

A PROJECT REPORT ON

“The Study On Financial Service Of SBI Bank”

A Project Submitted to

University of Mumbai for Partial Completion of the Degree
of Bachelor in Commerce (Banking and insurance) Under
the Faculty of Commerce

By

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Under the Guidance of

‘ASST. PROF. DR. KISHOR CHAUHAN’

JNAN VIKAS MANDAL’S

Mohanlal Raichand Mehta College of Commerce

Diwali Maa College of Science

Amritlal Raichand Mehta College of Arts

Dr. R.T. Doshi College of Computer Science

NAAC Re-Accredited Grade 'A+' (CGPA : 3.31) (3rd Cycle)

Sector-19, Airoli, Navi Mumbai, Maharashtra 400708



FEBRUARY, 2024.



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CERTIFICATE

This is to certify that **MR.** _____ has worked and duly completed his Project work for the degree os Bachelor in Commerce (Banking and insurance) under the Faculty of Commerce in the subject of **BANKING** and his project is,“ _____”. 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 **MR. Vighnesh Londhe** here by, declare that the work embodied in this project work titled “**The Study On Financial Service Of SBI Bank**” forms my own contribution to the research work carried out by me under the guidance of **ASST. PROF. DR. KISHOR CHAUHAN** is a result of my own research work and has been previously submitted to any other University for any other Degree/ Diploma 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 further declare that all information of this document has been obtained and presented in accordance with academic rules and ethical conduct.

(Vighnesh Londhe)

Certified by:

ASST. PROF. DR. KISHOR CHAUHAN.

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CHAPTER 1
INTRODUCTION

1.1 EXECUTIVE SUMMARY

This report includes a study on SBI Bank's financial services. It was established in Calcutta in June 1806 as the Calcutta Bank. It was then re-incorporated as the Bank of Bengal on January 2, 1809. The first joint-stock bank in British India. Later, Bank of Madras, Bank of Bombay and Bank of Bengal merged to form Imperial Bank and on January 27, 1991, State Bank of India.



The original logo of State Bank of India was adopted in July 1955 and it was incorporated on July 1, 1955. The banyan tree in the logo indicates that this bank has strong roots and can spread in all directions.

The current logo of State Bank of India is a blue circle with a small indentation at the bottom. Designed by Shekhar Kamat, an alumnus of Ahmedabad National University.



design. The logo consists of a vertical line with a small circle and a keyhole on a blue background.

, a symbol of security, strength, and security. The inspiration for this design is also said to have come from Kankaria Lake in Ahmedabad city.

Currently, State Bank of India is a multinational public sector bank in India. State Bank of India is her second largest bank in India. It's also the 43rd largest bank in the world. On July 1, 1955, the War State Bank of India was established. The head office of State Bank of India is located in Mumbai, Maharashtra. It's India's largest banking and financial services company with assets of Rs 20,480 crore and over 24,000 branches, including 191 overseas offices in 36 countries.

State Bank of India offers a wide range of services including rural banking, NRI services, ATM services, demat services, internet banking, mobile banking, cash deposit ATMs, locker facilities, etc.

The State Bank of India (SBI) is a leading public sector bank with a comprehensive presence in India and international markets. As of my last knowledge update in January 2022, here's a concise executive summary of SBI:

SBI, established in 1806, plays a crucial role in the Indian banking sector. It offers a diverse range of banking and financial services, including retail and corporate banking, asset management, and insurance. With a vast network of branches, ATMs, and digital channels, SBI is committed to financial inclusion and providing accessible services to a wide customer base. As a key player in India's economic development, SBI focuses on innovation, customer-

centricity, and sustainable banking practices to maintain its position as a trusted financial institution

SBI, being a government-owned entity, operates with a dual objective of profit maximization and public welfare. The bank actively participates in government initiatives, such as Pradhan Mantri Jan Dhan Yojana, to promote financial inclusion. It has a strong emphasis on technology integration, evident through its digital banking platforms and initiatives.

SBI's global presence extends to numerous countries, catering to the banking needs of diverse communities. The bank is known for its robust risk management practices and adherence to regulatory guidelines. SBI's financial performance is a key indicator of the health of India's banking sector, and its strategies often influence the broader financial landscape in the country

SBI is recognized for its role in supporting key sectors of the economy, including agriculture, small and medium enterprises (SMEs), and infrastructure projects. The bank provides various loan products and financial solutions tailored to the specific needs of these sectors, contributing significantly to India's economic development.

As a socially responsible institution, SBI engages in various corporate social responsibility (CSR) initiatives, addressing education, healthcare, and environmental sustainability. The bank's leadership and governance structure emphasize transparency and accountability, aligning with global best practices.

In recent years, SBI has adapted to the evolving financial landscape by investing in technology, enhancing its digital banking capabilities, and exploring innovations such as blockchain. This adaptability reflects the bank's commitment to staying at the forefront of the financial industry and meeting the changing expectations of its customers

SBI's financial inclusion initiatives extend to rural and underserved areas, fostering economic empowerment through services like microfinance and self-help groups. The bank actively participates in government schemes to uplift marginalized communities and promote inclusive growth.

In terms of international operations, SBI's global footprint involves a network of branches, subsidiaries, and joint ventures. This international presence not only serves the Indian diaspora but also contributes to the bank's overall business diversification and resilience.

SBI's focus on sustainable banking practices includes responsible lending, green banking initiatives, and adherence to environmental and social standards. This commitment aligns with global sustainability goals and reflects the bank's awareness of its environmental and social impact.

CHAPTER 2
RESEARCH AND DEVELOPMENT

2.1 Objective of study:

The State Bank of India (SBI) has various objectives, including promoting economic development, facilitating financial inclusion, and providing efficient banking services to diverse segments of the population. SBI aims to contribute to the overall growth of the country by offering a wide range of financial products and services while maintaining financial stability and customer satisfaction

The objective is to take a closer look at the financial services provided by State Bank of India. Find out how financial services work. What are the advantages and disadvantages of financial services In this research paper, we will take a deep dive into financial services. SBI Bank's financial services include the following

1. How does SBI Bank work?
2. What kind of financial services does SBI Bank provide?
3. loan
4. Deposit
5. Stocks and stock prices of SBI Bank, etc.

Hypothesis

H1: Customers are satisfied with SBI Bank. H0: Customers are not satisfied with SBI Bank.

H1: The average monthly account maintenance fees charged by SBI Bank are higher than the industry average.

H0: The average monthly account maintenance fees charged by SBI Bank are equal to the industry average.

H1: The average credit card processing time at SBI Bank is greater than 3 business days.

H0: The average credit card processing time at SBI Bank is equal to 3 business days

2.2 Scope of study:

SBI Bank offers a variety of products and services tailored to people's needs. The company targets not only individuals but also corporations and small and medium-sized enterprises. For individuals, the company establishes accounts, investment and retirement plans, and various types of loans and cards to assist customers. You can choose from a wide variety of products to suit your life stage and needs. The company offers a variety of customized solutions for organizations, including funded services, unfunded services, value-added services, and investment funds. These affordable plans not only provide long-term value for your employees, but also help increase your company's value. Our products are divided into different sections below

- Loans.
- Investments and Insurance.
- Forex and payment services.
- Cards.
- Customer centre.
- Deposits and accounts.

Banking is considered the lifeblood of the economy. Without banking services, transactions and business activities cannot be carried out smoothly. Banks are important distributors and guardians of liquid capital. The efficient functioning of the banking system contributes to the economic growth of the country through banks and benefits trade and commerce. banking transactions. It helps trade and industry in the following ways

- a) Bank deposits are safe. Valuables can be stored in a bank safe deposit box.
- b) Banks provide credit facilities to customers. Customers with bank accounts also enjoy high creditworthiness for business.

C) Banks Encourage People To Save And Save Habits. They Mobilize Savings And Investments. Your Product. Two Activities Have Been Cancelled. Thank You For Your Cooperation. Increase People's Savings And Investment Rates.

D) Banks Provide A Convenient And Secure Way To Transfer Money From One Place To Another And Facilitate Transactions And Transactions.

E) Lending/Borrowing/Combining/Using Bills Of Exchange, Checks, Interest/Dividend Coupons, Etc.

F) With The Help Of Bank 12 Business Studies, Foreign Trade Becomes Much Easier. It Accepts And Disburses Payments, Grants Loans, And Transacts Foreign Currencies.

Protects Importers From The Risk Of Losses Due To Exchange Rate Fluctuations. Issues Letters Of Credit And Provides Information On The Importer's Creditworthiness. It Can Also Be Used As A Reference For Customers.

G) Banks Cover The Financing Needs Of Small And Medium Enterprises In Economically Backward Regions.

H) Farmers And Artisans In Rural Areas Can Also Finance Their Activities Through Bank Loans.

I) Commercial Banks Provide Many Services To The Public Such As: B. Issuance Of Lockers, Traveler's And Gift Checks, And Payment Of Insurance Premiums.

Banking Is One Of The Most Exciting Industries Today. Just As Technology Is Transforming Banks, It Is Also Transforming Employees By Providing Learning Opportunities. India Still Has Huge Untapped Potential, RBI Is Working With The Government On Financial Integration Of Payment Banks, And Small Banking License Is Expected To Usher In A New Era Of Niche Banking Soon. . While The Growth Of The Private Sector And Its Multinational Banks Is Highly Dependent On The Performance Of Individuals And Banks As A Whole, The Growth Of Psus Is Highly Dependent On Seniority. Banks Have A Lot Of Leeway.

2.3 Limitation of the study:

Every job has its own limitations. A boundary is a level that a process cannot cross.

The limitations of this project are:

- The project was limited to two months.
- People think differently depending on their age, gender, income, etc.
- Research studies are authoritative, so savings accounts rarely exist. I was approved to study abroad.
- This research study was conducted only in a limited area (Mumbai city), so if the study area was expanded or changed, the results could be very different.
- Because the analysis can be very informative, some respondents may be biased in their answers.
- Human error occur during data analysis.
- The use of leverage means that not everyone can withdraw their deposits at the same time. This could lead to a bank run, leading to bank failures and recession.
- Individuals cannot compete with banks for higher interest rates on bonds of similar quality.
- Online services are more likely to commit fraud than fraudsters who visit physical branches.
- We need to stay ahead of the curve, so we need to invest in new ways to protect customer accounts.
- Less contact with customers, making it difficult to build personal relationships.

- Selling other offerings to customers is more difficult. Would you say you thought about this insurance/bank loan/service if you met the client in person The same thing happens online, but with less impact.
- The bank needs to hire her professional web developer and expensive computers to run the website.
- If your website is down, your customers will not be able to access their accounts. Depending on the borrower's immediate cash needs, the processing time required by busy bankers can be lengthy and unacceptable delays.
- Borrowers must have a good to very good credit rating in order to get a cheap bank loan. Credit-damaged borrowers should consider other credit sources

2.4 Significance of the study:



Customer satisfaction indicates how satisfied customers are with the products and services they receive from a particular agency. Satisfaction is determined not only by the quality and type of customer experience, but also by customer expectations. Receive or rely on one or more Agents, services, or products as a direct relationship with or under the direct influence of an Agent. A customer is a human service and is commonly referred to as a consumer or customer of a service.

Organizations with strong customer service and cultures place customers at the center of designing, planning, and delivering services. To determine customer expectations during planning, listen to the customer's design. When measuring performance, we focus on customer service delivery, activities, value and customer feedback.

You need to focus on customer needs. Justifying the existence of nonprofit organizations. Customers are entitled to high-quality service, and the provision of this benefits sleep companies. Additionally, our minimum standards exceed our customers' expectations of industry leaders. You are considered a valued partner in the design, service development and evaluation of Hindi. quality of service.

