

Self appraisal report for Year (2024-25)

Auditor Agency: JAYA BHALLA(ARUN JAITLEY NATIONAL INSTITUTE OF FINANCIAL MANAGEMENET)

Ministry Name: Ministry of Finance

Department Name: Department of Financial Services

Public Authority Name: Canara Bank

Sr. No	Details of disclosure	Category	Marks	Obtained Mark	URL	Remarks	Auditor Category	Auditor Marks	Auditor Remarks/URL
1	Organisation and Function								
1.1	Particulars of its organisation,functions and duties[Section 4(1)(b)(i)]								
1.1.1	Name and address of the Organization	Fully Met	1.28	1.28	https://canarabank.com/About-Us.aspx	empty	Fully Met	1.28	Fully Met https://canarabank.com/About-Us.aspx
1.1.2	Head of the organization	Fully Met	1.28	1.28	https://canarabank.com/About-Us.aspx	empty	Fully Met	1.28	Fully Met https://canarabank.com/About-Us.aspx
1.1.3	Vision, Mission and Key objectives	Fully Met	1.28	1.28	https://canarabank.com/About-Us.aspx	empty	Fully Met	1.28	Fully Met https://canarabank.com/About-Us.aspx
1.1.4	Function and duties	Fully Met	1.28	1.28	https://canarabank.com/About-Us.aspx	empty	Fully Met	1.28	Fully Met https://canarabank.com/pages/about-us
1.1.5	Organization Chart	Fully Met	1.28	1.28	https://canarabank.com/About-Us.aspx	empty	Fully Met	1.28	Fully Met https://canarabank.com/pages/about-us

Confidential

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1.1.6	Any other details-the genesis, inception, formation of the department and the HoDs from time to time as well as the committees/ Commissions constituted from time to time have been dealt	Fully Met	1.28	1.28	https://canarabank.com/About-Us.aspx	empty	Fully Met	1.28	Fully Met https://canarabank.com/pages/about-us
1.2	Power and duties of its officers and employees[Section 4(1) (b)(ii)]								
1.2.1	Powers and duties of officers (administrative, financial and judicial)	Fully Met	1.92	1.92	https://canarabank.com/UploadedFiles/Pdf/credit-sanctioning-powers.pdf	empty	Fully Met	1.92	Fully Met https://canarabank.com/UploadedFiles/Pdf/credit-sanctioning-powers.pdf
1.2.2	Power and duties of other employees	Fully Met	1.92	1.92	https://canarabank.com/pages/Disclosure-under-RTI-Act-2005	empty	Fully Met	1.92	Fully Met https://canarabank.com/pages/Disclosure-under-RTI-Act-2005
1.2.3	Rules/ orders under which powers and duty derived and exercised	Fully Met	1.92	1.92	https://canarabank.com/pages/Disclosure-under-RTI-Act-2005	empty	Fully Met	1.92	Fully Met https://canarabank.com/pages/Disclosure-under-RTI-Act-2005
1.2.4	Work allocation	Fully Met	1.92	1.92	https://canarabank.com/UploadedFiles/Pdf/credit-sanctioning-powers.pdf	empty	Fully Met	1.92	Fully Met https://canarabank.com/UploadedFiles/Pdf/credit-sanctioning-powers.pdf
1.3	Procedure followed in decision making process [Section 4(1)(b)(iii)]								

Sr. No	Details of disclosure	Category	Marks	Obtained Mark	URL	Remarks	Auditor Category	Auditor Marks	Auditor Remarks/URL
1.3.1	Process of decision making - Identify key decision making points	Fully Met	1.54	1.54	https://canarabank.com/pages/Disclosure-under-RTI-Act-2005	empty	Fully Met	1.54	Fully Met https://canarabank.com/pages/Disclosure-under-RTI-Act-2005
1.3.2	Final decision making authority	Fully Met	1.54	1.54	https://canarabank.com/pages/Disclosure-under-RTI-Act-2005	empty	Fully Met	1.54	Fully Met https://canarabank.com/pages/Disclosure-under-RTI-Act-2005
1.3.3	Related provisions, acts, rules etc.	Fully Met	1.54	1.54	https://canarabank.com/pages/Disclosure-under-RTI-Act-2005	empty	Fully Met	1.54	Fully Met https://canarabank.com/pages/Disclosure-under-RTI-Act-2005
1.3.4	Time limit for taking a decisions, if any	Fully Met	1.54	1.54	https://canarabank.com/UploadedFiles/Pdf/Citizen-Charter-on-Customer-Service.pdf	empty	Fully Met	1.54	Fully Met https://canarabank.com/pages/Disclosure-under-RTI-Act-2005
1.3.5	Channels of supervision and accountability	Fully Met	1.54	1.54	https://canarabank.com/pages/Disclosure-under-RTI-Act-2005	empty	Fully Met	1.54	Fully Met https://canarabank.com/pages/Disclosure-under-RTI-Act-2005
1.4	Norms for discharge of functions[Section 4(1)(b)(iv)]								
1.4.1	Nature of functions/ services offered	Fully Met	1.54	1.54	https://canarabank.com/pages/Disclosure-under-RTI-Act-2005	empty	Fully Met	1.54	Fully Met https://canarabank.com/pages/Disclosure-under-RTI-Act-2005

