



**CHAPTER - V**

**ANALYSIS**

**AND**

**INTERPRETATION OF DATA**

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### **ANALYSIS AND INTERPRETATION OF DATA**

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#### **5.1 INTRODUCTION**

In this chapter an attempt is made to analyse and interpret the data so far collected with the help of annual reports of the said bank for the last five years and data collected with the help of questionnaire and tabulated in the various tables for the said bank under study. The collected data has been presented and analysed under the following three main heads.

5.2 Banking Operations

5.3 Customer Information

5.4 Bank Customer Services

#### **5.2 BANKING OPERATIONS**

As the subject matter of the study is the appraisal of bank customer service, it is necessary to the study the general banking operations of the bank for the period 1998-2002. The data mostly collected through annual reports the bank and thereafter interpretation has been made. Following various aspects indicates the growth and development of the bank, which serves helpful while rendering satisfied customer service.

##### **5.2.1 Membership**

As per the by-laws of the bank, individual over 18 years of age and competent to contract and domicile in banking operation area becomes the member of the bank. Membership of the bank is

divided into two classes i.e. A class and B class. While giving loans bank takes in to consideration the class of members.

Following table shows the membership during five years from 1997-98 to 2001-02.

**Table No. 5.1**

**Table showing the position of members of the bank.**

<b>Year</b>	<b>Regular (A class)</b>	<b>Nominal (B class)</b>
1997-1998	8,709	-
1998-1999	9,151	93
1999-2000	9,454	231
2000-2001	9,687	228
2001-2002	10,078	445

Source: Compiled from Annual Reports of the Bank.

The above table shows that the number of Regular members were increased from 8,709 in 1997-98 to 10,078 in 2001-02, whereas nominal members were increased highly in 1999-2000 of 231 members from 93 in the year 1998-99 and thereafter 445 in 2001-02. Nominal members were increased because the bank has granted the loans & advances to general public by giving them nominal membership. Thus there is steadily growth in membership of the bank. It shows that more and more persons are enjoying the services from the bank.

### **5.2.2 Share Capital**

Share capital is the main source of resource mobilisation. Share capital of the bank includes both authorised share capital and paid-up share capital. Share capital is the main

base for any business. The following table indicates the position of share capital during period under study.

**Table No. 5.2**

**Table showing the Position of Authorised and  
Paid-up Share capital of the bank from 1998 to 2002**

(Rs. in Lakhs)

<b>Year</b>	<b>Authorised Capital (Rs.)</b>	<b>Paid-up Capital (Rs.)</b>	<b>Increase in Paid-up capital (Rs.)</b>
1997-1998	100.00	53.90	--
1998-1999	100.00	64.14	10.24
1999-2000	100.00	74.43	10.29
2000-2001	100.00	84.66	10.23
2001-2002	100.00	99.14	14.48

Source : Compiled from Annual Reports of the Bank.

The data in the above table shows that the authorised share capital of Rs. 1 Crore remain constant during the period of five years. However, the paid-up capital increased every year. The paid-up share capital is increased by Rs. 14.48 lakhs is the highest during the period under study. As the membership was increased in 2001-02, share capital were also increased by Rs. 14.48 lakhs as compare to its earlier years. Thus paid-up capital as at March, 2002 reaches the limit of authorised capital.

### 5.2.3 Deposit mobilisation

After share capital, deposit mobilisation is the main function of banks. The bank accepts various types of deposit from the public like; Savings, Current, Fixed, Call Deposits, etc. Bank formulates various attractive and innovative schemes to attract deposits from the public.

The following table indicates the position of various types of deposits collected from the public by the bank for the period 1998-2002.

