APPENDIX – A

PART-I

QUESTIONNAIRE FOR THE BANKING EMPLOYEES

i. Name:

ii. Name of Bank:

<table>
<thead>
<tr>
<th>Bank Name</th>
<th>Options</th>
</tr>
</thead>
<tbody>
<tr>
<td>State Bank of India (SBI)</td>
<td></td>
</tr>
<tr>
<td>Central Bank of India</td>
<td></td>
</tr>
<tr>
<td>HDFC Bank</td>
<td></td>
</tr>
<tr>
<td>Axis Bank</td>
<td></td>
</tr>
</tbody>
</table>

iii. Gender: Male       Female

iv. Age Group:

<table>
<thead>
<tr>
<th>Age Group</th>
<th>Options</th>
</tr>
</thead>
<tbody>
<tr>
<td>Below 25</td>
<td></td>
</tr>
<tr>
<td>25-45</td>
<td></td>
</tr>
<tr>
<td>46-60</td>
<td></td>
</tr>
</tbody>
</table>

PART-A

(Please tick Yes or No for the following questions.)

1. Please indicate the extent to which you agree with the following statements.

<table>
<thead>
<tr>
<th>Sl. No.</th>
<th>Statement</th>
<th>Strongly Disagree</th>
<th>Mildly Disagree</th>
<th>Neither agree nor disagree</th>
<th>Mildly Agree</th>
<th>Strongly Agree</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>i. Ethics should be taught for all the job position.</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>ii. Ethics should be strictly enforced</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
by the legislation.

iii. Ethics should be a part of the professional training programme.

iv. Unethical practices have led to bank frauds.

v. Greed among the bankers has resulted into number of bank forgeries.

vi. The activities of the bank officials should be under strict surveillance.

vii. Customers lack of knowledge in operating the banking services has increased the number of frauds.

Vii i Penalties imposed by the regulator and concerned authorities will reduce unethical practices.

ix. Bank officials should be encouraged to report immediately if they observe any suspicious activity.

x. Unethical practices have resulted into bank failures / distress.

2. Ethics should be made obligatory for the banks.
   Yes    No    Cannot say

3. Does your bank have ethical values?
   Yes    No

4. Do you practice these ethics while discharging your duties?
   Never  Sometimes  Often  Always
5. Do you have a copy/access to your organisation’s code of ethics/ conduct?
   Yes  
   No   

6. Is the Code of conduct updated or reviewed as per the changing requirements?
   Yes  
   No   
   Cannot say  

7. Do you follow the rules framed by the Banking Conduct and Standard Board of India?
   Never  
   Sometimes  
   Often  
   Always  

8. Does your bank encourage professional banking training?
   Yes  
   No   

9. Is behavioural training to the bank employees provided during the induction?
   Yes  
   No   
   Cannot say  

10. Does your Manager ensure that ethical practices are carried out at your bank?
    Never  
    Sometimes  
    Often  
    Always  

11. Is your bank inspected every year?
    Yes  
    No   
    Cannot say  

12. (i) Does your bank give due recognition to the staff that prevents frauds in your bank?
    Yes  
    No   

(ii) If yes, then what kind of reward is given?

<table>
<thead>
<tr>
<th>Sl. No.</th>
<th>Types of Reward</th>
</tr>
</thead>
<tbody>
<tr>
<td>i.</td>
<td>Verbal acknowledgement</td>
</tr>
<tr>
<td>ii.</td>
<td>Personal note or card</td>
</tr>
<tr>
<td>iii.</td>
<td>Banker of the year award</td>
</tr>
<tr>
<td>iv.</td>
<td>Leave with pay</td>
</tr>
<tr>
<td>v.</td>
<td>Others (Please specify)</td>
</tr>
</tbody>
</table>

13. Do your bank have customer grievances cell?

Yes ☐ ☐ No ☐ ☐ Cannot say ☐ ☐

14. Is customer’s information secured in your bank?

Yes ☐ ☐ No ☐ ☐

15. Does your bank analyse the business plan/project of the customer thoroughly before sanctioning the loan?

Never ☐ ☐ Sometimes ☐ ☐ Often ☐ ☐ Always ☐ ☐

16. Does your bank provide loan for organizations employing child labour?

Yes ☐ ☐ No ☐ ☐ Cannot say ☐ ☐

17. Does your bank sanctions loan to any business that has been violating the rules of Pollution Control Board?

Yes ☐ ☐ No ☐ ☐ Cannot say ☐ ☐
APPENDIX A- SCHEDULE FOR THE BANK EMPLOYEES

PART-II

1) Who frames the code of conduct/ethics of your Bank?