The following points are as follows:-

1. **Policy Development:** Research on SBI can inform policymakers about the bank's impact on the financial sector and broader economy, helping them formulate effective policies and regulations to ensure financial stability and promote economic growth.
2. **Financial Sector Analysis:** A study can contribute to a better understanding of the dynamics within the banking sector, assessing SBI's role, performance, and influence on market trends. This insight is valuable for investors, analysts, and financial institutions.
3. **Operational Efficiency:** Analyzing SBI's operations can provide insights into its efficiency, technological integration, and management practices. Recommendations based on such studies can guide the bank in optimizing its processes and enhancing customer service.
4. **Financial Inclusion Assessment:** Research on SBI's initiatives for financial inclusion, particularly in rural and underserved areas, can evaluate the effectiveness of these efforts, contributing to strategies aimed at improving inclusive banking practices.
5. **Risk Management Practices:** A study may focus on SBI's risk management strategies, helping identify areas for improvement and reinforcing the bank's resilience to economic fluctuations and potential challenges.
6. **Social and Economic Impact:** Understanding the social and economic impact of SBI's operations can shed light on how the bank contributes to employment, community development, and overall economic well-being.
7. **Technological Innovation:** Analyzing SBI's technological initiatives can provide insights into the bank's efforts to stay competitive in the digital era, fostering innovation and adapting to changing customer preferences.
8. **Customer Satisfaction:** Research on customer experiences and satisfaction with SBI's services can guide the bank in improving customer relations, tailoring products to meet customer needs, and enhancing overall service quality.



2.5 Types of Research:

That's impossible

Exploratory and descriptive experimental research.

Information sources include primary sources and secondary sources. A well-structured survey was created to capture respondents' perceptions of the survey.

There are various types of research, including:

1. **Basic Research:-** Basic research, is a form of scientific investigation that aims to improve understanding and knowledge of fundamental principles, often without immediate practical application.. The main focus of basic research is to expand the theoretical understanding of a topic and create a basis for future developments and innovations.
2. **Applied Research:-** Applied research is a type of scientific research that is conducted with the specific goal of solving a practical problem, addressing a pressing problem, or developing a new product or process. Unlike basic research, which is driven by curiosity and aims to expand general knowledge, applied research focuses on producing concrete, practical results.

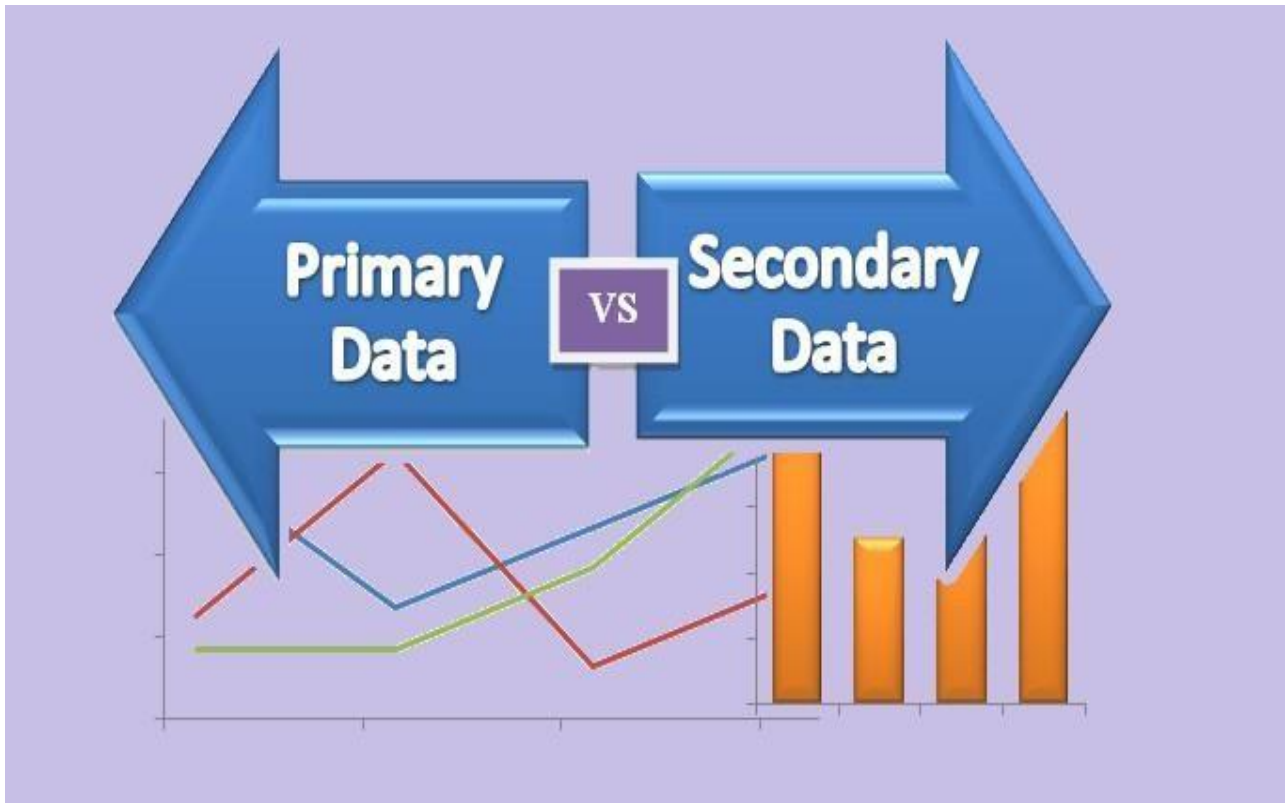
3. Quantitative Research :- Quantitative research is a systematic, empirical approach to scientific investigation that involves the collection and analysis of numerical data. In this type of research, researchers study phenomena using measurable and quantifiable variables, and the emphasis is on statistical analysis to draw conclusions.

4. Qualitative Research:- Qualitative research is an empirical research method that aims to understand and interpret the meanings, experiences, and perspectives of individuals or groups in their natural context. Unlike quantitative research, which is based on numerical data, qualitative research focuses on non-numeric information such as words, stories, images, and observations.

5. Experimental Research:- Experimental research is a scientific method of studying cause-and-effect relationships by manipulating one or more independent variables and observing their effects on a dependent variable. This type of research involves the systematic design and control of experiments to establish causal relationships between variables.

6. Descriptive Research:- Descriptive research is a method used in scientific research to observe, describe, and analyze the characteristics of a particular phenomenon. In contrast to experimental research, which aims to establish causal relationships, descriptive research focuses on providing a detailed description of an existing condition, behavior, or attitude.

7. Longitudinal Research:- A longitudinal study is a type of study that collects data from the same subjects or group over a long period of time. The main purpose of longitudinal research is to observe and analyze changes, developments, and trends in research participants over time.



2.7 Types of data:

The following data are as follows:-

1. Primary Data:

Primary data is direct data collected from the number of respondents. Here, a structured questionnaire was used to collect primary data through a survey.

1. Secondary Data:

Secondary data was collected from the Internet, books, magazines, and newspapers as project reports and other useful resources and information essential for the successful development of business indicators.

2.8 **Sample Size:**

A sample size of 100 people was selected for study.

2.9 **Sample method:**

1. Example method:

Random samples are used in research projects.

2. Data representation techniques and tools:

The display uses column charts and pie charts.



2.10 Data collection method.

1. Survey / Questionnaires.

A survey involves distributing a structured set of questions to a sample population with the goal of collecting standardized responses. These questions can be answered through a variety of media, including paper forms, online platforms, and in-person interviews. Surveys are valuable for obtaining an overview of opinions, attitudes, and behavior within a group, and are popular in fields such as market research, social science, and public opinion polling.

2. Interviews

Interviews involve individuals or groups having structured, semi-structured, or unstructured conversations to gather detailed information. This can be done in person, over the phone or via video conference

Interviews are valuable for gaining a deeper understanding of individuals' perspectives, motivations, and experiences. These are often used in qualitative research, social science, and when investigating complex or sensitive topics.

3. Experiments

Experiments involve manipulating variables in a controlled environment to observe effects and establish cause-and-effect relationships. This method is often used to test hypotheses and understand cause-and-effect relationships. Experiments are especially useful in the natural sciences, psychology, and certain social sciences, where controlled conditions are needed to establish causal relationships. Provides a structured approach to understanding the impact of specific variables on results.

4. Documents Analysis

Document analysis is the systematic examination and evaluation of documents or records to extract valuable information, insights, or patterns. This method is widely used in research, business, and various academic fields. In document analysis, researchers or analysts use written, visual, or electronic materials such as reports, articles, letters, emails, and other documents to gain a deeper understanding of a particular topic, issue, or phenomenon. Examine it carefully. This approach can reveal trends, historical context, or important details related to the research or analysis being conducted.

5. Case Study

A case study is an in-depth analysis or investigation of a particular person, group, event, or situation. Understanding the background, complexity, and consequences of a topic requires deep research. Case studies are commonly used in various fields such as business, education, medicine, and social sciences to explore real-world scenarios, identify patterns, and draw conclusions that can contribute to deeper understanding and problem-solving.

6. Observation

Observation is the process of closely and systematically observing or monitoring an object to gather information and gain insight. Senses such as sight and hearing are used to directly perceive and record actions, events, and phenomena. Observations can be structured or unstructured, depending on the purpose of the study or monitoring. This method is widely used in various fields such as scientific research, social sciences, education, and business to collect data about natural behaviors, interactions, or events in real-world environments.

7. Focus Groups

A focus group is a qualitative research method in which a small group (usually 6 to 12 people) meets to discuss a specific topic under the leadership of a moderator. Participants, selected according to certain criteria, exchange opinions, experiences, and perspectives in a group setting. The purpose is to generate insights, ideas, and detailed information on each topic.

Chapter 3

Literature Review

Literature Review

- To identify and fill research gaps, it is important to briefly assess previous research and research in related areas of the subject. If you have literature on financial services, you can find topics such as loan syndication, securitization, profitability, and productivity in merchant banking. However, less research has been conducted on the functionality of technology services.

- They also have the highest number of banking customers among electronic banks, which has a positive impact on the net profit and business per employee of these banks. Among all banks, it occupies the top position in providing banking services, followed by new private banks, which are much more efficient than other groups. The study also suggests several strategies to improve banking services.

- Upar R.K. (2010) studies the extent of electronic banking in the Indian banking sector from 2000 to 2007. The study concludes that among all ATM ID channels, the most effective banks do not have strong positions in the public and private sectors. is a new private bank, but with almost 50% of its average branches providing banking services, a foreign bank is sufficient.

- Abdul D.N.M.A. and Rozario F. (2009) investigate the impact of service and product quality on customer satisfaction.

- Literary Studies (abbreviated as Albert) provides an insight into the research that may have been carried out in India and is directly or indirectly related to the topic of the current research. Many studies are conducted from time to time to compare different types of banks operating in India on the basis of various performance/efficiency parameters.

- The Indian banking sector has emerged as a growth engine mainly due to technological advancements that lead to lower productivity.

- Modern banks (foreign banks and new private banks) performed significantly better than traditional banks (public banks and older private banks).

- Although the profitability of public sector banks has improved compared to private and foreign banks, they suffer from lower deposit-raising capacity, higher interest rates, less developed technology, and poor human resources and employment practices. I am suffering from a problem. Improvement may occur, performance may decline, and long-term survival may be compromised.

Indian banking services of State bank of India

A. Product and services of State Bank of India

State Bank of India Savings Account,
Current account, home loan, personal loan, real estate loan. gold loan,
Education loans, motorcycle loans, business loans, auto loans, cards, investment banking.
Balance inquiries, mobile banking, online banking, customer care, etc.

❖ Deposit Account

• Saving accounts:

SBI offers five types of savings accounts where account holders can earn up to 4% annually. Interest earned on account balances. You can also link your account to a MOD account to earn higher interest rates.

SBI Savings Account – Interest Rate 2023, Types, KYC (Know Your Customer), Required Documents.

State Bank of India offers various savings accounts for minors and adults. This includes sbi Basic Savings Account, Small Savings Account, Savings Plus Account, etc. On this page, you can check and compare current interest rates on SBI Savings Accounts.

Learn how to open SBI in 2023. Online or offline savings account, required documents and other details.

SBI Saving account interest Rate 2023.

SBI Saving Account Balance	Rates of Interest (p.a.)
Balance less than Rs. 10 Crore	2.70%
Balance Rs. 10 Crore and above	3.00%

State Bank of India has developed six savings account options for its customers.

