

INDIAN ECONOMY:
Current Issues and Possibilities
भारतीय अर्थव्यवस्था : वर्तमान मुद्दे और संभावनाएँ

Chief-Editor
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Customer Satisfaction of E-Banking Services in ICICI and HDFC Bank : A Comparative Study in Sagar City

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Abstract

E-banking has changed the scenario of business today. It is important in enhancing the profit making capabilities and has facilitated speedy transactions. E-commerce has grown hand in hand with e-banking. E-banking helps in maintaining healthy relationship with customers and facilitates customers to access their accounts and perform transactions without any hassle. A large number of customers of banks are using E-banking facilities across the country. It saves time and efforts of customers. Since last decade banking transactions have become digitalised and people are using e-banking services in day to day life. So, it is important to measure their satisfaction level for improving the services offered by banks because customer satisfaction is directly linked to service quality. To identify the customer satisfaction level with E-banking services of private sector banks i.e. ICICI and HDFC in Sagar city, the researcher has used SERVQUAL model. Primary data have been collected through questionnaire method and 50 respondents from each bank were taken for the study. The impact on customer satisfaction with E-banking services is shown through five dimensions of SERVQUAL model i.e. Tangibility, Reliability, Responsiveness, Assurance, and Empathy.

Keywords: E-banking, E-commerce, SERVQUAL Model, Customer Satisfaction.

Introduction :

E-banking is modern banking, which needs digitalised atmosphere. Technology plays a vital role here, banks have started hosting their websites on the web that's provide Many information to general public. Now a days many people are connected to the internet and using internet on dailybasis, young generation is fully aware of internet facilities and using it. As the digitalised atmosphere is been already in country so E-banking becomes a part of life of a common nien. Just by 'clicking' a person can made many transactions from his or her home itself.

Banking Transactions made through Internet is 'E-Banking'. Now a person doesn't need to go to bank's branch to perform a transaction, he can easily transact from anywhere at any time with the help of E-Banking facilities provided by banks. Bank provides

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भारत में बीमा व्यवसाय का पूंजी निर्माण में योगदान

अनुराध चौरसिया

शोधार्थी, वाणिज्य विभाग

डॉ. हरि सिंह गौर केन्द्रीय विश्वविद्यालय सागर (म.प्र.)

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वर्ष 1991 में व्यवसाय क्षेत्र का उदारीकरण, भूमणलीकरण और निजीकरण होने से देश में नई आर्थिक नीतियों को लाया गया जिससे भारतीय व्यवसाय केवल देश तक सीमित न रहकर विश्वस्तर पर व्यवसाय किया जाने लगा और विदेशी कंपनियों ने भी भारतीय कंपनियों के साथ मिलकर व्यवसाय प्रारंभ किया। और इसके साथ ही भारतीय बीमा क्षेत्र में भी निजी क्षेत्र की विदेशी कंपनियों का प्रवेश प्रारंभ हुआ। नई आर्थिक नीतियों के आने से बीमा क्षेत्र में प्रत्यक्ष विदेशी निवेश की दर प्रारंभ में 26 प्रतिशत निर्धारित की गई थी जिसे वर्तमान में बढ़ाकर 49 प्रतिशत कर दिया गया है बीमा क्षेत्र में निजी क्षेत्र की बीमा कंपनियों के विनियोग करने की दर में वृद्धि हुई है। जिससे प्रस्तुत शोधपत्र का उद्देश्य भारतीय अर्थव्यवस्था में बीमा व्यवसाय का पूंजी निर्माण किये जाने वाले योगदान का अध्ययन करना है।

