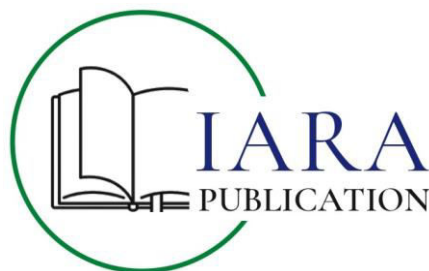




RECENT TRENDS IN COMMERCE

DR SANGEETA SHASHIKANT SHINDE
DR. PALLAVI CHETAN PATIL

Recent Trends in Commerce



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Recent Trends in Commerce

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Preface

In a time of tremendous technological growth, the business sector has witnessed profound changes that has shaped how companies run and how customers interact with goods and services. Recent developments in commerce has catapulted us into an exhilarating new era of possibilities, from the growth of e-commerce and digital platforms to the impact of artificial intelligence and data analytics. The tremendous impact of digital technologies on trade is one of the major subjects covered in this book. The way that businesses run has been revolutionised by the Internet, which has also connected people worldwide. E-commerce has made it possible for small businesses to reach a global market, while social media and digital marketing have revolutionised how goods are advertised and seen.

Consumer expectations and conduct are another important topic covered in this book. Consumers of today are more connected, knowledgeable, and demanding than ever. They want seamless experiences across several mediums, convenience, and personalisation. The authors in this book dive into the tactics and methods that companies must use to satisfy these changing needs and maintain their competitiveness in a market that is changing quickly.

As the editors of this book on current business trends, we had the honour of obtaining opinions and insights from renowned academics. Their contributions have illuminated the complex features of this changing environment, allowing us to investigate and comprehend the numerous factors propelling change.

This edited collection is intended to be a thorough resource for academics, researchers, businesspeople, and students who are interested in learning about current business trends. It presents a variety of viewpoints, lively debates, and useful insights that will encourage more research and invention in this constantly changing sector.

We sincerely thank each and every one of the contributors for their important work, and we also thank the publishers for helping to make this book a reality. We are convinced that the information and concepts offered in this book will enlighten readers and give them the tools they need to successfully negotiate the intricacies of the fluid business environment.

Let this book serve as a beacon, showing you the way to success in the dynamic business world.

Acknowledgement

We would like to convey our sincere gratitude to everyone who has assisted in the compilation of this book titled "Recent Trends in Commerce." We do this with great joy and gratitude. Without the joint efforts, assistance, and knowledge of several people, this endeavour would not have been accomplished.

We would like to start by expressing our sincere gratitude to the eminent authors for their invaluable research scholars, wisdom, and experience in writing this book. Their assiduous efforts and academic contributions have improved the text and guaranteed thorough coverage of current developments in the field of commerce. Their dedication to expanding scientific understanding in this field is very admirable.

We would like to express our heartfelt gratitude and indebtedness to Mr. Sanjay Nahar, President of Sarhad, Mrs. Sushma Nahar, Secretary of Sarhad, Mr. Shailesh Wadekar, Trustee of Sarhad, Mr. Anuj Nahar, Trustee of Sarhad, and Principal Dr. Hanumant R. Jadhavar for their invaluable and meticulous support at each and every stage of work.

Sincere appreciation is due to Mr. Arvind Kumar, the production team, and the publishers for their outstanding work in bringing this book to life. Their knowledge, commitment, and commitment to excellence ensured that the publication process went without a hitch and that the information successfully reached a wide audience.

Last but not least, I want to sincerely thank each and every reader and person who will benefit from this book. I truly hope that the ideas presented here will help readers gain knowledge about the current business trends and stimulate more investigation and development in this fast-moving area.

As a result of everyone's contributions and efforts, this book is a reality, and we are humbling and appreciative of it. A significant resource for researchers, academicians, professionals, and students interested in learning about the most recent advancements in the field of commerce has been made possible thanks to everyone's collaboration, knowledge, and commitment.

Dr. Sangeeta Shashikant Shinde

Dr. Pallavi Chetan Patil

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AN ANALYTICAL STUDY OF WORKING CAPITAL MANAGEMENT OF SWAMI SAMARTH AGRO BIOTECH.L.L.P**Jadhav Durva Satish**

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ABSTRACT

This is a study conducted to focus on the short-term financial management or working capital management. Working capital refers to that part of the firm's capital which required for financing short term or current asset. Adequate amount of working capital is required by the firm in the form of different activities to continue uninterrupted and to tackle problems that may arise. Financial viability structure and utilization of working capital in the company is analyzed for three years from 2017-2020. The study is mainly based on the secondary data. Ratios and statement of change in working capital are the tools used for the study. The interpretations are summarized and suggestions are provided based on it. By using ratio analysis to analyse the financial data, the study on working capital management at SWAMI SAMARTH AGRO BIOTECH provides insight into how well the society is managing its working capital. Although there were some ups and downs in the working capital and ratio analysis during the study period, it is evident that the society's overall financial condition is sound.

Keyword: Systematic literature review, Working Capital Management

INTRODUCTION**• Working Capital Management**

It is a crucial aspect of financial management that focuses on effectively managing a company's current assets and liabilities to ensure smooth operations and maintain financial stability. It involves the strategic management of cash, inventory, accounts receivable, and accounts payable to optimize the balance between liquidity and profitability.

Proper working capital management is essential for businesses of all sizes and industries. It enables companies to meet their short-term obligations, sustain daily operations, and capitalize on growth opportunities. Inadequate working capital can lead to liquidity challenges, missed opportunities, and even financial distress, while excessive working capital can indicate inefficiencies and tie up valuable resources. The main components of working capital include cash, inventory, and receivables on the asset side, and accounts payable and accruals on the liability side. Effectively managing these components involves balancing the need for cash flow, maintaining optimal inventory levels, ensuring timely collection of receivables, and strategically managing payables.

A well-managed working capital cycle helps businesses minimize the cash conversion cycle, which is the time it takes to convert inventory into sales, accounts receivable into cash, and payables into payments. By efficiently managing this cycle, companies can improve cash flow, enhance profitability, reduce financing costs, and enhance their overall financial performance.

Furthermore, effective working capital management allows companies to navigate economic downturns, market uncertainties, and unexpected events by providing a cushion to absorb shocks and maintain operational continuity. It also facilitates the timely execution of business strategies, such as expansion plans, mergers and acquisitions, and capital investments. This study on working capital management aims to explore various aspects related to managing working capital effectively. It will delve into different strategies, techniques, and best practices that businesses can adopt to optimize their working capital management.

The study will also examine the impact of working capital management on a company's financial performance, liquidity, profitability, and risk profile. By analyzing real-world case studies, industry benchmarks, and financial data, this study seeks to provide insights into the importance of working capital management and its implications for businesses. It will shed light on the key challenges faced by companies in managing working capital, and propose practical recommendations to enhance working capital management practices. Effective working capital management is crucial for maintaining a company's financial health, stability, and growth prospects. By optimizing cash flow, managing inventory efficiently, and optimizing receivables and payables, businesses can achieve a competitive edge and position themselves for long-term success in today's dynamic business environment.

Swami Samarth Agro Biotech LLP

Swami Samarth Agro Biotech LLP” are Sole Proprietorship (Individual) based firm, involved as the Wholesale Trader & Manufacturers of Organic Manure, Micronutrient Fertilizer, Agricultural Biopesticide, Agricultural Fertilizers and much more.

Working capital management is a business process that helps companies make effective use of their current assets and optimize cash flow. It's oriented around ensuring short-term financial obligations and expenses can be met, while also contributing towards longer-term business objectives.

The need of working capital arises due to the time gap between production and realization of cash from sales. There is an Operating cycles involved in the sales and realization of cash. There are time gaps in purchases of raw materials and production and sales and realization of cash. Although current liabilities are paid from funds generated by current assets. The working capital should be sufficient in relation to the current liabilities to afford a margin of safety. The working capital is needed for the following purposes for the purchase of raw materials, components, pay wages and salaries, to do day-to-day expenses and overhead costs such as fuel, power, official expenses, maintain the inventories of raw materials, work-in progress, finished stock.

OBJECTIVES

1. To evaluate how effectively companies manage their working capital and analyzing the impact that this management has on business performance.
2. To compare working capital management practices across different industries and identifying best practices.
3. To Developed tools and models for predicting future working capital needs and identifying potential areas for improvement.
4. To assess the impact of different financing options on working capital management, such as short-term loans or factoring.

HYPOTHESIS

- Companies that effectively manage their working capital tend to have higher profitability ratios such as return on assets (ROA) and return on equity (ROE).
- Effective working capital management can improve cash flow, which can allow a business to make strategic investments that lead to growth and expansion.
- Businesses that maintain optimal levels of working capital can better navigate economic downturns and other challenges, as they have more financial flexibility.
- Improper working capital management, such as extended accounts receivable or excessive inventory levels, can lead to decreased profitability and financial strain on a business.

RESEARCH METHODOLOGY

• PRIMARY DATA:

The primary data is that data which is collected fresh or first hand, and for first time which is original in nature. In this study the Primary data has been collected from Personal Interaction with Finance

Manager i.e. MR. Lokesh Agarwal and other staff members

• SECONDARY DATA:

The secondary data are those which have already collected and stored. Secondary data easily get those secondary data from records, annual reports of the company etc. It will save the time, money and efforts to collect the data.

LITERATURE REVIEW

- Empirical Evidence from Emerging Markets" by Deloof and Jegers (Journal of Small Business Management): The study examines the relationship between working capital management and firm profitability in emerging markets, providing insights into the impact of efficient working capital management on financial performance.
- Evidence from Panel Data Analysis" by Shin and Soenen (Studies in Economics and Finance): This research investigates the impact of working capital management on corporate profitability using panel data analysis, highlighting the significance of efficient management of working capital components.
- Evidence from Developing Countries" by Raheman and Nasr (International Review of Business Research Papers): The study analyzes the relationship between working capital management and firm performance in developing countries, emphasizing the importance of striking a balance between liquidity and profitability.
- **Tables II** summarizes the published definitions and concepts of WC and WCM, respectively.

DATA ANALYSIS

Table: For the Year 2019-20

PARTICULARS	31/3/2019	31/3/2020	INCREASE	DECREASE
CURRENTS ASSETS				
closing stock	49329	60952	11623	
deposits	328566	497091	168525	
sundry debtors	544202.1	546352	2149.89	
cash in hand	19507.29	13720.18		5787
bank accounts	850937.2	1075527	224590	
TDS A/C	104669	124965	20296	
value added tax A/C	4377.22	5900.81	1523.68	

A= total current assets	1807386	2324508		
Current liabilities				
duties & taxes	27061	31569.07		4598.05
sundry creditors	465493.3	535808	70413.72	
B= total current liabilities	398352	567467.1		
NET WORKING CAPITAL (A-B)	1409034	1757041	428707.6	80699.9
Increase or decrease in working capital	348007.7			348007.7
closing stock				
	1757041	1757041	428707.6	428707.6

INTERPRETATION**Current Assets:**

Closing Stock: The closing stock increased by INR 11,623 from 2019 to 2020.

Deposits: Deposits increased by INR 168,525 from 2019 to 2020.

Sundry Debtors: Sundry debtors increased by INR 2,149.89 from 2019 to 2020.

Cash in Hand: Cash in hand decreased by INR 5,787 from 2019 to 2020.

Bank Accounts: Bank accounts increased by INR 224,590 from 2019 to 2020.

TDS A/C: TDS A/C increased by INR 20,296 from 2019 to 2020.

Value Added Tax A/C: Value Added Tax A/C increased by INR 1,523.68 from 2019 to 2020.

Total Current Assets (A): The total current assets increased by INR 517,122 from 2019 to 2020.

Current Liabilities:

Duties & Taxes: Duties & taxes increased by INR 4,598.05 from 2019 to 2020.

Sundry Creditors: Sundry creditors increased by INR 70,413.72 from 2019 to 2020.

Total Current Liabilities (B): The total current liabilities increased by INR 169,115.1 from 2019 to 2020.

Net Working Capital (A-B): The net working capital increased by INR 348,007.6 from 2019 to 2020.

Increase or Decrease in Working Capital: The working capital increased by INR 348,007.7 from 2019 to 2020.

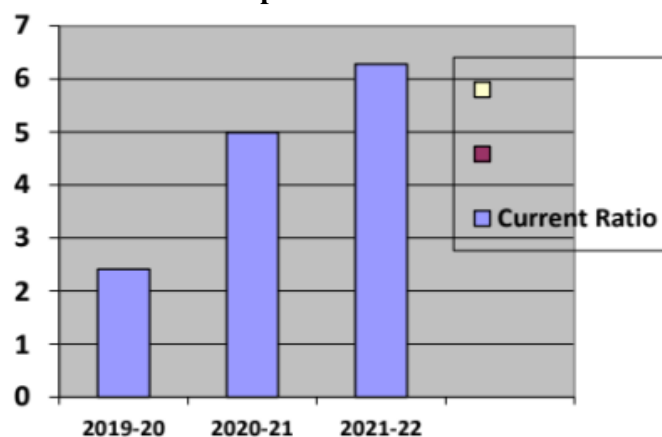
Closing Stock: The closing stock remained the same in both 2019 and 2020, with no increase or decrease.

CURRENT RATIO

Current Ratio = Current Assets / Current Liabilities

Year	Current Assets	Current Liabilities	Current Ratio
2019-20	1220002	504148.9	2.41
2020-21	1307987	261890	4.99
2021-22	2089140	332489	6.28

Graph : Current Ratio



The given data represents the current assets, current liabilities, and current ratio for three consecutive years (2019-20, 2020-21, and 2021-22). Here's a brief explanation of the key points:

Current Assets: In 2019-20, the company had current assets amounting to 1,220,002. In 2020-21, the current assets increased to 1,307,987. Furthermore, in 2021-22, the current assets further increased to 2,089,140.

Current Liabilities: The current liabilities for the respective years were 504,148.9 in 2019-20, 261,890 in 2020-21, and 332,489 in 2021-22.

Current Ratio: The current ratio is calculated by dividing current assets by current liabilities. In 2019-20, the current ratio was 2.41. In 2020-21, the ratio increased to 4.99. Finally, in 2021-22, the ratio further increased to 6.28.

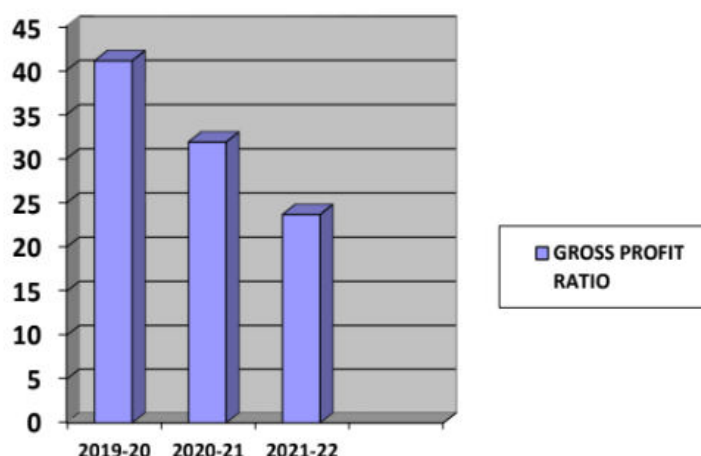
Gross Profit Ratio

Gross profit ratio = (Gross profit / Net sales) × 100

Table

Year	GrossProfit	Net Sales	Gross Profit Ratio	Gross profit ratio(in percentage)
2019-20	532999.8	1293793	0.411967	41.1 %
2020-21	471627.3	1474486	0.319859	31.9 %
2021-22	407400.3	1717079	0.237264	23.7 %

GRAPH . GROSS PROFIT RATIO



The given data shows the gross profit, net sales, and gross profit ratio (as a decimal and percentage) for three consecutive years (2019-20, 2020-21, and 2021-22). Here's a brief explanation of the key points:

Gross Profit: In 2019-20, the company had a gross profit of 532,999.8. In 2020-21, the gross profit decreased to 471,627.3. Further, in 2021-22, the gross profit declined to 407,400.3.

Net Sales: The net sales for the respective years were 1,293,793 in 2019-20, 1,474,486 in 2020-21, and 1,717,079 in 2021-22.

Gross Profit Ratio: The gross profit ratio is calculated by dividing the gross profit by net sales. In 2019-20, the gross profit ratio was 0.411967 (or 41.1% as a percentage). In 2020-21, the ratio decreased to 0.319859 (or 31.9% as a percentage). Finally, in 2021-22, the ratio further decreased to 0.237264 (or 23.7% as a percentage).

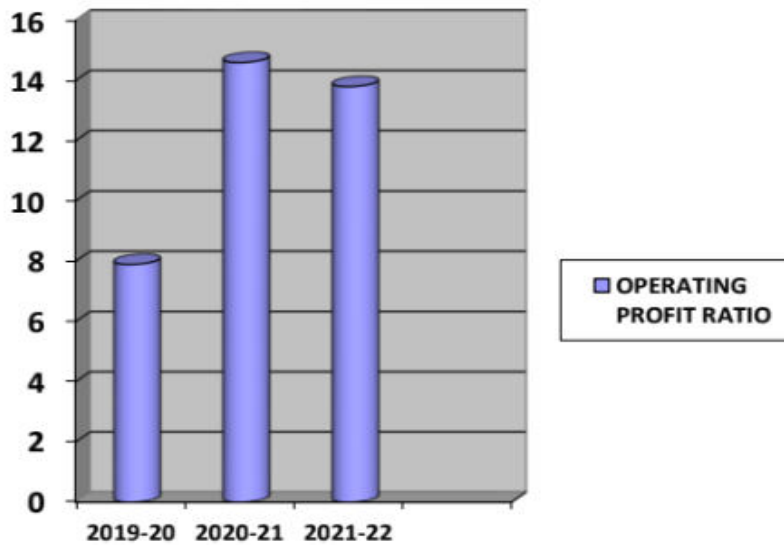
OPERATING PROFIT RATIO

Operating profit ratio = (Operating profit / Net sales) × 10

Operating profit = Net sales - Operating cost

Table

Year	Operating Profit	Net Sales	Operating profit ratio	Operating profit ratio (in percentage)
2019-20	102427.8	1293793	0.079169	7.91%
2020-21	215355.3	1474486	0.146054	14.6%
2021-22	238442	1717079	0.138865	13.88%

Graph: Operating Profit Ratio

Operating Profit: In 2019-20, the company had an operating profit of 102,427.8. In 2020-21, the operating profit increased to 215,355.3. Further, in 2021-22, the operating profit further increased to 238,442.

Net Sales: The net sales for the respective years were 1,293,793 in 2019-20, 1,474,486 in 2020-21, and 1,717,079 in 2021-22.

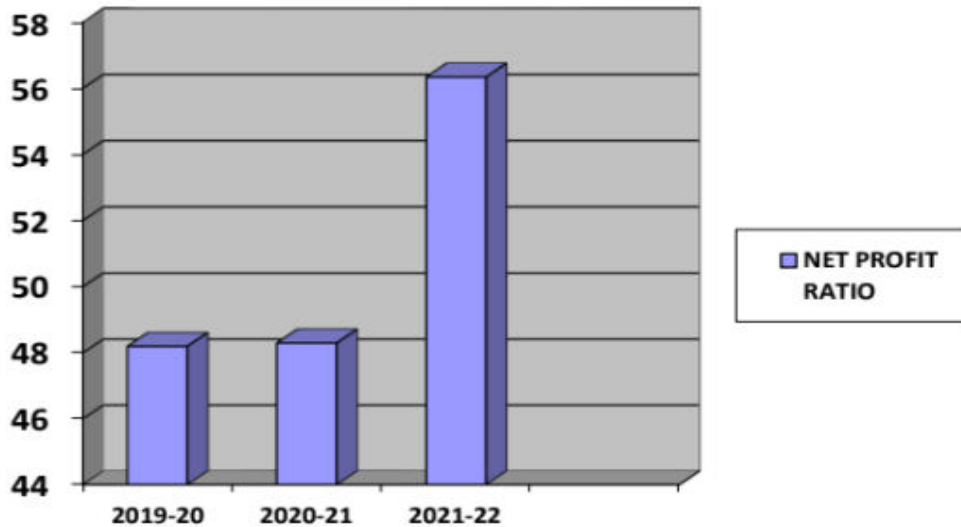
Operating Profit Ratio: The operating profit ratio is calculated by dividing the operating profit by net sales. In 2019-20, the operating profit ratio was 0.079169 (or 7.91% as a percentage). In 2020-21, the ratio increased to 0.146054 (or 14.6% as a percentage). Finally, in 2021-22, the ratio decreased slightly to 0.138865 (or 13.88% as a percentage).

NET PROFIT RATIO

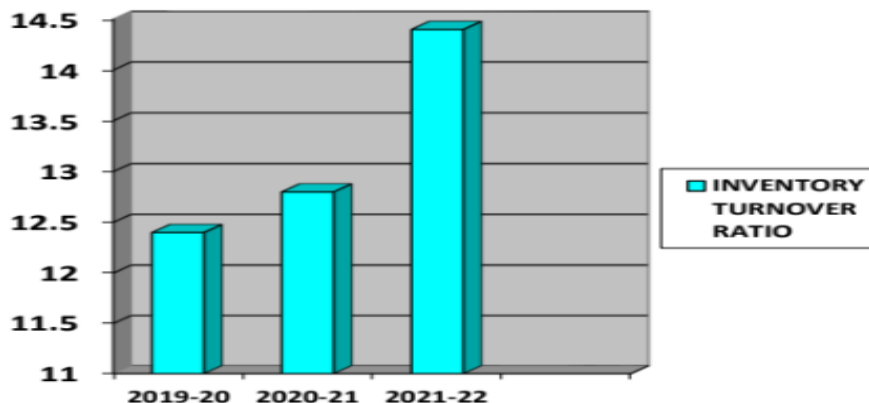
Net profit ratio = (Net profit / Net sales) × 100

Table

Year	Net Profit	Net sales	Net profit Ratio x 100
2019-20	624187.8	1293793	48.24%
2020-21	713099	1474486	48.36%
2021-22	967525.8	1717079	56.34%

Graph: Net Profit Ratio**INVENTORY TURNOVER RATIO****Table**

Year	Cost of goods sold	Average Inventory	Inventoryturnover ratio
2019-20	760793.3	60952	12.48184
2020-21	1002859	78143	12.83364
2021-22	1309679	90485	14.47399

GRAPH . INVENTORY TURNOVER RATIO

The given data represents the cost of goods sold, average inventory, and inventory turnover ratio for three consecutive years (2019-20, 2020-21, and 2021-22). Here's a brief explanation of the key points:

- **Cost of Goods Sold:** In 2019-20, the cost of goods sold was 760,793.3. In 2020-21, the cost of goods sold increased to 1,002,859. Further, in 2021-22, the cost of goods sold further increased to 1,309,679.
- **Average Inventory:** The average inventory for the respective years was 60,952 in 2019-20, 78,143 in 2020-21, and 90,485 in 2021-22.

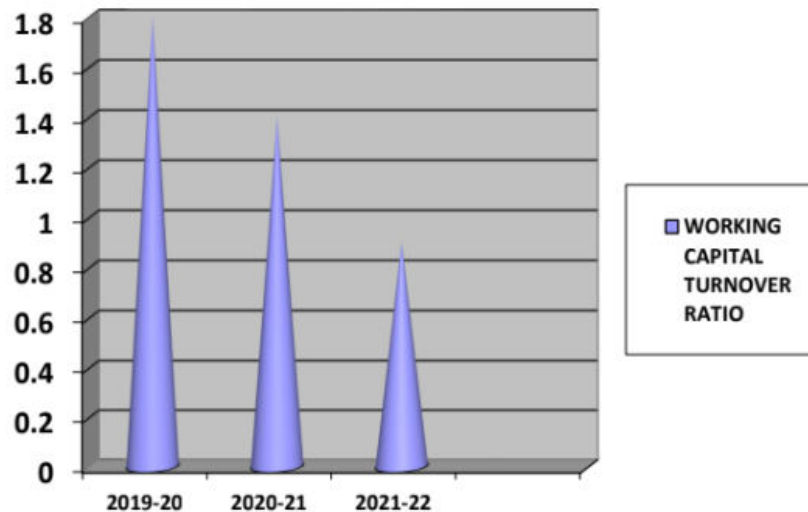
- **Inventory Turnover Ratio:** The inventory turnover ratio is calculated by dividing the cost of goods sold by the average inventory. In 2019-20, the inventory turnover ratio was 12.48184. In 2020-21, the ratio slightly increased to 12.83364. Finally, in 2021-22, the ratio further increased to 14.47399.

WORKING CAPITAL TURNOVER RATIO

Table

Year	Sales	Workingcapital	Workingcapital turnover ratio
2019-20	1293793	1293793	1.807343
2020-21	1474486	1474486	1.409512
2021-22	1717079	1717079	0.977473

GRAPH . WORKING CAPITAL TURNOVER RATIO



The given data represents the sales, working capital, and working capital turnover ratio for three consecutive years (2019-20, 2020-21, and 2021-22). Here's a brief explanation of the key points:

Sales: The sales for the respective years were 1,293,793 in 2019-20, 1,474,486 in 2020-21, and 1,717,079 in 2021-22.

Working Capital: The working capital for each year was equal to the sales amount, indicating that the company's working capital is equal to its sales.

Working Capital Turnover Ratio: The working capital turnover ratio is calculated by dividing sales by working capital. In 2019-20, the working capital turnover ratio was 1.807343. In 2020-21, the ratio decreased to 1.409512. Finally, in 2021-22, the ratio further decreased to 0.977473.

FINDINGS

- Current ratio in 2019-2020 is 2.41, in 2020-2021 it is 4.99 and in 2021-2022 it is 6.28. The current ratio of all the above three years is above the standard current ratio, which is 2:1.
- Gross profit ratio in 2019-2020 it is 41.1%, in 2020-2021 it is decrease to 31.9%, and in 2021-2022 it is decrease to 23.7%. Comparing all the three years ratio, the chart shows that it keeps decreasing from 2019-20, 2020-21, 2021-22.

- Operating profit ratio in 2019-2020 it is 7.91%, in 2020- 2021 is increase to 14.6%, and in 2021-2022 again it is decrease to 13.88%. A higher operating margin is more favorable compared with a lowerratio.
- Net profit ratio in 2019-2020 it is 48.24%, in 2020-2021 it is increase to 48.36%, and in 2021-2022 again it is increase to 56.34%. A higher net profit ratio is more favorable compared with a lower ratio.
- Inventory turnover ratio in 2019-2020 it is 12.48, in 2020-2021 it is increase to 12.83 and in 2021-2022 again it is increase to 14.47. A higher inventory turnover ratio is more favorable compared with a lower ratio.

SUGGESTIONS

- The society should take necessary steps to make use of the quick asset for the development of the society and should balance with the standard ratio.
- Gross profit ratio is not stable. So in order to increase the gross profit the society wants to increase the production.
- The working capital turnover ratio is decreasing year by year. It is not good for the society so in order to increase the working capital turnover the society needs to increase its sales.

CONCLUSION

The study conducted on working capital management at — **SWAMI SAMARTH AGRO BIOTECH**” gives a view of assessing the performance of working capital management of the society by analyzing the financial data with the help of ratio analysis. During the period of study, there were a few up and downs in the working capital and ratio analysis it will affect the operations of the society but it is observed that the overall financial position is good .

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NON-BANKING FINANCIAL COMPANYS

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ABSTRACT

In late 2018, the default by a major nonbanking budgetary company (NBFC) in India driven to a credit crunch inside the Indian economy. The crisis raises questions nearly the commerce illustrate of NBFCs in India, and the portion they play adjacent banks inside the economy. This paper analyzes the headway of the NBFC division in India over time and its centrality in opening up credit, and it looks at the variables that will have contributed to the 2018 emergency. The paper endeavors to urge it the inclinations and drawbacks of the exchange illustrate of NBFCs, and the drivers of their quick rise and ensuing challenges. The paper as well briefly talks approximately the potential influence of the coronavirus broad on the NBFC division. Drawing on lessons from the past, NBFCs ought to be fortified to play an critical part in India's money related scene. Currently, the economic disruptions caused by the coronavirus outbreak have had a significant impact on the Micro, Small, and Medium Enterprises (MSME) sector. This sector has been severely affected due to business closures and reduced consumer spending. Since MSMEs contribute a major portion of the NBFCs' loan portfolios, any defaults or non-repayment of loans by MSMEs will directly affect the NBFCs' ability to repay their debts to other financial lenders.

Keywords: Financial, Company Profile, Role of NBFC

INTRODUCTION

The term "execution" comes from the French word "performed," which suggests "to perform." do', 'to carry out, or 'to render'. It insinuates to doing something for execution and accomplishment. In a more broad sense, execution implies to the fulfillment of a focused on errand measured with foreordained rules of precision, value, taken a toll structure, and timeframe.

The term "execution" comes from the French word "performed," which suggests "to perform." do', 'to carry out, or 'to render'. It implies to doing something for execution and accomplishment. In a broader sense, execution insinuates to the fulfillment of a focused-on errand measured with foreordained rules of precision, value, taken a toll structure, and time period.

The word "appraisal on a horrendously fundamental level insinuates to the act of comparing the genuine to goodness execution against a foreordained standard for arriving at a conclusion with regard to the ampleness of a doled out work. In this way, execution evaluation is the application of a sensible strategy to degree the veritable accomplishment against any display standard, based on specific data and aptitudes, depending upon the plan and nature of a particular task for which an association exists. These errands on an awfully fundamental level update the learning of the organisation. The arrange of cash related execution assessment included the certification of the working and cash related characteristics of an affiliation from its budgetary statements, which are the conclusion comes approximately of bookkeeping. The objective of such examination is to look at the execution in detail to choose the in common efficiency of the organization of the association, and the same is as a run the show reflected in its conveyed money related results.

This examination tries to degree the firm's liquidity, efficiency, and diverse other angles highlighting the money related prosperity and mode of operation of an institution.

The require of a sound and wise way of working in an affiliation cannot be undermined, so removed as long-term viability is concerned. Not because it was having the presence, and its

imperative arranging in a competitive circumstance as well required a careful investigation of execution at each and each level of its working.

Through an With an capable examination of the budgetary execution, the affiliation can recognize distinctive openings to advance its execution as a whole. In this setting, differing Look at has been gotten a handle on by different analysts to dissect the budgetary execution of non-bank financing companies to encourage it how organization of back appears up a essential parcel interior the achievement of the targets of this advantage division.

To adjust between The NBFCs' main objectives are to achieve these two things in a efficient way. In other words, Excess units (savers) can loan to the shortage units (borrowers) through a administrative component. This, in any case, is regularly not helpful for the investors and borrowers without the association of a mediator for the effective stream of stores between the units.

With the mediation of a money related institution, there's a diminish within the degree of dangers included, and there's moreover an compelling usage of the accessible stores within the economy. Money related mediators can give extra sensible administrations since of their economies of scale, proficient ability, and capacity to expand the chance over a huge number of recipients.

OBJECTIVE

- To promote and develop good and reliable business practices, practices and practices in India and contribute to new business development.
- Assistance and miscellaneous services for members and business banking.
- Start planning ahead for the introduction of a new system or service in the banking industry.
- Review of the financial institution as a bank for the publication and exchange of statistics and information.

HYPOTHESIS

- There has been no significant growth in respect of various performance parameters of selected Assets Finance Companies during the period of study.
- There is no significant difference between actual performance and estimated performance of selected performance indicator of selected Assets Finance Companies during the period of study.
- Non-banking companies that adopt digital financial services will experience greater financial growth and customer satisfaction compared to those that do not.

RESERCH METHODOLOGY

Explore methodology is the specific strategies or strategies utilized to recognize, select, handle, and analyze information nearly a point. In a term paper, the method zone grants the per user to in a general sense survey a study's for the most part authenticity and immovable quality.

DATA COLLECTION:

Primary Data:

Raw data is the reality that researchers use in their current work. Raw data is also known as primary data.

Secondary Data:

Information that has already been accumulated from essential sources and made effectively available for scholastics to utilize for their claim investigate is known as auxiliary information. It may be a category of data that has already been assembled.

REVIEW OF LITERATURE

- It is generally accepted that a successful modern business requires financial performance (Kroszner, 2010). For example, in all developed economies, the complex financial system provides a variety of financial services and serves as an important pillar to support macroeconomic stability and economic growth and well-being (World Bank, 2003). In addition, financial institutions have contributed to the promotion of savings by offering a wider choice of instruments to savers and investors. With the emergence of NBFCs in finance, investors can park their money at higher income compared to deposit banks.
- Regarding non-banking financial institutions, Greenspan (1999) states: "Having a financial impact by providing financial resources beyond the transformation of the financial system is the 'back tire'". In addition, the bank provides the short-term loans needed by business and agriculture, while other services needed by business and other activities are provided by NBFCs and other financial institutions such as business, finance and soon.
- Hasriman Kaur A. and Dr. Bhawdeep Singh Tanghi (2013) determined that NBFCs play an important role in monitoring macroeconomic conditions and strengthening the structure of India's financial system.
- With consolidation and better management, business has become more important.
- Or Dr. Amardeep (2013) observed, "The role of NBFCs in building a country's wealth you can see it."
- Assoc. In his Yogesh Maheshwari (2013) article, "The financial revolution has given NBFCs personal etc.

DATA ANALYSIS

King financial companies (NBFCs) are financial institutions that provide many of the same banking and financial services as traditional banks, but without a banking license. NBFCs play an important role in financial management by providing a variety of financial products and services to individuals, businesses and other industries.

NBFC

Activities: NBFCs engage in lending and advances, accepting deposits (subject to certain limits), issuing financial instruments, investment and asset management, issuing credit cards, promoting foreign exchange, and more. Financial services are regulated by the financial authorities of NBFC Countries. For example, in India, NBFCs are regulated by the Reserve Bank of India (RBI).

The NBFCs' regulatory framework is designed to protect financial stability, protect customer interests, and comply with rules and regulations.

Although NBFCs provide financial services similar to banks, they differ in some aspects. Unlike banks, NBFCs cannot accept demand deposits (deposits can be withdrawn on demand). Also, NBFCs are not part of the payment and settlement system, which means they cannot issue checks on their own.

NBFCs rely heavily on loans to finance their operations. They can raise capital in a variety of ways, including bonds, commercial papers, loans, and loans from banks and financial institutions. This income is used to provide loans and other financial services.

NBFCs perform credit assessments and risk assessments to assess the creditworthiness of borrowers. They consider factors such as income, credit history, assets, and solvency to determine the interest rate, loan amount, and terms and conditions of loans.



NBFCs often play an important role in promoting financial inclusion by connecting financial services to the underserved, including small businesses, rural communities and low-income people. They contribute to the overall development of the economy by providing easy access to credit and financial services for these projects. It is important to note that the specific regulations, functions and features of

NBFCs may vary from country to country depending on the regulatory environment and regulatory and environmental legislation. Nonbank financial companies (NBFCs) are financial institutions that provide banking services without a banking license. Instead, NBFCs are registered under the Companies Act 1956 and are regulated by the Reserve Bank of India (RBI).

An example of an NBFC in India is Bajaj Finserv Limited. Bajaj Finserv is part of Bajaj Group, a well-known conglomerate in India. Bajaj Finserv offers a wide range of financial services, including loans, insurance and wealth management. Bajaj Finserv loan services include personal loans, home loans and business loans. The company offers loans with easy repayment options, low commissions and fast approval. Besides loans, Bajaj Finserv also offers insurance services, including health insurance, life insurance and general insurance.

Bajaj FinServ's wealth management services include investment and advisory services. The company offers a variety of investment options, including mutual funds, bonds and bonds. In addition, Bajaj Finserv provides financial planning and advisory services to help clients achieve their financial goals. Overall Bajaj Finserv is a wellknown NBFC in India that offers a wide range of financial services to its clients. "The company's focus on customer service, convenient repayment options and a wide range of financial products have helped it become a leader in the financial services industry in India.

"There are a huge number of NBFCs operating in our country but here's a look at the current top 5 NBFCs in India.

<p>Power Finance Corporation Limited</p> 	<p>Power Finance Corporation Limited, a Navratna Status corporation, was established in 1986. The company's chairman and managing director is Rajeev Sharma. The nation's many power projects are known to receive financial support from Power Finance Corporation Limited. It aids businesses engaged in the production, transmission, and distribution of electricity. Additionally, the corporation is listed on the Bombay Stock Exchange (BSE) and the National Stock Exchange (NSE).</p>
<p>Shriram Transport Finance Company Limited</p> 	<p>Along with other things, Shriram Transport Finance Company Limited concentrates on financing commercial and business cars. Since its inception in 1979, the company has provided financial services for light-duty trucks, heavy-duty trucks, mini trucks, passenger cars, construction vehicles, and farm machinery. General insurance, mutual funds, common assets, stock broking, and general protection are the areas of expertise for the organisation.</p>

<p>Bajaj Finance Limited</p> 	<p>Founded in 2007, Bajaj Finserv is a division of Bajaj Holdings and Investments. It is a very well-known finance organisation that offers loans to doctors for professional advancement, home loans, gold loans, individual loans, business loans, and loans to entrepreneurs. In addition to this, Bajaj Finserv also offers general insurance, loan, and wealth advice services. With more than 20000 employees, it operates more than 1400 branches around the nation.</p>
<p>Mahindra & Mahindra Financial Services Limited</p> 	<p>Established in 1991, Mahindra & Mahindra Financial Services Limited (MMFSL) has more than 1000 branches nationwide and more than 3 million clients. One of the most well-known organisations, MMFSL has two affiliates that provide financial and insurance services for rural housing. Additionally, it specialises in providing cash advances for gold, cars, businesses, homes, working capital, and much more.</p>
<p>Muthoot Finance Ltd</p> 	<p>India's earliest NBFC, Muthoot Finance Ltd, dates back to 1888 when it started as a small lender operating out of a village in Kerala. Muthoot Finance Ltd. solely authorises loans in exchange for pledges of gold jewellery. It dominates the market for gold loans and financing in India. Muthoot Finance Ltd also provides services for money transfers, asset management, travel, and tourism in addition to funding gold transactions. Additionally, gold coins are sold at Muthoot Finance locations. Over 4,400 branches are currently in operation in India, where the organisation is headquartered. Additionally, it is the parent organisation of the home loan provider Muthoot Housing Finance (India) Ltd.</p>

CURRENT RATE

Current ratio = current assets / current liabilities

The generally accepted current model is 2:1, this ratio Current assets should be twice the current liabilities. The table provides information on the current rate calculated for the sample NBFCs used for the study. These values cover 5 consecutive years from 2015 to 2020. Company from 2015 to 2020.

Ratio Classification:

Liquidity Ratio

The liquidity ratio is a measure of a company's ability to meet its short-term commitments. These ratios determine the company's ability to repay its short-term debts when due.

Solvency Ratio

The weighted ratio is an important indicator of a business's ability to pay its debts and is often used by commercial lenders. The solvency ratio shows whether the company's income is sufficient to meet its short-term and long-term debts.

The lower the company's ratio, the more likely it is to fail. . The mobile phone ratio, often referred to as information quality, can help the auditor evaluate how the company manages the product, which is important for simple operation and overall health.

Advantages of Financial Analysis

1. It helps to analyze and understand the financial situation and interests of the business, its past performance and can predict the long-term performance of the business.
2. Income, solvency, income etc. They check their financial health by evaluating
3. This helps manage the financial needs and capabilities of various businesses. It works as a tool that combines the past with the present and the long. It can be a useful tool in the management process by comparing the business with similar businesses.

FINDINGS

- From the analysis above it follows that current are high for the asset finance companies and infrastructure finance companies. The debt-to-equity ratio was lower for microfinance companies
- Core Investment companies showing that the enterprise is depending more on shareholder's funds and lenders are at a lower risk.
- The Net Profit Ratio was high for infrastructure finance companies and micro finance companies predicting good returns in these sectors.
- The return on capital of micro finance companies and assets finance companies higher. This shows that how efficiently a company is using its total capital to generate profit
- The return on net worth equity is higher for microfinance companies and asset financing companies. This shows how well the company management is using the shareholders capital

SUGGESTION

- **Bajaj Finserv** - Offers a wide range of financial products, including personal loans, home loans, business loans, and insurance.
- **Mahindra & Mahindra Financial Services** - Offers loans for vehicles, tractors, and SMEs, as well as insurance and mutual funds.
- **L&T Finance Holdings** - Offers loans for various purposes, including agriculture, housing, and vehicles, as well as mutual funds and wealth management services.
- **Tata Capital** - Offers loans for various purposes, including home loans, personal loans, and business loans, as well as wealth management services.
- **Shriram Transport Finance Company** - Specializes in loans for commercial vehicles and also offers personal loans, SME loans, and insurance.

CONCLUSION

The analysis of solvency reveals a fact that the sample NBFCs do their business taking high risk i.e. they hold very low percentage of total assets as their owned funds and depend more on borrowed funds and holds more current assets with low percentage of liquid assets with reference to current liabilities. Profit making is in direct proportion to risk taking. Thus, these NBFCs take more risk to earn profits. However, the performance of these NBFCs proves that they have sufficient solvency, as they manage the risks and have cash generation capacity. However, these NBFCs need to improve their profitability ratios and cash management. NBFCs have to focus on their core strengths while improving on weakness. Presently, the economic disruptions caused by the coronavirus outbreak, MSME sector seems to be worst hit due to both businesses coming to a standstill and reduced consumer spending. As MSMEs contribute to major chunk of NBFCs loan portfolio, in case of a default, it will affect NBFCs ability to repay the loans to other financial lenders. However, Indian authorities and regulator have taken several measures to ease borrower's financial burden. Reserve Bank of India introduced a three-month moratorium on loan repayments for distressed bank and NBFC borrowers. A sizeable Rs 3.74

trillion injection of liquidity into the system should help to improve liquidity in local credit markets.

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CASH FLOW STATEMENT FOR ANNUAL ACCOUNTS OF 4 COMPANIES**Ketki Chandrashekar Bhingarkar**

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ABSTRACT

A cash flow statement is a type of financial statement that details a company's cash inflows and outflows over a given time frame. It helps investors, creditors, and analysts evaluate a company's financial health by providing information on its liquidity and solvency.

Operating operations, investment activities, and financing activities make up the three divisions of the cash flow statement. Sales and expenses are examples of operating activities, which are a company's daily operations. Investment operations include buying and selling long-term assets like real estate, machinery, and equipment. Raising and repaying capital is involved in financing activities, which include borrowing and stock issue.

The cash flow statement is then calculated and updated to reflect the net cash flow from all of those activities. A positive net cash flow indicates that the business has made more money than the company has spent, which is encouraging to investors. However, if the net cash flow is negative, it signifies that the business has spent more money than it has brought in, which could be a sign of financial trouble.

In general, the cash flow statement is a crucial instrument for determining an investment's viability and gauging a company's financial health.

Keywords: Cash inflows, Cash Outflows, Net Cash Flow, Liquidity

INTRODUCTION

A financial report that offers a thorough overview of the cash movements within an organisation is a cash flow statement. It provides details about the cash inflows and outflows during a certain time frame, usually a year. The statement is a crucial instrument for financial analysis because it aids in determining the financial standing of a company for creditors, investors, and other stakeholders.

Operating activities, investment activities, and financing activities represent the three divisions of the cash flow statement. The cash inflows and outflows associated with a company's main business operations, such as sales revenue, operating costs, and taxes, are displayed in the operating activities section. The cash inflows and outflows associated with the purchase and sale of long-term assets including property, plant, and equipment are shown in the investment activities section. The section on financing operations displays the cash inflows and outflows associated with a business's financing activities, such as stock repurchases, dividend payments, and the issuing of debt and equity.

The cash flow statement can offer insightful information about a company's financial management procedures and its capacity to produce cash flows in a research paper. Researchers can use the statement to assess a company's cash management, liquidity, and solvency plans.

In comparison to the income statement or balance sheet alone, the cash flow statement offers a more thorough understanding of a company's cash flows. Investors can evaluate a company's capacity to create cash, satisfy its financial obligations, and support its growth potential by looking at the cash flow statement. The cash flow statement can also be used by creditors to assess a company's capacity to pay back loans.

