

CentralBank of India

30 September 2026

Operator: Good afternoon, everyone. This is the last day of the Bharat Connect Conference 2026 September edition. I welcome you all to the call of Central Bank of India. Today, from the management team, we have Mr. M.V. Murali Krishna, Executive Director; Mr. Vivek Kumar, the CFO; and Mr. G. Bhaskar, General Manager of Treasury. Without delaying anything further, I will quickly lay out the flow of the event. First, we will begin with the management's opening remarks, and then we will move to the Q&A round. If any participant has a question, they can raise their hand or put it in the chat box. We will first take up questions from the participants who have raised their hands, and then we will move to the chat box. If time permits at the end, we will take up questions from participants who were not able to join this call. Thank you. Over to you, sir.

M.V. Murali Krishna – Executive Director: Thank you very much. Just before I hand over to our CFO, I would like to share the key highlights of our June performance. As far as global business is concerned, in June we grew by 18.29%; total deposits grew by 11.68%; and CASA, when the entire world was struggling with CASA, grew by 11.16%. Total advances grew by 28.58%. In RAM, which is our primary strength, we grew by 21.38%, and net profit grew by 13.26%. Gross NPA declined to 2.6%, and net NPA was 0.49%. ROE was 14.92%, and ROA was just above 1%. With these opening remarks, I hand over to our CFO, Mr. Vivek Kumar. Mr. Vivek.

Vivek Kumar – CFO: Thank you, sir. Please bring up the slide. A very good afternoon to all of you. Following the initial brief on the bank's performance for Q1 FY27, I will present an overview of the bank's journey over the past 5 years, how it has transformed itself into a much more vibrant bank, and the key highlights along with the initiatives that the bank has undertaken.

As you can see, our bank has a 114-year legacy. It is one of the oldest banks to be reckoned with, with 65% of its branches primarily on the {? ruso ?} side. Those {? ruso ?} locations correlate with the touchpoints, of which we have around 22,346. Almost 85% of the touchpoints are from the {? ruso ?} side, which gives sufficient strength to the CASA franchise, one of the largest in the industry, at 46.61% in Q1 FY27. On the asset side, which is a core asset for the bank, we have a dedicated staff strength of 34,125, translating into a base of very loyal, trusted, and highly sticky business customers numbering 8.33 crores.

Now, this is the journey. When I say that I have shown you the bank's journey, I am presenting the initiatives that the bank took, in some cases being the first in the industry and showing the way for other banks to follow.

We were the first bank in 1921 to serve municipalities. To be more precise, we managed the initial funds for the Bombay Investment Trust and the Bombay Municipality. In 1921, we had the first dedicated savings and thrift branch, which we now call the Home Savings Department. It was called the Home Savings Department Bank and is now called the Home Savings Department. In 1922, we were the first to publish fortnightly financials, which was unheard of at that point in time. This is the transparency and governance that I am referring to, which began as far back as 1922. In 1924, our bank was the first to start the Pink Branch, or Pink Department, which was the first dedicated facility for women. We also had the first safe-deposit vault, one of the iconic safe vaults at the Fountain Office at the MMO. We were also the first to start recurring deposits. These are the highlights. I would say that these initiatives paved the way for other banks to take a cue and start similar

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initiatives of their own.

These are the members of management. We have our MD and CEO, Mr. Kalyan Kumar; Mr. Murali, our Executive Director; Mr. Mahendra Dohare, an Executive Director; and Mr. Shetan Kumar, an Executive Director. We have Mr. Chandra Deep Kumar Jha as the Government Nominee Director, Mr. Manoranjan Dash as the RBI Nominee Director, and Mr. Sharda Kumar Potdar and Mr. Rajesh Ranjan as the shareholder directors.

Now, this is where you will see the bank's transformation journey. I have taken it from the post-AQR period, right from the date we started the bank's growth journey. PCA ended in April 2021. From a net profit of 206, we started in Q4 FY21, and we are now at 1,324 crores in Q1 FY27.

CRAR, which started at 13.1%, is now 18.28%, a very healthy and well-buffered CRAR. On CET1, we were at 11.06% in April 2021, and this is now 16.54%. We began the journey after PCA with an NNPA of 5.09%, and it is now 0.49%; the curve continues to go down. Leverage was 4.36, and it is now 6.33. I would mention upfront that the March numbers also include the recognition of DTA, which eventually resulted in a hit of 632 crores on the books.

