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1.1 INTRODUCTION

‘Development involves not merely economic changes but also social & industrial in many under developed countries call for new sets of values and new concepts of society and government. No path to development is likely to be smooth. Banking is the base for economic development.’

As India celebrates its 65th anniversary and an amazing growth as one of the fastest growing economies in the world (second to China), one sector which has played a vital role in prevention from failing up economy is undoubtedly the banking sector. The banking sector’s performance is seen as the exact copy of economic activities of the nation as a healthy banking sector system acts as the basic facts of solid economic and industrial growth of a nation.

During the past sixty five years, since independence, the banking sector has witness significant changes and has surely come a long way from the nationalization and privatization, in the post – 1997 era. The last two decade has brought about significant changes in the banking area in the country with technology being a major facilitator of this transformation. ATMs, Internet Banking, CCs, EFTPORs and now Mobile Banking have helped revolutionize the banking landscape in the country The old concepts, attitudes and methods in banking have yield place to new techniques of viability, need base finance and marketing. Instead of the banks merely moving with the slope into immediately profitable ventures, they are required to participate in the nation building profitable ventures, they are required to participate in the nation building activities and help in bringing about socio-economic changes. Banks are not only financial institutions those mobilize funds from one to another but as social organizations, have to go out the people and assist weaker sections in achieving their aspirations.

Banks are, thus, to act as catalytic agents for the development of the country, mobilizing resources whether these are and channelizing them towards productive persons. New strategies have to be involved for industrial
development, both in small-scale and large-scale sectors and, rather than confining to the traditional way of storage and distribution finance of a short nature, developmental finance and term lending have to be taken up by commercial banks. Similarly opening of branches in rural and urban area efficient customer services have assumed great importance.

1.2 BIRTH OF THE WORD “BANK”

There are others, who are in the opinion that the world ‘Bank’ is originally derived from the German word ‘Bank’ meaning a joint stock fund, which was Italianized into ‘Banco’ when the German were masters of a great Part of Italy. This appears to be more possible. But, whatever be the origin of the word ‘Bank’ as Professor Ramchandra Rao says, “It would trace the history of banking in Europe from the middle Ages.”

1.3 DEFINITIONS OF BANK

As bank is a very comprehensive word, various definitions have been given of the term bank at various places and in various forms. To understand the basic idea and the meaning of the term bank clearly, few definitions of the term bank are taken in different categories as under:

⇒ “A bank is an establishment for custody of money received from or on behalf of its customers. Its essential duty is to pay their drafts on it. Its profit arises from the use of the money left unemployed by them.”

⇒ “Bank is an institution that deals in money and its substitutes and provides other financial services. Banks accept deposits and make loans and drive a profit from the difference in the interest rates paid and charged, respectively. Some banks also have the power to create money.”

⇒ “Banks means a bench or table for changing money.”
Bank is an institution which traders in money, establishment for money, as also for making loans and discounts and facilitating the transmission of remittances from one place to another.”

“Accepting for the purpose of the landing of investment of deposits of money from public repayable on demand or other wise and withdraw able by cheques, draft, order or otherwise.”

“Any company which transacts the Business of Banking in India” However, the acceptance of deposits by companies for the purpose of financing their own business is not regarded as banking within the meaning of the act. The essential characteristics of the banking business as defined in section 5(b) of the banking Regulation Act is as follows.

- Acceptance of deposits from the public
- For the purpose of lending or investment
- Repayable on demand or otherwise, and

Withdraw able by means of any instrument whether a cheque or otherwise,

1.4 COMMERCIAL ROLE OF BANKS

However the commercial role of banks is wider than banking, and includes:

- Issue of banknotes and currency exchange Processing of payments by way of telegraphic transfer, internet banking or other means
- Accepting money on term deposit
- bank drafts and bank cheques
- Lending money by way of overdraft, instalment loan or otherwise.
- Providing documentary and standby letters of credit, guarantees, performance bonds, securities underwriting commitments and other item of off balance sheet exposures
- Safekeeping of documents and other items safe deposit boxes.
• Sale, distribution or brokerage, with or without advice, of insurance, unit, trusts and similar financial product as ‘financial supermarket’

1.5 LIST OF BANKS

1.5.1 Nationalized Banks in India

The history of nationalization of Indian banks dates back to the year 1955 when the Imperial Bank of India was nationalized and re-christened as State Bank of India (under the SBI Act, 1955). Later on July 19, 1960, the 7 subsidiaries of SBI:

1. State Bank of Hyderabad (SBH),
2. State Bank of Indore,
3. State Bank of Saurashtra (SBS),
4. State Bank of Mysore (SBM),
5. State Bank of Bikaner and Jaipur (SBBJ),
6. State Bank of Patiala (SBP),
7. State Bank of Travancore (SBT)

Nationalized banks in India are those banks which had been nationalized under the Parliament Act in 1969 and 1980 of Government of India and after

Following is the list of Nationalized Banks in India

1. Allahabad Bank
2. Andhra Bank
3. Bank of Baroda
4. Bank of India
5. Bank of Maharashtra
6. Canara Bank
7. Central Bank of India
8. Corporation Bank
9. Dena Bank
10. IDBI Bank Limited
11. Vijaya Bank
12. Indian Bank
13. Indian Overseas Bank
15. Punjab & Sind Bank
16. Punjab National Bank
17. State Bank of India
18. Syndicate Bank
19. UCO Bank
20. Union Bank of India
21. United Bank of India

1.5.2 PRIVATE SECTOR BANKS

The banks, which were not nationalized at the time of bank nationalization that took place during 1969 and 1980, are known to be the private-sector banks.

1. Bharat Overseas Bank Ltd.
2. Centurian Bank of Punjab Ltd.
3. Catholic Syrian Bank Ltd.
4. City Union Bank
5. Dhanlakshmi Bank
6. Federal Bank
7. ING Vysya Bank
9. Karnataka Bank
10. Karnataka Bank
11. Karur Vysya Bank
12. Lakshme Vilas Bank
13. Nainital Bank
14. SBI Commercial and international Bank
15. South Indian Bank
16. Tamilnad Mercantile Bank
17. Ratnakar Bank Ltd.

The banks, which came in operation after 1991, with the introduction of economic reforms and financial sector reforms are called private-sector banks. Regulation act was then amended in 1993, which permitted the entry of private-sector banks in the Indian banking s sector.

1. Axis Bank Ltd.
2. Development Credit Bank Ltd
3. HDFC Bank Ltd.
4. ICICI Bank Ltd.
5. IndusInd Bank Ltd.
6. Kotak Mahindra Bank Ltd.
7. Yes Bank Ltd
8. Bank of Punjab
9. Balaji Corporation Bank Limited
10. Centurion Bank of Punjab
12. IDFC Bank (2015)
1.6 DEVELOPMENT OF BANKS

1.6.1 REFORMS IN THE BANKING SECTOR

Banking Sector reforms were initiated to upgrade the operating standard health and financial soundness of the banks.

The Government of India setup the Narasimham Committee in 1991, to examine all aspects relating to structure, organization and functioning of the Indian banking system the recommendations of the committee aimed at creating at competitive and efficient banking system.

Another committee which is Khan Committee was instituted by RBI in December, 1997 to examine the harmonization of the role and operations of development financial institutions and banks. It submitted its report in 1998. The major recommendations were a gradual more towards universal banking, exploring the possibility of gain full merger as between banks, banks and financial institutions.

Then the Varma Committee was established this committee recommended the need for greater use of IT even in the weak public sector banks, restructuring of weak banks but not merging them with strong banks, VRS for at least 25% of the staff.

The Banking Sector reforms aimed at improving the policy frame work, financial health and institutional infrastructure, there two phase of the banking reforms.

**Phase I: Narasimham Committee I (1991)**

- Deregulation of the interest rate structure.
- Progressive reduction in pre-emptive reserves.
- Liberalization of the branch expansion policy.
- Introduction of prudential norms.
- Decline the emphasis laid on directed credit and phasing out the confessional rate of interest to priority sector.
- Deregulation of the entry norms for private sector banks and foreign banks.
- Permitting public and private sector banks to access the capital market.
- Setting up to asset reconstruction fund.
- Constituting the special debt recovery tribunals.
- Freedom to appoint chief executive and officers of the banks.
- Changes in the institutions of the board.
- Bringing NBFC, under the ambit of regulatory framework.

**Phase II: Narasimham Committee II (April 1998)**

- **Capital Adequacy:**
  - Minimum capital to risk asset ratio be increased from the existing 8 percent to 10 percent by 2002.
  - 100 percent of fixed income portfolio marked to market by 2001.
  - 5 percent market risk weight for fixed income securities and open foreign exchange position limits.
  - Commercial risk weight (100%) to government guaranteed.

- **Asset Quality**
  - Banks should aim to reduce gross NPAs to 3% and net NPA to zero percent by 2002.
  - Directed credit obligations to be decline from 40 percent to 10 percent.
  - Government guaranteed irregular accounts to be classified as NPAs and provide for.
  - 90 day overdue norms to be applied for cash based income recognition.

- **Systems and Methods.**
  - Banks to start recruitment from market.
  - Overstaffing to be dealt with by redeployment and right sizing via VRS.
  - Public sector banks to be given flexibility in remuneration structure.
  - Introduce a new technology.
➢ **Industry Structure**

- Only two categories of financial sector players to emerge. Banks and non-bank finance companies.
- Mergers to be driven by market and business considerations.
- Feeble banks should be converted into narrow banks.
- Entry of new private sector banks and foreign banks to continue.
- Banks to be given greater functional autonomy & minimum government shareholding 33 percent for State Bank of India, 51 percent for other Public Sector Banks.

➢ **Regulation and Supervision**

- Board for financial regulation and supervision to be constituted with statutory powers.
- Greater emphasis on public disclosure as opposed to disclosure to regulators.
- Banking regulation and supervision to be progressively delinked from monetary policy.

➢ **Legal Amendments**

- Broad range of legal reforms to facilitate recovery of problem loans.
- Introduction of laws governing electronic fund transfer. Many of the important recommendations of Narasimham Committee II have been accepted and are under implementation the second generation banking reforms concentrate on strengthening the foundation of the banking system by structure technological up graduation and human resource development.

1.6.2 BANKING SERVICES

In this changing scenario, the role of banks is very important for the growth and development of customers as well as economy. Banking Sector is offering traditional and other service as under:
- Regular Saving and current accounts
- Regular fixed deposits
- ATM services
- Credit cards
- D.Mat cards
- Student banking
- Special NRI Services
- Home loan, Vehicle loan
- Tele and internet banking
- Online trading
- Business multiplies A/Cs
- Insurance
- Relief bonds & mutual fund
- Loans against shares
- Retail banking
- Special deposit scheme
- Senior citizen – special deposit scheme
- Other facilities for customers.

1.6.3 CHALLENGES IN BANKING SECTOR

There has been considerable widening and deepening of the Indian financial system in the recent years. The enhanced role of the Banking sector in the Indian Economy, the increasing levels of deregulation and the increasing levels of competition have placed numerous demands on our Banks. The adverse consequences of malfunction of the Banking system could be more severe than in the past. Hence, focus of RBI, the regulator & supervisor of Indian Banking
system is at ensuring greater financial stability. While operating in this highly demanding environment, the banking system is exposed to various risks & challenges few of them are discussed as under:

1.6.3.1. Improving Risk Management System:

RBI had issued guidelines on asset liability management and Risk Management Systems in Banks in 1999 and Guidance Notes on Credit Risk Management and Market Risk Management in October 2002 and the Guidance note on Operational Risk Management in 2005. Though Basel II focuses significantly on risks it implementation cannot be seen as an end in itself. The current business environment demands an integrated approach to risk management. It is no longer sufficient to manage each Risk Independently. Banks in India are moving from the individual segment system to an enterprise wide Risk Management System. This is placing greater demands on the Risk Management skills in Banks and has brought to the forefront, the need for capacity building, while the first priority would be risk integrating across the entire Bank, the desirability of Risk aggregation Across the Group will also need attention. Banks would be required to allocate significant resources towards this objective over the next few years.

