

The Public and Private Sectors' Banking Services: A Comparison with Particular Reference to Bhopal City

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Abstract—The performance and effectiveness of industrial banks are crucial components of the efficiency and efficacy of a nation's financial system. The overarching aim of banking sector reforms in India has been to enhance the efficiency and profitability of banks. Before these reforms, the industry was nearly a monopoly, primarily controlled by public sector banks. However, the banking reforms have introduced a variety of private and foreign banks into the market, providing them with greater autonomy.

Operational efficiency serves as an indicator that will aid not only the public but also management, regulators, and supervisors in understanding and evaluating the relative efficiency of the players competing within the banking sector.

Profits are vital for the survival of any business entity. In addition to survival, the long-term growth of a business is also contingent upon its profitability. Analysing the profitability of banks presents a significant challenge, as the primary objective of establishing Indian banks is to serve the community. In light of this mission, banks have historically placed less emphasis on profit generation.

Index Terms—Banks, Banking Services, Financial Services, Public Bank, Private Bank.

I. INTRODUCTION

The swift evolution of the banking sector in the past decade has enhanced its strength, cleanliness, transparency, efficiency, speed, discipline, and competitiveness. The history of banking in India is extensive, encompassing traditional banking practices from the British colonial era to the period of reforms, the nationalization and subsequent privatization of banks, and the growing presence of foreign banks in the country. Consequently, the banking landscape in India has undergone a significant transformation. Rural banking and microfinance serve as two crucial avenues for Indian banks to expand and compete with their international counterparts.

Prior to the formation of banks, financial transactions were managed by moneylenders and individuals, during which interest rates were exceedingly high. Additionally, there was a lack of security for public savings and no standardization concerning loans. To address these issues, the organized banking sector was created, fully regulated by the government. This organized banking sector operates within the financial framework to offer loans, accept deposits, and deliver various services to its clientele.

FUNCTIONS OF BANK

- To ensure the safety of customers' savings.
- To regulate the availability of money and credit.
- To foster public trust in the financial system, thereby promoting savings efficiently and swiftly.
- To prevent the concentration of financial authority among a limited number of individuals and institutions.
- To establish uniform standards and conditions (such as interest rates, lending periods, etc.) for all customer categories.

II. LITERATURE REVIEW

1) Emelda Thomas (2021):

The banking industry has undergone significant transition over the last decade, making it stronger, cleaner, more transparent, efficient, speedier, more disciplined, and much more competitive. The history of the banking sector in India is extensive and includes traditional banking practices from the British era, the reform era, bank nationalization and privatization, and the current surge of foreign banks in the country. As a result, Indian banking has had a lengthy history. The two main methods that Indian banks can expand and compete with foreign banks are through microfinance and rural banking.

2) Dr. V. Lakshmi, Preeshma KV (2023):

The primary topic of the comparison study is the performance analysis of Public Sector Banks (PSBs) and Private Sector Banks (PSBs), with an emphasis on non-performing assets (NPAs). The primary factors analyzed are Return on Assets (ROA), Net NPAs, Gross NPAs, and Net Profit. The poll aims to provide light on the overall effectiveness, risk management, and financial health of both public and private banks in order to determine their benefits and drawbacks. Policymakers and stakeholders need to be well-versed in these areas in order to make informed decisions about the banking industry. The study's conclusions indicate that both public and private banks have seen positive financial development, as evidenced by rising net profit, a notable return on assets, and gross non-performing assets (NPA).

3) Sagarika Mohanty (2021):

The analyzation of the non-performing assets (NPA) of a few Indian public and private sector banks. The study's primary conclusion is that, when it comes to the relationship between net non-performing assets (NPA) and net profit, all banks—with the exception of a few private sector banks—have a negative connection. NPA is one of the main problems facing the banking industry, according to this study. Eliminating non-performing assets (NPA) from banks is a challenging task. The RBI must intervene to combat non-performing assets.

