

BUSINESS RESPONSIBILITY REPORT

Section A: General Information about the Bank

Corporate Identity Number (CIN) of the Company	Not Applicable
Name of the Company	Oriental Bank of Commerce
Registered Address	Harsha Bhawan, E-Block, Connaught Place, New Delhi-110001
Corporate Office	Plot No.5, Sector 32, Institutional Area, Gurugram -122001
Website	www.obcindia.co.in
E-mail id	mbd@obc.co.in ; ssaha@obc.co.in
Financial Year reported	2016-17
Sector(s) that the Company is engaged in (industrial activity code-wise)	Banking & Financial Services
List three key products/services that the Company manufactures/provides (as in balance sheet)	1. Wholesale Banking 2. Retail Banking 3. Rural and Agri-Banking
Total number of locations where business activity is undertaken by the Company	Number of National Locations : 2376 Number of International Locations:1 (Dubai Representative Office)
Markets served by the Company	National

Section B: Financial Details of the Bank

Paid up Capital (INR)	₹346.17 crore
Total Business (INR)	₹385777.25 crore
Total Profit / (-) Loss (INR)	(-)₹1094.07 crore

<p>Total Spending on Corporate Social Responsibility (CSR) as percentage of profit after tax (%)</p>	<p>As per RBI Guidelines, the Bank may donate aggregating upto 1% of the profit of the previous financial year. Accordingly, the maximum permissible amount for FY 2016-17 is ₹1.56 crore. The total amount of CSR sanctioned in FY 2016-17 is ₹1.23 crore which is 0.79% of the allocated CSR budget.</p>
<p>List of activities in which expenditure in 4 above has been incurred</p>	<p>The Bank has undertaken the following CSR activities during FY 2016-17:</p> <p>Health: Bank has donated water coolers, patient chairs & Trolleys etc. on pan India basis.</p> <p>Education: Bank has donated pre-used computers, stationery items, Braille Books etc. to poor & needy children.</p> <p>Green Initiatives: Bank has donated tree guards for protection of saplings. Bank has also adopted Dashashwamedh Ghat, Varanasi, as an effort towards cleaning River Ganga.</p> <p>Community Services: Bank has donated sweaters, food items, & Blankets etc to poor & needy people.</p>

Section C: Other Details

<p>Does the Company have any Subsidiary Company/ Companies?</p>	<p>No</p>
<p>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)</p>	<p>N.A.</p>
<p>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%]</p>	<p>No</p>

Section D: BR Information

a)	Details of Director /Directors responsible for BR	
Sr. No.	Particulars	Details
	DIN Number	07427647
	Name	Shri Rajkiran Rai G
	Designation	Executive Director
b)	Details of the BR Head	
	DIN Number (if applicable)	Not Applicable
	Name	Shri Swarup Saha
	Designation	General Manager (MBD)
	Telephone number	0124-4126542/4126286
	e-mail id	mbd@obc.co.in ; ssaha@obc.co.in

1. Principle-wise (as per NVGs) BR Policy/Policies (Reply in Y/N)

Sr. No.	Questions	P 1	P 2	P 3	P 4	P 5	P 6	P 7	P 8	P 9
1.	Do you have a Policy/Policies for the Principle/s	Y	Y	Y	Y	Y	Y	Y	Y	Y
2.	Has the policy being formulated in consultation with the relevant stakeholders?	Y	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	Y
4.	Has the Policy being approved by the Board? Is yes, has it been signed by MD/owner / CEO / appropriate Board Director?	Y	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	Y

6.	Indicate the link for the policy to be viewed online?	The Policies are available on the Bank's website i.e. www.obcindia.co.in / Bank's internal web-portal.								
7.	Has the policy been formally communicated to all relevant internal and external stakeholders?	Y	Y	Y	Y	Y	Y	Y	Y	Y
8.	Does the company have in-house structure to implement the Policy/Policies?	Y	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	Y
10.	Has the company carried out independent audit/evaluation of the working of this policy by an internal or external agency?	N	N	N	N	N	N	N	N	N

*All the policies being followed by the Bank are in conformity with the guidelines issued by various regulators and statutory bodies such as Reserve Bank of India, Ministry of Finance, SEBI, Constitution of India, other legal Acts etc. Hence they conform to national Standards.

