

**A Project Report on**

**“A STUDY OF HOME LOAN AT ICICI BANK”**

Submitted to:

**DMSR**

**G.S. College of Commerce and Economics, Nagpur**

**(An Autonomous Institution)**

Affiliated to:

**Rashtrasant Tukadoji Maharaj Nagpur University, Nagpur**

In partial fulfilment for the award of the degree of

**Master of Business Administration**

Submitted by:

**Ms. Ashwini Dilip Galande**

Under the Guidance of:

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



**Academic Year 2022-23**

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



**Academic Year 2022-23**

## **CERTIFICATE**

This is to certify that **Ms. Ashwini Dilip Galande** has submitted the project report titled, "**A Study of Home Loan at ICICI Bank**", towards the partial fulfillment of **MASTER OF BUSINESS ADMINISTRATION** degree examination. This has not been submitted for any other examination and does not form part of any other course undergone by the candidate.

It is further certified that she has ingeniously completed her project as prescribed by **DMSR, G. S. College of Commerce and Economics, Nagpur, (NAAC Reaccredited "A" Grade Autonomous Institution)** affiliated to **Rashtrasant Tukadoji Maharaj Nagpur University, Nagpur.**

**Dr. Afsar Sheikh**  
**(Project Guide)**

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

**Place: Nagpur**

**Date:**

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



**Academic Year 2022-23**

## **DECLARATION**

I here-by declare that the project with title “**A Study of Home Loan at ICICI bank**” has been completed by me in partial fulfillment of **MASTER OF BUSINESS ADMINISTRATION** degree examination as prescribed by **DMSR, G. S.College of Commerce and Economics, Nagpur, (NAAC Reaccredited "A" Grade Autonomous Institution)** affiliated to **Rashtrasant Tukadoji Maharaj Nagpur University, Nagpur** and this has not been submitted for any other examination and does not form the part of any other course under taken by me.

**Ms. Ashwini Dilip Galande**

**Place: Nagpur**

**Date:**

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



**Academic Year 2022-23**

**ACKNOWLEDGEMENT**

With immense pride and sense of gratitude, I take this golden opportunity to express my sincere regards to **Dr.S.S. Kathaley**, Principal, G. S.College of Commerce & Economics, Nagpur.

I am extremely thankful to my Project Guide **Dr. Afsar Sheikh** for him guidance throughout the project. I tender my sincere regards to the Coordinator, **Dr. Sonali Gadekar** for giving me guidance, suggestions and invaluable encouragement which helped me in the completion of the project.

I will fail in my duty if I do not thank the non-Teaching staff of the college for their Co-operation.

I would like to thank all those who helped me in making this project complete and successful.

**Ms. Ashwini Dilip Galande**

**Place: Nagpur**

**Date:**

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# CHAPTER 1

## 1.1 INTRODUCTION

The objective of this paper is to understand the conceptual frame work of home loan in India and to undertake the empirical study on home loan industry. In this regard secondary data is being used. The various issues related to drivers of demand in housing, evolution of home loan. Housing in India, importance and types of home loan have been discussed. Through this paper the basics of housing loan addressed.

Home is an integral part of a human being, who since his childhood, dreams to have living space of his own. Once in a lifetime investment requires loan to do it and that is how the home loan comes into scheme of things. Buying a home is dream for everyone. Due to the rising price of properties, it has almost become impossible for an average earning person to buy a home through lump sum payment. Therefore, the concept of home loan has come into existence. There are plethora of housing finance institutions and banks both in public and private sector which offer home loans. Choosing one institution and one offer for home loan amidst the thousands available options have become a very complex task in our country. Apart from this, there are intricate business jargons and technicalities that make this job more tough and difficult. Through this study, I propose to identify the critical factors impacting the growth and distinguishing the growth pattern in home loan portfolio particularly in public sector banks in India.

ICICI Bank is India's No. 1 Home Loans Provider. At ICICI Bank Home Loans, it offers unbeatable benefits to ensure that the customers get the best deal without any hassles and ICICI Bank makes it extremely easy for them.

- **Types of Home Loan:**

Various types of home loans are available in India. They are described below:

- (i) Home Purchase Loan:**

These are the basic home loans for the purchase of a new house. These loans are given for



purchase of a new or already built flat/bungalow/row-house.

**(ii) Home Improvement Loan:**

These loans are given for implementing repair works and renovations in a home that has already been purchased by the customer. It may be requested for external works like structural repairs, waterproofing or internal works like tiling and flooring, plumbing, electrical work, painting, etc.

**(iii) Home Construction Loan:**

These loans are available for the construction of a new home. The documents required by the banks for granting customer a home construction loan are slightly different from the home purchase loans. Depending upon the fact that when customer bought the land, the lending party would or would not include the land cost as a component, to value the total cost of the property.

**(iv) Home Extension Loan:**

Home Extension Loans are given for expanding or extending an existing home. For example, addition of an extra room etc. For this kind of loan, customer needs to have requisite approvals from the relevant municipal corporation.

**(v) Land Purchase Loan:**

Land Purchase Loans are available for purchase of land for both home construction or investment purposes. Therefore, customer can be granted this loan even if customer is not planning to construct any building on it in the near future. However, customer has to complete construction within tenure of three years on the same land.

**(vi) Bridge Loan:**

Bridge Loans are designed for people who wish to sell the existing home and purchase another. The bridge loan helps finance the new home, until a buyer is found for the old home.

**(vii) Balance Transfer:**

Balance Transfer loans help customer to pay off an existing home loan and avail the option of a loan with a lower rate of interest. Customer can transfer the balance of the existing home loan to any another bank.

**(viii) NRI Home Loan:**

This is a special home loan scheme for the Non-Resident Indians (NRI) who wishes to build or buy a home or land property in India. They are offered attractive housing finance plans with suitable reimbursement options by many banks in the country.

