



सेन्ट्रल बैंक ऑफ़ इंडिया  
*Central Bank of India*

1911 से आपके लिए "केंद्रित" "CENTRAL" TO YOU SINCE 191

# A Century of Trust, A Future of Promise

Central Bank of India stands as a testament to resilience, vision, and unwavering dedication. From its humble beginnings to its current status as a power house of Financial Services, the Central Bank of India has continually evolved, embracing innovation while steadfastly upholding its values. The stories of visionary leaders, pioneering initiatives, and transformative milestones are woven into the fabric of this institution, reflecting its enduring commitment to excellence and customer-centricity.

Since its inception in 1911, the Bank has navigated the turbulent waters of economic and social change, always emerging stronger and more committed to its founding principles. It is the remarkable journey of an institution that has been at the forefront of India's banking sector, playing a crucial role in the nation's economic development.

As we go ahead, we celebrate not only the achievements of the past but also the promising future that lies ahead. The Central Bank of India's journey is far from over; it is a living legacy, continually adapting and growing to meet the needs of an ever-changing world. This narrative is a tribute to the relentless spirit of progress and the indomitable will to succeed.

The history of the Central Bank of India is not merely a chronicle of financial transactions and milestones; it is a testament to resilience, vision, and a relentless pursuit of progress. From its humble beginnings in a modest office in 1911, with just two employees and a paid-up capital of ₹10 lakhs, the bank has grown to become one of Bharat's largest and most trusted financial institutions. This journey, marked by perseverance and innovation, is a reflection of the bank's commitment to excellence and its unwavering dedication to serving the nation.



Founded by the visionary Sir Sorabji Pochkhanawala, the Central Bank of India was established with a mission to create a banking system that was not only efficient and reliable but also deeply rooted in the ethos of Swadeshi.

Sir Sorabji's ambition was to build an institution that would empower Indians, promote self-reliance, and contribute significantly to the country's economic development. His pioneering spirit and indomitable will laid the foundation for a bank that would become a cornerstone of Indian banking.

The Central Bank of India's journey is also a story of inclusivity and empowerment. Through various initiatives aimed at financial inclusion, the bank has brought banking services to the remotest corners of the country, ensuring that every Indian has access to financial opportunities. Programs like Financial Literacy and Credit Counselling Centres (FLCCs) and Rural Self Employment Training Institutes (RSETIs) have played a crucial role in educating and empowering individuals, fostering entrepreneurship, and promoting economic self-reliance.

As we celebrate the rich legacy of the Central Bank of India, we also look to the future with optimism and confidence.

The bank's ongoing efforts to strengthen its core operations, embrace digital innovation, and uphold the highest standards of integrity and transparency position it well to continue its journey of growth and excellence. The story of the Central Bank of India is one of continuous evolution, driven by a deep understanding of the needs of its customers and a steadfast commitment to their satisfaction.

The Central Bank of India has long been at the forefront of innovation in Indian banking. Founded in 1911, it was the first commercial bank in the country to be entirely managed and owned by Indians, reflecting the spirit of self-reliance and national service. Over the years, the Bank introduced several ground breaking initiatives, setting benchmarks that helped shape the future of banking in India. These initiatives not only demonstrated its leadership but also its commitment to the economic empowerment of India.

1. First Bank to Publish Fortnightly Financial Statement.
2. First to Serve Municipalities in India.
3. First Dedicated Savings Bank for Thrift Promotion.
4. First Bank to Provide Separate Facilities for Women.
5. First Indian Bank to Maintain a Gilt-Edged Securities Department.
6. First Indian Bank to Implement Fortnightly Audits.
7. First to Weather the Swadeshi Banking Crisis and so on.

Sir Sorabji Pochkhanawala also added that 'Central Bank of India lives on people's faith and regards itself as the people's own bank'. During the past 113 years of history the Bank it has weathered many storms and faced many challenges.

The Bank could successfully transform every threat into business opportunity and excelled over its peers in the Banking industry. A number of innovative and unique banking activities have been launched by Central Bank of India and a brief mention of some of its pioneering services are as under:

- 1921 Introduction to the Home Savings Safe Deposit Scheme to build saving/thrift habits in all sections of the society.
- 1924 An Exclusive Ladies Department to cater to the Bank's women clientele.
- 1926 Safe Deposit Locker facility and Rupee Travellers' Cheques.
- 1929 Setting up of the Executor and Trustee Department.
- 1932 Deposit Insurance Benefit Scheme.
- 1962 Recurring Deposit Scheme.

Subsequently, even after the Nationalisation of the Bank in the year 1969, Central Bank of India continued to introduce a number of innovative banking services, some of recently launched schemes / services are as under:

**1. Cent NEO** – Bank has launched the Digital Transformation Project, named Cent NEO. This ambitious project encapsulates a multi-faceted digital transformation journey aimed at revolutionizing the way the Bank interacts with its customers and manages its operations. This epitomizes our forward-thinking approach.

