

A
PROJECT REPORT
ON
“A STUDY OF BANK & THEIR FACILITIES”

FOR
UNION BANK OF INDIA
SUBMITTED TO
THE UNIVERSITY OF PUNE
IN THE PARTIAL PULFILMENT OF
BACHELOR OF BUSINESS ADMINISTRATION

SUBMITTED BY
MISS. SHIVANI VISHWAMBHAR KOHALE

T.Y. B.B.A.

UNDER THE GUIDENCE OF
PROF. YOGESH TAMBE



ACADEMIC YEAR 2019-2020.

MULA EDUCATION SOCIETY'S
ARTS, COMMERCE & SICENCE COLLEGE, SONAI.

Sonai, 414105

Mula Education Society's

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PRINCIPAL
Dr. Shankar L. Laware
M.Sc. Ph.D.

Date: / /2020

To Whom so ever It may Concern

This is certify that Miss. Kohale Shivani Vishwmbhar. A student of B.B.A. of our institute has successfully completed the project and submitted a report on

" The study of Bank and there facilities" As partial fulfilments of BBA degree of Savitribai Phule Pune University of Pune for the academic year 2019-20.

Her displayed high level of inter personal skill during the project.

We wish her all the very for her future endeavours.

Project Guide

Examiner

Principal

Branch: Sonai
Tirupati Ideal Park, Sonai Shingapur Road,
Sonai, Tal: Newasa, Dist: Ahmednagar - 414105
Mail ID: sonai@unionbankofindia.com
Phone No: 02427-231331

Sonai/321/2020

12-03-2019

To whom it may be concern

This is to certify that Miss Kohale Shivani Vishwmbhar a student of BBA of Arts commerce and science college, Sonai has completed the project on “ The study of Bank and there facilities. She has visited the branch 5 times and understood the system and procedure of Banking. She has submitted the project report to branch we have suggest some changes in project report.

Shivani showed great enthusiasm for the project.

We wish her for her bright future.

Regards




Branch Manager .

Declaration

I Shivani Vishwambhar Kohale here by declare that this report titled "A STUDY OF BANK AND THEIR FACILITIES" is an original work done in partial fulfilment for the degree of Bachelor of Business Administration(B.B.A.), Savatribai Phule Pune University.

I further declare that this work in not partly or wholly submitted for any other purpose and that the data included in the report collected from various sources are true to the best of my knowledge.

Name: ShivaniVishwambharKohale.

Place : Sonai.

Sign.: Kohale.S.V .

Date: \ \2020

Acknowledgment

The project is a great source of learning and a good experience as it made me aware of professional culture and conducts that exist in an organization. Inspiration and guidance are valuable in all aspects of life especially in an academic field.

A project work of such a great significance is not possible without the help of several people, directly or indirectly. First and foremost I have immense happiness in expressing my sincere thanks to my guide Prof. Tambe Sir for his valuable suggestions, cooperation and continuous guidance.

It gives me great pleasure in acknowledging my deep sense of gratitude and Indebtedness for providing me an opportunity and information to undertake this project under their guidance and direction, which ensured its completion.

I would like to thank my family for providing me with their immense support or the completion of the completion of project successfully

Kohale S.V.

Miss. Shivani Vishwambhar Kohale

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Research Methodology

Research Topic:-

A Study of Bank and there Facility.

Area of Research:-

Finance

Research Objective:-

Because of the following reasons, I prefer this project work to get the knowledge of the banking system.

- Banking is an essential industry.
- It is where we often wind up when we are seeking a problem in financial crisis and money related query.
- Banking is one of the most regulated business in the world.
- Banks remain important source for career opportunities for people.
- It is vital system for developing economy for the nation.
- Banks can play a dynamic role in delivery and purchase of consumer durables.

Primary Data:-

The primary data has been collected personally by visiting all the department of Union Bank of India ,sonai.

Secondary Data:-

The secondary data has been collected from

- ❖ Annual Reports and Journals.
- ❖ The official website of Union Bank of India.

Need For the Project

Usually all persons want money for personal and commercial purposes. Banks are the oldest lending institutions in Indian scenario. They are providing all facilities to all to all citizens for their own purposes by their terms. To survive in this modern market every bank implements so many new innovative ideas, strategies, and advanced technologies. For that they give each and every minute detail about their institution and projects to public.

