

SUMMER INTERNSHIP PROJECT

“AN ANALYTICAL STUDY OF CORE AND FINANCIAL SERVICES OF SBI ARVI MAIN BRANCH”

Submitted to:

DMSR

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

Affiliated to:

Rashtrasant Tukadoji Maharaj Nagpur University, Nagpur

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



Academic Year 2022-23



CERTIFICATE

This is to certify that the investigation describes in this report titled “**AN ANALYTICAL STUDY OF CORE AND FINANCIAL SERVICES OF SBI ARVI MAIN BRANCH**” has been carried out by **Miss. Neha G. Nimroth** during the summer internship Project. This study was done in the organization of “**State Bank Of India**”, 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.

Prof. Shubhangi Jepulkar
(Faculty Guide)

Dr. Sonali Gadekar
(MBA Co-ordinator)



भारतीय स्टेट बैंक
भारतीय स्टेट बैंक
State Bank of India

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Dt: 01/11/2022

This is to certify that **Mis.Neha Ganeshsing Nimroth** student of MBA Batch 2021-23 (G.S. College of Commerce and Economics, Nagpur) has successfully completed her internship Project on the Topic "THE STUDY OF CORE AND FINANCIAL ACTIVITIES OF SBI BANK"

We also confirmed that Mis Neha Ganeshsing Nimroh has done very Excellent Job In area mentioned bellow.

- 1) Cross Selling
- 2) Operations
- 3) General Banking
- 4) Loan and Advances. Etc

We wish her good luck for her Future Endeavour.

Yours faithfully

Branch Manager



ACKNOWLEDGEMENT

It is a matter of pride and privilege for me to have done a summer internship project at “**State Bank Of India Main Branch Arvi**” and I am sincerely thankful to them for providing this opportunity to me.

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Neha G. Nimroth

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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 finance 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 –

The State Bank of India (SBI) is an Indian multinational, public sector banking and financial services statutory body. It is a government corporation statutory body headquartered in Mumbai, Maharashtra. SBI is ranked as 216th in the Fortune Global 500 list of the world's biggest corporations of 2018. It is the largest bank in India with a 23% market share in assets, besides a share of one-fourth of the total loan and deposits market.

State Bank of India is the largest and one of the oldest commercial bank in India, in existence for more than 200 years. The bank provides a full range of corporate, commercial and retail banking services in India. Indian central bank namely Reserve Bank of India (RBI) is the major shareholder of the bank with 59.7% stake. The bank is capitalized to the extent of Rs.646bn with the public holding (other than promoters) at 40.3%. SBI has the largest branch and ATM network spread across every corner of India. The bank has a branch network of over 14,000 branches (including subsidiaries). Apart from Indian work it also has a network of 73 overseas offices in 30 countries in all time zones, correspondent relationship with 520 International banks in 123 countries. In recent past, SBI has acquired banks in Mauritius, Kenya and Indonesia.

The bank is listed on the Bombay Stock Exchange, National Stock Exchange, Kolkata Stock Exchange, Chennai Stock Exchange and Ahmedabad Stock Exchange while its GDRs are listed on the London Stock Exchange. SBI group accounts for around 25% of the total business of the banking industry while it accounts for 35% of the total foreign exchange in India. With this type of strong base, SBI has displayed a continued performance in the last few years in scaling up its efficiency levels.

HISTORY-

The origin of the State Bank of India goes back to the first decade of the nineteenth century with the establishment of the Bank of Calcutta in Calcutta on 2 June 1806, later renamed the Bank of Bengal. The Bank of Bengal was one of three Presidency banks, the other two being the Bank of Bombay (incorporated on 15 April 1840) and the Bank of Madras (incorporated on 1 July 1843). All three Presidency banks were incorporated as joint stock companies and were the result of royal charters. These three banks received the exclusive right to issue paper currency till 1861 when, with

the Paper Currency Act, the right was taken over by the Government of India. The Presidency banks amalgamated on 27 January 1921, and re-organised banking entity took as its name Imperial Bank of India. The Imperial Bank of India remained a joint stock company but without Government participation.

Pursuant to the provisions of the State Bank of India Act of 1955, the Reserve Bank of India, which is India's central bank, acquired a controlling interest in the Imperial Bank of India. On 1 July 1955, the imperial Bank of India became the State Bank of India. In 2008, the Government of India acquired the Reserve Bank of India's stake in SBI so as to remove any conflict of interest because the RBI is the country's banking regulatory authority.

