

**GOVERNMENT OF INDIA
FINANCE
LOK SABHA**

UNSTARRED QUESTION NO:2900
ANSWERED ON:29.08.2012
SBI BRANCHES
Bajirao Shri Patil Padamsinha

Will the Minister of FINANCE be pleased to state:

- (a) the district-wise details of the branches of the State Bank of India (SBI) in the country including Maharashtra and the number of computerised branches out of these and the places where the ATMs have been installed;
- (b) whether the SBI branches fulfil the criteria of upgradation;
- (c) if so, the details thereof;
- (d) whether the assessment/survey of the customer satisfaction has been conducted by these branches; and
- (e) if so, the details thereof and the steps taken/being taken to provide better facilities to customers?

Answer

Minister of State in the Ministry of Finance (Shri Namo Narain Meena)

(a) to (e):- As reported by Reserve Bank of India, the State-wise and district-wise details of number of branches of State Bank of India including the State of Maharashtra are given in Annex I and Annex II.

State Bank of India (SBI) has reported that all its branches are fully computerized and are on Core Banking platform. SBI has installed 22,469 ATMs in the country, of which 12,327 are on-site and 10,142 are off-site. All branches of SBI observe 15th of every month as Customer's day and conduct Customer Relations programme. On feedback received from customers, suggestions found implementable are implemented in a time bound manner.