They are proving ample facilities to satisfy their customers i.e. Net Banking, Mobile Banking, Door to Door facility, Credit Card facility, investment facility, Demat facility, Loans and Advances, account facility etc. And such banks get success to create their own image in public and corporate world. These banks always accepts innovative notions in Indian banking scenario. like credit cards, ATM machines, Risk Management etc. So, as a student business management I take keen interest in Indian economy and for the banks are the main sources of development.

So this must be the first choice for development to select this topic. At this stage every person must know about new innovation, technology of procedure new schemes and new ventures.

Banking Industry Introduction



What is Banking?

The Banking Regulation Act 1949 defines banking as "According for the purpose of lending or investment, of deposits of money from the public repayable on demand or otherwise and withdrawal by cheque draft, order or otherwise". In addition, banks also offer financial services, which include:

- Issuing demand draft & traveller's cheque.
- Credit cards
- Collection of cheques, bill of exchange.
- Safe deposit lockers
- Custodian services.
- Investment and Insurance Services.

The business of banking is highly regulated since banks deal with money offered to them by the public and ensuring the safety of this public money is one of the prime responsibilities of any bank. That is why banks are expected to be prudent in their lending and investment activities.

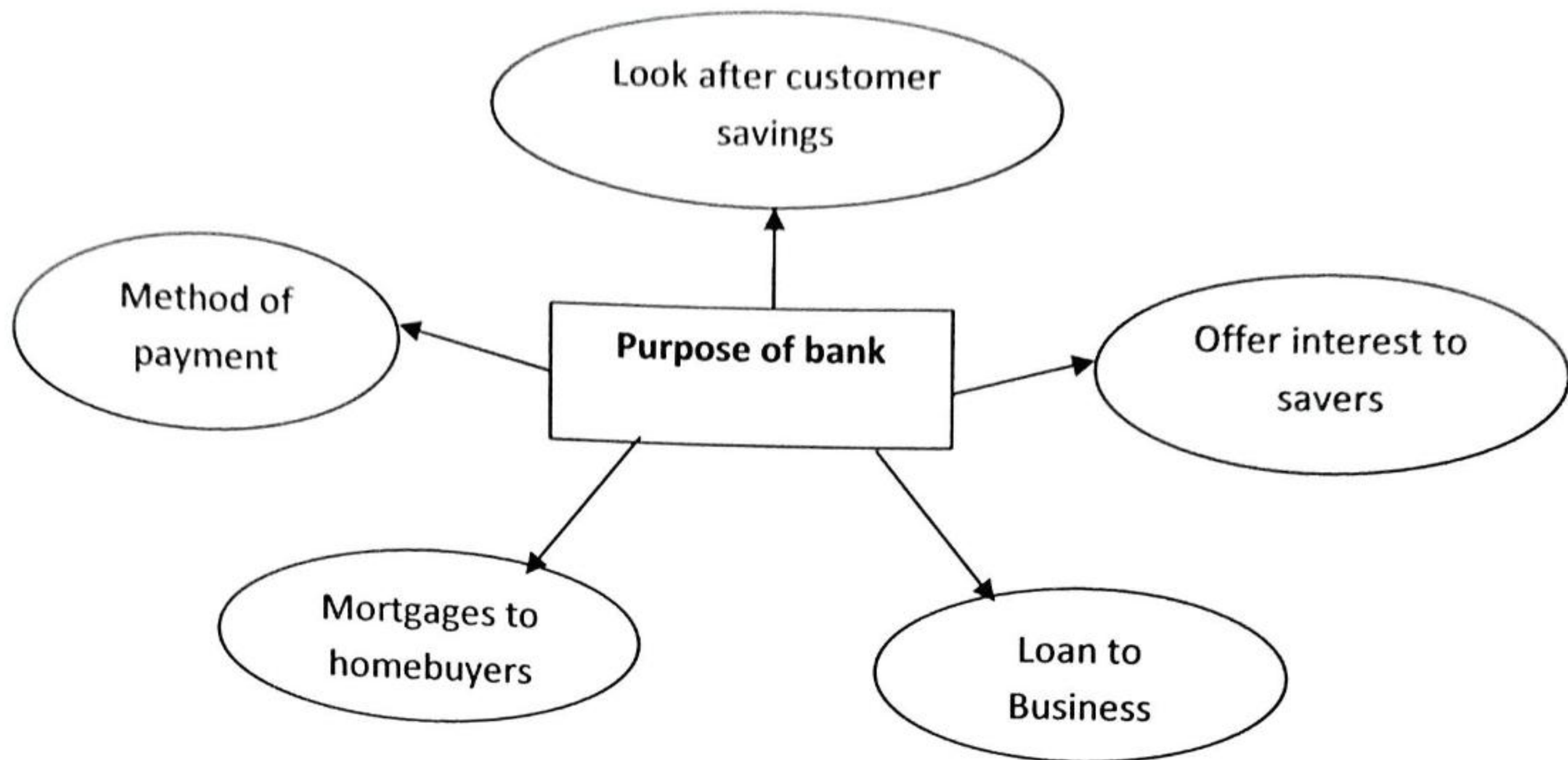
Every bank has a compliance department, which is responsible to ensure that all the services offered by the bank, and the process followed are in compliance with the local regulations and the Bank's corporate policy.

