

State Bank of India

Consolidated Balance Sheet as at 31st March 2024

			(000s omitted)
	Schedule No.	As at 31.03.2024 (Current Year) ₹	As at 31.03.2023 (Previous Year) ₹
CAPITAL AND LIABILITIES			
Capital	1	892,46,12	892,46,12
Reserves & Surplus	2	414046,71,03	358038,85,69
Minority Interest	2A	15617,96,24	12836,61,94
Deposits	3	4966537,48,72	4468535,50,68
Borrowings	4	639609,50,29	521151,94,98
Other Liabilities and Provisions	5	697074,67,57	592962,92,29
TOTAL		6733778,79,97	5954418,31,70
ASSETS			
Cash and Balances with Reserve Bank of India	6	225356,33,61	247321,04,97
Balances with Banks and Money at Call & Short Notice	7	101215,96,74	70990,86,00
Investments	8	2110548,22,59	1913107,85,64
Advances	9	3784272,67,05	3267902,12,73
Fixed Assets	10	44708,17,73	44407,38,10
Other Assets	11	467677,42,25	410689,04,26
TOTAL	-	6733778,79,97	5954418,31,70
Contingent Liabilities	12	2397594,80,24	1835524,38,19
Bills for Collection	-	67823,22,53	64571,94,48
Significant Accounting Policies	17		
Notes to Accounts	18		

Schedules referred to above form an integral part of the Balance Sheet

Shri Vinay M. Tonse Managing Director (Retail Business & Operations) Shri Alok Kumar Choudhary Managing Director (Risk, Compliance & SARG) **Shri Ashwini Kumar Tewari** Managing Director (Corporate Banking & Subsidiaries) Shri Challa Sreenivasulu Setty Managing Director (International Banking, Global Markets & Technology)

In terms of our report of even date For K C Mehta & Co LLP Chartered Accountants Firm Regn. No. 106237W/W100829

Shri Dinesh Kumar Khara Chairman **CA Chirag Bakshi**Partner
Membership No. 047164

Place: Mumbai Date: 9th May 2024 Company Overview (Responsible Approach) (Governance) (Statutory Reports) Financial Statements

Schedules

forming part of the Consolidated Balance Sheet as at 31st March 2024

SCHEDULE 1 - CAPITAL

		(000s omitted)
	As at 31.03.2024 (Current Year) ₹	As at 31.03.2023 (Previous Year) ₹
Authorised Capital:		
5000,00,00,000 shares of ₹1 each (Previous Year 5000,00,000 shares of ₹1 each)	5000,00,00	5000,00,00
Issued Capital:		
892,54,05,164 Equity shares of ₹1 each (Previous Year 892,54,05,164 Equity shares of ₹1 each)	892,54,05	892,54,05
Subscribed and Paid up Capital:		
892,46,11,934 Equity shares of ₹1 each (Previous Year 892,46,11,934 Equity shares of ₹1 each)	892,46,12	892,46,12
[The above includes 9,58,88,670 Equity shares of ₹1 each (Previous Year 8,91,60,950 Equity shares of ₹1 each) represented by 95,88,867 (Previous Year 89,16,095) Global Depository Receipts]		
TOTAL	892,46,12	892,46,12

SCHEDULE 2 - RESERVES & SURPLUS

					(000s omitted)
			As at 31.03.2024 (Current Year) ₹		As at 31.03.2023 (Previous Year) ₹
l.	Statutory Reserves				
	Opening Balance	102309,50,32		86939,14,12	
	Additions during the year	18716,88,31		15370,39,97	
	Deductions during the year	-	121026,38,63	3,77	102309,50,32
II.	Capital Reserves				
	Opening Balance	16002,62,67		15769,81,83	
	Additions during the year	326,21,04		232,80,84	
	Deductions during the year	-	16328,83,71	-	16002,62,67
III.	Share Premium				
	Opening Balance	79115,47,68		79115,47,05	
	Additions during the year	_		63	
	Deductions during the year	-	79115,47,68	-	79115,47,68
IV.	Investment Fluctuation Reserve				
	Opening Balance	12271,38,17		7695,94,74	
•	Additions during the year	-		4575,43,43	
	Deductions during the year	749,08,05	11522,30,12	-	12271,38,17
V.	Foreign Currency Translation Reserve				
•	Opening Balance	14331,74,49		11256,69,03	
•	Additions during the year	861,03,95		3075,05,46	
	Deductions during the year	85,08,14	15107,70,30	-	14331,74,49