These are the sustained profitability numbers. In FY20, we were in the red by 2,439 crores. The journey began from there. The beginning of the PCR improvement came after that.

Management: We were still in the red in March 2021, at 888 crores. From there, the journey started. In FY22, it was 206 crores, and now, in the June quarter of FY27, it was 1,324 crores.

A brief snapshot: as I said, we were founded in 1921 and are one of the oldest legacy banks. We have built a digital neo platform, a whole bank within the bank, called Cent Neo. We have one of the strongest CASA franchises in the industry. On a pan-India basis, we have a distribution network of 4,605 touchpoints. I can further break this down: 4,065 are branches, 1 is an IBU at GIFT City, there are 3,820 ATMs, 13,890 Business Correspondents, and 30 BC Max outlets, as of March 2026.

If you look at the credit rating, the numbers themselves led the rating agencies to upgrade us on the corporate rating and on the longer-tenor, long-term rating to AA+. The corporate rating improved, and the certificates of deposit received the highest rating of A1+ from CRISIL.

The snapshot for March FY26 is at the bottom. You will see a high number of 8,14,171 crores, representing year-on-year growth of 11.97%. Operating profit was 8,479 crores, representing year-on-year growth of 4.37%. ROA stood at 0.89%. Please remember that I said we recognized DTA of 632 crores; otherwise, ROA would have been well above 1% as of FY26. Book value per share was 38.23. Net interest margin stood at 3.07% as of FY26, one of the highest in the industry. Net profit was 4,369 crores, representing year-on-year growth of 15.43%. ROE was 13%, and EPS was 4.83, which again represented year-on-year growth of 10.78%.

These are the snapshot numbers that my Executive Director initially mentioned in the opening remarks: total business, or global business, of 8,33,320 crores, representing year-on-year growth of 18.29% over Q1 FY26. Total deposits stood at 4,78,972 crores, representing growth of 11.68%. CASA was 2,22,892 crores, with growth of 11.16%, and global advances stood at 3,54,348 crores, representing growth of 28.58%. RAM, being the largest segment for the bank, recorded

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year-on-year growth of 21.38% to 2,41,105 crores. Total income booked was 10,678 crores, and interest income was 9,691 crores, representing a rate of 12.48%. Net profit, as I said, was 1,324 crores, representing growth of 13.26%.

Gross NPA declined by 53 bps, and this is the most striking point. You will see that the numbers are also attracting the attention of the industry: gross NPA is declining, net NPA is declining, and credit cost is declining. Gross NPA stood at 2.60%, down by 53 bps. Net NPA was 0.49%, down by—it was flat. Credit cost declined by 28 bps to 0.4%, and ROE stood at 14.92%, at 75 bps.

Our pan-India network is spread across the country as a whole. We have a branch at every nook and corner. Even in Lakshadweep, we have one branch. This is how the network is distributed across rural, semi-urban, and urban locations. As I said, 65% of the branches comprise RUSO touchpoints, which represent 85% of the total touchpoints. On the western side, 32.86% of the branches cater to the western and central regions. On the northern side, it is 27.84%. The Northeast accounts for 3.94%, the eastern region for 20.65%, and the southern region for 14.70%. Broadly, we cater across India.

CASA has followed a journey from 2022 through Q1 FY27. CASA was 46.61% in June 2026. The cost of deposits was fairly placed at 4.60% in Q1 FY27, despite the market heating up due to liquidity conditions. The CD ratio stood at 74.10%. You can see that we started the journey in FY22 at 55.63%, and we are now at 74.10%, increasing year-on-year. NIM was 3.06% in Q1 FY27. Liquidity, as measured by LCR, was ample; we were at 156. Net profit, as I said, was 1,324 crores.

These are the growth and profitability drivers for the bank's touchpoints. In FY22, we stood at 17,803, and we are now at 22,346. In terms of business, we started with gross advances of 1,89,712 crores, which have now reached 3,54,348 crores. CASA has followed a journey, although you will see that it is not directly comparable, as the industry has changed. Nevertheless, we are one of the fastest-growing banks in CASA and continue to build a strong position in the industry, with CASA at 46.61%.

Productivity has improved from 117 in business per branch to 180.75. Business per employee has improved from 17.15 to 24.40.