The major regulation and act governing the banking business are:-

- Banking Regulation Act, 1949
- Foreign Exchange Management Act, 1999
- Indian contract act
- Negotiable Instruments Act, 1881

Bank lend money either for productive purpose to individual, firm, corporate etc. or for buying house property, cars and to her other consumer durables and for investment purposes to individuals and the others. However, banks do not finance any speculative activity. Lending is risk taking. The Depositor of banks is also assured of safety of their money by deploying some percentage of deposit in statutory reserves like SLR & CLR.

Purpose of Bank:



Banking System

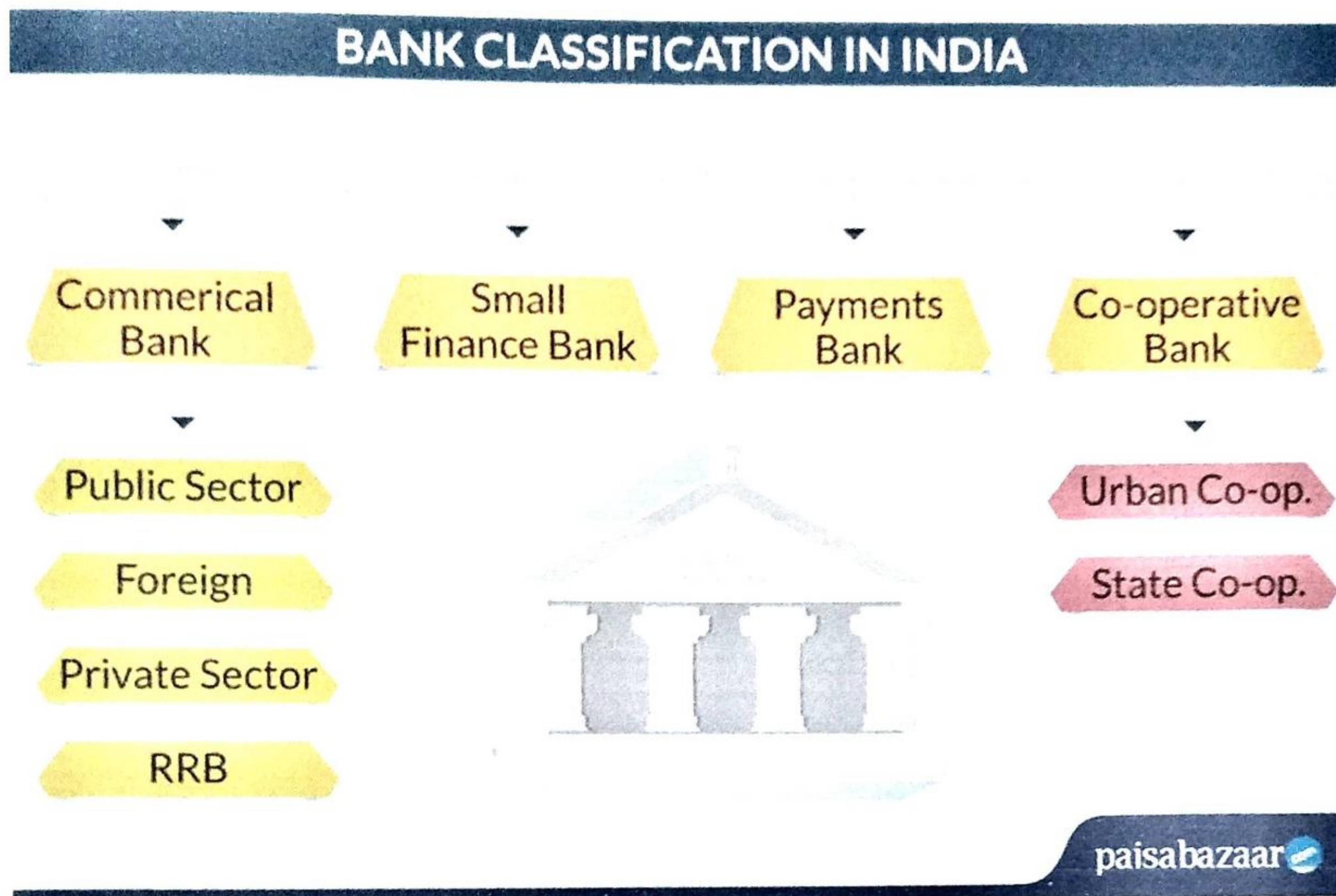
Banking system is an integral sub-system of the financial system. It represent an important channel of collecting small saving from the households and ending it to the corporate sector.

