Shiv Chatrapati Shikshan Sanstha's

Rajarshi Shahu Mahavidyalaya, Latur

शिव छत्रपती शिक्षण संस्था लातूर
।। आरोह तमसो ज्योतिः ।।
स्थापना – १९७०

AUTONOMOUS

Academic Year 2022-23

Department of Commerce

Project Report

Topic : Project report on Services provided by Maharashtra Gramin Bank with reference to Latur.

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Roll NO : 24 Seat No: RC52361224

Subject : Banking & finance Subject Code : U-BAF-596-B

Paper Name : Class : B. com T.Y.

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Sign.

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Department of Commerce

Certificate by Project Supervisor

This is to certify that the report of the project submitted is the outcome of the project work entitled...Project report on services provided by Maharashtra...carried out by Gramin Bank with reference to Latur.

....bearing

Exam Seat Number .RCS2361224....... under my guidance and supervision for the award of Degree in Bachelor of Commerce / Master of Commerce of Rajarshi Shahu Mahavidyalaya (Autonomous), Latur affiliated to SRTM University, Nanded.

Student	**Project Supervisor**	**HoD**

Head
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Date: 11/04/23

Rajarshi Shahu Mahavidyalaya, Latur (Autonomous)

Project Title

Services Provided By Marashtra Gramin Bank Special Reference To Latur Branch

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Declaration By The Student :-.

I, chigale Vaishnavi bearing seat number RCS2361224 hereby declare that this project work entitled ' services provided by Maharashtra Gramin Bank, Latur'. has been prepared by me towards the partial fulfillment of the requirement for the the award of the Bachelor of commerce (B. com) Degree under the guidance of Miss Akanksha Balsaraf mam assistant professor at Rajarshi shahu Mahavidyalaya, Latur.

I also declare that, this project is my original work and has not been ~~previously~~ submitted for the award of any Degree, Diploma, fellowship or other similar titles.

signature :

Seat No
RCS2361224

ACKNOWEDGMENT

I, Miss chigale vaishnavi vaijnath avail myself this opportunity to express my deep sense of gratitude to all the people who have helped me to carry out and complete this project work in the partial fulfillment of my curriculum. I am extremely grateful Miss Akanksha Balsaraf Mam and Mr. krishnkant valsange sir, Assistant professor for permitting to undertake the study.

I would like to extend my sincere thanks and gratitude to my project guide, Miss Balsaraf Mam and Mr. krishnkant valsange sir, Assistant professor. department of commerce, Rajarshi shahu Mahavidyalaya (Autonomous), Latur who has helped me ~~to~~ in this endeavor and has always been very co-operative and without her help, co-operation, guidance and encouragement the project couldn't have been what is envolved to be.

I would like to extend my heartfelt thanks to Dr. P. G. Kawle mam, Head of Department of commerce, Rajarshi shahu Mahavidyalaya (Autonomus) Latur. For the valuable support and for giving me an opportunity to undertake this project work.

At last but not least, gratitude to all faculty and friends who helped me ~~up~~ to complete this project within a limited time frame.

Miss. chigale Vaishnavi
RC5236122 4

ABSTRACT :-

This project report was undertaken to study in detailed about 'services provided by Maharashtra Gramin Bank'. By the way of explanation, accounts maintained by Maharashtra Gramin Bank. viz. saving Account, curr-ent Account, fixed deposit etc. forever after fascilities provided by Maharashtra Gramin Bank like online App-lications, one time settlement (OTS), Rupay debit card PSB loans in 59 minutes etc. Then, loans offering like Home loan, Gold loan, vehicle loan, Gold loan, perso-nal loan, educational loan etc. Internet Banking, kisan credit cards etc. services are provided by Mahara-shtra Gramin Bank to its account holders.

This is a small abstract regarding the project which includes 'services provided by Maharashtra Gram-in Bank special reference to Latur District.'

* Introduction to services :-

* What is the meaning of services ?

Banking seervices means each & every product and seervice offered by Bank. to its customers. An esta-blishment authoeised by a government to accept deposi)s pay interest, clear cheques, advance loans, act as an an inteemediary in financial transactions and provide other financial seevices to its customers. people earn money to meet theie day-to-day transaction expenses on food, clothing, education etc. savings were available foe use whenevee needed.

" Bank is a lawful organization, which accepts deposits that can be withdrawn on demand. It also lends money to individuals and business houses that need it."

