

*To Study The Satisfaction Of Customers Toward The Service of
Punjab National Bank During & post
Lockdown*



A PROJECT SUBMITTED TO
FOR PARTIAL COMPLITATION DEGREE OF BACHELOR'S OF
BANKING AND INSURANCE
UNDER THE FACULTY OF COMMERCE
BY

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2024-2025



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CERTIFICATE

This is to certify that **Ms. Chaitali Suresh Dhumak** has worked and duly completed his Project work for the degree of Bachelor in Commerce (**Banking & Insurance**) under the faculty of commerce in the subject of Banking & Insurance and his project is entitled, **To Study The Satisfaction Of Customers Toward The Service of Punjab Nantion Bank in During & Post Lockdown** " under my supervision.

I further certify that the entire work has been done by the learner under my guidance and that no part of it has been submitted previously for any Degree or Diploma of any University.

It is his own work and fact reported by her personal finding and investigations.

Guiding Teacher,

ASST. PROF. DR. KISHOR CHAUHAN.

Date of submission:

DECLARATION

I the undersigned **Ms. CHAITALI SURESH DHUMAK** work embodied in this project work titled “ **TO STUDY THE SATISFACTION OF CUSTOMERS TOWARD THE SERVICE OF PUNJAB NANTION BANK IN DURING & POST LOCKDOWN** ” forms and my own contribution to the research work carried out under the guidance of **ASST. PROF. DR KISHOR CHAUHAN** is a result of my own research work and has not be previously submitted to any other university for any other degree to this or any other university.

Wherever reference has been made to previous works of others, it has been clearly indicated as such and included in the bibliography.

I, here by future declare that information of this documents has been obtained and presented in accordance with academic rules and ethical conduct.

(CHAITALI SURESH DHUMAK)

Certified by

ASST. PROF. DR KISHOR CHAUHAN.

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To this whoso all have helped me is difficult because they are so numerous and the depth is enormous.

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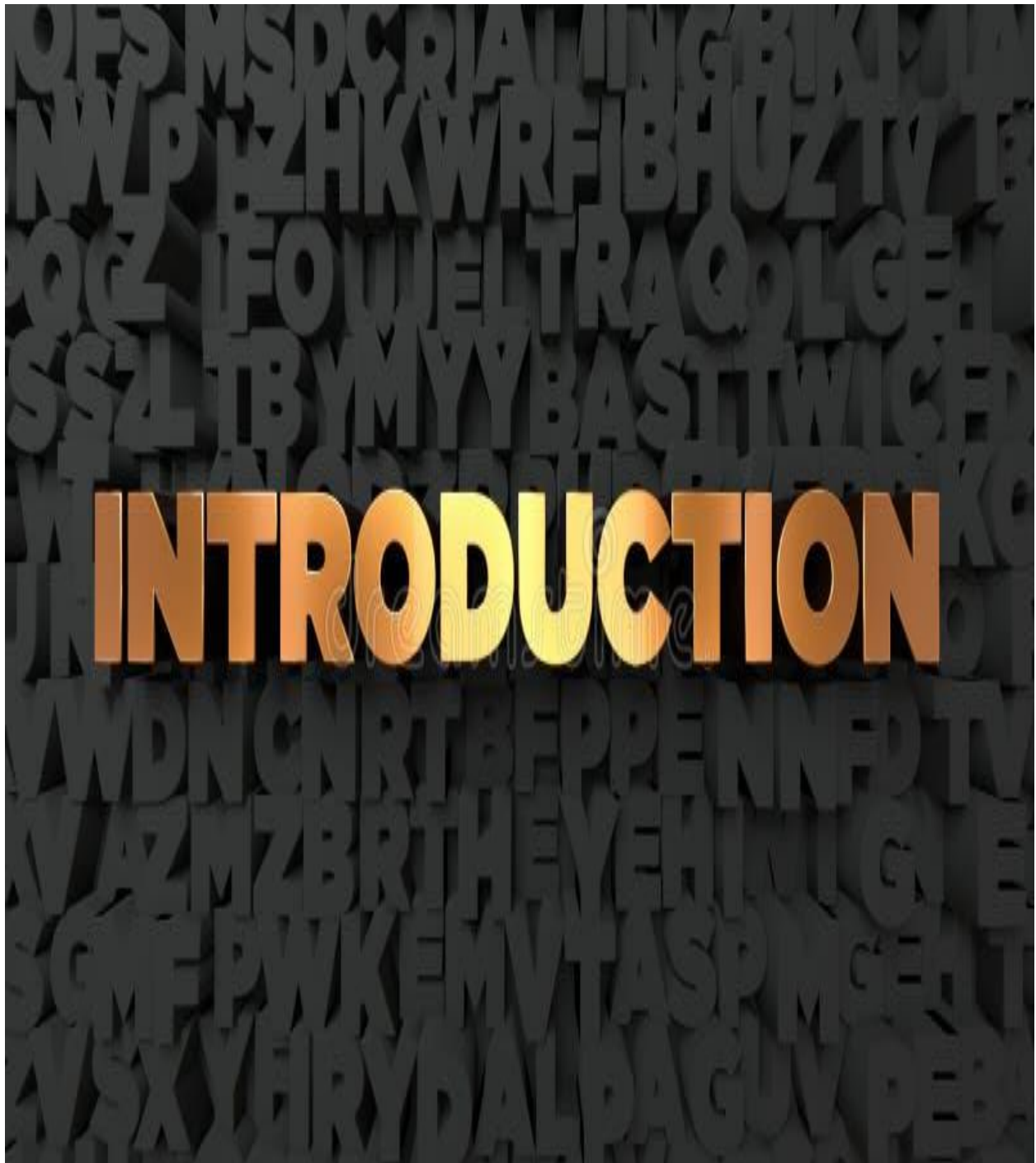
Lastly, I would like to thank each and every person who directly or indirectly helped in the completion of the project especially **my parents and peers** who supported me throughout my project.

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CHAPTER NO: 1

INTRODUCTION



1.1 Meaning of Bank sector:

A bank is a financial that receives deposits and makes loans. There are several types of banks including retail, commercial investment banks.

Banking is generally a highly regulated industry , and government restrictions on financial activities by banks have over time and location. The current set of global bank capital standards are called Basel II. In some countries such as Germany , bank have historically owend major stakes in industrial coporation while in other countries such as bank United States bank areprohibited from owning non – financial companies. In japan, bank are usually the nexus of a cross- share holding entity known as the keiretsu. In Iceland bank had very light regulation prior to the 2008 collapse.

1.2 Definition:

Banking is defined as the business activity of accepting and safeguarding money owned by other individuals and entities and leading out this money in order to conduct economic activities such as earning the profit and covering operating expenses.

The bank mean leading money and control in the market with RBI. The RBI have the right to print money and supply the money to the bank banking system is very large system in the country because they lead the country for economic to the country. All the banks came under the RBI(Reserve Bank of India) run by governor of Shaltikanta Das. The banking system also has there types of system like public and private and merchant sector. Different sectors play different role to the country.

1.3 Introduction :

The history of banking we will see how Indian banking. Evolved or rather how it started then it evolved then it is then it developed & finally where we are today in terms of Indian banking this is a fascinating insight into journey of Indian banking if I may call it so because Indian banking has had its roots very early in the 18th century itself & to think we are now in the 22nd century or the 21th century we few indeed proud of being an Indian that Indian banking has come a very long way the first Indian bank or the first bank in India was established in 1770 bank of Hindustan followed by the general bank of India in 1786 not surprisingly both were established in Kolkata first and, the first bank which is fully managed by Indians was the out bank or the out commercial bank 418. so we can now trace the history of Indian banking back to the 18th century 1786, was when the first general Bank of India was formed & in 1770. The bank of Hindustan so we can be justifiably proud of the fact that India has been a purchaser to the banking segment & three hundred & thirty years have passed since the earliest bank in India was formed that the banking system is still holding good in Indian and it's a very robust and strong financial system speaks volumes of our country's financial discipline the bank of Bengal was established in 1809.

Obviously, the bank of Bengal had its origins in Kolkata for Calcutta was the or Calcutta as it was then called was the first port of call for the British shells who came to rule through the east India company so Calcutta was very prosperous city & no dough that the bank of Bengal was established, there in the 1809. The bank of Bombay was established in 1840 & followed by the bank of Madras was established in 1843, these three together the bank of Calcutta, which was established in 1809, or the bank of Bengal was established in 1809, the bank of Bombay was established in 1840, and the bank of madras 18 was established. In 1843 these three together were known as the Presidency bank because they were in the three presidency of Calcutta Bombay & Madras the earliest nationalized bank if you may call it one of the nationalized banks one of the current nationalized banks and the earliest amongst them was the Allahabad which was established the 1865 that is almost three hundred & fifty years ago 1865 was the established of the Allahabad bank now it's called the it is still called the Allahabad bank & this was established and it has crossed the three hundred & fifty a milestones.

Punjab National Bank yet along the bank which is now nationalized was formed in the 1894 when JB National bank started off as a regional level bank later on grew in magnitude and today it is one of the for most nationalized banks one of the foremost public sector banks having new branches all over the country & having established name for itself between 1919, 1906 & 1913 a number of banks established there following were established between this period 1906 & 1913 there were the bank of India the Central banks of India bank of Baroda, Canara bank Indian bank & bank or Mysore of the lot except bank of Mysore the other have all been nationalized and they retained their names whereas the bank of Mysore was later on converted into the state bank of Mysore & as we know on the first of April 2017 state of Mysore was formally merged with the state of India so the bank of Mysore have had rich cultural heritage of more than 100 years does not exist as of as we talked today however all the other bank are still in existence and doing yeoman's service to the cost of Indian public 10 so the history of Indian banking can be traced 1786 when the first bank of general bank of Indian was formed & from there on it has grown by leaps and bounds and today we have many nationalized bank of the public sector banks which are well over a hundred years old for example: Bank of Baroda central bank of India bank of India bank were established in the period between 1906 & 1913 in 1921 all the three presidency bank namely the bank of Calcutta the banks of Calcutta the banks of Bombay and the bank of madras were merged and they were merged to form the Imperial bank the imperial bank of curse was run by the British not by the Indians when in 1921 all these presidency banks were we're. we'er merged & found the imperial bank of India in with his headquarters in Mumbai at that time there was no RBI the RBI was actually formed in 1935 following an act of parliament called the Reserve Bank of India Act of 1934 you just see how the history has been evolving first there were local banks called the general bank of India bank of Hindustan both started in Kolkata then the first Indian. Managed operated bank called the bank out then we had the we had the Allahabad bank which was formed in 1865 then you had Punjab national bank then you had between 1906 and 1903 13 we had the RBI bank of India bank of Mysore all these banks were formed then in 1921 the three presidency bank which were formed in the nineteen century namely bank of Calcutta which was founded in 1806 bank of mumbai which was in 1804 bank Madras which was formed in 1843 all these were merged to fall from the imperial bank of India in 1921 still there was no monetary authority to regulate all these banks the monetary authority in the form of bank of India was formed in the year 1935 following an act of parliament called the RBI act of 1934.



Today state bank of India can boast being amongst the 50 banks in the world but it had very humble beginnings when it was formed out of the nationalization of a British bank called the imperial bank of India the history of Hindi Indian banking cannot be complete without the period between 1913 and 1917. When there were a lot of banking crisis and the failure of 588 banks in various parties of the country during the decade ended 1949 underlined the need for regulation and commercial banks between the period 1913 to 1917 and especially in the decade ended 1949 588 banks failed in India this necessitated for the this necessitated the formation of central monitoring authority and along with it the enactment of a central monitoring act and thus was born the banking regulation act 1949 if two started ordinarily as the banking companies act in February 1949, and subsequently it was amended to read the banking regulation act of 1949 this act provided.

The legal framework for the regulation of bank in India banking regulation act provide the legal framework for the regulation of banking in India as I told you the largest bank the imperial bank of India was nationalized in 1955 and renamed the state bank of India was followed by the establishment of seven associate banks the seven associate banks in 1935 there were seven associate banks which are actually functioning in the princely which founded them they were state banks of Mysore the statement of Travancore the state banks of Hyderabad the state banks of Indore the stare banks of Sahara the state banks of Buckhannon and Jaipur and the state banks of packing all these were princely states all these were princely states in the earths while India and with the abolition of the princes the respective princes were no more called the patrons of these banks so these banks were nationalized in from that being bank of Mysore that bank become state banks of Mysore from Patiala I become state

banks of Patiala from banks of Travancore it become state bank of Travancore and so on so this nationalization of the associate banks took place in the year 1959 and as of 1959 there were seven associate banks and one state bank of India but however as we have seen on the 1st of April 2017 these associate banks were merged with SBI to for a single large entity called the state banks of India of and course .



1.4 Features of the bank sector :

A):- Primary function of bank: the primary function of bank is the main function of banking sector.

- Accepting Deposit: The bank expects the deposit for the public, it can be collected in the form of different Account are as follow; → Saving Deposit → Fixed Deposit → Current Deposit → Recurring Deposit

- Saving Deposit is to be open by the common be like income people. They work for money in the different way like doing office work, shop room and so on, they generate income and they keep sum amount of there money in to the bank. The bank provided good facility to the customer and give rate of interest to the people and they can withdraw there money anytime with help of there Cheque book or ATM card.

- Fixed deposit helps for the old generation they save huge amount of money into the bank get high interest rate in the future the bank utilize the money in the different way to generated more money and give interest on the there customer. • Current Deposit, this A/c is operated by the businessman in this A/c businessperson have sum exception they have overdraft facility to the A/c holder the number of transaction can be in one day.