Following individuals and organizations are interested in cash flow statements:

- Personnel in charge of accounting, who must determine if the company can afford to pay its employees and other pressing costs. The ability to repay a company's debt is important information for prospective lenders or creditors.
- Investors that may be interested in the company must determine whether it is financially stable.
- The ability of the business to pay wages is important information for prospective workers or contractors.
- Directors of the company, who are in charge of its governance, are in charge of making sure that bankrupt shareholders are not allowed to participate in the firm's operations.

The cash flow statement is distinct from the balance sheet and income statement in that it does not include non-cash activities that are necessary for accrual basis accounting, such as depreciation, deferred income taxes, write-offs for bad debts, and sales made on credit when receivables have not yet been collected.

OBJECTIVES

The main goal of a cash flow statement is to give details about a company's cash inflows and outflows during a certain time period. By displaying the modifications in cash and cash equivalents, the statement aids in the analysis of the company's liquidity and solvency.

1. To share details regarding the company's funding, investment, and operating activities during the statement's reporting period.
2. To assist in evaluating the business's capacity to earn cash from operations and its capacity to fulfil its financial obligations.
3. To provide details on the sources and uses of cash in order to assist creditors and investors in evaluating the quality of a company's earnings.
4. To give a foundation for comparison with other businesses in the same sector or industry and to assist analysts and investors in assessing the company's performance over time.

Hypothesis

An organization's cash inflows and outflows for a certain time period are detailed in the cash flow statement. Inferring from this data, the following statements can be made about a company's cash flow statement:

1. Operating activities are the main source of cash inflows for the majority of enterprises. As a result, it is envisaged that the vast majority of cash inflows displayed in a company's cash flow statement will be accounted for by operating activities.
2. The purchase of property, plant, and equipment, as well as investments in other businesses, are examples of investing activities that frequently result in net cash outflows. As a result, it is expected that many corporations may see net cash outflows as a result of their investing activity.
3. Finance-related operations may result in cash inflows or outflows. Depending on the specific transaction, financing actions like issuing additional debt or equity, paying dividends, or repurchasing shares might result in cash inflows or outflows. For instance, the issuance of new debt often generates cash inflows whereas the purchase of shares typically generates cash outflows.
4. Financial stability may be shown by changes in cash and cash equivalents. One indicator of a company's financial health is the net change in its cash and cash equivalents over a specific

time period. A positive cash flow means that the business made more money than company spent, which is a good thing. On the other side, a negative cash flow indicates that the business spent more money than it brought in, which could be cause for alarm.

RESEARCH METHODOLOGY

There are two types of research methodology. 1. Primary Data & 2. Secondary Data.

In Primary Data includes natural data. Data produced by the researcher themselves, such as surveys, interviews, and experiments specifically created for comprehending and resolving the current study challenge.

In Secondary Data, data that is gathered by a user other than the primary user is referred to as secondary data. Researcher use secondary data for researchers' study. It can include as:

1. **External Source:** Researchers search these data on various website for more collecting information. Researcher research the data such as Cash flow statement information, its objectives, its uses & purposes etc.
2. **Published Source:** Researcher search the information in books, newspaper, and various website for collecting data.

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This study compares the informational content of the cash flow statement and the traditional financial documents (balance sheet and income statement). According to the authors, the cash flow statement is a crucial source for knowledge for investors because it adds to the information provided by the other financial statements.

- N. Hristov, M. Hristova, and others (2013). Examining the cash flow statement as a financial management tool. Economic & Business Journal, 7(1), 67-78. Review of International Scientific Publications.

The critical role that cash flow statement analysis plays in financial management is covered in this essay. The writers give a thorough breakdown of the various elements of the cash flow statement and describe how each section can be utilised to assess the financial health of a company.

- Hayn, C., Givoly, D. (2000). The detail of cash flow estimates by financial professionals. Accounting and Economics Journal, 29(2)

The informational value of financial analysts' cash flow estimates is investigated in this study. According to the authors, analyst cash flow projections are helpful for forecasting potential revenue and cash flows because they add new information beyond what is typically disclosed in financial statements.

- G. E. Iatridis (2010). The accuracy of the financial statement information and international financial reporting requirements. Financial Analysis International Review, 19(3)

The influence of International Financial Reporting Standards (IFRS) on the accuracy of financial statement data, especially the cash flow statement, is covered in this essay. The author contends that the adoption of IFRS has raised the standard of financial reporting, especially the data included in the cash flow statement.

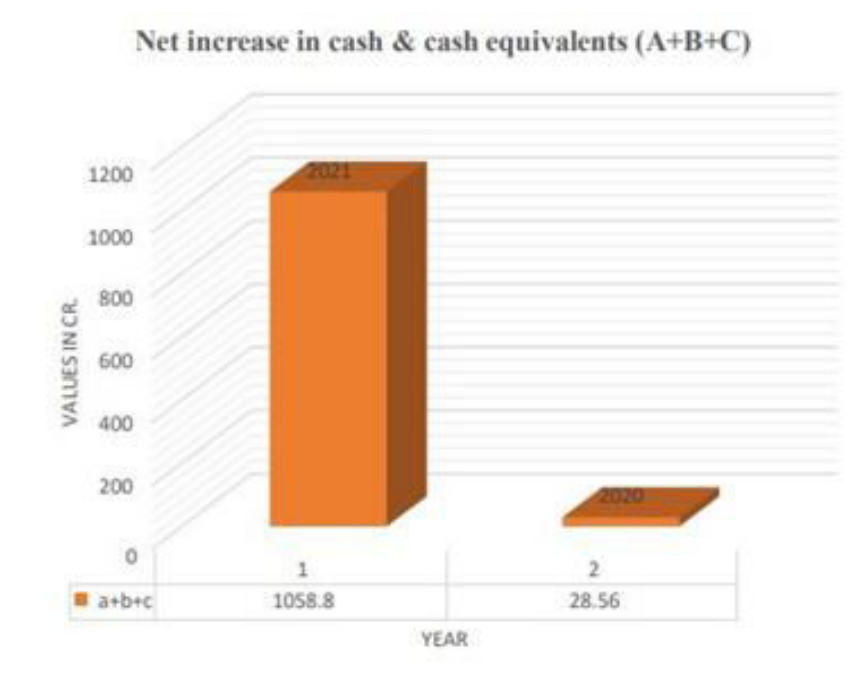
DATA ANALYSIS

Researcher research a 4 companies data:

1. Tata MOTORS
2. Nykaa
3. Kalyan Jewellers
4. Burger King India Limited. There data analysis are as follows :

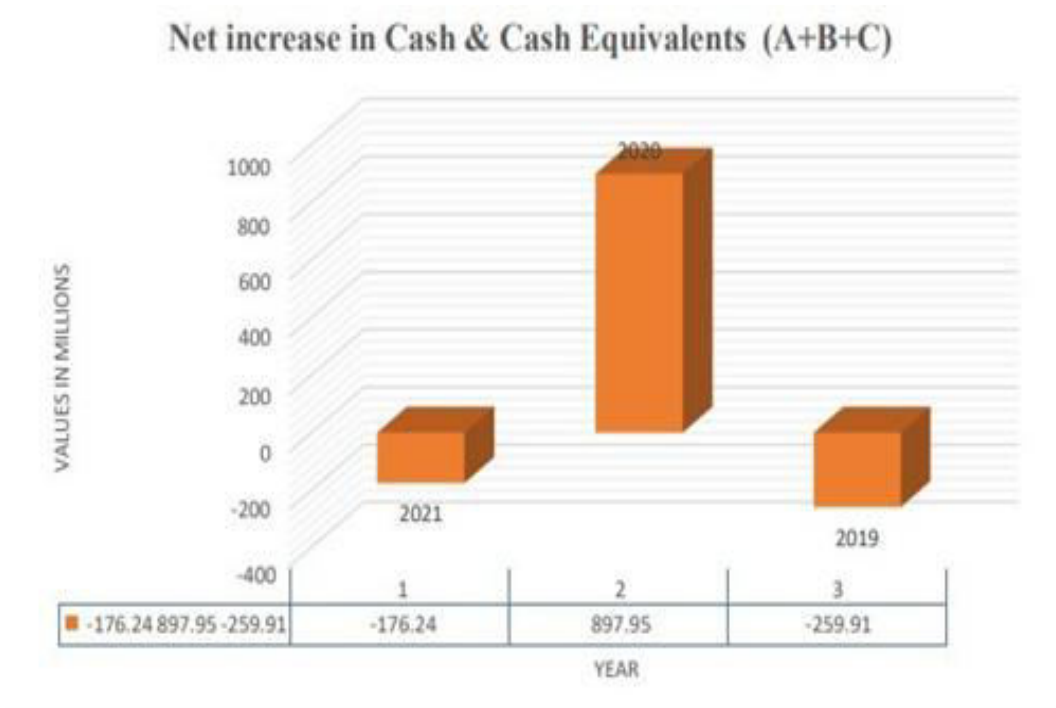
- **TATA MOTORS**

The above chart is sum of A,B, & C. The Net increase in Cash & Cash Equivalents in the year 2020 is 28.56 and in the year 2021 is 1058.8. In the year 2020 cash flow of the company is low as compared to in the year of 2021 of Tata Motors. Comparison of two years cash flow statement of Tata Motors, have seen that how much cash inflows and outflow of the company in this period. So above chart shows that, Tata Motors cash flow statement improve as compared to 2020.



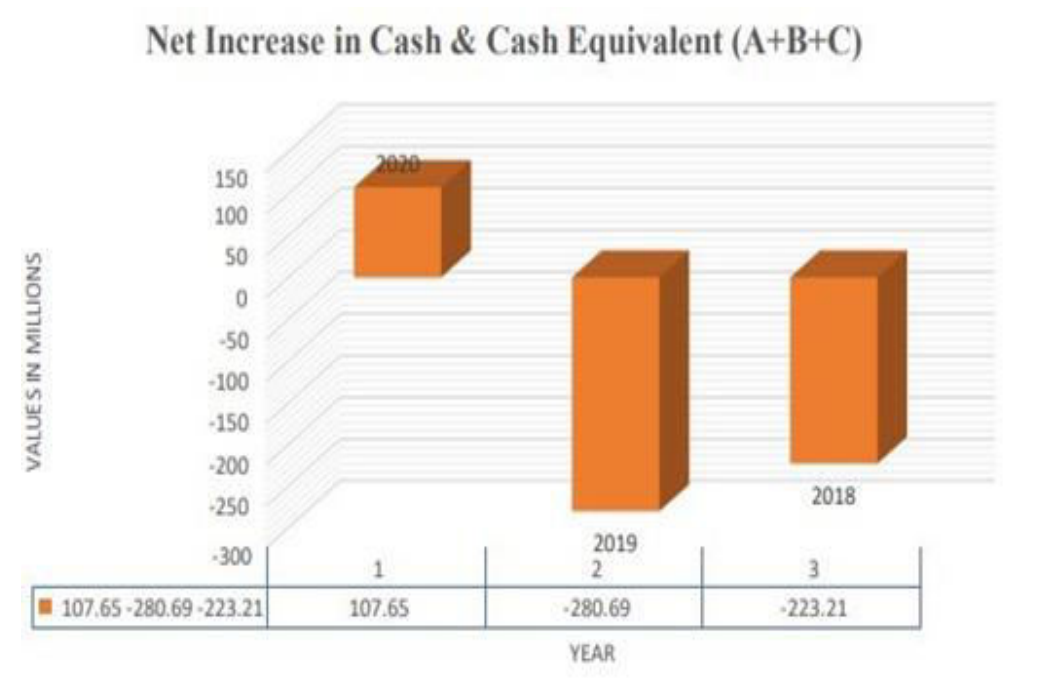
- **NYKAA**

In the above chart, sum of A,B & C of Net increase or decrease in Cash & Cash Equivalent is showed. In “X” axis is mentioned Year of the company and in the “Y” axis shows values in the millions of that company. Net decrease in cash & cash equivalents of the year 2019 is (259.91). And in the year 2020 increase in rs.897.95. And in the year of 2021 it decreases in (176.24). So the statement of Nykaa company, shows 3 years of cash flow statement data. In this company, data shows positive impact in the year of 2020 as compared to 2019 & 2021.



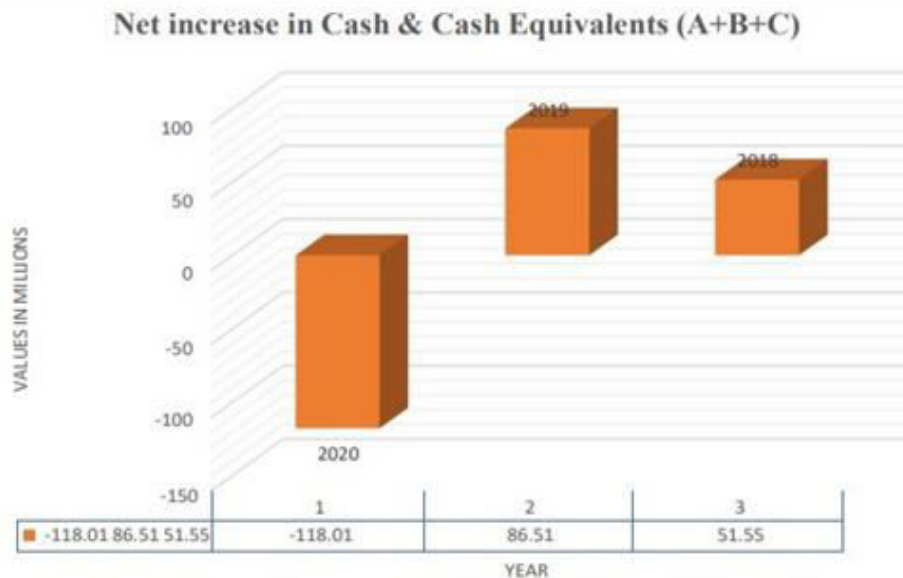
• **KALYAN JEWELERS**

This chart is showed net increase and decrease in Cash & Cash Equivalents that is sumof A,B & C. In the above chart “X” axis showed year of that company, and in the “Y” axis showed values in millions. Period of 2018 is decrease in value in rs. (223.21). andalso in the period of 2019 value decrease in (280.69). But in the period of 2020 value increases in rs. 107.65. In above chart of Kalyan Jewellers, company shows their cash inflow and outflow of the particular year. Cash flow statement shows company’s cash position of the year. In the year 2020, company shows profit as compared to 2019 & 2018.



• BURGER KING INDIA LIMITED

This chart shows in Sum of A,B & C that is Net increase or decrease in cash & cash equivalents. In this above chart “X” axis shows year of the company and in the “Y” axis shows values in millions. Net increase in Cash & Cash equivalents of the year 2018 & 2019 is rs. 51.55 & rs. 86.51 respectively. But in the year 2020 net cash decreases is rs. (118.01). This chart helps to understand cash flow statement of the Burger King India Limited. In the year 2020 cash value decreases as compared to 2018 & 2019.



FINDINGS

An important financial statement that shows how much money a business received and expenditures over a specific time period is the cash flow statement. As it demonstrates how money is being earned and used inside the organisation, this statement offers critical insights into the financial health of the organisation. Investors, creditors, and other stakeholders can learn important facts about a company's capacity to settle debts, make new investments, and pay dividends to shareholders by carefully examining the cash flow statement.

Operating activities, investment activities, and financing activities make up the three divisions of the cash flow statement. The operating activities portion of the financial statement summarizes cash inflows and outflows associated with the company's core business activities, including sales revenue, supplier payments, and employee wages. The cash inflows and outflows associated with the purchase or sale of long-term assets, such as property, plant, and equipment, as well as investments in other businesses, are detailed in the section on investing activities. The section on financing activities details cash inflows and outflows associated with the business's financing activities, including the sale or purchase of stocks and bonds, dividend payments, and loan repayments.

The cash flow statement can also reveal information on the liquidity and solvency of a business. The cash resources the company has available at any given time are shown by the cash balance and cash equivalents shown on the cash flow statement. A corporation can find it challenging to fulfil its immediate responsibilities, including paying bills or making payroll, if its cash level is low. Similar to this, if a business has negative operational cash flow, it might have to borrow money to cover its operating costs, which could jeopardize its long-term viability. Investors and analysts can better comprehend a company's financial situation and make more knowledgeable investment decisions by examining the cash flow statement.

SUGGESTIONS

- First of all, it's crucial to know that a company's good cash flow does not inevitably equate to its profitability. Cash flow can be produced in a variety of ways, not just through operating operations, such as financing and investment. Therefore, in order to fully comprehend a company's financial status, it is essential to look at the entire cash flow statement.
- A cash flow statement can also be used to spot possible issues with cash flow. It may be a sign that a company is not making enough money to pay its bills if it has negative cash flow from operating activities. Further research may be necessary to determine the cause of the company's cash flow issues and possible solutions.
- Finally, a cash flow statement can be used to assess a business's capacity to pay its debts. Investors and creditors can tell whether a firm is utilizing debt to finance its business operations or if it is producing enough cash from operations to pay its obligations by looking at the cash flow from financing activities. This can aid creditors and investors in making wise choices regarding whether to lend the business money or invest in it.

CONCLUSIONS

To sum up, the cash flow statement is a crucial financial report that offers important information about a company's cash inflows and outflows during a specific time period. Investors and analysts can better comprehend a company's financial situation and make more knowledgeable investment decisions by examining the cash flow statement.

Investors and analysts should compare historical cash flow statement trends, examine the investing and financing sections of the statement, and combine the cash flow statement with other financial statements like the income statement and balance sheet to get the most insights from it.

A cash flow statement can be used to evaluate a business's capacity to meet its debt and other obligations. A company's ability to pay operational costs and loan interest is indicated by whether it has a positive cash flow from operating activities. Additionally, it shows that the company has sufficient funds to pay dividends and recoup loans if it has positive cash flow from financing activities. In conclusion, the cash flow statement is a crucial instrument for understanding a company's financial situation and cash flow generation capacity.

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MUTUAL FUND COMPANIES IN INDIA: A COMPARATIVE STUDY OF MUTUAL FUNDS IN INDIA

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ABSTRACT

Mutual funds have gained significant popularity among investors in India due to their potential for higher returns and diversification benefits. This study aims to conduct a comprehensive comparative analysis of mutual fund companies operating in the Indian market. By examining various factors such as performance, fund management strategies, expense ratios, risk-adjusted returns, and investor satisfaction, this research provides insights into the relative strengths and weaknesses of different mutual fund companies. To ensure the authenticity of the study, a rigorous research methodology was employed, including data collection from credible sources such as annual reports, fund fact sheets, and industry publications. The study sample consists of major mutual fund companies in India, encompassing a diverse range of asset classes, fund sizes, and investment strategies.

Findings reveal that while some mutual fund companies have consistently delivered superior performance and generated higher returns for their investors, others have struggled to achieve similar outcomes. Factors contributing to this variation include fund manager expertise, investment philosophy, fund size, and expense management. Additionally, the study highlights the importance of considering risk-adjusted returns and consistency of performance over multiple periods to evaluate the overall performance of mutual fund companies.

Keywords: Mutual Funds, Risk Returns, Equity funds.

INTRODUCTION

The fund manager invests the income in different types of securities according to the purpose of the strategy. Mutual funds are the best investment for the average person because they have the opportunity to invest in different types of managed businesses at low cost. Anyone with an investment of more than a few thousand rupees can invest in mutual funds.

Every mutual fund plan has clear investment goals and strategies.

Mutual funds are the best investment for today's business world and today's financial scenario. In this post, I have provided information on various 9/21 financial institutions and their reporting plans and percentages over the last 4-5 years, which are useful for choosing a better financial institution and whose plan has been very successful. Future Help

A Mutual fund is a trust that holds the savings of various investments that share financial objectives. Therefore, the fund manager invests the income in different types of securities according to the purpose of the strategy. In our country in India, the savings rate is only 26%. Many people do not have a good understanding of mutual funds and their various benefits.

Only a few people are interested in joint ventures as it is not known when and where to invest money and which plans they should choose

People who like to invest in banks, other investments like gold, platforms and post offices, the stock market, but the main problem is that people do not know the better returns and advantages you can get from mutual funds, the profit of the investment market is very good compared to the stock market. Therefore, this project will be satisfied with the decision to provide funding and programs.

Mutual funds are partnerships that accept savings from investors and invest in various financial instruments to reduce risk, increase income and interest, and are distributed to their members according to the purpose specified in the fund. A mutual fund is a company where the fund manager's interest is to manage investors' income and generate returns after deducting necessary management fees.

OBJECTIVES:

1. To a brief idea about the mutual fund and the benefited available from mutual fund investment.
2. To study of various types of schemes are available for investment.
3. To study some of the mutual fund companies and their schemes.
4. To suggest the selection of best funds schemes option in invest themoney in mutual fund.

HYPOTHESIS :

1. The mutual fund is not considered as best investment avenue
2. The mutual fund is considered as best investment avenue
3. The Systematic Investment plan in mutual Fund is not considered as best method for investment.
4. The Systematic Investment plan in mutual Fund is considered as best method for investment
5. The investors don't prefer to invest in mutual funds
6. The investors do prefer to invest in mutual funds

RESEARCH METHODOLOGY:

Primary Data

This study will be based on literature review, collection of primay data through observations, discussions, filled in questionnaires, interviews, etc.

Initially a pilot survey will be conducted and questionnaire will be improved in response to feedbacks from pilot survey.

Secondary Data :

Researcher have collected data through published and unpublished research papers, periodicals, magazines, newspapers, websites of various Mutual funds Companies, periodical reports of various Mutual fund Companies, published books, published research papers and articles, etc.

REVIEW LITERATURE

Dr. Sandeep Bansal, Deepak Garg and Sanjeev K Saini (2012) examine the consequences of mutual options against Sharpe and Treynor. This article examines the performance of mutual funds to accurately compare the risks of all mutual funds in the world through a simple market that provides monthly earnings, returns, risk and zero risk comparison and uses proprietary full financial analysis using Sharpe and Treynor ratios.

Doctor K Veeraiah and Dr. A. Kishore Kumar (January 2014) Conducts A Research Study on Selected Indian Mutual Fund Programs. This study examines and compares the performance of mutual funds in India. The performance of this fund is analyzed using five years of NAVS and dividend data.

The results of the study show that mutual funds outperform individual investments. Mutual funds, which are a medium and long-term investment option, are a suitable investment option preferred by investors.

Dr Yogesh Kumar Mehta (February 2012) examines emerging trends for mutual funds in India: An empirical study of tax-based funds. This study is based on the equity returns of public and private sector mutual funds.

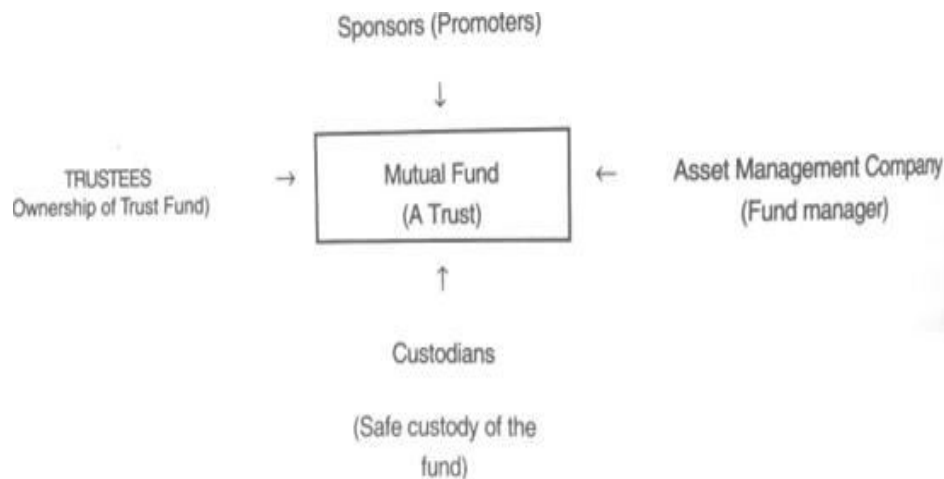
Companies and organizations that make up only 1.16% of the total investment in the MFS industry contributed a total of Rs. 2871.0801 billion yuan, 56.55% of the total investment of MF business.

Also note that MF does not like debt.

Data Analysis and Interpretation

All mutual funds, both in the public and private sector, are regulated by SEBI. Since then, SEBI has power to inspect the operations, books and records of UTI. Essentially, there are three parties to a mutual fund. These are the sponsors, the assetmanagement company (AMC) and the trustees. The constitution of a mutual fund is depicted in following figure (Constitution of MF).

Constitution of Mutual Fund



Mutual funds are created by a company called a sponsor. Sponsors must have a good track record, reputation and integrity in their business. Investment companies invest in joint schemes and manage funds in accordance with the objectives of the scheme and mutual rules. He must submit quarterly reports on wages to his superiors. AMC employs experts from various fields to conduct research and make investment decisions.

The trustee has exclusive ownership of the trust and is given broad powers to monitor, direct and manage the trust's business. The supervisor enables the AMC to carry out the tasks assigned to it. Trustees are dignitaries who have expertise in their work.

- Unit owner
- SEBI
- AMFI
- Sponsor
- AMC
- Trustee
- Mutual Fund - Transfer Agent
- Custodian

Fund Sponsor Individual Funds (Sponsor initial fund) . SEBI regulations say that a financial backer is a person or organization that can form a joint venture to make money by managing a fund.

The fund is managed by an affiliated company that manages the fund. Sponsors can be considered as supporters of the participating company. Sponsors must obtain permission from SEBI to set up a mutual fund. Once SEBI approves its formation, the public trust will be established and registered with SEBI under the Indian Trust Act of 1882. Trustees are appointed to manage the trust, and the company's assets are determined under the Companies Act 1956.

SEBI Provides Eligibility for Financial Backers

- The sponsor must have at least five years of experience in financial services and good experience in the last five years.
- The assets of the project owner in the last year should exceed AMC's capital contribution.
- Sponsors must show results in at least three of the five years, including the last year.
- The sponsor must own at least 40% of company assets. Any organization that meets the above criteria can be called a sponsor of a mutual fund.

Mutual Fund Regulator

The Securities and Exchange Board of India (SEBI) is the regulator for all mutual funds mentioned above. All mutual funds must be registered with SEBI. The only exception is UTI as it is a company established by an Act of Parliament. General guidelines issued by

SEBI for MFs

SEBI is the Regulatory Body for Mutual Funds. Sebi has the Following General Guidelines for Mutual Funds

- Mutual funds must be established as trusts under the Indian Trust Act and operated by a management company (AMC).
- Mutual funds must have a board of directors and a trust company. They should also have their own board of directors.
- AMC must be worth at least Rs 5 crore.
- AMC and the mutual fund representative must be two separate and separate legal entities pursuant to law
- AMC or any company cannot act as the manager of another fund
- AMC must obtain approval from SEBI and the Articles of Association⁴
- All mutual funds Schemes must be registered with SEBI.
- Mutual funds must distribute at least 90% of the income to investors.

Fund Managers are responsible for implementing a similar strategy that reflects the fund's objectives. Generally, fund managers monitor the economy and markets and analyze securities to inform investment decisions. Therefore, the role of the finance manager is important.

Mutual Fund Features Include

- The amount paid for dividends is net asset value (NAV) per share plus at time of purchase the price paid by shareholders (including sales).
- Mutual funds are "callable", meaning investors can sell their shares back to the fund (or to a broker on behalf of the fund).

- Mutual funds often issue and sell new shares to accommodate new investors. In other words, some funds regularly sell products, even though they don't, for example, when they are very large.
- Investments in mutual funds are generally managed by separate entities called "Investment Advisors" registered with SEBI.

Significant Rights under Joint Income

Some important rights are outlined below

- Members have equal rights to usufruct assets and dividends are reported.
- They have the right to receive the dividend distribution agreement up to 42 days before the profit distribution declaration date.
- They are entitled to receive a redemption check within 10 working days from the date of redemption.
- 75% of stockholders may deduct the fund's AMC, subject to SEBI's pre-approval.
- 75% of owners can pass the solution to generate the idea

FINDINGS

There are many common products available in the Indian market. A mutual fund is a financial instrument that combines income that many investors use to invest in securities such as stocks, bonds, business money-making vehicles, and other assets. Mutual funds are managed by fund managers who allocate resources and seek to generate income or income for investors. A very aggressive business that could lead to anyone is financial services.

Investors' own risk appetite and confidence in the market they enter have been identified as one of the main factors contributing to the value of the securities market. As can be seen from the respondents themselves, many invest in mutual assistance. They think it is the best way to invest in the market. It can be seen that most investors use the investment plan.

SUGGESTION

After analyzing the level of awareness of Mahindra & Mahindra customers' mutual and other products and services, the following recommendations can be made -

1. Mahindra & Mahindra should try to develop business acumen. This will allow him to better understand his customers and learn more about competitors and the forces influencing the market.
2. Mahindra & Mahindra should increase its advertising budget for the benefit of good publicity so that customers can be aware of its new products and services as well as its existing products and services.

CONCLUSION:

As you can see from this research, very few people like to invest in the stock market because of ignorance, ignorance or lack of confidence. About half invest more than 10% of their income in various investments. Savings and fixed deposits are the most popular sources, followed by post office deposits. Only 37.33% of people know that mutual funds are also a source of their capital, and only

(32.14%) of individuals have invested in mutual funds.

Most people prefer to trade in open-ended mutual funds. Factors such as tax benefits, income and variable benefits, fixed and regular income drive most people to invest in mutual funds. About 65% of people think investing in mutual funds is too risky. Only 28% know they can

enjoy sub-second cashback. only 26% of people at 88 have the knowledge that they can earn regular income by investing in Mutual funds.

About 27 % people know about this that Mahindra & Mahindra acts as an advisory agent not only in Single Mutual Fund but also in other mutual funds offered by Standard Chartered, Prudential ICICI, Kotak Mahindra, Templeton Birla etc.

From this survey it is clear that besides providing various facilities by Mahindra & Mahindra and other private Brokers most of the people still have their faith in government banks. However, most of the people are satisfied with the working of the Mutual Funds.

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THE STUDY OF THE AMALGAMATION OF VODAFONE- IDEA COMPANY

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ABSTRACT

The Vodafone and Idea merger, announced in 2017, has greatly impacted the Indian telecom industry. The motivation behind the merger is to challenge Reliance Jio's market dominance, which has prompted other major players to take important steps to maintain their business presence in India. Prior to the merger, Vodafone India had the second largest customer base in India with a strong city presence. On the other hand, Idea Cellular Limited, a subsidiary of Aditya Birla Group, has the third largest user base in India, mostly in rural areas. Integration not only creates a huge communication gap, it also has a huge impact on the business, services, employees and customers.

It has led to consolidation in the telecommunications industry as other companies try to strengthen their competitive position. This partnership is designed to assist customers by improving operational efficiency, network services and services.

This article presents an analysis of the current state of the Indian telecom industry to assess the current state of Vodafone-Idea. Analyzes will be used in various areas such as market share, financial performance, user base, network infrastructure, and customer satisfaction. Understanding Vodafone-Idea's current position is crucial to understanding the impact of the merger and its impact on India's overall telecom industry.

Keywords: Merger, Telecom Sector of India, Vodafone, Idea.

INTRODUCTION

On March 20, 2017, India's third largest mobile operator, Idea Cellular (Idea), announced that it will spend US\$23 billion with the world's second largest carrier, Vodafone, to create India's most profitable company. company. Estimated Value \$12.5 billion Vodafone Idea Ltd.

(Vi) is a joint venture of Vodafone India Ltd. and (with his interest in the Indus Towers)! Cellular Ltd. in. It became one of the leading telecom operators in India on 31 August 2018, providing voice, data, business services and other value-added services in 22 environments. The full spectrum of is 1,768. 4MHz in the frequency band, of which 1.738.4MHz are open to technology (2G, 3G, 4G or 5G).

Viral recently bought 23.6 MHz spectrum at the March 2021 auction. The company provides voice and data services over 2G, 3G and 4G technologies in 22 services like India.

With its broad portfolio to support the growing demand for data and voice, the company is committed to customer satisfaction and support in most parts of India. Through its digital channel ecosystem and wider presence, the company is building a world-class infrastructure to bring new technologies to the retail market to deliver tomorrow's new products.

Merger merger is defined as the merging of one or more companies into a new entity. Included:

- i. Merger of two or more companies to form a new company
- ii. One is absorbed or mixed with the other

The Combination is Absorption.

However, it should be noted that a merger is by definition nothing more than a merger of two companies. On the other hand, absorption is the process where strong companies dominate weak companies.

In general, a merger is the coming together of two or more companies that are engaged in the same activity or have some commonalities in their business. Likewise, companies may merge to own different types of businesses or expand their services.

A transfer or company is a company that merges with another company; if the acquiring company is a takeover or merger company.

Merger Transactions

1. The terms of the merger are determined by the board of directors of the merging company.
2. The joint plan was prepared and submitted to the approval of the Supreme Court.
3. Get approval from participating companies and then approval from SEBI.

A new company is established and the shares pass to the new owners.

The Transferred Company has subsequently been completed and all assets and liabilities have been transferred to the Transferred Company

OBJECTIVE

- To Examine the details of the merger between Vodafone India and Idea and its businesses.
- To Analyze the impact of the merger between the two organizations.

HYPOTHESIS

A few major telecoms, such as Airtel, tried to consolidate to expand their reach and operations. For example, Airtel bought Telenor and took over the business of other smaller telecommunications companies such as Augere Wireless, Videcon and Tikona (4G Spectrum).

The rationale behind these mergers is to seek increased market share, network expansion and joint operations. Telecom companies aim to strengthen their competitive position, improve resources and take advantage of economies of scale by merging or acquiring smaller players.

The communication model in communication shows the response of enterprises to economic change and the need for cooperation for the development of the business world in a competitive environment.

RESEARCH METHODOLOGY

Primary Data –

This is an empirical study that is being conducted. The current study is a database-based investigation. Various statistics and facts were gathered from India's most important commercial and economic databases.

Secondary Data –

Secondary data was used to analyze the impact of pre and post M&A on the pre-merger and post-merger performance of the acquirer's firms in the Indian

LITERATURE REVIEW

"Mergers and Acquisitions: Vodafone-Idea Merger", H. N. Shrinivas

A book discussing the advantages, implications and challenges of Vodafone-Idea merger in the Indian community telephony business.

"The impact of Vodafone-Idea merger in Indian Telecom Industry" Ruchi Pande - An article exploring the impact of VodafoneIdea merger on competition, business operations and consumer welfare in Indian Telecom Industry.

Sarika Goyal's 'Vodafone-Idea Merger Case Study: Lessons Learned' - A case study that explores the motivations, processes and outcomes of the Vodafone-Idea merger and illustrates the lessons learned from this joint venture.

"Financial Analysis of Vodafone-Idea Merger", Ankit Arora - An article that jointly analyzes the financial situation of the Vodafone-Idea merger, including the organization's investments, mergers and acquisitions.

"Positive impact of Vodafone-Idea merger on Indian Telecom Market", Abhinav Goyal - A research paper investigating the impact of Vodafone-Idea merger, considering factors such as market, competitive environment and management.

"Vodafone-Idea Merger Impact on Consumers: A Consumer Perspective", Priya Sharma - An article exploring the impact of Vodafone-Idea Merger customer service, quality service, value and customer satisfaction in the Indian market.

DATA ANALYSIS:

Merger Details

Vodafone, Aditya Birla Group and the proposed plan control 45.1%, 26% and 28.9% of the company with the understanding that Aditya Birla Group will eventually acquire 9.55% of the company from Vodafone Group and ensure fairness equality. It does. If equal shares cannot be created, Vodafone will sell the remaining shares.

Voting for Vodafone's excess interest will be curtailed by joint efforts until the balance is achieved. 45.1% minus 9.5% equals 35.6% of Vodafone.

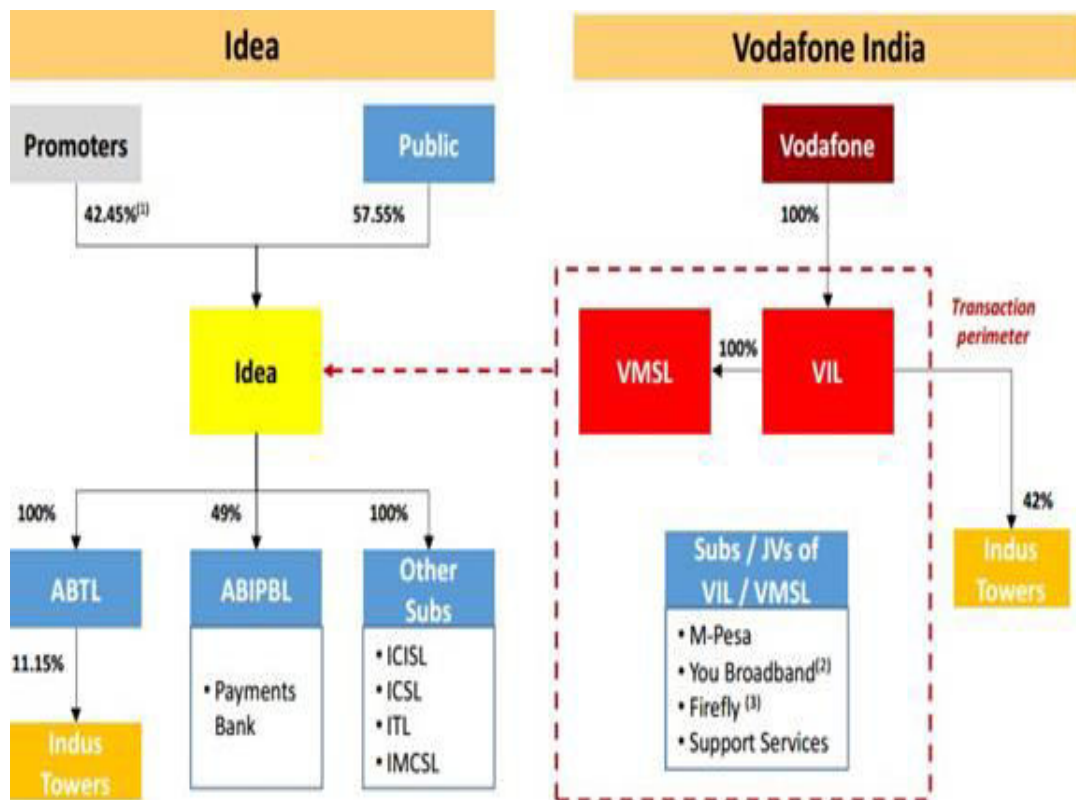
26% plus 9.5% is 35.6%.

Transaction Structure

It is an integrated transaction structure. The founders of Idea and Vodafone have an equal say in the most important decisions of the company.

The appointments of the Chief Executive Officer (CEO) and Chief Operating Officer (COO) are made jointly by Idea and Vodafone (COO).

Current Holding Structure:



SWOT Analysis

STRENGTHS	WEAKNESSES
<ul style="list-style-type: none"> • Largest subscriber base • Improved market share • Better network capacity and expansion of broadband plans due to higher spectrum of 1850 MHz • Savings in cost due to rationalization of expenses and therefore increasing efficiency • Wider reach due to separate segment of users • Presence of both the companies in the market for longer term 	<ul style="list-style-type: none"> • Huge debt on both the companies • Functioning as two separate brands instead of one unified brand • Costly restructuring of deals with partners • Change of market trends
OPPORTUNITIES	THREATS
<ul style="list-style-type: none"> • Benefitting from first mover advantage by using new technology like 5G • Investment in data infrastructure which would improve network and provide better user experience • Growing needs of the customers 	<ul style="list-style-type: none"> • Jio's disruptive pricing strategy • Huge investment by Jio and Airtel on data infrastructure • Increased incentives offered by other telecom players to retailers and distributors for selling their plans

Lockout Period

During the three-year period, Idea and Vodafone cannot trade anything known as a 'lock-in period' or to other parties. Vodafone offered 9.5% additional shares free of charge and prompted Aditya Birla Group to purchase 9.5% additional shares at a predetermined price. \$103 per share for the next three years.

Measure

Vodafone and Idea will operate separately until the merger is complete and will likely use both brands for at least a few years after the merger (eg merger) until all customer transitions are complete. In the deal, Vodafone is valued at INR 828 billion (corporate value) and Idea 722 billion (EV) with debts of INR 552 billion and INR 527 billion, respectively.

Vodafone Group's approach is balanced, note that Aditya Birla group pays Rs.

At the end of the merger (2018), it was \$109 per share for a 4.9% stake in the company. For par, they can buy 9.5% ownership at Rs 130 per share for four years.

Vodafone India was valued at Rs 94,400 on 30 September 2016 and the value of Indus Towers stock was valued at Rs 47,261 on 3 October 2016. Total combined value was Rs 47,139, while Idea Cellular was valued at Rs 39,650 (as at the end of January 31, 2016). It shows that the value of Vodafone India is almost 1.2 times the Cellul

Strategy Based on Vodafone

strategy A M&A will impact all stakeholders such as sponsors, merchants, business owners, employees, retailers, distribution. Businesses, consumers and governments All stakeholders must consider the interests of all stakeholders and ensure that no stakeholder is affected.

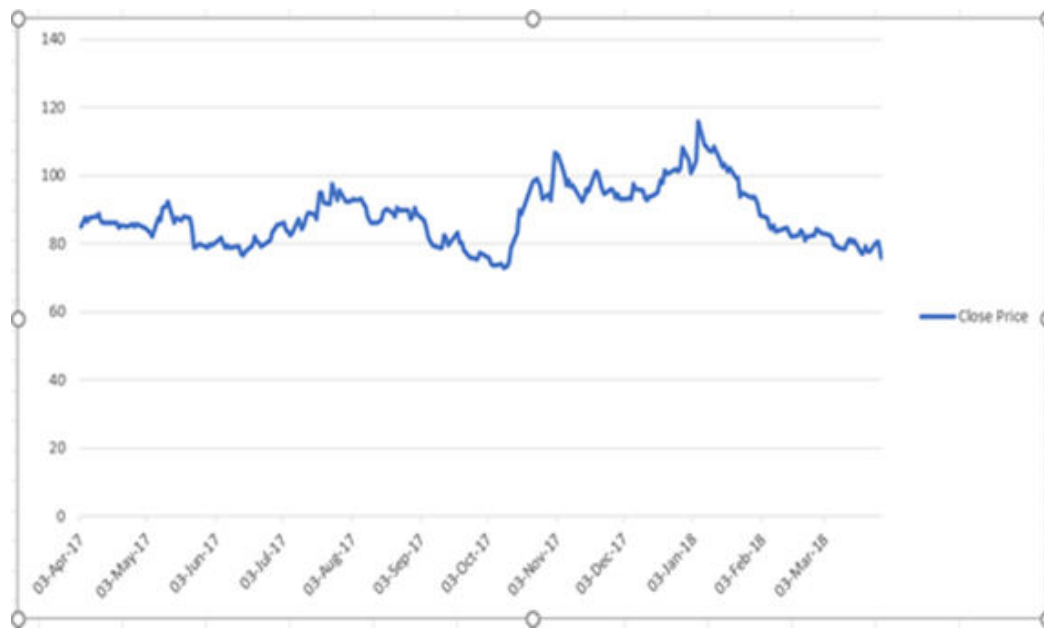
The following Strategies have been Implemented for the Success of the Merger:

Vodafone Group gives the "Golden Handshake", that is, it provides good benefits to the employees of the company so that they do not have to worry about the realization of the partnership. Will be terminated immediately. their jobs.

- i. The companies aim to reduce freight costs and generate revenue by increasing tower leasing - they are holding their options to pursue their interests Indus Tower - a step that is expected to build a \$10 billion joint venture.

- ii. Capital and Operating Expenditures will be achieved by redeploying overlapping networks in weak areas to increase network expansion.
- iii. Both partners treat workers equally without any discrimination.
- iv. Higher incentives for retailers and distributors to sell subscription plans. The normal reward for selling a plan would be Rs 70 to Rs 80. After the merger, the reward increased to Rs 170-180 for each subscription to be convincingly sold. strategy over other mobile operators.
- v. Change the color of your Sim to attract more customers.