The Indian Banking system has the Reserve Bank of Indian (RBI) as the apex body for all matters relating to the banking system. It is the comucopia of Banks of Indian and bankers to all others banks as well.

Product & Services of Bank:-

- Deposits
- Accounts
- Loans
- Cards
- Insurance
- Cash Management Services
- Mutual Funds
- Demat
- ATMs
- E-Banking Or Online Banking
- Remanitance service
- Bill Payment Services
- Tax payment Services
- Railway Tickets Booking
- Public Provident Fund (PPF).

Classification of Banks



1. Non-Schedule Banks

These are banks, which are not included in the second schedule of the Banking Regulations Act, 1965. It means they do not satisfy the conditions laid down by that schedule. They are further classified as back:

- Central co-operative banks and primary credit societies
- Commercial Banks

2. Schedule Banks

Must have paid-up capital and reserve of not less than Rs 50,00,000. They must satisfy the RBI that its affairs are not conducted in a manner detrimental to the interests of its depositors. These are further classified as follows:

- State co-operative Banks
- Commercial Banks.

Public Sector Banks in India

<u>Sr.No.</u>	<u>Banks</u>	<u>Sr.No.</u>	<u>Banks</u>
1.	Allahabad Bank	10.	Indian Overseas Bank
2.	Andhra Bank	11.	Oriental Bank of Commerce
3.	Bank of Baroda	12.	Punjab National Bank
4.	Bank of India	13.	Syndicate Bank
5.	Bank of Maharashtra	14.	Union Bank of India
6.	Canada Bank	15.	United Bank of India
7.	Central Bank of India	16.	Punjab & Sind Bank
8.	Corporation Bank	17.	UCO Bank
9.	Indian Bank		

Bank Profile



Type :	Public Sector Undertakings Enterprise
Traded as :	BSE: 5324477
NSE:	UNIONBANK
Industry :	Banking, financial services
Founded :	11 November 1919; 100 years ago
	Headquarters Mumbai
Key people :	ShriRajkiran Raj G. (MD& CEO) Gopal Singh Gusain& ManasRanjanBiswal(EDs)
Product :	consumer banking, corporate banking, Finance& insurance, investment banking mortgage loans, Private banking, wealth management.
Owner :	Government of India
Website :	www.unionbankofindia.co.in

History of Union Bank of India

Union Bank of India (Union Bank) was registered on 11 November 1919 as a limited company in Mumbai and was inaugurated by Mahatma Gandhi. At the time of India's independence in 1947, Union Bank of India had four branches- three in Mumbai and one in Saurashtra, in tread centres. By the time the Indian government nationalized Union Bank of India in 1969, it had 240 branches. In 1975, Union Bank of India acquired Belgaum Bank, a private sector bank established in 1930 that had itself merged in a bank in 1964, the Shri Jadeya Shankarling Bank (Bijapur, incorporated on 10 May 1948). Then in 1985 Union Bank of India acquired Miraj State Bank, which had been established in 1929, and which had 26 branches.

Union Bank expanded internationally in 2007 with the opening of offices in Abu Dhabi, United Arab Emirates, and Shanghai in the People's Republic of China. The next year, Union Bank established a branch in Hong Kong, its first branch outside India. In 2009, Union Bank opened a representative office in Sydney, Australia.

On 30 August 2019, Finance Minister Nirmala Sitharaman announced that Andhra Bank and corporation Bank would be merged into Union Bank of India. The proposed merger would make Union Bank the fifth largest public sector bank in the country with assets of Rs. 14.59 lakh core(US \$ 200 billion) and 9,609 branches. The Board of Directors of Andhra Bank approved the merger on 13 September.



