

# Annexure II

## ANNUAL REPORT ON CORPORATE SOCIAL RESPONSIBILITY (CSR)

### 1. A BRIEF OUTLINE OF THE CSR POLICY, INCLUDING OVERVIEW OF PROJECTS OR PROGRAMMES PROPOSED TO BE UNDERTAKEN AND A REFERENCE TO THE WEB LINK TO THE CSR POLICY AND PROJECTS OR PROGRAMMES

As a Small Finance Bank, we are working towards the upliftment of the economically weaker sections of society, we consider it our responsibility to extend our capabilities to provide them with the direction and the opportunities to enhance their quality of life. Over the years, our business model is embedded with socio-economic development of local areas, while targeting business growth. During the course of our momentous journey, we have witnessed several evolutions, including the inception of our flagship CSR programmes that have sought to redefine the boundaries of social good.

On the Banking platform, we are assiduously committed for ensuring the social wellbeing of the communities in the vicinity of our business operations through CSR initiatives that are aligned with our key priority areas identified for CSR initiatives.

Our CSR Policy delineates the structure for driving social initiatives across locations and projects. Our social

initiatives have been designed for community development in compliance of the CSR Policy as prescribed under the Schedule VII of the Companies Act, 2013.

During the year, our CSR activities were focused on making a meaningful and measurable impact on the lives of the deprived communities and seek to create an enabling environment for sustainable livelihoods of the communities we serve. We established the AU Foundation in 2018, to work pro-actively on ground in consultation with key stakeholders for understanding their social needs and designing sustainable initiatives that promote the wellbeing of the society in the long run.

During the year, we have enhanced the reach of our flagship CSR Programmes including the AU Udyogini - 'Empowering Women Entrepreneurship', AU Skills Academy - 'Empowering Self-Reliance', Sports for Development - 'Making a Healthier India' as well as the Financial and Digital Literacy Initiative - 'Empowering with Financial Knowledge and Wisdom'. Through these programmes, we have touched lakhs of lives and positively impacted the deprived, underprivileged communities in rural, semi-urban and urban areas.

### Projects, Programmes and Initiatives



## AU CSR Credo – Making progress toward our goals

As a Small Finance Bank, we are privileged that our wide distribution network, helps us in assessing and identifying the areas that need our intervention. We have carried out our CSR activities to resolve the identified issues through the AU Foundation and in association with other implementing agencies.

During the year, AU Foundation directed its efforts towards inclusive growth by reaching out to the most vulnerable communities for helping them to build a better tomorrow. We have identified the following as priority areas for CSR:

1. Livelihood Enhancement
2. Sports for Development
3. Financial and Digital Literacy

Area	Activities	Mode of Engagement	Impact
<b>Livelihood Enhancement</b>	<ul style="list-style-type: none"> <li>The Bank started multiple need-based community activities and engagement programs.</li> <li>'AU skills Academy' is the skilling initiative to improve employability of the youth in the communities.</li> <li>The Bank Launched 'AU Udyogini' is a step towards enabling the women with sustainable livelihood.</li> <li>This programme is aimed at guiding rural/semi-urban women by enabling them to earn their livelihood sustainably.</li> </ul>	<p><b>AU Skills Academy</b></p> <ul style="list-style-type: none"> <li>✓ Vocational skills</li> <li>✓ Entrepreneurial subjects</li> <li>✓ Personality development</li> </ul> <p><b>AU Udyogini</b></p> <ul style="list-style-type: none"> <li>✓ Empowers women for livelihood enhancement</li> <li>✓ Strengthening livelihood skills for artisans</li> <li>✓ Homeworkers and integrated skills development programme – 'Colour of Life'</li> </ul>	<p><b>638+ people trained</b></p> <p><b>330+ lives touched</b></p>
	<ul style="list-style-type: none"> <li>To empower and provide good sports facilities, we have created 'AU Sports Village' – an intervention programme, which imparts multi-faceted programmes for children from rural areas, slums and all social groups.</li> <li>Along with nurturing sporting talent, it has also developed various learning activities for the beneficiaries.</li> <li>AU Foundation has undertaken various initiatives to develop and deliver sports with indigenous communities.</li> </ul>	<p><b>AU Sports Village</b></p> <ul style="list-style-type: none"> <li>✓ Learning life discipline skills through sports</li> <li>✓ Communication skills</li> <li>✓ Personality development</li> </ul>	<p><b>3,300+ lives touched</b></p>
<b>Financial and Digital Literacy</b>	<ul style="list-style-type: none"> <li>AU Foundation focuses on working towards financial education of people of the unbanked or remote areas of society. The Foundation spreads financial education in both urban and rural areas, with concerted efforts to educate them about the basics of banking and financial products. This will develop their knowledge and understanding, thereby leading to informed decisions and improved financial status.</li> </ul>	<p><b>Financial and Digital Literacy</b></p> <ul style="list-style-type: none"> <li>✓ Nukkad Natak</li> <li>✓ One-to-one surveys</li> <li>✓ Financial awareness campaigns</li> <li>✓ Animated Videos</li> </ul>	<p><b>3 lakh lives touched</b></p>

CSR Policy of the Bank is hosted at [www.aubank.in/notice-board](http://www.aubank.in/notice-board)

## 2. COMPOSITION OF CORPORATE SOCIAL RESPONSIBILITY COMMITTEE AS ON 31<sup>ST</sup> MARCH 2020

In compliance of applicable provisions of Companies Act, 2013 and rules made thereunder, the Bank has in place a CSR Committee consisting of the following members for advising on the CSR programmes & initiatives:

- Mr. Mankal Shankar Sriram (Additional Director – Independent) – Chairman
- Ms. Jyoti Narang (Independent Director) – Member
- Mr. Sanjay Agarwal (Managing Director & CEO) – Member

The details of changes in the CSR Committee composition during the year is disclosed in the Report on Corporate Governance, forming part of Annexure-I of the Board's Report.

- 3. AVERAGE NET PROFITS OF THE BANK FOR THE LAST THREE FINANCIAL YEARS: ₹ 493.57 crore
- 4. PRESCRIBED CSR EXPENDITURE (2% OF THE AMOUNT AS IN ITEM 3 ABOVE): ₹ 9.87 crore
- 5. DETAILS OF CSR SPEND DURING THE FINANCIAL YEAR

Sr. No.	Particulars	Amount
(a)	Total amount to be spent for the Financial Year 2019-20	₹ 16.38 crore (₹ 9.87 crore for FY2019-20 + ₹ 6.51 crore, being amount unspent of FY 2018-19)
(b)	Amount unspent	₹ 3.73 crore

**C) Manner in which the amount is spent during the Financial Year is detailed below:**

Sr. No.	CSR project or activity identified	Sector in which the project is covered	Projects or programs other (1) Local area or other (2) Specify the state and district where projects or programs were undertaken	Amount outlay (budget project or program-wise) (₹ in lakh)	Amount spent on the projects or programs Sub-heads: (1) Direct expenditure on projects or programs (2) Overheads (₹ in lakh)	Cumulative expenditure up to the reporting period (₹ in lakh)	Amount spent: Directly or through implementing agency
1	Projects of AU Foundation 1. AU Skills Academy 2. AU Udyogini 3. AU Financial Literacy Awareness 4. AU Sports Village	Clause (ii) : Livelihood enhancement Clause (ii) : Promoting education Clause (vii) : Training to promote rural sports, nationally recognised sports, Paralympics sports and Olympics sports	Rajasthan, Delhi, Maharashtra, Madhya Pradesh and Gujarat	410	405.1	481.6	<ul style="list-style-type: none"> <li>• Amount spent through AU Foundation for CSR activities as per Schedule VII</li> <li>• Through Implementing agencies: Development Initiatives Society, Gram Chetna Kendra, Prayas Ek Kadam Society</li> </ul>
2	Promoting Education 1. Vocation Training 2. Financial and Digital Literacy 3. Primary Education 4. Mid-Day Meal Programme 5. Road Safety	Clause (ii) : Promoting education, special education and employment enhancing vocation skills, especially among children, women, elderly, the differently abled and livelihood enhancement projects;	Rajasthan, Gujarat, Haryana, Madhya Pradesh, Himachal Pradesh, Punjab and Chhattisgarh	500	382.88	1,129.81	<ul style="list-style-type: none"> <li>• Directly</li> <li>• Through Implementing agencies - Ambuja Cement Foundation/ Development Initiatives/ Akshaya Patra/ GCK, Aadhar Samajik Vikas Sansthan, Alsana Rang theatre Society, Alternative Development Centre, Pratham Siksha Charitable Trust, Pratyek Vyakti Ki Ummeed Ki Sansthan, Rangdarshan, Prem Mandir Sansthan, Lok Kala Jagrati Vikas Sansthan</li> </ul>
3	Promoting and preventive healthcare 1. PM CARES Fund – COVID-19 2. Eye and health check-up camps 3. Swachh Bharat Abhiyan 4. Open air gyms 5. Installation of water coolers and purifiers	Clause (i) : Eradicating hunger, malnutrition, promoting preventive healthcare and sanitation, including contribution to the Swachh Bharat Kosh setup by the Central Government for the promotion of sanitation and making available safe drinking water	Rajasthan, Maharashtra, Gujarat, Haryana, Madhya Pradesh, Himachal Pradesh, Punjab, Chhattisgarh and Delhi	450	370.86	669.99	<ul style="list-style-type: none"> <li>• Directly</li> <li>• Through Implementing agencies - Akshaya Patra Foundation/ Bhaskar Foundation/ Shekhawati Agarwal Samaj /SIDART, People for Optimum Social Health and Nutrition</li> </ul>

Sr. No.	CSR project or activity identified	Sector in which the project is covered	Projects or programs (1) Local area or other (2) Specify the state and district where projects or programs were undertaken	Amount outlay (budget) project or program-wise (₹ in lakh)	Amount spent on the projects or programs Sub-heads: (1) Direct expenditure on projects or programs (2) Overheads (₹ in lakh)	Cumulative expenditure up to the reporting period (₹ in lakh)	Amount spent: Directly or through implementing agency
4	Promotion of sports 1. Sports for development activities 2. Promoting rural and Olympic sports	Clause (vii) : Training to promote rural sports, nationally recognised sports, Paralympic sports and Olympic sports	Rajasthan and Maharashtra	86	35.92	252.72	<ul style="list-style-type: none"> <li>• Directly</li> <li>• Through Implementing agencies – Sports Gurukul/ Gramin Shiksha Kendra, The Sports Kartail</li> </ul>
5	Ensuring environmental sustainability and animal welfare	Clause (iv) : Ensuring environmental sustainability, ecological balance, protection of flora and fauna, animal welfare, agroforestry, conservation of natural resources and maintaining quality of soil, air and water including contribution to the Clean Ganga Fund set-up by the Central Government for rejuvenation of river Ganga;	Rajasthan, Gujarat, Madhya Pradesh and Himachal Pradesh	50	16.45	72.16	<ul style="list-style-type: none"> <li>• Directly</li> <li>• Through Implementing agencies – HKC/Raksha</li> </ul>
6	Promoting Art and Culture	Clause (v) : Protection of national heritage, art and culture including restoration of buildings and sites of historical importance and works of art; setting up public libraries; promotion and development of traditional arts and handicrafts;	Rajasthan	50	10.05	131.8	<ul style="list-style-type: none"> <li>• Through Implementing agencies – Lokayan Sansthan/HKM</li> </ul>
7	Promoting Gender Equalities	Clause (iii) : Promoting gender equality, empowering women, setting up homes and hostels for women and orphans; setting up old age homes, day care centres and such other facilities for senior citizens and measures for reducing inequalities faced by socially and economically backward groups;	Rajasthan, Madhya Pradesh, Maharashtra and Punjab	10	4.89	14.89	<ul style="list-style-type: none"> <li>• Directly</li> <li>• Through implementing agencies – Louis Braille Drishtiheen Vikas Sansathan</li> </ul>
8	Benefits for armed forces veterans	Clause (vi) : Measures that benefit the armed forces veterans, war widows and their dependents;	Rajasthan	1	0.84	1.15	<ul style="list-style-type: none"> <li>• Directly</li> </ul>
9	Administrative Expenses	Administrative expenses inclusive of staff salary for the execution of CSR activities		81	37.96	72.12	-
	<b>Total ₹ in lakh</b>		<b>1,638</b>		<b>1,264.95</b>		



## A RESPONSIBLE CORPORATE CITIZEN

In March 2020, the unprecedented COVID-19 pandemic brought in great challenges for the health sector and the world economy. We believe that during a crisis, we have a greater role to play in serving our communities – beyond the call of duty. The Indian government was quick to initiate war-scale measures to contain the spread of the COVID-19 pandemic and imposed a complete lockdown on 25<sup>th</sup> March 2020 to break the chain of transmission. We responded immediately to address the emergency situation in the country that required huge financial and health resources for fighting the crisis, the impact of which was difficult to envisage. As a responsible corporate citizen, we augmented our initiatives to support the government in its measures to control the spread of the disease within the communities.

AU Small Finance Bank committed ₹ 5 crore for controlling the spread of the pandemic. After understanding the pressing needs as well as the support requirements of the central & state government(s) to fight against the pandemic, we undertook the following initiatives to protect people from exposure and help to treat those affected:

- Setting up of testing facilities for infected patients
- Providing medical equipments
- Spreading awareness on the Novel Coronavirus, COVID-19
- Contribution to PM Cares Fund
- Beefing up Healthcare support targeted at containment and treatment of the disease
- Serving 2,50,000 meals to the destitutes

As a responsible citizen we are continuously striving to stand with society to fulfill our social commitments for fight against COVID -19.

## 6. REASON FOR NOT SPENDING 2% OF THE AVERAGE NET PROFIT OF THE LAST THREE FINANCIAL YEARS OR ANY PART THEREOF

We carry out our CSR activities under the aegis of the AU Foundation, directly and through other implementing agencies to promote the nation's development. Working at the grassroots level, these activities are spread across 90+ districts in 11 states across the country and have so far, transformed the lives of 8.6 lakh people. The Bank strategically focused on improving livelihood & skill development of the underprivileged youth through vocational training, empowering rural marginalised

women to make them financially independent. Considering the support needed by the country, the government and the citizens, we have contributed a substantial amount of our CSR budget towards the COVID-19 pandemic.

As envisaged during the year, the CSR initiatives gained scale and enhanced their outreach. To facilitate this increased activity, the Bank incurred ₹ 12.65 crore as CSR contribution in FY 2019-20, which was 275% higher than that of last year. While standalone CSR obligations for FY 2019-20 was ₹ 9.87 crore, the Bank incurred ₹ 12.65 crore and it is pertinent to note here that there has been substantial enhancement in efforts on capacity building – directly, through AU Foundation and other implementing agencies.

On a cumulative basis, despite the shortfall, the Bank is confident of incurring CSR expenditure in FY 2020-21 completely with increased penetration of existing CSR programmes, continuous commitment to fight against COVID-19 and by initiating new CSR programmes.

### Scaling up Operations of the AU Foundation

We are always on the lookout for new avenues to improve the quality of life of the disadvantaged sections of the society. We initiate new programmes and scale them to meet these objectives. In the past two years, we have increased the AU Foundation's CSR footprint and have worked on capacity building by leveraging the existing CSR programmes. We constantly explore new projects and tie up with partners to widen our reach and impact on a wide cross-section of society.

AU Foundation, with a team of qualified professionals understands the pressing social needs of the communities, and leverages its time, effort and capabilities to design CSR programmes that would create a long-term positive impact on these communities. It engages with the stakeholders through multiple social media platforms to measure the awareness and effectiveness of the programmes.

### Enhancing Capabilities and Tie-ups

We are continuously enhancing our capabilities by associating with credible trusts and agencies through AU Foundation. A detailed framework of induction is adopted to on-board qualified partners for implementation of CSR projects. This helps the Bank in scaling up its CSR programmes in a sustainable manner. We continue to be committed towards exploring new opportunities and incrementally investing in CSR activities to realise our CSR plans.