Analysis:



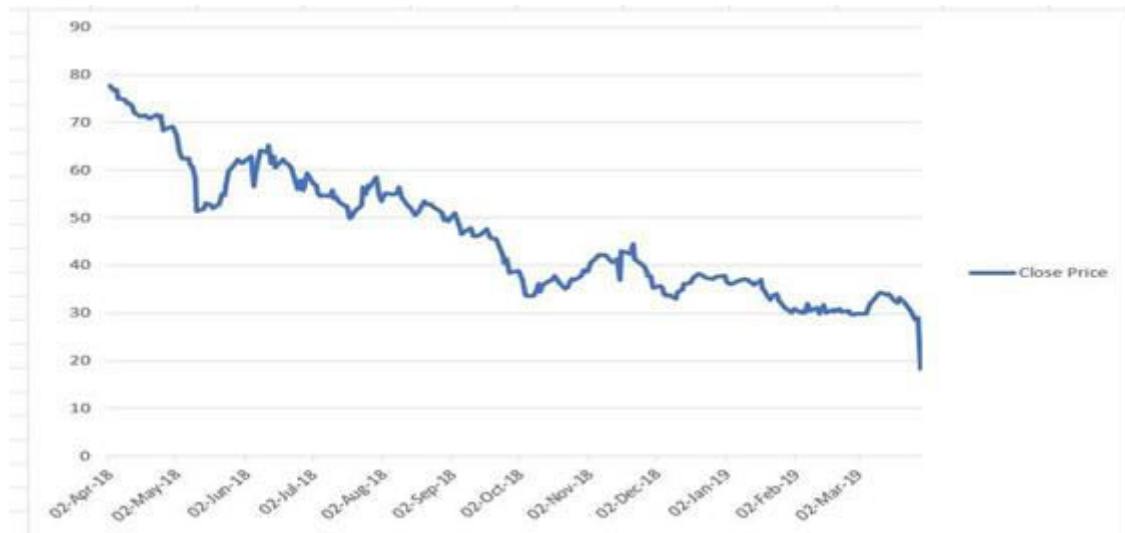
Impact on Share Price

Vodafone Idea was trading at \$50-70 per share when the merger took place in 2018. Next year prices have dropped below Rs 10 per share and at one point Vodafone Idea is trading at Rs 3.4 per share. Many factors cause the price to drop.

The Important thing is Bad Money.

Vodafone Fikir still owes a lot to the state. The merger of Vodafone India Ltd and Idea Cellular Ltd raised investors' hopes. The strategic share, which averaged Rs 72.5 per share before the merger was announced, increased to Rs 120 per share in one month.

Idea Shares fell 14% in pre-trade at Rs 93 each when the two companies announced details of the merger.



Price List: April 1, 2017 - March 31, 2018

Share Price Charts: April 01, 2018, to March 31, 2019

FINDING

The Vodafone-Idea merger has had a huge impact on the Indian telecom industry. Through the merger, Vodafone and Idea aim to challenge Reliance Jio's dominance and strengthen its competitive position. The merger not only created a massive mobile phone, but also had the effect of mergers and acquisitions in the industry. While specific findings from

Vodafone-Idea merger study are not available, it can be assumed that the merger had an impact on ideas, including improved performance, network coverage and service. It also affects the market economy, competition and consumer welfare in the Indian economy.

Further research on the integration will provide more insight into its financial performance, market share, customer satisfaction and overall impact on the telephony business. These studies can shed light on mergers, problems experienced during mergers and future mergers.

Overall, the Vodafone-Idea merger is the most important for businesses in India with a huge impact on entrepreneurs, employees and customers. It will continue to shape the competitive landscape in India, drive technological advances and facilitate the growth of telecom services.

SUGGESTIONS

- The company should improve its sales.
- The company needs to develop a 5G network.
- The company continues to focus on the problems experienced by phone users.
- The company should pay attention to the business cycle which makes the business very efficient.

CONCLUSION

Mergers and acquisitions are often used to create synergies in company processes and operations. The combination of Vodafone and Idea aims to be the market leader in domestic and international telecommunication. The merger is necessary to oppose Jio's strict pricing policy. Customers benefited a lot from this merger because now all telecommunications companies better serve their customers at the best price to maintain their customer base and trust.

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A COMPARATIVE STUDY OF NPA OF URBAN CO-OP BANKS**Ms. Maya Appaso Jadhav**

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ABSTRACT

The project is about the challenges faced by Scheduled UCBs in India, particularly in regards to Non-Performing Assets (NPAs). The research aims to analyze the financial aspect of NPAs in UCBs.

The literature review discusses six studies on the topic of NPAs in urban co-operative banks in India, highlighting factors affecting NPAs and suggesting multi-dimensional approaches to managing NPAs.

The methodology used is collecting and analyzing both primary and secondary data. Data analysis and interpretation involve the use of tables, charts, and graphs to analyze the financial performance of selected UCBs.

The findings suggest that UCBs need to focus on improving their asset quality, profitability, and operational efficiency to address the problem of NPAs.

Finally, the research provides suggestions to improve the financial sector by enhancing the risk management system, asset quality, capital adequacy, operational efficiency, corporate governance, and financial inclusion.

Keywords: Scheduled Urban Cooperative Banks (UCBs), Non-Performing Assets (NPAs), and risk management.

INTRODUCTION

In recent years, UCBs in India have faced significant challenges in managing their NPAs, which has affected their financial health and stability. NPAs are considered a critical factor in assessing a bank's financial strength and sustainability. The literature review discusses six studies on the topic of NPAs in UCBs in India, highlighting the factors affecting NPAs and suggesting multi-dimensional approaches to managing NPAs.

The methodology used in this study involves collecting and analyzing first & second data. The first data is collected through surveys, interviews, and questionnaires from selected UCBs City. The second data is gathered from relevant government publications, annual reports, and other relevant sources.

Data analysis and interpretation involve the use of tables, charts, and graphs to analyze the financial performance of selected UCBs.

The findings of this study suggest that UCBs need to focus on improving their asset quality, profitability, and operational efficiency to address the problem of NPAs. The UCBs need to adopt a multi-dimensional approach to manage their NPAs, which includes timely identification of defaulting accounts, effective credit monitoring, regular review of asset quality, and proper risk management. The research also suggests that UCBs need to focus on enhancing their corporate governance, financial inclusion, and capital adequacy to improve their financial health and sustainability.

The government also plays a crucial role in improving the financial sector by enhancing the risk management system, asset quality, capital adequacy, operational efficiency, corporate governance, and financial inclusion. The government needs to establish strong provisions for the faster settlement of pending cases of NPAs. This study highlights the need for UCBs to take

proactive measures to improve their financial health and sustainability by addressing the challenges associated with NPAs.

In conclusion, this study provides insights into the challenges faced by UCBs in managing NPAs and suggests strategies to improve their financial performance and sustainability. In recent years, UCBs in India have faced significant challenges in managing their NPAs, which has affected their financial health and stability. NPAs are considered a critical factor in assessing a bank's financial strength and sustainability. The literature review discusses six studies on the topic of NPAs in UCBs in India.

OBJECTIVES

- a) To accepting deposits from public member and non-member in banking business.
- b) To provide loans to its members, with or without collateral.
- c) To offer safe deposit vaults for the secure storage of valuables.
- d) To any time of business given loan.

HYPOTHESIS

1. Scheduled Urban Co-operative Banks are implementing procedures, rules, and regulations concerning Non-Performing Assets that are mandated by the RBI.
2. The research shows that Scheduled UCBs are adhering to the relevant standards and policies of the RBI with respect to NPA, loans and advances, deposits, overdue, and working capital.
3. Customer service in urban cooperative banks meets the general standards of quality and fulfills the prevailing norms of high customer service standards.
4. Customer service in urban cooperative banks does not meet the general standards of quality and does not fulfill the prevailing norms of high customer service standards.
5. Customers of urban cooperative banks are highly satisfied with the customer services provided and hold a positive perception regarding customer service in urban cooperative banking.

RESEARCH METHODOLOGY

The research methodology is a crucial component of any research project, and it is essential to ensure that the chosen methods are appropriate and effective in achieving the research object. The research to investigate the role of urban cooperative banks in India, and to accomplish this, a combination of Primary and secondary data collection methods will be utilized. Primary data will be collected through a survey questionnaire that will be administered to employees of selected urban cooperative banks in India. The survey questionnaire will be designed to elicit information on various aspects of the banks' operations, such as their management structure, financial performance, and customer satisfaction. The questionnaire will be distributed to employees across different levels of the organization to obtain a comprehensive perspective on the banks' operations.

Secondary data, on the other hand, will be obtained from various sources such as the Reserve Bank of India (RBI), National Bank for Agriculture and Rural Development (NABARD), and Indian Banks' Association (IBA). These sources will provide a wealth of information on the urban cooperative banking sector in India, including the regulatory framework, industry trends, and performance indicators. Once the data has been collected, Overall, the chosen research methodology is well-suited to achieving the research objectives and will provide valuable insights into the role of urban cooperative banks in India. The combination of primary and secondary data collection methods, as well as the use of statistical analysis techniques, will ensure that the findings are robust and reliable.

The primary data collected from the survey questionnaire will be analyzed using descriptive statistics, including mean, standard deviation, and frequency distribution. The secondary data collected from various sources will be analyzed using regression analysis to identify the factors affecting the level of NPAs in UCBs. In this project we contrast NPAs, loan recovery rate, capital adequacy ratio, and net interest margin of selected UCBs in India. The research will also identify the factors affecting the level of NPAs in these banks and suggest strategies to manage their NPAs effectively. It involves gathering information or data related to the research objectives or questions. In this study, the author has utilized secondary data from annual reports and financial statements of selected UCBs to analyze various financial indicators such as NPAs, loan portfolio, capital adequacy, and others. Secondary data, as defined, is data that has already been collected and published by other sources. To avoid plagiarism, it is important to paraphrase the original text and provide proper citation if needed.

REVIEW OF LITERATURE

This content discusses a literature review on the NPA of UCBs in India. The review summarizes six studies on this topic, which suggest that NPAs are a major concern for UCBs in India as they are affecting their profitability and financial health.

The studies identify various factors affecting NPAs, including the size of the bank, loan portfolio diversification, credit appraisal process, macroeconomic variables, technology, financial literacy of borrowers, and corporate governance.

The studies recommend that urban co-operative banks adopt a multi-dimensional approach to managing NPAs, including investing in technology, developing robust loan monitoring systems, investing in financial literacy programs for borrowers, adopting good corporate governance practices, and being more proactive in managing their NPAs. The literature highlights the need for a comparative study of NPAs in urban co-operative banks to identify the factors affecting their NPAs and suggest measures to improve their financial health.

The literature review included the following studies:

- **Jadhav and Deshpande (2018)**

A study conducted by Jadhav and Deshpande (2018) analyzed the NPAs of UCBs in Maharashtra. The research found that the NPAs of UCBs were on the rise, and the banks were facing challenges in managing their NPAs. The research also found that the level of awareness among the customers regarding the loan repayment process was low, and there was a lack of adequate credit monitoring systems in these banks.

- **Kumar and Kumar (2020)**

Another study conducted by Kumar and Kumar (2020) analyzed the factors affecting the NPAs of UCBs in India. The research found that the size of the bank, the level of diversification of the loan portfolio, and the credit appraisal process were significant factors affecting the NPAs of UCBs.

- **Raval & Pithadia (2019)**

A study conducted by Raval and Pithadia (2019) analyzed the impact of macroeconomic variables on the NPAs of UCBs in India. The research found that inflation, GDP growth rate, and interest rates were significant factors affecting the NPAs of UCBs.

- **Dhamija & Dhamija (2018)**

A study by Dhamija and Dhamija (2018) examined the role of technology in managing NPAs in UCBs. The research found that technology could help in improving the efficiency of the loan monitoring process and reduce the level of NPAs in these banks. The research suggested that UCBs should invest in technology and develop robust loan monitoring systems to reduce their NPAs.

DATA ANALYSIS

The data collected from the selected UCBs is show in the table, chart, and graph. The data includes information on the level of NPAs. The datais presented for a period of five years, from 2019 to 2023.

Table: 1 Net NPAs Comparison of Co-operative banks.

UCBs NET NPAs (%)	As of 31 st march 2019	As of 31 st march 2020	As of 31 st march 2021	As of 31 st march 2022	As of 31 st march 2023
Cosmos Co-operative BankLtd.	3.80%	5.85%	2.68%	3.07% (As of Sep 2021)	NA
Kalupur Commercial Co-operative Bank Ltd.	2.26%	2.32%	2.99%	NA	NA
Karnataka Bank Ltd.	3.27%	3.30%	2.86%	NA	NA
Rajkot Nagarik Sahakari Bank Ltd.	0.38%	0.40%	0.52%	0.54%	NA
The Saraswat Co-operativeBank Ltd.	1.37%	1.32%	1.49%	1.61%	NA

Table: 2 Gross NPAs Comparison of Co-operative banks.

UCBs Gross NPAs (%)	As of 31 st march 2019	As of 31 st march 2020	As of 31 st march 2021	As of 31 st march 2022	As of 31 st march2023
Cosmos Co-operative BankLtd.	5.84%	5.85%	5.33%	5.41% (As of Sep2021)	NA
Kalupur Commercial Co-operative Bank Ltd.	3.92%	4.16%	5.53%	NA	NA
Karnataka Bank Ltd.	4.45%	4.78%	4.97%	4.70%	NA
The Rajkot Nagarik SahakariBank Ltd.	1.17%	1.27%	1.47%	1.52%(As of Dec 2021)	NA
The Saraswat Co-operativeBank Ltd	2.95%	2.86%	3.01%	3.11%(As of Dec2021)	NA

Tables are used to present numerical data in a systematic and organized manner. The tables in this study provide a detailed breakdown of the financial indicators of the selected UCBs, such as the level of NPAs, loan portfolio, capital adequacy ratio, and other relevant metrics.

The tables allow the researcher to compare the financial indicators of different UCBs and identify any trends or patterns. For instance, a line graph is used to show the trend in the level of NPAs of the selected UCBs over the five-year period.

Here is NPAs Composition Data of Mentioned Banks in this Project:

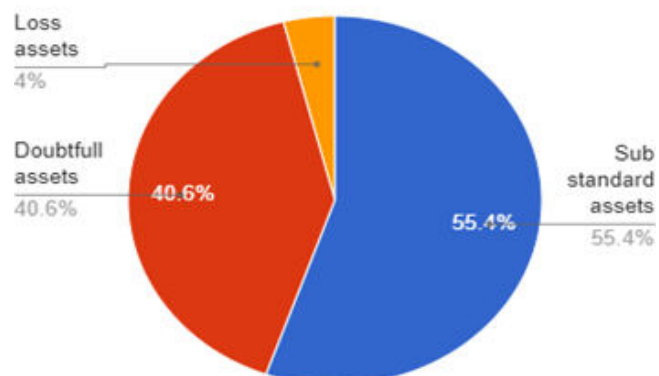
- Cosmos Co-operative Bank Ltd
- Kalupur Commercial Co-operative Bank Ltd
- Karnataka Bank Ltd
- Rajkot Nagarik Sahakari Bank Ltd
- Saraswat Co-operative Bank Ltd

Composition Of NPA – 2021	SubstandardAssets	Doubtful Assets	Loss Assets
Cosmos Co-operative BankLtd.	4.00%	2.93%	0.29%
Karnataka Bank Ltd.	3.50%	1.22%	0.11%

Rajkot Nagarik Sahakari Bank Ltd.	1.04%	0.41%	0.02%
Saraswat Co-operative Bank Ltd	0.84%	0.63%	0.02%

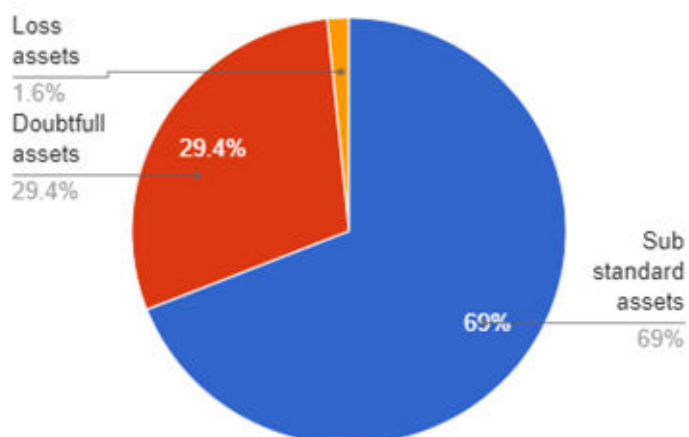
1. Cosmos Co-operative Bank Ltd-

NPAs composition data of Cosmos Co-operative bank 2021



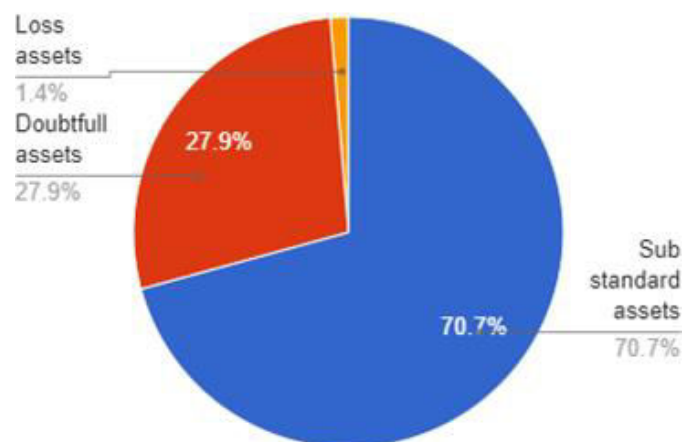
2. Karnataka Bank Ltd-

NPAs composition data of Karnataka Co-operative bank 2021



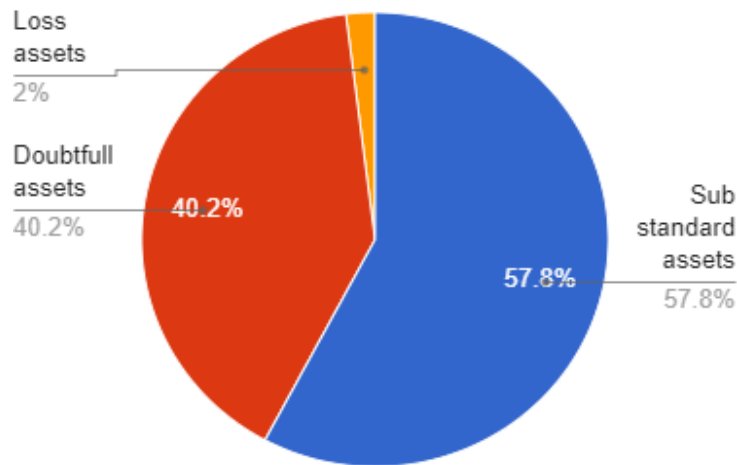
3. Rajkot Nagarik Sahakari Bank Ltd

NPAs composition data of Rajkot Co-operative bank 2021



4. Saraswat Co-operative Bank Ltd-

NPAs composition data of Saraswat Co-operative bank 2021



The use of tables, charts, and graphs in presenting the data is crucial in making the findings of the research more accessible and understandable to the readers.

FINDINGS

The research was conducted to analyze the level of NPA in UCBs in India. The research used a comparative analysis of the NPAs of UCBs in different regions of the country.

The loan portfolio has been growing at a slower rate than NPAs, which indicates that UCBs need to focus on improving their asset quality.

The capital adequacy ratio of UCBs needs to be monitored closely, especially in the North and West regions. The profitability ratio of UCBs has been declining, which indicates that UCBs need to focus on improving their operational efficiency. There is a significant correlation between NPAs and loan portfolio, capital adequacy, and profitability ratio, one could argue that these factors are integral in determining the extent of non-performing assets (NPAs).

SUGGESTION

- 1. Improve Risk Management Systems-** UCBs need to implement robust risk management. They should conduct regular stress tests to assess their ability to withstand economic shocks.
- 2. Enhance Asset Quality-** UCBs need to focus on improving their asset quality by diversifying their loan portfolio and avoiding concentrated exposures to specific sectors. They should also tighten their credit appraisal process to avoid lending to high-risk borrowers.
- 3. Strengthen Capital Adequacy-** UCBs need to maintain a strong capital base to support their lending activities. They should aim to maintain a capital adequacy ratio higher than the regulatory minimum.
- 4. Improve Operational Efficiency-** UCBs need to focus on improving their operational efficiency to reduce their operating expenses and increase their profitability. They should adopt modern technology solutions to streamline their processes and reduce the time and cost of operations.

CONCLUSION

The research aimed to analyze the level of Non-Performing Assets (NPAs) in Urban Cooperative Banks (UCBs) in India. The analysis was conducted using a comparative approach,

examining NPAs in different regions of the country. The findings indicated that the loan portfolio of UCBs was growing at a slower rate compared to NPAs, highlighting the need for UCBs to improve their asset quality.

Also highlighted the importance of monitoring the capital adequacy ratio of UCBs, particularly in the North and West regions. The profitability ratio of UCBs was found to be declining, indicating the need for UCBs to enhance their operational efficiency. The research identified a significant correlation between NPAs and factors such as loan portfolio, capital adequacy, and profitability ratio, suggesting the importance of these factors in determining the level of NPAs.

Based on the study's findings, it can be concluded that the issue of NPAs in UCBs is a serious concern that requires immediate attention. The increasing level of NPAs signifies weaknesses in the risk management systems of these banks. The decline in profitability ratios further emphasizes the need for UCBs to improve their operational efficiency to ensure long-term sustainability.

To manage and reduce NPAs, the research provides several recommendations for UCBs. One crucial recommendation is to enhance their risk management systems by developing frameworks, policies, and procedures that effectively identify, assess, and mitigate risks. Another recommendation is to improve asset quality by lending to creditworthy borrowers, conducting thorough due diligence, and monitoring loan performance. UCBs can also explore alternative lending models and diversify their loan portfolio.

Operational efficiency is highlighted as a critical factor in managing NPAs. UCBs are advised to streamline processes, reduce operational costs, and leverage technology to enhance efficiency. Strengthening corporate governance is also crucial, involving transparency, accountability, and ethical behavior. Collaboration with regulators is suggested, as UCBs can benefit from regulatory support in accessing funding and resources to manage and reduce NPAs effectively.

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STUDY OF QUALIFIED AUDIT REPORTS OF DIFFERENT COMPANIES

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ABSTRACT

A qualified audit report for research may reveal serious problems with its management or financial reporting procedures. Numerous factors, including insufficient monitoring or evaluation, breach of contractual duties, poor research records, a lack of capacity or resources, and insufficient stakeholder engagement in the research, among others, might contribute to these problems.

It is crucial for research managers to respond quickly and decisively to resolve the issues raised in the qualified audit report after it is produced. This can entail, among other things, creating an action plan, assigning enough resources, putting corrective measures into place, interacting with stakeholders, tracking progress, and carrying out a follow-up audit. A qualified audit report is issued by an auditor when they have found some issues or limitations in the financial statements of a company that they are auditing. The report includes a statement outlining the nature of the problem and how it affects the financial statements, as well as any other relevant information. Research on qualified audit reports would involve studying the reasons why an auditor might issue such a report and the impact it could have on the company. It would also involve analyzing case studies of companies that have received qualified audit reports and exploring how they responded to the findings.

Keywords: Qualified Audit Report, Auditor, Limited scope

INTRODUCTION

A qualified audit report is issued by an auditor when they have found some issues or limitations in the financial statements of a company that they are auditing. The report includes a statement outlining the nature of the problem and how it affects the financial statements, as well as any other relevant information. Research on qualified audit reports would involve studying the reasons why an auditor might issue such a report and the impact it could have on the company. It would also involve analyzing case studies of companies that have received qualified audit reports and exploring how they responded to the findings. Some of the reasons why an auditor might issue a qualified audit report include:

- **Inadequate Documentation:** If the company's financial records are incomplete or not well-documented, the auditor may not be able to verify the accuracy of the financial statements.
- **Disagreements with Management:** If the auditor disagrees with management on significant accounting issues, they may issue a qualified report to indicate that there is a difference of opinion.
- **Lack of Independence:** If the auditor is not independent, for example, if they have a conflict of interest, they may not be able to provide an unbiased opinion on the financial statements.
- **The Different Types of Audit Opinions:** In addition to qualified reports, auditors can also issue unmodified, modified, and adverse opinions. Understanding the differences between these opinions can provide context for why a qualified report might be issued.
- **The Legal Requirements for Audit Reports:** In some countries, companies are required by law to have an annual audit, and the auditor must provide a report on the financial statements. Understanding these requirements can help to contextualize the significance of a qualified report.

- **The Role of Audit Committees:** Many companies have audit committees, which are responsible for overseeing the audit process and ensuring that the auditor is independent and effective. Understanding the role of audit committees can provide insight into how companies can proactively manage their relationship with their auditor.
- **The Impact of Technology on Audit Reports:** Advances in technology are changing the audit process, with auditors using tools such as data analytics and artificial intelligence to identify potential issues more efficiently. Understanding these changes can provide insights into how the audit process may evolve in the future.
- **The Importance of Communication:** When an auditor issues a qualified report, it is important that they communicate clearly and effectively with the company's management and stakeholders. Understanding the importance of communication can provide insights into how companies can manage the impact of a qualified report.
- The impact of a qualified audit report can be significant for a company. It can damage their reputation and make it harder for them to raise capital. Investors may view a qualified report as a red flag and be less likely to invest in the company.

OBJECTIVES

- To understand the concept of a qualified audit report and the circumstances that lead to its issuance.
- To examine the impact of a qualified audit report on a company's reputation and financial performance.
- To identify the legal requirements for audit reports and the consequences of noncompliance.

HYPOTHESIS

- Companies that receive qualified audit reports are more likely to experience a decline in their stock price than companies that receive unqualified reports.
- The quality of financial reporting is positively correlated with the likelihood of receiving an unqualified audit report. Companies that have strong internal controls are less likely to receive qualified audit reports than companies with weak internal controls.
- The frequency of qualified audit reports has increased in recent years due to increased regulatory scrutiny and the complexity of financial reporting standards.
- Audit committees that are independent and have strong oversight can help to reduce the risk of receiving a qualified audit report.

RESEARCH METHODOLOGY

Research Design:

The research design would involve determining the scope and objectives of the study, as well as selecting the appropriate research method(s) to address the research questions. For example, the study could be a qualitative case study or a quantitative survey. The research design could also involve selecting the sample population, defining variables, and developing hypotheses.

Data Collection:

The data collection phase could involve gathering primary or secondary data or a combination of both. Primary data could be collected through interviews, surveys, focus groups, or observation.

Secondary data could be collected from existing sources such as audit reports, financial statements, regulatory filings, or academic literature. The data collection phase would also involve ensuring data quality and data privacy risk of receiving a qualified audit report

LITERATURE REVIEW

- **The Concept and Types of Qualified Audit Reports:** A literature review could begin by defining a qualified audit report and identifying the different types of opinions that auditors may issue. Sources could include accounting standards such as the International Standards on Auditing (ISA), the US Generally Accepted Auditing Standards (GAAS), and academic journals such as the Journal of Accountancy, Accounting Horizons, and Auditing: A Journal of Practice & Theory.
- **Factors Influencing the Issuance of Qualified Audit Reports:** A literature review could investigate the reasons why auditors issue qualified reports and the factors that influence their decision-making process. Sources could include academic research on auditor independence, client pressure, auditor experience, industry specialization, and audit quality.

DATA ANALYSIS

1. Air India Ltd.



The audit report on the standalone financial statements of Air India Limited provides an overview of the company's financial position for the year ending on March 31, 2019. The report covers several key components, including the Balance Sheet, the Statement of Profit and Loss (including Other Comprehensive Income) the Statement of Changes in Equity, and the Statement of Cash Flows.

Additionally, the report includes notes to the financial statements, which provide further details about significant accounting policies and other explanatory information.

The auditor, an independent professional responsible for evaluating the accuracy and reliability of the company's financial statements, has examined the standalone financial statements of Air India Limited. The auditor's role is to express an opinion on whether the financial statements present a true and fair view of the company's financial position.

According to the information and explanations provided to the auditor, as well as the examination of the company's books of accounts, there are no outstanding dues of Sales tax, Wealth Tax, Custom Duty, and Excise Duty. This indicates that, based on the available information and records, the company has settled its obligations related to these taxes and duties.

The audit report is a crucial document as it provides assurance to stakeholders, such as investors, creditors, and regulatory bodies, regarding the accuracy and reliability of the company's financial statements. It helps users of the financial statements to make informed decisions and assess the financial health of the company.

2. Uttarakhand Power Corporation Limited



The audit report states that HEMANT ARORA & CO. (LLP) Chartered Accountants have conducted an audit of the financial statements of Uttarakhand Power Corporation Limited. The audited financial statements include the balance sheet as of March 31, 2019, the statement of Profit & Loss Account, and the Cash Flow Statement for the year ended. These financial statements specifically cover the Kumaon and Rudrapur zones.

The auditor's role is to independently examine and evaluate the financial statements of the company to express an opinion on their accuracy and compliance with accounting standards. In this case, HEMANT ARORA & CO. (LLP) has audited the financial statements of Uttarakhand Power Corporation Limited.

According to the information provided to the auditor, there was one instance of fraud reported during the reporting period. The fraud involved cash embezzlement and occurred in Jaspur, Haldwani, Division, Kumaon Zone. The amount involved in the fraud was Rs 8,74,973/-.

The auditor's responsibility is to investigate and report on instances of fraud or irregularities discovered during the audit process. It's essential for auditors to assess the impact of such fraud on the financial statements and provide appropriate disclosures in the audit report.

However, it's important to note that the information provided is a summary of the situation and does not represent the complete audit report. To obtain a comprehensive understanding of the audit findings and their impact on the financial statements, it is advisable to refer to the official audit report prepared by HEMANT ARORA & CO. (LLP) for Uttarakhand Power Corporation Limited's financial statements for the specified period.

3. Aftaab Investment Company Ltd.

Based on the information and explanations provided to the auditor during the audit process, and as stated in Note 9 of the financial statements, there is a significant issue related to the fair value determination of the company's investment in TCL as of March 31, 2020. The company is unable to determine the fair value of this investment, which has resulted in the identification of a material weakness in the internal financial controls over financial reporting.

The material weakness specifically relates to the assessment of the appropriateness of the carrying amount of the investment in TCL. It suggests that the internal controls in place were not adequate to ensure accurate and reliable financial reporting regarding this investment. The inability to determine the fair value of the investment raises concerns about the accuracy and reliability of the financial statements in relation to this specific aspect.

Despite this material weakness, the auditor expresses their opinion that, except for the effects of this weakness on the control criteria's objectives, the company has maintained adequate internal financial controls over financial reporting in all material respects. In other words, apart from the identified weakness in the assessment of the carrying amount of the TCL investment, the internal financial controls in place were considered sufficient and effective as of March 31, 2020.

To reach this conclusion, the auditor would have evaluated the internal control over financial reporting criteria established by the company. These criteria are typically based on industry standards and regulatory guidelines. In this case, the auditor refers to the Guidance Note on Audit of Internal Financial Controls Over Financial Reporting issued by the Institute of Chartered Accountants of India. This guidance note provides a framework for assessing the essential components of internal control in the context of financial reporting.

It's important to note that this explanation is based on the information provided and the typical practices in auditing financial statements. The actual audit report and its findings may have additional details and nuances specific to the company being audited. To fully comprehend the implications of the material weakness and the overall audit opinion, it is recommended to refer to the official audit report issued by the auditing firm for the relevant financial statements.

FINDINGS

- **Insufficient Evidence to Support Financial Statements** - this can occur if the company does not have adequate documentation or if there are inconsistencies in the information provided.
- **Non-Compliance with Accounting Standards** - if the company is not following generally accepted accounting principles or other relevant regulations, it may result in a qualified audit report.
- **Material Misstatements** - if the financial statements contain errors or omissions that are significant enough to impact the overall accuracy of the information presented, it may result in a qualified audit report.

SUGGESTIONS

- **Review and Understand the Findings** - It is important to review the findings of the audit report carefully to understand the issues that led to the qualified opinion.
- **Develop an Action Plan** - Based on the findings of the audit report, develop an action plan to address the issues identified. This plan should include specific steps, timelines, and responsible parties for addressing each issue.
- **Allocate Sufficient Resources** - Ensure that adequate resources are allocated to implement the action plan effectively. This may include additional staffing, funding, or other resources.

CONCLUSION

In conclusion, a qualified audit report for research indicates significant problems with the management or financial reporting procedures of a company or organization. Various factors can contribute to these issues, such as inadequate monitoring or evaluation, breaches of contractual duties, poor research records, insufficient capacity or resources, and a lack of stakeholder engagement.

Upon receiving a qualified audit report, it is crucial for research managers to act swiftly and decisively to address the raised concerns. This involves creating an action plan, allocating sufficient resources, implementing corrective measures, engaging with stakeholders, monitoring progress, and conducting a follow-up audit to ensure the identified problems have been resolved.

A qualified audit report signifies that the auditor has identified limitations or deficiencies in the financial statements of the audited entity. The report outlines the nature of the problems and their impact on the financial statements, providing relevant information to stakeholders and decision-makers.

Research on qualified audit reports would involve studying the reasons behind the issuance of such reports by auditors and understanding their potential impact on the company or organization. This research may also involve analyzing case studies of companies that have received qualified audit reports and examining how they responded to the audit findings, providing valuable insights into effective strategies for resolving the identified issues and improving financial reporting practices.

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A STUDY OF HOUSING LOAN SCHEMES OF COOPERATIVE BANKS**Mrunal Ravindra Patil**

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ABSTRACT

According to the report, the majority of clients had issues getting home loans from the bank. In summation, we may draw the conclusion that banks in the cooperative sector truly deserve to be the top lenders in this market. Their services are competitively priced.

Considering its connections both in the past and present with other economic sectors. Housing financing is viewed as a social good in developing nations. In recent years, the housing finance sector's growth in India has increased. The supervisory incentives put in place and several supporting policy measures (such tax benefits) have a significant impact on this sector.

The home financing sector is becoming more and more homogenised. Players in the market must provide consumers flexibility and a range of options in order to survive the competition. Industry-wide, features such flexible rate plans, cheaper processing costs, monthly rest rates, interest rates on EMIs, margin money, and no pm-payment penalty have become standard. In order to differentiate and make home loan products more alluring, banks and FIs are increasingly including the cost of registration, stamp duty, society fees, and other related costs when authorising loans. As a result, the threshold for purchasing a home has been further lowered.

Keywords: Housing Loan, Finance, Banks, Scheme.

INTRODUCTION

A home represents the largest asset that one can own and this is why home loans have such a huge impact on the loan market today. When a person purchases a home, he or she will be investing a huge amount of cash. Many people can't come up with the whole money to pay out the house, while some people can't even afford to invest money in the house they would like to purchase. Hence, home loans have turned out to be a benefit for people, who want to buy the home of their choice but can't afford it at the time.

A house or home loan simply means a sum borrowed from a financial institution or bank to purchase a house. Home loans consists of an adjustable or fixed interest rate and payment terms.

People generally take a home loan for either buying a house/flat or a plot of land for the construction of a house, or renovation, extension and repairs to the existing house.

The property is mortgaged to the lender as a security till the repayment of the loan. The bank or financial institution will hold the title or deed to the property until the loan is paid back with the interest due for it.

The interest rates for home loans can be fixed or floating, or partly fixed and or partly floating, suiting the needs of the borrower.

There are also certain tax benefits available on your home loan under Section 80EE of the Income Tax Act. However, the Income tax deduction can be claimed on home loan interest first-time homebuyers only.

Meaning and Nature of Home Loan:

A home loan or mortgage loan is a secured loan that borrowers obtain in order to purchase a home. Because a home is a largest purchase many individuals will ever make, most of them utilize home loans to assist with their home purchase.

A home loan (or mortgage) is a contract between a borrower and a lender that allows someone to borrow money to buy a house, apartment, condo, or other livable property. A home loan is typically paid back over a term of 10, 15 or 30 years.

Home loan is defined as, “Loan acquired from a financial institution to purchase a home. Home loan consists of an adjustable or fixed interest rate payment terms. Home loans may also be referred to as mortgage loans.”

History of Housing:

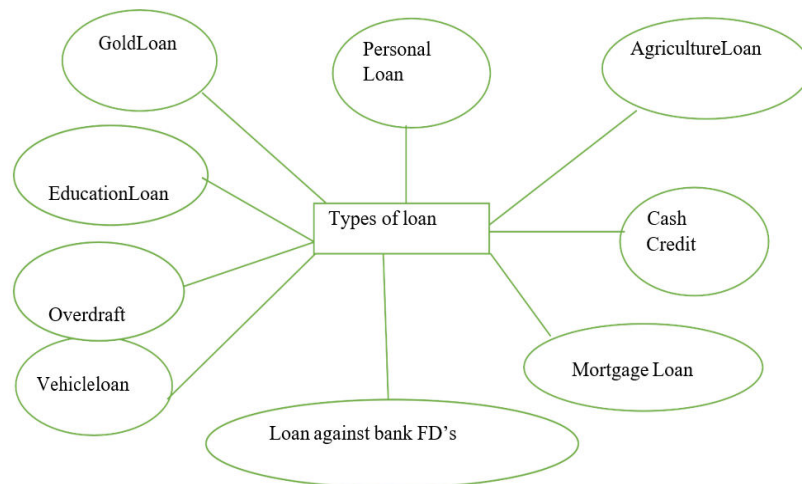
Historical speaking, it was found while going through the relevant literature that one of the oldest houses remains in Augustine (USA) which was said to have been built in 1564, but is has probably built in 1763. The first housing colonies were not established until the early 1600 Jamestown in 1607 and Plymouth in 1620.

History of Loan:

Like all debt instruments, a loan entails the redistribution of financial assets over time, between the lender and the borrower. In a loan the borrower initially receives an amount of money, called the principal amount, from the lender and is obligated to pay back or repay an equal amount of money to the lender at a later time. The amount of money is paid back in regular installments or partial repayments, on an annual basis, each instalment being of the same amount.

Different Types of Loan:

There are different types of loan offered by bank:



1. **Gold Loan:** - The gold loan, also referred as a loan against gold, is a secured loan that a borrower takes from a lender in lieu of gold ornaments such as gold jewellery. The loan amount sanctioned to you by lenders is generally a certain percentage of the gold's value. You can repay it through monthly instalment after which you get your gold articles back.
2. **Personal Loan:** - A personal loan is a type of unsecured loan and helps you meet your current financial needs. You don't usually need to pledge any security or collateral while availing a personal loan and your lender provides you with the flexibility to use the funds as per your need.
3. **Agriculture Loan:** - Agricultural loans help farmers run their farms more efficiently. It can be difficult to keep up with all of the costs associated with running a farm, so farmers need low interest agricultural loans to help them stay afloat. E.g. - Purchase farm land, Cover operating expenses, Help with the marketing of their product.

4. **Cash Credit:** - A cash credit (CC) is a short-term source of financing for a company. In other words, a cash credit is a short-term loan extended to a company by a bank. It enables a company to withdraw money from a bank account without keeping a credit balance. The account is limited to only borrowing up to the borrowing limit. Also, interest is charged on the amount borrowed and not the borrowing limit.
5. **Mortgage loan:** - A mortgage loan or, simply, mortgage is used either by purchasers of real property to raise funds to buy real estate, or alternatively by existing property owners to raise funds for any purpose, while putting a lien on the property being mortgaged. The loan is "secured" on the borrower's property through a process known as mortgage origination. This means that a legal mechanism is put into place which allows the lender to take possession and sell the secured property ("foreclosure" or "repossession") to pay off the loan in the event the borrower defaults on the loan or otherwise fails to abide by its terms.
6. **Loan against bank FD's:** - Unforeseen events and emergencies warrant immediate cash flow, which is why some investors may consider liquidating their FD investments before maturity. However, you can tend to emergencies without breaking your FD, by taking a loan against fixed deposit. Loan against Fixed Deposit is a secured loan, where you can pledge your FD as collateral, in return for the loan amount.
7. **Vehicle Loan:** - A vehicle loan (also known as an automobile loan, or autoloan) is a sum of money a consumer borrows in order to purchase a car. Generally speaking, a loan is an amount of money that is lent to an individual, a business, or another entity.
8. **Overdraft:** - An overdraft is an extension of credit from a lending institution that is granted when an account reaches zero. The overdraft allows the account holder to continue withdrawing money even when the account has no funds in it or has insufficient funds to cover the amount of the withdrawal.
9. **Education Loan:** - An education loan is a sum of money borrowed to finance college or other school-related expenses. Payments are often deferred while students are in school and for a six-month grace period after graduation.

OBJECTIVES

- To study and understand the concept of home loan.
- To understand the meaning and importance of housing loan.
- To know the awareness of customers about home loan products and services.
- To know the list of documents required to be presented by salaries earners as well as self-employed customers for getting home loan.
- To know the rate of interest and to know the calculation of floating rate of interest of the above schemes.
- To gain knowledge about various home loan products of co-operative bank.

HYPOTHESIS

1. There is no significant relationship between the customer's satisfaction level On Down payment and the types of banks.
2. There is no significant relationship between the customer's satisfaction level with processing charges and the types of banks.
3. There is no significant relationship between the customer's satisfaction level on Pre-closure terms and the types of banks.

LITERATURE REVIEW

According to Krishnamachari (1980) as stated in the preamble of the National Housing Policy, “shelter is a basic human need and as an intrinsic part of human settlement, is closely linked with the process of overall socio-economic development. Though a house is essentially a place of dwelling, it also fulfils many important social needs of the household. Besides providing shelter, it creates employment, generates voluntary saving and creates a conducive condition needed for achieving crucial Goals.”

RESEARCH METHODOLOGY

The researcher used to collect information and data for making business financial decisions.

- **Area of Study:** The study is conducted in Saraswat Bank, Janata Sahakari Bank Ltd., Pune, PDCC Bank And Cosmos Bank.
- **Data Collections:** The primary data collected from the field under the supervision of an investigator. Secondary data collected from the websites, banks sites, research papers, Brochure, organizational file.

DATA ANALYSIS :

Data Analysis and Interpretation

Data analysis can be defined as the process of gathering, modelling and transforming data so as to get useful information, suggestions and conclusions in decision-making. The literal meaning of interpretation is “explaining or drawing-out the meaning”. The process of data interpretation includes drawing-out conclusions from data analysis. There is a close association between data interpretation and data analysis.

Data analysis, also known as analysis of data or data analytics, is a process of inspecting, cleansing, transforming, and modelling data with the goal of discovering useful information, suggesting conclusions, and supporting decision-making. Data analysis has multiple facets and approaches, encompassing diverse techniques under a variety of names, in different business, science, and social science domains.

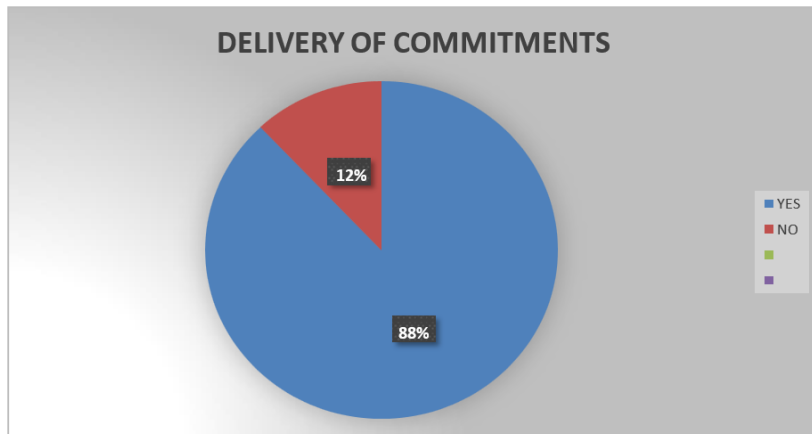
This chapter will focus on the analysis and interpretation of data that was collected for this study. The purpose of interpreting the data is to reduce it to an intelligible and interpretable form so that the relation of research problem can be studied and tested, and conclusion drawn. On the other hand, when the researcher interprets the research results.

Three different Co-Operative Banks that are helpful in all types of Housing Loan Schemes were chosen by the researcher to compare. First, the researcher collected information about the Organisational background of these Housing Loan Scheme as well as their Interest rates, EMI Calculators, Terms And Conditions. This knowledge is very helpful because every Customer considers it when choosing a better scheme.

Additionally, this information is useful for evaluating and comparing the interest rates. For this reason, the researcher prepared this rates for these customers. The researcher visited several banks for this purpose to learn which type of bank, schemes they use and how they get benefits from that.