It rendee seevices liking accepting deposits & lending money as pee the need of $ customers. Where as withd-rawal of deposits whenever needed.

* Introduction to Bank :-

In the modern age, banks are the important part of man's life (economic). As we know that finance is the life blo-od of the organization, banks help in providing funds to the economy. In Modern times bank occupy pivotal position in the development of business and industry. Finance is the lifeblood and controlling nerve centre of business and banks arrange right amount of finance at right time. Today bank is such an important industry that we can not imagine our days-to-days life without bank. It has become part and parcel of our life. Modern banks are acting as friend, philosopher and industry. Numberous, varied and ever incre-asing functions and services to the business and industry We all are aware that wear, devasted Japan & Germany economy was rehabilitated and restructed only due to co-operation and support of Banks.

Banks are essential for the fast economic Develop-ment of the nation. Bank is a financial institution which deals with other people's money i.e. money given by depositors. Banks provide number of services to its customers as well as to economic activities. There are different kinds of banks in an economy i.e. private bank, government bank etc. It also helps in stregthening the commercial activitie as well as domestic process. Bank is one of the most important aids to trade. Banks accept deposit, grant loan make payment of bills, rent, etc on behalf of its customers

INTRODUCTION :-

Maharashtra Gramin Bank was founded on 25th March 2008. It is a Gramin Bank or Indian Regional Rural Bank, in Maharashtra with its head office available in Aurangabad. MGB is one of 43 Gramin Bank in India. that are supported by the government and it aims at bringing Banking services especially in Rural areas.

Maharashtra Gramin Bank is a Maharashtra based Regional rural bank with strong rural presence. It provides all of the core PSB Functions. The bank's Main Focus is to launch appropriate interventions for the people of Maharashtra overall economic upliftment and advancement by providing financial assistance to variety of sectors including the following -

- Agriculture
- MSMEs (Micro, small and medium enterprises
- Education
- Housing
- Minorities and Weaker sections.

The bank had 413 completely computerised CBS Branches as of March 31, 2021. i.e. Aurangabad, Beed, latur, Nanded Hingoli, parbhani, Thane, and Nashik are among the seven Maharashtra regions where it has a branch Network

Regional rural Bank were established under the provision of an ordinance on 26 september 1975 and the RRB Act 1976 to provide sufficient banking and credit facilities for agriculture and other rural sector. There were set up on the recommedations of The Narsimham Working Group during the tenure of Indira Gandhi's governm

- ment with a view to include rural areas into economic mainstream since that time about 70% of the Indian population was of rural orientation. The development process of RRBs started on 2 oct 1975. With the form -ing of the first RRB. i.e. The Prathama Bank. Also on 2nd oct 1975 five regional rural Banks were set up with a total othorised. capital of 100 crore, which later increased to five hundred crores. The regional rural Banks were owned by the central government, state government and the sponsored bank who held shares in the ratios of 50%, 15%, 35%. The following are measure functions of these rural financial institu -tions :-

* To take banking to the doorstep of the rural masses. particular -ly in areas without banking fascilities.

* To mobilize rural savings and canalise them for supporting productive activities in the rural areas.

* To make available cheaper institutional credit to the weaker sections of society, (who are to be the only clients of these bank ?)

*. To generate employment opportunities in the rural area

* To bring down the cost of providing credit in rural areas.

* ~~The~~ To increase small businesses and rural artisans.

* History of Maharashtra Gramin Bank :-

The RRB Act of 1976 created the RRBs in India. From 1976 to 2006, the banking sector saw numerous changes and regional rural banks were no different. Due to the need for structural reforms in RRB in light of the rapidly revolving economic scenario, the Government of India amalgamated the two RRBs, Aurangabad Jalna Gramin Bank and Thane Gramin Bank, into a single RRB known as Maharashtra Godavari Gramin Bank. via a notification dated March 25, 2008. Maharashtra Gramin Bank was established on July 2009, following the merger of the Former Maharashtra Godavari Gramin Bank and the Marathwada Gramin Bank, as per the notification issued by the Department of Financial services Ministry of finance, Government of India, dated Jully 20, 2009, with its headquarter in Aurangabad.