1.6.3.2. Rural Coverage:

Indian local banks specially state bank groups having a good coverage and many branches in rural areas. But that is quite lacking technical enhancement. The services available at cities are specifically not available to rural branches, which are necessary if banks want to compete now a day

1.6.3.3. Technological Problems

That is true that Indian banks were already started computerized workings and so many other technological up gradation done but is this sufficient? In metro cities Indian local banks are having good comparable technology but that
cannot be supported and comparable by the whole network of other cities and village branches.

1.6.3.4. Corporate Governance:
Banks not only accept and deploy large amount of uncollateralized public funds in fiduciary capacity, but they also leverage such funds through credit creation. Banks are also important for smooth functioning of the payment system. Profit motive cannot be the sole criterion for business decisions. It is a significant challenge to banks where the priorities and incentives might not be well balanced by the operation of sound principles of Corporate Governance. If the internal imbalances are not re-balanced immediately, the correction may evolve through external forces and may be painful and costly to all stakeholders. The focus, therefore, should be on enhancing and fortifying operation of the principles of sound Corporate Governance.

1.6.3.5. Customer Service
There are concerns in regard to the Banking practices that tend to exclude vast sections of population, in particular pensioners, self employed and those employed in unorganized sector. Banks are expected to oblige to provide Banking services to all segments of the population, on equitable basis. Further, the consumers interests are at times not accorded full protection and their grievances are not properly attended to by Banks. Banks are expected to encourage greater degree of financial inclusion in the country setting up of a mechanism for ensuring fair treatment of consumers; and effective redressed of customer grievances.

1.6.3.6. Branch Banking
Traditionally Banks have been looking to expansion of their Branch Network to increase their Business. The new private sector banks as well as the foreign banks have been able to achieve business expansion through other means. Banks are examining the potential benefits that may accrue by tapping the agency arrangement route and the outsourcing route. While proceeding in this
direction banks ought not to lose sight of the new risks that they might be assuming in outsourcing. Hence they have to put in place appropriate strategies and systems for managing these new risks.

1.6.3.7. Competition
With the ever increasing pace and extent of globalization of the Indian economy and the systematic opening up of the Indian Banking System to global competition, banks need to equip themselves to operate in the increasingly competitive Environment. This will make it imperative for Banks to enhance their systems and procedures to international standards and also simultaneously fortify their financial positions.

1.6.3.8. Transparency and Disclosures
In order to bring about meaningful disclosure of the true financial position of banks to enable the users of financial statements to study and have a meaningful comparison of their positions, a series of measures were initiated by RBI. It covered a No. of aspects such as capital adequacy, asset quality, profitability, country risk exposure, risk exposures in derivatives, segment reporting and related party disclosures etc.

With a view to moving closer towards international best practices and International Accounting Standards and the disclosure need under pillar 3 of Basel II, RBI has proposed enhanced disclosures of certain qualitative aspects. Banks are required to formulate a formal disclosure policy that addresses the banks’ approach for determining what disclosures it will make and the internal controls over the disclosure process.

1.6.3.9. Know Your Customer (KYC) Guidelines
The guidelines were revisited in the context of the recommendations made by the financial action task force on Anti Money Laundering Standards and on Combating Financing of Terrorism. Compliance with these standards both by the banks/financial institutions and the country has become necessary for international financial relationships. Compliance with this requirement is a
significant challenge to the entire banking industry to fortify itself against misuse by anti social persons / entities and thus project a picture of solidarity and financial integrity of the Indian Banking system to the international community.

1.7 HISTORY OF SELECTED BANKS

1.7.1 Private Sector Banks

1.7.1.1 HDFC BANK
1.7.1.2 AXIS BANK
1.7.1.3 ING BANK
1.7.1.4 KOTAK BANK
1.7.1.5 ICICI BANK

1.7.2 Public Sector Banks

1.7.2.1 BOI BANK
1.7.2.1 DENA BANK
1.7.2.3 PNB BANK
1.7.2.4 SBI BANK
1.7.2.5. BOB BANK
1.7 PRIVATE SECTOR BANKS

1.7.1.1. HDFC BANK

1.7.1.1. (1) Introduction

HDFC Bank is headquartered in Mumbai and the Bank’s distribution As of June 30, 2013, the Bank’s distribution network was at 3,119 branches and 11,088 ATMs in 1,891 cities / towns an increase of 555 branches and 1,379 ATMs over 2,564 branches and 9,709 ATMs in 1,416 cities / towns as of June 30, 2012.

The Housing Development Finance Corporation Limited (HDFC) was amongst the first to receive an 'in principle' approval from the Reserve Bank of India (RBI) to set up a bank in the private sector, as part of the RBI's liberalization of the Indian Banking Industry in 1994. The bank was incorporated in August 1994 in the name of 'HDFC Bank Limited', with its registered office in Mumbai, India. HDFC Bank commenced operations as a Scheduled Commercial Bank in January 1. HDFC Bank was incorporated in 1994 by Housing Development Finance Corporation Limited (HDFC), India's largest housing finance company. It was among the first companies to receive an 'in principle' approval from the Reserve Bank of India (RBI) to set up a bank in the private sector. The Bank started operations as a scheduled commercial bank in January 1995 under the RBI's liberalization policies.

On 26 February 2000 Times Bank Limited owned by The Times Group (Bennett, Coleman & Co.) was merged with HDFC Bank Ltd. This was the first merger of two private banks in India. Shareholders of Times Bank received 1 share of HDFC Bank for every 5.75 shares of Times Bank.

On 23 May 2008 HDFC Bank acquired Centurion Bank of Punjab taking its total branches to more than 1,000. The amalgamated bank emerged with a base of about Rs. 1, 22,000 crore and net advances of about Rs.89, 000 crore. The balance sheet size of the combined entity is more than Rs. 1, 63,000 crore.
1.7.1.1. (2) HISTORY OF HDFC BANK

1994:-The Bank was incorporated on 30th August. A new private sector Bank promoted by housing Development Corporation Ltd. (HDFC), a preeminent housing finance company. The bank is the first of its kind to receive an in-principle approval from the RBI for establishment of a bank in the private sector. Certificate of Commencement of Business was received on 10th October 1994 from RBI.

1995:-70 No. of equity shares issued to subscribers to the Memorandum &Articles of Association on 30th August 1994. On the same date 500,00,000 equity shares were allotted to HDFC promoters. 509, 20,000 shares were allotted to HDFC Employees Welfare Trust and HDFC Bank Employees Welfare Trust on 22nd December, 1994.

1996:-HDFC Bank has entered the banking consortia of over 50 corporate, including some leading multinational companies, flagship companies of local business houses and strong public sector companies.

1997:-The bank is one of the largest mobilizes of retail deposits through its network of 20 branches. Its credit deposits ratio was 53.8%.

1998:-HDFC Bank has tied up with the Ahmadabad Stock Exchange (ASE) to Act as its clearing bank. -HDFC Bank proposes to strengthen its branch network in Calcutta With the addition of two new branches in the first quarter of the next fiscal.

2000:- HDFC Bank also signed a memorandum of understanding with Singapore Telecom's e-commerce arm Sesami.Com Pvt. Ltd.

-The Bank latter also entered into a partnership agreement with National Computer Systems, the e-commerce unit of SingTel.
2002:- HDFC Bank unveiled a new online account aggregation service 'One View'.
- HDFC launched 'One View' service to customer
- HDFC Bank launched its 9th branch in Karnataka.
- HDFC opens its branch in Mangalore.
- HDFC Bank unveils Silver card in Hyderabad.
- HDFC Bank opens first overseas representative office.

2003:- The Board of Directors of HDFC Bank Ltd at their meeting held on January 15, 2003 approved the appointment of Mr. Arvin Pande as an Additional Director pursuant to section 260 of the Companies Act,

2004:- Mr. Ranjan Kapur & Mr. Bobby Parikh appointed as Additional Directors.
- NMCE inks pact with HDFC Bank for warehouse receipts.
- HDFC Bank has entered into an alliance with Clearing Corporation of India Ltd (CCIL). The tie-up offers the latter's collateral borrowing and lending obligation (CBLO) product to cooperative banks that are not direct members of the negotiated dealing system (NDS).

2005:- TMB forges alliance with HDFC Bank.
- HDFC Bank inaugurates first ATM in Hotel.
- HDFC Bank ties up with the International Bank of Qatar (IBQ) to launch banking services in Qatar.

2006:- HDFC sets up two more branches in AP.
- Osim to join hands with HDFC Bank for consumer loans.
- HDFC Bank inaugurates VBV facility for online shopping.

2007:- HDFC Bank has signed an agreement with Tata Pipes to offer credit facilities to farmers across the country.
- HDFC Bank Ltd has appointed Mr. Pandit Palande as an additional Director of the Bank at the Board Meeting held today i.e. on 24th April 2007.
2008:- HDFC Bank Ties Up With Postal Department, Extends Rural Reach.
-HDFC Bank Wins ‘Nasscom IT User Award the Year’.

2009:- HDFC Bank Bags Asia money Award for the Best Domestic Bank.
-HDFC Bank offers electronic payment collection facility to Guruvayoor Devaswom.
-HDFC Bank launches ‘Merit us’ Scholarship Program me.
-The Asian Banker declares HDFC Bank the Best Retail Bank.

2010:- With a view to attract long term deposits and prevent premature withdrawal when the interest rates peak, HDFC, the housing finance major, has decided to pay variable interest rate on recurring deposits.

1.7.1.1. (3) VISIONS, MISSION

- Vision:
  “To be A World Class Indian Bank”
  Benchmarking itself against international standards
  And best practices in terms Of product offerings,
  Technology, service levels, risk management And audit & compliance”

- Mission:
  -To continue building sound customer franchises across distinct businesses so as to be a preferred provider of banking services for target retail and wholesale customer Segments
  -And to achieve a healthy growth in profitability
  -Consistent with the bank’s risk appetite.
  -Your bank is committed to do this while ensuring the highest levels of ethical standards, professional integrity, corporate governance and regulatory compliance.
1.7.1.1. (4) AWARDS

1. IBABanking Technology Awards 2010
   - Technology Bank of the Year
   - Best Online Bank
   - Best Customer Initiative
   - Best Use of Business Intelligence
   - Best Risk Management System Runners Up-
     ▶ Best Financial Inclusion

2. Bloomberg UTV's Financial Leadership Awards 2011 - BEST BANK

3. IDCFIIA Awards 2011 - Excellence in Customer Experience
1.7.1.2 AXIS BANK

1.7.1.2. (1) INTRODUCTION

Axis Bank was incorporated in the year 1993 with the name UTI Bank Ltd. The Bank was the first private banks to have begun operations after the Government of India allowed new private banks to be established. The Bank was promoted jointly by the Administrator of the specified undertaking of the Unit Trust of India (UTI - I), Life Insurance Corporation of India (LIC) and General Insurance Corporation of India (GIC) and other four PSU insurance companies, i.e. National Insurance Company Ltd. The New India Assurance Company Ltd. The Oriental Insurance Company Ltd and United India Insurance Company Ltd In the year 2001, the bank along with Global Trust Bank (GTB) had a merger proposal to create the largest private sector bank, but due to media`s issues both the banks withdraw the merger proposal. As on the year ended 31st March 2012, Axis Bank had operating revenue of ₹13,437 crores and a net profit of ₹4,242 crores.