- **INDUSTRY PROFILE:**

The housing is one of the basic needs of the people as it ranks next to food and clothing. A certain minimum standard of housing is essential for a healthy and civilized living. Thus, the priority has to be given for the development of housing in a country. It is a tool for modern economic development. The census records of India exhibits that there was no deficit-housing problem in India till the first half of the century. In 1901, there were 55.8 million houses for 54 million households showing a surplus of 1.8 million houses. This surplus situation continued till 1941. It was only after 1951, the deficit trend has started and is continuing with an escalating magnitude. In 1971, total number of households was 100.4 million and the number of houses was 90.7 million, showing a deficit of 9.7 million. The housing shortage during 2001 was 41 million. The estimated housing stock requirement in the country by 2021 is about 77 million in urban areas and 63 million in rural areas. The increasing number of houses and a rising trend in the size of the households has contributed to the shortage of housing stock in the urban areas. Only 20% of the Indian population lived in urban areas in 1970 (UNDP 1998). The urbanization is expected to increase still. This resulted in an estimation of 36% of the population to live in urban areas by 2015. In India, there is a very widening gap between the supply and demand for housing. There is an urgent need to modify the policy on one hand and look for an innovative approach for construction of houses on the other to reduce the deficit. The Government of India (GoI) had introduced schemes and projects for housing problem in every five-year plans. The National Housing Policy formulated by government of India takes into account the developments on national and international scene on shelter sector. The adoption of National Housing Policy by the Parliament in 1994 was a landmark step in promoting housing development in the country.

## 1.2 COMPANY PROFILE:

- \* ICICI Bank is a leading private sector bank in India.
- \* ICICI Bank Limited is an Indian Multi-National Bank and Financial Services Company with its corporate office in Mumbai, Maharashtra.
- \* The Bank's consolidated total assets stood at Rs.14.76 trillion till September, 2020.
- \* ICICI Bank has currently a network of 5,288 branches and 13,875 ATM across India.
- \* ICICI was formed in 1955 at the initiative of the World Bank, the Government of India and representatives of Indian industry.
- \* The principal objective was to create a development financial institution for providing medium-term and long-term project financing to Indian businesses.
- \* As India's economy became more market-oriented and integrated with the world economy, ICICI capitalized on the new opportunities to provide a wide range of financial products and services to a broader spectrum of clients.
- \* ICICI Bank was incorporated in 1994 as a part of the ICICI group. In 1999, ICICI became the first Indian company and the first bank or financial institution from non-Japan Asia to be listed on the New York Stock Exchange.

- **Evolution of Home Loan**

Home Loan plays a vital role as an engine of equitable economic growth through the reduction of poverty and prevents slum proliferation in economy. The demand for housing is increasing rapidly day by day. Therefore, to meet with the growing housing demand is the aim of the government. To achieve this aim, it is required to provide the loan for housing to the

people. The liberalization of the financial sector of the economy has also become possible by the housing finance. Home Loan is the funds buyer has to borrow usually from a bank or other financial institutions to purchase a property, generally secured, by a registered mortgage to the bank over the property being purchased. A mortgage loan is a debt owed on a home, the mortgage rate is the interest rate charged to the home owner for the use of the loan. Home loan is a broad topic, the concept of which may vary across lands, regions and countries, particularly in terms of the areas it covers.

The International Union for Housing Finance, as a multinational networking organization, has no official position on what the best definition of housing finance is. The concept of housing finance and housing finance systems has been evolving over time. Looking at definitions from the mid-1980s, the housing finance was defined primarily in terms of residential mortgage finance.

“The purpose of a housing finance system is to provide the funds which homebuyers need to purchase their homes. This is a simple objective, and the number of ways in which it can be achieved is limited. Notwithstanding this basic simplicity, in a number of countries, largely as a result of government action, very complicated housing finance systems have been developed. However, the essential feature of any system, that is, the ability to channel the funds of investors to those purchasing their homes, must remain.”

- **Importance of Home Loan:**

The need for home loans arises not because property prices are heading upwards all the time but because home loans make great sense from a long-term savings perspective. Not only are home loans a handy tool for the common man to own a roof over his head but they also help to save money in the long run with skyrocketing real estate prices, people are increasingly opting for housing loans to acquire their dream home. Interest rates are coming down all the time and the banks and the housing finance companies are literally falling over each other to lure the prospective home-seekers. Products called „zero down payment loans“ wherein 100 per cent funding is provided for select properties. These lucrative offers are other major reasons for why people are opting for loans.

For salaried employees, housing loans are the best way to avail of tax benefits. Many people

simply go for the home loans in order to avail these benefits. Interest payments upto 2.0 lakh on housing loans are deductible from the taxable income and there is a further deduction of taxable income maximum up to 1.5 lakh against repayment of principal portion per annum. In case a person stays in a rented house, the cost of the loan will be nearly zero percent since he will be saving a decent amount on rent.

Even if one can afford to buy a home with one's own money, home loans should be availed because they act as good savings instrument. According to industry estimates, the long term average return in investing in a home is about 20% p.a. while the average cost of borrowing funds in the market today is about 7% p.a. (considering all tax breaks). Features Of ICICI Bank Home Loan:

- Home loan amount can be chosen to suit specific needs
- One can avail of a loan up to 85% of Cost Of Property
- Conveniently pay off the loan over a period of upto 25 year
- It can be availed at the Floating rate of Interest or at the Fixed rate of Interest or at the combination of both Fixed & Floating rates
- Faster repayment as principal repayment in on monthly rest.

- **Basic Eligibility Norms for Home Loans:**

- Home Loans can be availed by Resident Indian whether Salaried or SelfEmployed and also by Non- Resident Indian who are Salaried.
- For resident Indians the following are the eligibility norms :
  - ✓ You must be at least 21 years of age when the loan is sanctioned.
  - ✓ The loan must terminate before or when you turn 65 years of age or before retirement, whichever is earlier.You must be employed or self-employed with a regular source of income.

### I. Ways to Enhance Your Eligibility:

- If your spouse is earning, put him/her as a co-applicant. The additional income shall be included to enhance your loan amount. Incidentally, if there are any co-owners they must necessarily be co-applicants.
- Your blood relative income can also be considered for sanctioning the loan on your combined income. The disbursement of the loan, however, will be done only after you submit proof of your marriage.
- Providing additional security like bonds, fixed deposits and LIC policies may also help to enhance eligibility.