**Table No. 5.3**

**Table showing the Position of Various types of Deposits  
For the period 1998 to 2002**

(Rs. in Lakhs)

<b>Year</b>	<b>Fixed Deposits (Rs.)</b>	<b>Current Deposits (Rs.)</b>	<b>Saving Deposits (Rs.)</b>	<b>Call Deposits (Rs.)</b>	<b>Total Deposits (Rs.)</b>
1997-1998	1295	42	238	9	1584
1998-1999	1560	54	269	4	1887
1999-2000	2027	65	304	4	2400
2000-2001	2724	65	360	4	3153
2001-2002	3350	81	386	4	3821

Source : Compiled from Annual Reports of the Bank.

The data in the above table shows that the total deposits increased from Rs. 1584 lakhs in 1997-98 to Rs.3821 lakhs in the year 2001-02. Deposits recorded more than two fold increase at the end of March 2002 as compare to deposits in the year 1998-99. As far as type of deposit is concerned amount of fixed deposit is more than other type of deposits.

Interest paid on fixed deposit is an expense more than bank paid on other deposits therefore Bank should try to collect deposits in the form of savings & current, etc. in order to reduce burden on interest paid on deposits to depositors. From Rs. 1295 lakhs in 1997-98 fixed deposits increased to Rs. 3350 lakhs recorded 258 % increase in fixed deposits as compare to the year 1997-98. Bank accepts deposits under its various schemes. However from 2001-02 because of less rate of interest on deposits, collection of fixed deposit is less as compare to its earlier year 2000-01.

Further call deposits were only Rs. 9 lakhs in the year 1997-98 comes down to Rs. 4 lakhs in the following years. Saving deposits and current deposits were also recorded steady growth. Saving deposits were more in the bank after fixed deposit holders. Thus overall process of all types of deposits shows increasing trend.

**5.2.4 Working Capital**

Adequate working capital is considered to be the life-blood of any business and its nerve-controlling center. Increase in working capital shows the application of funds used in business.

Working capital shows the turnover of all financial position of the bank. Maintaining adequate working capital is an important factor in the banks. The financial position of a bank may be measured by the strength of working capital. It consists of current assets and current liabilities. It is the most significant part of urban banking activities. It preserves goodwill of the enterprise by meeting all expenses and liabilities at due date.

The following table indicates position of working capital of the bank during the period under study.

**Table No. 5.4**

**Table showing the position of Working Capital  
from 1997-98 to 2001-02**

(Rs. in Lakhs)		
<b>Year</b>	<b>Working Capital (Rs.)</b>	<b>Increase in Working Capital (Rs.)</b>
1997-1998	1870.50	---
1998-1999	2185.06	314.56
1999-2000	2735.35	550.29
2000-2001	3562.04	826.29
2001-2002	4561.26	999.21

Source : Compiled from Annual Reports of the Bank.

The above table indicates that the amount of working capital increased from Rs.1870.50 lakhs in 1998 to Rs. 4561.26 lakhs in 2002. It shows that the amount of working capital is increased nearly two and half times during the period under review. Thus in the year 1998-99 it was just Rs. 314.56 lakhs which increased to Rs. 999.21 lakhs in 2001-02 showing three fold increase during the period under study.

#### **5.2.5 Share of Deposits in Working Capital**

Following table shows the position of total deposits and its share in working capital.

**Table No. 5.5****Table showing the position of Deposits of the bank**

(Rs. in Lakhs)

<b>Year</b>	<b>Deposits (Rs.)</b>	<b>Increase in Deposits (Rs.)</b>	<b>Share in Working Capital</b>
1997-1998	1583.91	-	85 %
1998-1999	1887.17	303.26	86 %
1999-2000	2400.09	512.92	88 %
2000-2001	3152.87	752.78	89 %
2001-2002	3821.25	668.38	84 %

Source: Compiled from Annual Reports of the Bank.

The data in the above table shows that the total deposits increased from 1997-98 to 2001-02 by Rs. 1583.91 Lakhs to Rs. 3821.25 lakhs. However in 2001-02, it came down because of RBI policy regarding reducing the rate of interest on deposits from time to time. The share of deposit in working capital has also increased upto 89 % in the year 2000-01 from 85 % in the year 1997-98. However in the year 2001-02 it decreased upto 84 %. This is because of collection of deposits were less in the year 2001-02 as compare to its earlier year 2000-2001.

