of   
the adequacy or the effectiveness of SBI's strategy, management of sustainability-related issues or the   
sufficiency of the Report against principles of GRI Standards: Core option, and ISAE 3000 (revised),   
Sustainability Assurance Service   
   
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Powered by Purpose | 109  
GRI 102-56  
GRI 102-56  
   
   
   
   
   
   
2 | P a g e   
   
   
   
   
   
   
   
   
   
   
TÜV®   
   
other than those mentioned in the scope of the assurance. TUVI's responsibility regarding this   
verification is in accordance with the agreed scope of work which includes non-financial quantitative and   
qualitative information disclosed by SBI. This assurance engagement assumes that the data and   
information provided to us by SBI are complete and true.   
Verification Methodology   
During the assurance engagement, TUVI adopted a risk-based approach, focusing on verification efforts   
with respect to disclosures. TUVI has verified the disclosures and assessed the robustness of the   
underlying data management system, information flows, and controls. In doing so:   
•   
TUVI examined and reviewed the documents, data, and other information made available by   
SBI for non-financial KPI’s (non-financial disclosures);   
•   
TUVI conducted interviews with key representatives, including data owners and decision-  
makers from different functions of SBI;   
•   
TUVI performed sample-based reviews of the mechanisms for implementing the sustainability-  
related policies and data management (qualitative and qualitative);   
•   
TUVI reviewed the level of adherence to principles of GRI standards: Core option.   
Opportunities for Improvement   
The following are the opportunities for improvement reported to SBI. However, they are generally   
consistent with SBI management's objectives and programs.   
•   
SBI may develop online tool to evaluate the sustainability performance on monthly basis to   
monitor the energy, waste and water data to enable accurate disclosures during subsequent   
reporting;   
•   
SBI can evaluate SROI outcomes to prioritize the CSR projects;   
•   
SBI may strengthen the management system;   
•   
SBI can disclose all categories of indirect GHG emissions (refer to the Latest version of ISO   
14064-1)   
Our Conclusion   
In our opinion, based on the scope of this assurance engagement, the “disclosures on sustainability   
performance” and reference information provides a fair representation of the material topics, related   
strategies, and meets the general content and quality requirements of the GRI Standards: Core option.   
Disclosures: TUVI is of the opinion that the reported disclosures generally meet the GRI Standards:   
Core option reporting requirements. SBI refers to general disclosure to Report contextual information   
about SBI, while the ‘Management Approach’ is discussed to Report the management approach for each   
material topic. Report has been prepared in accordance with the GRI Standards: Core option’   
Universal Standard: SBI followed GRI 101: Reporting Principles for defining report content and quality,   
GRI 102: General Disclosures were followed when reporting information about an Organization's profile,   
strategy, ethics and integrity, governance, stakeholder engagement practices, and reporting process.   
Furthermore, GRI 103 was selected for Management's Approach on reporting information about how an   
organization manages a material topic. TUVI is of the opinion that this report has been prepared in   
accordance with the GRI Standards: Core option.   
Topic Specific Standard: 200 series (Economic topics), 300 series (Environmental topics), and 400   
series (Social topics); These Topic-specific Standards were used to Report information on the   
organization's impacts related to environmental and social topics. TUVI is of the opinion that the reported   
material topics and Topic-specific Standards that SBI used to prepare its Report are appropriately   
identified and addressed.   
Limited Assurance Conclusion: Based on the procedures we have performed; nothing has come to   
our attention that causes us to believe that the information subject to the limited assurance engagement   
was not prepared in all material respects. TUVI found the sustainability information to be reliable in all   
material respects, with regards to the reporting criteria of the GRI Standards: Core option.   
   
   
Sustainability Assurance Service   
   
   
   
   
   
   
   
3 | P a g e   
   
   
   
   
   
   
   
   
   
   
TÜV®   
   
In the context of Assurance, the following contemporary principles has been observed:   
Evaluation of the adherence to other contemporary Principles   
Inclusivity: Stakeholder identification and engagement is carried out by SBI on a periodic basis to   
bring out key stakeholder concerns as material topics of significant stakeholders. In our view, the   
Report meets the requirements.   
Materiality: The materiality assessment process has been carried out, based on the requirements of   
the GRI Standards, considering topics that are internal and external to the SBI range of businesses.   
The Report fairly brings out the aspects and topics and its respective boundaries of the diverse   
operations of SBI. In our view, the Report meets the requirements.   
Responsiveness: TUVI believes that the responses to the material aspects are fairly articulated in the   
report, i.e. disclosures on SBI policies and management systems including governance. In our view,   
the Report meets the requirements.   
Impact: SBI communicates its sustainability performance through regular, transparent internal and   
external reporting throughout the year, aligned with GRI, and its policy framework encompassing the   
Environmental, Social, Ethical and other policies. SBI reports on sustainability performance to the Top   
Management, who oversees and monitors the implementation and performance of objectives, as well   
as progress against goals and targets for addressing sustainability-related issues.   
This assurance statement has been prepared in accordance with the terms of our engagement. In   
accordance to the ISAE 3000 (revised) requirements   
Independence:   
TUVI follows IESBA (International Ethics Standards Board for Accountants) Code which, adopts a   
threats and safeguards approach to independence. It is confirmed that the assurance team is selected   
to avoid situations of self-interest, self-review, advocacy and familiarity. The assessment team was   
safeguarded from any type of intimidation.   
Quality control:   
The assurance team complies with the code of ethics for professional accountants issued by the IESBA,   
which includes independence and other requirements founded on fundamental principles of integrity,   
objectivity, professional competence and due care, confidentiality and professional behaviour. In   
accordance with International Standard on Quality Control, TUVI maintains a comprehensive system of   
quality control including documented policies and procedures regarding compliance with ethical   
requirements, professional standards and applicable legal and regulatory requirements.   
Our Assurance Team and Independence   
TUVI is an independent, neutral third party providing sustainability services with qualified environmental   
and social specialists. TUVI states its independence and impartiality and confirms that there is "no   
conflict of interest" with regard to this assurance engagement. In the reporting year, TUVI did not work   
with SBI on any engagement that could compromise the independence or impartiality of our findings,   
conclusions, and recommendations. TUVI was not involved in the preparation of any content or data   
included in the Report, with the exception of this assurance statement. TUVI maintains complete   
impartiality towards any individuals interviewed during the assurance engagement.   
For and on behalf of TUV India Private Limited   
   