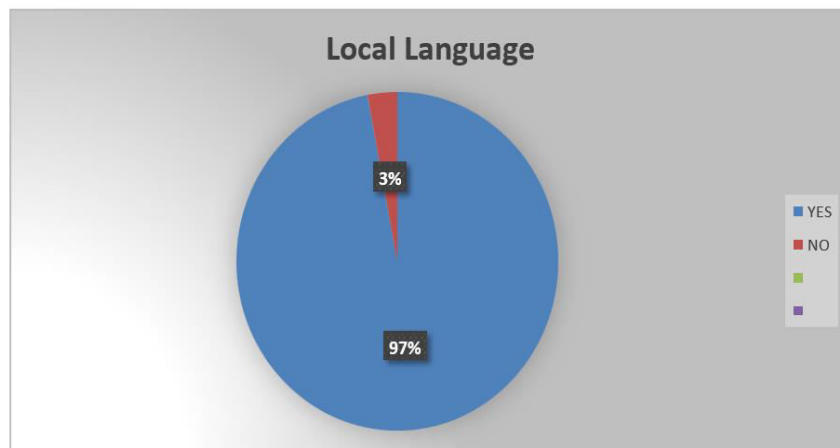
Delivery of Commitments and Standards At initial Stage Regarding Products & Services:

The collected data indicates that 88% loan-borrowers state that, the commitments and standards for products and services offered by their respective banks/nbfcs/co operatives in the initial stages of offering the loan are actually delivered. It means that, the same is not the case for 12% loan-borrowers.



Use of Local Language for Giving Information:

According to 97% loan-borrowers, banks/nbfcs/co operatives give information about products & services to customers in local language.



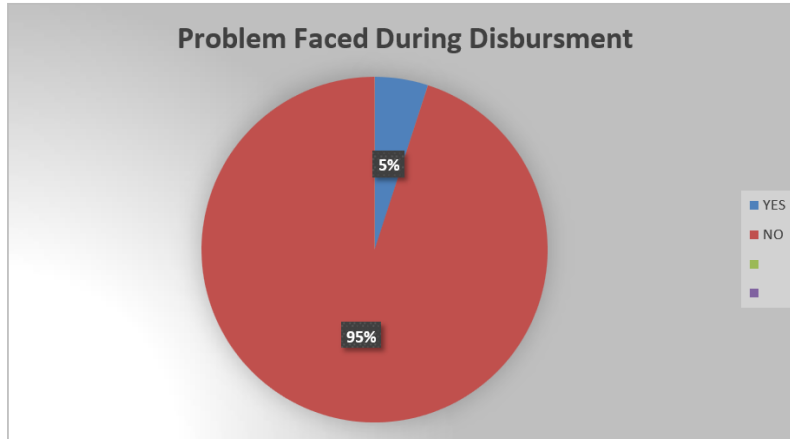
Ethical Principles of Integrity and Transparency:

According to 89% loan-borrowers dealings of their respective banks/nbfcs/co operatives is based on ethical principles of integrity as well as transparency. At the same time 11% loan-borrowers have negative experience also.



Problems Related to Disbursement of Loan Amounts:

Nearly 95% loan-borrowers have communicated that they have no problems related to the disbursement of loan amount after the loan was sanctioned.

**Emi Calculator of Janata Housing Loan:**

Loan Category	Home Loan
Term (Years)	10
Loan Amount (Rs.)	800000
Interest Rates (%)	9.10%
Monthly Payment (EMI Rs.)	Rs.10177
Total Payment	Rs. 1221240
Total Interest	Rs. 421240

Emi Calculator of Pdcc Housing Loan:

Loan Category	Home Loan
Term (Years)	20
Loan Amount (Rs.)	Rs. 1500000
Interest Rates (%)	10.25%
Monthly Payment (EMI Rs.)	Rs.14724.65
Total Payment	Rs. 3533916.19
Total Interest	Rs. 2033916.19

Emi Calculator of Cosmos Housing Loan:

Loan Category	Home Loan
Term (Years)	15
Loan Amount (Rs.)	5000000
Interest Rates (%)	8.65%
Monthly Payment (EMI Rs.)	Rs.49678
Total Payment	Rs. 8942040
Total Interest	Rs. 3942040

FINDINGS

Results of the data analysis and study of the Self-Help Group leads to the following findings:

1. Financial consideration, mainly the rate of interest and other charges, and good customer service are the primary considerations for loan-borrowers in their selection process of a particular housing finance institution to borrow.

2. Most of the customers are satisfied with the services provided by Co- operative banks.
3. Many of these customers are well aware about this cooperative bank and their home loan product and satisfied with the low interest and longer repayment period of the advance product.
4. The analysed data indicates that, loan-borrowers have moderate awareness about the details of housing loan schemes and procedures.
5. A response from bank executive is so clear and good.
6. Co-operative bank having good brand image in the minds of customers.
7. Most of the customers are not aware of the different products of co-operative bank.
8. Co-operative bank providing good services to their customers.
9. Some of the customers not having good faith on private bank.

SUGGESTIONS

1. Customer awareness programme is required so that more people should attract towards advanced product.
2. If there are any kind of hidden charges than that must disclose to the customer before giving loan to them.
3. It is duty of the bank to disclose all the material facts regarding advanced products, like interest charged repayment period, other types of charges, etc.
4. To increase their customers, the co-operative bank should provide specialized services in this sector. These services can be such as proper guidance to the customer regarding the processing of loans.
5. The co-operative bank should try to provide proper knowledge regarding their home loan scheme, even to people who don't know about such schemes and their benefits especially in rural areas.
6. Co-operative bank should use less lengthy procedure for the sanctioning of loan to the customer. The legal formalities should be completed in less time. This will be helpful in attracting more customers.
7. The bank has to take care of awareness creation about the products and services among the customers.

CONCLUSION

In conclusion, the study of housing loan schemes offered by cooperative banks has provided valuable insights into the benefits and challenges associated with these programs. Cooperative banks play a significant role in providing affordable housing finance options to individuals and promoting homeownership.

The research revealed several advantages of cooperative bank housing loan schemes. Firstly, cooperative banks often offer lower interest rates compared to commercial banks, making housing loans more affordable for borrowers. Additionally, cooperative banks tend to have flexible eligibility criteria and relaxed documentation requirements, enabling a wider range of individuals to access housing finance.

Moreover, cooperative banks emphasize a customer-centric approach, providing personalized services and building long-term relationships with borrowers. This personalized approach can result in better customer satisfaction and a more efficient loan processing system.

However, the study also highlighted certain challenges associated with cooperative bank housing loan schemes. One significant challenge is the limited outreach of cooperative banks compared to larger financial institutions. Cooperative banks may have a restricted branch network, limiting their accessibility, especially in rural areas. This can hinder the availability of housing finance options for individuals in remote locations.

Another challenge is the financial capacity of cooperative banks to provide large-scale housing finance. Cooperative banks, with their limited resources and smaller customer base, may face constraints in offering substantial loan amounts or meeting the demand for housing finance in rapidly growing urban areas.

In conclusion, cooperative bank housing loan schemes have the potential to address the housing finance needs of a wide range of individuals, providing affordable and flexible options. However, to maximize their impact, cooperative banks need to focus on expanding their outreach, improving technological infrastructure, and strengthening their financial capacity. By addressing these challenges, cooperative banks can further contribute to the goal of increasing homeownership and promoting sustainable housing development.

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- Cosmos Bank <https://www.cosmosbank.com/>
- [https //www.researchgate.net pdfhttps://cleartax.in/s/home-loan](https://www.researchgate.net/pdfhttps://cleartax.in/s/home-loan)

A STUDY OF VEHICLE LOAN SCHEMES OF DIFFERENT BANKS**Nayan Narendra Deshmukh**

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ABSTRACT

The comparative study of car loans analyses the comparison among the processing times. A vehicle loan is a loan for vehicles that allows you to purchase two- and four-wheelers for personal use or to transport goods or company personnel. The paper aims to study various analyses of different banks and companies that provide loans for vehicles and compare interest rates and processes. After doing the comparative study on car loans, the researcher reached the conclusion that this loan facility is much better for customers who want to buy cars. It provides low-interest bank car loan offers; buying a new car has become remarkably easier and more convenient today. In the city, many people took advantage of these facilities, and many more are taking advantage of them. All the banks provide loans on new and old cars, but the loan amount, repayment period, and interest rates are different for new and old cars.

The interest rate is also different for different banks. It is between 10.45% and 11.50%. So my conclusion from this study of project work is that customers who are not in a very strong financial position can maintain cars by taking advantage of these car loan facilities. From my comparative study, I found that SBI provides more facilities, and people give preference to SBI Bank for borrowing car loans because it provides a low interest rate and more schemes to customers. Minimum interest rate provided by SBI and maximum rate provided by L&T Finance Company

Keyword: Vehicle Loan, Finance, Banks, Scheme

INTRODUCTION

In today's competitive arena, a person's desires are increasing day by day. If they have a bicycle, they desire a two-wheeler; if they have a two-wheeler, they desire a four-wheeler. Some people are financially strong and fulfil their desire for four-wheelers. But some are not financially strong, and with the introduction of the new era, there is also movement in the economic world. In the present, the car is a status symbol and has also become part of fashion, so buying a car on finance (a loan) is the best alternative. Many people use this facility. Today, many finance companies and banks are providing loans for necessary things. These companies and banks provide many schemes to attract customers; they offer discounts and certain types of gifts on the loan.

There is also competition among these companies and banks. Many attractive schemes to take advantage of customers. They reduce the interest rate and the monthly instalment by increasing the time of the instalment. They reduce the many formalities that a customer has to complete when getting a loan, and the conditions and regulations are also made easy, reducing the process time. In this project, the comparative study of car loans analyses the comparison among four selected banks with Larsen and Turbo Finance. Which banks provide more facilities? Which banks provide more schemes? Which banks provide loans at low interest rates? This research is focusing on the various schemes by various banks for providing loans on cars. And how the loan schemes by L&T Finance.

OBJECTIVES

1. To compare and contrast between vehicle loan procedures of various banks.
2. To study various interest schemes available and choose better.
3. To get acquainted with eligibility criteria and documentation for vehicles loan proceedings.

HYPOTHESIS

- Banks with lower interest rates on vehicle loans attract more customers.
- Banks with flexible repayment options witness higher loan repayment rates.
- Banks with targeted loan schemes for specific vehicle they (e.g. electric cars) gain a competitive advantage.

LITERATURE REVIEW

- **U. Thiripurasundari (2011)**

Brand equity is the added value endowed by the brand to the product. Although the idea of using a name or a symbol to enhance a products value has been known to marketers for a long time, brand equity has gained a renewed interest in recent years. The objectives of the study were to analyze the importance of various factors like brand knowledge, brand preference, brand loyalty, brand application etc. in car market in Pondicherry.

- **Nitin Joshi, D. P. Mishra (2011)**

The aim of the study is to understand the behavior of the customer in the state of Maharashtra which is one of the most developed state of india. The study was carried out to understand the customer awareness on environment friendly car.

- **Prof. Pallavi B Sangode (2011)**

This research paper is based on the findings of comparative study of service quality of maruti Suzuki and Hyundai showrooms in Nagpur. Service quality is a fundamental aspect of service provisions, and this especially case with motor vehicles. The study was conducted using convenience sample of fourty who were owners of maruti and Hyundai car.

- **Dr Ajay S Joseph (2011)**

One of the most important factors that influence purchase of passenger cars in India is the availability of auto finance or consumer credit. The empirical studies analyze the behavioral pattern exhibited by passenger car customers towards auto loan schemes and explanation of the financing scheme by the staff.

RESEARCH METHODOLOGY

The researcher used to collect information and data for making business financial decisions.

- **Area of Study:** Target population was the two public banks and private bank. State Bank of India, Punjab National Bank, HDFC, ICICI.
- **Data Collections:** The primary data collected from the field under the supervision of an investigator. Secondary data is second hand information that was collected by me from the websites, banks sites, research papers, Brochure, organizational file.

DATA ANALYSIS

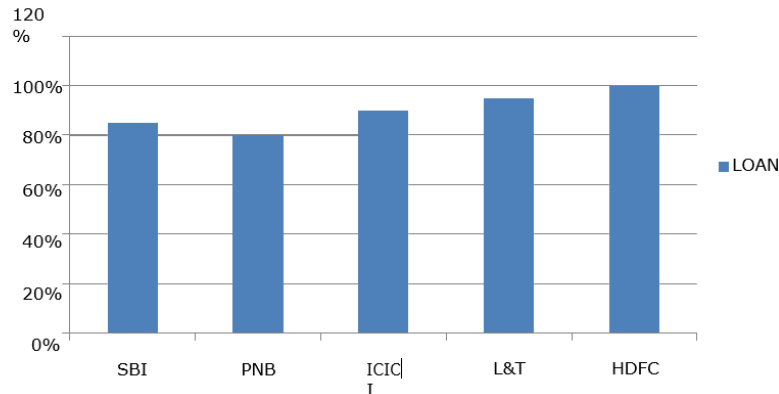
The analysis was made on the basis of repayment period, and interest rate EMI's Loan amount, various schemes

DATA PRESENTATION & ANALYSIS

Different LTV (Loan to Value) of Different Banks

S.NO	BANKS	LOAN AMOUNT
1	SBI	85%
2	ICICI	90%
3	PNB	80%
4	HDFC	100%
5	L&T	95%

LOAN



The loan-to-value ratio is the percentage of the property's value that a bank is willing to lend. For example, if a property is valued at \$100,000 and the bank offers an 80% LTV ratio, they would be willing to lend up to \$80,000 (80% of the property value).

Based on the information you provided, the banks and their respective LTV ratios are as follows:

SBI: 85% loan-to-value ratio

ICICI: 90% loan-to-value ratio

PNB: 80% loan-to-value ratio

HDFC: 100% loan-to-value ratio

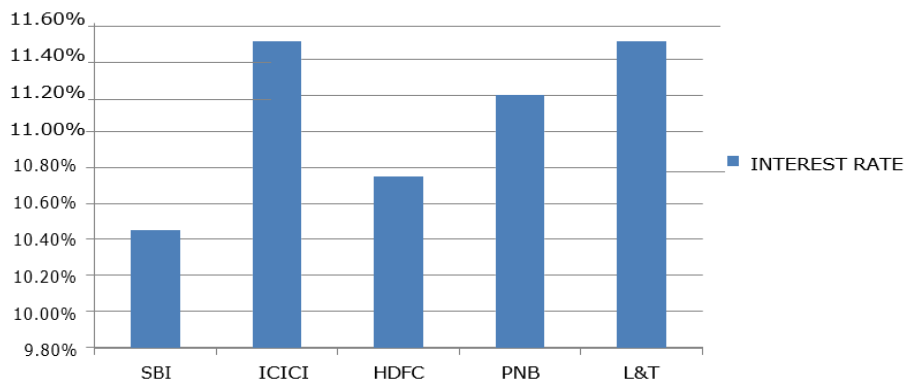
L&T: 95% loan-to-value ratio

- **INTEREST RATE**

Interest rate of these banks is different. They try to provide minimum interest rate so that maximum customer can get advantage of facility.

SR.NO	BANK	INTEREST RATE
1	SBI	10.45%
2	ICICI	11.50%
3	HDFC	10.75%
4	PNB	11.20%
5	L&T	11.50%

INTEREST RATE



The "BANK INTEREST RATE" refers to the annual percentage rate (APR) charged by banks on loans. It represents the cost of borrowing money from a bank. The interest rate is expressed as a percentage and is typically applied to the principal amount of the loan.

SBI has an interest rate of 10.45%. This means that if you borrow money from SBI, you will be charged 10.45% of the loan amount as interest each year.

ICICI has an interest rate of 11.50%. If you borrow money from ICICI, you will be charged 11.50% of the loan amount as interest annually.

HDFC has an interest rate of 10.75%. Borrowing from HDFC will result in an annual interest charge of 10.75% of the loan amount.

PNB has an interest rate of 11.20%. Borrowing from PNB will incur an annual interest charge of 11.20% of the loan amount.

L&T has an interest rate of 11.50%. Borrowing from L&T will result in an annual interest charge of 11.50% of the loan amount, the same as ICICI.

- **FOR USED CAR**

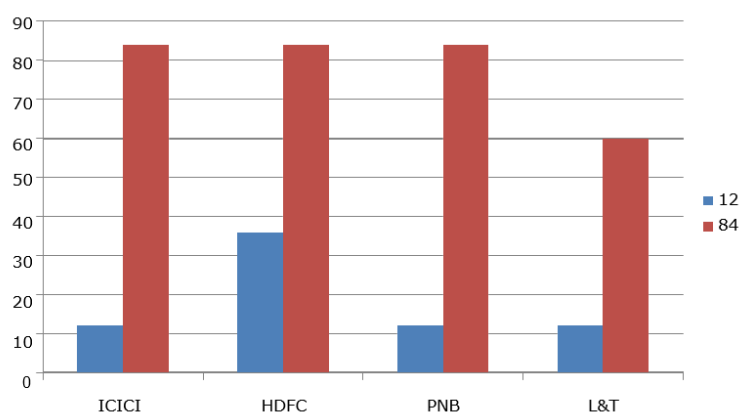
Interest rate for used car by different Banks

S.NO	BANK	INTEREST RATE
1	HDFC	15.25% - 17.75%
		(60 months),
		15.25% - 17.75%
		(48 months),
		15.25% - 17.75%
		(36 months),
		15.75% - 18.25%
		(24 months),
		15.75% - 18.25%
		(Up to 12 months)
		Corporate Rates 13.50% - 14.25%
2	SBI	17.25% (Upto 36 Months) 17.50% (Above 36 months)
3	ICICI	13.75%-17%
4	L&T	14%-21%

- **Repayment Period**

The period of time in which repay the loan.

SR.NO	BANK	MIN (IN MONTHS)	MAX (IN MONTHS)
1	SBI	12	84
2	ICICI	12	84
3	HDFC	36	84
4	PNB	12	84
5	L&T	12	60



The "BANK MIN (IN MONTHS) MAX (IN MONTHS)" represents the minimum and maximum loan tenure offered by different banks. It indicates the range of time in months within which the borrower needs to repay the loan. Here's a brief explanation of the values provided:

The minimum loan tenure at SBI is 12 months, and the maximum loan tenure is 84 months. This means that borrowers can choose a repayment period anywhere between 12 to 84 months, depending on their preference and loan terms.

ICICI Bank also offers a minimum loan tenure of 12 months and a maximum loan tenure of 84 months, providing borrowers with flexibility in choosing a repayment period that suits their needs.

HDFC Bank has a wider range of loan tenures. The minimum loan tenure is 36 months, meaning borrowers must repay the loan over a minimum period of 36 months. The maximum loan tenure offered by HDFC Bank is 84 months, giving borrowers an extended period to repay their loans.

Punjab National Bank (PNB) offers a minimum loan tenure of 12 months and a maximum loan tenure of 84 months, similar to SBI and ICICI Bank. Borrowers can select a repayment period between 12 and 84 months.

L&T Financial Services provides a minimum loan tenure of 12 months, requiring borrowers to repay the loan over a period of at least 12 months. The maximum loan tenure offered by L&T Financial Services is 60 months, giving borrowers up to 60 months to repay their loans.

- **Processing fee & Charges**

S.NO	BANK	PROCESSING FEE
1	SBI	0.51% loan amount
2	ICICI	2500 to 5000
3	HDFC	2825 to 5150
4	PNB	1% loan amount
5	L&T	1400 to 3500

The "BANK PROCESSING FEE" refers to the fees charged by banks for processing loan applications. It is an additional cost that borrowers may need to pay when availing a loan. Here's a breakdown of the processing fees provided for each bank:

SBI charges a processing fee of 0.51% of the loan amount. For example, if you borrow ₹1, 00,000, the processing fee would be ₹510 (0.51% of ₹1, 00,000).

ICICI Bank has a processing fee range of ₹2,500 to ₹5,000. The specific processing fee amount within this range may depend on factors such as the type and amount of the loan.

HDFC Bank's processing fee falls within the range of ₹2,825 to ₹5,150. The exact processing fee amount within this range can vary depending on the loan type and amount.

Punjab National Bank charges a processing fee of 1% of the loan amount. For instance, if you borrow ₹1,00,000, the processing fee would be ₹1,000 (1% of ₹1,00,000).

L&T Financial Services has a processing fee range of ₹1,400 to ₹3,500. The specific processing fee amount within this range may depend on the loan type and amount.

FINDINGS

Following are the findings in the study on vehicle loan schemes of different banks.

- SBI is a major competitor in Banks of India.
- Banks are using proper marketing channel to aware customer about car loan.
- Banks is offering various facilities to customers for taking loan.
- Banks in India advertising their car loan by using print media also.
- Banks in India is applying aggressive marketing strategies for car loans.
- Banks in India also tries to make new tie-ups with other automobile companies.

SUGGESTIONS

- Customer awareness programme is required so that more people should attract towards the car finance.
- If there are any kind of hidden charges than that must disclose to customer before giving loan to them.
- There is more formalities before getting loan, all formalities taking long processing time, my suggestion to reduce unnecessary formalities. So that the borrower can get loan easily.
- For the better service new offers would be require.
- Agents should be trained, well educated & proper trained to convince the people. Special scheme should be implemented to encourage both customer and agents.
- L&T should decrease the interest rate of loan.
- L&T should more focus on Retaining existing customers.
- L&T must take feedbacks of customers regarding features & services.

CONCLUSION

- After doing the comparative study on car loan, Researcher reached on the conclusion that, this loan facility is very much better for customer those who want to buy car. It provides low-interest bank car loan offers; buying a new car has become remarkably easier and convenient today.
- In city many people got advantage of these facilities and many more are getting advantage of these facilities.
- All the banks provide loan on new and old cars but the loan amount, repayment period and interest rates are different for new and old cars.
- Requirement a customer needs to fulfill before getting loans are almost same for all banks. The maximum amount of loan is different for different banks. Some banks provide fixed

loan amount, some decide by calculate from the customer monthly and annual income and some allot loan on the basis of customer repayment capacity.

- The interest rate is also different for different banks. It is between 10.45% to 11.50%. The So my conclusion from this study of project work that customer those who are not much very strong in financial position can maintain car by taking advantage of these car loan facilities and from my comparative study the SBI provide more facilities and people give preference to SBI bank for borrowing car loan because it provides min interest rate and more schemes to customer. Minimum interest rate provide by SBI and maximum rate provide by L&T finance company

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www.economictimes.com www.google.com

A STUDY OF ONLINE BANKING

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ABSTRACT

Online banking is a widely used service that allows customers to access their bank accounts and perform various transactions through the internet. This study aims to provide an overview of online banking, its benefits, and potential risks.

One of the main advantages of online banking is convenience. Customers can access their accounts at any time, from any location, and perform transactions such as transferring funds and paying bills without the need to visit a physical branch.

Another advantage of online banking is that it allows customers to easily track their transactions and account balances. They can receive real-time updates on their account activities, which can help them avoid overdrafts and other fees.

However, there are also some potential risks associated with online banking. Security is a major concern, as customers' personal and financial information can be vulnerable to hacking and identity theft. Banks must invest in robust security measures to protect their customers' data.

Keywords: Online banking, Customer satisfaction, Ease of use

INTRODUCTION

Welcome to the study of online banking. Online banking refers to the digital services provided by banks and financial institutions through the internet. With the advancement of technology, online banking has become a popular means of managing personal finances and conducting financial transactions.

The purpose of this study is to examine the benefits and challenges of online banking, as well as its impact on the traditional banking system. This study will explore the reasons why people are shifting towards online banking, the security measures in place to protect personal and financial information, the customer experience, and the ease of use of online banking platforms.

Furthermore, this study will also investigate the potential risks associated with online banking, such as cyber threats, fraud, and identity theft. Additionally, we will assess the impact of online banking on the banking industry, including the changes it has brought to customer behavior, bank branch operations, and the overall economy.

Ultimately, this study aims to provide an overview of online banking and its implications for both consumers and financial institutions. We hope that the results of this study will help users make informed decisions when it comes to managing their finances online, and assist banks in adapting to the changes brought about by the digital age.

OBJECTIVE

1. To understand the benefits and challenges of online banking for consumers, financial institutions, and the economy as a whole.
2. To examine the reasons why people are increasingly using online banking services, including the convenience, accessibility, and cost-effectiveness of these services.
3. To assess the security measures in place to protect personal and financial information of online banking users, and to evaluate how effective these measures are in mitigating the risks of cyber threats and fraud.

4. To analyze the impact of online banking on traditional banking operations and customer behavior, including changes in branch footfall and overall banking traffic.

HYPOTHESIS

1. The use of online banking services is increasing because of the convenience and accessibility they offer, as well as the cost savings associated with digital transactions.
2. Online banking users are more likely to be younger, more tech-savvy, and more comfortable with digital technology than non-users.
3. The security measures employed by online banking providers are generally effective in protecting users' personal and financial information, but there is still a risk of cyber threats and fraud.
4. The popularity of online banking is leading to a decrease in foot traffic at traditional bank branches, and is therefore causing a shift in the way banks operate.
5. The use of online banking services will continue to grow in the future as technology improves and more users become familiar with digital banking platforms.

RESEARCH METHODOLOGY

The first step is to clearly define the research problem or topic of the study, which in this case would be online banking. This includes identifying the key research questions or objectives.

Researcher used secondary as well as primary data for the research to review the existing literature on online banking to gain an understanding of what has already been researched and what gaps exist in the literature. Based on the research problem and literature review, the researcher must then select an appropriate research design. This could be a quantitative approach, such as a survey or experiment, or a qualitative approach, such as in-depth interviews or focus groups. The researcher must choose appropriate methods to collect data for the study. This could include surveys or questionnaires, interviews, observation, or secondary data analysis.

LITERATURE REVIEW

"Digital Banking: The New Era of Banking Services" by Tolga Tiryaki

This book provides a comprehensive overview of digital banking, including online banking, mobile banking, and other emerging technologies in the financial sector. It covers topics such as digital transformation, customer experience, security, and regulatory considerations.

"Banking on Digital: How Financial Institutions Can Compete in a Digital World" by James B. King

In this book, James B. King explores the digital transformation of the banking industry, focusing on the impact of online banking and digital technologies. It discusses strategies for financial institutions to stay competitive in the digital era and adapt to changing customer expectations.

"The Fintech Book: The Financial Technology Handbook for Investors, Entrepreneurs, and Visionaries" edited by Susanne Chishti and Janos Barberis

This comprehensive handbook covers various aspects of financial technology (fintech), including online banking, digital payments, blockchain, and more. It provides insights into the disruptive nature of fintech and its implications for the banking industry.

Articles

Liao, Z., Lu, J., & Wang, X. (2020). Factors influencing customers' adoption of online banking: A meta-analytic review. *International Journal of Information Management*, 50, 228-239.

This meta-analysis examines the factors influencing customers' adoption of online banking. It identifies and analyzes the key determinants such as perceived usefulness, ease of use, security, trust, and social influence. The study provides a comprehensive overview of the existing literature on online banking adoption.

Gupta, A., & Kumari, S. (2021). A systematic review of mobile banking adoption literature. *Journal of Enterprise Information Management*, 34(4), 891-912.

This systematic review focuses on the adoption of mobile banking services and provides insights into the factors influencing customers' intention to adopt mobile banking. It synthesizes and analyzes the literature to identify key themes, theories, and research gaps in the field.

DATA ANALYSIS

Definition

- Online banking is an electronic payment system that enables customers of a financial institution to conduct financial transactions on a website operated by the institution, such as a retail bank, virtual bank, credit union or building society. Online banking is also referred to as internet banking, e-banking, virtual banking and by other terms.
- Online banking or E-banking is an umbrella term for the process by which a customer may perform banking transactions electronically without visiting a brick-and-mortar institution.

Online Banking Evolved into a Mainstream Financial Tool

In today's highly technical world, it's hard to imagine there was once a time when all banking was conducted at an actual brick-and-mortar financial institution. Even simple account transfers required a trip into the bank.

While today's online banking is filled with amazing innovations, it hasn't always been this easy—in fact it took a long time to get this far.

Historical Development

- The precursor for the modern home online banking services were the distance banking services over electronic media from the early 1980s. The term 'Online' became popular in the late '80s and referred to the use of a terminal, keyboard and TV (or monitor) to access the banking system using a phone line. Home banking can also refer to the use of a numeric keypad to send tones down a phone line with instructions to the bank. Online services started in New York in 1981 when four of the city's major banks (Citibank, Chase Manhattan, Chemical and Manufacturers Hanover) offered home banking services using the videotex system. Because of the commercial failure of videotex these banking services never became popular except in France where the use of videotex (Minitel) was subsidised by the telecom provider and the UK, where the Prestel system was used.
- While financial institutions took steps to implement e-banking services in the mid-1990s, many consumers were hesitant to conduct monetary transactions over the web. It took widespread adoption of electronic commerce, based on trailblazing companies such as America Online, Amazon.com and eBay, to make the idea of paying for items online widespread. By 2000, 80 percent of US banks offered e-banking. Customer use grew slowly. At Bank of America, for example, it took 10 years to acquire 2 million

e-banking customers. However, a significant cultural change took place after the Y2K scare ended.

Features of Online Banking:

Online banking facilities offered by various financial institutions have many features and capabilities in common, but also have some that are application specific

The Common Features Fall Broadly into Several Categories:**A. A Bank Customer Can Perform Non-Transactional Tasks Through Online Banking, Including**

- Viewing account balances.
- Viewing recent transactions.
- Downloading bank statements, for example in PDF format.
- Viewing images of paid cheques.
- Ordering cheque books.
- Download periodic account statements.
- Downloading applications for M-banking, E-banking etc.

B. Bank Customers Can Transact Banking Tasks Through Online Banking, Including -

- Funds transfers between the customer's linked accounts.
- Paying third parties, including bill payments (see, eg., BPAY) and third party fund transfers (see, eg, FAST).
- Investment purchase or sale.
- Loan applications and transactions, such as repayments of enrolments.
- Credit card applications.
- Register utility billers and make bill payments.
- Financial institution administration. VIII. Management of multiple users having varying levels of authority.
- IX. Transaction approval process.

Some Financial Institutions Offer Special Internet Banking Services, for Example:

Personal financial management support, such as importing data into personal Accounting Software. Some online banking platforms support account Aggregation to allow the customers to monitor all of their accounts in one place whether they are with their main bank or with other institutions.

Advantages of Online Banking:

Many banks have begun to offer customers the option of online-internet banking, a practice that has advantages for both all parties involved. The convenience of being able to access accounts at any time as well as the ability to perform transactions without visiting a local branch, draw many people to be involved. Some of these advantages of internet banking but are not limited to include:

- **Customer's Convenience**

Direct banks are open for business anywhere there is an internet connection. They are also 24 hours a day, 365 days a year open while if internet service is not available, customer services is normally provided around the clock via telephone. Real-time account balances and information are available at the touch of a few buttons thus, making banking faster, easier and more efficient. In addition, updating and maintaining a direct account is easy since it takes only a few minutes to change the mailing address, order additional checks and be informed for market interest rates.

- **More Efficient Rates**

The lack of significant infrastructure and overhead costs allow direct banks to pay higher interest rates on savings and charge lower mortgage and loan rates. Some offer high-yield checking accounts, high yield certificate of deposits (CDs), and even no-penalty CDs for early withdrawal. In addition, some accounts can be opened with no minimum deposits and carry no minimum balance or service fees.

- **Services**

Direct banks typically have more robust websites that offer a comprehensive set of features that may not be found on the websites of traditional banks. These include functional budgeting and forecasting tools, financial planning capabilities, investment analysis tools, loan calculators and equity trading platforms. In addition, they offer free online bill payments, online tax forms and tax preparation.

- **Mobility**

Internet banking also includes mobile capabilities. New applications are continually being created to expand and improve this capability on smart-phones and other mobile devices.

- **Transfers**

Accounts can be automatically funded from a traditional bank account via electronic transfer. Most direct banks offer unlimited transfers at no cost, including those destined for outside financial institutions. They will also accept direct deposits and withdrawals that the customer authorizes such as payroll deposits and automatic bill payment.

- **Ease Of Use**

Online accounts are easy to set up and require no more information than a traditional bank account. Many offer the option of inputting the customer's data online or downloading the forms and mailing them in. If the customer runs into a problem, he has the option of calling or e-mailing the bank directly.

- **Environment Friendly**

Internet banking is also environmentally friendly. Electronic transmissions require no paper, reduce vehicle traffic and are virtually pollution-free. They also eliminate the need for buildings and office equipment.

DIFFERENT TYPES OF ONLINE BANKING

- **CORE BANKING SOLUTION OR CBS:**

Core Banking is a banking service provided by a group of networked bank branches where customers may access their bank account and perform basic transactions from any of the member branch offices. Core banking is often associated with retail banking and many banks treat the retail customers as their core banking customers.

Businesses are usually managed via the Corporate banking division of the institution. Core banking covers basic depositing and lending of money.

Normal Core Banking functions will include transaction accounts, loans, mortgages and payments. Banks make these services available across multiple channels like ATMs, Internet banking, mobile banking and branches.

The core banking services rely heavily on computer and network technology to allow a bank to centralize its record keeping and allow access from any location. It has been the development of banking software that has allowed core banking solutions to be developed.

- **ATM BANKING:**

a) Full-service banking, 24 hours a day. Make banking

b) More convenient with ATMs and debit card.

○ **CONVENIENT SELF SERVICE**

- Deposits-Cash and check deposits can be made at most BBVA Compass ATMs.
- Withdraw Funds-The cash you need when you need it.
- Transfer funds-Move funds between checking accounts and savings accounts that are linked to your debit card.

● **ACCOUNT MANAGEMENT**

- Check Balance-View your account balance before you make a withdrawal.
- Mini Statement-Receive a print out of your transaction history and account balances. .

● **CUSTOMIZABLE**

- Fast Cash-Set standard ATM withdrawal amounts.
- Receipt Options-Set whether or not you will receive a receipt when you make transactions.
- Preferred Language - Choose between English or Spanish.

● **DIGITAL CASH:**

Digital Cash acts much like real cash, except that it's not on paper. Money in your bank account is converted to a digital code. This digital code may then be stored on a microchip, a pocket card (like a smart card), or on the hard drive of your computer.

○ **NEFT:**

National Electronic Funds Transfer (NEFT) NEFT is electronic funds transfer system, which facilitates transfer of funds to other bank accounts in over 63000 bank branches across the country. This is a simple, secure, safe, fastest and cost effective way to transfer funds especially for Retail remittances.

▪ **FEATURES & BENEFITS**

Customers can remit any amount using NEFT Customer intending to remit money through NEFT has to furnish the following particulars:

- IFSC (Indian Financial System Code) of the beneficiary Bank/Branch
- Full account number of the beneficiary
- Name of the beneficiary.

The facility is also available through online mode for all internet banking and mobile banking customers. For corporate customers, bulk upload facility is also available at branches.

○ **RTGS:**

Real Time Gross Settlement (RTGS) is an electronic form of funds transfer where the transmission takes place on a real time basis.

In India, transfer of funds with RTGS is done for high value transactions, the minimum amount being Rs 2 lakh. The beneficiary account receives the funds transferred, on a real time basis. The main difference between RTGS and National Electronic Funds Transfer (NEFT) is that while transfer via NEFT takes place in batches (with settlements and transactions being netted off), in the case of RTGS, the transactions are executed individually and on gross basis.

The customer initiating the funds transfer through RTGS has to have the Indian Financial System Code (IFSC) of the beneficiary's bank, along with the name of the beneficiary, account number and name of the bank. The bank branches, both at the initiating and receiving end, have

to be RTGS- enabled for the transaction to be processed. Customers with Internet banking accounts can do RTGS transactions on their own.

- **MOBILE BANKING:**

Mobile banking is the act of doing financial transactions on a mobile device (cell phone, tablet, etc.). This activity can be as simple as a bank sending fraud or usage activity to a client's cell phone or as complex as a client paying bills or sending money abroad. Advantages to mobile banking include the ability to bank anywhere and at any time. Disadvantages include security concerns and a limited range of capabilities when compared to banking in person or on a computer.

- **SMART CARD/STORE VALUE CARD:**

A smart card, typically a type of chip card, is a plastic card that contains an embedded computer chip-either a memory or micro-processor type-that stores and transacts data. This data is usually associated with either value, information, or both and is stored and processed within the card's chip. The card data is transacted via a reader that is part of a computing system. Systems that are enhanced with smart cards are in use today throughout several key applications, including healthcare, banking, entertainment, and transportation. All applications can benefit from the added features and security that smart cards provide. According to Euro smart, worldwide smart card shipments will grow 10% in 2010 to 5.455 billion cards. Markets that have been Gift Card traditionally served by other machine readable card technologies, such as barcode and magnetic stripe, are converting to smart cards as the calculated return on investment is revisited by each card issuer year after year.

- **E-TICKETING:**

An electronic ticket (commonly abbreviated as e-ticket) is a digital ticket. The term is most commonly associated with airline issued tickets. Electronic ticketing for urban or rail public transport is usually referred to as travel card or transit pass. It is also used in ticketing in the entertainment industry.

An electronic ticket system is a more efficient method of ticket entry, processing and marketing for companies in the railways, flight and other transport and entertainment industries.

On 1 June 2008, the industry moved to 100% electronic ticketing and the paper ticket became a thing of the past. Apart from substantial cost savings for the industry of up to US\$3 billion per year, ET is also more convenient for passengers who no longer have to worry about losing tickets and can make changes to itineraries more easily.

United Airlines was the first airline to issue electronic tickets, back in 1994. A decade later however, only 20% of all airline tickets were electronic. The industry was missing out on an opportunity to save costs and make travel for passengers easier. In June 2004, IATA set an industry target of 100% ET in four years. At the time, many believed this was an unrealistic goal. Evolving standards, uncertainty about the return on investment and scepticism about the customer acceptance of paper in parts of the world were some of the reasons why e-ticketing hadn't taken off.

- **E-TAX & E-FILING:**

You can pay your taxes online through E-Tax. This facility enables you to pay TDS, Income Tax, Indirect Tax, Corporation Tax, Wealth Tax, Estate duty and Fringe benefit Tax. The process of submitting tax returns over the Internet, using tax preparation software that has been pre-approved by the relevant tax authority, such as the IRS or the Canada Revenue Agency. E-filing has manifold benefits; the taxpayer can file a tax return from the comfort of home, at any convenient time, once the tax agency begins accepting returns.

- **FINDINGS**

114 people respond to this study. But out of which 100 people claim that they perform online banking service. 72 respondents use internet more than three hours in a week. Out of 100 people 72 are male and 28 are female. That's mean the male have more knowledge about the transactions and having more knowledge about the services provided by the banks. Only working ladies and school-college students having knowledge about that service. Most of the respondents who lies under below 20-35 are using E-Banking services. Among 100 respondents' 68 people are either service holders or business men. Because the services are more benefited towards this people. Users got excellent services from ATM BANKING, BALANCE ENQUARY, BILLS PAYMENT, ONLINE online

banking services and on the other hand 54 people said that their bank did not educate them about their net banking services. So it is very controversial matter. This study revealed that most of the users claim that they aware of security threats and they People also claim that ATM SERVICE, BILL PAYMENT SERVICE and INTERNET SECURITY SERVICE should be modified in near future. Some people also vote for CUSTOMER FEEDBACK service.

- **CONCLUSION AND LIMITATION:**

In a country like India, there is need for providing better and customized services to the customers. Banks must be concerned about the attitudes of customers with regard to acceptance of internet banking. The importance of security and privacy for acceptance of internet banking has been noted in many earlier studies and it was found that people claim that they have knowledge about security issues but they have no clear idea about allkind frauds. The present study shows that customers are more reluctant to accept new technologies or methods that might contain little risk. Hence, banks should design the website to address security and trust issues.

The survey was conducted with 114 people of Uttarpara area. So we can't say that this isthe real trends of net banking of whole the country.

People are not confident enough to whether to rely completely on online banking. There is hesitancy in their minds with regards to preference. So they use both the online and offline banking.

At the time of survey when give questionnaires to people, they very casually fill itwithout think of the depth of the study.

Another point is people are not disclose their personal data truly.

Due to shortage of time data can't be collected form all types of people. The study wasconducted with the help of students, service holders and business men etc.

The study reveals that ATM BANKING, BILL PAYMENT, ONLINE SHOPPING and ONLINE RECHARGE etc. are performed by so many respondents but it does not reflectthat NEFT, RTGS or DMAT services are not performed by the people.

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A STUDY ON STOCK EXCHANGE: NSE AND BSE

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ABSTRACT

This study focuses on the two major stock exchanges in India, the National Stock Exchange (NSE) and the Bombay Stock Exchange (BSE). The summary summarizes the main points and findings of the study. The research process involves collecting and analyzing primary and secondary data from a variety of sources, including financial records, business records, and academic texts.

This study examines the organization and working processes of NSE and BSE. This includes the analysis of its business, the required roster, the regulatory process and the protection of investors.

This study also examines the role of technology in facilitating transactions and the clearing process of both exchanges.

The results of this study add to the institution's knowledge of stock markets and their role in financial markets. It clearly shows the strengths, weaknesses and key features of NSE and BSE. The results of this study provide investors, policy makers and market participants with a better understanding of making informed decisions and understanding the Indian market.

In conclusion, this research presents a comprehensive analysis of NSE and BSE exploring their structure, performance and impact on the Indian financial market. By analyzing various aspects of these exchanges, the study provides valuable insights and leads to a deeper understanding of their importance in the Indian economy.

Keywords: Equity, Exchange, Broker

INTRODUCTION

National Stock Exchange (NSE) and Mumbai Stock Exchange (BSE) are the two pillars of the Indian financial market. As key players in the security industry, they contribute to economic security, facilitate capital formation, and act as a measure of the nation's overall health. This study aims to explore and analyze NSE and BSE to understand their structure, performance and impact on the Indian financial market.

Founded in 1992, NSE started a revolution in electronic commerce that changed the way business is traded in India. It quickly gained visibility and became a major exchange, providing investors with a transparent and profitable system.

On the other hand, BSE, founded in 1875, has a long history and has played an important role in the development of the Indian capital market. Understanding the dynamics of NSE and BSE is important for many stakeholders. Investors rely on these exchanges to trade stocks, bonds, stocks and other financial instruments. Financial institutions use them to raise equity and investment capital. Policymakers oversee these exchanges to ensure compliance and increase investor confidence.

Therefore, a comprehensive study of NSE and BSE is necessary to understand its importance in the Indian economy.

This study aims to provide an in-depth look at various aspects of NSEs and BSEs, including their business models, transactions, listings, regulatory frameworks and shareholder protections. By analyzing these factors, this study aims to understand the operational, transparency and

management practices of these exchanges. Also, this study will evaluate the impact of NSE and BSE on the Indian financial market. This includes market analysis, price research, market analysis and trader engagement. Understanding the impact of transactions on capital flows, market conditions and investor sentiment is critical to assessing overall health and performance.

OBJECTIVES

1. Explore India Emerging Capital Markets like NSE and BSE.
2. Analyze the annual results of the Indian stock market (BSE and NSE)
3. Analyze the market capitalization of the Indian stock market (NSE and BSE) from 2000 to 2023.
4. Risk and Return Analysis in Indian Stock Markets (NSE and BSE)

HYPOTHESIS

- Efficient Market Hypothesis (EMH) or theory that market prices are related to any information.
- EMH assumes that shares are traded at fair market value.
- Proponents of leveraged trading argue that investors can make a profit by investing in low-cost, volatile stocks.
- Opponents of the efficient market claim that with market efficiency, stocks can deviate from their fair market value.

REVIEW OF LITERATURE

- "Marketing and Marketing", V.K. Bhalla-This book provides an overview of stock markets, their functions and the role of traders in investing in the stock market.
- Roopa Shree G.S. "Indian Securities Markets.

This book provides a comprehensive introduction to the Indian securities market including NSE and BSE covering topics such as trading, regulation and investor protection.

- "The Stock Market: A Beginner's Guide", Avinash Arora-This beginner's guide covers the fundamentals of the stock market, including the NSE and BSE, including topics such as business, investment and risk management.
- "Security Analysis and Portfolio Management", Donald E. Fischer and Ronald J. Jordan-

This book provides an understanding of security and portfolio management techniques necessary for understanding business, business, and critical decisions.