## **7. A RESPONSIBILITY STATEMENT OF THE CSR COMMITTEE THAT THE IMPLEMENTATION AND MONITORING OF CSR POLICY IS IN COMPLIANCE WITH THE CSR OBJECTIVES AND POLICY OF THE BANK**

The CSR Committee of the Bank hereby confirms that the implementation and monitoring of the CSR Policy is in compliance with its CSR Objectives and Policy.

For and on behalf of the Board of Directors

**AU SMALL FINANCE BANK LIMITED**

Sd/-

**Mr. Mankal Shankar Sriram**

*Chairman – CSR Committee*

DIN: 00588922

Date: 2<sup>nd</sup> May 2020

Place: Bengaluru

CIN: L36911RJ1996PLC011381

Registered Office: 19-A, Dhuleshwar Garden, Ajmer Road, Jaipur – 302001

Sd/-

**Mr. Sanjay Agarwal**

*Managing Director & CEO*

DIN:00009526

Date: 2<sup>nd</sup> May 2020

Place: Jaipur

## Annexure III

The ratio of the remuneration of each Director to the median employee's remuneration and other details in terms of sub-section 12 of Section 197 of the Companies Act, 2013 read with Rule 5(1) of the Companies (Appointment and Remuneration of Managerial Personnel) Rules, 2014:

Sr. No.	Requirements	Disclosure																										
1.	Ratio of the remuneration of each Director to the median remuneration of the employees of the Company for the financial year	Mr. Sanjay Agarwal, MD & CEO 92X Mr. Uttam Tibrewal, WTD 83X* Mr. Mannil Venugopalan, Ex-Chairman & Independent Director 16X																										
2.	The percentage increase in remuneration of each Director, Chief Financial Officer, Chief Executive Officer, Company Secretary, if any, in the financial year	<table border="1"> <thead> <tr> <th style="text-align: left;">Name &amp; Designation of Director's &amp; KMP</th> <th style="text-align: right;">Increase%/ (Decrease)%</th> </tr> </thead> <tbody> <tr> <td>Mr. Sanjay Agarwal, MD &amp; CEO</td> <td style="text-align: right;">9.87 %</td> </tr> <tr> <td>Mr. Uttam Tibrewal, WTD</td> <td style="text-align: right;">14.86 %</td> </tr> <tr> <td>Mr. Mannil Venugopalan, Ex-Chairman &amp; Independent Director@</td> <td style="text-align: right;">31.90 %</td> </tr> <tr> <td>Mr. Raj Vikash Verma, Chairman and Independent Director#</td> <td style="text-align: right;">29.49 %</td> </tr> <tr> <td>Mr. Krishan Kant Rathi - Independent Director\$</td> <td style="text-align: right;">18.49 %</td> </tr> <tr> <td>Ms. Jyoti Narang - Independent Director\$</td> <td style="text-align: right;">18.18 %</td> </tr> <tr> <td>Mr. M S Sriram, Independent Director^</td> <td style="text-align: right;">NA</td> </tr> <tr> <td>Mr. Pushpinder Singh, Independent Director^</td> <td style="text-align: right;">NA</td> </tr> <tr> <td>Mr. V G Kannan, Independent Director^</td> <td style="text-align: right;">NA</td> </tr> <tr> <td>Mr. Narendra Ostawal, Non-Executive Director^^</td> <td style="text-align: right;">-</td> </tr> <tr> <td>Mr. Deepak Jain, COO^^^</td> <td style="text-align: right;">2.07%</td> </tr> <tr> <td>Mr. Manmohan Parnami, CS^^^</td> <td style="text-align: right;">0.17%</td> </tr> </tbody> </table> <p><i>Note: Mr. Deepak Jain and Mr. Vimal Jain was elevated as Chief Operating Officer and Chief Financial Officer respectively w.e.f. 1<sup>st</sup> April 2020.</i></p>	Name & Designation of Director's & KMP	Increase%/ (Decrease)%	Mr. Sanjay Agarwal, MD & CEO	9.87 %	Mr. Uttam Tibrewal, WTD	14.86 %	Mr. Mannil Venugopalan, Ex-Chairman & Independent Director@	31.90 %	Mr. Raj Vikash Verma, Chairman and Independent Director#	29.49 %	Mr. Krishan Kant Rathi - Independent Director\$	18.49 %	Ms. Jyoti Narang - Independent Director\$	18.18 %	Mr. M S Sriram, Independent Director^	NA	Mr. Pushpinder Singh, Independent Director^	NA	Mr. V G Kannan, Independent Director^	NA	Mr. Narendra Ostawal, Non-Executive Director^^	-	Mr. Deepak Jain, COO^^^	2.07%	Mr. Manmohan Parnami, CS^^^	0.17%
Name & Designation of Director's & KMP	Increase%/ (Decrease)%																											
Mr. Sanjay Agarwal, MD & CEO	9.87 %																											
Mr. Uttam Tibrewal, WTD	14.86 %																											
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Mr. Pushpinder Singh, Independent Director^	NA																											
Mr. V G Kannan, Independent Director^	NA																											
Mr. Narendra Ostawal, Non-Executive Director^^	-																											
Mr. Deepak Jain, COO^^^	2.07%																											
Mr. Manmohan Parnami, CS^^^	0.17%																											
3.	The percentage decrease/increase in the median remuneration of employees in the financial year.	There has been increase of 0.001% in median remuneration of employees and the employees have been taken as on year end. Further, there is increase in the number of employees by 4,489 as on year ended 31 <sup>st</sup> March 2020, vis-a-vis as on 31 <sup>st</sup> March 2019. Median has been calculated taking remuneration of employees on comparable basis and has been calculated on annualised basis considering the employees as on year end.																										
4.	The number of permanent employees on the rolls of Bank as on 31 <sup>st</sup> March 2020.	There were 17,112 employees as on 31 <sup>st</sup> March 2020.																										
5.	Average percentile increase already made in the salaries of employees other than the managerial personnel in the last financial year and its comparison with the percentile increase in the managerial remuneration and justification thereof and point out if there are any exceptional circumstances for increase in the managerial remuneration.	There was average percentile decrease of 1.34% (excluding perquisites on ESOPs Exercised) in FY 2019-20 over FY 2018-19 for employees other than in managerial capacity. For managerial personnel, there were decrease of 5.80% (excluding perquisites on ESOPs Exercised) in remuneration of managerial personnel on overall basis in FY 2019-20 over FY 2018-19. The decrease in average percentile remuneration of employees other than managerial personnel is due to increase in employees at middle & junior positions and on the basis of individual performance.																										
6.	Affirmation that the remuneration is as per the remuneration policy of the Company	Yes, it is confirmed.																										

### Notes:

\* Remuneration of Mr. Sanjay Agarwal and Mr. Uttam Tibrewal do not include bonus amount for the respective Year to present data on comparable basis.

@ Mr. Mannil Venugopalan has ceased to be Part-Time Chairman (Independent Director) (Non-Executive) of the Bank on 29<sup>th</sup> March 2020 (close of business hours) on completion of his tenure. Mr. Venugopalan was paid sitting fees for Board and Committee meetings attended & also entitled for honorarium for FY 2019-20 as considered herein above.

# Mr. Raj Vikash Verma has been designated as Part-Time Chairman (Independent director) (Non-Executive) of the Bank w.e.f. 8<sup>th</sup> April 2020 as per terms of approval received from RBI. Mr. Raj Vikash Verma as an Independent Director, was paid sitting fees for Board and Committee meetings attended & entitled for profit linked commission during FY 2019-20 as mentioned herein above.

\$ Mr. Krishan Kant Rathi, Ms. Jyoti Narang were Independent Directors of the Bank. Accordingly, they were paid sitting fees for Board & Committee meetings attended, and entitled for profit linked commission during FY 2019-20 as mentioned herein above.

^Prof. Mankal Shankar Sriram (M S Sriram), Mr. Pushpinder Singh joined as Additional (Independent Director) on the Board of the Bank on 21<sup>st</sup> October 2019 and Mr. Vellur Gopalaraghavan Kannan (V G Kannan) joined as Additional (Independent Director) on 22<sup>nd</sup> January 2020. Accordingly, they were paid sitting fees for the Board & Committee meetings attended and entitled for profit linked commission during FY 2019-20. In view of appointment of said Directors during FY 2019-20, the percentage of increase/decrease is not applicable.

^^Mr. Narendra Ostawal is Non-Executive Director of the Bank and was not entitled for any remuneration during FY 2019-20.

^^^The remuneration for FY 2019-20 includes bonus figures for FY 2018-19 but excluding perquisites on ESOPs exercised by Mr. Deepak Jain, Chief Financial Officer till 31<sup>st</sup> March 2020 (elevated as Chief Operating Officer & KMP w.e.f. 1<sup>st</sup> April 2020) and by Mr. Manmohan Parnami, Company Secretary for calculation of percentage increase/decrease.

**General Note:**

Remuneration includes Fixed pay and Variable pay during the year plus perquisite value as calculated under the Income Tax Act, 1961 but does not include value of perquisites on ESOP options exercised.

For and on behalf of the Board of Directors

**AU SMALL FINANCE BANK LIMITED**

Sd/-

**Mr. Sanjay Agarwal**

Managing Director & CEO

DIN: 00009526

Date: 2<sup>nd</sup> May 2020

Place: Jaipur

Sd/-

**Mr. Uttam Tibrewal**

Whole Time Director

DIN: 01024940

Date: 2<sup>nd</sup> May 2020

Place: Mumbai



## Annexure IV

### DISCLOSURES OF REMUNERATION OF EMPLOYEES PURSUANT TO SUB RULE 2 & 3 OF RULE 5 OF COMPANIES (APPOINTMENT & REMUNERATION OF MANAGERIAL PERSONNEL) RULES, 2014, AS IN FORCE

Sr. Name of No. employee	Designation	Remuneration (₹ in crore)	Nature of employment (contractual/ otherwise)	Qualifications and experience of the employee	Date of commencement of employment	Age of such employee (in Years)	The last employment held by such employee before joining the Company	The percentage of equity shares held by the employee in the Company	Whether any such employee is a relative of any Director or manager of the Company and if so, name of such Director or manager
1 *Sanjay Agarwal	Managing Director & CEO	2.31**	Contractual	FCA, B. Com, 25 Years	*Appointed as Managing Director since 14 <sup>th</sup> February 2008 and last re-appointment was approved by the shareholders for a period of 5 years on 31 <sup>st</sup> March 2017. First term of three years as MD & CEO was completed on 18 <sup>th</sup> April 2020 and pursuant to the RBI approval another term as MD & CEO for a period of 3 years is effective from 19 <sup>th</sup> April 2020.	50	NA	18.67%	No
2 *Uttam Tibrewal	Whole Time Director	3.43***	Contractual	B. Com, 23 Years	*Appointed as Whole Time Director since 14 <sup>th</sup> February 2008 and last re-appointment was approved by the shareholders for a period of 5 years on 31 <sup>st</sup> March 2017. First term of three years as Whole Time Director was completed on 18 <sup>th</sup> April 2020 and pursuant to the RBI approval another term as Whole Time Director for a period of 3 years is effective from 19 <sup>th</sup> April 2020.	49	NA	1.17%	No
3 *Deepak Jain	Chief Operating Officer <sup>^</sup>	1.65****	Permanent Employee	FCA, 22 Years	17 <sup>th</sup> May 2010	46	M/s Deepak Tarachand & Associates (Chartered Accountants)	0.35%	No
4 Vimal Jain	Chief Financial Officer <sup>^</sup>	1.48	Permanent Employee	CA, 15 Years	16 <sup>th</sup> January 2010	39	GERA Developments Private Limited	0.01%	No
5 Manoj Tibrewal	Group Head - Marketing & Distribution	15.67	Permanent Employee	CS, 27 years	1 <sup>st</sup> February 2009	50	Auto Lite (India) Limited	0.45%	No
6 Rishi Dhariwal	Group Head Branch Banking	4.79	Permanent Employee	Postgraduate Programme in Management for Executive from IIM, Ahmedabad, 27 years	15 <sup>th</sup> November 2013	50	Citibank NA	0.03%	No

Sr. Name of No. employee	Designation	Remuneration (₹ in crore)	Nature of employment (contractual/ otherwise)	Qualifications and experience of the employee	Date of commencement of employment	Age of such employee (in Years)	The last employment held by such employee before joining the Company	The percentage of equity shares held by the employee in the Company	Whether any such employee is a relative of any Director or manager of the Company and if so, name of such Director or manager
7 Bhaskar Vittal Karkera	Chief of Wheels	1.25	Permanent Employee	Bachelor of Engineering (automobile engineering) from University of Bombay, 29 Years	17 <sup>th</sup> January 2017	52	Mahindra and Mahindra Financial Services Limited	0.00% (Negligible)	No
8 Yogesh Jain	Group Head Strategy-Treasury, FIG, DCM, IR and Wholesale Liability	1.27	Permanent Employee	CA, 13 years	1 <sup>st</sup> April 2010	40	Panchratna Motels and Resorts Private Limited (KGGK Group).	0.02%	No
9 Vijendra Singh Shekhawat	Chief of Operations – Assets	2.31	Permanent Employee	CA, 16 years	2 <sup>nd</sup> May 2012	38	Religare Enterprise Limited (formerly known as Fortis Securities Limited).	0.01%	No
10 Vivek Tripathi	Chief of Strategy – Business Solutions and Transaction Banking	1.64	Permanent Employee	Post-graduate diploma in management for executives from Indian Institute of Management Society, Lucknow and Masters of Textiles from University of Mumbai, 18 Years	9 <sup>th</sup> April 2014	42	ICICI Bank Limited	0.02%	No
11 Nitin Gupta	Chief Audit Officer	1.05	Permanent Employee	CA, 17 years	26 <sup>th</sup> October 2015	40	British Telecom	0.00% (Negligible)	No
12 Priyam Alok	Chief of Business Banking	2.81	Permanent Employee	Masters of Business Administration from Bharathidasan University, 17 Years	22 <sup>nd</sup> March 2016	39	Reliance Broadcast Network Limited	0.03%	No
13 Pankaj Sharma	National Business Manager – SBL MSME	2.68	Permanent Employee	Masters of Business Administration from Mohanlal Sukhadia University, Jaipur, 20 years	3 <sup>rd</sup> March 2012	45	Moneyline Credit Limited (IFLU)	0.02%	No
14 Shekhar Shukla	Chief of Operations- Liabilities	1.83	Permanent Employee	CA, 26 years	20 <sup>th</sup> August 2016	51	ICICI Bank Limited	0.01%	No
15 Naveen Vashisht	National Business Manager – Used Wheels	1.78	Permanent Employee	Completed the Senior Management Programme from Indian Institute of Management, Kolkata, 28 years	6 <sup>th</sup> November 2014	52	Equitas Micro Finance Limited	0.01%	No
16 Vinay Vaish	Chief of Credit Risk	1.50	Permanent Employee	CA, 24 years	20 <sup>th</sup> May 2015	49	Citibank NA	0.01%	No