SBI Mission, Vision & Values

VISION

- Transforming India by choice of banks.
- My SBI
- First in customer satisfaction

MISSION

- For facilitating simple, Responsive and to provide Innovative financial solutions.
- To achieve the customer goals by offering different products and services.
- For excellent drive we consume the art technology of state.
- Offering of better services to abroad Indian customers.
- Servicing for countries remoting parts of areas.

VALUES

- More ethical, transparent and honest in the services.
- Respect to our customers and other fellow associates.
- Driven of Knowledge.
- Politeness
- Sustainability

.3. LITERATURE REVIEW

We review the growing relating a banking environmental performance to financial performance. Financial analysis is the process of identifying the strengths, weakness, opportunity and threat of the firm with the help of accounting information provided in the profit and loss Account and Balance sheet.

It is the process of evaluation of relationship between component parts of financial statements to obtain a better understanding of the firm's position and performance. Corporations are learning how to turn sustainability plans into action.

What was once little more than an annual report documenting environmentally friendly business activities has grown into something with measurable bottom-line impact- the kind requiring accurate, audit-proof data.

Today, corporate sustainability involves an integrated strategy for managing resources, maximizing efficiency, and meeting financial objectives. Yet, even as more and more companies' acknowledge the value of a well-structured stability strategy, many still lack a cohesive, integrated approach to implementation.

.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-

- ✓ The main objective of the project is to analyze and study in efficient way the working of banking sector, SBI Bank.
- ✓ To analyze and study the different policies, services and product offered by the bank.
- ✓ To understand the various aspect of net banking for bank as well as customers and bank's steps and policies to influence and attract customer to opt for net banking.
- ✓ To understand the requirement and acceptance of the customers towards SBI.
- ✓ To perform a SWOT analysis on SBI,

.6. SCOPE OF SIP –

- ❖ Getting a gist of banking operations and understanding the hierarchy at a banking institute.
- ❖ Understanding operations and responsibilities carried out by various departments.
- ❖ Getting knowledge regarding the rules and regulations that the financial institutions has to follow.
- ❖ Assist the bank, the take remedial measures to rectify the shortfall in the process if any.
- ❖ Gaining understanding of various documentation work required and carried out at the financial institute.
- ❖ The has been carried during the Financial Year 2022-23
- ❖ The study is confined only to State bank of India, a public 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 STATE BANK OF INDIA, then I received an appointment letter asking me to complete my internship at ARVI BRANCH.
- The branch used to open at 10.30 a.m. and the staff was expected to arrive before 10.00 AM, during my internship I was placed in various departments at the branch office to get clear understanding of the banking operation and their processes.

- **1st week –**
 1. Orientation of Organisation SBI group.
 2. Planning of SIP work in SBI.
 3. Introduction to Organisation SBI.
 4. Understanding basic terminologies.

- **2nd week**
 1. Understanding the working of SBI.
 2. Understanding the hierarchy of management.
 3. Understanding the products of SBI.
 4. Understanding the promotion strategies of SBI.

- **3rd week –**
 1. Studied various loans facilities offered by the bank.

2. Studied various different loan cases.
3. Identified and analyzed different document required for different loan cases.
4. Assisted the officer in suggesting the loan schemes to the customers based on their requirements.

- **4th week –**

1. Analyzed the account opening form for both current account and savingsaccount.
2. Identified and analyzed different document required for account opening.
3. Understood the activities carried out by the clerks and the activities carriedout the new customers.
4. Assisted the officers in document verification and account opening process.

- **5th 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.

- **6th week -**

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.

.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 al opted officers.
- ✚ At times the data available for study can be too large, which makes it a time consuming tasks.
- ✚ Due to digitization, sometimes it happens that the servicer 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

A Research Methodology is the specification of methods and procedures for acquiring the needed information. It is overall operational pattern or framework of the project that stipulates what information is to be collected from which source by what procedure. There are three types of objectives in a research project:-

1. Exploratory Research:-

The objective of exploratory research is to gather preliminary information that will help define problems and suggest hypothesis.

2.Descriptive Research:-

The objective of descriptive research is to describe things, such as the market potential for a product or the demographics and attitudes of consumers who buy the product.

