

**A**  
**PROJECT REPORT**  
**ON**  
**“ TO STUDY THE PREFERENCE OF CONSUMER ON HOME LOAN**  
**OF SBI IN NAGPUR”**

Submitted to

**G.S COLLEGE OF COMMERCE AND ECONOMICS**  
**(AUTONOMOUS), NAGPUR**

Affiliated to

**RASHTRASANT TUKDOJI MAHARAJ UNIVERSITY, NAGPUR**

In partial fulfillment for the award of the degree of

**Bachelor of Business Administration**

Submitted by

**SUSHANT SHRIRAMJI SHINGANE**

Under the Guidance of

**Dr. FARAH HUSSAIN**

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

**Academic year 2023-24**



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

**Academic year 2023-24**



**CERTIFICATE**

This is to certify that “**Sushant Shriramji Shingane** ” has submitted the project report titled “ **TO STUDY THE PREFERENCE OF CONSUMER ON HOME LOAN OF SBI IN NAGPUR**”, towards partial fulfilment of **BACHELOR 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 Rashtrasant Tukadoji Maharaj Nagpur University, Nagpur.

**Dr. FARAH HUSSAIN**

**(Project Guide)**

**DR. AFSAR SHEIKH**

**(Co-Ordinator)**

**Place: NAGPUR**

**Date:**

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



**Academic year 2023-24**

**DECLARATION**

I here-by declare that the project with title “**TO STUDY THE PREFERENCE OF CONSUMER ON HOME LOAN OF SBI IN NAGPUR**”, has been completed by me in partial fulfilment of ‘**BACHELOR OF BUSINESS ADMINISTRATION**’ degree examination as prescribed by 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 undertaken by me.

**Place: NAGPUR**

**SUSHANT SHRIRAMJI SHINGANE**

**Date:**

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



**Academic year 2023-24**

**ACKNOWLEDGEMENT**

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

I am extremely thankful to my project guide Dr. Farah Hussain for his guideline throughout the project. I tender my sincere regards to Co-ordinator, DR. Afsar Sheikh for giving me outstanding guidance, enthusiastic 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 of the college for their co-operation .

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

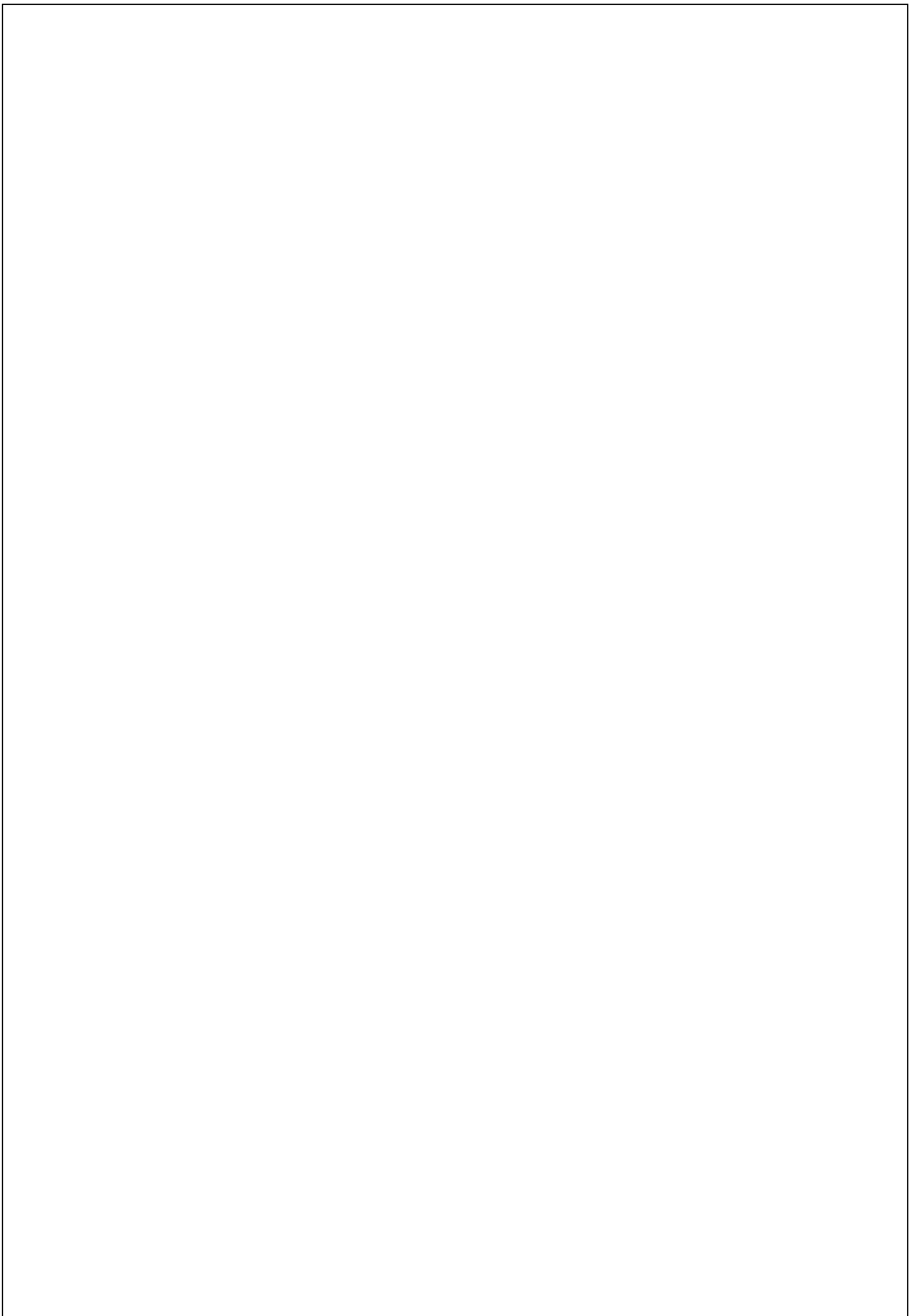
**Place: NAGPUR**

**SUSHANT SHRIRAMJI SHINGANE**

**Date:**

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**CHAPTER-1**  
**INTRODUCTION**



# State Bank of India

THE BANKER TO EVERY INDIAN

## 1.1 HOME LOAN:

The section 5 (b) of the Banking Regulation Act 1949 defines Banking as," Accepting for the purpose of lending or investment of deposits of money from the public, repayable on demand or otherwise and withdrawable by cheque, draft or otherwise.