Sr. Name of No. employee	Designation	Remuneration (₹ in crore)	Nature of employment (contractual/ otherwise)	Qualifications and experience of the employee	Date of commencement of employment	Age of such employee (in Years)	The last employment held by such employee before joining the Company	The percentage of equity shares held by the employee in the Company	Whether any such employee is a relative of any Director or manager of the Company and if so, name of such Director or manager
17 Aalekh Vijayvargiya	National Credit Manager SBL (MSME)	1.37	Permanent Employee	CA, 18 years	14 <sup>th</sup> July 2014	40	India Infoline Housing Limited	0.01%	No
18 Aditya Sharma	Chief Technical Officer Mortgage	1.10	Permanent Employee	MBA(Finance) & BE (Civil), 23 Years	29 <sup>th</sup> June 2015	45	Citibank NA	0.01%	No
19 Dilip K Vidyarthi	National Business Manager Bancassurance	1.35	Permanent Employee	B. Com, MDP – IIM A	6 <sup>th</sup> April 2015	46	DHFL Pramerica Life Insurance Co. Limited	0.01%	No
20 Sachin Kumar Jain	National Credit Manager Wheels	1.45	Permanent Employee	CA, 15 years	13 <sup>th</sup> March 2012	40	Dhanlaxmi Bank Limited	0.01%	No
21 Arvind Tungaria	Regional Business Manager SBL	1.45	Permanent Employee	B.Com, CA	1 <sup>st</sup> April 2014	43	ICICI Bank Limited	0.00% (Nil)	No
22 Yogesh Soni	Chief of Branch Banking Operations	1.24	Permanent Employee	CA, 11 years	1 <sup>st</sup> June 2011	35	Partner in Deepak Tarachand & Associates, CA Firm	0.01%	No
23 Lokesh Dagdi	Regional Business Manager SBL	1.14	Permanent Employee	B.Com, 17 years	21 <sup>st</sup> January 2011	39	Mahindra Rural Housing Finance Limited	0.00%	No
24 Tikam Chand Karodiwal	Regional Business Manager Wheels	1.06	Permanent Employee	B.A. Graduate and PGDCA, 18 years	12 <sup>th</sup> November 2006	39	Ashok Leyland Finance Limited	0.01%	No
25 Vikas Chowdhry	Senior Vice President Asset Operations	1.02	Permanent Employee	MCA, B.Com & Diploma in Computer Applications, 22 years	1 <sup>st</sup> April 2014	43	ICICI Bank Limited	0.01%	No
26 Amit Garg	Regional Business Manager Wheels	1.96	Permanent Employee	Diploma in Mechanical Engineering, 21 Years	12 <sup>th</sup> November 2007	42	Mahindra and Mahindra Financial Services Limited	0.02%	No
27 Akhil Kumar Patni	National Product Manager Secured Business Loans	2.03	Permanent Employee	B.A, 25 years	1 <sup>st</sup> April 2014	43	Aavas Financiers Limited (Formerly known as AU Housing Finance Ltd.)	0.02%	No
28 Manoj Kumar Agarwal	Regional Business Manager SBL	1.18	Permanent Employee	CA, 25 years	13 <sup>th</sup> June 2014	51	Sistema Shyam Teleservices Limited	0.01%	No
29 Manoj Kumar Bisht	Regional Business Manager Wheels Used	1.16	Permanent Employee	B. Com., 15 years	5 <sup>th</sup> October 2010	43	DLF Pramerica Life Insurance Co. Limited	0.01%	No
30 Mohit Bhushan Handa	Regional Collection Manager Wheels	1.37	Permanent Employee	M.B.A., 25 years	1 <sup>st</sup> June 2010	48	Mahindra and Mahindra Financial Services Limited	0.01%	No

Sr. Name of No. employee	Designation	Remuneration (₹ in crore)	Nature of employment (contractual/ otherwise)	Qualifications and experience of the employee	Date of commencement of employment	Age of such employee (in Years)	The last employment held by such employee before joining the Company	The percentage of equity shares held by the employee in the Company	Whether any such employee is a relative of any Director or manager of the Company and if so, name of such Director or manager
31 Sunil Kumar Sharma	National Collection Manager Small & Mid Corporate	1.15	Permanent Employee	B.A., 15 years	24 <sup>th</sup> January 2006	40	NA	0.01%	No
32 Upendra Singh	National Collection Manager Wheels	1.15	Permanent Employee	M.A. from Gwajji University Gwalior, 14 years	13 <sup>th</sup> November 2006	43	Vintage house (collection agency Jaipur)	0.01%	No
33 Manish Kumar Mandan	Cluster Business Manager Wheels	1.07	Permanent Employee	M.B.A. and M.Com., 15 years	2 <sup>nd</sup> June 2008	47	Bikaner Motors Pvt. Limited	0.01%	No
<b>Employed for part of the year</b>									
34 Dayakaran Sridhar	Chief of Digital Banking and Digital Strategy	0.63	Permanent Employee	CA, Masters in Management Studies from University of Mumbai, 22 Years	6 <sup>th</sup> September 2018 (Relieved w.e.f. 5 <sup>th</sup> July 2019)	42	Axis Bank Limited	0.00% (Nil)	No
35 Hemant Sethia	Senior Vice President Investor Relations	1.67	Permanent Employee	CA, CS, Master of Business Administration from Bharathidasan University, 2019 14 Years	2 <sup>nd</sup> April 2012 (Relieved w.e.f. 30 <sup>th</sup> November 2019)	37	Credit Analysis and Research Limited	0.00% (Negligible)	No

**Note:** \*For KMPs the remuneration as recorded in Audited Financial Statement for FY2019-20 has been mentioned hereinabove.

\*\* The remuneration of Mr. Sanjay Agarwal – MD & CEO of the Bank includes variable pay in form of Bonus of ₹ 0.45 crore for the Year 2017-18 which was paid during FY 2019-20.

\*\*\*The remuneration of Mr. Uttam Tibrewal – Whole Time Director of the Bank includes variable pay in form of Bonus of ₹ 0.91 crore, ₹ 0.39 crore & ₹ 0.45 crore for the year FY 2016-17, FY 2017-18 and FY 2018-19 respectively which were paid during FY 2019-20. No ESOPs were granted or exercised by him during the period under review.

\*\*\*\* The remuneration of Mr. Deepak Jain – Chief Operating Officer (Earlier designated as Chief Financial Officer of the Bank till 31<sup>st</sup> March 2020) of the Bank does not include perquisites on ESOPs amounting to ₹ 3.88 crore which were exercised during FY 2019-20.

^ Mr. Deepak Jain and Mr. Vimal Jain have been elevated to the position of Chief Operating Officer and Chief Financial Officer respectively w.e.f. 1<sup>st</sup> April 2020.

**Note:** Except for Sr. No. 1 to 3 above, remuneration of other employees includes perquisite on ESOPs. Further, Mr. Sanjay Agarwal being Promoter of the Bank is not entitled for ESOPs.

For and on behalf of the Board of Directors

**AU Small Finance Bank Limited**

Sd/-  
**Sanjay Agarwal**  
Managing Director & CEO  
DIN: 00009526

Sd/-  
**Uttam Tibrewal**  
Whole Time Director  
DIN: 01024940

Date: 2<sup>nd</sup> May 2020  
Place: Jaipur

Date: 2<sup>nd</sup> May 2020  
Place: Mumbai

# Annexure V

## FORM NO. MR-3

### SECRETARIAL AUDIT REPORT

#### FOR THE FINANCIAL YEAR ENDED 31<sup>st</sup> March 2020

[Pursuant to section 204(1) of the Companies Act, 2013 and Rule No. 9 of the Companies (Appointment and Remuneration of Managerial Personnel) Rules, 2014]

To,  
The Members,  
AU Small Finance Bank Limited  
19-A, Dhuleshwar Garden  
Jaipur – 302 001 (Rajasthan)

We have conducted the secretarial audit of the compliance of applicable statutory provisions and the adherence to good corporate practices by **AU Small Finance Bank Limited** (hereinafter called “**the Bank**”). Secretarial Audit was conducted in a manner that provided us a reasonable basis for evaluating the corporate conducts/statutory compliances and expressing our opinion thereon.

Based on our verification of the Bank’s books, papers, minute books, forms and returns filed and other records maintained by the Bank and also the information provided by the Bank, its officers, agents and authorized representatives during the conduct of secretarial audit, we hereby report that in our opinion, the Bank has, during the audit period covering the Financial Year ended on 31<sup>st</sup> March 2020 (**Audit Period**) complied with the statutory provisions listed hereunder and also that the Bank has proper Board-processes and compliance-mechanism in place to the extent, in the manner and subject to the reporting made hereinafter:

We have examined the books, papers, minute books, forms and returns filed and other records maintained by the Bank for the Financial Year ended on 31<sup>st</sup> March 2020 according to the provisions of:

- (i) The Companies Act, 2013 (the Act) and the rules made thereunder;
- (ii) The Securities Contracts (Regulation) Act, 1956 (‘SCRA’) and the rules made thereunder;
- (iii) The Depositories Act, 1996 and the Regulations and Bye-laws framed thereunder;
- (iv) Foreign Exchange Management Act, 1999 and the rules and regulations made thereunder to the extent of Foreign Direct Investment, Overseas Direct Investment and External Commercial Borrowings;
- (v) The following Regulations and Guidelines prescribed under the Securities and Exchange Board of India Act, 1992 (‘SEBI Act’):
  - (a) The Securities and Exchange Board of India (Substantial Acquisition of Shares and Takeovers) Regulations, 2011;
  - (b) The Securities and Exchange Board of India (Prohibition of Insider Trading) Regulations, 2015;
  - (c) The Securities and Exchange Board of India (Issue of Capital and Disclosure Requirements) Regulations, 2018;
  - (d) The Securities and Exchange Board of India (Share Based Employee Benefits) Regulations, 2014;
  - (e) The Securities and Exchange Board of India (Issue and Listing of Debt Securities) Regulations, 2008;
  - (f) The Securities and Exchange Board of India (Registrars to an Issue and Share Transfer Agents) Regulations, 1993 regarding the Companies Act and dealing with client;
  - (g) The Securities and Exchange Board of India (Delisting of Equity Shares) Regulations, 2009; (**Not applicable to the Bank during the Audit Period**);
  - (h) The Securities and Exchange Board of India (Buyback of Securities) Regulations, 2018; (**Not applicable to the Bank during the Audit Period**);
  - (i) The Securities and Exchange Board of India (Listing Obligations and Disclosure Requirements) Regulations, 2015
- (vi) As confirmed, following other laws are specifically applicable to the Bank for which the Management has confirmed that the Bank has devised proper systems to ensure compliance with the provisions of all applicable laws and that such systems are adequate and operating effectively:
  - (a) The Reserve Bank of India Act, 1934;

- (b) The Banking Regulation Act, 1949 and Notifications and Circulars issued by the Reserve Bank India ('RBI') from time to time; and
- (c) Guidelines issued by RBI on Small Finance Bank dated 27<sup>th</sup> November 2014 and Operational Guidelines issued dated 6<sup>th</sup> October 2016;

We have also examined compliance with the applicable clauses of the following:

- i. Secretarial Standards issued by The Institute of Company Secretaries of India;
- ii. The Listing Agreements entered into by the Bank with BSE Limited and National Stock Exchange of India Ltd.

During the period under review, the Bank has complied with the provisions of the Act, Rules, Regulations, Guidelines, Standards, etc. mentioned above.

**We further report that**

The Board of Directors of the Bank is duly constituted with proper balance of Executive Directors, Non-Executive Directors and Independent Directors. The changes in the composition of the Board of Directors that took place during the period under review, were carried out in compliance with the provisions of the Act.

Adequate notice is given to all Directors to schedule the Board Meetings, agenda and detailed notes on agenda were sent at least seven days in advance. Further, Independent Director(s) were present at Board Meetings which were called at shorter notice to transact business, which were considered urgent by the management in compliance of Section 173(3) of the Act. A system exists for seeking and obtaining further information and clarifications on the agenda items before the meeting and for meaningful participation at the meeting.

Majority decision is carried through while the dissenting members' views, if any, are captured and recorded as part of the minutes.

**We further report that** there are adequate systems and processes in the Bank commensurate with the size and operations of the Bank to monitor and ensure compliance with applicable laws, rules, regulations and guidelines.

**We further report that** during the audit period the Bank has:

- (a) Allotted 1,01,04,364 (One Crore One Lakh Four Thousand Three Hundred and Sixty-Four) fully paid-up Equity Shares of face value of ₹ 10/- (Rupees Ten Only) each, fully paid-up for cash, at

an issue price of ₹ 692.77/- (including premium of ₹ 682.77/-) per Equity Share aggregating to an amount of ₹ 700,00,00,249/- (Rupees Seven Hundred Crore and Two Hundred Forty-Nine Only) to Camas Investments Pte. Ltd. Pursuant to conversion of 1,01,04,364 convertible warrants. Bank has received the balance amount of ₹ 525,00,00,186/- (Rupees Five Hundred and Twenty-Five Crore One Hundred and Eighty-Six Only) on allotment of Equity Shares;

- (b) Allotted 16,61,477 (Sixteen Lakh Sixty-One Thousand Four Hundred and Seventy-Seven) equity shares upon exercise of options by its eligible employees under its various Employee Stock Option Schemes/plans;
- (c) Duly passed the resolution under section 180(1)(c) of the Act, read with its applicable rules, as amended to authorize the Board of Directors to borrow money in excess of the aggregate of the paid-up share capital, free reserves and securities premium of the Bank, but not exceeding a sum of ₹ 22,000 crore (Rupees Twenty-Two Thousand Crore Only);
- (d) Duly passed the resolution pursuant to Section 42 of the Act for approving issue of unsecured non-convertible debentures/bonds, in Indian/foreign currencies in the domestic and/or overseas markets for an amount up to ₹ 12,000 crore (Rupees Twelve Thousand Crore Only) on a private placement basis in one or more tranches and/or series.
- (e) Altered the provisions of Articles of Association of Bank;
- (f) Altered the Employee Stock option Scheme 2016; and
- (g) Redeemed 2,350 (Two Thousand Three Hundred and Fifty) Non-Convertible Debentures (NCDs) having a face value of ₹ 10,00,000/- (Rupees Ten Lakh only) each aggregating to ₹ 235,00,00,000/- (Rupees Two Hundred Thirty-Five Crore Only) prior to its maturity (Early Redemption).

For **V. M. & Associates**  
 Company Secretaries  
 (ICSI Unique Code P1984RJ039200)

Sd/-  
**CS Manoj Maheshwari**  
 Partner

Place: Jaipur  
 Date: 2<sup>nd</sup> May 2020  
 UDIN: F003355B000194920

Membership No.: FCS 3355  
 C P No.: 1971

*Note: This report is to be read with our letter of even date which is annexed as Annexure A and forms an integral part of this report.*



## ANNEXURE A

To  
The Members,  
AU Small Finance Bank Limited  
19-A, Dhuleshwar Garden  
Jaipur – 302 001 (Rajasthan)

Our report of even date is to be read along with this letter.

1. Maintenance of secretarial record is the responsibility of the management of the Bank. Our responsibility is to express an opinion on these secretarial records based on our audit.
2. We have followed the audit practices and processes as were appropriate to obtain reasonable assurance about the correctness of the contents of the Secretarial records. The verification was done on test basis to ensure that correct facts are reflected in secretarial records. We believe that the processes and practices, we followed provide a reasonable basis for our opinion.
3. We have not verified the correctness and appropriateness of financial records and Books of Accounts of the Bank.
4. Where ever required, we have obtained the Management representation about the compliance of laws, rules and regulations and happening of events etc.
5. The compliance of the provisions of Corporate and other applicable laws, rules, regulations, standards is the responsibility of management. Our examination was limited to the verification of procedures on test basis.
6. The Secretarial Audit report is neither an assurance as to the future viability of the Bank nor of the efficacy or effectiveness with which the Management has conducted the affairs of the Bank.

