

F. No. 9/5/2009-IR (Pt) H
Government of India
Ministry of Finance
Department of Financial Services

3rd floor, Jeevan Deep Building
Sansad Marg, New Delhi - 110 001
Dated 27th June 2019

To:

1. Chairman, State Bank of India
2. MD & CEO, nationalised banks

Subject: Annual Performance Appraisal Reports (APAR) in Public Sector Banks

Sir/madam,

Please refer to this Department's letter of even number, dated 23.3.2012, regarding the Annual Performance Appraisal Reports (APARs) at all levels in Public Sector Banks (PSBs) and Key Responsibility Areas (KRAs) thereunder. Banks have committed to implement objective and measurable reforms for Enhanced Access & Service Excellence (EASE) on the six themes identified under the PSB Reforms Agenda. The "EASE Reforms" for the current financial year have been communicated to PSBs *vide* IBA's letter no. CI-I/PSB/RA/EASE/H, dated 25.4.2019. These include, *inter alia*, the following:

"Incorporation of EASE related reforms index in KRAs of employees up to two levels below WTD, where relevant to the employee's role, as part of the annual goal-setting exercise for FY2019-20".

2. Accordingly, while finalising the KRAs for employees up to two levels below the whole-time director level, from the current year onwards, banks may appropriately take into account the EASE reforms relevant to such employee's roles.

Yours faithfully,



(K. M. Nandakumar)
Under Secretary to the Government of India

Tel: 011- 23748760
Email: ir@nic.in