### **5.2.6 Loans and Advances**

Like collection of deposits, lending to borrowers is also the important function of the bank. Bank provides loan, in term of cash credit, mortgage, hypothecation, term loan, etc. The following table indicates the term wise position of loans and advances during the period of five years under study.



**Table No. 5.6**

**Table showing the position of term wise Loans and Advances of the bank for the period 1998-2002**

(Rs. in Lakhs)

<b>Year</b>	<b>Short term (Rs.)</b>	<b>Medium term (Rs.)</b>	<b>Long term (Rs.)</b>	<b>Total (Rs.)</b>
1997-1998	514.48	382.00	213.61	1110.09
1998-1999	617.96	400.17	310.51	1328.64
1999-2000	841.34	358.04	529.06	1728.44
2000-2001	1134.04	287.97	714.80	2136.81
2001-2002	1415.29	540.87	841.48	2796.04

Source : Complied from Annual Reports of the Bank.

The above table shows that the bank has granted short term, medium term and long term loans and advances in the study period. It is clear from the table that nearly 50 % of total loans and advances granted for short-term purpose. Bank gives loans and advances upto Rs. 25,000/- without any security for meeting the credit needs of borrowers. The short term loans from Rs. 514.48 lakhs in the year 1997-98 increased to Rs. 1415.29 lakhs in the year 2001-02. Medium term loan shows fluctuating trend. It shows highest loan amount in the year 2001-02 whereas lowest loan amount in the year 2000-01. Long term loans play important role in banking business. Mainly recovery problem arises in the case of long term loans.

In the above table, bank grants long term loan to big borrowers against cash credit, hypothecation, mortgage, etc. From Rs. 213.61 lakhs in the year 1997-98 long term loan amount increased upto Rs. 841.48 lakhs in the year 2001-02.

### 5.2.7 Share of Loans & Advances in Working Capital

The following table indicating the share of Loans and Advances in working capital for the period of five years under study.

**Table No. 5.7**

**Table showing the position of Loans and Advances of the bank  
for the period 1998-2002**

(Rs. in Lakhs)			
Year	Loans and Advances (Rs.)	Increase in Loans and Advances (Rs.)	Share in Working Capital
1997-1998	1110.09	-	59 %
1998-1999	1328.64	218.55	61 %
1999-2000	1728.44	399.80	63 %
2000-2001	2136.81	408.37	60 %
2001-2002	2796.04	659.23	61 %

Source: Compiled from Annual Reports of the Bank.

The above table shows that in each year amount of loans and advances granted increased. The amount of Rs. 1110.09 lakhs in the year 1997-98 increased to Rs. 2796.04 lakhs in the year 2001-02. The highest increase of lending operations recorded in the year 2001-02 of Rs. 659.23 lakhs. Share in working capital is also considerable important and constant. It ranges between 59% to 61%.

### 5.2.8 Investments

Investments are considered as the application of funds in order to derive revenue. As per the rules and regulations, every bank have compulsory to make investments in prescribed securities. The bank under study made its investments in state/central debentures, shares in co-operative societies and co-operative banks, Government securities and fixed deposits in Apex banks, K.D.C.C. Bank and other nationalised banks.

The following table shows the position of investments of the bank during the period of 5 years.

**Table No. 5.8**

**Table showing the position of investments of the bank during the period of 1997-98 to 2001-02**

(Rs. in Lakhs)		
Year	Investments (Rs.)	Increase in Investments (Rs.)
1997-1998	585.10	--
1998-1999	668.17	83.07
1999-2000	765.25	97.08
2000-2001	1191.75	426.50
2001-2002	1498.67	306.92

Source: Compiled from Annual Reports of the Bank.