For **V. M. & Associates**  
Company Secretaries  
(ICSI Unique Code P1984RJ039200)

Sd/-  
**CS Manoj Maheshwari**  
Partner  
Membership No.: FCS 3355  
C P No.: 1971

Place: Jaipur  
Date: 2<sup>nd</sup> May 2020  
UDIN: F003355B000194920

## Annexure VI

### FORM NO. MGT-9

#### EXTRACT OF ANNUAL RETURN

As on the financial year ended on 31<sup>st</sup> March 2020

[Pursuant to Section 92(3) of the Companies Act, 2013 and rule 12(1) of the Companies (Management and Administration) Rules, 2014]

#### I. REGISTRATION AND OTHER DETAILS

CIN	L36911RJ1996PLC011381
Registration Date	10 <sup>th</sup> January 1996
Name of the Company	AU SMALL FINANCE BANK LIMITED
Category	Company limited by shares
Sub-Category of the Company	Non-Govt Company (Banking Company)
Address of the Registered office and contact Details	19-A, Dhuleshwar Garden, Ajmer Road, Jaipur – 302001, Rajasthan Phone no. 0141 4110060 Website: <a href="http://www.aubank.in">www.aubank.in</a> Email id: <a href="mailto:Investorrelations@aubank.in">Investorrelations@aubank.in</a>
Whether listed company	<ul style="list-style-type: none"> <li>Bank's Equity Shares are listed on National Stock Exchange of India Ltd. and BSE Ltd.</li> <li>Privately Placed Debentures are listed at WDM segment of BSE Ltd.</li> </ul>
Name, Address and Contact details of Registrar and Share Transfer Agent	Link Intime India Pvt. Ltd. C 101, 247 Park, L B S Marg, Vikhroli West, Mumbai – 400 083 Tel No: +91 22 49186000 Fax: +91 22 49186060 Website: <a href="http://www.linkintime.co.in">www.linkintime.co.in</a> Email id: <a href="mailto:rnt.helpdesk@linkintime.co.in">rnt.helpdesk@linkintime.co.in</a>

#### II. PRINCIPAL BUSINESS ACTIVITIES OF THE COMPANY

All the business activities contributing 10% or more of the total turnover of the company shall be stated—

Sr. No.	Name and description of main products/services	NIC Code of the Product/service	% to total turnover of the Company
1	Banking Services	64191	100%

#### III. PARTICULARS OF HOLDING, SUBSIDIARY AND ASSOCIATE COMPANY:

Sr. No.	Name and address of the company	CIN/GLN	Holding/Subsidiary/ Associate	% of shares held	Applicable section
Not applicable (The Bank is not having any Holding/Subsidiary/Associate)					

#### IV. SHARE HOLDING PATTERN (EQUITY SHARE CAPITAL BREAKUP AS PERCENTAGE OF TOTAL EQUITY)

##### i. CATEGORY WISE SHAREHOLDING

Category of Share holders	No. of Shares held at the beginning of the year				No. of Shares held at the end of the year				% of Change During in FY 2019-20
	Demat	Physical	Total	% of Total Shares	Demat	Physical	Total	% of Total Shares	
<b>A. Promoters/ Promoter Group</b>									
<b>(1) Indian</b>									
a) Individual/HUF	8,72,34,670	0	8,72,34,670	29.84	8,72,34,670	0	8,72,34,670	28.69	(1.15)
b) Central Govt	0	0	0	0.00	0	0	0	0.00	-
c) State Govt(s)	0	0	0	0.00	0	0	0	0.00	-
d) Bodies Corp.	68,83,722	0	68,83,722	2.35	68,83,722	0	68,83,722	2.26	(0.09)
e) Banks/Fl	0	0	0	0.00	0	0	0	0.00	-
f) Any Other	0	0	0	0.00	0	0	0	0.00	-
<b>Sub-total (A)(1)</b>	<b>9,41,18,392</b>	<b>0</b>	<b>9,41,18,392</b>	<b>32.19</b>	<b>9,41,18,392</b>	<b>0</b>	<b>9,41,18,392</b>	<b>30.95</b>	<b>(1.24)</b>
<b>(2) Foreign</b>									
a) NRIs - Individuals	0	0	0	0.00	0	0	0	0.00	-
b) Other - Individuals	0	0	0	0.00	0	0	0	0.00	-
c) Bodies Corp.	0	0	0	0.00	0	0	0	0.00	-
d) Banks/Fl	0	0	0	0.00	0	0	0	0.00	-
e) Any Other	0	0	0	0.00	0	0	0	0.00	-
<b>Sub-total A.(A)(2):-</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0.00</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0.00</b>	<b>-</b>
<b>Total Shareholding of Promoter (A) = (A)(1)+(A)(2)</b>	<b>9,41,18,392</b>	<b>0</b>	<b>9,41,18,392</b>	<b>32.19</b>	<b>9,41,18,392</b>	<b>0</b>	<b>9,41,18,392</b>	<b>30.95</b>	<b>(1.24)</b>
<b>B. PUBLIC SHAREHOLDING</b>									
<b>1. Institutions</b>									
a) Mutual Funds	3,19,39,498	0	3,19,39,498	10.92	3,36,47,831	0	3,36,47,831	11.06	0.14
b) Banks/Financial Institutions	86,828	0	86,828	0.03	71,572	0	71,572	0.02	(0.01)
c) Central Govt	0	0	0	0.00	0	0	0	0.00	-
d) State Govt(s)	0	0	0	0.00	0	0	0	0.00	-
e) Venture Capital Fund	0	0	0	0.00	0	0	0	0.00	-
f) Insurance Companies	83,50,272	0	83,50,272	2.86	1,07,27,363	0	1,07,27,363	3.53	0.67
g) FIs	2,99,741	0	2,99,741	0.10	58,644	0	58,644	0.02	(0.08)
h) Foreign Venture Capital Funds	0	0	0	0.00	0	0	0	0.00	-
i) Foreign Portfolio Investor	6,91,59,844	0	6,91,59,844	23.66	8,71,90,313	0	8,71,90,313	28.67	5.01
j) Alternate Investment Funds	17,65,547	0	17,65,547	0.60	24,63,997	0	24,63,997	0.81	0.21
k) Provident Funds/ Pension Funds	0	0	0	0.00	0	0	0	0.00	-
l) Others - Trust	0	0	0	0.00	0	0	0	0.00	-
<b>Sub-total(B)(1):-</b>	<b>11,16,01,730</b>	<b>0</b>	<b>11,16,01,730</b>	<b>38.17</b>	<b>13,41,59,720</b>	<b>0</b>	<b>13,41,59,720</b>	<b>44.11</b>	<b>5.94</b>
<b>2. Non-Institutions</b>									
a) Bodies Corp.									
i) Indian	1,55,31,829	0	1,55,31,829	5.31	98,03,445	0	98,03,445	3.22	(2.09)
ii) Overseas	4,26,41,879	0	4,26,41,879	14.59	3,58,14,221	0	3,58,14,221	11.78	(2.81)
b) Individual									
i) Individual shareholders holding nominal share capital upto ₹ 1 lakh	93,60,003	0	93,60,003	3.20	1,29,16,023	0	1,29,16,023	4.25	1.05
ii) Individual shareholders holding nominal share capital in excess of ₹ 1 lakh	1,59,04,421	0	1,59,04,421	5.44	1,34,72,025	0	1,34,72,025	4.43	(1.01)
c) NBFCs registered with RBI	56,814	0	56,814	0.02	32,000	0	32,000	0.01	(0.01)
d) Other (Specify)	0	0	0	0.00	0	0	0	0.00	-
Trusts	16,272	0	16,272	0.01	34,831	0	34,831	0.01	-
Hindu Undivided Family	4,61,334	0	4,61,334	0.16	5,02,327	0	5,02,327	0.17	0.01
Non-Resident Indians (Non-Repat)	17,10,130	0	17,10,130	0.58	14,32,767	0	14,32,767	0.47	(0.11)
Non-Resident Indians (Repat)	5,15,444	0	5,15,444	0.18	7,74,884	0	7,74,884	0.25	0.08
Clearing Member	4,39,238	0	4,39,238	0.15	10,62,692	0	10,62,692	0.35	0.20
<b>Sub-total (B)(2):-</b>	<b>8,66,37,364</b>	<b>0</b>	<b>8,66,37,364</b>	<b>29.64</b>	<b>7,58,45,215</b>	<b>0</b>	<b>7,58,45,215</b>	<b>24.94</b>	<b>(4.70)</b>
<b>Total Public Shareholding (B)=(B)(1)+ (B)(2)</b>	<b>19,82,39,094</b>	<b>0</b>	<b>19,82,39,094</b>	<b>67.81</b>	<b>21,00,04,935</b>	<b>0</b>	<b>21,00,04,935</b>	<b>69.05</b>	<b>1.24</b>
<b>C. NON-PROMOTER - NON-PUBLIC</b>									
a) Custodian/DR Holder	0	0	0	0.00	0	0	0	0.00	-
b) Shares held by Custodian for GDRs & ADRs	0	0	0	0.00	0	0	0	0.00	-
<b>Grand Total (A+B+C)</b>	<b>29,23,57,486</b>	<b>0</b>	<b>29,23,57,486</b>	<b>100.00</b>	<b>30,41,23,327</b>	<b>0</b>	<b>30,41,23,327</b>	<b>100.00</b>	

Note: All above shares are having face value of ₹ 10 each.

**(ii) Shareholding of Promoters/Promoter Group:**

Sr. No.	Shareholder's Name	Shareholding at the beginning of the year			Shareholding at the end of the year			% Change in the Shareholding during the year
		No. of Shares	% of total shares of the company	% of shares pledged/encumbered to total shares	No. of Shares	% of total shares of the company	% of shares pledged/encumbered to total shares	
1	Sanjay Agarwal	5,67,66,359	19.42	-	5,67,66,359	18.67	-	(0.75)
2	Jyoti Agarwal	1,18,18,560	4.04	-	1,18,18,560	3.88	-	(0.16)
3	Shakuntala Agarwal	1,18,20,430	4.04	-	1,18,20,430	3.89	0.15	(0.15)
4	Chiranji Lal Agarwal	68,29,321	2.34	2.11	68,29,321	2.25	2.03	(0.09)
5	MYS Holdings Private Limited	68,83,722	2.35	-	68,83,722	2.26	-	(0.09)
6	Yuvraj Agarwal	-	-	-	-	-	-	-
7	Mallika Agarwal	-	-	-	-	-	-	-
	<b>Total</b>	<b>9,41,18,392</b>	<b>32.19</b>	<b>2.11</b>	<b>9,41,18,392</b>	<b>30.95</b>	<b>2.18</b>	<b>(1.24)</b>

The variation in terms of percentage is due to increase in paid up share capital of the Bank on account of allotment of shares during the year ended 31<sup>st</sup> March 2020.

**(iii) Change in Promoters and Promoter Group Shareholding:**

**1. Mr. Sanjay Agarwal**

Sr. No.	Particulars	Date	Shareholding at the beginning of the year		Cumulative Shareholding during the year	
			No. of Shares	% of total shares of the company	No. of Shares	% of total shares of the company
	<b>At the beginning of the year</b>		<b>5,67,66,359</b>	<b>19.42</b>	<b>5,67,66,359</b>	<b>19.42</b>
	Increase/Decrease	-	-	-	-	-
	<b>At the end of the year</b>		<b>5,67,66,359</b>	<b>18.67</b>	<b>5,67,66,359</b>	<b>18.67</b>

**2. Ms. Jyoti Agarwal**

Sr. No.	Particulars	Date	Shareholding at the beginning of the year		Cumulative Shareholding during the year	
			No. of Shares	% of total shares of the company	No. of Shares	% of total shares of the company
	<b>At the beginning of the year</b>		<b>1,18,18,560</b>	<b>4.04</b>	<b>1,18,18,560</b>	<b>4.04</b>
	Increase/Decrease	-	-	-	-	-
	<b>At the end of the year</b>		<b>1,18,18,560</b>	<b>3.88</b>	<b>1,18,18,560</b>	<b>3.88</b>

**3. Ms. Shakuntala Agarwal**

Sr. No.	Particulars	Date	Shareholding at the beginning of the year		Cumulative Shareholding during the year	
			No. of Shares	% of total shares of the company	No. of Shares	% of total shares of the company
	<b>At the beginning of the year</b>		<b>1,18,20,430</b>	<b>4.04</b>	<b>1,18,20,430</b>	<b>4.04</b>
	Increase/Decrease	-	-	-	-	-
	<b>At the end of the year</b>		<b>1,18,20,430</b>	<b>3.89</b>	<b>1,18,20,430</b>	<b>3.89</b>

**4. Mr. Chiranji Lal Agarwal**

Sr. No.	Particulars	Date	Shareholding at the beginning of the year		Cumulative Shareholding during the year	
			No. of Shares	% of total shares of the company	No. of Shares	% of total shares of the company
	<b>At the beginning of the year</b>		<b>68,29,321</b>	<b>2.34</b>	<b>68,29,321</b>	<b>2.34</b>
	Increase/Decrease	-	-	-	-	-
	<b>At the end of the year</b>		<b>68,29,321</b>	<b>2.25</b>	<b>68,29,321</b>	<b>2.25</b>

**5. MYS HOLDINGS PRIVATE LIMITED**

Sr. No.	Particulars	Date	Shareholding at the beginning of the year		Cumulative Shareholding during the year	
			No. of Shares	% of total shares of the company	No. of Shares	% of total shares of the company
	<b>At the beginning of the year</b>		<b>68,83,722</b>	<b>2.35</b>	<b>68,83,722</b>	<b>2.35</b>
	Increase/Decrease	-	-	-	-	-
	<b>At the end of the year</b>		<b>68,83,722</b>	<b>2.26</b>	<b>68,83,722</b>	<b>2.26</b>

The variation in terms of percentage is due to increase in paid up share capital of the Bank on account of allotment of shares during the year ended 31<sup>st</sup> March 2020.

**(iv) Shareholding pattern of top ten Shareholders (other than Directors, Promoters and Holders of GDRs and ADRs):**

**1. REDWOOD INVESTMENT LTD**

Sr. No.	Particulars	Date	Shareholding at the beginning of the year		Cumulative Shareholding during the year	
			No. of Shares	% of total shares of the company	No. of Shares	% of total shares of the company
	<b>At the beginning of the year</b>		<b>2,09,70,794</b>	<b>7.17</b>	<b>2,09,70,794</b>	<b>7.17</b>
	Increase/Decrease	-	-	-	-	-
	<b>At the end of the year</b>		<b>2,09,70,794</b>	<b>6.90</b>	<b>2,09,70,794</b>	<b>6.90</b>

**2. CAMAS INVESTMENTS PTE. LTD.**

Sr. No.	Particulars	Date	Shareholding at the beginning of the year		Cumulative Shareholding during the year	
			No. of Shares	% of total shares of the company	No. of Shares	% of total shares of the company
	<b>At the beginning of the year</b>		<b>43,30,441</b>	<b>1.48</b>	<b>43,30,441</b>	<b>1.48</b>
	Increase (Allotment upon conversion of convertible warrants)	3 <sup>rd</sup> January 2020	1,01,04,364	3.33	1,44,34,805	4.75
	<b>At the end of the year</b>		<b>1,44,34,805</b>	<b>4.75</b>	<b>1,44,34,805</b>	<b>4.75</b>

**3. KOTAK STANDARD MULTICAP FUND**

Sr. No.	Particulars	Date	Shareholding at the beginning of the year		Cumulative Shareholding during the year	
			No. of Shares	% of total shares of the company	No. of Shares	% of total shares of the company
	<b>At the beginning of the year</b>		<b>1,00,98,256</b>	<b>3.45</b>	<b>1,00,98,256</b>	<b>3.45</b>
	Increase	26 <sup>th</sup> April 2019	98,291	0.03	1,01,96,547	3.49
	Increase	31 <sup>st</sup> May 2019	48,700	0.02	1,02,45,247	3.50
	Decrease	14 <sup>th</sup> June 2019	(20,326)	(0.01)	1,02,24,921	3.50
	Increase	29 <sup>th</sup> June 2019	24,000	0.01	1,02,48,921	3.51
	Increase	12 <sup>th</sup> July 2019	50,000	0.02	1,02,98,921	3.52
	Increase	2 <sup>nd</sup> August 2019	15,00,650	0.51	1,17,99,571	4.04
	Increase	9 <sup>th</sup> August 2019	93,550	0.03	1,18,93,121	4.07
	Increase	16 <sup>th</sup> August 2019	1,24,900	0.04	1,20,18,021	4.10
	Increase	23 <sup>rd</sup> August 2019	69,100	0.02	1,20,87,121	4.12
	Increase	13 <sup>th</sup> September 2019	5,000	0.00	1,20,92,121	4.12
	Increase	20 <sup>th</sup> September 2019	1,20,641	0.04	1,22,12,762	4.16
	Increase	27 <sup>th</sup> September 2019	66,859	0.02	1,22,79,621	4.18
	Increase	1 <sup>st</sup> November 2019	1,50,000	0.05	1,24,29,621	4.24
	Decrease	15 <sup>th</sup> November 2019	(77,200)	(0.03)	1,23,52,421	4.21