## II. Documents required for loan sanction:

At ICICI Bank we require the following documents to sanction your home loan:

### **Sanction Documents:**

- Duly Completed Application Form
- Photograph
- Fee cheque
- Photo identity proof
- Age proof
- Signature verification proof
- Residence address proof

### Documents for salaried people

- Last three months' salary slips
- Form 16
- Bank statements for last 6 months from salary account
- Repayment track record of existing loans

### Documents specific for Self Employed

- Income Tax Return / Computation of Total Income / Auditors Report / Balance Sheet / Profit & Loss Account certified by Chartered Accountant for last 2years (3 years for Home Equity) (both for business and personal of partners/directors)

- Bank Statement for last 6 month from operating account
- Repayment Track record of existing loans / Loan closure letter
- Board Resolution in case of a company
- Proof of existence
- Office Address Proof
- Photo Identity Proof, Residence Address Proof, Signature Verification is required to be provided for all the main partners / directors.

These are the documents required for sanctioning a loan. You may be asked to submit further legal documents if required by ICICI Bank or its approved lawyers. Do retain photocopies of all documents being submitted by you.



# CHAPTER 2

## **REVIEW OF LITERATURE:**

**Goyal and Joshi (2011)** have deduced in their study on Social and Ethical Aspects of Banking Industry that banks can extend themselves as a social and moral oriented association by just dispensing credits to those social, moral and ecological concern associations.

**Kumar and Gulati (2010)** examined at the centrality of the possession on the Indian local bank's adequacy. Data Envelopment Analysis (DEA), which is a non-parametric, deterministic and straight programming-based system, was utilized to register open and private division banks effectiveness score. The operational cross-sectional information of the general population and private area banks amid the money related years 2005-06 and 2006-07 was utilized and it was found that (1) De nova private division banks command the development of effective boondocks of Indian household saving money industry; (2) Primarily, the entire specialized wastefulness stops from administrative inadequacy rather than scale wastefulness; and (3) Though the general population and private part banks' productivity contrasts have been noted, in a large portion of the cases these distinctions are measurably insignificant. Overall, it is reasoned that industry possession is incapable in the Indian local saving money industry.

**Naveen K.Shetty and Dr.Veerashekhharappa (2009)** studied the significance of microfinance in achieving money related incorporation. The paper concentrates on effect of the expanding hole sought after and supply of money related administrations in India which has prompted the expanding populace of the nation to be avoided from the formal budgetary credit framework on housing advance.

**Kerry D (2008)** broke down, amid the period 1998-2008, there was a sharp ascent and afterward there was a surprising drop in the homecosts. Financial basic were the fundamental purposes behind these adjustments in home costs. Thusly the issue was not a result of subprime loaning, but rather emotional diminishments in the Fed, a short time later amid the early mid-2000 there was an expansion in the rates of premium; the development of housing was engaged in the business sectors where there were critical supply-side limitations, that able to be more value unpredictable. Likewise, the issues laid in

light of expansion and decline of certain home loan items, instead of credit lack.

**Sendhilvelan and Karthikeyan (2007)** RBI has expressed that the development towards general keeping money ought to have speedier dependability and proficiency of the budgetary framework, yet without anyone else it cannot give a viable or feasible answer for the operational issues of individual organizations emerging from credit capitalization, abnormal state of NPAs vast resources liabilities crisscross, liquidity and so forth. However in a business sector driven economy to confront the opposition one variable is the size and subsequently, the passage of Universal banks is unavoidable for the general monetary advancement of our nation. There is most likely step by step we are moving towards the administration of a couple of substantial banks from the administration of numerous little banks. This illustration is accomplished with the idea of widespread managing an account which surely fortify the banking sector.

**Talwar (1996)** in an article on the present saving money situation and the requirement for an arrangement change, opines that a noteworthy concern tended to by managing an account segment change is the strengthening of the budgetary wellbeing of banks. The presentation at prudential standards is better money related order by guaranteeing that the banks are aware of the danger, benefit of their loan portfolios.

**Boyd (1994)** the study closes on rate of interest charged on advances, enthusiasm on bank accounts, notoriety. All these interest have played an essential part for customers and money related execution of a bank in business sector. However, customers likewise mind other criteria, for example, the amount of agreeableness of representatives, item, online offices, paper work and postliminary.

**Spencer (1991)** pointed that the significance of bank picture as focused technique for expanding customer activity stream. Inclination for bank amongst understudies as supplier of money related administrations, more noteworthy trust in huge medium estimated banks, significance of customers by work force, focused store rates and credit accessibility were the key discoveries.

**Narasimham Committee (1991)** In the most recent two decades different changes came in the keeping money framework in our nation that were engaged and highlighted by Narasimham Committee. Till now has progress going on. By this bank came to know their frail focuses and how to came up. There were numerous angles which decrease in profitability, effectiveness and gainfulness of a bank framework. The board of trustees firmly makes changing, solid economy ventures to make Indian banking framework effective.

**Rangarajan(1988)** Remarks that division of banks credit for gainful reason in vital for financial improvement. Banks are more unbending in loaning exercises and along these lines meriting and poor individuals are not getting budgetary help. New measures are key to guarantee that advance achieve meriting hands.

**Leelamma Kuruvilla (1999)** tosses light on National Housing Policy and new activities in housing money. She proposed that the adjustment in the lawful casing work, rearranging the strategy for housing money and the dynamic contributions of the Government in the housing division will moderate the housing issue.

**Mathurn (1993)** opined that the money related weight of interest in housing is by and large substantial when the proprietor does not have adequate assets accessible to pay for the site and the whole cost of development. Consequently, he should make game plans to acquire reserves from some different sources.

**Parekh (1988)** reported that the eventual fate of housing fund is to improve the credit start process for housing all through the nation to build up an institutional system that would encourage the beginning procedure, to distinguish the potential asset base for the framework in general and to disentangle the lawful framework as for danger administration of housing

**Karthik. G. (1998)** in his study about the Housing and Development corporation and national housing bank argued that profitability and growth of housing finance in India is largely based on the development and introduction of new schemes matching the economic profile of the borrowers. This study suggested improvement in schemes is highly essential for the growth of housing finance in India.