Accounts are categorized to ensure inclusion of economically weaker sections of society (through Pradhan Mantri Jan Dhan Yojana) and enable them to better manage their finances. Minors are also eligible (SBI savings account for minors).

Types of SBI Saving Account
1. Basic Saving Account (under Pradhan Mantri Jan Dhan Yojana)
2. Basic Small Saving Account
3. Saving Account Bank
4. Saving Accounts for Minor
5. Saving Plus Account
6. Insta Plus Video KYC Saving Account

Types of SBI Saving Account-Features and Benefits

People should always open a savings account that suits their needs and provides maximum benefits. You should consider all the types of SBI savings accounts before choosing. The types of SBI savings account are as follows.

1. Basic Saving Account (under Pradhan Mantri Jan Dhan Yojana)

This SBI Savings Account essentially aims to empower the poorer sections of the society by giving them an opportunity to start saving.

Particular	Details
Minimum/Maximum Balance	No limit
Eligibility criteria	All individuals having valid KYC document
Monthly withdrawal limit	4 free monthly cash withdrawals (Both SBI & other bank's ATMs)
Cheque Book facility	Not Available
Debit cards	Basic Rupay ATM-cum-debit card; issued free of cost
Credit cards	Not provided
Other features	<ul style="list-style-type: none">• Safe Deposit Lockers (as per availability)• Nomination facility available and recommended

2. SBI Basic Small Savings Account

This savings account is aimed at the economically weaker sections of society and is specially designed for those who do not have valid identity documents and find it difficult to open a bank account.

Particulars	Details
Minimum/Maximum Balance	Nil/ Rs. 50,000
Eligibility Criteria	All individuals above 18 years of age who Don't have official KYC documents (Self-attested photo plus sign or thumb impression in presence of authorized branch officer)
ATM Charges	No annual maintenance charges
Monthly withdrawal limit	Rs. 10,000 (total of 4 withdrawals allowed)
Debit Card	Basic debit card Rupay; issued free of cost
Credit Card	Not provided
Other Features	<ul style="list-style-type: none"> • Zero Balance Savings Account • Transaction limit per month: Rs. 10,000 • Maximum credits allowed in a year: Rs. 1 lakh • Foreign remittance not allowed until officially valid KYC documentation is completed • Account facility not available at Personal Banking Branches (PBBs)/ Special Personalize Banking (SPB)/ Mid Corporate Group (MCG)/ Corporate Account Group (CAG) branches

3. SBI Regular Savings Bank Account

This account is usually provided to the applicant at the time of application for SBI Savings Account. This is a basic savings account that typically offers features such as SMS banking, internet banking, and credit cards. A valid KYC document is required to open this account.

Particulars	Details
Maximum Balance	No maximum limit
Eligibility Criteria	All individuals/Central/State Govt Departments PAN Card required to open an account
Cheque Book Facility	First 10 cheque leaves free in a financial year After that, Rs. 40+GST for 10 leaf cheque book Rs. 75+GST for 25 leaf cheque book
Debit Card	RuPay ATM-cum-debit card; personalized debit card also offered
Credit Card	As per terms & conditions
Other Features	<ul style="list-style-type: none">• Zero Balance Savings Account• No monthly average balance requirement• Can be opened online with a onetime branch visit• Internet banking and mobile banking available• Nomination is mandatory

4. SBI Savings Account for Minors

This SBI savings account is designed to help children learn about the importance of money and savings. It can also put your purchasing power to the test and learn how to better manage your finances in the future. Parent or guardian supervision is required to open and maintain this account.

Particulars	Details
Maximum Balance	Rs. 10 lakhs
Minimum Average Balance (MAB)	Not required
Transaction Limit	Mobile Banking: Rs. 2,000 per day Internet Banking: Rs. 5,000 per day
Eligibility Criteria	Pehla Kadam: Minor (jointly with parent/legal guardian) Pehli Udaan: Minors over 10 years of age who can uniformly sign (open only in the minor's name)
Cheque Book Facility	Provided
Debit Card	Provided; Photo ATM-cum-Debit Card
Credit Card	Not provided
Other Features	<ul style="list-style-type: none">• 2 cheque books available (Pehla Kadam & Pehli Udaan)• Viewing rights as well as transaction rights (per day transaction of Rs. 2,000 allowed in case of mobile banking)• Pehla Kadam has to be Issued to the parent/guardian singly or jointly with the minor• Pehli Udaan was to be Issued when a minor can sign uniformly• Auto Sweep facility provided minimum of Rs. 20,000 limits• E-Term Deposit option offered• Specially designed passbook issued free of cost

5. SBI Savings Plus Account

This account is a product of SBI Multi-Option Deposit Scheme.

Create a fixed deposit account and link it to your customer's savings or checking account. The term of this fixed deposit is from 1 to 5 years. This is intended to encourage investment habits.

Loans against MOD deposits are also provided to improve customers' financial management.

Particulars	Details
Balance	Min. Balance – Rs. 35,000 to be kept in MODS
Transaction Limit	Min. transfer of Rs. 10,000
Eligibility Criteria	All individuals with valid KYC documents
Cheque Book Facility	Provided with 25 free leaves per annum
Debit Card	ATM Card provided
Other Features	<ul style="list-style-type: none">• MODS-linked* account to encourage savings
	<ul style="list-style-type: none">• Surplus amount automatically converted into fixed deposits• Deposit period: 1-5 years• Loan against MOD deposits available

6. Insta Plus E-KYC Savings Account

This SBI savings account can be opened online via video KYC using only Aadhaar and PAN (physical) details. Applicants do not need to visit a bank branch for verification.

Particulars	Details
Debit Card	Rupay classic card
Eligibility	<ul style="list-style-type: none">• Literate resident Indians above 18 years of age who do not have a CIF/ active relationship with SBI• Aadhaar card and Pancard are mandatory with registered mobile number with Aadhaar
Other Features	<ul style="list-style-type: none">• Nomination is mandatory• SBI Quick Missed call facility, SMS alerts available• Allows fund transfer using NEFT, UPI, IMPS, etc. through YONO app or online SBI (internet banking)• Checkbook, debit/voucher transactions, or other signature-based services are not permitted in branches.

SBI Savings Account ATM Charges

Average Monthly Balance (AMB) in Savings Bank	Number of Free Transactions (per month)		
	Both Financial and Nonfinancial		Only Cash
	Other Bank ATMs		Our Bank ATM
	In 6 Metro Centres*	Other Centres	
Up to Rs. 25,000	3	5	5
Above Rs. 25,000 up to Rs.50,000	3	5	Unlimited
Above Rs.50,000 up to Rs.1,00,000	3	5	
Above Rs.1,00,000	Unlimited	Unlimited	
Charges of Financial Transactions Beyond the Set Limit (Per Txn.)	Rs. 20+GST	Rs. 10 +GST	
Charges for Non-financial Transactions Beyond the Set Limit (Per Txn.)	Rs. 8+GST	Rs. 5+GST	NIL

Eligibility Criteria To Open An Saving Account In SBI

State Bank of India has imposed the following requirements before opening a savings account.

Resident of India and he must be above 18 years of age and must not have any previous relationship with a bank.

Both your Permanent Account Number (PAN) and Aadhaar number must be up to date and linked to the mobile number registered in your name (PAN).

You can only open one Insta Savings Account at a time.

Note: Not applicable to Small Savings Account for Minors and SBI Savings Account.



Documents are required to open an SBI savings account. You must carry the original and a copy of each document when creating your account. Hand-certified copies of these documents must be included.

For Individuals

Proof of Identity (any of the following):

- Passport
- Voter id card
- Pan card
- Driving licence

Proof of Identity (one of the following)

- Credit Card Statement
- Pay Slip
- Income tax/wealth tax assessment order
- Electricity bill
- Telephone bill
- Account statement
- Letter from a reputable employer
- A letter from a recognized authority
- Ration card

How To Open SBI Saving Account

Potential customers have two options for opening a new SBI savings account. You can either do it online through the SBI YONO app or open it directly at a bank branch. What's interesting is that not all savings accounts can be opened online. Let's take a look at the different ways to open an SBI savings account.

How To Open an Saving Account in SBI Online

With SBI Mobile Banking, you can apply for a savings account online. Only NRE and NRO accounts can be opened with SBI Net Banking. The basic steps to open a new savings account with the SBI YONO app are as follows.

1. Install the SBI YONO app on your mobile phone (preferably using the same mobile number linked to Aadhaar).
2. Click “No branch visit” in “If you are new to SBI – Open a savings account” option.
3. Next, select Insta Plus Savings Account from the list of available savings account types.
4. Once you provide your Aadhaar and PAN, an OTP will be sent to your Aadhaar linked mobile number.
5. Provide OTP for verification
6. Next, arrange a video call and complete the video KYC (Keep Your Personal Information Confidentiality) process.
7. After verification, your account will be opened and you can start shopping immediately.

How To Open A SBI Saving Account Offline

Although it is possible to open an SBI savings account online, you may need to visit an SBI branch to open most accounts or upgrade your existing online account to a full-fledged savings account . The steps to open an offline SBI savings account are as follows

1. Visit any SBI branch and fill out the SBI Savings Account Application Form.
2. Enter the required information and select the type of account you want to open.
3. Please submit an authenticated copy of your PAN card and Aadhaar card.
4. Submit the form along with your deposit receipt (if paying in cash) or draft, and other documentation regarding your identity, employment, and address.
5. After thorough verification by bank staff, your account will be opened.

The bank will provide you with an SBI Savings Account welcome pack that includes an SBI ATM card, chequebook, and other documents for your future reference.

• Current accounts:

To meet customer needs and expectations, SBI offers eight types of current accounts with low maintenance fees. You can open an SBI current account with a minimum amount of Rs. 10,000 in the account.

❖ Loan

• Home loan

Over 3 million households in India need home loans and SBI has responded to this need.

SBI loans have no hidden charges and come with low fees and reasonable interest rates.

SBI offers home loans with interest rates starting from 8.75% per annum. The maximum loan period is 30 years, and the loan amount is up to 90% of the property value. State Bank of India offers various special home loan programs for those working in the armed forces, those employed by the government, unpaid employees, those purchasing greenhouses, and those residing in hilly and tribal areas. SBI Home Loan also offers 0.05% interest rate discount, home loan overdraft, balance transfer system, step-up loan, etc. for female customers.

SBI Home Loan Highlights	
Interest Rate	8.75% – 9.50% p.a.
Loan Amount	Up to 90% of property value
Loan Tenure	Up to 30 years
Processing Charges	NIL (during festive campaign between 4th Oct 2022 to 31st Jan 2023)

Note: Rates as of 30th December 2022

Types of SBI Home Loan

Regular home loan

Purpose: A term mortgage loan system that provides financing for the purchase of new or under-construction properties and used condominiums. SBI General Home Loan is a system that can be used by those who want to use a home construction loan to finance the construction of a home, or who want to use a home renovation loan to repair, rebuild, or expand their current home.

Tenure: Up To 30 Years

NRI Home Loan

Purpose: For Purchasing And Building Houses For Nris

Tenure: Up To 30 Years

Flexipay Mortgage

Purpose: To enable employed applicants to qualify for larger loans by allowing them to make lower interest payments early in the loan term and higher payments thereafter. With SBI Flexipay home loan, it is also possible to repay only the interest portion during the loan suspension period.

Tenure: Up to 30 years

• **Personal Loan**

SBI offers four different types of personal loans with tenors ranging from 1 to 5 years. His SBI personal loans with low interest rates are available to suit the financial needs of every account holder.

SBI personal loans are available with interest rates starting from 10.90% per annum. The loan amount is up to 2 million rupees and the loan period is up to 6 years. Additionally, SBI offers pension loans of up to Rs 14 million for a period of up to seven years. We also offer pre-approved personal loans with instant financing.

Several of SBI Personal Loans types

1. Personal Loan SBI Xpress Credit

Purpose: SBI offers a personal loan program called SBI Xpress Credit to payment account holders to assist with their financial needs.

