



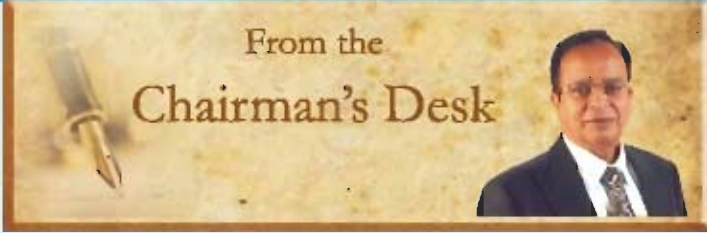
GREATER BANK TODAY

News Bulletin

The Greater Bombay Co-Operative Bank Ltd.
(Scheduled Bank)

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From the
Chairman's Desk

Dear Members & Associates,

The Annual General Meeting of our Bank and Opening of our 20th Branch at Bhandup were the two important events that have taken place in the last quarter.

Many of you witnessed, our 58th Annual General Meeting held on 11th August, 2009 at The Indian Education Society, Manikrao Lotlikar Vidya Sankul, Bandra - West, which was a grand success. My heartfelt thanks to all the shareholders, stakeholders and depositors who have supported and appreciated our continuing efforts for giving the best to our customers. Your attendance at this Greater Bank AGM, has proved to be a good opportunity for consciously realizing more & more about the professional and transparent working culture of Greater Bank. A report on AGM is carried separately in this communication.

Our 20th branch was inaugurated on 30th August, 2009 at the hands of Shri, Sardar Tara Singh (M.L.A. - Maharashtra State). All the members & associates can avail our banking services alongwith the benefits of Core Banking Solution (CBS) from this location. Some photographs of the event are placed in this communication. The Bank would shortly be opening branches at Mira Road and Churchgate.

The Bank has launched variety of deposit schemes as per customer requirements. As a part of the same, 'Greater Premium Saving Deposit Scheme' & 'Greater Premium Current Deposit Scheme' are operational w.e.f. 20th August 2009. The scheme contains various value added features such as Free ATM Gold Card and waiver of charges on certain facilities i.e. Cheque Book, NEFT & Stop Payment charges, etc. These schemes are operational and customers can take advantage of the same.

The Bank is planning to launch a new 'Floating Rate Deposit Scheme' in which the interest rate on deposit will be reset every quarter depending on the Benchmark Rate. The Benchmark Rate in this case is the 'Repo Rate' which is announced by the RBI from time to time.

Our 'GB Long Term Deposit' a special deposit scheme launched by us in March 2009 with 12 % interest rate, payable half yearly. The same qualifies as a Tier II Capital of the Bank. I am pleased to inform you that the scheme has received very good response from all spheres of the society & it can be seen from its growth pattern. The Bank could mobilize Long Term Deposits to the tune of Rs. 20.83 crore as of 9th November 2009 as against a set target of Rs. 25.00 crore and applications for investment in this special Deposit Scheme are still received by all branches.

All of you are aware about the technological up-gradation at Greater Bank which has been implemented. The Bank has started SMS alerts for transactions in the account amounting to Rs. 5,000 or more. I request you to take the benefit of this service and submit your registration form at any of our branches to avail of the same. The registration forms can also be downloaded from our website www.greaterbank.com. Our path of technological up-gradation will help us in providing more techno-savvy products,

Continued...

Greater Bank is fully aware that in its transformational programme, human resource occupies a central role. We cannot survive merely with best technology, best ambience etc. The Bank has initiated the process of change in our Human Resources and we are providing personality development programme to bring out attitudinal change amongst the staff. The Bank is also encouraging our existing employees and the new recruits to appear for the JAIB/CAIB exams to enrich their banking knowledge. A knowledgeable employee can provide better customer service.

With an enthused staff at the branch counters, I wish you all 'Happy Banking from the entire Greater Bank family'.

Warm Regards,

Narendrakumar A. Baldota



ISO 9001:2008 is a quality management standard, which can assist organizations in achieving "customer satisfaction" objectives.