RESEARCH REVIEW

- The purpose of this study is to analyse the market capitalization, year effect and the risk and returns of the important stock market (NSE and BSE) of about 20 years from 2000 to 2020 and to analyse the investment pattern of traders in stock market.
- In order to assess the objective both primary data and secondary data were used.
- The primary data was collected from 30 respondents from Thrichur district by using google form.
- The secondary data was collected from various journals, articles, publications and online websites.

DATA ANALYSIS

The Bombay Stock Exchange (BSE) is India's largest and oldest securities market, located in Mumbai. It plays a vital role in the development of India's capital market and has facilitated the growth of the country's corporate sector. The BSE lists various securities, including stocks, stock options, and stock futures, providing a platform for investors to trade and invest.

On the other hand, the National Stock Exchange (NSE) has introduced a nationwide trading establishment for equities, debt, and hybrid instruments. It aims to provide equitable access to investors across the country through a robust communication network. The NSE operates using electronic trading systems, which ensure a fair, efficient, and transparent securities market. It has also implemented faster settlement cycles and book entry settlement systems, aligning with international standards.

In recent years, the NSE has prioritized the resolution of investor complaints and established the Investor Services Cell to facilitate complaint resolution against listed corporate entities and NSE members. Meanwhile, the BSE has witnessed companies with innovative products, expanding distribution reach, and technology-driven processes that are expected to revive growth momentum after the COVID-19 pandemic. Lower oil prices and government capital expenditure create a favorable environment for growth and investment.

When analyzing the risk and return of India's stock markets from 2000 to 2023, it is important to consider the objective of maximizing returns for investors. The expected return on investment may vary from the realized return, and security analysis focuses on computing or estimating returns for investors. This analysis helps investors gauge the performance of their investments and assess the potential risk and return associated with investing in the Indian stock market.

• ANALYSIS OF INVESTMENT PATTERN OF STOCK HOLDERS

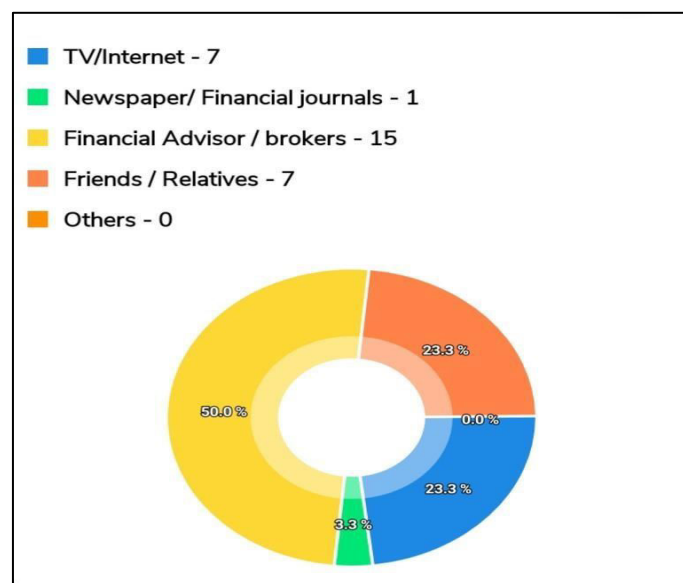
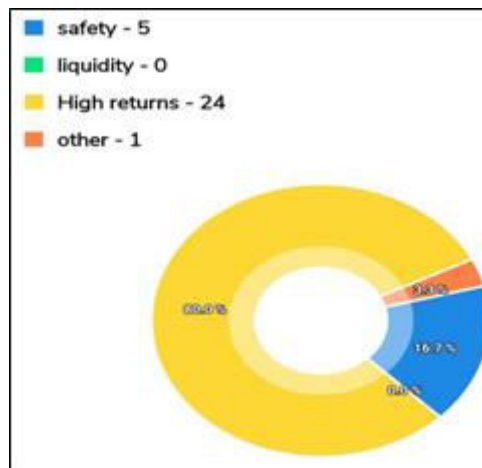
Reason for Investing in Stock Market

Options	%	Count
safety	16.67	5
liquidity	0.00	0
High returns	80.00	24
other	3.33	1

According to the above diagram, the major reason for trading in stock market is mainly due to Higher returns (80%). Another main reason behind stock market trading is for safety (16.7%). None of the respondent has selected liquidity as the reason for stock market trading.

Source of Information on Stock Market

Options	%	Count
TV/Internet	23.33	7
Newspaper/ Financial journals	3.33	1
Financial Advisor / brokers	50.00	15
Friends / Relatives	23.33	7
Others	0.00	0



Source of Information on Stock Market

Based on the provided information, the diagram illustrates the different sources from which respondents obtained information about stock market investments. The data shows that 50% of the respondents credited their financial advisors or brokers as the primary source of information. These advisors or brokers played a crucial role in introducing them to the stock market and providing regular updates on investment opportunities.

Around 3% of the respondents relied on newspapers and financial journals as their source of information. These traditional print media sources likely provided insights into market trends, analysis, and expert opinions.

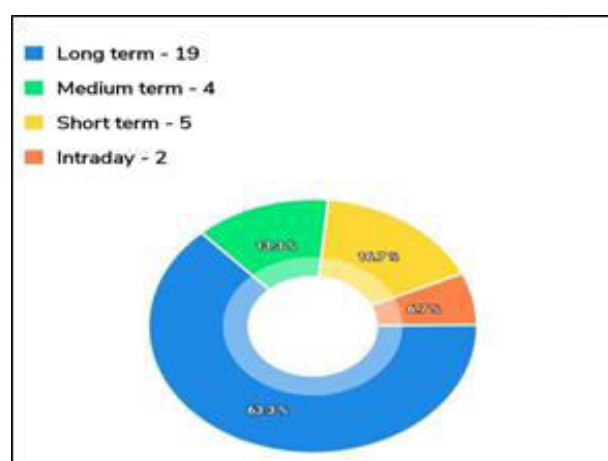
The remaining respondents obtained their information from two main sources. Firstly, TV/Internet served as a significant source, suggesting that individuals watched financial news channels or accessed online platforms for real-time market updates, expert analysis, and investment recommendations. Secondly, friends and relatives played a role in providing information, indicating that informal conversations and discussions with trusted individuals also influenced investment decisions.

Overall, the diagram highlights the importance of financial advisors or brokers in guiding investors and providing ongoing support. It also demonstrates the significance of media

channels, both traditional and digital, in disseminating information about the stock market. Additionally, it emphasizes the role of personal networks and word-of-mouth recommendations in shaping individuals' investment choices.

Time Horizon Preferred for Trading

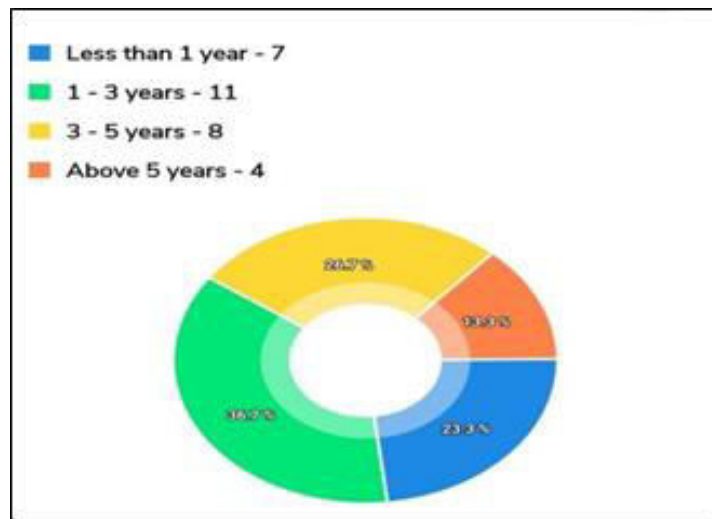
Options	%	Count
Long term	63.33	19
Medium term	13.33	4
Short term	16.67	5
Intraday	6.67	2



The above figure shows that 63% of the respondents prefer to have a long term trading as long term trading is considered as safer and it involves lower risk. Another 17% prefer small term trading. 13% prefer medium term trading. Only 7% of the respondents prefer intraday trading and it involves huge risk.

Year of Experience in Trading

Options	%	Count
Less than 1 year	23.33	7
1 - 3 years	36.67	11
3 - 5 years	26.67	8
Above 5 years	13.33	4



From the above chart it is clear that 37% of the respondents have 1 to 3 years of experience. 27% of respondents have 3 to 5 years of experience. 23% of the respondents have less than 1 year of experience. And only 13% of the respondents are having experience above 5 years in stock market trading.

Mode Of Trading

Options	%	Count
offline	0.00	0
online	93.33	28
No Answer	6.67	2

The table highlights that all of the respondents prefer online trading, indicating a shift towards digital platforms in the stock market. The advancement of technology has significantly influenced the way stock markets operate, with online trading becoming the preferred method for investors.

In terms of the two major stock exchanges, there are key differences between the National Stock Exchange (NSE) and the Bombay Stock Exchange (BSE):

Establishment: The NSE was established in 1992 and is currently the largest stock exchange in India. On the other hand, the BSE, founded in 1875, is the oldest stock exchange in the country.

Benchmark Indices: The NSE's benchmark index is called Nifty, which comprises the 50 most actively traded companies in the market. In contrast, the BSE's benchmark index is known as SENSEX, consisting of 30 well-established and financially sound companies listed on the Bombay Stock Exchange.

These differences in establishment and benchmark indices reflect the distinct histories, sizes, and composition of the two stock exchanges. Investors often refer to these indices to gauge the overall performance of the respective exchanges and make investment decisions accordingly.

FINDINGS

Nifty and Sensex: Nifty is considered to have lower risk and higher liquidity compared to Sensex. This implies that Nifty is relatively less susceptible to price fluctuations and offers greater ease of buying and selling. Nifty also tends to experience lower market impact costs, which refers to the impact on prices due to large trading volumes.

Impact of Covid-19: The outbreak of the Covid-19 pandemic had a significant impact on global markets, and the Indian stock market was not immune. Both BSE Sensex and Nifty 50 witnessed a sharp decline of 38%. Moreover, the total market capitalization of companies listed on these indices dropped by 27.3% from the beginning of the year. This demonstrates the strong correlation between global market trends and the performance of Indian indices during the pandemic.

Volatility of Banking Stocks: Different banking stocks exhibit varying levels of volatility. Stocks such as Bank of India, HDFC Bank, and Mahindra Bank are considered less volatile, meaning their prices tend to fluctuate less dramatically. On the other hand, stocks like Federal Bank, IndusInd Bank, Canara Bank, ICICI Bank, PNB, and SEBI are moderately volatile. Lastly, Yes Bank and Axis Bank are classified as highly volatile, indicating that their prices can experience significant fluctuations.

In summary, Nifty is perceived to have lower risk and higher liquidity compared to Sensex, the Covid-19 pandemic had a substantial impact on both indices, and banking stocks exhibit varying levels of volatility.

SUGGESTIONS

Stockholders' Investment Objective: Stockholders primarily invest or trade in the stock market with the aim of achieving higher returns rather than prioritizing safety and liquidity. They are willing to take on a certain level of risk in pursuit of potential gains.

Source of Information: Stockholders rely on financial advisors or brokers for obtaining information about the stock market. These professionals provide insights, analysis, and recommendations to assist stockholders in making informed investment decisions.

Preference for Long-Term Trading: Stockholders tend to prefer engaging in long-term trading strategies as it is associated with lower risk compared to short-term trading. By holding onto investments for an extended period, stockholders aim to benefit from potential long-term growth and minimize the impact of short-term market volatility.

Preference for Online Trading: All stockholders prefer to utilize online platforms for trading in the stock market. The advancement of technology and the ongoing pandemic have accelerated the shift towards online trading, offering convenience, accessibility, and real-time market information to stockholders.

CONCLUSION

Indian stock market now grown into a great material with a lot of qualitative inputs and emphasis on investor protection and disclosure norms. The market has become automated, transparent and self-driven. It has integrated with global markets, with Indian companies seeking listing on foreign capital markets exchange, off shore investments coming to India and foreign funds floating their schemes and thus bringing expertise in to our markets. India now has world class regulatory system in place. Thus, at the dawn of the new millennium, the equity funds market has increased the wealth of Indian companies and investors.

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A STUDY ON ROLE OF TECHNOLOGY IN BANKING

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ABSTRACT

The study examines the impact of technology on enhancing operational efficiency and cost-effectiveness within banks, improving customer experience through digital channels, and expanding financial inclusion by reaching underserved populations. Furthermore, it delves into the role of emerging technologies, such as artificial intelligence, blockchain, and big data analytics, and their potential to reshape banking practices.

Moreover, this research evaluates the implications of technology on the workforce within the banking industry, discussing the changing skill requirements and the potential for job displacement and automation. It also highlights the importance of cybersecurity measures in safeguarding sensitive financial information in an increasingly digitized environment.

By analyzing empirical data and case studies, this study aims to provide valuable insights and recommendations for banks and policymakers on leveraging technology effectively to stay competitive, drive innovation, and meet evolving customer expectations. It emphasizes the need for strategic planning, investment in infrastructure, and continuous adaptation to technological advancements to harness the full potential of technology in banking.

The purpose of the study is to explore the functions of technology in banking sectors and the benefits of using such technologies in banking. The study also exposes the influence of the technology in banking sectors. A bank is a monetary intermediate and money generate by lending fund to the borrower, as well creating a debit and credit for the customers. In spite of advancement of technologies people were still preferred directed banking. Yet people are not aware about the technologies that have been updated, Since they have a threat towards safety. And some people have aware to utilize the ATM facilities. At last banks need to focus on creating awareness among the people about ATM, Net banking, Mobile banking.

Keywords: Technology, Digitalization, Online banking

INTRODUCTION

The term "Banking Technology" refers to the use of sophisticated information and communication technologies together with computer science to enable banks to offer better services to its customer in a secure, reliable and affordable manner and sustain competitive advantage over other banks. Banking Technology also subsumes the activity of using advanced computer algorithms in unravelling the patterns of customer behaviour by sifting through customer details such as demographic, psychographic and transactional data.

This activity also known data mining, help banks achieve their business objectives by solving various marketing problems such as customer segmentation, customer scoring, target marketing, market-basket analysis, cross-sell, customer retention by modelling churn etc.

Successful use of data mining helps banks achieve significant increase in profit and thereby retain sustainable advantage over their competitors.

Bank and financial institutional are the backbone of the economy of the country Implementation of information technology and communication networking has brought revolution in the functioning of the bank and the financial institutional. For the sound implementation of information technology in banking and financial institutional, necessary legal support is a must.

From the functional perspective, Banking Technology has three important dimensions. They are as follows:

1. The use of appropriate hardware for conducting business and servicing the customers through various delivery channels and payments systems and the associated software constitute one dimension of Banking Technology. The use of computer networks, security algorithms in its transactions, use of ATM and credit cards, Internet banking, telebanking and mobile banking are all covered by this dimension. The advance made in information and communication technologies take care of this dimension.
2. On the other hand, the use of advanced computer science algorithms to solve several interesting marketing related problem such as customer segmentation, customer scoring, target marketing, market-basket analysis, cross-cell, up-sell and customer retention etc. Faced by the banks to reap profit and outperform their competitors constitute the second dimension of Banking Technology. This dimension covers the implementation of a data warehouse for banks and conducting data mining studies on customer data.
3. Moreover, banks cannot ignore the risks that arise in conducting business with other banks and servicing their customers, for otherwise, their very existence would be at stake. The quantification, measurement, mitigation and management of all the kind of risks that banks face constitute the third important dimension of Banking Technology. This dimension covers the process of measuring and managing credit risk, market risk and operational risk.

Thus, in a nutshell, in the word 'Bank Technology, 'banking' refers to the economic, financial, commercial and management aspects of banking while 'technology refers to the information and communication technologies, computer science and risk qualification and measurement aspects.

OBJECTIVES:

1. To study the role of technology in banks.
2. To determine the technology in banks used by customers.

To analyse the banking innovation after computerization of banks in India.

HYPOTHESIS

1. A Role of technology has helped to banks to grow and develop.
2. Information technology has helped to satisfy the customer need.
3. Digitalization of banks in India has helped to expand the services or facility with quick and easy way.

RESEARCH METHODOLOGY

This study on the role of technology in banking utilizes both primary and secondary data to gather comprehensive insights and draw meaningful conclusions. The following research methodology outlines the approach taken for data collection and analysis:

A structured questionnaire is designed to collect primary data from relevant stakeholders in the banking industry, such as bank employees, IT professionals, managers, and customers.

Qualitative interviews are conducted with key individuals, including bank executives, technology experts, and regulators.

Direct observation of technology utilization within banking institutions is conducted to gather real-time data on technology implementation, customer interactions, and operational processes.

A comprehensive review of existing literature is conducted to establish a theoretical framework and identify key concepts, trends, and research gaps related to technology in banking. Academic

journals, books, research articles, reports, and reputable online sources are examined to gather relevant information.

By combining primary and secondary data, this research methodology enables a comprehensive exploration of the role of technology in banking. It provides a balanced and evidence-based understanding of technology adoption, its impact on banking operations, and the implications for stakeholders in the industry.

REVIEW OF LITERATURE:

1. Rajesh K Aithal and Arunabha Mukhopadhy, (1998-1999)

in this study reveal Special Telecom in India: Marketing issue and experience from the few world of banking special markets are an important and growing market for most product and services including telecom. The characteristics of the market in terms of low and spread out population limited purchasing power make it a difficult market to capture. The bottom of the pyramid strategies and the 4 A's model of Availability, Affordability, Acceptability and Awareness provide us with a means of developing appropriate strategies to tackle the marketing issues marketing telecom services in special villages. Successful cases like the Grameen Phone in and smart communications Inc. In Philippines also provide us with some guideline to tackling the issue.

2. Ali. Alawnehl and EzzHattab, (2009)

in this study Banking Services in special villages of Shivamogga District in Karnataka state: an Empirical study grounded in the technology organisation environment(TOE) framework, we have developed an extended conceptual research some constructs were added to (TOE) framework such as IT Business Strategy alignment, adequacy of IT professionals, and availability of online revenues.

3. Ravi.C.S, KundanBasavaraj, (2012)

Stated that the study was conducted on the banking services amongst people in the special villages of Shivamogga district. The main objective was to study the banking services amongst people in general, with special reference to special villages of Shivamogga district and to analysed people understanding of the various facilities made available to them by the government through commercial bank, cooperative banks and primary land development banks.

Usage of Technology	No. of Respondent	Percentage of Respondent
Financial Transactions	3	15%
Stock Exchange	2	10%
Online Banking	10	50%
E- Payment	5	25%
Total	20	100%

4. Rajesh K Aithal and Arunabha Mukhopadhy, (1998-1999),

"Special Telecom in India: marketing issues and experiences from the new World of Banking: A paradigm shift"

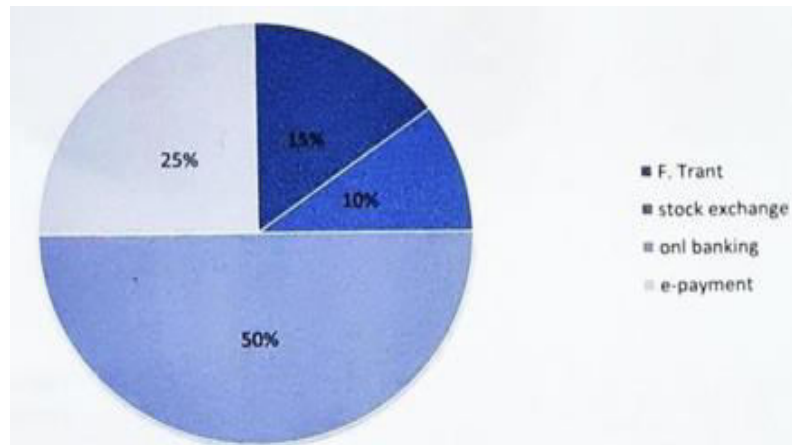
5. Ali Alawnehl and EzzHattab, (2009)

"An Empirical Study of sources affecting E-Business Value Creation in Jordanian Banking Sector" International Arab Journal of E-Technology, Philadelphia University, Jordan Banking and Financial Sciences, Vol. 1, No.2 June 2009.

Data Analysis and Interpretation:

20 people belonging to different field, who use internet banking and technologies, were asked to fill the questionnaire on the basis of which an attempt is made to study the prospects of technologies in the banking.

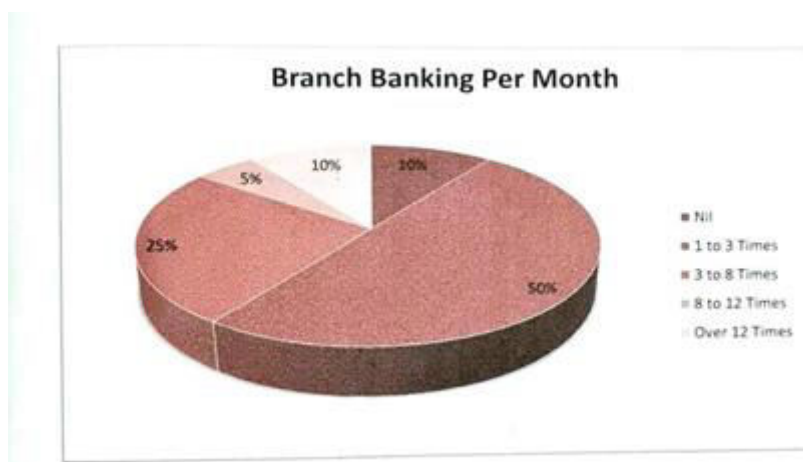
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Acc.to the analysis done 50% of respondent's use of the technology for online banking 25% of respondent use for e-payments, 15% for financial transaction and 10% of respondents use the technology in banking services for stock exchange.

Table no. 1.2 showing how frequently branch banking used per month.

Branch Banking use per Month	No. of Respondent	Percentage of Respondent
Nil	2	10%
1 to 3 Times	10	50%
3 to 8 Times	5	25%
8 to 12 Times	1	5%
Over 12 Time	2	10%
Total	20	100%

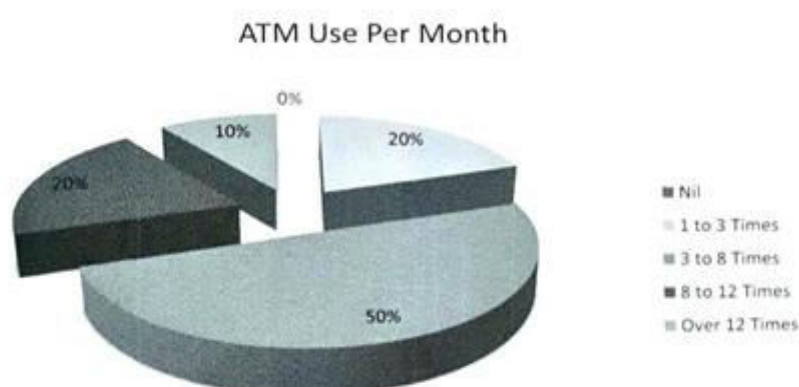


Analysis shows that 10% of the respondent never visit their bank branch on a monthly basis 50% of respondent visit their banks between 1 o 3 times in a month, 25% of respondent visit their bank branch 3 to 8 times in a month and 5% of respondent visit their branch 8 to 12 times in a month. None of the respondents visit their bank more than 12 times a month

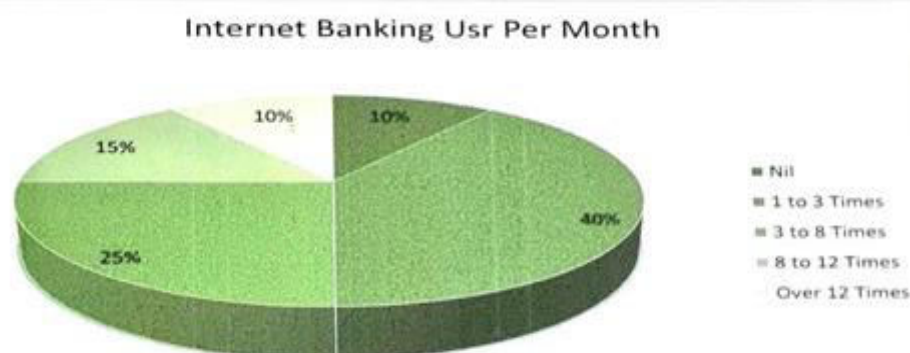
Table 1.3 Showing How Frequently ATM Used Per Month ATM used per month.

ATM use per Month	No. of Respondent	Percentage of Respondent
Nil	0	0%
1 to 3 Times	4	20%
3 to 8 Times	10	50%
8 to 12 Times	4	20%
Over 12 Time	2	10%
Total	20	100%

Analysis shows that none of the respondents never visit their AT on a month's basis. 20% of the respondents visit their ATM 1 to 3 times in a month. 50% of respondents visit their ATM 3 to 8 times in months. 20% of respondents visit their ATM 8 to 12 times in a month. 10% of respondents visit their ATM above 12 times in a month.

**Table 1.4** showing how frequently internet banking is used per month Internet Banking use per month.

Internet Banking use per Month	No. of Respondent	Percentage of Respondent
Nil	2	10%
1 to 3 Times	8	40%
3 to 8 Times	5	25%
8 to 12 Times	3	15%
Over 12 Time	2	10%
Total	20	100%



According to the analysis done it shows 10% of respondents never use their internet banking on monthly basis. 40% of respondents use their internet banking 1 to 3 times in a month. 25% of respondent use internet banking 3 to 8 times in a month. 15% of respondents use internet banking 8 to 12 times in a month and 10% of respondents use internet banking over 12 times in a month.

Table 1.5 showing reasons why E-banking services not used by most of the customer

E-banking services not adopted	No. of respondents	Percentage
Security Risk	8	40%
Prefer Traditional Banking	5	25%
Not Aware of E-banking	3	15%
Some Bank Charge High Fees	4	20%
Total	20	100%

According to the analysis 40% of respondents have not adopted e-banking due to security risk. 25% of respondents prefer traditional banking and 15% of respondents are not aware of e-banking 20% of respondents considers that bank charges high fees for e-banking.

FINDINGS

1. I have observed the project of the study of role of technology in banking.
2. The sample was taken on 20 respondents of technology users, in that included males and females, businessman, students, serviceman etc.
3. Samples include responses from businessman and a good number of service classes which includes chartered accountant, engineer, banker, professionals etc. so as to include their perception and awareness regarding internet and technologies. The percentage of businessman is 40% and serviceman is 60%.
4. Most of the respondent availed of the information about the technologies from advertisement, newspaper, books, internet, and other resources.

SUGGESTIONS

1. Move from Functional Quantity to Design Quality
2. Create Seamless Multichannel Experience
3. Provide End-to-End Digital Onboarding
4. Enhance Mobile Selling
5. Use Insights to Meet Unmet Needs
6. Remove Internal Silos
7. Deliver Next Gen Customer Support
8. Increase Customer Value with Open Banking
9. Combine AI with IoT
10. 'Future-Proof the Organization

CONCLUSIONS

The present study was an attempt to find out the perception of the customers towards electronic banking. Though, initially it carried many difficulties but now majority of people have gained trust towards electronic banking and they are willing to adopt new banking technologies for

various purposes. From Secondary Sources, the study concludes that though India holds second position in internet banking users, in spite of that, people are still facing problem related to internet server and unfinished operations. India fails to provide strong internet server to its customers. However, it was found that from the employees' point of view, internet banking is more convenient than traditional banking because of reduction in their workload. While collecting primary data, during an informal conversation with bank employees of State Bank of India, Axis bank, Canara bank and Bank of Baroda it was witnessed that after demonetization the number of internet banking user has increased. Further, they told that maximum customers of age group of 18-35 are operating their account via the internet which seconds the conclusion drawn in the present study as well. However, few people between 35-55 years of age or above are still using branch banking. There is a possibility that people of these age groups are having trust issues or lack of computer.

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COMPARATIVE STUDY OF DIFFERENT ACCOUNTING SOFTWARE TALLY ERP.9, SAP, BUSY

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ABSTRACT

Accounting software is an essential tool for businesses of all sizes to manage their business finances and information. There are many financial services in the market such as Tally ERP.9, SAP and BUSY.

This comparative study aims to determine the features, advantages and disadvantages of accounting methods. Tally ERP.9 is a popular accounting software with features such as inventory management, payment and tax compliance. Easy to learn and perfect for small businesses. However, it lacks features like project management and CRM integration. SAP is enterprise resource planning (ERP) software that provides accounting, finance, sales and inventory management. It is designed for large businesses with complex operations and provides reporting and analysis capabilities.

However, they are very expensive and require expertise to operate.

BUSY is a cost accounting software that includes features such as inventory management, payment and GST compliance. It's perfect for small businesses and has customization options to suit your specific needs. However, it lacks features like project management and CRM integration. Ultimately, your choice of accounting software will depend on the size and complexity of your business transactions.

Tally ERP.9 is designed for SMEs, SAP for large enterprises with complex business processes and BUSY for SMEs with business needs.

Keywords: Accounting, software, comparative

INTRODUCTION

Accounting software is computer software designed to help businesses manage financial transactions, track expenses, and generate financial reports. Companies of all sizes use it to streamline financial processes, reduce the risk of human error, and save time and money. Accounting software often includes features such as accounts payable and receivable, payroll management, inventory tracking, and tax preparation tools. Some popular software options include QuickBooks, Xero, newbook, and Wave.

With the rise of cloud-based solutions, accounting software can now be accessed from anywhere with an internet connection, making mobile financial management easier than ever.

As an accounting information system of accounting software, it is a software application for recording and processing accounting transactions in functional modules such as payments, accounts receivable, trial and money balance form. Software developed by the company itself or by other third-party companies that produce such software may also be modified through local modifications.

Business people have been aware of the importance of business software since mid 1990's and since then all business people started using accounting software to run their business and now all business transactions are done with help. Accounting software appeared after the computer revolution, the most important thing is to use accounting software, but before the computer revolution there was a system of business transactions using a single system that required bookkeeping and accounting. All accounting software is based on the financial software used by the past.

Accounting software appeared after the computer revolution, the most important thing is to use accounting software, but before the computer revolution there was a system of business transactions using a single system that required bookkeeping and accounting. All accounting software is based on the financial software used by the past. To understand the history of accounting software, we must first understand the history of accounting.

All business transactions can be recorded and accounted for. All accounting software is based on the financial software used by the past.

Historical records show that the use of money has existed for thousands of years. Most modern finance dates back to the end of the Crusades. With the growth of the European and Middle Eastern economy, the volume of business has grown, sales, acquisitions and employees have grown, these large businesses need capital and have investors who need money to properly show resources. has also been strengthened by government policy, and taxation has been developed to date, including international business models.

In this program, you will learn the importance of accounting software for a business and the advantages and disadvantages of accounting software. It is important to know which accounting software your business uses.

Before you know which accounting software is beneficial for your business, you need to know the background of accounting software.

OBJECTIVE

- Identify users of advanced design and business copy software.
- Business people love accounting software.
- What do business people want from accounting software?

HYPOTHESIS

- All business people look at these when choosing accounting software.
- Examine and understand different accounting software.
- Identifying software users in developing regions and businesses in developing regions.

RESEARCH METHODOLOGY

Primary Data

Local surveys, surveys, surveys, survey questionnaires, or business reports are typically used to collect primary data. Primary data were gathered by Tally Solutions Pvt. Ltd., SAP SE, and other parties (Note).

Secondary Data

Collected data was recorded by others for other purposes prior to the current project. Ancillary data is data collected for other purposes. Requires little effort, time and effort. Secondary data is data that is reused. usually in a different context.

Auxiliary data means already available. This is data obtained indirectly from published or registered sources and is used for purposes other than those of the institution that originally collected and published the data.

LITERATURE REVIEW

Rishu Biswal (2014)

Tally ERP 9 is the best software not only for small business but also medium and large business Not limited to a single calculation, there are many price comparisons. It also offers ERP solutions.

Shubham Sutar (2015)

Tally ERP is the perfect accounting software for any type of company and home. Tally makes accounting for everyday work so easy and reliable that it affects our accounting too. Tally can seem like a great helper for both experienced and new job seekers, helping them develop and expand their knowledge.

DATA ANALYSIS:**1. Tally ERP**

Tally ERP is a popular business software solution used by businesses to manage accounting, finance, inventory, payroll and taxes. It is widely used in India and is designed for small businesses. Tally ERP is developed by Tally Solutions Pvt. Ltd. It is a Bangalore company providing software solutions for over 30 years.

The software is known for its simplicity, simplicity and scalability and is highly customizable to meet the needs of different businesses. Some of the important functions of ERP are accounting, inventory management, payroll management, etc. Various versions of the software are available and can be deployed on-premises or in the cloud.

With its userfriendly interface and great functionality, Tally ERP is a popular choice for businesses of all sizes looking to simplify operations, increase efficiency and improve advanced financial management.

In the early 80's, Mr. Bharat Goenka presents a computer software that can be called Tally. They said, "When we started, everyone in the software industry was making products, but we quickly moved to the service industry and we were the only ones in the product market. It's easy." They have been producing products for the Indian market for the last 30 years. market and has made India an attractive place to do business.

2. SAP

SAP stands for "Data Systems, Applications and Products".

SAP history has grown from a small five-employee company in southern Germany's Rhine-Neckar region to one of the world's largest independent business partners and employers of more than 47,598 employees in more than 50 countries.

The software was released in 1972. It helps companies and businesses of all sizes achieve better results. "Our mission is to help businesses of all sizes succeed. Our vision is to help people work better.

The first 10 years were the cornerstone of the company, and after the creation of the first software module and SAP R/2 system, the company's first year of sales, its first customer outside Germany and its debut on the fair market.

Today, SAP has sales and development offices in more than 50 countries around the world. SAP applications and services enable more than 109,000 customers worldwide to profit, innovate and grow.

3. BUSY

Busy Accounting Software was founded on September 17, 1990 in India by a group of computer professionals to provide IT services including third party maintenance of personal computers and equipment, custom software solutions and turnkey IT projects. Busy Information Technology Pvt.

Limited company. He specializes in software development and maintenance under the name Busy and has worked as the software division of Digitron until now.

Launched in 1997, Busy is mostly known for its product management products. The detailed reports generated by Busy help businesses monitor their inventory, which is why most vendors and suppliers are now migrating from Tally to Busy.

Recruitment fee starts from Rs. 6300/ and a 30day free trial of this accounting software can be downloaded from our website.

Comparative Study of Different Software

Comparative study of different software, including review and analysis of the various software options available on the market. The purpose of this study is to evaluate the features, functionality, usability and applicability of different business accounting software solutions.

Features and Functionality - Evaluate the features and functionality offered by different accounting solutions.

This may include tasks such as invoicing, expense tracking, accounts payable and receivable, financial reporting, inventory management, payments and tax administration. Evaluate whether the software meets the specific needs and requirements of your business.

User Interface and Usability – Consider the user interface and general usability of the accounting software. Is the software intuitive and easy to navigate? Are the menus and functions working properly?

Evaluate the software's ease of use as it can affect the efficiency and productivity of the financial process.

Integration Capabilities - Evaluate the software's ability to integrate with other systems and applications used by your business. Determine if the software can be integrated with your customer relationship management (CRM) software, ecommerce platform, bank account, or other interfaces. Integrated features simplify data flow and reduce data entry.

Scalability and Flexibility - Consider the scalability and flexibility of accounting software.

Can it keep up with the growth and development of your business? Evaluate whether the software can handle product growth and adapt to changing requirements.

Cost and Value for Money - Analyze the costs of different business processes and consider value for money. Evaluate whether the software provides a good return on investment based on its features, functionality, and business need. Consider upfront costs (licensing, implementation, and training) and ongoing costs (registration fees, maintenance, and support).

Customer Support and Training - Check the level of customer support and training provided by the software vendor. Determine if support is available via phone, email, or live chat. Consider whether educational programs such as user guides, video tutorials, and online experiences are available to help you use the software effectively.

Security and Data Protection - Check the security measures software vendors use to protect your financial information. Consider factors such as data encryption, backup and recovery procedures, user management, and compliance with data protection laws.

User Reviews and Recommendations - Consider user reviews and recommendations for the financial software you're evaluating. Feedback from other businesses can provide insight into the software's strengths, weaknesses, and overall user satisfaction.

By comparatively examining different accounting software solutions based on these conditions, you can make an informed decision when choosing the most suitable software for your business. This research will help you identify software that meets your specific needs and increase the efficiency and productivity of your financial processes.

FINDINGS

Some businesses see the importance of using accounting software and use the software for their owner to use it more comfortably.

These questions are asked by some accountants and business owners who regularly use financial software.

With the explosion of software packages and online applications, choosing the best accounting software for your business can be a daunting task. Obviously, computerized accounting software is a good accounting tool. I have been using this software since I was three years old.

Using computerized accounting software is a great way to improve management and accountability.

All Tally ERP and SAP business transactions are collaborations with the business computer. All Tally ERP and SAP business processes are integrated using computerized accounting systems.

SUGGESTIONS

1. There are solutions that provide additional functionality to provide specific information. Some accounting software offers additional features such as inventory or insurance for a small fee.
2. If you need big data, you need to purchase a financial service. You can save a lot of data, but you should not buy cheap solutions. You may need to replace it after a few years.
3. If your business requires multiple simultaneous entries, you will need accounting software that accepts multiple entries.

CONCLUSION

On the basis of the above research and analysis I come on the conclusion that every piece of accounting software makes an important part in business and the function which are performed by the software is also arranged by the companies who made this software is good and they think on every business man which they want and which not. Firstly when any owner starts his business he wants to take a decision to select the accounting software which is useful for his business. Some accounting software company give the facility to customize the accounting software in owner point of view but the cost of customization is much more than selecting the any other software. It is also depending upon the owners on how much big business he has. If there is a small-scale business than they have so much option to select the software such as S.A.P., Tally, Busy, etc. Because these days, this accounting software serves all types of businesses well.

SAP Business One and Tally have their own strengths. Tally is more suitable for startups and small businesses that don't need huge processing capacity and are happy with basic accounting and other basic features. SAP Business One is an innovative ERP system that operates globally and is better suited for small businesses as well as large enterprises who need software to streamline business functions, ease the burden, and manage everything without problems. It also depends on the owner how big the business is. For small businesses, there are many choices for software such as Tally, Busy, and more. If you have a small business or large company, you can use programs like SAP, Tally, Busy, etc. Because these days, this accounting software serves all kinds of businesses well.

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6. <http://www.busy.in>
7. <http://www.nickmutt.com>

A STUDY ON FINANCIAL PERFORMANCE ANALYSIS OF HDFC BANK**Kadam Dhanshree Raosaheb**

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ABSTRACT

The key to all production and commercialization potential is finance. Financial success is essential for the planning and management of financial decisions. It is a way to assess an organization's long-term financial health as well as how effectively it uses the resources from its primary business model to make money.

Every company, no matter how big, how little, or in between, needs money to keep running and achieve its objectives. The "living blood" of enterprises, as it is aptly called in the modern world, is finance. Without sufficient capital, no company can accomplish its objectives. The process of calculating the financial results of a company's operations makes the study of financial performance essential.

Whether a business is tiny or large, it needs funding to carry out its operations. In the current world, every activity is focused on economic matters and is highly particular about turning a profit on every project or activity. Making money is directly tied to all company activity. Finance is necessary for a corporate organisation to fulfil all obligations. Therefore, finance may be referred to as capital, investments, funds, etc., but each term has a distinct meaning. Any type of economic activity's principal goal is to increase profit.

Keywords: Financial Performance Analysis, HDFC Bank, Banking Sector

INTRODUCTION

The financial performance analysis of a bank plays a vital role in evaluating its overall health, profitability, and effectiveness in delivering value to its stakeholders. This study focuses on conducting a comprehensive analysis of the financial performance of HDFC Bank, one of the leading private sector banks in India.

HDFC Bank has emerged as a key player in the Indian banking sector, renowned for its strong customer base, innovative product offerings, and robust financial performance. By delving into its financial statements, ratios, and key performance indicators, this study aims to provide insights into the bank's financial position, profitability, efficiency, asset quality, and other critical metrics.

The analysis will involve a detailed examination of HDFC Bank's income statement, balance sheet, and cash flow statement to assess its revenue generation, expense management, liquidity, solvency, and cash flow dynamics. Furthermore, financial ratios such as return on assets (ROA), return on equity (ROE), net interest margin (NIM), and non-performing assets (NPA) will be calculated and analyzed to gauge the bank's performance in comparison to industry benchmarks and its competitors.

The study will also explore the bank's capital adequacy, cost-to-income ratio, earnings per share (EPS), and market capitalization to assess its financial stability, efficiency, and investor confidence.

Through this research, the aim is to gain a holistic understanding of HDFC Bank's financial performance and identify factors that have contributed to its success or areas where improvements can be made. This study will not only benefit investors and stakeholders of HDFC Bank but also provide insights into the broader landscape of the Indian banking sector.

It is important to note that the findings of this study are based on the available financial data and information up to a certain cutoff date. The study serves as a snapshot of HDFC Bank's financial performance and does not account for any subsequent developments or changes that may have occurred after the data cutoff.

By delving into the financial performance analysis of HDFC Bank, this study aims to contribute to the existing body of knowledge in banking research, providing valuable insights into the bank's strengths, weaknesses, and opportunities for growth in a dynamic and competitive banking industry. To meet their needs in the economic environment, business concerns need financing. Finance is necessary for all corporate activities. As a result, it is referred to as the organization's lifeblood.

Financial analysis is the process of determining a company's strengths and weaknesses using accounting data from the balance sheet and profit and loss account of its financial statements. In order to better comprehend the status and performance of the firm, a technique of evaluating the relationships between the financial statement's component parts is used.

Tools of Financial Analysis

Financial analysis involves the use of a variety of methods or tools. Data simplification into easily understood words is the main goal of analytical methods. The main tools for conducting financial analysis are listed below.

- Comparative statement
- Common Size statement
- Trend Analysis
- Ratio Analysis
- Fund Flow Analysis
- Cash Flow Analysis

OBJECTIVE

- To evaluate the financial performance of HDFC bank over a specific period of time.
- To assess the bank's profitability, liquidity, solvency, and efficiency ratios.
- To compare HDFC bank's financial performance with its competitors in the banking industry.
- To identify the strengths and weaknesses of HDFC bank's financial position.
- To provide recommendations for improving the bank's financial performance and competitiveness.

HYPOTHESIS

1. The net profit margin, return on assets (ROA), and return on equity (ROE) of HDFC Bank can all be used to determine the bank's profitability. Our theory would hold true if the bank consistently maintained high profitability ratios.
2. Research may look at the current ratio and quick ratio of HDFC Bank to evaluate its liquidity. This would be consistent with our theory if the bank maintained consistently high liquidity ratios.
3. To evaluate the asset quality of HDFC Bank, look at its provision coverage ratio and non-performing asset (NPA) ratio. If the bank consistently had high provision coverage ratios and low NPA levels, our argument would be validated.

RESEARCH AND METHODOLOGY

• Primary Data:

This study is quantitative nature meaning it primarily deals with financial performance of HDFC Bank for six years. This study on secondary data which is taken from banks websites and the annual reports. The data is analyzed by the ratio analysis and the performance of the bank is clearly explained for the study.

• Secondary Data:

Researcher use secondary data is collected information from the journals, various books, periodicals, journals and relating banking industry etc. have also been reliability. Opinion expressed in Business Standard, News Papers, Accounting literature, Annual report and different publication have also been used in this study. The collected data is duly edited, classifies, tabulated according to the needs of the objectives and hypothesis. Mathematical and statistical tools and techniques like Ratio, Trends, Simple & multiple correlations have been used. The most appropriate Parametric & Non parametric test have been used by the researcher.

REVIEW OF LITERATURE

1. (Dr K Sreenivas, L Saroja 2013):

Provides a comparison of HDFC Bank and ICICI Bank's financial results. The study finds no statistically significant difference between the performance of HDFC Bank and ICICI Bank, but it comes to the conclusion that HDFC Bank's financial performance is slightly better than ICICI Bank's.

2. (Dr B Sudha, P Rajendran 2019):

A study on the financial standing of Axis Bank and HDFC Bank was conducted from 2013–2014 to 2017–2018. To analyse the data, various statistical tools and ratio analysis were used. The analysis comes to the conclusion that HDFC Bank outperformed Axis Bank in terms of overall financial performance.