Loan amount: up to 200,000 rupees

Term: 6 months to 6 years

1. SBI Pre-approved Personal Loan (PAPL SBI offered through YONO app)

Purpose: SBI Yono Pre-Approval Personal Loan is another name of this pre-approval personal loan scheme. It can be used by SBI YONO app users who have a savings account with the company.

Loan amount: up to 800,000 rupees

2. State bank of india Real Time Xpress Credit Personal Loan

Purpose: Xpress Credit's fully digital personal loans are available 24/7 and provide instant payments to government and defense package customers via the YONO app.

Loan amount:

- Minimum loan amount: Rs.25000/-
- Maximum loan amount: Rs 30,00,000/- RTXC and Rs 35,00,000/- RTXC Elite

Period: 6 months to 6 years

Fee: up to 0.75% of the loan amount

3. SBI Preapproved Personal Loan (PAPL SBI)

Purpose: Pre-approved instant retail loan program available 24x7 to selected customers on SBI YONO app.

4. SBI Quick Loan for Individuals

Purpose: Personal loans for employees who do not have SBI salary accounts.

Loan amount: up to 20,000,000

Period: 6 months to 6 years

Processing fee: 1.50% of loan amount (Rs 1,000-15,000) + GST

5. SBI Retirement Allowance

Purpose: SBI Retirement Loan Scheme is available to Union/State Pensioners, Defense Pensioners and Family Pensioners who receive their retirement benefits through SBI. These retirees can use the loan proceeds to meet their personal needs.

Loan Amount:

- For central/state government employees – up to 1.4 million
- Defense Forces pensioners – up to 1.4 million people
- For family pension recipients – up to 500,000

Term:

- Central and State Government Employees – Up to 5 years.
- For defense pensioners – up to 7 years.
- For family pensioners – up to 5 years.

➤ **Loan towards belongings:**

SBI offers two types of real estate loans: Real Estate Home Loan and Rent Plus. Customers can avail home loans on properties with low EMIs and flexible tenures. State Bank of India offers Personal Loan Against Real Estate (P-LAP) at 10.35% per annum for a tenure of up to 15 years. This mortgage is not approved for commercial or entrepreneurial purposes.

SBI LAP eligibility criteria

- Indian Resident
- Age: 18-70 years old



Required documents for SBI LAP

- Employer ID card
- A correctly completed utility form.
- Identity Proof: Aadhaar card, Pan card as well as Driving License, Passport and Voter ID Card.
- Proof of residence/address.

Ownership documents:

- Building permit
- Registered sale deed (suitable for Maharashtra)/stamped sale deed/assignment letter .
- Certificate of occupancy.
- Share certificate (preferably in Maharashtra)/utility bill/security bill/tax certificate of property.
- Bank statements or invoice receipts showing invoices to contractors.

Financial statements

- Charge your bank account for more than 6 months.
- If you have received a loan from another financial institution in the past, please provide one year's record of loan repayments and proof of income.

For employees:

- Income proof required for past 3 months.
- Form 16/ITR for last two years.

For Non-Employees:

- Proof of business.
- ITR for last 3 years
- Business license details
- Balance sheet/income statement for 3 years or more.
- TDS certificate

SBI account holders can avail gold home loans (ranging from Rs 20,000 to Rs 20,000) in the form of gold pledge. There will be a lot less paperwork and your hobby will be more affordable.

○ Business credit

SBI gives secured and unsecured business loan options to its customers. To easily accommodate your business needs, SBI offers hassle-free paperwork, competitive interest rates, and flexible tenure options.

SBI's Simplified Small Business Loan (SSBL) – December 2022	
Interest Rate	Linked to MCLR* as per business requirement
Nature of Loan	Dropline Overdraft Facility
Loan Amount	Rs. 10 lakh to Rs. 25 lakh**
Collateral Security	Minimum of 40%
Repayment Tenure	<ul style="list-style-type: none">• Cash Credit: Repayable on demand or To be renewed annually

	<ul style="list-style-type: none"> • Dropline Overdraft: From 12 months to 60 months (Reducing Dropline), including Moratorium of 3 months
Margin	10% that will be ensured via stocks and receivable statement
Unified Charges	Rs. 7,500 + taxes (Consisting of Processing Fee, and EM, Documentation, Inspection, Commitment and Remittance Charges)

SBI 1 year MCLR with effect from December 15, 2022 is 8.30%. Interest rates have been updated as of December 2022.

** (Min/Max) 10 times the average monthly checking account balance for the past 12 months. Up to Rs 250,000.

SSBL Eligibility Criteria by SBI

- 3+ years of experience as an accountant in the same region or location
- He has had a current account with any bank for at least 2 years
- You must own the building or have a valid rental agreement
- The minimum remaining term of rental property is 3 years. The average monthly balance for the past 12 months is at least Rs 10,000 (if the monthly base balance is Rs 10,000).
- Applicant must meet her Go/No Go criteria. If the parameters are unresponsive, you are not eligible for this financing program.
- Good credit and financial history

Applicants can also meet the eligibility criteria as per the Go/No Go criteria set by the bank. If the answer to any parameter is "no", the applicant is considered ineligible for the program and no exceptions will be granted.

❖ Education loan

There are 5 types of SBI education loans. SBI Education Loan allows customers to choose from leading educational institutions in India. The customer he has a loan amount of Rs.1.5 billion. We also offer student discounts. We are government owned and passionate about government initiatives in education. State Bank of India offers a variety of attractive programs for expatriates, local students, and students seeking skill development courses. SBI also provides education loans at attractive interest rates by determining the duration of the education loan with the students in mind.

State Bank of India is a multinational banking and financial services company owned by the Indian government. We are passionate about the government's commitment to education. State Bank of India offers a variety of attractive programs for expatriates, local students, and students seeking skill development courses. SBI also offers education loans at attractive interest rates and the tenure of education loans attracts the attention of students.



Sbi Education Loan Interest Rate

Important information about State Bank of India education loans are as follows:

SBI's 1-year MCLR is 8.55%.

The repayment period for an education loan is one year. A list of premium institutions can be found here.

The interest rates for various education loans are as follows.

Education Loan Scheme	Interest Rate
SBI Student Loan Scheme*	<p>Up to ₹ 7.50 Lakh 1Y MCLR + 2.00% Spread</p> <p>Above ₹ 7.50 Lakh** 1Y MCLR + 2.25% spread</p>

*0.50% discount for girls

**Students availing SBI Rinn Raksha or other bank favorable policies get her 0.50% discount

***Girls discount and SBI preferential policy will be discounted by 0.50 each

❖ Cards

Credit Cards

SBI offers a wide range of credit cards to its customers and offers various benefits in the form of cashbacks, reward points and welcome bonuses in categories such as lifestyle, travel and shopping.

Features and Benefits of SBI Credit Cards:

Various SBI credit cards are designed to cater to different customer requirements. Rewards span multiple categories such as travel, shopping, fuel, and groceries, and come in the form of bonuses, discounts, and cashback. However, all his SBI credit cards have some common benefits that can help you better manage your finances. They are listed as follows:

- **Direct Debit Facility:** SBI Credit Card allows you to pay your credit card bills and credit card balances from other issuers and transfer them as installments. The interest charged on balance transfers is lower than the interest and penalties applied to unpaid or minimum payments on credit cards. This helps you save on high interest rates on SBI cards and allows you to manage multiple cards easily.

- **Flexipay:** With SBI card you can convert transactions of Rs. 2,500 or more in a single EMI within 30 days of purchase.

- **Automatic payment of utility bills:** The Easy Bill Pay feature of SBI Credit Card allows you to easily pay your electricity, mobile, telephone and other utility bills. When you sign up for this offer, your bill will automatically be transferred to your credit card on the date you specify, so you can pay on time.

- **Instant access to cash:** With SBI Credit Card, you can easily access cash whenever you need it. The Easy Money feature allows you to request changes, check your available cash limit, and send money to your registered address.

Debit Card

SBI offers various types of debit cards that are specially customized to suit the needs of its customers. Each debit card offers different perks, flexible withdrawal limits, shopping and travel perks, and more.

❖ Banking

Balance Inquiry If you have an SBI account, you can instantly check your SBI account balance through SBI Net Banking, toll-free number, mobile banking, savings account, missed call service, SMS banking (SBI Quick), USSD, etc. receive.

SBI credit inquiry by toll-free number

Recently, SBI launched a toll-free number that can be used for balance inquiries, mini statements, ATM hotlist, etc. For balance inquiries, please call SBI toll-free number 18001234.

Since it is a toll-free number, there are no call charges or consultation fees. You can also call the toll-free number below to check your SBI account balance. 1800 2100

Mobile banking

SBI provides mobile banking facilities to its users through the SBI Anywhere Personal Banking app. With SBI Mobile Banking, you can check your account balance, make transfers, pay bills, etc.

SBI Mobile Banking App – SBI YONO And BHIM SBI Pay



SBI offers two mobile applications to its customers. SBI YONO and BHIM SBI PAY. YONO is a comprehensive app that provides all kinds of banking services to its users and BHIM SBI PAY provides easy his UPI based transaction options. Learn more about these apps.

Sbi Yono App

You can access this app using your debit card details or internet banking credentials. After creating an account on it, you can create an m-PIN for quick login. To register with SBI YONO, follow these steps:

SBI YONO Registration Flow

Step 1: Download SBI Yono from Google Play Store or App Store

Step 2: If Internet Banking is enabled, open the app and click Yes.

Step 3: Click Yes and you will be redirected to the login page. Please enter internet banking User ID and password to access Yono app

Step 4: If you do not have internet banking credentials, click No.

Step 5: Click on “He registers on YONO with bank card”.

Step 6: Enter your CIG number and account number in the fields provided. (It is listed in your bank passbook.)

Step 7: Enter OTP sent on your mobile number and submit

Step 8: Enter your bank card number and ATM PIN to generate a username and password.

Step 9: Create a password

What is m-pin?

To increase the convenience of our customers, we have introduced a new feature: H.M Pin. This is a 4-6 digit number specified by the customer. Instead of logging in with your username and password, you can enter this M-PIN to access your Internet banking services.

Services Available in SBI YONO

SBI YONO (You Only Need One App) is an all-in-one mobile service that doesn't require any other apps to manage your biggest banking transactions. Check the table below for the offers available using this application.

Particulars	Details
Account	View account stability anytime
YONO Pay	<ul style="list-style-type: none"> • 24×7 fund transfers • Quick financial institution to financial institution transfers as much as Rs. 10,000 • YONO Cash (Withdraw coins as much as Rs. 20,000/day at any SBI ATM with out ATM Card) • BHIM UPI (as much as Rs. 1 lakh/day the usage of UPI ID or QR Code) • Bill Payments (Credit Card Bill/ Prepaid Bill/ DTH Recharge/Other Bill Payments)
e-Deposits	Create new FD/RD (FD of minimal Rs. 1,000)
Cards	<ul style="list-style-type: none"> • View and manipulate credit score/debit cards • Pay credit score card bill • Request a brand new credit score card • Block or Activate Debit Card • Manage PIN
Loans	Check loans available (automobile loan, private loan, domestic loan, etc.)
Insurance	<ul style="list-style-type: none"> • Link present policy • Buy new policy • Retrieve Quote/Application
Investments	<ul style="list-style-type: none"> • Create a folio • Invest in Mutual Funds • Check New Fund Offers • Invest thru SBICAP Securities

Bhim Sbi Pay App

State Bank of India, through NPCI, collaborates with BHIM UPI to provide UPI-based paid services to its customers. Click here: [How to register for BHIM SBI UPI](#)

Bhim SBI Pay Features Include:

Particulars	Details
Availability	Android and iOS devices
Remittance or payment by	VPA, QR Code, Account No./IFSC, Aadhaar Number
Timings	24×7
Transaction Limit	Rs. 1 lakh per day or 10 transactions per day
Payment Types	Mobile recharge, post-paid bills, DTH recharge as well as Utility bills, etc.
Other Services	<ul style="list-style-type: none">• Meal ordering offers (using apps such as Swiggy, Fresh Menu)• Bus reservation• Book flights• Hotel reservations• Giving Opportunities

Net Banking

SBI offers net banking services to its customers, offering a great customer experience where they can easily check their account balances, transfer money in and out of the bank, etc.