forming part of the Consolidated Balance Sheet as at 31st March 2024

				(000s omitted)
		As at 31.03.2024 (Current Year) ₹		As at 31.03.2023 (Previous Year) ₹
VI. Revenue and Other Reserves				
Opening Balance	63982,58,04		59873,25,90	
Additions during the year #	7346,49,41		4352,07,11	
Deductions during the year	356,86,54	70972,20,91	242,74,97	63982,58,04
VII. Revaluation Reserve				
Opening Balance	27756,25,90		23377,86,71	
Additions during the year	-		4578,34,93	
Deductions during the year	200,61,20	27555,64,70	199,95,74	27756,25,90
VIII. Capital Reserve on Consolidation				
Opening Balance	345,98,14	-	273,03,96	
Additions during the year	146,95,21		72,94,18	
Deductions during the year	93,96,30	398,97,05	-	345,98,14
IX. Balance in Profit and Loss Account		72019,17,93		41923,30,28
TOTAL		414046,71,03		358038,85,69

net of consolidation adjustments

Note: Revenue and Other Reserves include:

- (i) ₹5,00,00 thousand (Previous Year ₹5,00,00 thousand) of Integration and Development Fund (maintained under Section 36 of the State Bank of India Act, 1955)
- (ii) Special Reserve under Section 36(1)(viii) of the Income Tax Act, 1961 ₹19527,05,76 thousand (Previous Year ₹17749,30,76 thousand)
- (iii) Investment Reserve Nil (Previous Year Nil)
- (iv) Debenture Redemption Reserve ₹4,83,74 thousand (Previous Year Nil)

SCHEDULE 2A - MINORITY INTEREST

(000s omitted)

	As at 31.03.2024 (Current Year) ₹	As at 31.03.2023 (Previous Year) ₹
Minority Interest at the beginning of the year	12836,61,94	11207,42,28
Subsequent increase/decrease during the year	2781,34,30	1629,19,66
Minority Interest on the date of balance sheet	15617,96,24	12836,61,94

Company Overview Responsible Approach Governance Statutory Reports Financial Statements

SCHEDULE 3 - DEPOSITS

		30EE 0 DE 1 00110		(000s omitted)
			As at 31.03.2024 (Current Year) ₹	As at 31.03.2023 (Previous Year) ₹
A.	l.	Demand Deposits		
		(i) From Banks	5745,87,30	3160,40,31
		(ii) From Others	303531,70,50	302572,94,64
	II.	Savings Bank Deposits	1673652,24,52	1600786,08,97
	III.	Term Deposits		
		(i) From Banks	5107,34,24	7611,65,56
		(ii) From Others	2978500,32,16	2554404,41,20
TOT	ΓAL		4966537,48,72	4468535,50,68
В.	(i)	Deposits of Branches in India	4718596,72,73	4248617,47,94
	(ii)	Deposits of Branches outside India	247940,75,99	219918,02,74
TOT	ΓAL		4966537,48,72	4468535,50,68

SCHEDULE 4 - BORROWINGS

	EBOLL 4 BOIMOWINGS		(000s omitted)
		As at 31.03.2024 (Current Year) ₹	As at 31.03.2023 (Previous Year) ₹
I. B	orrowings in India		
(i)) Reserve Bank of India	98806,56,00	26467,44,00
(ii	i) Other Banks	18549,19,38	12929,14,36
(ii	ii) Other Institutions and Agencies	74966,15,25	98387,56,25
(iv	v) Bonds & Debentures (Other than Capital Instruments)	42703,00,00	23073,00,00
(v	v) Capital Instruments:		
	a. Innovative Perpetual Debt Instruments (IPDI)	50626,40,00	49842,70,00
	b. Subordinated Debt	45684,00,00 96310,40,00	40679,90,00 90522,60,00
TOTAL	L	331335,30,63	251379,74,61
II. B	orrowings outside India		
(i)) Borrowings and Refinance outside India	307895,83,81	269482,49,31
(ii	i) Capital Instruments:		
	a. Innovative Perpetual Debt Instruments (IPDI)	-	-
	b. Subordinated Debt	378,35,85 378,35,85	289,71,06 289,71,06
TOTAL	L	308274,19,66	269772,20,37
GRAN	ID TOTAL	639609,50,29	521151,94,98
Secure	ed Borrowings included in I & II above	209699,57,92	147932,42,29



