



*Institute of Management, Nirma University*

Summer Internship Programme – 2021

**Final Report: RMPC, Indian Bank**



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## ACKNOWLEDGEMENT

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I extend my heartfelt thanks to my faculty mentor, **Prof. Ashwini Awasthi**, for his guidance and constant supervision, as well as, for providing me the necessary information regarding the project.

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## **Executive Summary**

This report on “Credit Analysis and Loan Management” has been prepared to give an introduction and overview to the readers. The views presented in it are solely according to my understanding of the process, and thus may vary from person to person. The facts and data included in the report have been taken from official and government sources and hence are reliable.

In addition to cooperative credit institutions, the Indian banking system includes 12 public sector banks, 22 private sector banks, 46 foreign banks, 56 regional rural banks, 1485 urban cooperative banks, and 96,000 rural cooperative banks. The total number of ATMs in India has climbed to 209,282 as of November 2020.

While banks have had problems for a variety of reasons over the years, the most common cause of serious banking issues remains lax credit standards for borrowers, poor portfolio risk management, or a failure to pay attention to changes in economic or other circumstances that can lead to a deterioration in the credit standing of a bank's counterparties.

For most banks, loans are the largest and most obvious source of credit risk and because credit risk exposure continues to be the major source of issues in banks around the world, institutions and their supervisors should be able to learn from past mistakes. If a bank provides faulty loans to individuals or businesses, it will suffer losses if the loans are not returned. Because loans are a bank's bread and butter, knowing how to read a bank's loan book is crucial.

## PART A

### About the Company: Indian Bank, RMPC Branch

#### Introduction

Indian Bank is a financial services and banking company owned by the Indian government. It is owned by the Ministry of Finance, Government of India, and was founded in 1907 under the Indian Companies Act, 1882 as "Indian Bank Limited" and commenced operations on 15 August. It is headquartered in Chennai, India. The Bank was nationalized. In 1969 it was appointed as the lead bank for nine districts in the States of Tamil Nadu, Andhra Pradesh and Kerala and the Union Territory of Pondicherry. The Bank's own training establishment, Indian Bank Management Academy for Growth & Excellence (IMAGE) established in 1995.

With 20,924 employees and 6006 branches, it serves over 100 million customers and is one of India's top performing public sector banks. The bank's total business has reached 430,000 crores, as of 31<sup>st</sup> March 2019. According to an announcement made by Indian Finance Minister Nirmala Sitharaman on 30 August 2019, Allahabad Bank will merge on 1 April 2020, making it the country's seventh largest bank.

15.71% of the capital ratio is held by the Ministry of Finance, Government of India.

Indian Bank has launched an initiative in the form of a separate branch for each zone specialising in loan processing of all kinds. These branches are called Retail and MSME Processing Centre (RAMPC).

## **Management of the Organisation**

Indian Bank is a commercial bank owned by the Government of India. It has numerous branches spread across the country including subsidiaries like Pallavan Grama Bank, Ind Bank Housing, IndFund Management Limited, In Bank Merchant Banking Svc and Indian Bank- Asset Management Arm. Indian Bank has an average company size in terms of number of employees as compared to its peers. It is headed by Ms. Padmaja Chundru as its MD and CEO, Mr. Sanjeev Kaushik as Government nominated Director, along with multiple executive directors too as their top level management. The current share price is Rs. 136.10 with a revenue generation of Rs 39,108 crore in 2021. There was a significant increase in the profitability in the year 2021, from Rs 758 crore to Rs 3016 crore. This can be mainly attributed to the merger of Allahabad Bank with Indian Bank on 1<sup>st</sup> April 2020.