प्रस्तावना –

वर्तमान समय में भारतीय अर्थव्यवस्था में बीमा व्यवसाय का महत्व निरंतर बढ़ता जा रहा है क्यों वर्ष 1991 में नई आर्थिक नीतियों के आने से बीमा क्षेत्र में निजी क्षेत्र की विदेशी बीमा कंपनियों के प्रवेश ने नई अर्थव्यवस्था में बीमा क्षेत्र के विकास को गति प्रदान की है। बीमा क्षेत्र में आर्थिक उदारीकरण का आशय उन प्रयासों से है जिनके द्वारा बीमा क्षेत्र का नियमन एवं नियंत्रण करने वाले नियमों, नितियों, सन्नियमों एवं प्रक्रियाओं में संसोधन किया जाये जिससे नई-नई तकनीकों को प्रोत्साहन मिले और अर्थव्यवस्था का तीव्र विकास करने में सहायता मिले। उदारीकरण होने के कारण निजी कंपनियों को प्रवेश करने की अनुमति प्राप्त हुई है जिसके कारण बीमा क्षेत्र में प्रतिस्पर्धा में वृद्धि हुई है। नई आर्थिक नीतियों के आने से बीमा क्षेत्र में प्रत्यक्ष विदेशी निवेश की दर प्रारंभ में 26 प्रतिशत निर्धारित की गई थी जिसे वर्तमान में बढ़ाकर 49 प्रतिशत कर दिया गया है जिससे बीमा क्षेत्र में निजी क्षेत्र की बीमा कंपनियों के विनियोग करने की दर में वृद्धि हुई है और इसके साथ ही विभिन्न देशों की बीमा कंपनियाँ भारतीय बीमा कंपनियों के साथ मिलकर अपनी सेवाएँ प्रदान कर रही हैं तथा अर्थव्यवस्था को एक मजबूत आधार प्रदान कर रही हैं।

उद्देश्य –

प्रस्तुत शोधपत्र का उद्देश्य भारतीय अर्थव्यवस्था में बीमा व्यवसाय का पूंजी निर्माण किये जाने वाले योगदान का अध्ययन करना है।

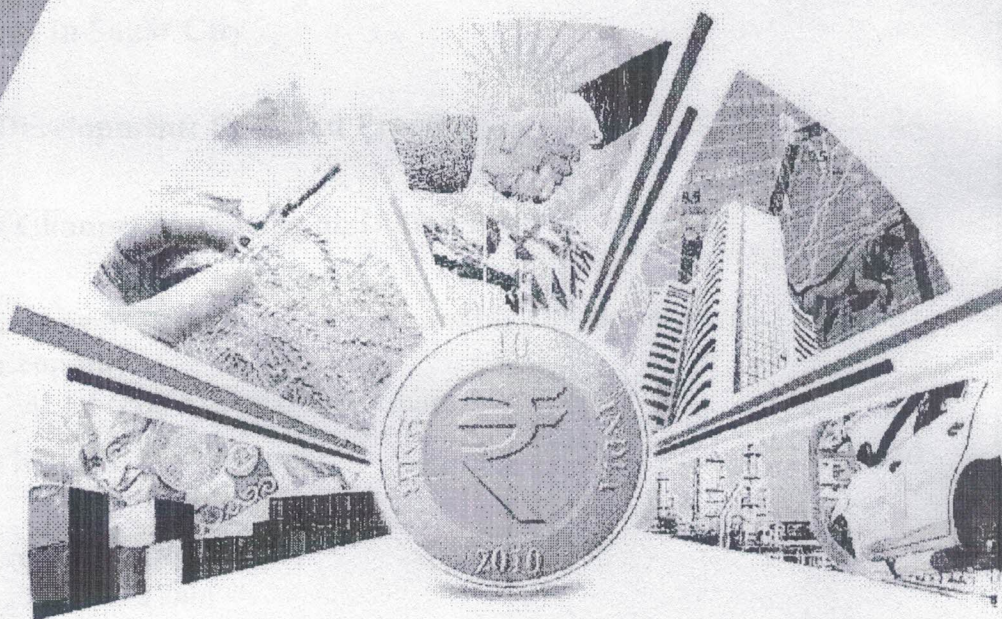
शोध प्रविधि –

प्रस्तुत शोधपत्र में द्वितीयक सूचनाओं का अध्ययन किया गया है। द्वितीयक सूचना तथा जानकारी का संग्रहण विभिन्न शोधपत्रों और वेबसाइटों तथा आईआरडीए की वार्षिक रिपोर्ट्स का अध्ययन किया गया है।

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IFRS (International Financial Reporting Standards) and It's Challenges

Dr. Bhawana Rewadikar

Assistant Professor Department of Commerce
Dr. Hari Singh Gour Central University, Sagar (M.P.)