Sustainability and consistency have been the bank's mantra over the past 5 years. We have grown in terms of the absolute book as well as PAT. You will see operating profit growing year-on-year; it was at its highest in FY26 at 8,479 crores, and in Q1 it was 2,186 crores. Net interest income has followed the same trajectory. The numbers themselves show how the bank has transformed over this 5-year journey.

I will now come to advances. Broadly, the bank has taken a 65:35 approach, with a plus or minus 5% range, between the RAM and corporate books. This is what the RAM and corporate books look like. Retail is at 1,05,523 crores. MSME stood at 71,308 crores. Agriculture stood at 64,274 crores, and corporate stood at 1,12,770 crores as of Q1 FY27.

In the advance mix, retail comprises approximately 27.53%, the agriculture book is 23.36%, corporate is 34.11%, and MSME is 18%. The CAGR growth of retail is 18%, agriculture is 12.72%, MSME is 18.92%, and corporate has translated into 13.96%.

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These are the efficiency and productivity numbers. Yield on advances is down, but that was due to the repricing effect, which marginally settled down in Q1. It is now down by 69 bps at 7.89%. We look forward to growth from here.

The other two comparative numbers I could mention are the cost of deposits. You will see that the cost of deposits has also declined. It has not increased despite the liquidity crunch we experienced in Q1; it declined by 33 bps to 4.60%. Yield on investments was 6.76%, yield on funds was 7.58%, and NIM was 3.06%. ROE, as we said, is almost 14%. Book value per share is 40.41.

The slippage ratio is 0.29%. It is read out there as 0.29%; it is a non-annualized figure. Cost-to-income is 55.40%, declining year-on-year. LCR is 156, and EPS is 1.46 on a non-annualized basis.

PCR is 95.86%; without TWO, it is around 81.41%. Gross NPA is 2.60%, and net NPA is 0.49%. Slippages are 0.29%, and credit cost is 0.40%. As I initially said, total CRAR is 18.28%, and CET1 is 16.54%, representing a well-buffered capital structure for us. Leverage is 6.33.

The technology we have begun leveraging is, as I said, a bank within the bank, Cent Neo. We have—

Kalyan Kumar – MD & CEO: Yes, good afternoon. Please carry on.

Management: Sir, there are 3 or 4 more slides. I will finish, and then we can—

Kalyan Kumar – MD & CEO: Yes, yes. Carry on.

Management: We have built a host of journeys on the digital lending platform, which not only gives us a downside on cost but also an upside in terms of credit underwriting principles and turnaround time. The retail journeys are in place, and we are gradually shifting the entire retail acquisition process to the DLP platform. We have MSME journeys, and almost all government-sponsored schemes are entirely covered on the DLP platform.

On the liability side, we have initiated a host of digital on-lending initiatives, which have created a benchmark, with CASA consistently above 46%.

These are the outcomes. Although the numbers look small, this is the first year in which we have grown incrementally. The book has now gradually started to build.

These are the CASA initiatives. As we said, Prarambh is a comprehensive structure for CASA acquisition on the liability side. “Badhega CASA, Badhega Bank” has been the strategy, and that is the reason we are one of the highest CASA-driven banks, with rural franchise CASA growth. Various products now cater to specialized segments, such as TAS, which refers to trust accounts; Cent Queen accounts, which are oriented toward women; Cent Achiever for Gen Z customers; and Cent Vyapar accounts on the MSME front.

Fee-based income is an area where the bank has now started focusing on increasing its digital wallet share and digital income. This also includes fee-based income through LC and BG. We have also started working on rationalization on the cost side, and I would add that we are also monetizing it to see how we can not only reduce costs but also incrementally increase revenues from those

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areas.

We are going to start a strategic initiative in wealth management for HNI customers. Since we have Central General Insurance with us, we are expanding the insurance business through that franchise.

On technology and digital adoption, we have put in place a monitoring system to understand how much of a digital footprint we are incrementally able to create. This includes not only customer acquisition but also credit underwriting, EWS, and monitoring and follow-up on the recovery side.

We have taken efforts to improve the cost-to-income ratio. It is currently slightly higher at 55.4%, but over the years, the curve has been on the downside. The cost-to-income ratio is declining and income is increasing. The initiatives we have taken to optimize costs will definitely provide a further boost through rationalization of the cost-to-income ratio.