3.Casual Research:-

The objective of casual research is to test hypothesis about casual and effect relationships. Based on the above definitions it can be established that this study is a Descriptive Research as the attitudes of the customers who buy the products and services have been stated. Through this study we are trying to analyze the various factors that may be responsible for the preference of SBI products.

Data collection

In this project both primary data as well as secondary data are used.

Primary data collection

- Primary Data are those, which are collected afresh and for the first time, and thus happens to be original in character. It is the most common method used for collecting the data and the most reliable to look upon to. Primary data used in this project is collected through two methods, namely.
- Direct personal Interview method. Both these methods proved to be great help in getting the required information.

Primary data collection methods includes following methods

1. Interview
2. observation

Secondary data collection

- Secondary Data are those, which have already been collected by someone else and which have already been passed through the statistical process. Some related information on the two companies and any past comparison of the two chains was collected through secondary data from various sources like Internet, Print Media. The various sources of secondary data used for this study are:-

News papers.

Magazines.

Text books.

Internet

Statistical & Presentation tools used PRIMARY DATA is First classified i.e. grouped qualitatively and quantitatively according to the situation or the type of the data which was collected. After classifying is represented in the form of tables i.e. systematically arranged in columns and row. The primary tool for the data collection used in this study is the respondent's response to the questionnaire given to them. The various research measuring tools used.

.11. INTERPRETATION OF DATA AND FACTS

Departments at Head Office

- Cash Department
- Operation department
- Advances (Loan) 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 State bank of india

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

Best Practices in well run commercial Bank

1. Management of NPA's
2. Expenditure control and maximization of profit
3. Customer service
4. System and control
5. Operational efficiency
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Facilities offered by the State bank of india

- a. Loans
- b. Cheque Book
- c. SMS Banking Alerts
- d. SSB ATM cum Debit Card
- e. NEFT and RTGS

Services Of SBI

ATM Services:

SBI offers the convenience of 43,000+ ATMs in the country. This means that one can transact free of cost at the ATM of State Bank Group using any State Bank ATM-cum-debit card. This includes the ATMs of State Bank of India as well as the associate banks - namely, State Bank of Bikaner and Jaipur, State Bank of Hyderabad, State Bank of Mysore, State Bank of Patiala and State Bank of Travancore, said SBI.

Cards:

SBI offers a host of debit cards, ranging from classic debit cards to RuPay debit cards, silver international debit cards to global international debit cards, from gold international debit cards to platinum international debit cards, among others.

Internet Banking:

The Internet banking portal of the bank- onlinesbi.com, enables its retail banking customers to operate their accounts from anywhere anytime, removing the restrictions imposed by geography and time. It's a platform that enables the customers to carry out their banking activities from their desktop, aided by the power and convenience of the internet, noted SBI.

Online Trading:

SBI in alliance with SBI Cap Securities Limited offers an online trading account which allows trading from the comfort of home or office through the internet. This service provides a 3-in-1 account which is an integrated platform of savings bank account, demat account and an online trading account.

Safe Deposit Locker:

For the safety of valuables, SBI offers safe deposit locker facility at a large number of branches. There is a nominal annual rent, which depends on the size of the locker and the Centre at which the branch is located. The rent is payable in advance for the financial year. A copy of the locker agreement regarding operation of the locker is provided to the locker hirer at the time of allotment of the locker, noted SBI. The major advantage of availing these facilities is that in the event of unfortunate death of one of the joint locker-hirer, the right to the contents of the locker does not automatically devolve on the surviving joint locker-hirer/ nominee (s), unless there is a survivorship clause/ nomination.

Types of customers for opening a Saving Account at the state bank of india

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 State Bank of India branch Arvi 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.

5. 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 12th 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. 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 uncashed. 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 = Traveler'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 = Defense Transaction@
- 25 = Telecommunication Transaction@
- 26 = Reserved
- 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

- Similarly, the Bank Code of State Bank Of India is 182 and the BranchCode for ARVI branch is 000316 .
- MICR code for ARVI Branch is 442002561 .



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 sake 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.