The above table clearly shows that amount of investments increased from Rs. 585.10 lakhs in the year 1997-98 to Rs. 1498.67 lakhs in the year 2001-02. Investments were abnormally increased in the year 2000-01 by Rs. 426.50 lakhs due to rules and regulations framed in this behalf. In 2000-01, investments increased by Rs. 426.50 lakhs, recorded the highest increase among all the years of study period.

### 5.2.9 Overdues Position

Granting loans and advances is the main function of bank. Similarly, recovery of loans and advances is considered important act for progressive banking business. Bank's progress mainly depends on the recovery of loans and advances. In the present environment of banking business every bank follows lending norms and tries to recover maximum amount, otherwise it becomes a overdue increasing NPA. Overdue is a break stone in the progress of banks, so banks made attempt to reduce it as much as possible. Because of reduction in NPA days in recent years by RBI, overdue becomes the major problem before the banks.

The following table indicates the overdues position of the bank during the period under review.

**Table No. 5.9**  
**Table showing the position of Overdues**  
**from 1997-98 to 2001-02**

(Rs. in lakhs)			
<b>Year</b>	<b>Loans &amp; Advances Amount (Rs.)</b>	<b>Overdue Amount (Rs.)</b>	<b>% of Overdues to Loans Amount</b>
1997-1998	1110.09	132.35	11.92
1998-1999	1328.64	125.32	09.43
1999-2000	1728.44	175.79	10.17
2000-2001	2136.81	160.82	07.53
2001-2002	2796.04	160.41	05.74

Source : Compiled from Annual Reports of the Bank.

From the above table it will be clear that out of the total loans and advances granted Rs. 132.35 lakhs (i.e. 11.92%) were outstanding in the year 1997-98. The percentage came down to

5.74% during the year 2001-02. Further percentage of overdues to loan amount decreased in the year 1999-2000 to 2001-02 from 10.17% to 5.74%.

Bank set up a separate Loan Recovery Department whereby it recovers maximum outstanding amount. Thus the bank made attempt to recover the loans efficiently by following various schemes or plans.

### 5.2.10 Credit-Deposit Ratio

Credit-Deposit ratio shows the relationship between deposits collected and loans & advances granted. Following table indicates the CD Ratio of the bank for the period 1998 - 2002.

**Table No. 5.10**

**Table showing the position Credit-Deposit Ratio of the bank during the period 1997-98 to 2001-02**

(Rs. in Lakhs)			
Year	Deposits (Rs.)	Loans and Advances (Rs.)	CD Ratio
1997-1998	1583.91	1110.09	70 %
1998-1999	1887.17	1328.64	70 %
1999-2000	2400.09	1728.44	72 %
2000-2001	3152.87	2136.81	68 %
2001-2002	3821.25	2796.04	73 %

Source: Compiled from Annual Reports of the Bank.

The above table shows that the deposits as a percentage of loans and advances is changeable. The rate of CD ratio is constant during first two years, thereafter it increased by

2 %, again decreased by 4 %. However in the year 2001-02 it records the highest CD Ratio (73 %) as compare to its earlier years.

**5.2.11      Distribution of Profit**

Performance of a bank is assessed by examining the net profit earned and dividend rate. Any co-operative society is not aimed at earning profit but providing services to its customers hence, its main aim is not to earn profit while doing banking business. On the contrary, according to investors point of view, any investor who invest his money in any field, he first of all thinks about the return he receives in future in the form of dividend. Dividend is the return that the shareholders receive for investing his sums in bank. Before declaring dividend the banks have to transfer its profit to various Reserve funds such as building fund and other various funds to meet future financial difficulties. It is also compulsory for banks to transfer certain percentage of profit to Reserve fund, etc. according to the law.

The following table indicates the position of distribution of Profit to various funds, reserves, etc. and residual amount which is nothing but the dividend distributed among the shareholders.