**2. Digital Lending Platform (DLP)** is another cornerstone of this initiative. It is designed to support lending through a Straight through Process (STP) as well as Assisted and Semi-Assisted modes, thereby simplifying and accelerating the lending process for customers and enhancing operational efficiency.

**3. Integrated Customer Grievances Portal** is a key objective in implementing an Integrated Customer Care system that encompasses customer services, grievance handling, marketing, and sales across a variety of channels.

**4. Collections Management** is a unified Collections Management system. This system integrates technology, call centre services, and Feet on Street (FOS) services to streamline and enhance the efficiency of collections processes.

**5. Centralised Forex Cell** – In the current market scenario, centralizing the forex business has become a necessary industry standard. To ensure optimal efficiency and strict adherence to regulatory guidelines, our bank has implemented a centralized approach in foreign exchange operations and launched Centralised Forex Cell (CFC) which facilitates a comprehensive range of forex services through Cent e-Trade platform including Outward Remittances, Inward Remittances, Foreign Bank Guarantee / Standby LC, Import Letter of Credit (LCs) / Bills, and Export Letter of Credit (LCs) / Bills. These services are conveniently accessible through a dedicated web-based Cent e-Trade customer portal.

**6. ESG Mission** – Central Bank of India's ESG Efforts for Moving Towards Net Zero – Bank has voluntarily pledged to achieve Net Zero by 2028 as part of its Scope 1 target.

## 7. Mission of the Bank



**Vision**

To be CENTRAL to the banking and financial needs of all



**Mission**

To provide Customer Centric products and services by leveraging human resources and technology



**Value Statement**

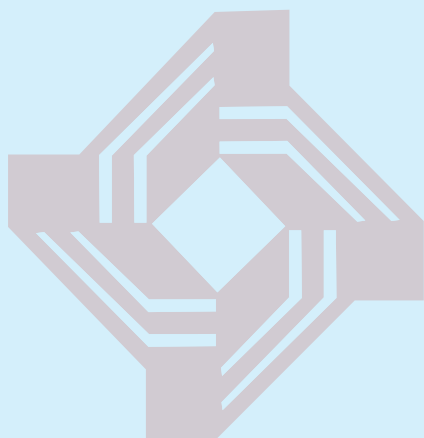
C Consistency  
E- Ethical Standards  
N - Nurturing Potential  
T- Transparency  
R- Responsiveness  
A- Accountability  
L Loyalty



**The Emblem** – The four squares in the symbol of the bank represent the four focal points namely Man, Finance, Industry and Nation evolving their harmonious inter-relationships, on which the Bank focuses the services rendered by it vis –à-vis its role in the economy. The bars that join the squares effectively depict the two way interactions between the said focal points of the Bank. The symbol implies the role of the Bank in establishing balance between the four.



The emblem is accompanied with the baseline Central to you since 1911". The baseline aims to express the history of the bank and its reputation of being a people's bank. The tagline



**1911 से आपके लिए केन्द्रित**  
**CENTRAL TO YOU SINCE 1911**

is written across in reverse in Hindi & English. The tagline aims to express the history of the bank and its reputation



The present signage of the Central Bank of India reflects its true character and modern profile. The blue colour symbolizes stability and reliability, while the red bottom strip signifies vibrancy and positive action. Together, these colours encapsulate the bank's forward-looking

approach and contemporary outlook. The new colours, combined with the existing logo, perfectly represent the bank's commitment to maintaining its historic values while evolving into a dynamic and modern organization.



The Central Bank of India building is located within the Fort area of Bombay (Now Mumbai). It is an iconic building designed by George Wittet in 1923. This beautiful Grade 1 heritage building in Mumbai was designed by George Wittet (1878-1926), who was consulting architect to the Government of Bombay in the early 20th century. Among the some of the distinctive elements of the building is



onion-shaped dome, balconies and eaves with stepped brackets, arches of various designs, and the main entrance set back from the facade, under an arch.



In recognition of contribution of Sir Sorabji Pochkhanawala and his significant contributions, the Indian Postal Department issued a commemorative postage stamp honouring the Central Bank of India's work and development. This First Day Cover and Commemorative Postage Stamp were released by Mrs Pratibha Devi Singh Patil, Hon'ble President of India on December 23, 2010.

As the Central Bank of India consolidates its past achievements and builds on the wealth of experience gathered over the last century, it stands poised at the threshold of a new and promising era. The bank's future is intricately tied to the continued trust, cooperation, and support of its patrons. With unwavering faith in the symbiotic relationship it shares with its customers, the Central Bank of India is committed to not only growing in size but also enhancing the quality and breadth of its services. By staying true to its foundational principles and embracing innovative approaches, the bank aspires to further its mission of fostering economic growth and contributing to the national good. Through the steadfast patronage of its people, the Central Bank of India looks forward to a future marked by sustained progress and excellence.