

## INDIAN BANKING SECTOR AT A GLANCE

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*Abstract - Banking Industry is a piece of the economy in the world. Today we are placed in the time of globalization around the world. Worldwide acquaintances have acknowledged globalization as their first vital decision. Improvement in technology has encouraged globalization also. E-commerce, e-marketing, e-banking are today's buzzwords. Banks have transformed them and are offering services through the Internet. Remarkably overriding element in the Indian economy and the financial sector was assumed by overseeing an accounting industry. The Indian financial sector underwent a sweeping change during the nineties. From the moderately closed and regulated environment in which agents had to operate earlier, the sector was launched up as part of the efficiency; enhancing structural policies bring about high sustainable long-term growth of the economy. The banking sector in India has come upon a speedy transformation. The actual primary purpose behind this change is the result of the enhanced security and encryption routines created on the Internet. The second reason is banks would be unwilling to lose a potential market share to banks that are willing to offer their services on the Internet. As banks rely increasingly on information technology and the Internet to carry on their business and interact with the market, technology risks will potentially increase, both for individual banks and the financial industry at large. Continuous technology advances and innovations are having significant impact on the way banks interact with their customers, suppliers and counterparts. This research paper focused on growth of Indian banking Industry. It mainly focused on Private and Public banks in India.*

*Key Words: Indian banking, Satara district, Private bank, Public bank.*

### 1.1 INTRODUCTION

In India, the significance of the business of saving money has been made accessible in the Banking Regulation Act, (BR Act), 1949. As stated in Section 5\_ (c) of the BR Act 'a banking company is a corporation which transacts the **business of banking in India.**' Further, Section 5\_ (b) of the BR Act defines banking as, 'accepting, with the end goal of giving or venture, of accepting from the public, repayable with interest or generally, and withdrawal, with check, draft, order or otherwise' [1].

The banking sector did not get an exemption to this rule [2]. The challenges before the banks would primarily lie in saving themselves from the growing threat of money laundering [3].

### 1.2 BANKING STRUCTURE IN INDIA

Banks which are integrated in the second phase of the RBI are called schedule banks. These banks comprise into two banks, which are termed as Scheduled Commercial Banks and Scheduled Co-operative Banks. These banks are eligible for certain amenities such as financial accommodations from Reserve Bank of India and have obligations to fulfill certain statutory obligations [4]. Thirteen types of banks available in India are described below.

1.2.1 Central banks are typically in command of economic policy through dynamic obligations and may be the bank of last resort to the banking sector in the event of a financial crisis. They are most often accused of controlling the cash supply, including printing paper cash. National banks in most created countries are institutionally intended to be free from political interference [5].

1.2.2 Investment banks give a guarantee of stock and bond issues and guidance on mergers. An investment bank is a budgetary institution, which aids community, enterprises, and governments in raising financial capital.

1.2.3 Merchant bank is a universal type of bank useful for trade financing. Besides, at this moment they are called banks, which give trusts to firms as shares instead of loans. As opposed to venture capital firms, they are not imprecise to put resources into new organizations.

1.2.4 Savings banks and loan associations, are called thrift organizations, are the second biggest assembly of depository institutions. They were traditionally settled as a group based organizations that offer an opportunity fund to give contracts to individuals to purchase homes and still accommodate for the most part of the investment funds and provide loans for the needy people.

1.2.5 Offshore banks are a bank located outside the nation of living arrangement of the investor, commonly in a low tax jurisdiction that gives financial and legal favorable circumstances, including more excellent protection law or no taxation, simple access of stores and security against neighborhood [3].

1.2.6 Commercial banks primarily lend to businesses (corporate banking). It is a type of bank that gives administrations. For example, tolerating stores from the client; give business advances, and offering fundamental financing items.

1.2.7 Retail banks, principally provide loan to the people. Retail Bank refers to the division of a bank those provisions uncomplicatedly with retail clients otherwise, called consumer banking or personal banking. Investment service such as wealth management, brokerage accounts, private banking and retirement planning is an integral part of retail banks.