Sr. No	Details of disclosure	Category	Marks	Obtained Mark	URL	Remarks	Auditor Category	Auditor Marks	Auditor Remarks/URL
					s/Disclosure-under-RTI-Act-2005				s://canarabank.com/pages/Disclosure-under-RTI-Act-2005
1.4.2	Norms/ standards for functions/ service delivery	Fully Met	1.54	1.54	https://canarabank.com/pages/Disclosure-under-RTI-Act-2005	empty	Fully Met	1.54	Fully Met http s://canarabank.com/pages/Disclosure-under-RTI-Act-2005
1.4.3	Process by which these services can be accessed	Fully Met	1.54	1.54	https://canarabank.com/pages/Disclosure-under-RTI-Act-2005	empty	Fully Met	1.54	Fully Met http s://canarabank.com/pages/Disclosure-under-RTI-Act-2005
1.4.4	Time-limit for achieving the targets	Fully Met	1.54	1.54	https://canarabank.com/UploadedFiles/Pdf/Citizen-Charter-on-Customer-Service.pdf	empty	Fully Met	1.54	Fully Met http s://canarabank.com/pages/Disclosure-under-RTI-Act-2005
1.4.5	Process of redressal of grievances	Fully Met	1.54	1.54	https://canarabank.com/pages/Disclosure-under-RTI-Act-2005	empty	Fully Met	1.54	Fully Met http s://canarabank.com/pages/Disclosure-under-RTI-Act-2005
1.5	Acts, rules, regulations, instructions, manuals and records for discharging functions[Section 4(1)(b)(v)]								
1.5.1	Title and nature of the record/ manual /instruction.	Fully Met	2.6	2.60	https://canarabank.com/pages/Disclosure-under-RTI-	empty	Fully Met	2.60	Fully Met http s://canaraban

Sr. No	Details of disclosure	Category	Marks	Obtained Mark	URL	Remarks	Auditor Category	Auditor Marks	Auditor Remarks/URL
					Act-2005				k.com/pages/Disclosure-under-RTI-Act-2005
1.5.2	List of Acts, rules, regulations, instructions, manuals and records.	Fully Met	2.6	2.60	https://www.canarabank.com/pages/regulations	empty	Fully Met	2.60	Fully Met https://canarabank.com/pages/Disclosure-under-RTI-Act-2005
1.5.3	Acts/ Rules/ manuals, etc.	Fully Met	2.6	2.60	https://canarabank.com/pages/right-to-information-act	empty	Fully Met	2.60	Fully Met https://canarabank.com/pages/Disclosure-under-RTI-Act-2005
1.6	Categories of documents held by the authority under its control[Section 4(1)(b) (vi)]								
1.6.1	Categories of documents	Fully Met	3.85	3.85	https://canarabank.com/pages/Disclosure-under-RTI-Act-2005	empty	Fully Met	3.85	Fully Met https://canarabank.com/pages/Disclosure-under-RTI-Act-2005
1.6.2	Custodian of documents/categories	Fully Met	3.85	3.85	https://canarabank.com/pages/Disclosure-under-RTI-Act-2005	empty	Fully Met	3.85	Fully Met https://canarabank.com/pages/Disclosure-under-RTI-Act-2005
1.7	Boards, Councils, Committees and other Bodies constituted as part of the Public Authority [Section 4(1)(b)(viii)]								
1.7.1	Name of Boards, Council, Committee etc.	Fully Met	0.96	0.96	https://canarabank.com/pages/Composition-of-various-co	empty	Fully Met	0.96	Fully Met https://canarabank.com/pages/Composition-of-various-co

Sr. No	Details of disclosure	Category	Marks	Obtained Mark	URL	Remarks	Auditor Category	Auditor Marks	Auditor Remarks/URL
					mmittees-of-board-of-directors				com/pages/Composition-of-various-committees-of-board-of-directors
1.7.2	Composition	Fully Met	0.96	0.96	https://canarabank.com/pages/Composition-of-various-committees-of-board-of-directors	empty	Fully Met	0.96	Fully Met https://canarabank.com/pages/Composition-of-various-committees-of-board-of-directors
1.7.3	Dates from which constituted	Fully Met	0.96	0.96	https://canarabank.com/pages/Composition-of-various-committees-of-board-of-directors	empty	Fully Met	0.96	Fully Met https://canarabank.com/pages/Composition-of-various-committees-of-board-of-directors
1.7.4	Term/ Tenure	Fully Met	0.96	0.96	https://canarabank.com/pages/Composition-of-various-committees-of-board-of-directors	empty	Fully Met	0.96	Fully Met https://canarabank.com/pages/Composition-of-various-committees-of-board-of-directors
1.7.5	Powers and functions	Fully Met	0.96	0.96	https://canarabank.com/UploadedFiles/Pdf/credit-sanctioning-powers.pdf	empty	Fully Met	0.96	Fully Met https://canarabank.com/UploadedFiles/Pdf/credit-sanctioning-powers.pdf

