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A Study on Banking System in Punjab National Bank

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ABSTRACT: An vital part in a nation's economic growth is played by banks. They control a sizable portion of the money supply and are essential to modern business. A bank is a type of financial middleman that receives deposits and uses them for lending operations. It is essential to the promotion of novel deposits and advances programme. The primary categories to assess a bank's success are operational effectiveness, service quality, and managerial effectiveness. The achievement of a bank in terms of profitability position, service quality, customer satisfaction, and other pertinent factors can be used to measure the bank's financial performance. The efficiency with which a bank uses all of its resources to maximise profit is shown by its profitability.

KEYWORDS:-Finance, PNB, Banking

I. INTRODUCTION

New Delhi, India is home to Punjab National Bank (PNB), the headquarters of an Indian government-owned bank and financial services institution. Initially established in 1894. The bank serves over 110 million customers in 764 different locations thanks to its 7001 branches (7,000 as of October 2, 2018) and 10681 automated teller machines (ATMs).

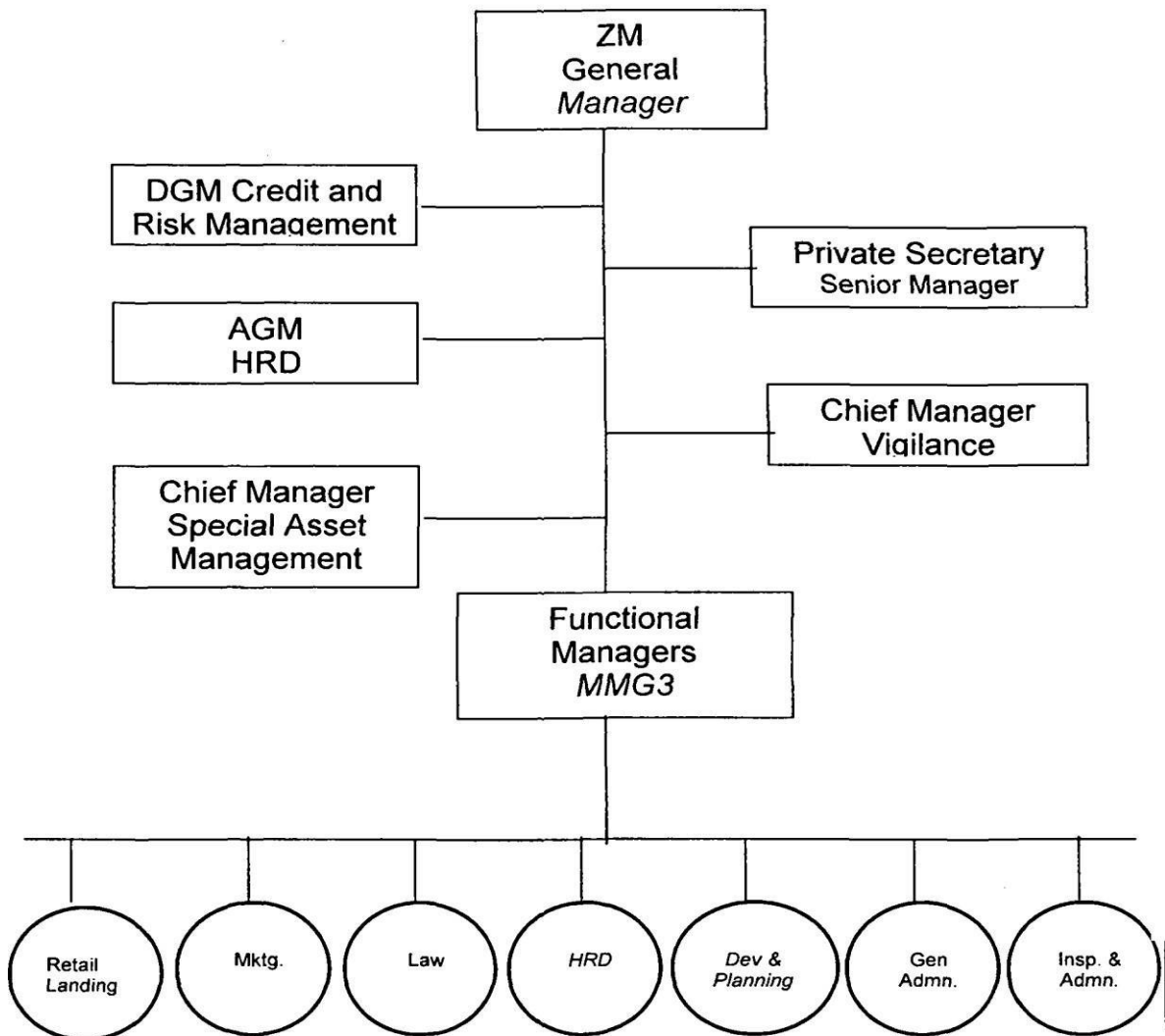
There are PNB branches in Hong Kong, Kowloon, Dubai, and Kabul, in addition to a UK banking subsidiary (PNB). An vital part in a nation's economic growth is played by banks. They control a sizable portion of the money supply and are essential to modern business. A bank is a type of financial middleman that receives deposits and uses them for lending operations. It is essential to the promotion of novel deposits and advances programmes.