1.2.8 Universal bank is the bank which gives a shifted assortment of monetary administrations for business and investment services to both. Separated from reserve funds and advances, the universal banks provide different services. For example, put resources into securities, credit cards, project finance, remittances, payment systems, project counseling, merchant banking, operations, insurance. And many other such services for creditors, Citigroup, an expansive American bank, are included in business and retail lending. It claims a merchant bank (Citicorp Merchant Bank Limited) an investment bank (Salomon Smith Barney); it works a private bank (Citigroup Private Bank); finally, its subsidiaries in tax-havens offer offshore banking services to customers in other countries. Thus, the commercial banking system in India is subdivided into distinctive banking sectors.

1.2.9 Public Sector banks majority stake is the responsibility of the government of India. It plays an imperative role in the Indian banking industry. According to Reserve Bank of India (RBI) report entitled "A Profile of banks 2012-13 "There are 26 public sector banks in India, having total 75,779 offices with 801659 employees working all over India in different public sector bank[6].

1.2.10 Private Sector banks the majority of the stake or equity is owned by private shareholders and not by government. As in the year 2012-13 there are total 20 private sector banks in which 13 banks are old private sector banks and 7 are new private sector banks, total 16001 offices are all over India. Total 269941 employees are working all over India [4].

1.2.11 Foreign bank was registered in a foreign country, but operates in India. The bank would be legally obliged to follow overseas where it is registered and obliged to follow Indian banks rules and regulations. There are aggregate 43 public sector banks in India, total 334 offices with 25384 employees working all over India in the year 2012-13.<sup>4</sup>

1.2.12 Cooperative sector banks are made by individuals who are in the same neighbourhood or expert group or need to impart the normal premium. Co-

operative banks are giving finance to the farm business, retail exchange, little industry items and a few representatives of those have to be doing their business in urban, semi-urban and rural areas of India. The co-operative banking sector has been generated in the nation for the supplement of the village money lender. <sup>4</sup>

1.2.13 Development banks are created in order to lend finance on a subsidized interest rate. Such lending is sanctioned to develop important sectors like agriculture, industry, import-export, housing and allied activities [8].

### 1.3 PHASES IN THE BANKING EVOLUTION

The banking industry is originated from 4000 years ago in place such as Babylon, Mesopotamia and Egypt, where grain and other valuable commodities were stored and receipts gave as proof of sale on purchases. In 1600's, bank using cheques as a medium of exchange and mid-1900's, the bank started the use of telegraph technology to transfer money from one location to another. Table 1.3.1 depicts stages, performs during banking evolutions & major changes in the banking sector during these phases.

Table 1.3.1 Bank evolutionary stages

Sr. No	Stages	Major changes during that period
1	Pre nationalization phase	Emerge of joint stock banking companies
		Introduction of deposit banking and bank branches
		The foundation of modern banking system was laid by Presidency banks and other joint stock banks.
2	Era of nationalization and consolidation	State bank of India formed out of imperial bank
		20 SCBs were nationalized in two phases
		Credit Programs were stimulated Social banking was Introduced
3	Introduction of financial & banking sector reforms and partial liberalization	This phase witnessed major changes in prudential regulations.
		Interest rates were deregulated.
		Statutory pre-emption of resources eased more private sector players to come and strengthen the system as a whole
4	Period of increase liberalization	FDI ceiling for the banking sector increase to 74% from 49%
		Roadmap for inclusion of foreign banks was declared.
		More liberal branch licensing policy was followed.

(Source: - BFSI sector in India report)

Table 1.3.2 Indian banking sector at a glance (Amount in 'billion)

Sr. No	Item	Amount outstanding (As	
		2012	2013
1	Balance sheet operation		
	Total Liabilities/assets	83,209	95,733
	Deposits	64,535	74,295
	Borrowings	8,438	10,105
	Loans and advances	50,736	58,797
	Investment	22,339	26,133
2	Profitability		
	Net Profit	817	912
	Return on asset	1.08	1.03
	Return on Equity	14.60	13.84
	Net interest margin	2.9	2.8
3	Asset Quality		
	Gross NPAs	1,429	1,940
	Net NPAs	652	986
	Gross NPAs ratio (As a percentage of gross advances)	3.1	3.6
	Net NPAs ratio (As percentage of net advances)	1.3	1.7
	Technological development		
4	Total number of credit cards (in millions)	18	20
	Total number of debit cards (in millions)	278	331
	Number of ATMS	95,686	114,014

(Source: -Appendix Table IV.1 Indian banking center at a glance [9])

