

APPENDIX 5

SUB: Request for the following data for PhD thesis work

Date: 27/2/06

To,
Mr. S. K. Nanda
Development Officer
State Bank of India

Respected Sir:

I am pursuing a PhD in the area of "Utilization of technology for improving customer relationships in Banks". This is validated by the letter from my guide Dr. J. D. Jadeja, a copy of which is attached along with this letter. The data that you will provide will be used only for assisting me in my research work and no particular reference will be made to SBI at any point of time.

I am interested in the following data:

- 1) Year wise Increase in number of current account holders in the last 5 years.
- 2) Year wise Increase in the number of ATM hits in the last 3 years.
- 3) Any other data that indicates a new system introduced (for e.g. Internet banking or core banking) in the bank and its effect on its customers.

Sincerely

(Tanushri Banerjee)