## **Vision and Mission of the Organisation**

The vision and mission statements are as always:

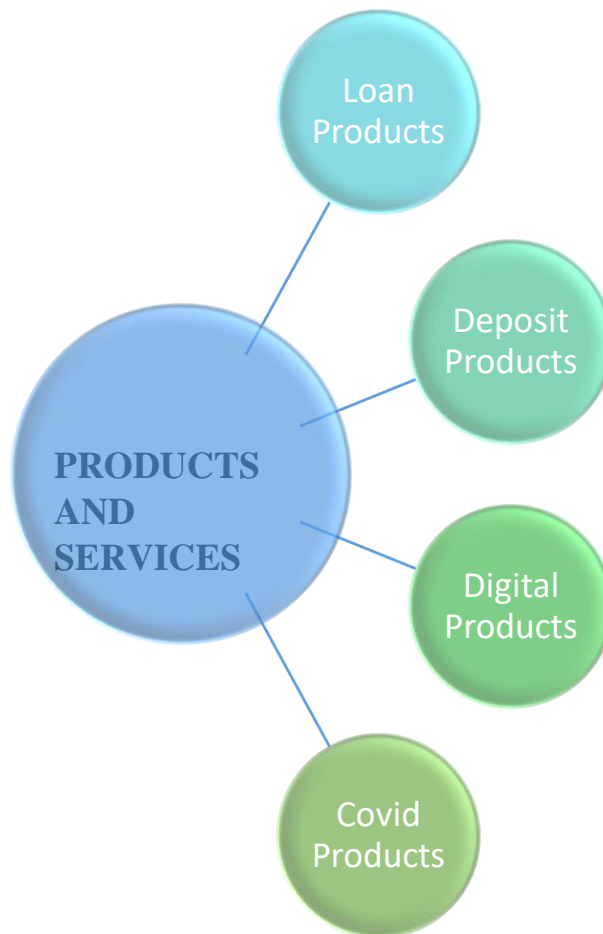
### **VISION:**

To be a Competitive and Strong Bank with commitment to excellence and focus on adding value to customers, shareholders and employees with adherence to best practices and core institutional values shared throughout the organisation

### **MISSION:**

The Bank's mission is to be a Common Man's Bank - to provide all financial products and Services under one roof, at an affordable cost, in a fair and transparent manner to all our customers.

## Products and Services



### 1) LOAN PRODUCTS

- a) Agriculture: This category of loans provides numerous types of services like facilitating in **Agriculture Godowns/ Cold Storage**, where the purpose is to construct new Agri Godowns or cold storages, market yards, silos / expansion of existing units / modernization of existing units, irrespective of their location. Similarly, financing agriculturists for purchase of tractors and other farm machinery is done. To create gainful self-employment opportunities to unemployed Agricultural graduates, Agricultural Diploma holders etc, **loans for Agri Clinic and Agri Business Centres** is also provided. Kisan Credit Card (KCC) is another very

essential service for farmers and agriculturists. On similar lines, Agriculture Jewel Loan Scheme provides easy and hassle-free loans with convenient repayment schedules and lower interest rates.

b) For Groups

c) Personal/Individual: This category includes a wide range of products like **IB Home Loan Combo** (the borrower is entitled for any one or more of the following loans, with concessional interest rate and processing charges), **Loan/OD against deposits, IB Clean Loan for Salaried Class, IB Vehicle Loan, Plot Loan, Ind Mortgage, IB Home Loan, IB Pension Loan, IB Educational Loan Prime** (Indian Bank provides convenient educational loans for meritorious/deserving students to acquire knowledge and skill in the field of their interest. By playing beacon, new-generation's quest for success is ably supported, paving way for Generation Banking), **NRI Plot Loan, NRI Home Loan, Jewel Loan, OD against Gold Jewels, IB Loan against Sovereign Gold Bond**. Out of these, **IB Home Loan Plus** is the most popular type of loan for individuals who have an existing Home Loan and have repaid a minimum of 12 EMIs regularly and Possession of the House /flat has been taken by the Borrower.

d) MSME: Micro, Small and Medium Enterprises are a major chunk of the customers in the bank. The products in this category include **IB Tradewell** for traders with minimum one year experience with good standing in the market to meet capital requirements and **Term Loan** for acquisition of fixed asset, modernization of business place/office, **IB Micro** for all Micro units (Manufacturing and service sector – Priority



Sector – existing units (with good track record) as well as fresh units (with satisfactory promoters' track record, satisfactory experience of the promoter in the field and viable project), **IB My Own Shop** for Individuals, Professionals and Self-employed people, firms (registered partnership firms, companies) and businessmen to purchase new commercial space / shop and also second hand purchase.