#### 1.4 HISTORY OF BANKING INDUSTRY

The Indian banking sector is distinctive from the rest of the world's banking system because of the distinctive geographic, social and economic characteristics of the country. India is located in the second position in the case of the country's population in all over the world. It has marked economic disparities and high levels of illiteracy [10]. Of the world's top 1000 banks, 200 banks are situated in the United States (USA), 100 in Japan, 80 in Germany, 40 in Spain and around 40 in the United Kingdom (UK). Even China has as many as 16 banks within the top 1000, out of which, as many as 14 are in the top 500. India, on the other hand, had 20 banks within the top

1000 out of which only 6 were within the top 500 banks. This is perhaps a reflection in size of economies and of the financial sectors [11]. The table below depicts the evolution of the banks.

Table: 1.4.1 Evolution of the banks

Sr. No	Name of Bank	Starting Year
1	General Bank of India	1786
2	Bank of Bombay	1840
3	Bank of Madras	1843
4	Allahabad Bank	1865
5	Punjab National Bank	1894
6	Bank of India	1906 to 1913
	Central Bank of India	
	Bank of Baroda	
	Canara Bank	
	Indian Bank	
7	Reserve Bank of India	1935

Source (www.shodhganga.inflibnet.ac.in) [12].

In the year, 1913 to 1948 relatively 1100 banks are established in India. After independence, the government has reformed the Indian banking sector. Throughout the year 1955 Imperial Bank of India was transformed to be nationalized and change the name as a State Bank of India (SBI). SBI Bank goes about as a principal agent of RBI to handle managing an account transaction all over the nation. On 19<sup>th</sup> July, 1969, significant procedures of nationalization were completed. Till the year 1980, roughly 80% of the banking segments in India were formed under the government's proprietorship [7].

Intense competition has forced banks to rethink the way they operated their business. They had to reinvest and improve their business. They had to reinvent and improve their product and services to ensure that they are more beneficial and cost effective. Technology in the form of electronic banking has been able to find alternate banking practices at lower costs. Computerization of bank branches had begun to do installation of simple computers in the branch to automate the functioning of the bank; especially those branches are prominently traffic branches. Networking of branches is currently embraced to ensure better client administration. The networking of branches under CBS enables centralized data management and aids in the implementation of Internet and mobile banking. Besides, CBS helps in bringing the complete operations of banks under a single technology platform [13].

Today we found the Indian banking industry, in the midst of an IT transformation. A combination of regulatory and competitive reasons has led to the increasing importance of total banking automation in the Indian Banking Industry. The bank, which utilized the appropriate innovation to supply auspicious data, will see productivity increased and consequently pick up an intense edge. To contend with an economy which is opening up, it is straight forward for the Indian banks watch the latest technology and change it to conform to the world. Information technology offers a chance for banks to assemble new frameworks that address an extensive variety of client needs that may not be possible today [14].

To provide uniform information of all banks researcher used above mentioned parameters.

For year:- 1 for year 2008-09 , 2 for year 2009-10 , 3 for year 2010-11 , 4 for year 2011-12, 5 for year 2012-13 ,

For items:- A- No of offices, B- No of employee, C-Business per employee, D- Profit per employee, E- Deposits.

#### 1.4.2 State Bank of India

The State Bank of India was begun at the Bank of Bengal in the year 1806 and today it is considered one of the prime banks on the globe regarding branches, accounts, and different dimensions. The bank is majority-owned by the Indian government and consequently ends up with two objectives amplifying benefit and helping the government to execute its arrangements in budgetary administrations. One of the principle objectives of the national and state governments in India is financial inclusion, serving poverty in India, which has traditionally not had an entry to any financial services (www.docshut.com). State Bank Group comprises of the bank itself (State Bank of India) and seven (now six) Associate Banks (AB): State Bank of Bikaner and Raipur, State Bank of Hyderabad, State Bank of Indore, State Bank of Mysore, State Bank of Patiala, State Bank of Saurashtra (gained by State Bank of India in August 2008), State Bank of Travancore[3].