2) What are the contents in your bank’s Code of conduct?

3) Is any employee misbehavior to the customers being reported in your branch?
   If yes, how such situations are handled with?

4) Does your bank encourage opening of ‘No Frills Account’?

5) How are the customers updated relating to the any change in interest charges, fines etc.?

6) What is the time period within which the customers are informed?

7) CSR activities undertaken by your bank.

8) Corporate governance policy followed by your bank.

9) Does your bank receive any complaints from the customers? If yes, then what are the reasons?

10) How are the complaints dealt with at your bank?

11) Is any of your case referred to the office of Banking Ombudsman?

12) What is opinion regarding the bank frauds that are currently on a rise?

13) What is your view regarding bank failures?
APPENDIX - B

QUESTIONNAIRE FOR BANK CUSTOMERS

i. Name:

ii. Name of Bank where you have an account:

- State Bank of India (SBI)
- Central Bank of India
- HDFC Bank
- Axis Bank

iii. Gender: Male □ Female □

iv. Age Group:

- Below 25
- 25-45
- 46-65
- Above 65

v. For how many years you have been operating your bank account?

- Less than a year
- 1-5 years
- 6-10 years
- More than 10 years

(Please put tick mark in the appropriate places)

1. Please indicate the extent to which you agree with the following statements.
<table>
<thead>
<tr>
<th>Sl. No.</th>
<th>Statement</th>
<th>Strongly Disagree</th>
<th>Mildly Disagree</th>
<th>Neither agree nor disagree</th>
<th>Mildly Agree</th>
<th>Strongly Agree</th>
</tr>
</thead>
<tbody>
<tr>
<td>i.</td>
<td>Ethics should be strictly enforced in banks.</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>ii.</td>
<td>Banking is based on Trust, Confidentiality and Transparency.</td>
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</tr>
<tr>
<td>iii.</td>
<td>Unethical practices have shaken the confidence of the general public in the banking industry.</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
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<tr>
<td>iv.</td>
<td>E-banking has increased the number of frauds.</td>
<td></td>
<td></td>
<td></td>
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<tr>
<td>v.</td>
<td>Customer’s ignorance to take precautionary steps in online banking has resulted to forgeries.</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>vi.</td>
<td>Lack of professional training and greed are responsible for the high incidence of fraud in the banking industry.</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>vii.</td>
<td>Reserve Bank of India should strictly regulate and enforce ethics in both public and private sector banks.</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

2. Do you trust your bank relating to confidentiality of your account?

Yes [ ] No [ ] Can’t say [ ]

3. Do you receive regular updates about your bank account?

Never [ ] Sometimes [ ] Often [ ] Always [ ]
4. Are you informed about the changes in the interest rates, charges, terms and conditions?

   Never  □□□□  Sometimes  □□□□  Often  □□□□  Always  □□□□

5. Are you aware of the levying of charges in your bank account?

   Yes  □□□□  No  □□□□

6. Are the bank employees co-operative when you have a banking query?

   Never  □□□□  Sometimes  □□□□  Often  □□□□  Always  □□□□

7. Have you encountered impolite behaviour of any bank official?

   Never  □□□□  Sometimes  □□□□  Often  □□□□  Always  □□□□

8. Did you experience any impartial behaviour of any bank official?

   Never  □□□□  Sometimes  □□□□  Often  □□□□  Always  □□□□

9. Did any of the bank staff give you misinformation relating to the competitor’s product/services?

   Yes  □□□□  No  □□□□

10. Do you face difficulty in withdrawing the money from the ATM?

    Never  □□□□  Sometimes  □□□□  Often  □□□□  Always  □□□□

11. Do you operate internet banking?

    Never  □□□□  Sometimes  □□□□  Often  □□□□  Always  □□□□
12. Are you aware of the precautionary steps to be taken while operating internet banking?
   Yes ☐  No ☐