Sr. No	Details of disclosure	Category	Marks	Obtained Mark	URL	Remarks	Auditor Category	Auditor Marks	Auditor Remarks/URL
1.7.6	Whether their meetings are open to the public?	Fully Met	0.96	0.96	https://canarabank.com/pages/Disclosure-under-RTI-Act-2005	empty	Fully Met	0.96	Fully Met
1.7.7	Whether the minutes of the meetings are open to the public?	Not Applicable	0	0	empty	empty	Not Applicable	0	NA
1.7.8	Place where the minutes if open to the public are available?	Not Applicable	0	0	empty	empty	Not Applicable	0	NA
1.8	Directory of officers and employees[Section 4(1) (b) (ix)]								
1.8.1	Name and designation	Fully Met	3.85	3.85	https://canarabank.com/pages/Disclosure-under-RTI-Act-2005	empty	Fully Met	3.85	Fully Met
1.8.2	Telephone , fax and email ID	Not Applicable	0	0	empty	empty	Not Applicable	0	NA
1.9	Monthly Remuneration received by officers & employees including system of compensation[Section 4(1) (b) (x)]								
1.9.1	List of employees with Gross monthly remuneration	Fully Met	3.85	3.85	https://canarabank.com/GrossOfEmployees	empty	Fully Met	3.85	Fully Met
1.9.2	System of compensation as provided in its regulations	Fully Met	3.85	3.85	https://canarabank.com/GrossOfEmployees	empty	Fully Met	3.85	Fully Met
1.10	Name, designation and other particulars of Public Information Officers[Section 4(1) (b) (xvi)]								
1.10.1	Name and designation of the Public Information Officers (PIOs), Assistant Public Information Officer(s) & Appellate Authority	Fully Met	3.85	3.85	https://canarabank.com/pages/right-to-information-act	empty	Fully Met	3.85	Fully Met https://canarabank.com/pages/right-to-information-act
1.10.2	Address, telephone numbers and email ID of each designated official.	Fully Met	3.85	3.85	https://canarabank.com/pages/right-to-information-act	empty	Fully Met	3.85	Fully Met https://canarabank.com/pages/right-to-information-act
1.11	Number of employees against whom disciplinary action has been proposed/ taken (F No. 1/6/2011- IR dt. 15.4.2013)								
1.11.1	Number of employees against whom disciplinary action has been	Not Met	3.85	0	empty	empty	Not Met	0	Not Met Details

Sr. No	Details of disclosure	Category	Marks	Obtained Mark	URL	Remarks	Auditor Category	Auditor Marks	Auditor Remarks/URL
	(i) Pending for minor penalty or major penalty proceedings								regarding employees against whom disciplinary action has been (i) Pending for minor penalty or major penalty proceedings may be provided/disclosed on its RTI page
1.11.2	(ii) Finalised for minor penalty or major penalty proceedings	Not Met	3.85	0	empty	empty	Not Met	0	Not Met Relevant details if any, may be shared on its RTI page.
1.12	Programmes to advance understanding of RTI(Section 26)								
1.12.1	Educational programmes	Fully Met	1.92	1.92	https://canarabank.com/pages/Disclosure-under-RTI-Act-2005	empty	Fully Met	1.92	Fully Met https://canarabank.com/pages/Disclosure-under-RTI-Act-2005
1.12.2	Efforts to encourage public authority to participate in these programmes	Fully Met	1.92	1.92	It is mandatory for all the PIOs and supporting staffs to attend the training programs	empty	Fully Met	1.92	Fully Met
1.12.3	Training of CPIO/APIO	Fully Met	1.92	1.92	https://canarabank.com/pages/Disclosure-under-RTI-Act-2005	empty	Fully Met	1.92	Fully Met https://canarabank.com/pages/Disclosure-under-RTI-Act-2005