**Table No. 5.11**  
**Table showing the position of Distribution of Profit**  
**from 1997-98 to 2001-02**

Year	Reserve Fund (Rs.)	Building Fund (Rs.)	Members Welfare Fund (Rs.)	Other Funds (Rs.)	Dividend (Rs.)	Total Profit (Rs.)
1997-1998	5,25,000	7,13,090	50,000	61,918	7,35,692	20,85,700
1998-1999	7,05,000	1,34,749	50,000	50,000	7,00,000	28,09,749
1999-2000	5,60,000	5,91,591	50,000	--	10,30,495	22,32,086
2000-2001	6,20,000	6,37,018	50,000	--	11,63,973	24,70,991
2001-2002	7,58,000	7,55,144	50,000	1,00,000	13,65,807	30,28,951

Source : Compiled from Annual Reports of the Bank.

From the above table it will be clear that the profit earned by bank were distributed among various funds and reserves. The bank transferred Rs. 50,000/- each year to Membership Welfare Fund. This fund is used for various programmes set up for welfare of the members. Out of the total profits as per the rules certain percentage of amount should be set aside for reserve fund and building fund. The bank also pays dividend at the rate of 12% each year. Thus the above table shows the distribution of profit to various funds, reserves and dividend.

### 5.3 CUSTOMER INFORMATION

From the data so far collected with the help of questionnaire from the various types of customers, following points of customer's profile emerged.

5.3.1 Kinds of Customers

From the data collected, the customers were mainly classified on the basis of age, occupation and sex, etc.

This classification is shown as under :

Table No. 5.12  
Table showing the position of customers  
according to kinds of customers.

(Figures in %)

Type of Customer	Age Groups				Total
	Below 25 years	Between 26 to 50 years	Between 51 to 65 years	Above 65 years	
Business	--	22	10	06	38
Service	04	29	11	03	47
Other	08	05	02	--	15
Total	12	56	23	09	100

Source : Primary Data.

The data in the above table shows that majority of customers were between 26 to 50 years of age group i.e. 56% and others 23% customers were above 51 to 65 years of age and 12% were below 25 years of age group. Whereas senior citizens i.e. customers above 65 years were recorded 9%. Further, occupation wise classification shows that :

- 38% are having their own business or profession
- 47% are in service only, and
- 15% of the customers are others i.e. housewives or not doing any service/business.



It is also clear from the above table that 4% of the customers doing service are below 25 years of age and 29% customers are between 26 to 50 years of age. Remaining 14% servicing customers are above 51 years of age group, whereas nearly 22% of the customers in business/profession are between 26 to 50 years age group and remaining 16% are in the age of above 51 years age group. However, there are no customers doing business/profession in the age group of below 25 years.

Similarly, when sex is considered it is noticed that 85% are male customers and other 15% are female customers.

**5.3.2 Selection of the Bank**

When the criteria of the customers in selecting a particular branch is studied through questionnaire, 58% customers has chosen their particular branch because of convenient location of the branch. It is near to their house or shop or business place or on the way of their service/business.

Secondly, convenient timing of the bank/branch is the reason for selecting particular branch, it has been found that nearly 23% customers open the account because of convenient banking hours of the branch. The bank, understudy, is working at morning and evening, so it is useful for businessmen, professionals and housewives to transact with the bank according to their convenience.

The exact position of the above is summarised in the following table.

**Table No. 5.13**

**Selection of Shri Panchaganga Nagari Sahakari Bank, Ltd.**

**Criteria used by customers**

<b>Sr. No.</b>	<b>Criteria</b>	<b>Percentage of customers</b>
1.	Convenient Location	58 %
2.	Good Image of the Bank	06 %
3.	Easy to take loans	11 %
4.	Convenient timing	23 %
5.	Other than these	02 %
Total		100 %

Source : Primary Data.

The data in the above table clearly point out the main reason for opening the account in the particular branch/bank is the convenient location or nearness from the house or office or business place. The second preference is for convenient timing for banking transactions. Again 6% of the customers are opinion that good image of the bank factor forced them to open the account with the bank.

**5.3.3 Relationship Period**

For how long period any customer come to contact with the bank/branch is also determine the satisfaction he receives from the bank. Following table shows the relationship period with the bank.