- Recurring Deposit is like insurance we have to every month or every week you deposit sum amount on money into the bank and bank gives interest rate to the A/c holder this is way best way to save there money into there A/c or investment for future. [Document title] 31

- Granting of loans and Advance In the loans and Advances, we have few type of loan are as follow like

- Overdraft

- Cash Credit

- Loans

- Discounting of Bill of Exchange

- **Overdraft:** This Overdraft facility is given by the businessman holder. No separate account is maintained. All the entries are record in this current holder, this A/c holder has overdraft facility they can withdraw the money if the A/c empty the bank give certain amount to this A/c holder and against a collateral security.

- **Cash Credits (CC) :** CC is a short term loan to the businessman if they required urgent cash for purchase to asset and machinery to the firm they can apply to the bank cash credit the bank give to CC to the firm and charge to the interest on it.

- **Loans:** rate The loans are common now a day they can apply a loan for there home loan, Education Loan, Business loan or startup loan, the interest is depend on there loan, the bank charge interest

- **Discounting of Bill of Exchange :** In discounting help to get money early if you want money urgent base. You have a bill of exchange letter you go to bank and ask for the money they will check the bill and verify the bill after that the bank give 90% of the original price and they keep 10% of it 32 for there Discounting of bill, because the bank have sum securities of bill after that the majority date is come the bank collected there money.

- **B) :- Secondary functions of bank: The bank performs several secondary function, also called as nonbanking function.**

- Agency function: the agency has so many think to do for there customer they get there wages and salary the list of Agency function are as follow 1) Transfer of Funds 2) Collection of Cheques 3) Periodic Payment 4) Portfolio Management 5) Other Agency Function

- Transfer of fund, the mobile banking you can transfer the money into another person with in the minute, with few minute you money is debit to someone in A/c.

- The collection of Cheques, mean you can give a cheques to anyone to deposit to another A/c.

- Periodic Payment, all installment or similar recurring payment that borrower may now or hereafter become obligated to pay bank according to the terms & provision of any instrument.
- Portfolio Management, it means you have trading A/c you have to maintain the trading a/c in such a proper manner to understand you portfolio.
- Other Agency Function, the agent has to collected bank credit loan to the customer with is taken by the people.

Meaning and definition of Bank sector:

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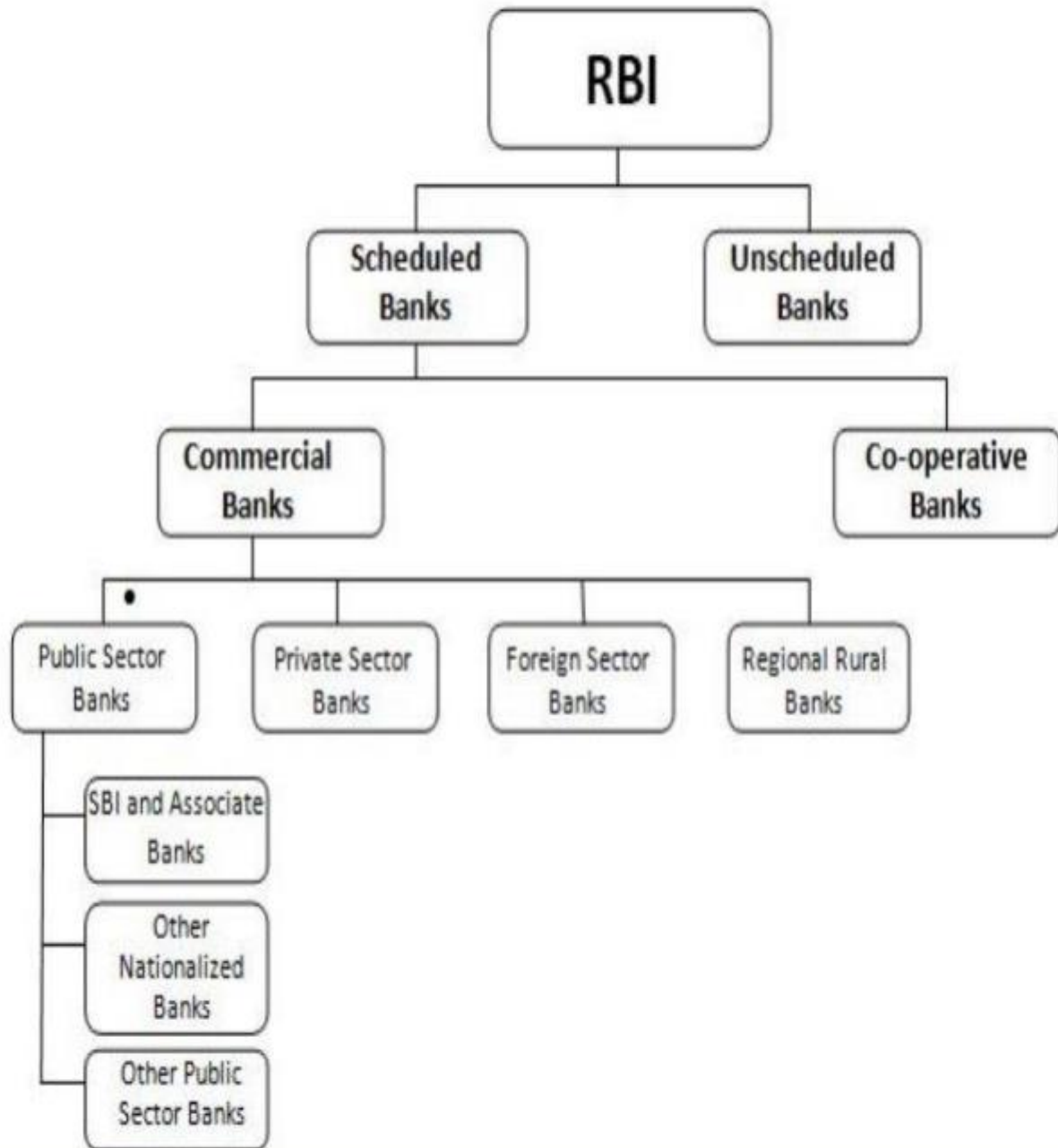
Definition:

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The banking credit card system has very used interest rate 30% of it as compared to debit card, they have very few rate in interest is appear in this card and now a day we have smart card it help to pay you bill, like electricity bill, water supply bill and so on

Structure of bank to word the country



1.5 Digital activities of bank :-

There are so many digital activities occur and it I easy to keep a recorded of my A/c without going in a Bank. It to develop customer trust and have large number of A/c holder in a one bank branches. The survey also found that there are specific transactions where consumers prefer going into a branch, rather than using a PC, an app or even calling an agent. These services include;

Applying for a loan – 59%

Opening new Account - 58%

Opening a new investment account - 43%

Utilizing financial advisory services – 37%



For Applying online loan open the portal of bank to go loan A/c apply them as few detail like pan card, aadhar card , and A/c number of it. Start filling the form like name, phone number, address prof, and nominal name. and they send [Document title] 29 reference code in your phone they verified the detail of the customer and within a few hours in you A/c the amount is credit I your account. And same on opening new Account and other but investment accounts, we have some amount of charge to open A/c. Digital to very used full during lockdown no cash trading I go on only online payment because it is secured no hand touch I there only online and online shopping and e-learning and not going bank they provided A/c facility to the customer and bank transfer detail on the app. During the lockdown, the bank provided large number of loan to the A/c holder and it also effect saving and fixed account holder. Digital banking the ability for used to access financial data through desktop mobile and ATM services. In investment trading A/c the bank employee keep a different record because they have investment trading they have daily base transferring the amount in trading Account. Now a day mobile recharge is also online it debit to A/c to recharge for trading bill.

There are a few types of channel digital banking sector are as follow:

- 1) Internet Banking
- 2) Mobile Banking
- 3) UPI- unified Payment Interface
- 4) E-wallet
- 5) ATM, Debit card, Credit Card & Smart Card .

1.6 Characteristics of development in impact of bank sector :-

The middle east has shown the great resilience demonstrating the ability to weather previous outbreaks telogen lee including the middle east respiratory syndrome also known as mars in 2012 however today the region faces a new challenges with the outbreak of covid 19 growing and patient of for a cyclical economic downturn accelerated by the impact of the covid 19 has worsened the credit quality and limited funding thus placing greater pressure on being the quality of financial institutions particularly banks in this region the central bank of UAE offer you a also earlier formally requested bank implement measure to counteract effect of covid 19 including rescheduling of loans offering temporary difference on the monthly loan payment and reducing fees and commission and so on.

A leading management consulting company also wants that the resulting impact of coronavirus or covid 19 or break on global economy would to reduce borrowing with lending that will affect banks with the bearing on corporate and personal financial in Dubai and middle east as a whole, so today we are going to discuss what would be the impact of covid 19 specifically with banks, the all world face same problems of covid impact and other sector also face financial problems, the bank provide more loans to the people they taking a security for them and after them they do not repay the money of the people demand for sell the security to the bank and get more money to run there house in pandemic situation. They thought if their way more money the run there home and start a small business for daily income like to make marks to the people, the world economic also have to find vaccine for the people the there expenditure is also usage for all over 7 continent or we called whole world.

The increase there loan for the people they can apply more loans and give the security to bank. People face a very bad situation they known the value of there property and there gold the also say you don't have to come in the bank because they spread by people to people they want to save there people they provided 24 service to there customer. If they are facing any problems during online payment the can talk to help the line number, they solve there problems.

Economic crisis it's always that banks find themselves in the middle of the whole situation leading from the front trying to help their customers and this crisis really is bigger than

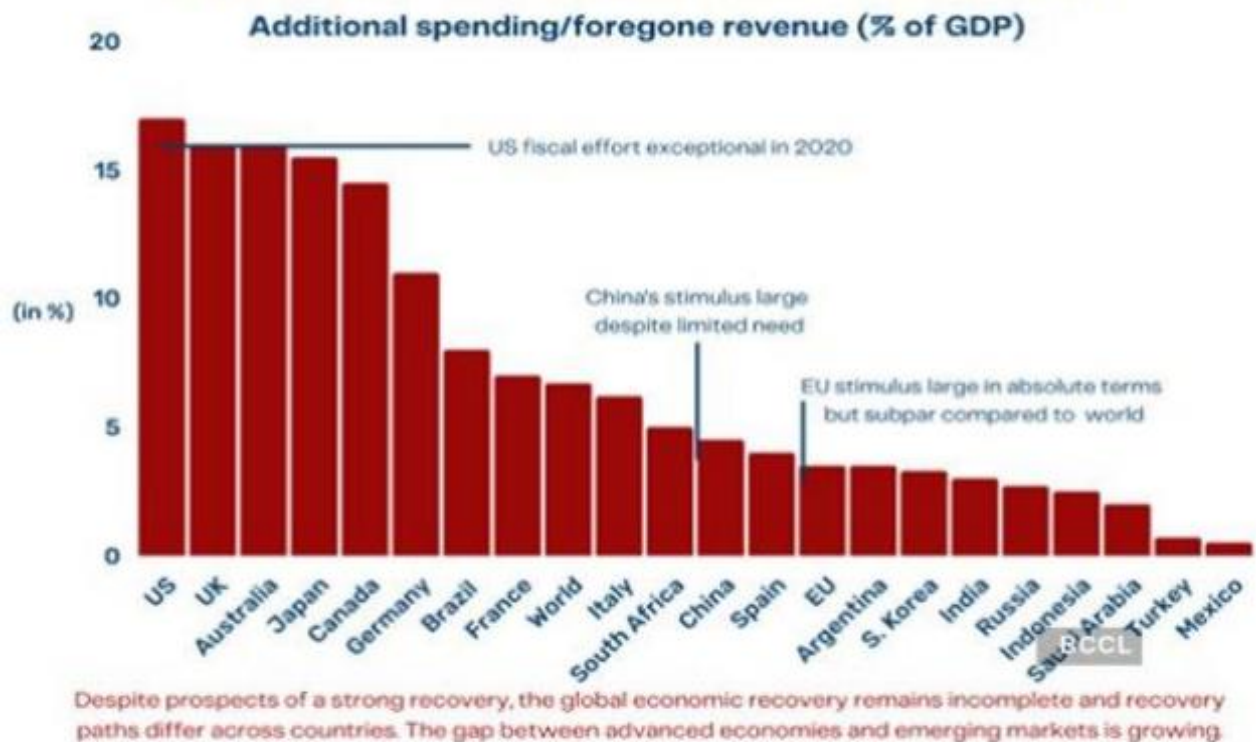
anything, we have seen in the last decade so banks are bracing themselves for loan defaults and reevaluating their

entire loan portfolio they are taking proactive steps to help distressed loans and you mentioned some of those steps fiscal stimulus also from the central banks across the globe and that's also to try and help businesses and individuals tide over this crisis on the deposit side I see the bank's assets are reducing and despite all this gloomy situation.

We see that banks are out there helping their customers in every way possible whether it is fee waivers or reduction in fees or deferring loan payments or extending the loans or extending order facilities so Bank are really a front and center in this situation like any other crisis having said all that over the next three four quarters I see that the banks would be focusing on three major themes.