3. (A Jaiswal, C Jain 2016):

Conducted a comparison of SBI and ICICI Bank's financial results in India. The CAMEL MODEL is used in this study to assess the financial performance of Indian banks. The study's findings make clear that SBI has somewhat better financial performance than ICICI Bank and holds a stronger market position, however, in other words, ICICI Bank is doing well in terms of NPA.

4. (Nandini Thakur 2020):

Conducted a study on the HDFC Bank's financial statement analysis. The study was carried out throughout the previous five years (2015–2019). According to the study's findings, the bank had great financial performance during the time period covered by the study.

DATA – ANALYSIS

Ratio Analysis

The ratio analysis is one of the most effective tools in financial analysis. It is the process for figuring out and comprehending various ratios. The liquidity, profitability, and solvency of a corporation are looked into using the ratio analysis. Ratio analysis can provide a clearer understanding of the financial statements, and decisions can be made in light of this analysis.

• Liquidity Ratio

(a) Current Ratio

$$\text{Current Ratio} = \frac{\text{Current Asset}}{\text{Current Liability}}$$

(Ideal Ratio = 2:1)

The liquidity ratio you mentioned is the Current Ratio, which is a measure of a company's ability to meet its short-term obligations using its current assets. The formula for calculating the Current Ratio is:

$$\text{Current Ratio} = \text{Current Assets} / \text{Current Liabilities}$$

The ideal Current Ratio is often considered to be 2:1, meaning that for every unit of current liabilities, the company should have at least 2 units of current assets.

To calculate the Current Ratio, you need to determine the total value of current assets and the total value of current liabilities from the company's financial statements. Current assets typically include cash, accounts receivable, inventory, and other assets that are expected to be converted into cash within one year. Current liabilities include obligations that are due within one year, such as accounts payable, short-term loans, and accrued expenses.

Once you have the values for current assets and current liabilities, divide the total current assets by the total current liabilities to calculate the Current Ratio. For example, if a company has current assets of \$500,000 and current liabilities of \$250,000, the Current Ratio would be:

$$\text{Current Ratio} = \$500,000 / \$250,000 = 2$$

In this case, the company has a Current Ratio of 2, which meets the ideal ratio of 2:1.

It's important to note that while the ideal Current Ratio provides a general guideline, the appropriate ratio may vary depending on the industry, business model, and specific circumstances of the company. Comparing the Current Ratio with industry benchmarks and historical trends can provide further insights into a company's liquidity position and financial health.

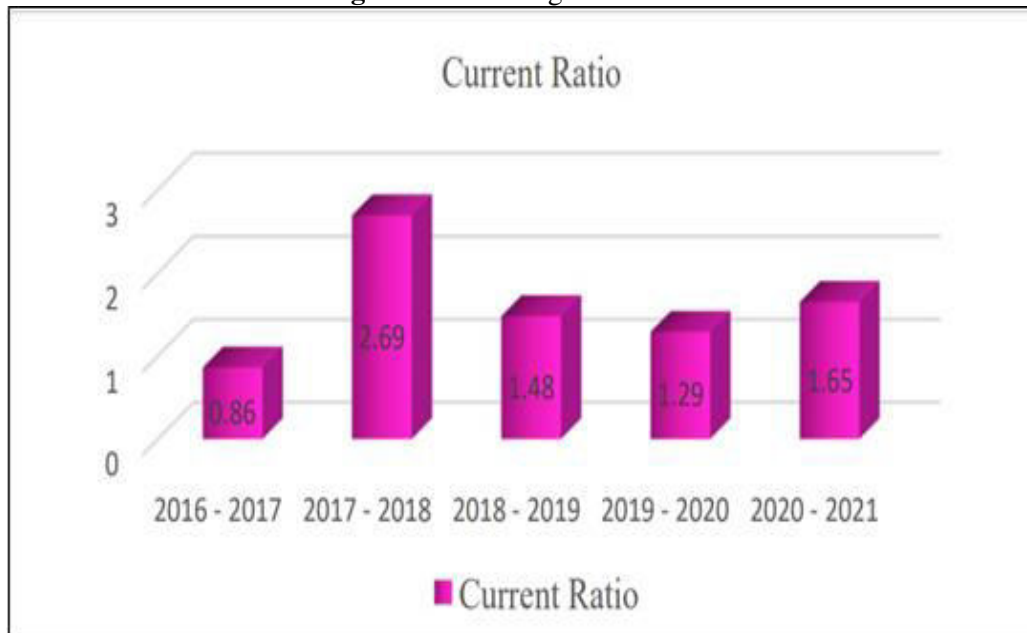
Table 1.1 Showing Current Ratio

Year	Current Asset	Current Liability	Current Ratio
2016-2017	48952.1	56709.32	0.86
2017-2018	122915.08	45763.72	2.69
2018-2019	81347.64	55108.29	1.48
2019-2020	86618.72	67394.40	1.29
2020-2021	119470.4	72602.15	1.65
Mean	91860.79	59515.58	1.59
StandardDeviation	30437.73	10603.62	0.68
CV	33.13	17.82	42.60
CAGR	-0.51	-0.74	-0.62

Source: Compiled from annual report of HDFC Bank

Table 1.1 depicts current assets and current liabilities for a five-year period between 2016– 2017 and 2020–2021. With a Standard Deviation of 0.68 and an average current ratio of 1.59.

The CAGR has a negative trend and a 42.6 coefficient of variation. The years 2017 through 2018 have a high current ratio. It shows that the company is liquid and low between 2016 and 2017 and standard between those two eras.

Figure 1.1 Showing Current Ratio**(b) Leverage / Solvency Ratio**

Leverage or Solvency ratios are used to examine the firm's long-term financial position. In other words, these ratios are employed to evaluate a firm's capital structure. Debt to Equity Ratio

The most popular ratio for determining a company's solvency is its debt-to-equity ratio. This ratio shows the relative contribution of debt and equity to the firm's asset financing.

$$\text{Debt Equity Ratio} = \frac{\text{Total Debt}}{\text{Equity Share holder Fund}}$$

(Ideal ratio =1:1)

Table 1.2 Showing Debt Equity Ratio

Year	Total Debt	Equity	Total Debt Equity Ratio
2016-2017	717668.58	89462.35	8.02
2017-2018	911875.61	106295.00	8.58
2018-201	1040226.05	149206.35	6.97
2019-2020	1292130.83	170986.03	7.56
2020-2021	1470547.54	203720.83	7.22
Mean	1086489.72	143934.11	7.67
Standard Deviation	299352.69	46684.93	0.64
CV	27.55	32.43	8.38
CAGR	-0.59	-0.54	-0.82

Source: Compiled from annual report of HDFC Bank

The Debt Equity Ratio is displayed in the table above. The standard deviation of the average Debt Equity Ratio is 0.64, the coefficient of variation is 8.38, and the CAGR is trending downward. The average Debt Equity Ratio is 7.67. A 1:1 debt to equity ratio is excellent. The debt equity ratio has been quite high over the course of the five-year study. These show that the capital structure contains a higher percentage of debt.

Figure 1.2 Showing Debt Equity Ratio**(c) Proprietary Ratio**

The relationship between shareholders' or proprietors' funds and total assets is established by the proprietary ratio. This ratio displays the proportion of shareholders' contributions to the company's total assets. Other names for the proprietary ratio are equity ratio and net worth ratio.

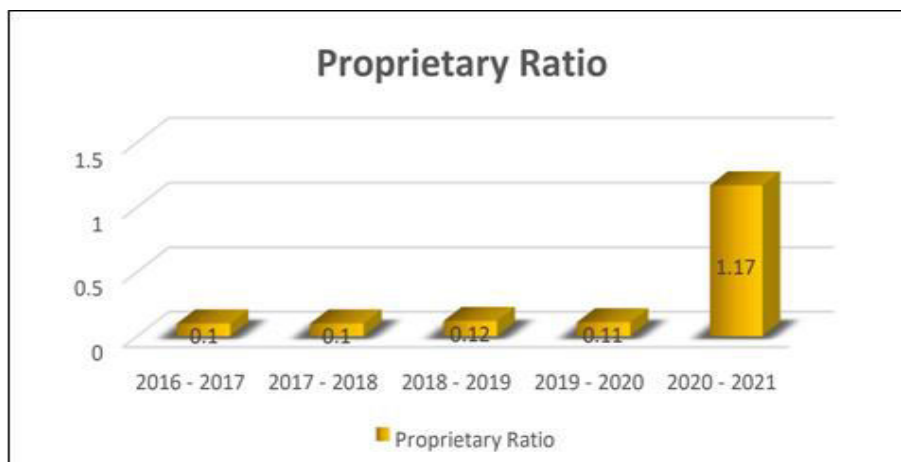
$$\text{Proprietary Ratio} = \frac{\text{Shareholder Fund}}{\text{Total Asset}}$$

(Ideal Ratio =5:1)

Table 1.3 Showing Proprietary Ratio

Year	Shareholder's fund	Total Asset	Proprietary Ratio
2016-2017	89462.35	863840.2	0.10
2017-2018	106295	1063934.31	0.10
2018-2019	149206.35	1244540.69	0.12
2019-2020	170986.03	1530511.27	0.11
2020-2021	203720.83	174670.53	1.17
Mean	143934.11	975499.4	0.32
StandardDeviation	46684.93	510401.01	0.47
CV	32.43	52.32	1.47
CAGR	-0.54	-0.96	1.25

Source: Compiled from annual report of HDFC Bank

**Figure 1.3** Showing Proprietary Ratio

The proprietary ratio is displayed in the above table. The proprietary ratio has an average of 0.32 and a standard deviation of 0.47. The CAGR exhibits a positive trend and the coefficient of variation is 1.47. The ratio is highest between 2020 and 21. It shows that there is a smaller profit margin when operating expenses are not incurred, reserves are built up, and dividends are paid.

FINDINGS

- During the period of study, the solvency ratio is satisfactory.
- Fixed asset to net worth ratio is less than one it indicates that all fixed asset is purchased out of proprietor's fund and a part of proprietor fund is invested in working capital.
- The Return on investment shows that the bank is not having the sufficient return on capital employed. Its ideal ratio is 15% overall bank profitability is low.
- During the period of study net profit is very high and is above its ideal ratio it indicates the bank have high profitability.

SUGGESTIONS

1. Bank should focus on increasing the current assets and decreasing the current liability so as to maintain satisfactory level of current ratio.
2. The bank needs to improve the long-term financial position
3. The bank should follow the recommendations of financial auditor; the bank should take steps to improve its overall efficiency.
4. The bank has to reduce its overall debt.
5. Review the financial statements: Start by analyzing the bank's income statement, balance sheet, and cash flow statement. Look for trends in revenue, expenses, net income, assets, liabilities, and cash flow. Compare the figures over multiple years to identify any patterns or anomalies.

CONCLUSION

The study mainly concentrates on the analysis of financial performance and soundness of the bank. It helps to understand the working of the bank. From the study of financial performance of HDFC BANK it can be concluded that the bank has satisfactory position with regard to profitability and the bank needs to improve its liquidity and solvency. If the bank continues to work with more efficiency, it can have greater success in the near future.

HDFC Bank deals with three key business segments:

- Retail Banking Services
- Wholesale Banking Services
- Treasury operation

Treasury is the custodian of the Bank's cash/ liquid assets and manages its investments in securities and other market instruments. It manages the liquidity and interest rate risk on the balance sheet and is also responsible for meeting statutory reserve requirement.

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**“AN ANALYSIS OF WORKING CAPITAL MANAGEMENT” At “NETCO
CONVERGE PVT LTD”**

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ABSTRACT

The company in question is actively working on improving its margin by focusing on working capital management. Working capital refers to the funds available for the day-to-day operations of a company, including cash, inventory, accounts receivable, and accounts payable. Effective working capital management involves optimizing the balance between these components to ensure smooth operations and maximize profitability.

By paying attention to working capital management, the company aims to enhance its financial performance and overall profitability. This indicates a proactive approach to addressing financial challenges and improving the company's financial health.

The overall performance of the company during the given period is deemed satisfactory. However, the researcher believes that there is still room for improvement. This indicates that while the company is performing adequately, there are opportunities to enhance its operations and financial results further.

To capitalize on these opportunities, the researcher suggests that the company adopts the recommendations provided. These suggestions are likely to focus on strategic reforms, which can include various measures to optimize operations, increase efficiency, and enhance profitability.

The company is motivated to overcome its current challenges. This positive attitude demonstrates the company's determination to address any existing issues and improve its performance. By embracing strategic reforms, the company aims to implement changes that can lead to long-term success and sustainable growth.

Keywords: Working capital , Ratio ,Assets , liabilities.

INTRODUCTION

The study of working capital helps us to know the current assets and current liability of an organization. It gives a clear picture or idea about the organizations working capital that how much amount they are kept in advance to meet their day-to-day expenses. If working capital is not sufficient for meeting the daily expenses then it creates a problem. So it is necessary to maintain exact working capital according to the expenses for the organization.

In this project, the study of working capital analysis is done through working capital and ratio analysis, which are wide spread and some ratios creates relations with whole industry, so it is very essential to note that this study is limited to only to “NETCO CONVERGE PRIVATE LIMITED”.

OBJECTIVES

1. To understand meaning and importance of Working Capital.
2. To analyze various methods of calculating of Working Capital.
3. To study the various aspects of Working Capital.

HYPOTHESIS

1. There is a positive relationship between efficient working capital management and profitability of the company

2. The different components of the working capital have a major effect on the management of the working capital in the company.

LITERATURE REVIEW

- Dr. Sanjay Kumar Sinha, Dr. Vinayak Chand Tiwari and Sunil Kumar had written on Aug. 2012 Working Capital Management and its effectiveness on the Profitability of Cipla Ltd. Company Ltd.

In this research paper it is concluded that the current assets of Cipla Ltd. have witnessed fluctuation over the past years which were 34 times (approx.) in 2011 in comparison to that of 2001. The study shows that the different working capital ratios have statistically insignificant impact on the ROCE of Cipla Ltd.

- K. MADHAVI had written on Mar 2014 working capital management of paper mills

A well designed and implemented working capital management has a significant contribution for firm's profitability as well as to maintain liquidity powers. The purpose of this study is to assess working capital adequacy and its impact on profitability; to investigate the relationship between profitability and liquidity of firms. Working capital refers to the firm's investment in short term assets. The management of working capital is important to the financial health of business of all sizes. The amounts invested in working capital are often high in proportion to the total assets employed and so it is vital that these amounts are used in an efficient way. The management of working capital affects the liquidity and the profitability of the corporate firm and consequently its net worth (Smith, 1980).

RESEARCH METHODOLOGY

Primary Data

The primary data are those which are collected and for the first time and thus happened to be original in character. For this project only secondary data is collected.

Secondary Data

The secondary data on the other hand are those which are already collected by someone else and which already have passed through the static process. The data presented in research reports when used again for further research is called "Secondary Data" "the secondary data is collected from the annual reported.

DATA ANALYSIS:

To conduct a detailed data analysis of the working capital management at Netco Converge Pvt Ltd, various financial metrics and indicators related to working capital need to be examined. The analysis will involve assessing the efficiency and effectiveness of the company's management of its current assets and liabilities.

Current Ratio: The current ratio is calculated by dividing current assets by current liabilities. It measures the company's ability to cover its short-term obligations. A higher current ratio indicates a healthier liquidity position.

Quick Ratio: The quick ratio, also known as the acid-test ratio, is a more stringent measure of liquidity. It considers only the most liquid current assets (excluding inventory) in relation to current liabilities. A higher quick ratio suggests a stronger ability to meet short-term obligations without relying on inventory sales.

Days Sales Outstanding (DSO)- DSO measures the average number of days it takes for the company to collect payment from its customers after a sale. A lower DSO indicates more efficient management of accounts receivable and quicker cash conversion.

Days Inventory Outstanding (DIO) - DIO measures the average number of days it takes for the company to sell its inventory. A lower DIO suggests efficient inventory management, minimizing holding costs and the risk of obsolescence.

Days Payables Outstanding (DPO) - DPO measures the average number of days it takes for the company to pay its suppliers. A higher DPO indicates the company's ability to delay payments, preserving cash and improving cash flow.

Working Capital Turnover (WCT) - WCT evaluates the efficiency of the company in utilizing its working capital to generate sales. It is calculated by dividing net sales by average working capital. A higher WCT indicates better utilization of working capital.

Cash Conversion Cycle (CCC) - CCC is a comprehensive measure of the company's efficiency in managing its cash flow. It is calculated by subtracting DPO from the sum of DIO and DSO. A shorter CCC signifies quicker cash conversion and better management of working capital.

- **Current assets:**

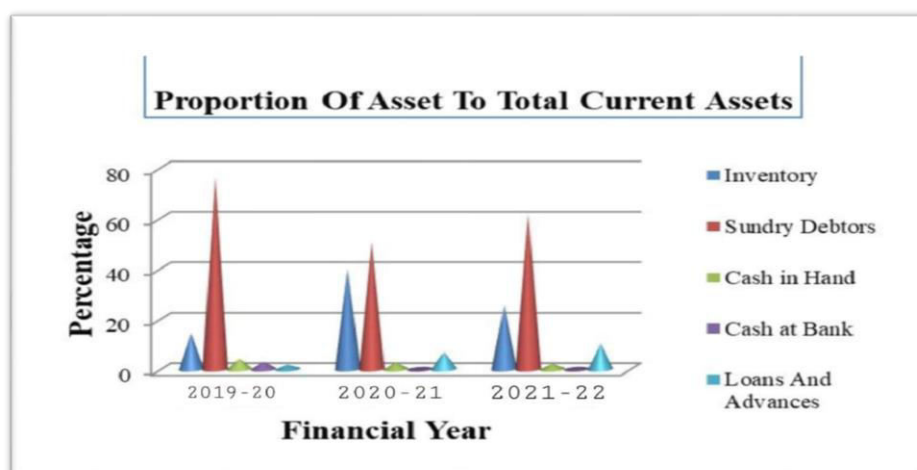
Total Current Assets

No	Particulars	2019-20	2020-21	2021-22
	Current asset	(Rs)	(Rs)	(Rs)
1	Inventory	2087955	3989730	1940998
2	Sundry debtors	10985914	5040323	4727033
3	Cash in hand	603642	270428	174004
4	Cash at bank	431365	0	22732
5	Loan and Advances	267422	683556	785801
	Total	14376298	9742856	7650568

The above tables' shows total current assets for the year 2020, 2021 and 2022 respectively 14376298; 9742856 and 7650568 the major portion of current assets was absorbed in all year by sundry debtors and inventory

Proportion of Asset to total Current Assets

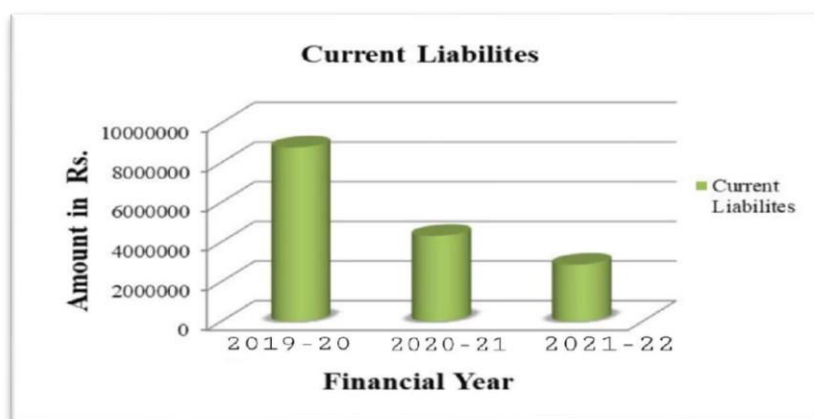
No	Particulars	2019-20	2020-21	2021-22
	Current asset	(%)	(%)	(%)
1	Inventory	14.52	39.96	25.37
2	Sundry debtors	76.42	50.48	61.79
3	Cash in hand	4.20	2.71	2.27
4	Cash at bank	3.00	0	0.30
5	Loans and Advances	1.86	6.85	10.27
	Total	100	100	100



In 2020 sundry debtors was 76.42% which was recovered up to 50.48% in 2021 and in 2022 it also increased to 61.79%. It means that debtors were recovered in 2021 invested into inventory and loans were given to other businesses. And there was less cash in hand and in bank also.

Total Current Liabilities

No	Particular	2019-20	2020-21	2021-22
CURRENT LIABILITIES		(Rs)	(Rs)	(Rs)
1	Trade Creditors	6537394	2441318	1737215
2	Provisions	1004935	695009	161768
3	Bank overdraft	0	241181	0
4	Other CurrentLiabilities	1224368	933625	961893
	Total	8766697	4311133	2860876



The above tables shows that current liabilities for the year ended 2020, 2021 and 2022 respectively 8766697; 4311133 and 2860876. The major portion of the Current Liabilities was included by creditors in 2020, 2021 and 2022.

Proportion of Each Liability to Total Current Liabilities

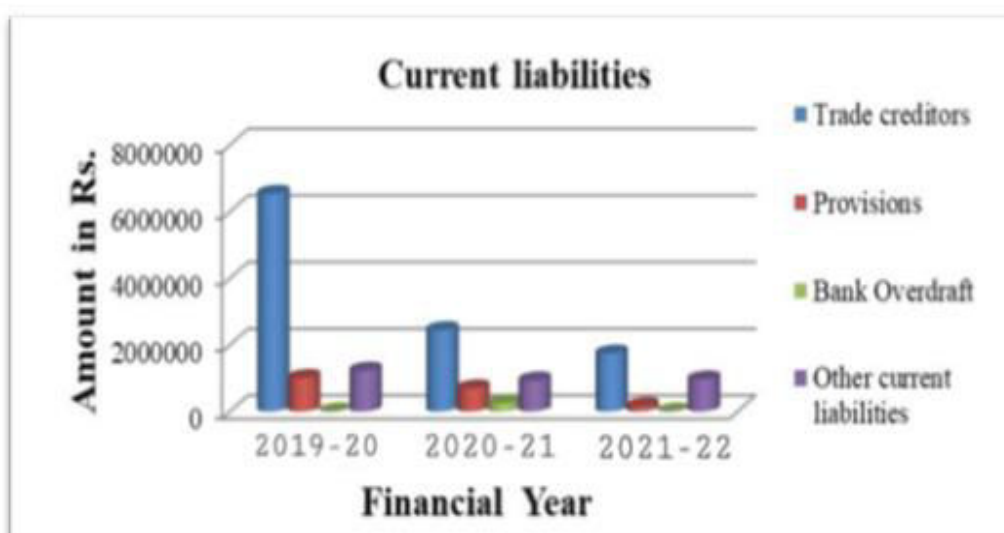
No	Particular	2019-20	2020-21	2021-22
CURRENT LIABILITIES		(%)	(%)	(%)
1	Trade Creditors	74.57	56.63	60.72
2	Provisions	11.46	16.12	5.65

3	Bank overdraft	0	5.60	0
4	Other Current Liabilities	13.97	21.66	33.63
	Total	100	100	100

In the year 2021 creditors were decreased by 56.63% compared to the year 2020 and in the year 2022 creditors were increased by 60.72% compared to the year 2021. Other liabilities were increased by 21.66% in the year 2021 compared to the year 2020 and in the year 2022 it was increased by 33.63% compared to the year 2021. Provisions were 11.46% and 16.12% respectively in the years 2020 and 2021, in 2022 it was decreased by 5.65% comparing to their previous year.

Changes in Current Liabilities

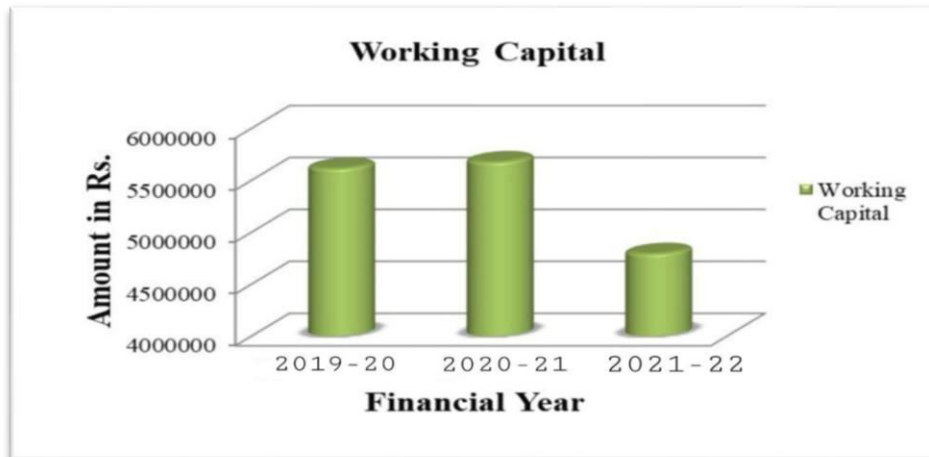
No	Particular	2020-21		2021-22	
CURRENT ASSETS		Increase/Decrease	(%)	Increase/Decrease	(%)
1	Trade Creditors	4096076	62.66	704103	28.84
2	Provisions	309926	30.84	533241	76.72
3	Bank overdraft	-241181	-	241181	100
4	Other Current Liabilities	290743	23.75	-28268	03.03
	Changes in current liability	4455564	50.82	1450257	33.64



- Working Capital

Total Working Capital

No	Particular	2019-20	2020-21	2021-22
A	Current Assets	(Rs)	(Rs)	(Rs)
1)	Inventory	2087955	3989730	1940998
2)	Debtors	10985914	5040323	4727033
3)	Cash	603642	270428	174004
4)	Bank	431365	0	22732
5)	Loans	267422	683556	785801
	Totals (A)	14376298	9984037	7650568



The above table shows that the net working capital of the company for the year 2020 was Rs. 5609601, for the year 2021 it was Rs. 5672904 and for the year it was Rs. 4789692. In the year 2020 though current assets were high but, current liabilities were also high due to payables, so the working capital is less in the year 2020. The amount of working capital is increased in the year 2021 comparing to the last year. In the year current assets were decreased due to recovering of debtors and maximum utilization of cash and bank balance, and also decrease in current liability due to payment of creditors and other liabilities and provisions were made less comparing to the last year.

Changes in Working Capital

NO	PARTICULARS	2020-21		2021-22	
A)	CURRENTASSETS	(Rs)	(%)	(Rs)	(%)
1)	Inventory	+1901755	91.08	-2048732	51.35
2)	Debtors	+5945591	54.12	-313290	6.22
3)	Cash	-333214	55.20	-96424	35.66
4)	Bank	-431365	100	+22732	-
5)	Loans	+416134	155.61	+102245	14.96
	Change in totalcurrent assets	-4633442	32.23	-2092288	21.47
B)	CURRENT LIABILITIES	(Rs)	(%)	(Rs)	(%)
1)	Trade creditors	+4096076	62.66	+704103	28.84
2)	Provisions fortaxation	+309926	30.84	+533241	76.72
3)	Bank overdraft	-241181	-	+241181	100
4)	Other liabilities	+290743	23.75	-28268	03.03
	Changes intotal currentliabilities	+4455564	50.82	+1450257	33.64
C)	CHANGES INWORKING CAPITAL	+63303	1.13	-883212	15.57

In the year debtors were recovered and amount blocked in inventory and loans were given. In the year 2021 there was recession period, it affects to the company turnover and day to day production. Fewer amounts are blocked in inventory and they tried to maintain debtors. In current liabilities fewer provisions are made and the creditors were also less. So the working capital is less. But while looking at the above table we know that availability of working capital in Percentage is increasing. And in the year 2022 we see more effectiveness in current assets and current liabilities, that shows higher percentage of working capital.

1. Inventory Management

Inventory Management

No	Particular	2019-20(Rs)	2020-21(Rs)	2021-22(Rs)
1)	Raw Material	2087955	3989730	1940998
2)	WIP	-	-	-
3)	Finished Goods	-	-	-
	Total	2087955	3989730	1940998

Netco converge pvt. Ltd. is the concern which works on orderly basis. Whatever production takes place in a day is to be dispatched to the customers. So there is no work in progress and no finished stock.

Change In Inventory In Relation Of Net Sales

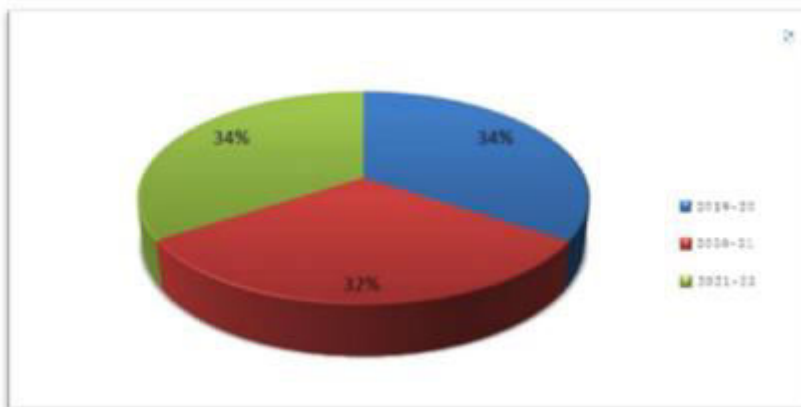
No	Particular	2019-20	2020-21	2021-22
1	Net sales	29908711	18535609	15837245
	Increase/Decrease	--	-38.02%	-14.56%
2	Inventory	2087955	3989730	1940998
	Increase/Decrease	--	9.11%	-51.35%

In year 2020-21, the sales decrease by 38.02%, at the same time inventory increases by 9.11%. It means that company was not able to manage inventory efficiently in that year. In 2021-22 sales decrease by 14.56% same time inventory decreases by 51.35%. It means company manage inventory efficiently.

2. Current Assets Turnover Ratio:

Current Assets Turnover Ratio

No	Particular	2020	2021	2022
1)	Sales	29908711	18535609	15837245
2)	Current assets	14376298	9742856	7650568
	Current assetsturnover ratio	2.08	1.90	2.07



The above graph shows that Current Assets turnover ratio for the year 2020 was 2.08, for the year 2021 was 1.90, and in the year 2022 it was 2.07. In the year 2021 current assets turnover ratio decreased to 1.90 and further in 2022 it was increased by 0.17.

This ratio indicates efficiency of Current Assets to generate the sales (productivity). It shows efficient utilization of Current Assets. In 2020 there was efficient utilization of Current Assets but in 2021 it was decreased up to 1.90 it means current assets not utilized efficiently. In the year 2022 Current Assets were more productive.

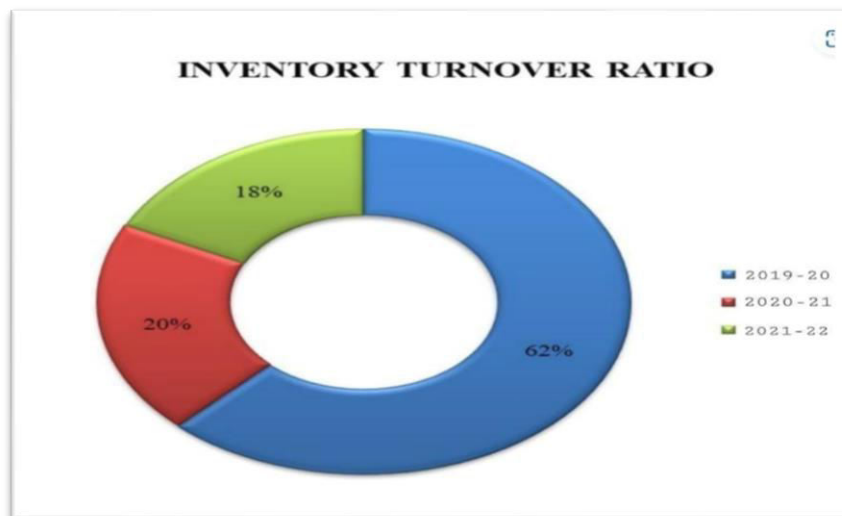
1) Inventory Turnover Ratio: -

Inventory turnover ratio establishes a relationship between the cost of goods sold during a given period and the average amount of inventory held during that period. The indication given by this ratio is the number of times the finished stock is turned over during given accounting period. cost of goods sold means sales minus gross profit this ratio indicates how fast Inventory is sold. A high ratio is good for the viewpoint of liquidity and vice versa. A low ratio would signify that Inventory does not sell fast and stay on the shelf or in the warehouse for a long time.

Inventory Turnover Ratio= Cost of Goods Sold / Average Inventory

No	Particular	2019-20	2020-21	2021-22
1)	Cost of goodssold (Sales-GP)	27655305	16314712	13944415
	Opening inventory	1255847	2087955	3989730
	Closing inventory	2087955	3989730	1940998
2)	Average inventory	1671921	3038843	2965364
	Inventory turnover ratio	16.54	5.37	4.70

Inventory Turnover Ratio



The above graph shows that Inventory Turnover Ratio for the year 2020 was 16.54, for the year 2021 was 5.37 and in the year 2022 it was 4.70. It clearly shows that Inventory Turnover Ratio was decreased by 11.17 in the year 2021 compare to the year 2020 and it was also decreased by 0.67 in the year 2022 compare to the year 2021.

Higher this ratio, better it is; because it shows rapid turnover of stock.

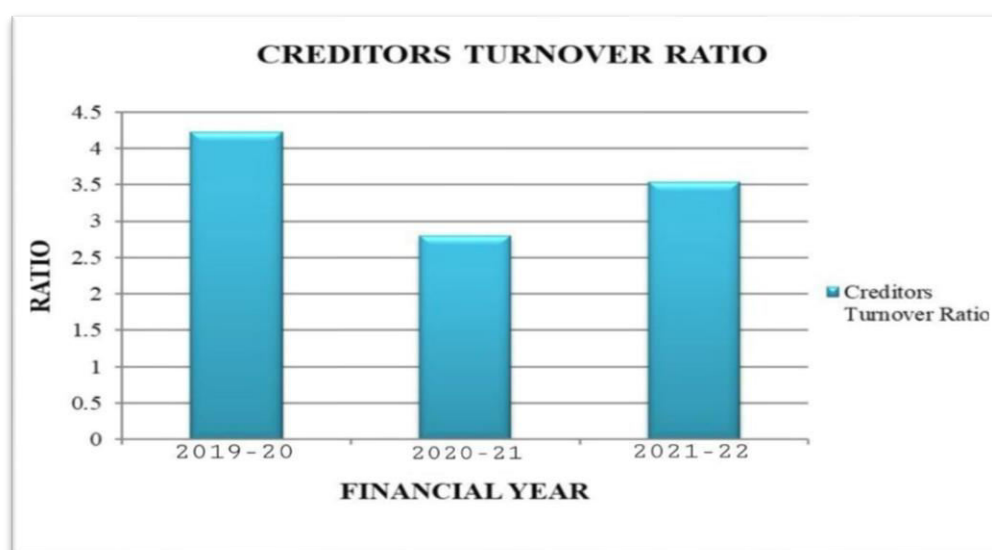
2) Debtors Turnover Ratio

The analysis of the debtor's turnover ratio supplements the information regarding the liquidity of one item of current assets of the firm the ratio measures how rapidly receivables are collected. A high ratio is indicates of shorter time – lag between credit sales and cash collection. A low ratio shows that debts are not being collection rapidly.

This ratio indicates the credit policy followed by a business.

Debtors Turnover Ratio: Net Credit Sales / Average**Debtors Turnover Ratio**

No	Particular	2019-20	2020-21	2021-22
1)	Credit Sales	29908711	18535609	15837245
2)	Opening debtors	8745438	10985914	5040323
3)	Closing debtors	10985914	5040323	4727736
4)	Average debtors	9865676	8013119	4883678
	Debtors turnover ratio	3.03	2.31	3.24

Creditors Turnover Ratio**FINDINGS**

- Increasing Current ratio and acid test ratio Show Company was more solvent but there was unnecessary blockage of funds and it affects the profitability.
- Working capital turnover ratio was decreases it means that working capital was not efficiently utilized to generate sales.
- Current Asset turnover ratio showed Current Asset efficiently utilized to generate sales.
- Inventory turnover ratio is decrease because of decrease in turnover, at the same time average inventory increases. It show inventory is not manage efficiently i.e. stock is slow moving and longer holding period of stock.

SUGGESTION

- Company should use technique of level setting for inventory management.
- There should not any ambiguity in terms of contract. Terms of contracts should be clearly defined while making deals.
- There is not proper balance between credit allowed to debtors and credit from suppliers. If possible, company should try to negotiate with creditors to increase credit period.

CONCLUSION

Company here improving the margin by focusing on working capital management. The overall performance of the company for the given period observed to be satisfactory, still in the opinion

of researcher there is scope for improvement if the suggestions given by researcher will be adopted by the company.

With the optimistic view company is moving forward to come out from the present problem there is need for adaption of strategic reforms.

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STUDY ON VALUATION OF EQUITY SHARES OF FIVE UNLISTED COMPANIES**Ms. Shilimkar Prajakta Ramdas**

S.Y.M, COM, Sarhad College of Arts, Commerce and Science

ABSTRACT

The valuation of equity shares of unlisted companies is a critical task, and it requires a comprehensive understanding of the company's financials, operations, and industry trends. This process involves various methods such as Discounted Cash Flow (DCF), Price to Earnings (P/E), and Market Comparable Analysis to determine the fair value of the shares. The valuation helps investors and stakeholders to make informed decisions about buying or selling the shares and also assists the company in raising funds through equity. However, the valuation of unlisted companies can be challenging due to the lack of publicly available information and market data. Therefore, a careful analysis of financial statements, industry trends, and macroeconomic factors is crucial to arrive at a fair valuation. This abstract highlights the importance of valuing equity shares of unlisted companies and the methods used to determine their value. Since there are no readily available market prices to estimate the value of the shares, valuing equity shares of unlisted companies can be a difficult undertaking. However, a number of techniques can be employed to estimate the shares' fair value.

Keywords: Financial statements, industry and market analysis, risk assessment, net assets value.

INTRODUCTION

The process of figuring out the fair worth of the company's shares is called share valuation. Knowing the worth of a company's shares is done through the valuation of shares method. Share valuation is based on quantitative approaches, and the value of a share will change depending on market supply and demand.

The value of listed firms' shares which are easily known since they are publicly traded. However, share valuation for private businesses whose shares are not traded publicly is crucial and difficult.

Meaning & Definition of Equity Shares:

Companies launch their equity shares to generate a source of capital. These shares are made available to public investors and are non-redeemable. When investors buy these shares, they get the right to vote, share profits, and claim the assets of a company. As an equity shareholder, the investor also receives dividends from the company. Equity shares are long-term financing sources for any company. These shares are issued to the general public and are non-redeemable in nature. Investors in such shares hold the right to vote, share profits and claim assets of a company. The value in case of equity shares can be expressed in various terms like par value, face value, book value and so on

An equity share, normally known as ordinary share is a part ownership where each member is a fractional owner and initiates the maximum entrepreneurial liability related to a trading concern. These types of shareholders in any organization possess the right to vote.

Types of Shares:**There are two Types of Shares**

1. Preference shares
2. Equity shares

Equity Shares:

Shares not subject to a preference 'Equity shares' is the phrase used for shares. There are no preferential rights attached to these shares.

Share Capital

The sum total of the nominal value of shares of a company is called its shares capital. The share capital is the two types.

A) Equity Share Capital- "It is the total sum of the nominal value of equity share of a company."

B) Preference Share Capital- "It is the total sum of the nominal value of preference share of company.

C) Realizable Value- If an asset's realizable value is not stated, its book value is to be regarded as its realizable value.

$$\text{Intrinsic value of each share} = \frac{\text{net Asset}}{\text{No. of equity Shares}}$$

$$\text{D) Market Value Method / Yield Basis Method} = \frac{\text{Rate of Profit} \times 100}{\text{Normal rate of Return}}$$

$$\text{Rate of profit} = \frac{\text{Profit available}}{\text{Paid up value of shares}}$$

E) Capitalization method

$$\text{Market Value} = \frac{\text{Profit available of equity share holder} \times 100}{\text{Normal rate of return}}$$

$$\text{Market Value per share} = \frac{\text{Capital Value}}{\text{No of equity share}}$$

F) Fair Value Method

$$\text{Fair value per share} = \frac{\text{Intrinsic value} + \text{Market value}}{2 \times \text{paid up value of Shares}}$$

OBJECTIVES OF STUDY**Research Theoretical Valuation Issues**

- 1) To describe the various approaches to equity, share valuation.
- 2) To Valuation helps companies determine the right price to issue shares to investors when raising capital
- 3) To determine the share price of the companies under investigation.
- 4) To helps companies, determine the fair value of a target company during mergers and acquisitions.

HYPOTHESIS OF STUDY

1. Shares have a reasonable intrinsic value.
2. All five firms' share prices have performed well.
3. Valuing equity shares of unlisted companies can be challenging since there is no market price available to reference.
4. One hypothesis is the discounted cash flow (DCF) approach, which involves forecasting the future cash flows of the company and discounting them back to their present value using a suitable discount rate
5. **Market-Based Approach:** This approach involves comparing the unlisted company with similar companies that are publicly traded
6. **Income-Based Approach:** This approach looks at the current and future income of the unlisted company to determine its value.

Overall, the valuation of equity shares of unlisted companies is subjective and can vary depending on the assumptions and methods used. It is essential to consider multiple approaches and thoroughly analyze the company's financial and non-financial factors to arrive at a reasonable valuation.

METHODOLOGY OF STUDY

Data play a crucial part in every research program. There are two primary methods for gathering data.

a) Primary Data

Primary data refers to information that has been obtained directly from a source or is the original information found in the primary sources. The information is new and original in nature because it was just recently acquired.

b) Secondary Data

When a researcher uses information that has already been gathered and made available in published or unpublished form, this is referred to as secondary data.

REVIEW OF LITERATURE

Valuation of equity shares of unlisted companies is a complex and challenging task. The literature on this topic is extensive, and there are various approaches and methods available for valuing unlisted companies. Here is a brief review of some of the significant studies and publications on this subject:

- i. **"Valuation of Unlisted Companies:** An empirical study" by M. K. Sethuraman and R. K. Srivastava (2009): This paper presents an empirical study of valuation methods used by Indian financial analysts to value unlisted companies. The authors find that analysts primarily rely on discounted cash flow (DCF) and relative valuation methods.
- ii. **"Valuation of Unlisted Companies:** A critical review of the methods available" by D. N. Gosh and R. B. Chauhan (2012): This paper provides a comprehensive review of the various valuation methods used for unlisted companies, including DCF, relative valuation, and asset-based methods. The authors discuss the advantages and disadvantages of each method and provide guidance on which method to use in different scenarios.
- iii. "Valuing unlisted companies: Approaches and methods" by P. K. Jain and R.
- iv. K. Jain (2014): This paper discusses the various approaches and methods used to value unlisted companies, including DCF, relative valuation, and option pricing methods. The authors also discuss the limitations and challenges associated with each method.

- v. "Valuing unlisted companies: The role of intangible assets" by C. E. H. Scott and C. F. Chen (2016): This paper highlights the importance of considering intangible assets when valuing unlisted companies. The authors discuss the challenges associated with valuing intangible assets and provide guidance on how to incorporate them into the valuation process.

DATA ANALYSIS

Meaning & Definition of Unlisted Company –

A public firm that is not listed on a stock exchange is known as an unlisted company. They have no chance to generate money because they are not on the list. They are starting to invest in capital. The exchange of controls is avoided since share trading takes place "over the counter," where the terms of the agreement can be modified to meet the needs of the parties (buyers and sellers). Unlisted businesses are more in control of their daily operations.

Example –

Big basket, Hero fin cap, Swiggy Definition –

An unlisted firm is one whose shares are not listed on stock exchanges and not available for trade by the general public. A private limited company or a public limited company can be an unlisted firm

NIRMA

Name of Company	NIRMA
Registered office	Ahmedabad, Gujarat, India
Telephone	07927549000
Fax	044-28460129
E-mail ID	www.nirma.co.in
Founded	1969
Founder	Karsanbhai Patel
Products	Detergent, Soaps, Cements, Putty, Sodaash, Injectable
Board of Directors	Rakesh Bhai Patel (Director) Vijaykumar Shah (Director) Karsanbhai Patel (Director) Purviben Pokhariyal (Director) Hiren Patel (Director) Shailesh Bhai Sonara (Director)
Equity Share Capital	98,69,444 equity shares of Rs 10 each
Rate of Dividend	Rs 6 Per Share

Nirma is a group of companies based in the Indian city of Ahmedabad, that manufactures products ranging from detergents, soaps, cement, cosmetics, salt, soda ash, LAB and injectables. Karsanbhai Patel, an entrepreneur and philanthropist, started Nirma in 1969 as a one-man operation.

