APPENDIX-A
A STUDY ON NON-PERFORMING ASSETS – WITH
SPECIAL REFERENCE TO TUTICORIN DISTRICT CENTRAL
CO-OPERATIVE BANK
QUESTIONNAIRE FOR MANAGERS

1. Name : 

2. Designation : 

3. Name of the institution : 

4. Experience
   a) Less than 10   ☐ Years
   b) 10 – 20   ☐ Years
   c) 20 – 30   ☐ Years
   d) Above 30   ☐ Years

5. Level of your perception on the average size of loan under nonperforming assets category.

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<thead>
<tr>
<th>S.NO</th>
<th>Variables</th>
<th>Very high</th>
<th>High</th>
<th>Moderately Agree</th>
<th>Low</th>
<th>Very Low</th>
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<tbody>
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<td>1.</td>
<td>Less than Rs.50000</td>
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<td>2.</td>
<td>Rs.50000 - Rs.1 lakhs</td>
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<td>3.</td>
<td>Rs.1 lakhs – Rs.2 lakhs</td>
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<td>4.</td>
<td>Rs.2 lakhs – Rs. 3 lakhs</td>
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<td>5.</td>
<td>Rs.3 lakhs – Rs. 4 lakhs</td>
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<td>6.</td>
<td>Rs. 4 lakhs – Rs. 5 lakhs</td>
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<td>7.</td>
<td>Above 5 lakhs</td>
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6) Level of your perception regarding the loan leading to NPAs in your banks.

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<th>S.NO</th>
<th>Variables</th>
<th>Highly Agree</th>
<th>Agree</th>
<th>Moderately Agree</th>
<th>Not Agree</th>
<th>Not at all Agree</th>
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<tbody>
<tr>
<td>1.</td>
<td>Retail borrowing.</td>
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<td>2.</td>
<td>Small scale industries.</td>
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<td>3.</td>
<td>Corporate.</td>
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<td>4.</td>
<td>Tiny industries.</td>
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<td>5.</td>
<td>Village / cottage industries.</td>
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<td>7.</td>
<td>Direct agriculture.</td>
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<td>10.</td>
<td>State owned corporations.</td>
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Please indicate your views based on your experience and expertise by placing a [ √ ] mark at the appropriate column in the five point response scale given below.

1. Strongly Agree (S.A)
2. Agree (A)
3. No Opinion (N.O)
4. Disagree (D.A)
5. Strongly Disagree (S.D.A)
7) Perception on various bank related reasons for NPAs in your bank.

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<tr>
<td>a) Auditing practices are very poor.</td>
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<td>b) Lack of supervision and follow-up action.</td>
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<td>c) Low motivation of staff.</td>
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<td>d) Officials with political background.</td>
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<td>e) Apathy of officials.</td>
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<td>f) Siphoning of funds.</td>
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<td>g) Poor management information system.</td>
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<td>h) Low skill of the officials on processing the loan proposal.</td>
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<td>i) Delay in credit disbursement.</td>
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<td>j) Lack of borrower contact and poor understanding of rural borrowers.</td>
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<td>k) Under financing as well as over financing of project.</td>
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<td>l) Lack of proper co-ordination between various financial Institutions and banks.</td>
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<td>m) Long time period taken for sanction and disbursement of loans.</td>
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<td>n) Non adoption of K.Y.C Norms.</td>
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8) Perception on various borrower related reasons for NPAs in your bank.

<table>
<thead>
<tr>
<th>Reason</th>
<th>SA</th>
<th>A</th>
<th>NO</th>
<th>DA</th>
<th>SDA</th>
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</thead>
<tbody>
<tr>
<td>a) Misutilisation of loans.</td>
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<td>b) Diversion of funds for other purposes.</td>
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<td>c) Rate of interest is high.</td>
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<td>d) Rate of interest is low.</td>
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<td>e) Improper project planning.</td>
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<td>f) Inefficiency in financial management.</td>
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<td>g) Lack of technical and managerial skill.</td>
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<td>h) Bank accounts are non-monitored.</td>
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<td>i) Time overrun of project.</td>
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<td>j) Cost overrun of project.</td>
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<td>k) No demand for security.</td>
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<td>l) Adoption of lenient approach on defaults.</td>
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<td>m) Natural calamities like floods and accidents.</td>
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<td>n) The government’s loan write off policy change the borrowers attitude to loan default willfully.</td>
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</table>
9) Perception on various general reasons for NPAs in your bank.

a) Government policies are liberalized.

b) Lack of legal support for loan recovery.

c) Non co-operation / inaction of government agencies in recovery.

d) Business failure (product/marketing).

e) Changes in economic conditions.

f) Slow legal process for recovery of bank dues.

g) Labour problem / industrial sickness.

h) Liberalization / operating of economy throwing new challenges.

i) Political interference is high.