As I said initially, an increase in fee-based income will give a fillip to the bank's overall income. Cross-sell and up-sell opportunities will increase the customer's digital wallet and wallet share.

We are at 74%, which gives us headroom for growth in the CD ratio. This gives us sufficient strength to pursue more qualitative business and ultimately increase the NIM numbers.

On the MSME front, various clusters have been identified and cluster-based products have been developed with a focused strategy. I would state clearly that every quarter and every year, the bank runs specific, focused outreach camps for its customers, not only for MSME but for the entire RAM segment, targeting MSME customers in these clusters.

Management: On agriculture also, we have adopted a cluster-based approach across 306 branches in the clusters. We were the first PSU bank to launch Bharat Connect for business. It is in partnership with NPCI Bharat BillPay for a B2B payment solution and ecosystem.

Among the initiatives that the bank has undertaken to expand its footprint, I would not say that we hired 1,000 credit officers; rather, we onboarded credit officers, fresh officers, and trained them according to our requirements. This is a customized training program for these credit officers. They are now being posted to various large branches on the corporate side and across various segments, both for credit quality and relationship development.

We have a centralized forex cell, which will give a fillip to our LC and BG business as well as the NRI business. In line with Viksit Bharat, the cluster branches have been mapped, as I said, with 306 branches for agriculture and 255 on the MSME side. Every quarter, we have a dedicated outreach program for RAM. When the questions and answers begin, our MD and CEO will provide more detail on how we acquire leads and convert them into business.

We have GIFT City at the Gandhinagar IFSC, an NRI desk, and 159 branches catering to NRIs. We have launched new products, including the Gen Z product that I mentioned earlier.

In order to fine-tune the TAT—meaning faster decisions, faster acquisition, and faster credit discipline—we have established dedicated processing centers at the regional office level, the zonal office level, and the central office level. We currently have 45 journeys on the DLP, bifurcated into RAM, for which I had shown an earlier slide.

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We have ACE Agency, where we have a tie-up for tractors and farm machinery. It will cater to 334 branches, which will also be part of the cluster branches. We have a Cent E-Trade web portal. We have 115 Pink Branches, meaning branches staffed entirely by women, catering to customers at 115 centers across India.

When we conduct outreach programs, we also include a Ghar Wapsi scheme for customers who may, for one reason or another, have looked for other banks. The more we know them, the better we can serve them, so we are bringing back into our fold customers with whom we previously had relationships.

The digital booklet is for the convenience of staff as well as customers. A well-established digital booklet has been launched. Credit card business is another area that we have gradually started to focus on, and we would probably give a fillip to its launch in {? 2027-28 ?}, which is what we have planned.

This was a summary of the presentation from our side. These are the awards and accolades. I thank you for being patient and listening to our presentation. Ma'am, I believe you are still there?

Operator: Hello?

Management: Ma'am, please give us 5 minutes. I would request my MD also to make a few introductory remarks to the panel. There are almost 32 investors listening to us right now. Sir, you mentioned something, and we have completed the presentation. We would now like to hear something from your side.

Management - MD & CEO: Thank you. Good afternoon to all of you. In the presentation, you must have seen the growth, asset quality, and profitability. Another important aspect is how we achieved those numbers. To give you confidence that those numbers are sustainable, you can see that we have worked on people, processes, and technology, all 3 of which are important aspects of organizational excellence. These 3 elements are important.

Regarding people, you must have seen in the presentation that this bank was under PCA for 5 years. It was the last bank to come out of PCA. Therefore, credit underwriting quality was a major concern. We hired 1,000 credit officers. They have already completed their training and are now posted at the field level. We have placed them in strategic areas.

You must have heard that we have identified several cluster-based branches specializing in MSME and agriculture. On the corporate side, we have corporate finance branches and mid-corporate branches. We have strategically placed those 1,000 officers across the country at zonal and regional offices.

That is one major boost for us. We refer to the processing centers at the regional office level as C-PAC. We have also made several changes there so that we have control not only over the identification of the customer and processing, but also over post-disbursement monitoring. We have taken care of all these aspects by modifying and improving the monitoring process.

For example, I would like to mention the NACH mandate. These requirements are being monitored mandatorily. You can see that SMA levels are now declining. SMA 0, if I may mention it, is declining

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by 50% due to all these initiatives, such as linking those accounts to the repayment process.

