**National Post Graduate College**



Session 2019-2020

***E-commerce Assignment On :***

**Case Study on Bank(any)**

***Submitted By***:

Shruti Mishra

B.C.A. – VI

I.D. – 717060

*Submitted To:*

**Dr. Shalini Lamba**

**CASE STUDY OF SBI**

* State Bank of India (SBI) is the largest public sector banks in India.
* It was the first bank established in India as Bank of Calcutta in 1806.
* It is a [government corporation](https://en.wikipedia.org/wiki/Government_corporation) statutory body headquartered in [Mumbai, Maharashtra](https://en.wikipedia.org/wiki/Mumbai,_Maharashtra).
* The bank has over **24,000 branches**, **59,000+ ATM**s and **195 foreign offices** across 36 countries after the merger of its **5 associate banks** and Bhartiaya Mahila Bank (as on 1st April, 2017).\

**Services:**

SBI offers a plethora of products and services such as –

1. **Deposite Account:**
2. **Saving Account:**

* It  provides a range of savings accounts ranging from General Savings Account to the Savings Plus Account.
* SBI savings accounts interest rate for online as well as offline accounts is 4% per annum if the balance in the account is above Rs. 1 crore. For balances up to Rs. 1 crore, the rate of interest provided is 3.5% per annum.

**Types of SBI Saving Accounts:**

1. **Online Saving Account:**
2. **Insta Saving Account:**

|  |  |
| --- | --- |
| **Insta Savings Account** | **Features** |
| Account Opening Process | Paperless |
| Interest Rate | Up to 4% p.a. \* |
| Transaction Limit | Rs. 49,999 |
| Aggregate balance Limit | Upto Rs. 1 lakh |
| Debit card | Free Rupay Debit Card |

**Features & Benefits:**

* Minimum balance required for normal Savings Bank Account (Metro & Urban – Rs. 3000; Semi-Urban – Rs. 2000; Rural – Rs. 1000).
* Insta Savings account can be opened easily with OTP based e-KYC using Aadhaar Card details & PAN card details.
* Singly operated account only with a transaction limit of Rs. 49,999 per transaction.
* Aggregate balance at end of day can be up to Rs. 1,00,000 and total annual credit transactions can be up to Rs. 2,00,000.
* The account is for new customers with no existing relationships with SBI.

1. **Digital Savings Account:**

|  |  |
| --- | --- |
| **SBI Digital Savings Account** | **Features** |
| **Account Opening Process** | Paperless |
| **Interest Rate** | Up to 4% p.a.\* |
| **Withdrawal Limit** | Rs. 1,00,000 |
| **Debit Card** | Free Personalized Platinum Debit Card |
| **Annual Maintenance Charge** | Rs. 200 p.a. (waived for QAB above Rs. 25,000/-) |

* SBI Digital Savings Account is an online savings account which can be opened using the Yono mobile app by SBI or Yono online portal. SBI Digital Savings Account comes with a paperless account opening process. But, you will be required to visit the bank once to complete the account opening process

.

**Features & Benefits**

* Digital Savings Account from the State Bank of India can be operated individually only. You need to visit the branch to convert it into a joint account
* You can convert Digital Savings Account to zero balance salary account by asking the bank for salary package tie-up
* Aadhaar card and PAN card are mandatory for opening this account.

**Documents Required for Opening a SBI Insta & Digital Savings Accounts are:**

* Aadhaar Card (linked with a mobile number registered in his / her name)
* PAN Card

1. Offline Saving Accounts:
2. **General Savings Account:**

|  |  |
| --- | --- |
| **SBI General Savings Account** | **Features** |
| Interest Rate | 3.5% p.a.\* |
| Safe Deposit Lockers Available | Yes |
| Nomination Facility Available | Yes |
| SMS Alerts & e-Statement Facility | Yes |
| Eligibility Criteria | Indian Resident (>18 Years) |

1. **Savings Plus Account:**

|  |  |
| --- | --- |
| **SBI Savings Plus Account** | **Features** |
| Interest Rate | 3.5% – 6.85% p.a.\* |
| Minimum threshold limit | Rs. 35,000 |
| Minimum amount of transfer | Rs. 10,000 |
| Nomination Facility Available | Yes |
| Internet Banking / Mobile Banking | Yes |
| Eligibility Criteria | Indian Resident (>18 Years) |

* SBI provides 4% interest per annum on the account balance above Rs. 1 crore. For balances up to Rs. 1 crore, the rate of interest provided is 3.5% per annum. With Auto Sweep, you can earn interest ranging from 6.70% to 6.85% for FD tenure of 1-5 years.
* **Monthly Average Balance (MAB) Requirement**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
|  | **Metro** | **Urban** | **Semi-Urban** | **Rural** |
| **MAB** | Rs. 3000/- | Rs. 3000/- | Rs. 2000/- | Rs. 1000/- |

1. **Special Salary Accounts:**

|  |  |
| --- | --- |
| **SBI Special Salary Account** | **Features** |
| **Interest Rate** | 3.5% p.a.\* |
| **Minimum Balance Requirement** | Zero Balance Savings Account |
| **Auto Sweep Available** | Yes |
| **NEFT / RTGS Charges** | No Charges |
| **Eligibility Criteria** | Salaried Individuals |

1. **3 in 1 Demat and Online Trading**

|  |  |
| --- | --- |
| **3-in-1 Demat and Online Trading Account** | **Features** |
| **Interest Rate** | 3.5% p.a.\* |
| **3-in-1 facility** | Demat, Savings and Investment Account |
| **SBI Rewardz Program** | Available |
| **Eligibility Criteria** | Indian Resident (>18 Years) |