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					s/Disclosure-under-RTI-Act-2005				s://canarabank.com/pages/Disclosure-under-RTI-Act-2005
1.12.4	Update & publish guidelines on RTI by the Public Authorities concerned	Fully Met	1.92	1.92	https://canarabank.com/pages/right-to-information-act	empty	Fully Met	1.92	Fully Met
1.13	Transfer policy and transfer orders[F No. 1/6/2011- IR dt. 15.4.2013]								
1.13.1	Transfer policy and transfer orders[F No. 1/6/2011- IR Dt. 15.4.2013]	Fully Met	7.69	7.69	https://canarabank.com/pages/Disclosure-under-RTI-Act-2005	empty	Fully Met	7.69	Fully Met http s://canarabank.com/pages/Disclosure-under-RTI-Act-2005
Total			94	87			94	87	
2	Budget and Programme								
2.1	Budget allocated to each agency including all plans, proposed expenditure and reports on disbursements made etc.[Section 4(1)(b)(xi)]								
2.1.1	Total Budget for the public authority	Not Applicable	0	0	empty	empty	Not Applicable	0	NA
2.1.2	Budget for each agency and plan & programmes	Not Applicable	0	0	empty	empty	Not Applicable	0	NA
2.1.3	Proposed expenditures	Not Applicable	0	0	empty	empty	Not Applicable	0	NA
2.1.4	Revised budget for each agency, if any	Not Applicable	0	0	empty	empty	Not Applicable	0	NA
2.1.5	Report on disbursements made and place where the related reports are available	Not Applicable	0	0	empty	empty	Not Applicable	0	NA
2.1.6	Information related to procurements-(a) Notice/tender enquires, and corrigenda if any thereon, (b) Details	Fully Met	10	10.00	https://canarabank.com/tenders	empty	Fully Met	10.00	Fully Met http s://canarabank.com/tenders

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	of the bids awarded comprising the names of the suppliers of goods/ services being procured, (c) The works contracts concluded – in any such combination of the above-and, (d) The rate/ rates and the total amount at which such procurement or works contract is to be executed.								
2.2	Foreign and domestic tours(F.No. 1/8/2012- IR dt. 11.9.2012)								
2.2.1	Budget	Not Applicable	0	0	empty	empty	Not Applicable	0	NA
2.2.2	Foreign and domestic tours by ministries and officials of the rank of Joint Secretary to the Government and above, as well as the Heads of the Department.- (a) Places visited, (b) The period of visit, (c) The number of members in the official delegation, (d) Expenditure on the visit	Not Applicable	0	0	empty	empty	Not Applicable	0	NA
2.3	Manner of execution of subsidy programme [Section 4(i)(b)(xii)]								
2.3.1	Name of the programme of activity	Fully Met	6.25	6.25	https://canarabank.com/pages/Priority-Portal	empty	Fully Met	6.25	Fully Met https://canarabank.com/pages/Priority-Portal
2.3.2	Objective of the programme	Fully Met	6.25	6.25	https://canarabank.com/pages/Priority-Portal	empty	Fully Met	6.25	Fully Met https://canarabank.com/pages/Priority-Portal
2.3.3	Procedure to avail benefits	Fully Met	6.25	6.25	https://canarabank.com/pages/Priority-Portal	empty	Fully Met	6.25	Fully Met https://canarabank.com/pages/Priority-Portal

Sr. No	Details of disclosure	Category	Marks	Obtained Mark	URL	Remarks	Auditor Category	Auditor Marks	Auditor Remarks/URL
									Priority-Portal
2.3.4	Duration of the programme/ scheme	Fully Met	6.25	6.25	https://canarabank.com/pages/Priority-Portal	empty	Fully Met	6.25	Fully Met https://canarabank.com/pages/Priority-Portal
2.3.5	Physical and financial targets of the programme	Fully Met	6.25	6.25	https://canarabank.com/pages/Priority-Portal	empty	Fully Met	6.25	Fully Met https://canarabank.com/pages/Priority-Portal
2.3.6	Nature/ scale of subsidy /amount allotted	Fully Met	6.25	6.25	https://canarabank.com/pages/Priority-Portal	empty	Fully Met	6.25	Fully Met https://canarabank.com/pages/Priority-Portal
2.3.7	Eligibility criteria for grant of subsidy	Fully Met	6.25	6.25	https://canarabank.com/pages/Priority-Portal	empty	Fully Met	6.25	Fully Met https://canarabank.com/pages/Priority-Portal
2.3.8	Details of beneficiaries of subsidy programme (number, profile etc)	Fully Met	6.25	6.25	https://canarabank.com/pages/Priority-Portal	empty	Fully Met	6.25	Fully Met https://canarabank.com/pages/Priority-Portal
2.4	Discretionary and non-discretionary grants [F. No. 1/6/2011-IR dt. 15.04.2013]								
2.4.1	Discretionary and non-discretionary grants/ allocations to State Govt./ NGOs/other institutions	Fully Met	25	25.00	https://canarabank.com/pages/Sustainable-Development	empty	Fully Met	25.00	Fully Met https://canarabank.com/pages/Sustainable-Development
2.4.2	Annual accounts of all legal entities who are provided grants by public authorities	Fully Met	25	25.00	https://canarabank.com/pages/Sustainable-Development	empty	Fully Met	25.00	Fully Met https://canarabank.com/pages/Sustainable-Development