Sr. No.	Particulars	Date	Shareholding at the beginning of the year		Cumulative Shareholding during the year	
			No. of Shares	% of total shares of the company	No. of Shares	% of total shares of the company
	Decrease	22 <sup>nd</sup> November 2019	(27,300)	(0.01)	1,23,25,121	4.20
	Decrease	29 <sup>th</sup> November 2019	(93,800)	(0.03)	1,22,31,321	4.17
	Increase	20 <sup>th</sup> December 2019	10,000	0.00	1,22,41,321	4.03
	Increase	27 <sup>th</sup> December 2019	19,432	0.01	1,22,60,753	4.04
	Decrease	9 <sup>th</sup> January 2020	(16,867)	(0.01)	1,22,43,886	4.03
	Decrease	17 <sup>th</sup> January 2020	(15,353)	(0.01)	1,22,28,533	4.03
	Decrease	24 <sup>th</sup> January 2020	(1,19,140)	(0.04)	1,21,09,393	3.99
	Decrease	31 <sup>st</sup> January 2020	(20,000)	(0.01)	1,20,89,393	3.98
	Decrease	7 <sup>th</sup> February 2020	(54,000)	(0.02)	1,20,35,393	3.96
	Decrease	14 <sup>th</sup> February 2020	(67,038)	(0.02)	1,19,68,355	3.94
	Decrease	21 <sup>st</sup> February 2020	(418)	(0.00)	1,19,67,937	3.94
	Decrease	28 <sup>th</sup> February 2020	(6000)	(0.00)	1,19,61,937	3.93
	Decrease	6 <sup>th</sup> March 2020	(1533)	(0.00)	1,19,60,404	3.93
	Decrease	13 <sup>th</sup> March 2020	(1,35,000)	(0.04)	1,18,25,404	3.89
	Increase	20 <sup>th</sup> March 2020	36,800	0.01	1,18,62,204	3.90
	Increase	27 <sup>th</sup> March 2020	21,000	0.01	1,18,83,204	3.91
	<b>At the end of the year</b>		<b>1,18,83,204</b>	<b>3.91</b>	<b>1,18,83,204</b>	<b>3.91</b>

#### 4. MOTILAL OSWAL MULTICAP 35 FUND

Sr. No.	Particulars	Date	Shareholding at the beginning of the year		Cumulative Shareholding during the year	
			No. of Shares	% of total shares of the company	No. of Shares	% of total shares of the company
	<b>At the beginning of the year</b>		<b>46,25,885</b>	<b>1.58</b>	<b>46,25,885</b>	<b>1.58</b>
	Decrease	5 <sup>th</sup> April 2019	(34)	(0.00)	46,25,851	1.58
	Increase	19 <sup>th</sup> April 2019	52	0.00	46,25,903	1.58
	Increase	26 <sup>th</sup> April 2019	3,05,059	0.10	49,30,962	1.69
	Increase	3 <sup>rd</sup> May 2019	6,95,000	0.24	56,25,962	1.92
	Decrease	10 <sup>th</sup> May 2019	(177)	(0.00)	56,25,785	1.92
	Increase	24 <sup>th</sup> May 2019	2,87,437	0.10	59,13,222	2.02
	Increase	31 <sup>st</sup> May 2019	3,93,059	0.13	63,06,281	2.16
	Increase	21 <sup>st</sup> June 2019	2,00,000	0.07	65,06,281	2.23
	Decrease	29 <sup>th</sup> June 2019	(31)	(0.00)	65,06,250	2.23
	Increase	12 <sup>th</sup> July 2019	58	0.00	65,06,308	2.23
	Increase	26 <sup>th</sup> July 2019	93,014	0.03	65,99,322	2.26
	Decrease	2 <sup>nd</sup> August 2019	(3,99,942)	(0.14)	61,99,380	2.12
	Increase	9 <sup>th</sup> August 2019	58	0.00	61,99,438	2.12
	Increase	16 <sup>th</sup> August 2019	58	0.00	61,99,496	2.12
	Increase	30 <sup>th</sup> August 2019	1,00,000	0.03	62,99,496	2.15
	Increase	6 <sup>th</sup> September 2019	58	0.00	62,99,554	2.15
	Increase	13 <sup>th</sup> September 2019	4,178	0.00	63,03,732	2.15
	Increase	20 <sup>th</sup> September 2019	92	0.00	63,03,824	2.15
	Increase	27 <sup>th</sup> September 2019	2,01,043	0.07	65,04,867	2.22
	Decrease	30 <sup>th</sup> September 2019	(317)	(0.00)	65,04,550	2.22
	Increase	4 <sup>th</sup> October 2019	410	0.00	65,04,960	2.22
	Increase	11 <sup>th</sup> October 2019	930	0.00	65,05,890	2.22
	Increase	18 <sup>th</sup> October 2019	106	0.00	65,05,996	2.22
	Increase	25 <sup>th</sup> October 2019	88	0.00	65,06,084	2.22
	Decrease	1 <sup>st</sup> November 2019	(3)	(0.00)	65,06,081	2.22
	Increase	8 <sup>th</sup> November 2019	50	0.00	65,06,131	2.22



Sr. No.	Particulars	Date	Shareholding at the beginning of the year		Cumulative Shareholding during the year	
			No. of Shares	% of total shares of the company	No. of Shares	% of total shares of the company
	Increase	15 <sup>th</sup> November 2019	101	0.00	65,06,232	2.22
	Increase	22 <sup>nd</sup> November 2019	149	0.00	65,06,381	2.22
	Increase	29 <sup>th</sup> November 2019	85	0.00	65,06,466	2.22
	Increase	6 <sup>th</sup> December 2019	1,07,343	0.04	66,13,809	2.25
	Increase	13 <sup>th</sup> December 2019	91,537	0.03	67,05,346	2.21
	Increase	20 <sup>th</sup> December 2019	5,08,778	0.17	72,14,124	2.38
	Increase	27 <sup>th</sup> December 2019	28	0.00	72,14,152	2.38
	Increase	31 <sup>st</sup> December 2019	701	0.00	72,14,853	2.38
	Increase	3 <sup>rd</sup> January 2020	215	0.00	72,15,068	2.38
	Increase	9 <sup>th</sup> January 2020	1,00,270	0.03	73,15,338	2.41
	Increase	10 <sup>th</sup> January 2020	118	0.00	73,15,456	2.41
	Increase	17 <sup>th</sup> January 2020	984	0.00	73,16,440	2.41
	Increase	24 <sup>th</sup> January 2020	753	0.00	73,17,193	2.41
	Increase	31 <sup>st</sup> January 2020	1,00,0873	0.33	83,18,066	2.74
	Increase	7 <sup>th</sup> February 2020	4,01,176	0.13	87,19,242	2.87
	Increase	14 <sup>th</sup> February 2020	10,396	0.00	87,29,638	2.87
	Increase	28 <sup>th</sup> February 2020	235	0.00	87,29,873	2.87
	Decrease	6 <sup>th</sup> March 2020	(635)	(0.00)	87,29,238	2.87
	Decrease	13 <sup>th</sup> March 2020	(1,29,508)	(0.04)	85,99,730	2.83
	Increase	20 <sup>th</sup> March 2020	1,50,554	0.05	87,50,284	2.88
	Increase	27 <sup>th</sup> March 2020	3,50,147	0.12	91,00,431	2.99
	<b>At the end of the year</b>		<b>91,00,431</b>	<b>2.99</b>	<b>91,00,431</b>	<b>2.99</b>

5. NOMURA INDIA INVESTMENT FUND MOTHER FUND

Sr. No.	Particulars	Date	Shareholding at the beginning of the year		Cumulative Shareholding during the year	
			No. of Shares	% of total shares of the company	No. of Shares	% of total shares of the company
	<b>At the beginning of the year</b>		<b>1,05,15,631</b>	<b>3.60</b>	<b>1,05,15,631</b>	<b>3.60</b>
	Decrease	5 <sup>th</sup> April 2019	(1,50,000)	(0.05)	1,03,65,631	3.55
	Decrease	26 <sup>th</sup> April 2019	(1,00,000)	(0.03)	1,02,65,631	3.51
	Decrease	17 <sup>th</sup> May 2019	(1,50,000)	(0.05)	1,01,15,631	3.46
	Increase	31 <sup>st</sup> May 2019	50000	0.02	1,01,65,631	3.48
	Decrease	11 <sup>th</sup> October 2019	(2,14,922)	(0.07)	99,50,709	3.39
	Decrease	25 <sup>th</sup> October 2019	(2,00,000)	(0.07)	97,50,709	3.32
	Decrease	15 <sup>th</sup> November 2019	(6,93,804)	(0.24)	90,56,905	3.09
	Increase	22 <sup>nd</sup> November 2019	93,490	0.03	91,50,395	3.12
	Increase	20 <sup>th</sup> December 2019	25,000	0.01	91,75,395	3.02
	Increase	31 <sup>st</sup> December 2019	20,000	0.01	91,95,395	3.03
	Decrease	7 <sup>th</sup> February 2020	(23,966)	(0.01)	91,71,429	3.02
	Decrease	14 <sup>th</sup> February 2020	(26034)	(0.01)	91,45,395	3.01
	Decrease	21 <sup>st</sup> February 2020	(1,33,348)	(0.04)	90,12,047	2.96
	Decrease	28 <sup>th</sup> February 2020	(68,597)	(0.02)	89,43,450	2.94
	Decrease	6 <sup>th</sup> March 2020	(65,198)	(0.02)	88,78,252	2.92
	Increase	27 <sup>th</sup> March 2020	1,00,000	0.03	89,78,252	2.95
	<b>At the end of the year</b>		<b>89,78,252</b>	<b>2.95</b>	<b>89,78,252</b>	<b>2.95</b>

## 6. SMALLCAP WORLD FUND, INC

Sr. No.	Particulars	Date	Shareholding at the beginning of the year		Cumulative Shareholding during the year	
			No. of Shares	% of total shares of the company	No. of Shares	% of total shares of the company
	<b>At the beginning of the year</b>		<b>0</b>	<b>0.00</b>	<b>0</b>	<b>0.00</b>
	Increase	15 <sup>th</sup> November 2019	11,64,365	0.40	11,64,365	0.40
	Increase	22 <sup>nd</sup> November 2019	4,50,349	0.15	16,14,714	0.55
	Increase	29 <sup>th</sup> November 2019	3,00,344	0.10	19,15,058	0.65
	Increase	6 <sup>th</sup> December 2019	20,072	0.01	19,35,130	0.66
	Increase	13 <sup>th</sup> December 2019	2,69,526	0.09	22,04,656	0.73
	Increase	20 <sup>th</sup> December 2019	65,485	0.02	22,70,141	0.75
	Increase	27 <sup>th</sup> December 2019	44,111	0.01	23,14,252	0.76
	Increase	31 <sup>st</sup> December 2019	5,060	0.00	23,19,312	0.76
	Increase	9 <sup>th</sup> January 2020	33,488	0.01	23,52,800	0.77
	Increase	10 <sup>th</sup> January 2020	17,39,748	0.57	40,92,548	1.35
	Increase	17 <sup>th</sup> January 2020	2,55,844	0.08	43,48,392	1.43
	Increase	24 <sup>th</sup> January 2020	3,30,980	0.11	46,79,372	1.54
	Increase	31 <sup>st</sup> January 2020	12,38,428	0.41	59,17,800	1.95
	Increase	28 <sup>th</sup> February 2020	10,82,000	0.36	69,99,800	2.30
	Decrease	13 <sup>th</sup> March 2020	(496866)	(0.16)	65,02,934	2.14
	Increase	20 <sup>th</sup> March 2020	14,68,000	0.48	79,70,934	2.62
	<b>At the end of the year</b>		<b>79,70,934</b>	<b>2.62</b>	<b>79,70,934</b>	<b>2.62</b>

## 7. AMANSA HOLDINGS PRIVATE LIMITED

Sr. No.	Particulars	Date	Shareholding at the beginning of the year		Cumulative Shareholding during the year	
			No. of Shares	% of total shares of the company	No. of Shares	% of total shares of the company
	<b>At the beginning of the year</b>		<b>66,04,110</b>	<b>2.26</b>	<b>66,04,110</b>	<b>2.26</b>
	Decrease	28 <sup>th</sup> February 2020	(5,94,664)	(0.20)	60,09,446	1.98
	Decrease	6 <sup>th</sup> March 2020	(1,92,152)	(0.06)	58,17,294	1.91
	<b>At the end of the year</b>		<b>58,17,294</b>	<b>1.91</b>	<b>58,17,294</b>	<b>1.91</b>

## 8. HDFC LIFE INSURANCE COMPANY LIMITED

Sr. No.	Particulars	Date	Shareholding at the beginning of the year		Cumulative Shareholding during the year	
			No. of Shares	% of total shares of the company	No. of Shares	% of total shares of the company
	<b>At the beginning of the year</b>		<b>47,08,600</b>	<b>1.61</b>	<b>47,08,600</b>	<b>1.61</b>
	Increase	5 <sup>th</sup> April 2019	3,50,065	0.12	50,58,665	1.73
	Increase	19 <sup>th</sup> April 2019	53	0.00	50,58,718	1.73
	Decrease	24 <sup>th</sup> May 2019	(190)	(0.00)	50,58,528	1.73
	Increase	7 <sup>th</sup> June 2019	3,809	0.00	50,62,337	1.73
	Increase	14 <sup>th</sup> June 2019	110	0.00	50,62,447	1.73
	Decrease	21 <sup>st</sup> June 2019	(311)	(0.00)	50,62,136	1.73
	Decrease	5 <sup>th</sup> July 2019	(114)	(0.00)	50,62,022	1.73
	Increase	12 <sup>th</sup> July 2019	11,115	0.00	50,73,137	1.74
	Decrease	19 <sup>th</sup> July 2019	(6,911)	(0.00)	50,66,226	1.73
	Decrease	26 <sup>th</sup> July 2019	(224)	(0.00)	50,66,002	1.73
	Decrease	2 <sup>nd</sup> August 2019	(7,883)	(0.00)	50,58,119	1.73
	Decrease	9 <sup>th</sup> August 2019	(2,819)	(0.00)	50,55,300	1.73
	Decrease	16 <sup>th</sup> August 2019	(91,482)	(0.03)	49,63,818	1.69
	Decrease	23 <sup>rd</sup> August 2019	(29,072)	(0.01)	49,34,746	1.68
	Decrease	30 <sup>th</sup> August 2019	(165)	(0.00)	49,34,581	1.68