* The vision of Maharashtra Gramin Bank :-

Maharashtra Gramin Bank works with the vision of trying to position the bank in a highly competa-tive environment by implementing IT alternative, convey-ing basic services to the clients at their doorstep, deve-loping successful IT frameworks to supply those servi-ces increasing credit to flowing agriculture, achieving a significant boost in savings account mobilization and pursuing best practices for delivering value-added service to its clients by transforming branch offices into the most attractictive financing access point in rural areas

* OBJECTIVES :-

* The main objectives of the study is to know the various kinds of services provided by Maharashtra Gramin bank to its customers.

* To know the positions of deposits by villagers

* To know the position of advances has given to the development of villages.

* To examine the credit system, period of repayment, recovery method etc.

* To know the non-Banking services providing by Maharashtra Gramin Bank.

* To know the various government schemes by Maharashtra Gramin Bank.

* At the end to know the customer satisfaction through services by Maharashtra Gramin Bank.

LIMITATIONS :-

- collection of primary data is expensive as compare to collecting secondary data.

- It is time consuming

- It may not be feasible to collect primary data in some cases due to its complexity and required commit-tment.

- We could not get whole information regarding the topic

- I have googled some question but I didn't get the answered because site was not working.
- But ~~the~~ ~~intera~~ one good thing happened with me is interaction with manager was very fluently.

* IMPORTANCE OF THE STUDY :-

* - To society :-

This project report contains study related to services of Maharashtra Gramin Bank. From this project report society can understand what kinds of services Maharashtra Gramin Bank provides to its customers such as account offering i.e. saving account, current account, fixed deposit, credit card, ATM etc. Where as loan sanctioning such as gold loan, home loan, car loan, home loan, education loan etc. & online Banking services too.

* - To Bank :-

This project report is essential for the Bank. because it can provide insideght into the areas where the bank needs to improve its customer service products & processes. and also can help the bank to identify the factors that influence customer satisfaction which can be used to develop effective strategies for customer retention & acquisition. The study can help the bank to bentchmark its performance against its competetor and identify areas where it can differentiate itself from the competition.

* Hypothesis Of the Study :-

A hypothesis is usually, tentative ; it is an assumption or suggestions made strictly for the objective of being tested.

In the scientific method, the hypothesis is constr-uncted before any applicable research has been done, apart from a basic background review. You ask a question, read up on what has been studied before, and then a hypothe-sis.

Ho :- Services provided by Maharashtra gramin bank is ~~proactive~~. reactive.

H1 :- Services provided by Maharashtra gramin bank is proactive.

Ho :- There is no significant relationship between services provided by Maharashtra Gramin bank and its customers.

H1 :- There is a significant relationship between services provided by Maharashtra Gramin bank and its customers.

RESEARCH METHODOLOGY :-

Reasearch Methodology is the process of collecting the information & helps to find out the solutions to the topic selected by the researcher. It is the systematic way of presenting information.

so, My project report is based on the primary as well as secondary data.

Primary data is collected by visiting the Maharashtra Gramin Bank. Where as I have asked the questions to the manager regarding my project. The questions are about 'services provided by Maharashtra Gramin Bank with special reference to Latur.' services like offering of loans, various types of accounts, online banking facility, credit system etc.

I have collected the secondary data by the help of Newspapers, Books, magazines, journals and various google websites, books leading with the current scenario and research paper too.

DATA COLLECTION :-

I have collected the data on the basis of primary as well as secondary data.

primary data is collected by visiting the Maharashtra Gramin Bank. where as I have asked the questions regarding my project to the manager of the same Bank. The questions are about various types of accounts maintained, NPA Account of MGB, various fascilities provided by MGB to its customers, then satisfaction of the customers by MGB, credit system etc.

I have collected the secondary data by the help of google websites, magzines, newspapers, journal as well as television channels etc. Books leading with the current senario and research paper etc too.

Primary Data.

Interviewer - Chigale Vaishnavi Vaijnath
Interviewee - Manager of the Bank - Mr. Santosh Gejge sir.

* Primary Data (Interview Method) :-

1) Me : Good Morning sir, I'm chigale vaishnavi from Latur. I'm pursuing B.com III year in shahu college, Latur. I have prepared a banking and Finance project regarding the topic 'services provi-ded by Maharashtra Gramin Bank with special reference to Latur branch- Ganjgolai.'

2) Manager : ok. so, ~~which~~ How I'll help you?

3) Me : so, sir I have to collect primary data through asking you some questions regarded services offerings to customers.

4) Manager : yes, you can ask.