Sr. No	Details of disclosure	Category	Marks	Obtained Mark	URL	Remarks	Auditor Category	Auditor Marks	Auditor Remarks/URL
2.5	Particulars of recipients of concessions, permits of authorizations granted by the public authority[Section 4(1) (b) (xiii)]								
2.5.1	Concessions, permits or authorizations granted by public authority	Not Applicable	0	0	empty	empty	Not Applicable	0	NA
2.5.2	For each concessions, permit or authorization granted - (a) Eligibility criteria, (b) Procedure for getting the concession/ grant and/ or permits of authorizations, (c) Name and address of the recipients given concessions/ permits or authorizations, (d) Date of award of concessions/ permits of authorizations	Not Applicable	0	0	empty	empty	Not Applicable	0	NA
2.6	CAG & PAC paras [F No. 1/6/2011- IR dt. 15.4.2013]								
2.6.1	CAG and PAC paras and the action taken reports (ATRs) after these have been laid on the table of both houses of the Parliament.	Not Applicable	0	0	empty	empty	Not Applicable	0	NA bank could consider providing a link for accessing responses to questions or replies given in Parliament.
Total			110	110			110	110	
3	Publicity and Public interface								
3.1	Particulars for any arrangement for consultation with or representation by the members of the public in relation to the formulation of policy or implementation thereof [Section 4(1)(b)(vii)] [F No 1/6/2011-IR dt. 15.04.2013]								
3.1.1	Relevant Acts, Rules, Forms and other documents which are normally accessed by citizens	Fully Met	12.5	12.50	https://canarabank.com/pages/right-to-information-act	empty	Fully Met	12.50	Fully Met https://canarabank.com/pages/right-to-informa

Sr. No	Details of disclosure	Category	Marks	Obtained Mark	URL	Remarks	Auditor Category	Auditor Marks	Auditor Remarks/URL
									tion-act
3.1.2	a) Arrangements for consultation with or representation by members of the public in policy formulation/ policy implementation, (b) Day & time allotted for visitors,(c) Contact details of Information & Facilitation Counter (IFC) to provide publications frequently sought by RTI applicants	Fully Met	12.5	12.50	All scheme details are published on social media such as FACE BOOK, TWITTER ETC. and inputs given by public are considered while finalizing such schemes.	empty	Fully Met	12.50	Fully Met
3.1.3	Public- Private Partnerships (PPP)- Details of Special Purpose Vehicle (SPV), if any	Not Applicable	0	0	empty	empty	Not Applicable	0	NA
3.1.4	Public- Private Partnerships (PPP)- Detailed project reports (DPRs)	Not Applicable	0	0	empty	empty	Not Applicable	0	NA
3.1.5	Public- Private Partnerships (PPP)- Concession agreements.	Not Applicable	0	0	empty	empty	Not Applicable	0	NA
3.1.6	Public- Private Partnerships (PPP)- Operation and maintenance manuals	Not Applicable	0	0	empty	empty	Not Applicable	0	NA
3.1.7	Public- Private Partnerships (PPP) - Other documents generated as part of the implementation of the PPP	Not Applicable	0	0	empty	empty	Not Applicable	0	NA
3.1.8	Public- Private Partnerships (PPP) - Information relating to fees, tolls, or the other kinds of revenues that may be collected under authorisation from the government	Not Applicable	0	0	empty	empty	Not Applicable	0	NA
3.1.9	Public- Private Partnerships (PPP) -Information relating to outputs and outcomes	Not Applicable	0	0	empty	empty	Not Applicable	0	NA
3.1.10	Public- Private Partnerships (PPP) -	Not Applicable	0	0	empty	empty	Not Applicable	0	NA

Sr. No	Details of disclosure	Category	Marks	Obtained Mark	URL	Remarks	Auditor Category	Auditor Marks	Auditor Remarks/URL
	The process of the selection of the private sector party (concessionaire etc.)	cable					cable		
3.1.11	Public- Private Partnerships (PPP) - All payment made under the PPP project	Not Appli cable	0	0	empty	empty	Not Appli cable	0	NA
3.2	Are the details of policies / decisions, which affect public, informed to them[Section 4(1) (c)]								
3.2.1	Publish all relevant facts while formulating important policies or announcing decisions which affect public to make the process more interactive - Policy decisions/ legislations taken in the previous one year	Fully Met	16.67	16.67	The Bank has published all its products and schemes on the website of the Bank i.e www.canarabank.com. Bank also reviews policies every year and publishes on the website of the Bank. Further, Bank is having active presence in social medias i.e Face Book, Twitter, You Tube, Instagram etc. Discussions/inputs given by public via social medias are considered while formulating policies.	empty	Fully Met	16.67	Fully Met The consultation process may be made more interactive by clearly outlining its various stages and mechanisms, thereby encouraging greater stakeholder participation and transparency.
3.2.2	Publish all relevant facts while formulating important policies or announcing decisions which affect public to make the process more interactive - Outline the Public consultation process	Fully Met	16.67	16.67	The Bank has published all its products and schemes on the website of the Bank i.e www.canarabank.com. Bank also reviews policies every year and publishes on the website of the Bank. Further, Bank is having active	empty	Fully Met	16.67	Fully Met