- e) Corporate: The category includes **Corporate Cash Credit, Working Capital**. Indian Bank maintains a broad network of branches around the country to meet the credit needs of the bank's corporate clients. It has ten major corporate branches to handle credit requests worth more than Rs. 150 crores. It also has mid-corporate branches across the country to meet loan needs ranging from Rs. 25 crores to Rs. 150 crores. These branches are equipped with the necessary infrastructure to meet all of the corporate clientele's business needs. For the procurement of raw materials and other items required for manufacturing and trading activities, the bank offers working capital facilities in the form of overdraft, open cash credit, packing credit, and inland and import letters of credit, Export bills and Inland Bills Purchase Discounting/Negotiation facilities etc. Liberal methods of assessment of Working capital credit facilities are available based on the nature of activities and availability of securities. **Bonus Loan** is another interesting product for existing customers. This facility will ensure that the Bonus payment obligations of the business are met in time without hurdle on account of any temporary shortfall in cash flow requirements.
- f) Education: This category includes **IB Education Loan, IB Education Loan Prime, Education Loan Interest Subsidiaries** (Government of India provides interest charged upto the moratorium period as subsidy for

g) education loans under three schemes subject to scheme guidelines) **and Education Loan (IBA)**. Indian Bank provides convenient educational loans for meritorious/deserving students to acquire knowledge and skill in the field of their interest. By playing beacon, new-generation's quest for success is ably supported, paving way for Generation Banking. To meet the cost of education covering fee payable to college/school/hostel, exam fees, purchase of books/equipments, travel expenses/passage money for studies abroad, purchase of computers essential for completion of the course etc. There is also a provision of a Holiday Period which includes course period plus 1 year.

h) For NRI

## 2) DEPOSIT PRODUCTS

- a) Savings Bank A/c: In this category, individuals, 2 or more individuals, Clubs etc are eligible to open a savings account. There is another scheme called **IB CORP SB** which is a payroll package scheme for salaried class; **Basic Savings Bank Deposit Account (BSBDA)** which is not open for individual holders of Basic Savings Bank Deposits Account only. **IB Smart Kid Scheme** targets customers aged 1 to 18, **SB Platinum – Savings bank Platinum Account with Sweep facility** targets customers of higher income groups. **IB Mahila Shakti for Women** targets women customers with no salary and where salary is credited. Other Schemes include **IB Kishore- Savings Bank Account for Minors, IB Gen X- For the Vibrant Youth, IB Salaam- Special Account for Defence Personnel, Savings Bank Account for Pensioners.**
- b) Current A/c: Includes **IB- Comfort- Domestic** and NRE, **Premium Current Account** (This is a type of Current Account with an option to

convert excess funds in the account to Term Deposit from 7 days to 180 days and is suitable for Corporate, Traders, Businessmen, Entrepreneurs and HNI), **IB i-Freedom Current Account**. An ordinary current account is suitable for all type of customers ECS/RTGS/NEFT facilities are available. Nomination facility for individuals and sole proprietor concerns. In a premium current account, sweep is affected weekly every Sunday by default. However, an option is given to customer to effect sweep as per their choice.

- c) Term Deposits: There is a service called **Capital Gains** in which the tax payers can avail of the benefit of exemption from capital gains only if the amount of capital gains or the net consideration is deposited in Public Sector Banks on or before their due date of filing a return of income in accordance with the scheme. **IB Tax Saver Scheme** is in place to cater to the needs of depositors who wants to avail tax benefit under section 80C of Income Tax Act, this scheme is launched. Another very popular scheme is called **Fixed Deposit** which is a time deposit for a fixed period to earn interest with easy liquidity. The minimum deposit in this scheme is of Rs 1000.
- d) NRI A/c: A scheme called **Resident Foreign Currency Account for Returning Indians** is a special account which can be opened by returning Indians i.e. those Indians who were non-residents earlier, and are returning now for permanent stay. This account can be held in foreign currency or with foreign currency assets held outside India which are brought back. **NRE SB Account** can be opened by remittances from abroad, deposit of foreign exchange brought into India , transfer from existing self NRE/FCNR accounts. It can also be opened jointly with any other Non-Resident Indian / Residents who are close relatives (as defined