**Vidhayavathi. K (2002)** in her study evaluated the performance of housing finance institutions on certain selected business parameters as well as through an opinion survey over the home loan seekers and concluded that apart from interest rate advertisement, service quality, courtesy and speed of service are certain other important dimensions affecting the growth of housing finance industry.

# CHAPTER 3

### 3.1 RESEARCH METHODOLOGY:

Research is the process of systematic and in-depth study or search for any particular topic, subject or area of investigation, backed by collection, compilation, presentation and interpretation of relevant details or data.

### 3.2 HYPOTHESIS:

**Null Hypothesis (H<sub>0</sub>) :** There is no significant relationship between time taken to process the loan and disbursement of loan.

**Alternate Hypothesis(H<sub>1</sub>) :** There is a significant relationship between time taken to process the loan and disbursement of loan.

### 3.3 RESEARCH DESIGN:

*	<b>Type of Design</b>	: Exploratory research design.
*	<b>Sample size</b>	: The sample comprises of 100 respondents
*	<b>Research Area</b>	: Dharamapeth Branch
*	<b>Sampling Technique</b>	: Random Sampling

- \* Questionnaire Preparation
- \* Collecting Data from Employee
- \* Analysis of Data
- \* Testing of Hypothesis

\* Analysing using SPSS Tools

**Questionnaire Preparation:**

The questionnaire is prepared based on the need of present employees working due to recent changes working style and to get updated with current technology.

**Analysis of data;**

The Collected Data obtained is analyzed and interpreted using charts and tables.

**Testing of Hypothesis:**

Hypothesis is tested using SPSS Package.

**Analyzing using SPSS Tools:**

The data is imported in SPSS and analyzed using required tools.



### **3.4 NEED FOR STUDY**

- 3.4.1 The business environment today and intense competition globally have made it mandatory.
- 3.4.2 The business entities to train their human resources constantly and as per the emerging challenges.
- 3.4.3 The Major three needs are to understand the home loan market with its current practices in context of Indian scenario.
- 3.4.4 To know the ideas of customers about home loan products and services.
- 3.4.5 To study the problem faced by the customers in obtaining home loan.
- 3.4.6 Designed strategically to meet the business needs.

### **3.5 OBJECTIVE OF THE STUDY:**

- 3.5.1 Following are the objectives of the study:
- 3.5.2 To understand the concept of home loans schemes.
- 3.5.3 To understand the documents involved in the home loans and the repayment methodology.
- 3.5.4 To detail about the interest rates and tenure to be chosen for repayment.
- 3.5.5 To know more about the innovative home loan schemes and the risk capturing mechanisms.

### **3.5 SCOPE OF THE STUDY:**

3.5.1 All industries have challenges to face when it comes to training their workforce, many of which are unique to that particular industry, and the banking sector is no different.

1. Regulation changes
2. Ensuring all staff meet training standards
3. Resistance to change
4. Supplementing existing courses
5. Overwhelming levels of information

### **3.6 LIMITATIONS OF STUDY:**

3.6.1 The study is confined to Nagpur District only due to time audit

3.6.2 Getting timely responses from the respondents was a difficult task due to their regular routine activities.

3.6.3 The data collected for the research is fully on primary data given by the respondents. There is chance for personal bias, so the accuracy is not true.

3.6.4 The study has been limited 100 respondents only.

3.6.5 Limited time for survey is other constrain.

# CHAPTER 4

## 4.1 DATA ANALYSIS AND INTERPRETATION

### Percentage Analysis

Table 1: Gender

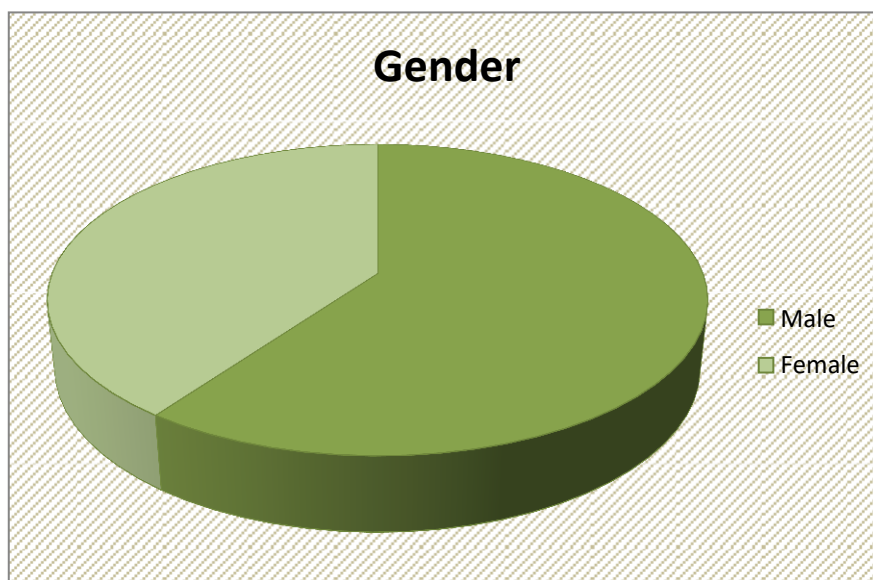
Gender	No.of Respondents	Percentage
Male	60	60%
Female	40	40%

Source: Primary Data

### INTERPRETATION:

From the above table, it is found that 60% of respondents are Males and remaining 40% are females.