Axis Bank (erstwhile UTI Bank) opened its registered office in Ahmadabad and corporate office in Mumbai in December 1993. The first branch was inaugurated in April 1994 in Ahmadabad by Dr. Manmohan Singh, then the Honorable Finance Minister. The Bank has a very wide network of more than 1281 branches (including 169 Service Branches/CPCs as on 31st March, 2011). The Bank has a network of over 6270 ATMs (as on 31st March, 2011) providing 24 hrs a day banking convenience to its customers. This is one of the largest ATM networks in the country.

While giving details he said that Axis Bank is the third largest private sector bank in India. Axis Bank offers the entire spectrum of services to customer segments covering Large and Mid- Corporate, SME, Agriculture and Retail Businesses.
With its 1622 branches (including extension counters) and 10,000 ATMs across the country, as on date, the network of Axis Bank spreads across 1050 cities and towns, enabling the Bank to reach out to a large cross-section of customers with an array of products and services. The Bank also has overseas offices in Singapore, Hong Kong, Shanghai, Colombo, Dubai and Abu Dhabi.

The Bank has strengths in both retail and corporate banking and is committed to adopting the best industry practices internationally in order to achieve excellence.

Axis Bank’s ATM footprint traverses across the country from Nathu La (LEH) in North to Kanyakumari in South and from Bhuj in West to Imphal in North-east. Axis Bank ATM network includes 677 ATM’s in rural centers, 2015 semi-urban centers with the balance 7308 being in urban & metro centers.

1.7.1.2. (2) HISTORY OF AXIS BANK

1993:- The Bank was incorporated on 3rd December and Certificate of business on 14th December. The Bank transacts banking business of all description. UTI Bank Ltd. was promoted by Unit Trust of India, Life Insurance Corporation of India, General Insurance Corporation of India and its four subsidiaries.

1997:- The Bank obtained license to act as Depository Participant with NSD and applied for registration with SEBI to act as ‘Trustee to Debenture Holders’. Rupees 100 Crores was contributed by UTI, the rest from LIC Rs 7.5 Crores, GIC and its four subsidiaries Rs 1.5 Crores each.

1998:- The Bank has 28 branches in urban and semi urban areas as on 31st July. All the branches are fully computerized and networked through VSAT. ATM services are available in 27 branches.
The Bank came out with a public issue of 1,50,00,000 No. of equity shares of Rs 10 each at a premium of Rs 11 per share aggregating to Rs 31.50 Crores and Offer for sale of 2,00,00,000 No. of equity shares for cash at a price of Rs 21 per share. Out of the public issue 2, 20,000 shares were reserved for allotment on preferential basis to employees of UTI Bank. Balance of 3, 47, 80,000 shares were offered to the public.

The company offers ATM cards, using which account-holders can withdraw money from any of the bank's ATMs across the countries which are interconnected by VSAT.

UTI Bank has launched a new retail product with operational flexibility for its customers'.

UTI Bank will sign a co-brand agreement with the market, leader, Citibank NA for entering into the highly promising credit card business.

UTI Bank promoted by India's pioneer mutual fund Unit Trust of India along with LIC, GIC and its four subsidiaries.

1999: UTI Bank and Citibank have launched an international co-branded credit card.

UTI Bank and Citibank have come together to launch an international co-branded credit card under the MasterCard umbrella.

UTI Bank Ltd has inaugurated an offsite ATM at Ashok Nagar here, taking the total number of its offsite ATMs to 13.m

2000: The Bank has announced the launch of Tele-Depository Services for its depository clients.

UTI Bank has launch of `connect', its Internet banking Product.

2001: UTI Bank launched a private placement of non-convertible debentures to rise up to Rs 75 crore.

UTI Bank has opened two offsite ATMs and one extension counter with an ATM in Mangalore, taking its total number of ATMs across the country to 355.
UTI Bank has recorded a 62 per cent rise in net profit for the quarter ended September 30, 2001, at Rs 30.95 crore. For the second quarter ended September 30, 2000, the net profit was Rs 19.08 crore. The total income of the bank during the quarter was up 53 per cent at Rs 366.25 crore.

2002: UTI Bank Ltd has informed BSE that Sheri B R Bar wale has resigned as a Director of the Bank i.e. January 02, 2002. A C Shah, former chairman of Bank of Baroda, also retired from the bank’s board in the third quarter of last year. His place continues to be vacant. M Damodaran took over as the director of the board after taking in the reins of UTI. B S Pandit has also joined the bank’s board subsequent to the retirement of K G Vass al.

2003: UTI Bank Ltd has informed BSE that at the meeting of the Board of Directors of the company held on January 16, 2003, Sheri R N Bharadwaj, Managing Director of LIC has been appointed as an Additional Director of the Bank with immediate effect.

-UTI Bank, the private sector bank has opened a branch at Nellore. The bank's chairman and Managing Director, Dr P.J. Nayak, inaugurating the bank branch at GT Road on May 26. Speaking on the occasion, Dr Nayak said, this marks another step towards the extensive customer banking focus that we are providing across the country and reinforces our commitment to bring superior banking services, marked by convenience and closeness to customers.

2004: Comes out with Rs. 500 mn Unsecured Redeemable Non-Convertible Debenture Issue, issue fully subscribed.

-UTI Bank Ltd has informed that Sheri Ajeet Prasad, Nominee of the Administrator of the Specified Undertaking of the Unit Trust of India (UTI - I) has been appointed as an Additional Director of the Bank i.e. January 20, 2004.

2005: UTI Bank enters into a banc assurance partnership with Bajaj Allianz General for selling general insurance products through its branch network.

-UTI Bank launches its first Satellite Retail Assets Centre (SRAC) in Karnataka at Mangalore.
2006:- UTI Bank unveils priority banking lounge
- UTI Bank launches operations of UBL Sales, its Sales Subsidiary - Inaugurates its first office in Bangalore.

2007:- AXIS Bank Ltd has informed that Fitch Ratings on December 14, 2007, has upgraded the Bank's National Long-term rating to 'AAA (I and)' from 'AA+(Ind)'. Company name has been changed from UTI Bank Ltd to Axis Bank Ltd.

2008:- Axis Bank launches Platinum Credit Card, India's first EMV chip based card. Axis Bank set up its branch at Ilanji at Menasha Nagar on the Courtland-Madurai road on April 16.

2009:- Axis Bank today said its board has recommended the appointment of Shikha Sharma, currently chief of ICICI group's life insurance business, as its next managing director and CEO.
- Axis Bank has set up a new branch at Perumbavoor. The bank has a network of 832 branches along with 8 extension counters and 3622 ATMs across the country.

2010:- Axis Bank Limited has informed that at the meeting of the Board of Directors held on January 15, 2010, the following decisions were taken: (1) to appoint Dr. Adarsh Kishore, former Finance Secretary, Government of India and former Executive Director, International Monetary Fund representing Bangladesh, Bhutan, India and Sri Lanka, As the Non-Executive Chairman of the Bank, subject to RBI approval; (2) To appoint Sheri S.B. Mathura, former Chairman, LIC and the National Stock Exchange of India, as an Additional Independent Director, with immediate effect.

2011:- Axis Bank launches online trading platform Axis Direct Axis Bank has launches pre-paid VISA card i.e. MY MONEY CARD.

2012:- Axis Bank partners with NIIT IFBI to introduce PG Diploma in Retail Banking. Axis Bank inducts Schroder as a 25% partner in Axis AMC.
1.7.1.2. (3) VISIONS AND MISSION

➢ VISIONS

“To be the preferred financial solutions provider
Excelling in customer delivery through insight, empowered employees
And smart use of technology”

➢ MISSION

- Customer Service and Product Innovation tuned to diverse needs of individual and corporate clientele.
- Continuous technology upgradation while maintaining human values.
- Progressive globalization and achieving international standards.
- Efficiency and effectiveness built on ethical practices.

1.7.1.3 ING BANK

1.7.1.3. (1) INTRODUCTION

ING Vysya Bank was a privately owned Indian multinational bank based in Bangalore, with retail, wholesale, and private banking platforms formed from the 2002 purchase of an equity stake in Vysya Bank by the Dutch ING Group. This merger marks the first between an Indian bank and a foreign bank. Prior to this transaction, Vysya Bank had a seven-year-old strategic alliance with erstwhile Belgian bank Banque Bruxelles Lambert, which was also acquired by ING Group in 1998.

As of March 2013, ING Vysya is the seventh largest private sector bank in India with assets totaling ₹54836 crore (US$8.1 billion) and operating a pan-India network of over 1,000 outlets, including 527 branches, which service over two million customers.¹⁴ ING Group, the highest-ranking institutional shareholder, currently holds a 44% equity stake in ING Vysya Bank, followed
by Aberdeen Asset Management, private equity firm Chrys Capital, Morgan Stanley, and Citigroup, respectively. ING Vysya has been ranked the "Safest Banker" by the *New Indian Express* and among "Top 5 Most Trusted Private Sector Banks" by the *Economic Times*.

On 20 November 2014, in an all stock amalgamation, ING Vysya Bank decided to merge with Kotak Mahindra Bank, creating the fourth largest private sector bank in India. On 1 April 2015, the Reserve Bank of India approved the merger.

1.7.1.3. (2) HISTORY OF ING BANK

2000:- Indus Software Private Limited a Pune-based software products company has signed an agreement with the Vysya Bank Ltd., a leading private sector bank in India for the implementation of its product, ISI (lending solutions from Indus).

-The Vysya Bank signed an MoU with Siri Technologies Pvt for a technical and marketing partnership to develop, customise and implement remittance/payment processing, software solutions according to a press release issued by Vysya Bank.

-ING Insurance, a sub-holding company of Dutch financial major ING Group, has tied up with Bangalore-based Vysya Bank to enter the Indian life insurance market. Vysya Bank is likely to review its joint venture agreement with Citibank for the credit card business.

-The Bank has entered into an agreement with IBM India Ltd for the IT related adware/software supply and system integration.

- The Bank has also entered into an agreement with M/s. Bangalore Labs for providing suitable and stable communications network design and layout, which will allow the Bank to operate 24 hours, seven days a week.

2001:- Vysya Bank named a new Managing Director Mr. K Balasubramanian sees this as the first step in its long-term succession plan for the Bank's top job.
- Vysya Bank Ltd as part of its restructuring exercise, has merged six regional offices and will be opening 30 branches, including extension counters, in the next three years

**2002:** Vysya Bank announces Employees Voluntary Retirement scheme.
- Vysya Bank Ltd has informed BSE that The Board of Directors through a Circular Resolution passed on November 9, 2002 has noted the resignation of Mr Leo Willy Janssen, nominee of ING from the Board of the Bank.

**2003:** Western Union, the top American money transfer firm has tied up with ING Vysya Bank for inward money transfer.
- ING Group acquired 23.99% equity of Vysya Bank, and the name has been changed to ING Vysya Bank Ltd.
- ING Vysya Life signed an agreement with public sector Madras Fertiliser Ltd (MFL) to sell its life insurance policies to farmers, using the fertiliser company's dealer network in rural sector

**2004:** Dolphin Milk forges alliance with ING Vysya Bank
- ING on course to amalgamate with Vysya venture
- Introduced Protected Home Loans - a housing loan product

**2005:** ING Vysya Bank names Mr Ned Swarup as CEO
- Introduced Solo - My Own Account for youth and Customer Service Line, Phone Banking Service
- ING Vysya Bank launches an 'Advantage Current Account' for mid-sized businesses.