Please note that there are several policies formally put in place by the Bank that govern various functions in the bank directly or indirectly. At the same time, there are various guidelines, issued by the Bank from time to time, that are followed by the Branches as well as the Clusters/Cluster Monitoring Offices, Corporate Office etc. Similarly, Bank also implements the policies framed by regulators, affiliates, associates and other statutes while carrying out banking function.

2. a. If answer to Sr. No. 1 against any principle, is 'No', please explain why: (Tick up to 2 options)

Sr. No.	Questions	P 1	P 2	P 3	P 4	P 5	P 6	P 7	P 8	P 9
1.	The company has not understood the Principles	Not Applicable								
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 manpower 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)	In respect of Pt.10, it is submitted that the Policies of the Bank are being reviewed by the Board of Directors on annual basis.								

3. Governance related to BR

- Indicate the frequency with which the Board of Directors, Committee of the Board or CEO to assess the BR performance of the Company. Within 3 months, 3-6 months, Annually, More than 1 year
- Pursuant to SEBI (Listing Obligations & Disclosure Requirements) Regulations 2015, the provisions w.r.t Business Responsibility Report (BRR) are applicable to the Bank w.e.f. FY 2016-17. The Bank's performance on Business Responsibility is assessed annually by the Board of Directors.
- Does the Company publish a BR or a Sustainability Report? What is the hyperlink for viewing this report? How frequently it is published?
- Yes, Annually. Pursuant to SEBI (Listing Obligations & Disclosure Requirements) Regulations 2015, the provisions w.r.t. Business Responsibility Report (BRR) are applicable to the Bank w.e.f. FY 2016-17. As such, the Business Responsibility Report for the year 2016-17 is available on the website of the Bank i.e. www.obcindia.co.in under **Investor Center**-Business Responsibility Report

Section E: Principle-wise performance

Principle 1

Businesses should conduct and govern themselves with Ethics, Transparency and Accountability

1. Does the policy relating to ethics, bribery and corruption cover only the company?
 - Yes. The Bank is committed to adhering to the highest standards of ethical, moral and legal conduct of business operations. The Bank has in place a Code of Conduct for the Directors and its core management. The Code attempts to set forth the guiding principles on which the Bank shall operate and conduct its business with its stakeholders, government and regulatory agencies, etc. with whom it is connected.

The Bank also has in place a Whistle Blower Policy which aims to provide an avenue to Bank's stakeholders including employees and their representative bodies, to raise concerns of any violations of legal or regulatory requirements, incorrect or misrepresentation of any financial statements and reports etc. without any fear of reprisal, retaliation, discrimination or harassment of any kind. The Bank's Policy on Corporate Governance emphasizes on best Board practices, transparent disclosures and stakeholder empowerment.

The Bank also conducts Risk Based Internal Audit (RBIA) and Risk Based Management Audit (RBMA) of its various branches and offices at specified periodical intervals.

Does it extend to the Group/Joint Ventures / Suppliers /Contractors/NGOs/Others?

- No.
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.

❖ Shareholder Complaints

The total number of complaints received from the shareholders of the Bank during the FY 2016-17 was 243. The complaints pertained to issues like non-receipt of Annual Reports, Transfer of Shares, non receipt of dividend declared etc. These complaints arose primarily on account of non-updation of the addresses/bank details by the concerned shareholders. While resolving such complaints, the Bank has been taking steps to update the addresses, bank details of shareholders so as to avoid recurrence of such complaints in future. No complaint pertaining to the shareholders of the Bank was pending as on 31.03.2017. As such 100% of the shareholder complaints were satisfactorily resolved. The status of complaints is being placed before the Stakeholders Relationship Committee of Board and the Board of Directors on quarterly basis and also

submitted to the Stock Exchanges as per applicable guidelines.

❖ Customer Complaints

In all, the Bank received 23,548 complaints during FY 2016-17 from the customers out of which 95.18% complaints have been satisfactorily resolved.

The Bank carries out vigorous and continuous follow-up in all customer related complaints, resulting into reduced TAT (Turn-around Time) of their Redressal. The Bank has a dedicated Department headed by a General Manager at Corporate Office, Gurugram to redress customer grievances. The Department tries to ensure resolution of the customer grievances promptly within a maximum period of 30 days as far as possible so as to avert escalation to the Office of Banking Ombudsman and other authorities.