Sr. No	Details of disclosure	Category	Marks	Obtained Mark	URL	Remarks	Auditor Category	Auditor Marks	Auditor Remarks/URL
					presence in social medias i.e Face Book, Twitter, You Tube, Instagram etc. Discussions/inputs given by public via social medias are considered while formulating policies.				
3.2.3	Publish all relevant facts while formulating important policies or announcing decisions which affect public to make the process more interactive- Outline the arrangement for consultation before formulation of policy	Fully Met	16.67	16.67	The Bank has published all its products and schemes on the website of the Bank i.e www.canarabank.com. Bank also reviews policies every year and publishes on the website of the Bank. Further, Bank is having active presence in social medias i.e Face Book, Twitter, You Tube, Instagram etc. Discussions/inputs given by public via social medias are considered while formulating policies.	empty	Fully Met	16.67	Fully Met
3.3	Dissemination of information widely and in such form and manner which is easily accessible to the public [Section 4(3)]								
3.3.1	Use of the most effective means of communication - Internet (website)	Fully Met	50	50.00	https://canarabank.com	empty	Fully Met	50.00	Fully Met
3.4	Form of accessibility of information manual/ handbook[Section 4(1)(b)]								
3.4.1	Information manual/handbook available in electronic format	Fully Met	25	25.00	https://canarabank.com/pages/FAQ	empty	Fully Met	25.00	Fully Met
3.4.2	Information manual/handbook available in printed format	Fully Met	25	25.00	Available in Head Office	empty	Fully Met	25.00	Fully Met
3.5	Whether information manual/ handbook available free of cost or not [Section 4(1)(b)]								
3.5.1	List of materials available Free of	Fully Met	25	25.00	https://canarabank.com/page	empty	Fully Met	25.00	Fully Met

Sr. No	Details of disclosure	Category	Marks	Obtained Mark	URL	Remarks	Auditor Category	Auditor Marks	Auditor Remarks/URL
	cost				s/download-center				
3.5.2	List of materials available at a reasonable cost of the medium	Not Applicable	0	0	empty	empty	Not Applicable	0	NA
Total			200	200			200	200	
4	E-Governance								
4.1	Language in which Information Manual/Handbook Available [F No. 1/6/2011-IR dt. 15.4.2013]								
4.1.1	Hindi	Fully Met	9.52	9.52	https://canarabank.com/?v=2ad5fa82-225a-434c-920c-d44215e5e47d	empty	Fully Met	9.52	Fully Met https://canarabank.com/?v=2ad5fa82-225a-434c-920c-d44215e5e47d
4.1.2	English	Fully Met	9.52	9.52	https://canarabank.com/?v=7b77c97b-ab62-4f0e-9450-24fc45fcd9dd	empty	Fully Met	9.52	Fully Met https://canarabank.com/?v=2ad5fa82-225a-434c-920c-d44215e5e47d
4.1.3	Vernacular/ Local Language	Fully Met	9.52	9.52	https://canarabank.com/pages/Sustainable-Development?v=649ef409-77c8-41bb-87d3-5b09a6cdd554	empty	Fully Met	9.52	Fully Met https://canarabank.com/pages/Sustainable-Development?v=649ef409-77c8-41bb-87d3-5b09a6cdd554
4.2	When was the information Manual/Handbook last updated?[F No. 1/6/2011-IR dt 15.4.2013]								
4.2.1	Last date of Annual updation	Fully Met	28.57	28.57	Differs from document to document uploaded in the website	empty	Fully Met	28.57	Fully Met 24-07-2025
4.3	Information available in electronic form[Section 4(1)(b)(xiv)]								