**2006:** ING Vysya Bank delists securities of the Bank from Bangalore Stock Exchange Ltd.
- ING Vysya forays into portfolio management biz
2007:- ING Vysya Bank has unveiled a scheme called 'Freedom Savings Account.' The features of the account are a zero quarterly balance requirement and a zero penal charge for non-maintenance of minimum quarterly balance.

2008:- ING Vysya Bank has appointed Mr. M Damodaran as a Non-Executive & Non Independent Director of the Bank.

2009:- ING Vysya Bank has appointed Mr. Vaughn Nigel Richtor as an Additional Director on the Board, effective June 01, 2009. He will be a Non-Executive and Non-Independent Director.

2010:- ING Vysya Bank has appointed Mr. Peter Henri Maria Staal as a Non-Executive & Non-Independent Director of the Bank effective January 21, 2010.
-ING Vysya Bank has informed that the Board of Directors of the Banks at its meeting held on January 21, 2010, have approved the appointment of Mr. Peter Henri Maria Staal as a Non-Executive & Non-Independent Director of the Bank effective January 21, 2010.

2011:- ING Vysya Bank signs MOU with LIC
-ING Vysya Bank signs MOU with Oriental Insurance

2012:- ING Vysya Bank and Visa Launch India’s first Multi Currency Prepaid Card.
-ING Vysya Bank have appointed Mr. Sanjeev Aga as an Additional Director

2013:-ING Vysya Bank unveils premium debit cards with rewards programmer.
-ING Vysya ties up with IRCTC for online ticketing services.

2014:- ING Vysya Bank merged with Kotak Mahindra Bank.
1.7.1.3. (3) VISION AND MISSION

We believe all sustainable progress is driven by people with the imagination and determination to improve their future and the futures of those around them. We empower people and organizations to realize their own vision for a better future – however modest or grand. Our purpose therefore is: Empowering people to stay a step ahead in life and in business.

1.7.1.3. (4) AWARDS

⇒ ING has been awarded ‘Best Bank in Western Europe 2014’, as well as ‘Best Bank in Belgium’ and ‘Best Bank in the Netherlands’ by Global Finance magazine, a leading global magazine targeted at the financial industry.
⇒ According to Joseph D. Giarraputo, publisher and editorial director of Global Finance: “Dutch bank ING says its supply chain finance volumes increased by 100 percent in 2014. In 2012 its trade and corporate receivables businesses and payables SCF solutions were integrated under working capital solutions, which provide an all-encompassing suite of solutions including payments, liquidity and trade to address companies' working capital needs. The bank maintains satellite SCF teams in Poland, Romania and Russia.”
⇒ On 9 July, 2015 ING in Western Europe, Belgium and the Netherlands was named best bank at the annual Euro money Awards for Excellence.
1.7.1.4 KOTAK BANK

1.7.1.4. (1) INTRODUCTION

Established in 1985, the Kotak Mahindra group has been one of India's most reputed financial conglomerates. In February 2003, Kotak Mahindra Finance Ltd, the group's flagship company was given the license to carry on banking business by the Reserve Bank of India (RBI). This approval created banking history since Kotak Mahindra Finance Ltd. is the first non–banking finance company in India to convert itself into a bank as Kotak Mahindra Bank Ltd. Today, the bank is one of the fastest growing bank and among the most admired financial institutions in India.

The bank has over 323 branches and a customer account base of over 2.7 million. Spread all over India, not just in the metros but in Tier II cities and rural India as well, it is redefining the reach and power of banking. Presently it is engaged in commercial banking, stock broking, mutual funds, life insurance and investment banking. It caters to the financial needs of individuals and corporate. The bank has an international presence through its subsidiaries with offices in London, New York, Dubai, Mauritius, San Francisco and Singapore that specialize in providing services to overseas investors seeking to invest into India.

1.7.1.4. (2) HISTORY OF KOTAK BANK

1985- The company was incorporated on 21st November 1985 under the name Kotak Capital Management Finance Ltd. The Company has been promoted by Mr Uday S Kotak, Mr S.A.A Pinto and Kotak & Company. The company obtained the certificate of commencement of business on 11th February 1986 and the Existing promoters were joined by Mr Harish Mahindra and Mr Anand Mahindra. The company's name was changed on 8th April 1986 to its present name Kotak Mahindra Finance Ltd.
1991 - An application was made to SEBI for approval for setting up a Mutual Fund trust and an asset management company. The newly set up Corporate Advisory Services Group received several mandates for advice on mergers and acquisitions and re-structuring.

1992- In January, the Company offered and allotted 15,50,000 - 14% secured partly convertible debentures of Rs 90 each for a total value of Rs 13.95 crores in the following manner: (i) 2,00,000 debentures to promoters, directors, etc. (ii) 77,500 debentures to employees (including working directors)/workers on preferential basis (iii) 12,72,500 debentures to Indian public through prospectus.

1993- During February, the Company issued 69,82,500 Rights equity shares of Rs 10 each at a premium of Rs 15 per share in proportion 1:1 (all were taken-up). Additional 13,950 shares were allotted to those who had applied for additional shares.

1994- The Company entered into a Memorandum of Understanding with KB Currency Advisors Inc. USA to market their Foreign Exchange Fund Management programmer.

1995- The Company issued 4, 00,000 - 17% Secured Redeemable Non-convertible Debenture of Rs 2500 each including 96000 - 16% NCDs reserved for NRIs/URB (only 9510 taken-up). Unsubscribed portion of 90 debentures issued to the public. These are redeemable at par on 7.3.2001 with an option for early redemption up to a maximum of 5% of the issue amount every year.

1996- The Company's operations were affected by the liquidity crunch, scarcity of resources, sluggishness in the capital markets and the overall deceleration of economic growth.

2002- KMFL's business has seen a fast growth with the total disbursement of commercial vehicle loan of the company in the last fiscal was tuned to Rs. 250cr.
2003 - The proposal of changing the name from 'Kotak Mahindra Finance Ltd' to 'Kotak Mahindra Bank Ltd' and the proposal to change the Authorized capital from 100,00,00,000 divided into 10,00,00,000 equity shares of Rs.10 each has been approved by the company shareholders.

-RBI has granted license to Kotak Mahindra Finance Ltd to embark on its banking business.

2004 - Kotak Mahindra Bank Limited has informed that the Bank's equity shares will be delisted from The Stock Exchange, Ahmadabad with effect from January 20, 2004.

2005 - Kotak Mahindra Bank purchases stressed assets worth Rs 1,000 cr
-Kotak Bank join hands with IndianNGOs.com

2006 - Kotak Mahindra joins hand HDFC Bank to share ATMs.
-Kotak Mahindra to buy out Goldman Sachs' stake in JVs

2007 - Kotak Mahindra Bank Launches Home Banking, Improves Banking Experience
-Kotak Mahindra Bank Launches Salary 2 Wealth

2008 - Kotak Mahindra Bank launched credit cards for its customers.

2009 - Kotak entered into tie up with Russia's top investment bank
-Kotak Mahindra Bank Wins IT Team of the Year for 3rd Consecutive Time at the Banking Technology Awards 2008

2010 - Kotak Mahindra Bank has launched a credit card called Kotak Trump Card that offers 10% cash back on dining as well as movie and play spends.

2011 - Kotak Bank opens 300th branch

2012 - Kotak Mahindra Bank has implemented the advanced core banking platform Finale 10 universal solution across 355 bank branches in association with the IT bellwether Infosys.
1.7.1.4. (3) VISION AND MISSION

“To be the most trusted Global Indian Financial Services brand and the most preferred financial services employer with focus on creating value.”

1.7.1.4. (4) AWARDS

- **ICAI Award** :- Excellence in Financial Reporting under Category 1 - Banking Sector for the year ending 31st March, 2010
- **Asia money**: Best Local Cash Management Bank 2010
- **IDG India**:-Kotak won the CIO 100 'The Agile 100’ award 2010
- **IDRBT**: Banking Technology Excellence Awards Best Bank Award in IT Framework and Governance Among Other Banks’ – 2009
- Banking Technology Award for IT Governance and Value Delivery, 2008
- **IR Global Rankings** :-Best Corporate Governance Practices - Ranked among the top 5 companies in Asia Pacific, 2009
- **Financeasia**: Best Private Bank in India, for Wealth Management business, 2009
- **Kotak Royal Signature Credit Card** :-Was chosen "Product of the Year" in a survey conducted by Nielsen in 2009
- **IBA Banking Technology Awards**:Best Customer Relationship Achievement
  - Winner 2008 & 2009
- Best overall winner, 2007
- Best IT Team of the Year, 4 years in a row from 2006 to 2009 Best IT Security Policies & Practices, 2007
- **Euro money**: Best Private Banking Services (overall), 2009
- **Emerson Uptime Champion Awards**: Technology Senate Emerson Uptime Championship Award in the BFSI category, 2008.
1.7.1.5 ICICI BANK

1.7.1.5. (1) Introduction

ICICI Bank is India's second-largest bank with total assets of Rs. 3,634.00 billion (US$ 81 billion) at March 31, 2010 and profit after tax Rs. 40.25 billion (US$ 896 million) for the year ended March 31, 2010. The Bank has a network of 2,529 branches and 6,102 ATMs in India, and has a presence in 19 countries, including India.

ICICI Bank offers a wide range of banking products and financial services to corporate and retail customers through a variety of delivery channels and through its specialized subsidiaries in the areas of investment banking, life and non-life insurance, venture capital and asset management.

The Bank currently has subsidiaries in the United Kingdom, Russia and Canada, branches in United States, Singapore, Bahrain, Hong Kong, Sri Lanka, Qatar and Dubai International Finance Centre and representative offices in United Arab Emirates, China, South Africa, Bangladesh, Thailand, Malaysia and Indonesia. Our UK subsidiary has established branches in Belgium and Germany.

ICICI Bank's equity shares are listed in India on Bombay Stock Exchange and the National Stock Exchange of India Limited and its American Depositary Rams. Chandra Kochhar Managing Director & CEO ranks 41 in the "50 Power List 2011", by India Today. ICICI Bank started as a wholly owned subsidiary of ICICI Limited, an Indian financial institution, in 1994. Four years later, when the company offered ICICI Bank's shares to the public, ICICI's shareholding was reduced to 46%. In the year 2000, ICICI Bank offered made an equity offering in the form of ADRs on the New York Stock Exchange (NYSE), thereby becoming the first Indian company and the first bank or financial institution from non-Japan Asia to be listed on the NYSE. In the next year, it acquired the Bank of Madura Limited in an all-stock amalgamation. Later in the year and the next fiscal year, the bank made
secondary Market sales to institutional investors. With a change in the corporate structure and the budding competition in the Indian Banking industry, the management of both ICICI and ICICI Bank were of the opinion that a merger between the two entities would prove to be an essential step. It was in 2001 that the Boards of Directors of ICICI and ICICI Bank sanctioned the amalgamation of ICICI and two of its wholly-owned retail finance subsidiaries, ICICI Personal Financial Services Limited and ICICI Capital Services Limited, with ICICI Bank. In the following year, the merger was approved by its shareholders, the High Court of Gujarat at Ahmadabad as well as the High Court of Judicature at Mumbai and the Reserve Bank of India.

