

# **SUMMER INTERNSHIP PROJECT**

## **“Understanding the Business Operations carried out at the Co-operative Bank”**

Submitted to:

**DMSR**

**G.S. College of Commerce and Economics, Nagpur  
(An Autonomous Institution)**

Affiliated to:

**Rashtrasant Tukadoji Maharaj Nagpur University, Nagpur**

Submitted by:

**Mr. Aatrey Nitin Sathe**

Company Guide:

**Mr. Dharmendra S. Wath**

Faculty Guide:

**Dr. Sonali Gadekar**

**Department of Management Sciences and Research,  
G.S. College Commerce & Economics, Nagpur  
NAAC Accredited "A" Grade Institution**



**Academic Year 2021-22**



## CERTIFICATE

This is to certify that the investigation describes in this report titled **“Understanding the Businesss Operations carried out at the Co-operative Bank”** has been carried out by **Mr. Aatrey Nitin Sathe** during the summer internship Project. This study was done in the organization of **“Shikshak Sahakari Bank Ltd.”**, in partial fulfillment of the requirement for the degree of Master of Business Administration of G.S. College of Commerce & Economics (An Autonomous Institute) affiliated to R.T.M.N.U., Nagpur. This work is the own work of the candidate, complete in all respect and is to sufficiently high standard to warrant it's submission to the said degree. The assistance and resources used for the work are duly acknowledged.

**Dr. Sonali Gadekar**  
(Faculty Guide)

**Dr. Sonali Gadekar**  
(MBA Co-ordinator)



Shiksha Mandal's  
**Department of Management Sciences & Research**  
**G.S. College of Commerce & Economics**  
**(Autonomous)**

(Recognised and approved by Govt. of Maharashtra, AICTE, New Delhi and affiliated to RTM Nagpur University)  
Society Act:-MAH/157/1962 Public Trust Act :-F-32(W)  
(A 'Hindi' Linguistic Minority College)

**NAAC-REACCREDITED 'A' - GRADE COLLEGE**

E-mail:- [gsdmsr@gmail.com](mailto:gsdmsr@gmail.com) / [www.gscen.shikshamandal.org](http://www.gscen.shikshamandal.org) Phone: 2531760, 2528124

**DMSR MB4108**

Ref.: DMSR/GSC/ 2020-21/03

Date: 28/10/2021

To,  
The Branch Manager,  
Shikshak Sahakari Bank ,  
Branch -- Gandhi Sagar, Nagpur.

**Subject:** - Request letter for Summer Internship Program for MBA at your Gandhisagar branch.

Dear Sir / Madam,

Greetings from Department of Management Sciences & Research (DMSR), G S College of Commerce & Economics, Nagpur...!

DMSR of G S College, Nagpur commenced its Two Year Full Time MBA program in 1987 and is one of the institute's flagship programmes. DMSR is an integral part of Shiksha Mandal, Wardha, a century-old institution based at Wardha & carries with it over the years a rich legacy of providing values based, quality education, at an affordable cost. It is headed by Shri Rahul Bajaj, President and Shri Sanjay Bhargava, Chairman, Shiksha Mandal, Wardha eminent industry professionals and visionary leaders.

In our endeavour to carry forward the rich legacy, DMSR strives to create a student-centric environment where various tailor made value added programs are offered to aspirants to fulfil their individual career goals. We groom students to cater to industry requirements and towards building a productive & value oriented workforce for the nation.


Industry Institute Integration happens to be our prime focus. In order to groom students from the industry point of view, we expose them to various Industry centric programs. Apart from Training and Placement workshops, Corporate Guest lectures, Workshops and MOUs with industry, Summer Internship Program also is one of the Industry Institute Interface. This practical subject carries 100 marks weightage for the student in the exam and is completely depended on the kind of work the student undergoes in the stipulated 45 days. The students will decide the SIP topic in consultation with the Industry Expert and the respective faculty guide.

This communication is to request your kind approval for allowing **Mr. Aatrey Nitin Sathe** (MBA Sem-II) to undergo the 45 days SIP in **Operations Management** at your esteemed organisation.

Eagerly look forward to a long term mutually beneficial professional association.....!


Thank you

Yours Sincerely,

  
Dr. Geeta Naidu

Coordinator- DMSR



  
Dr. Aniruddha Akarte

Faculty-DMSR



**शिक्षक सहकारी बँक लि.**

**SHIKSHAK SAHAKARI BANK LTD.**

(शेड्यूल्ड बँक)

मुख्य कार्यालय : गांधी सागर, महाल, नागपूर - ४४० ०१८  
दुरध्वनी क्र. २७२२७०५, २७२७४२३, २७७४८६६ फॅक्स नं. २७६६८७६  
E-mail : ssbho\_ngp@shikshakbank.com Web : www.shikshakbank.com

SSB/HO/ADMIN/3978/2021-22

November 10, 2021

To,  
Dr. Geeta Naidu  
Co-ordinator, DMSR,  
G.S. College of Commerce & Economics,  
Law College Square, Amravati Road,  
Civil Lines, Nagpur -01

Ref.:- Your Letter No.DMSR/GSC/2021-21/03 dated 28/10/2021

Sub.:- Request for Summer Internship Programme

R/Madam,

With reference to your above cited letter, we are pleased to inform you that as per your recommendation, permission has been granted to accomodate following student of M.B.A.of your institute for Summer Internship Programme for 45 days from 11/11/2021 on Non Pay Basis.

1. Mr.Aatrey Nitin Sathe

Therefore, you are requested to inform him to join Summer Internship Programme in Operations Management from 11/11/2021 at our Dharampeth Branch during working hours.



*[Signature]*  
General Manager

Copy :-

1. Mr.Aatrey Nitin Sathe
2. Manager, Dharampeth

for information and further procedure

BRANCHES : I ITWARI - 2768640, 2733823 I KAMAL - 2643078, 2640397 I MEDICAL - 2748563, 2745019 I DHARAMPETH - 2548840, 2550523  
I SITABULDI - 2548812, 2541566 I KAMPTTEE - 07109-288291 I HINGNA - 07104-276148 I KHAMLA - 2221325, 2240885, I NANDANVAN - 2711407, 2714139  
I SADAR - 2540200, 2541857 I BHAGWAGHAR - 2723790, 2722651 I SAONER - 07113-232384, 233783 I UMRER - 07116-242785 I CHANDRAPUR - 07172-257021, 257023  
I BALLARPUR - 07172-241389 I WARORA - 07176-282600, 281164 I KATOL - 07112-222785 I MHALGINAGAR - 2743860 I RAMTEK - 07114-255639, 255649







शिक्षक सहकारी बँक लि.

SHIKSHAK SAHAKARI BANK LTD.

(रोह्युल्ल बँक)

मुख्य कार्यालय : गांधी सागर, महाल, नागपूर - ४४० ०१८  
दुरध्वनी क्र. २७२२७०५, २७२७४२३, २७७४८६६ फॅक्स नं. २७६६८७६  
E-mail : ssbho\_ngp@shikshakbank.com Web : www.shikshakbank.com

REF: NO/SSB/HO/ 4944/2021-2022

January 04, 2022

**-: CERTIFICATE :-**

This is to certify that Mr. Aatrey Nitin Sathe, student of MBA of Department of Management Science & Research (DMSR) G.S. College of Commerce & Economics, Nagpur, has undergone training with us from 11/11/2021 to 27/12/2021.