   
   
Manojkumar Borekar   
Project Manager and Reviewer   
Head – Sustainability Assurance Service   
   
   
   
Date: 31-05-2022   
Place: Mumbai, India   
Project Reference No: 8118941704   
 www.tuv-nord.com/in   
   
Sustainability Assurance Service   
   
110 | Sustainability Report 2021-22  
Powered by Purpose | 111  
GRI   
Standard  
Disclosure  
Page Number/   
Direct Response  
GRI 101: Foundation 2016  
GRI 102: General Disclosures 2016  
Organizational profile  
102-1  
Name of the organization  
12  
102-2  
Activities, brands, products, and services   
12  
102-3  
Location of headquarters  
12  
102-4  
Location of operations   
12, 15  
102-5  
Ownership and legal form  
12  
102-6  
Markets served  
12, 15  
102-7  
Scale of the organization  
12, 42  
102-8  
Information on employees and other workers   
65  
102-9  
Supply chain   
83  
102-10  
Significant changes to the organization and its supply chain   
11  
102-11  
Precautionary Principle or approach   
11  
102-12  
External initiatives   
29  
102-13  
Membership of associations  
13  
Strategy  
102-14  
Statement from senior decision-maker  
6, 7  
102-15  
Key impacts, risks, and opportunities  
22, 23  
Ethics and integrity  
102-16  
Values, principles, standards, and norms of behavior  
13  
102-17  
Mechanisms for advice and concerns about ethics  
17  
Governance  
102-18  
Governance structure  
16, 20  
102-19  
Delegating authority  
16  
102-20  
Executive-level responsibility for economic, environmental, and   
social topics  
16  
Stakeholder engagement  
102-40  
List of stakeholder groups  
35-37  
102-41  
Collective bargaining agreements  
80  
102-42  
Identifying and selecting stakeholders  
35  
102-43  
Approach to stakeholder engagement  
35-37  
102-44  
Key topics and concerns raised  
35-37  
GRI Content   
Index  
GRI 102-55  
Reporting practice  
102-45  
Entities included in the consolidated financial statements  
12  
102-46  
Defining report content and topic Boundaries  
11  
102-47  
List of material topics  
39  
102-48  
Restatements of information  
11  
102-49  
Changes in reporting  
39  
102-50  
Reporting period  
11  
102-51  
Date of most recent report  
11  
102-52  
Reporting cycle  
11  
102-53  
Contact point for questions regarding the report  
Back Cover  
102-54  
Claims of reporting in accordance with the GRI Standards  
11  
102-55  
GRI content index  
110-113  
102-56  
External assurance  
107-109  
Material Topics  
GRI 201: Economic Performance 2016  
GRI 103: Management   
Approach 2016  
103-1 Explanation of the material topic and its Boundary  
39, 42  
103-2 The management approach and its components  
42  
103-3 Evaluation of the management approach  
39  
GRI 201: Economic   
Performance 2016  
201-1 Direct economic value generated and distributed  
42  
GRI 203: Indirect Economic Impacts 2016  
GRI 103: Management   
Approach 2016  
103-1 Explanation of the material topic and its Boundary  
39, 48, 49  
103-2 The management approach and its components  
48, 49  
103-3 Evaluation of the management approach  
39  
GRI 203: Indirect   
Economic Impacts   
2016  
203-2 Significant indirect economic impacts  
48, 49  
GRI 302: Energy 2016  
GRI 103: Management   
Approach 2016  
103-1 Explanation of the material topic and its Boundary  
39, 56  
103-2 The management approach and its components  
56  
103-3 Evaluation of the management approach  
39  
GRI 302: Energy 2016  
302-1 Energy consumption within the organization  
56  
302-3 Energy intensity  
56  
302-4 Reduction of energy consumption  
56  
302-5 Reductions in energy requirements of products   
and services  
27, 28  
GRI 305: Emissions 2016  
GRI 103: Management   
Approach 2016  
103-1 Explanation of the material topic and its Boundary  
39, 56  
103-2 The management approach and its components  
56  
103-3 Evaluation of the management approach  
39  
GRI   
Standard  
Disclosure  
Page Number/   
Direct Response  
GRI 102-55  
For the GRI Content Index Service, GRI Services reviewed that the GRI   
content index is clearly presented and the references for all disclosures   
included align with the appropriate sections in the body of the report.  
112 | Sustainability Report 2021-22  
Powered by Purpose | 113  
GRI 305: Emissions   
2016  
305-1 Direct (Scope 1) GHG emissions  
39, 56  
305-2 Energy indirect (Scope 2) GHG emissions  
56  
305-3 Other indirect (Scope 3) GHG emissions  
56  
305-4 GHG emissions intensity  
56  
305-5 Reduction of GHG emissions  
27, 28, 56, 60, 61  
GRI 403: Occupational Health and Safety 2018  
GRI 103: Management   
Approach 2016  
103-1 Explanation of the material topic and its Boundary  
39, 76  
103-2 The management approach and its components  
76  
103-3 Evaluation of the management approach  
39  
GRI 403: Occupational   
Health and Safety 2018  
403-1 Occupational health and safety management   
system  
39, 76  
403-2 Hazard identification, risk assessment, and   
incident investigation  
76  
403-3 Occupational health services  
76  
403-4 Worker participation, consultation, and   
communication on occupational health and safety  
76  
403-5 Worker training on occupational health and   
safety  
70  
403-6 Promotion of worker health  
77, 78, 81  
403-7 Prevention and mitigation of occupational   
health and safety impacts directly linked by business   
relationships  
77  
403-8 Workers covered by an occupational health and   
safety management system  
77  
GRI 404: Training and Education 2016  
GRI 103: Management   
Approach 2016  
103-1 Explanation of the material topic and its Boundary  
39, 69  
103-2 The management approach and its components  
69  
103-3 Evaluation of the management approach  
39  
GRI 404: Training and   
Education 2016  