4) Poonam Sharma, Dr. Neha Mathur (2020):

A Comparative Analysis of Public and Private Sector Banks: A Particular Focus on Financial Performance and Non-Performing Assets." According to this report, private sector banks make more money than public sector banks. Following the mergers of private sector banks with public sector banks, financial performance has not improved. However, following the mergers of private sector banks with public sector banks, the capital adequacy ratio has improved. Because private sector banks have a higher credit rating than public sector banks, their non-performing assets (NPAs) are smaller.

5) Preeti Srivastava Mansi Joshi, Do. Purvi Dipen Devashri (2022):

The comparison of non-performing assets (NPA) across a subset of public and private sector banks. The

analysis came to the conclusion that the bank should enhance its credit and repayment structure as a result of the NPA's eradication. Therefore, the bank ought to abide by all government-issued credit policies and take appropriate action against non-performing assets.

6) Amrit Kaur (2022):

The introduction of tech banking in the 21st century has given the banking business a university-like quality. Banking can be categorized as retail or corporate banking. Retail banking caters to individual clients, offering services such as bill payment, credit card, consumer loans, and checking accounts. Corporate banking provides services for corporate customers, including mail opening, credit, cash management, bill discounting, and more.

7) Natasha Sahu, Shabnam (2015):

Banking has taken on a new dimension in the 21st century with the introduction of technology, giving it a more widespread appeal. Banking is often divided into two categories: retail and corporate. Retail banking offers services such as bill payment, loans, credit cards, and checking accounts to help people save and meet their needs. Corporate banking provides services such as bill discounting, letter of credit opening, and cash management for corporate customers.

8) Dr. S. Arunpriya, Ms. P. Arul Inbarasi, Mr. V. Jeeva, Mr. M. Karthikeyan (2024):

This study compares banking services provided by public and private sector banks in Bhopal. The research focuses on several criteria, including product offers, customer satisfaction, service quality, technology advancements, and accessibility. Data will be collected from clients, bank personnel, and industry experts using surveys, interviews, and secondary research. Statistical methods and processes will be used to analyse and draw important inferences from the collected data. The report aims to provide valuable insights into the opportunities, difficulties, and limitations faced by public and private sector banks in the Bhopal market.

9) Vinod Kumar Adwani, Mahendra Vishwakarma (2023):

Indian banks, both public and commercial, have demonstrated robust expansion in the nation's

economy since the turn of the twenty-first century. Both kinds of banks are increasingly contributing to the nation's valued banking sector as an independent entity. ICICI Bank Limited, the fastest-growing private sector bank, and State Bank of India, the market leader in public sector banks, are competing with one another in India's thriving commercial environment. Since banking is entirely dependent on the skills of its personnel, it is a mental labour-based enterprise. The data from the previous ten fiscal years as a suitable sample.

10) Devendrasinh Dalpatsinh Zala, Dr C. M. Thakkar (2022)

The two biggest banks in India's public and private sectors are State Bank of India (SBI) and ICICI Bank. The main components of a nation's financial system are the effectiveness and performance of its commercial banks. In light of this, the study aimed to assess the efficiency and solvency positions of SBI and ICICI Bank by applying profitability, solvency, and management efficiency ratios. It has been determined by the analysis that both banks are operating profitably and upholding the necessary standards. In terms of deposits, advances, investments, net profit, and total assets, SBI and ICICI Bank's performance differs significantly, as this comparison research shows. According to the survey, SBI has a wider range of operations than ICICI Bank.

11) Dr. Sangeeta Malpani (2014):

As the backbone of the money market of a developed nation, the banking system is crucial to the growth of an economy by making it competitive and resilient enough to handle any financial issue. Every economy's financial system will alter in response to environmental shifts. As the largest providers of credit and the recipients of the majority of the public's savings, banks are the most important participants in the Indian financial sector. Banking is crucial to the economic growth of every country in the world since a well-developed banking system is both a key and a gauge of a nation's overall economic health.

12) Jagadish Biradar (2020)

The Indian economy has seen changes in a number of sectors as a result of the economic reforms that the government started some 20 years ago. This also applies to the banking industry in India. Economic

reforms have resulted in significant changes in this sector. The banking business plays a crucial role as one of the most important and vital service sectors. The world's greatest economy and population is India. One of the most well-known service sectors in India is banking, which accounts for half of the country's GDP. The banking sector is crucial to accelerating social and economic advancement. In the economic development of developing nations, banks are crucial. Investment in a number of economic areas is necessary for economic development.