Sr. No.	Particulars	Date	Shareholding at the beginning of the year		Cumulative Shareholding during the year	
			No. of Shares	% of total shares of the company	No. of Shares	% of total shares of the company
	Decrease	6 <sup>th</sup> September 2019	(405)	(0.00)	49,34,176	1.68
	Increase	20 <sup>th</sup> September 2019	2,517	0.00	49,36,693	1.68
	Increase	27 <sup>th</sup> September 2019	13,748	0.00	49,50,441	1.69
	Decrease	4 <sup>th</sup> October 2019	(168)	(0.00)	49,50,273	1.69
	Decrease	11 <sup>th</sup> October 2019	(531)	(0.00)	49,49,742	1.69
	Decrease	18 <sup>th</sup> October 2019	(269)	(0.00)	49,49,473	1.69
	Decrease	25 <sup>th</sup> October 2019	(142)	(0.00)	49,49,331	1.69
	Decrease	1 <sup>st</sup> November 2019	(366)	(0.00)	49,48,965	1.69
	Decrease	15 <sup>th</sup> November 2019	(3,27,577)	(0.11)	46,21,388	1.57
	Decrease	22 <sup>nd</sup> November 2019	(520)	(0.00)	46,20,868	1.57
	Decrease	29 <sup>th</sup> November 2019	(8,438)	(0.00)	46,12,430	1.57
	Decrease	6 <sup>th</sup> December 2019	(323)	(0.00)	46,12,107	1.57
	Increase	13 <sup>th</sup> December 2019	651	0.00	46,12,758	1.52
	Increase	20 <sup>th</sup> December 2019	12,102	0.00	46,24,860	1.52
	Increase	27 <sup>th</sup> December 2019	65	0.00	46,24,925	1.52
	Decrease	31 <sup>st</sup> December 2019	(117)	(0.00)	46,24,808	1.52
	Increase	3 <sup>rd</sup> January 2020	25	0.00	46,24,833	1.52
	Decrease	9 <sup>th</sup> January 2020	(44,505)	(0.01)	45,80,328	1.51
	Decrease	17 <sup>th</sup> January 2020	(5,098)	(0.00)	45,75,230	1.51
	Decrease	24 <sup>th</sup> January 2020	(24,900)	(0.01)	45,50,330	1.50
	Decrease	31 <sup>st</sup> January 2020	(50,000)	(0.02)	45,00,330	1.48
	Increase	7 <sup>th</sup> February 2020	25	0.00	45,00,355	1.48
	Increase	14 <sup>th</sup> February 2020	325	0.00	45,00,680	1.48
	Decrease	21 <sup>st</sup> February 2020	(109)	(0.00)	45,00,571	1.48
	Increase	28 <sup>th</sup> February 2020	161	0.00	45,00,732	1.48
	Decrease	6 <sup>th</sup> March 2020	(1,655)	(0.00)	44,99,077	1.48
	Increase	13 <sup>th</sup> March 2020	1,18,483	0.04	46,17,560	1.52
	Increase	20 <sup>th</sup> March 2020	2,85,340	0.09	49,02,900	1.61
	Increase	27 <sup>th</sup> March 2020	2,08,130	0.07	51,11,030	1.68
	Decrease	31 <sup>st</sup> March 2020	(5,430)	(0.00)	51,05,600	1.68
	<b>At the end of the year</b>		<b>51,05,600</b>	<b>1.68</b>	<b>51,05,600</b>	<b>1.68</b>

**9. STEADVIEW CAPITAL MAURITIUS LIMITED**

Sr. No.	Particulars	Date	Shareholding at the beginning of the year		Cumulative Shareholding during the year	
			No. of Shares	% of total shares of the company	No. of Shares	% of total shares of the company
	<b>At the beginning of the year</b>		<b>49,04,244</b>	<b>1.68</b>	<b>49,04,244</b>	<b>1.68</b>
	Increase	15 <sup>th</sup> November 2019	1,19,783	0.04	50,24,027	1.71
	<b>At the end of the year</b>		<b>50,24,027</b>	<b>1.65</b>	<b>50,24,027</b>	<b>1.65</b>

**10. OUREA HOLDINGS LIMITED**

Sr. No.	Particulars	Date	Shareholding at the beginning of the year		Cumulative Shareholding during the year	
			No. of Shares	% of total shares of the company	No. of Shares	% of total shares of the company
	<b>At the beginning of the year</b>		<b>79,04,427</b>	<b>2.70</b>	<b>79,04,427</b>	<b>2.70</b>
	Decrease	25 <sup>th</sup> October 2019	(31,65,364)	(1.08)	47,39,063	1.61
	<b>At the end of the year</b>		<b>47,39,063</b>	<b>1.56</b>	<b>47,39,063</b>	<b>1.56</b>

Note: Variation in terms of percentage shareholding is due to increase in paid up share capital of the Bank on account of allotment of shares during the year ended 31<sup>st</sup> March 2020.

**(v) Shareholding of Directors and Key Managerial Personnel:**

**1. Mr. Sanjay Agarwal – Managing Director & CEO**

Sr. No.	Particulars	Date	Shareholding at the beginning of the year		Cumulative Shareholding during the year	
			No. of Shares	% of total shares of the company	No. of Shares	% of total shares of the company
	<b>At the beginning of the year</b>		<b>5,67,66,359</b>	<b>19.42</b>	<b>5,67,66,359</b>	<b>19.42</b>
	Increase/Decrease	-	0	0.00	0	0.00
	<b>At the end of the year</b>		<b>5,67,66,359</b>	<b>18.67</b>	<b>5,67,66,359</b>	<b>18.67</b>

**2. Mr. Uttam Tibrewal – Whole Time Director**

Sr. No.	Particulars	Date	Shareholding at the beginning of the year		Cumulative Shareholding during the year	
			No. of Shares	% of total shares of the company	No. of Shares	% of total shares of the company
	<b>At the beginning of the year</b>		<b>35,44,673</b>	<b>1.21</b>	<b>35,44,673</b>	<b>1.21</b>
	Increase/Decrease	-	0	0.00	0	0.00
	<b>At the end of the year</b>		<b>35,44,673</b>	<b>1.17</b>	<b>35,44,673</b>	<b>1.17</b>

**3. Ms. Jyoti Narang – Independent Director**

Sr. No.	Particulars	Date	Shareholding at the beginning of the year		Cumulative Shareholding during the year	
			No. of Shares	% of total shares of the company	No. of Shares	% of total shares of the company
	<b>At the beginning of the year</b>		<b>2,414</b>	<b>0.00</b>	<b>2,414</b>	<b>0.00</b>
	Increase	19 <sup>th</sup> March 2020	15	0.00	2,429	0.00
	Increase	20 <sup>th</sup> March 2020	15	0.00	2,444	0.00
	Increase	23 <sup>rd</sup> March 2020	15	0.00	2,459	0.00
	Increase	25 <sup>th</sup> March 2020	30	0.00	2,489	0.00
	Increase	30 <sup>th</sup> March 2020	225	0.00	2,714	0.00
	<b>At the end of the year</b>		<b>2,714</b>	<b>0.00</b>	<b>2,714</b>	<b>0.00</b>

**4. Mr. Krishan Kant Rathi – Independent Director**

Sr. No.	Particulars	Date	Shareholding at the beginning of the year		Cumulative Shareholding during the year	
			No. of Shares	% of total shares of the company	No. of Shares	% of total shares of the company
	<b>At the beginning of the year</b>		<b>94,289</b>	<b>0.03</b>	<b>94,289</b>	<b>0.03</b>
	Decrease	5 <sup>th</sup> March 2020	(11,000)	(0.00)	83,289	0.03
	<b>At the end of the year</b>		<b>83,289</b>	<b>0.03</b>	<b>83,289</b>	<b>0.03</b>

**5. Mr. Mannil Venugopalan – Independent Director (Part Time) Chairman\***

Sr. No.	Particulars	Date	Shareholding at the beginning of the year		Cumulative Shareholding during the year	
			No. of Shares	% of total shares of the company	No. of Shares	% of total shares of the company
	<b>At the beginning of the year</b>		<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>
	Increase/Decrease	-	-	-	-	-
	<b>At the end of the year</b>		<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>

**6. Mr. Narendra Ostawal – Non-Executive Director**

Sr. No.	Particulars	Date	Shareholding at the beginning of the year		Cumulative Shareholding during the year	
			No. of Shares	% of total shares of the company	No. of Shares	% of total shares of the company
	<b>At the beginning of the year</b>		<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>
	Increase/Decrease	-	-	-	-	-
	<b>At the end of the year</b>		<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>

**7. Mr. Raj Vikash Verma – Independent Director**

Sr. No.	Particulars	Date	Shareholding at the beginning of the year		Cumulative Shareholding during the year	
			No. of Shares	% of total shares of the company	No. of Shares	% of total shares of the company
	<b>At the beginning of the year</b>		<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>
	Increase/Decrease	-	-	-	-	-
	<b>At the end of the year</b>		<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>

**8. Mr. M S Sriram – Additional Director (Independent)**

Sr. No.	Particulars	Date	Shareholding at the beginning of the year		Cumulative Shareholding during the year	
			No. of Shares	% of total shares of the company	No. of Shares	% of total shares of the company
	<b>At the beginning of the year</b>		<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>
	Increase/Decrease	-	-	-	-	-
	<b>At the end of the year</b>		<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>

**9. Mr. Pushpinder Singh – Additional Director (Independent)**

Sr. No.	Particulars	Date	Shareholding at the beginning of the year		Cumulative Shareholding during the year	
			No. of Shares	% of total shares of the company	No. of Shares	% of total shares of the company
	<b>At the beginning of the year</b>		<b>0</b>	<b>0.00</b>	<b>0</b>	<b>0.00</b>
	Increase	18 <sup>th</sup> March 2020	50	0.00	50	0.00
	Increase	20 <sup>th</sup> March 2020	50	0.00	100	0.00
	<b>At the end of the year</b>		<b>100</b>	<b>0.00</b>	<b>100</b>	<b>0.00</b>

**10. Mr. V G Kannan – Additional Director (Independent)**

Sr. No.	Particulars	Date	Shareholding at the beginning of the year		Cumulative Shareholding during the year	
			No. of Shares	% of total shares of the company	No. of Shares	% of total shares of the company
	<b>At the beginning of the year</b>		<b>0</b>	<b>0.00</b>	<b>0</b>	<b>0.00</b>
	Increase	24 <sup>th</sup> March 2020	5	0.00	5	0.00
	<b>At the end of the year</b>		<b>5</b>	<b>0.00</b>	<b>5</b>	<b>0.00</b>

**Mr. Deepak Jain – Chief Financial Officer**

Sr. No.	Particulars	Date	Shareholding at the beginning of the year		Cumulative Shareholding during the year	
			No. of Shares	% of total shares of the company	No. of Shares	% of total shares of the company
	<b>At the beginning of the year</b>		<b>10,66,492</b>	<b>0.36</b>	<b>10,66,492</b>	<b>0.36</b>
	Increase (Allotment of ESOP)	28 <sup>th</sup> February 2020	1,00,000	0.03	11,66,492	0.38
	Decrease	5 <sup>th</sup> March 2020	(1,00,000)	(0.03)	10,66,492	0.35
	<b>At the end of the year</b>		<b>10,66,492</b>	<b>0.35</b>	<b>10,66,492</b>	<b>0.35</b>

**Mr. Manmohan Parnami – Company Secretary**

Sr. No.	Particulars	Date	Shareholding at the beginning of the year		Cumulative Shareholding during the year	
			No. of Shares	% of total shares of the company	No. of Shares	% of total shares of the company
	<b>At the beginning of the year</b>		<b>59,291</b>	<b>0.02</b>	<b>59,291</b>	<b>0.02</b>
	Increase (Allotment of ESOP)	22 <sup>nd</sup> October 2019	4,668	0.00	63,959	0.02
	Decrease (Margin Transfer)	16 <sup>th</sup> December 2019	(1)	(0.00)	63,958	0.02
	<b>At the end of the year</b>		<b>63,958</b>	<b>0.02</b>	<b>63,958</b>	<b>0.02</b>

\* Mr. Mannil Venugopalan has ceased to be Part-Time Chairman and Independent Director of the Bank on 29<sup>th</sup> March 2020 (Close of Business Hours) on completion of his tenure.

Note: Variation in terms of percentage shareholding is due to increase in paid up share capital of the Bank on account of allotment of shares during the year ended 31<sup>st</sup> March 2020.

## V. INDEBTEDNESS

**Indebtedness of the Company including interest outstanding/accrued but not due for payment:**

	(₹ in lakh)			
	Secured Loans excluding deposits	Unsecured Loans	Deposits	Total Indebtedness
Indebtedness at the beginning of the financial year				
i) Principal Amount	6,30,497.81	2,30,838.06	-	8,61,335.87
ii) Interest accrued and due on borrowings	-	-	-	-
iii) Interest accrued but not due	12,292.82	17,231.38	-	29,524.21
<b>Total (i+ii+iii)</b>	<b>6,42,790.63</b>	<b>2,48,069.45</b>	<b>-</b>	<b>8,90,860.08</b>
Changes in Indebtedness during the financial year				
Addition	37,09,161.04	17,59,802.14	-	54,68,963.18
Reduction	35,46,581.17	17,50,185.53	-	52,96,766.70
<b>Net Change</b>	<b>1,62,579.88</b>	<b>9,616.61</b>	<b>-</b>	<b>1,72,196.49</b>
Indebtedness at the end of the financial year				
i) Principal Amount	7,93,077.69	2,40,454.67	-	10,33,532.36
ii) Interest accrued and due on borrowings	-	-	-	-
iii) Interest accrued but not due	11,069.41	5,775.40	-	16,844.81
<b>Total (i+ii+iii)</b>	<b>8,04,147.10</b>	<b>2,46,230.07</b>	<b>-</b>	<b>10,50,377.17</b>

Note: Deposits received by the Bank are in the ordinary course of banking business, which does not amount to deposit in terms of the provision of the Companies Act, 2013, hence, not included hereinabove.



## VI) REMUNERATION OF DIRECTORS AND KEY MANAGERIAL PERSONNEL

### A. Remuneration to Managing Director, Whole-time Directors and/or Manager:

Sr. No.	Particulars of Remuneration	Name of MD/WTD/Manger		Total Amount
		Mr. Sanjay Agarwal MD& CEO	Mr. Uttam Tibrewal WTD	
		(₹ in lakh)		
1.	Gross salary	185.95	168.55	354.50
	(a) Salary as per provisions contained in section 17(1) of the Income-tax Act, 1961			
	(b) Value of perquisites u/s 17(2) Income-tax Act, 1961			
	(c) Profits in lieu of salary under section 17(3) Income tax Act, 1961			
2	Stock Option	-	-	-
3	Sweat Equity	-	-	-
4	Commission as % of profit others specify	-	-	-
5	Others please specify (Variable pay including Bonus amount)	45.00*	174.87**	219.87
	<b>Total (A)@</b>	<b>230.95</b>	<b>343.42</b>	<b>574.37</b>
	Ceiling as per the Act:	being 10% of the net profits of the Bank calculated as per Section 198 of the Companies Act, 2013		

\*In FY 2019-20, on receipt of RBI approval, ₹ 45 lakh was released to Mr. Sanjay Agarwal as Bonus for FY 2017-18, which is included herein above.

\*\* In FY 19-20, on receipt of RBI approval, ₹ 44.87 lakh for FY 2018-19, ₹ 39 lakh for FY 2017-18 and ₹ 91 lakh for FY 2016-17 were released to Mr. Uttam Tibrewal as Bonus, which is included herein above.

@The total remuneration consist of basic salary, taxable allowances including special allowance and excluding perquisites on ESOPs.

10,00,000 ESOPs granted to Mr. Uttam Tibrewal, Whole Time Director under ESOP Scheme 2018 on 30<sup>th</sup> August 2018 for which RBI approval was received on 17<sup>th</sup> June 2019. Vesting period for these options commenced from the RBI approval date and No ESOPs were granted/Exercised by him during the FY 2019-20.

Note: Above figures have been taken as recorded in Audited Financial Statement of the Bank.