Sr. No	Details of disclosure	Category	Marks	Obtained Mark	URL	Remarks	Auditor Category	Auditor Marks	Auditor Remarks/URL
4.3.1	Details of information available in electronic form	Fully Met	9.52	9.52	https://www.canarabank.com/	empty	Fully Met	9.52	Fully Met https://www.canarabank.com/
4.3.2	Name/ title of the document/record/ other information	Fully Met	9.52	9.52	https://www.canarabank.com/	empty	Fully Met	9.52	Fully Met https://www.canarabank.com/
4.3.3	Location where available	Fully Met	9.52	9.52	https://www.canarabank.com/	empty	Fully Met	9.52	Fully Met https://www.canarabank.com/
4.4	Particulars of facilities available to citizen for obtaining information[Section 4(1)(b)(xv)]								
4.4.1	Name & location of the facility	Fully Met	7.14	7.14	https://canarabank.com/locator	empty	Fully Met	7.14	Fully Met https://canarabank.com/locator
4.4.2	Details of information made available	Fully Met	7.14	7.14	https://canarabank.com/locator	empty	Fully Met	7.14	Fully Met https://canarabank.com/locator
4.4.3	Working hours of the facility	Fully Met	7.14	7.14	https://canarabank.com/locator	empty	Fully Met	7.14	Fully Met https://canarabank.com/locator
4.4.4	Contact person & contact details (Phone, fax, email)	Fully Met	7.14	7.14	https://canarabank.com/locator	empty	Fully Met	7.14	Fully Met https://canarabank.com/locator
4.5	Such other information as may be prescribed under Section 4(i) (b)(xvii)								
4.5.1	Grievance redressal mechanism	Fully Met	4.1	4.10	https://www.canarabank.com/pages/complaints	empty	Fully Met	4.10	Fully Met https://www.canarabank.com/pages/complaints
4.5.2	List of completed schemes/ projects/ Programmes	Not Applicable	0	0	empty	empty	Not Applicable	0	NA
4.5.3	List of schemes/ projects/ programme underway	Fully Met	4.1	4.10	https://www.canarabank.com/	empty	Fully Met	4.10	Fully Met

Sr. No	Details of disclosure	Category	Marks	Obtained Mark	URL	Remarks	Auditor Category	Auditor Marks	Auditor Remarks/URL
4.5.4	Details of all contracts entered into including name of the contractor, amount of contract and period of completion of contract	Fully Met	4.1	4.10	https://canarabank.com/tenders	empty	Fully Met	4.10	Fully Met
4.5.5	Annual Report	Fully Met	4.1	4.10	https://canarabank.com/pages/annual-reports	empty	Fully Met	4.10	Fully Met
4.5.6	Frequently Asked Question (FAQs)	Fully Met	4.1	4.10	https://canarabank.com/pages/FAQ	empty	Fully Met	4.10	Fully Met https://canarabank.com/pages/FAQ
4.5.7	Any other information such as - (a) Citizen's Charter, (b) Six monthly reports on the performance against the benchmarks set in the Citizen's Charter	Fully Met	4.1	4.10	https://canarabank.com/UploadedFiles/Pdf/Citizen-Charter-on-Customer-Service.pdf	empty	Fully Met	4.10	Fully Met https://canarabank.com/UploadedFiles/Pdf/Citizen-Charter-on-Customer-Service.pdf
4.6	Receipt & Disposal of RTI applications & appeals [F.No 1/6/2011-IR dt. 15.04.2013]								
4.6.1	Details of applications received and disposed	Fully Met	14.29	14.29	https://www.canarabank.com/pages/Disclosure-under-RTIAct-2005 further, Kolkata High Court vide its Judgment in Saket S Gokhale v/s UOI (WP (L) no. 2678/2020 with interim application (L) no. 4436/2020), prohibited publication of personal details of RTI applicants. This was reiterated by Mumbai High Court in its recent Judgment given on 05.11.2020. In view of the	empty	Fully Met	14.29	Fully Met https://www.canarabank.com/pages/Disclosure-under-RTIAct-2005

Sr. No	Details of disclosure	Category	Marks	Obtained Mark	URL	Remarks	Auditor Category	Auditor Marks	Auditor Remarks/URL
					above judgments, Bank stopped uploading of details of applicants and appeals on Bank's website.				
4.6.2	Details of appeals received and orders issued	Fully Met	14.29	14.29	https://www.canarabank.com/pages/Disclosure-under-RTIAct- 2005further, Kolkata High Court vide its Judgment in Saket S Gokhale v/s UOI (WP (L) no. 2678/2020 with interim application (L) no. 4436/2020), prohibited publication of personal details of RTI applicants. This was reiterated by Mumbai High Court in its recent Judgment given on 05.11.2020. In view of teh above judgments, Bank stopped uploading of details of applicants and appeals on Bank's website.	empty	Fully Met	14.29	Fully Met https://www.canarabank.com /pages/Disclosure-under-RTIAct- 2005f
4.7	Replies to questions asked in the Parliament[Section 4(1)(b)(xvii)]								
4.7.1	Details of questions asked and replies given	Not Applicable	0	0	empty	empty	Partially Met	14.29	Partially Met Canara Bank may disclose details/link to access the replies given by their department to the Ministry