**Table No. 5.14**

**Table showing the relationship period of customers**

<b>Sr. No.</b>	<b>Time-lag</b>	<b>Percentage of customers</b>
1.	Upto 1 year	15 %
2.	Between 2 to 4 years	26 %
3.	More than 4 years	59 %
Total		100 %

Source : Primary Data.

The data in the above table shows that nearly 59% of the customers comes in contact with the bank more than 4 years. It is found through survey that some of the customers are with contact more than 15 to 20 years. This is because of efficient service, personal contact, nearness, etc. 26% customers are come in contact between 2 to 4 years while 15% customers open their account with the bank recently ranging upto one year period. The facility and services offered by the bank to its customers becomes the basis to determine the duration of relationship.

#### **5.3.4 Account with any other Commercial Bank**

Regarding the account with any other commercial bank, it has been noted that,

- a. 64% of the customers have their account with other commercial bank.
- b. Although the ratio of account of any other bank is more majority of the customers were satisfied with their account in Shri Panchaganga Nagari Sahakari Bank. Efficient service, convenient timing, easy availability of

loan, etc. are the reasons for this.

Further, it is noted that almost all customers opinion that the bank open and close according to time displayed. Not any single customer said that the bank is not open and close according to prescribed time. Some of the customers express that even after banking hours bank transacts with its customers on the ground of personal relationship.

### 5.3.5 Behaviour of Staff

Generally the bank staff behave politely. Their behaviour is never rudely with any of the customers. All branches staff are courteous and co-operative and they help/guide whenever any customer approach with bank staff.

In the following table, behaviour of the bank staff with the customers is shown.

**Table No. 5.15**

#### **Views of Customers Regarding Behaviour of the Staff**

<b>Sr. No.</b>	<b>Behaviour</b>	<b>Percentage of customers</b>
1.	Courteous and helpful	97 %
2.	Unhelpful	03 %
Total		100 %

Source : Primary Data.

The data in the above Table No. 5.15 shows that 97% of the customers are opinion that bank staff is courteous and helpful. It seems that majority of the customers are satisfied with the bank staff behaviour. On the other hand, only 3% customers feel that bank staff is unhelpful in discharging their duties. Though the

percentage of such customers is less but it should not be neglected. Thus it is true that more than 97% of the customers are satisfied, the Bank should consider firstly to those customers who are not satisfied with the services of the Bank.

### 5.3.6 Knowledge about Existing and New Services

Observations in the case of achieving knowledge about the existing and new services offered by the Bank are as shown in the following table.

**Table No. 5.16**

**The Percent of Advertising Reach and Understanding, Getting Knowledge About New and Existing Services by Customers**

Sr. No.	Sources	Percentage of customers
1.	Notice Board	76 %
2.	Bank Staff	12 %
3.	Letter/Pamphlet	05 %
4.	Through Bank Manager	03 %
5.	Other Sources (friends, relatives, etc.)	04 %
Total		100 %

Source : Primary Data.

From the above table it is clear that majority of customers come to know about new and existing services through Notice Board. 3/4<sup>th</sup> customers (76%) know by way of Notice Board only. Thus the customers who visits regularly know about new and existing services offered by the Bank. Only 12% bank staff

approach with customers regarding services offered by the Bank. Only little percentage of customers get information by way of advertisements, i.e. letters/pamphlets issued by the Bank. Thus it indicates that majority of customers known about new services by way of Notice Board, and if they have certain doubts, clarifications should be made by bank staff or branch manager promptly.

**5.3.7 Customers Complaints about Bank Services**

As far as complaints about the bank services are considered, it has been found that rarely anybody has got complaint (4%) about bank services. And these complaints are mostly of delay, error, parking facility, etc. Such complaints are settled by the concerned branch manager and bank staff with convincing approach. In each branch Complaint book and Suggestion box is available and complaints are solved sympathetically. Each branch manager is also available to accept any suggestion or complaint regarding customer services.