404-1 Average hours of training per year per employee  
69  
404-2 Programs for upgrading employee skills and   
transition assistance programs  
70-72  
GRI 405: Diversity and Equal Opportunity 2016  
GRI 103: Management   
Approach 2016  
103-1 Explanation of the material topic and its Boundary  
39, 65  
103-2 The management approach and its components  
65  
103-3 Evaluation of the management approach  
39  
GRI 405: Diversity and   
Equal Opportunity   
2016  
405-1 Diversity of governance bodies and employees  
65, 66  
GRI   
Standard  
Disclosure  
Page Number/   
Direct Response  
GRI 102-55  
GRI 406: Non-discrimination 2016  
GRI 103: Management   
Approach 2016  
103-1 Explanation of the material topic and its Boundary  
39, 65  
103-2 The management approach and its components  
65  
103-3 Evaluation of the management approach  
39  
GRI 406:   
Nondiscrimination   
2016  
406-1 Incidents of discrimination and corrective actions   
taken  
80  
GRI 413: Local Communities 2016  
GRI 103: Management   
Approach 2016  
103-1 Explanation of the material topic and its Boundary  
39, 84  
103-2 The management approach and its components  
84  
103-3 Evaluation of the management approach  
39  
GRI 413: Local   
Communities 2016  
413-1 Operations with local community engagement,   
impact assessments, and development programs  
84-97  
GRI 418: Customer Privacy 2016  
GRI 103: Management   
Approach 2016  
103-1 Explanation of the material topic and its Boundary  
39, 99  
103-2 The management approach and its components  
99  
103-3 Evaluation of the management approach  
39  
GRI 418: Customer   
Privacy 2016  
418-1 Substantiated complaints concerning breaches of   
customer privacy and losses of customer data  
99,100  
Non-GRI: Stakeholder Awareness on Sustainability  
GRI 103: Management   
Approach 2016  
103-1 Explanation of the material topic and its Boundary  
39, 71  
103-2 The management approach and its components  
71  
103-3 Evaluation of the management approach  
39  
Non-GRI: Customer Satisfaction  
GRI 103: Management   
Approach 2016  
103-1 Explanation of the material topic and its Boundary  
39, 82  
103-2 The management approach and its components  
82  
103-3 Evaluation of the management approach  
39  
GRI   
Standard  
Disclosure  
Page Number/   
Direct Response  
GRI 102-55  
114 | Sustainability Report 2021-22  
Powered by Purpose | 115  
BRR Mapping   
Group  
Class  
Description  
641  
6419  
Monetary Intermediation – Other Monetary intermediation  
CIN  
Not Applicable  
Address  
State Bank of India, State Bank Bhavan, Corporate   
Centre, Madame Cama Road, Nariman Point,   
Mumbai - 400 021, India   
Website   
https://www.sbi.co.in, https://bank.sbi  
Email Id  
gm.snb@sbi.co.in  
Financial Year Reported  
FY 2021-22  
Three services that the Company   
provides (as in the Balance Sheet)  
Deposits, Loans and Advances, Remittances and   
Collections  
Total number of locations where   
business activity is undertaken by the   
Company  
National: 22,266 branches in India as on 31st March   
2022   
International: The Bank has operations in 30   
countries through 35 foreign branches, 5 JVs/  
Investments/ Managed Cos., 20 other offices, 161   
branches of 8 subsidiaries and 6 representative   
offices.  
Markets served by the Company  
National and International  
In conformance to the requirements of the clause (f) of sub-regulation (2) of regulation 34 of Security   
Exchange Board of India (SEBI’s) Listing Regulations, the Sustainability Report for FY 2021-22 is aligned   
with the nine principles of the National Voluntary Guidelines on Social, Environmental and Economic   
Responsibilities of Business (NVGs) notified by the Ministry of Corporate Affairs, Government of India.   
Section A: General information about SBI  
The Bank’s activities are covered under “Group K: Financial and Insurance Activities of National Industrial   
Classification (All Economic Activities)-2008” published by the Ministry of Statistics and Programme   
Implementation. The Bank’s activities fall under the following industrial activity code:  
Section B: Financial Details of the Company   
For the Bank’s financial performance for FY 2021-22, please refer to the section on economic performance   
in the Financial Capital Management chapter.  
Sr. No.  
Particulars  
Details  
1  
DIN Number (if applicable)  
08335249  
2  
Name  
Shri Challa Sreenivasulu Setty  
3  
Designation  
Managing Director (Retail and Digital Banking)  
4  
Telephonic Number   
022-22028713  
5  
Email ID   
md.rdb@sbi.co.in  
Section C: Other Details   
Participation of subsidiaries and business partners in BR initiatives:  
The details of the subsidiaries and joint ventures are provided in the Bank’s Annual Report FY 2021- 22,   
under the heading “Subsidiaries”. SBI's sustainability and business responsibility initiatives are actively   
supported by its subsidiaries. However, the initiatives and programmes on social and environmental issues   
are designed and executed by the independent Boards of the subsidiaries. With respect to its supply   
chain, SBI expects and encourages its suppliers, vendors and other business partners to conduct their   
business in a responsible manner.  
Section D: Business Responsibility Information   
In accordance with the SEBI requirements, Business Responsibility (BR) report of the Bank is being   
published since FY 2012-13. This is the tenth report and has been integrated with SBI’s sustainability Report   
for FY 2021-22. The report can be accessed on the Bank’s website at https://www.sbi.co.in or https://bank.sbi  
Details of Director/ Directors responsible for BR:   
A)   
Details of the Director/Directors responsible for implementation of the BR policy/policies   
   