During the said period, he has completed his Summer Internship Programme in Operations Management successfully.

Hence this certificate.

For Shikshak Sahakari Bank Ltd.,



*[Signature]*  
Chief Executive officer

BRANCHES : ITWARI - 2768640, 2733823 | KAMAL - 2643078, 2640397 | MEDICAL - 2748563, 2745019 | DHARAMPETH - 2548840, 2550523  
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## ACKNOWLEDGEMENT

It is a matter of pride and privilege for me to have done a summer internship project at “**Shikshak Sahakari Bank Ltd.**” and I am sincerely thankful to them for providing this opportunity to me.

I am thankful to **Mr. Dharmendra S. Wath** for guiding me throughout this project and continuously encouraging me. It would not have been possible to complete this project without his support.

I am also thankful to all the faculty members of Department of Management Sciences and Research, G.S. College of Commerce and Economics, Nagpur and particularly my mentor and coordinator **Dr. Sonali Gadekar** for helping me during this project.

I'm thankful to the principal of G.S. College of Commerce and Economics, Nagpur, **Dr. N.Y. Khandait** and to the Dean of DMSR, **Mr. Anand Kale**.

Finally, I am grateful to my family and friends for their unending support.

**Aatrey Nitin Sathe**

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## **.1. INTRODUCTION**

Operations management is becoming essential among the achievement factors of financial institutions. Banking/ trading Operations management specializes in the specific challenges and new developments the operations supervisor has to cope with, which entails a balancing act between price optimization and growing business requirements. Banking operations had been advanced from data-entry and mass labor-intensive techniques to highly automated method controlled environments. This work incorporates a mixture of realistic and educational elements; it is designed to make a contribution to better functioning operations departments by means of presenting the tools to enforce theoretical standards in real situations, demonstrated in every day practice.

In every other sense, banking operations includes the practices and procedures that a bank makes use of to make sure that clients' transactions are completed accurately and appropriately. For instance, if a consumer needs to purchase stock shares, the bank ensures that the money and the stock are equipped to be traded. The financial institution will oversee the real transfer of the inventory and budget, and it'll ensure that any reporting requirements concerning the transaction are recorded. Throughout the method, the bank focuses on protecting its clientele and looking for any potential threats to the client's finances.

A banking operations manager enables establish, maintain, and facilitate a financial institution's approach of doing business. The operations manager in all likelihood oversees all transaction reports and guarantees that a excessive degree of accuracy is maintained through the bank. They also work to make sure that strategies associated with cash on hand



totals, armored car pickups, facility maintenance, and other subjects are treated properly. Considering the fact that many banks are multiunit operations, the operations manager generally has a template for the diverse approaches at their financial institution; it is their responsibility to ensure these standards are adhered to and maintained. Each transaction at a bank creates a report, and those records need to additionally be examined cautiously for accuracy. In maximum cases, the operations manager signs off on the very last reconciliations for their bank at the close of business. With many banks, the operations manager also participates in the hiring process and is anticipated to help train new hires. Other obligations performed by the operations manager consist of ensuring that invoices in regions inclusive of utilities, lease, and maintenance are approved and paid in a timely manner.

A banking operations supervisor commonly should own a strong history in accounting or finance, in addition to a bachelor's diploma. Moreover, maximum banks only bear in mind candidates for this role who have sizeable enjoy in banking at a junior-management stage. The operations manager need to anticipate to work during regular business hours in an office environment.

## **.2. ORGANIZATION PROFILE - Shikshak Sahakari Bank**

Shikshak Sahakari Bank Ltd. was set up in the yr. 1979 with the purpose to help teachers to fulfill their financial needs. The notion of setting up a bank had cropped up within the minds of its founders in the yr. 1976. However, it noticed its realisation in January 1979. The bank was started with a share capital of Rs. 3.50 lacs best. The founders of the financial institution had been teachers by career. It could be said that Shikshak bank is a financial institution founded via teachers for teachers.

But, later the financial institution did not maintain itself limited to instructors but opened its membership to all. It additionally started financing for business purposes from the yr 1987. The financial institution completed the deposit target of Rs. 100.00 crores in the year 1996-97. Therefore, it was provided the Scheduled status on may additionally 22, 1999. Shikshak bank is the first financial institution to get this status within twenty years of its inception, which is obviously a very brief time-duration. But, the bank's accomplishments don't end right here. In the year 1999-2000, the bank secured 20th rank amongst other banks with reference to deposits and was placed first in Vidarbha. In the yr 2000-2001, it rose to the 19th position amongst the banks with reference to deposits whilst retaining its top position among the banks of Vidarbha.

The bank presently has 19 branches functioning in Nagpur and Chandrapur districts. It has action plans to open greater branches in the close to future. The region of operation of the bank includes Nagpur, Chandrapur, Wardha, Yavatmal, Bhandara and Gadchiroli districts.

<b>Head Office</b> Gandhisagar, Mahal Nagpur – 440 018	<b>Telephone:</b> 07 12-2774866, 27 22319, 27 27423 Fax – 27 66876	<b>Email:</b> <a href="mailto:ssbho_ngp@shikshakbank.com">ssbho_ngp@shikshakbank.com</a>
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### **.3. LITERATURE REVIEW**

#### **LITERATURE 1:**

Volume: 3 | Issue: 5 | May 2013 | ISSN - 2249-555X

Indian Journal of Applied Research

Title - The Performance of Cooperative Banking in India.

Dr.Purushottam Vishnu Deshmukh

Assistant Professor, Department of Economics Dr.Babasaheb Ambedekar Marathwada University, Aurangabad

#### **Review:**

Development through cooperation is a basic principle of corporation movement; it has contributed considerably in the development of Maharashtra specifically Western Maharashtra. With the help of cooperation society can change economic and social life. As the bargaining power is the soul of new economic policy, it has posed new challenges before the Indian common man .On the other hand role of government is constantly minimizing. The Indian Government are implementing policies in the favor of Multinational companies, capitalists and the rich. This leads to serious question weather Indian Consumer and producer will survive in the era of globalization? The solution to this question is in the cooperation movement, as it has a bright history. The advent of the Special Economic Zones, Mall, Chain Marketing of multinational companies is creating new problems in India. However, Indian Cooperative sector has the potential of offering new remedies for these problems. However, the Indian cooperative sector is presently suffering from some problems. The Indian cooperative banking is one such sector. The performance of Indian cooperative banking sector on the basis of income, expenditure, NPA, borrowers etc has been focused.

## **LITERATURE 2:**

e-ISSN: 2250-0758 | p-ISSN: 2394-6962 | Volume- 9, Issue- 2 (April 2019)

International Journal of Engineering and Management Research

Title - Progress of Cooperative Banks in India

1. K. Nagi Reddy 2. Dr. M. Chandraiah

1. Ph.D Research Scholar, Vikramasimhapuri University, P.G. Centre, Kavali, Nellore (District), Andhra Pradesh, INDIA

2. Professor, Department of Commerce, Research Supervisor, Vikramasimhapuri University, P.G. Centre, Kavali, Nellore (District), Andhra Pradesh, INDIA.