Indian banking development is a part of the biggest migration on Earth: 17,385 branches; 20,000 ATMs; 262 million accounts. 37 million peak transactions per day. State Bank of India consented to run the central framework on Hewlett-Packard Unix (HP-UX) as opposed to a mainframe to accomplish a more level Total Cost of Ownership (TCO) and one-third lower starting expense. State Bank of India agreed to run the Financial Network Services (FNS) central framework over Alltel efficient for BANCS' real-time capabilities, more modern architecture, and platform independence. SBI could decrease the amount of workers supporting IT from 15,000 to under 2,000 for dramatically lower TCO. Tata Consultancy Services (TCS) was the implementation partner and continues to ensure support for running the system. TCS

has subsequently purchased FNS and the BANCS system and maintains the code for State Bank of India. In the year 2013 in SBI is one of the India's leading public sector banks taking efforts to expand its existence in the world's second biggest economy with the lender set to commence its second branch in China. SBI Bank provides the latest Internet banking technology with inventive services to his customers.

Table 1.4.2 State Bank of India (SBI) Bank profile

	1	2	3	4	5
A	12070	13252	14350	14902	15564
B	205896	200299	222933	215481	228296
C	55.60	63.60	70.47	79.84	94.39
D	0.47	0.45	0.39	0.53	0.65
E	742073 1	804116 2	933932 8	104364 74	12027 396

(Source: A Profile of Banks 2012-13, (Amount in Million))

#### 1.4.3 Industrial Credit and Investment Corporation of India Limited (ICICI) bank-

In Year 1955, the action took by the World Bank, the Government of India and the executors of Indian Industry, for the organizing of ICICI Bank. The essential focus behind this is to make a progressive monetary establishment for giving medium-term and long-term project financing to different Indian organizations [15]. ICICI Bank was originally pushed ahead with in 1994 by ICICI Limited, an Indian financial institution, and was its wholly-owned subsidiary. In 1999, ICICI became the first Indian company and the first bank or financial institution from non-Japan Asia to be set out in the NYSE. ICICI bank is the leading bank in the private sector bank for adopting Internet banking facility to all branches worldwide

Table 1.4.3 ICICI bank profile

	1	2	3	4	5
A	1434	1721	2565	2786	3134
B	51835	41068	56969	58276	62065
C	115.4	76.5	73.5	70.8	73.5
D	1.1	0.9	1	1.1	1.4
E	218347 8	202016 6	225602 1	255500 0	292613 6

(Source: A Profile of Banks 2012-13, (Amount in Million))

#### 1.4.4 Canara Bank

Canara Bank was initiated in July 1906, at Mangalore. In 2003-2004 bank began internet banking services to customer in bank branch and in the year 2005, 100% computerization of the branches is finished. On June 2011,



the bank has extended its provincial vicinity, and presents 3273 different branches all over geographical sections. For recognizing customer convenience and awareness, the bank developed a number of delivery channels which include ATM, Internet and mobile banking services, fund transfer through NEFT and RTGS across all branches. The bank has 2509 branches which offer 'anyplace banking'. [16] Today, Canara bank occupies a leading position in banking sector having 100% CBS, and offers technology banking to all customers of the bank.

Table 1.4.4 Canara bank profile

	1	2	3	4	5
A	2850	3155	3365	3707	3837
B	44090	43380	43397	42272	42693
C	78.02	98.26	119.91	137.44	142.02
D	0.50	0.74	0.98	0.82	0.70
E	186892 5	234651 4	293436 6	327053 7	355856 0

(Source: A Profile of Banks 2012-13, (Amount in Million))

#### 1.4.5 Syndicate Bank

Syndicate Bank was first established in 1925 in Udupi. Their destination was essential to stretch out budgetary aid to the nearby weavers who were handicapped by an emergency in the handloom business through assembling little reserve funds from the group. A full-fledged IT arrangement is acknowledged by the bank for better administration and requirement fulfillment of the customer. For better administration and consciousness of technology, to enhance skills and knowledge of an employee, the bank organizes annual, quarterly training program for the employees and customers also. For better execution, bank turn towards Centralized Banking Solution (CBS) through which structural systems administration of all extensions everywhere. Today bank executed 100% CBS result [17].