" A "home loan" is a credit to a consumer for the purchase or transformation of the private immovable property he owns or aims to acquire secured either by a mortgage on immovable property or by a surety commonly used in a Member State for that purpose.

" A home loan requires you to pledge your home as the lender's security for repayment of your loan. The lender agrees to hold the title or deed to your property until you have paid back your loan plus interest. In simple words a home loan is a fund or the loan which the buyer has taken from any financial institution or bank to purchase a new home at an agreed rate of interest specified during the contract.

Home loan is the finance borrowed from a bank or financial institution to buy or modify a residential real estate property. Any Resident or Non-resident individual who is planning to buy a house in India can apply for a home loan. If you have decided to buy a property in the near future you can even apply for a loan before you select your property. Housing, being one of the basic needs of making in terms of safety, security, self-esteem, social status, cultural identity, satisfaction and achievement, is one of the major determinants of economic well-being In India there are many prominent nationalized banks and private banks that offer easy



home loans to the prospective buyers. These banks offer home loans to the prospective buyers to purchase either fresh or old house. Further loans are also provided for home upgrading or repair, extension of houses etc. The facilities provided by these banks include Low interest rates, Door-step service, can transfer your existing highinterest rate loan, Free personal accident insurance, up to 100% funding for selected properties.

Home is a dream of a person that shows the quantity of efforts, sacrifices luxuries and above all gathering funds little by little to afford one's dream home is one of the things that everyone one wants to own. Home is a shelter to person where he rests and feels comfortable. Many banks providing home loans whether commercial banks or financial institutions to the people who want to have a home.

A home loan is a secured loan that is obtained to purchase a property by offering it as collateral. Home loans offer high-value funding at economical interest rates and for long tenors. They are repaid through EMIS. After repayment, the property's title is transferred back to the borrower.

The lender possesses the legal rights to recover the outstanding loan amount by the sale of the property in question in case the borrower cannot repay the dues.

Owing a piece of land or property is a lifetime dream for every individual. There are many Homes Loans provider in the market to make your dream come true. But before opt for any home loan provider, need to consider certain factors related to property that interested in buying and also about the salient and also study some home loans in applying a home loan in India. Purchasing and moving into a dream home would generally rank among the top three things on the wish list of most people.

A few decades ago, finding a bank for financing Home Loan was not so easy. But now taking Home Loan has become very simpler. The RBI has been regularly stashing Interest rates, with the result that home finance loans that came at an interest rate of 16.5% to 18% four years ago

are now available at 11.5% to 13% or lower. Each year the finance minister's generosity during the budget seems to be slowly concentrated for the home sector and construction sector.

In their quest for attracting more and more customer for Home Loans most of the banks have sanctioned loans without taking applicant's capacity to repay loan into consideration. The result: banks have to initiate legal process under securitization act. To avoiding legal complication a few private banks have embarked on to create awareness among the prospective application for Housing Loans.

### ➤ **UNIQUE FEATURES OF HOME LOAN:**

- **Purpose:** For purchase of house from builder/resale and construction/ extension of existing house.
- **Loan Amount:** You can avail for home loans ranging from Rs.1 lakh to Rs.100 lakh depending on your eligibility, income, and repayment capacity.
- **Security:** Home loan is a secured loan wherein collateral is required.
- **Loan Tenor:** The maximum loan tenure is 25 years.

### ➤ **TYPES OF HOME LOANS:**

- 1 **Home purchase loan:** Taken to purchase a home.
- 2 **Home improvement loan:** Taken to repair/renovate a home.
- 3 **Home construction loan:** Taken to build a new house.
- 4 **Land purchase loan:** Taken to buy a plot of land for constructing his/her own house.
- 5 **Home extension loan:** Taken to add another floor, room, garage, bathroom, or kitchen, etc.
- 6 **Joint home loan:** Taken by two or more people, for instance, spouses.
- 7 **Home loan balance transfer:** Allows you to switch lenders and transfer your outstanding loan amount to enjoy better terms and conditions and lower interest outgo.

- 8 **Top-up home loan:** Allows you to borrow funds over and above the outstanding loan amount at nominal rates and for any purpose.

**CHAPTER-2**  
**COMPANY PROFILE**

## **COMPANY PROFILE:**



<https://sbi.co.in/>

### **2.1 EVOLUTION OF SBI:**

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. Three years later the bank received its charter and was re-designed as the Bank of Bengal (2 January 1809). A unique institution, it was the first jointstock bank of British India sponsored by the Government of Bengal. The Bank of Bombay (15 April 1840) and the Bank of Madras (1 July 1843) followed the Bank of Bengal. These three banks remained at the apex of modern banking in India till their amalgamation as the Imperial Bank of India on 27 January 1921.

Primarily Anglo-Indian creations, the three presidency banks came into existence either as a result of the compulsions of imperial finance or by the felt needs of local European commerce and were not imposed from outside in an arbitrary manner to modernize India's economy. Their evolution was, however, shaped by ideas culled from similar developments in Europe and England, and was influenced by changes occurring in the structure of both

the local trading environment and those in the relations of the Indian economy to the economy of Europe and the global economic framework.

## **2.2 SBI INTRODUCTION:**

State Bank of India has been at the forefront of financial inclusion efforts mandated by the Government and Reserve Bank of India. After all, SBI was created pursuant to All India Rural Credit Survey (Gore Wala) Committee Report which recommended creation of a strong bank to meet the need for formal credit in rural areas. SBI Act in fact mandated setting up of a minimum 400 branches in 5 years (between 1955 and 1960). In other words, financial inclusion and reaching out to the customer are the very reason for creation of SBI. Inclusive growth basically means broad based or shared growth which does not bypass the poor. Sustained poverty reduction requires inclusive growth that allows people to contribute to and benefit from economic growth.

State Bank of India (SBI) a Fortune 500 company, is an Indian Multinational, Public Sector Banking and Financial services statutory body headquartered in Mumbai. The rich heritage and legacy of over 200 years, accredits SBI as the most trusted Bank by Indians through generations.

SBI, the largest Indian Bank with 1/4th market share, serves over 45 crore customers through its vast network of over 22,000 branches, 62617 ATMs/ADWMs. 71,968BC outlets, with an undeterred focus on innovation, and customer centricity, which stems from the core values of the Bank - Service, Transparency, Ethics, Politeness and Sustainability.