What Services Are Available With SBI Net Banking

In order to keep up with the changing times and ensure that customers continue to receive quality services, SBI has introduced internet banking facility. Customers with SBI Savings Account can apply for her SBI Net Banking facility to carry out financial transactions from the comfort of their home or office.

With SBI Net Banking, account openers can make the following settings.

Account Details	Account Statement	Last 10 Transactions
Nominations and PAN details	CIBIL scores check	change login password
Update profile details	Update bank account Aadhar	<u>NPS payments</u>
transfer of funds within SBI	transfer of funds outside of SBI	Donation
Demand Draft Request	SBI collect	SBI M- cash
Western Union Money Transfers	View/Add Biller	Mobile recharges
SBI Life insurance Premium Payment	SBI General insurance Premium Payment	<u>SBI MF SIP Registry</u>
Insurance of Fixed Deposit	Investment certificates	Interest on fixed deposit
Pay Taxes	View Form 26AS	e-Filing/e-Verify Income Tax
<u>ATM Card Services</u>	Sovereign Gold Bond	Online Locker



How to join SBI Net Banking

When you open a bank account with SBI, you can self-register for net banking facility for individual account holders using SBI ATM card. For joint accounts, you will need to contact your bank to complete the process.

1. Access SBI Net Banking Portal.
2. Click the New User Registration/Activation link.

If you have already received a pre-printed kit from the INB Facility Activation Branch, please do not proceed with this link. On the normal login screen, you can enter the user ID and password specified in the PPK.

3. If you are registering as a new user, select New User Registration from the drop-down menu and click Next.
4. A user-controlled registration form will appear as shown on the screen. 5. Enter the details like account number, CIF number, branch code, country, registered mobile number etc. from your passbook.
6. Select the internet banking features you require.

7. Enter the captcha code and click Send.
8. Enter the received OTP in your mobile number and click on “Confirm”. If you have an ATM card, you can complete your account setup and start internet banking.
9. Select the ATM Card option and click Submit. Note: If you do not have an ATM card, your branch will activate internet banking services for you.
10. You will be redirected to the debit card verification page and asked to verify your ATM credentials. Enter your bank card details and click on Next.
11. You will have to generate a permanent username.
12. Create a login password using special characters. Passwords must consist of uppercase and lowercase letters, numbers, and special characters.
13. Re-enter your password to confirm and click Submit.
14. Registration is complete and you can now log in to your Internet Banking service with your fixed username and password.

An advertisement for SBI Phone Banking. It features the SBI logo in the top left corner. The main text reads "SBI Phone Banking" in large white letters. Below this, three toll-free numbers are listed in yellow: "1800-11-22-11 (Toll-free)", "1800-425-3800 (Toll-free)", and "080-26599990". On the right side, there is a central illustration of a customer service representative wearing a headset, surrounded by a circular arrangement of icons representing various services: a smartphone, a group of people, a speech bubble, a Wi-Fi signal, a person, a handshake, a globe, and a head with a gear. The bottom right corner of the advertisement includes the "paisabazaar.com" logo.

SBI

SBI Phone Banking

1800-11-22-11 (Toll-free)
1800-425-3800 (Toll-free)
080-26599990

paisabazaar.com

Customer Support

SBI account holders have access to customer support facilities like queries, complaints and feedback. Customers can contact him 24/7 by SMS, email, or toll-free number.

State Bank Of India (SBI) Customer Services: 24 X 7 Toll- Free Number

Account holders can call SBI Customer Care toll-free number 24/7 for any questions, queries, feedback or complaints. The bank has toll-free numbers for customer support service.

1800 1234

1800 2100

1800 425 3800

1800 11 2211

Banks also provide toll numbers to their customers.

080-26599990

This number can also be used internationally.



❖ Ifsc code

India's SBI Financial System Code (IFSC) is an 11-digit alphanumeric code used to identify bank branches and establishments. NEFT or RTGS transactions.

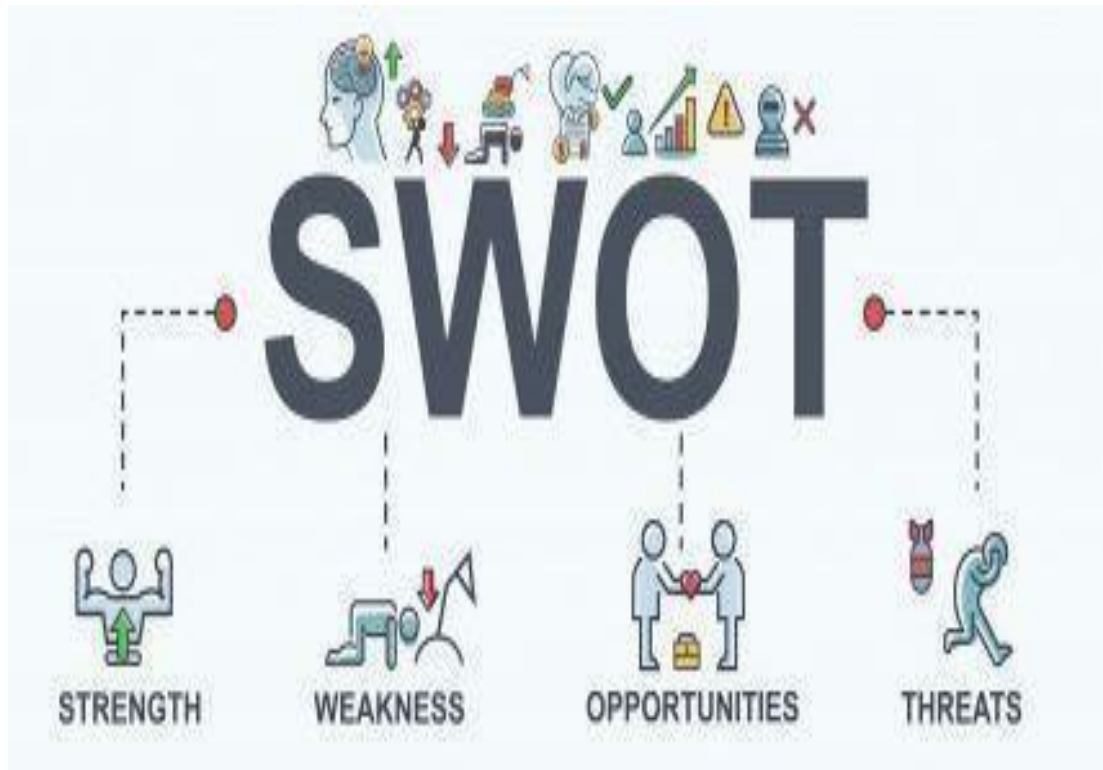
What Is SBI's Ifsc Code

SBI IFSC code is a unique 11-digit alphanumeric code specially designed for online money transfers. This code is uniquely assigned by the Reserve Bank of India (RBI) to all his SBI branches as it helps in processing all remittances through NEFT, RTGS and IMPS. His IFSC code of his bank can be found on the cover of the chequebook provided by the bank and in the account holder's passbook.

Benefits Of SBI Ifsc Code

SBI Bank IFSC code has the following advantages:

- Reduce remittance errors
- State Bank of India IFSC code helps in identifying bank branches in India
- Supports electronic money transfers via NEFT, RTGS, IMPS



SWOT analysis

SWOT analysis is a powerful technique for understanding strengths and weaknesses and identifying opportunities and threats. From a business perspective, it helps you capture a sustainable market niche. When used in a personal context, it can help you develop your career in a way that maximizes your talents, skills, and opportunities.

SWOT Analysis of State Bank of India

❖ Strength

- The right strategy for right product.
- Superior customer service compared to competitors
- Good brand image
- Products must be certified.
- High customer satisfaction
- It's a comfortable workplace.
- Reduced response time through efficient and effective services of State Bank of India.
- Enthusiastic employees who want to pursue a long-term career in this field.

❖ Weakness

- Supply gaps exist in certain sectors.
- Customer service representatives need training.
- Processes, systems, etc.
- Management is not adequately covered.
- Industry growth is constrained by low unemployment and competition for talent.

CHAPTER: 4
DATA Tabulation

1. Gender

Male	40%
Female	60%

1. Age Group

Below 18	5.5%
19 - 30	78.2%
31 – 45	9.1%
45 - 60	5.5%
Above 60	1.8%

2. Education

Post Graduation	18.2%
Graduation	30.9%
Under Graduation	50.9%

3. Occupation

Student	65.5%
Business	10.9%
Salaried	21.8%
Retired	1.8%

5. Martial Status

Married	18.2%
Unmarried	81.8%

6. Are You A Bank Account Holder

Yes	90.7%
No	9.3%

7. How Much You Earn In A Year.

Less than 50 thousand	55.6%
50 thousand – 1 lakhs	7.4%
1 lakhs – 1.50 lakhs	9.3%
1.50 lakhs – 2 lakhs	0.8%
2 lakhs – 3 lakhs	7.4%
Above 3 lakhs	20.4%

8. Do You Have An Account With Any Bank

HDFC	14.5%
State bank of India	61.8%
IndusInd Bank	1.8%
Others	21.8%

9. What kind of accounts do you have

Fixed Deposit Account	9.1%
Saving Account	83.6%
Current Account	7.3%
Others	0.1%

10. Does The State Bank Of India Offer A Mobile Banking App

Yes	80%
No	10.9%
Maybe	9.1%
Can't Say	0

11. Do You Use Financial Service Other Than Banking Products

Yes	76.4%
No	16.4%
Maybe	7.3%

12. Does Your Bank Offer All Basic Services Online Or Does It Require Long Time

Provide	75.9%
Maybe	22.2%
Can't Say	1.9%
Do not Provide	0

13. Is Your Bank Updating All Financial Transaction

Yes	87%
No	9.3%
Maybe	3.7%

14. Does The Bank Issue An Annual Statement Each Year.

Yes	77.8%
No	11.1%
Maybe	11.1%

15. Did You Get A Loan From State Bank Of India

Yes	75.5%
No	24.5%

16. What Is The Interest Rate For The Installment Payment.

Less Than 10%	68.5%
11% to 13%	20.4%
14% to 17%	9.3%
More than 18%	1.9%

17. Are You Satisfied With Your Banking Service

Agree	44.4%
Strongly Agree	48.1%
Neutral	5.6%
Disagree	1.9%
Strongly Disagree	0

18. Do You Trust Your Bank

Yes	88.9%
No	3.7%
Maybe	7.4%

19. Which SBI Service Would You Consider Most Essential For Your Financial Needs

Home Loan	24.1%
Credit Loan	11.1%
Personal Loan	24.1%
Investment Opportunities	40.7%

20. What, In Your View, Is The Key Benefit Of Using SBI's Mobile Banking App

User-friendly Interface	47.2%
Securities Features	45.3%
Variety of Services	7.5%
Integration with other apps	0

21. In Your Opinion, What Should Be The Top Priority For SBI In Improving Its Digital Banking Experience

Enhanced Cybersecurity	38.9%
User-Friendly Interface	40.7%
Faster transaction Speed	20.4%
Integration with third party apps	0