Equity Share Capital: Equity share capital represents the ownership interest of the shareholders in a company. In the case of Nirma Company, it has 98,69,444 equity shares with a face value of Rs 10 each. This means that the total value of the equity share capital is calculated by multiplying the number of equity shares by the face value per share.

Therefore, the equity share capital of Nirma Company amounts to Rs 9,86,94,440.

Rate of Dividend: Dividends are the distribution of profits by a company to its shareholders. In this case, Nirma Company pays a dividend of Rs 6 per share. This means that for each equity share held by a shareholder, they will receive a dividend of Rs 6.

It's important to note that the dividend is paid on the face value of the share, not the market value. In this case, since the face value of each share is Rs 10, the dividend of Rs 6 represents a dividend.

Therefore, the rate of dividend for Nirma Company is 60% based on the face value of Rs 10 per share. Shareholders will receive a dividend of Rs 6 for each equity share they hold.

BYJU'S

Name Of Company	MAHARASHTRA SCOOTERS LIMITED
Registered office	Bengaluru Karnataka, India
Telephone	+91- 92413 33666
E-mail ID	support@byjus.com
Board of Directors	Divya Gokulmnath (Founder) Jacob Fernandos (CEO) Pramod Sharma (President) Mirinal Mohite (Senior Vice President) Ranjit Radhakrishna (Chief Product Officer)
Equity Share Capital	114,282,68equity shares of Rs 10 each fully paid up
Rate of Dividend	Rs 9% Per Share

Byju's (stylised as BYJU'S) is an Indian multinational educational technology company, headquartered in Bangalore, Karnataka, India.[4] It was founded in 2011 by Byju Raveendran and Divya Gokulnath. As of March 2022, Byju's is valued at US\$22 billion.[5] As of April 2023, the company claims to have over 150 million registered students.

Byju's is a well-known educational technology company. Please note that the information provided here is for illustrative purposes only.

Equity Share Capital: Byju's has 114,282,680 equity shares with a face value of Rs 10 each, and these shares are fully paid up. The fully paid-up status indicates that shareholders have paid the entire face value of their shares to the company. The total value of the equity share capital can be calculated as follows:

Therefore, the equity share capital of Byju's amounts to Rs 1,142,826,800.

Rate of Dividend: The rate of dividend represents the dividend payment per share to the shareholders. In this case, Byju's offers a dividend rate of 9% per share. This means that for each equity share held by a shareholder, they will receive a dividend equal to 9% of the face value.

Therefore, the rate of dividend for Byju's is Rs 0.90 per share. Shareholders will receive a dividend of Rs 0.90 for each equity share they hold.

COGNIZANT TECHNOLOGY

Name Of Company	COGNIZANT TECHNOLOGY
Registered office	Teaneck, New Jersey, U.S
Telephone	+91(22)40566464
Fax	+91(22)28310520
E-mail ID	info@cognitech.com
Board of Directors	John M. Dineen (CEO) Brian Humphries (Chief Executive) Leo S. Mackay Jr. (Senior Vice President) Joseph M. Veli (Director) Sandra S. Wijnberg (Director)
Equity Share Capital	11910 equity shares of Rs 10 each fully paid up
Rate of Dividend	Nil

Cognizant is an American multinational information technology services and consulting company. It is headquartered in Teaneck, New Jersey, U.S.

Cognizant is part of the NASDAQ-100 and trades under CTSI. It was founded as an in-house technology unit of Dun & Bradstreet in 1994, and started serving external clients in 1996. After a series of corporate re-organizations there was an initial public offering in 1998. Cognizant had a period of fast growth during the 2000s and became a Fortune 500 company in 2011; as of 2021, it is ranked 185.

Cognizant Technology Solutions Corp. is a multinational technology company.

Equity Share Capital: Cognizant Technology has 11,910 equity shares with a face value of Rs 10 each, and these shares are fully paid up. The fully paid-up status indicates that shareholders have paid the entire face value of their shares to the company. The total value of the equity share capital can be calculated as follows:

Therefore, the equity share capital of Cognizant Technology amounts to Rs 1,19,100

.Rate of Dividend: In this case, the information provided states that the rate of dividend is nil. A nil dividend rate means that the company is not distributing any dividends to its shareholders. This could be due to various reasons, such as the company retaining its profits for reinvestment or other business priorities. Therefore, shareholders of Cognizant Technology will not receive any dividend payment as the rate of dividend is nil.

ORVEL STAYS LIMITED

Name Of Company	ORVEL STAYS LIMITED
Registered office	Gurgaon, Haryana, India
Telephone	022-22785000
Fax	022-22785111
E-mail ID	secretarial@oyorooms.com
Board of Directors	Bejul Somaia (Chairman) William Steve Albrecht (Director) Deepa Malik (Director) Ritesh Agrwal (Director) Troy Alsted (Director) Adity Ghosh (Director)
Equity Share Capital	167642.59 equity shares of Rs 10 each fully paid up
Rate of Dividend	Nil

Oravel Stays Limited is a Public incorporated on 21 February 2012. It is classified as non-govt company and is registered at Registrar of Companies, Ahmedabad. Directors of Oravel Stays Limited are William Steve Albrecht, Bejul Somaia, Deepa Bikaramnsingh Malik, Ritesh Agarwal. Orvel Stays Limited is a hypothetical company.

Equity Share Capital: Orvel Stays Limited has 167,642.59 equity shares with a face value of Rs 10 each, and these shares are fully paid up. The fully paid-up status indicates that shareholders have paid the entire face value of their shares to the company. The total value of the equity share capital can be calculated as follows:

Equity Share Capital = Number of Equity Shares × Face Value per Share

= 167,642.59 × Rs 10

= Rs 16,76,425.90

Therefore, the equity share capital of Orvel Stays Limited amounts to Rs 16,76,425.90.

Rate of Dividend: In this case, the information provided states that the rate of dividend is nil. A nil dividend rate means that the company is not distributing any dividends to its shareholders. This could be due to various reasons, such as the company retaining its profits for reinvestment or other business priorities.

Therefore, shareholders of Orvel Stays Limited will not receive any dividend payment as the rate of dividend is nil.

NAYARA ENERGY

Name Of Company	Nayara Energy
Registered office	Bandra (East), Mumbai, Maharashtra, India
Telephone	(020)-02266121800
Fax	(020)-27407380
E-mail ID	marketing@nayaraenergy.com
Board of Directors	Tony Fountain (Executive Chairman) Jonathan Kollek (Non-Executive Director) Prasad K Panicker (Director & Head) Deepak Kapoor (Director) Naina Lal Kidwai (Director) Alexey Lizunov (Director) Chin Hwee Tan (Director)
Equity ShareCapital	15720 equity shares of Rs 10 each
Rate of Dividend	Rs 40 Per Share

Nayara Energy operates the second-largest refinery in India. It is the oil and gas industry. The refinery is supported by a crude oil tanker facility, water intake facilities, a multi-fuel power plant, product jetty and dispatch facilities (rail, road, and sea).

Equity Share Capital: Nayara Company has 15,720 equity shares with a face value of Rs 10 each. The equity share capital is calculated by multiplying the number of equity shares by the face value per share:

Therefore, the equity share capital of Nayara Company amounts to Rs 1,57,200.

Rate of Dividend: The rate of dividend represents the dividend payment per share to the shareholders. In this case, Nayara Company offers a dividend rate of Rs 40 per share. This means that for each equity share held by a shareholder, they will receive a dividend of Rs 40.

Therefore, the rate of dividend for Nayara Company is Rs 40 per share. Shareholders will receive a dividend of Rs 40 for each equity share they hold.

For the year of 2018-19, I observe the ranking is as follows:

1) The NIRMA is the first ranking company Intrinsic value of share is 621.58

Market value of share is 621.95 Fair value of share is 621.78

2) The ORVEL STAYS LIMITED is the second ranking company Intrinsic value of share is 128.39

Market value of share is 128.44 Fair value of share is 128.41

3) The BYJUS is the third ranking company Intrinsic value of share is 13.89

Market value of share is 17.53 Fair value of share is 15.72

- 4) The CONGIZANT TECHNOLOGY is the fourth ranking company Intrinsic value of share is 10.41

Market value of share is 10.41 Fair value of share is 10.41

- 5) The NAYRAN ENERGY is the fifth ranking company Intrinsic value of share is 1.80

Market value of share is 1.81 Fair value of share is 1.80

FINDINGS

- 1) The valuation of the shares of all companies has performed well.
- 2) The hypotheses is partly proved because as per ranking of shares value three companies is good
- 3) The remaining two companies performance is not as per ranking. 4) Intrinsic value of all five companies is fair
- 4) The hypotheses is partly proved because three companies intrinsic value is good as it is more than face value.
- 5) But Remaining three companies intrinsic value is less than face value.

SUGGESTION

The finding states that the valuation of shares for all companies has performed well. It would be beneficial to analyze the factors that have contributed to this positive performance. This could include factors such as company financials, market conditions, industry trends, or any specific events that have influenced the share prices. Identifying these factors will provide valuable insights into the companies' growth prospects and help evaluate their future potential.

It is important to investigate the reasons behind the outperformance of these three companies compared to the remaining two. This analysis could involve examining their financial performance, competitive advantages, market positioning, or any unique strategies they have implemented. Understanding these factors will shed light on what sets these companies apart and how their success can be replicated or improved upon.

It would be crucial to delve deeper into the factors contributing to their underperformance. This could involve analyzing their financial statements, market challenges, competitive pressures, or management decisions. Identifying the reasons behind their lagging performance will enable a more comprehensive understanding of their weaknesses and provide insights into potential areas for improvement.

Comparing these findings with market prices can provide insights into whether the shares are overvalued or undervalued. Additionally, it would be valuable to analyze the key drivers of intrinsic value for each company and identify areas where improvements can be made to enhance shareholder value.

CONCLUSION

Equity shares of unlisted companies require a thorough understanding of the company's financials, industry dynamics, and market conditions.

By using a combination of valuation methods and seeking expert advice, investors can make informed decisions about the value of these shares and their potential for future growth.

Valuation of equity shares of unlisted companies can be a challenging task, as there are no market prices readily available to determine the value of the shares. However, there are several methods that can be used to determine the fair value of the shares.

Overall, conducting a thorough analysis of the findings will provide a deeper understanding of the companies' performance, valuation, and intrinsic value. This analysis can serve as a basis for further research and decision-making, enabling potential improvements and value creation for the companies..

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In present study the following source are used

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- a. Intrinsic Value and Relative Value
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2) Reference Published Papers

- 1) <https://www.imf.org/-/media/Files/Data/Statistics/BPM6/approved-guidance-notes/d2-valuation-of-unlisted-equity.ashx>
- 2) <https://www.imf.org/-/media/Files/Data/Statistics/BPM6/approved-guidance-notes/d2-valuation-of-unlisted-equity.ashx>
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A STUDY ON URBAN CO-OPERATIVE BANK (FINANCIAL PERFORMANCE OF VIDYA SAHAKARI BANK LTD)

Prathamesh Sanjay Dhumal

S.Y.M.Com, Sarhad College of Arts, Commerce and Science

ABSTRACT

The bank has done wonders for the world economy. A simple method of accepting deposits from depositors and then lending them to borrowers, the banking system encourages the flow of money for consumption and investment. This leads to business growth. If there is no bank, deposits are not at home, venture capital cannot be raised, and ordinary people who dream of buying a new car or house cannot buy a car or house. In 1904, the Government of India initiated the Unity Movement in India.

Currently, many cooperative banks have expanded and established credit cooperatives that perform various functions such as financing, management, maintenance and development. In short, the cooperative bank should act as a friend, philosopher and guide for all models of cooperation.

This study is based on the performance of vidya sahakari bank ltd. This bank has its headquarters in Pune (Maharashtra) and 13 branches in Pune.

Keywords: Lending Practices, Bank's Performance, Cooperative movement of India, loan.

INTRODUCTION

Cooperative banks are small units of cooperative organizations operating in urban and non-urban areas. Traditionally, bank loans are mostly for small borrowers and businesses in the community, local groups and businesses. The term urban cooperation, although not defined, refers to urban and semi-urban cooperation. Until 1996, these banks were lending money only for non-agricultural purposes. As of the end of March 2011, there are 1,645 municipal organizations nationwide, most of which are municipal cooperatives.

In addition, most municipal banks operate in one state, while 42 municipal banks operate in several states. Today, however, these restrictions no longer exist. Rural cooperative banks can provide services to small and self-employed businesses such as agriculture, cattle raising, dairy, food processing and personal finance. Local cooperative banks often offer personal financial services.

Business, business, finance for all types of people in small business and home finance. These banks only offer services such as savings and checks, safe deposit boxes, loans or credits to private and business customers.

For casual users, the bank is a place to save money, and places such as online business and telephone business are not important. Their prices are competitive, although they are not better than private banks in terms of facilities. However, unlike private banks, the documentation process is lengthy, if not rigorous, and getting quick loan approval can be difficult.

The process of obtaining a loan from UCB is not as strict as a commercial bank.

OBJECTIVES OF THE STUDY

1. To understand the loan terms of Indian cooperative banks.
2. To Evaluation and comparison of results of Indian cooperative banks.
3. To Learn about the benefits of being "big" on corporate banking performance.
4. To prepare the necessary measures to improve the performance of cooperative banks.

5. To Understand the different types of loans preferred by different customers.

HYPOTHESIS

1. The quality of customer service of urban banks is generally based on the standard, all based on the standards of high standards of customers.
2. The customer service quality of the city partner company is not up to standards and does not meet the current high customer service standards.
3. City Cooperative Bank customers are very satisfied with the customer service provided and City Cooperative Bank understand their customers well.
4. Affiliated Bank customers are not satisfied with the customer service provided by the bank and have negative feelings towards the Affiliated Bank Hands In Company customers.
5. City Bank's current customer service should be updated according to changes in business economics and technology in the banking industry. Establishing a suitable customer service network to assist and resolve customer service issues at Urban Cooperative Banks, India.

Researchers collect various documents and information on the subject in question. The aim of the research is to examine all relevant issues and to make a situation assessment. The process includes the overall study design, the sampling process, and finally the analysis process. The methodology used in the study is based on the survey method using secondary data. Researchers used personal observation books and diaries to collect secondary data.

Source of Data:

The study is based on secondary data. Data regarding industries is collected from the annual report of bank with the help of websites, books and newspapers.

Purposes

1. To know which types of loan are provided in Vidya Sahakari Bank.
2. To understand difference between loans and advances.
3. To study the last three years Financial performance of the bank.

Sample Size

Vidya Sahakari Bank is taken into the consideration.

LITERATURE REVIEW:

1. "Study on the Efficiency of Funds for Loans and Advances" Summary Loans and Advances is the survival of a bank because the survival of all banks is a problem until and unless the split is completed. If that doesn't work well, the bank itself could fail.
2. Dr. S Rajamohan 2010 "A Critical Review of Public Sector Bank Loans and Advances in India" Loans and Advances issued by Public Sector Banks (PSBs) people, business, business, etc. useful for the growth and diversification of the job market is achieved through banking. Measuring and controlling the quality of bank assets is crucial to the development of the banking business.
3. Dr. T. R. Gurumoorthy, B. Sudh 2012 "Irregularity (A Study of the Public Sector Bank)"

In a liberalized economy, financial and financial institutions are highly valued. Banks in India are facing the problem of non-performing assets (NPA). Banks' income and profits are greatly affected by non-performing assets.

DATA ANALYSIS & INTERPRETATION

Vidya Sahakari Banks Last Three Years Financial Performance

Loan and Advances Sanction by Vidya Sahakari Bank in Past 3 Years.

Particulars	Loans & Advances (figures in Corers)
2019-2020	330.65
2020-2021	420.45
2021-2022	570.98

In the two financial years 2018-19 and FY 2019-20, the loans of the bank is seen to be increasing but it is seen that the growth is less. In compared to the financial year 2020-21, the bank's loan has increased by only 120 crore in the FY 2021-22. This increase is not enough and in the financial year 2018-19, it is seen that the bank loan has decreased by 240 cr

Net Profit of Vidya Sahakari Bank

Particulars	Net Profit (figures in Cr.)
2019-2020	25.56
2020-2021	20.86
2021-2022	28.00

The Net Profit of Vidya Sahakari Bank was 25.56 Cr in FY-2019-20. In FY-2020-21, it decreased by 5 Cr and in FY-2021-22, it is seen to be profit has been sharply increased by 8 cr. The Net Profit of Vidya Sahakari Bank is continuously floating every year.

NPA of Vidya Sahakari Bank

Particulars	NPA
2019-2020	3.89
2020-2021	4.15
2021-2022	4.98

The Non-Performing Assets of Vidya Sahakari Bank was 3.89% in FY-2019-20. In FY-2020-21, it increased by 0.26% and in FY-2021-22, it is seen to be NPA has been Increased by 0.83% .it goes up to 4.98 %. The Non-Performing Assets of Vidya Sahakari Bank is continuously floating every year.

FINANCIAL RESULTS**Financial Position of the Bank as on 30.09.2022**

Sr. No.	Particulars	(Rs. In Lacs)
1	Total Deposits	46116.24
2	Total Advances	21791.09
3	C. D. Ratio	47.25%
4	Investments	24134.64
5	SLR Investments	16839.82
6	Other Investments	7294.82
7	Working capital	52191.57
8	Gross NPA	14.74%
9	Net NPA	10.04%
10	CRAR	16.13%
11	No. Of Branches	13

This refers to all deposits that customers make with the bank. This indicates that the company has the ability to attract personal and financial transactions.

Total Advance: Shows the total amount lent by the bank to the borrower. Including personal and business loans and mortgages.

C.D. Ratio: The loan-to-deposit ratio (C.D.) is a measure of bank loans compared to deposits. It is calculated by dividing all advances by all deposits and shows the ratio of deposits used for credit purposes. In this case, C.D. the rate is 47.25%.

Investments: Refers to a bank's assets, including government securities, bonds, and various financial instruments such as stocks of other companies. It helps banks generate income from interest, dividends and capital gains.

SLR Investment: SLR stands for Liquidity Ratio, which is the ratio of bank deposits that should be in the form of private market instruments, usually government securities. SLR investment is a private investment that meets this law.

Other Investments: Represents non-SLR investments of banks. These investments may include investments in equity, debt or other financial instruments.

Working Capital: Working capital refers to the money a bank uses for its day-to-day operations. It is calculated by subtracting short-term liabilities from current assets and shows the performance of the bank.

Gross Non-Performing Assets: Gross Non-Performing Assets (NPA) represent the total amount of loans in the market or defaulted by borrowers. It indicates that the company's assets are good and that it can repay the loan.

NPA: NPA is the amount left after deducting capital loss due to bank's credit default.

It provides a more accurate measurement of the bank's credit risk.

CRAR: The Capital Risk-Weighted Asset Ratio (CRAR) is a measure of a company's capital adequacy and variable capital losses. It is calculated by dividing a bank's capital by its risk assets. A higher CRAR indicates a stronger financial position.

Number Branch: Represents all branches, regions and customers in which the bank operates.

FINDINGS

- The effect of finance limited company on the performance of vidya sahakari bank ltd. Was the study carried out by the researcher in this research exercise. The researcher in consideration of its objectives had made some useful findings from the data collected through personal experience and branch research and also from the hypothesis based on the outcome of the investigation, a summary of the findings made are as follows.
- The dimension of loan quality is better. Still the score is low. For the most loans, customers perception for home loan and personal loan are the major determinants of reliability.
- As score for assurance is at second place after responsiveness, so the customers of vidya sahakari bank are very confident and feel safe while transaction with bank. moreover the employees are also educated enough to answer all the questions.
- The score of responsiveness is highest so they are focusing on prompt service, employees are willing to help the customers and say the exact time when the service will performed. Employees at bank give their customers first preference and are always ready to help them.
- In the classification we can find 30% customers has taken personal loan, 45% customers has taken home loan, 15% customers has taken vehicle loan, and 10% customers are preferred to business loan like cash credit facility.
- In the satisfaction of customers, we can see that 65% respondents are satisfied with banks services and 45% are not satisfied with bank service.
- In the classification of bank services, we can see that 57% respondents are approaching that

bank provides best service and 43% respondents are opposed that.

- According to my study, in the market the customers give more preference to the co-operative bank other than a nationalized bank. They can relate to and feel comfortable during transaction.
- As per my study, the vidya sahakari bank provides low interest rates on loans among other nationalized banks.
- The bank provides profitable interest rate on loans and deposits.

SUGGESTION

- It is suggested that there is need to take a proper step for the loan provisions. The bank provides good service to the home loan and personal loan sections. They have to make a provision for the other sections of loan eg. Vehicle loan, business loan. The customers give more preferences to home loan and personal loan provided by bank. The bank has to provide good schemes for those loan sections that customers didn't give more preference.
- The customer didn't find the neat appearance of the reception sector employee. That the three is kindly suggestion to take a proper action on this matter. It will help the bank to raise their customer appearance.
- The bank customer satisfaction graph is not good. Many customers are unsatisfied with bank service. That the bank had to take a step on this suggestion. Customer satisfaction is very important for success in banks business.
- There were many respondents who unaware about banks interest rate policy. That the bank had to make aware people about their interest rate.
- Bank had a one scheme of cc for current account This scheme provides a high rate of interest on account. Current account special knows for low rate of interest but in VSB they offer 4% rate of interest on account. □ No hidden charges are levied on loan accounts in VSB.
- Profitability position of vidya sahakari bank ltd. Is not sound as compared to cosmos cooperative bank, saraswat bank. Vidya sahakari bank should also efficiently utilize the assets, proprietors funds and capital.
- The bank needed to give an attention on customer and have to understand customer's need.
- Customer awareness program is required so that more people should attract towards advance product.
- VSB customer care should more concern about the fastest settlement of customer problems.
- VSB must take feedbacks of customers regarding features & services.
- If bank want to catch new customer base then bank have to expand their branches network all over the Maharashtra.

CONCLUSION

The study has been conducted on the financial performance of an urban co-operative bank Vidya Sahakari Bank Ltd Pune. Based on study conducted it can be concluded that responsiveness, assurance, and reliability are critical dimension of service quality of vidya sahakari bank and they are directly related to overall service quality. The factors that may delight customers tend to be concerned more with the intangible nature of the service, commitment, attentiveness, friendliness, care, and courtesy. The employees give prompt services always are ready to answer the question and are trustworthy.

The main sources of dissatisfaction appear to up to date technology modern equipment's. To satisfy these customers the management can take some attempts, noted earlier as recommendations. The study brings about the areas which require urgent attention of the employees, the management, and the policy makers of the industry. These are the areas in which customers are hugely dissatisfied with the services of the banks against their expectation. this high degree of dissatisfaction resulting from the services received clearly question the design of services response of the bank employees.

As we observed the trend in Indian financial sector is changing rapidly through Innovation and dependability of loans and advances has also increased. Loans from and advances have become an important source of raising the finance amongst individual, corporates as well as for higher organization. The financial performance of the banks was really good during the two years 2019-20 and 2020- 21. The increase in bank profits and loans as well as lower NPAs is good for the health of the bank.

However, in the financial year 2021-22, the financial condition of the bank deteriorated to some extent. The bank's NPAs have increased, and the bank's profits and loans have declined. The management should understand the benefits of service quality. It includes increased customers satisfaction, improved customer retention, positive word of mouth, reduce staff turnover, decreased operation cost, enlarged market share, increased profitability, and improve financial performance. In financial year 2022 bank Introduced New Home loan Scheme i.e Vidya Gharkul Yogana Loan Scheme was impacted on bank's profit ratio was increased and recovery on priority basis impacted on 2022-23 Profit ratios was increased. In the days of intense competition, superior services is the only differentiator left before the bank attract, retain and partner with customers.

Superior services quality enables firms to differentiate itself from its competition, gain a sustainable competitive advantage, and enhance efficiency. Thus, improving services quality leads to the customer satisfaction and, ultimately to customer loyalty.

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A STUDY OF INCOME TAX UNDER INCOME FROM SALARY BASED ON INCOME TAX ACT, 1961

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ABSTRACT

This paper examines the provisions of the Income Tax Act 1961, with particular reference to the calculation of income tax on income. This study explores various aspects of income tax laws, regulations and guidelines that apply to individuals earning income through employment. The aim is to understand the tax structure, deductions, exemptions and other provisions specified in the Income Tax Law.

This study analyzes tax revenue from wages, including items such as base salary, allowance, allowance and bonus. It explores the process of determining taxable income after deducting necessary expenses such as employment taxes and standard deductions.

In addition, the study is based on the use of income tax and tax payment as income.

In addition, the study examines various requests for benefits under certain sections of the Income Tax Law, such as Home Insurance (IHD), Exemption Travel (LTA), and medical reimbursement. It also explores the impact of recent legislative changes or changes that may affect the calculation of tax payments.

Through a comprehensive analysis of the Income Tax Act of 1961 and its income tax-related provisions, this study focuses on introductory advanced tax accounting techniques to help individuals and tax professionals analyze income tax laws and develop tax planning strategies.

Keyword:

ROR- resident ordinary resident

RNOR- resident but not ordinary resident

Salary based on income tax act, 1961

INTRODUCTION

The Income Tax Act 1961 is a law regarding the taxation of individuals, businesses and other entities in India. It determines the rules and regulations regarding the calculation and payment of income tax, which is the main source of income for the state. Income tax calculation is an important part and should be calculated according to the income of the person. A person can earn money from many sources. However, for tax purposes, it must divide income from various sources into 5 income categories.

Each income type has a separate number at the bottom of the item to calculate the income.

Therefore, it is necessary to carefully separate income into different income streams. One of the most important sources of income for individuals is wages and the Income Tax Act 1961 regulates the taxation of income. This includes not only the average salary, but also allowances, bonuses, bonuses, etc. includes other factors such as There are only five sources of income, according to Sec.

Section 14 of the law, but assessors can earn money from a variety of sources. Income from different sources should be divided into income groups (eg 5 groups). All income types have accounting transactions under common items.

To determine the liability of those who earn income from work, it is necessary to calculate the sum of their income from all sources, including wages. While calculating gross income, deductions and exemptions under the Law can be used in calculating taxable income.

OBJECTIVES

- To study taxation provisions of The Income Tax Act, 1961 as amended by Finance Act, 2023.
- To explore and simplify the tax planning procedure from a layman's perspective.
- To present the tax saving avenues under prevailing statutes.
- To analyze the various components of salary income, such as basic salary, allowances, perquisites, and deductions. □
- To evaluate the tax liability of individuals based on their salary income and applicable tax rates.

HYPOTHESIS

- Tax planning enables the assessor to bear the burden of direct and indirect taxes in times of inflation.
- Allows companies to provide reasonable wages, bonuses, benefits and pensions for their employees.
- Employers offer their employees the opportunity to prepare their salaries, which include bonuses, allowances and retirement plans, with which they can create package deals after learning how to calculate taxes based on total salary, including annual salary. 21
- Tax preparation ensures that the assessor receives the tax exemptions and maximum deductions provided by law.
- The income tax provisions of the Income Tax Act 1961 regarding income tax are complex and difficult for taxpayers to understand, leading to erroneous calculations and showing income from income.

REVIEW OF LITERATURE

LITERATURE REVIEW ON INCOME FROM SALARY FROM BOOK CHARTERED ACCOUNTANT

Income Tax Laws - Discuss the provisions of the Income Tax Act, 1961, related to income from salary and their practical implications for taxpayers, especially for salaried individuals.

- **Role of CAs** - Analyze the role of CAs in providing tax planning, compliance, and advisory services related to income from salary, including their ethical and professional responsibilities.
- **Challenges Faced By CAs** - Examine the challenges faced by CAs in providing services related to income from salary, such as changes in tax laws, evolving tax compliance requirements, and technological advancements.
- **Best Practices And Recommendations** - Discuss the best practices and recommendations for CAs to effectively deal with the challenges related to income from salary, such as improving communication with clients, enhancing technical knowledge, and adopting technology-enabled solutions.

RESEARCH METHODOLOGY

Sources of Data Collection Sources of Data Collection the present study is based on the secondary data collected from Income tax website and from sources of central board of direct tax (CBDT)., different direct tax reference books. DATA COLLECTION METHODS: Data

Source. The study made use of Secondary Source of data: For the purpose of the study, secondary data has been collected.

DATA ANALYSIS

The data analysis for this study 'Study of Income Tax on Salary Income Based on the Income Tax Act 1961' included the analysis of key documents to gain a detailed understanding of income tax and the provisions laid down in the Income Tax Act. The analysis seeks to understand the tax structure, deductions, exemptions and total tax liability of income earners.

To begin data analysis, data on income from a sample of people or events are collected. This information can come from a variety of documents, such as payrolls, Form 16s, or other related documents. The data collected includes information about sources of income such as average salary, benefits, allowances and bonuses.

After data is collected, it will be organized and distributed according to different income and tax groups as specified in the Income Tax Law. The main purpose is the calculation of income tax for a person or situation. This is done taking into account the appropriate deductions and exemptions allowed under the Income Tax Act.

Auditing involves determining and verifying appropriate deductions such as professional taxes and standard deductions. Occupational taxes are deducted under state law, and standard deductions allow for a fixed deduction from gross income. These deductions directly reduce tax revenue.

The review also focuses on programs such as Home Rental Allowance (HRA), Travel Allowance Leave (LTA), and medical reimbursement. These provisions allow individuals to claim deductions for certain expenses incurred. Data analysis determines the appropriateness and amount of these deductions, which can help reduce tax revenue.

To determine and determine the tax rate to be applied after calculating the income tax and to calculate the tax payment according to the tax rate.

The Income Tax Law prescribes different tax rates for different income classes. The analysis determines the tax liability of each person or situation by applying the relevant tax rate to taxable income.

Data analysis may involve comparing tax liabilities in different situations. This may include evaluating different incomes, different items of income, or the various exemptions and deductions available. This comparison will help to understand the impact of various aspects of the total tax.

In addition, the review will include current tax reforms or changes that may affect the calculation of tax payments. It examines how these changes affect tax liability and new rules to watch out for.

This detailed information provides an understanding of the calculation of income tax under the Income Tax Law, allowing a better understanding of the tax structure and possible tax savings. The analysis helps individuals and tax professionals optimize their tax planning strategies to meet income tax laws while minimizing their tax liabilities.

Under Income Tax Act, Article 82 of the 1961 Indian Constitutional Union List, Parliament has exclusive power to levy taxes on income other than Agricultural Income. income tax law. Basic Principles of Income Taxation I. A person's income for the previous year is taxed immediately after the year in which it is taxed. The salary calculation of 13 people is clearly visible at a given time.

Basic Salary: The amount paid by the employer to the employee as Salary

Dearness Allowance (DA) or Dearness Pay (DP):

This is the additional money Dearness Pay, which is given to employees for permanent compensation, is referred to by all names.

Allowance

Allowance is a regular allowance in addition to salary to meet special needs u/s 10(14)(i) Deduction is based on actual spending [Rule 2BB(1)] Allowance u/s 10 (14)(ii) On actual spending non-connected deduction [Rule 2BB(2)] Other

- Travel allowance or travel allowance
- Allowance
- Transportation Allowance
- Tribal Territory Allowance
- Private Area Allowance
- Border Region Allowance
- Housing Rent
- City Compensation
- Work Allowance

A fringe benefit refers to a temporary payment or work or workrelated benefits that an employee may receive other than salary or work pay.

In other words,

Allowances are the result of regular wages.

- Equipment Cost Excluding Housing
- Motor Vehicle Cost
- Free Education Cost
- Free Car Rental Cost
- Low Cost or Basic Cost Costs
- Allocation
- Movable sales allowance

FINDINGS

- Through this study, "Income Tax Under Person Income of Salaries Based on the 1961 Income Tax Act"
- Researchers examine different laws and regulations regarding the amount of monthly tax that an assessor has and how money is paid.
- The meaning of the fee and the main elements that make up the fee can be learned from this document. Readers will learn about the different types of grants and bonuses from this project.
- Companies now advise their employees to prepare easily their payments based on this information.
- The applicable tax rate for salary is determined by the individual's total income,

- There are different tax limits for different incomes.
- Liability can be reduced through various tax planning strategies such as investing in tax-saving tools, claiming discounts, using exemptions.
- Timely and accurate filing of tax returns is essential to avoid penalties and interest and to generate a consistent income. To comply with the provisions of the law.

SUGGESTIONS

- After the completion of this project, I realized that some donations and aids needed to be slightly changed according to the current situation. Student allowance, hotel, scholarship and do some simple calculations-Simplify the calculation
- Understand deductions and exemptions under the law and their impact on income.
- Explore a variety of tax planning strategies to reduce your tax liability, such as investing in tax-saving tools, claiming discounts, and taking advantage of exemptions.
- Timely filing and submission of income tax documents to avoid penalties and interest.
- Find professional services to comply with the law and identify tax savings opportunities.
- Follows the changes made in tax laws and their effects on income generation.

CONCLUSION

- There are many more areas where simplification is required. If government implement above suggestions, then salary as a basic head of income will get simplified and purpose of simplification of tax will be achieved to some extent.
- Tax is a compulsory contribution to the government which is taken for public welfare.
- Thus, it is a personal responsibility of a person to pay the tax. Income Tax is a direct tax which is to be paid from the income and earnings.
- Salary is the amount paid by the employer to the employee working under him.
- However, this salary includes not only the basic salary but many other benefits which are provided by the employer other than the basic salary.
- All these are taxable under the Income Tax Act. However, there are some exemptions which are not taxable.
- Once the gross salary becomes taxable, a person can claim a deduction if it is covered under the deduction from the salary head of the Act.

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COMPARATIVE STUDY OF HOUSING LOAN SCHEMES OF BANKS AND FINANCIAL INSTITUTIONS

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ABSTRACT

Home is a basic need of a human being; it is an important facet of economic development. The dream home is not very far away with home loan, which will fulfill the dream into reality. The demand for home loan has increased manifold in the last decade. There are number of housing finance companies and banks offering cheap home loans at a low interest rate. The home loan schemes offered by banks and financial institutions in Pune.

The research study explained the satisfaction level and problems faced by customers while availing home loan. For this purpose, researcher has taken four commercial banks and financial institutions in Pune city namely SBI, BOI, HDFC and RBL bank and also Financial Institutions PNB Housing finance, Muthoot finance, Aditya Birla Housing finance and LIC Housing finance. In research methodology a sample of 200 respondents has been taken through random sampling. For the study we have collected both primary data as well as secondary data. Finally, the whole research and findings were based on the Objectives.

Both banks and Financial Institutions truly deserve to be the leading banks in home loan in India. The services offered by them are very competitive. Mostly people prefer Private banks and Financial Institutions for home loans, especially because they believe that they provide faster services and come up with new technology which makes the borrower work easier. On the other hand, banks are very strict and stringent. The documents required for home loan are comparatively more in case of banks than the Financial Institutions also more verification.

Keywords: Interest Rates, Home Loans, Banks, Financial Institutions and Customers.

INTRODUCTION

A comparative study of housing loan schemes of banks and financial institutions involves conducting a detailed analysis and evaluation of the different loan offerings provided by various lenders in the housing finance industry. This study aims to compare and contrast the features, terms, conditions, and benefits of housing loan schemes to provide borrowers with a comprehensive understanding of their options.

The study begins by collecting information on housing loan schemes from multiple banks and financial institutions. This includes reviewing loan product brochures, websites, and other promotional materials. Additionally, data may be gathered through interviews with representatives from the lenders or by analyzing publicly available financial reports.

The study examines the interest rates offered by different lenders for housing loans. This includes both fixed and variable rates, as well as any promotional or introductory rates that may apply. The study evaluates the loan terms and tenure options provided by each lender. This includes the maximum loan amount available, the repayment period, and any flexibility in choosing the tenure. The LTV ratio, which determines the maximum loan amount a borrower can obtain as a percentage of the property value, is compared across lenders. This helps borrowers understand the level of financing available for their property.

The study examines the processing fees and other charges associated with obtaining a housing loan. This includes application fees, administrative charges, valuation fees, legal fees, and any other relevant costs. Different repayment options, such as equated monthly installments (EMIs),

step-up or step-down EMIs, and bullet repayments, are compared to assess the flexibility and suitability for borrowers.

The study analyzes the prepayment and foreclosure policies of each lender, including any penalties or charges associated with early repayment of the loan. It examines the documentation requirements for applying for a housing loan, including income proof, identity proof, property documents, and other relevant paperwork.

The study also considers the level of customer service and support provided by each lender, including responsiveness, accessibility, and the availability of dedicated relationship managers.

By conducting a comprehensive comparative study of these factors, borrowers gain insights into the different housing loan schemes available in the market. They can assess the advantages and disadvantages of each scheme, understand the associated costs, and make an informed decision based on their financial situation and preferences.

For banks and financial institutions, this study provides valuable feedback on their loan offerings. It helps identify areas of improvement and innovation, enabling them to refine their products and services to meet the evolving needs of borrowers. By benchmarking against competitors, lenders can stay competitive in the market and attract more customers.

The Indian banking sector is experiencing growth, and the passing of the Banking Laws (Amendment) Bill in 2012 has led to changes in the industry. Home ownership is a fundamental need and plays a significant role in economic development, family life, and social stability. However, not all city dwellers have access to adequate housing.

The demand for home loans has increased in the last decade, and banks and financial institutions offer competitive home loan schemes. The study focuses on a comparative analysis of home loan schemes and customer satisfaction levels in Pune, including four commercial banks and four financial institutions.

Home loans are a long-term commitment critical to the homeownership dream. Banks and financial institutions offer a variety of home loan options, including purchase loans, home improvement loans, and land purchase loans. Home loans are provided by banks and financial institutions.

Institution. - In banking sector there are different types of banks. Here are two main types of banks: Public banks and Private banks, and also different types of financial institutions which provide Home Loans. We have taken four commercial banks in Pune city namely SBI, BOI, HDFC Bank and RBL Bank. It includes two public sector banks and two private sector banks and financial institutions.

For the research study, the researcher has taken four financial institutions in Pune city namely Aditya Birla Finance Limited, LIC Housing Finance, Muthoot Housing Finance and PNB Housing Finance. We have taken four commercial banks in Pune city namely SBI, BOI, HDFC Bank and RBL Bank. It includes two public sector banks and two private sector banks and financial institutions.

OBJECTIVES:

1. To Analyse the home loan schemes of banks and financial institutions.
2. To study the problems faced by the consumers in obtaining home loans.
3. To study whether income level affects preference towards home loans.

HYPOTHESIS

1. Schemes provided by banks are more worthwhile.
2. Schemes provided by banks are not so worthwhile.

3. Interest rates of Bank are comparatively lower than Financial Institutions.
4. Interest rates are comparatively not lower in case of financial Institutions

RESEARCH METHODOLOGY:

As a researcher, the research methodology for a research paper involves carefully planning and executing the study to ensure reliable and valid results. This typically involves a combination of primary and secondary data collection methods.

Primary data refers to the original data collected directly from the source specifically for the research project. Researcher employ various techniques to gather primary data, such as surveys, interviews, observations, or experiments. Surveys may be conducted using questionnaires or interviews to collect responses directly from participants. Observations involve carefully observing and recording data from real-world settings

Secondary data, on the other hand, refers to data that already exists and has been collected by someone else for a different purpose. For this research, a researcher would extensively review existing literature, academic papers, reports, and other relevant sources to gather secondary data. This helps to gain a broader understanding of the topic, identify gaps in existing knowledge, and compare findings with previous studies. Secondary data can provide valuable context, historical information, and statistical data to support and complement the primary data collected

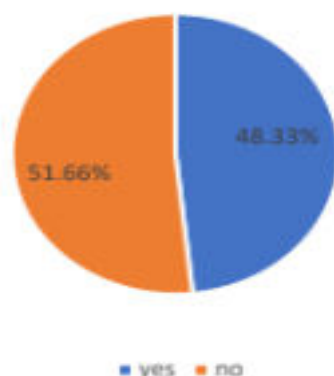
LITERATURE REVIEW

1. Aditya Birla Institute of Scientific Research (1981)¹ in its study makes a comparative assessment of the performance of banks and major Financial Institutions since Nationalisation. They find that the performance of Financial Institutions is not satisfactory in rural development activities when compared to the banks.
2. R Jayakumar (1993)³ in his study of "Performance of private sector banks in Kerala" makes a comparative examination of performance of public sector banks and private sector banks in Kerala. He finds that in Kerala private sector banks perform better than their public sector counterparts
3. Govinda Rajalu (1996)⁵ in his article "by banks and policy makers for the development of banking sector. Satisfaction and dissatisfaction with bank services" views that the Indian banks have lost the quality of customer service. The dissatisfaction of customers with bank services is an important issue to be considered.
4. Sarkar and Das (1997)⁶ make a comparison of the performance of the three bank sectors - public, private and foreign - for the year 1995-1996. These banks are compared in terms of profitability, productivity and financial management. They find that the banks are very poor in performance on the basis of these variables than the other two sectors.
5. D Mishra (1997)⁷ makes a study on the performance of commercial banks in India choosing relevant parameters like quality of service, risk management, profitability etc. His conclusion is that the banks should try to increase quality, balance risk management, and optimise profitability in order to survive and succeed. He identifies four challenges for the bank namely competition, credit, customer and control.

DATA ANALYSIS:

1. Preference of Respondents Towards Home Loan

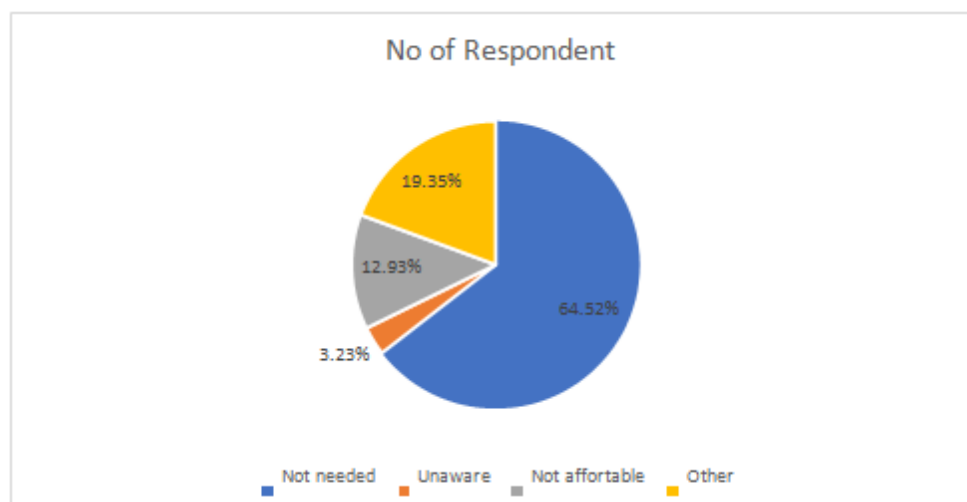
Preference of Respondent towards home Loan			
	Yes	No	Total
No of respondent	29	31	60
Percentage of Respondent	48.33%	51.66%	100



It can be observed from the above table that about 51.66% of the people don't take loan. The reason behind it is unawareness about the loan facility available in the bank and some common people in society whose income is low cannot afford to take a loan.

2. Reasons for not Taking Home Loan

Reason for not taking home loan					
	Not needed	Unaware	Not affordable	Other	Total
No of respondent	20	1	4	6	31
Percentage of respondent	64.52%	3.23%	12.93%	19.35%	100



About 64.52% of the people don't take home loan because they feel it is not needed for them it may be because of good financial condition. In the 21st century there are still some respondents who are not aware about the home loan facility granted by various banks. 12.93% of the respondents feel that home loan is not affordable for them may be because of the poor financial condition of their family.