forming part of the Consolidated Balance Sheet as at 31st March 2024

SCHEDULE 5 - OTHER LIABILITIES & PROVISIONS

			(000s omitted)
		As at 31.03.2024 (Current Year) ₹	As at 31.03.2023 (Previous Year) ₹
l.	Bills payable	15700,29,22	27408,12,08
II.	Inter Bank Adjustments (Net)	491,12,80	235,50,41
III.	Inter Office Adjustments (Net)	1126,59,56	4346,60,96
IV.	Interest accrued	32861,61,48	27495,02,55
V.	Deferred Tax Liabilities (Net)	23,20,84	3,80,18
VI.	Liabilities relating to Policyholders in Insurance Business	392280,43,19	308442,71,80
VII.	Provision for Standard Assets	24851,72,15	26332,69,39
VIII.	Others (including provisions)	229739,68,33	198698,44,92
TO	TAL	697074,67,57	592962,92,29

SCHEDULE 6 - CASH AND BALANCES WITH RESERVE BANK OF INDIA

			(000s omitted)
		As at 31.03.2024 (Current Year) ₹	As at 31.03.2023 (Previous Year) ₹
I.	Cash in hand (including foreign currency notes and gold)	18589,64,78	21628,41,77
II.	Balances with Reserve Bank of India		
	(i) In Current Account	206747,68,83	225692,63,20
***************************************	(ii) In Other Accounts	19,00,00	-
TC	TAL	225356,33,61	247321,04,97

SCHEDULE 7 - BALANCES WITH BANKS AND MONEY AT CALL & SHORT NOTICE

SCHEDOLE 7 - BALANCES WITH BANKS AND MONET AT CALL & SHORT NOTICE			(000s omitted)
		As at 31.03.2024 (Current Year) ₹	As at 31.03.2023 (Previous Year) ₹
I. In In	dia		
(i)	Balances with banks		
•	(a) In Current Account	2510,86,89	1262,19,41
	(b) In Other Deposit Accounts	5211,21,81	4395,41,30
(ii)	Money at call and short notice		
	(a) With banks	2550,00,00	7770,44,34
	(b) With Other Institutions	26988,48,58	-
TOTAL		37260,57,28	13428,05,05
II. Outs	ide India		
(i)	In Current Account	45740,69,59	44397,86,48
(ii)	In Other Deposit Accounts	2279,82,71	1816,80,21
(iii)	Money at call and short notice	15934,87,16	11348,14,26
TOTAL		63955,39,46	57562,80,95
GRAND 1	FOTAL (I and II)	101215,96,74	70990,86,00

Company Overview Responsible Approach Governance Statutory Reports Financial Statements

SCHEDULE 8 - INVESTMENTS

		DULE 8 - INVESTMENTS	As at 31.03.2024	(000s omitted) As at 31.03.2023
			(Current Year) ₹	(Previous Year) ₹
I.	Inve	estments in India in:		
•	(i)	Government Securities	1515043,86,92	1357221,39,54
•	(ii)	Other Approved Securities	37831,75,34	34762,19,16
•	(iii)	Shares	149287,03,20	105133,88,56
	(iv)	Debentures and Bonds	258588,02,77	285134,41,60
	(v)	Subsidiary and Associates #	17498,56,00	16013,18,97
	(vi)	Others (Units of Mutual Funds etc.)	60206,81,47	49582,88,89
TO	ΓAL		2038456,05,70	1847847,96,72
II.	Inve	estments outside India in:		
	(i)	Government Securities (including local authorities)	39158,82,63	34915,98,39
	(ii)	Associates #	177,01,73	176,02,39
	(iii)	Other Investments (Shares, Debentures, etc.)	32756,32,53	30167,88,14
TOTAL		72092,16,89	65259,88,92	
GR	AND	TOTAL (I and II)	2110548,22,59	1913107,85,64
III.	Inve	estments in India:		
	(i)	Gross Value of Investments	2048553,64,07	1863706,45,82
	(ii)	Less: Aggregate of Provisions / Depreciation	10097,58,37	15858,49,10
	Net	Investments (vide I above)	2038456,05,70	1847847,96,72
IV.	Inve	estments outside India:		
	(i)	Gross Value of Investments	73239,42,67	67114,39,22
	(ii)	Less: Aggregate of Provisions / Depreciation	1147,25,78	1854,50,30
	Net	Investments (vide II above)	72092,16,89	65259,88,92
GR	AND	TOTAL (III and IV)	2110548,22,59	1913107,85,64
# Ir	vest	ment in Associates (In India and Outside India)		
Equ	ity In	vestment in Associates	10185,83,24	9969,61,06
Add	l: God	odwill on acquisition of Associates	172,55,25	286,07,51
Les	s: Ca	pital reserve on acquisition of Associates	937,59,94	917,06,12
Les	s: Pro	ovision for diminution	-	
Cos	t of Ir	nvestment in Associates	9420,78,55	9338,62,45
Add	l: Pos	st-acquisition profit/(loss) and Reserve of Associates (Equity Method)	8250,79,18	6846,58,91
TO	ΓAL		17671,57,73	16185,21,36