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ORGANIZATION STRUCTURE OF ZONAL OFFICE LEVEL

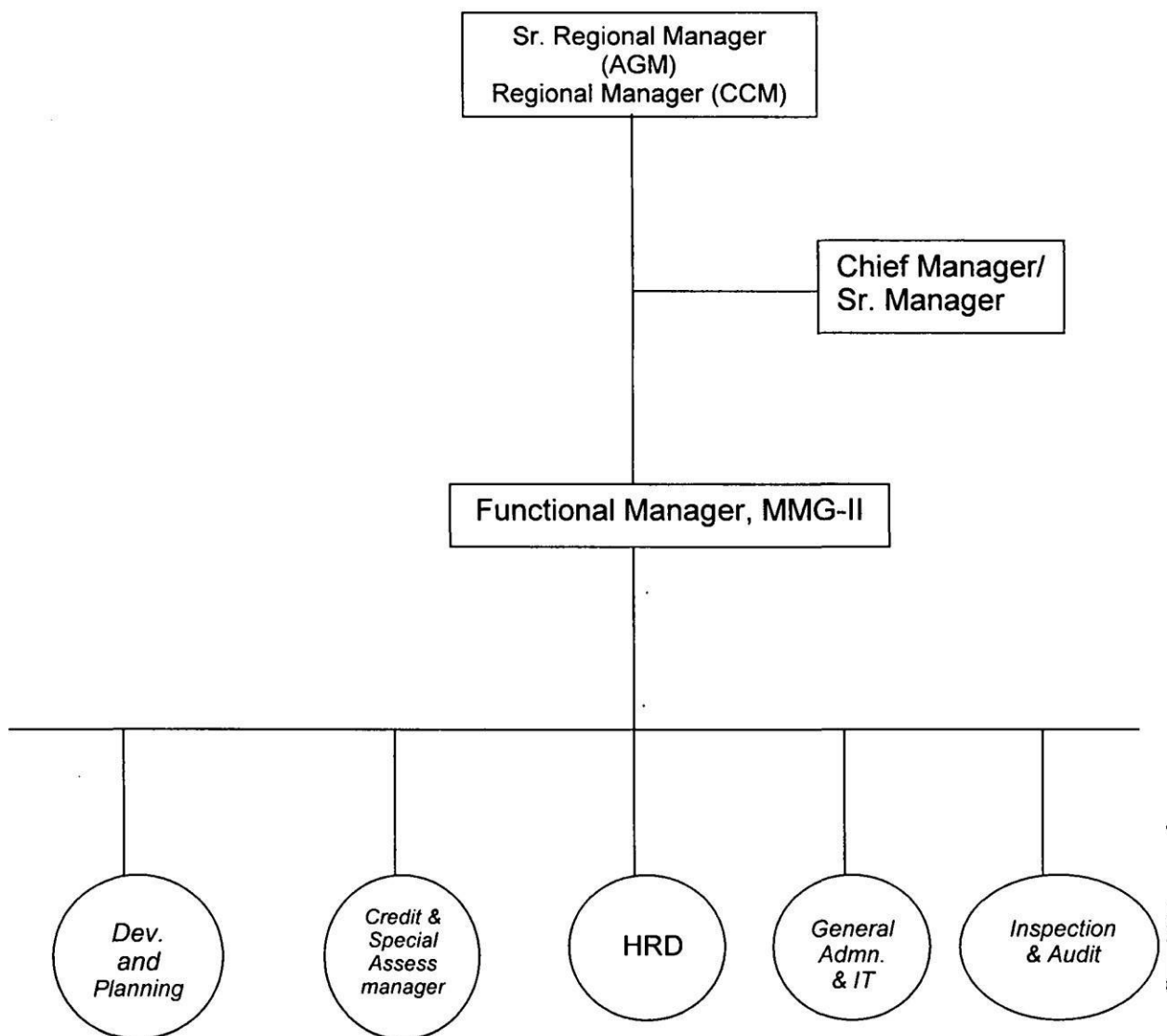
Table - 4.4





Organization Structure of Regional Office Level

Table – 4.5





(TOPICSOFRESEARCH)

PSB59MinuteLoan

On November 2, 2018, Indian Prime Minister Narendra Modi gave a small Diwali gift to the country's micro, small, and medium-sized enterprises (MSME). To help business owners in India get the capital they need to expand rapidly, the government has created an online loan marketplace.