1. **Basic Savings Bank Deposit Account (Pradhan Mantri Jan Dhan Yojana)**

|  |  |
| --- | --- |
| **SBI Basic Savings Bank Deposit Account** | **Features** |
| **Interest Rate** | 3.5% p.a.\* |
| **Minimum Balance Requirement** | Zero Balance Savings Account |
| **Debit Card** | RuPay ATM-cum-Debit Card |
| **Eligibility Criteria** | Indian Resident (>18 Years) |

1. **Small Savings Account:**

|  |  |
| --- | --- |
| **SBI Small Savings Bank Deposit Account** | **Features** |
| **Interest Rate** | 3.5% p.a.\* |
| **Minimum Balance Requirement** | Zero Balance Savings Account |
| **Maximum Account Balance Limit** | Rs. 50,000 |
| **Debit Card** | Free ATM-cum-Debit Card |
| **Eligibility Criteria** | Indian Resident (>18 Years) |

1. **Current Account**

* SBI offers 8 types of current accounts with low maintenance charges to satisfy customer’s needs and expectations. SBI current account can be opened with a minimum balance of Rs. 10,000.

1. **Loan**
2. **Home Loan:**

* SBI home loans have catered to the need of owning a home of over 30 lakh families in India. SBI loans come with low processing charges, low-interest rates, and no hidden costs.

|  |  |
| --- | --- |
| * **SBI Home Loans 2020** | |
| Interest Rate‎ | 7.20% onwards |
| Loan Tenure‎ | Up to 30 years |
| Loan-to-Value Ratio‎ | Up to 90% of property value |
| Processing Fees‎ | ‎0.35% – 0.50% of loan amount |

* SBI home loan **interest rate today is 7.20% p.a.,** with women borrowers getting interest concession of 0.05%. The housing loan from SBI, availble for both salaried and self-employed professionals, comes with a range of benefits like longer loan **tenure of up to 30 years** and low**processing fees** i.e. **0.35% of the loan amount** subject to a minimum of Rs. 2,000 and a maximum of Rs. 10,000 plus applicable taxes.

###### **Features & Benefits:**

* Lowest home loan interest rate starting from 7.20%
* Concession of 5 basis points on SBI home loan rates for women borrowers
* No prepayment penalty on floating rate home loans
* Longer loan tenure extending up to 30 years
* Both salaried and self-employed are [eligible for SBI home loan](https://www.paisabazaar.com/sbi-bank/home-loan-eligibility/)
* Top up, overdraft and balance transfer facilities are available

1. **Personal Loan:**

* SBI offers various types of [personal loans](https://www.paisabazaar.com/personal-loan/) such as Xpress Credit Loan, SBI Pension Loan, Xpress Power and Pre-approved Personal Loans that cater to the needs of different borrowers.
* Personal loans offered by SBI may be used for various purposes such as business expansion, debt consolidation, foreign travel expenses, marriage, home renovation, medical emergency, etc. Currently SBI offers personal loans of up to Rs. 20 lakh with interest rates starting from 10.35% p.a. onwards.

### ****Features of SBI Personal Loan****

* **Loan amount:** SBI offers a loan amount as high as Rs. 20 lakh to fulfil various personal needs with a single loan
* **Loan schemes:** SBI offers specific loan schemes to different categories of borrowers such as pensioners, salaried and self-employed
* **Flexible tenure:** If you opt for SBI personal loan, you can repay it within a flexible tenure ranging from 6 months to 6 years
* **Easy application:** SBI Personal loan can be applied online without any hassle. The process involves minimum documentation and quick processing

1. **Loan Against Property:**

* SBI offers 2 types of loans against property, namely, Mortgage of Immovable Property and Rent Plus. Customers can avail loan against property at low EMIs and flexible tenures.

1. **Gold Loan:**

* SBI account holders can avail Gold Loan (from Rs. 20000 to Rs. 20 lakh) by a pledge of gold ornaments including gold coins. It comes with less paperwork and affordable interest rates.

1. **Education Loan:**

* SBI offers 5 types of education loans. Using SBI Education Loan, customers can opt for leading institutions in India. Customers can avail a loan amount of up to Rs. 1.5 crore. It also provides concession for girl students

1. **Two-wheeler Loan:**

* SBI offers 2 types of two-wheeler loans with no advance EMI and low-interest rates. The interest of two-wheeler loans is calculated on daily reducing balance. SBI also offers the flexibility of payment of EMI anytime during the month.

1. **Business Loan:**

* SBI offers secured and unsecured business loan options to its customers. To fulfill the business requirements easily, SBI provides hassle free documentation, attractive interest rates and flexible tenure options.

1. **Car Loan:**

* SBI offers 4 types of car loans. It helps its customers in financing a car for its customers at low-interest rates, low EMIs, less paperwork, and quick disbursement. SBI car loan offers the longest tenure of 7 years.

1. ***Investments:***
   1. **Fixed Deposit:**

* SBI offers a wide array of fixed deposit schemes to regular individuals and senior citizens. SBI FD rates vary from 5.00% to 6.80% for regular individuals and 5.50% to 7.30% for senior citizens.
  1. **Recurring Deposit:**
* SBI offers a wide array of fixed deposit schemes to regular individuals and senior citizens. SBI FD rates vary from 5.00% to 6.80% for regular individuals and 5.50% to 7.30% for senior citizens.

1. **Cards:**
   1. **Credit Card**
   2. **Debit card**
2. **Banking:**
3. **Balance Enquire**
4. **Mobile Banking**
5. **Net banking**
6. **Customer Care**