13) Dr Pallavi D R, Dr Ramachandra Manickam (2022):

The banking industry now has access to new markets, products, and effective delivery channels thanks to liberalization and information technology, which have drawn numerous international banks to India. An essential component of the expansion of the Indian economy is the banking industry. Increased use of technology to increase production, efficiency, and penetration. In addition to improving cost-effectiveness, this made handling small-value transactions easier. It increases efficiency and production, opens up new markets, and enhances options. The Indian financial markets have been seen to turn into a marketplace for purchasers. The focus has shifted from mass banking to class banking, and commercial banks in India are now essentially supermarkets in one location thanks to the advent of personalized and value-added goods.

14) Dr. O. P. Gupta, Neetu Dongre (2023)

Banks are a vital part of the Indian financial system and have a significant impact on the nation's growth. Banks assist in directing idle funds toward capital production, credit creation, and profitable investments, among other things. Since commercial banks lend money to the primary sector to support farmers and give advances to customers to raise their standard of living, banks play a significant role in the growth of every sector in the Indian economy. The primary public sector bank in the nation is the State Bank of India (SBI) The biggest bank in India's private sector is ICICI Bank. Using a few financial ratios, the current analysis is predicated on the financial performance of these two institutions. The five fiscal years from 2015–16 to 2019–20 were included in the study. The study is entirely dependent on secondary data gathered from

websites, annual reports, and other sources provided by the relevant banks.

15) Dr. Shashimala Kumari (2024)

A banking institution is essential to a nation's economic growth. India's banking system is characterized by a vast network of bank branches that provide a wide range of financial services to the country's citizens. One of the biggest public sector banks in India is the State Bank of India, or SBI as it is more commonly known. The second-biggest and most prominent private sector bank in India is ICICI Bank. Examining SBI's and ICICI Bank's financial performance in the public and private sectors, respectively, is the aim of the study. The nature of the research is both descriptive and analytical. The study's data came solely from secondary sources. The goal of the current study is to evaluate SBI and ICICI Bank's financial performance using metrics like net profit margin and cost to income. The investigation was conducted during the years 2016–2017 and 2020–2021. According to the study, SBI is more financially stable and operating well than ICICI Ltd. Bank; yet, ICICI Bank has superior management efficiency when it comes to deposits and expenditures.

16) Dr. Rajasekaran, Ms. Deepika (2025)

The two most prominent financial institutions in India are ICICI Bank and the State Bank of India (SBI). With an emphasis on the parallels and discrepancies between the two banks, the examination looks at a number of factors, including market performance, customer service, financial stability, goods, and services. The purpose of this essay is to shed light on their operational advantages, disadvantages, and effects on the banking industry in India. With both public and private sector banks making substantial contributions to financial stability and development, the Indian banking industry is vital to the nation's economic expansion. The financial performance of two of India's top banks, State Bank of India (SBI) and ICICI Bank, which represent the public and private sectors, respectively, is compared in this study. The study assesses both banks' advantages and disadvantages. According to the study, ICICI Bank exhibits superior profitability and operational efficiency because of its technical innovations and private sector agility, even though SBI has a larger customer base and market penetration. Additionally,

because of its large lending in priority industries, SBI has higher non-performing assets (NPAs), whereas ICICI Bank has better asset quality and risk management. The results demonstrate how managerial procedures, digital transformation, and regulatory frameworks affect both institutions' financial performance.

III. OBJECTIVES OF THE STUDY

- To analyse the technological, human resource, customer service, and other service-related issues that Indian public sector banks.
- To analyse the technological, human resource, customer service, and other service-related issues that Indian private sector banks.
- To investigate and evaluate how consumers see public sector banks banking services.
- To investigate and evaluate how consumers see private sector banks banking services.
- To research and comprehend how the corporate sector approaches public sector banks banking services.
- To research and comprehend how the corporate sector approaches private sector banks banking services.