### Chart 1: Gender



**Table 2: Occupation**

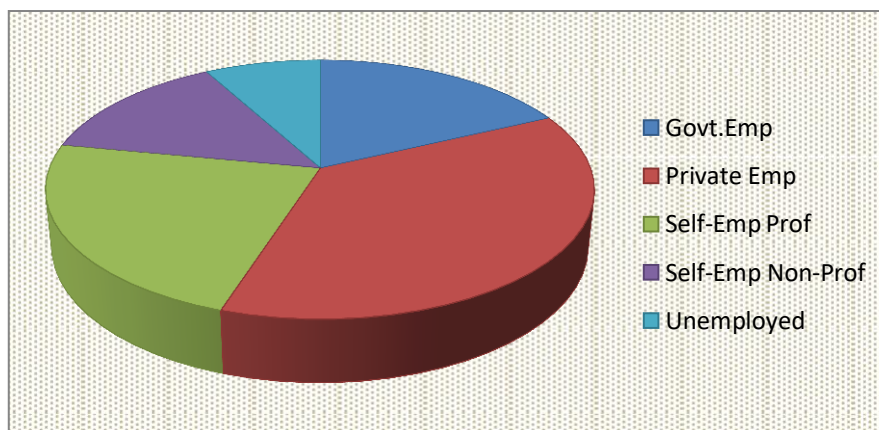
Occupation	No.of Respondent	Percentage
Govt.Employee	18	18%
Private Employee	37	37%
Self-Employed Professional	23	23%
Self Employed Non-Professional	14	14%
Unemployed	8	8%

Source: Primary Data

**INTERPRETATION:**

From the above table, it is found that majority of 37% of respondents are from private employee.

Chart 2: Occupation



**Table 3: Income**

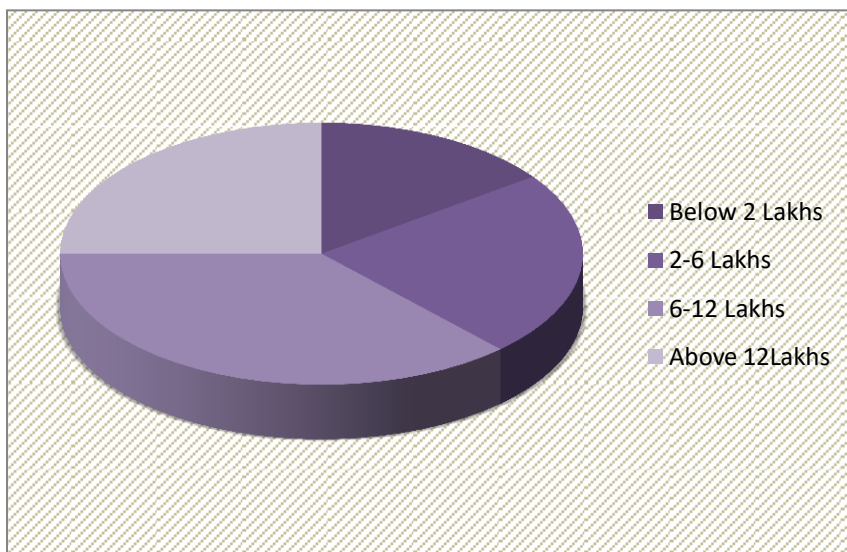
Income	No.of Respondents	Percentage
Below 2Lakhs	15	15%
2-6 Lakhs	23	23%
6-12 Lakhs	37	37%
Above 12Lakhs	25	25%

Source: Primary Data

**INTERPRETATION:**

From the above table, it is found that 15% of respondents receive income below 2 lakhs, 23% of respondents receive 2-6 lakhs, 37% of respondents receive income 6-12 lakhs and 25% of respondents receive above 12 lakhs.

Chart 3: Income





**Table 4: Type of House**

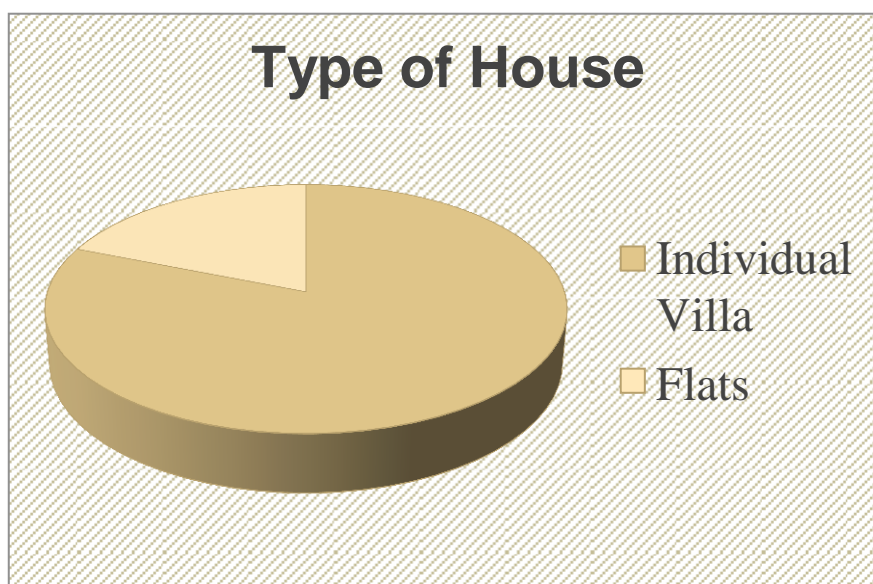
Type of House	No.of Respondents	Percentage
Individual Villa	81	81%
Flats	19	19%

Source: Primary Data

**INTERPRETATION:**

From the above table, it is found that 81% of respondents are in individual villa and remaining 19% are in flats.

**Chart 4: Type of House**



**Table 5: Category of House**

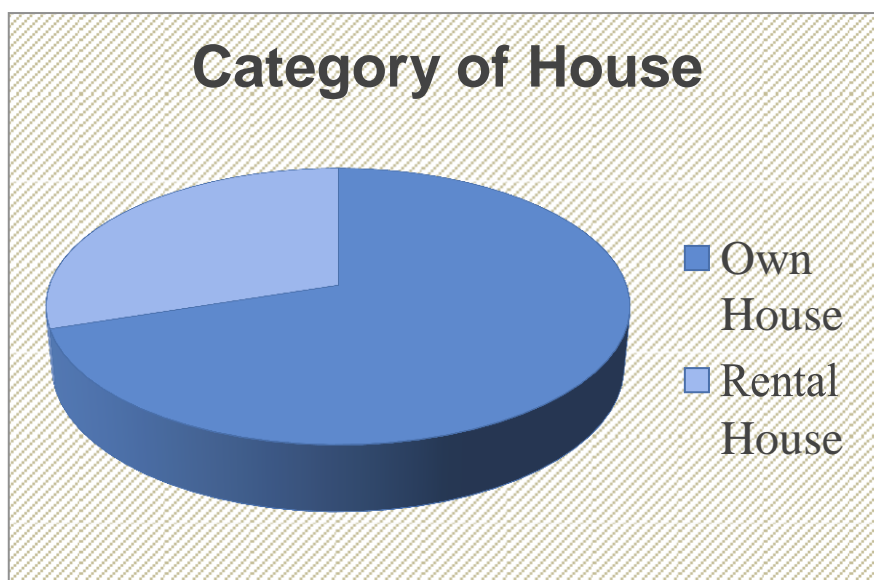
Category of House	No.of Respondents	Percentage
Own House	70	70%
Rental House	30	30%

Source: Primary Data

**INTERPRETATION:**

From the above table, it is found that 70% of respondents are in own house and remaining 30% are in rental house.