10) Your opinion on support system of the bank.

a) Lack of effective intelligence system in banks to know more about the borrowers.

b) No system among banks for exchange of information about borrower customer’s secrecy.

c) Officials are inadequate to manage loan portfolio.

d) Apex bodies like RBI/NABARD/TNSACB etc, do not support banks in the recovery of dues.

e) Interest rates are not fixed according to borrowers repaying capacity.

f) Inadequate credit information is an important cause of NPAs.
11) Express your views on the impact of NPA reflect on the following areas of the bank.

   a) Decreasing profit
   b) Increasing spread (interest income).
   c) Intermediation cost is increased.
   d) Provision for bad & doubtful debts is increased.
   e) Decreasing reserves and surpluses.
   f) Market borrowings are increased.
   g) Contraction of credit.
   h) Legal expenses are high.
   i) Increase in the interest rate.
   j) Increasing investment in government securities to meet SLR.
   k) Cash reserve ratio (CRR) is increased.

12) Your suggestions relating to improvement of banking operations.

   a) Avoid political interference.
   b) Educating employees about NPAs.
   c) Improve the credit appraisal system.
   d) Continuous monitoring and follow-up action.
   e) Improve legal system.
   f) Increase the role of DRT.
   g) Improve exchange of information.
   h) Introduce incentive / Reward system to staff engaged in collection process.
13) Your suggestions relating to remedies for reducing NPAs.

a) Selecting borrowers properly.

b) Only viable project are financed.

c) Extending need based financing.

d) Ensuring proper end-use.

e) Proper post sanction follow-up.

f) Contacting regularly with borrowers.

g) Accounts being monitored regularly.

h) Organizing recovery camps.

i) Prompt repayment rewarded with special incentives.

14) Express your general opinion on borrowers repaying behavior.

a) Borrowers have repaying capacity and willing to repay.

b) Borrowers have repaying capacity and unwilling to repay.

c) Borrowers do not have repaying capacity- yet willing to repay.

d) Borrowers do not have repaying capacity and also unwilling to repay
APPENDIX-B
A STUDY ON NON-PERFORMING ASSETS – WITH SPECIAL
REFERENCE TO TUTICORIN DISTRICT CENTRAL CO-OPERTIVE BANK
QUESTIONNAIRE FOR DEFAULT BORROWERS

1. Name of the Respondent:

2. Your taluk :

3. Age:
   (a) 20-30 years  □
   (b) 30-40 years  □
   (c) 40-50 years  □
   (d) 50-60 years  □
   (e) Above 60 years  □

4. Gender:
   (a) Male  □ (b) Female  □

5. Marital status
   (a) Married  □ (b) Unmarried  □

6. Educational Qualifications
   (a) Illiterate  □
   (b) Below SSLC  □
   (c) SSLC  □
   (d) HSLC  □
   (e) Graduate  □
   (f) Post graduate  □
(g) Professional Degree
(h) Others (specify)

7. Occupation:

(a) Agriculture
(b) Retail trader
(c) Professionals
(d) Small-scale industrialist
(e) Traditional occupation
(f) Private employee
(g) Self employed
(h) Others (specify)

8. Monthly income

(a) Below Rs.4000
(b) Rs. 4000 to Rs.8000
(c) Rs. 8000 to Rs 12000
(d) Rs 12000 to Rs 16000
(e) Above Rs.16000

9. Reasons for selection of this bank

(a) Nearness to residence
(b) Better service
(C) Recommended by government officials  
(d) Minimum formalities and procedures  
(e) Quickness in sanctioning of loan  
(f) Convenient repayment system  
(g) Advice of friends and relatives  
(h) Advertisement  

10. Details regarding the loan:

(a) Amount borrowed _________ 
(b) Year of borrowing _________ 
(c) Purpose of the loan _________ 
(d) Term of the loan _________ 