IV. RESEARCH METHODOLOGY

A suggested methodology describes the exact methods and procedures that will be employed to carry out a research endeavour. It describes the methodology, data gathering procedures, analysis methodologies, and ethical considerations that will govern the research. Essentially, it is a plan for how the study will be conducted.

- To analyse the technological, human resource, customer service, and other service-related issues that Indian public sector banks.

1. Technical Problems

a) Older Technologies

- Using modern finance solutions is challenging.
- Transaction failures and system outages lower productivity.
- The core banking systems used by many PSBs are still antiquated.

b) Lack of digital literacy is a common problem among bank employees and clients, prevents mobile and internet banking platforms from being effectively adopted.

c) PSBs are slower to embrace automation, blockchain, and artificial intelligence than private banks.

2. Concerns about Human Resources (HR) a) The Aging Workforce A large percentage of workers are getting close to retirement, lack of youthful, technologically literate workers.

3. Concerns about Customer Service

- To analyse the technological, human resource, customer service, and other service-related issues that Indian private sector banks.

1. Technological Issues

a) Overdependence on Technology

- Excessive reliance on digital platforms can backfire during outages or cyberattacks.
- System failures (e.g., app crashes, UPI downtime) directly affect customer trust.

b) Cybersecurity Risks

- High exposure to online banking increases vulnerability to hacking, data breaches, and fraud.
- Growing incidents of digital financial fraud, often targeting mobile app users.

c) Cost of Innovation

- Continuous need to invest in cutting-edge technologies (AI, blockchain, analytics).
- Rising cost of tech upgradation and integration with fintechs and startups.

d) Technology Obsolescence

- Fast-paced tech evolution makes current systems outdated quickly.
- Pressure to constantly update and maintain infrastructure.

- To investigate and evaluate how consumers see public sector banks banking services.

India's banking system has historically relied heavily on Public Sector Banks (PSBs), such as State Bank of India (SBI), Punjab National Bank (PNB), Bank of Baroda, and others. Policymakers and bank management alike must comprehend how consumers view PSBs in light of the growing competition from private banks and fintechs.

- To investigate and evaluate how consumers see private sector banks banking services.

India's private sector banks, like HDFC Bank, ICICI Bank, Axis Bank, and Kotak Mahindra Bank, have expanded quickly as a result of their emphasis on efficiency, technology, and client experience. Based on a number of performance and experience metrics, this report investigates how customers see their offerings.

- To research and comprehend how the corporate sector approaches public sector banks banking services.

In India, the way the corporate sector views public sector banks (PSBs) is changing. Although PSBs have traditionally controlled the banking industry, private sector banks are becoming more popular, especially in fields like cash management and non-credit goods. Depending on their unique requirements, the corporate sector is increasingly using both PSBs and private banks. Although PSBs continue to have a sizable market share in lending, particularly for major corporations, they are having difficulty keeping up with the changing financial landscape.

- To research and comprehend how the corporate sector approaches private sector banks banking services.

Private sector banks are used by the corporate sector for a variety of services, including specialist financial solutions like wealth management and investment banking as well as more conventional banking requirements like loans and deposits. Corporate clients frequently receive a more individualized approach from private banks, which fosters strong bonds and offers specialized financial solutions. They are also renowned for their effective service delivery and technology innovations, both of which are important to corporate clientele.

V. OVERVIEW OF BANKING SERVICES OF PUBLIC & PRIVATE SECTOR BANK

According to the Banking Companies Regulation Act of India of 1949. Bankruptcy means "The accepting, for the purpose of lending or investment, of deposits of money from the public, repayable on demand or otherwise, and withdrawable by cheque, draft and otherwise".

As stated by Sir John Pagette, "Bank is such a financial institution which collects money in current, savings or

fixed deposit account; collects cheques as deposits and pays money from the depositors account through cheques."

