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MAHARASHTRA MAHAVIDYALAYA

Tq. Nilanga Dist. Latur (MS)

Best Rural College Award by S.R.T.M. University, Nanded

NAAC Re-accredited with Grade B+ (CGPA 2.62) III Cycle

Record Book

B.A., B.Com., B.Sc., B.C.A., B.Voc.(WPT/FPPS), M.Sc. (CS), M.Com.



Maharashtra Shikshan Samiti's

MAHARASHTRA MAHAVIDYALAYA, NILANGA



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Tq. Nilanga, Dist. Latur

" A Study on the service quality of
HDFC bank & SBI bank "

Certificate Research Project

Exam. Seat No.: GP-61817
~~GP-61817~~

Roll No. : _____

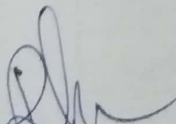
College Index No. 314

Class : M-Com II


Exam. Batch No.: _____

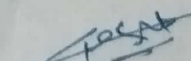
Division : _____

This is to certify that Mr./Miss. Khandelwal Krushna Chandrakant
has satisfactorily completed the practical course in the subject. Marketing
as per the syllabus laid down by the board / University during the academic
year 20 22 / 20 23 .


Batch Incharge

Date : 25 / 4 / 2023 .


बहिस्थ परीक्षक


Head
Department Of Commerce
Head of the Dep.
Maharashtra Mahavidyalaya, Nilanga

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प्रकल्पलेखन प्रबंधिका



स्वामी रामानंद तीर्थ
मराठवाडा विद्यापीठ, नांदेड.

स्वामी रामानंद तीर्थ मराठवाडा विद्यापीठ

ज्ञानतीर्थ, विष्णुपुरी, नांदेड - ४१३ ६०६

प्रकल्पलेखन प्रबंधिका (Project Work Book)

महाविद्यालयाचे नाव : MAHARASHTRA MAHAVIDYALAYA NILANGA

वर्ष : 2022-2023

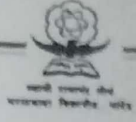
विद्यार्थ्याचे नाव : KHANDELWAL KRUSHNA CHANDRAKANT

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प्रकल्पकार्याचे शीर्षक : "A study on the Service quality of HDFC bank & SBI bank."

मार्गदर्शक प्राध्यापकाचे नाव : N. Pinamkar sir



प्रकल्पलेखन प्रबंधिका

प्रमाणपत्र

प्रमाणित करतो / करते की, मी Khandelwal Krushna Chandrakant
वर्ग M.com II विषय "A Study on the Service Quality of HDFC bank & SBI bank." या विषयावर मार्गदर्शक प्राध्यापकाच्या व विद्यापीठ नियमावलीतील सूचनेप्रमाणे सदर प्रबंधिका तयार केली आहे. या विषयाकरिता गोळा केलेल्या लेखन सामग्रीवरच ही प्रबंधिका आधारीत असून स्वतःच्या हस्ताक्षरात लिहिली आहे. या विषयावर या महाविद्यालयात इतर कोणत्याही विद्यार्थ्यांने / विद्यार्थिनीने प्रबंधिका लिहिली नाही.

Krushna
विद्यार्थी

नांव व स्वाक्षरी

Khandelwal Krushna Chandrakant

मार्गदर्शक

प्राध्यापकाचे नांव व स्वाक्षरी

दिनांक : 25/04/2023



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Place: Nilanga

Khandelwal Krushna Chandrakant

Date: 25/04/2023

1.1

Overview of industry

Bank is a financial institution with ~~the~~ the prime function of accepting money from its customers for leading purpose. Bank provides financial services such as wealth management, currency exchange, and safe deposit boxes. Banking can be defined as the business activity of accepting and safeguarding money of individuals and lending this money in order to earn profit. Before the establishment of banks, banking activities were performed by unorganized sector like money lenders. They used to charge very high rate of interest. Even public deposits were not very safe. To ~~change~~ ~~the~~ overcome this issue, organised banking sector was established. After 20th century many joint stock banks and cooperative banks have established and played significant role in providing finance especially to agricultural and small industries sector. Tremendous changes have been taken place in financial market and banking industries after nationalization of banks. Rapid advancement of technology has contributed to significant reduction in transaction costs and improves the loan delivering facilities of banks.