The Bank has successfully diversified businesses through its various subsidiaries i.e., SBI General Insurance, SBI Life Insurance, SBI Mutual Fund, SBI Card, etc. It has spread its presence globally and operates across time zones through 229 offices in 31 foreign countries.

Growing with times, SBI continues to redefine banking in India, as it aims to offer responsible and sustainable Banking solutions.

- SBI VISION: “BE THE BANK OF CHOICE FOR TRANSFORMING INDIA.”
- SBI MISSION: “COMMITTED TO PROVIDING SIMPLE, RESPONSIVE AND INNOVATIVE FINANCIAL SOLUTIONS.”
- SBI VALUE: “SERVICE | TRANSPARENCY | ETHICS | POLITENESS | SUSTAINABILITY”

### 2.3 SBI BOARD OF DIRECTORS

SR.	<u>NAME</u>	<u>DESIGNATION</u>	<u>UNDER SECTION OF SBI ACT 1955</u>
1	Shri Dinesh Kumar Khara	Chairman	19 (a)
2	Shri C.S. Setty	Managing Director	19 (b)
3	Shri C.S. Setty	Managing Director	19 (b)
4	Shri Ashwini Kumar Tewari	Managing Director	19 (b)
5	Shri Ashwini Kumar Tewari	Managing Director	19 (b)
6	Shri Ashwini Kumar Tewari	Director	19 (c)
7	Shri Ashwini Kumar Tewari	Director	19 (c)
8	CA Ketan S Vikamsey	Director	19 (c)
9	Shri Mrugank M Paranjape	Director	19 (c)
10	CA Prafulla P Chhajed	Director	19 (d)
11	Dr Vivek Joshi	Director	19 (e)
12	Shri Anil Kumar Sharma	Director	19 (f)

## **2.4 SUBSIDIARIES/JOINT VENTURES OF SBI:**

1. SBI LIFE INSURANCE COMPANY LIMITED (SBI-LIFE)
2. SBI GENERAL INSURANCE COMPANY LIMITED (SBI GENERAL)
3. SBI CARDS AND PAYMENT SERVICES LIMITED (SBICPSL)
4. SBI FUNDS MANAGEMENT LIMITED (SBIFML)
5. SBI CAPITAL MARKETS LIMITED (SBICAPS)
6. SBICAP Securities Ltd (SSL)
7. SBICAP Ventures Limited (SVL)
8. SBICAP TRUSTEE COMPANY LIMITED (STCL)
9. SBI SG GLOBAL SECURITIES SERVICES PRIVATE LIMITED (SBI-SG)
10. SBI DFHI LIMITED (SBI DFHI)
11. SBI Payment Services Pvt Ltd. (SBI Payments)
12. SBI GLOBAL FACTORS LIMITED (SBIGFL)
13. SBIPENSION FUNDS PRIVATE LIMITED

## **2.5 SBI HOME FINANCE LTD:**

SBI Home Finance Ltd. is a Public incorporated on 11 November 1987. It is classified as non-govt company and is registered at Registrar of Companies, Kolkata. Its authorized share capital is Rs. 1,400,000,000 and its paid-up capital is Rs. 150,000,000. It is involved in Another financial intermediation. [This group includes financial intermediation other than that conducted by monetary institutions.]

SBI Home Finance Ltd.'s Annual General Meeting (AGM) was last held on 22 August 2008 and as per records from Ministry of Corporate Affairs (MCA), its balance sheet was last filed on 31 March 2008.

Directors of SBI Home Finance Ltd. are Udayan Ray, Gousul Islam Mondal, Ranjan



Majumder, Parag Keshar Bhattacharjee, Jayanta Kumar Sinha.

### Company Details:

CIN	L65922WB1987PLC043267
Company Name	SBI HOME FINANCE LTD
Company Status	Under Liquidation
RoC	RoC-Kolkata
Registration Number	43267
Company Category	Company limited by Shares
Company Sub Category	Non-govt company
Class of Company	Public
Date of Incorporation	11 November 1987
Age of Company	35 years, 4 month, 10 days
Activity	Other financial intermediation. [This group includes financial intermediation other than that conducted by monetary institutions.

### HOME LOAN:

If you are planning to buy a home, then it is debatably one of the biggest financial decisions in your life. Taking a home loan can involve lots of stress because it requires a lot of investment of

money. Each and every man has a definite goal to become an owner of his own home. This is the most amusing and stirring point of their lives.

Therefore, there are many people who splurge their time in looking for a home loans but they avoid frittering time for exploring their home loans. In fact, getting a home loan is very easy nowadays. There are a lot of public and private financial sectors which provide home loans to different customers based on their credit.

There are a variety of home loans which are based on different recent conditions. Different types of home loans include mortgage loans, home equity loans etc. Home equity loans are those loans which keep the home as a surety or a guarantee. In fact, it is also known as second mortgage. There are different advantages involved in taking a home loan. Such advantages include low rate of interest and deduction of taxes. Mortgage loans are classified into two categories.

These categories are conventional or government loans and fixed rate loans or adjustable rate of loans. The values of homes have doubled sensibly in recent times due to the rise in demand and the rapidly increasing rates of interest for these home loans at the same time. It is really good for those people who are interested in refinancing their home equity loans so that the home equity loans save a lot of money for them. In fact, one more added advantage they get is to pay lower monthly amounts to the concerned bank. You should take enough care before you select the proper channel for home loan. Remember to ask all possible hidden charges involved in a home loan like application, origination and withdrawal fees and hidden interests before taking a loan. This is because you may lose your property or home in case you cannot repay your loan amount.

The State Bank of India, or SBI, is one of the earliest banks of our country and still respected by its competitive private counterparts. Like various other companies financing for your home loans, the SBI has developed its own home loan policies. The SBI Home loans have been formulated, especially with the knowledge of the basic needs of our nation's people and are quite thrifty. SBI Home Loan is available under various schemes and offers attractive interest rates.

### **1.5 FEATURES OF SBI HOME LOAN**

- Home Loan products to suit every customer need

- Low Interest Rates
- Low Processing Fee
- No Hidden Charges
- No pre-payment penalty
- Interest charges on Daily Reducing Balance
- Repayment up to 30 years
- Home Loan Available as Overdraft
- Interest Concession for Women Borrowers

## **1.6 SBI HOME LOAN PROCEDURE**

The process of applying for a home loan can be described in the following steps:

### **Step 1: Keeping the Property related Documents ready**

You must have all the legal documents related to your property from your builder, in hand, before you apply for the home loan from SBI. It usually comprises of the booking receipt as well as the copy of the cheque.