The following table will give the exact idea about it.

**Table No. 5.17**

**Percent of Customers having Complaints**

**About Bank Services**

<b>Sr. No.</b>	<b>Nature</b>	<b>Percentage of customers</b>
1.	No complaints during last 12 months	96 %
2.	Complaints during last 12 months	04 %
Total		100 %

Source : Primary Data.

5.3.8 Types of Customers

The following table shows the various types of customer interviewed.

Table No. 5.18

Table showing the position of types of customers

Sr. No.	Type of Customer	Percentage of customers
1.	Savings Account	28
2.	Current Account	16
3.	Fixed Account	06
4.	Borrowers	50
Total		100

Source : Primary Data.

Out of the total customers interviewed 28% of the customers are Saving Bank account holders and the remaining 16% and 6% are the Current and Fixed Deposit account holders. Whereas 50% customers are the borrowers including cash credit, mortgage, hypothecation, etc. Mostly businessmen are having current account whereas mostly servicing customers have saving account with the bank. Most of the housewives open their account in terms of Fixed Deposit account with the bank.

5.4 CUSTOMER SERVICE

After discussing the general information about the customers interviewed an attempt is here made to analyse and interpret the data about customers services offered by the bank. Bank provides its service to deposit, borrow, etc. and some other agency services. These are explained as follows.

**5.4.1 Time for Depositing and Withdrawing Cash**

As far as the time required for depositing cash and obtaining receipt of it, and withdrawing cash and getting a cheque book is concerned, it has been found that -

In most of the cases 5 to 10 minutes are required and some of the cases more than 10 to 15 minutes are taken. In exceptional cases more than 15 minutes are required for depositing and withdrawing cash. It is shown in the following table.

**Table No. 5.19**

**Table showing the Time taken by the Bank Staff  
in Attending Various Transactions**

Sr. No.	Transaction	Time Required		
		5 To 10 Minutes	10 To 15 Minutes	More than 15 Minutes
1.	Depositing Cash	76 %	18 %	4 %
2.	Withdrawing Cash	36 %	60 %	4 %
3.	Getting New Cheque Book	--	40 %	--

Source : Primary Data.

The data in the above table show that for most of the customers 5 to 10 minutes are required for depositing cash except in some cases more than 15 minutes are taken. It clearly shows that they are not treated well or they are not with services of the Bank. Similarly more than 60% customers require the time of 10 to 15 minutes for withdrawing cash.

The percentage of a customers reporting that 10 to 15 minutes taken for getting a cheque book is higher. But at the same time it must be noted that each and every customer is not availing



of cheque book facility. Hence, those who are making use of cheque book reported that 10 to 15 minutes are taken.

Thus, in general it can be said that the response for time taken in attending different transactions is quick in the case of most of the transactions. And it is moderate in case of some of the customers. But there is delay in case of some of the customers.

#### **5.4.2 Collection of Cheques, etc.**

As far as collecting and crediting the local cheque is concerned, it seems that there is no much problem for this. Generally, less than 3 days are taken depending upon number of times clearing in a day i.e. morning and afternoon. But while crediting an outstation cheque in some cases more than 8 to 10 days are taken.

#### **5.4.3 Withdrawals and Pass Book**

While depositing money nearly 88% of the customers take their pass books with them and others do not. Now-a-days it has made compulsory to bring the pass book while withdrawing cash. So Bank do not gave cash to customers without pass book.

Again, it has been also found that majority of the customers get the pass book completed and updated in the same day and returned it immediately to account holder. Through questionnaire, it has been found that almost all customers are able to understand the entries made in the pass book and there is no any complaint by the customers regarding pass book entries. However, many customers expressed that as far as possible this filling of pass book work should be done threw computer.

#### **5.4.4 Fixed Depositors**

It is found from the total cases investigated that the percentage of the customers having term deposits is 12% out of that term depositors, majority of customers are having fixed deposits and call deposits. Other customers are having deposited under the various plans commenced by the Bank.

