LIST OF KEY TERMS USED

ABB: - Any branch banking.
ACSI: - American Customer Satisfaction Index.
ALPM: - Automated ledger posting machine.
ATM: - Automated Teller Machine/ Any Time Money.
Bank, banker: - A banker or bank is a person or a company carrying on the business of receiving money and collecting drafts for customers subject to the obligation of honouring cheques drawn on him by the customers to the extent of the amounts available in their accounts.
Banking: - Banking means the accepting, for the purpose of lending or investment, of deposits of money from the public, repayable on demand or otherwise and withdrawal by cheque, draft and order or otherwise.
BO: - Banking Ombudsman.
Branch or branch office: - In relation to a ‘bank’ means any office, whether called a pay office or sub-pay office or by any other name, at which deposits received, cheques encashed or moneys lent, and other form of business carried as per the Banking Regulation act 1949.
CAD: - Command Area Development.
CBS: - Core Banking Solution.
CEM: - Customer Experience Management.
CEO: - Chief Executive Officer.
CMD: - Chairman and Managing Director.
CRM: - Customer Relations Management.
Customer: - A customer is a person, who has an account with the bank and whose dealings with the bank are in the nature of banking business.
DRI: - Differential rate of Interest.
ED: - Executive Director.
FI: - Financial Institutions.
FIFO: - First In First Out.
Foreign banks: - Banks with foreign origin and operating in India.
GSDR: - Gross State Domestic Product.
HNI: - High Net worth Individuals.
HR: - Human Resources.
IBA: - Indian Banks Association.
IBM: - International Business Machine.
IPO: - Initial Public Offer.
IRDP: - Integrated Rural Development Programme.
KYC: - Know Your Customer.
LIFO: - Last In First Out.
MF: - Mutual Fund.
MNC: - Multi National Corporation.
National bank or NABARD: - It means the National Bank for Agriculture and Rural Development established under section 3 of the National Bank for Agriculture and Rural Development Act 1981.
NBFC: - Non Banking Financial Institution.
NGO: - Non-Governmental Organisation.
NPA: - Non-Performing Assets.
NSDP: - Net State Domestic Product.
Population group-wise classification of branches: - Rural, semi urban, urban, metro and port town. All bank-branches in India are classified into these five categories, depending on their location.
Private sector banks: - Private sector banks consisting Indian private sector banks (which can be sub-divided into two i.e. banks existing prior to 1991 and the banks established after 1991).
PSB or Public Sector Banks: - Public Sector Banks include the State Bank of India, its Associate Banks and Nationalized Banks.

PSU: - Public Sector Undertakings.

RBI, Reserve Bank of India: - Central banking authority in India, constituted under section 3 of the Reserve Bank of India act, 1934 (2 of 1934).

RRB, Regional Rural Bank: - It means a regional rural bank established under section 3 of the Regional Banks Act, 1976 (21 of 1976).

SB, CD, and FD: - Savings bank, current account, fixed deposits.

SBI: - State Bank of India.

SCM: - Supply Chain Management.

SEBI: - Securities and Exchange Board of India.

SFDA: - Small Farmers Development Agency.

SHG: - Self Help Group.

Size-wise classification of branches: - Depending upon their volume of business, branches are put into five groups: small, medium, large, extra large and exceptionally large branches.

SLBC: - State Level Bankers Committee.

SME: - Small Medium Enterprises.

SSI: - Small Scale Industries.

TBA: - Total branch automation.

Top Management: - Chairman, Managing Director, Executive Director, General Managers and Regional heads are considered as ‘top management’ of the bank.

TQM: - Total Quality Management.

TRV: - Total Relationship Value.

TRYSEM: - Training for Rural Youth for Self-Employment.