Further, to strengthen the grievance redressal mechanism of the Bank, an Internal Ombudsman has been appointed by the Bank with the objective of enhancing customer confidence and providing transparent and speedy redressal of the same.

Principle 2

Businesses should provide goods and services that are safe and contribute to sustainability throughout their life cycle

1. List up to 3 of your products or services whose design has incorporated social or environmental concerns, risks and/or opportunities.

- i. Financial Inclusion Campaign:

Pursuant to the financial inclusion initiatives of Government of India, the Bank has been providing banking services in unbanked rural areas with affordable cost to the rural masses for an overall inclusive economic growth. The Bank has devised special products such as saving cum inbuilt overdraft facility, recurring deposit, oriental green card, General credit Card and insurance product with low cost premium to cater to the needs of rural masses. Various modules have been implemented for providing the banking services in rural and urban areas such as POS based BC model, Kiosk banking model and Brick and Mortar branches model.

- ii. Oriental Bank Commerce Rural Development Trust: Bank has set up a special purpose vehicle in the name of Oriental Bank of Commerce Rural Development Trust (OBCRDT) for setting up Training Centres at various places across the country for imparting training for capacity building in rural areas.

The main objective of the Trust is to establish training colleges/institutes and workshops for providing training to farmers on modern techniques of farming, tractor/farm machinery repair & maintenance and other aspects of agriculture/rural

development; micro finance and capacity building of the rural youth and women.

Presently, five OBCRSETIs (OBC Rural Self Employment Training Institutes) are functional at Dehradun, Sriganganagar, Jaipur, Ferozpur and Palwal. The RSETIs at Balekhan (Jaipur) and Zira (Ferozpur) are operating and holding training programmes from their own premises. The process of construction of buildings for the remaining 3 RSETIs is under progress.

During the Financial Year 2016-17 a total of 146 Skill Development Training programmes were conducted and 3608 candidates were given training on subjects like tailoring & dress designing, watershed management, phulkari embroidery, milch animal rearing, crop production, beauty parlor, medicinal plantation, mobile repairing, etc.

The settlement rate of trainees is 67.14% since inception. Emphasis is also given to train candidates from BPL strata of the society for which list of candidates are obtained by the centres from respective DRDA. Cumulatively these centres have conducted 911 Skill Development training programmes since inception benefiting 24483 candidates.

iii. Self Help Groups:

SHG is a cost effective way to reach out to the poor and empower them by inculcating saving habit amongst them as well as to enable them to undertake income generating activities through bank credit.

Bank has adopted more liberal norms of financing to Self Help Groups (SHGs). Considering the role played by SHG in empowerment of women, the Bank is focusing on financing of women SHGs. Bank is implementing the scheme of financing to women beneficiaries in identified backward districts of the country, as per guidelines of Ministry of finance, wherein the minimum loan amount of ₹50,000/- per borrower is being sanctioned. In all 250 districts have been identified for implementation of this Scheme under which exclusive women SHGs are formed under tie up with NGOs. Bank is actively involved in implementation of NRLM scheme aimed at providing hassle free credit to women SHGs at a concessional rate of interest. Under NRLM scheme bank has financed 911 women SHGs with outstanding balance of ₹574.95Lakh Lakh up to 31.03.2017.

2. For each such product, provide the following details in respect of resource use (energy, water, raw material etc.) per unit of product (optional):
 - i) Reduction during sourcing/production/ distribution achieved since the previous year throughout the value chain?

ii) Reduction during usage by consumers (energy, water) has been achieved since the previous year?

➤ Being a service organization this section is not applicable.

3. Does the company have procedures in place for sustainable sourcing (including transportation)?

If yes, what percentage of your inputs was sourced sustainably? Also, provide details thereof, in about 50 words or so.

➤ The Bank procures most of its products from locally based suppliers and also actively supports the Micro and Small Enterprises (MSE). The Bank has adopted Code of Bank's Commitment to Micro and Small Enterprises (MSE) formulated by Banking Codes and Standards Board of India (BCSB). The Code also explains how banks are expected to deal with MSEs for their day-to-day operations and in times of financial difficulty.

4. Has the company taken any steps to procure goods and services from local & small producers, including communities surrounding their place of work?

If yes, what steps have been taken to improve their capacity and capability of local and small vendors?