**Chart 5: Category of House**



**Table 6: Ownership**

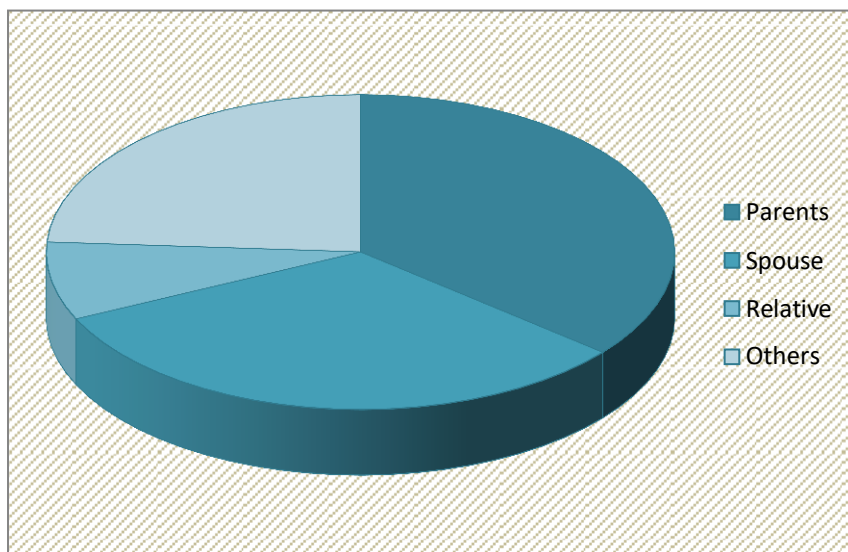
Ownership	No.of Respondents	Percentage
Parents	36	36%
Spouse	32	32%
Relative	8	8%
Others	24	24%

Source: Primary Data

**INTERPRETATION :**

From the above table, it is found that 36% of respondents owner is their parents, 32% of respondents owner is their spouse, 8% of respondents owner is their relatives and 24% of respondents owner is others.

**Chart 6: Ownership**



**Table 7: Primary Bank**

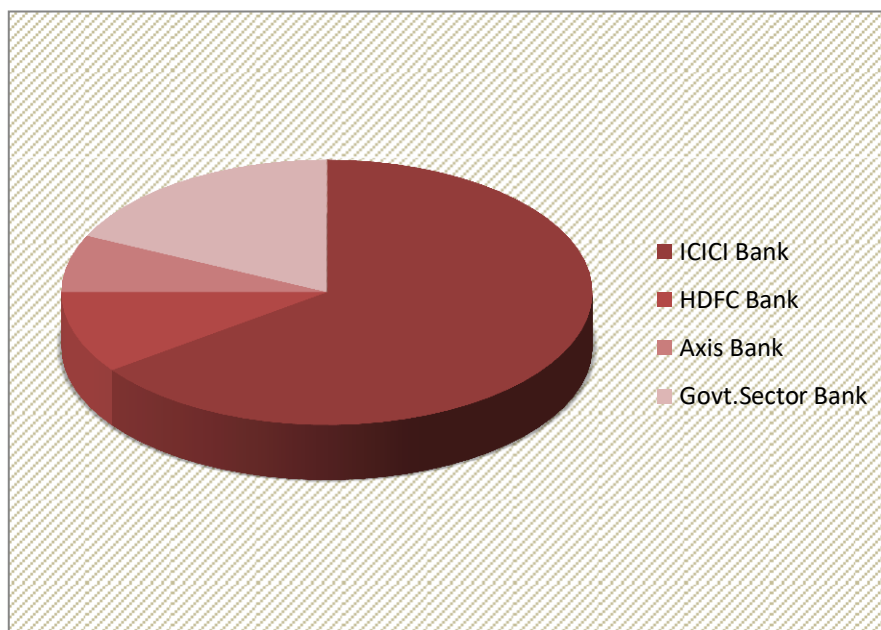
Primary Bank	No.of Respondent	Percentage
ICICI Bank	65	65%
HDFC Bank	10	10%
Axis Bank	7	7%
Govt.Sector Banks	18	18%

Source: Primary Data

**INTERPRETATION:**

From the above table, it is found that 65% of respondents primary bank is ICICI Bank, 10% of respondents in HDFC Bank, 7% of respondents in Axis Bank and 18% of respondents in Govt.Sector Banks.

**Chart 7: Primary Bank**



**Table 8: Preferred Bank for Home Loan**

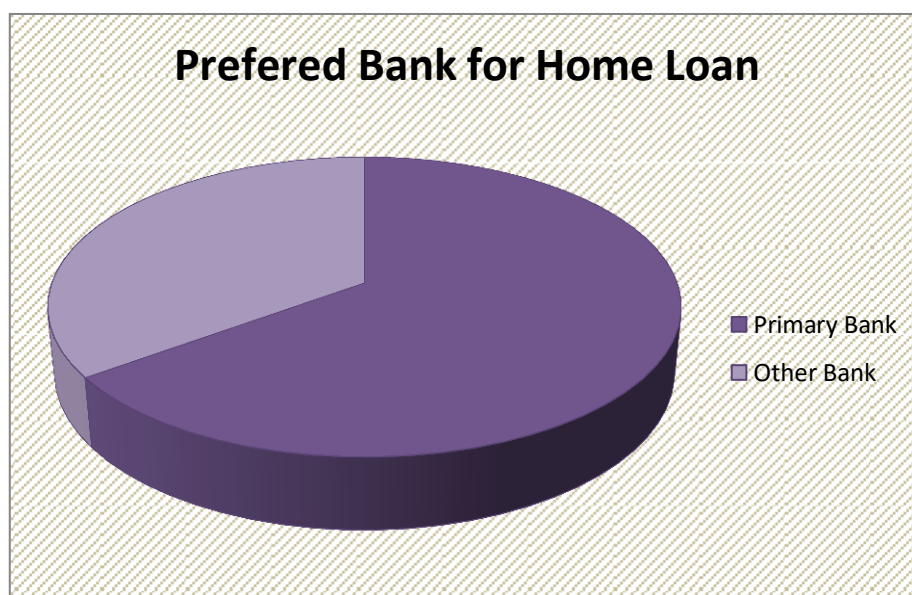
Preferred Bank for Home Loan	No. of Respondents	Percentage
Primary Bank	65	65%
Other Bank	35	35%

