PAPERS / BOOKLETS / REPORTS / STATISTICAL PUBLICATIONS

- Report on Trend and Progress of Banking in India 2004-05, Reserve Bank of India, Mumbai.
- Reserve Bank of India, Report of the J.C. Luther Committee on productivity, Efficiency and Profitability in Commercial Banks, Bombay, 1976.
- Indian Banking Scenario:-today-tomorrow, Hyderabad.
- Business India, Wadia Building, Dalal Street, Mumbai.
- Commerce, commerce Manak Mahal, Veer Nariman Road, Church Gate, Mumbai.
- Indian Management, All India Management Association, Lodhi Road, New Delhi.
- Indian Journal of Marketing, Hauz Khas, New Delhi.
- Management in government, Department of Personnel and Administrative Reforms, Sardar Patel Bhawan, Parliament Bhawan, New Delhi.
- “Contemporary and Future Issues in Indian Banking”, Reserve Bank of India, Mumbai
QUESTIONNAIRE

Name of the bank: __________________________

1. Is the bank providing quick service?
2. Are more facilities provided by Private/ Public Sector Banks?
3. Do Public sector banks have longer working hours than private sector banks?
4. Are customers’ complaints more in public/private banks?
5. Are most of RBI norms sincerely followed in Public/Private sector banks?
6. Are loans provided to priority sector or not?
7. What is the number of legal cases pending with the courts?
8. What is the number of Debit/credit cards holders in your bank?
9. What is the average number of customers visiting the branch in a day?
10. Do you face any problem regarding use of ATM or other banking technology?
11. What is the level of computerization in your bank and its growth?
12. What is the composition of Deposits?
13. What is the classification of deposits?
14. What is the purpose-wise distribution of loans in the priority sector?
15. What is the ratio of total credit as a percentage of total deposits?
16. How much are the priority sector advances as a percentage of total credit?
17. What is the level of customer satisfaction in online, fully & partially computerized branches?
18. What is the net profit as a percentage of total income?
19. What is the establishment expenditure as a percentage of total expenditure?
20. How much are the current deposits as a percentage of total deposits?
21. How much are the saving deposits as a percentage of total deposits?
22. How much are the fixed deposits as a percentage of total deposits?
23. What is the total credit as a percentage of total deposits?