By 2010, the Banking Sector in India had generally reached a mature state regarding supply, product diversity, and accessibility—although rural access continues to pose challenges for private and foreign banks. In terms of asset quality and capital sufficiency, Indian banks are regarded as having clean, robust, and transparent balance sheets compared to other banks in similar economies within the region. The Reserve Bank of India operates as an independent entity, facing minimal governmental influence. We are comparing SBI from the Public Sector and ICICI Bank from the Private Sector.

Bhopal, Madhya Pradesh, is home to several State Bank of India (SBI) branches. Originating as the Bank of Calcutta in 1806, SBI is a major public sector bank with a strong presence in India and around the world. Mumbai is home to the headquarters of State Bank of India (SBI), a worldwide public sector bank and financial services organization. It holds a 25 percent market share in loans and deposits and a 23 percent market share in assets, making it the biggest bank in India. It employs close to 250,000 people, making it the eighth largest employer in India. SBI will have 50 crore clients by 2024. As Domestic Systemically Important Banks (D-SIBs), SBI, HDFC Bank, and ICICI Bank have been designated by the Reserve Bank of India (RBI). The establishment of the Bank of

Calcutta (later renamed the Bank of Bengal) on June 2, 1806, marks the beginning of the State Bank of India's history. The Bank of Bombay (founded on April 15, 1840) and the Bank of Madras (founded on July 1, 1843) were the other two Presidency banks, along with the Bank of Bengal. Royal charters led to the incorporation of all three Presidency banks as joint stock companies. These three banks held the sole authority to print money until 1861, when the Government of India acquired this authority through the Paper Currency Act.

In 1994, ICICI created ICICI Bank in Vadodara as a fully owned subsidiary. Prior to becoming ICICI Bank, the bank was established as the Industrial Credit and Investment Corporation of India Bank. The merger of ICICI and two of its fully-owned retail finance subsidiaries, ICICI Personal Financial Services Limited and ICICI Capital Services Limited, with ICICI Bank was approved by the boards of directors of both companies in October 2001. Privatization resulted from the merger of parent company ICICI Ltd. into its subsidiary, ICICI Bank. Despite a registered office in Vadodara and its headquarters in Mumbai, ICICI Bank Limited is a global Indian bank and financial services provider. Through a variety of delivery channels and specialized subsidiaries in the fields of investment banking, life and non-life insurance, venture capital, and asset management, it provides a broad range of banking and financial services to both corporate and retail clients.



Fig: 1.1

Although both ICICI Bank and SBI (State Bank of India) are significant participants in the Indian banking industry, their ownership, organizational design, and areas of focus are different. ICICI Bank is a private sector bank, whereas SBI is a government-owned bank. While ICICI Bank concentrates on technology

and provides a more individualized banking experience, SBI has a larger branch network and serves a wider spectrum of clients, including those in rural areas.

Here's a more thorough explanation:

1. Possession:

The Indian government owns SBI.

One bank in the private sector is ICICI Bank.

2. Branch Network:

SBI boasts a wide-ranging branch network that extends into rural regions.

ICICI Bank: Mainly located in metropolitan and semi-urban areas, this bank has a more focused and smaller branch network.

3. Clientele:

SBI caters to a wide range of clients, including private citizens, corporate clients, and governmental organizations.

ICICI Bank: Targets corporations, high-net-worth people, and companies.

4. Technology:

SBI is embracing technology more and more, but its branch network remains a top priority.

ICICI Bank: A pioneer in digital banking and technology, providing cutting-edge mobile and online banking options.

5. Products and Services:

SBI provides a variety of conventional banking services and products, such as deposits, loans, and savings accounts.

A wider variety of financial goods, including as wealth management services, insurance, and investment products, are provided by ICICI Bank.

6. Customer Experience:

SBI: Offers a more conventional banking environment that places a high value on interpersonal connections.

ICICI Bank: Prioritizes a more technologically advanced and individualized client experience.

7. Market Capitalization: Compared to SBI, ICICI Bank typically has a larger market capitalization.

In conclusion, ICICI Bank is a private sector bank renowned for its technology and individualized banking experience, whereas SBI is a government-owned bank with a large branch network and an emphasis on traditional banking. Your personal needs and tastes will determine which option is best for you. ICICI Bank can be a better option if you want a more individualized experience and a greater selection of investment products. SBI can be a better option if you like a more conventional banking strategy with a large branch network.