The first is how to aid their customers, both companies and individuals this we are seeing a little bit already but this is going to we'll see more of it the second is thinking the role of an employee and how they are managed they will move towards a more autonomous working relationship with little or no supervision and work with. People who have the innovation creating them because this is essential to work during a crisis situation and the third is technology and technology to aid the first and the second point by enabling remote working or by enabling and making the banks a safer place by improving the digital channels yeah so those are the three major themes I see playing out in the next

Covid-19 fiscal measure in 2020



three four quarters yeah that's a great insight hit Asian I think banks had already started their journey of digital transforming themselves digitally

I think there's a time that they need to put the foot on the pedal much harder so a similar questions to sinuous and how do you think the technology is going to be helpful in and doing this Thanks You Gotham even before this crisis came along banks were already on path of several variants of branchless operating models for their products this crisis is forcing not just banks but several industries to rethinks their operating model what this adverse situation has done is quicken the timeline to adopt a fully online bank at least the retail part of it becoming a new normal it's not going to be the way of life so that has been paraphrased so how do you thinks hit ich banks would be able to handle the current situation in repairing for three current gain scenario the post covet world as well so banks are preparing for this current situation or the so-called new normal where customers have moved on and adopted a branchless cashless digital world so banks need to increase their technology investments in enabling this transition or adapting to this transition banks will reconsider everything that needs a human touch points and evaluate how those function will be performed in case of another pandemic so we are also working closely.

with banks to improve their security as well as collaborations tools like Microsoft teams and share points security is important because with employees working from home and most of them are working on their own devices so these are not approved devices so this has become an expected thing in the new normal one immediate impact I see is banks rethinking that call center strategy how to reduce the need for people to come to centralized call center for one we are working with banks to reduce the call volumes itself by moving them to other channels like voice assistant and chat pods so that's where I see the new normal and how banks would have to move to that yeah thanks to that and I think security one points that you made was very critical I mean suddenly we saw of us or rather of us started working from our homes and we were actually looking as to how we can connect to the banking system securely so how see was this question is for you can you give us some specific examples how do you see the technology playing and increasingly an important role in the banks and navigating through the new normal well banks have always been a very quick to adopt technology, for example from the magnetic swipe of the card moved on to chip and then Near Field Communication (NFC) and then now digital wallets for payments the new normal helps in accelerating technology adoption to the next level especially with respect to all touch points that was mentioning wherever there is customer

interaction for example for account opening wherever there is a need for signing physical signature on the forms or teller transactions. Where they need to have a cash withdrawal or cash deposit or check deposit fingerprint or face ID based access to banking services especially with respect to UAE the government backed national ID UAE pass supporting the authentication and document sharing and specifically digital signatures and the other interesting point that it is mentioned was reducing the call center volumes by moving on to voice assistance and chat BOTS where the natural language processing accuracy has I mean they have been around for some time now but then the accuracies is like really improving from 70 percent or 90 percent now so there's a lot going on how banks can work with their customers using these digital channels and then there is also the robotic process automation technology where any repeatable human being task can be automated from back office to middle office to front office not only to help reduce that turnaround time but also save some paths for the bank and certainty.

So banks will double down on digital of slowing the chart showing this journey it would only speed up and there are some reasons for this one was the new normal we spoke about but the other is everyone and every bank specifically are now preparing for another pandemic they

don't want to be caught unawares so in the ROI computation for any project or any initiative will now have this factored in so this will folk if the focus to areas that were not considered previously may be because they were not essential may be they were not frequent enough but with this factors of black swan event or a phonemic a lot of other initiatives will now come into focus.

The digital customer the ones using either their mobile app or their web they grown 20% just in the month of march in april they expect a similar increase that kind of increase is not possible with any sort of marketing or advertising initiative this is a forced change and this change will stick to the customer so what I seeing it the shift of the customer forces bank adopt further initiative and it's a virtuous cycle these initiatives are also going fund it so again consider the case of the AMC that growth of the digital customer by 20% has reduced a lot of their cost work in distribution and in operational terms so these saving are now going to be channeled bank as digital investment and they are taking to us to revamp their entire portfolio of customer facing and distribute a facing application so I am seeing this first opportunity as accelerator to their digital transformation initiatives at the backs.

The head of equity technology at global investment bank and thy have moved the equity trading desk to the Traders home. This was unimaginable I used to support traders in London and the issue your desk used to come into

office except 7a.m and the u.s misused to stay back till 10p.m and now they work remotely and so nothing is out of bounds now, when the doctors can consult on video why can't banker so what I am saying is the customer have moved they have moved to digital channels they move to cashless methods we will see an increased investment in contactless or cashless payment in digital wallet I wouldn't be surprised to see if bank start acquiring they already did but at an increasing pace as they start acquiring Fin Tech companies who are struggling during this crises and we will see a new banking chapter unfurl in the next quarters.

In the impact lockdown, the organization where everyone is working from home and we have started using more tools for collaboration with respect to work-related interaction like Microsoft teams and then we also have the social angle of it all the physical interaction that we miss we handle to success factors as a PGM social connects and corporate social networking the kind of replacement for that digital water-cooler you know or a coffee bit conversation apart from that oraginzation like ours they also have these India terms which have come up with a set of online interactive courses with evaluation that help enhance not

only learning but how do you adapt that to be sort of situation more and more, what I see is whenever people work in from their home in isolation adoption of the distributed agile teams structure to increase interaction and help deliver as a team and then the other thing that I wanted to say is I heard that recently NASA engineers working from home completed a drilling operation on mars using the curiosity rover with markeshift glasses as they could not get the high and end graphics card shipped to their home in time I mean life-changing events life-changing adverse events like this current coverage situation give a whole new meaning to business continuity plan. Where it is no larger just the continuity of the business but imagining and reinventing all the processes associated with it I see more adoption of internal social collaboration not just for enablement and daily interactions but also as a digital platform to simulate a physical work.

In future the CEO right now bank across the globe are preparing a pandemic playbook the focus at varying levels is on their employees their processes and technology to enable that the biggest challenge is to ensure that employees feel safe and they have clear understanding of their role during the crisis especially, where important people might be out of action whether it's due to sickness or unable to go to the place of work so technology is an important tool in the playbooks there is the pandemic that is going on and for example global bank I interacted with they are adding this to their business continuity testing so and

apart from that they are also real looking at their readiness so for example we are helping a bank in updating their list dashboard and how they do stress tests to their loan book to include this pandemic factor or an unforeseen factor yeah personally I think banks should test their readiness or test their pandemic playbook every quarter by making majority of their staff work home for one week so a weak quarter is what I would suggest because that's the only way they can ensure that the bank will run and function smoothly. When an actual crisis happens next time without putting their employees at risk or inconveniencing their customers, the other factor is to ensure a safe workplace and customer touch points not just branches but ATMs or points-of-sale terminals because everything will now be designed or moves to be designed to ensure that they are safe and contact free and to not aid in transmission of any such disease so that's broadly. where the readiness focus is and rest assured every time we have been in touch with our in some level of preparedness right now that they are all focused on that yeah,

Digital transformation side and security and business continuity and so on so can you throw some light there so Josh is a technology partner to a lot global banks we pride ourselves in being a partner in true sense so we work with the banks. We discuss the issues we bring in our insights connected through our interaction with multiple of the banks and we advise the banks on the way forward having said that some of the current initiatives.

I have also mentioned earlier so we are helping them across their people strategy we are helping the better collaboration tool we are helping them with the digital water-cooler technology we are also working with them on the technology security be it Revolutions Per Minute (RPM) be it dashboards or updating their analytics framework to change stress testing or all of that so there we are working on several initiatives there are other initiatives, she was is working on I let him talk about those yeah so we as a company have got deep expertise in banking as a domain and the use technology to reduce costs and turnaround time. We are already are helping organizations in Middle East region apart from other global player to reinvent their operating model we can help consultant like we are doing with other banks on any and all aspects of customer lifecycle management from digital onboarding to loan disbursement system to Customer Relationship Management (CRM) apart from that we can also help integrate with national digital identities like United Arab

Emirates (UAE) pass whether in terms of just authentication or use of digital signatures for signing of documents or authorizing teller transactions and so forth apart from our Public Address (PA) Technologies are very used full, now a day you can do online think thought technologies, we are moving online mode this help to developed the bank. The customer is also used the technologies to upgrade themselves and to know you product of their customer. People also get knowledge for here bank and they also study bank straight, how they move there banking system, technologies mean you have online passbook in cell phone they can check there transaction up to 3 month's. the bank developed the App of every bank like PNB bank have also have there App the people login there user I'D and check there bank Detilas .

Evolution of bank policy during a pandemic situation →

FOREWORD :-

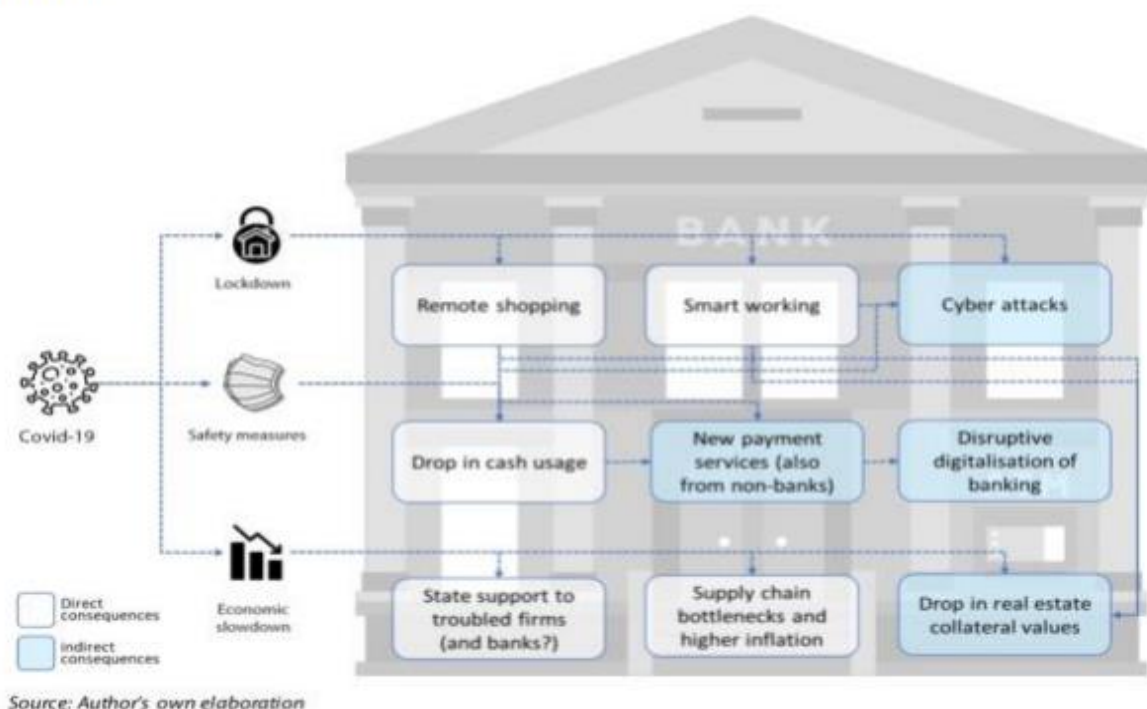
:- As Europe crosses the 18-month milestone in the covid 19 crises, several long-term consequences for its banking industry are becoming increasingly apparent. In the history of the world we have not seen this in our life the COVID 19 its effect all over the world and financial sector or banking and industry. The industry and bank come to new ideas, thought if we want to have to do something for the people we have to allow 50% of the people to work from home it is easy and safe also for all the people and they can earn their salary of it.

Such new challenges come, in the history of the banking sector or financial sector this situation they shut down their office and bank they allow work from home its effect all over the world the people struggle a lot. The CEO and manager of all sectors they come with new ideas they allow 30% of the people to work in the office and bank with fully vaccinated people, they maintain safe distance but it also affects the burden of all the work only 30% of the employees are working in the office and 70% work from home.

Due to the long-term impact of lockdown it has increased the online shopping mode. They buy products or groceries and safe products good for their house.

The online mode is boosting like anything and the teaching and other non-facility work is working. In the service we found that the online mode has increased due to

pandemic



During the pandemic situation the NPA is increase the public sector bank give loan to the customer as compare to private sector. The public sector is run by the government and the government give loan to the customer because of this bank suffer very used loss in 31march 2020, the RBI say that before run people into native place at increase that covid case to stay here that provide a loan to them. In 2021 EMI postponed for the 3 month the RBI announce to all the bank allow the common people that because of not job they don't have money to replay back the EMI to all the bank. Before this pandemic situation all the people are take a loan for there necessary need due to covid the government shutdown all the city and state. Due to this common people are not able to earn bread and butter, and they also few EMI on it.

Providing loan to the customer it increase the NPA (Non -Performing Asset) is effect the GDP in 2020 the Gross domestic product and NPA is 6.5% to 7.5%. They allowed that the bank not take 3 months Emi and they spend there money for the basely need GDP is also have bad effect to there people. Due to change in the covid situation the people are not a

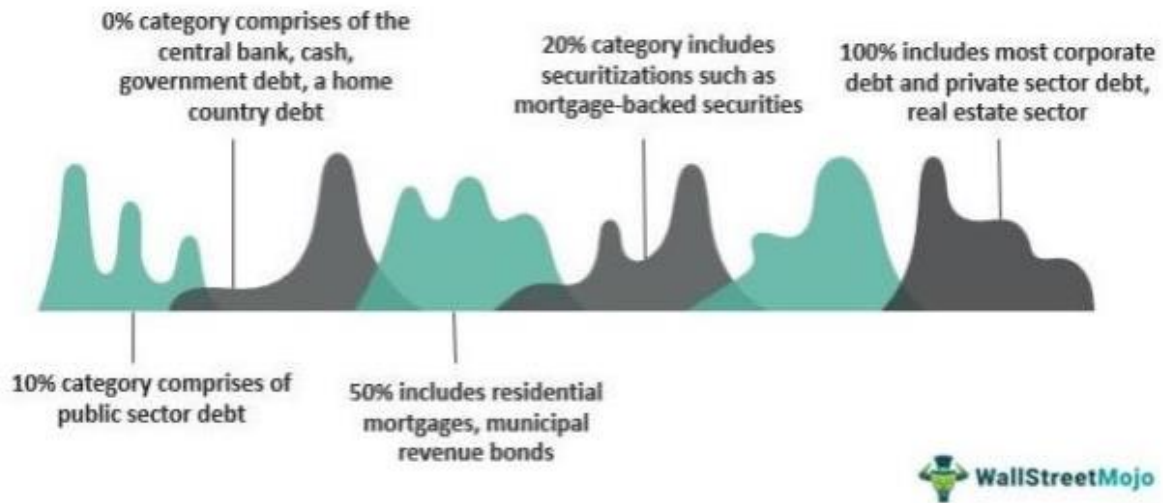
where of it suddenly shot down all over the country and people are tens and they effect there saving because they know, how they spend there money for there house.