DIN Number: 08335249   
   
Name: Shri Challa Sreenivasulu Setty   
B)   
Details of the BR Head:  
116 | Sustainability Report 2021-22  
Powered by Purpose | 117  
Principle-wise (as per NVG) BR Policy/policies (Reply in Y/N)  
Sr.   
no.  
Questions  
Principles P1 - P9  
1  
Does the Bank have a policy/policies for   
each of the 9 principles prescribed by   
SEBI  
Yes  
2  
Has the policy been formulated   
in consultation with the relevant   
stakeholders?  
Yes  
3  
Does the policy conform to any national   
/ international standards? If yes, specify?   
(50 words)  
SBI’s Sustainability and Business Responsibility   
(BR) Policy is based on National Guidelines on   
Responsible Business Conduct, published by   
the Ministry of Corporate Affairs, Government of   
India, in 2019, and National Voluntary Guidelines   
on Social, Environmental and Economic   
Responsibilities of Business, as released by   
Ministry of Corporate Affairs, Government of   
India, in 2011.  
4  
Has the policy been approved by the   
Central Board? If yes, has it been signed   
by MD/ owner/CEO/appropriate Board   
Director?  
Yes, the Sustainability and Business   
Responsibility (BR) Policy of the Bank has been   
approved by the Central Board.  
5  
Does the company have a specified   
Committee of the Board/Director/Official   
to oversee the implementation of the   
policy?  
The Policy mandates for a Corporate Centre   
Sustainability Committee (CCSC) to oversee the   
implementation of the policy. This committee is   
headed by a Deputy Managing Director, who is   
also designated as the Chief Sustainability Officer  
6  
Indicate the link for the policy to be   
viewed online?  
https://www.sbi.co.in or https://bank.sbi under the   
link, Corporate Governance / Sustainability and   
BR Policy.  
7  
Has the policy been formally   
communicated to all relevant internal   
and external stakeholders?  
Yes  
8  
Does the company have in-house   
structure to implement the policy/  
policies?  
Yes  
9  
Does the Company have a grievance   
redressal mechanism related to the   
policy/policies to address stakeholders’   
grievances related to the policy/policies?  
Yes  
10  
Has the company carried out   
independent audit/evaluation of the   
working of this policy by an internal or   
external agency?  
The working of the Sustainability and Business   
Responsibility (BR) Policy is evaluated internally.   
Further, the Sustainability Report published   
for FY 2021-22 discloses information on the   
Bank’s economic, environmental and social   
performance for the reporting period and has   
been reviewed and collated in a comprehensive   
manner.  
Principle  
Description  
Page Number  
Principle 1  
Businesses should conduct and govern themselves with integrity,   
and in a manner that is Ethical, Transparent and Accountable  
16-19, 24  
Principle 2  
Businesses should provide goods and services in a manner that is   
sustainable and safe  
26-33  
Principle 3  
Businesses should respect and promote the well-being of all   
employees, including those in their value chains  
74-78, 80, 81, 83  
Principle 4  
Businesses should respect the interests of and be responsive to all   
its stakeholders  
34, 35, 80, 83, 84  
Principle 5  
Businesses should respect and promote human rights  
66, 80  
Principle 6  
Businesses should respect and make efforts to protect and restore   
the environment  
52-63  
Principle 7  
Businesses, when engaging in influencing public and regulatory   
policy, should do so in a manner that is responsible and transparent  
13, 24  
Principle 8  
Businesses should promote inclusive growth and equitable   
development  
46-49, 84-97  
Principle 9  
Businesses should engage with and provide value to their   
consumers in a responsible manner  
82, 83  
National Voluntary Guidelines (NVG) Mapping   
118 | Sustainability Report 2021-22  
Powered by Purpose | 119  
S. No  
Particulars  
Reply  
1  
Corporate Identity Number (CIN) of the   
Listed Entity  
Not Applicable  
2  
Name of the Listed Entity  
State Bank of India  
3  
Year of incorporation  
1955  
4  
Registered office address  
State Bank of India, State Bank Bhavan,   
Corporate Centre, Madame Cama Road, Nariman   
Point, Mumbai - 400 021, India  
5  
Corporate address  
State Bank of India, State Bank Bhavan,   
Corporate Centre, Madame Cama Road, Nariman   
Point, Mumbai - 400 021, India  
6  
E-mail  
gm.snb@sbi.co.in  
7  
Telephone  
022-22740840  
8  
Website  
https://www.sbi.co.in, https://bank.sbi  
9  
Financial year for which reporting is   
being done  
FY 2021-22  
10  
Name of the Stock Exchange(s) where   
shares are listed  
BSE Limited, Mumbai and National Stock   
Exchange of India Limited, Mumbai.  
11  
Paid-up Capital  
₹ 892.46 Crores as on 31st March 2022  
12  
Name and contact details (telephone,   
email address) of the person who may be   