13. Has your bank failed to keep its commitment with you?
   Never ☐  Sometimes ☐  Often ☐  Always ☐

14. Have you ever been harassed in the recovery of loan amount or the activities of Direct Selling Agents?
   Never ☐  Sometimes ☐  Often ☐  Always ☐
   N/A

15. Did you report any complaints in your bank relating to their products/services?
   Yes ☐  No ☐

16. Are you satisfied with the way your complaint was handled?
   Yes ☐  No ☐  N/A ☐

17. According to you which of the areas are subjected to complaints relating to the bank services?

<table>
<thead>
<tr>
<th>Sl. No.</th>
<th>Areas/ Subjects</th>
<th>Put tick mark</th>
</tr>
</thead>
<tbody>
<tr>
<td>i.</td>
<td>ATM transactions</td>
<td></td>
</tr>
<tr>
<td>ii.</td>
<td>Credit Cards/ ATM- cum- Debit Cards</td>
<td></td>
</tr>
<tr>
<td>iii.</td>
<td>Levying of charges</td>
<td></td>
</tr>
<tr>
<td>iv.</td>
<td>Pension</td>
<td></td>
</tr>
<tr>
<td>v.</td>
<td>Failure of commitment</td>
<td></td>
</tr>
<tr>
<td>vi.</td>
<td>Loans (General)</td>
<td></td>
</tr>
<tr>
<td>---------</td>
<td>----------------</td>
<td></td>
</tr>
<tr>
<td>vii.</td>
<td>Loans (Housing)</td>
<td></td>
</tr>
<tr>
<td>viii.</td>
<td>Harassment in recovery</td>
<td></td>
</tr>
<tr>
<td>ix.</td>
<td>Remittances</td>
<td></td>
</tr>
<tr>
<td>x.</td>
<td>Notes and Coins</td>
<td></td>
</tr>
<tr>
<td>xi.</td>
<td>Fraudulent transfers and withdrawals</td>
<td></td>
</tr>
<tr>
<td>xii.</td>
<td>Posting of fictitious credit</td>
<td></td>
</tr>
<tr>
<td>xiii.</td>
<td>Others (Please Specify)</td>
<td></td>
</tr>
</tbody>
</table>

18. Are you aware of Banking Ombudsman Scheme?
   - Yes [ ] No [ ]

19. Have you filed a complaint in the Banking ombudsman against your bank?
   - Yes [ ] No [ ]

20. How would you rate the banking services of your bank?

<table>
<thead>
<tr>
<th>Worst</th>
<th>Poor</th>
<th>Good</th>
<th>Very Good</th>
<th>Excellent</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
<td>5</td>
</tr>
</tbody>
</table>

21. To what extent do you feel like changing your account to another bank?
   - Not at all [ ] Very less [ ] Moderate [ ] Fairly enough [ ] Very High [ ]
<table>
<thead>
<tr>
<th>Sl. No.</th>
<th>Reasons/ Factors for bank fraud</th>
</tr>
</thead>
<tbody>
<tr>
<td>i.</td>
<td>Lack of technical security provided by the banks in regard to online banking.</td>
</tr>
<tr>
<td>ii.</td>
<td>Insufficient safety measures installed in the ATMs.</td>
</tr>
<tr>
<td>iii.</td>
<td>Inadequate information or guidance given to the bank customers for the operation of ATMs and internet banking.</td>
</tr>
<tr>
<td>iv.</td>
<td>Customers’ unawareness and fault in withdrawing money from ATMs.</td>
</tr>
<tr>
<td>v.</td>
<td>Non-compliance of the precautionary steps by the customers relating to internet banking.</td>
</tr>
<tr>
<td>vi.</td>
<td>Lack of sufficient monitoring of the suspicious activities of the bank officials.</td>
</tr>
<tr>
<td>vii.</td>
<td>Others (Please Specify)</td>
</tr>
</tbody>
</table>