Recent development in bank policy

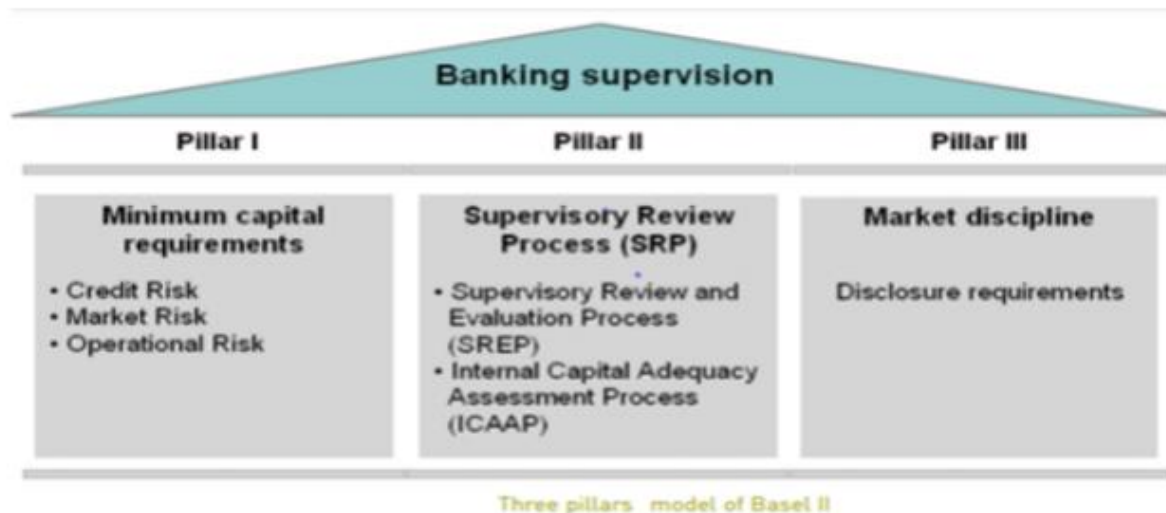
During the epidemic situation the NPA is increase the public sector bank give loan to the client as compare to private sector. The public sector is run by the government and the government give loan to the client because of this bank suffer veritably habituated loss in 31march 2020, the BRI say that ahead run people into native place at increase that covid case to stay then that give a loan to them. In 2021 EMI held up for the 3 month the RBI advertise to all the bank allow the common people that because of not job they do n't have plutocrat to renewal back the EMI to all the bank. Before this epidemic situation all the people are take a loan for there necessary need due to covid the government arrestment all the megacity and state. Due to this common people aren't suitable to earn chuck and adulation, and they also many EMI on it

The government of India in December 1997 BRI also issued fresh guidelines or migration to Basel to form work the base if framework on capital adequacy the Basel II conference in Switzerland formed a high-level committee to monitor the regulation of bank across the world and if they formulated certain capital adequacy norms were formed as a result of the Basel committee meetings and the capital adequacy has since then become a Buss word in India banking history because every banks has now to adhere and has to form has to confirm to the Bessel to norms on capital adequacy there are various stages with there are various tires of capital adequacy tire I type 2 and type 3 we shall deal with capital adequacy in separate detail in greater detail in a separate.

Basel I



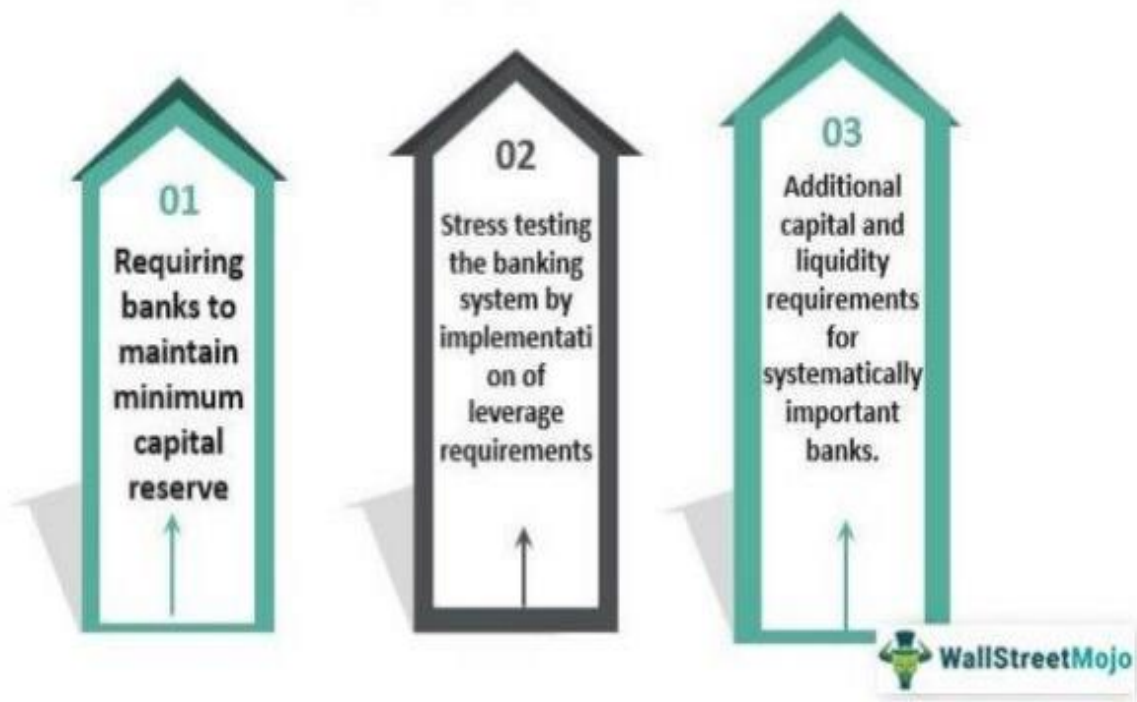
There was this Basel 2 framework which was formed based on a conference held in Switzerland in the late 1990s and that committee which was formed to regulate international banking also gave also proposed and the recommendation were accepted by the members of the committee that certain capital adequacy norms have to be established for the banks as we can understand the meaning of the word capital adequacy that means the banks will have to have adequate capital with themselves to ensure that are able to protect the interests of the depositors who are there promote for most customers and of course the borrower also so that is why this the reserve banks of India now is very strict in ensuring that banks adhere to this capital adequacy known no bank can establish this capital no banks can escape capital adequacy wrongs and it is being monitored by RBI on a quarter quarterly basis as to each and every bank whether they follow these capital adequacy norms or not another milestone was reached in 2002.



When securities and reconstruction of financial assets and enforcement of security interest act were formed this has facilitated non-performing asset management by banks more effectively we have to understand two things here one securitization and what is NPA and what is reconstruction of financial assets all these three words are importance here the securitization means when a bank given loan let's say bank given thousands of loans every year and some of them may turn out to be bad the banks are now empowered all the banks now financial agency that means is the kind of a refinancing arrangement the bank reconstruction means rescheduling of a bad loans so these two acts were formed in the year 2002 the securities and reconstruction of financial assets and the enforcement of security interest act of 2000 and 2002 they were formed in the year nineteen were formed in the year 2002 and this had helped the management of NPS by the bank's more professionally. What our NPS are nothing but non-performing assets non-performing assets are called NPS (Non-Performing Assets). What is a performing asset first of all what is an asset for a bank and I said for a bank is nothing but the money dude on the money owed to it by borrowers that is an asset the deposit is a liability whereas a loan is an asset and when the loan is being repaid on time and when the interest is also being serviced on time that is called a performing asset now those loans which are not being repaid on time and those loans on which interest is not being serviced on time is called a non performing asset as simple as that now the [Document title] 22 definition of a non-performing assets has undergone a slight change from the earlier days when it was first introduced earlier it used to be that when the assets were not performing or when the loans were not being repaid for a period of six months or above and when the interest has not been paid for six months are above the Globes were classified as nonperforming assets but since then the RBI in the order to introduce more financial discipline on the banks has introduced

stricter guidelines and said that any asset on which the interest has not been paid for a period of three months and any asset or any loan which has not been repaid for a period three months has now to be classified as a non performing asset what is the effect of classification of non-performing assets on banks have to provide for these nonperforming assets out of their profits it's as simple as that the banks have to provide for the pro non-performing assets out of their profits that means that whenever the banking whenever a bank has got a higher degree of non-performing assets then the larger amount of profits will have to be wiped off from their books of account so the banks are now are very careful not to allow these NPS to grow.

Basel III



The NPS have become a very great talking point amongst the banking circles and any bank which has got an NPA are much higher than the national average is under greater scrutiny so that means the borrow has also fallen to a into a better discipline of repaying the interest and their loans on time and the banks also are forced to go after their borrowers and recover the interest and the amount outstanding as for the terms of the agreement on time so the this act of these two acts of 2002 enabled the banks to manage their NPS in a much

better way NPS are indeed a source of drain on the banks profits and no bank will allow its hard-earned profits with wiped off by non-performing assets so that is the reason why NPA management has become very critical this company national committee submitted his report in 1998 some of the recommendation Committee on our on Prudential norms capital adequacy ratio classification of government guaranteed advances provisioning and requirements and [Document title] 23 standard advances and more disclosures in balance sheet of banks were adapted and implemented so these are some of the stringent provisions which were recommended by the National Committee and which were later on adapted and implemented by the commercial banks what are the recent developments in the banking history in India when we talk of recent developments in the banking history the recent developments need not have happened yesterday or day before but we are talking of a 350 years old or 350 year plus all the history of Indian banking so we are taking of developments which have taken place in recent past which means that in last 10-15 years or so the recent major initiatives includes guidance to banks on asset liability management and integrated risk management system compliance with Accounting Standards consolidated accounting and supervision fine tuning on the prudential norms of for income recognition and asset classification and provisioning for NPS etcetera we already have talked provisioning of NPs and how it affects the balance sheets and profits and loss account of the commercial banks the RBI has also introduced major structural changes or major structural reforms on asset liability management in other words what is assets the loan is given by the bank to borrowers the liability is the deposit taken by the bank from the depositors an integrated risk management system banks have to evolve an integrated risk management system which means that have to formulate certain procedures and rules in order to manage this risk arising out of loans arising out of bad loans more effectively and compliance with Accounting Standards accounting standards have also been laid down for banks by RBI it is not that each bank can follow its own accounting standards there are certain broadly classified accounting standards which have been prescribed by the RBI and each and bank whether its private bank or a public set of bank has to adhere to these norms of accounting standards set by RBI and consolidated accounting and supervision fine tuning of Prudential norms for account for the income recognition income recognition as I told you when the non-performing assets are there the income or the interest charged if it is not paid then it cannot be recognized as income that is one of the basic features of the Prudential

norms and income recognition the banks help the banks may a major source of income is the interest from the borrowings which it has lent or the interest the loans which it has lent so the banks can actually provide for interests .

Explain the PNB

The Punjab National bank (PNB) India first Swadesh Bank commenced its operation on April 12,1895 from Lahore with an authorized capital 2lacks and working of Rs20000. The headquarters in New Delhi more than 5000 branches across 764 cities and more them 37b million customers. They have so many think to like to developed the country and provided loan to the customers, when they need of money.

14 bank was nationalized in the year 1964 the list on bank are as follow:

- Punjab National Bank
- Allahabad bank
- Bank of Baroda
- Bank of India
- Bank of Maharashtra
- Central Bank of India
- Canara
- Dena Bank
- India Bank
- India Overseas
- Banks Syndicate Bank
- UCO Bank
- Union Bank of India



This bank PNB also the oldest bank in India and having the trust of the country of the people they performance is also must better them other country. They accepted the cash and provided loans to the customers of the bank and industries bank agriculture sector, banking is a backbone of India economic to the country. They have so different type in bank and finance like MetLife Mera term plan, PNB home loan, Education loan, department in your bank, they have different financial service to on. The employee have also certification of wages and salary and the customer also save there A/c and now a day online transfer system also there like Google pay, Phone pay, and Paytm. The Revenue of PNB is 94990c crore and its operating income is 23760crore. PNB is a route owned commercial bank they function is provided credit and debit loan to the business institute and non- banking performance practice, the main work is to provided loan and to business institute they accepted the deposit from the public and give interest on. Money they sum few percentages of interest. Banking is the importance part of world they play very importance role toward the counties for the development of countries.



The banking Perform various features and maintain the record to the RBI and help to develop the country, features of bank are as follow.

- 1) Banking Performs various functions as needed like individual/ firm/ company.

If you are an individual there told you have to Account like Saving & fixed Deposit

A/c and they told the function, what is the interest rate you earn in saving and FD (Fixed Deposit). In saving you can save you salary and wages for many period and anytime you can withdraw you many as per there need and every 3 months gab the bank provided interest rate you A/c save you money, in FD you deposit Lump sum Amount in bank the period 5 to 20 years interest rate is 6.95% as compared to saving A/c this A/c holder have huge number Amount gate by the bank

- 2) It a profit and service-oriented institution and helping organization, if anyone want money they can approach t the bank as the money the ask the security to the customer and with verification of the document the bank provide loan to the customer in this contract with both the party have benefit like have costumer get and solve there money problem and banking get interest loan of that they provided loan the customer.