contacted in case of any queries on the   
BRSR report  
Shri Rajeev Kumar Singhal,   
Dy. General Manager(CSR & Sustainability)  
Phone Number: +91-22-22740977  
Email id: dgm.csr@sbi.co.in  
13  
Reporting boundary - Are the disclosures   
under this report made on a standalone   
basis (i.e., only for the entity) or on a   
consolidated basis (i.e., for the entity and   
all the entities which form a part of its   
consolidated financial statements, taken   
together).  
Standalone Basis  
BRSR Mapping   
Section A: General Disclosures  
Disclosure Questions  
P1  
P2  
P3  
P4  
P5  
P6  
P7  
P8  
P9  
Policy and Management Processes  
1. a. Whether your entity’s   
policy/policies cover each   
principle and its core   
elements of the NGRBCs.   
(Yes/No)  
Y  
Y  
Y  
Y  
Y  
Y  
Y  
Y  
Y  
b. Has the policy been   
approved by the Board?   
(Yes/No)  
Y  
Y  
Y  
Y  
Y  
Y  
Y  
Y  
Y  
c. Web Link of the   
Policies, if available  
1) Sustainability and Business Responsibility Policy:   
15062021\_Sustainability+&+Business+Responsibility+(BR)+Policy.pdf (sbi.co.in)  
2) CSR Policy: https://sbi.co.in/documents/17826/9529227/130721-  
SBI\_CSR\_Policy+21+Ver+5+Final.pdf/fee2b447-497d-2965-5c4a-  
beedbaa00c3f?t=1626174712883#:~:text=SBI%20Foundation%20has%20its%20  
own%20CSR%20policy%20approved,policy%20and%20reviews%20it%20from%20  
time%20to%20time.  
3) Code of Ethics: https://sbi.co.in/documents/17826/20624/181119-Cod  
e+of+Ethics+in+Brief+%28in+English%29.pdf/74f49f78-f827-2b5d-a92b-  
01c3efba2500?t=1574081702712  
4) Customer Rights, Grievance redressal and Compensation Policy: https://sbi.  
co.in/webfiles/uploads/files\_2122/17112021-FINAL%20POLICY%20DOCUMENT.pdf  
5) Equal Employment opportunity for PWDs: https://www.sbi.co.in/  
documents/16012/25448726/130422-Equal+Opportunity+Policy+for+PWD.  
pdf/0a7ed777-7565-4a4b-b07d-11a56b9ce5ca?t=1649827803872#:~:text=State%20  
Bank%20of%20India%20is%20committed%20to%20provide%20equal%20opportunitie-  
s,with%20Disabilities%20Act%2C%202016%E2%80%9D.  
6) Anti-Bribery & Anti-Corruption Policy: https://sbi.co.in/  
documents/16337/0/091221-SBI+Wolfsberg+CBDDQ+September+2021.pdf/eba15597-  
0a8f-d0f1-e6bc-2a21b599e264?t=1639031319248  
2. Whether the entity has   
translated the policy into   
procedures. (Yes / No)  
Y  
Y  
Y  
Y  
Y  
Y  
Y  
Y  
Y  
3. Do the enlisted policies   
extend to your value   
chain partners? (Yes/No)   
Y  
Y  
Y  
Y  
Y  
Y  
Y  
Y  
Y  
V. Holding, Subsidiary and Associate Companies (including joint ventures)  
The details of the employees are provided in the Bank’s Annual Report FY2021-22, under the heading   
“Consolidated Financials” and in the Sustainability Report FY 2021-22 under “About this report” and   
"Approach to Value Creation".  
VI. CSR Details  
The details of the CSR activities are mentioned in the Bank’s Annual Report FY 2021-22, under the   
heading “Corporate Social Responsibility” and in the Sustainability Report FY 2021-22 under “Social and   
Relationship Capital Management”.  
VII. Transparency and Disclosures Compliance  
The details are in the Sustainability Report FY 2021-22 under “Stakeholder Engagement and Materiality   
Assessment”.  
Section B: Management and Process Disclosures  
This section is aimed at helping businesses demonstrate the structures, policies, and processes put in   
place towards adopting the NGRBC Principles and Core Elements.  
I. Details of the listed entity  
II. Products/services  
The products and services offered by the Bank include deposits, loans and advances, remittances and   
collections.  
III. Operations  
The Bank has 22,266 branches in India as on 31st March 2022. Additionally, the Bank has operations in 30   
countries through 35 foreign branches, 5 JVs/Investments/ Managed Cos., 20 other offices, 161 branches   
of 8 subsidiaries and 6 representative offices.  
IV. Employees  
The details of the employees are provided in the Bank’s Annual Report FY 2021-22, under the heading   
“Resilience.People.Technology” and in the Sustainability Report FY 2021-22 under “Approach to Value   
Creation” and "Human Capital Management".  
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4. Name of the national   
and international codes/  
certifications/labels/   
standards (e.g., Forest   
Stewardship Council,   
Fairtrade, Rainforest   
Alliance, Trustee)   
standards (e.g., SA   
8000, OHSAS, ISO, BIS)   
adopted by your entity   
and mapped to each   
principle  
ISO  
ISO  
ISO  
5. Specific commitments,   
goals, and targets set by   
the entity with defined   
timelines, if any   
N  
N  
N  
N  
N  
Y  
N  
N  
N  
6. Performance of   
the entity against the   
specific commitments,   
goals, and targets along   
with reasons in case the   
same are not met   
N  
N  
N  
N  
N  
Y  
N  
N  
N  
Governance, leadership, and oversight  
7. Statement by the director responsible for the business responsibility report,   