Source: Primary Data

**INTERPRETATION:**

From the above table, it is found that 65% of respondents prefer their primary bank and 35% of respondents prefer other banks.

**Chart 8: Preferred Bank for Home Loan**



**Table 9: Status of Home Loan**

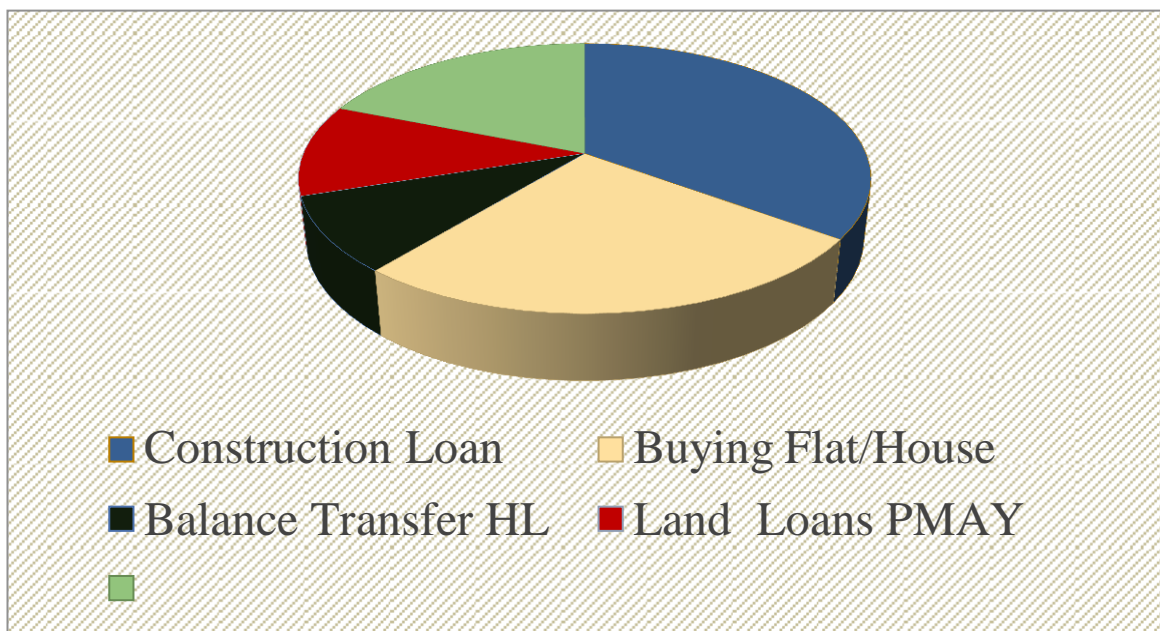
Status of Home Loan	No.of Respondents	Percentage
Primary Bank	90	90%
Other Bank	10	10%

Source: Primary Data

**INTERPRETATION :**

From the above table, it is found that 90% of respondents are new homeloan customers and remaining 10% are existing home loan customers.

**Chart 9: Status of Home Loan**



**Table 10: Type of Loan**

Type of Loan	No.of Respondent	Percentage
Construction Loan	35	35%
Buying Flat/House	26	26%
Balance Transfer	9	9%
Land Loan	11	11%
PMAY	19	19%

Source: Primary Data

**INTERPRETATION:**

From the above table, it is found that majorly 46.7% of respondents say that Yes training helps to reduce stress.

**Chart 10: Type of Loan**

**Table 11: Repayment Tenure**

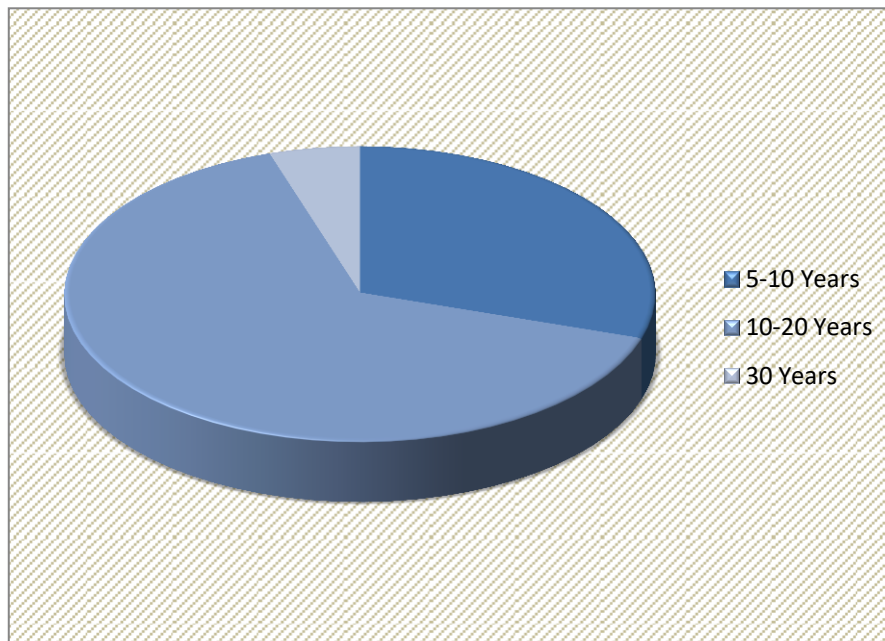
Repayment Tenure	No.of Respondent	Percentage
5-10years	30	30%
10-20 years	65	65%
30 Years	5	5%

Source: Primary Data

**INTERPRETATION :**

From the above table,it is found that majority of 65% prefer repayment between 10-20years.