11. Broad classification of loan

(a) Agriculture loan  (b) Non-Agriculture loan 

12. Type of loan:

(a) Short term Agriculture loan  
(b) Short term Non Agriculture loan  
(c) Medium Term Agriculture loan  
(d) Medium term Non Agriculture loan  
(e) Individual loan  
(f) Cash credit
g) Long term loan □

13. Are you aware of the interest rate?
   (a) Yes □ (b) No □

14. If yes, mention the rate of interest _____%

15. Are you aware of the subsidy element of the loan?
   (a) Yes □ (b) No □

16. Have you sought the help of any intermediaries for sanctioning the loan amount from the bank?
   (a) Yes □ (b) No □

17. If yes, mention (tick one)
   (a) Broker □
   (b) politicians/peoples representatives □
   (c) Friends and relatives □
   (d) Other (specify)

18. Whether the loan amount received is sufficient for the purpose?
   (a) Yes □ (b) No □

19. Sources for mobilizing the remaining money (tick one)
   (a) Money lenders □
   (b) Friends and relatives □
   (c) Other financial agencies □
   (d) Disposing assets □
20. Have you utilized the full loan amount for the same purpose for which it is applied for?
   (a) Yes ☐ (b) No ☐

21. Did you find any difficulty in availing the loan?
   (a) Yes ☐ (b) No ☐

22. If yes, state the nature of difficulty (tick one)
   (a) Procedural formalities ☐
   (b) Delay in site inspection ☐
   (c) Cumbersome process of getting loan ☐
   (d) Non co-operation of bank staff ☐
   (e) Others (specify) ☐

23. The attitude of the bank employees the staff at bank was? (tick one)
   (a) Courteous and friendly ☐
   (b) Business like ☐
   (c) Not very helpful ☐
   (d) Indifferent ☐

24. What was the time gap between application and final disbursement of the loan? (tick one)
   (a) Below one month ☐
   (b) One month ☐
   (c) Two month ☐
(d) Three months □
(e) Four months □
(f) Above four months □

25. Your opinion about the period of sanctioning loan:

(a) Faster than you expected □
(b) On time as you expected □
(c) Later than you expected □

26. How many times have you visited the bank to avail the loan?

(a) Less than 3 times □
(b) 3 to 6 times □
(c) 6 to 10 times □
(d) More than 10 times □

Please indicate your views based on your experience and expertise by placing a [✓] mark at the appropriate column in the five point response scale given below.

1. Highly Agree (S.A)
2. Agree (A)
3. Neither Agree Nor Disagree (N.A.N.D.A)
4. Disagree (D.A)
5. Strongly Disagree (S.D.A)
27. Perception on various reasons for default in repayment of loan.

<table>
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<tr>
<th>Reason</th>
<th>HA</th>
<th>A</th>
<th>NANDA</th>
<th>DA</th>
<th>HDA</th>
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<tbody>
<tr>
<td>(a) Loss in business</td>
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<td>(b) Diversion of the loan</td>
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<td>(c) Expecting write-offs</td>
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<td>(d) Improper selection of the project</td>
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<td>(e) Lack of marketing facilities</td>
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<td>(f) Insufficiency of loan amount</td>
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<td>(g) Lack of business knowledge</td>
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<td>(h) Natural calamity</td>
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<td>(i) Excess expenditure on marriages/religious/social function</td>
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<td>(j) Fall in price of agricultural commodities</td>
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<td>(k) Excess expenditure in medical and Other contingent expenses</td>
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<td>(l) Price and procurement policy of the government regarding the crop</td>
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<td>(m) Increase in house hold expenditure</td>
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<td>(n) Heavy interest burden</td>
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<td>(o) Cleaning the previous debts</td>
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<td>(p) Further loan not provided</td>
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<td>(q) Economic recession</td>
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<td>(r) Input/power shortage</td>
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28. Do you need any other assistance from the bank for repaying the loan?

   (a) Yes □  (b) No □

29. If yes, which type of assistance you need

   (a) Training for the project □
   (b) Input supply □
   (c) Technical assistance □
   (d) Marketing facility □
   (e) Extension of loan repayment period □
   (f) Provide subsidy and discount □
   (g) Provide additional loan □
   (h) Others (specify) □

30. Opinion on installment amount fixed for repayment

   (a) Reasonable □  (b) Not reasonable □

31. How do you feel about the loan recovery method?

   (a) Soft and gentle □
   (b) A little bit harsh □
   (c) Severe □