- e) in Section 6 of the Companies Act 1956) of the NRI. Other services include **NRE FD/RIP/RD Accounts, Non-Resident Ordinary Account.**

3) DIGITAL PRODUCTS

- a) Credit Cards:
- b) Debit Cards:
- c) SMS Banking
- d) Internet Banking:
- e) IB Collect Plus:
- f) IB Collect V Plus:

Credit  
Cards

Debit  
Cards

Internet  
Banking

SMS  
Banking

IB Collect  
Plus

IB Collect  
V Plus

4) COVID PRODUCTS:

- a) Emergency Credit Line:
- b) Covid- Reassessment of Working Capital Limit:
- c) Ind- MSE Covid Emergency Loan:
- d) Emergency Salary Loan:
- e) Emergency Pension Loan:
- f) Ind – Covid Emergency Poultry Loan



Public sector banks experienced a relatively higher degree of competition compared to private and foreign banks. Because of the scale of India's banking sector and the country's liberalised foreign investment policy, several multinational banks are considering entering the country's banking sector. While the banking industry is usually perceived to be competitive, concerns like as public sector banks' market dominance, consumer aversion to switching, and a significant proportion of unprovided nonperforming assets continue to be a drag. As a result, Indian Bank being a public sector commercial bank, faces a lot of competition from other banks like SBI, HDFC, Axis Bank, Bank of Baroda etc.

#### **Financial Performance of Indian Bank**

Like any other bank, the business model is such that loans to customers constitute as an asset to the bank and a bank earns maximum profit from it. This is because loans create a possibility of earning the interest amount charged to the borrower and a bank has an upper hand at that. Therefore, the more loans a bank gives, the better financial performance will it have. However, it is imperative to mention that loan approval process is the most crucial one because any kind of faulty loan results in NPA (Non- performing Asset) and a bank can be at a position of loss. After the merger with Allahabad Bank on 1<sup>st</sup> April 2020, there has been a huge surge in the financial performance in terms of net profit gained.

The **Net Profit** increased from Rs 758 crore in 2020 to Rs 3016 crore in 2021. **Earnings per Share** also showed a dramatic increase of Rs 11.5 from 2020 to 2021. The **Deposits** increased from 260,184 in March 2020 to 538,029 in March 2021.

### About the Industry:

The Indian Bank comes under the **Banking, Financial Services and Insurance (BFSI)**. Companies that provide a range of such financial products or services. This includes universal banks that provide a range of financial services or companies that operate in one or more of these financial sectors.

BFSI comprises commercial banks, insurance companies, non-banking financial companies, cooperatives, pensions funds, mutual funds and other smaller financial entities.

The Banking part of BFSI may include core banking, retail, private, corporate, investment and cards. Financial services may include stock-broking, payment gateways, mutual funds. Insurance covers both life insurance and general insurance.

### Industry Structure

Customers can use a bank for banking and other financial services. A bank is a financial institution that performs basic banking functions such as receiving deposits and disbursing loans. Nonbanking institutions also provide certain banking services without having to meet the legal criteria of a bank. The financial services industry includes banks. The Indian banking business is split into two categories: organised and unorganised. The Reserve Bank of India, Commercial and Cooperative Banks, and Specialized Financial Institutions make up the organised sector (IDBI, ICICI, IFC etc).

Indian Bank is a **public sector bank** which comes under the **Branch Banking System** where each commercial bank has a network of branches spread throughout the country. Since now, it has merged with Allahabad Bank, Indian

Bank can also be categorised under **Group Banking System** in which two or more independently incorporated banks are brought under the control of a holding company.