I will give you the figures for the previous year. As of March {? 36 ?}, our slippage ratio was 1.16%. In March 2025, it was 1.47%. As of today, it is 0.40%. We had given the market guidance that our asset quality would remain below 1%.

Despite some hits from agriculture in states such as Maharashtra and Uttar Pradesh, we have achieved this. More than 300 crores slipped in the agriculture sector, or 400 crores if Uttar Pradesh is also included. Thus, out of the total slippages, 400 crores came from the agriculture sector. Despite that, due to all these initiatives, we have been able to contain slippages and maintain asset quality below 1%. It is 0.40%; even if we annualize it, it is 0.80%. Looking at any potential surprises or other factors, there is sufficient cushion. We will remain below 1%.

You must have seen the growth. We are maintaining growth of more than 20%. This is partly because the base was lower, and there are market opportunities available to us. We have prepared our people and modified the processes so that they are convenient for field personnel.

We have also strengthened the marketing setup. We have opened customer acquisition centers at more than 50 locations. We have 300 marketing officers; 200 were already existing, and we recruited 300 more. They are highly vigilant and are contributing to CASA and other areas. We have lead district manager responsibility in 53 districts. We have provided customized training programs to them, and they are also contributing to CASA mobilization.

As you have seen, CASA was 46.61% as of June. These numbers are supported by the fact that 65% of our branches are in rural and semi-urban areas. The strength of this network can be seen in the fact that more than 50% of our branches—approximately 3,000-plus branches—have CASA above 50%. That is a major strength for this organization.

If you look at the RAM segment, 68% of advances are from RAM. Risks are diversified, and the corporate segment is 28%. In that way, on both the asset side and the liability side, I can assure you that this growth is sustainable and asset quality is good.

You have also seen the interventions we have made in technology improvement and the journeys that our CFO presented to you. I can assure you that this is sustainable and is contributing to profitability. NIM was also 3.06% as of June, and ROA was 1%. That was also aligned with the market guidance we had provided.

These are the basic initiatives. The kind of initiatives we have taken across people, processes, and technology are now generating results. This is the first half of the year, and after the results are declared, we would like to interact with you again. I can give you the confidence that this organization has immense strength and potential in terms of its presence, physical presence, and market share in business. We are also systematically grooming our people to take on their responsibilities.

I can assure you that all these elements are sustainable. I am now open to questions. If there are any questions, I would like to take them forward. Thank you.

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Operator: Thank you, sir. That was a detailed overview. I would like to repeat that if any participant has a question, they can raise their hand or put it in the chat box. We will take our first question from Sachin Jindal. Sachin, you are unmuted.

Sachin Jindal: Thank you, ma'am. Hi, sir. First of all, thank you for the excellent presentation. I have a couple of questions related to Central Bank.

The first is related to the new business segment of wealth management that you are going to start. My question is: when is this segment going to start? The CFO also mentioned that you are about to enter the insurance business. Recently, the government released a consultation paper on insurance. Will the bank be affected by this consultation paper in the foreseeable future?

My second question relates to the fact that the bank's past performance has been strong. There has been an increase in profits and in the book value per share, but this has not been reflected in the share price. Is there something on the asset-quality side that the market is still discounting in the case of Central Bank of India? If we compare it with peers in the PSU banking sector, the stock is still substantially lower—not at the same level as peers. What do you see as the concern from the market's perspective? Why are they still discounting the bank and assigning it a lower valuation compared with other banks in the same sector?

Management – MD & CEO: Thank you, Sachin. Regarding your first question on wealth management, we have already started. We hired 300 marketing officers, and among those 300 officers, we selected more than 40 for the wealth management vertical. Very shortly, we are also going to approach the market to hire a senior team because this business requires specialized skill sets. Therefore, we will soon hire a team to run this vertical.

I can tell you that by December or January, we are going to start the wealth management vertical on a full-fledged basis. The groundwork has already started. We have selected more than 40 people for this segment. They were already trained at their earlier organizations and have worked in this segment. We already have the required skill sets. That is my answer regarding wealth management.

You also asked about the insurance tie-up. We have Cent General Insurance and Cent Life Insurance, both segments, with the general insurance company. This company started only in the previous year. Since it is a bancassurance business and the products are distributed through our banking channel and branches, we are distributing these products through more than 4,615 branches.

I can tell you that there is huge untapped potential in front of us in bancassurance. This is already reflected in the improvement in income from bancassurance, which you can see.