➤ The Bank encourages its branches/offices to procure most of its products from locally based suppliers. The Bank also provides loans at subsidized rate to Self Help Groups and women enterprises.

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.

➤ The Bank has a mechanism for recycling office materials to the maximum extent possible and a certification to this effect is also obtained. The Bank is also disposing off its computer hardware as recyclable e-waste to green certified vendors i.e. RoHS (Restriction of Hazardous Substance) compliant only.

Principle 3

Businesses should promote the wellbeing of all employees

1. Please indicate the Total number of employees.

➤ The total number of employees as on 31.03.2017 is 21,552

2. Please indicate the Total number of employees hired on temporary/contractual/casual basis.

➤ The total number of employees hired on temporary/contractual/casual basis as on 31.03.2017 is 01 (Internal Ombudsman)

3. Please indicate the Number of permanent women employees:
 - The total number of women employees as on 31.03.2017 is 4637
4. Please indicate the Number of permanent employees with disabilities:
 - The total number of permanent employees with disabilities as on 31.03.2017 is 576.
5. Do you have an employee association that is recognized by management?
 - Yes
 - 1) All India Oriental Bank Officers' Association
 - 2) All India Oriental Bank Employees' Association
6. What percentage of your permanent employees is members of this recognized employee association? :
 - All India Oriental Bank Officers' Association - 89.66% as on 31.03.2017
 - All India Oriental Bank Employees' Association – 100.00% as on 31.03.2017
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:

Sr. No.	Category	No of complaints filed during the financial year 2016-17	No of complaints pending as at end of the financial year 2016-17
1.	Child labour/ forced labour / involuntary labour	Not Applicable	Not Applicable
2.	Sexual harassment	02	Nil
3.	Discriminatory employment	Nil	Nil

8. What percentage of your under mentioned employees were given safety & skill up-gradation training in the last year?
 - Permanent Employees: 77.64%
 - Permanent Women Employees: 76.42%
 - Casual/Temporary/Contractual Employees: Nil
 - Employees with Disabilities: 74.48%

Principle 4

Businesses should respect the interests of, and be responsive towards all stakeholders, especially those who are disadvantaged, vulnerable and marginalized.

1. Has the company mapped its internal and external stakeholders?
 - Yes. The stake holders of the Bank include Government, Investors, Employees and the Customers of the Bank
 - ❖ Shareholders are divided into different sub-categories, viz., Government, Foreign Institutional Investors/ Foreign Portfolio Investors, Banks, Financial Institutions, Insurance Companies, Mutual Funds, and others including Individuals.
 - ❖ Customers are segmented into large corporate, mid-corporate, small and medium enterprises and retail customers. Dedicated branches provide service to these segments.
 - ❖ Staff members.
2. Out of the above, has the company identified the disadvantaged, vulnerable & marginalized stakeholders?
 - Yes. The Bank has identified the disadvantaged, vulnerable and marginalized stakeholders as per Government of India guidelines.
3. Are there any special initiatives taken by the company to engage with the disadvantaged, vulnerable and marginalized stakeholders. If so, provide details thereof, in about 50 words or so. :
 - The Bank has taken various initiatives to engage and extend its support and benefits to the disadvantaged, vulnerable and marginalized stakeholders. Some of the initiatives taken by the Bank are as under:
 - ❖ Employees
 - (i) Welfare of SC/ST Employees

The Bank practices policy of equal treatment of all employees without any discrimination and bias on the basis of caste, creed and religion. The Bank extends special benefits/ facilities / assistance to the employees belonging to SC/ST category as per extant Government guidelines.
 - (ii) Persons with Disabilities (PWD)

The Bank initiated Personal Contact Program (PCP) under which all the PWD staff members were contacted. They have been provided with the equipments as per their request for their comfortable working. Their requests for transfer to the place of choice have also been considered.

❖ Customers

The Bank caters to the economically and socially underprivileged customers, small farmers and businessman, women groups, etc, by providing micro-finance, small loans, and credit under special credit schemes such as Kisan Credit Cards etc. The Bank is also providing facility of account opening under “No Frill Scheme” to the people of lower strata in the society to bring them under banking fold.

Principle 5

“Businesses should respect and promote human rights”.

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?
 - The HR related Policies cover the Bank only. The Bank respects and protects the rights of its employees and no discrimination is made based on nationality, religion, gender, age, disabilities, social and economic status of the employees or any other basis prohibited by the law.