5) Me : sir, first of all, tell me about your bank branch

6) Manager : Maharashtra Gramin Bank - Branch: Ganjgolai is a scheduled bank eastablished by governm-ent of India. Which is sponsored by Bank of Maharashtra.

7) Me : Which type of services do you offer to your customers?

8) Manager : We offer services to customers like various accounts i.e. saving account, current Account, Fixed deposit, RD, ~~etc~~, pigm etc.

8) Then. online banking .. credit fasiolities to farmers, home loan. gold loan, education loan, debit card . credit card etc.

9) Me : How much deposit do you reserve for FD?

10) Manager: Near about 122 crore.

11) Me : Do you give D-mat services.

12) Manager: Yes, we offer D-mat services with Maha Bank DP application having a bank account with any branch of Maharashtra Gramin Bank under core Banking.

13) Me : Which types of categories of loan do you maintain?

14) Manager: Home loan, Gold loan, Education loan, Personal loan etc.

15) Me : How much percentile of interest do you occur on each type of loan.

16) Manager: For home loan 6.95%.
For gold loan 8.00%.
For personal loan 9.50%.

17) Me : Which type of government schemes do you impliment to serve the people?

18> Manager: We offer Pradhan Mantri Jeevan Jyoti Bima yojana (PMJJBY), pradhan Mantri Jan Dhan yojana (PMJDY) etc. government schemes. for financial inclusion to ensure access to financial services.

19> Me: ok sir. Thank you so much for giving me an ~~opportunity~~ your valuable time. & co-operating me by giving an fluently answers of my questions.

Secondary Data.

* Maharashtra Gramin Bank offerings :-

* saving Account :-
Features & Benefits :-

- The account holder has to give instructions for transmission of funds from one account to another.

- The internet Banking & mobile Banking facility are available

- TDS is not applicable to the interest that is earned on the account.

- Deposite insurance cover up to ₹ 5 lakh.

- free Debit card.

* current Account :-
Features & Benefits :-

- The account holder has to give instructions for the transmission of funds from one account to another.

- Both Mobile and internet banking facilities are available.

- free debit card

- The internet especially fixed deposits can be collected easily to this account.

*. Personal Banking services provided by Maharashtra Gramin Bank :-

Maharashtra Gramin Bank offers a plethora of services. one can just easily avail of the benefits of these services by simply logging into the respective Banks.

1) Education Loan :-

To assist students who have been accepted into a recognized schools through a merit based selection procedures in their pursuit of higher education.

2) Gold loan :-

* For the development and preservation of agri-cultural crops.

*. For the purpose of investing in the business profe-ssions. or MSME operations.

*. for Agricultural and related activities.

*. other useful activities.

* purchase of durable goods, medical Bills, fulfillin-g social and family expenses are all examples of consumption reasons.

3*. Kissan credit card :-

- Expenses are associated with agricultural cultivation and crop production for short term crops.
- Maintainance of long term crops / plantation / crops / post-harvest expenditure on an annual Basis.

- Working capital requirements for linked activities such as dairy, poultry and pig farming among others.

- Farm machinary and equipment maintainance and repair costs on an annual basis.

- Fencing soil and water management structures maintainance and repair costs.

- Expenses incurred after the harvest.

- Farmers consumption requirement.

4. Vehicle loan :-

- For the purchase of automobile, jeeps small vans, two wheelers, three-wheelers and others vehicles.

- With the exception of two-wheelers both new and used automobiles are available.

5. Home loan :-

To fulfill your dream of a new home MGB provides home loans at very attractive rates. Moreover MGB is offering loans for the purchase, construction and renovation of flats.

* Payment Services Of MGB

1) National Electronic Fund Transfer (NEFT) :-

The national Electronic fund transfer (NEFT) system is a nationwide payment system that allows for one-to-one transfer of funds. Any Maharashtra Gramin Bank. account can be used to receives or transfer funds.

1) Real Time Gross Settlement :-

The continuous (real-Time) settlement of individual money transfer is known as Real time Gross settlement (RTGS). In all MGB's branches, the the RTGS from of fund branches transfer has been implemented Through this approach, amounts upto 2 lakh can be remitted to any other RTGS-enabled Bank's clients from any MGB branch.