It can [Document title] 34 be applicable all of them like Individual/Firm/ Company all three can come into the bank and the loan for there requirement.

- 3) It acts as a connecting link between debtor and buyer. This we can open a Demat A/c for the online trading and in share market and investment is also there in the Demat A/c you can invest money in the debt and Real state for the feature investment. It involves so many think like letter of credit, withdraw slip and so on.
- 4) The bank bacily deals in money and propriety and have so much money they give loan to the customer and they earn money of them. If they think this deal provides more profit they approach to them and give loan.
- 5) The bank have best way to give loan like credit loan, personal loan and self-employee, home loan, gold loan, Two and Three wheeler loan, education loan. This type of loan helps to develop the GDP they pay tax to the government and as well as bank. The bank keep different type of interest rates different schemes and there product to the customer now a day personal loan and credit loan have another name is EMI(Equated Monthly Instalment) in credit you have 90 days to pay back money to the bank and in EMI you have to pay month base instalment small amount to the bank and also interest rate to the bank.

Now, the banking sector sell all the types of products like mutual fund, insurance policy, Demat A/c, Bill discounting and NEFT. The have also had CASA (Current A/c, Saving A/c). the current A/c have unlimited tranzation because they unlimited amount come in the bank and out in the bank, the bank did not give the rate of interest to the this holder. Saving A/c holders having this facility they earn the interest rate. The RBI have the right to supply much money supply. During the lockdown, the bank provided good number of loan the customer and the customer are not able to pay back to the bank loan the bank have right to sell security these security like house loan, gold loan. The bank come new platform the Bank Auction made easy and convenient. During the lockdown the want they loan to run their house expenditure and bill like eletirce bill water bill and gas bill, they go to bank apply loan the bank want sum security to provide the bank keep a house, flat, rental room. After that, when the situation gets sorted out till the people are not able to repay there loan to the bank, they might be out that repay loan they sold there house to get more money to thought there other expenditure and bank collected so many house, they come new idea like BANK AUCTION they sell the house to the new customer and

at very reasonable price. we talk about CRR (Cash Reserve Ratio) and SLR (Statutory liquidity ratio) to understand the CCR and SLR, let see for the example: the customer now if the customer Deposit some money in the bank not all the amount goes to the bank wallet it has to give some amount of that money to the RBI. What is the exact amount that is ratio is 5% and the customer deposits thousand rupees in the bank then 5% on it that is 50 rupees goes to RBI and the remaining amount goes to the bank wallet now once the bank has the money it can think about earning money from it. How does it own money it given away loans now consider this situation where the bank given wants all the amount it has in the form of loans will earn some profit in few months but if at the same time the customer asked to withdraw his own amount then the bank does not have any money to give hence the bank could not give away all if its money in the form of flows it has to invest some amount in the liquid asset I water liquid asset it .



Can be government bonds it can be gold and so on. So what is the amount to be invested in the liquid assets that is decided by the SL are my SLR is 20% then the 20% of the amount which bank has had to be invested in the liquid assets and the remaining amount can be used by the bank for its daily expenses or for giving avail ones now I have the

customer asks for his money he can sell the liquid assets to the RBI and get the amount to give it to the customer if the customer does ask for the money the bank has to keep that invested amount as it is and it will also uninterested some rate from its investments now consider situation where the bank does not have enough money to meet its daily expenses or it away loans what it does it calls up RBI and ask for the money the RBI agrees to keep the money but at a certain rate of interest that rate of interest is called as a referee now the loan can be for the short or for the long term the rate charged for the short term loans rate charged for the short term loans is called as a referee, where the rate charged for the long term loans is termed as a bank rate once the bank has the money it can now give a vase that money to their customer at loan now bank has to earn profit hence it charges more rate of interest on to loan than the referee now if RBI decides to increase the deperate the rate of loan also increases whereas if RBI decreases the reported the rate of interest on the loan also decreases hands to controlling the repute RBI can control the amount which is there in the economy now the minimum rate of interest which is charged by the bank end consumer is called as the base rate the base rate is decided by the bank itself and not RBI now consider another scenario if the bank has excess money it could decide to deposit some amount in RBI in return RBI pays some rate of interest to the bank that is called as the reverse reporting.

CHAPTER NO:- 2

RESEARCH

METHODOLOGY

Research
Methodology



2.1 Research Problem :-

When I conduct this data I had face so many problems and each people opinion is also depended on their mentality because this topic shows that it had suffer so many issues by using bank application. They might be having some technical glitches and some services issues and because of this they use to visit banks and tell about their problems but due to pandemic reasons the government was not allow to the customers/accountholders to visit banks. Due, to the pandemic reasons the most of the employees were kicked out from the job except government banks. So, because of shortage of employees the services was down. To understands the customer problems and the level of service with bank provide them, the bank is backbone of the India economic and is also effect the whole country, in the survey we that some people face problems due to native place. Some bank are not able to provide good service to there customer.

2.2 Objective :-

The main objective to this project is to understand that who, people suffer in this pandemic and effect there saving for the investment.

The people almost used 80% of there saving investment in pandemic situation, for there save up to date.

In all investment they suddenly stop because of not earning a money and not able to pay the premium. Thus how, already is paying the premium they stop bank take bank there money, for the other purpose.

To know the people suffer this is mean objective is of this project, because to this situation people suffer that and as well as bank and financial sector .

The number of people suffer is 132 million all over the world it also effect the students as well as teachers. They suddenly shift in online mode they were train this situation, how they change there teaching profession at all.

The bank sector is provide best service to there customer, because of online mode that is easy to pay cash and other service. The model change in banking sector they adopted new think to be become best there field.

The staff is also reduce because of the Covid-19 situation, the bourdon increase to other staff. In bank premises only 30 % of the staff is working and 70% of home.

The deduction in salary also they want to manage there day to day activities and it also reduce there expenditure of the people it also effect the GDP of the country.

Profitability and credit management/cost of risk, of the customer used credit card in the Covid-19 t purchase the grocery product for there family and other service, due to increase in credit risk the public sector suffer a lot because the private bank know that is they provide more credit card they will face problems and public sector means it run by the government.

To understand Customer relationship banking sector, if the bank gives good service it help that the people will understand the problem and shortage of staff and they will used other mode to contact them.

2.3 Scope and Limitation :-

When I start this topic there were, I have see this that the people have so many problems and the money is a more and big problems because of pandemic situation the people didn't not have job and what they earn and what they eat. So many people used there saving to have some bread and butter for there family.

To overcome of this situation, they start new business like in this pandemic they people making mask and sanitizer and sell them to customer and tell to maintain social distance.

1. To understand the problems face during the pandemic situation by the customer, and banker.
2. To study the level of understand banker face by the other sector, like business and financial.
3. The bank is a back bone of the economic of India they suffer a lots. To over come, the RBI announce that the small business is shutdown they provide loan to overcome the problems.
4. The customer face cheque issue by the banker they not able to solve there problems, and sometime net issue.
5. The customer are not allow to visit in the bank daily base, if there is emergency that time you allow to come in bank
- . 6. The banker have problems like shot age of employee and it create burden to other employee to work more them.
7. To over come the pandemic situation, what step is to be take.

2.4 Research Methodology :-

The purpose of the study is to determine the customer behavior and satisfaction of the consumer of the people among people.

- 1) To know where the people would prefer investing .
- 2) To understand various financial instrument's popularity heir money, bank and financial markets .

- 3) The factors considered by them while the investing into a particular financial instrument .
- 4) To understand the type of financial instrument India bank for the investment .
- 5) To know understand the rate of interest on debit, credit card system .

Advantage:-

- 1) Good source of hypotheses .
- 2) Provides in-deep information .
- 3) Done on individual .
- 4) Allow use of sophisticated equipment .
- 5) often useful in first stages of research program .

Disadvantage :-

- 1) Individual may not be representative or typical .
- 2) Observation may be biased .
- 3) Allow research little or no control of the situation .
- 4) Difficult to know which subjective interpretation is best .
- 5) Does not allow firm conclusion on cause and effect .

2.5 Research Design :-

The research design of study considering its objectives, scope and coverage was exploratory as well as descriptive in nature

This research design is framework of my project it will explain, who I am doing research and surveys or collecting the data. What type of data I am collecting and what is source of data.

There are 4 type of data collecting methods are as follow, Descriptive, Correlational, Causal-Comparative/Quasi-Experimental, and Experimental Research. Let me explain all this types

and what is used of it. I am taking all thing to collecting the data and arrange in proper manner it help me that understand the people to know what is research of it. We also see limitation of Research design are as follw ..

- A. Insufficient sample size statistical measurements.
- B. Lack of previous research studies on the topic.
- C. Limited access to data.
- D. Time constraints.

2.6 Study of scope :-

To study of scope is basically the customer behavior of the service to the Punjab National Bank. They face what kind of the problems during lockdown and what benefit bank give them. If they are satisfaction of the service of the bank and they enjoy the service. All the bank give 3 months exception to all the customer.

Sources of Data :-

1. Primary Data: Primary data is a type of data that is collected by researchers directly from main sources through interviews, surveys, experiments, etc. Primary data are usually collected from the source where the data originally originates from and are regarded as the best kind of data in research.

2. Secondary Data: Secondary data is the data that has already been collected through primary sources and made readily available for researchers to use for their own research. It is a type of data that has already been collected in the past. A researcher may have collected the data for a particular project, and then made it available to be used by another researcher. The data may also have been collected for general use with no specific research purpose like in the case of the national census. A data classified as secondary for a particular research may be said to be primary for another research. This is the case when a data is being reused, making it a primary data for the first research and secondary data for the second research it is being used for.

This project is made from collecting both primary and secondary data. A major part of the study was primary backed by secondary data in the form of articles and data available on the websites and reference books .

PRIMARY DATA:-

The primary data has been obtained from the selected group of population with the help of a questionnaire.

SECONDARY DATA:-

The secondary data has been obtained from published literature on the topic and from Research Journals, Research Articles, Thesis, Websites, Newspapers.

Sample Size

Sampling Decision

Sample Size :

Appropriate number of sample size (i.e., 100) was use for the purpose of collecting primary data from the eslected population.

Sampling Method :

Non-probability sampling design based on a convenient sampling method has been used. for this research study.

Research Instrument :

. A structured non-disguised questionnaire has been prepared to get the relevant information from the respondents to the respondents for their responses. The collected information and primary data have been subjected to data analysis and interpretation.

The collected primary DATA has been pre-coded considering the designing of the structured and non-disguised questionnaire.

The primary DATA has been scrutinized, edited and validated and thereafter it has been presented in the forms of DATAs, charts, graphs and diagrams .

Significance

This study is important because impact of lockdown there were so many change in banking sector as well as Financial sector and Insurance. Investment is a way in which one can take charge of their financial security. Investing in banks or financial markets helps to generate income. The sort of awareness needed among the people regarding investment in different avenues is lacking. There is less financial literacy because of which people know less about the financial markets or they don't want to take the risk. This study helps us to compare the investment decision of people while they invest in banks or financial markets and helps us to understand the different mindset of people while investing.

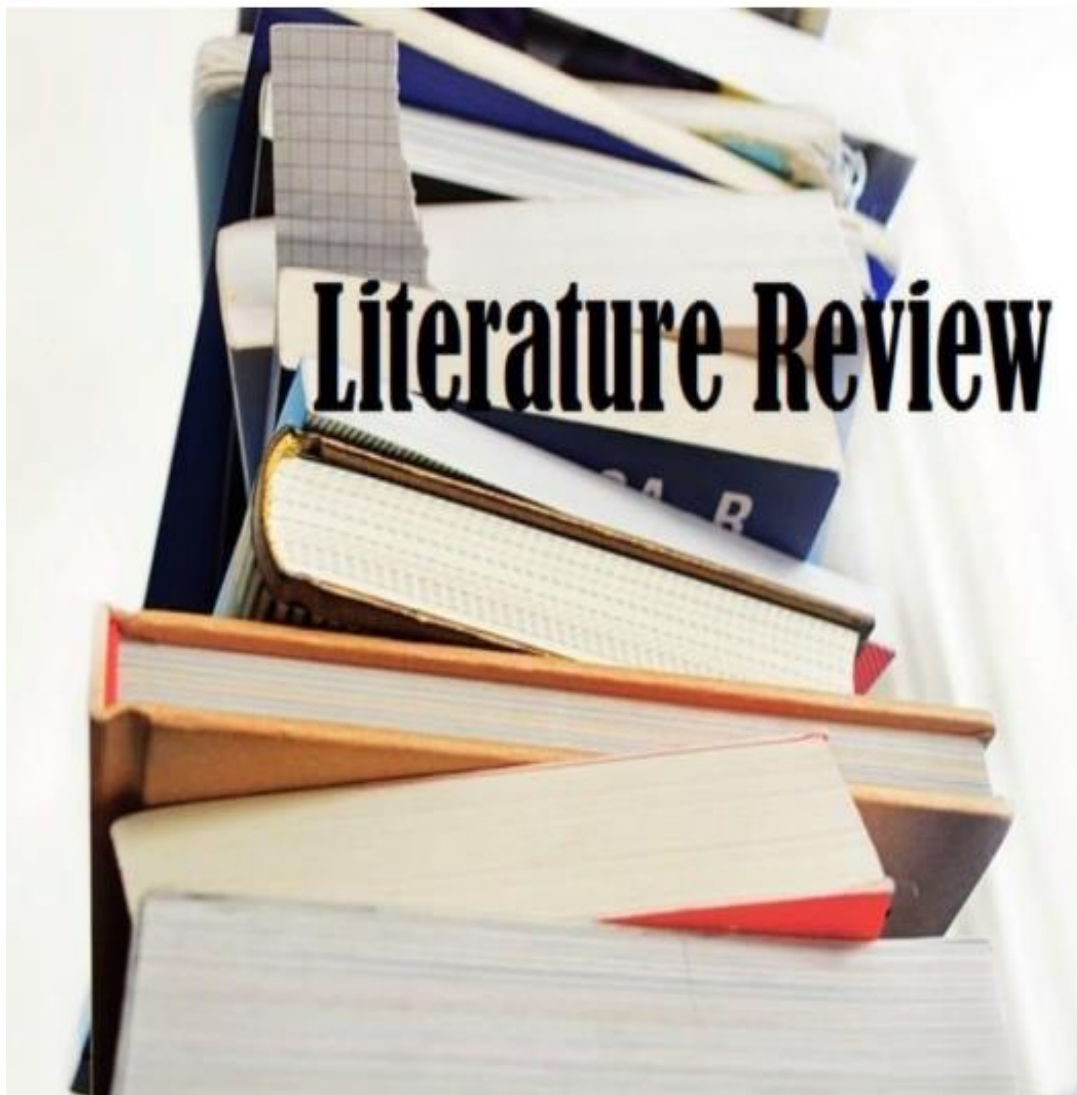
Limitations

The sample size selected is limited. The study is applicable only to some regions in Mumbai; therefore the results cannot be generalized for the whole population. The COVID-19 situation has limited the way of collecting data and the preferences have changed according to the situation.