Table 1.4.5 Syndicate bank profile

	1	2	3	4	5
A	2343	2429	2623	2828	3041
B	25068	25569	28509	26904	26606
C	75.07	74.68	87.54	107.41	125.70
D	0.36	0.32	0.40	0.53	0.81
E	115885 1	117025 8	135596 1	157941 1	185355 9

(Source: A Profile of Banks 2012-13, (Amount in Million))

#### 1.4.6 HDFC

Housing Development Finance Corporation Limited (HDFC Ltd.) was launched in the year 1977 with the objective to accomplish a community need of enabling home proprietorship by giving long-term finance to families. During the last three and a half decades, HDFC has changed the thought of housing finance for the developing middle class in India into a world-class business enterprise with complete status for professionalism, integrity and faultless service. The bank transacts both traditional commercial banking as well as investment banking. Today all branches of HDFC banks offer transactional Internet banking service to the customer.

Table 1.4.6 HDFC bank profile

	1	2	3	4	5
A	1422	1736	1999	2553	3046
B	52687	51888	55752	66076	69401
C	44.6	59	65.3	65.4	75.0
D	0.42	0.6	0.74	0.80	1.00
E	142811 6	167404 4	208586 4	246706 4	2962470

(Source: A Profile of Banks 2012-13, (Amount in Million))

#### 1.4.7 Axis Bank

Axis Bank was made in the context of the lead banks in India. The bank today has improved to the degree Rs. 358.89 corers with the public holding at 57.58%. The bank has an overall system through which more than 7 branches, offices and extension counters are joined with another. For 24 hours on administrations, to the client; Bank has a system of in-excess of 3082 ATMS through which client can revel in the banking services at whatever time, anywhere [18]. The bank has strengths in both retail & corporate banking and is determined to adopt the best industry practices internationally in order to achieve excellence. Axis bank provides 24 hours Internet bank services to the customer in a safe and sound atmosphere with appropriate assistance.

Table 1.4.7 AXIS bank profile

	1	2	3	4	5
A	831	1035	1466	1701	2019
B	2062	2164	2634	3173	3790
C	106.0	111.1	136.6	127.6	121.5
D	1.00	1.20	1.40	1.40	1.50
E	1173 741	1413 002	1892 378	2201 043	2526 136

(Source: A Profile of Banks 2012-13, (Amount in Million))

### 1.4.8 Dena Bank

Dena Bank was started in the year 1969. Dena bank provides different Internet banking services such as balance request for information, a cheque book request for information, fund transfer, Real-Time Gross Settlement System (RTGS)/National Electronic Fund Transfer (NEFT) transactions, outward cheque status inquiry and supplementary services to the customer. Dena bank is the first bank, which has been introduced minor saving scheme, Credit card in rural India known as “DENA KRISHI SAKH PATRA (DKSP)”. The bank has an ATM counter in Juhu, Mumbai with Smart card facility at selected branches in Mumbai. The bank uses a customer rating system for rating the bank services. Customers on Dena bank use comprehensively, assortment of Internet banking services.

Table 1.4.8 Dena bank profile

	1	2	3	4	5
A	1125	1165	1233	1286	1411
B	9883	10525	9953	10202	11093
C	71.40	82.70	107.70	128.40	143.10
D	0.47	0.49	0.62	0.79	0.73
E	430506	513443	642096	771668	972072

(Source: A Profile of Banks 2012-13, (Amount in Million))

### 1.4.9 Punjab National Bank (PNB)

PNB has established itself firmly as one of the premier banking institution in the country with a long tradition of rigorous and prudent banking. The bank has more than 119 years of penetrating presence, encounters in the banking segment. PNB has excess of 6000 branches with 6460 ATMs, 5047 Business Correspondents and 2165 ultra-small branches. Punjab National bank has an extensive client base give or take more than 82 million regarded clients are utilizing the services of banks. Recently PNB received “Vigilance excellence award 2014” by institute of public enterprises. It is one of the leading banks giving judicious and dependable banking administrations to its clients [19].