1.7.1.5. (2) HISTORY OF ICICI BANK

1955:- The Industrial Credit and Investment Corporation of India Limited (ICICI) was incorporated at the initiative of World Bank, the Government of India and representatives of Indian industry, with the objective of creating a development financial institution for providing medium-term and long-term project financing to Indian businesses.

1994:- ICICI established Banking Corporation as a banking subsidiary. Formerly industrial credit and Investment Corporation of India Later, ICICI Banking Corporation was renamed as 'ICICI Bank Limited'. ICICI founded a separate legal entity, ICICI Bank, to undertake normal banking operations - taking deposits, credit cards, car loans etc.

2001:- ICICI acquired Bank of Madura (est. 1943). Bank of Madura was a Chettiar bank, and had acquired Chettinad Mercantile Bank (est. 1933) and Illinois Bank (established 1904) in the 1960s.

2002:- The Boards of Directors of ICICI and ICICI Bank approved the reverse merger of ICICI, ICICI Personal Financial Services Limited and ICICI Capital Services Limited, into ICICI Bank. After receiving all necessary regulatory approvals, ICICI integrated the group's financing and banking operations, both
wholesale and retail, into a single entity. At the same time, ICICI started its international expansion by opening representative offices in New York and London. In India, ICICI Bank bought the Shimla and Darjeeling branches that Standard Chartered Bank had inherited when it acquired Grind lays Bank.

2003:-ICICI opened subsidiaries in Canada and the United Kingdom (UK), and in the UK it established an alliance with Lloyds TSB. It also opened an Offshore Banking Unit (OBU) in Singapore and representative offices in Dubai and Shanghai.

2004:-ICICI opened a representative office in Bangladesh to tap the extensive trade between that country, India and South Africa.

2005:-ICICI acquired Investitsionno-Kreditny Bank (IKB), a Russia bank with about US$4mn in assets, head office in Balabanovo in the Kaluga region, and with a branch in Moscow. ICICI renamed the bank ICICI Bank Eurasia.

2006:-ICICI Bank UK opened a branch in Antwerp, in Belgium. ICICI opened representative offices in Bangkok, Jakarta, and Kuala Lumpur.

2007:-ICICI amalgamated Sangli Bank, which was headquartered in Sangli, in Maharashtra State, and which had 158 branches in Maharashtra and another 31 in Karnataka State. Sangli Bank had been founded in 1916 and was particularly strong in rural areas. With respect to the international sphere, ICICI also received permission from the government of Qatar to open a branch in Doha. Also, ICICI Bank Eurasia opened a second branch, this time in St. Petersburg.

2008:- The US Federal Reserve permitted ICICI to convert its representative office in New York into a branch. ICICI also established a branch in Frankfurt.

2009:- ICICI Bank appointed N S Kannan as the Executive Director and Chief Financial Officer on the board with effect from May 1 following the vacancy caused by the elevation of Chanda Kochhar as Managing Director and CEO of the bank, with effect from May 1.
2010: ICICI Bank has increased deposit rates on select maturities. The bank has raised the interest rate on deposits maturing in 270 days to less than one year by 25 basis points to 5.75 per cent for deposits of Rs 15 lakhs to Rs 1 crore.

2011: ICICI Bank offers cash withdrawal at POS terminals ICICI Bank & Vodafone Essar ink pact for financial inclusion ICICI Bank & Aircel sign MOU for financial inclusion ICICI Bank & Indian Army sign MOU for banking services

2012: ICICI Bank opens its second branch in Hong Kong ICICI Bank rolls out 25 electronic branches and launches many next generation banking solutions

2013: CLSA maintains ICICI Bank as its top pick in banking space; scrip rallies to 4-year high.

1.7.1.5. (3) VISION AND MISSION

Vision:
“To be the leading provider Of Financial Services
In
India and a Major Global Bank”

Mission:
We will leverage our people, technology, speed and financial capital to:

- Be the banker of first choice for our customers by delivering high quality, world-class products and services.
- Expand the frontiers of our business globally.
- Play a proactive role in the full realization of India’s potential.
- Maintain a healthy financial profile and diversify our earnings across businesses and geographies. Maintain high standards of governance and ethics.
- Contribute positively to the various countries and markets in which we operate.
- Create value for our stakeholders.
1.7.1.5. (4) Awards

- ICICI Bank has won the "Banking Technology Awards 2010" at The Indian Banks Association in the following categories:
  - "Best Financial Inclusion Initiative" (first prize)
  - "Best Online Bank" (runner up)
  - "Best use of Business Intelligence" (runner up)
  - "Technology Bank of the year" (runner up)

- ICICI Bank was recognized for its Special Citation of the Fully Electronic Branch Service Channel, first set up at Hiranandani Estate, Thane, at the Financial Insights Innovation Awards held in conjunction with Asian Financial Services Congress.

- For the second year in a row, ICICI Bank was ranked 70th in the Brand directory league tables of the world’s most valuable brands by The Brand Finance® Banking 500.

- ICICI Bank was ranked 1st in the Banking and Finance category and 9th in the "2010 Best Companies To Work For" by Business Today.

- Ms. Chanda Kochhar, Managing Director & CEO, ICICI Bank conferred with "Padma Bhushan" Receipts (ADRs) is listed on the New York Stock Exchange (NYSE).

- Ms. Chanda Kochhar, Managing Director & CEO, awarded the Skoch Challenger Awards 2011, for Banking. The Skoch awards recognizes best practices in people, projects and institutions for inclusive growth. Ms. Chanda Kochhar, Managing Director & CEO, in the list of 25 most powerful professional women of the country by India Today.

- ICICI Bank UK, HiSAVE product range has been awarded the Consumer Money facts Awards 2011 for the 'Best Online Savings Provider'.

- ICICI Bank ranked second in the financial services sector in Business World’s, “Most Respected Company Awards 2011."
1.7.2 PUBLIC SECTOR BANK

1.7.2.1 BANK OF INDIA

1.7.2.1. (1) INTRODUCTION

Bank of India was founded on 7th September, 1906 by a group of eminent businessmen from Mumbai. The Bank was under private ownership and control till July 1969 when it was nationalized along with 13 other banks. Beginning with one office in Mumbai, with a paid-up capital of Rs.50 lakh and 50 employees, the Bank has made a rapid growth over the years and blossomed into a mighty institution with a strong national presence and sizable international operations. In business volume, the Bank occupies a premier position among the nationalized banks.

The Bank has 4828 branches in India spread over all states/ union territories including specialized branches. These branches are controlled through 50 Zonal Offices. There are 56 branches/ offices and 5 Subsidiaries and 1 joint venture abroad.

The Bank came out with its maiden public issue in 1997 and follow on Qualified Institutions Placement in February 2008.

While firmly adhering to a policy of prudence and caution, the Bank has been in the forefront of introducing various innovative services and systems. Business has been conducted with the successful blend of traditional values and ethics and the most modern infrastructure. The Bank has been the first among the nationalized banks to establish a fully computerised branch and ATM facility at the Mahalaxmi Branch at Mumbai way back in 1989. The Bank is also a Founder Member of SWIFT in India. It pioneered the introduction of the Health Code System in 1982, for evaluating/ rating its credit portfolio.

Presently Bank has overseas presence in 22 foreign countries spread over 5 continents – with 56 offices including 5 Subsidiaries, 5 Representative Offices
and 1 Joint Venture, at key banking and financial centers viz., Tokyo, Singapore, Hong Kong, London, Jersey, Paris and New York

1.7.2.1. (2) HISTORY OF BANK OF INDIA

1969- The Bank was brought into existence by an Ordinance issued on 19th July by the Central Government. In terms of the Ordinance, the Undertaking of ‘The Bank of India Ltd.’ was transferred to and vested in the new bank. The Ordinance was replaced by the Banking Companies (Acquisition and Transfer of Undertakings) Act, 1969.

1970 - The Acquisition and Transfer of Undertakings Act was declared null And valid by the Supreme Court on 10th February. An ordinance was thereupon promulgated which was later replaced by the Banking Companies (Acquisition and Transfer of Undertakings) Act, 1970 which was made effective retrospectively from 19th July, 1969.

1985- Rs 43 crores capital contributed by Government.

1986 - Rs 27 crores capital contributed by Government.

1988 - Rs 35 crores capital contributed by Government.

1989- The Bank of India Finance Ltd. was incorporated in June as a subsidiary of Bank of India to extend a complete package of professional financial services to the corporate sector, including merchant banking, leasing and investment banking.

1990 - BOI Mutual Fund was established, to provide direct services to investors by pooling their resources and investing in capital market securities.

- Rs 100 crores capital contributed by Government.

1991 - Rs 110 crores capital contributed by Government.

1993 - Rs 6357 crore capital contributed by Government.
1994- A new subsidiary of the bank was formed to manage the investment Operations of BOI Mutual Fund. It received Certificate of Commencement Of Business on 21st February. - Rs 848.38 crores capital contributed by Government.

1995- In terms of Ministry of Finance the accumulated loss of Rs 1369.91 crores adjusted against paid-up capital.

1996- Rs 93.47 crores returned to Government as a part of capital restructuring. 1500, 00,000 equity shares (perm of Rs 35 per share) issued to public through prospectus

1997- The BOIFIN was associated with 12 issues as Lead Managers /Co-Manager /Arranger.

1998- As on 31st March, the Bank had sponsored 16 Regional Rural Banks With capital of 5.60 crores and a total branch network of 992 in five states. - Bank of India has been awarded the Gem & Jewellery Export Promotion Council Award Bank of India (BOI) has set up a fully fledged risk management department at its corporate office. The bank has already integrated its money market and fore operations to set up global treasury which will be better equipped to manage the types of risks arising from capital recent convertibility.

1999 - The Mumbai Stock Exchange (BSE) and the Bank of India (BOI) have Setup an internal working committee to review the working of the BOI Shareholding and also make it a `self sustaining unit'.

2000- Bank of India has introduced floating interest rate on deposits for Select customers, besides advancing on Mumbai Inter Bank Offer Rate (MIBOR).

2001- State-Run Bank of India has suspended bullion trading in Ahmadabad After being hit by a payment crisis involving a troubled cooperative bank. -Bank of India has passed a resolution to return Rs 300 crore capital to the government. Chairman K V Krishnamurthy said the depressed share value has been a matter of concern to the management.
2002- Bank of India on March 30th returned Rs 150 crore capital to the government, bringing down its capital base from Rs 639 crore to Rs 489 crore.

2003 - Slashes the rate of interest on FCNR US dollar and euro deposits by 10-25 basis points across maturities effective January 4

2004- Board approves increase in Tier II Capital by issue of subordinated bonds - Bank of India & Canara Bank acquires 4% in Mercator Lines Ltd. - Bank Of India has informed that the Govt of India vide its notification dated January 09, 2004 has nominated Mr. V S Das, Chief General Manager-in-charge, Department of Government and Bank Accounts, RBI as Director on the Board of the Bank w.e.f. January 09, 2004 in place of Mr. M P Kothari, Regional Director, RBI.

2005- Bank of India (BOI) enters collaboration with ACIL-Navasarjan Rural Development Foundation (ANARDE), a non-government organization (NGO) to increase rural penetration and boost lending to the agriculture sector.

2006- Change of address: the Company Secretary Bank of India Share Department, 8th Floor, Star House, C - 5, G. Block, Bandar Karla Complex, Bandar (East), Mumbai - 400 051.

2007- Bank of India has appointed Shri. A .D .Parulkar as Executive Director of the Bank

2008- Bank of India has informed that the Government of India, Ministry of Finance, Department of Financial Services vide its Notification has nominated Shri. Amit Kumar Moseyed as officer Employee Director in place of Shri. V Eswaran for a period up to January 31, 2011 from the date of notification or until he ceases to be an officer of the Bank of India or until further orders, whichever is the earliest.