CHAPTER NO :- 3

LITERATURE

REVIEW



1. **Deepti Kanojia***a, **D.R. Yadav** b.

Abstract:

The Indian Banking Industry has experienced radical changes due to liberalization and globalization measures accepted since 1991. Moment, Indian Banking Industry is one of the largest assiduity in the world. There has been a great swell in effective client services. A largely satisfied and pleased client is a veritably vita qndlnon-financial asset for the banks in the arising IT period. The curtesy, delicacy and speed are like a crown factors for a bank. Grounded on the responses of 100 guests of Punjab National Bank operating in the Meerut quarter of Uttar Pradesh has been taken into consideration. The check was conducted in Meerut quarter

1. Author **(1) Anamika Samnan**, PhD Scholar, Affiliation- Dr.C.V. Raman University Affiliation- Dr.C.V. Raman University Kota Bilaspur, 495001 (C.G.)
Author

Author **(2) Dr.Prem Shankar dwivedi** Supervisor & Assistant Professor - Affiliation- Dr.C.V. Raman University Kota Bilaspur, 495001 (C.G.)

ABSTRACT

Bank is most essential part of Indian Economy. Banking business is accepting deposits and advancing plutocrat. It may carry out stylish fiscal development of guests. In India Punjab public bank has oldest brand name and its banking system has top medium though which force of currency is created and con trolled. In country new players adding their names in the banking assiduity the banker of all bank RBI (Reserve bank of India) and IBA the Indian Banking Association have top 20 Banks names like IDBI, HSBC, ICICI, ABN AMRO etc. The Banking sectors have been seen multiple reforms over the times during post independence period and presently there are top 12 Public sector banks in India. PNB ranks 717 in Forbes global and 6 among Forbes Indian banks like wise it ranks 26 within the fortune 500. Punjab commercial bank has over 7000 branches and 3766 ATMs across India; PNB was awarded because the stylish public sector bank in 2012. As of December 2019, Punjab full, the service handed by banks have came more

easy and accessible and once covid-19 epidemic is prove of using online banking services. Punjab National Bank is nationalized bank and furnishing wide variety of banking services like commercial banking, particular, transnational, artificial, Agrarian and backing of trade.

3) Author : **Dr. Martha Sharma**

ABSTRACT :

Banking assiduity plays an important part in the development of an frugality. Banks have come veritably conservative in extending loans. The reason being mounting non-performing means (NPAs). NPAs put negative impact on the profitability, capital acceptability rate and credibility of banks. It's defined as a loan asset, which has desisted to induce any income for a bank whether in the form of interest or top prepayment. As per the prudential morals suggested. service bank ranked a whopping USD8.3 billion and this April 1st 2020, united Bank of India and Oriental bank of commerce intermingled into PNB and it came the 2nd largest public Bank in India. In this exploration paper main purpose of logical study of Punjab commercial bank towards client satisfaction. Public sector bank use new programs to satisfy their guests. In this exploration paper determine the factor impacting client satisfaction towards banking service. Banks has different meaning of client satisfaction now a day furnishing banking services isn't enough but retaining guests for long time is important. With stiff competition and advancement of technology by the Reserve Bank of India (RBI), a bank can not bespeak interest on an NPA on addendum base. In other words, similar interests can be reserved only when it has been actually entered. Thus, this has come what's called as a 'critical performance area' of the banking sector as the position of NPAs affects the profitability of a bank. This paper touches upon the meaning and accordingly the description of anon-Performing asset, the abstract frame of non-performing means, bracket of loan means and vittles. The study also evaluates the adverse effect of non-performing means on the return on total means of Punjab National Bank Limited for the period 2013 to 2015, 2016-17, and 2019-20. Particularly agitating [Document title] 71 some remedial measures taken up by the Bank to overcome this situation of NPA .

4) Author : Ishaan Seth, Shivali and Ashish Garg

ABSTRACT :

With the preface of liberalization policy several private and foreign banks have entered in Indian banking sector which has given birth to competition amongst banks for acquiring large request share and client base. Banks have to deal with numerous guests and render colorful types of services to its guests and if the guests aren't satisfied with the services handed by the banks also they will emigrate which will impact frugality as a whole since banking system plays an important part in the frugality of a country. It's veritably expensive and delicate to recover a displeased client. Since the competition has grown manifold in the recent times it has come a herculean task for associations to make fidelity, the reason being that the client of moment is spoilt for choice. It has come imperative for both public and private sector banks to perform to the stylish of their capacities to feed both the unequivocal as well as implicit requirements. The purpose of this exploration composition is to examine the client satisfaction and measuring the service quality given by the banking assiduity in India. This study is cross sectional and descriptive in nature and the experimenter tries to makes an trouble to clarify the Client Service satisfaction in Indian banking Sector. Descriptive exploration design is used for this study, where the data is collected through the questionnaire. The service quality model discovered by Zeithaml, Parasuraman and Berry1 has been used in the present study .

5) Author : H. Jeevaraj

ABSTRACT :

The number of people who are using Internet banking services are adding day by day in India. Utmost of the banks in India are furnishing E-banking services to India. So it's important to know the client satisfaction of e banking services. In this composition author study about the client satisfaction of e-banking services handed by Punjab National Bank .

6) Author (s) : **Sudesh; Mohan, Chetan**

ABSTRACT :

The purpose of this paper is to explore the connections among service quality features (responsiveness, assurance and empathy), perceived value and client satisfaction in the Punjab National Bank branches of Kurukshetra Haryana. The empirical data are drawn from 102 guests using a check questionnaire. The results indicate three important findings originally, the commerce between perceived value and responsiveness wasn't significantly identified with client satisfaction. Secondly, the commerce between perceived value and assurance also didn't relate significantly with client satisfaction. Thirdly, the commerce between perceived value and empathy identified significantly with client satisfaction. Therefore the results demonstrate that perceived value had increased the effect of empathy on client satisfaction, but it hadn't increased the effect of responsiveness and assurance on client satisfaction. In sum, this study confirms that perceived value act as a partial moderating variable within the service quality models of the organizational sample. In addition, Counteraccusations and limitations of this study, as well as directions for unborn exploration are bandied .

7) Author: **Anju Bala**

ABSTRACT :

in the context of Indian market, where we are moving towards free enterprise with customers because the central focus, achieving total customer satisfaction, delighting the customer may be a key element in setting and achieving the business goals and objectives of a corporation . Satisfaction assists consumers in formulating a revised opinion about their service quality perception. In banking, it's necessary to take care of the simplest quality of its service to satisfy and attract more customers. Service quality of a bank also includes various facilities provided by banks to its customers to form feel them easier . during this research paper, we studied the customer satisfaction towards various facilities (ATM services, E-Banking, Basic Facilities and additional facilities to old customers) provided by Public Banks. depository financial institution of Patiala (SBP) and Punjab commercial bank (PNB) have taken for present study. "A questionnaire may be a formalized set of questions for eliciting information". Customer satisfaction was measured by applying a method ANOVA test .

8) Author: **Mohd Taqi**

ABSTRACT :

Banks play an important part in the profitable development of a country. They're the lifeblood of ultramodern commerce and have control over a large part of plutocrat force. A bank is a fiscal conciliator that accepts deposits and channels them into lending conditioning. It plays a vital part in the marketing of new type of deposits and advances schemes. The functional effectiveness, service quality and directorial effectiveness are the main areas to observe the performance of a bank. The fiscal performance of a bank can be measured as the achievement of the bank in terms of profitability position, service quality, client satisfaction and other applicable aspects. The profitability of a bank denotes the effectiveness with which a bank deploys its total coffers to optimize its net gains and therefore serve as an indicator to the degree of asset application and directorial effectiveness. At present, the Indian banking system faces a number of delicate challenges. In such a script, the present study is an attempt to measure the fiscal performance of the second largest public sector bank of India i.e. Punjab National Bank. This study is entirely grounded on secondary data and different rates have been [Document title] 74 applied to estimate the fiscal performance of the bank along with retrogression analysis with the help of SPSS20.0. The study concluded that the named bank has performed well on the sources of growth rate and fiscal effectiveness but profitability position has been plant poor during the study period.

9) Author: **Amrish Dogra & Manu Dogri**

ABSTRACT :

In the field of banking and finance, Ethical banking is a business model that responds to arising approaches to sustainable frugality grounded on the principles of commercial social responsibility. Ethical banking is also known as ‘sustainable banking’ or ‘communal banking’ or ‘clean banking’. ‘Translucency in reporting’ is a major value integrated in the fundamentals of ethical banking (Barcelona, 2012). The recent exposure of mega fiddle in Punjab National Bank has violated this abecedarian norm of ethical banking. Either, the surmounting nonperforming means in banks pose a trouble to the sustainability of these banks. The present study focusses upon these two areas of CSR by vaticinating NPAs of PNB in 2025 and by pressing the present case of mega fiddle in the bank. The study has read the non-performing means of PNB on the base of daily data from 2010 to 2017. Basel II guidelines regarding better administrative review, request discipline via certain exposure conditions and minimal nonsupervisory capital were introduced in an advanced manner in India in 2010. Hence, daily data relating to repo rate, gross domestic product, affectation rate and loans and advances from 2010 to 2017 has been considered. The alternate major ideal of the study aims at pressing the lately revealed fiddle relating to Punjab National Bank. Concurrently, the PNB fiddle also lasted seven times from 2010 to 2017. For soothsaying non-performing means of PNB in 2025, E-views 8 have been used to perform multiple direct retrogression on the data. Either, the case also gives an figure of the fiddle declared on February 14, 2018 which highlights the fraudulent deals at one of its branches. (Hindustan Times, Feb 20, 2018). The study empirically finds out that if the trend goes on, the Gross NPAs of Punjab National bank will be equal to INR 84140.46 crores which is 9.56% of its average loans and advances. The results are relatively intimidating. The study has read the non-performing means of PNB using multiple direct retrogression equation. The read NPA figure can help the nonsupervisory bodies in farther analysis of bank’s fiscal soundness post fiddle. The intent of this notice study is to incite farther disquisition of the financials of PNB giving due consideration to non reported deals covered under the bank [Document title] 75

In the field of banking and finance, Ethical banking is a business model that responds to arising approaches to sustainable frugality grounded on the principles of commercial social responsibility. Ethical banking is also known as ‘sustainable banking’ or ‘communal banking’ or ‘clean banking’. ‘Translucency in reporting’ is a major value integrated in the fundamentals of ethical banking (Barcelona, 2012). The recent

exposure of mega fiddle in Punjab National Bank has violated this abecedarian norm of ethical banking. Either, the surmounting nonperforming means in banks pose a trouble to the sustainability of these banks. The present study focusses upon these two areas of CSR by vaticinating NPAs of PNB in 2025 and by pressing the present case of mega fiddle in the bank. The study has read thenon-performing means of PNB on the base of daily data from 2010 to 2017. Basel II guidelines regarding better administrative review, request discipline via certain exposure conditions and minimal nonsupervisory capital were introduced in an advanced manner in India in 2010. Hence, daily data relating to repo rate, gross domestic product, affectation rate and loans and advances from 2010 to 2017 has been considered. The alternate major ideal of the study aims at pressing the lately revealed fiddle relating to Punjab National Bank. Concurrently, the PNB fiddle also lasted seven times from 2010 to 2017. For soothsayingnon-performing means of PNB in 2025,E-views 8 have been used to perform multiple direct retrogression on the data. Either, the case also gives an figure of the fiddle declared on February 14, 2018 which highlights the fraudulent deals at one of its branches. (Hindustan Times, Feb 20, 2018). The study empirically finds out that if the trend goes on, the Gross NPAs of Punjab National bank will be equal to INR84140.46 crores which is9.56 of its average loans and advances. The results are relatively intimidating. The study has read thenon-performing means of PNB using multiple direct retrogression equation. The read NPA figure can help the nonsupervisory bodies in farther analysis of bank's fiscal soundness post fiddle. The intent of this notice study is to incite farther disquisition of the financials of PNB giving due consideration to non reported deals covered under the bank .