1) Immediate payment service (IMPS) :-

IMPS is a mobile phone-based Inter Bank electronic cash transfer service. unlike NEFT and RTGS, this payment service is accessible 24 hours a day, seven days a week, including holidays, customers can use their registered Mobil number and Mobile money identifier (MMID) or their Account number and Gramin bank IFSC code to send and receive funds using IMPS through Mobile Banking.

* Fixed Deposit :-

A fixed deposit is a financial insteument that enab-les you to receive assured returns at a fixed rate of interest. Maharashtra Gramin Bank offers fixed deposit with tenures ranging from seven days to 10 ~~days~~ years. The interest rates offered on the fixed deposits range from 3.00 % p.a. to 6.85% p.a. for the general public. The bank offers an additional interest rate of 0.50% to senior citizens on tenures of 91 days and above.

* ATM facility :-

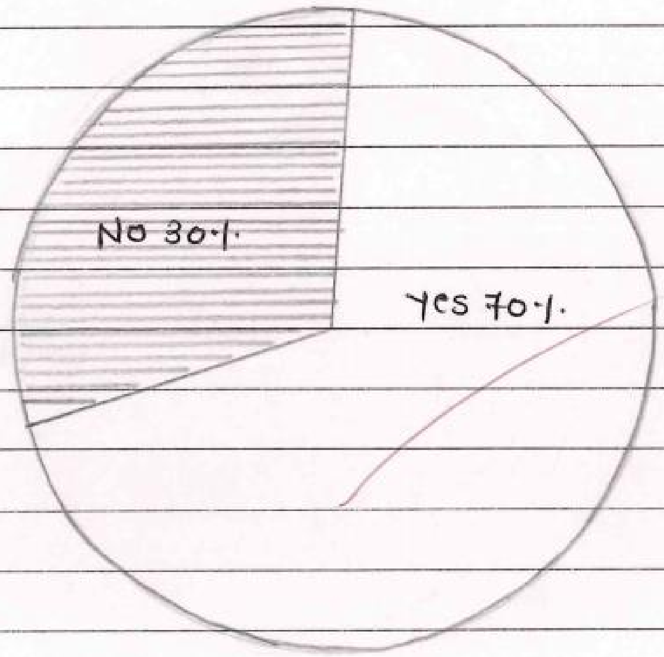
Maharashtra Gramin Bank's Rupay Debit card can be used at any ATM to withdraw money 24*7. You can do a wide range of banking transactions like cash withdrawal, balance enquiry, Mini statement etc.

* kisan credit card :-[kcc] :-

Maharashtra Gramin Bank peovide timely credit to farmers through simplified procedure facilitating loan-s when needed. It aims to meet their cultivation expense-s, contingency expenses and expenses related to ancillary activities.

Interpretation And Analysis :-

The following information of pie chart shows the need of bank to the customers.



The above pie chart shows us that the Maharashtra Gramin Bank caters majority of customers banking needs. 70% responded to yes but 30% are responded No. Among 30, 21 customers say that their bank caters to their banking needs, & 9 say that their bank does not cater to their banking needs.

on types of accounts maintained in the Maharashtra Gramin Bank. by customers.