2009- Alok K. Misra was appointed as Chairman and Managing Director succeeding T. S. Narayanasami of Bank of India by the centre. He was the CMD of Oriental Bank of Commerce till now.
1.7.2.1. (3) VISION AND MISSION

- **Vision:**
  
  "To Become the Bank of choice for Corporate, Medium Business and up market Retail Customers and Developmental Banking for Small Business, Mass Market and Rural Markets"

- **Mission:**
  
  "To provide superior, proactive banking service to niche markets globally, while providing cost effective, respective, responsive service to others in our role as a development bank, and in doing so, meet the requirement of our stakeholders."

1.7.2.1. (4) AWARDS

**2007-08**

- Second National Award for excellence in lending to MSE sector for the year 2006-07.
- Best Performance Award under Mission Shakhty for financing Women SHGs during 2007-08 in the State of Orissa by the Government of Orissa.
- The bank was awarded International Award for Excellence in outsourcing sponsored by Everest Group & Forbes at New York, USA

**2008-09**

- The NDTV Business Leadership Awards 2008 - India Best PSU Bank Award.
- Business World - PWC Survey - No. 1 Public Sector Bank
• Dun & Bradstreet Study 2008 - Best Public Sector Bank and Overall Best Bank in the country.
• Dun & Bradstreet - Rolta Corporate Awards 2008 - Top Indian Company under Banks
• Prestigious CIO 100 Award 2008 for the Bank Green IT initiative

2009-2010

• Best Performance in Western Zone under the Rural Employment Generation Program (REGP) of KVIC.
• The bank rated by the Economic Times / The Nielsen Company survey as The Most Trusted Brands (MTB) 2009 as follows :- Under PSU Banking Category - 2nd next to SBI.- Under Top Service Brands - 8th
• The Debutant - 1st time in top 100
• NDTV Profit Business Leadership Awards 2009 - Best PSU Bank
• Outlook money NDTV Profit Awards 2009 - Best Education Loan Provider - Runner up
• CIO Green Information Technology Award
• Dun & Bradstreet - Rolta Corporate Awards 2009, Best Bank under Banking Category
• FE-EY Most Efficient Public Sector Bank Awards 2010 by Dalal Street
• Second Rank for excellent performance in lending to Micro & Small Enterprises Sector by the Ministry of Micro, Small & Medium Enterprises. Also, Best Performing bank for covering maximum number of Micro & Small accounts under collateral free lending scheme of CGTMSE
The bank received the Winners Award in International Banking Technology Award 2010 from IBA in the Best Business Enablement Initiative category in recognition of its achievement in Banking Technology for the Year 2009.

The bank adjudged FE-EY Most Efficient Public Sector Bank 2010 by Dalal Street.

Mumbai North Zone of the bank received Third Prize for use of Official Language Hindi in Bank from Government of India, Ministry of Home Affairs, and Official Language Department.

The bank received the consolation prize from Maharashtra State Level Bankers Committee for commendable work done in implementation of official language in Hindi.

The bank received National Award for Best Bank in West Zone for PMEGP under lending to KVIC in August 2010.

The bank has been rated by The Economic Times/The Nielsen company survey The Most Trusted Brands (MTB) 2010 as follows:- Under PSU Banking Category - 2nd next to SBI- Under Top Service Brands - 8th rank

1.7.2.2 DENA BANK

1.7.2.2. (1) INTRODUCTION

Dena Bank was founded on May 26, 1938 by the family of Devkaran Nanjee under the name Devkaran Nanjee Banking Company. It became a Public Limited Company in December 1939 and later the name was changed to Dena Bank. In July 1969 Dena Bank along with 13 other major banks was nationalized and is now a Public Sector Bank constituted under the Banking Companies (Acquisition & Transfer of Undertakings) Act, 1970. Under the provisions of the Banking Regulations Act 1949, in addition to the business of banking, the Bank can undertake other business as specified in Section 6 of the
Banking Regulations Act, 1949. Dena Bank has been the first Bank to introduce - Minor Savings Scheme, Credit card in rural India known as 'DENA KRISHI SAKH PATRA' (DKSP), Drive-in ATM counter of Juhu, Mumbai, Smart card at selected branches in Mumbai and Customer rating system for rating the Bank Services.

1.7.2.2. (2) HISTORY OF DENA BANK

1971- Branches were opened in most of the lead districts. Bank took up second stage of the lead bank scheme. District level consultative committees were set up in all the districts.

1978- The Bank had set up its first regional rural bank in the Kutch district of Gujarat State in December.

1980- The second regional rural bank was set up in March at Rajnandgaon in Madhya Pradesh.

1981- The Third Regional Rural Bank was set up at Patna.

1984- The Bank sponsored its fourth Regional Rural Bank at Himatnagar in Gujarat.
   - Rs 12 lakhs of capital subscribed by Government.

1985- Rs 13.63 Crores of capital subscribed by Government.

1986- Rs 7 crores of capital subscribed by Government.

1989- Rs 20 crores of capital subscribed by Government.

1990 - Rs 30 crores of capital subscribed by Government.


1993- Rs 50 crores of capital subscribed by Government.

1994- Rs 130 crores of capital subscribed by Government

1995 - Rs 6.11 crores of capital subscribed by Government.
1996: - Rs 136.29 crores of capital was set off against accumulated losses.

1997: - Rs 6.00 crores Equity issued through prospectus to the public at a prem. of Rs 20 per share. Dena Bank one of the premier public sector banks, has introduced Dena Smart Card, to facilitate anywhere banking. Dena Bank is the first bank to launch this unique customer friendly product. It is for the first time in India that a Bank is using Smart Card for storing account details.

1998: - Dena bank, which is celebrating its diamond jubilee this year, has launched a deposit mobilisation month from February 10 to March 10.

1999: - Dena bank has launched `Dena Kisan Card' and has aligned with Visa International to issue its own credit card. The card will be available to customers soon. Dena Bank has tied-up with Visa International to launch its Visa exclusive credit card.

2000: - The Company has appointed Sharecrop Services as its R&T agent in place of PCS Indian Ltd.
- Dena Bank to launch `debt card', market insurance products in a bid to boost its retail banking activity and increase business by over Rs 23,000 crore by this fiscal.

2001: - The Bank has closed its issue of unsecured non-convertible debentures after raising the targeted Rs 75 crore.

2002: - Dena Bank has informed that the Central Govt. has appointed Mr. Sudhir Kumudchandra Joshipura, as a Workmen Employee Director on the Board of Directors of Dena Bank for a period of three years.
- A K Ray appointed as Director on the Board of Dena Bank.

2003: - Dena Bank issues 190 notices to defaulters comprising of Rs.316crs.
- Bank members have elected the directors of the shareholders which includes Shri Subash Chandra Wadhwa, Shri Atul Ashok Galande, Shri Chintaman Mahadeo Dixit and Shri Manu Chadha.
2004: Dena Bank has informed that the Central Government has appointed Shri P Vijaya Bhaskar, Chief General Manager, Reserve Bank of India, Mumbai as a Director on the Board of Directors of Dena Bank with effect from January 09, 2004 and until further orders, in place of Smt. Grace Koshie, Chief General Manager-in-charge, Exchange Control Department, Reserve Bank of India, Mumbai.


2006: Dena Bank and Union Bank of India have tied up with Small Farmers Agri-business Consortium (SFAC) to facilitate growth of agric business.

2007: Dena Bank has appointed Mrs. Smite Vijayan and Pandit (Chief Manager - IRC & Company Secretary) as Compliance Officer in place of Shri M.G. Sanghvi with immediate effect, who will directly liaise with the authorities such as Stock Exchanges, SEBI, and ROC etc.

2010: Dena Bank has nominated Shri Ignatius Marshal, Almeida, Manager Dena Bank as Officer Employee Director on the Board of Dena Bank, for a period of three years from the date of notification and/or up to November 30, 2012 i.e. the date of superannuation or until he ceases to be an officer of the Dena Bank, or until further orders whichever is the earliest.

2011: Smt. Nupur Mitra, as the Chairman & Managing Director of Dena Bank.
- Dena Bank has informed BSE that the Bank has allotted 4,65,65,874 equity shares of Rs. 10/- each at a premium of Rs. 105.75 per share to the Government of India in the name of President of India.
2012:- State run Dena Bank gained nearly 4 per cent on the Bombay Stock Exchange (BSE) after it announced capital infusion of Rs 151.24 crore through issue of preference shares to LIC.
- Appointment of Shri Ashwani Kumar as Chairman & Managing Director, Dena Bank.

1.7.2.2. (3) VISION AND MISSION

- **Vision:-**

  “DENA BANK will emerge as the most preferred Bank of customer choice in its area of operations, by its reputation and performance”

- **Mission:-**

  DENA BANK will provide its Customers-premier financial services of great value, Staff - positive work environment and opportunity for growth and achievement, Shareholders - superior financial returns, Community - economic growth

1.7.2.2. (4) AWARD

CMD of Dena Bank Sh.Ashwani Kumar and ED Sh.A.K.Dutt receiving Rajbhasha Awards from RBI Governor Dr.D.Subbarao Also seen in the photograph are Sh.J.K.Singh Kharb, GM and Sh.D.S.Rawat, CM (Rajbhasha). Dena Bank has been awarded the Rajbhasha Awards for excellent use of Hindi in B Region and for Bank's house journal Dena Jyoti.
1.7.2.3 PUNJAB NATIONAL BANK

1.7.2.3. (1) INTRODUCTION

Punjab National Bank was registered on 19 May 1894 under the Indian Companies Act, with its office in Anarkali Bazaar, Lahore. The founding board was drawn from different parts of India professing different faiths and a varied background with, however, the common objective of providing country with a truly national bank which would further the economic interest of the country. PNB’s founders included several leaders of the Swadeshi movement such as Dyal Singh Majithia and Lala Harkishan Lal, Lala Lalchand, Shri Kali Prosanna Roy, Shri E.C. Jessawala, Shri Prabhu Dayal, Bakshi Jaishi Ram, and Lala Dholan Dass. Lala Lajpat Rai was actively associated with the management of the Bank in its early years. The board first met on 23 May 1894. The bank opened for business on 12 April 1895 in Lahore.

PNB has the distinction of being the first Indian bank to have been started solely with Indian capital that has survived to the present. (The first entirely Indian Bank, Oudh Commercial Bank, was established in 1881 in Faizabad, but failed in 1958.)

PNB has had the privilege of maintaining accounts of national leaders such as Mahatma Gandhi, Jawahar Lal Nehru, Lal Bahadur Shastri, Indira Gandhi, as well as the account of the famous Jalianwala Bagh Committee.

1.7.2.3. (2) HISTORY OF PUNJAB NATIONAL BANK

2000:- In the year 2000, the Bank has introduced a scheme for providing finance against mortgage of immovable property. In September 2000, they commenced their gold business in the form of Gold Import Scheme. In November 2000, they launched an International Co-branded Credit Card of Punjab National Bank and Hongkong & Shanghai Banking Corporation (HSBC) in New Delhi.
2002:- March 2002, the Bank came out with their first Initial public offer (IPO) for 5,30,60,700 equity shares of Rs 10 each which resulted in the reduction of the government's shareholding in the Bank. During the year 2002, they started their branch in M.G. Road, Bangalore named as Mid-Corporate Branch (MCD) to provide their corporate clients with a credit limit of Rs 3.5 crore and above. They made joint venture with Infosys for the implementation of a Centralized Banking Solution for them. Also, they made a tie up with Cisco Systems for networking 3,870 branches as part of their Rs 150 crore plan.