Customers require banking products that satisfy their needs and expectations. These needs and expectations are expressed in product specification and collectively referred to as customer requirements. The Requirements may be specified contractually or by the customer or may be determined by the organization itself. In either case, the customer ultimately determines the acceptability of the product. Since customer needs and expectations are changing, organizations are driven to improve continually their products and processes.

The quality management system approach encourages organizations, to analyse customer requirements, define the processes that contribute to the achievement of a product which is acceptable to the customer, and to keep these processes under control. A quality management system can provide the frame work for continual improvement to increase the probability of achieving customer satisfaction and the satisfaction of other interested parties. It provides confidence to the organization and its customers that it is able to provide products that consistently fulfill their requirements.

We at Greater Bank, were at the forefront in the co-operative banking sector, to get all the branches certified for ISO 9001:2000 (the earlier version of the standard) along with some key departments of Corporate Office. However, due to the ever-changing scenario and improvements in the electronic systems, being widely used by the banks for faster and efficient service to customers, it was decided to get the whole bank certified to ISO 9001 Quality Standard, after the implementation of the Core Banking Solution software. Towards this endeavour, the bank has initiated the process of revising the Quality System documents in line with the ISO 9001:2008 Quality Management System standard, and strive for the certification of the bank to the requirements of the standard, in the near future.

The benefits of the ISO 9001: 2008 Quality Management System are :

- To make the Bank's processes system oriented.
- To enhance customer satisfaction, by continually improving the services to customers.
- To demonstrate Top Management's commitment to Quality.
- To use managerial time effectively.
- To streamline record maintenance, and retrieval by compelling to weed out obsolete records.
- To streamline experience, retention and improving predictability and consistency of organizational behaviour.



General Manager Shri Syamal K. Basak handing over bouquet of flowers to Shri Ganapathy of M/s. Nathan & Nathan Pvt. Ltd. our consultant, during an ISO Training Programme.

"The common denominator for success is work"

Inauguration Ceremony of Bhandup Branch



Sanyanarayan Pooja being performed by Staff & Family members at the branch



Inauguration of Bhandup Branch at the esteemed hands of Shri Sardar Tara Singh (M.L.A.)



Inauguration of ATM Centre at the esteemed hands of Shri. Harnam Singh Ratti (Ex. Director)



Chairman Shri Narendrakumar A. Baldota lighting a traditional lamp

BHANDUP (West) BRANCH

Gurunanak Udyog Bhavan, L.B.S. Marg,
Bhandup (West), Mumbai - 400 078.
Tel. : 2566 7130/32 Telefax : 2566 7139

The Greater Bombay Co-operative Bank Ltd. inaugurated its Bhandup (West) Branch on 30th August, 2009 at Gurunanak Udyog Bhavan, Bhandup (West), at the hands of Shri Sardar Tara Singh (M.L.A.- Maharashtra State). The CEO of the Bank, Shri BVR Sarma welcomed the Chief Guest on the occasion. With this new branch, the total branch network of the Bank now stands at 20 spanning across Mumbai, Thane and Navi Mumbai.

On the occasion, the Chairman of the Bank Shri Narendrakumar A. Baldota briefed the invitees on the progress made by the Bank over the years. The Bank is one of the oldest scheduled Co-operative Banks. It started in 1952 and has a business mix of Rs. 1,800 crores. He also informed that the new Bhandup branch like all other branches is a Core Banking Solutions (CBS) branch offering various additional services like Demat, Mutual Fund, IPO Form Distribution, Bancassurance, PAN card, Utility Bill Payment, Forex, ATM, NEFT, RTGS, Locker facility etc. Bank would shortly be opening branches at Miraroad and Churchgate.

Speaking on the occasion, The Chief Guest, Shri Sardar Tara Singh complimented the services provided by the Bank to the customers and wished for the success of the Bhandup branch. The General Manager Shri Syamal K. Basak proposed the vote of thanks on the occasion. The function was well attended by Bhandup residents, customers, staff and executives of the Bank.