### **Review:**

Cooperative is one of the oldest and effective systems in terms of development of human civilization. Cooperative institutions are organized and managed on the principle of cooperation, self-help and mutual help. There are different types of cooperative institutions functioning in India. As far as the institutional credit structure is concerned, cooperatives play a significant role in this regard. Cooperative credit institutions are spread all over India and are providing their services at the grass root level. As main portion of the population in India lives in rural areas so it is important to strengthen the cooperative credit institutions in these areas. The major advantage of the institutions is their strong branch network which covers entire area of the country. This paper attempts to study the Co-operative Banking in India. The paper mainly focuses on the branch networking, capital, advances, deposits, borrowing, loans issued and outstanding performance of these banks in India. Basically we have studied the growth and performance of Co-operative Banks in India. The study is based on secondary data. The data required for the study has

been collected from RBI annual reports, Journals, reports on trend and progress of banking in India, Annual Reports of NAFSCOB etc.



### **LITERATURE 3:**

ISBN : 978-1-349-54563-6

Cooperative Banking: Innovations and Developments, 2009

Title - The Theory and Experience of Cooperative Banking

V. Boscia, R. Salvo

#### **Review:**

Cooperative banks operate in a highly competitive environment. Indeed, a restructuring process is occurring in the banking industry under the pressures of financial market globalization and European integration. The subsequent enhanced competition has emphasized 'size/dimension' and related features (such as business mix) as a competitive strategy. The outlook of investors, and consequently that of managers, is characterized by profit maximization and short-termism. This has sparked dynamic consolidation activity. This competitive environment and, more generally, financial innovation raise certain questions about the vitality of cooperative banks as financial intermediaries and certain concerns about the future of cooperative banks in terms of their modernity and consequently their survival and profitability. Academics, bankers and policymakers are currently questioning the validity of the cooperative bank model.

## **LITERATURE 4:**

ISSN:(P)2347-5404 ISSN:(O)2320-771X | Vol. 1, Issue: 7, September 2013

Journal of Research in Humanities and Social Sciences

Title - A study on Co-operative Banks in India

Soyeliya Usha L.

Assistant Professor, Commerce Government College, Jamnagar Gujarat (India)

### **Review:**

Banking business has done wonders for the world economy. The simple looking method of accepting money deposits from savers and then lending the same money to borrowers, banking activity encourages the flow of money to productive use and investments. This in turn allows the economy to grow. In the absence of banking business, savings would sit idle in our homes, the entrepreneurs would not be in a position to raise the money, ordinary people dreaming for a new car or house would not be able to purchase cars or houses. The government of India started the cooperative movement of India in 1904. Then the government therefore decided to develop the cooperatives as the institutional agency to tackle the problem of usury and rural indebtedness, which has become a curse for population. In such a situation cooperative banks operate as a balancing centre. At present there are several cooperative banks which are performing multipurpose functions of financial, administrative, supervisory and development in nature of expansion and development of cooperative credit system. In brief, the cooperative banks have to act as a friend, philosopher and guide to entire cooperative structure. The study is based on some successful co-op banks in Delhi (India). The study of the bank's performance along with the lending practices provided to the customers is herewith undertaken. The customer has taken more than one type of loan from the banks. Moreover they suggested that the bank

should adopt the latest technology of the banking like ATMs, internet / online banking, credit cards etc. so as to bring the bank at par with the private sector banks.

## **.4. TERMINOLOGIES**

1. Audit - a formal examination of an organizations or individual's accounts or financial situation.
2. Credit - an amount or sum placed at a person's disposal by a bank.
3. National Electronic Funds Transfer (NEFT) - National Electronic Funds Transfer (NEFT) is a nation-wide centralized payment system owned and operated by the Reserve Bank of India (RBI).
4. Real Time Gross Settlement (RTGS) - a system where there is continuous and real-time settlement of fund-transfers, individually on a transaction by transaction basis (without netting).
5. Indian Financial System Code (IFSC) - This 11 character code helps identify the individual bank branches that participate in the various online money transfer options like NEFT and RTGS.
6. CIBIL Score - A Cibil Score is a three-digit number that denotes the credit report.
7. Know your customer (KYC) - KYC or KYC check is the mandatory process of identifying and verifying the client's identity when opening an account and periodically over time.
8. Nomination - the act, process, or an instance of nominating.
9. Disbursement - the act of paying out money especially from a fund: the act of disbursing.
10. Hypothecate - to pledge as security without delivery of title or possession
11. Recapitulation - the hypothetical occurrence in an individual organism's development of successive stages resembling the series of ancestral types from

which it has descended so that the ontogeny of the individual retraces the phylogeny of its group.

12. Lien - the security interest created by a mortgage.
13. Voucher - A voucher is a document used by a company's accounts payable department to gather and file all of the supporting documents needed to approve the payment of a liability.
14. Magnetic Ink Character Recognition (MICR) - MICR code, is a character recognition technology used mainly by the banking industry to streamline the processing and clearance of cheques and other documents.
15. Nonperforming Asset (NPA) - A non-performing asset (NPA) is a loan or advance for which the principal or interest payment remained overdue for a period of 90 days.



## **.5. OBJECTIVES OF SIP-**

1. To understand the control methods used by the banks to optimize the day to day activities.
2. To understand and study different business operations carried out at a co-operative bank
3. To familiarize with the working attributes in the banking sector and the factors affecting the working.

## **.6. SCOPE OF SIP –**

1. Getting a gist of banking operations and understanding the hierarchy at a banking institute.
2. Understanding operations and responsibilities carried out by various departments.
3. Getting knowledge regarding the rules and regulations that the financial institutions has to follow.
4. Assist the bank, the take remedial measures to rectify the shortfall in the process if any.
5. Gaining understanding of various documentation work required and carried out at the financial institute.
6. The has been carried during the Financial Year 2021-22
7. The study is confined only to Shikshak Sahakari Bank, a co-operative sector bank.

## **.7. NEED OF SIP**

1. To know the operations and responsibilities carried out by various departments.
2. To acquainted with the working environment in the corporate world.
3. To understand the need and necessity of an operations manager in the financial institute like banks.
4. To see how banks are operating after covid – 19 pandemic and the changes that has been incorporated in the protocols.
5. To understand role and responsibilities of various individuals working that the bank.
6. To see have employees develop and maintain inter personal relationships with their colleagues.
7. To see how the power flows in the financial institute and how they take actions in order to improve the customer service.