### **Step 2: Taking Legal Opinion**

With all the required legal documents, you must go to an advocate who is a part of the SBI panel and get them verified. He will need to verify the Sales Agreement & Construction Agreement. Sometimes the document such as Encumbrance certificate, receipt of the tax paid till date, is required. As this step could require a lot of documents from various sources, this could take the longest time.

### **Step 3: Valuation of Property.**

After the legal valuation is complete, the property needs to be evaluated by a property valuator belonging to the SBI panel. Once he values the property, a letter is given to you.

**Step 4: E-stamping or Franking of Agreement.**

It is mandatory for a SBI Home Loan that the Sales and construction agreement is franked or e-stamped. The value of e-stamping may differ based on the value of your property. Franking can be done at the register office, while e-stamping can be done at select register offices, post offices and syndicate banks.

**Step 5: Submission of Application.**

Once the above steps are complete, along with the documents and the application form, the borrower must visit SBI. The documents that need to be submitted are the legal opinion, valuator statement and others, as per the bank requires you to.

**Step 6: Wait Period:**

The waiting period for the approval of the loan may vary from person to person. The special home loan branch can disburse the loan within three days. However, periodic follow-ups are required, asking for the inspection to be done and other things that accelerate the process.

**Step 7: Documentation:**

SBI will give you a call as soon as they sanction the loan. You will then be asked to submit some more documents including the following:

- Two E-stamps worth Rs.400, where you are the first party and SBI is the second party.
- E-stamp worth Rs.200, where the parties are same as above.
- E-stamp worth Rs.200, where first party is the guarantor and SBI is the second party.
- All documents submitted while loan application.
- Cheques in favour of State Bank of India.
- You as well as your guarantor needs to be present at the bank with all the above documents.

**Step 8: Loan Disbursement:**

Once the loan is sanctioned by the SBI, borrower must attain the following documents from the builder:

- NOC stating that the property is not mortgaged at any other bank.
- Tripartite agreement if the property is under construction.
- Demand notes from the builder, matching the payment schedule.

### **Step 9: Registration:**

Before the registration process, verify the stamp duty and inform the bank of the same. Once the registration process is complete, an officer from the SBI bank visits you to hand over the DD to the builder or sometimes, even you may be asked to collect it from your branch. SBI Home Loans are a great choice for home loan borrowers as there is no prepayment penalty and you can decrease your interest by prepaying the loan without a worry. SBI provides a Two Home Loan with Different benefits and Schemes.

1. SBI Easy Home Loan - For Loan amount up to Rs. 30 Lacs.
2. SBI Advantage Home Loan - For Loan amount above Rs.30 Lacs.

## **1.8 ADVANTAGES OF SBI HOME LOANS:**

- Low interest rate.
- No hidden costs and administrative charges.
- Low processing fees.
- No prepayment penalties.
- Balance home loan transfer.

## **1.9 INTEREST RATES:**

- Fixed interest loans
- Floating rate loan

**\*Fixed Interest Loans:** A fixed interest rate loan is a loan where the interest rate doesn't fluctuate during the fixed rate periods of the loans. This allows the borrower to accurately predict their future payments. Variables rate loans, by contrast, are anchored to the prevailing discount rate.

**\*Floating Rate Loans:** A floating interest rate, also known as a variable or adjustable rate refers to any type of debt instrument, such as a loan, bond, mortgage, or credit that does not have a fixed rate of interest over the life of the instrument.

### **1.10 ELIGIBILITY:**

- Resident Type: Resident Indian.
- Minimum Age: 18 years.
- Maximum Age: 70 years.
- Loan Tenure: up to 30 years

### **1.11 DOCUMENTS REQUIRED:**

- List of papers/documents applicable to all applicants:
- Employer Identity Card
- Loan Application: Completed loan application form duly filled in affixed with 3 Passport size photographs.
- Proof of Identity (Anyone): PAN/ Passport/ Driver's License/ Voter ID card
- Proof of Residence/ Address (Anyone): Recent copy of Telephone Bill/ Electricity Bill/Water Bill/ Piped Gas Bill or copy of Passport/ Driving License/ Aadhar Card

### **Property Papers:**

**Account Statement:**

- Last 6 months Bank Account Statements for all Bank Accounts held by the applicant/s
- If any previous loan from other Banks/Lenders, then Loan A/C statement for last 1 year

**Income Proof for Salaried Applicant/ Co-applicant/ Guarantor:**

- Salary Slip or Salary Certificate of last 3 months.
- Copy of Form 16 for last 2 years or copy of IT Returns for last 2 financial years, acknowledged by IT Dept.

**Income Proof for Non-Salaried Applicant/ Co-applicant/ Guarantor:**

- Business address proof
- IT returns for last 3 years.
- Balance Sheet & Profit & Loss A/c for last 3 years
- Business License Details (or equivalent)
- TDS Certificate (Form 16A, if applicable)
- Certificate of qualification (for C.A./ Doctor and other professionals)

**1.12 SBI HOME LOAN CUSTOMER CARE:**

In order, to entertain and listen to the customer grievance and complaints on home loan process prescribed by the bank the SBI bank provides wholesome of options to the customers. For further details and to post your query on SBI Home loan you can call on the SBI customer care toll free number - 1800 180 1290

For any services related issue, customer can get in touch with SBI by:

- Calling Customer Help Line Numbers
- Contact Customer Grievance Cell at our Local Head Offices
- Write to Grievance Cell at our Local Head Offices (Details on Help line Numbers and Grievance Cell available on [www.sbi.co.in](http://www.sbi.co.in))

### **1.13 DISBURSEMENT:**

**The loan will be disbursed only on the following conditions:**

1. All the security documents prescribed have been executed by borrower/co-applicant (s)/ guarantor/s
2. A valid mortgage (equitable or registered if equitable mortgage is not possible) has been created in favour of the Bank as per the laws of the State.
3. Wherever creation of mortgage is likely to be delayed for any valid reason, suitable security including third party guarantee, has been taken for the interim period.
4. The loan will be disbursed in stages where a loan for construction is desired or purchase is through payment to seller in instalments.
5. All necessary statutory compliances are in place.