highlighting ESG related challenges, targets, and achievements (listed entity has   
flexibility regarding the placement of this disclosure)  
Page 6 and 7  
8. Details of the highest authority   
responsible for implementation and   
oversight of the Business Responsibility   
policy (ies).  
Shri Challa Sreenivasulu Setty, Managing Director (Retail and   
Digital Banking)  
9. Does the entity have a specified   
Committee of the Board/ Director   
responsible for decision-making on   
sustainability-related issues? (Yes / No). If   
yes, provide details.  
Yes. The Board approved Sustainability and Business   
Responsibility (BR) policy mandates for a Corporate Centre   
Sustainability Committee (CCSC) which is responsible for   
decision making on sustainability.  
10. Details of Review of NGRBCs by the Company:  
Subject for   
Review  
Indicate whether review was undertaken   
by Director / Committee of the Board/ Any   
other Committee  
Frequency (Annually/ Half yearly/ Quarterly/   
Any other – please specify)  
Performance   
against above   
policies and   
follow up   
action  
P1  
P2  
P3  
P4  
P5  
P6  
P7  
P8  
P9  
Y  
Y  
Y  
Y  
Y  
Y  
Y  
Y  
Y  
P1  
P2  
P3  
P4  
P5  
P6  
P7  
P8  
P9  
Q  
Q  
Q  
Q  
Q  
Q  
Q  
Q  
Q  
Compliance   
with statutory   
requirements   
of relevance   
to the   
principles, and   
rectification   
of any non-  
compliances  
P1  
P2  
P3  
P4  
P5  
P6  
P7  
P8  
P9  
Y  
Y  
Y  
Y  
Y  
Y  
Y  
Y  
Y  
P1  
P2  
P3  
P4  
P5  
P6  
P7  
P8  
P9  
A  
A  
A  
A  
A  
A  
A  
A  
A  
12. If answer to question (1) above is “No” i.e., not all Principles are covered by a policy, reasons to   
be stated:  
Principle  
Description  
Page Number  
Principle 1  
Businesses should conduct and govern themselves with integrity,   
and in a manner that is Ethical, Transparent, and Accountable  
18, 24  
Principle 2  
Businesses should provide goods and services in a manner that is   
sustainable and safe  
26-33, 83  
Principle 3  
Businesses should respect and promote the well-being of all   
employees, including those in their value chains  
65, 70, 73,   
76-78, 80  
Principle 4  
Businesses should respect the interests of and be responsive to all   
their stakeholders  
35-37  
Principle 5  
Businesses should respect and promote human rights  
65-67, 80  
Principle 6  
Businesses should respect and make efforts to protect and restore   
the environment  
56-58  
Principle 7  
Businesses, when engaging in influencing public and regulatory   
policy, should do so in a manner that is responsible and transparent  
13, 24  
Principle 8  
Businesses should promote inclusive growth and equitable   
development  
84  
Principle 9  
Businesses should engage with and provide value to their consumers   
in a responsible manner  
83, 98-100  
Section C: Principle wise Performance Disclosure  
Not Applicable  
11. Has   
the entity   
carried out   
independent   
assessment/   
evaluation of   
the working   
of its policies   
by an external   
agency? (Yes/  
No). If yes,   
provide name   
of the agency  
P1  
P2  
P3  
P4  
P5  
P6  
P7  
P8  
P9  
N  
N  
N  
N  
N  
N  
N  
N  
N  
Disclosure Questions  
P1  
P2  
P3  
P4  
P5  
P6  
P7  
P8  
P9  
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Topic  
Accounting Metric  
Page No.  
Data Security  
(1) Number of data breaches, (2) percentage involving   
personally identifiable information (PII), (3) number of account   
holders affected  
100  
Description of approach to identifying and addressing data   
security risks  
98-100  
Financial Inclusion   
and Capacity-  
Building  
(1) Number and (2) amount of loans outstanding qualified to   
programs designed to promote small business and community   
development  
46-48  
Number of no-cost retail checking accounts provided to   
previously unbanked or underbanked customers  
48  
Number of participants in financial literacy initiatives for   
unbanked, underbanked, or underserved customers  
49  
Incorporation of   
Environmental,   
Social, and   
Governance Factors   
in Credit Analysis  
Description of approach to incorporation of environmental,   
social, and governance (ESG) factors in credit analysis  
23, 26  
Business Ethics  
Description of whistleblower policies and procedures  
17  
Systemic Risk   
Management  
Global Systemically Important Bank (G-SIB) score, by category  
NA  
Description of approach to incorporation of results of   
mandatory and voluntary stress tests into capital adequacy   
planning, long-term corporate strategy, and other business   
activities  
26  
SASB Mapping  
Disclosure  
Page No.  
Governance  
Disclose the   
organization’s   
governance around   
climate-related risks   
and opportunities.  
a. Describe the organization’s governance around climate-  
related risks and opportunities.  
53  
b. Describe management’s role in assessing and managing   