### B. Remuneration to other Directors:

Sr. No.	Particulars of Remuneration	Name of Directors							Total Amount
		Mr. Mannil Venugopalan	Mr. Raj Vikash Verma	Ms. Jyoti Narang	Mr. Krishan Kant Rathi	Mr. M S Sriram	Mr. Pushpinder Singh	Mr. V G Kannan	
		(₹ in lakh)							
1	Fee For attending Board/ Committee meetings	13.35	13.05	10.80	12.75	3.15	3.90	1.50	58.50
	Honorarium	19.89	-	-	-	-	-	-	19.89
	Commission	-	10.00	10.00	10.00	4.45	4.45	1.91	40.82
	<b>Total (1)*</b>	<b>33.24</b>	<b>23.05</b>	<b>20.80</b>	<b>22.75</b>	<b>7.60</b>	<b>8.35</b>	<b>3.41</b>	<b>119.21</b>
		Name of Directors							
	Other Non-Executive Directors	Narendra Ostawal							Total amount
2	Fee For attending Board Committee meetings	-							-
	Commission	-							-
	Others, Please specify	-							-
	<b>Total (2)</b>	-							-
	<b>Total (B)=(1)+(2)</b>	-							<b>119.21</b>
	Total Managerial Remuneration Ceiling as per the Act	Note: In terms of provisions of the Companies Act, 2013, the remuneration payable to Directors other than Executive Directors shall not exceed 1% of the net profit of the Bank. The remuneration paid to Directors was within prescribed limits during the year.							

\* Recorded ₹ 137.26 lakh as expenditure in books of accounts pertaining to Director sitting fees and profit related commission/honorarium. Profit Linked commission/honorarium pertaining to FY 2019-20 is being released to the Independent Directors after the finalisation of Annual Audited Accounts of the Bank.

### C. REMUNERATION TO KEY MANAGERIAL PERSONNEL OTHER THAN MD/MANAGER/WTD

Sr. No.	Particulars of Remuneration	Key Managerial Personnel		(₹ in lakh)
		Deepak Jain (CFO)*	Manmohan Parnami (Company Secretary)*	Total Amount
		1.	Gross Salary Salary as per provisions contained in Section 17(1) of the income tax act,1961 Value of perquisites u/s 17(2) Income tax act,1961 Profits in lieu of salary u/s 17(3) Income tax Act,1961	119.84
2.	Stock Option (granted during the year @ Exercise Price of ₹ 630 each)	50,000	4,282	-
3.	Sweat Equity	-	-	-
4.	Commission - as a % of profit - others, specify	-	-	-
5.	Others, please specify (It includes amount of Bonus and arrear appraisal for FY 2018-19)	44.94	7.85	52.79
	<b>Total @</b>	<b>164.78</b>	<b>47.81</b>	<b>212.59</b>

@ The total remuneration consists of basic salary, taxable allowances including special allowance and annual performance linked bonus and exclusive of perquisites on ESOPs. ESOPs granted during the year have been mentioned hereinabove. Above Remuneration includes Bonus of FY 2018-19 for ₹ 44.94 lakh and ₹ 7.85 lakh paid to Mr. Deepak Jain and Mr. Manmohan Parnami respectively during FY 2019-20.

\* The remuneration of Mr. Deepak Jain – Chief Financial Officer and Mr. Manmohan Parnami – Company Secretary of the Bank, does not include perquisites on ESOP amounting to ₹ 3.88 crore & ₹ 0.28 crore respectively, which were exercised during the period under review.

### VII) PENALTIES/PUNISHMENT/COMPOUNDING OF OFFENCES:

Type	Section of the Companies Act	Brief description	Details of penalty/ punishment/ compounding fees imposed	Authority (RD/ NCLT/COURT)	Appeal made, if any
<b>A. Bank</b>					
Penalty	-	-	-	-	-
Punishment	-	-	-	-	-
Compounding	-	-	-	-	-
<b>B. Directors</b>					
Penalty	-	-	-	-	-
Punishment	-	-	-	-	-
Compounding	-	-	-	-	-
<b>A. Others Officers in Default</b>					
Penalty	-	-	-	-	-
Punishment	-	-	-	-	-
Compounding	-	-	-	-	-

For and on behalf of the Board of Directors  
**AU SMALL FINANCE BANK LIMITED**

Sd/-  
**Mr. Sanjay Agarwal**  
 Managing Director & CEO  
 DIN: 00009526

Sd/-  
**Mr. Uttam Tibrewal**  
 Whole Time Director  
 DIN: 01024940

Date: 2<sup>nd</sup> May 2020  
 Place: Jaipur

Date: 2<sup>nd</sup> May 2020  
 Place: Mumbai

# Annexure VII

## ANNUAL REPORT ON BUSINESS RESPONSIBILITY

### SECTION A: GENERAL INFORMATION ABOUT THE COMPANY

1. Corporate Identity Number (CIN) of the Company	L36911RJ1996PLC011381								
2. Name of the Company	AU SMALL FINANCE BANK LIMITED								
3. Registered address	19-A, Dhuleshwar Garden, Ajmer Road, Jaipur – 302001 (Rajasthan)								
4. Website	<a href="http://www.aubank.in">www.aubank.in</a>								
5. E-mail id	<a href="mailto:investorrelations@aubank.in">investorrelations@aubank.in</a>								
6. Financial year reported	1 <sup>st</sup> April 2019 to 31 <sup>st</sup> March 2020								
7. Sector(s) that the Company is engaged in (industrial activity code-wise)	National Industrial Classification 2008 Section K: Financial and Insurance Activities Code: 64191								
8. List three key products/services that the Company manufactures/provides (as in balance sheet)	<ul style="list-style-type: none"> <li>• Deposits and Other products</li> <li>• Wheels and SBL Loans</li> <li>• Small and Mid – Corporate Loans</li> </ul>								
9. Total number of locations where business activity is undertaken by the Company	(a) Number of international locations – None (b) Number of national locations – 647 as on 31 <sup>st</sup> March 2020								
10. Markets served by the Company	<table border="1"> <thead> <tr> <th>Local</th> <th>State</th> <th>National</th> <th>International</th> </tr> </thead> <tbody> <tr> <td>✓</td> <td>✓</td> <td>✓</td> <td>x</td> </tr> </tbody> </table>	Local	State	National	International	✓	✓	✓	x
Local	State	National	International						
✓	✓	✓	x						

### SECTION B: FINANCIAL DETAILS OF THE COMPANY AS ON 31ST MARCH 2020

1. Paid-up Capital	₹ 304,12,33,270 (₹ 304.12 crore)
2. Total Turnover (₹ in crore)	4,991.98
3. Total profit after taxes (₹ in crore)	674.78
4. Total spending on Corporate Social Responsibility (CSR) as percentage of profit after tax (%)	1.87%
5. List of activities in which expenditure in 4 above has been incurred	<ul style="list-style-type: none"> <li>• <b>Sustainable Livelihood Programmes</b> – Exclusively designed community engagement programmes to build a self reliant approach in youths and to promote women entrepreneurs through vocational &amp; interpersonal relationship training driven by AU Skills Academy and AU Udyogini.</li> <li>• <b>Financial &amp; Digital Literacy</b> – The Bank continues to pro-actively engage with the local community and has conducted 1,767 financial literacy camps in the rural &amp; semi-urban geographies and in urban slums in FY 2019-20 to promote financial &amp; digital literacy by providing education on basic financial product and services and help in enhancing their knowledge.</li> <li>• <b>Sports for Development</b> – By nurturing sporting talent among children through life discipline, team handling, co-ordination skills and also to train them to graduate to higher level in sports.</li> <li>• <b>COVID-19</b> – Bank immediately responded to emerging needs of the society caused by unexpected COVID-19 outbreak which brought the health sector and the world economy with unprecedented challenges.</li> </ul>

**Note:** Details of CSR initiatives are forming part of CSR Report as Annexure-II of the Board's Report.

## SECTION C: OTHER DETAILS (AS ON 31<sup>ST</sup> MARCH 2020)

1.	Does the Company have any Subsidiary Company/Companies	No
2.	Do the Subsidiary Company/Companies participate in the BR initiatives of the parent company? If yes, then indicate the number of such subsidiary company(s).	Not Applicable
3.	Do any other entity/entities (e.g. suppliers, distributors etc.) that the Company does business with, participate in the BR initiatives of the Company? If yes, then indicate the percentage of such entity/entities? [Less than 30%, 30-60%, More than 60%]	No

## SECTION D: BR INFORMATION

### 1. Details of Director/Directors responsible for Business Responsibility (BR)

#### (a) Details of Director/Directors responsible for implementation of the BR policy/policies

DIN	00009526
Name	Mr. Sanjay Agarwal
Designation	Managing Director & CEO

#### (b) Details of BR Head

DIN Number	NA
Name	Mr. Sunil Parnami
Designation	Chief of Investor Relations and M&A
Telephone number	022-62490607
E-mail id	<a href="mailto:sunil.parnami@aubank.in">sunil.parnami@aubank.in</a>

### 2. Principle-wise (as per National Voluntary Guidelines) BR Policy/policies

#### (a) Details of compliance (Reply in Y/N)

Sr. No.	Questions	P1	P2	P3	P4	P5	P6	P7	P8	P9
1.	Do you have a policy/policies for	Y	Y	Y	Y	Y	Y	N	Y	Y
2.	Has the policy being formulated in consultation with the relevant stakeholders?	Y	Y	Y	Y	Y	Y	-	Y	Y
3.	*Does the policy conform to any national/international standards? If yes, specify? (50 words)	Y	Y	Y	Y	Y	Y	-	Y	Y
4.	**Has the policy being approved by the Board? If yes, has it been signed by MD/owner/CEO/appropriate Board Director?	Y	Y	Y	Y	Y	Y	-	Y	Y
5.	Does the Company have a specified committee of the Board/ Director/ Official to oversee the implementation of the policy?	Y	Y	Y	Y	Y	Y	-	Y	Y
6.	Indicate the link for the policy to be viewed online?	<a href="http://www.aubank.in/notice-board">www.aubank.in/notice-board</a>								
7.	Has the policy been formally communicated to all relevant internal and external stakeholders?	Policies/code that are internal documents of the Bank are accessed by employees through BIMS (an internal portal for policies & procedures) and other relevant Board approved policies have been hosted on the website of the Bank and can be accessed at the above link.								
8.	Does the Company have in-house structure to implement the policy/policies?	Y	Y	Y	Y	Y	Y	-	Y	Y
9.	Does the Company have a grievance redressal mechanism related to the policy/policies to address stakeholders' grievances related to the policy/ policies?	Y	Y	Y	Y	Y	Y	-	Y	Y
10.	Has the Company carried out independent audit/ evaluation of the working of this policy by an internal or external agency?	Y	Y	Y	Y	Y	Y	-	Y	Y

\*All policies of the Bank have been formulated in compliance with applicable regulatory requirements prescribed by MCA, RBI, SEBI & other regulators, business requirements and in line with the industry best practices.

\*\*The policies are being put up to the Board for approval after signature of respective process owner(s).

**(b) If answer to the question at serial number 1 against any principle, is 'No', explain why: (Tick up to 2 options)**

Sr. No.	Questions	P1	P2	P3	P4	P5	P6	P7	P8	P9
1	The Company has not understood the principles	-	-	-	-	-	-	-	-	-
2	The Company is not at a stage where it finds itself in a position to formulate and implement the policies on specified principles	-	-	-	-	-	-	-	-	-
3	The Company does not have financial or human resources available for the task	-	-	-	-	-	-	-	-	-
4	It is planned to be done within next 6 months	-	-	-	-	-	-	-	-	-
5	It is planned to be done within the next 1 year	-	-	-	-	-	-	-	-	-
6	Any other reason (please specify)							@refer below		

@The Bank works closely with collective trade and industry associations and there is no specific policy outlined for this principle and we do not take part in any lobbying or policy advocacy.

**Principle wise policies**

P.No	Business Responsibility Principles	Relevant Policies/Code
P1	Businesses should conduct and govern themselves with Ethics, Transparency and Accountability	Fraud Risk Management Policy, Compliance Policy, Risk Based Internal Audit Policy, Anti-Bribery and Anti-Corruption Policy, Code of Conduct for Employees, Code of Conduct for Directors and Senior Management Personnel, Code of Conduct – Prohibition of Insider Trading Policy, Policy on Related party Transactions & Materiality, Code of Fair Disclosure and Conduct and Prohibition of Fraudulent and Unfair Trade Practices relating to securities market
P2	Businesses should provide goods and services that are safe and contribute to sustainability throughout their life cycle	Fair Practice Code for Lenders, MSME Policy, Policy on Business Correspondents, Social and Environmental Management System, Policy for Soliciting and Servicing Insurance Products and Code of Conduct for Direct Selling Agents
P3	Businesses should promote the wellbeing of all employees	Learning & Development Policy, Code of Conduct for Employees, Capacity building policy, Compensation policy, Whistle blower Policy & Vigil Mechanism, Employee Leave policy, Prevention & Redressal Against Sexual Harassment and Job Rotation Policy
P4	Businesses should respect the interests of and be responsive towards all stakeholders especially those who are disadvantaged, vulnerable and marginalised.	Investor Grievance Redressal Policy, Communications Policy, CSR Policy, Customer Service Policy, Prohibition of Fraudulent and Unfair Trade Practices Relating to Securities Market, Policy for Determination of Materiality of Events/Information, Whistle Blower Policy & Vigil Mechanism and Prevention & Redressal Against Sexual Harassment.
P5	Businesses should respect and promote human rights	Citizen’s Charter, Charter on Customer Rights and Fair Practices Code for Lenders
P6	Business should respect, protect, and make efforts to restore the environment	Social and Environmental Management System
P7	Businesses, when engaged in influencing public and regulatory policy, should do so in a responsible manner	Bank does not have any policy/code for this principle
P8	Businesses should support inclusive growth and equitable development	CSR Policy and Social and Environmental Management System
P9	Businesses should engage with and provide value to their customers and consumers in a responsible manner	Customer Service Policy, Customer Grievance Redressal Policy, Customer Compensation Policy, Citizen’s Charter, Collection of Dues & Repossession of Security, Charter on Customer Rights and Fair Practice Code for Lenders

### 3. Governance related to BR

(a) Indicate the frequency with which the Board of Directors, Committee of the Board or CEO assesses the BR performance of the Company? Within 3 months, 3-6 months, annually or more than 1 year?	The Board constituted CSR Committee meets at least twice in a year. The impact of the BR initiatives are monitored by BR Head and it is reported at regular interval to the management. BR performance of the Company is assessed annually by Board of Directors.
(b) Does the Company publish a BR or a Sustainability Report? What is the hyperlink for viewing this report? How frequently it is published?	Yes, the Bank publishes its BR Report annually Hyperlink: <a href="http://www.aubank.in/disclosures">www.aubank.in/disclosures</a>

## SECTION E: PRINCIPLE-WISE PERFORMANCE

### PRINCIPLE 1

#### BUSINESSES SHOULD CONDUCT AND GOVERN THEMSELVES WITH ETHICS, TRANSPARENCY AND ACCOUNTABILITY

No.	Description	Response
1	Does the policy relating to ethics, bribery and corruption cover only the Company?  Yes/No. Does it extend to the Group/Joint Ventures/Suppliers/Contractors/NGOs/Others?	No. The policy for this principle is applicable on all stakeholders including vendors, service providers of the Bank. The Bank has adopted a 'zero-tolerance' approach to bribery and corruption and put in place an Anti-Bribery and Anti-Corruption Policy, which sets forth obligations on part of every employee for prevention, detection and reporting of any act of bribery or corruption.  Under the Bank's Anti-Bribery and Anti-Corruption Policy for vendor mechanism and outsourcing mechanism, the Bank ensures that a culture of transparency and highest ethical standards are followed while transacting and dealing with all the external stakeholders including vendors & suppliers.
2	How many stakeholder complaints have been received in the past financial year and what percentage was satisfactorily resolved by the management? If so, provide details thereof, in about 50 words or so.	The Bank has appropriate mechanism in place for redressal of grievances of stakeholders with the Bank.  During the reporting period, the Bank has not received any complaints from shareholders through SCORES and other modes, and queries and requests of the shareholders have been duly resolved.  The details of customer complaints have been disclosed in the schedule no. 18(12) of notes to accounts of the Audited Financial Statements for FY 2019-20.