10) Author: Dr. S. Gayathri

ABSTRACT:

At a time when the government is aiming for bank recapitalization, the PNB fiddle comes as a huge blow to the entire banking sector. The Rs crore fiddle involves at least six banks, raising dubieties over the internal safety of operations in fiscal enterprises. It may be noted that the PSBs lost at least Rs 227 billion to bank frauds in the last five times. The magnitude of PNB fiddle is veritably extravagant and it has been passing for further than five times undetected. This poses serious questions into the internal operations and auditing processes. The apex bank of the country RBI is facing public wrath for not being suitable to descry the largest banking

fiddle. It's high time that all PSBs should review their internal process and take applicable conduct. This paper aims to identify and dissect the factors that led to this massive scam. This paper also delves into auditing process of the banks and possible circle- holes that led to the fraud. This paper also summarizes the impact of fiddle on colorful banks and the frugality as whole .

CHAPTER NO :- 4

DATA

ANALYSIS

&

INTERPRETATION



Data collection methods

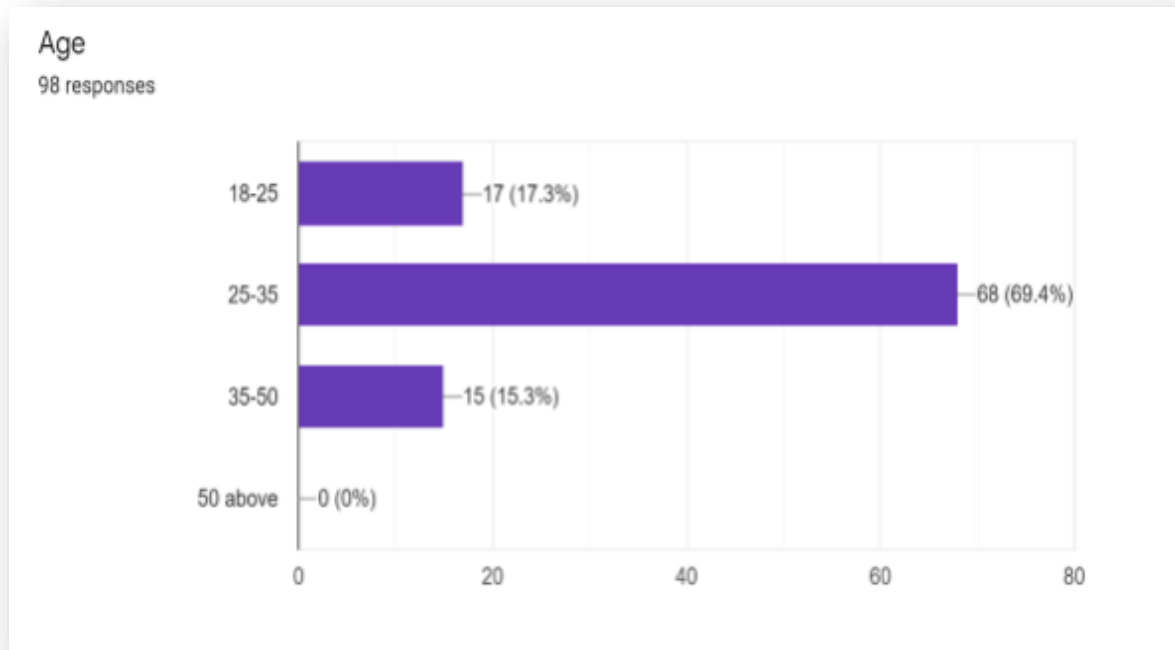
The data is collected by the survey all the age group and with the help of google from it is very easy to get the information from the people. I am totally collected this base on primary base in survey I see that most of the people are using online mode by paying for service to the people they used most of the online payment system

DATA ANALYSIS & INTERPRETATION

Survey means going into depth of the responses and collecting inner expression for the purpose of knowing the attitude of the respondents about which the survey is conducted .

The purpose of conducting the survey is the in-depth study of the respondents perception towards investment in banks and financial markets. This survey also helps in studying about the different investment avenues that people are aware .

For conducting this survey, a questionnaire was prepared and was given to 100 respondents. The entire area covered by the survey is classified into different parts and respondents were given the format of questionnaire and were requested to fill it & return to us. The survey has been successful carried out and the respondents gave good and realistic answer to the questions .

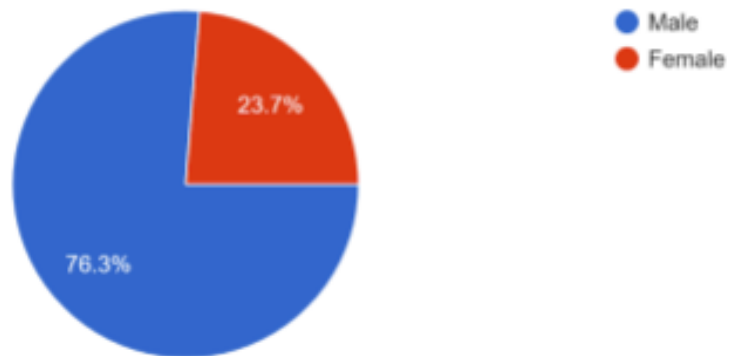


NUNBER NO	AGE	PERCENTAGE
1)	18-25	17.3%
2)	25-35	68.4%
3)	35-50	15.3
4)	50 ABOVE	NIL

INTERPRETATION:

In the above data we can see that 17.3% of respondents are below the age of 18- 25, 68.4% of respondents are between the age of 25 to 35 years, 15.3% of respondents are between the age of 35to 50 years. There is no response in the age of above 50 age. The majority of respondents ae between the ages of 25 to 35 years .

Gender
97 responses



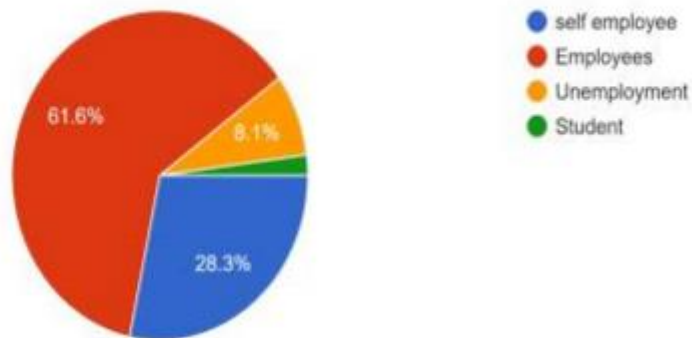
GENDER	PERCENTAGE
MALE	76.3
FEMALE	23.7

INTERPRETATION:

The above data show information about the Gender of the respondents, As we can see that 76.3% of respondents are male and 23.7 % of respondents are female. Majority of respondents are Male .

Occupation

99 responses



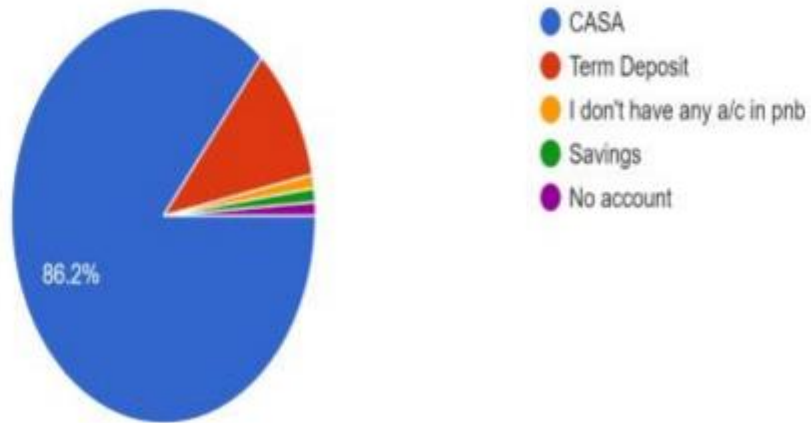
SR NO	OCCUPATION	RESPONSE PRECENTAGE %
1	Self Employee	28.3
2	Employees	61.6
3	Unemployment	8.1
4	Students	2

INTERPRETATION:

In the above data, information related to occupation of respondents is given. 28.3% of respondents are Self employee, 61.6% belongs to the employee category, 8.1% of the respondents have their Unemployment and 2% respondents are retired students .

1) which A/c do you have in Punjab National Bank

94 responses



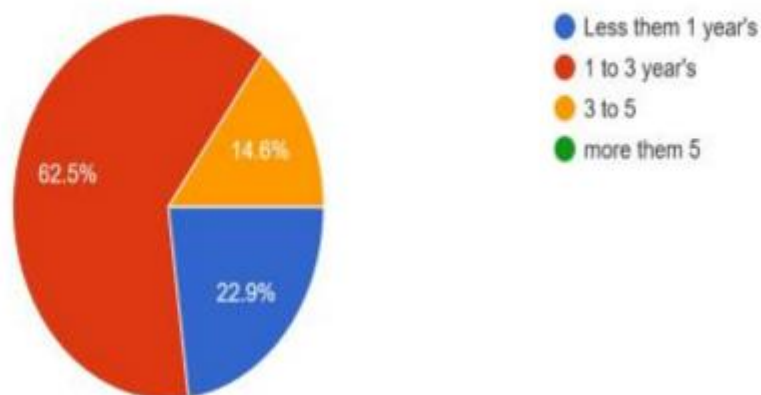
SR NO	BANK A/C	RESPONSE PRECENTAGE%
1	CASA	86.2
2	TERM DEPOSIT	10.6
3	I DON'T HAVE ANY A/C IN PNB	1.1
4	SAVING	1.1
5	NO ACCOUNT	1.1

INTERPRETATION:

In this chart we can see that the most of the people have CASA A/C 86.2% (Current account/ Saving Account). The term deposit is 10.6% of the people are using in this bank and other hand few of them don't have A/C or 1.1% have saving A/C and last think is 1.1% of the have don't refer the A/C system .

2) From how long do you have any A/c in PNB

96 responses



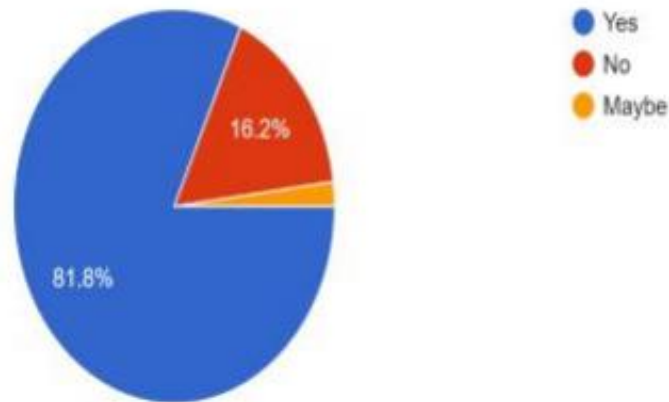
SR NO	YEAR'S	PERCENTAGE%
1	Less than 1 year's	22.9
2	1 to 3 year's	62.5
3	3 to 5 year's	14.6
4	More than 5	NIL

INTERPRETATION:

In this chart we seeing this less than 1 years 22.9% of people, more of them is have 1 to 3 years 62.5 of the citizen, or 3 to5 years is 14.6% of the citizen are have this trusted bank, I did not found of any above more than 5 years citizen.

3) Did you the used any service from PNB during lockdown

99 responses



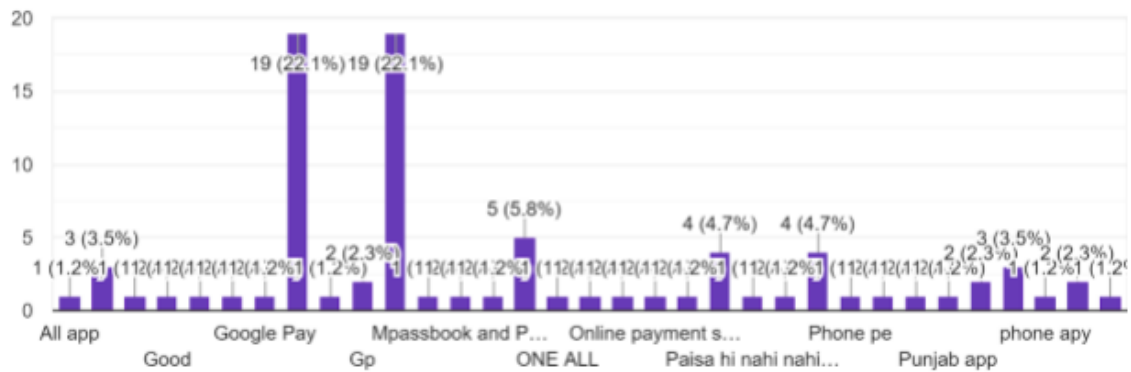
SR NO	INDEX	PERCENTAGE %
1	YES	81.8
2	NO	16.2
3	MAYBE	2

INTERPRETATION:

The response are is show that the people are using service in lockdown, 81.8% of the service are used. The service can be any form of it like loan facility, credit card or personal loan. The banker provide all this service to customer. The bank own application ONE ALL it show all the detail of the customer through this application it show passbook, number of transfer of money, sms charge, or your balance amount. 16.2% are not used or maybe is 2%.

