

GOVERNMENT OF INDIA  
MINISTRY OF FINANCE  
DEPARTMENT OF FINANCIAL SERVICES

**RAJYA SABHA**

**UNSTARRED QUESTION NO. 4374**

TO BE ANSWERED ON THE 11<sup>TH</sup> APRIL, 2017 / 21 CHAITRA, 1938 (SAKA)

**Review of efficiency of SBI branches in A.P.**

4374. **SHRI V. VIJAYASAI REDDY:**

Will the Minister of FINANCE be pleased to state:

- (a) whether it is a fact that a number of rural branches of the State Bank of India are under-manned and under staffed all over the country;
- (b) whether any survey has been conducted regarding the poor service extended by SBI in rural areas;
- (c) whether SBI will take steps to compensate customers and the public for poor quality of service in rural branches;
- (d) whether it is a fact that SBI branches in Andhra Pradesh are not opening accounts in Andhra Pradesh; and
- (e) the steps proposed to review the level of efficiency at rural SBI branches in Andhra Pradesh?

**ANSWER**

THE MINISTER OF STATE IN THE MINISTRY OF FINANCE  
(SHRI SANTOSH KUMAR GANGWAR)

(a) to (e): State Bank of India (SBI) has a Manpower policy and manpower requirement of the Bank is done based on the retirements and business requirements. As such, the postings in rural Branches are done as per this policy calculating the requirements.

No such survey has been conducted by State Bank of India. The respective Local Head Offices of SBI are monitoring service level and breakdown aspects of Branches on an ongoing basis.

There is well defined compensation policy of SBI which describes the circumstances under which bank is compensating customers and this policy is also placed on the official website of SBI at [www.sbi.co.in](http://www.sbi.co.in). The Branches in

Hyderabad Circle which include the States of Andhra Pradesh and Telangana have opened 3,30,306 accounts during the month of February, 2017. As such, it is confirmed that accounts are being opened in the state of Andhra Pradesh.

The SBI looks into the performance of branches in Andhra Pradesh and Telangana separately for better monitoring and review of banking activities in the states of Andhra Pradesh and Telangana.

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