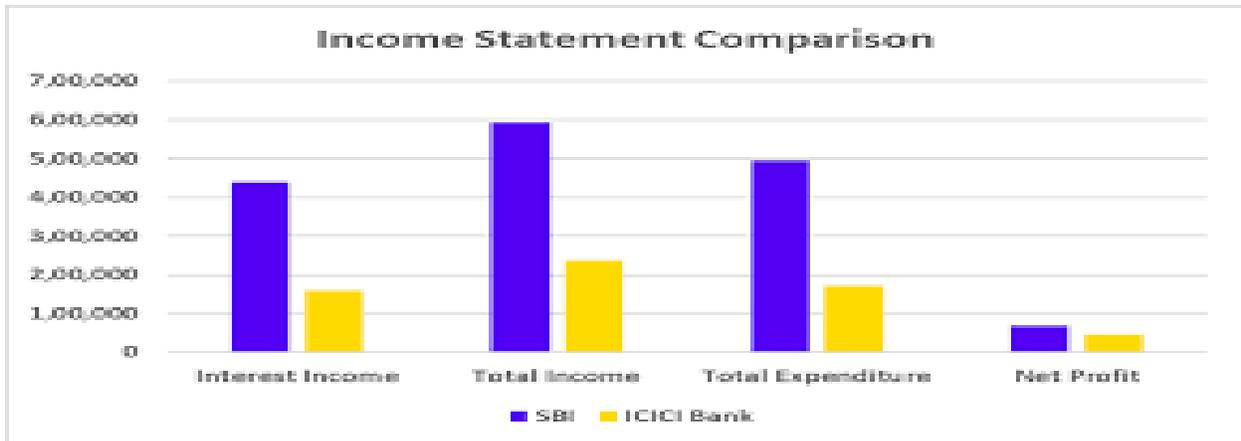


Fig :1.2

VI. BANKING SERVICES PROVIDED BY PUBLIC BANK

Public sector banks offer the following services:

Basic Banking Services: These banks provide typical banking services such current and savings accounts, fixed deposits, and recurring deposit accounts.

Priority Sector Lending: Public banks are essential to the government's designated priority sectors, which

include education, small and medium-sized businesses (SMEs), and agriculture.

Government Services: On behalf of government agencies, public sector banks frequently manage pension payments, government transactions, and other financial services.

Financial Inclusion: Public banks support financial inclusion programs by extending their banking services to underserved and rural communities.

Social Welfare Programs: By assisting in the delivery of financial aid and subsidies, public sector banks contribute to the execution of government-sponsored social welfare initiatives.

VII. BANKING SERVICES PROVIDED BY PRIVATE BANK

Personal Banking: Private banks provide personalized and premium banking services, such as savings and current accounts, that are targeted to the unique demands of high-net-worth clientele.

Wealth Management: It is an area where private banks excel, offering rich client's expert investment advice, portfolio management, and estate planning.

Credit and Lending: Private banks provide a variety of credit and lending services, such as house loans, personal loans, and lines of credit, frequently with more flexible conditions. Private banks offer a variety of special services, including concierge banking, dedicated relationship managers, and access to premium banking facilities.

Investment Banking: Many private banks have investment banking units that provide underwriting, mergers and acquisitions, and corporate consultancy services to their clients.

International Banking: Private sector banks frequently have a larger international presence and provide specialised services for international transactions, foreign currency accounts, and global wealth management.

Unique Technology Solutions: Private banks are more likely to invest in cutting-edge technology, offering clients unique online and mobile banking solutions for convenient and secure financial management.

VIII. FINDING

SBI and ICICI Bank provide a large range of banking services, their strategies and areas of emphasis are

different. While ICICI Bank, a prominent private sector bank, frequently places an emphasis on digital banking and individualized services, SBI, the largest public sector bank, has a wide network and serves a more varied clientele.