SBI may disburse the quantum of loan in lump sum or in instalments at its own discretion depending on the level of construction of the House/Flat as acceptable to SBI. SBI will disburse loan amount directly to the builder/seller/society as the case may be and as requested / specified/ directed by the customer to SBI at the time of each disbursement. SBI shall not be responsible / liable in any manner whatsoever for any delay by the customer in providing such request/ specification/ direction to SBI and the customer shall not claim any costs, charges and expenses in any relation to any non-disbursal by SBI due to any such delay by the customer. The Bank reserves the right to collect any tax if levied by the State/Central Government and/or other Authorities in respect of this transaction.



**CHAPTER-3**  
**RESEARCH METHODOLOGY**

**OBJECTIVE OF THE STUDY:**

- To study the process of SBI loan in Nagpur.
- To know about the idea of customers about interest pay on home loan in Nagpur.
- To study how to calculate EMI on home loan in Nagpur.
- To learn about various aspects of SBI home loan in Nagpur.

**LIMITATION OF THE STUDY:**

- To study the process of SBI loan in Nagpur.
- To know about the idea of customers about interest pay on home loan in Nagpur.
- To study how to calculate EMI on home loan in Nagpur.
- To learn about various aspects of SBI home loan in Nagpur.

## **HYPOTHESIS:**

A hypothesis (plural: hypothesis) is a precise, testable statement of what researchers (s) predict will be the outcome of the study

1. **Null Hypothesis (H0):** “ SBI Bank do not provide the home loan at low interest rate.”

**Alternative Hypothesis (H1):** “ SBI Bank provide the home loan at low interest rate.”

2. **Null Hypothesis (H0):** “ The communication among the SBI customers may not be Proper .”

**Alternative hypothesis (H2):** “ The communication channel get improved and faster grievance redressal.”

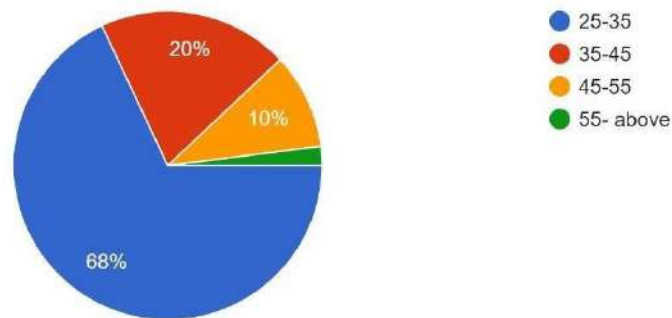
**CHAPTER-4**  
**DATA ANALYSIS &**  
**INTERPRETATION**

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**DATA TABLE:**

Sr. No.	Particulars	Responses	Percentages %
1	25-35	34	68%
2	35-45	10	20%
3	45-55	5	10%
4	55-above	1	2%
<b>Total</b>		<b>50</b>	<b>100%</b>

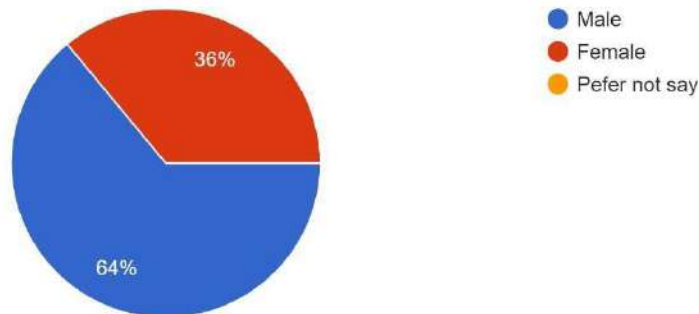
Age  
50 responses

**INTERPRETATION:**

As per the above graph, during this study it is found that majority of Respondent are of age group of 25-35 years (68%), followed by age group 35-45 years (20%), 45-55 years (10%), and whereas the (2%) the above age 55.

Sr. No	Particulars	Responses	Percentages %
1	Male	32	64%
2	Female	18	36%
3	Prefer not say	0	0%
<b>Total</b>		<b>50</b>	<b>100%</b>

Gender  
50 responses



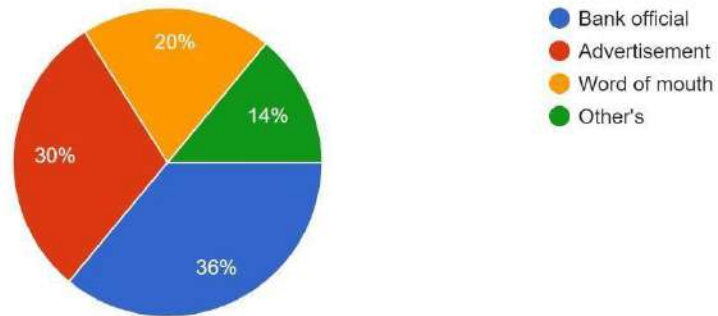
### INTERPRETATION:

As per the above graph it shows that majority of male respondents for home loan in SBI bank is (64%) and whereas the female respondents is (36%).

Sr. No.	Particulars	Responses	Percentages %
1	Bank official	18	36%
2	Advertisement	15	30%
3	Word of mouth	10	20%
4	Others	7	14%
<b>Total</b>		<b>50</b>	<b>100%</b>

#### 1. How did you become aware about SBI home loans

50 responses



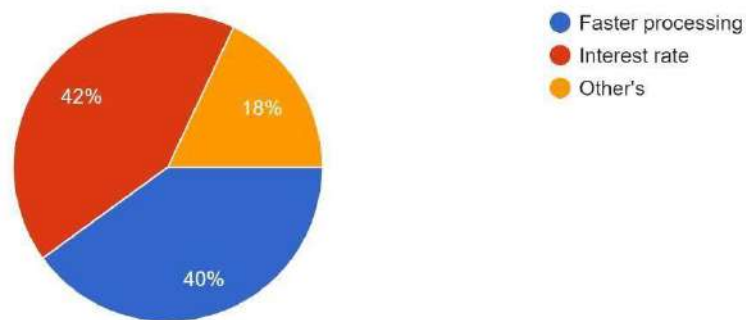
#### INTERPRETATION:

The above table and graph define that the highest respondent percentage through Bank official is (36%) regarding aware of the scheme, (30%) others know through Advertisement, the (20%) respondents, through word of mouth and other's mode know about it 14%.