List Of Directors Of The Board

Sr. No.	Name and Designation of the Director
1.	ShriKewalHanda Chairman & Part-Time Non-Official Director
2.	ShriRajkiran Raj G. Managing Director & CEO
3.	ShriGopal Singh Gusain Executive Director
4.	ShriDinesh Kumar Garg Executive Director
5.	ShriManas KumarGarg Executive Director
6.	Dr. Madnesh Kumar Mishra Government Nominee Director
7.	ShriArun Kumar singh RBI Nominee Director
8.	ShriRajiv Kumar Singh Chartered Accountant Director
9.	Dr. MadhuraSwaminthan Part-Time Non Official Director
10.	Dr. K. Ramesha Part-Time Non- Official Director
11.	Dr. Uttam Kumar Sarkar Shareholder Director
12.	Shir K. Kadiresan Shareholder Director
13.	Dr. Jayadev M. Shareholder Director

**UNION BANK OF INDIA has branches in 34 District of
MAHARASHTRA State**

Sr. No.	District Name	Sr. No.	District Name
1.	Ahmadnagar	18.	Mumbai
2.	Akola	19.	Nagpur
3.	Amravati	20.	Nanded
4.	Aurangabad	21.	Nandurbar
5.	Beed	22.	Nashik
6.	Bhandara	23.	Osmanabad
7.	Buldhana	24.	Parbhani
8.	Chandrapur	25.	Pune
9.	Dhule	26.	Raigad
10.	Gadchiroli	27.	Ratnagiri
11.	Gondia	28.	Sangali
12.	Hingoli	29.	Satara
13.	Jalgaon	30.	Sindhudurg
14.	Jalna	31.	Solapur
15.	Kolhapur	32.	Thane
16.	Kudus	33.	Wardha
17.	Latur	34.	Yavatmal

**UNION BANK OF INDIA has 17 branches in
AHMADNAGAR District of MAHARASHTRA State**

Sr. No.	Villages Name	Sr. No.	Villages Name
1.	Ahmadnagar(Main)	10.	Pravaranagar
2.	Chikhali	11.	Rahata
3.	Ghulewadi(Sangamner)	12.	Rashin
4.	Karjat	13.	Sangamner
5.	Kashti	14.	Savedi, Ahmed Nagar
6.	Khed	15.	Shirdi
7.	Kolpewadi	16.	Sonai
8.	Nimbgaon Gangarda	17.	Srirampur
9.	Pachegaon		

About the Branch

The branch is headed by the Branch Manager Mr. Prashant Kalapure. In the branch there are 5 officers, 3 Clarks, and 1 security grad are available.

The bank provide all type of Credit facilities like Fund- Based Credit and Non- Fund Based Credit. Fund- Based Credit includes Cash Credit, Term Loan and Working Capital Loan. Non- Fund Based Credit includes Letter of credit, Letter of Guarantee and Buyers Credit. The branch deals in acquiring the customers, getting limit sanctioned , documentation and monitoring process.

“ The Bank of first choice in our chosen area by building beneficial and lasting relationship with customers through a process of continuous improvement.”

Vision:

To become the bank of the first choice in our areas by building beneficial and lasting relationship with customers through the process of continuous improvement.