When the time for depositing cash and obtaining FDR is observed, it is found that, these depositors get a special treatment i.e. time required is not more than 10 to 15 minutes.

Generally it is not a practice of banks to inform the customers about maturity date of fixed deposits. So many of the bank customers do not receive any intimation before the maturity of fixed deposit receipt. It is also observed that fixed depositors are aware of the various interest rates on fixed deposits.

#### **5.4.5 Loans & advances**

Generally banks provide financial assistance to needy people. Similarly Shri Panchaganga Nagari Sahakari Bank Ltd., Kolhapur grant credit to large of its members. The total members as on 31.03.2002 were 10078 numbers. Bank grants loans and advances to A class and B class members. The Bank has created a long standing reputation in providing surety loan (personal loan) right from its inception i.e. previously it was Rs. 10000/- now it is increased upto Rs. 25000/-. Thus the Bank grants loan upto Rs. 25000/- without any security.

The Bank give loans under its various plans to businessmen, professionals, salaried persons, students, etc. As per the rules and regulations, Bank also grants loans & advances

mainly to priority sector/weaker section. As per the types of customers, loans and advances is given to businessmen and professionals like Doctors, Architectures, etc. Bank also gave preference to grant loan to salaried persons which they generally utilise for construction of houses, purchase of flats, purchase of vehicles and purchase of household equipments like T. V., Computer, Refrigerator, etc.

**Time for Sanction of Loan**

From the questionnaire filled by the customers the time limit required for sanctioning the loan is observed (examined) and shown as in the following table.

**Table No. 5.20**

**Time required for Sanction of Loan from that of  
Submission of Loan Application and Disbursement**

Sr. No.	Transaction	Time Required		
		1 To 15 Days	15 To 20 Days	More than 20 Days
1.	Sanction of Loan	62 %	20 %	09 %
2.	Documentation	100 %	--	--
	Disbursement			

Source : Primary Data.

It is clear from the above table that majority of the customers are of the opinion that the time required to receive, sanction or rejection of loan application is upto 20 days and not more than that. Only in exceptional cases more than 20 days are taken. It is also important to note that all the customers are of the opinion that documents and disbursement part is done earlier. Thus all the borrower customer are satisfied with this earlier loan

sanction process.

It is found during the survey that almost all borrowers were opinion that the procedure of lending is simple, and borrowers can visit maximum two times for getting loan. There is a separate Loan Committee for each branch who decides about the loan proposals and takes decision immediately. This committee visits every week. Regarding the big loan amount the decision rests with the Board of Directors Meeting.

As the Bank grant loan upto Rs. 25000/- without security, Bank thereafter take precaution while sanctioning loan proposal. Bank takes into account the borrowers repaying capacity and security that he pledge with the bank. Personal relations factor has less affected in lending procedure. Although the rate of interest charged by bank on loans is as per the guidelines prescribed, some borrower demanded certain percentage of rebate should be given to such borrowers who paid their installments regularly and in time. Finally rating by borrower is recorded as 92% good bank to them during the survey.

#### **5.4.6 Other Services**

In spite of the main functions, bank provides some agency and other services to its customers. These services and information about services collected through questionnaire has been summarised as follows.

The bank has locker facility in all its branches. The charges for such locker depends upon the size of locker. Bank does not accept any rent from its customer, but takes interest free deposits ranging from Rs. 5,000/- to Rs. 10,000/- instead on rent charges.

The bank provides draft facility to its customers. Bank

provides this facility with the help of ICICI Bank, HDFC Bank and UTI Bank.

Regarding the agency services of the bank it has been found that bank renders some important agency services to its customers. Bank makes collections on behalf of customers in different types such as cheque, demand draft, bills of exchange and clean bills, etc. Bank also make the collection of interest and dividends on behalf of its customers.

Nearly 85% of bank staff consider that training programmes are necessary to train bank employees in giving better customer service. The bank under the study organises training or orientation programmes, conferences, etc. or send bank staff for such type of programmes.