Sr. No.	Particulars	Responses	Percentages %
1	Faster processing	20	40%
2	Interest rate	21	42%
3	Others	9	18%
<b>Total</b>		<b>50</b>	<b>100%</b>

## 2. What factors influence decision when choosing a home loan provider ?

50 responses



### INTERPRETATION:

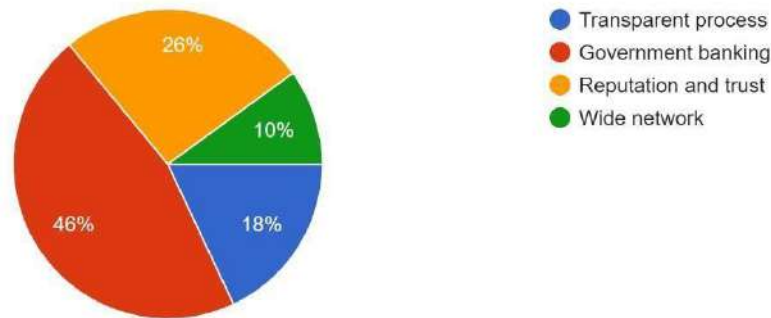
The above table and graph reveals that the majority of the respondents (40%) are those customers who influence decision for choosing home loan through faster processing and the respondents (42%) through interest rate and whereas the other's are (18%) .



Sr. No.	Particulars	Responses	Percentages %
1	Transparent process	9	18%
2	Government banking	23	46%
3	Reputation and trust	13	26%
4	Wide network	5	10%
<b>Total</b>		<b>50</b>	<b>100%</b>

3. Why people more preferred SBI to the others bank in terms of home loan ?

50 responses



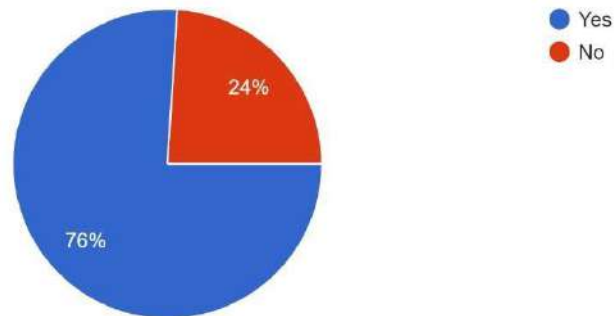
### INTERPRETATION:

As per the table and graph show that (46%)SBI customer to preferred for home loan in compare other bank for government Banking and 26% respondents preferred SBI for reputation and trust of the bank , whereas the 18% are transparent process and 10% respondents preferred for wide network .

Sr. No.	Particulars	Responses	Percentages %
1	Yes	38	76%
2	No	12	24%
<b>Total</b>		<b>50</b>	<b>100%</b>

4. Are you aware of any change in interest rate implemented by SBI bank in home loan ?

50 responses



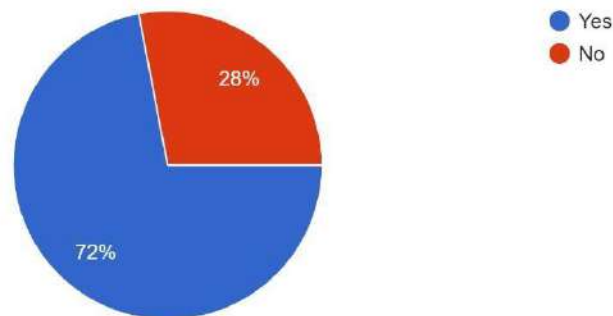
#### **INTERPRETATION:**

The graph and table show that (76%) of the customer are aware of change in interest rates in SBI home loan whereas (24%) are not aware about it.

Sr. No.	Particulars	Responses	Percentages %
1	Yes	36	72%
2	No	14	28%
Total		50	100%

5. Were the terms and conditions of the home loan clearly communicated the application process?

50 responses



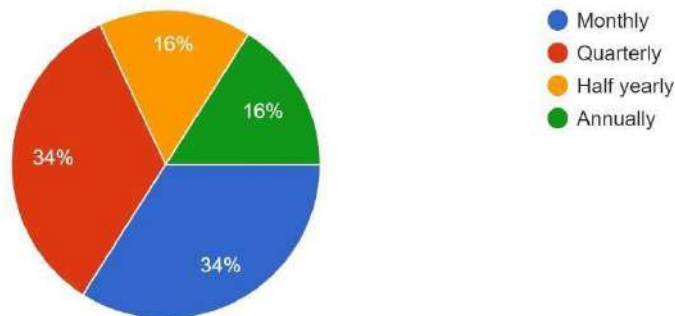
### INTERPRETATION:

The table and graphs show that respondent (72%) agreed that the terms and conditions were communicated properly during the application process and (28%) of the respondent are disagreed with it.

Sr. No	Particulars	Responses	Percentages %
1	Monthly	17	34%
2	Quarterly	17	34%
3	Half Yearly	8	16%
4	Annually	8	16%
<b>Total</b>		<b>50</b>	<b>100%</b>

6. How frequently would you like to made the interest payment ?

50 responses



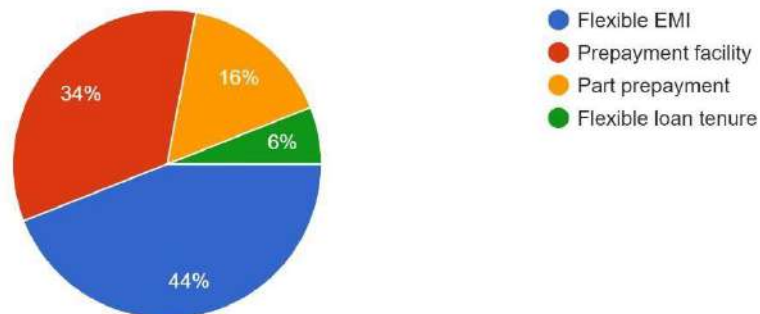
### INTERPRETATION:

The about table and graph reveals that the majority of the respondents (34%)are those customer who pay the interest payment through monthly based and Quarterly based , and the respondents (16%) in the based on half yearly an annually, interest payment made frequently by the customer .