22. How satisfied are you with the level of innovation and modernization in SBI's financial services

Highly Satisfied	64.8%
Satisfied	22.2%
Neutral	13%
Dissatisfied	0

23. How important is SBI's commitment to data privacy and security in your decision to use their online services

Extremely Important	64.8%
Important	24.1%
Neutral	9.3%
Not Important	1.9%

24. In Your Opinion, How Well Does SBI Adapt To Changing Financial Trends And Customer Preferences

Very well	61.1%
Adequately	31.5%
Needs Improvement	3.7%
Poorly	3.7%

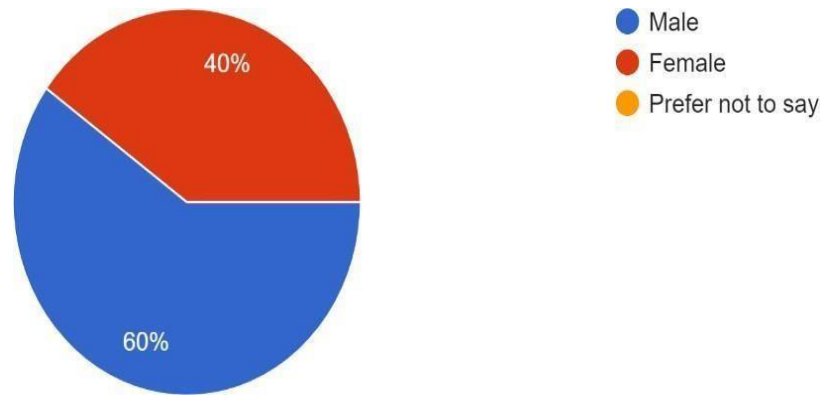
25. What Is Your Perception Of Sbi's Role In Promoting Financial Literacy Among Young Adults