forming part of the Consolidated Balance Sheet as at 31st March 2024

SCHEDULE 9 - ADVANCES

		SOLE 9 - ADVANCES		(000s omitted)
			As at 31.03.2024 (Current Year) ₹	As at 31.03.2023 (Previous Year) ₹
A.	(i)	Bills purchased and discounted	220192,41,93	183065,47,36
	(ii)	Cash credits, overdrafts and loans repayable on demand	1040784,73,28	868417,22,37
	(iii)	Term Loans	2523295,51,84	2216419,43,00
тот	AL		3784272,67,05	3267902,12,73
В.	(i)	Secured by tangible assets (includes advances against Book Debts)	2418590,80,98	2161700,28,29
	(ii)	Covered by Bank / Government Guarantees	193378,45,27	133206,97,67
	(iii)	Unsecured	1172303,40,80	972994,86,77
тот	AL		3784272,67,05	3267902,12,73
C.	(I)	Advances in India		
		(i) Priority Sector	804184,20,86	697644,43,51
		(ii) Public Sector	252633,74,04	258922,87,67
		(iii) Banks	592,13,56	512,50,14
		(iv) Others	2143154,28,50	1777189,17,67
тот	AL		3200564,36,96	2734268,98,99
	(II)	Advances outside India		
		(i) Due from banks	181073,38,29	152095,52,24
		(ii) Due from others		
		(a) Bills purchased and discounted	42424,38,12	42531,12,88
		(b) Syndicated loans	230369,08,55	223887,33,49
		(c) Others	129841,45,13	115119,15,13
тот	AL		583708,30,09	533633,13,74
GR/	AND	TOTAL [C (I) and C (II)]	3784272,67,05	3267902,12,73

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SCHEDULE 10 - FIXED ASSETS

			As at 31.03.2024 (Current Year) ₹		(000s omitted) As at 31.03.2023 (Previous Year) ₹
l.	Premises (including Revalued Premises)				
	At cost/revalued as at 31st March of the preceding year	35945,97,65		31336,60,87	
	Additions:	•	-	•	
	- during the year	82,62,19		37,83,52	
	- for Revaluation	-		6407,26,03	
	Deductions:				
	- during the year	4,10,74		6,81,67	
	- for Revaluation	58,18		1828,91,10	
	Depreciation to date:				
	- on cost	1456,84,39	_	1317,07,16	
	- on Revaluation	1428,89,56	33138,16,97	1228,86,53	33400,03,96
IA.	Premises under construction	-	528,43,41	-	317,54,60
II.	Other Fixed Assets (including furniture and fixtures)				
•	At cost as at 31 st March of the preceding year	44177,26,23		41202,17,83	
	Additions during the year	3832,00,94		3771,90,49	
	Deductions during the year	1033,93,67		796,82,09	
	Depreciation to date	36342,87,53	10632,45,97	33883,53,97	10293,72,26
IIA.	Leased Assets				
	At cost as at 31st March of the preceding year	505,90,27		397,94,02	
	Additions during the year	136,00,71		178,41,34	
	Deductions during the year	20,13,06		70,45,09	
	Depreciation to date (including provisions)	255,11,77		175,85,03	
		366,66,15		330,05,24	
	Less : Lease Adjustment Account	-	366,66,15	-	330,05,24
то	TAL (I, IA,II and IIA)		44665,72,50		44341,36,06
III.	Capital-Work-in progress (including Leased Assets) net of Provisions		42,45,23		66,02,04
то	TAL (I, IA, II, IIA and III)		44708,17,73		44407,38,10