Public Sector Banks (PSBs) are a prominent form of government-owned bank in India, with the Ministry of Finance of the Government of India or the State Ministry of Finance of various Indian state governments owning a majority stake (i.e. more than 50%). Officers employed by these businesses and their subsidiaries are gazetted. Employees working for these entities and their subsidiaries who are ranked below the officials are also full-fledged government employees. These banks' shares are traded on stock markets.

#### **External Environment:**

The external environment plays a major role in the financial sector. It consists of customers, competitors, technology, economic policies etc. They together make up an environment for the company to function and perform in.

Customers: They are very essential for the success of the company. The companies in this industry have customers in the form of clients as well as students. The products and services offered are in the form of consultation to clients and live projects to students.

Competitors: The competitors in any industry compete with each other to move forward and succeed. In this industry, the competitors provide online training and courses to students for learning process through experiential learning. They also provide trading and consultation services to their clients.



Technology: In today's world, technology plays an important role. Traditional ways of running a company have been replaced by digital ways. Trading activities require special software. Even providing online training to student in various parts of the country requires software to communicate. Thus, technology is very important in the industry.

Economic policies: In this industry, the economic policies are made by the government in order to protect the interest of the investors. Thus, they become an important part of the external environment of the company. In India, SEBI is responsible for protection of investor interests by promoting and regulating the Indian financial markets.

## Company Analysis

### **Company Culture:**

In the RMPC Branch that I was interning at in Chandigarh had a professional yet warm environment. The staff was quite friendly while performing their day to day activities. Everyone was free to give their opinions on matters concerning any particular loan application. In this way, nobody was rigid to clear his/her doubts and hence there was a constant encouragement towards team work.

Although there was a professional hierarchy in the office, all the staff members worked diligently and in harmony together. I also happened to be a part of a monthly staff meeting headed by the chief manager of the branch. By listening to the way the Chief Manager conveyed the objectives authoritatively yet in a manner which did not seem bossy at all, it was easily deducible why RMPC was achieving its targets from the past one year and how a leader should be in a work environment.

Everyone was always ready to help me during my internship and welcomed me with open arms.

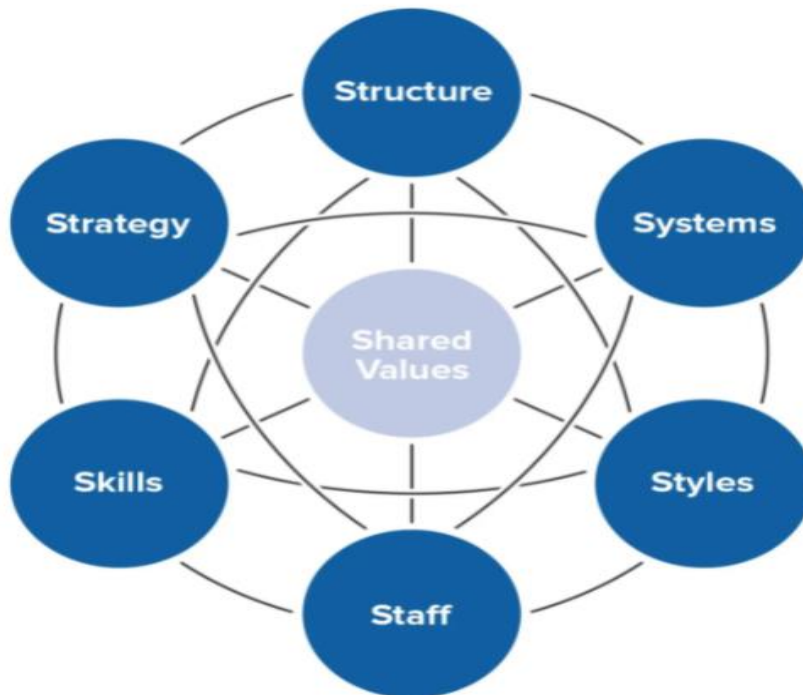
The branch's primary objective was to approve legitimate loan applications with thorough verification of the documents. However, the process was not only moderately risk averse, thus allowing the employees to trust their analysis and judgement, which can be the reason of the bank's growth in recent months.

