The role of nationalised banks for the augmentation of Indian economy in general and industrial health in particular is both significant and widely recognised. With the passage of time the nationalised banks have developed and grown along with the economic development of the country both in terms of geographical spread and functional reach. But, in the process they have suffered seriously. In-depth study reflects that more than often the advances made by the banks have become either irregular, doubtful of recovery or even bad of recovery.

The present study may be adjudged relevant in the context of problem faced by the banking industry in respect of mounting non-performing assets. In pursuit of the above, the study has made an attempt to explore the psycho-social and instrumental factors affecting the decision-making process of the branch managers, who actually carry out the banking operations. An attempt has also been made to ascertain the relative contributory effects of the factors on the lending-decision-process.

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