## **.8. CONTRIBUTION DURING SIP**

- While applying for the internship, I had to send my application from college to the main branch of SHIKSHAK SAHAKARI BANK, then I received an appointment letter asking me to complete my internship at DHARAMPETH BRANCH.
- The branch used to open at 10.30 a.m. and the staff was expected to arrive before 10.00 a.m., during my internship I was placed in various departments at the branch office to get clear understanding of the banking operation and their processes.
- **1<sup>st</sup> and 2<sup>nd</sup> week –**
  1. Studied various loans facilities offered by the bank.
  2. Studied various different loan cases.
  3. Identified and analysed different documents required for different loan cases.
  4. Assisted the officer in suggesting the loan schemes to the customers based on their requirements.
- **3<sup>rd</sup> and 4<sup>th</sup> week –**
  1. Analysed the account opening form for both current account and savings account.
  2. Identified and analysed different documents required for account opening.
  3. Understood the activities carried out by the clerks and the activities carried out by the new customers.
  4. Assisted the officers in document verification and account opening process.

- **5<sup>th</sup> and 6<sup>th</sup> week –**

1. Got to know about the cash limits and various others transaction carried out by the bank.
2. Studied the process of depositing and withdrawing cash from the bank.
3. Studied the rules and regulation set by the bank regarding the exchange of mutilated currency notes.
4. Assisted in renewal and closing of Fixed Deposit Account and Recurring Deposit Account.
5. Assisted in the request and issuing for new cheque books.
6. Verified vouchers and trail balanced before submitting to the head office.
7. Offered my assistance to the RBI Audit at the bank.

- **7<sup>th</sup> and 8<sup>th</sup> week –**

1. Studied the internal audit reports and the reports suggesting the actions taken on the queries raised in the audit report.
2. Assisted the process on locker hiring, opening and closing.
3. Assisted the clearing officer (supervisor) with the verification of the transaction requests.



## **.9. LIMITATIONS**

- Duration of the internship was quite small.
- As an internship, I was not provided with the Login Id and Password for the operation of the bank software, I had to use the Id's of the respective allotted officers.
- At times the data available for study can be too large, which makes it a time consuming task.
- Due to digitization, sometimes it happens that the services in low and the transactions are put on hold.
- Documentation is the key, the record all the money transaction and they are also used for verification the transaction by the main branch, this makes it crucial they maintain and keep the vouchers free from errors.

## **.10. RESEARCH METHODOLOGY**

The type of research which I have used is the qualitative research, Qualitative research describes qualities or characteristics. It is collected using questionnaires, interviews, or observation, and frequently appears in narrative form. For example, it could be notes taken during a focus group on the quality of the food at Café Mac, or responses from an open-ended questionnaire. Qualitative data may be difficult to precisely measure and analyse. The data may be in the form of descriptive words that can be examined for patterns or meaning, sometimes through the use of coding. Coding allows the researcher to categorize qualitative data to identify themes that correspond with the research questions and to perform quantitative analysis.

### **Observational Data -**

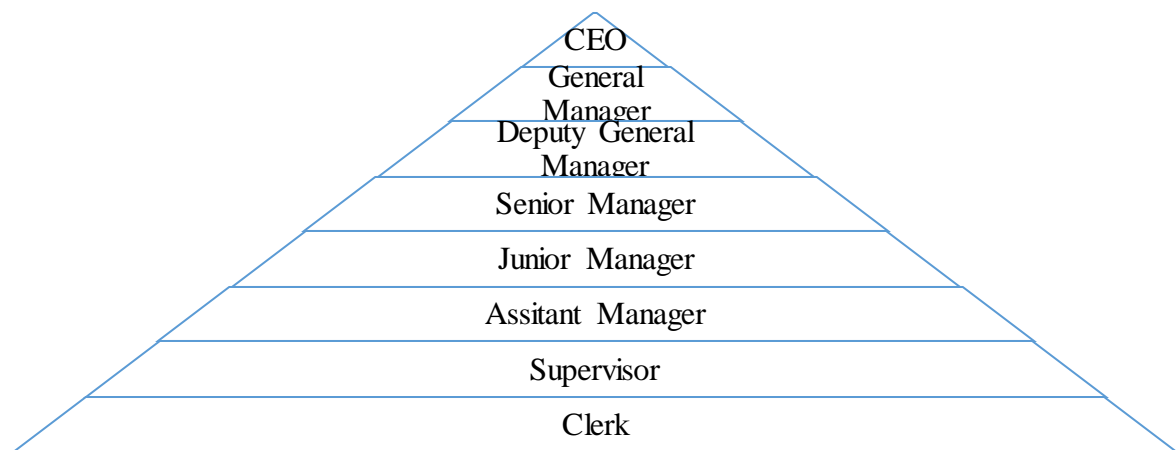
Observational data are captured through observation of a behavior or activity. It is collected using methods such as human observation, open-ended surveys, or the use of an instrument or sensor to monitor and record information -- such as the use of sensors to observe noise levels at the airports. Because observational data are captured in real time, it would be very difficult or impossible to re-create if lost.

## **.11. INTERPRETATION OF DATA AND FACTS**

### **Departments at Head Office**

- Admin Department
- Audit Department
- Finance Department
- Planning and Development Department
- Accounts Department
- Loan Department
- Credit and Monitory Department
- Legal Department
- Recovery Department
- Information Technology Department
- Shares Department
- Lease Department
- Human Resource Department

### **Hierarchical Structure at the Bank**



- Till Clerk, seniority matters for the appraisal as well as the performance of the employee, afterwards the employees have to write an exam to get a post in the upper level of the hierarchical pyramid. Interview is also taken in order to verify the necessary attributes in the particular person, Chairman, Vice Chairman and Technical Director are present as the Interviewing Panel. CEO is suppose to take note of every details in the interviews.
- For the position of CEO and General Manger advertisement is given in the newspaper for the purpose of external recruitment. Anyone who is able to fulfill the minimum requirement can apply by submitting their resume at the head office and they will be called for a personal interview.
- Pay scale is decided by the labor union and management with mutual agreement.
- A candidate from another bank with a good expression but at a lower level of the hierarchy can be given a higher post with proper interview and other educational requirement.
- Few exams have increment opportunity for the employees but the prior permission has to be taken from the head office beforehand.
- After every five years election takes place for the selection of board of directors.
- Six months of probation period with half salary is given for new recruits, the probation period can be increased if the bank official think that they would like to evaluate the individual a bit longer.
- The fresher is given a permanent status if he/she successfully complete their probation period, and if not, then the person can be asked to leave the organization.
- Admin Department together with Human Resource Department is responsible for resolution of disputes and grievances within the employees as well as the

customers of the bank. Training and Development exercise are also undertaken by the Admin Department.