Table 1.4.9 Punjab National Bank profile

	1	2	3	4	5
A	4536	5056	5256	5777	5977
B	54780	57103	53114	62127	63292
C	65.49	80.80	101.78	113.20	116.52
D	0.56	0.73	0.84	0.84	0.81
E	209760 5	249329 8	312898 7	379588 5	391560 1

(Source: A Profile of Banks 2012-13, (Amount in Million))

### 1.4.10 Catholic Syrian Bank

The Catholic Syrian Bank Ltd begins on 26<sup>th</sup> November 1920. The bank started business on 1<sup>st</sup> January, 1921. Throughout the two decades since the establishment this bank was working in Kerala only. Nowadays it got developed and not lagging behind to accept the challenges instead of more than 75% of bank clients is by little and economically weaker strata of the society. The bank focuses on rural area customer, hence 80% of the bank branches are in rural and semi urban areas. In 2004 Catholic Syrian bank has tied-up with Birla Sun Life to manage its Rs 10- crore superannuation fund and in 2006 bank connected with Laser Soft to develop core banking tool and now bank provides abundant Internet banking services to the customer.

Table 1.4.10 Catholic Syrian bank profile

	1	2	3	4	5
A	377	378	377	385	403
B	2676	2696	2820	2651	2817
C	37.40	41.90	53.70		73.60
D	0.14	0.01	0.05	0.10	0.12
E	63328	69784	87257	106049	123416

(Source: A Profile of Banks 2012-13, (Amount in Million))

### 1.4.11 Industrial Development Bank of India (IDBI) Bank

IDBI Bank is the progressive bank in the present era around the world. Public sector bank completely focuses on core banking information technology platform. This empowers the bank to give brief, customized banking and financial administrations to the client. On date March 31, 2013, bank has downright business of Rs 4, 23,423 corers and the net benefit of Rs. 1882 corers [20]. The bank provides Internet banking facilities to its customers strongly. To avoid hacking of the transaction, the customer needs to understand the banks, Internet banking service and security criteria provided by the banks and for that bank provide proper guidance regarding technology updates to the customer.

Table 1.4.11 IDBI bank profile

	1	2	3	4	5
A	41041	43690	46462	50713	54478
B	462926	473041	471727	494520	507694
C	78.32	93.59	115.25	127.85	142.23
D	0.49	0.57	0.70	0.69	0.65

E	210570 56	258393 38	312658 62	359698 93	412725 23
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(Source: A Profile of Banks 2012-13, (Amount in Million))

#### 1.4.12 Karnataka Bank

Karnataka bank has started its working on February 18<sup>th</sup>, 1924 in Mangalore. The bank has in excess of 88 years' knowledge of giving proficient banking and quality administrations to its client. Around distinctive banks, Karnataka bank comprehended the centrality of centralized banking skeleton and started the core banking system in the year 2000. These skeletons engage to store and process all the customers' records from one single place at the data center, in dealing with all branch information are in Bangalore. Clients of the bank take full fledge profit of these developments [21]. The bank is having 88 years of experience at the forefront of providing proficient banking service and quality customer service. The bank has a nationwide presence with a network of 607 branches spread across 20 states and 2 Union territories with a nationwide network are available.

Table 1.4.12 Karnataka bank profile

	1	2	3	4	5
A	469	486	501	527	574
B	4947	5244	5795	6087	6339
C	64.90	72.70	77.10	85.90	96.60
D	0.50	0.30	0.40	0.40	0.50
E	203333	237306	273364	316083	360562

(Source: A Profile of Banks 2012-13, (Amount in Million))

#### 1.4.13 Bank of India

Bank of India started in 17<sup>th</sup> September, 1906. Shortly bank has broad vicinity in 20 diverse remote nations spread in excess of 5 landmasses having 53 business locales including 4 subsidiaries, 4 Representative Offices and 1 Joint Venture, with key banking and financial canters viz., Tokyo, Singapore, Hong Kong, London, Jersey, Paris and New York [22]. Presently, Bank of India has 2609 branches in India spread over all states/ union territories including 93 specialized branches. These branches are checked through 48 Zonal Offices. The Bank has been the foremost among the nationalized banks to establish a fully computerized branch and ATM facility at the Mahalaxmi Branch at Mumbai way back in 1989. Bank of India was the first Indian Bank to open a branch outside the country, in London, in 1946. Nowadays it is one of the leading banks in the Indian banking sector.