forming part of the Consolidated Balance Sheet as at 31st March 2024

SCHEDULE 11 - OTHER ASSETS

30	HEDDLE II - OTHER ASSETS		(000s omitted)
		As at 31.03.2024 (Current Year) ₹	As at 31.03.2023 (Previous Year) ₹
I.	Inter Office Adjustments (Net)	-	-
II.	Inter Bank Adjustments (Net)	-	-
III.	Interest accrued	50841,18,94	43381,20,67
IV.	Tax paid in advance / tax deducted at source	23989,77,60	16889,73,62
V.	Deferred Tax Assets (Net)	12140,69,81	11136,38,22
VI.	Stationery and Stamps	64,03,68	65,02,79
VII.	Non-banking assets acquired in satisfaction of claims	5,34,51	99,23
VIII.	Deposits placed with NABARD/SIDBI/NHB	270995,47,35	218591,19,47
IX.	Goodwill on consolidation	1405,96,08	1538,36,27
Χ.	Others	108234,94,28	119086,13,99
TOT	TAL TALL	467677,42,25	410689,04,26

SCHEDULE 12 - CONTINGENT LIABILITIES

		As at 31.03.2024 (Current Year) ₹	As at 31.03.2023 (Previous Year) ₹
I.	Claims against the group not acknowledged as debts	118414,15,26	90987,81,73
II.	Liability for partly paid investments / Venture Funds	2850,31,79	2400,05,44
III.	Liability on account of outstanding forward exchange contracts	1350960,66,04	1041453,84,63
IV.	Guarantees given on behalf of constituents		
	(a) In India	190051,98,73	165126,25,47
	(b) Outside India	94832,38,44	105405,64,27
V.	Acceptances, endorsements and other obligations	158624,60,01	152189,82,54
VI.	Other items for which the group is contingently liable \$	481860,69,97	277960,94,11
то	TAL #	2397594,80,24	1835524,38,19

^{\$} includes Derivatives ₹457759,84,28 thousands (Previous Year ₹261767,19,24 thousands)

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^{#₹1,49,15} thousands (Previous Year₹1,49,15 thousands) pertains to share in contingent liability of Joint Ventures

Company Overview (Responsible Approach) (Governance) (Statutory Reports) Financial Statements

State Bank of India

Consolidated Profit and Loss Account for the year ended 31st March 2024

	Schedule No.	Year ended 31.03.2024 (Current Year) ₹	Year ended 31.03.2023 (Previous Year) ₹
ī.	INCOME		
	Interest earned 13	439188,51,23	350844,58,01
	Other Income 14	155386,39,22	122533,56,11
	TOTAL	594574,90,45	473378,14,12
II.	EXPENDITURE		
	Interest expended 15	259736,04,81	189980,81,67
	Operating expenses 16	235893,83,88	189814,48,59
	Provisions and contingencies	30806,75,67	37024,40,87
	TOTAL	526436,64,36	416819,71,13
III.	PROFIT		
	Net Profit for the year	68138,26,09	56558,42,99
	(before adjustment for Share in Profit of Associates and Minority Interest)		
	Add: Share in Profit of Associates	1405,15,43	1191,45,21
	Less: Minority Interest	2458,74,91	2101,70,92
	Net Profit for the Group	67084,66,61	55648,17,28
	Add Profit Brought forward	41923,30,28	20394,35,05
	TOTAL	109007,96,89	76042,52,33
IV.	APPROPRIATIONS		
	Transfer to Statutory Reserve	18716,88,31	15370,39,97
	Transfer to Capital Reserve	326,21,04	232,80,84
	Transfer to/(from) Investment Fluctuation Reserve	(749,08,05)	4575,43,43
	Transfer to Revenue and Other Reserves	6456,91,82	3854,26,53
	Final Dividend for the year	12226,71,83	10084,81,15
	Tax on Dividend	11,14,01	1,50,13
	Balance carried over to Balance Sheet	72019,17,93	41923,30,28
	TOTAL	109007,96,89	76042,52,33
V.	EARNINGS PER EQUITY SHARE (Face value ₹ 1 per share)		
	Basic (in ₹)	75.17	62.35
	Diluted (in ₹)	75.17	62.35
•	Significant Accounting Policies 17		
•	Notes to Accounts 18		

Schedules referred to above form an integral part of the Profit & Loss Account

Shri Vinay M. Tonse Managing Director (Retail Business & Operations) Shri Alok Kumar Choudhary Managing Director (Risk, Compliance & SARG) **Shri Ashwini Kumar Tewari** Managing Director (Corporate Banking & Subsidiaries) Shri Challa Sreenivasulu Setty Managing Director (International Banking, Global Markets & Technology)