climate-related risks and opportunities.  
53  
Strategy  
Disclose the actual   
and potential   
impacts of climate-  
related risks and   
opportunities on   
the organization’s   
businesses, strategy,   
and financial   
planning where   
such information is   
material  
a. Describe the climate-related risks and opportunities the   
organization has identified over the short, medium, and long   
term.  
23  
b. Describe the impact of climate-related risks and   
opportunities on the organization’s businesses, strategy, and   
financial planning.  
53  
c. Describe the resilience of the organization’s strategy, taking   
into consideration different climate-related scenarios, including   
a 2°C or lower scenario.  
53  
Risk Management  
Disclose how   
the organization   
identifies, assesses,   
and manages   
climate-related risks.  
a. Describe the organization’s processes for identifying and   
assessing climate-related risks.  
23, 52, 53  
b. Describe the organization’s processes for managing climate-  
related risks.  
23, 53  
c. Describe how processes for identifying, assessing, and   
managing climate-related risks are integrated into the   
organization’s overall risk management.  
23, 52, 53  
Metrics and Targets  
Disclose the metrics   
and targets used to   
assess and manage   
relevant climate-  
related risks and   
opportunities where   
such information is   
material.  
a. Disclose the metrics used by the organization to assess   
climate-related risks and opportunities in line with its strategy   
and risk management process.  
53  
b. Disclose Scope 1, Scope 2 and, if appropriate, Scope 3   
greenhouse gas (GHG) emissions and the related risks.  
56  
c. Describe the targets used by the organization to manage   
climate-related risks and opportunities and performance   
against targets.  
NA  
TCFD Mapping  
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Glossary of Abbreviations  
Abbreviation   
Full Form  
ACB  
Audit Committee of the Board  
ACPC  
AMBA Certified Partner Centres  
ADGC  
Apex-Level Data Governance Council  
ADWM  
Automated Deposit and Withdrawal Machines  
AIBTF  
Australia India Business & Trade Foundation  
AKAM  
Azadi ka Amrit Mahotsav  
AML-CFT  
Anti-Money Laundering and Combatting Financing of Terrorism  
APY  
Atal Pension Yojana  
ASSOCHAM  
The Associated Chambers of Commerce and Industry of India  
ATI  
Apex Training Institute  
ATM  
Automated Teller Machine  
BBPS  
Bharat Bill Payment System  
BC  
Business Correspondents   
BCDM  
Business Conduct and Disciplinary Management  
BCMR  
Board Committee to Monitor Recovery  
BCSBI  
Banking Codes and Standards Board of India  
BDT  
Bangladesh Taka  
BEE  
Bureau of Energy Efficiency  
BFSI  
Banking, Financial Services and Insurance  
BoD  
Board of Directors  
Bps  
basis points  
BR  
Business Responsibility  
BRICS  
Brazil, Russia, India, China and South Africa  
BRSR   
Business Responsibility and Sustainability Report  
CBG  
Compressed Biogas  
CCSC  
Corporate Centre Sustainability Committee  
CDM  
Cash Deposit Machines   
CDO  
Corporate Development Officer  
CFL  
Centres for Financial Literacy  
CGM  
Chief General Manager  
CII  
Confederation of Indian Industries  
CISF   
Central Industrial Security Force  
CISO  
Chief Information Security Officer  
CKYC  
Central Know Your Customer  
CoE  
Centre of Excellence  
COMPRMC  
Compliance Risk Management Committees  
CRA   
Consumer Reporting Agency  
Abbreviation   
Full Form  
CRMC  
Credit Risk Management Committees  
CRMD  
Credit Risk Management Department   
CRO  
Chief Risk Officer   
CSCB  
Customer Service Committee of the Board  
CSD  
Canteen Stores Department  
CSO  
Customer Service Officer   
CSP  
Customer Service Points  
CSR  
Corporate Social Responsibility   
DAP  
Differently Abled Persons  
DG  
Diesel Generator   
DGC  
Data Governance Council  
DGM  
Deputy General Manager  
DMD  
Deputy Managing Director   
ECCB  
Executive Committee of the Central Board  
ECHS  
Ex-Servicemen Contributory Health Scheme  
EGRMC  
Enterprise and Group Risk Management Committees  
EGRMD  
Enterprise and Group Risk Management Department  
EMI  
Equated Monthly Installment   
ESG  
Environmental, Social and Governance   
ESI  
Employees' State Insurance  
ET  
Economic Times   
EWS  
Economically Weaker Sections  
e-Waste  
Electronic Waste   
FI  
Financial Inclusion   
FI&GS  
Financial Inclusion and Government Schemes  
FICCI  
Federation of Indian Chambers of Commerce and Industry  
FPC  
Farmer Producer Company  
FTE   
Full-time Equivalent   
FY  
Financial Year  
GCC  
Green Channel Counters  
GDPR  
General Data Protection Regulation  
GHG  
Greenhouse Gases  
GJ  
Gigajoule   
GM  
General Manager  
GRC   
Green Remit Cards   
GRI  
Global Reporting Initiative   
HIS  
Help In Suffering  
HO  
Head Office   
HR  
Human Resources   
IBA  
Indian Banks’ Association  