**Chart 11: Repayment Tenure**





**Table 12: Extension Loan**

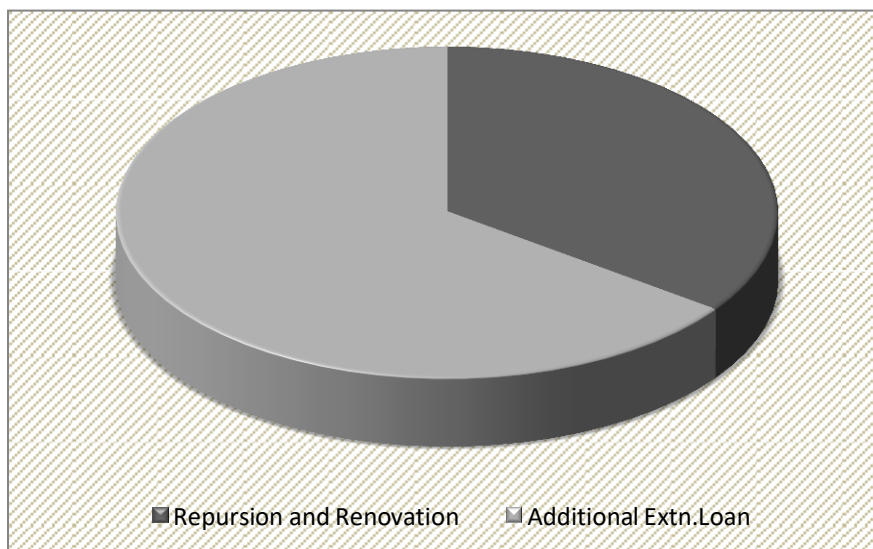
<b>Extension Loan</b>	<b>No.of Respondent</b>	<b>Percentage</b>
Repursion and Renovation	35	35%
Additional Extended Loan	65	65%

Source: Primary Data

**INTERPRETATION:**

From the above table, it is found that majority of 65% prefer additional extended loan.

**Chart 12: Extension Loan**



Source: Primary Data

# CHAPTER 5

## 5.1. FINDINGS:

1. Majority (60%) of the respondents are Male.
2. Majority (37%) of the respondents are occupied as private employee.
3. Majority (37%) of the respondent's income is between 6-12Lakhs p.a.
4. Majority (81%) of the respondents prefer individual type of villa.
5. Majority (70%) of the respondents are presently living in their own house.
6. Majority (36%) of the respondents' resident owners are their parents.
7. Majority (65%) of the respondents have their primary account in ICICI BANK.
8. Majority (65%) of the respondents prefer their primary bank to take further loan.
9. Majority (90%) of the respondents says that prefer to take fresh new loan.
10. Majority (35%) of the respondents are interested in taking loan as construction for home.
11. Majority (65%) of the respondent prefer their repayment between 10-20 years.
12. Majority (65%) of the respondents also prefer to take additional extended loan for further extension.

## 5.2 CONCLUSION

- In my study we came to know that many peoples are interested to take a home loan from ICICI bank to construct their homes.
- Home loans have long period when compare to other personal loans and other loans. So peoples are interested to take a home loan as it becomes an asset.
- Even though the interest rates are high peoples are willing to take a loan from ICICI bank due to quick process and sanctioning with expert teams.
- The loan sanction process is much faster when compare to other banks.
- For disbursement process is also it will take less time and less number of stages when compare to other banks.
- Finally,Home Loan is best income for banks for long time and customers also get their dreams fulfilled.

### **5.3 SUGGESTIONS:**

- ICICI Bank having good brand image in the minds of customers.
- Majority of the people got loans from ICICI Bank only.
- Most of the customers are not aware of the products of ICICI homeloans.
- Some of the customer's felt that the interest rates are somewhat high.
- Some of the customer not having good faith on private banks.
- Most of the people are directly go to bank to apply a home loan.
- Some of the customer of ICICI already benefited through ICICI homeloan products and services.

## 5.4 BIBLIOGRAPHY: -

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## 5.5 ANNEXURE: -

1) Name:

2) Gender:

a. Male

b. Female

3) Age:

4) Contact number

5) e-mail id

6) Occupation

i. Government employee

ii. Private employee

iii. Self-employed – professional

iv. Self-employed- non-professional

v. Unemployed

7) Your annual income

i. Below 2 lakhs

ii. 2-6 lakhs

iii. 6-12 lakhs

iv. Above 12 lakhs

8) Which type of house you live in?

i. Individual villa

ii. Flats in apartment

9) Do you live in own house or rental house?

i. Own house

ii. Rental house

10) Who owns the house you presently live in?

- i. Parents
- ii. Spouse
- iii. Relative
- iv. Others

11) In which bank do you have your primary account?

- i. Icici bank
- ii. Hdfc bank
- iii. Axis bank
- iv. Government sector banks

12) Have you taken any home loan previously?

- i. Yes
- ii. No

13) What type of home loan you need?

- i. Loans for purchase of house/ flat
- ii. Balance transfer home loan
- iii. Nri home loan<sup>4</sup>
- iv. Loan for lands
- v. Pradhan mantri awas yojna

14) What will preferred tenure for repayment of home

Loan?

- i. 2-5 years
- ii. 5-10 years
- iii. 10-20 years
- iv. 30 years

15) Which type of extended homeloan will you prefer?

- i. Repursion and renovation loan



- ii. Home improvement loan

16) Choose parameters based on your preferences of

Loan

- i. Loan amount
- ii. Interest rate
- iii. Processing charges

17) Your satisfactory level for time taken to process

Loan

- i. Too much delayed
- ii. Delayed
- iii. Normal time taken
- iv. Faster
- v. Much faster

18) Your satisfactory level on amount disbursement

Stage

- i. Too much delayed
- ii. Delayed
- iii. Normal time taken
- iv. Faster
- v. Much faster