### **Best Practices in well run Urban Corporative Bank**

1. Resource mobilization and deployment of resources
2. Management of NPA's
3. Expenditure control and maximization of profit
4. System of reporting to board of directors and professionalization of management
5. Employee motivation
6. Customer service
7. System and control
8. Operational efficiency
9. Corporate Social Responsibility

### **Facilities offered by the Shikshak Sahakari Bank**

1. Loans
2. Cheque Book
3. SMS Banking Alerts
4. SSB ATM cum Debit Card
5. NEFT and RTGS

### **Types of customers for opening a Saving Account at the Shikshak Sahakari Bank**

1. Individual
2. Society

3. Trust
4. Staff
5. Senior Citizen
6. Hindu Undivided Family
7. Others

### **Documents required for Saving Account**

1. Duly filled KYC Form
2. Aadhaar Card / Passport
3. PAN Card
4. Electricity Bill, Water Bill or Telephone Bill as address proof

### **Types of current accounts at the Shikshak Sahakari Bank, Dharampeth and various documents required while opening the same-**

1. Sole proprietorship
  - a. Registration Certificate
  - b. Aadhaar Card and Pan Card of the proprietor
  - c. Electricity Bill, Water Bill or Telephone Bill as address proof
  - d. License issued under shop and establishment act
  - e. Certificate of incorporation
  - f. Duly filled KYC Form
2. Private / Public Ltd. Co.
  - a. Resolutions
  - b. Memorandum and article of association
  - c. Income tax returns

- d. Certificate of incorporation
- e. Registration Certificate
- f. Pan Card of the Enterprise
- g. Electricity Bill, Water Bill or Telephone Bill as address proof
- h. Aadhaar Cards and Pan Cards of all the Directors
- i. Duly filled KYC Forms of all the Directors

3. Society

- a. By Laws of the Society
- b. Resolution
- c. Registration Certificate
- d. List of the Signing Authorities
- e. Pan Card of the society
- f. Aadhaar Cards and Pan Cards of all the Signing Authorities
- g. List of Directors
- h. Electricity Bill, Water Bill or Telephone Bill as address proof
- i. Duly filled KYC Forms of all the Signing Authorities

4. Partnership Firms

- a. Registration Certificate
- b. Partnership Deed
- c. Pan Card of the firm
- d. Electricity Bill, Water Bill or Telephone Bill as address proof
- e. Aadhaar Cards and Pan Cards of the Partners
- f. Duly filled KYC Forms of all the Partners

## **Details for Fixed Deposit and Recurring Deposit**

### **1. Fixed Deposit**

- a. Fixed Deposit by the Bank is offered on Monthly, Quarterly and Yearly basis.
- b. The maximum number of applicants for a single Fixed Deposit Account is Three.
- c. Aadhaar Cards and PAN Cards of all the individuals are required.
- d. Customers can be an individual, society, trust, staff, senior citizen and firms.
- e. There are two schemes - Fixed Deposit and Dhanvardhini
- f. Fixed Deposit can be renewed three times using the same receipt provided by the Bank. At the time of renewal, the FD is renewed on the principal amount and interest is transferred to the saving account, the serial number is change on the receipt and the sign and date of renewal is mentioned at the back side in the table.
- g. The guardian is necessary in case of the minor.

### **2. Recurring Deposit**

- a. At the time of closing, the person has to file a form and the RD passbook has to be returned, after that the process is initiated by the bank.
- b. The RD account can be closed once the money for all 12 months have been deposited, if the deposit is made after the 12<sup>th</sup> day of the month, the account closing process is delayed.



- c. Passing document is made for the approval of the passing officer, once the passing officer approves the request, the money is transferred to the saving account.

## **Cheque clearing**

The cheques and other vouchers are to be sent to the Head Office everyday at 1.00, therefore the clearing is done for the cheques collected on the same day till 1.00 p.m. And the cheques those were submitted the day before after 1.00 p.m.

For clearing, firstly all the details on the cheque are to be fed into the computer system using Account Master; Account Type Code, Account Number, and the name of the account holder are tallied. The amount on the cheque is entered with the narration as O/W CLG CTS. Then the MICR Code specified on the cheque consisting of City Code, Bank Code and Branch Code is entered. The first three digits of MICR Code specify the city, the next three specify the Bank, and the last three digits are the Branch Code of that particular Bank, mostly 001 is entered as Branch Code because it is the service branch most of the Banks except For Nagpur Nagarik Bank. The instrument Code and the Date of the cheque, that is Instrument Date are also crucial for clearing process, as if the cheque is presented before the said date, it cannot be encashed. The cheques for loans are put up as the clearing adjustment.

Cheques along with the vouchers are sent to the Head Office for the purpose of scanning, when the clearing request is sent to the service branch, the person responsible can tally the details entered with the scanned cheque.

The cheque book is offered to the customers who have applied for the same and with the condition of maintaining a minimum balance of Rs. 1000.

## **Instrument Code Number on the Cheques**

- 01-09 = Codes reserved for clearing house control documents representing debit instruments
- 10 = Saving Bank Account cheques
- 11 = Current Account cheque
- 12 = Banker's cheque
- 13 = Cash Credit Account cheque
- 14 = Dividend Warranty
- 15 = Traveller's cheque
- 16 = Demand Draft
- 17 = Cheques which will be issued in lieu of existing payment order
- 18 = Gift cheque
- 19 = Interest Warrant
- 20 = State Government Transaction@
- 21 = Central Government Transaction@
- 22 = Railways Transaction@
- 23 = Post and Telegraphs Transaction@
- 24 = Defence Transaction@
- 25 = Telecommunication Transaction@
- 26 = Reserved
- 27 = Departmentalized Ministries ( UMALO ) Transaction
- 28 = Defund Warrant
- 29 = At Par Current Account cheque

- 30 = At Par Cash Credit Account cheque
- 31 = At Par Saving Account cheque
- 40 = Credit Transaction to NRE Accounts in Indian Rupees
- 32 - 48 = Reserved
- 49 = Income Tax Refund orders

### **MICR City Code**

- Agra = 282
- Ahmedabad = 380
- Amritsar = 143
- Bengaluru = 560
- Bhopal = 462
- Bhubaneswar = 751
- Kolkata = 700
- Chandigarh = 160
- Chennai = 600
- Coiminator = 641
- Guwahati = 781
- Hyderabad = 500
- Indore = 452
- Jaipur = 302
- Jalandar = 144
- Kanpur = 208
- Kochi = 682

- Lucknow = 226
- Ludhiana = 141
- Madurai = 625
- Mangalore = 575
- Mumbai = 400
- Nagpur = 440
- New Delhi = 110
- Patna = 800
- Pune = 411
- Surat = 395
- Thiruvananthapuram = 695
- Vadodara = 390
- Varanasi = 221

### **List of bank codes and alpha codes**

<b>Bank Code</b>	<b>Name of the Bank</b>	<b>Alpha Code</b>
001	RESERVE BANK OF INDIA	(RBI)
002	STATE BANK OF INDIA	(SBI)
003	STATE BANK OF BIKANER & JAIPUR	(SBJ)
004	STATE BANK OF HYDERABAD	(SBH)
005	STATE BANK OF INDORE	(SBN)
006	STATE BANK OF MYSORE	(SBM)
007	STATE BANK OF PATIALA	(SBP)

008	STATE BANK OF SAURASHTRA	(SBS)
009	STATE BANK OF TRAVANCORE	(SBT)
010	ALLAHABAD BANK	(ALB)
011	ANDHRA BANK	(ANB)
012	BANK OF BARODA	(BOB)
013	BANK OF INDIA	(BOI)
014	BANK OF MAHARASHTRA	(BOM)
015	CANARA BANK	(CAB)
016	CENTRAL BANK OF INDIA	(CBI)
017	CORPORATION BANK	(COB)
018	DENA BANK	(DEB)
019	INDIAN BANK	(INB)
020	INDIAN OVERSEAS BANK	(IOB)
022	ORIENTAL BANK OF COMMERCE	(OBC)
023	PUNJAB AND SIND BANK	(PSB)
024	PUNJAB NATIONAL BANK	(PNB)
025	SYNDICATE BANK	(SYB)
026	UNION BANK OF INDIA	(UBI)
027	UNITED BANK OF INDIA	(UNI)
028	UCO BANK	(UCO)
029	VIJAYA BANK	(VJB)

- Similarly, the Bank Code of Shikshak Sahakari Bank Ltd. is 182 and the Branch Code for Dharampeth branch is 004.

