



ANDAMAN & NICOBAR STATE CO-OPERATIVE BANK LTD.
PORT BLAIR (H.O)
QUESTIONNAIRE

We, the HEAD OFFICE of A & N State Co-op Bank Ltd request the kind customers of our bank to feel free and provide their Valuable Feedback Suggestion and Satisfaction regarding the working at the concerned Branch Office. The customer's feedback will be kept confidentially at the Head Office without any discriminatory proceedings. Your co-operation is solicited. Thank You..!!

CUSTOMER PROFILE DIMENSIONS	<i><u>(This data will be kept confidentially)</u></i>
Name & Account No.	
Gender	
Age	
Occupation	
Educational Qualification	
Branch Name	

Phase 1: Customer's rating on banking with A&N SCB

1. Why did you prefer this bank (ANSCB) for opening an a/c?
 - Better interest rates Customer friendly employees Brand image
 - Offers best banking services lies in the vicinity of your Place
2. Who referred you to open an a/c in ANSCB?
 - Friends & relatives Agents Bank representatives Bank employee
3. What type of a/c do you have in ANSCB?
 - Savings Bank a/c Current a/c Term deposit Recurring deposit
 - Others
4. What is the number of years since you have been making transaction with this bank?
 - 1 year 1-2 year 2-3 year 3-5 year more than 5 years
5. What is the approx. Quantum of loan which you have received from the bank recently?
 - Below Rs 1, 00,000 Rs 1, 00,000-5, 00, 000 above Rs 5, 00,000
 - None
6. What is your opinion about the rate of interest you get on your deposits?
 - Higher than other banks lower than other banks
7. Are you happy with the time taken by the bank for processing your loan application?
 - Highly satisfied Satisfied Moderate Dissatisfied Needs improvement
8. What is your opinion on the documentation and procedures followed in the bank?
 - Excellent Good Cumbersome/Complicated (Cite reason).....
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Phase 2: Customer's rating with reference to Branch Office

9. How would you rate the employees of ANSCB at the Branch Office?
 Excellent Good Fair (Cite reason).....
10. How do you rate the correspondence of ANSCB with the customers?
 Excellent Good Fair Slow (Cite reason).....
11. How do you feel about the banking hours of the Branch Office in your area?
 Excellent Good Not comfortable (Cite reason).....
12. How do you rate the interaction and moral ethics of the Branch Manager?
 Excellent Good Fair Bad (Cite reason).....
13. How do you rate the infrastructure at the Branch where you bank?
 Excellent Good Fair Needs to be developed (Cite reason).....
14. Give your rating on the performance of banking staff at the Branch Office:

Attributes	Excellent	Good	Fair	Bad
Courtesy				
Determination				
Friendly				
Motivating				
Patience				

Phase 3: Customer's rating with reference to the services offered

15. What do you think about the ATM facility recently started in?
 Excellent Good Fair (Cite reason).....
16. Give your rating on the services rendered by the bank:

Services Attributes	Excellent	Good	Fair
<u>LOANS:</u> a) Agriculture b) Housing c) Education d) Vehicle(LMV/HMV, Two wheeler) e) Medical f) Consumption/ Personal g) Business h) Gold Loan			
<u>DEPOSITS:</u> a) Savings Bank a/c b) Current a/c c) Recurring deposits d) Fixed deposits e) RIS (Re-investment scheme) f) Day deposit g) Other deposits			
<u>FACILITIES:</u> a) Locker facility			

b) Any branch business facility			
c) Pension facility			

**Phase 4: Customer’s suggestion & valuable recommendations for
Andaman & Nicobar State Co-operative Bank**

17. Give in your suggestion for any improvement that you would like to see in ANSCB:

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18. What should be the MISSION of ANSCB in terms of customer’s perspective?

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19. What else, other than Deposits and Advances, you expect from ANSCB?

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20. Any other comments

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Signature of the customer

NOTE: *The customers are advised that this form should be sent duly-filled in the cover provided at the back of this form to the head office. The feedback forms should not be handed over to the concerned Branch Managers. The filled-in date will not be disclosed.*

**The Managing Director,
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