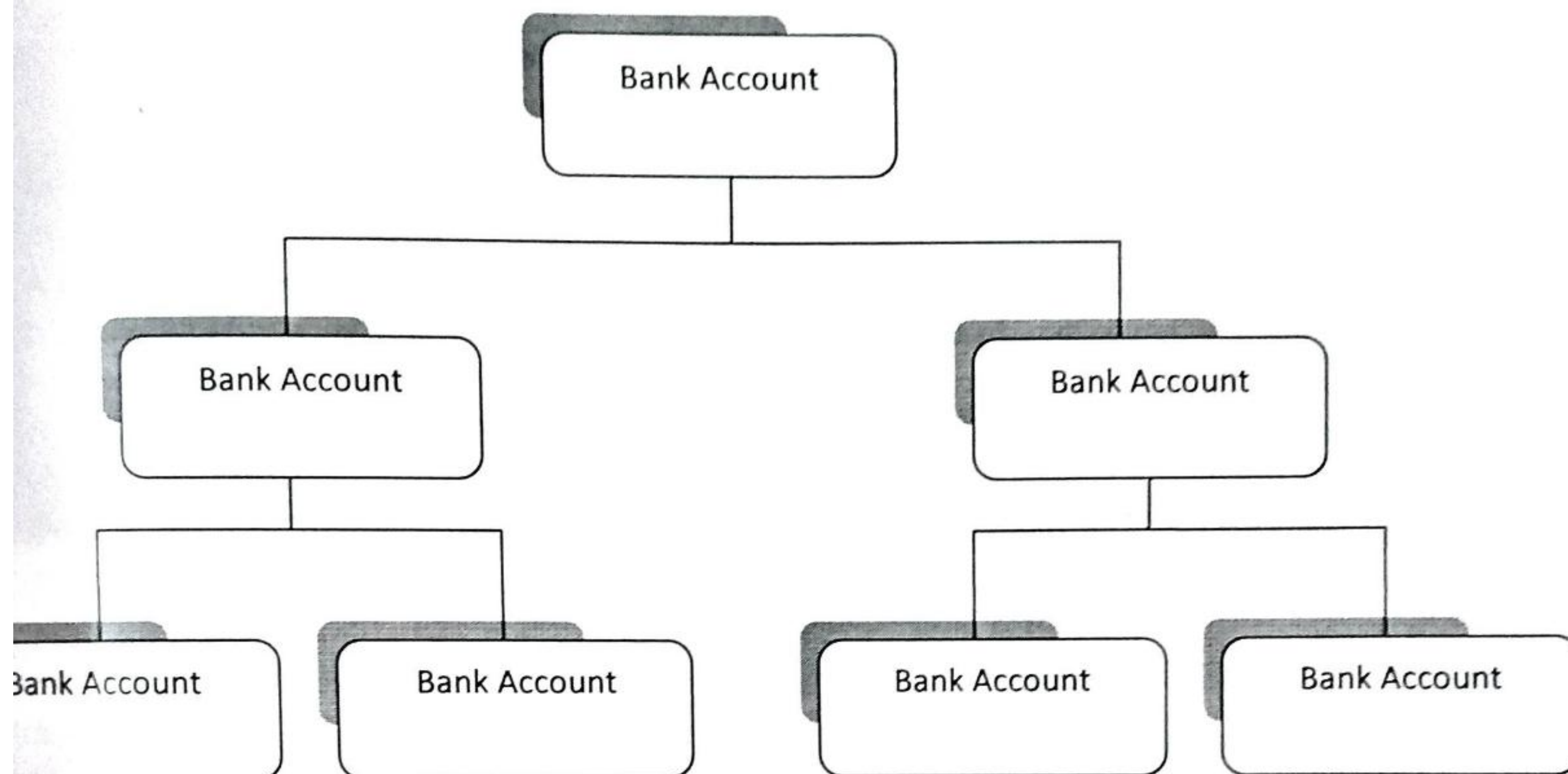
Mission:

Our corporate mission to gain market recognition inn chosen areas by building effective strategies. A logical extension of the vision statement is the Mission of the Bank, which is to gain market recognition in the chosen areas. To build a size able market share in each of the chosen areas of business through effective strategies in terms of pricing, product packaging and promoting the product in the market. To facilitate a process of restructuring of branches to support a greater efficiency in the retail banking field. To sustain the mission objective through harnessing technology driven banking and delivery channels. To promote confidence and commitment.

Core value:

- **Customer Focus:-** Relentless focus on understanding and fulfilling customer needs through superior service.
- **Innovation:-** /continually generate, validate and implement creative solutions to business challenges.
- **Meritocracy:-** Ensure a fair recruitment process and closely link recognition and reward to performance against goals, irrespective of personal relationships, gender, religion or ethnicity.
- **Integrity:-** Uncompromising financial and intellectual honesty to the organization and oneself with relationships based on mutual trust and openness.
- **Team-work :-** Willingness to share the glory of achievements as well as responsibility of failure.

Bank Accounts Types



DEPOSITS

OFFERED BY UNION BANK OF INDIA

1. SAVING ACCOUNT:-

ELEGIBITLITY:

Any Resident Individual- single Accounts, Two or more Individuals in joint Accounts, Illiterate Persons, visually Impaired persons, Purdanasheen Ladies, Minors, Associations, Clubs, Societies, etc. Trusts, Institutions/ agencies specifically permitted by the RBI.

SALIENT FEATURES:

- Simplest deposit option available to the depositor.
- An Ideal option to cultivate the habit of banking and saving amongst the young generation.
- Easy to operate. Terms and conditions kept lucid to facilitate a layman's understanding.
- No hidden costs.
- Zero balance facility. A student can open Regular Saving Account with zero balance.
- Deposits are insured by DICGC.
- Interest @ 4% P.a. are being calculated on daily product basis from 01.04.2010 and will be credited four times in a year in Jan , April, July, Oct or at the time of closing the A/c.
- Any Where/Any Time Banking of yours choice as follows:
 - Branch Banking.
 - ATM Banking.