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Abbreviation   
Full Form  
ICAI  
Institute of Chartered Accountants of India  
ICU   
Intensive Care Unit  
IDP  
Individual Developmental Plan  
IFSCA  
International Financial Services Centres Authority  
IIBF  
Indian Institute of Banking and Finance  
IIBF  
Indian Institute of Banking and Finance  
IIRC   
International Integrated Reporting Council  
INX   
India International Exchange  
IR  
Integrated Reporting   
IS  
Information System   
IT   
Information Technology   
ITSC  
IT Strategy Committee  
JAWS  
Job Access With Speech  
JV   
Joint Venture  
KCC  
Kisan Credit Card  
KfW  
Kreditanstalt für Wiederaufbau  
KG  
Kilogram  
KL  
Kilolitre  
KMP  
Key Managerial Personnel  
KYC  
Know Your Customer   
L&D  
Learning and Development   
LC  
Video Life Certificate  
LHO  
Local Head Office   
LITMAS  
Litigation Management System  
LLMS  
Loan Lifecycle Management System  
LOS  
Loan Origination Software  
LOS  
Loan Originating System  
MD  
Managing Director  
MEG  
Madras Engineer Group  
MOOC  
Massive Online Open Courses  
MRMC  
Market Risk Management Committees  
MRMD  
Market Risk Management Department   
MSME  
Micro, Small and Medium Enterprises  
MSSW  
Madras School of Social Work  
MT   
Megatonne  
MW  
Megawatt  
MWac  
Megawatt Alternating Curren  
MWh  
Megawatt Hour  
NGO  
Non-Governmental Organisation  
Abbreviation   
Full Form  
NIP  
National Infrastructure Pipeline  
NMP  
National Monetisation Pipeline  
NOBA GSR   
Netarhat Old Boys Association, Global Social Responsibility  
NPA  
Non-Performing Asset  
NPS  
National Pension Scheme  
NRC  
Nomination and Remuneration Committee  
NRI  
Non-Resident Indian  
NSE   
National Stock Exchange of India  
NSG   
National Security Guard  
NSW  
New South Wales  
NVG - SEE  
National Voluntary Guidelines on Social, Environmental and Economic   
Responsibilities of Business  
OBC  
Other Backward Classes  
ORMC  
Operational Risk Management Committees  
ORMD  
Operational Risk Management Department  
OTP  
One-time Password   
PCIDSS  
Payment Card Industry Data Security Standard  
PET  
Polyethylene Terephthalate  
PF  
Provident Fund   
PHDCCI  
Progress Harmony and Development Chamber of Commerce and Industry  
PIDPI  
Public Interest Disclosure of Protection of Informers  
PIN  
Personal Identification Number   
PM  
Prime Minister   
PMJDY  
Pradhan Mantri Jan-Dhan Yojana  
PMJJBY  
Pradhan Mantri Jeevan Jyoti Bima Yojana  
PMSBY  
Pradhan Mantri Suraksha Bima Yojana  
POSH  
Prevention of Sexual Harassment   
PPE  
Personal Protective Equipments  
PRM  
Proactive Risk Management  
PSB  
Public Sector Bank  
PSU  
Public Sector Undertaking   
PV  
Photovoltaic  
PwD  
Persons with Disabilities  
R, C & SARG  
Managing Director (Risk, Compliance and Stresses Assets Resolution Group)  
RAROC  
Risk-Adjusted Return on Capital  
RARR  
Risk Assessment and Risk Reporting  
RBC  
Role-Based Certification  
RBI  
Reserve Bank of India  
RE  
Renewable Energy   
RFIA  
Risk-Focused Internal Audit  
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Abbreviation   
Full Form  
RMB  
Renminbi  
RMCB  
Risk Management Committee of the Board  
RPwD  
Rights of Persons with Disabilities  
RRB  
Regional Rural Bank  
RSETI  
Rural Self-Employment Training Institutes  
SAP  
Start-up Action Plan  
SASB  
Sustainability Accounting Standards Board  
SATAT  
Sustainable Alternative Towards Affordable Transportation  
SBI  
State Bank of India   
SBICB  
State Bank Institute of Consumer Banking  
SBIL  
State Bank Institute of Leadership  
SBILD  
SBI Regional Institutes of Learning and Development   
SBIPG  
SBI Payment Gateway  
SBSOC  
State Bank Security Operations Centre  
SC  
Scheduled Caste  
SCBMF  
Special Committee of the Board for Monitoring of Large Value Frauds  
SDG  
Sustainable Development Goals   
SHG  
Self-Help Group  
SME  
Small and Medium-size Enterprise   
SMGS  
Senior Management Grade Scale   
SOC  
Security Operations Centre  
SPARC  
School for Potential Advancement and Restoration of Confidence  
SRC  
Stakeholder Relationship Committee  
ST  
Scheduled Tribe  
STEAM  
Science Technology Engineering Analytics Medicine  
STP  
Sewage Treatment Plant  
STS  
Science and Technology for Society  
SWIFT  
Society for Worldwide Inter-Bank Financial Telecommunication  
TCFD  
Task Force for Climate-Related Financial Disclosures  
tCO2e  
Tonnes of Carbon Dioxide Equivalent  
UK  
United Kingdom  
UN  
United Nations  
UNGCNI  
United Nations Global Compact Network India  
US$  
United States Dollar   
WWF  
World Wildlife Fund  
YFI  
Youth for India  
YONO  
You Only Need One   
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State Bank Bhavan,   
Madam Cama Road,   
Mumbai 400021  
Contact person:   
Mr. R. K. Singhal   
+91 22-22740977  
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