Abstract

Modern economies rely on cross-border transactions and the free flow of International capital. More than a third of all financial transactions occur across borders, and that number is expected to grow. Investors seek diversification and investment opportunities across the world, while companies raise capital, undertake transactions or have international operations and subsidiaries in multiple countries.

World Bank has been a long-term supporter of work to develop a single set of high- quality global accounting standards. The G20 and other major International organizations, as well as very many governments, business associations, investors and members of the worldwide accountancy profession support the goal of a single set of high quality, global accounting standards. IFRS consists of 17 various standards.

India is one the over 100 countries that have or are moving towards IFRS convergence with a view to bringing about uniformity in reporting systems Globally, enabling Business, Finances and Funds to access more opportunities.

Key Words : IFRS, IFRS Standards, IFRS in India, IFRS Challenges

Introduction :

The International Accounting Standards Board issued IFRS in 2003 .IFRS is a set of accounting standards, developed by the International Accounting Standards Board(IASB) that is becoming the Global Standard for the preparation of public company financial statement. In other words, it is a set of International Accounting Standards stating how particular types of transactions and other events should be reported in financial statements. IFRS are designed as a common Global language for Business affairs so that company accounts are understandable and comparable across International boundaries. They are a consequence of growing International Shareholding and trade and are particularly important for companies that have dealings in several countries. They are progressively replacing the many different National Accounting Standards. IFRS Foundation is a non-profit Accounting organization. Its main objectives include the development and promotion of the International Financial Reporting Standards (IFRSs) through the International Accounting Standards Board (IASB).

A complete set of IFRS financial statements comprises of:-

- A. A statement of Financial position (Balance-Sheet).
- B. A statement of Comprehensive Income statement.
- C. A statement of Cash flows.
- D. Notes including a summary of significant accounting policies.



GST

Opportunities and Challenges

समानता का आधार



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GOODS AND SERVICES TAX IN INDIA

Dr. Rupali Saini

The GST to be levied by the Centre on intra-State supply of goods and / or services would be called the Central GST (CGST) and that to be levied by the States would be called the State GST (SGST). Similarly Integrated GST (IGST) will be levied and administered by Centre on every inter-state supply of goods and services. GST, there are three main types of taxes: Central GST (CGST), State GST (SGST) and Integrated GST (IGST). GST Bill, 2017 introduction of a multi-tier tax slab will see four tax slabs applicable to commodities and services in India – 5%, 12%, 18% and 28%. It will help in poverty eradication by generating more employment and more financial resources. More efficient neutralization of taxes, especially for exports thereby making our products more competitive in the international market and give boost to Indian Exports. Goods and Service Tax, with end-to-end IT enabled tax mechanism, is likely to bring buoyancy to government revenue.

Keywords : Goods and service tax, indirect tax

The Goods and Services Tax (GST) was introduced with effect from July 1, 2017. GST replaces different taxes and also aims at simplifying indirect taxation. The GST Council has been working continuously for making many improvements for better implementation. It would be a dual GST with the Centre and States simultaneously levying it on a common tax base. The GST to be levied by the Centre on intra-State supply of goods and / or services would be called the Central GST (CGST) and that to be levied by the States would be called the State GST (SGST). Similarly Integrated GST (IGST) will be levied and administered by Centre on every inter-state supply of goods and services. Goods and Services Tax is a single indirect tax aimed at making the country a unified common market. It is imposed on the supply of goods and/or services within India. Multiple indirect taxes that the Central Government or State Governments impose on suppliers and consumers are subsumed by GST. The taxes levied and collected by the Centre until 1 July, 2017, that are subsumed by GST include Central Excise duty, Duties of Excise (medicinal and toilet

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