The image shows two versions of a State Bank of India 'Pay-in-Slip / చెల్లిያවුම් / TRANSFER' form. The left form is a simplified version, and the right form is a more detailed one. Both forms include the following fields:

- Pay-in-Slip / చెల్లిያවුම් / TRANSFER**
- State Bank of India** logo and name in English and Tamil.
- ගිණි / Date:** 20
- බැංකු / Branch**
- ගිණි වර්ගය / TYPE OF ACCOUNT:** SB / CA / RD / CC / TL
- ඉන්ද්‍රියය / අගය / Amount:** RS / Rs. / INR / P
- දුරකථන අංකය / Phone No.:**
- සහතිකය / අත්සන / Signature:**

LOAN SECTION

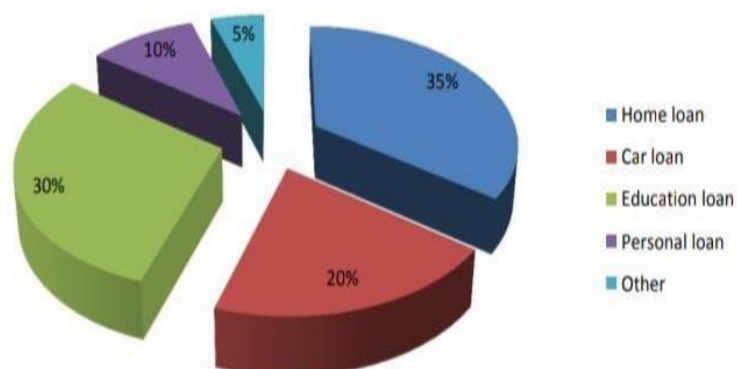
Priority sector lending

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

❖ Which loan product of SBI you have used?

Different loans	No. of Respondents	Percentage(%)
Home Loan	14	35%
Car Loan	8	20%
Education Loan	12	30%
Personal Loan	4	10%
Other	2	5%
Total No. of People	40	

Loan Product used by customers



Interpretation:

From the sample size of 20 people, 35% (7) of the people are using the SBI Home loans, 20% of people using car loan, 30% of people took education loan, 10% of people using personal loan and 5% is using other loans of SBI. Some people are took 2 types of loans like education loan and car loan.

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. Sahyog

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

3. Business Plus

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

4. Staff Education

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

5. Sahaj Karza Yojana

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

6. 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

7. Gharkul

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

8. Green Ride

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

9. 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%

10. Doctor Plus

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

11. 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. PAN and Aadhaar Cards
 10. CIBIL Score Card and Details
 11. Respective similar documents from guarantors
 12. Promissory Note (generated by the Bank)

13. Hypothecation Cum Loan Agreement (generated by the Bank)
 14. Letter of Continuity (generated by the Bank)
 15. Letter of Declaration by borrowers for the hypothecation of stock (generated by the Bank)
 16. Sanction Letter (generated by the Bank)
 17. Process Note (generated by the Bank)
 18. Inspection Report (generated by the Bank)
 19. 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)

1. Promissory Note (generated by the Bank)
2. Hypothecation Cum Loan Agreement (generated by the Bank)
3. Letter of Continuity (generated by the Bank)
4. Letter of Lien and Setoff (generated by the Bank)
5. 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)

MERGING WITH OTHER BANKS

In 1st April 2017 the State Bank of India has merged with the six Banks, that is the State of Bikaner & Jaipur, State Bank of Hyderabad, State Bank of Mysore, State Bank of Patiala, State Bank of Travancore and Bharatiya Mahila Bank.

Key Areas of Operations The business operations of SBI can be broadly classified into the key income generating areas

such as:

- National banking
- International Banking
- Corporate Banking
- Treasury Operations
- Associates and Subsidiaries

COMPETITORS OF STATE BANK OF INDIA

❖ Top performing public sector banks

- Andhra Bank
- Allahabad Bank
- Punjab National Bank
- Dena Bank
- Vijaya Bank

❖ Top Performing Private Sector Banks

- HDFC Bank

- ICICI Bank
- AXIS Bank
- Kotak Mahindra Bank
- Centurion Bank of Punjab
- ❖ **Top Performing Foreign Banks**
- Citibank
- Standard Chartered HSBC Bank
- ABN AMRO Bank American Express

SWOT ANALYSIS OF SBI

STRENGTHS:

- Better domestic position
- It has the very large network in India
- Very strong Capital position
- It has the better goodwill in the market
- Strong economic growth would generate higher demand for funds
- It provides a wide variety of services to their customers includes, investment banking, online banking, stock broking and rural banking
- It has the strong brand name among customers

WEAKNESS:

- Lack of modernization
- It has the high margin of non-performing assets. repayment of loan issues
- Compared to other private banks and foreign banks the customer waiting period is long
- Loss of market shares, because of delay in technology up-gradation