Highly Supportive	52.7%
Supportive	30.9%
Neutral	12.7%
Not Supportive	3.6%

CHAPTER: 5

Data Analysis Interpretation and Presentation

1. GENDER

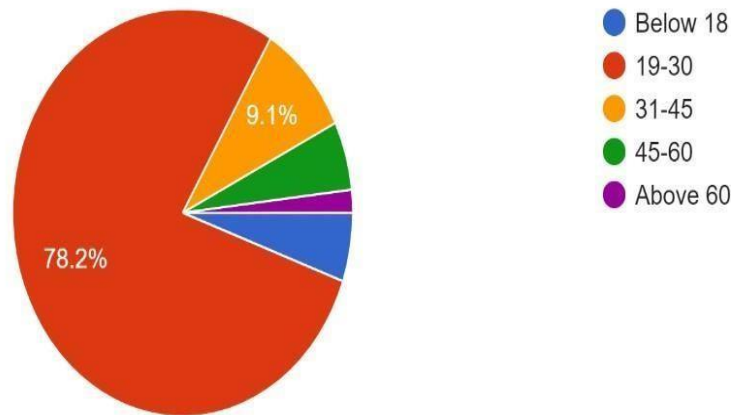


Interpretation

From the Above Data

- 40% FEMALE
- 60% MALE

2.) Age Group

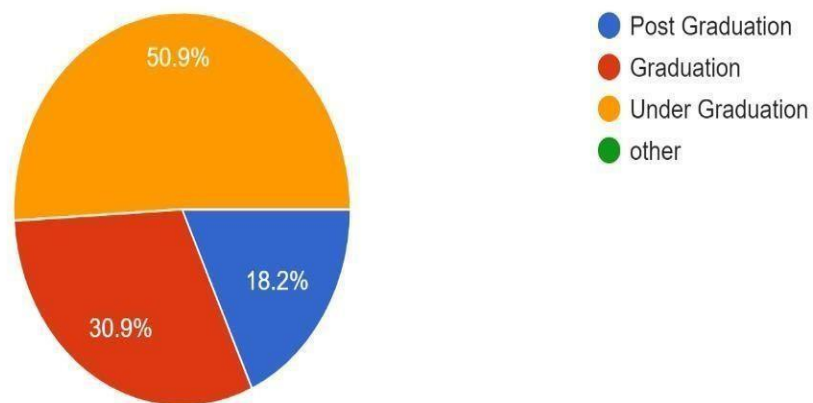


Interpretation

From the Above Data

- 78.2% 19-30
- 9.1% 31-45

3.) Education

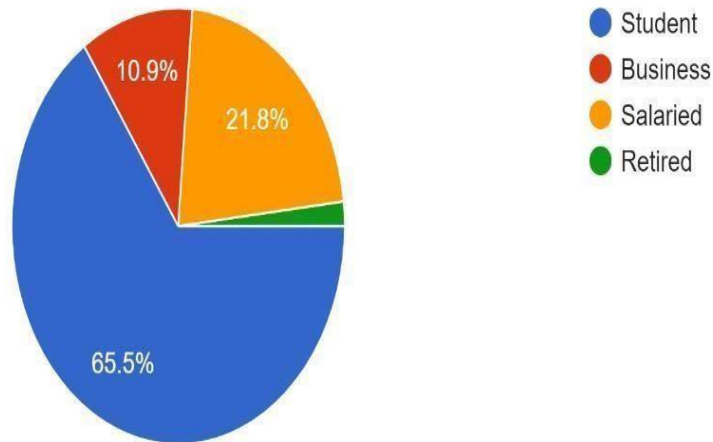


Interpretation

From the Above Data

- 18.2% Post Graduation
- 30.9% Graduation
- 50.9% Under Graduation

4.) Occupation

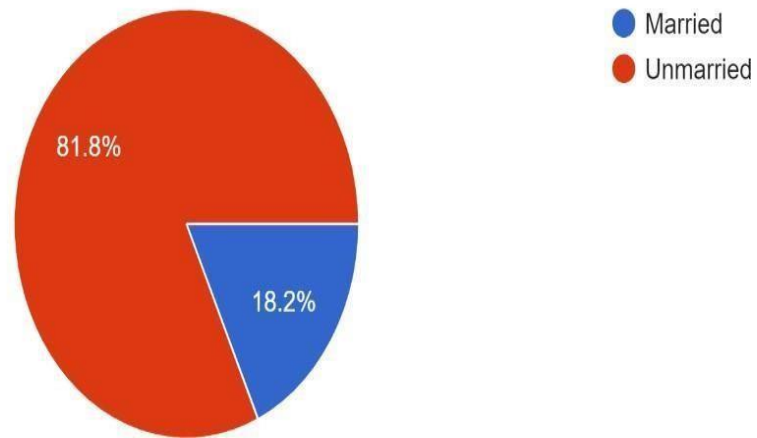


Interpretation

From the Above Data

- 65.5% Student
- 10.9% Business
- 21.8% Salaried

5.) Martial status

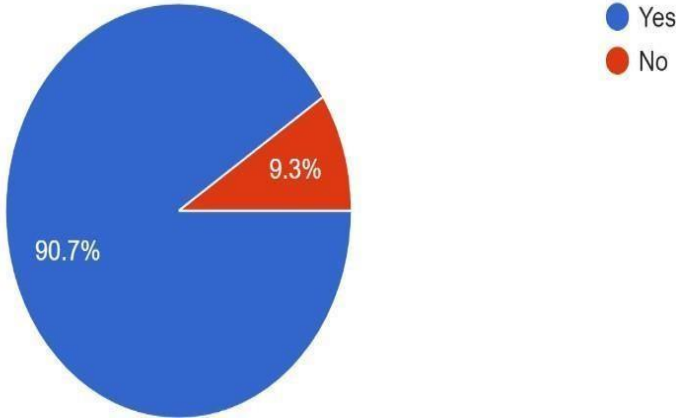


Interpretation

From the Above Data

- 81.8% Married
- 18.2% Unmarried

6.) Are You A Bank Account Holder

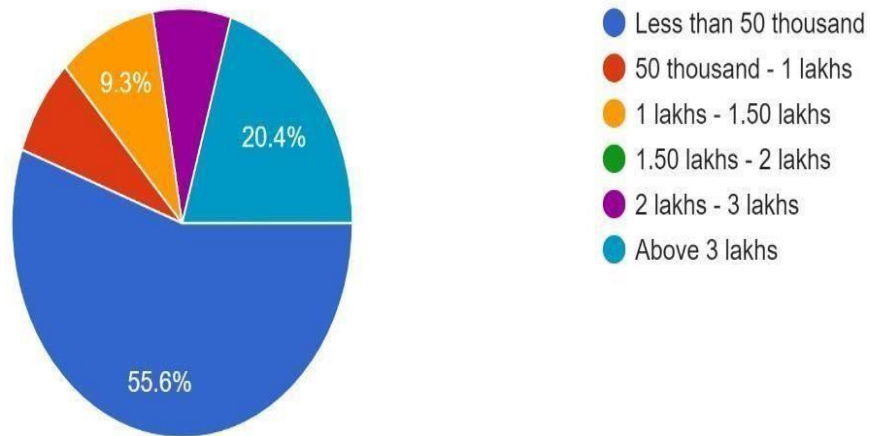


Interpretation

From the Above Data

- 90.7% YES
- 9.3% NO

7.) How Much You Earn In A Year

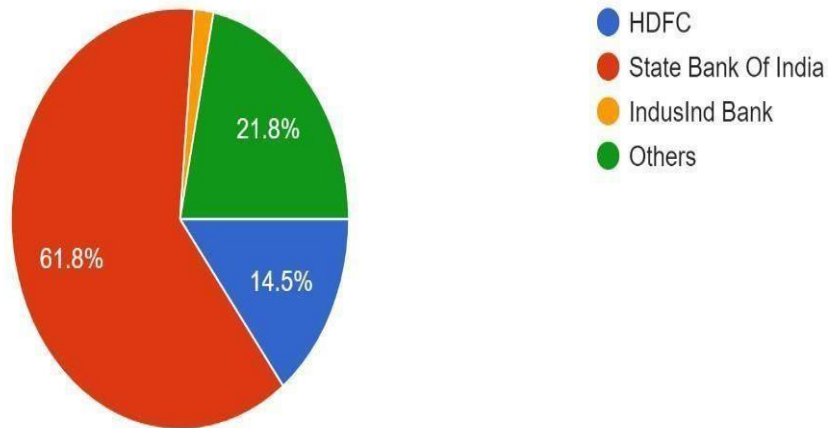


Interpretation

From the Above Data

- 55.6% Less than 50 thousand
- 20.4% Above 3 Lakhs
- 9.3% 1 lakhs – 1.50 lakhs

8.) Do You Have An Account With Your Bank

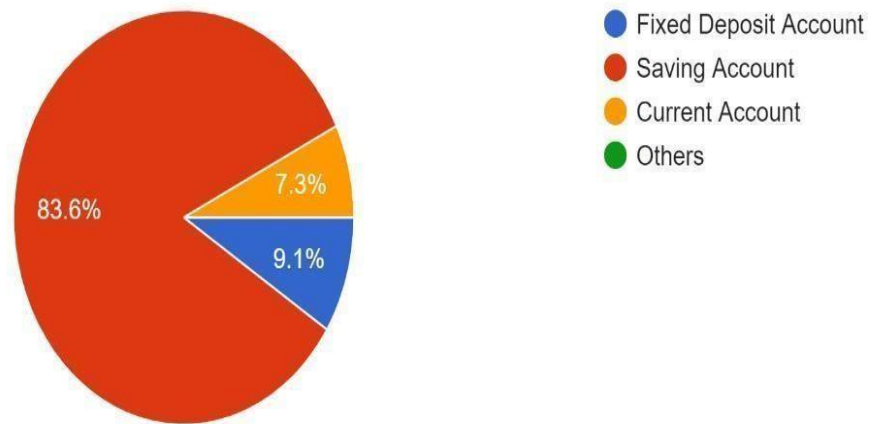


Interpretation

From the Above Data

- 61.8% State Bank Of India
- 14.5% HDFC
- 21.8% Others

9.) What Kind Of Account Do You Have

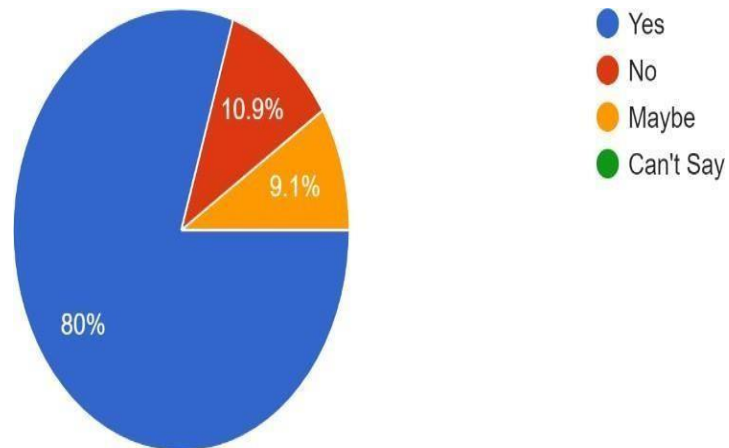


Interpretation

From the Above Data

- 83.6% Saving Account
- 9.1% Fixed Deposit Account
- 7.3% Current Account

10.) Does The State Bank Of India Offer A Mobile Banking App

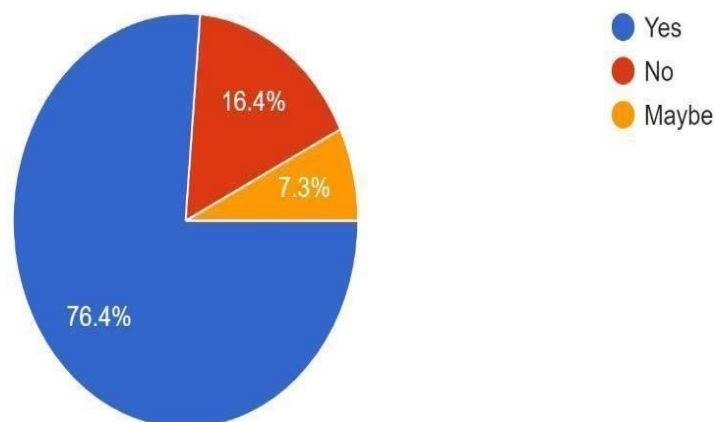


Interpretation

From the Above Data

- 80% YES
- 10.9% NO
- 9.1% MAYBE

11.) Do You Use Financial Services Other Than Banking Products

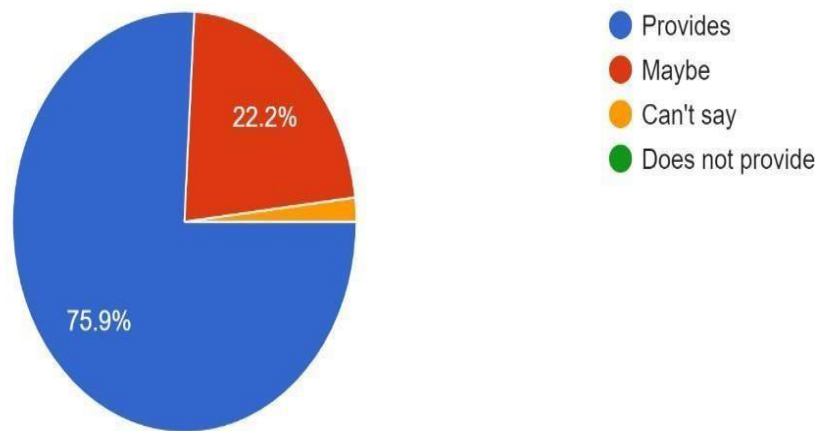


Interpretation

From the Above Data

- 76.4% YES
- 16.4% NO
- 7.3% MAYBE

12.) Does Your Bank Offer All Basic Services Online Or Does It Require A Long Time

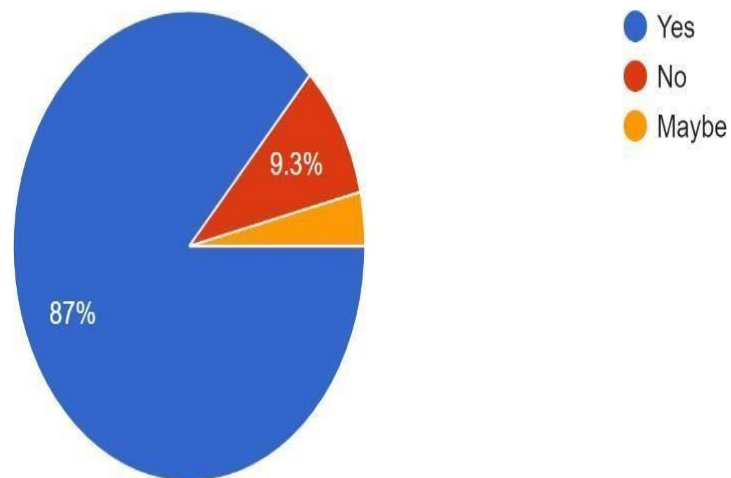


Interpretation

From the Above Data

- 75.9% PROVIDES
- 22.2% MAYBE

13.) Is Your Bank Updating All Financial Transaction

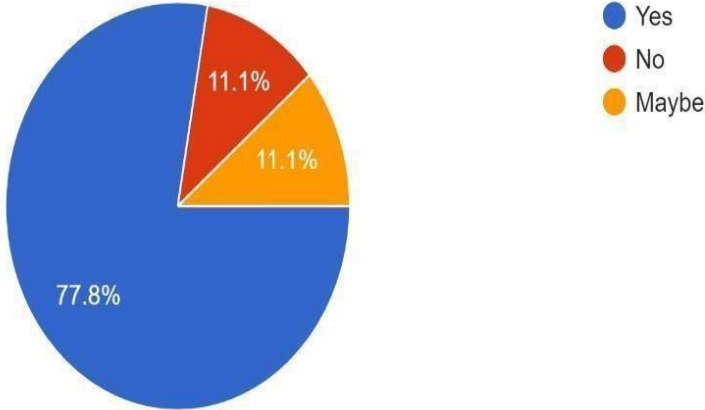


Interpretation

From the Above Data

- 87% YES
- 9.3% NO

14) Does The Bank Issue An Annual Statement Each Year

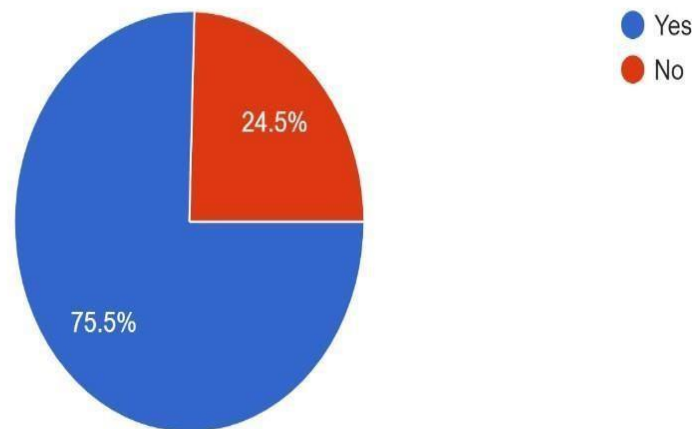


Interpretation

From the Above Data

- 77.8% YES
- 11.1% NO
- 11.1% MAYBE

15) Did You Get A Loan From State Bank Of India

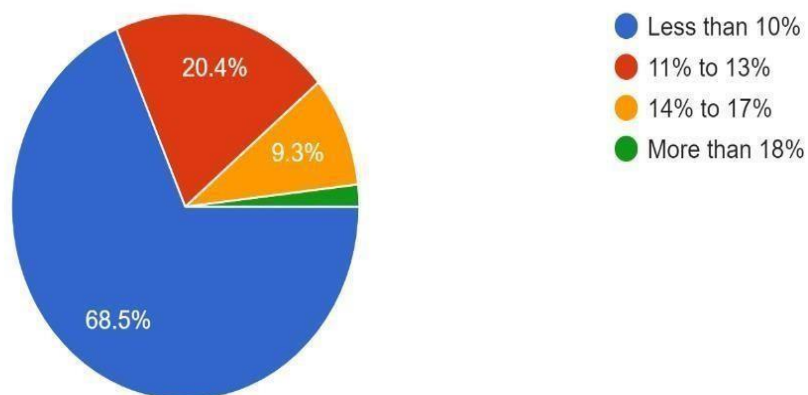


Interpretation

From the Above Data

- 75.5% YES
- 24.5% NO

16.) What Is The Interest Rate For The Instalment Payment

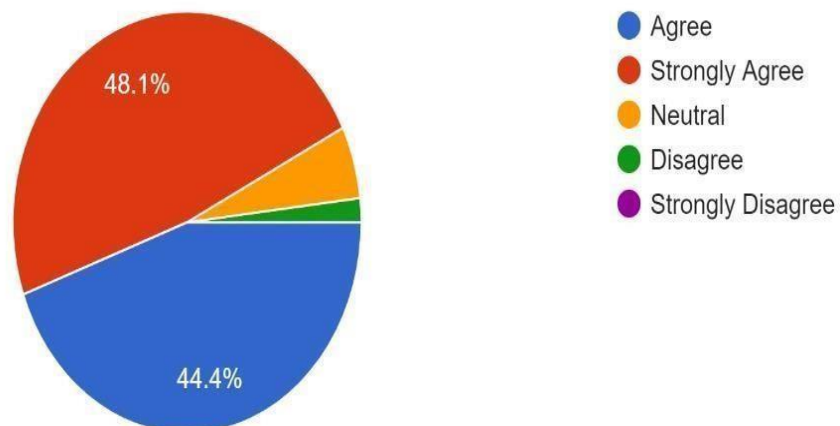


Interpretation

From the Above Data

- 68.5% Less Than 10%
- 20.4% 11% To 13%
- 9.3% 14% To 17%

17.) Are You Satisfied With Your Banking Service

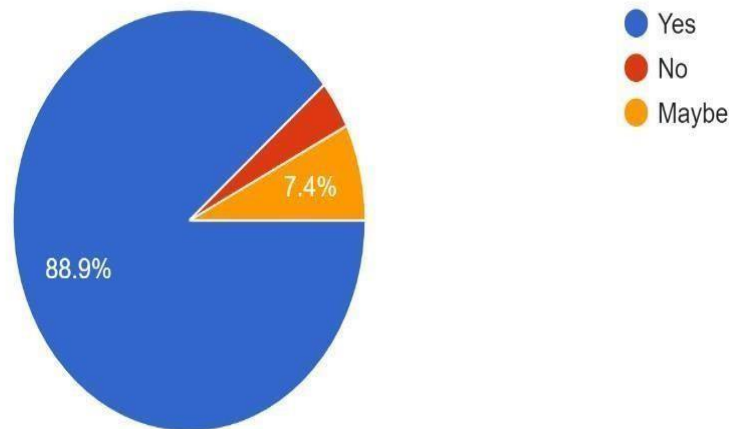


Interpretation

From the Above Data

- 44.4% Agree
- 41.1 % Strongly Agree

18.) Do You Trust Your Bank

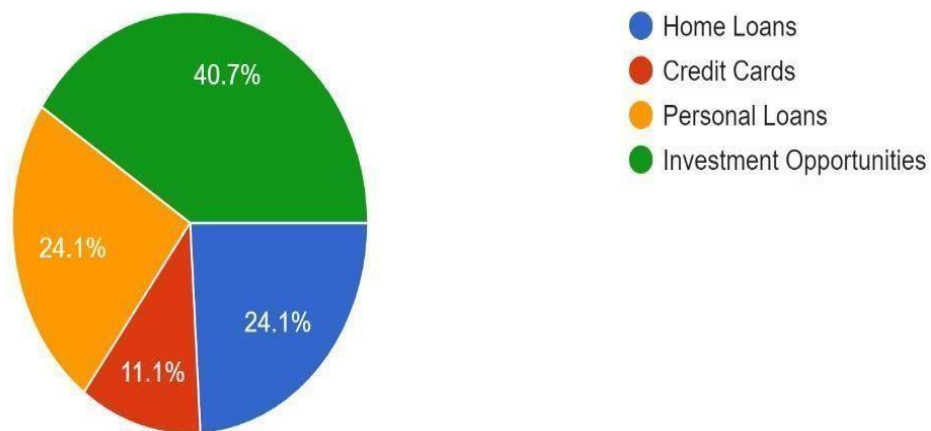


Interpretation

From the Above Data

- 88.9% YES
- 7.4% NO

19.) Which SBI Service Would You Consider Most Essential For Your Financial Needs