- MICR code for Dharampeth Branch is 10.

## **Cash Transaction**

- Cash Counter Limit - Rs. 22,00,000
- Withdrawal Limit - Rs. 5,00,000
- Passing Officers Limit - Rs. 5,00,000
- Above the Limit of Passing Officer, Asst. Manager is responsible for the Approval.
- ATM Withdrawal Limit - Rs. 25,000
- Every morning the cash is taken out from the vault for daily transaction, in the software system also the amount has to be transferred from the vault.
- Last day's closing balance is the next day's opening balance.

## **Cash Deposit and Withdrawal**

### **1. Cash Withdrawal**

- a. Old cheque printed before CTS-2010 are used as Withdrawal slip, in order to reuse the already printed cheque books.
- b. Duly signed Withdrawal is given at the front Counter and the customer is allotted with a Token No. which is also written at the back of the slip.
- c. The details are entered into the system by the Clerk and the generated Set No. is written at the top right corner, the details are verified by the Passing Officer.
- d. Afterwards the slips is passed on to the Cashier, he goes to the respective Set No. and calls the person by displaying the Token No. on the screen at the Cash Counter.

- e. The person is asked to sign again at the back of the Withdrawal Slip and the Cashier tallies the signature.
- f. Cashier enters the no of notes per denomination in the system and writes the same on the slip for future reference purpose.
- g. The stamp specifying CASH WITHDRAWAL is put on the slip.

## 2. Cash Deposit

- a. The Cashier enters the Account No. and then dialogue box appears showing the details of the account holder which are to be tallied.
- b. The numbers of notes for each denomination is verified using the counter machine in order to check whether the amount written on the slip is correct or not.
- c. Then the deposit by cash menu is selected and transaction type as CR.
- d. After these steps a Set No. is generated which is to be written on the top of the slip for the sack of passing.
- e. The number of notes for each respective Denomination is to be entered and there are two side in that window, left side is for the money taken and right side for the money given. After entering the number of notes, the current balance for the same denomination can also be seen.
- f. The stamp specifying the date is put on the both the ends of the slip and the amount is written in the given space, the slip is signed by the Cashier. The customer receives the counter slip for reference purpose.

### 3. Vouchers

- a. All the Deposit and Withdrawal are called a Sub Vouchers or Secondary Vouchers and the Main Vouchers for the different heads are generated on the daily basis by the Clerk.
- b. There are two types of Vouchers; Debit and Credit.
- c. Under each specify account head, there are three types of transaction, namely; Cash, Clearing and Transfer.
- d. The Vouchers are printed in ascending order as per their account prefix, the Secondary Vouchers are also placed together with their Main Voucher in the same order.
- e. There are no Sub Vouchers for the current transaction in the Debit Vouchers.
- f. All the Vouchers along with the Trial Balance are sent to the Head Office on daily basis.

### **Account Prefixes used at the Bank**

- 1002 - Asset Revaluation Reserve
- 1004 - Reserve for Overdue Interest
- 1016 - Entrance Fees
- 1100 - Current Account
- 1101 - Saving Account
- 1102 - Fixed Deposit
- 1104 - Overdue Fixed and Time Deposit
- 1105 - Recurring Deposit



- 1106 - Pigmy Deposit
- 1107 - Shubhmangal Yojana
- 1108 - Dhanavardhini Yojana
- 1111 - Pigmy Security Deposit
- 1124 - Dhansanchaya (cum)
- 1125 - Dhansanchaya (maturity)
- 1501 - Local Drafts payable
- 1507 - Interest accrued and payable
- 1509 - TDS payable
- 1511 - Share suspense
- 1512 - Working Expenses bills payable
- 1600 - Bank Guarantee issued to customer
- 2000 - Cash in Hand
- 2302 - Investments ( Others )
- 2376 - Other ( Telephone, M.S.E.B. , Water, etc. )
- 2500 - Cash Credit Hypothecation
- 2502 - Overdraft against tangible security
- 2527 - Loan against deposit FDR
- 2528 - Loan against deposit DVR
- 2531 - Gold Loan
- 2533 - Loan against deposit RD
- 2551 - Personal Loan
- 2553 - Term Loan ( Land and Building)
- 2554 - Term Loan ( Plant and Machinery )

- 2557 - Unsecured Personal Security Loan
- 2559 - Term Loan ( Other )
- 2565 - Secured Housing Loan
- 2567 - Mortgage
- 2568 - Home Equity
- 2576 - Itwari Branch
- 2577 - Head Office
- 2602 - Dead stock of furniture
- 2603 - Stock of Stationary
- 2607 - Interest receivable N.P.A.
- 2610 - Prepaid Expenses
- 2613 - Land and Building
- 2620 - Bank guarantee issued to customers
- 4072 - SSB Festival ( Two Wheelers )
- 4073 - SSB Festival ( Four Wheelers )
- 4075 - SSB Festival ( Consumer Durables )
- 4084 - Overdraft against deposit
- 4087 - Cash Credit ( SSB - Vyapar )
- 4095 - B.G. Comm. Recd. in advance
- 4096 - SSB Shikshak New
- 4097 - SSB Personal Loan ( New)
- 4099 - SSB Personal Loan Unsecured ( New)
- 4106 - SSB Solar ( Consumer )
- 4125 - State GST ( Output )

- 4126 - Central GST ( Output )
- 4128 - State GST ( Input )
- 4129 - Central GST ( Input )
- 4135 - Vehicle Loan ( Two Wheelers 2017 )
- 4137 - Vehicle Loan ( Four Wheelers 2017 )
- 4162 - Dhanavardhini Simple
- 4171 - Cash Credit ( SSB - Business Plus )
- 4182 - SSB Gharkul
- 4197 - SSB Navotsav 2020
- 4203 - SSB LAP
- 4205 - SSB Vyapari Mitra

## **LOAN SECTION**

### **Priority sector lending**

1. Agriculture
2. Micro Small and Medium Enterprises
  - a. Manufacturing Enterprises
  - b. Service Enterprises
3. Education
4. Housing
5. Export Credit
6. Social Infrastructure
7. Renewable Energy
8. Others

## **Weaker section category in priority sector lending**

- Small and Marginal Farmers
- Artisans, village and cottage industries
- Beneficiaries under government sponsored schemes such as NRLM, NULM and SRMS
- Scheduled Caste and Scheduled Tribes
- Beneficiaries of DRI scheme
- Self Help Groups
- Distressed Farmers
- Distressed persons other than farmers
- Individual women beneficiaries
- Persons with disabilities
- Minority community
- Overdraft under PMJDY