Just in 59 seconds, please describe PSB Loans.

PSB Loans, short for "Public Sector Banks in 59 Minutes," is a website that helps business owners apply for loans from PSU banks in India. Facilitating the MSME sector and promoting the self-employed business model in India are the primary objectives of this programme. PSB Loans in 59 Minutes plans to disburse the loan in as little as seven to ten business days after approval, significantly cutting down the typical 30-day process.

Advantages and Features of Instant Savings Account Loans

PSB Loans in 59 Minutes facilitates the provision of loans to businesspeople in the range of INR 10 million to INR 1 billion, making it possible to fulfil any business need, no matter how large or small. Loans from 59-minute PSBs start with an interest rate of 8% and go up from there. PSB Loans can be processed in as little as 59 minutes with minimal paperwork, making them ideal for MSEs of all sizes.

PSB Loans uses state-of-the-art technology to process loan applications and fund borrower accounts in a lightning-fast 59 minutes. Data from a variety of sources is used to create a financial profile of the borrower. PSB Loans in 59 Minutes allows users to simultaneously apply to multiple banks for small business loans, saving both time and effort.

Applicants for loans need not worry about the security of their data here. All information provided by applicants is treated with the utmost discretion.

The platform has CGTMSE Coverage, so it knows the information Loan Applicants provide is safe. All information provided by applicants is treated with the utmost discretion.

In order to process loan applications quickly, PSB Loans in 59 Minutes uses up-to-date government services like Income Tax Return, GST, and Bank statement.

Objective of the study

1. To behave in accordance with all rules established by that bank.
2. To bridge the gap between theoretical knowledge and practical application.
3. To put into practise the knowledge I gained while pursuing my Master of Business Administration degree.
4. Determine how satisfied clients are with the branch and PNB as a whole.
5. To inform the bank of my findings and suggestions while expanding my knowledge of the financial sector as a whole.
6. To better understand how customer feel about the PNB service.

Research Methodology

Each study will only require a small number of assumptions. The outcome is expected to coincide with the intended outcomes based on presumptions about the respondent, the organisation, the market, and the conditions. It's easy and



trustworthy to collect data via in-person interviews by using a pre-made questionnaire. Researchers feel confident in the study's methodology. Conclusions about the satisfaction of Punjab National Bank's foreign exchange service customers could be drawn from a sample of twenty people drawn from different regions..

Sampling procedure

The sample size is twenty people, and they come from all over the country thanks to mall intercepts. This study made use of a non-random sampling technique.

methods that are supported by statistics, like a random or convenience sample. Convenience sampling is preferred due to its efficiency, low cost, and accessibility of the sample population.

Datacollection procedure

This report was written using a mix of primary and secondary resources. Secondary data was gathered from a wide range of national and international sources. The information for this study was gathered by means of a structured, self-administered questionnaire. A total of 20 customers have been polled using a combination of closed- and open-ended questions, as well as multiple-choice questions using a 4-point Likert scale.

Recommendations

The Punjab National Bank should upgrade its customer service. The service delivery process can be improved by soliciting customer feedback. The most recent data shows that customers value hassle-free, comprehensive service the most. It would be useful to investigate potential determinants of service quality from the customers' perspective.

Banks that have gone digital can better cater to their clients' requirements.

PNB's prices are well received by their clientele, but few of them actually understand them. Customers should be made aware of pricing strategy.

Greater use of the local office for billing purposes will increase customer awareness.

It is important to design the office so that: • No one gets hurt while they are working.

II. CONCLUSION

Currently serving as an intern at Punjab National Bank. From a learning and professional development standpoint, this internship has been fantastic. The knowledge and experience I gain during my six-week internship at PNB will serve me well in my future career. In a market saturated with domestic and foreign financial institutions, the Punjab National Bank stands out as an innovative and promising commercial bank. In today's market, PNB must contend with stiff competition from commercial banks as well as the public sector bank. PNB's capacity to contribute to economic expansion stands in stark contrast to that of competing banks. A sizable contribution to the development portfolio can be expected from this bank due to its forward-thinking strategies, such as establishing a thriving network across the country and increasing resources.

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