2003:- In the year 2003, the Bank took over Kozhikode-based Nedungadi Bank Ltd (NBL). The Bank entered into an alliance with New India Assurance for selling their general insurance products. Also, they opened a representative office in London. During the year, PNB Capital Service Ltd was amalgamated with the Bank.

2005:- In the year 2004, the Bank acquired the assets of Hindustan Transmission Product Ltd. They signed a corporate agency agreement with Export Credit Guarantee Corporation of India Ltd (ECGC) for marketing ECGC's export credit insurance products through the network of the bank's branches. Also, a MOU was signed with Intel for the deployment of various IT-related solutions.

2007:- In October 2007, the Bank entered into MoU with India Infrastructure Finance Company with an aim to extend their cooperation and support to IIFC in areas of creating a deal flow of infrastructure projects.

2008:- In September 2008, they signed an MoU with SMC Global Securities Ltd and Net worth Stock Broking Ltd for providing online trading facility to Company's customers. They offered a unique '3 in 1 account' comprising of Saving, Demat and Trading account.

2009:- In March 2009, the Bank entered into an understanding with Tata Motors for financing entire range of passenger cars. Also, they executed an
agreement with The Life Insurance Corporation of India for bancassurance, life insurance under the provisions of IRDA's Referral Arrangement.

2011:- The total number of branches at the end of March 2011 rose to 5189. The branch network comprises 2047 Rural, 1154 Semi Urban, 1111 Urban and 877 Metropolitan branches. During the review period 210 domestic branches were opened. With 5189 branches, including 28 Extension Counters, the Bank has the largest network amongst the nationalized banks.

1.7.2.3. (3) VISION AND MISSION

➢ VISION:

To develop an institute of reckoning to serve as an infrastructure model with high-tech environment and state-of-the art systems, demonstrating use of IT in the management of administrative and training activities and development of IT maturity in banking, insurance and other financial sectors through research, development, consultancy and educational end eavours

➢ MISSION:

To make a self sustaining Institute of International standards having the status of a deemed university and having organic linkages with other national and transnational academic Institutions in the area of IT, in various fields of universal banking, in a span of ten years.

1.7.2.3. (4) AWARDS

⇒ National Award for Excellence in SSI Lending– Ranked 2nd for four consecutive years from 2002 to 2005
⇒ The Banker's Almanac – Ranked 3rd amongst banking sector in India and 323rd rank in the world in 2006
⇒ The Banker, London– Ranked 386 amongst Top 1000 Global Banks in July 2005
⇒ AC Nielson Survey – 9th amongst Top 50 Most Trusted Services Brands in India
⇒ Golden Peacock Award– for excellence in corporate governance in 2005

1.7.2.4. SBI BANK

1.7.2.4. (1) INTRODUCTION

The evolution of State Bank of India can be traced back to the first decade of the 19th century. It began with the establishment of the Bank of Calcutta in Calcutta, on 2 June 1806. The bank was redesigned as the Bank of Bengal, three years later, on 2 January 1809. It was the first ever joint-stock bank of the British India, established under the sponsorship of the Government of Bengal. Subsequently, the Bank of Bombay (established on 15 April 1840) and the Bank of Madras (established on 1 July 1843) followed the Bank of Bengal. These three banks dominated the modern banking scenario in India, until when they were amalgamated to form the Imperial Bank of India, on 27 January 1921.

An important turning point in the history of State Bank of India is the launch of the first Five Year Plan of independent India, in 1951. The Plan aimed at serving the Indian economy in general and the rural sector of the country, in particular. Until the Plan, the commercial banks of the country, including the Imperial Bank of India, confined their services to the urban sector. Moreover, they were not equipped to respond to the growing needs of the economic revival taking shape in the rural areas of the country. Therefore, in order to serve the economy as a whole and rural sector in particular, the All India Rural Credit Survey Committee recommended the formation of a state-partnered and state-sponsored bank.

The All India Rural Credit Survey Committee proposed the takeover of the Imperial Bank of India, and integrating with it, the former state-owned or state-
associate banks. Subsequently, an Act was passed in the Parliament of India in May 1955. As a result, the State Bank of India (SBI) was established on 1 July 1955. This resulted in making the State Bank of India more powerful, because as much as a quarter of the resources of the Indian banking system were controlled directly by the State. Later on, the State Bank of India (Subsidiary Banks) Act was passed in 1959. The Act enabled the State Bank of India to make the eight former State-associated banks as its subsidiaries. The State Bank of India emerged as a pacesetter, with its operations carried out by the 480 offices comprising branches, sub offices and three Local Head Offices, inherited from the Imperial Bank. Instead of serving as mere repositories of the community's savings and lending to creditworthy parties, the State Bank of India catered to the needs of the customers, by banking purposefully. The bank served the heterogeneous financial needs of the planned economic development.

1.7.2.4. (2) HISTORY OF SBI BANK

1955- On 1st July State Bank of India was constituted under the State Bank of India Act 1955, for the purpose of taking over the undertaking and business of the Imperial Bank of India. The Imperial Bank of India was founded in 1921 under the Imperial Bank of India Act 1920. The Bank transacts general banking business of every description including, foreign exchange, merchant banking and mutual funds.

1959- On September State Bank of India (Subsidiary Bank) Act was passed. On October State Bank of Hyderabad become the first subsidiary of SBI.


1962- The Bhor State Bank Ltd was Amalgamated with the Bank bring the total number of minor State associated banks so amalgamated to five. A scheme for
amalgamation of the Bank of Aundh Ltd. was also approved. On 20th August, the Unit Bank Ltd. Chennai was taken over by the Bank.

1963-In October Branch in London became bankers to the Indian High Commission, thereby taking over a function till then performed by the office of RBI. Of the other business transacted by the Branch, an important aspect was medium term loans mostly to Indian shipping companies.

1977-During the year bank introduced the Perennial Pension Plan Scheme under which if the depositors make a regular monthly payment of a fixed amount for a period of 84 to 132 months, they become eligible from the 86th and 134th months respectively for getting a monthly pension of predetermined amount forever.

1980- Bank introduced the cash Certificate Scheme under which deposit certificate are issued for a fixed period on payment of the issue price specified for the respective maturity period and the face value corresponding to the issue price plus interest compounded at quarterly intervals is paid on maturity. The certificates are issued for the face value of Rs 100, Rs 1000, Rs 10,000 and Rs 50,000 maturing after 29,65,84 and 120 months.

1982- The Non-Resident Investment Cell was set up, which had streamlined the working operations of the non-resident investment sections at important canters.

1983-SBI launched self employment scheme, for providing self-employment to educated unemployed youth. Educated unemployed youths are encouraged to undertake self-employment ventures in industry, services and business.

1984- The banks provide need-based rehabilitation assistance to large and medium sick industrial units.

1986- At the end of the year 324 sick units with an outstanding of Rs 1069 crores were assisted. Of these, 107 units were considered viable and 60 from them were placed under regular nursing programme. On 1st August a new
subsidiary named SBI Capital Market was functioning independently, took up leasing business and certain other new services. 100, 00, 00 No. of shares issued at a prem. of Rs 160 per share.

1987-Up to the end of the year the bank had sponsored 30 Regional Rural Banks covering 66 backward and under banked districts in the country. In terms of deployment, the advances portfolio of overseas offices rose to Rs 5,767 Crores. Investments in inter-bank money markets and also in prime securities amounted to Rs 2,670 Crores by the end of the year.

1988-During the year bank initiated UPTECH an Industrial Technology Group to direct and guide programmers aimed at facilitating technology up gradation. Also a scheme to develop entrepreneurship among woman under the name "Street Shakti" was launched. Several concessions in respect of margin and rate of interest have been built into the package. Three pilot programmers were launched at Chennai, Calcutta, and Hyderabad. On 20th September, the bank inaugurated ‘SBINET,’ an integrated communication project aimed at improving customer service, operational efficiency and administrative convenience. The network has been designed to handle voice, fax data and manages through the trunk routes and exchanges in important centers. The bank sponsored 30 RRB’s covering 66 divisions in the country. 74 branches were opened raising the branch network to 2,306.

1989-SBICAP, in their capacity as Trustee and Manager of Mutual Fund, launched two scheme viz., Magnum Monthly Income Scheme 1989 and Magnum Tax Service Scheme 1990. During the same period SBI in association with Morgan Stanley Asset Management Inc. of USA, launched the India Magnum Fund.

1990-New products launched during the year included a Regular Income Scheme, offering an assured return in excess of 12% and the first Pure Growth Scheme aimed at capital appreciation. A Second offshore fund of US $ 12
million called Asian Convertible and Indian Fund was launched in association with Asian Development Bank, Manila.

1991-During February the bank set up a new subsidiary called the SBI Factors and Commercial Serviced Pvt. Ltd. for rendering factoring services to the industrial and commercial units in Western India.

1992- The bank sponsored 30 RRBs with a network of 3189 offices covering 102 backward and under banked districts of the country. A sum of Rs 15.25 Crores was contributed towards the share capital of the RRBs.

1993- During the year as a part of its overseas expansion the bank established representative office in Tashkent. During December, the bank issued 124,000,000 equity shares of Rs.10 each for cash at a premium of 90 per share of which 245,00,000 shares each were reserved for allotment on a preferential basis to Indian Financial Institutions and Indian Mutual Funds. Balance issued to the public.

1995- 351 sick units with the bank were referred to the BIFR including 66 public sector units. Approved rehabilitation packages implemented in 112 units.

683 No. of shares kept in abeyance were allotted.

1996- On 3rd October the Bank Issued 261, 45,000 GDRs amounting to 5, 22, 90,000 equity shares. 1 GDR is issued to 2 equity shares. The issue price of GDR was US $ 14.15 per GDR

1997 -Shares issued to employees of the bank bearing distinctive numbers 46, 26, 00,001 to 47, 46, 00,000 will not be good delivery. The rights issue was for 12 crore equity shares at a premium of Rs.50 aggregating Rs.720 crore in addition to a further issue of 1.2 crore equity shares of Rs.10 at a premium of Rs.50 aggregating Rs.72 crore for State Bank employees. The price of the rights had been Rs.60 per share.
1998- State Bank of India wills kick-start its credit card business on July 1 by floating two joint ventures with GE Capital. The largest financial intermediary in the country will sign the joint venture agreement with GE Caps in the last week of January. The State Bank of India on Jan 27 kicked off its foray into the payment cards business with a joint venture agreement with US-based financial services giant, General Electric Capital Corporation (GE Capital).

1999 -State Bank of India (SBI) has bagged the mandate to syndicate the $ 120 million loan for the National Thermal Power Corporation (NTPC). The State Bank of India (SBI) proposes to take up the life insurance and general insurance business once the sector is opened up.

2000-The Bank has embarked upon the expansion of its ATM network in the twin cities of Hyderabad and Secunderabad. The Bank has become the first government owned financial institution to join the rank of companies declaring interim dividend.

2001-The Bank has signed an MOU with Cardiff S.A. for the bank's life insurance business. The Bank has introduced Voluntary Retirement Scheme for eligible employees, open from the 15th January 2001 to the 31st January 2001. The Bank will install 10 more Automated Teller Machines in the north-eastern region in addition to the one already commissioned at Guwahati.