22. What is your opinion regarding the reasons for increasing bank fraud?

23. Can you give your suggestion for reducing the number of unethical practices in the banking industry?
APPENDIX – C

INTERVIEW QUESTIONS (SCHEDULE) TO THE BANKING OMBUDSMAN’S PERSONNEL

i. How are the general public made aware of the existence as well as functioning of Banking Ombudsman?

ii. Since the inception of the office how many complaints has been registered in the office?

iii. What is the number of complaints received by the office since 2008-09 to 2012-13?

iv. Which state of North-east has the highest number of registered complaints?

v. How do the customers file their complaints?

vi. What are the areas for which complaints can be filed?

vii. Which type of complainants can register complaints?

viii. How are the complaints disposed off?

ix. What are the total numbers of complaints against the select public and private sector banks?

x. Can you refer few cases relating to unethical practices of commercial banks?
i. GUWAHATI CITY:

Guwahati formerly known as Pragjyotishpura and Durjaya in ancient Assam (Kamrup) and Gauhati in the modern era — is an ancient urban area and largest city of Assam and north-eastern India. It is one of the fastest developing cities in India and is a major city in Eastern India and often referred as "gateway" of North Eastern Region of the country. The city is between the banks of the Brahmaputra River and the foothills of the Shillong plateau. Guwahati is the major commercial and educational hub of North-East India and is home to world class institutions. The city is a major center for cultural activities and sports in the North-Eastern region and for the administrative and political activities of Assam. The city is an important regional hub for transportation. Guwahati and its environs are rich in wildlife with several rare mammals and the birdlife in and around the city are also rich and diverse.

ii. SELECT PUBLIC SECTOR BANKS:

- STATE BANK OF INDIA:

  The slogans of SBI are - "pure banking, nothing else", "with you - all the way", "a bank of the common man", "the banker to every Indian" and "the nation banks on us."

  State Bank of India (SBI) is a multinational banking and financial services company based in India. It is a government-owned corporation with its headquarters in Mumbai, Maharashtra. As of December 2012, it had assets of US$501 billion and
15,003 branches, including 157 foreign offices, making it the largest banking and financial services company in India by assets. (Source: History of the Evolution of SBI volumes 1, 2 and 3 and Banking Beyond Boundaries (Penguin, 2011)

The bank traces its ancestry to British India, through the Imperial Bank of India, to the founding in 1806 of the Bank of Calcutta, making it the oldest commercial bank in the Indian sub-continent. The Bank of Madras merged into the other two presidency banks—Bank of Calcutta and Bank of Bombay—to form the Imperial Bank of India, which in turn became the State Bank of India. Government of India nationalised the Imperial Bank of India in 1955, with Reserve Bank of India taking a 60% stake, and renamed it the State Bank of India. In 2008, the government took over the stake held by the Reserve Bank of India. SBI provides a range of banking products through its network of branches in India and overseas, including products aimed at non-resident Indians (NRIs). SBI has 14 regional hubs and 57 Zonal Offices that are located at important cities throughout the country.

SBI is India's largest bank in the country with an asset size of over Rs 13 trillion. Although the bank's loan book is largely skewed towards corporate (large, mid and small) loans (50% of total advances in FY12), the retail side is also fast catching up. SBI has a network of almost 14,270 branches and over 22,141 ATMs across the country. State Bank group has one of the largest ATM networks in the world with 32,752 ATMs as on 31.03.13. The position would have been much better but for significant restrictions during the year on expanding ATM network which prevented the Bank from fully leveraging the groups’ large debit card base of 136 million debit cards.