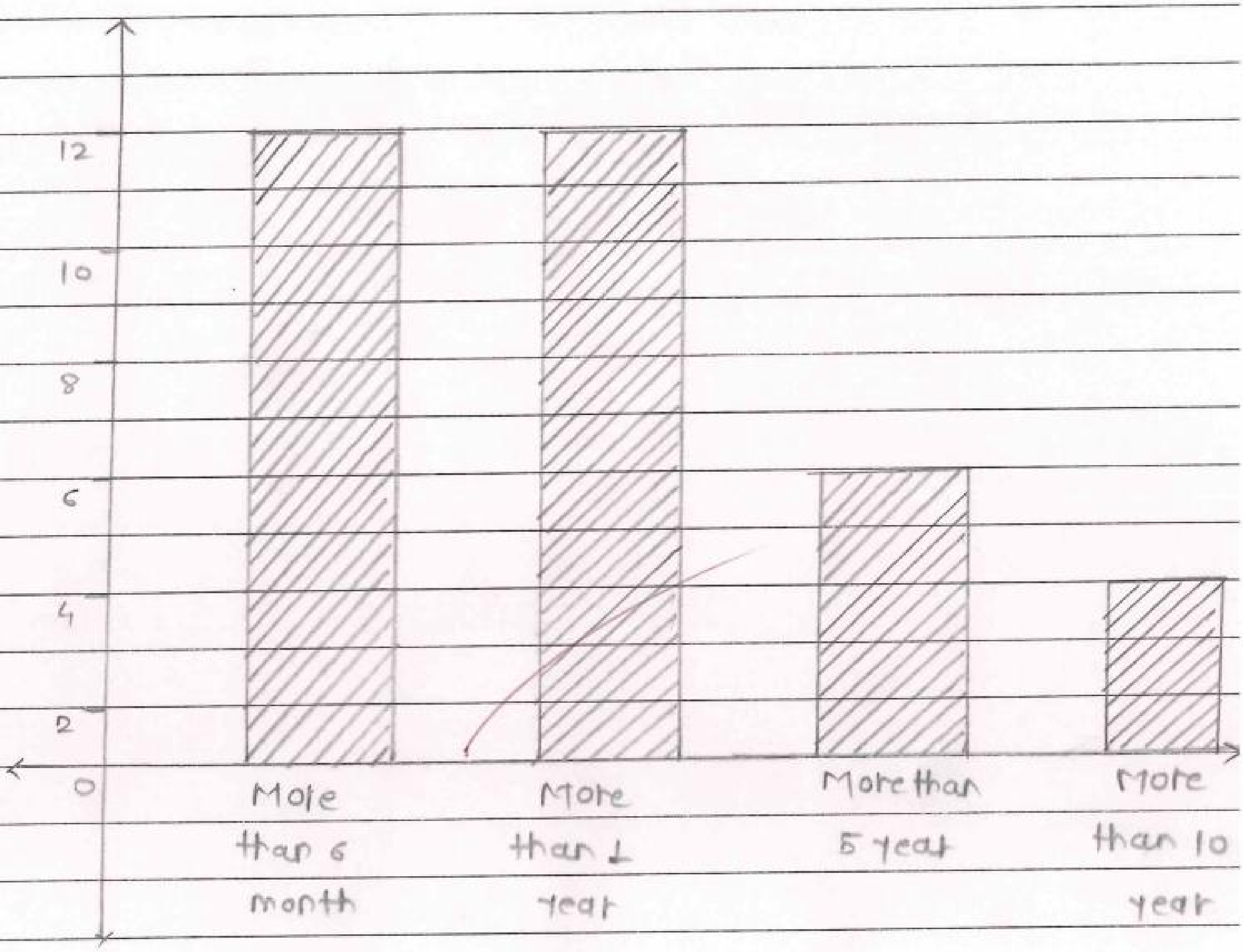
Sr. NO	particulars	percentage %
1	Loan	13 %.
2	savings	33 %.
3	current	27 %.
4	FD-	27 %.

Types of Accounts.

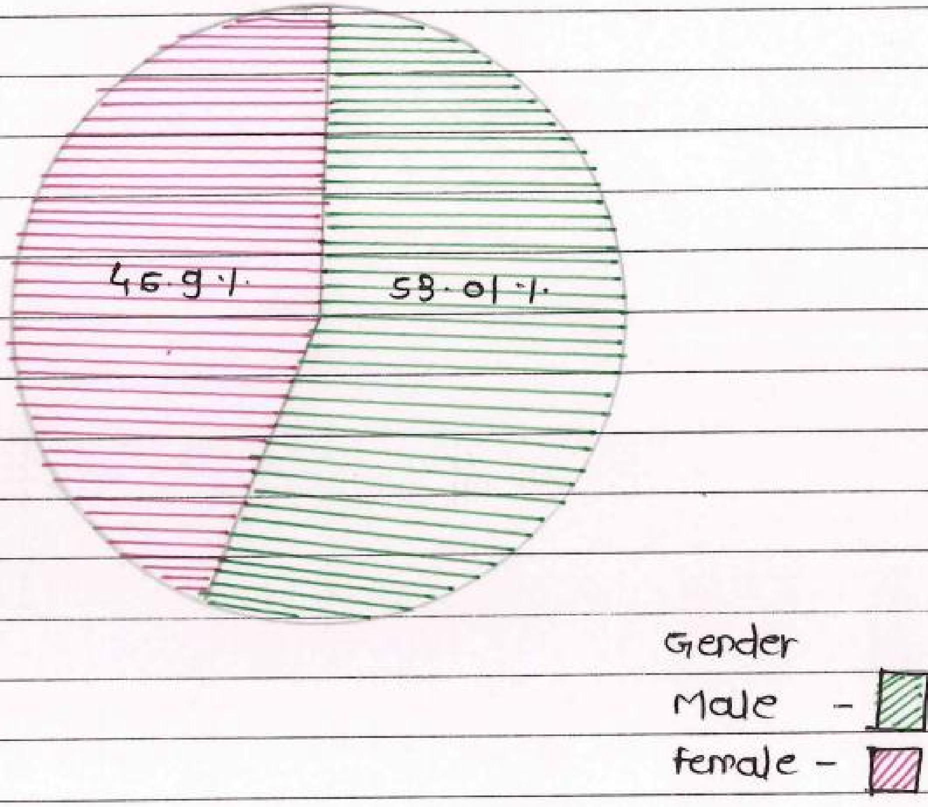
The above table shows us what kinds of accounts is held by Maharashtra Gramin Bank. The saving Account holders are 33 %. , Loan 13 %, current Account holders are 27 %. . FD account holders are 27 %. .