❖ Prevention of Sexual Harassment

The Bank prohibits sexual harassment at work place and the provisions of “The Sexual Harassment of Women at workplace (Prevention, prohibition and redressal) Act 2013 has been implemented by the Bank. For addressing such issues, the Bank has constituted Internal Complaint Committees at the Corporate Office as well as at all the Cluster Monitoring Offices and the details are regularly uploaded on the Bank’s website.

❖ Right to Information Act

The Bank is a Public Authority, as per definition of Public Authority in the Right to Information Act, 2005, and thus, is under obligation to provide the information to members of public.

2. How many stakeholder complaints have been received in the past financial year and what percent was satisfactorily resolved by the management?
 - The total number of complaints relating to sexual harassment received during FY 2016-17 were 2 and all the complaints were satisfactorily resolved.

Principle 6

Business should respect, protect, and make efforts to restore the environment

1. Does the policy related to Principle 6 cover only the company or extends to the Group/Joint Ventures/Suppliers/Contractors/NGOs/others?
 - The Policy covers the Bank.

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 webpage etc.

➤ Yes. Various initiatives have been undertaken towards environment conservation such as for Green Energy, Bank has installed Solar Plant at Corporate Office, Gurugram and at Bank's building at Bhubaneswar & Panchkula. Further, solar street lighting system is in place at the Bank's Corporate Office and Human Resource Development Institute (HRDI) Noida.

Further, Bank encourages "Green practices" in routine business activities to contribute towards environment conservation such as

A) By printing on both sides of the paper which reduces costs by 50% and also Bank's carbon footprint. Bank encourages its employees to use e-documents in its day-to-day working.

B) Buying only energy efficient desktop PCs, printers etc. Vendors participating in bids need to be energy star 6 compliant or equivalent i.e. BEE certified.

Bank has also taken various green initiatives, some of which are listed as below:

a) Bank is increasing availability of alternative service delivery channels and promoting its use by its customers leading to paper saving.

b) Efficient use of technology to cut down on business travel by relying on video and telephone conferencing.

c) Encouraging increased use of communication through e-mails.

d) Sharing of large documents electronically or making them available online e.g. internal circulars and agenda items of various committee meetings.

e) Use of HRMS portal for staff matters which has significantly reduced paper consumption.

Further, under the Corporate Social Responsibility, the Bank has also provided for installation of tree guards in coordination with Municipal Bodies at different cities as part of its green initiatives.

3. Does the company identify and assess potential environmental risks? Y/N

➤ Yes, prior to implementation of project relating to green energy, the Bank consults with the specialists in the field for garnering maximum benefit from these projects. The operations of the Bank (being a financial institution) do not per se generate significant environmental risks.

- 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? Yes.
 - a) For solar energy plant, installation report has been submitted to Project Officer, Haryana Renewable Energy Development Agency.
 - b) Bank has undertaken various technological initiatives to promote paperless banking e.g. internet banking, mobile banking, ATMs.
 - c) E-lobbies are established for paperless transactions through Cash Deposit/Dispenser machines.
 - d) Payments to vendors are made through e-channels.
 - e) Customers are encouraged to generate/ reset ATM PIN through ATMs or Internet Banking i.e. Green Pin generation using OTP as Mobile SMS. Bank has stopped sending of ATM Pin through paper mode.
- 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.
 - Yes. As energy saving measure, LED lights are installed at the Bank's Corporate Office at Gurugram, administrative offices and branch offices. Further LED based signage is provided to metro branches. The Bank is also disposing off its computer hardware as recyclable e-waste to green certified vendors i.e. RoHS (Restriction of Hazardous Substance) compliant only.
- 6. Are the Emissions/Waste generated by the company within the permissible limits given by CPCB/SPCB for the financial year being reported?
 - The Bank being a service based organization, hence not applicable.
- 7. Number of show cause / legal notices received from CPCB/SPCB which is pending (i.e. not resolved to satisfaction) as at the end of Financial Year.:
 - Nil

Principle 7

Businesses, when engaged in influencing public and regulatory policy, should do so in a responsible manner

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:

Yes. The Bank is member of:

- 1) Indian Banks' Association (IBA): It is formed with the objective of promoting and developing sound and progressive banking principles, practices and conventions and to contribute to the developments of banking in India besides rendering

assistance to member banks. Besides other objectives, it also organizes co-ordination and co-operation on procedural, legal, technical, administrative or professional problems and practices of banks and the banking industry.