2002-State Bank of India has informed BSE that Mr D C Gupta IAS Secretary (Financial Sector), Ministry of Finance, Department of Economic Affairs, New Delhi has been nominated as Director on the Board of State Bank of India with effect from July 17, 2002 vice Mr S K Parka yastha.

2003-Bank has entered into MOU with both ICICI Bank and HDFC Bank for sharing Bank's ATM Network with them on bilateral terms.

2004-Former KCCI President nominated to SBI Bangalore Local Board -State Bank of India has informed that Reserve Bank of India has nominated Shri A V
Sardesai, Executive Director, Reserve Bank of India on the Central Board of State Bank of India vice Dr. Rakesh Mohan.

2005-Raj Travels joins hands with SBI for travel loans

-SBI opens branch at Vadakara

2006-State Bank of India (SBI) has informed that Shri. Yogesh Agarwal has been appointed as Managing Director on the Board of the Bank with effect from October 10, 2006 to the June 30, 2010

2007-State Bank of India (SBI) has appointed Sheri S K Bhattacharya as Managing Director on the Board of the Bank with effect from October 08, 2007 to the October 31, 2010, as per the Notification dated October 08, 2007, by the Government of India.

2008-State Bank of India (SBI) has informed that the Government of India in pursuance of clause (e) of Section 19 of the State Bank of India Act, 1955 (23 of 1955) has nominated Shri. Arun Ramanathan, Secretary, Ministry of Finance, Department of Financial Services, New Delhi as a Director on the Central Board of State Bank of India with effect from January 18, 2008, vice Shri. Vinod Rai.

2009- State Bank of India yesterday slashed its benchmark lending rate by half a percentage point to 11.75 per cent. The Benchmark Prime Lending Rate (BPLR) was revised down by 50 basis points with effect from June 29, SBI informed the Bombay Stock Exchange. This move would benefit home, car and corporate loan customers

2010- State Bank of India, with a debit card base of over 70 million, comprising SBI Cash Plus, SBI Gold Debit Card and SBI Yuva Card, has added chip and PIN-based Platinum Debit Card to its bouquet on March 26.
2011- State Bank of India, with a debit card base of over 70 million, comprising SBI Cash Plus, SBI Gold Debit Card and SBI Yuva Card, has added chip and PIN-based Platinum Debit Card to its bouquet on March 26.

- Witnessed a joint venture between the nation's largest lender, State Bank of India and the telecom lead, Bharti Airtel with an aim to provide the banking services amongst the unbanked population of the country.

2012- State Bank of India signed a Preliminary Non-Binding Memorandum of Understanding with Russian Direct Investment Fund (RDIF), to facilitate advancing bilateral economic cooperation and trade between Russia and India aimed at exploring investment opportunities in both the countries.

2013- India's leading Public Sector lender the State Bank of India (SBI) is stepping up efforts to expand its presence in the world's second biggest economy with the lender set to launch its second branch in China.

1.7.2.4. (3) VISION AND MISSION

➢ Vision:

“To be a lead niche bank for comprehensively meeting the entire banking requirements of our customers in a competitive manner with services of international standards and to act as a bridge between India and Indonesia to facilitate the bilateral trade and investments.”

➢ Mission:

To provide complete range to banking facilities to our customers backed by latest technology and high services standards, to help increase their competitive edge and reach in domestic and international markets. To provide information, leads and banking facilities to Indian investor as well as our domestic customers to facilitate profitable exchanges in bilateral trade and investments.
1.7.2.4. (4) AWARD

2007:-Outlook Money NDTV Profit Awards 2007
-CNBC Awaaz Consumer Awards 2007
-The Lipper India Fund Awards 2007 for Various Schemes
-ICRA Mutual Funds Awards 2007 for Various Schemes CNBC TV18 - CRISIL Mutual Fund of the Year Award 2007 for Various Schemes

2008:-Outlook Money NDTV Profit Awards 2008
-The Lipper India Fund Awards 2008 for Magnum Balanced Fund – Dividend
-ICRA Mutual Fund Awards 2008 for Various Schemes

2009-ICRA Mutual Funds Awards 2009 for Magnum Tax Gain Scheme 1993
-The Lipper India Fund Awards 2009 for Various Schemes

2010 -ICRA Mutual Fund Awards 2010 for Magnum Global Fund

2011:-Readers Digest Awards 2011 for Trusted Brand in Fund Management Category
-ICRA Mutual Fund Awards 2011 for Magnum Income Fund - Floating Rate Plan Long Term Plan

1.7.2.5 BOB BANK

1.7.2.5. (1) INTRODUCTION

Bank of Baroda is an Indian state-owned banking and financial services company headquartered in Vadodara (earlier known as Baroda) in Gujarat, India. It is the second-largest bank in India, after State Bank of India, and offers a range of banking products and financial services to corporate and retail customers through its branches and through its specialized subsidiaries and affiliates. During FY 2012-13, Its total business was ₹8,021 billion. In addition to its headquarters in its home state of Gujarat, it has a corporate headquarters in the Bandra Kurla Complex in Mumbai.

Based on 2012 data, it is ranked 715 on Forbes Global 2000 list. BOB has total assets in excess of ₹3.58 trillion, a network of 4913 branches in India, and over 2000 ATMs.

The bank was founded by the Maratha, Maharaja of Baroda, H. H. Sir Sayajirao Gaekwad III on 20 July 1908 in the Princely State of Baroda, in Gujarat. The bank, along with 13 other major commercial banks of India, was nationalized on 19 July 1969, by the Government of India and has been designated as a profit-making public sector undertaking (PSU).

1.7.2.5. (2) HISTORY OF BOB

1969: The Bank was brought into existence by a Ordinance issue on 19th July, by the Central Government. The Bank is a Government of India Undertaking and carries on all types of banking business including foreign exchange. The Ordinance was replaced by the Banking Companies (Acquisition and Transfer of Undertaking) Act, 1969.

1970: Income-Tax consultancy services was set-up in September to assist its constituents in the filing of income returns.

1986 - The bank sponsored and set-up five RRBs taking the total number of RRBs to 19.
1988- The erstwhile `Trades Bank Ltd.' was amalgamated with the Bank.

1989- Rs 891, 47,850 capitals subscribed for by Govt.

1990- Rs 2704, 41,129 capitals subscribed for by Govt.

1991- Rs. 11,491.97 lakhs capital subscribed for by Govt.

1992- Rs. 9158.43 lakhs capital subscribed for by Govt.

1993- Rs. 409, 34,000 capital subscribed for by Govt.

1994- Rs. 1, 63, 30,000 capital subscribed for by Govt.

1995- Rs 163, 93, 59,000 capitals from reserve fund.

1996- The Bank devised new products, two new deposit schemes `BOBSUVIDHA', `BOB CAPITAL GAINS EXEMPTION DEPOSIT' was launched to suit the savings requirements of individuals, HUF, Association of perusing, firms and companies.

1997- Bank of Baroda (BOB) has received permission from the Reserve Bank of India to open a branch at Durban in South Africa. BOB proposes to start operations in the country soon after it receives a banking license from the South African Reserve Bank (SARB).

1998- Bank of Baroda has become the first public sector bank to implement the autonomy package announced by the ministry of finance in November, 1997.

1999- Bank of Baroda (BOB) will co-ordinate with the finance ministry to set up a debt recovery tribunal (DRT) in Mumbai.

2000- The BOB as launched services such as BOB and BOB Cash to help the customer practice anywhere-banking at 18 branches with the `Smartcard'.

2001- Bank of Baroda proposes to go in for a major drive to expand its ATM network across the country.

2003 - Decreases interest on domestic term deposits by 25-75 basis points across different maturities effective January 10, 2003
2004- Mobilizes Rs 300 Cr through Tier II bonds

Ministry of Finance, Department of Economic Affairs, Banking Division, New Delhi vide their Notification dated January 09, 2004 has nominated Shri G K Sharma, Chief General Manager in-charge Reserve Bank of India, Dept. of Administration & Personnel Management, Central Office, Mumbai as Director on the Board of the bank w.e.f. January 09, 2004 in place of Shri Ramesh Chander, Regional Director, RBI, New Delhi.

2005- BOB has appointed Dr A K Khandelwal, as the Chairman & Managing Director (CMD) of the Bank for a period of three years with effect from March 01, 2005 up to March 31, 2008

2006- Bank of Baroda (BOB) has informed that the Bank and Infrastructure Development Finance Company Ltd (IDFC) have on February 16, 2006, entered into a Memorandum of Understanding (MOU) to enhance the provision of financing and other banking products and services to entities involved in infrastructure development.

2007- Bank of Baroda and India Infrastructure Finance Company Ltd (IIFC) on January 10, 2007, has entered into a Memorandum of Understanding (MOU) to enhance the provision of financing and other banking products and services to entities involved in infrastructure development.

2008- Bank of Baroda has appointed Smt. Shahid as Director on the Board of the Bank under section 9(3)(h) of The Banking Companies (Acquisition and Transfer of Undertakings) Act, 1970 vide Government Notification dated September 15, 2005 for a period of 3 years.

2009- Bank of Baroda has announced the deposit rate cuts by 50 basis points across all maturities.

2010- Bank of Baroda has appointed Shri N. S. Srinath as an Executive Director of the bank.
2011-BOB hikes FD interest rates of diff maturities

2012-Bank of Baroda hikes interest rates on domestic term deposits by up to 2.5%

1.7.2.5. (3) MISSION

“To be a top ranking National Bank of International Standards committed to augmenting stake holders' value through concern, care and competence.”

1.7.2.5. (4) AWARDS

- Association of Business Communicators of India (ABCI) Awards (2006)
- Bank of Baroda awarded the Outlook Money NDTV Profit Awards 2007.
- AMITY Leadership Award for Sectoral Excellence in Banking
- SPJIMR Marketing Impact Awards (SMIA) 2007
- The Employer Branding Awards 2007
- Association of Business Communicators of India (ABCI) Awards
- Bank of Baroda bags three Awards of ABCI for the year 2008
- Bank of Baroda bags four Awards of ABCI for the year 2009
- Bank of Baroda bags Bank of the year 2010 (for India): Bank of Baroda was awarded with the 'Bank of Year 2010 – India' in The Banker Awards 2010 of 'The Banker' Magazine, UK.
- Bank of Baroda bags three awards from ABCI: Bank of Baroda bagged three awards from Association of Business Communicators of India in an award function held at Mumbai.
- Bank of Baroda bags the Best Bank 2010 Award: Bank of Baroda has been conferred upon Best Bank 2010 award by the prestigious financial magazine, Business India in recognition of its consistent performance.
• Bank of Baroda has been conferred upon Best Bank 2010 award by the prestigious financial magazine, Business India in recognition of its consistent performance: Bank of Baroda bags Dalal Street– DSIJ PSU Award: Bank of Baroda bags Dalal Street– DSIJ PSU Award.

• Bank of Baroda Wins Dun & Bradstreet Award: Dun & Bradstreet (D&B), the world’s Leading provider of global business information, knowledge and insight, announced and presented the Dun & Bradstreet – Polaris Software Banking Awards 2011 in Mumbai.

• Bank of Baroda receives Award for Best Initiatives in Inclusive Banking: In FIBAC Banking Awards 2011 held at Mumbai, Bank of Baroda was given a special award for Best Initiatives in Inclusive Banking. The award recognizes the Bank’s contribution to reach multiple segments of industry and the general population, increasing the reach of formal banking – a key national priority.

• Bank of Baroda receives Award for performance under SME: Bank of Baroda, known for innovative approach in financing SMEs nationwide has received National Award for performance under implementation of PMEGP scheme during 2010–11 in Central Zone.
REFERENCE


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