Regarding the consultation paper you mentioned, I understand that we have still not realized the full potential available in our branches and organization. Therefore, I do not see any dent. The segments discussed in the paper are, hopefully, not going to affect us. We are conducting a detailed analysis of how it could affect us, but prima facie, we do not foresee any impact. You can see that we have such a wide network and that all these products are being distributed through our branches. Normally, it takes 2–3 years for such initiatives to stabilize. We are driving—

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Management: —this business, and we are generating a good amount of income from bancassurance as well.

Your third question was regarding the share price. A few months ago, we went for an OFS. The OFS was subscribed, and the government's holding declined from 89% to 81%.

Regarding your apprehension about asset quality, I mentioned in my address that our slippage ratio was 1.47% in the previous year. If you compare gross NPA, net NPA, and credit cost as of March 2025, March 2026, and June 2026, there has been significant improvement. There has been continuous improvement across all these segments. In June 2026, our credit cost was 0.29%, correct? It was 0.29%. You can see improvement here as well because we have been successful in containing slippages.

We have strengthened our CPAC and credit delivery, not only in underwriting but also in post-disbursement monitoring. We are connecting those accounts with NACH or SI facilities and creating war rooms, bringing better coordination between the feet-on-street model, our regional collection managers, technology, and the call center. This has produced results. We are dealing with retail business, but you can still see that we have contained slippages compared with other organizations.

That is why I do not feel that this apprehension is justified. You are right, and I am also trying to find the reason why you are not finding this stock sufficiently attractive. There are very few public-sector bank stocks trading at less than 1 times price-to-book. Our book value is 41, and our stock is trading between 30 and 31. It is at a rock-bottom level.

I can assure you and all the people listening to me that, given the initiatives we have taken, our asset quality is under control. Despite growth of 20–22%, we are containing slippages, and the NPA ratio and credit cost are also favorable.

Certainly, I understand that this organization requires more visibility and a better dialogue so that we can present the case to the respective stakeholders and give them confidence in the stock. In that way, I am fully confident that you will have trust in our brand value, and we will also improve on those parameters. I hope I have answered your question, Sachin.

Sachin Jindal: Yes, sir. Thank you, sir. I have one more question. Recently, the RBI invited significant FCNR deposits from FIIIs. A large amount was deposited in Indian banks. What was Central Bank's share of the total FCNR deposits brought in by FIIIs during the past few months?

Management: 925—925 million dollars, sorry. We mobilized 925 million dollars in FCNR(B) deposits. A major part was widely diversified. What was the number of customers?

Management: It was a good number, meaning it was widely diversified. It was not concentrated among a few—

Management: —customers across the country. Through our network, we were able to mobilize 925 million dollars in FCNR(B) deposits.

Sachin Jindal: Okay.

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Management: That comes to approximately 8,000 crores, or 8,800 crores.

Operator: I think we can take our next question, as other investors are waiting. Sir, may we?

Management: Yes, please.

Operator: We will take our next question from Pranay Jhaveri.

Pranay Jhaveri: Hi, sir. Am I audible?

Management: Yes, Pranay.

Pranay Jhaveri: Hello?

Management: Yes, Pranay, you are audible. Go ahead.

Pranay Jhaveri: Thank you very much for this opportunity, sir. I have 2 questions. First, what is your view on the NIMs, which are currently, as you are saying, in the range of 3.5–3.6? Do you think these NIMs are sustainable for this year and going forward into next year? What could that trajectory be?

Management: Yes, I can answer this.

Pranay Jhaveri: Yes, please.

Management: Pranay, NIM as of June was 3.06%. In March also, it was above 3%. What I mean to say is that I have given guidance for this year that it will remain above 3%.

If you look at growth, yield on advances, and cost of deposits, they are all very comfortable and give us confidence. Another factor is that the contribution of the RAM sector is 68%. I have given guidance of 65:35, with a plus or minus 5% range. It is currently 68%.

More than 60% of our advances are linked to external benchmark-linked rates. Approximately 61% of advances are linked to external benchmark-linked rates. Looking at newspaper reports and expectations, there are chances of a hike in the repo rate or benchmark rate, and that would support us by improving the yield on advances.

We have also selected and taken high-yielding advances on a priority basis for the organization, while leaving out low-yielding advances. These are the conscious actions we have taken over the past year. I can assure you that NIM will remain at 3% or above. I am confident about that.