4) If yes, which service did you used

86 responses

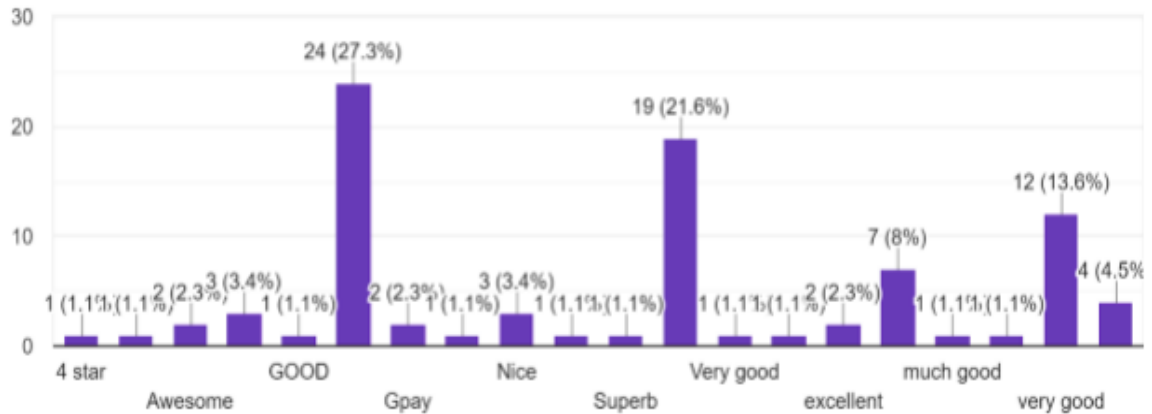


INTERPRETATION:

It is not easy to explain that the people have are so many application during the lockdown and most popular app is Google pay and Gpay are them same. It very importance to know the distance is necessary in this pandemic situation and this application is most trusted in all over the country and it also safe and security to transfer the money in one person to another person with in the minute .

5) How was your overall experience

88 responses

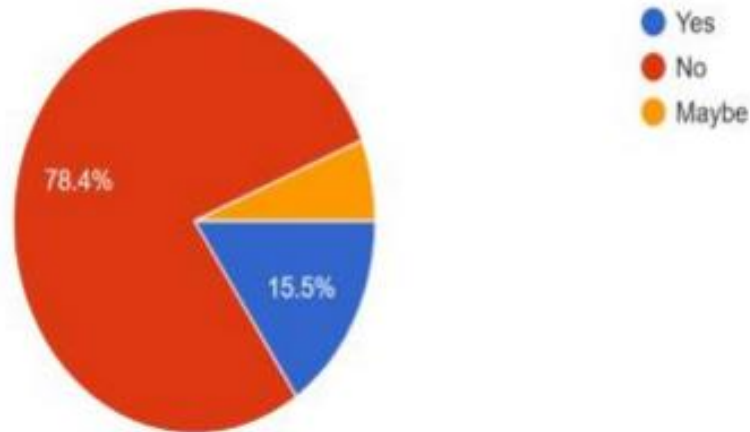


INTERPRETATION:

In this chart, we see that all other have different opinion because each of them having other satisfaction service some people love there service and some people did not get proper service and create bad impacted to other customer. But most of them have good experience and the 27.3% have good behavior.

6) Did you face any problem to operating your PNB bank A/c

97 responses



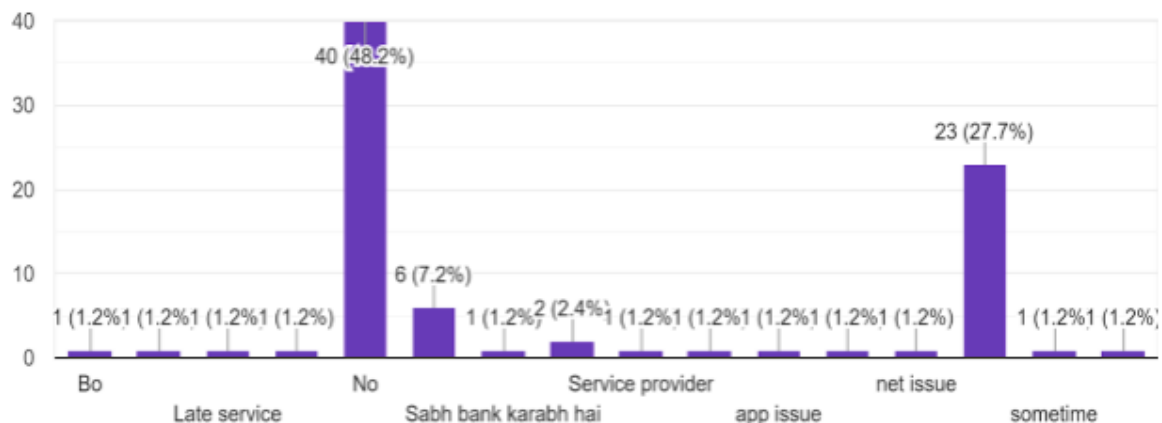
SR NO	PROBLEM	PERCENTAGE
1	YES	15.5
2	NO	78.3
3	MAYBE	6.2

INTERPRETATION:

This chart show that out 100% only 15.5% people face problem, and 78.3% of the did't not face any problem at all, or 6.2% of the people sometime they face problem like behavior and technical issue. The bank improve there service toward the customer and there service is also improve in 2008 there is big change in banking sector, the banking sector come in internet and people also have some many advantage of it. The new function or new system came online payment and now a day within a 1 day there is unlimited transzation is going on

7) If yes, what was the problem

83 responses

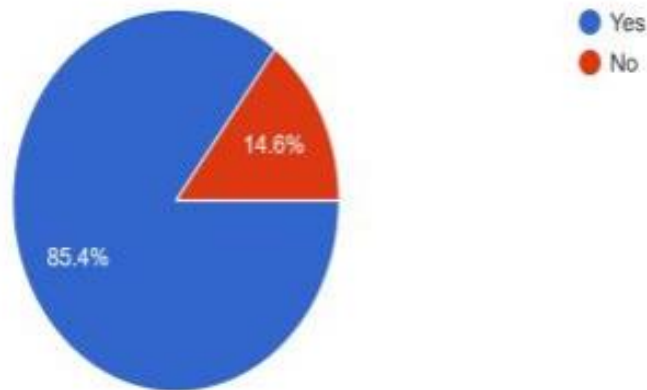


INTERPRETATION:

In that case each people have sum different opinion like I sad that each of them did not have good service and other facility to other customer, but most of the time the bank provide good service to all the customer and also they will solve the problem of the customer.

8) Did you ever use PNB mobile application on website

96 responses



SR NO	APPLICATION	PERCENTAGE
1	YES	85.4
2	NO	14.6

INTERPRETATION:

We can see clear that the most of the people have using the application during the lockdown it help to maintain the social- distance and keep the person safe. All this application help to transfer the money from one person to another person with in the minute, during the pandemic situation the Google pay, Phone pay, Paytm and all the banking application like ICICI BANK, KOTAK MAHINDAR BANK, SBI BANK and all bank. The pandemic 71.7% of digital payment is increase in the lockdown.

CHAPTER NO:- 5

CONCLUSION

&

SUGGESTION



CONCLUSION:

The project entitled “**A Study The Satisfication of Consumers Toward The Service in Punjab national bank In Lockdown To During a Post** . has helped me in studying satisfaction about services and products offered to consumers.

Since the opening up of the banking sector, private banks are in the fray each one trying to cover more market share than the other.

Yet, PNB is far behind SBI. PNB must also be alert what with Private Banks (ICICI, HDFC) breathing down its neck

.I am sure the bank will find my findings relevant and I sincerely hope it uses my suggestions enlisted, which I hope will take them miles ahead of competition.

SUGGESTIONS & RECOMMENDATIONS

With regard to banking products and services, consumers respond at different rates, depending on the consumer's characteristics. Hence PNB should try to bring their new product and services to the attention of potential early adopters.

- Due to the intense competition in the financial market, PNB should adopt better strategies to attract more customers.

- Return on investment company reputation and premium out flow are most preferred attributes that are expected by the respondents. Hence greater focus should be given to these attributes.

- PNB should adopt effective promotional strategies to increase the awareness level among the consumers.

- PNB should ask for their consumer feedback to know whether the consumers are really satisfied or dissatisfied with the service and product of the bank. If they are dissatisfied, then the reasons for dissatisfaction should be found out and should be corrected in future.

- The PNB brand name has earned a lot of goodwill and enjoys high brand equity. As there is intense competition, PNB should work hard to maintain its position and offer better service and products to consumers.

- The bank should try to increase the Brand image through performance and service then, only the customers will be satisfied.

- Majority of the people find banking important in their life, so PNB should employ the strategies to convert the want into need which will enrich their business.

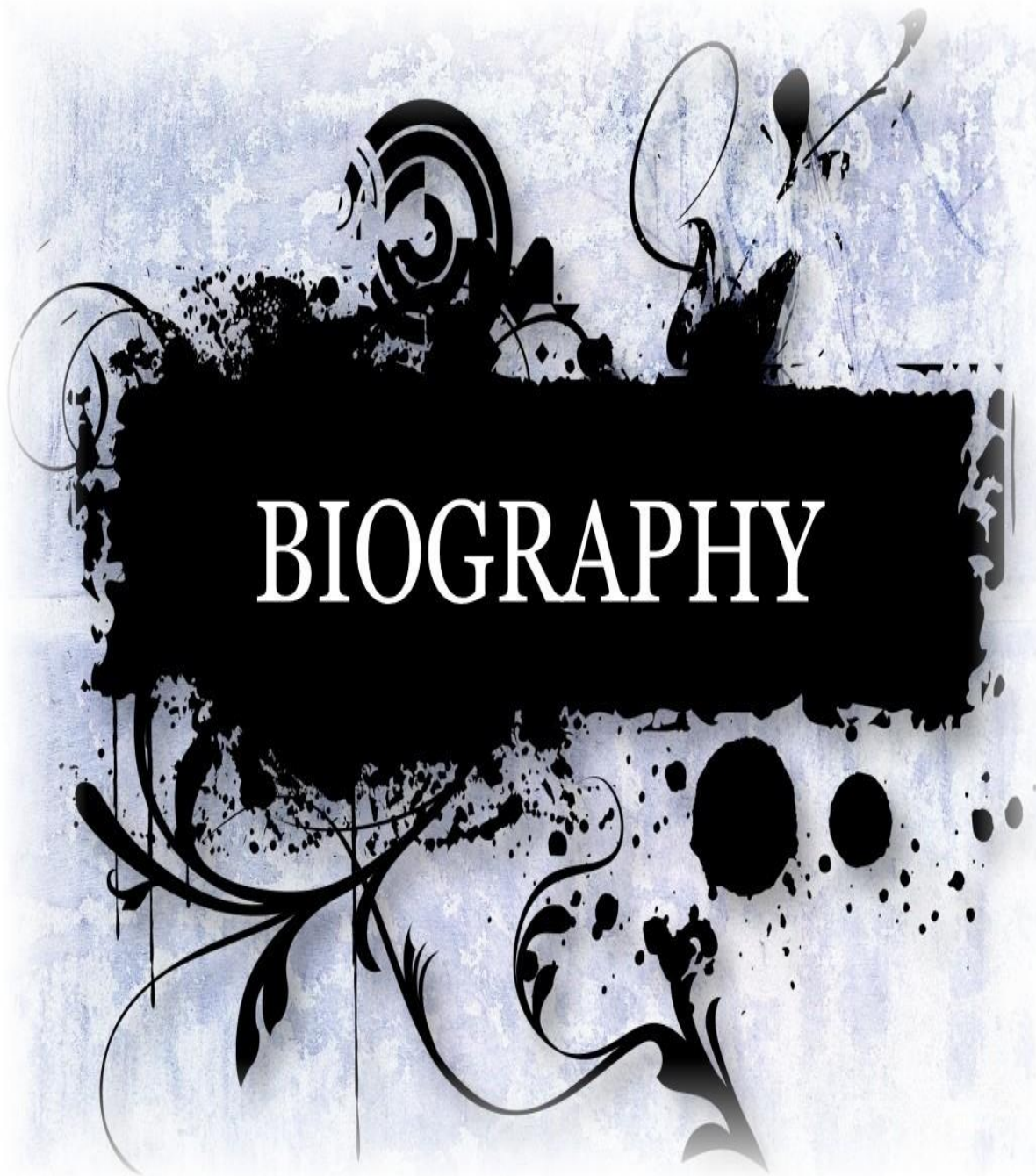
In short, I would like to say that the very act of the concerned management of critically examining consumer satisfaction towards financial products and services of the company is a step in their continual mission of making allround improvements as a means of progress.

REFERENCES

There was an immense need and flow of the information. While conducting the analysis as well as while writing the report, which was gathered through various sources mentioned below: -

CHAPTER NO:- 6

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[Jeevaraj/0bff7dc4415afa257bf00a1150ff587e14e0176e#paper-header](https://www.semanticscholar.org/paper/A-STUDY-ON-CUSTOMER-SATISFACTION-OF-E-BANKING-BY-Jeevaraj/0bff7dc4415afa257bf00a1150ff587e14e0176e#paper-header)

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CHAPTER NO:- 7

ANNEXURE



Q 1 :- NAME _____

Q 2:- AGE

- 10 – 20
- 20 – 30
- 30 – 40
- 40 – 50
- 50 & Above

Q 3:- Gender

- Male
- Female
- Prefer not to say

Q 4 :- Education Qualification

- Under Graduate
- Graduate
- Post Graduate
- Educated

Q 5:- Married Status

- Married
- Unmarried
- Prefer Not To Say

Before starting the questionnaire the age Group, Gender and Occupations.

1) Which A/c do you have in Punjab National Bank.

- a) CASA
- b) Term Deposit
- c) Other

2) From how long do you have any A/c in PNB.

- a) Less than 1 year's
- b) 1 to 3 year's
- c) 3 to 5 year's
- d) More than 5 year's

3) Did you use any service from PNB during lockdown.

- a) Yes
- b) No
- c) Maybe

4) If yes, which service did you use.

- a) opinion poll

5) How was your overall Experience.

- a) Opinion poll

6) Did you face any problem to operating your PNB bank A/c.

a) Yes

b) No

c) Maybe

7) If yes, what was the problem.

a) Opinion poll

8) Did you ever use PNB mobile application on website.

a) Yes

b) No