Sr. No	Particulars	Responses	Percentages %
1	Flexible EMI	22	44%
2	Prepayment	17	34%
3	Part prepayment	8	16%
4	Flexible loan tenure	3	6%
<b>Total</b>		<b>50</b>	<b>100%</b>

7. How satisfied are you with the repayment facilities option by SBI for Home loan ?

50 responses



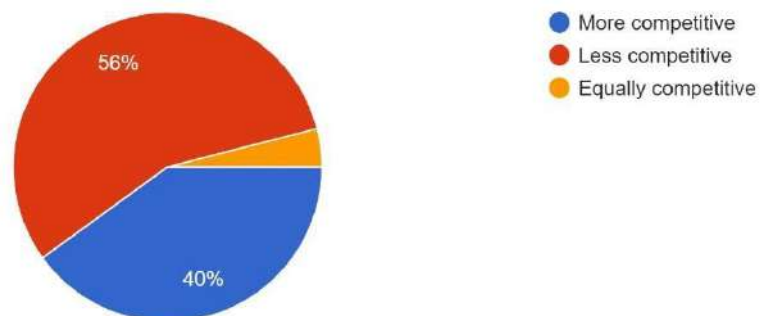
### INTERPRETATION:

The table and graph show that the respondent are 44 % satisfied for repayment facilities by SBI for home loan through flexible EMI and 34% through pre payment facility , and the (16%) respondents satisfied with part-prepayment facility, and whereas as ( 6% )respondents satisfied through flexible loan tenure fir repayment facilities .

Sr. No	Particulars	Responses	Percentages %
1	More competitive	22	44%
2	Less competitive	17	34%
3	Equally competitive	8	16%
<b>Total</b>		50	100%

8. How do you perceive the interest rates offered by SBI bank on home loan compared to HDFC bank ?

50 responses



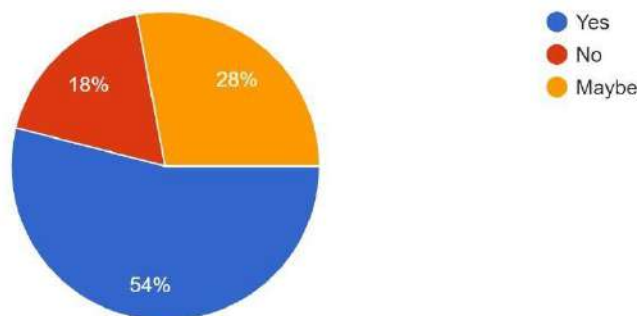
#### INTERPRETATION:

The graph and table state the interest rate offered by SBI bank on Home loan in comparison to HDFC bank is (56%) less competitive, (40%) Equally competitive and whereas the (4%) is more competitive.

Sr. No.	Particulars	Responses	Percentages %
1	Yes	27	54%
2	No	9	18%
3	Maybe	14	28%
<b>Total</b>		<b>50</b>	<b>100%</b>

9. Do SBI provides insurance along with home loan ?

50 responses



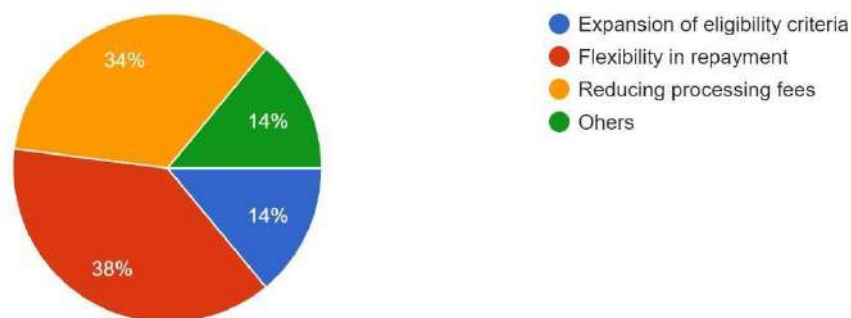
#### INTERPRETATION:

The graph and table show that (54%) of the respondents are agreed that SBI provides insurance along with home loan and ,( 16%) respondent are disagreed with it whereas (28% )respondent not aware about it .

Sr. No	Particulars	Responses	Percentages %
1	Expansion of eligibility criteria	7	14%
2	Flexibility in repayment	19	38%
3	Reducing processing fees	17	34%
4	Others	7	14%
<b>Total</b>		<b>50</b>	<b>100%</b>

10. What improvements or changes would you like to see in SBI home loan offering?

50 responses



### INTERPRETATION:

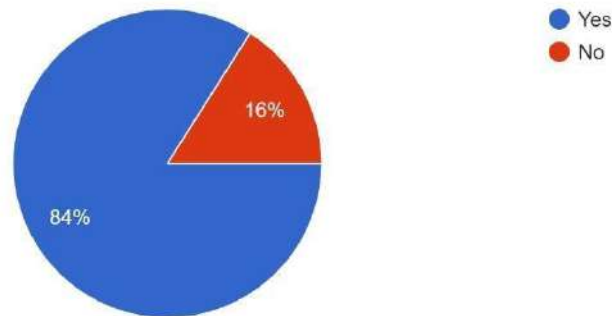
The above table and graph states that (38%) customers want improvement and change in flexibility in repayment and (34%) customer want changes in reducing processing fees and whereas the (14%) want changes expansion of eligibility criteria and(14%) customer want changes for other's .



Sr. No.	Particulars	Responses	Percentages %
1	Yes	42	16%
2	No	8	84%
Total		50	100%

11. Are you satisfied with SBI home loan ?

50 responses



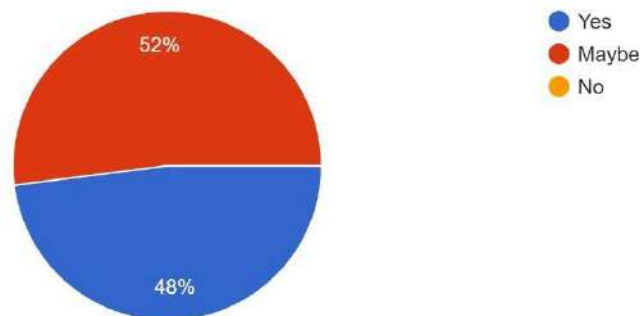
### INTERPRETATION:

As per the table and graph the (86%) respondents are satisfied with home loan from SBI Bank and whereas the (16%) respondent are not satisfied with SBI home loan.

Sr. No.	Particulars	Responses	Percentages %
1	Yes	24	48%
2	No	0	0%
3	Maybe	26	52%
<b>Total</b>		<b>50</b>	<b>100%</b>

12. Would you recommended SBI bank for home loan to others ?

50 responses



### INTERPRETATION:

The graph and table show that (48%) respondent are in favour of recommended of SBI Bank for home loan and (52%) respondents are not sure about it.