1. ICICI Bank focuses on digital banking, including innovative mobile features, AI-driven customer support, and a variety of online services via the Mobile app.

SBI is expanding its digital presence, but may fall behind in mobile banking services and AI-driven customer care compared to ICICI Bank.

2. ICICI Bank reports greater levels of customer happiness, possibly due to improved efficiency and tailored service delivery.

SBI may have decreased satisfaction percentages due to greater wait times and perceived bureaucratic inefficiency in certain sectors.

3. ICICI Bank has a large network, however its presence is centered in metropolitan and semi-urban areas.

SBI has a significant branch network and ATM infrastructure, making it more accessible, especially in rural areas.

4. ICICI Bank offers reasonable interest rates and flexible loan terms, especially for retail consumers.

SBI's public sector position may result in more targeted loan offerings for specific consumer groupings.

5. ICICI Bank may be more efficient in managing deposits and expenditures, whereas SBI may have greater financial performance in terms of net profit and assets.

SBI a public sector bank, may have broader operations and reach.

6. ICICI Bank's focus on digital solutions and focused support may result in more personalized and efficient service.

SBI While typically trustworthy, some customers may face longer wait times or less personalized care in specific branches.

Individuals' requirements and preferences determine which bank is best for them. If digital banking and personalized service are important, ICICI Bank may be a better choice. If a large branch network and extended reach are required, SBI may be a better option.

IX. CONCLUSION

In India, banks are divided into two main groups: private sector banks and public sector banks. The Indian government oversees and controls public sector banks. For more than a century, public sector banks have been providing the country with high-quality, reasonably priced banking services. Public sector banks hold the majority of the banking market in India. In India, public sector banks alone are responsible for over 78% of all advances made in the banking sector. Approximately two decades ago, the idea of private banking was first presented. These are the banks with no ownership holdings in the government. In the Indian banking sector, private banks are responsible for 18% of the total. Private banks have been increasingly dominant in the Indian banking sector in recent years, primarily due to their efficient use of technology. A variety of factors are used to analyse the financial performance of specific public and private sector banks. Additionally, the survey noted that public sector banks have not made the best use of their resources. Consequently, public sector banks need to focus more on this. Research revealed that private

sector banks made greater use of the assets, deposits, advances, and investments that were available. Both public and private banks are major participants and have a significant impact on the expansion of the Indian economy, on enhancing workforce efficiency and production through management, incentives, and training.

Finally, the comparative analysis shows the distinguishing features of private and public sector banking services. While commercial banks focus on efficiency, innovation, and profitability, public banks prioritize financial inclusion, social responsibility, and stability. Both sectors play critical roles in the banking business, meeting a wide range of customer needs while also contributing to economic growth. Individual tastes, financial goals, and special requirements all influence whether to choose private or public sector banking services. Overall, a balanced strategy that acknowledges the distinctive contributions of each sector is required for a strong and inclusive financial system. The banking industry is primed for tremendous development. In this context, banks must implement technology at an accelerated pace if they want to remain competitive. Mani Mamallan argues the case for banks to outsource their IT infrastructure requirements, enabling early adoption and better efficiencies.

This table 1.3 refers to the inclusion of banks taken for the comparative study for the financial services of ICICI and SBI Bank.

BANK NAME	BANK SECTOR	NO OF BRANCHES IN BHOPAL	NO OF USERS	ACCOUNTS NAME	FINANCIAL PRODUCT OFFERED	FINANCIAL SERVICES OFFERED
SBI	Public Sector	46	50 crores	Saving Account, Current Account, Salary Account, Other Specialized Account, Recurring Deposits Account.	Working Capital Finance, Credit Card, Project Finance, Deferred Payment Guarantee, Corporate Term Loans, Channel Financing, Dealer Financing.	Digital Banking Services, Online Banking, YONO App, Mobile Banking, Online Bill Payments, BHIM UPI.

ICICI	Private Sector	13	30 million	Saving Account, Salary Account, Specialized Account.	Fixed Deposit, Loan Investment option, SIPs, PPFs.	Loan, Investment option, leveraging, Digital Banking Platforms.
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Fig 1.3

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