In terms of our report of even date For K C Mehta & Co LLP Chartered Accountants Firm Regn. No. 106237W/W100829

Shri Dinesh Kumar Khara Chairman **CA Chirag Bakshi**Partner
Membership No. 047164

Place: Mumbai Date: 9th May 2024



forming part of the Consolidated Profit and Loss Account for the year ended 31st March 2024

SCHEDULE 13 - INTEREST EARNED

		Year ended 31.03.2024 (Current Year) ₹	Year ended 31.03.2023 (Previous Year) ₹
I.	Interest / discount on advances/ bills	297310,15,03	228740,74,65
II.	Income on Investments	122378,19,49	106824,85,28
III.	Interest on balances with Reserve Bank of India and other inter-bank funds	5941,79,87	3916,45,69
IV.	Others	13558,36,84	11362,52,39
TO	TAL	439188,51,23	350844,58,01

SCHEDULE 14 - OTHER INCOME

	Year ended 31.03.2024 (Current Year) ₹	Year ended 31.03.2023 (Previous Year) ₹
I. Commission, exchange and brokerage	28349,70,13	25913,29,95
II. Profit / (Loss) on sale of investments (Net)	8890,08,56	5158,08,59
III. Profit / (Loss) on revaluation of investments (Net)	4892,78,72	(4922,60,98)
IV. Profit /(Loss) on sale of land, building and other assets including leased assets (Net)	(25,20,54)	(29,03,16)
V. Profit / (Loss) on exchange transactions/derivative transactions (Net)	1785,87,15	3029,10,05
VI. Dividends from Associates in India/ abroad	5,57,19	2,66,25
VII. Credit Card membership/ service fees	8263,80,99	6800,41,06
VIII. Insurance Premium Income (Net)	86810,17,75	70751,51,78
IX. Recoveries made in Written-off Accounts	7443,72,73	7728,67,19
X. Miscellaneous Income	8969,86,54	8101,45,38
TOTAL	155386,39,22	122533,56,11

SCHEDULE 15 - INTEREST EXPENDED

		Year ended 31.03.2024 (Current Year) ₹	Year ended 31.03.2023 (Previous Year) ₹
I.	Interest on Deposits	223278,71,35	163518,78,32
II.	Interest on Reserve Bank of India/ Inter-bank borrowings	22864,56,43	18317,50,75
Ш.	Others	13592,77,03	8144,52,60
TO	ΓAL	259736,04,81	189980,81,67

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Company Overview (Responsible Approach) (Governance) (Statutory Reports) Financial Statements

SCHEDULE 16 - OPERATING EXPENSES

SCHEDULE 10 - OPERATING EXPENSES		(000s omitted)
	Year ended 31.03.2024 (Current Year) ₹	Year ended 31.03.2023 (Previous Year) ₹
I. Payments to and provisions for employees #	83671,18,67	61920,91,12
II. Rent, taxes and lighting	6546,16,69	6103,05,83
III. Printing and Stationery	922,53,21	810,68,23
IV. Advertisement and publicity	3449,09,95	3419,26,91
V. (a) Depreciation on Fixed Assets (other than Leased Assets)	3763,21,21	3644,79,49
(b) Depreciation on Leased Assets	85,91,24	50,80,37
VI. Directors' fees, allowances and expenses	15,41,95	13,18,37
VII. Auditors' fees and expenses (including branch auditors' fees and expenses)	314,05,03	284,82,75
VIII. Law charges	659,53,66	516,43,62
IX. Postages, Telegrams, Telephones, etc.	890,52,21	766,06,89
X. Repairs and maintenance	1448,82,92	1305,59,44
XI. Insurance	5389,01,01	5340,69,01
XII. Other Operating Expenses relating to Credit Card Operations	4410,94,08	3876,89,74
XIII. Other Operating Expenses relating to Insurance Business	96699,67,92	78227,18,14
XIV. Other Expenditure	27627,74,13	23534,08,68
TOTAL	235893,83,88	189814,48,59

[#] Payment to and provisions for employees includes exceptional items for provision of ₹7100,00,00 thousand (Previous year Nil) [₹5400,00,00 thousands (Previous year Nil) for estimated liability on account of pension at uniform rate of 50% for all pensioners prospectively, in place of existing dual rate of calculation of pension and ₹1700,00,00 thousands (Previous year Nil) on account of ex-gratia benefit and neutralisatin of Dearness Relief to pre-November 2002 retirees and family pensioners]