### **Comparative Analysis of Peers:**

There are 12 Nationalised banks in India recognised by the RBI. Of those, the following are the major competitors of Indian Bank.

- State Bank of India (SBI): It is the biggest public-sector bank in India because it has 23% of the market share in terms of assets. It also holds one – fourth share in the total deposits and loan markets.
- Punjab National Bank (PNB): It is the first *Swadeshi* Bank which was established in 1895 and was nationalised by the Indian Government in 1969. It is headquartered in Delhi and offers a wide range of services in over 7000 branches.
- Bank of Baroda: The bank is headquartered in Vadodara but has a corporate office in Mumbai. It was nationalised by The Government of India in 1969. It has a strong international presence as well with over 100 branches and subsidiaries in around 23 countries.

### ✚ Strategic Framework (7-S Model):



- Strategy: The Indian Bank, RMPC works and strategizes like any other banking institution, which is focussing more on approving legitimate loans and taking on board maximum customers through schemes like credit cards, savings account, current account etc. The bank has a tie up with ISB (Indian School of Business) which allows it to gather as many customers as possible who would want an education loan. Similarly, the MSME Loan department focuses more on the real estate builders around the area to extend and cover as many home loans as possible.
- Structure: The branch works within a hierarchy of four levels. Scale I employees is the junior manager or assistant manager. Scale II employees are the processing officers of loan applications, who report to Scale III employees which comprise the Senior Management levels, who further works under a Scale IV employee, called the Chief Manager

of the branch. The branch is divided into three segments – Retail Loans, Agriculture Loans and MSME Loans. The retail department handles loans like education loan, home loan, vehicle loan etc. Agriculture department deals with all types of services relating to the farmers and agriculturists. MSME department handles loan applications of small firms with loan amount ranging in crores. Although, the value of loans is higher in MSME department and the employees need to thoroughly check financial statements, the number of loans approved are higher in the retail department.

- Systems: The branch uses different softwares for different purposes. For example, there is a significant use of BANCS by the marketing officer and Scale I and II employees for lead generation and in order to update the loan application process. It also uses Transunion for calculation of CIBIL scores as part of the loan approval process.
- Shared Values: Everyone in the branch shared the sentiment of encouragement and team work. Although working in a hierarchy, the staff usually worked together prior to decision making about a particular loan. Another very prominent value in the office was of trust. The Chief Manager who had the responsibility of checking every loan application, worked because of the level of trust he had on his employees. The data and documents were thoroughly verified by every manager.
- Style: The leadership in the office was a mix of **Authoritarian Leadership and Participative Leadership**. This means that the decisions surrounding important topics were discussed with the entire team and everyone's opinions were taken into consideration. This highlights the Participative type of leadership. However, there were times when outcomes and expectations had to be defined clearly to each

employee in order to emphasise on crucial things. This highlights the Authoritarian type of leadership.

- Staff: Everyone in the team was well read and had an average of prior work experience of 9 years. All the employees were efficient in their designated job responsibilities but were never hesitant in learning better and new methods.
- Skills: Everyone on the staff had a minimum qualification of graduation. The employees had secured a job at Indian Bank after clearing multiple entrance exams and interviews or through promotions.

## **PART B – Experiential Learning Project**

### **+ Introduction:**

Indian Bank is a nationalised public sector financial institution that falls under the category of BFSI (Banking, financial Services and Insurance). The Organisation has multiple products and services for different target audience like Savings and Current Account for individuals and group of individuals, NRI products, Agriculture products and services like Kisan Credit Card, Loans for multiple purposes etc. I had the opportunity to work the Retail and MSME Loan Processing Center (RMPC) branch of the Indian Bank which specialises in Loans and Credit Analysis.

The branch is divided into three departments depending on the type of customers it caters. These are Retail Department, MSME Department and Agriculture Department.

The Retail Department works for loan applications including Vehicle loans, Education loans and Home Loans. The MSME Department caters to small firms and companies for corporate type of loans. Agriculture department handles customers who want loans in the farming sector.

