## **CONTENTS**

CHAPTER		TITLE	PAGE			
	Declara					
	Certific					
	Acknow	Acknowledgement				
	Conten	Contents				
	List of					
	List of					
I	INTRODUCTION		1 - 13			
	1.1.	Introduction				
	1.2.	Importance of the Study				
	1.3.	Hypothesis of the Study				
	1.4.	Objectives of the Study				
	1.5.	Scope of the Study				
	1.6.	Methodology of the Study				
	1.7.	Sources of Data Collection				
	1.8.	Review of Literature				
	1.9.	Chapter Scheme				
II	Development of Co-operative Banking In India		14 - 54			
	2.1	Introduction				
	2.2	Co-operation				
	2.3	Types of Co-operative Societies				
	2.4	Co-operative Banking				
	2.5	Co-operative Banking Structure	•			
	2.6	Genesis of Urban Co-operative Banks	-			
	2.7	Definition of Urban Co-operative Banks				
	2.8	Role of Urban Co-operative Banks				
	2.9	Functions of Urban Co-operative Banks				
	2.10	Urban Co-operative Banks Vs. Commercial Banks				

CHAPTER		TITLE	PAGE
	2.11	Growth and Development of Urban Co-operative Banks In India	
	2.12	Imbalance Growth of Urban Co-operative Banks	
	2.13	Urban Co-operative Banks In Maharashtra	
	2.14	Urban Co-operative Banks In Kolhapur District	
	2.15	Urban Co-operative Banks In Kolhapur City	
Ш		le of Shri Panchaganga Nagari Sahakari Ltd., Kolhapur	55 - 64
	3.1	Introduction	
	3.2	Location of the Bank	
	3.3	Growth of the Bank	
IV	Conc	eptual Study Of Bank Customer Services	65 – 102
	4.1	Introduction	
	4.2	Banker (Bank)	
	4.3	Customer	
	4.4	Relationship between Banker and Customer	
	4.5	Obligations of Banker and Customer	
	4.6	Different types of customers	
	4.7	Service	
	4.8	Features of Services	
	4.9	Customer Service	
	4.10	Types of Services	
	4.11	Users of Services	
	4.12	Aspects of Bank Customer Service	
	4.13	Importance of Customer Service	
	4.14	Customer Service in Banks – Present Status	
	4.15	Customer services and Urban Co-operative Banks	
	4.16	Strategies of Customer Service	
	4.17	Tools for Customer Service	
	4.18	List of Services offered by UCBs	

CHAPTER	TITLE	PAGE			
V	Analysis and Interpretation of Data	103 -130			
	5.1 Introduction				
	5.2 Banking operations				
	5.3 Customer Information				
	5.4 Bank Customer Services				
VI	Observations, Conclusions and Suggestions	131 - 136			
	6.1 Observations and Conclusions				
	6.2 Suggestions				
	Bibliography				
	Appendix				