**CHAPTER-5**  
**FINDINGS & CONCLUSION**

## FINDINGS

- As per the above graph, during this study it is found that majority of Respondent are of age group of 25-35 years (68%), followed by age group 35-45 years (20%), 45-55 years (10%), and whereas the (2%) the above age 55.
- As per the above graph it shows that majority of male respondents for home loan in SBI bank is (64%)and whereas the female respondents is (36%).
- The above table and graph define that the highest respondent percentage through Bank official is (36%) regarding aware of the scheme, (30%) others know through Advertisement , the (20%) respondents, through word of mouth and other's mode know about it 14%.
- The above table and graph reveals that the majority of the respondents (40%) are those customers who influence decision for choosing home loan through faster processing and the respondents (42%) through interest rate and whereas the other's are (18%).
- As per the table and graph show that (46%)SBI customer to preferred for home loan in compare other bank for government Banking and 26% respondents preferred SBI for reputation and trust of the bank , whereas the 18% are transparent process and 10% respondents preferred for wide network
- 4The graph and table show that (76%) of the customer are aware of change in interest rates in SBI home loan whereas (24%) are not aware about it.
- The table and graphs show that respondent (72%) agreed that the terms and conditions were communicated properly during the application process and (28%) of the respondent are disagreed with it.

- The about table and graph reveals that the majority of the respondents (34%) are those customer who pay the interest payment through monthly based and Quarterly based , and the respondents (16%) in the based on half yearly an annually, interest payment made frequently by the customer
- The table and graph show that the respondent are 44 % satisfied for repayment facilities by SBI for home loan through flexible EMI and 34% through pre payment facility , and the (16%) respondents satisfied with partpre payment facility, and whereas as ( 6% )respondents satisfied through flexible loan tenure fir repayment facilities
- The graph and table state the interest rate offered by SBI bank on Home loan in comparison to HDFC bank is (56%) less competitive, (40%) Equally competitive and whereas the (4%) is more competitive.
- The graph and table show that (54%) of the respondents are agreed that SBI provides insurance along with home loanand , ( 16%) respondent are disagreed with it whereas (28% )respondent not aware about it.
- The above table and graph states that (38%) customers want improvement and change in flexibility in repayment and (34%) customer want changes in reducing processing fees and whereas the (14%) want changes expansion of eligibility criteria and(14%) customer want changes for other's.
- As per the table and graph the (86%) respondents are satisfied with home loan from SBI Bank and whereas the (16%) respondent are not satisfied with SBI home loan.
- The graph and table show that (48%) respondent are in favour of recommended of SBI Bank for home loan and (52%) respondents are not sure about it.

## CONCLUSION

In conclusion, the study highlights several key insights into consumer preferences regarding home loans from SBI. Firstly, it underscores the pivotal role of direct communication channels, notably interactions with bank officials and advertisements, in creating awareness about SBI's home loan offerings. Secondly, the study emphasizes the significance of faster processing times and competitive interest rates as primary decision influencers for consumers when selecting a home loan provider. Despite overall satisfaction with certain aspects of SBI's home loan products, there remains a perception among some respondents that its interest rates are less competitive compared to other banks, suggesting a potential area for improvement. Moreover, the findings reveal specific areas for enhancement identified by customers, including the need for greater repayment flexibility, reduced processing fees, and expanded eligibility criteria. Finally, while a majority of respondents express satisfaction with SBI's offerings, there is an opportunity for the bank to strengthen brand advocacy and recommendation potential through enhanced customer engagement initiatives and service experiences. In sum, by leveraging these insights, SBI can refine its home loan offerings to better align with customer preferences, enhance competitiveness, and solidify its position in the market.

**CHAPTER-6**  
**SUGGESTION**

### **SUGGESTION:**

- They use technology to make getting alone quicker and smother so customer don't have to wait long .
- They should also look at reducing or implementing circumference associated with getting alone to make its more affordable
- Bank should also always listen to what customer say and keep megi improvement based on their feedback
- Get involved in activities that help people in neighborhoods where SBI operates especially those who want to buy a home
- Make customer happy and willing to recommended SBI to other bank providing great service and helpful benefit
- Checking process in the basis of regularly see how things are going by looking at house satisfact customer are and how will SBI loan are doing compared to other bank
- They should clear communication formake sure customer easily understand information about home loan through direct conversation with bank staff and clear advertisement
- They should make it easier for more people to qualify for a loan specially those who made not meet all at all usuals.



**CHAPTER-7**  
**BIBLIOGRAPHY**

## **BIBLIOGRAPHY:**

### **Books:**

Home loan-Mittal, Sachin

Home loan why one size does not fit all – Belinda Managani

### **Website:**

1. <https://sbi.co.in/web/about-us/about-us>
2. <https://sbi.co.in/web/personal>
3. <https://homeloans.sbi.com>
4. <https://onlinesbi.com.in>

**CHAPTER-8**  
**ANNEXTURE**

**ANNEXTURE**

Q.1 How did you become aware about SBI home loans ?

1. Bank official
2. Advertisement
3. Word of mouth
4. Others

Q.2 What factors influence decision when choosing a home loan provider ?

1. Faster processing
2. Interest rate
3. Other's

Q.3 Why people more preferred SBI to the others bank in terms of home loan ?

1. Transparent process
2. Government banking
3. Reputation and trust
4. Wide network

Q.4 Are you aware of any change in interest rate implemented by SBI bank in home loan ?

1. Yes
2. No

Q.5 Were the terms and conditions of the home loan clearly communicated the application process?

1. Yes
2. No

Q.6 How frequently would you like to made the interest payment ?

1. Monthly
2. Quarterly
3. Half yearly
4. Annually

Q.7 How satisfied are you with the repayment facilities option by SBI for Home loan ?

1. Flexible EMI
2. Prepayment facility
3. Part prepayment
4. Flexible loan tenure

Q.8 How do you perceive the interest rates offered by SBI bank on home loan compared to HDFC bank ?

1. More competitive
2. Less competitive
3. Equally competitive

Q.9 Do SBI provides insurance along with home loan ?

1. Yes
2. No
3. Maybe

Q.10 What improvements or changes would you like to see in SBI home loan offering?

1. Expansion of eligibility criteria
2. Flexibility in repayment
3. Reducing processing fees
4. Others

Q.11 Are you satisfied with SBI home loan ?

1. Yes
2. No

Q.12 Would you recommended SBI bank for home loan to others ?

1. Yes
2. Maybe
3. No