A large gathering of customers & Bank officials

Core Banking Solution & Centralized Processing Office

Banking sector is fast changing and to keep pace with the changed scenario our Bank is adopting the latest technology suitable to the requirement of the present generation. Earlier our Bank used ledgers, registers etc. and the banking operations were carried out manually. In the year 1996, Bank initiated the process of switching over to computerization, the same was completed successfully in the year 1997. Though all the branches were computerized, our customers could operate their accounts only from their respective branches and not from any other branches. Our Bank started implementing the Core Banking Solutions (CBS), in the year 2007 and now all the branches of our Bank are CBS compliant. Customers can operate their accounts from any of our branches nearer to their residence or office, even if they have account with another branch.



Vijay Raghavan
(Accountant - CPO)

With increasing competition, each and every Bank wants to improve services according to the expectations of their customers and with the introduction of CBS, Banks have started providing certain services from their Back Office departments. The first centralized department was set up at our Ghatkopar Branch in the name of Centralized Processing Office (CPO) and the same was functional from 31st May, 2008. Now account opening of all our branches is done at this centralized location. The CPO takes care of the entire documentary requirement under KYC norms as per RBI guidelines while opening the accounts. The activities like ATM card order and cheque book issue etc. are also undertaken by CPO. As this office is concentrating on a particular activity, the accounts are opened with due diligence and proper care. The customers are now getting quick and prompt service.

The Bank accepts the account opening forms from the customers with proper documents required under KYC norms and a form specially designed in the Personal / Non-personal name of the customer called Customer Information File (CIF) which contains all necessary information about the customers. Once the customer is accepted and the CIF number is allotted they can open additional / joint accounts by simply writing the CIF number instead of filling the entire account opening form. For any later transactions, the customer need not produce KYC documents again while opening accounts with any of our branches. The Bank is also requesting customers to fill the forms with all particulars. If the form is filled with all relevant details the Bank can take advantage of the CBS to get details of the customer profile based on classification like businessman, self employed, employed, professionals etc. This will help the Bank to cross sell their products to the right customer whenever we introduce such products especially for any particular category of customer.

Recently our Bank has also centralized the cheque clearing activity and the loan department is also centralized which are operating from three locations. Now most of the activities of the Bank are done at the back offices. The branches now concentrate on mobilization of deposits, prompt counter services to the customers and marketing of the correct products to the customers.

Earlier Banking was restricted to mobilization of deposits and lending to needy customers, other activities of the Banks were restricted only to certain non-banking activities. Now Banks are providing additional services like Demat, Mutual Fund Services, Insurance Services, PAN Card distribution & Franking of Documents.

To conclude it is needless to mention that due to the changes, Modern Banks are ready to take up challenges to serve the customers with professionalism and personalized service which is necessary, as the customer always wants quick and best service. Our Bank is not behind any Bank which is moving forward according to the modern time and competing with other leading Co-operative Banks.



*We invite you to visit our branches, Bank with us and experience
Modern banking with personal touch'.*

"You will always find time to do things you want to do"



SHRI ABHERAJ HIRACHAND BALDOTA
 Founder Director & Chairman Emeritus
 (1st August 1916 - 29th September 2005)

TRIBUTE

The entire Greater Bank family fondly remembers and pays a humble tribute on the 4th Death Anniversary of Shri. Abheraj Hirachand Baldota - Founder Director and Chairman Emeritus, who left for heavenly abode on 29th September 2005. He has always been the source of strength and inspiration for all of us and will remain so forever. His pioneering spirit will continue to guide us in all our endeavors for many years to come.



NEW RECRUITMENTS



Mr. Jeetendra K. Gandhi
 Prob. Manager
 Ghatkopar Branch



Mr. Sunil R. Pimpalkar
 Prob. Manager
 Naigaon Branch

Staff Wedding

Mr. Kanishk D. Tuplondhe
 Clerk Dahisar Branch
 03.07.2009

Best Wishes from Greater Bank for a long and happy wedded life.