Net Banking.
Phone Banking.
Provision for nomination.
Jan Dhan Account - BSBDA, BSBDS

1. CURRENT ACCOUNT:-

A Current account is the most common type of bank account and it is suitable for **everyday use**. It is the account which our income (wages or salary) will be paid, and out of which your monthly bills will be paid.

A current account is where you would get money from in a hurry and where you would pay in any cheques that you receive.

Banks rarely pay interest on this type of account, so they are **not meant for savings**. Union Current claim Account.

2. FIXED DEPOSIT ACCOUNT:-

❖ **ELIGIBILITY:**

Any Resident Individual – Single Accounts, Two or more individuals in Joint Accounts, Illiterate Persons, Blind persons, Purdanasheen Ladies, Minors, Associations, Clubs, Societies, etc. Trusts, Institutions/ Agencies, Specifically permitted by the RBI eligible to open a “Fixed Deposit Receipt Account” in single /joint names.

❖ **MINIMUM ACCOUNT:**

Rs 10,000/- for FDR in Metro and Urban Branches and Rs. 5,000/- in Rural and Semi urban branches, and for senior citizens the minimum amount will be Rs. 5,000/- Minimum Amount criteria will not be applicable to Subsidy kept under GOVT Sponsored Schemes, Margin Money, earnest money and court attached/ ordered deposits.

❖ **PAYMENT OF INTEREST : (Subject to applicable TDS)**

Interest will be paid on quarterly basis and in case the date of interest payment falls on holidays then the next working day.

❖ **PROVISION FOR NOMINATION:**

Nomination of are available.

RATE OF INTEREST:- Rate of Interest differs from depending upon tenure of the deposits and when the Bank charges the Rate.

Senior citizens are offered additional interest of 0.50% for deposits placed for 1 year and a period.

RECURRING DEPOSIT ACCOUNT:-

ELGIBILTY

Any Resident Individual- single Account, Two or more individuals in Joint Accounts, Illiterate Persons, visually impaired persons, Purdanasheen Ladies, Minors, Associations, clubs, Societies, etc. Trusts, Institutions/ Agencies specifically permitted by the RBI eligible to open a "Cumulative Accounts" in single / joint names.

SALIENT FEATURES:-

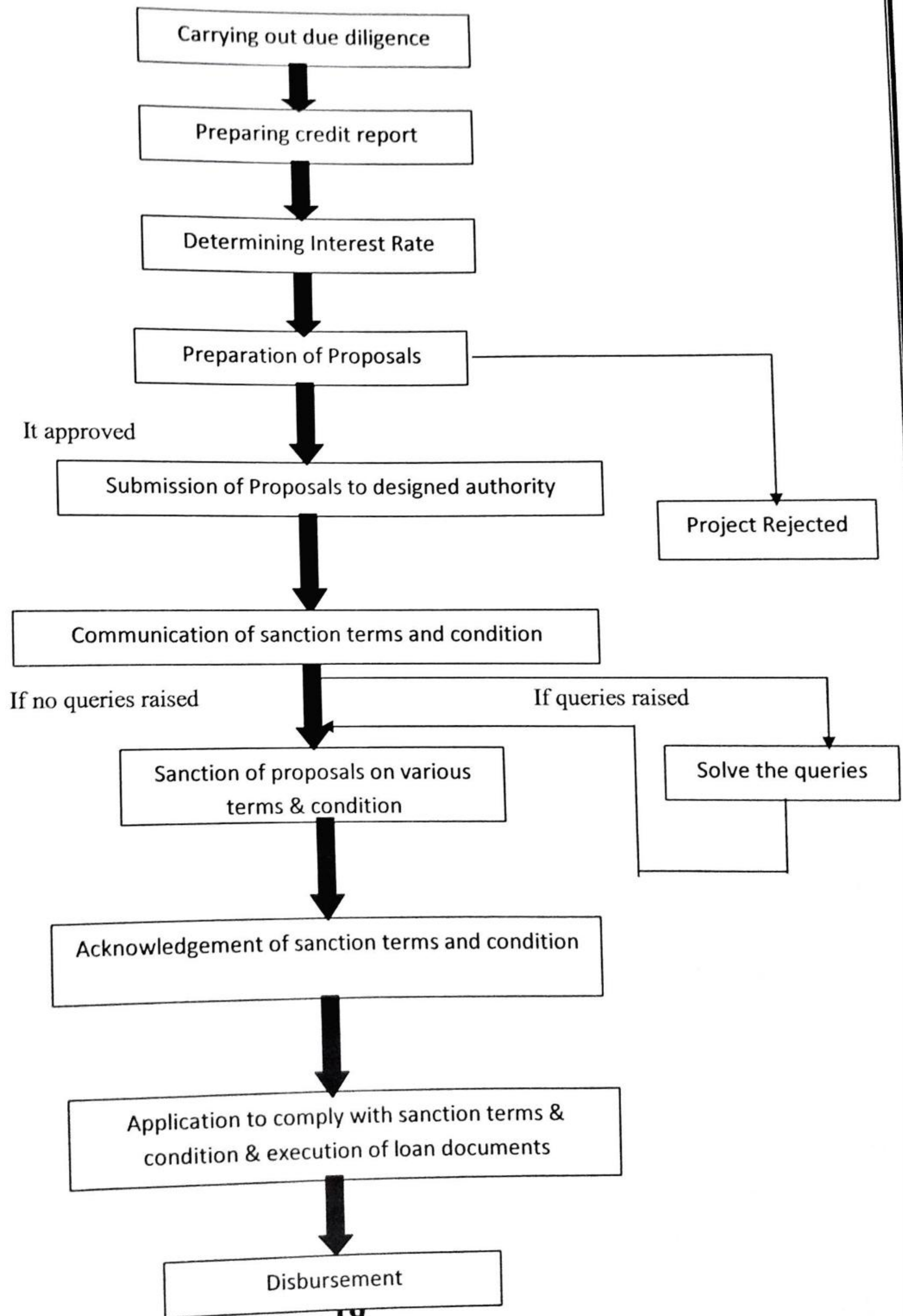
Monthly instalments can be for any amount starting from as low as Rs. 50/- onwards.

