

# Personal Banking Accounts Management System: A case study of Commercial Bank in India

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## ABSTRACT

*A bank is a financial institution and a financial intermediary that accepts deposits and channels those deposits into lending activities, either directly by loaning or indirectly through capital markets. A bank is the connection between customers that have capital deficits and customers with capital surpluses. Due to their influence within a financial system and the economy, banks are highly regulated in most countries. Most banks operate under a system known as fractional reserve banking where they hold only a small reserve of the funds deposited and lend out the rest for profit. They are generally subject to minimum capital requirements which are based on an international set of capital standards, known as the Basel Accords. Banking in its modern sense evolved in the 14th century in the rich cities of Renaissance Italy but in many ways was a continuation of ideas and concepts of credit and lending that had its roots in the ancient world. In the history of banking, a number of banking dynasties have played a central role over many centuries.*

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## INTRODUCTION

Bank Account Management System” is an offline system providing detailed information about various aspects of Bank. This system gives details about the Customer Account info, service info, Gold loan info, House loan info, Education loan info, Customer transaction info, Debit or Credit Card info etc. This project is a user friendly that helps the staff and manager to know about the result according to their requirement. It is an approach to make its information and detail known to anybody. The system provides the access to the customer to create an Account; deposit/withdraw the cash from his account, also to view reports of all accounts Present. The customers can access the banks website for viewing their Account details and perform the transactions on account as per their requirements. With Internet Banking, the brick and mortar structure of the traditional banking gets converted into a click and portal model, thereby giving a concept of virtual banking a real shape. Thus today's banking is no longer confined to branches. E-banking facilitates banking transactions by customers round the clock globally. He primary aim of this “Bank Account Management System” is to provide an improved design methodology, which envisages the future expansion, and modification, which is necessary for a core sector like banking. This necessitates the design to be expandable and modifiable and so a modular approach is used in developing the application software. Anybody who is an Account holder in this bank can become a member of Bank Account Management System. He has to fill a form with his personal details and Account Number. Bank is the place where customers feel the sense of safety for their property. In the bank, customers deposit and withdraw their money. Transaction of money also is a part where customer takes shelter of the bank. Now to keep the belief and trust of customers, there is the positive need for management of the

bank, which can handle all this with comfort and ease. Smooth and efficient management affects the satisfaction of the customers and staff members, indirectly. And of course, it encourages management committee in taking some needed decision for future enhancement of the bank. Now a day's, managing a bank is tedious job up to certain limit. So software that reduces the work is essential. Also today's world is a genuine computer world and is getting faster and faster day-by-day. Thus, considering above necessities, the software for bank management has become necessary which would be useful in managing the bank more efficiently. All transactions are carried out online by transferring from accounts in the same Bank or international bank.. The banking are looking beyond the transactions to the full opportunity on how to manage their customers. Accordingly, they are moving beyond managing clients as simple contacts to a whole new level of client relationship management, crafting a superior commercial client experience that gives the bank a competitive advantage and a more loyal, profitable and committed customers. Internet Banking System refers to systems that enable bank customers to access accounts and general information on bank products and services through a personal computer or other intelligent device. But most of these systems do not focus on how best to manage and keep their customer's data more secured. The chances and threats that the internet symbolizes is no longer news to the present day banking sector. No traditional bank would dare face investment analysts or new customers without an internet strategy. The main intention behind the commencement of electronic banking services is to provide the customers with an alternative that is more responsive and with less expensive options. With options more secured, customers have more control than ever. Their expectations are how safe and secured their personal information would be. They also want personal attention and highly customized products and services. This

Bank Customer Management System (BCMS) aims to provide critical information for managing the bank customers more effectively, and encourages other banks that already have similar systems to move beyond transactions to better customer management approach. Customer management is a broad concept that essentially covers the following: Understanding customer needs, matching customer needs to the best offers in terms of product, service and delivery channels, and effectively managing the critical moments during the customer life cycle. Present experience shows that most of the banks in emerging markets are not fully managing their customers effectively due to lack of the necessary capabilities to manage these customer. Better customer management has been shown to directly affect the profitability of banking institutions. No doubt that this Bank customer's management system would provide such bank with much better profits and other benefits.

This system has been implemented using VB.NET2008 as Front End and Microsoft-Access2007 or 2010 as Back End. This Project has following objective to be achieved:-

1. To record the information of the entire customer.
2. To record the details of customer transaction.
3. To record the day to day transaction info.
4. The application should be password protected and only the authorized user of the Bank Account Management System can access the data.

The project should be developed such that the necessary functions and performance are achieved within the constraints. The project is developed within latest technology. Through the technology may become obsolete after some period of time, due to the fact that never version of same software supports older versions, the system may still be used. So there are minimal constraints involved with this project. The system has been developed using Java the project is technically feasible for development.

## DATABASE DESIGN

A database is an organized mechanism that has the capability of storing information through which a user can retrieve stored information in an effective and efficient manner. The data is the purpose of any database and must be protected.

The database design is a two level process. In the first step, user requirements are gathered together and a database is designed which will meet these requirements as clearly as possible. This step is called Information Level Design and it is taken independent of any individual DBMS.

In the second step, this Information level design is transferred into a design for the specific DBMS that will be used to implement the system in question. This step is called Physical Level Design, concerned with the characteristics of the specific DBMS that will be used. A database design runs parallel with the system design. The organization of the data in the database is aimed to achieve the following two major objectives.

- (1) Data Integrity
- (2.) Data independence

## OBJECTIVES

The objective of this project is developing a bank customer management system to the best satisfaction of the

customer and for profit maximization to the Banks. The objectives are:

1. To create a banking system that is easily via internet
2. Reduce the flow of human traffic and long queues at banks
3. Reduce the time wasted in going to banks to update personal details.
4. To develop a bank customer management system with a multi-level security measure that will restore the customers' confidence.

## SCOPE

The scope of this project is limited to some activities of the operations unit of a banking system which include opening of account, deposit of funds, withdrawal of funds, transfer of funds from one account to another and updating personal details. This application does not focus on other online services such as; purchasing items online, bill payment loan application etc Normalization is the process of decomposing the attributes in an application, which results in a set of tables with very simple structure. The purpose of normalization is to make tables as simple as possible. Normalization is carried out in this system for the following reasons.

## LITERATURE REVIEW

The customers can conveniently change/reset their secured password without going to the bank to do that. This system will also allow customers and other users like the Bank managers to update their personal information when necessary such as; home address, email, mobile number etc. This system will also send automatic email notification to the customer every time he/she makes a fund transfer. This system will also send email alert to the receiving customer on the inflow of cash from another This bank customer's management system will also provide a much more secured multi-level image security to better manage customer's information and to prevent them from attacks or any unauthorized users.

## CONCLUSION

Many activities are handled electronically due to the acceptance of information technology at home as well as at workplace. Slowly but steadily, Banks around the world is moving towards the internet banking. No one wants to lose his/her money but there are several cases where peoples bank account, personal information are being compromised due to lack of adequate security in their online banking systems. E-banking or Online banking is generic term for the delivery of banking services and products through the electronic channels such as the internet, the cell phone etc. The concept and scope of e-banking is still evolving and customers protection should be prioritize. It is imperative to note that This Bank customers Management System (BCMS) provides a high level security measure for effective customer management.

Bank customers Management system which provides a more secured approach in managing bank customer's information and strengthens the relationships between banks and their customers by providing the right solutions that uses a multilevel security to improve customer satisfaction. I therefore encourages other developers of similar application to

think twice on how best they can improve in developing a more secured system that will meet the challenges we face

today especially on the banking sector and other financial institutions.

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