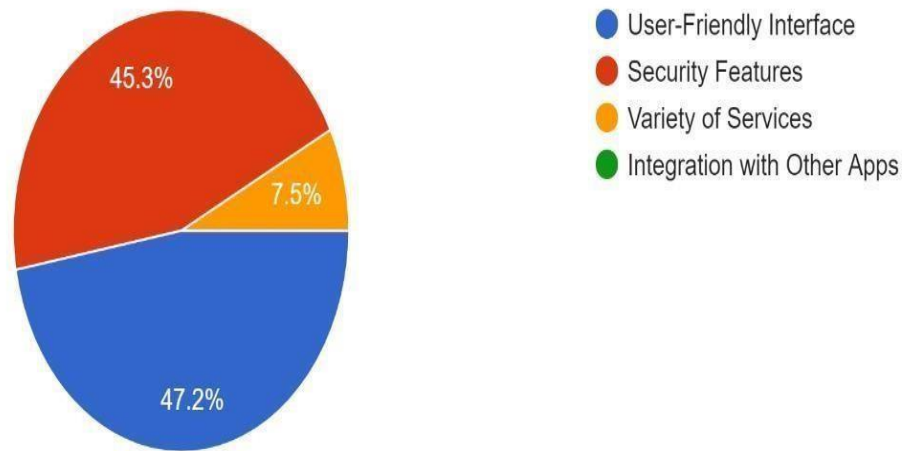


Interpretation

From the Above Data

- 24.1% Home Loan
- 11.1% Credit Cards
- 24.1% Personal Loan
- 40.7% Investment Opportunities

20.) What In Your View, Is The Key Benefit Of Using SBI's Mobile Banking App

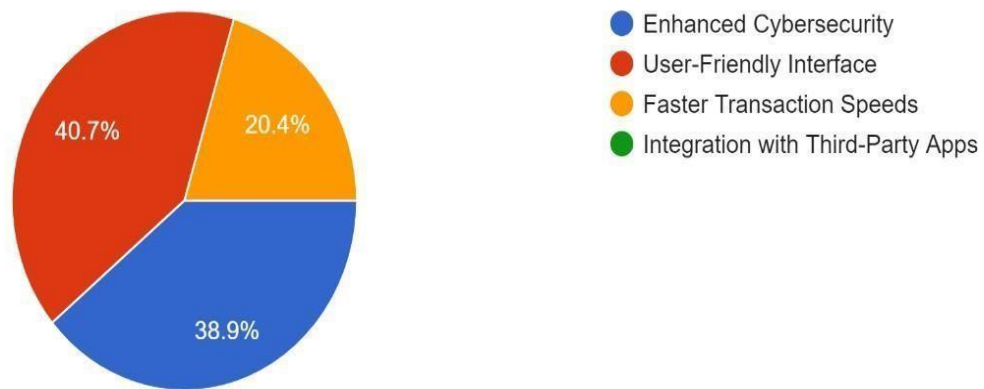


Interpretation

From the Above Data

- 47.2% User Friendly Interface
- 45.3% Security Features
- 7.5% Variety Of Features

21.) In Your Opinion, What Should Be The Top Priority For SBI In Improving Its Digital Banking Experience

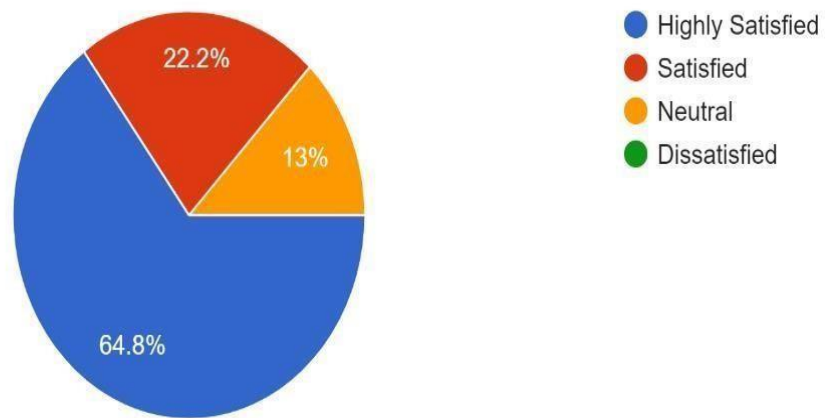


Interpretation

From the Above Data

- 38.9% Enhanced Cybersecurity
- 40.7% User-Friendly Interface
- 20.4% Faster Transaction Speeds

22.) How Satisfied Are You With The Level Of Innovation And Modernization In SBI's Financial Services

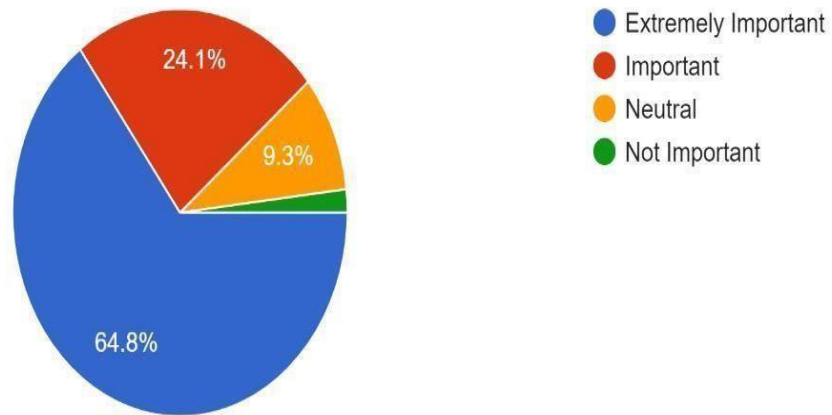


Interpretation

From the Above Data

- 64.8% Highly Satisfied
- 22.2% Satisfied
- 13% Neutral

23.) How important is SBI's commitment to data privacy and security in your decision to use their online services

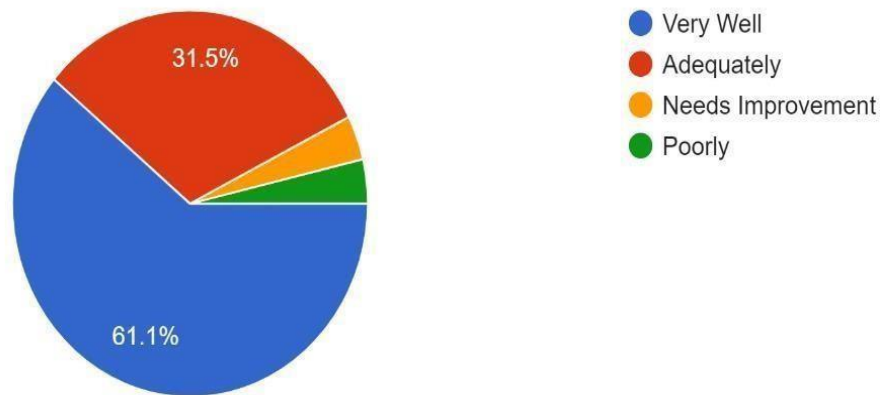


Interpretation

From the Above Data

- 64.8% Extremely Important
- 24.1% Important
- 9.3% Neutral

24.) In your opinion, how well does SBI adapt to changing financial trends and customer preferences

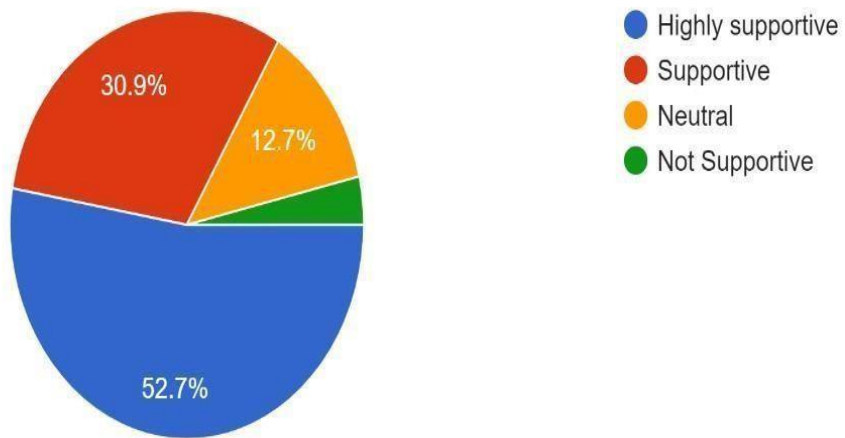


Interpretation

From the Above Data

- 61.1% Very Well
- 31.5% Adequately

25.) What is your Perception of SBI's role in promoting financial literacy among young adults



Interpretation

From the Above Data

- 52.7% Highly Supportive
- 30.9% Supportive
- 12.7% Neutral

Chapter 6
Conclusion And Suggestion

➤ Final proposal. In my opinion, companies should identify their loyal customers, pay more attention to them, build good relationships with them, and make sure that this relationship serves them well in the future.

Finally, our recommendations are as follows:

Make people aware of the benefits of being a customer of SBI Bank. It is necessary to implement the following advertising measures.

1. Print media
2. Signs and banners
3. Stand at the fair
- Four. Distribution of reflections with detailed information five.

Other facilities should be provided to customers.

- Banks must offer lifetime ATM cards to all customers.
- The minimum balance of savings accounts should be reduced from 1,000 rupees to 10,000 rupees to ensure that people with limited financial resources can maintain their accounts properly.
- The company must make a savings book available to all customers.
- Make people aware of these different benefits of the product.
- The company should organize a program in this society so that people are aware of the various products of the company and the bank.
- Companies should open more branches in different cities.

Chapter 7
Bibliography

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<https://www.paisabazaar.com/sbi-bank/recurring-deposit/>

Chapter 8
Appendix Questionnaire

1. Gender

- Male
- Female
- Prefer not to say

2. Age Group

- Below 18
- 19 – 30
- 31 – 45
- 45 – 60
- Above 60

3. Education

- Post Graduation
- Graduation
- Under Graduation
- Other

4. Occupation

- Student
- Business
- Salaried
- Retired

5. Marital Status

- Married
- Unmarried

6. Are you a bank account holder

- Yes
- No

7. How much you earn in a year

- Less than 50 thousand
- 50 thousand – 1 lakhs
- 1 lakhs – 1.50 lakhs
- 1.50 lakhs – 2 lakhs
- 2 lakhs – 3 lakhs
- Above 3 lakhs

8. Do you have an account with any bank

- HDFC
- State Bank of India
- IndusInd Bank
- Others

9. What kind of accounts do you have

- Fixed Deposit Account
- Saving Account
- Current Account
- Others

10. Does the State bank of india offer a mobile banking app

- Yes
- No
- Maybe
- Can't say

11. Do you use Financial service other than banking products.

- Yes
- No
- Maybe

12. Does your Bank offer all basic services online or does it require long time

- Provides
- Maybe
- Can't say
- Does not provide

13. Is Your Bank Updating All Financial Transaction

- Yes
- No
- Maybe

14. Does the bank issue an annual statement each year

- Yes
- No
- Maybe

15. Did you get a loan from State Bank of India

- Yes
- No

16. What is the interest rate for the instalment payment

- Less than 10%
- 11% to 13%
- 14% to 17%
- More than 18%

17. Are you satisfied with your banking Service

- Agree
- Strongly agree
- Neutral
- Disagree

18. Do you trust your bank.

- Yes
- No
- Maybe

19. Which SBI service would you consider most essential for your financial needs

- Home loan
- Credit loan
- Personal loan
- Investment opportunities

20. What, in your view, is the key benefit of using SBI's mobile banking app

- User-Friendly interface
- Securities features
- Variety of services
- Integration with other apps

21. In your opinion, what should be the top priority for SBI in improving its digital banking experience

- Enhanced Cybersecurity
- User-Friendly Interface
- Faster Transaction Speeds
- Integration with Third-Party Apps

22. How satisfied are you with the level of innovation and modernization in SBI's financial services

- Highly Satisfied
- Satisfied
- Neutral
- Dissatisfied

23. How important is SBI's commitment to data privacy and security in your decision to use their online services

- Extremely Important
- Important
- Neutral
- Not Important

24. In your opinion, how well does SBI adapt to changing financial trends and customer preferences

- Very well
- Adequately
- Needs Improvement
- Poorly

25. What is your perception of SBI's role in promoting financial literacy among young adults.

- Highly Supportive
- Supportive
- Neutral
- Not supportive