As on 28th June 2013, the bank had 180 overseas offices spread over 34 countries. It has branches of the parent in Moscow, Colombo, Dhaka, Frankfurt, Hong
Kong, Tehran, Johannesburg, London, Los Angeles, Male in the Maldives, Muscat, Dubai, New York, Osaka, Sydney, and Tokyo. It has offshore banking units in the Bahamas, Bahrain, and Singapore, and representative offices in Bhutan and Cape Town. It also has an ADB in Boston, USA.

The State Bank of India was named the 29th most reputed company in the world according to Forbes 2009 rankings and was the only bank featured in the "top 10 brands of India" list in an annual survey conducted by Brand Finance and The Economic Times in 2010. SBI was ranked 285th in the Fortune Global 500 rankings of the world's biggest corporations for the year 2012.

AWARDS AND ACHIEVEMENTS OF SBI:

- Best Online Banking Award, Best Customer Initiative Award and Best Risk Management Award (Runner Up) by IBA Banking Technology Awards 2010
- The Bank of the year 2009, India (won the second year in a row) by The Banker Magazine
- Best Bank – Large and Most Socially Responsible Bank by the Business Bank Awards 2009
- Best Bank 2009 by Business India
- The Most Trusted Brand 2009 by The Economic Times
- Most Preferred Bank and Most preferred Home loan provider by CNBC
- Technology Bank of the Year by IBA Banking Technology Awards
- SKOCH Award 2010 for Virtual corporation Category for its e-payment solution
- The State Bank of India has won the prestigious Asian Banker Achievement Award for being the strongest bank in Asia Pacific region, instituted by the
Qatar Financial Centre Authority and the Asian Banker magazine. The award is in recognition to SBI’s combination of financial performance and key business improvements, making it the region’s strongest bank with strong and steady income growth rates of 29 %, 14 % and 28 % for the past three years.
(Source: The Hindu, 10th May 2010)

- National Award- 2011-12 Best Bank for Excellence in the field of Khadi & Village Industries (PMEGP)
- "Agriculture Leadership Award 2012" from Agriculture Today under Development Leadership category.
- Ministry of Rural Development, GOI, awarded "Certificate of Excellence" for Banks proactive role in establishing Rural Self Employment Training Institutes across the country during the year 2011-12.
- Asia’s Best CSR Practice Award instituted by CMO Asia has been awarded to the Bank in Singapore.
- Asian CSR Leadership Award 2012 has been conferred to the Bank in Dubai.
- IPE Best CSR Award - 2012.
- Most Caring Companies of India Award - 2012.
- Star of the Industry Award for excellence in Banking (PSU) - 2012.
- Golden Peacock Award 2012 in Corporate Governance by the Institute of Directors on 11th October 2012
- Golden Peacock National Training Award-2012.

**CENTRAL BANK OF INDIA:**

Central Bank of India was established on 21st December 1911 by Sir Sorabji Pochkhanawala with Sir Pherozesha Mehta as Chairman, and claims to have been the first commercial Indian bank completely owned and managed by Indians. In 1923, it
acquired the Tata Industrial Bank in the wake of the failure of the Alliance Bank of Simla. In 1969, the Indian Government nationalized the bank on 19 July, together with 13 others. It is one of the oldest and largest commercial banks in India which is based in Mumbai. The bank has 4100 branches and 270 extension counters across 27 Indian states and three Union Territories. At present, Central Bank of India has one overseas office, which is a joint venture with Bank of India, Bank of Baroda, and the Zambian government. The Zambian government holds 40 per cent stake and each of the banks has 20 per cent. Recently it has also opened a representative office at Nairobi, Kenya. Central Bank of India has approached the Reserve Bank of India (RBI) for permission to open representative offices in five more locations - Singapore, Dubai, Doha, London and Hong Kong.

AWARDS AND ACHIEVEMENTS:

- Central Bank of India has been conferred awards in three categories viz 1. Skill Development using NSDC Platform, 2. M A S T, 3. Developing Youth Enterprise by Skoch Foundation (Source: Central Chronicle, 6th September 2011)

- Gold Award 2012 to Central Bank for HR Innovation in Employees Retention by Greentech foundation. Greentech Foundation Awards spotlight the importance of the entire profession and recognizes excellence in HR Practices & Systems. The awards take a comprehensive look at the full spectrum of HR throughout the country and are presented only to the most outstanding achievers in these areas.