Banks make money by accepting deposits and other forms of payment and then lending money to customers. The bank spread is the difference between the interest that a bank must pay to obtain funds and the interest rate that the bank charges on the loan, which is their profit. Therefore, any kind of loan is important for a bank. Loans are also a granted way of making money because either a loan recovered on time is profitable due to the interest generation or a good collateral

can be used in replacement of the loan, if the borrower is unable to repay the loan in stipulated time.

An efficient loan management system is essential in banking business. RMPC is an initiative by the Indian Bank to make this process simpler by assigning a separate department and branch altogether for the same.

### **Methodology:**

The branch operates on a four-level hierarchy. The junior manager or assistant manager is a Scale I employee. Scale II personnel are loan application processors who report to Scale III employees, who make up the Senior Management ranks, and who, in turn, report to a Scale IV employee, the branch's Chief Manager. Everyone in the branch expressed support and a desire to work together. Despite working in a hierarchical structure, the personnel frequently collaborated before making a loan decision. Trust was another important aspect in the office. Because of his trust in his workers, the Chief Manager, who was in charge of checking every loan application, was able to work.

The main sources of conflict occurred while deciding the fate of a loan and when some people had different opinions about the same. This arose due to differing personalities, where someone is more comfortable taking a calculated risk while the other person wants to go by the books.

Apart from some handful instances of organisational politics, the staff was quite friendly and informal.

## Proposed Tasks

During my internship, I would learn how a large loan proposal is documented and evaluated, as well as how the decision to approve the loan is made.

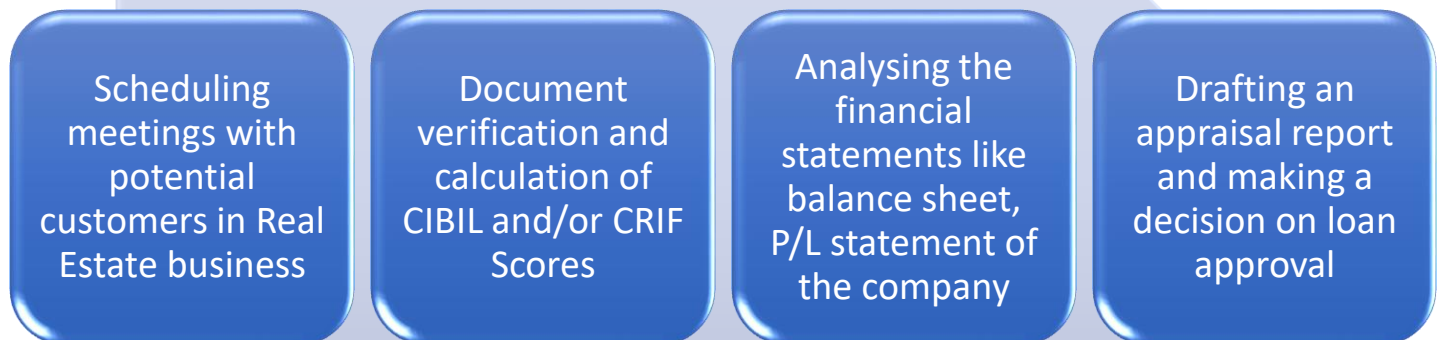
- The most important task for loan approval is to gather all relevant documents after thorough verification. Depending on the type of loan, I was asked to search the files for relevant documents. The documentation also included the calculation of the borrowers' and the enterprise's CIBIL and CRIF Scores, as applicable. When filling in the loan application form, the documents submitted by the borrower must be verified. The bank can avoid fraud by verifying the applicant's identifying documents. Unverified individuals could be imposters or non-existent individuals, resulting in financial loss if not identified. A client's history should also be checked for criminal records and to prevent money laundering.
- The next step was to prepare an appraisal report for approval by a senior manager. This entails analysing the documents, including legal and valuation reports in the case of MSME loans, and summarising the data for the loan amount requested by the borrower. I've been tasked with completing an appraisal report for Motia BlueRidge by the end of May
- The next phase of my internship would involve credit analysis of retail loans, which would entail calculating the permissible loan amount for a specific borrower as well as the proposed EMI
- As part of the loan approval process, specifically in the MSME Category, I am being trained to assess and analyse companies' financial statements in order to understand their financial health and ability to repay the proposed



loan. The balance sheet, profit and loss statement, and cash flow statement are all part of these financial statements