- 2) Fixed Income Money Market and Derivatives Association of India (FIMMDA): It is an association of Scheduled Commercial Banks, Public Financial Institutions, Primary Dealers and Insurance Companies. The association works to further the interests of and regulate the dealings in fixed Income instruments, money market instruments and derivatives. It also recommends and implements healthy business practices, ethical code of conduct, standard principles and practices to be followed by members, besides facilitating introduction of new products and practices.
 - 3) Foreign Exchange Dealers Association of India (FEDAI): It an Association of banks dealing in foreign exchange in India (Authorised Dealers - ADs) as a self regulatory body. Its major activities include framing of rules governing the conduct of inter-bank foreign exchange business among banks vis-à-vis public and liaison with RBI for reforms and development of forex market. FEDAI plays a catalytic role for smooth functioning of the markets through closer co-ordination with the RBI, other organizations like FIMMDA, the Forex Association of India and various market participants.
2. Have you advocated/lobbied through 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) :
- The Bank being a Public Sector Bank works in coordination with policy makers and regulators in evolving policies that govern the functioning and regulation of the Banking industry and contributes actively towards the objective of Financial Inclusion. The Management of the Bank regularly places its concerns and gives inputs to the regulators and policy makers on various economic and financial issues impacting the economy. Further, the Bank adheres to all the directions / guidelines issued by the Government of India and Reserve Bank of India, SEBI relating to promotion of economic and social objectives as well as for ensuring sustainable and equitable development of the country.

Principle 8

“Businesses should support inclusive growth and equitable development”

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 has taken various initiatives / projects to support inclusive growth and equitable development. Some of them are detailed hereunder:

i) Financial Inclusion under various Schemes of Govt. of India

Bank has implemented financial inclusion project to provide banking service in unbanked rural areas with affordable cost to the rural masses and cover them in main economical stream for inclusive growth. The bank has devised special products such as saving cum inbuilt overdraft facility, recurring deposit, oriental green card, General credit Card and insurance product with low cost premium to cater to the needs of rural masses. Various modules have been implemented for providing the banking services in rural and urban areas such as POS based BC model, Kiosk banking model and Brick and Mortar branches model.

The Progress made so far is as under:

- ❖ Out of 1600 SSAs allocated to our bank, 1240 SSAs have been covered by engaging 1240 BCAs in rural & semi-urban areas, 360 SSAs have been covered by branches and 14 BCAs have been engaged in urban areas.
- ❖ Bank has opened total 39.61 lakhs basic saving bank accounts with deposit of ₹421181 lakhs.

Pradhan Mantri Jan Dhan Yojana

Under the initiative of Financial Inclusion, the Government of India launched 'Pradhan Mantri Jan Dhan Yojana' (PMJDY) on 28th August, 2014. PMJDY is a comprehensive financial inclusion plan wherein the ambit of financial inclusion is enlarged to make it more meaningful. PMJDY is a National Mission for Financial Inclusion. The Scheme enables them to access banking and credit facilities while also helping them in coming out of the habit of raising funds from informal sources of finances.

The first step of the scheme was to open account of every household, and provide RuPay Debit Card to make them eligible for ₹100000/- accidental insurance cover. Further, every account holder is eligible for an overdraft facility up to ₹5000/- on satisfactory conduct of account for six months. Customers who have opened accounts under the scheme between 15.08.2014 to 31.01.2015 are eligible for additional term insurance of ₹30000/- from LIC.

The Bank has opened accounts of 39.61 lakhs from 16.08.2014 upto 31.03.2017 under this Scheme. Further, Govt. of India also launched Jan Suraksha Yojana on 9th May 2015, through which low premium insurance product like PMJJBY, PMSBY and Atal Pension Yojana were introduced.

ii) Financial Literacy Programme:

The Bank is undertaking Financial Literacy dissemination Programme as per guidelines issued by RBI/IBA. The financial literacy campaign is being taken on priority basis as per following key approaches:

- a) Financial literacy is being disseminated through BC network/ branches by using financial literacy material.
- b) Films on financial literacy provided by IBA are also being shown in financial literacy camps.
- c) Our Bank Mitras are imparting training on financial literacy in the schools, colleges and skill development centres.
- d) The financial literacy material have been printed and distributed in local languages in the states of Gujarat, Maharsashtra and Madhya Pradesh.

iii) Special Social Security Scheme:

- a) Pradhan Mantri Suraksha Bima Yojana (PMSBY): As on 31.03.2017 a total number of 3258017 applications have been sourced and premium collected ₹390.96 lakh.
- b) Pradhan Mantri jeevan jyoti Bima Yojana (PMJJBY): As on 31.03.2017 a total number of 622762 applications have been sourced and premium collected ₹2055.11 lakh.
- c) Atal Pension Yojana (APY): As on 31.03.2017 a total number of 46761 applications have been sourced.

iv) Credit to Weaker Sections:

The Bank is extending Micro Credit, Credit to SC/ST, women beneficiaries and Minority communities. Bank is also promoting welfare in rural/ Semi-urban areas as a part of Corporate Social Responsibility (CSR) through Oriental Bank of Commerce Rural Development Trust (OBCRDT).

2. Are the programmes / projects undertaken through in-house team / own foundation / external NGO/government structures / any other organization?

- The financial inclusion projects have been undertaken with the help of an in-house team and also through BCs. The Bank has a separate Financial Inclusion Division under the name of Agribusiness & FI at Corporate Office headed by a General Manager. The Bank has also set up "Oriental Bank of Commerce Rural Development Trust" for direct contribution to community development projects. OBCRD Trust is conducting various types of financial literacy programmes.

3. Have you done any impact assessment of your initiative?

- Yes. The major deliverables are:

- ❖ The Bank is providing free of cost training to unemployed youth through five Rural Self Employment Training Institutes (RSETI) working at Sriganganagar, Jaipur, Ferozpur, Dehradun and Palwal.
- ❖ The Bank imparts training to rural unemployed youth and persons from BPL category by way of training programmes to enable them to get self employed and earn their own livelihood. The training extended to rural unemployed youth is of

practical use for unemployed persons. During financial year 2016-17 all five RSETIs arranged 911 training programmes and trained 24,483 candidates.

- ❖ The Bank is operating 9 Financial Literacy Counseling Centers wherein structured financial literacy is being spread. These FLCs are providing face to face counseling on financial issues related to banking such as opening of “No Frill” accounts, other deposit accounts, borrowal accounts and preventive counseling etc. 24,453 persons attended the seminars conducted by FLCs during F.Y 2016-17.

4. What is your company’s direct contribution to community development projects- Amount in INR and the details of the projects undertaken?

- The Bank’s contribution to community development program has been through Oriental Bank of Commerce Rural Development Trust (OBCRDT).

The basic object of “OBCRDT” is to impart training to unemployed youth and assisting them in settling their own business, which will result in development in an integrated manner, and includes Human Resource Development, Economic Development & other infrastructure development.

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.

- Yes. Under OBCRDT initiative 3608 persons were benefitted from 146 training programmes conducted during the Financial Year 2016-17. The response being received from rural unemployed youth shows that the community has adopted the initiative well.

Principle 9

“Businesses should engage with and provide value to their customers and consumers in a responsible manner”

1. What percentage of customer complaints/consumer cases are pending as on the end of financial year. :

- 4.82% (1136) of the total 23,548 customer complaints were pending as at the end of the financial year.

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)

- Yes. The information about the products and services offered by the Bank are made available in the branches through pamphlets and brochures and is also made available in the Bank’s website.

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.

➤ Nil

4. Did your company carry out any consumer survey/ consumer satisfaction trends?

➤ The Bank is a customer centric organization and ensures that all customer grievances and complaints are handled as efficiently and effectively as possible. The review of existing systems & procedures is an integral part of Bank's functioning which further helps in further enhancement of the customer service. Also, to strengthen the grievance redressal mechanism of the Bank, the Internal Ombudsman has been appointed by the Bank with the objective of enhancing customer confidence and providing transparent and speedy redressal of the same. Further, the Bank monitors the queries and suggestions, received from the constituents on the Bank's website and gives prompt response to the queries received and ensures providing instant solutions to the problems faced by the customers of the Bank. The Bank is considering to introduce Customer Survey so as to obtain feedback of customers on various aspects of customer service.