OPPORTUNITIES:

- Global expansion in that especially in rural areas
- Reduce transaction cost by merging with associated banks
- Restructuring with the challenges of the new financial environment
- Growth of per capita income and indicates a growing economy
- Borrowing capacity of the customer is increasing
- Through the help of technologies that is mobiles, internet, computers the services of online banking is increasing
- Banks become more relevant with demonetization and digitization, it increases the no. of banks accounts and credit card usage

THREATS:

- Threats of cyber will effect on bank image and information theft & security
- Reduce in market shares of SBI, If the consolidation among private banks
- Effect on operation when giving licenses by SBI for new banks
- Foreign banks that have advanced product in their business

Awards and Recognition

Sr. No.	Award Name

1	Best Bank in Financial Inclusion Technological Award in 2018
2	Celente's Model Bank Award 2018
3	IBA Banking Technology Award 2018
4	Asian Banker Award 2018
5	Under-served Market penetration Award in 2016
6	Marketing Initiative of the year 2015
7	Best Bank in ASIANMONEY FX POLL 2014
9	Asian Best CSR Practices Award 2013
10	Asian BSFI Award 2013

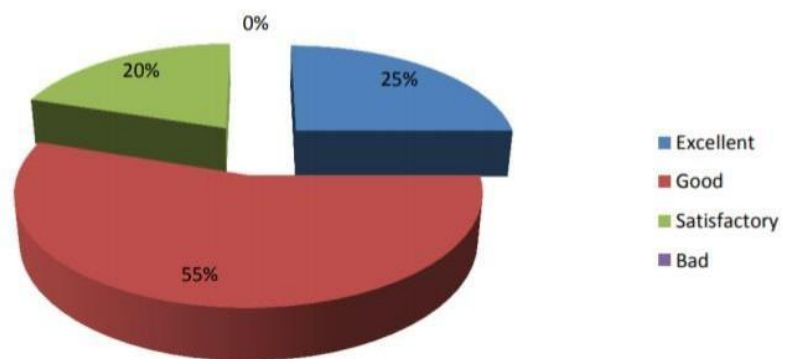
Products Of SBI

DEPOSIT	LOANS	CARDS	DIFFERENT CREDIT
SavingsAccount	HomeLoans	Consumer Cards	SBIInternational cards
Life Plus Senior Citizens Savings Account	LoanAgainstProperty	Credit Card	SBI Gold cards
Fixed Deposits	PersonalLoans	Travel Card	SBI GoldMaster cards
Security Deposits	Car Loan	Debit Cards	Your City YourCards
Recurring Deposits	Loansagainst Securities	Commercial Cards	
Tax-Saver Fixed Deposit	TwoWheeler	Corporate Cards	PartnershipCards
Salary Account	Pre-approved Loans	Prepaid Card	
AdvantageWoman SavingsAccount	Retail Asset	Purchase Card	SBI Employee Cards
Rural Savings Account	FarmerFinance	Distribution Cards	
People'sSavings Account	BusinessInstallment Loans	Business Card	SBI Advantage Cards

❖ **What do you feel about the services provided by the SBI?**

	No. of Respondents	Percentage(%)
Excellent	10	25%
Good	22	55%
Satisfactory	8	20%
Bad	0	0%
Total No. People	40	

Perception towards the SBI Advanced services



Interpretation:

The people are using different products and services of the SBI, and the sample of 20 people the 25% people are giving excellent feedback, 55% of the people are gave good, 20% of the people are satisfactory. In this there is no one is giving bad feedback about SBI products and services.



YONO- (YOU ONLY NEED ONE)

YONO is an integrated digital banking platform offered by State Bank of India(SBI) to enable users to access a variety of financial and other services such as taxi bookings, online shopping, or medical bill payments. YONO is offered as a smartphone app for both Android and iOS.

YONO was launched on Friday 24 November 2017 by Arun Jaitley, the Finance Minister of India. YONO offers services from over 60 e-commerce companies including online shopping, travel planning, taxi booking, online education and offline retail. YONO also offers conventional mobile banking services such as bank account opening, fund transfers, cashless bill payments, and loans. The smartphone app can be used to make ATM withdrawals.

YONO provides lifestyle needs across 14 categories like booking & renting cabs, entertainment, dining experience, travel & stay, medical needs and many more.