Table 1.4.13 Bank of India Bank profile

	1	2	3	4	5
A	3118	3304	3586	4088	4373
B	40155	39676	39788	41537	42348
C	83.30	101.10	128.40	136.00	158.20
D	0.75	0.44	0.62	0.64	0.64
E	189708	229761	298885	318216	381839

(Source: A Profile of Banks 2012-13, (Amount in Million))

#### 1.4.14 Bank of Baroda (BOB)

Bank of Baroda trusts in the quality and honesty of associations assembled with its clients. The bank has 102 years of experience in the banking business, having self-confidence of Internet banking administrations. The client can revel in diverse web benefits in advantageous time. Bank provides information about the summary of all operative, deposits, loan information and provides account information to the customer [23]. The Bank of Baroda has the second largest resource base in the country after State Bank of India. The bank of Baroda has set up a core support group consisting of 500 knowledge workers from across its branches to help catalyze change management.

Table 1.4.14 Bank of Baroda bank profile

	1	2	3	4	5
A	3006	3182	3447	3993	4377
B	364440	38152	39385	41447	43108
C	91.40	98.10	122.90	146.60	168.90
D	0.60	0.80	1.10	1.20	1.00
E	192397 0	241261 9	305439 5	384871 1	473883 3

(Source: A Profile of Banks 2012-13, (Amount in Million))

#### 1.4.15 Central Bank of India

Central Bank of India was the leading Indian business bank oversaw by Indians, which were initiated in the year 1911. National Bank of India holds an exceptionally prominent blemish around the public sector banks, having a system of bank branches through which client of anywhere can log on any bank branches and delight in the bank services [24]. In year 2000, banks have introduced 7-day banking services in selected computerized branches in Chennai. The bank launched Go Green Campaign for customers. Now a day's bank provides well-organized and sheltered Internet banking service to the entire branch customer.

Table 1.4.15 Central Bank of India Bank profile

	1	2	3	4	5
A	3644	3704	3871	4151	4429
B	32804	34826	34015	35901	37113
C	56.03	71.18	83.52	86.16	97.30
D	0.17	0.33	0.44	0.15	0.28
E	131271 8	162107 5	179356 0	196173 3	226038 3

(Source: A Profile of Banks 2012-13, (Amount in Million))

#### 1.4.16 Corporation Bank

Corporation Bank started in 1906, in the sanctuary town of Udipi, by the pioneering deliberations of an aggregation of visionaries. Corporation Bank was the herald came to developing and adjusting to the financial part of the banks. In 1997, it turned into the second public sector bank in the nation to enter the capital market. Initial Public Offering (IPO) was oversubscribed by 13 times. Sooner or later banks have to enter the electronic banking just to survive in the competitive market. Now it's high time for banks to move in the direction of International Standards in terms of IT security, audit and controls.

Table 1.4.16 Corporation bank profile

	1	2	3	4	5
A	1079	1180	1370	1512	1716
B	124665	13143	13861	13813	14819
C	104.90	126.87	157.28	171.30	192.13
D	0.76	0.95	1.09	1.09	0.97
E	739839	927337	116747 5	136142 2	1660055

(Source: A Profile of Banks 2012-13, (Amount in Million))

#### 1.4.18 Indian Overseas Bank (IOB)

Indian Overseas Bank (IOB) was laid down by in 10<sup>th</sup> February, 1937. In 1964, it introduced computerization in the areas of inter-branch reconciliation and provident fund accounts. It was the first bank to venture into consumer credit by introducing a personal loan scheme. In 1968, IOB built a full-fledged office which deals with the needs of the agriculture division. IOB was nationalized in 1969. As of March 31<sup>st</sup>, 2011, it operated a network of approximately 2,184 branches in India, 2 in Hong Kong, and 1 each in Singapore, Korea, Sri Lanka, and Bangkok. The bank also operates 1,043 automated teller machines. It was ranked no. 1 among public sector banks by Business Today –PMG survey and Financial Express– Ernst and Young survey.

Table 1.4.18 Indian Overseas bank profile

	1	2	3	4	5
A	2012	2099	2	2733	3042
B	25512	267332	25626	27201	28280
C	68.95	71.20	100.50	117.60	128.80
D	0.52	0.26	0.42	0.38	0.20
E	100115 9	110794 7	145228 8	178434 2	202135 3

(Source: A Profile of Banks 2012-13, (Amount in Million))

#### 1.4.19 ING Vysys bank Ltd.

This bank was carried out in the year 1930. The fundamental motivation to structure a bank, which gives some assistance to the persons who weren't preferential enough to revel in banking administrations. In 2002, Dutch banking giant ING took over the management of the bank and name was changed to ING Vysys bank. Today it has presence in over 5 countries, employing over 1, 20,000 people and serving 75 million customers across the globe to provide Internet banking services to the customer. As per the requirement of Internet banking services, bank installed required hardware and software configuration in every bank branch.