## **Loan Schemes**

1. Loan Against Property (LAP)
  - Repayment Period – 180 months
  - Rate of Interest – 13%
  - Margin of Safety – min. 25%
2. Vyapari Mitra
  - Repayment Period – 120 months
  - Rate of Interest – 7.75%
  - Margin of Safety – min. 10%

3. Sahyog

- Period of term – max. 9 months
- Rate of interest – 12%

4. Business Plus

- Amount of loan – Rs. 10 lacs
- Rate of Interest – 10%
- Margin of Safety – 25%

5. Navotsav

- Amount of loan – Rs. 5 lacs for Two Wheelers; Rs 10 lacs for Four Wheelers
- Rate of Interest – 8.75%
- Repayment Period – 48 months for Two Wheelers; 84 months for Four Wheelers
- Margin of Safety (New Vehicle) –  $< 1 \text{ lac} = \text{Nil}$  and  $> 1 \text{ lac} = 10\%$  ( Two Wheelers); 10% for Four Wheelers

6. Staff Education

- Eligibility – HSC pass
- Amount of Loan – max. Rs. 20 lacs
- Repayment Period – max. 180 months
- Rate of Interest – 6%

7. Sahaj KarzaYojana

- Amount of Loan – Rs. 5 lacs
- Repayment Period – 60 months
- Rate of Interest – 11%

8. Vishwas

- Amount – Rs. 25 lacs
- Rate of Interest – 9% C.V.; 10.5% N.C.V.
- Repayment Period - <10 lacs = 60 months; >10 lacs = 84 months

9. Gharkul

- Amount - Upto Rs. 70 lacs
- Repayment Period - 180 months
- Rate of Interest - 7.5%
- Margin - <28 lacs = 10%; >28lacs = 20-25%

10. Green Ride

- Amount - E Ricksaw = 1lac; E Cart = 1 lac
- Repayment Period - 36 months
- Rate of Interest - 12.5%
- Margin - 30%

11. Solar Loan

- Amount - Individual = Rs. 5 lacs; Company = Rs. 10 lacs
- Rate of Interest - Individual - 11.5%; Company - 12.5%
- Repayment Period - max. 60 months
- Margin - Individual = 15%; Company = 25%

12. Vyapar

- Amount - Rs. 10 lacs
- Rate of Interest - 12%
- Margin - 25%

### 13. Doctor Plus

- Amount - Rs. 5 lacs (unsecured)
- Rate of Interest - 10%
- Margin - 25%

### 14. Education Loan Suvidha

- Amount - India = Rs. 20 lacs; Abroad = Rs. 25 lacs
- Rate of Interest - India = 14%; Abroad = 14.5%
- Repayment Period - 7 Years

## **Various types of loans and documents required for them**

- Cash Credit Limit

1. Audited / Provisional Balance Sheet
2. ITR of Directors and Guarantors
3. Resolution of the company
4. Letter of Incorporation
5. Registration Certificates of the Firm
6. GST Returns
7. Latest Tax Receipts
8. Account statement from other bank
9. Gumasta
10. PAN and Aadhaar Cards
11. Cibil Score Card and Details
12. Respective similar documents from guarantors
13. Promissory Note (generated by the Bank)

14. Hypothecation Cum Loan Agreement (generated by the Bank)
  15. Letter of Continuity (generated by the Bank)
  16. Letter of Declaration by borrowers for the hypothecation of stock  
(generated by the Bank)
  17. Sanction Letter (generated by the Bank)
  18. Process Note (generated by the Bank)
  19. Inspection Report (generated by the Bank)
  20. Insurance of Stock (generated by the Bank)
- Housing Loan ( Renovation )
    1. Utilization Certificate
    2. PAN and Aadhaar Cards
    3. Cibil Score Card and Details
    4. Pay Slips for the last 3 months
    5. Tax Returns
    6. Account statement from other bank
    7. Electricity Bill as address proof
    8. Respective similar documents from guarantors
    9. Recapitulation Sheet
    10. Property Tax Documents
    11. Valuation Report of Collateral
    12. Certification of Valuation
    13. Sale Deed
    14. Final Agreement
    15. Original Papers of the Property



16. Home Insurance (generated by the Bank)
17. Process Note (generated by the Bank)
18. Promissory Note (generated by the Bank)
19. Hypothecation Cum Loan Agreement (generated by the Bank)
20. Letter of Continuity (generated by the Bank)
21. Letter of Lien and Set-off (generated by the Bank)
22. Inspection Report (generated by the Bank)
23. Credit Information Report (generated by the Bank)

- Vehicle Loan

1. Sales Receipt
2. Delivery Note
3. Duplicate Key
4. Tax Invoice
5. Insurance of the vehicle
6. Vehicle Passing
7. Proof of fitment of Fastag ( Not mandatory but if submitted, it can be kept as the record )
8. Invoice for Additonal Fittings
9. Receipt of Down Payment
10. Electricity Bill as address proof
11. PAN and Aadhaar Cards
12. Cibil Score Card and Details
13. Income Tax Returns
14. Account statement from other bank

15. Verification Report ( If the Borrower is new)
16. Process Note (generated by the Bank)
17. Promissory Note (generated by the Bank)
18. Letter of Continuity (generated by the Bank)
19. Letter of Lien and Setoff (generated by the Bank)
20. Agreement Letter (generated by the Bank)

- Personal Loan

1. R.D. of Rs. 500 for 5 years / LIC Insurance if surrender value is sufficient / Fixed Deposit
2. Electricity Bill as address proof
3. PAN and Aadhaar Cards
4. Cibil Score Card and Details
5. Account statement from other bank
6. Pay Slips for the last 3 months
7. Respective similar documents from guarantors
8. Process Note (generated by the Bank)
9. Promissory Note (generated by the Bank)
10. Letter of Continuity (generated by the Bank)
11. Letter of Lien and Setoff (generated by the Bank)
12. Agreement Letter (generated by the Bank)
13. Verification Report ( If the Borrower is new)

- Business Plus

1. Property Tax of the Office
2. Registration Certificates of the Firm

3. Tax Returns for the Firm
  4. Financial Statements
  5. Insurance of the property
  6. Electricity Bill as address proof
  7. PAN and Aadhaar Cards
  8. Cibil Score Card and Details
  9. Respective similar documents from guarantors
  10. Account statement from other bank
  11. PAN Card of the Firm
  12. Registration of Security Interest Acknowledgement Report (generated by the Bank)
  13. Process Note (generated by the Bank)
  14. Disbursement Note (generated by the Bank)
  15. Promissory Note (generated by the Bank)
  16. Hypothecation Cum Loan Agreement (generated by the Bank)
  17. Letter of Continuity (generated by the Bank)
  18. Letter of Lien and Setoff (generated by the Bank)
  19. Agreement Letter (generated by the Bank)
- Loan Against Property
    1. PAN and Aadhaar Cards
    2. Account statement from other bank
    3. PAN Card of the Firm
    4. Cibil Score Card and Details
    5. Electricity Bill as address proof