KEY FEATURE OF YONO SBI-

- Instant Account Opening
- Complete Paperless transactions
- Unified App for Lifestyle Expense and Banking
- Fund Transfer via UPI
- Smart Spending
- Spend Analysis

- Pre-Approved Personal Loan on the move

It includes

–

1. Banking activities

For basic banking transactions such as checking your account balance, creating a fixed deposit, adding beneficiary etc., one need not log on to the net banking of the SBI, but all those activities may be done through the SBI YONO app itself. In addition, one may request Cheque Books, debit cards or use the emergency services to change ATM PIN, block debit cards or stop cheques, by accessing the YONO app. A unique feature is that it allows immediate transfer to a newly-added beneficiary for an amount up to Rs 10,000.

2. Get loans

If you are in need of a home loan, car loan or education loan, the YONO app carries all the details and even helps you apply online. Based on your relationship with the bank, you may even get pre-approved personal loans with no documentation up to Rs 5 lakh

4. One view dashboard

The YONO app gives you a single window view of all your investments, cards, insurance and banking transactions. This saves the hassle from accessing different websites and places to know your current financial standings.

5. Shopping

The YONO app or the Web portal is a marketplace where one can shop for products from a number of leading e-commerce companies, buy travel and movie tickets, subscribe for various services provided by Merchants on the platform. Knowing how and where all you spend helps one to keep the expense under control. With YONO, you get an overview of your expenditure through the 'Intelligent spend analysis' feature, which automatically tags and categories your transactions.

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❖ .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. Minting money is not objective and providing good quality services to the customers is a priority.

.13. SUGGESTIONS

It was a great experience working in SBI Bank. I got the knowledge of how to work in an organization. I had an overview of different bank activities as well and studied how an organization works with the help of each department. During my training I noticed couple of things which had to be recommended. I have jotted down few of them.

- SBI must take some steps so that customers can get their loan in time. Like phone verification by customer care that one customer is got their loan on time or not. It must be before a certain date so necessary steps can be taken.
- If there are any kind of hidden charges than that must disclose to customer before giving loan to them & SBI must take feedbacks of customers regarding features of the services bank offers.
- Customer awareness programmed is required so that more people should attract towards advance product and awareness programme about the usage and safety measures for internet banking.
- Agents should be trained, well educated.
- Before deducting or charging any monetary charge SBI must consult with customer.
- SBI customer care should more concern about the fastest settlement of customer problem & SBI should take steps to solve customer problems immediately.
- Education loan should be providing to private college also which is not under AICTE or any kind of University. There is more time period for repayment of education loan.
- Simply the procedure, reduces service charges, and demands only the basic essential proof.
- Ex. Lawyers, police officer, etc.,

.14. CONCLUSION

From this project it is found that SBI advance product having the 1st place in the market at Arvi branch, there is a great opportunity to compete with ICICI Bank and to retain its customers by fulfilling the customer's need in SBI advance product. Going through the analysis of response from the survey conducted, it is concluded that SBI scores a certain edge over other banks in being able to retain at top. SBI is also preferred and the first bank to be recalled when it comes to the banking activities .

The bank has good relationship with its customers. The customers are satisfied with the relationship manager service provided by SBI Bank. The bank and its customers have a long-term relationship. SBI Bank has the tendency to retain its customers at any cost as they believe that the customer is important , "A Bank to the common man, The Banker to every Indian "so that's why they try to maintain good and long-term relations to their customers.

It is observed in Arvi branch, that there is less number of customer who uses mobile banking or net banking and also have lack of knowledge of operating net banking and which generally leads them into frauds calls.

Most of the customers at Arvi prefer to take personal loan from SBI.

Many of these customers satisfied with the low interest rate and longer repayment period of the advanced product.

All of SBI customers are satisfied with the services provided by the bank and most of the customers at Arvi prefer to take loan from SBI.

Many customers of Arvi are from army and so they are generally posted away from the the branch so that they are not able to know about the services provided and also have lack of knowledge & Government employees (pensioners) are more concern than private employees for advance product.

Most customers are shifted from other bank's advance product to SBI because of hidden charges, high interest rate, less repayment period.

REASONS FOR HIGHLY USE OF SBI ADVANCE PRODUCT:

- SIMPLE & QUICK PROCESSING
- TRANSPARENCY
- ATTRACTIVE INTEREST RATES
- LESS PAPER WORK Suggestion
- LONGER REPAYMENT PERIOD

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