Table 3.4.19 ING Vysya Bank Ltd. profile

	1	2	3	4	5
A	474	497	527	547	562
B	6086	6113	6909	9642	9381
C	60.64	62.38	67.48	55.98	64.43
D	0.30	0.39	0.45	0.46	0.63
E	248895	258653	301942	35195	41334

(Source: A Profile of Banks 2012-13, (Amount in Million))

#### 1.4.20 United Commercial Bank Ltd. (UCO Bank)

The United Commercial Bank Ltd. was conceived in the year of 6<sup>th</sup> January, 1943 with its Registered and Head Office at Kolkata. In the year 1985, the name of the bank changed to UCO BANK. As of 6<sup>th</sup> January, 2013 the bank had 2,500 service units spread all over India, with two overseas branches each in Singapore and Hong Kong. The bank has 44 Zonal offices spread all over India. In the year 2013-14, its total business was Rs 3550 billion. Based on 2014 data, it is ranked 1860 on the Forbes Global 2000 list.



Table 1.4.20 UCO bank profile

	1	2	3	4	5
A	2113	2195	2248	2436	2646
B	23736	23264	23026	23147	24109
C	73.20	86.40	106.90	116.40	118.90
D	0.24	0.44	0.42	0.51	0.27
E	100221 6	122415 6	145277 6	154003 5	173431 0

(Source: A Profile of Banks 2012-13, (Amount in Million))

#### 1.4.21 Union Bank of India (UBI)

Union Bank of India was set up on 11<sup>th</sup> November 1920; Union Bank has accepted a greatly essential part in the financial development of India. Regardless, 100 percent of bank extensions are under framework's organization and using Core Banking Solution at a substantial stage to offer choices to customers, adding speed and convenience for transactions. UBI has launched today its major IT initiative, the Core Banking Solution, for anywhere banking interconnecting its 12 branches across centers. Union Bank has signed an agreement with Corporation Bank to share its Cash Management System infrastructure and implemented a Quality Management System in 64 branches and 3 extension counters. Bank ties up with more banks for the sharing of the ATM network. UBI has launched a Union Bill Pay, a convenient utility bill payment service for its customers.

Table 1.4.21 Union Bank of India Bank profile

	1	2	3	4	5
A	2684	2941	3150	3344	3660
B	29014	29419	27746	30838	31798
C	69.40	85.30	104.30	107.00	121.50
D	0.63	0.75	0.80	0.60	0.70
E	138702 8	170039 7	202461 3	222868 9	263761 6

(Source: A Profile of Banks 2012-13, (Amount in Million))

#### 1.4.22 Allahabad Bank

Allahabad Bank was started on 24<sup>th</sup> April, 1865 by a group of Europeans in Allahabad. In 1920, the bank turned into a piece of P & O Banking Corporation's gathering with an offer cost of Rs.436 per share. In October 2006, the bank is under Core Banking Solution [25]. The bank provides 24 hours of connectivity with its 2165 branches across the length and breadth of the country. In 143 years of its existence, the bank has come a long way from developing a

wide grip over all the corners of India. At present, Allahabad Bank has 44 Zonal offices, 6 staff training colleges and 3 staff training centers all over India. Banks take initiative towards updating internet banking technology.

Table 1.4.22 Allahabad bank profile

	1	2	3	4	5
A	2340	2367	2504	2594	2794
B	20457	20959	21227	22334	22557
C	70.60	84.50	106.30	121.70	137.30
D	0.38	0.58	0.67	0.84	0.53
E	849718	1060558	1318872	1595931	1787416

(Source: A Profile of Banks 2012-13, (Amount in Million))

### 1.5 CONCLUSION

The role of banks is not only directly important, but also it is enormously needful in the precise conduct of the programs projected by the government. So that it may revolutionize in the provision of loans from time to time along with their views and behaviour also to the people of weaker sections of the society. In order to change the social and economic structure of the country, the bank shall have to adopt the advanced technologies with innovative services to increase the customers of the bank.

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