Sr. No	Details of disclosure	Category	Marks	Obtained Mark	URL	Remarks	Auditor Category	Auditor Marks	Auditor Remarks/URL
Total			167	167			196	182	
5	Information as may be prescribed								
5.1	Such other information as may be prescribed [F.No. 1/2/2016-IR dt. 17.8.2016, F No. 1/6/2011-IR dt. 15.4.2013]								
5.1.1	Name & details of - (a) Current CPIOs & FAAs, (b) Earlier CPIO & FAAs from 1.1.2015	Fully Met	20	20.00	https://canarabank.com/pages/Disclosure-under-RTI-Act-2005	empty	Fully Met	20.00	Fully Met http s://canaraban k.com/pages/ Disclosure-un der-RTI- Act-2005
5.1.2	Details of third party audit of voluntary disclosure -(a) Dates of audit carried out , (b) Report of the audit carried out	Fully Met	20	20.00	https://canarabank.com/pages/Disclosure-under-RTI-Act-2005	empty	Fully Met	20.00	Fully Met http s://canaraban k.com/pages/ Disclosure-un der-RTI- Act-2005
5.1.3	Appointment of Nodal Officers not below the rank of Joint Secretary/ Additional HoD - (a) Date of appointment , (b) Name & Designation of the officers	Fully Met	20	20.00	Sh. Ritesh Jain, Divisional Manager, CA&R Wing, HO Bengaluru is the Nodal Officer for Canara Bank	empty	Fully Met	20.00	Fully Met http s://canaraban k.com/pages/ Disclosure-un der-RTI- Act-2005
5.1.4	Consultancy committee of key stakeholders for advice on suo-motu disclosure - (a) Dates from which constituted, (b) Name & Designation of the officers	Fully Met	20	20.00	https://canarabank.com/pages/Disclosure-under-RTI-Act-2005 Formation of Committee on Suo motu disclosure of information under RTI Act in order to identify frequently sought information under RTI Act and publish the same on our website (w.e.f 21.01.2022): 1. CGM/GM, CA&R	empty	Fully Met	20.00	Fully Met http s://canaraban k.com/pages/ Disclosure-un der-RTI- Act-2005

Sr. No	Details of disclosure	Category	Marks	Obtained Mark	URL	Remarks	Auditor Category	Auditor Marks	Auditor Remarks/URL
					Wing(Transparency Officer) : Chairman 2. CGM/GM, HR Wing : Member 3. CGM/GM, GA Wing : Member 4. CGM/GM, RM Wing : Member 5. CGM/GM, SP & D Wing : Member 6. CGCO, RBS & Compliance Wing : Member 7. Executive Overseeing RIA Section, CA&R Wing : Convener				
5.1.5	Committee of PIOs/FAAs with rich experience in RTI to identify frequently sought information under RTI - (a) Dates from which constituted, (b) Name & Designation of the Officers	Fully Met	20	20.00	https://canarabank.com/pages/Disclosure-under-RTI-Act-2005 Formation of Committee on Suo motu disclosure of information under RTI Act in order to identify frequently sought information under RTI Act and publish the same on our website (w.e.f 21.01.2022): 1. CGM/GM, CA&R Wing(Transparency Officer) : Chairman 2. CGM/GM, HR Wing : Member 3. CGM/GM, GA Wing : Member 4. CGM/GM, RM Wing : Member 5. CGM/GM, SP & D Wing : Member 6. CGCO, RBS & Compliance Wing : Member 7. Executive Overseeing RIA Section,	empty	Fully Met	20.00	Fully Met http://canarabank.com/pages/Disclosure-under-RTI-Act-2005

Sr. No	Details of disclosure	Category	Marks	Obtained Mark	URL	Remarks	Auditor Category	Auditor Marks	Auditor Remarks/URL
					CA&R Wing : Convener				
Total			100	100			100	100	
6	Information Disclosed on own Initiative								
6.1	Item / information disclosed so that public have minimum resort to use of RTI Act to obtain information [Section 4(2)]								
6.1.1	Item / information disclosed so that public have minimum resort to use of RTI Act to obtain information	Fully Met	25	25.00	https://canarabank.com/	empty	Fully Met	25.00	Fully Met Canara bank has Suo moto disclosed all relevant information on its RTI page
6.2	Guidelines for Indian Government Websites (GIGW) is followed (released in February, 2009 and included in the Central Secretariat Manual of Office Procedures (CSMOP) by Department of Administrative Reforms and Public Grievances, Ministry of Personnel, Public Grievance and Pensions, Govt. Of India)								
6.2.1	Whether STQC certification obtained and its validity	Not Applicable	0	0	empty	empty	Not Applicable	0	Not Applicable
6.2.2	Does the website show the certificate on the Website?	Not Applicable	0	0	empty	empty	Not Applicable	0	Not Applicable
Total			25	25			25	25	
Grand Total			696	689			725	704	