Dear Readers,

In order to make Greater Bank Today more interactive and interesting for our readers, we request you to forward your suggestions of content/articles which you would like to read or share with other readers.

Please mail your comments, suggestions or queries to:

madhusudan.rajpurokar@greaterbank.com

Thank you,
 Editor



ADDITIONAL QUALIFICATION ACHIEVEMENT

Name	Desig.	Branch / Dept.
CAIB		
Mr. Mahesh S. Jadhav	Clerk	Versova
JAIB		
Ms. Archana H. Achrekar	Clerk	Malad
Mr. Vinod D. Padle	Clerk	Nerul
AML & KYC		
Mr. Yogesh K. Vaishampayan	Manager	Corp. Office
Ms. Pradnya M. Shenoy	Officer	Malad
Ms. Archana H. Achrekar	Clerk	Malad
Mr. Sandeep S. Patkar	Clerk	Demat Cell
Mr. Kishor L. Padekar	Clerk	Bhuleshwar
Mr. Vinayak H. Monde	Clerk	Naigaon
Mr. Sunil S. Shinde	Clerk	Data Centre

PROMOTION

Name	Prev. Desig.	Current Desig.	Branch
Mr. G. Vijayraghavan	Officer	Accountant	CPO
Mr. Prakash Shirke	Officer	Accountant	Bhuleshwar
Mr. Nagesh Shanbhag	Officer	Accountant	Adv. Dept
Mr. Pradeep S. Rane	Officer	Accountant	Borivali
Mr. N. B. Rege	Officer	Accountant	Corp. Off
Mr. V. Venkatakrishnan	Officer	Accountant	Prsn Dept
Mr. Nitin Rangnekar	Officer	Accountant	Wadala
Mr. Dinesh Kotak	Officer	Accountant	Stressed A/c Dept
Mr. B. Bennet Fernando	Officer	Accountant	Vasai
Ms. Nirmala Shridhar	Officer	Accountant	Adv Dept
Ms. Sujaya A. Mahuli	Officer	Accountant	Wadala
Mr. Nilesh D. Ajnadkar	Officer	Accountant	Data Centre
Mr. Hemant S. Achrekar	Officer	Accountant	Versova
Mr. Surendra V. Shete	Officer	Accountant	Bhandup

58th Annual General Meeting - 11th August 2009



Chairman Shri Narendrakumar A. Baldota performing Ganesh Pooja along with the Bank Directors



Chairman addressing the Members



A large gathering of members at the AGM.

58th Annual General Meeting of The Greater Bombay Co-operative Bank Ltd. was held on 11th August 2009 at The Indian Education Society, Manikrao Lotlikar Vidya Sankul, Opposite Lilawati Hospital, Bandra (West), Mumbai - 400 050.

The Meeting was chaired by Shri Narendrakumar A. Baldota, Chairman of the Bank and attended by the members of the Board of Directors. Shri B V R Sarma, CEO welcomed the Board of Directors at the Venue. The AGM was well attended by more than 950 members of the Bank.

Chairman in his address to members welcomed the members on behalf of the Board of Directors and presented the Annual Report with the audited statements of accounts as of 31st March 2009. He presented the Bank's performance highlights during the year under review.

The Bank's deposits stood at Rs. 1098 cr. and advances were Rs. 745 cr. Share Capital of Rs. 23 cr. Non-Interest Income Rs. 2.0 cr. Operating Income Rs. 119 cr. Gross NPA less than 4.0% & Net NPA less than 2.0%. The Bank continues to have a very comfortable capital adequacy ratio of 16% as against the minimum prescribed level of 9% by RBI. The Bank has earned a net profit of Rs. 10.46 cr. for the year ended 31st March 2009 and awarded "A" rating by the statutory auditors appointed by RCS. The Bank has declared a dividend of 15% for the Year 2008-09.

The meeting was concluded with the vote of thanks by Shri Shekhar A. Desai, Sr. General Manager of the Bank.



The Greater Bombay Co-operative Bank Ltd.
(Scheduled Bank)

Modern banking with personal touch

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