saving Account holders are more as compared to other accounts.

Graph - on the period of customers. account in this bank.



E-customer services at internet Banking adoption by customers of Maharashtra Gramin Bank.



The above pie-chart shows that demographic details of 25 respondents as a sample for the study. Males are using more as compared to females.

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Loan Rate chart :-

SR.NO.	products	Rate of Interest
1	Housing Loan	8.50%
2.	car Loan	9.00%
3.	Gold Loan	8.25%
4.	personal Loan	10.00%
5.	personal loan against property	10.50%
6.	Doctors special loan	9.00%
7.	Mahagramin lease rental discounting scheme.	10.00%
8.	Education Loan	11.95% to 13.45%
9.	Business Loan upto Rs. 25.00 lakhs.	11.00%
10.	~~Bus~~ personal loan.	10.00%

* RESULT OF THE STUDY :-

The analysis of data on' services provided by Maharashtra Gramin Bank with reference to Latur. I have come to know According to the data collected it is clear that Maharashtra Gramin Bank provides so many services to its customers like saving Account, current Account, Fixed deposits, Pigmi etc. Where as vario-us loan granting like home loan, gold loan, educati-on loan, etc. This bank also gives facility to farmes of kisan credit card. Also gives debit card, credit card facility to people. etc.

The problems faced by the customers by the majority of the population is reduced to the location of branch and parking facility availability where as online services are new to the customers so they also face some problem in performing the online services of Maharashtra Gramin Bank.

* CONCLUSION :-

The conclusion of the study on 'services provided by Maharashtra Gramin Bank with reference to Latur.' I have come to know according to the data collected it is clear that Maharashtra Gramin Bank provides various types of services to its customers like savings accounts, current accounts, fixed deposit, pigmi etc. Where as various loan grantings like home loan, car loan, gold loan education loan etc. This bank also give facility to farmers of kisan credit card. Also gives debit card, credit card, ATM facility to people. As well as E-banking services are provided by Maharashtra Gramin Bank.

* problems of Maharashtra Gramin Bank in Latur :-

* very limited area of the operation as well as limited scope of investment , difficulties in deposit mobilization

* Delay in decision making and formation of policies as they need to co-ordinate with 3 government entities for approach.

* High risk due to exposure only to the target group so their recovery rate is poor.

* Inadequate skills in treasury management for profit orientation.

* Inadequate exposure and skills to innovate products limiting the leading portfolios = lack of training facilities.

* Inadequate efforts to achieve desired levels of excellence in staff competence for managing the affairs and business as an independent entity.

SUGGESTIONS :-

- Government should encourage and support banks to take appropriate steps in rural development.
- Efforts should be made to ensure that the non-interest cost of credit to small borrowers is kept as low as possible.
- policy should be made by government for opening more branches in weaker and remote areas of state.
- productivity can be improved by controlling the cost and increasing the income.
- To participate cost, subsidy should be adjusted toward the end of the transaction for which loan assistance is sanctioned.
- Government should take firm action against the defaulter and shouldn't make popular announcement like waiving of loans.
- The RRBs have to make an important change in their decision making with regard to their investments.
- The RRBs have to give their due performance to the micro-credit scheme and encourage in the formation of self help group.
- The RRBs have to be very careful and reduce the operating expenses because it has been found from our study that these expenses have increased the total expenditure of the banks.
- Co-operative societies may be allowed to sponsor or co-sponsor with commercial bank in the establishment of the RRB.

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