### PRINCIPLE 2

#### GOODS AND SERVICES THAT ARE SAFE AND CONTRIBUTE TO SUSTAINABILITY THROUGHOUT THEIR LIFECYCLE

No.	Description	Response
1	List up to three of your products or services whose design has incorporated social or environmental concerns, risks and/or opportunities.	As a young phygital and tech focused Bank, our wide range of products supports the financial aspirations of our customers covering the credit, savings, payments, transactions financial needs and to make a positive impact on society. <ul style="list-style-type: none"> <li>• Inclusive Banking – Offering world class Banking experience and for Banking the unbanked</li> <li>• Lending Products: Financing to Retail MSMEs, vehicle finance, Agri, SME &amp; Mid Corporate, healthcare and other sectors</li> <li>• Digital Banking – Mobile Banking, Corporate Internet Banking, Missed Call Banking, Chatbot, AU Abhi and Tab Banking etc. for enhanced convenient digital banking.</li> </ul>
2	For each such product, provide the following details in respect of resource use (energy, water, raw material etc.) per unit of product (optional) <p>(a) Reduction during sourcing / production / distribution achieved since the previous year throughout the value chain?</p> <p>(b) Reduction during usage by consumers (energy, water) has been achieved since the previous year</p>	(a) The Bank, as a responsible organisation, established and implemented the required systems and processes to conserve energy aligned to its nature of the business. The Bank is using energy efficient cooling systems for its operation and also implemented IT architecture in a manner to achieve internal natural resource consumption efficiencies and simultaneously minimising the carbon footprint.  (b) The Bank spearheaded its services with several unique banking innovations for Savings & Current Account, paperless and digital customer acquisitions, no 'home branch' concept, no slips for cash deposits or withdrawal and no form for Real Time Gross Settlement (RTGS) transactions, internet banking, mobile banking, WhatsApp Banking, Banking through Missed Call and various application solutions thereby reducing paper consumption, customer time as well as fuel consumption.

No.	Description	Response
3	Does the Company have procedures in place for sustainable sourcing (including transportation)?  (a) If yes, what percentage of your inputs was sourced sustainably? Also, provide details thereof, in about 50 words or so.	Being a Banking Company, sustainable sourcing of inputs is not significant in its operations. However, the Bank endeavours to reduce the environmental impact of its operations. The Bank does not utilise raw materials/resources directly, yet in procurements of electrical equipment ESP star ratings are taken into consideration while procuring equipments & products for its branches/offices to save electricity.
4	Has the Company taken any steps to procure goods and services from local & small producers, including communities surrounding their place of work?  (a) If yes, what steps have been taken to improve their capacity and capability of local and small vendors?	Yes, the Bank procurement procedures covers quality assurance review of the vendors while procuring/ordering goods and services, wherein small and local vendors are given preference for procurement of daily use items and services such as stationary, food and beverages, taxi etc.  The Bank also endeavours for upliftment of local and small vendors by providing them easy access to loans including working capital loans for their Businesses.
5	Does the Company have a mechanism to recycle products and waste? If yes, what is the percentage of recycling of products and waste (separately as <5%, 5-10%, >10%). Also, provide details thereof, in about 50 words or so.	Being a Bank, our products are intangible in nature that they cannot be recycled. Hence, we have limited scope for using recycled material as processed inputs. The Bank follows e-waste disposal guidelines for disposal of fairly old systems and equipments in an environment friendly manner.

**PRINCIPLE 3**

**BUSINESSES SHOULD PROMOTE THE WELLBEING OF ALL EMPLOYEES**

No.	Description	Response																
1	Please indicate the total number of employees.	17,112																
2	Please indicate the total number of employees hired on temporary/contractual/casual basis.	1,079																
3	Please indicate the number of permanent women employees.	972																
4	Please indicate the number of permanent employees with disabilities.	5																
5	Do you have an employee association that is recognised by management?	No																
6	What percentage of your permanent employees is members of this recognised employee association?	Not Applicable																
7	Please indicate the number of complaints relating to child labour, forced labour, involuntary labour, sexual harassment in the last financial year and pending, as on the end of the financial year.	<table border="1"> <thead> <tr> <th>No.</th> <th>Category</th> <th>No. of complaints filed during the financial year</th> <th>No. of complaints pending as on end of the financial year</th> </tr> </thead> <tbody> <tr> <td>1</td> <td>Child labour/forced labour/ involuntary labour</td> <td>0</td> <td>0</td> </tr> <tr> <td>2</td> <td>Sexual harassment</td> <td>6</td> <td>0</td> </tr> <tr> <td>3</td> <td>Discriminatory employment</td> <td>0</td> <td>0</td> </tr> </tbody> </table>	No.	Category	No. of complaints filed during the financial year	No. of complaints pending as on end of the financial year	1	Child labour/forced labour/ involuntary labour	0	0	2	Sexual harassment	6	0	3	Discriminatory employment	0	0
No.	Category	No. of complaints filed during the financial year	No. of complaints pending as on end of the financial year															
1	Child labour/forced labour/ involuntary labour	0	0															
2	Sexual harassment	6	0															
3	Discriminatory employment	0	0															
8	What percentage of your undermentioned employees were given safety & skill up-gradation training in the last year?	a. Permanent Employees: <b>87%</b> b. Permanent Women Employees: <b>98%</b> c. Casual/Temporary/Contractual Employees: <b>52%</b> d. Employees with Disabilities: <b>60%</b>																



## PRINCIPLE 4

### BUSINESSES SHOULD RESPECT THE INTERESTS OF, AND BE RESPONSIVE TOWARDS ALL STAKEHOLDERS, ESPECIALLY THOSE WHO ARE DISADVANTAGED, VULNERABLE AND MARGINALISED

No.	Description	Response
1	Has the Company mapped its internal and external stakeholders? Yes/No	Yes
2	Out of the above, has the Company identified the disadvantaged, vulnerable and marginalised stakeholders?	<p>As a Small Finance Bank, we are guided by the Reserve Bank of India (RBI) guidelines on priority sector lending, lending to small and marginal farmers, lending to weaker section and to support government-led initiatives to improve access to financial services, and insurance and pension cover for reaching out to disadvantaged, vulnerable and marginalised stakeholders. Internally, the Bank carries out data mining for analysing its existing customers by classifying them under suitable categories.</p> <p>The Bank has also emphasised on development of women by strengthening their skills and providing entrepreneurship training under its flagship CSR programme AU Udyogini, thereby paving the path for women empowerment in rural, semi-urban and local areas.</p> <p>The Bank is taking steps to enable easier access to the Bank's branches and ATMs for the physically challenged people and is also providing facility for the visually challenged to transact at ATMs.</p>
3	Are there any special initiatives taken by the Company to engage with the disadvantaged, vulnerable and marginalised stakeholders? If so, provide details thereof, in about 50 words or so.	Yes, the Bank follows a two pronged approach, one through direct intervention by engaging with the under-banked and unbanked population in rural and urban India, which is still not entirely integrated into India's mainstream economy and offering them simplified banking services and, second through its CSR programs, where the focus is on skill development of woman and students in rural, semi-urban and urban slums to become self-reliant. Please refer CSR section of Annual Report for more details.

## PRINCIPLE 5

### BUSINESSES SHOULD RESPECT AND PROMOTE HUMAN RIGHTS

No.	Description	Response
1	Does the policy of the Company on human rights cover only the Company or extend to the Group/Joint Ventures/Suppliers/Contractors/NGOs/Others?	<p>The Bank's corporate whistle-blower program covers all its internal and external stakeholders providing them means to directly report their concerns, if any, to the Chief Vigilance Officer of the Bank. There is non-discrimination and fair to all approach that is followed by the Bank, and the Bank's Fair Practices Code ensures that all its products and service offerings are made available to its customers without discrimination.</p> <ul style="list-style-type: none"> <li>• The Bank offers doorstep banking, support to Sr. citizen customers and a ramp at its Branches for easy access by physically challenged customers.</li> <li>• The Banking outlets &amp; Business correspondents of the Bank in rural &amp; other areas offer doorstep Banking services and enhance these services further by reaching out and offering remittance, transfer and deposit – withdrawal services to customers.</li> <li>• In view of the lock down, rural customers were worst affected and marginal savers were supported well by AU by taking Banking services to their doorsteps.</li> </ul>
2	How many stakeholder complaints have been received in the past financial year and what percent was satisfactorily resolved by the Management?	No complaints with respect to Human rights violations were reported during the period under review.

**PRINCIPLE 6**

**BUSINESS SHOULD RESPECT, PROTECT, AND MAKE EFFORTS TO RESTORE THE ENVIRONMENT**

No. Description	Response
1 Does the policy related to Principle 6 cover only the Company or extends to the Group/Joint Ventures/Suppliers/ Contractors/NGOs/others?	Yes, The Bank understands its role and while carrying out its operation, it acts in a socially responsible manner to address the environmental and other concerns. The Bank complies with applicable environmental guidelines in its operations to the extent applicable. The Bank endeavor to create awareness among its vendors, suppliers about the policies that governs the Bank and the compliance to be ensured in this regard. The Bank also encourage vendors to adopt environment friendly measures in their operations. Further, the Bank's CSR Policy covers Environment Sustainability and projects have been undertaken to create positive, direct environmental impact through tree plantation drive and other measures and also by engaging with internal and external stakeholder to build and make meaningful impact of its efforts in this direction.
2 Does the Company have strategies/initiatives to address global environmental issues such as climate change, global warming, etc.? Y/N. If yes, please give hyperlink for web page etc.	No
3 Does the Company identify and assess potential environmental risks? Y/N	Yes, as a responsible Bank, we comply with applicable environmental regulations in respect of its premises and operations. Further, the Bank's Social Environment Management System (SEMS) sets guidelines to refrain from financing any activity that does not comply with applicable social and environment statutes applicable in India.
4 Does the Company have any project related to Clean Development Mechanism? If so, provide details thereof, in about 50 words or so. Also, if Yes, whether any environmental compliance report is filed?	Not Applicable
5 Has the Company undertaken any other initiatives on clean technology, energy efficiency, renewable energy, etc. Y/N. If yes, please give hyperlink for web page etc?	As a conscientious Bank, we understand our responsibility to operate in an environmentally sustainable way by developing, promoting and utilising eco-friendly and resource-efficient services.  In this regard, the Bank has designed offices infrastructure that is energy efficient, to save energy and to make optimal utilisation of natural resources at its Branches and other offices. Further, we are pleased to inform that your Bank has initiated steps by installing the solar panel in its office to make clean energy and to reduce the carbon footprint.
6 Are the emissions/waste generated by the Company within the permissible limits given by CPCB/SPCB for the financial year being reported?	Yes, The Bank's emissions and waste are within permissible limits of the laws applicable.
7 Number of show cause/legal notices received from CPCB/ SPCB, which are pending (i.e. not resolved to satisfaction) as on end of Financial Year.	Nil

## PRINCIPLE 7

### BUSINESSES, WHEN ENGAGED IN INFLUENCING PUBLIC AND REGULATORY POLICY, SHOULD DO SO IN A RESPONSIBLE MANNER

No.	Description	Response
1	Is your Company a member of any trade and chamber or association? If Yes, Name only those major ones that your business deals with:	The Bank is a member of various trade bodies and associations such as the Indian Banks' Association, Confederation of Indian Industry in India and the Indian Institute of Banking & Finance among others.  The Senior Management of the Bank participates in the programme organised by the above and other institutions to present views and represent issues of the Banking sector and of common interest.
2	Have you advocated/lobbied through the above associations for the advancement or improvement of public good? Yes/No; if yes specify the broad areas (drop box: Governance and Administration, Economic Reforms, Inclusive Development Policies, Energy security, Water, Food Security, Sustainable Business Principles, Others)	No

## PRINCIPLE 8

### BUSINESSES SHOULD SUPPORT INCLUSIVE GROWTH AND EQUITABLE DEVELOPMENT

No.	Description	Response
1	Does the Company have specified programmes/initiatives/projects in pursuit of the policy related to Principle 8? If yes details thereof?	Yes, the Bank is focused towards making socially inclusive and equitable growth by contributing to the upliftment of marginalised communities, women, partially disabled and others, and has taken several actions and initiatives to redefine the boundaries of social good through inclusive banking in areas where it operates. Through the Digital Banking unit, the Bank is driving digital payments across all economic sections of the society.  <ul style="list-style-type: none"> <li>Skill training initiatives of AU Foundation include the AU Skill Academy, where the poor/marginalised young population is provided with vocational and job-oriented training, is provided to become self-reliant. 5 Academies have been established to train upto 5,000 Students every year.</li> </ul> The details of programmes/initiatives/projects are covered in the CSR Report as Annexure-II of this Board's Report.
2	Are the programmes/projects undertaken through in-house team/own foundation/ external NGO/ government structures/any other organisation?	The projects/programmes are undertaken primarily through in-house teams with involvement at the ground level, through the AU Foundation and with the assistance of implementation partners, as part of its overall strategy.
3	Have you done any impact assessment of your initiative?	Periodic reviews are carried out for various projects. The Bank's initiatives cover comprehensive programmes for inclusive growth and evaluation with regard to the progress made in providing skills training, financial and digital literacy, women entrepreneurship programmes and access to banking and financial services to under-privileged customers, which are reviewed at regular intervals.
4	What is your Company's direct contribution to community development projects amount in INR and the details of the projects undertaken?	The details of contribution to community development projects are covered in the CSR Report as Annexure -II of this Board's Report.
5	Have you taken steps to ensure that this community development initiative is successfully adopted by the community? Please explain in 50 words or so.	In all the social initiatives, the community plays a very important role for Bank. AU Foundation encourages that active engagement of key stakeholders such as government, NGOs, communities and other local institutions to facilitate developing and building community ownership, while ensuring the sustainability of the social development programmes.  All projects and programmes developed under the CSR initiatives are largely focused on maximum community participation in rural and semi-urban, urban slums and other areas. Further, while designing the products & financial services delivery model, and the priority sector lending guidelines, the unbanked and under-banked population in rural and urban are considered as key constitutes for achieving Financial Inclusion meaningfully in the country.

**PRINCIPLE 9**

**BUSINESSES SHOULD ENGAGE WITH AND PROVIDE VALUE TO THEIR CUSTOMERS AND CONSUMERS IN A RESPONSIBLE MANNER**

<b>No. Description</b>	<b>Response</b>
1 What percentage of customer complaints/consumer cases are pending as on the end of financial year?	0.76% of total customer complaints received by the Bank, are pending as on 31 <sup>st</sup> March 2020.
2 Does the Company display product information on the product label, over and above what is mandated as per local laws? Yes/No/N.A. Remarks (additional information)	<p>Being a Banking Company, our products are intangible. Hence, product labelling is not applicable. However, the Bank complies with the disclosure requirements relevant for its product and services.</p> <p>Additionally, the Bank also displays the details of its products through various modes viz. brochures, website, print media and social media etc.</p>
3 Is there any case filed by any stakeholder against the Company regarding unfair trade practices, irresponsible advertising and/or anti-competitive behaviour during the last five years and pending as on end of financial year? If so, provide details thereof, in about 50 words or so.	In the ordinary course of business, some customers and borrowers have had differences with the Bank, which could result into their filing of suits in courts alleging deficiencies of service. In order to reduce such instances, the Bank’s customer experience team has taken several initiatives by being connected with customers and for offering the best banking experience.
4 Did your Company carry out any consumer survey/consumer satisfaction trends?	<p>Yes, the Bank believes that the culture of best-in-class customer experience can be achieved by listening to customer voice, acting and closing the loop with resolution, which leaves a smile on customer’s face.</p> <p>In this regard, the Bank conducted a customer survey to measure the delight level of our customer using QR code, where their feedback regarding the experience of our service delivery through various channels have been captured, and appropriate solutions were built in on the basis of their feedback.</p>