- As part of the second phase of the internship, i.e. dealing with loans of the MSME category, I am being involved with scheduling appointments with potential customers, especially real estate builders in and around Chandigarh
- The process of setting up a meeting with the builder includes cold calling and a run through of all the documents that are required by the bank for loan approval, to a potential customer. These customers were targeted either through third party websites like paisabazaar, Justdial etc which send the data of interested customers to the bank, or through the banks' personal software.
- Another method of targeting customers was loan takeovers. This was done by checking the amount of cash debited each month into another bank. Such existing customers were contacted for a loan takeover to gather more customers.

### **Summary of tasks during the internship:**



### **Sources for opportunities for company:**

The major opportunities of expansion and profit can come from robust marketing. Since Indian Bank is a public – sector bank, there is little amount spent on marketing and increasing visibility. While the competitors like SBI, HDFC and PNB have a solid marketing system. This helps in generation of more leads and customers.

### **Early Warning Signals for Banks:**

There are some RBI approved guidelines that will help in minimising the risks associated with NPAs and frauds. These include

- Poor Payment Record
- Check for multiple bounces

- CERSAI Data
- Increase in Debt
- Poor Credit Score
- Transfer of loan proceeds to other banks
- Frequent extension of payment dates

### **Observations:**

- About Organisational Training: The training provided to me was great and very informative. I was included in all the activities of the department from the very first day and everyone was keen on making me understand the knicks and knacks of the loan approval process. The Chief Manager allotted me an organisation guide and the guides were changed every 20 days in order for me to understand the work done at all levels of the credit department.

The mentor was very approachable regarding all the issues and making me comfortable in a new environment. I was also given a chance to read and interpret old loan applications and files. This allowed me to grasp the financial basics thoroughly.

During the pandemic, I was also permitted to work from home on alternate days if need arises.

- About Self Learning: As part of my journey of understanding the details financial statements and the products of a bank, this opportunity of interning at a nationalised bank was of great value. I was fortunate enough to also experience the physical work environment and professionalism in these testing times of Covid-19.

I was also instilled with the value of punctuality and discipline along with interpersonal skills by working in an office for 2 months.

## **PART C: CONCLUSION**

### **+ Summary:**

#### **○ Learnings**

- Calculation of CIBIL and CRIF Score
- Analysis of financial ratios
- Documentation for different kinds of loans
- Calculation of permissible loan amount for a specific borrower
- Financial Statements Analysis
- Generating leads of potential customers

### **+ Summary of Project Deliverables**

- Accurate analysis of a project proposal in the appraisal report is important so that right decision is made regarding its approval. The appraisal report that I make would be sent to the zonal manager for approval
- Calculation of permissible loan amount of a borrower is important for the bank to sanction a retail loan because repayment capability of a borrower is a major factor in loan approvals
- Evaluating the financial statements of companies as a pre-requisite for loan approval in the MSME Category
- Arranging fruitful meetings with potential customers from MSME in and around Chandigarh

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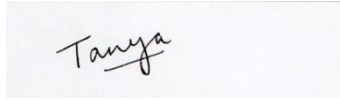
<https://www.javatpoint.com/nationalized-banks-in-india>

## Undertaking

To Whom It May Concern:

I, Tanya Mahajan hereby declare that this assignment is my original work and is not copied from anyone/ anywhere. If found similar to other sources, I shall take complete responsibility of the action.

**Signature :**



**Name : Tanya Mahajan**

**Roll No. : 201253**

**Section : B**

**Batch : MBA – FT (2020-2022)**

**Date : 12<sup>th</sup> July, 2021**