- Central Bank of India, has won the prestigious 'Golden Peacock HR Excellence Award' for the year 2012, instituted by Institute of Directors (IoD), a non-profit professional organization of high repute. The award has been
bestowed on the bank for achieving overall effectiveness in its HR and people management practices, thereby contributing to the needs of the businesses, profession, employees, industry and the nation. (The Times of India, 27th August 2012)

- Central Bank Of India Bags the Greentech Lifetime Achievement Award 2013.

iii. SELECT PRIVATE SECTOR BANKS:

- **HOUSING DEVELOPMENT FINANCE CORPORATION BANK:**

  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 liberalisation 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.

  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. As on August 2013, HDFC Bank has 3,119 branches and 11,088 ATMs, in 1,891 cities in India, and all branches of the bank are linked on an online real-time basis.
With 4.2% share of India's total non-food credit disbursements in FY12, HDFC Bank is the second largest private sector bank in the country (after ICICI Bank) in terms of asset size. The bank has tripled its share from 1.2% of total non-food credit in FY02 to 4.2% in FY12. Retail assets constituted 51.3% of advances in FY12. Its group companies, HDFC Standard Life (insurance), HDFC AMC (mutual funds) and HDFC Securities (equities) add scalability to the bank's offerings.

HDFC Bank has a number of laurels to its credit viz;

- 'CRISIL GVC Level 1' rating in January 2007 which indicates that the bank's capability with respect to wealth creation for all its stakeholders while adopting sound corporate governance practices is the highest.
- HDFC Bank has been voted as the Best Bank in Asia on the list of ‘Best Investor Relations Companies’, based on a survey conducted by global magazine Institutional Investor in the year 2013. The survey further ranked HDFC Bank 3rd on the list of Best Companies in India. Aditya Puri, Managing Director, HDFC Bank was voted the Best CEO in Asia in the banking sector.
- HDFC Bank, the second largest private sector bank in India has been named Organisation of the Year at the Skoch Financial Inclusion Awards 2013. HDFC Bank received the award for using technology as a common thread for all its initiatives in micro-credit, micro-savings, micro-insurance, capacity building, financial literacy and Self Help Group (SHG) Linkage.

- **AXIS BANK:**

  Axis Bank is the third largest private sector bank in India and offers the entire spectrum of financial services to customer segments covering Large and Mid-Corporate, MSME, Agriculture and Retail Businesses. The Bank has 1947 domestic
branches (including extension counters) and 11,245 ATMs across India as on 31st March 2013 and offices in Singapore, Hong Kong, Shanghai, Colombo, Dubai and Abu Dhabi.

Axis Bank is one of the first new generation private sector banks to have begun operations in 1994. The Bank was promoted in 1993, jointly by Specified Undertaking of Unit Trust of India (SUUTI), Life Insurance Corporation of India (LIC), General Insurance Corporation of India (GIC), National Insurance Company Ltd., The New India Assurance Company Ltd., The Oriental Insurance Company Ltd. and United India Insurance Company Ltd. The shareholding of Unit Trust of India was subsequently transferred to SUUTI, an entity established in 2003.

With a balance sheet size of Rs.3,40,561 crores as on 31st March 2013, Axis Bank has achieved consistent growth and stable asset quality with a 5 year CAGR (2009-13) of 26% in Total Assets, 24% in Total Deposits, 27% in Total Advances and 37% in Net Profit.

Axis Bank is one of the most aggressive players in the private sector banking industry having more than tripled its share in non-food credit over the last 9 years from 1% in FY02 to 3.6% in FY12. Axis Bank has set up a network of 9,925 ATMs, the third largest in the country. During the period FY07 to FY12, Axis Bank has grown its advances at a compounded annual rate of 47%, against the industry average of 27%. The bank acquired Enam's investment banking business by issue of shares in the financial year 2013.