Pranay Jhaveri: My second question is that you have done a great job on the CASA front. How confident are you about maintaining it? Could you throw some light on how you have achieved this? Is the rural presence helping us to achieve it? As you mentioned, trust accounts are a critical part of it. Could you provide some qualitative detail on how you have achieved this and whether you will be able to maintain it?

Management: One factor is that our geographical presence is supporting us. That is one aspect. However, we have taken many other steps.

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If I talk about current accounts and savings accounts, we have opened customer acquisition centers at more than 50 locations through our marketing setup. This facility was not previously available at Central Bank. We have taken the services of 53 LDMs, who are very good at maintaining relationships with government agencies and others. We have provided them with special training and given them iPads containing details of customized products.

All marketing officers have been properly trained. Segment-based tasks covering trusts, associations, societies, and clubs are being carried out in an integrated manner through a technology platform. Our marketing officers are visiting religious places, doctors, hotels, hospitals, and other such segments.

We are also providing them with booklets and information online wherever they go, including what to discuss and what to highlight. In this way, we have built their capabilities to promote our products to targeted customers.

Thus, one advantage is our geographical presence, and another is our people and targeted activities. Campaigns are being conducted under "Badhega CASA, Badhega Bank," as you also heard in the presentation.

On the technology side, we have designed several products. There is a product for paramilitary forces. The Cent Queen product is for women. For "Vyapar Sathi," we have Cent Vyapar Sathi. Cent C-Biz is also available. We have introduced products for gig workers. We have also introduced several special liability products for farmers.

We have identified several segment-wise products for pensioners, senior citizens, youth, and working people. The products are available, the technology delivery platform is available, and the people who will drive these initiatives are available under the guidance of the zonal and regional heads.

In that way, I can assure you that CASA, which is our strength, will continue to remain our strength.

Pranay Jhaveri: Thank you. Sir, if you permit me, I would like to squeeze in one more question.

Management: Please.

Pranay Jhaveri: You and your team have done a great job over the last year. I wanted to know: it has been a year since you joined the bank. What is the tenure or mandate given to you in terms of how many more years? Some detail on that would be very helpful. Thank you.

Management: Thank you. I joined this great organization on September 30, 2025. Today, I am completing—

Pranay Jhaveri: Congratulations, and I wish you all the very best on your first anniversary, sir.

Management: Thank you. Regarding my mandate, these appointments are for 3 years. Under the current mandate, it is September 30, 2028. I will turn 60 in January 2029. That is the position. The mandate for the next 2 years is in place. As per the current mandate, that is what I can tell you.

Pranay Jhaveri: Thank you very much, sir. I wish you all the very best.

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CentralBank of India

30 September 2026

Management: Thank you, Pranay.

Operator: Thank you, Pranay. Thank you, team. Sir, as we are short of time, I would like to conclude this meeting. Would you like to make any closing remarks?

Management: Thank you. I would like to make one request to all those who are connected and listening to me. Please give us more opportunities to explain if you have any doubts. I am saying this with full confidence: my team is committed and is giving its best.

In the coming years, the results we are observing will be sustainable, and all stakeholders will not only be satisfied, but I can also tell you that you can get more than you expect. I would request my team members to arrange more meetings of this kind so that we can give you confidence that whatever we are saying, we mean it. Thank you for the opportunity.

Operator: Thank you. Thank you very much, sir. Thank you to all the participants for joining this call.

Management: Ma'am, just a small request. Since we were short of time, you may have received a set of questions from the investors and analysts in the chat box. If you could share them, we would be more than happy to reach out to them and answer their queries, providing an update on what we are doing.

Operator: Certainly, sir. After the conference is over, we will do that by October 1, tomorrow.

Management: That is very kind of you. Please take up the questions that have not been answered.

Operator: Yes. Thank you to all the participants for joining this call. If you have any further questions, you can get in touch with the team at Arihant Capital. We will be happy to take your questions forward to the Central Bank of India team. I am Juhi Manwani, and I will sign off. It was a pleasure hosting this call. I look forward to more such opportunities, conferences, and calls. Thank you very much. Thank you, everyone. Have a nice day.

Management: Thank you. Good day to all the investors.

Note: {? ... ?} indicates a figure or name where audio clarity was insufficient for confident transcription. Verify against the source audio or the company's published filings.

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