An account can be opened for any period ranging from 6 months to 120 months, in intervals of 3 months.

Interest at the permissible rate is compounded every quarter.

Operation and production

Loan disbursement and work flow chart of industrial finance branch of Union Bank of India.



Schemes / Services of Union Bank of India

DEBIT CARD

Debit Card Charges:-

Debit card is an instrument that can be used to:

Avail banking services such as cash withdrawal, balance enquiry, value added services viz. fund transfer, mobile recharge, tax payment etc., from ATM round the clock.

Make payment to merchants through POS terminals and through online mode.

Debit cards are accepted at all the ATMs and merchant establishments across the globe displaying VISA/ Master Card/ Repay logo. Debit cards can also be issued for domestic transactions alone. Debit cards are issued only to bank account holders. With increasing technology adoption Debit Cards can be used for many other purposes like access card, customer validation etc.

Features of Union Bank Debit Card:-

Green PIN facility (No PIN mailer is required).

Multiple account access- customer can access three accounts linked to a single card.

Add-on cards are issued in case of Joint Account.

Secure online transactions are available through unsecured registration.

Cash withdrawals are possible at specified merchant locations.

Free insurance is available against accidental death. (Rs 2 Lac)

24x7 access to call centre to hotlist the debit card.

Customer can also hotlist their debit card through SMS, Mobile Banking and internet Banking facility.

How to Apply:-

Union Bank of India issues Debit card as part of ready to use kit at the time of account opening and the cards get activated after its first use for withdrawal at ATM.

Existing account holders without Debit Cards can download and fill the form and submit it at the nearest branch to get a Debit Card.

Customer can contact the nearest branch for add-on card or linking additional accounts to the Debit Card.

Online debit card application facility is provided in Bank's corporate website for the customers who do not have active card.

Solution of problem and issues

- The Union Bank of India must have changed their policy of remuneration.
- They must have provided the proper incentives to employee as per their performance appraisal.
- Company must provide the task oriented work to their employees and give the proper opportunity to the work innovative manner and quality work.
- They must provide the training for at list 2 months for new employees and give the real work experience.
- Company must develop the recruitment procedure for the new employee's recruitment. Make examination of the finance aspect of the company the examination question are ask on finance field which are mostly come in the original work on IFB.
- They have to cheek whether the employee are capable for the IFB work he must have knowledge regarding project finance.

Findings

The advances of UBI have similar socio-economic impact on urban and rural beneficiaries. Significant association between Location and levels of impact is observed at 5 % level of significance. As per unpaired test the urban and rural location of beneficiaries differs significantly with respect to total impact and social impact do not differ significantly with respect to economic impact. The study also found that, urban and rural beneficiaries have similar economic impact.

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