

**GOVERNMENT OF INDIA
FINANCE
LOK SABHA**

UNSTARRED QUESTION NO:4507

ANSWERED ON:19.12.2014

SBI BRANCHES

Sawant Shri Arvind Ganpat;Tumane Shri Krupal Balaji

Will the Minister of FINANCE be pleased to state:

- (a) the number of State Bank of India (SBI) branches presently functioning in the country, State/UT-wise including Maharashtra;
- (b) the number of branches out of the said branches which are fully computerized /ATMs installed, State/UT-wise;
- (c) whether the SBI has conducted any survey regarding customer satisfaction;
- (d) if so, the details thereof along with the outcome of the said survey; and
- (e) the steps taken/being taken by the Government to provide better services to the customers?

Answer

The Minister of State in the Ministry of Finance (SHRI JAYANT SINHA)

- (a) and (b) As per information received from State Bank of India, it has 16160 branches across the country, including 1369 in Maharashtra, as on 30.11.2014 and all its branches are fully computerized and Core Banking Solution (CBS) enabled. State/UT-wise number of branches are given in Annexure.
- (c) and (d) As a part of customer excellence Project, an external survey has recently been conducted by SBI, whose findings are not yet known to them.
- (e) Reserve Bank of India (RBI) has advised all banks that Banks' systems should be oriented towards providing better customer service and they should periodically study these systems and their impact on customer service. Banks should have a Board approved policy and a Customer Service Committee of the Board to oversee the improvement in quality of service provided by the bank.