6. Respective similar documents from guarantors
7. Letter of Incorporation
8. Tax Returns for the Firm
9. Tax Returns of the Individuals
10. Registration Certificates of the Firm ( if applicable )
11. Memorandum of Association
12. Financial Statements
13. Resolution of the company
14. Original Papers of the Property
15. Disbursement Note (generated by the Bank)
16. Registration of Security Interest Acknowledgement Report (generated by the Bank)
17. Process Note (generated by the Bank)
18. Promissory Note (generated by the Bank)
19. Hypothecation Cum Loan Agreement (generated by the Bank)
20. Letter of Continuity (generated by the Bank)
21. Letter of Lien and Setoff (generated by the Bank)
22. Agreement Letter (generated by the Bank)

- Solar Loan

1. Net Metering Connection Agreement
2. Commissioning Report for the system
3. Commissioning Report for the grid connected Solar Photovoltaic Power Plant
4. Feasibility Report

5. Quotation from the Seller
6. Sanction Letter from MSEDCL
7. Drawing of the circuit
8. Photos of the structure
9. Tax Invoice
10. Installation Certificate
11. Insurance of the property
12. Property Tax Receipts
13. PAN and Aadhaar Cards
14. Electricity Bill
15. Tax Returns
16. Account statement from other bank
17. Cibil Score Card and Details
18. Financial Statements
19. Work Completion Report
20. Process Note (generated by the Bank)
21. Disbursement Note (generated by the Bank)
22. Promissory Note (generated by the Bank)
23. Hypothecation Cum Loan Agreement (generated by the Bank)
24. Letter of Continuity (generated by the Bank)
25. Letter of Lien and Setoff (generated by the Bank)
26. Agreement Letter (generated by the Bank)

- Vyapari Mitra

1. Resolution of the company

2. Letter of Incorporation
3. Registration Certificates of the Firm
4. Memorandum of Association
5. PAN and Aadhaar Cards
6. PAN Card of the Firm
7. Tax Returns for the Firm
8. Tax Returns of the Individuals
9. Account statement from other bank
10. Cibil Score Card and Details
11. Financial Statements
12. Insurance of the property
13. Electricity Bill as address proof
14. Sale Deed
15. Deed of Declaration
16. Title Verification (generated by the Bank)
17. Valuation Report (generated by the Bank)
18. Inspection Report (generated by the Bank)
19. Process Note (generated by the Bank)
20. Disbursement Note (generated by the Bank)
21. Promissory Note (generated by the Bank)
22. Hypothecation Cum Loan Agreement (generated by the Bank)
23. Letter of Continuity (generated by the Bank)
24. Letter of Lien and Setoff (generated by the Bank)
25. Agreement Letter (generated by the Bank)

- Overdraft

1. Loan Account Monitoring Report
2. Resolution of the company
3. Letter of Incorporation
4. Registration Certificates of the Firm
5. Memorandum of Association
6. PAN and Aadhaar Cards
7. PAN Card of the Firm
8. Electricity Bill as address proof
9. Tax Returns for the Firm
10. Tax Returns of the Individuals
11. Account statement from other bank
12. Insurance of the property
13. Cibil Score Card and Details
14. Financial Statements
15. Inspection Report (generated by the Bank)
16. Process Note (generated by the Bank)
17. Disbursement Note (generated by the Bank)
18. Promissory Note (generated by the Bank)
19. Hypothecation Cum Loan Agreement (generated by the Bank)
20. Letter of Continuity (generated by the Bank)
21. Letter of Lien and Setoff (generated by the Bank)
22. Agreement Letter (generated by the Bank)

## Staff Rotation Register

- Officer and staff rotation register is maintained in order to keep the job description upto date for all the individuals.

Name	Designation	Period	Work and Responsibility	Sign of Employee	Sign of Manager

- All the details are specified in the above stated format which is kept upto date for the purpose of inspection and in order to make sure that every individual know their responsibilities and work tasks that they have to carry out.
- Every employee is transferred to a different branch after every three years, so that everyone gets to handle various different portfolios and develop new competencies which can be helpful for long term, and will also help him/her for the appraisal.
- Number of employees staffed at a particular branch depends on the frequency of transaction per year in that particular branch, the numbers of employees can be manipulated to accommodate the business of the branch.

## Locker Facilities

- A form stating Number of Locker, Names of Hirers, their signatures, Customer ID, Account Number, and Mobile Numbers has to be filled.
- Agreement is prepared by the bank specifying Class of the locker (that is the size), Locker Number and the time duration for the hire.
- Nomination form has to be filled by the Hirers.



- A proper application addressing to the branch Manager has to be submitted for requesting the change in the locker size.
- Pan Card, Aadhaar Card and Electricity has to submit as the verification document, something KYC form is also filled in case of the new customer.
- Fixed Deposit can be kept for the purpose of security deposit.
- Total number of lockers are the bank is 558 and they are available in three sizes; small, medium and large.
- A record book with the specified format is maintained to keep a track of the frequency of locker opening, date and time of opening the locker and fees paid to the hiring of the locker.

## **.12. FINDINGS**

- I found that the control methods used by the banks are perfectly optimized and the day to day business operations are neatly undertaken by the concerned employees and departmental heads.
- Various business operations of the bank such as, loan products, deposit products, customer identification, etc. are carried out as the rules and regulations of co-operate bank sector, listed by the RBI.
- Following were the working attribute that I observed:
  1. Proper documentation is carried for each and every banking product.
  2. All the KYC norms are properly fulfilled by the bank.
  3. Maintaining good relationship with the existing customer and Building a relationship with prospects is crucial at the organization.
  4. The processing fees are less compared other banks as Shikshak Sahakari Bank operates on co-operative principle.
  5. Minting money is not objective and providing good quality services to the customers is a priority.

### **.13. SUGGESTIONS**

- The bank is already carrying out various activities to reuse and recycle the paper and other available resources, one point which can be considered is to encourage the senior customers of the bank to use online or UPI services.
- One great thing which is experienced during my internship was the relationship that the staff has developed with the existing customers of the bank, few more efforts can be put forward in order to attract new account openings.
- Employees should be encouraged to take part in the CSR activities which will provide them with a feeling of fulfilment and will also help them improve the bank's brand awareness which in turn will attract new customers.
- Staff should be encouraged to communicate more frequently in English with the people who are not the localites and do not understand the local languages, this will also make them come out as more professional individuals.

## **.14. CONCLUSION**

- From the internship it was seen that there a strict and rigid environment when it comes to following the rules and regulations set by the RBI, because if there is any lethargic behaviour it can have a negative impact on the ranking of the bank.
- I got the analyse different documentation made and required by the bank for carrying out the financial transactions and the process of making those documentation. There is set of documentation which is required in all the cases such as Aadhar Card, PAN Card, CIBIL Score, Company Registration, Address Proof, etc.
- I developed good interpersonal relationship with the staff that I got the work with, the environment that I had during my internship was peaceful, friendly and positive.
- I concluded that it is crucial for a financial institute to maintain customer relationships and provide customers with the best possible service that they have to offer.
- There are various products that a single bank provides to its customers and the product codes for the same has to be memorized by the clerks and the bank officials.
- While working in the cash withdrawal/deposit window it is critical to keep a cool temper, as sometimes people tend to argue with the respective personnel.
- Verification of the data provided by the customer with the documentation helps in the identification and treatment of the problem such as NPA's.

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