3. Type of Bank, Loan Taken From

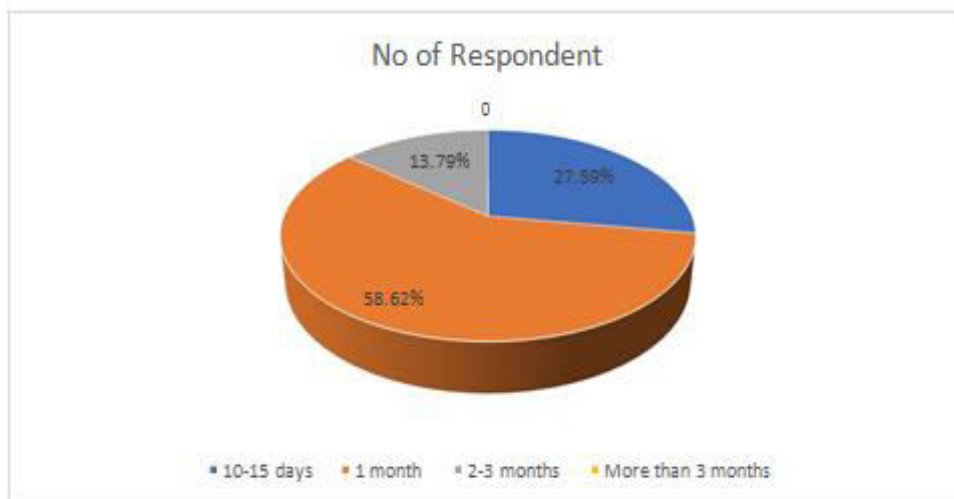
Type of banks loan taken from			
	Bank	Financial Institutions	Total
No of respondent	13	16	29
Percentage of respondent	44.83%	55.17%	100



From the above table majority of the people take home loan from private banks that is 55.17%. The reason for taking home loan from private banks may be because private banks provide loan within a limited period of the time as compared to the public banks. Some of them take a loan from private banks because they are staff and as staffs get loan at a low interest rate as compared to other banks. About 44.83% of the respondent takes home loan from the public banks.

4. Period Required to Pass a Loan

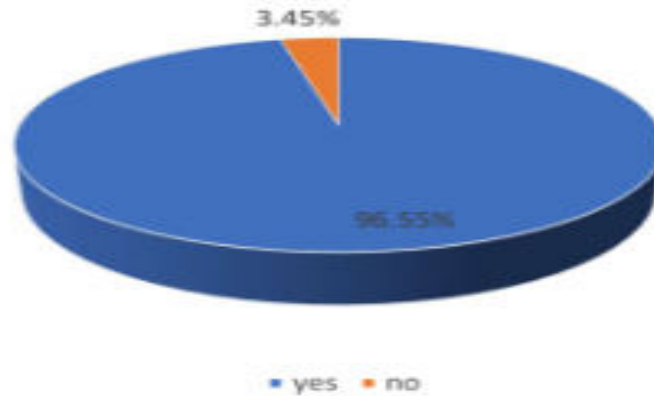
Period required for to pass a loan		
	No of respondent	Percentage of respondent
10-15 days	8	27.59%
1 month	17	58.62%
2-3 months	4	13.79%
More than 3 months	0	0
Total	29	100



It can be seen from the above table that minimum period required to pass a home loan is about 1 month. During this period various documentation of the respondents is been done after everything is been verified by the bank and is satisfying the bank grants a home loan to the respondents. And maximum period required to pass loan is 2-3 months. If the loan is taken by staff of the bank than the loan can be processed n passed between 10-15days.

5. (Vi) Awareness Regarding Documentation of Home Loan.

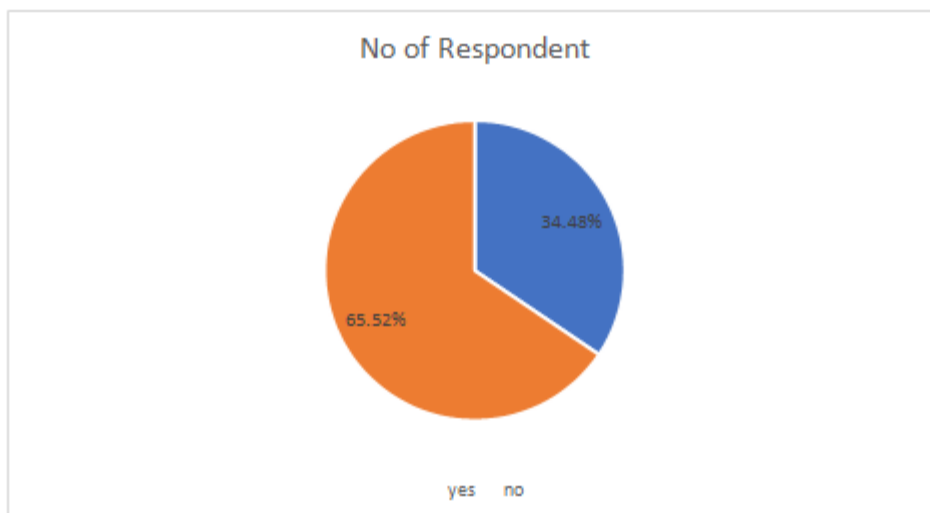
Awareness About Documentation of Home Loan			
	Yes	No	Total
No of respondent	28	1	29
Percentage of Respondent	96.55%	3.45%	100%



About 97% of the respondents are aware about the documentation of loan and about 3% of the respondent is not aware about the documentation of loan. Documentation of the loan is done for satisfaction of the bank that after granting them loan the respondent has capacity to repay the loan and also to see whether the property which is taken is legal. There are some still people who are not aware may be because of poor knowledge of banks and poor educational qualification.

6. Problems During Procedure of Home Loan

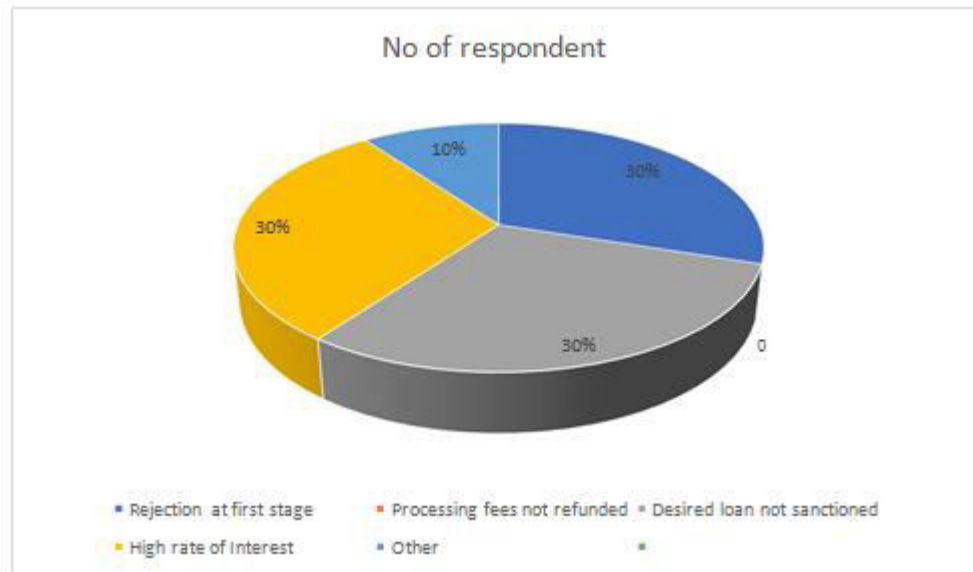
Awareness About Documentation of Home Loan			
	Yes	No	Total
No of respondent	10	9	19
Percentage of Respondent	34.48%	65.52%	100



It is observed from the above table that during the procedure of home loan it hardly creates a problem. About 34.48% of the respondents say that it creates a problem while passing a loan that may be because of high rate of interest, rejection at the first stage etc.

7. Types Of Problems Faced During Documentation

	No. of respondent	Percentage of Respondent
Rejection at first stage	3	30
Processing fees not refunded	0	0
Desired loan not Sanctioned	3	30
High rate of Interest	3	30
Other	1	10
Total	10	100



Majority of a problem faced by the respondents as shown in the above table is rejection at first stage, desired loan not sanctioned and because of high interest rate. Desired loan not sanctioned may be because of the value of asset given for mortgage by the respondent is not sufficient for the loan amount to be passed. The loan is not sanctioned even if the documents of the respondent are wrong.

FINDINGS

According to my study home loan availing procedure is very much difficult for the people who demanding it.

According to the respondents, interest rates of bank are lower than Financial Institutions.

Processing fees of Financial Institutions is lower as compared with Respondents are agreeing that they take into consideration the way, they are treated by banks. According to the respondents Financial Institute provide good treatment as compared to banks.

According to the respondents, interest rates of bank are lower than Financial Institutions.

Housing in India's largest cities fit this sort of description. But many city dwellers do not live in such places. Some of the poorest are housed in space on a pavement, near to their low-paid work. Others will have a roof, walls and a door, set in a wasteland along river banks, close to railway lines, or in any place where there is a patch of land available.

SUGGESTION

- Banks should use easy and simple procedures for sanctioning of home loans for the customer
- Many attractive advertisements should be provided to the customers for awareness about

- The loan disbursement amount should be made promptly to the customers enabling them to buy or construct their home at the earliest, thereby satisfying the customers.
- The loan disbursement amount should be made promptly to the customers enabling them to buy or construct their home at the earliest, thereby satisfying the customers.

CONCLUSION

In the conclusion we can say that both banks and Financial Institutions truly deserve to be the leading banks in home loan in India. The services offered by them are very competitive. Mostly people prefer Private banks and Financial Institutions for home loans, especially because they believe that they provide faster services and come up by new technology which makes the borrower work easier.

On other hand, banks are very strict and stringent. The documents required for home loan are comparatively more in case of banks than the Financial Institutions also more verification.

The customer's choice the schemes which they fell are good and better for them and the capacity to repay it on a specified time period.

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A STUDY ON MERGER & ACQUISITION IN BANKING SECTORE OF INDIA**Sathe Chaitrali Baban**

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ABSTRACT

The expansion of the Indian banking industry depends heavily on mergers and acquisitions. Cost reduction and revenue growth are two ways to do this. Acquisition and merger become commonplace. One method for boosting the banking industry and bolstering the Indian economy is through bank mergers. The amalgamation of public-sector banks is a programme that the Indian government is pursuing.

- *1 April 2020 the Canara bank merge with Syndicate banks.*
- *1 April 2020 Andhra bank and corporation bank merge with union*
- *Bank of India.1 April 2020 Indian bank and Allahabad merge with Allahabad Bank.*

The findings suggest that to some extent M&A's has been successful in Indian banking sector. The study covers the reasons for bank Mergers and Acquisitions in Indian banking sector. To evaluate the long-term effects and synergies of mergers and acquisitions (M&A) that have occurred in the Indian banking industry. consequences of the merger. The paper also evaluates newly trends and initiatives that banks should think about for future. The article examines Indian M&A trends. The effects of banking and then M&As have been researched. The issue of performance assessment of M&A is covered in Indian banking industry at the time.

Keywords:

- Mergers
- Acquisitions

INTRODUCTION

The topic of this project is mergers and acquisitions in the banking sector. When two businesses come together to become one, it is called a merger. A merger is essentially similar to an acquisition or takeover, with the exception that current investors of both firms involved maintain a joint stake in the new organisation in the event of a merger. Contrarily, in an acquisition, one firm buys the majority of the shares of the target company, resulting in an unbalanced ownership structure of the newly amalgamated business. The strategic management's corporate finance and management parts of mergers and acquisitions deal with the purchasing, selling, splitting, and combining of various businesses that are similar in nature.

MERGERS

A merger is an arrangement that combines two current businesses into a single new business. There are several merger types, and businesses merge for a variety of reasons. Mergers and acquisitions (M&A) are frequently carried out to broaden a company's clientele, enter new markets, or increase market share. The goal of all of these actions is to raise shareholder value. Companies frequently adopt a no-shop provision during a merger to stop acquisitions or mergers by other.

ACQUISITION

A firm makes an acquisition when it buys the majority or all of the shares of another company in order to take over that business. The acquirer can make choices on newly acquired assets without the consent of the target company's other shareholders if they purchase more than 50% of the target company's shares and other assets. Acquisitions, which are quite prevalent in

business, may take place with or without the target company's consent. A no-shop provision is frequently present throughout the approval procedure in India. In 1876, the Presidency Banks Act established three additional presidency banks, the Bank of Calcutta, Bank of Bombay, and Bank of Madras.

RESERVE BANK OF INDIA

The Reserve Bank of India (RBI) was established in 1934 as an apex bank with little government control after the Reserve Bank of India Act was approved. In 1949, the Banking Regulations Act was adopted. This rule gave the government power over the Reserve Bank of India. The statute gives the RBI broad authority to supervise and manage banks. The Act also gave the RBI the ability to issue licences and conduct inspections.

CLASSIFICATION OF MERGERS

- Horizontal Merger
- Vertical Merger
- Co- Generic Merger
- Conglomerate Mergers

WAYS OF ACQUISITION

- Consideration
- By Assets
- Reverse Merger

PROCESS OF MERGER & ACQUISITION PROCESS

1. Receiving and internet to transact from a prospective client
2. Analysing the existing business
3. Analysing the purpose of m and a activity
4. Narrowing brown on types of investment
5. Valuation
6. Bringing the two together
7. Contacting the counterparty
8. Finding investment opportunities the meet the criteria
9. Due Diligence
10. Negotiation
11. Paperwork
12. Closer

OBJECTIVE OF THE STUDY

- To Identify Various Market leading Banks In Banking Industry .
- To Know the Impact of Mergers & Acquisitions On Working & Employment Conditions.
- To Know the Impact of Mergers & Acquisitions On Consumers.
- To eliminate a rival or danger inside their field

HYPOTHESIS OF THE STUDY

- The theory of merger and acquisition (M&A) in the Indian banking industry is a complicated subject with many possible results.
- On the one hand, there are issues that the Indian banking industry has had to deal with recently, such as a rise in non-performing assets, increased competition from new companies, and shifting regulatory requirements.
- Given this situation, some experts contend that M&A may provide a solution to these issues because it may raise productivity, provide economies of scale, and enhance risk management.
- In addition, the Indian government has been pushing for banking sector consolidation as a part of its initiatives to fortify the financial system and encourage economic growth.

RESEARCH METHODOLOGY

The goal of this study is to ascertain how the cash flow from partial operational activity affects financial performance. to ascertain the simultaneous effects on financial performance of cash flow from financing activities, cash flow from investment activities, and operational operations.

Data sources include primary data and secondary data.

A. Principal Data:

Naturalness is the main attribute of natural data collection. Primary data are the facts that the researcher has gathered or created expressly for the project at hand.

B. Secondary Information:

Secondary data is information that has already been obtained from primary sources and made available so that academics may utilise it for their own study. It falls within the category of data that has already been obtained

REVIEW OF LITERATURE

➤ **Sanjay Sharma & Sahil Sidana (2017)**

In this research paper it expressed the impact of SBI merger on financial condition of SBI. The SBI will get visibility at global level in the network increase of SBI & it is also able to provide cheaper funds more easily. The gross & net NPA of SBI it will come down after merger with their associate. The efficiency & effectiveness of the business it will increased because of single management.

➤ **Kotnal Jaya Shree (2016)**

In this research paper it expressed “the economic impact of merger and acquisition on profitability of SBI” it various motives of merger in Indian Banking Industry. It was compares pre and post merger financial performance of merging banks with the help of financial parameters like gross profit margin, net profit margin, operating profit margin, return on equity and debt equity ratio. Finally it express that the banks have been affected positively but the overall development and financial illness of the banks can't solved through mergers and acquisitions.

➤ **Parveen Kumari (2014)**

In this research paper it considered the merger and acquisition of banks as strategic approach and told that the aim of the merger and acquisition of banks is increase credit creation and make progressive. According to the gathered post merger data she concluded that the number of branches & ATM, Net Profit , Deposit , Net worth have increased.

➤ **S. Devarajappa (2012)**

This study is destined in identifying the various reasons for merger and acquisitions in India. It also focused on pre and post merger performance of banks from the view point of return on investment, ROCE, ROE. And this merger effect the helpful for surving of week banks by merging into larger banks

BANK PROFILE

Bank Mergers in India 2020

Acquiring Bank	Acquired Bank	Year of a merger
Canara Bank	Canara Bank SyndicateBank	April 1, 2020
Union Bank Of India	Andhra Bank, CorporationBank	April 1, 2020
Indian Bank	Allahabad Bank	April 1, 2020

On August 30, 2019, Union Finance Minister Nirmala Sitharaman announced the consolidation of State Owned Banks (PSBs), in which 10 PSBs will merge to establish four larger institutions. This move would bolster the banking industry, which is currently dealing with a bad loan crisis.

- After completing two rounds of bank consolidation previously, this is what we want to accomplish for a strong banking system and a \$5 trillion economy.
- Aiming to clean up the bank balance sheets and create lenders of global scope that cansupport the economy's rise to \$5 trillion by 2024.
- FM Sitharaman stated that they are working to create large, next-generation banks with the ability to expand lending.

❖ **CANARA BANK**

- Canara Bank was established on 1906 by Subba Rao Pai and it was known Canara Hindu Parliament fund in Mangalore.
- In 1910 the bank changed its name to Canara Bank
- In 1969 this bank was nationalized.
- In 1979 Canara Bank inaugrauted its 1000th branch.

❖ **SYNDICATE BANK**

- Syndicate Bank was established on 1925 in Udupi, Karnataka it is the oldest and major commercial banks of India. During the time of its established the bank was known as Canara Industrial and Banking Syndicate Ltd. It has 13 major commercial banks of India.
- By the three visionaries Shri Upendra Ananth Pai. A businessman , Shri Vaman Kudva, an engineer and Dr.T M A Pai, a physician with a intention to provide financial support to the local weavers.
- Syndicate Bank was nationalized in 19 July 1969 by the government of India.
- The headquarterd of this bank was in the university town of Manipal India.

❖ **UNION BANK OF INDIA**

- Union bank of India was registered on 11th November 1919 and it has limited company in Mumbai and it was inaugurated by Mahatma Gandhi.
- ATMs was introduced firstly in India by union bank of India.

❖ **ANDHRA BANK**

- Andhra bank is an Indian public sector bank.

- Andhra bank was registered on 20th November 1923.
- Andhra bank was founded by the eminent freedom fighter and the multifaceted genius, Dr. Bhogaraju Pattabhi Sitaramayya.
- Andhra bank has pioneer in introducing credit cards in the country in 1981.

❖ CORPORATION BANK

- Corporation bank was founded in the year 1906 in Udupi in a small town of South India.
- In 1980 Corporation Bank was Nationalized and been public in 1998.
- Corporation Bank holds a unique record of posting profits right from inception.

❖ INDIAN BANK

- On 15th August 1907 Indian Bank was established as a part of the Swadeshi movement.
- It serve the nation with a team of over 18,782, dedicated staff of total business crossed Rs 2,11,988 cores as on 31th March 2012 , operating profit has increased to Rs 3,463.17 cores on 31th March 2012, Net profit has increased to Rs 1746.97 cores on 31th March 2012.
- It has also overseas branches in Singapore , Colombo including a foreign currency of banking unit at a Colombo and Jaffna and 240 overseas correspondent banks in 70 countries.

❖ ALLAHABAD BANK

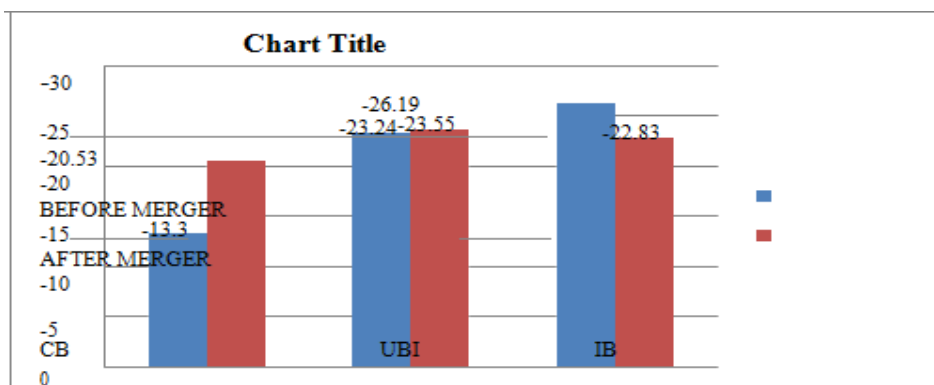
- In 1865 Allahabad bank was started in Allahabad and its headquarters of Allahabad bank was in Kolkata.
- The first directors of the banks are Mr.G.Brown, Mr.T.Moss, Mr.S.Bird and Mr. A . W . Wollaton.
- Allahabad Bank is the nationalised bank which has the more than 2500 branches across the India.

DATA ANALYSIS

1. Operating Profit Ratio

- Operating Profit Ratio = $\text{Operating Profit/Net Sales} \times 100$
- Operating Profit Ratio is calculated by adding non-operating expenses and deducting non- operating income from net profit.

BankName	Before Merger (x)	After Merger (y)	Difference (x-y)	Square Of Difference (x-y) ²
CB	-13.30	-20.53	7.23	52.2729
UBI	-23.24	-23.55	0.31	0.0961
IB	-26.19	-22.83	-3.36	11.2896



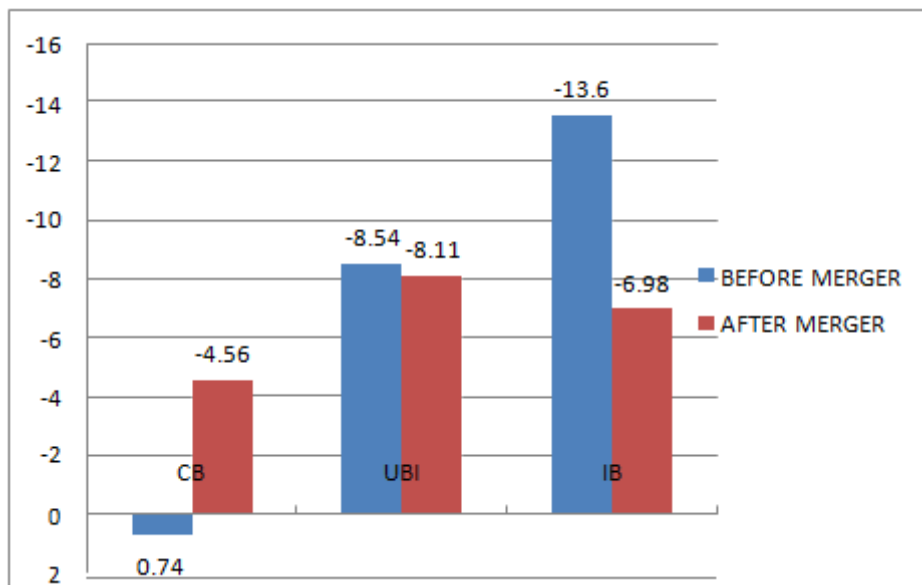
- Canara Bank has highest ratio (-13.3) before merger and it has lower ratio (-20.53) after merger.
- Union Bank Of India has highest ratio (-23.24) before merger and it has lower ratio (-23.55) after merger.
- Indian Bank has highest ratio (-22.83) after merger and it has lower ratio (-26.19) before merger.

2. NET PROFIT RATIO

- Net Profit Ratio = Net Profit / Net Sales x 100
- This could be measured by modified for a use by non profit entity and it can change the net assets were it is to be used in the formula instead of net profits.

NET PROFIT RATIO IN SELECTED UNIT

BankName	Before Merger (x)	After Merger (y)	Difference (x-y)	Square Of Difference (x-y) ²
CB	0.74	-4.56	5.3	28.09
UBI	-8.54	-8.11	-0.43	0.1849
IB	-13.60	-6.98	-6.62	43.8244



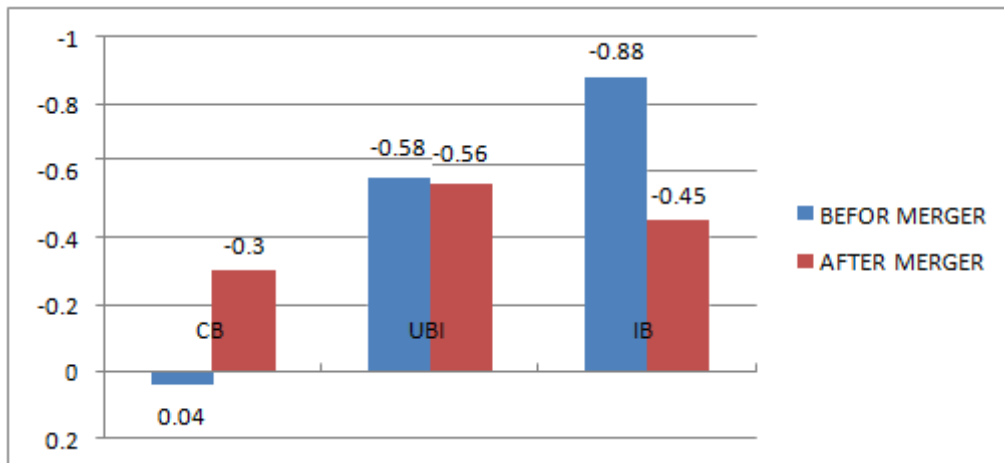
- Canara Bank has highest ratio (0.74) before the merger and it has lower ratio (-4.56) after the merger.
- Union Bank of India has highest ratio (-8.11) after the merger and it has lower ratio (-8.54) before the merger.
- Indian Bank has highest ratio (-6.98) after the merger and it has lower ratio(-13.6) before the merger.

3. RETURN ON ASSET

- Return on asset = Net Income / Total Assets
- The return on assets means that how much contribution of assets is been for generating the return.

Return on Assets Ratio in Selected Unit

Bank Name	Before Merger (x)	After Merger (y)	Difference (x-y)	Square Of Difference (x-y) ²
CB	0.04	-0.30	0.34	0.1156
UBI	-0.58	-0.56	-0.02	0.0004
IB	-0.88	-0.45	-0.43	0.1849



- Canara Bank has highest ratio (0.04) before the merger and it has lower ratio (-0.03) after the merger.
- Union Bank of India has highest ratio (-0.56) after the merger and it has lower ratio (- 0.58) before the merger.
- Indian Bank has highest ratio (-0.45) after the merger and it has lower ratio (-0.88) before the merger.

4. ETURN ON EQUITY

- Return on equity = net income / shareholder's equity
- Return on equity is the most important metric in all of the bank investing.
- It can be measures profitability by dividing a bank's net income by its shareholders equity, higher the number , greater the return.

Return on Equity Ratio in Selected Unit

Bank Name	Before Merger (x)	After Merger (y)	Difference (x-y)	Square Of Difference (x-y) ²
CB	1.16	-6.78	7.94	63.0436
UBI	-11.92	-10.16	-1.76	3.0976
IB	-15.66	-7.88	-7.78	60.5284

- Canada bank has highest ratio (1.16) before the merger and it has lower ratio (-6.78) after themerger.
- Union Bank Of India has highest ratio (-10.16) after the merger and it has lower ratio (- 11.92) before the merger.
- Indian Bank has highest ratio (-7.88) after the merger and it has lower ratio (-15.66) before the merger.

FINDING

- Canara Bank has highest ratio (-13.3) before merger and it has lower ratio (-20.53) after merger. Union Bank Of India has highest ratio (-23.24) before merger and it has lower ratio (- 23.55) after merger. Indian Bank has highest ratio (-22.83) after merger and it has lower ratio (-26.19) before merger.
- Canada Bank has highest ratio (0.74) before the merger and it has lower ratio (-4.56) after the merger. Union Bank Of India has highest ratio (-8.11) after the merger and it has lower ratio (- 8.54) before the merger. Indian Bank has highest ratio (-6.98) after the merger and it has lower ratio (-13.6) before the merger.
- Canara Bank has highest ratio (0.04) before the merger and it has lower ratio (-0.03) after the merger. Union Bank Of India has highest ratio (-0.56) after the merger and it has lower ratio (- 0.58) before the merger. Indian Bank has highest ratio (-0.45) after the merger and it has lower ratio (-0.88) before the merger.

SUGGESTION

Any consequences of variations in the accounting practises employed by distinct businesses are not taken into account in the analysis. The same components may not have the same influence on M&A performance across multiple firms. The acquisition price for mergers is not considered in the method. Enhancing corporate governance, strategic business planning, and risk management capabilities should be prioritised.

CONCLUSION

- The banking industry has been experiencing major Merger and Acquisition in the recent years, with the number of global players emerging through successive Merger and Acquisition in the banking sectors
- Merger and acquisition is leads to the financial gain and the increase in price of target banks, it is depends on the condition and the different situations that it will be increase the share and the profit of acquirer or not.

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A STUDY OF FOREIGN BANKS IN INDIA

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ABSTRACT

Financial institutions operating in foreign countries and serving customers in foreign markets are often referred to as "foreign banks". These banks have branches or do business in many countries and follow the laws of the countries where they live and work. According to the RBI 2022 report, there are 46 international banks operating in India. These banks operate from around 300 branches concentrated in major cities of the country. In India, for example, foreign banks contribute 11% of the financial market, even though they only make up 1% of the country's branch network.

This is because these banks tend to specialize in certain areas such as finance, wholesale lending, foreign lending, financial services and investment banking rather than services in the retail banking sector. The specific purpose of foreign banks enables them to meet the specific needs of the business, including large corporations and international businesses. Their expertise in these areas often translates into greater profitability compared to banks focusing on retail banking services. Foreign banks play an important role in the Indian banking system and bring many benefits but also challenges.

OBJECTIVES

- To customer satisfaction enhancement
- To skill and technology transfer
- To banking sector competition enhancement
- To deepening of financial system through contribution of money market and foreign exchange by participation of foreign banks
- To expansion of modernized banking services

HYPOTHESIS

- There is no significant impact of foreign banks on the Indian banking system.
- Foreign banks have a significant impact on the Indian banking system.
- There is no significant difference in customer satisfaction between foreign banks and domestic banks in India. Foreign banks exhibit higher levels of customer satisfaction compared to domestic banks in India.
- There is no significant relationship between the presence of foreign banks and the competitiveness of the Indian banking sector. The presence of foreign banks enhances the competitiveness of the Indian banking sector.
- There is no significant difference in the financial performance between foreign banks and domestic banks in India. Foreign banks exhibit better financial performance compared to domestic banks in India.
- There is no significant difference in the adoption and utilization of technology between foreign banks and domestic banks in India.

RESEARCH METHODOLOGY

Primary Data

Collected by current branch staff. Similarly, to understand the bank's attractiveness for new employees, it will examine the mix of young job seekers to understand how the organization is perceived by investors.

Secondary Information

Published publications, newsletters, internal publications and documents, and information posted on the organization's website. Data analysis The aim of this study is to understand how organizational culture and human resource management interact.

DATA ANALYSIS

Financial institutions that serve customers outside of their own country are referred to as "Foreign Banks." A Foreign Bank branch operates as a kind of international bank, subject to the regulations of both its home country and the country in which it has a physical presence. As of the year 2022, 46 international banks have established operations in India, as reported by the country's central bank. A total of 45 international banks operate in India, with most of their roughly 300 branches concentrated in the country's largest cities.

Foreign companies operating in a country may have a positive impact in two ways: they can raise the volume of the country's exports and imports, and they can provide more job possibilities for the country's skilled workers. Foreign banks in India account for only 1% of the country's branch network, but they contribute 11% of the country's banking sector profits. This is because these banks are specialized in areas like trade finance, wholesale lending, external commercial borrowing, treasury service, and investment banking rather than general retail banking.

LARGEST FOREIGN BANKS IN INDIA

Standard Chartered Bank

Standard Chartered is one of the largest foreign companies operating in India. It is a British multinational banking and financial services company headquartered in London, United Kingdom. Standard Chartered has a significant presence in India with around 100 branches in various cities across the country.

As a foreign bank operating in India, Standard Chartered Bank abides by the rules and regulations set by the Reserve Bank of India (RBI) and other regulatory bodies. It provides its Indian clients with retail banking, corporate banking, financial management, financial services, foreign exchange services, etc. It offers a wide range of banking services, including

As a multinational bank, Standard Chartered draws on its global expertise and experience to meet the diverse needs of Indian consumers and businesses. It operates under the authority of the Reserve Bank of India to comply with local laws and regulations while providing banking services in India. It is important to note that Standard Chartered Bank's operations, services and branch network may change and be updated from time to time. It is recommended to consult banks' offices and websites for the most accurate and up-to-date information.

Bank of America

Standard Chartered has a network of branches spread across India and cities across the country. It offers a variety of company products and services to customers and clients.

Standard Chartered Bank has a long history in India. He first established business in the country in 1858 and has grown to become one of India's leading international companies.

Standard Chartered Bank offers a wide range of banking services in India, including savings and current accounts, time deposits, loans and advances, investment and management, respect for wealth, foreign services, financial transactions and banking services.

It helps retailers and consumers in the country. Standard Chartered India has prioritized wholesale trading companies to meet the needs of large corporations, financial institutions and government agencies. It provides professional services in cash management, financial transactions, project finance, financial solutions and banking services.

Like many other banks, Standard Chartered India has invested in banking solutions to increase convenience and accessibility for customers. It offers online and mobile banking platforms that allow customers to digitally manage their money, make transactions and access a variety of banking services.

Standard Chartered conducts its business in India in accordance with the rules and regulations set by the Reserve Bank of India (RBI) and other relevant institutions. It complies with regulatory requirements and always adheres to financial protection and know your customer principles. Standard Chartered is involved in a number of community-based organizations in India focusing on areas such as education, health, women's empowerment and promoting a tour.

Citi Bank

While Citibank is indeed a multinational bank, it is important to clarify that it is not headquartered in New York, United States. Citibank is a subsidiary of Citigroup Inc., which is headquartered in New York. Citibank itself is a global banking institution with operations in multiple countries, including India.

Citibank does have a significant presence in India and has been operating in the country since 1902 when it started its operations in Kolkata. It is one of the prominent foreign banks in India and offers various banking services to Indian clients. The Indian headquarters of Citibank is located in Mumbai, Maharashtra.

As a foreign bank in India, Citibank operates under the regulations and guidelines set by the Reserve Bank of India (RBI). It provides a wide range of banking services, including retail banking, corporate banking, wealth management, credit cards, loans, and other financial products and services.

It's important to note that specific details about Citibank's operations, services, and branch network in India may change over time. For the most accurate and up-to-date information, it is recommended to refer to official sources and the bank's website.

DBS Bank

DBS Bank is indeed headquartered in Singapore and is an abbreviation for Development Bank of Singapore. It is a multinational banking and financial services corporation that originated in Singapore.

DBS Bank first entered the Indian market in 1994 and has since established its presence in the country. The Indian headquarters of DBS Bank is located in Mumbai, Maharashtra, which is one of the major financial hubs in India. As of the latest available information, DBS Bank operates with 12 branches in India. These branches are strategically located in various cities across the country to serve its customers and provide a range of banking services. DBS Bank in India offers a wide array of banking products and services, including retail banking, corporate banking, trade finance, wealth management, and investment banking. It caters to the needs of individual customers, businesses, and institutions in the Indian market.

HSBC India Percentage of Foreign Banks Invest in India

HSBC India is a wholly owned subsidiary of Hongkong and Shanghai Banking Corporation Limited (HSBC Group) and operates as an offshore bank in India. HSBC India is headquartered

in Mumbai, Maharashtra, one of the country's largest financial centers. HSBC Group is headquartered in London, United Kingdom, while HSBC India operates independently under the rules and guidelines of the Reserve Bank of India (RBI).

According to the latest data, HSBC India has a nationwide organization with around 50 branches serving its customers. These branches are located in various cities and regions of India to provide banking services to individual and corporate clients.

HSBC India, Personal Banking, Business Banking, Wealth Management, Financial Services, Foreign Exchange Services etc. It offers a wide range of banking and financial services, including It meets the needs of individuals, businesses and institutions in the Indian market. It is important to note that specific details regarding HSBC India's operations, services and partner organizations may change from time to time. It is recommended to consult banks' offices and websites for the most accurate and up-to-date information.

Deutsche Bank

Frankfurt, Germany is the headquarters of Deutsche Bank. Deutsche Bank is a German multinational investment and financial services company. Founded in 1870, the bank has grown into one of the largest and most powerful banks in the world.

Deutsche Bank is a major international investment bank that provides a wide range of financial services and products to companies, institutions, governments and consumers. Its services include investment banking, corporate finance, private equity, wealth management, wealth management and commercial real estate.

Deutsche Bank has a strong reputation in the banking industry with expertise in capital markets, mergers and acquisitions, securities markets and financial markets. He occupies an important position in the financial centers of the world and is considered an important person in the financial world.

Deutsche Bank also has a strong client base that provides wealth management services and caters to the needs of wealthy individuals. These private banks support all the profits of the bank and its customers.

Difference between Indian Bank and Foreign Bank

Indian Bank	Foreign Bank
Domestic operations only	Global presence
Regulated by RBI	Regulated by host country's laws
Funds are in Indian Rupees	Funds can be in any currency
Interest rates fixed by RBI	Interest rates vary according to market conditions
Limited services and products	Wide range of services and products
Focus on local population	Focus on global customers

Percentage of foreign banks invest in india	
Sectors	FDI Limit
Banking-private Sector	74%
Banking-public Sector	20%
Insurance	49%
Pension Sector	49%

Advantages

- Due to greater business and technological level, foreign banks can do more business in the domestic market than domestic banks, again high yield

- A foreign bank enters the host country with new equipment that contributes to the technological development of the country.
- The presence of foreign banks in the country affects the country's government positively, because foreign banks learn to manage the country.
- The presence of foreign banks in developing countries also contributes to the dissemination of best business practices.
- The entry of foreign banks increases competition and this leads to the growth of the country's economy.
- Over the years, foreign banks have benefited the banking industry by fostering capital and international best practices and improving skills.

FINDINGS

1. Most people between the ages of 18-30 use internet banking services.
2. Fewer women use internet banking services. Because they still do not know how to use banking services. It also shows that financial decisions are consistently in the hands of their male colleagues
3. Many students use BOI's online banking services, as banks provide many areas of their work. The proportion of government employees using internet banking services is also related to service targets Those who use internet banking services are educated people.
4. Among these, the number of graduates who use internet banking services is very high

SUGGESTIONS

1. Banks should encourage people between the ages of 31- 60 to spend money on the internet. The service is used for banking.
2. Banks should get some new rules and incentives for online business. Consumers trade in large volumes.
3. Banks should improve the process and physical use of internet banking services.
4. Banks should take appropriate measures so that female customers can use internet banking.
5. Banks are obliged to provide their customers with additional facilities such as training and information centers in all kinds of financial services.

CONCLUSION

Foreign banks have played an important role in the Indian banking system by introducing technology, increasing competition, providing access to international financial markets and improving financial services.

But they also have to overcome some challenges, such as strict regulations, different cultures, competition with local banks, and the need to balance local and international trade.

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A STUDY OF RURAL DEVELOPMENT AND ROLE OF NABARD

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ABSTRACT

This study aims to explore the concept of rural development and explore the important role played by the National Bank for Agriculture and Rural Development (NABARD) in promoting rural development. Rural development is a multifaceted process involving economic, social and environmental issues aimed at supporting rural communities and improving their quality of life. The study begins with an overview of the challenges that exist in rural areas, such as poverty, limited access to financial services, inadequate housing and less agriculture. It highlights the importance of addressing these issues in order to achieve sustainable and sustainable development. Next, this study examines NABARD's role as a private development finance agency dedicated to urban development.

NABARD's main objective is to promote agriculture and rural development by providing financial support, capacity building and policy intervention. This study examines NABARD's initiatives, programs and programs designed to meet the unique needs of rural areas.

One of the focus areas of is NABARD's loan program, which provides financial assistance to rural schools, farmers and entrepreneurs. This study evaluated the impact of NABARD's loan program on agriculture, income generation and poverty reduction. It analyzes the efficiency of the remittance system, including self help groups, financial institutions and cooperative banks.

INTRODUCTION

"Rural India is real India; Rural development is real. "Development of India" is the founding father's message for the whole country, especially for political and economic leaders. Most of the population lives in rural areas.

Agriculture and other activities provide employment and livelihood to 64% of the entire country. The rural economy is the true backbone of the Indian economy and the growth of the Indian economy is inseparable from the growth of the country.

Rural development requires a deep understanding of the needs of agriculture, solving many problems that directly or indirectly affect the economy, such as agriculture, trade, trade, industry, agriculture, livestock and fisheries, forestry, local and urban resources. . . About the agriculture of rural people. Despite the great industrialization in the economy since 1951, agriculture is still very profitable.

India is a predominantly agricultural country with most people making a living from agriculture and with a majority of smallholders and marginal farmers. These growers need temporary loan to meet agricultural needs or small projects, so rural loan is of special importance. meaning in india.

Being an important agricultural country, agriculture is the livelihood of millions of people.

Capital is very useful for production, but capital formation is very little in our rural areas. Lack of financing appears to be a major obstacle to the development of agriculture. Although credit is a constant source of finance for businesses, our rural economy still stands out for its cheap and easy borrowing method. Agricultural financing issues are related to agricultural development.

In order for farmers to receive free credit, the appropriate credit must be given to the farmers. This decision made it clear that even if farmers used their money to increase crops and make the agricultural sector more profitable, loans for this purpose should be for educational and commercial purposes only. The specifics of the agribusiness need special attention.

National Bank for Agriculture and Rural Development (NABARD) is the premier of the National Rural Banking System and is considered the highest financial institution established and owned by the Government of India. The bank aims to provide and manage loans to rural areas, which will be the first step to strengthen development in the country.

NABARD has various responsibilities related to agricultural and financial policy, planning and operations. NABARD has effectively initiated these activities and works to encourage and develop entrepreneurs in rural areas such as agriculture, cottage industry, other small businesses and rural crafts and to create better housing and better jobs for living in these areas. people

The Government of India has established this bank in accordance with all the provisions of the National Agricultural and Development Bank Act 1981. Agriculture and development in the country.

NABARD was established on 12 July 1982 as a central regulator for agricultural finance and rural development. The Government of India established NABARD under the provisions of the National Bank for Agriculture and Rural Development of 1981.

India is primarily an agricultural country. Approximately 72% of our country's population lives in rural areas. Agriculture is the backbone of the Indian economy and still holds a satisfactory position despite economic growth over the past four years. Agriculture, the country's largest economy, is the livelihood of more than 64% of the population.

Agriculture contributes the largest share (about 48%) to the national income in India. Rural areas make up the majority (about 80%) of the country's population. Therefore, there are many financial problems in agriculture and rural areas.

OBJECTIVES

- To analyze rural finance with its historical context and policy and discuss issues related to NABARD's activities and goals.
- To Evaluation of rural finance in India's agriculture and nonfarm sectors and NABARD's role in this sector.
- To Analyze post independence achievements and developments and their impact on NABARD's Rural Finance Development function.
- To assesses the challenges, problems and obstacles facing the rural finance sector and the steps NABARD has taken to overcome them.
- To modernize the dairy farm.

HYPOTHESES

- After the nationalization of banks, much has Been done in the field of rural financing. The establishment of NABARD Is the most important step in rural sector financing and refinancing operations.
- For streamlining rural credit and credit to small farmers, artisans, and small entrepreneurs in the rural and semi- urban Ireland, much was to be done, and NABARD started streamlining and coordinating the lending operations in rural Ireland. It has done a lot to improve the operations of the RRBs and cooperative credit agencies in rural areas, but the functioning of NABARD has been in the grip of criticism.

LITERATURE REVIEW

- "**Rural Development: Principles, Policies, and Management**" by S.M. Ali and S.V. Raju - This comprehensive book provides an in-depth understanding of rural development concepts, policies, and management strategies.

- "Role of NABARD in Rural Development" by M. Hanuman Thappa - This book focuses specifically on the role of NABARD in promoting rural development through various financial and developmental initiatives.
- "NABARD and Rural Development" by S.K. Misra - This book explores the role of NABARD in facilitating rural development through its credit support, capacity building, and developmental programs.
- "Rural Development: Putting the Last First" by Robert Chambers - This influential book highlights the importance of empowering rural communities and involving them actively in the development process.
- "Rural Development: Challenges and Opportunities" by Katar Singh and Madhuri Sharma - This book addresses the challenges and opportunities in rural development, providing insights into strategies and approaches for sustainable rural transformation.
- "Role of Microfinance Institutions in Rural Development" by S. Srinivasan - This article examines the role of microfinance institutions, including NABARD, in providing financial services to rural populations and promoting their economic development.
- "Agricultural Credit and Rural Development: A Study of NABARD Initiatives" by R. Rajesh - This research article analyzes the impact of NABARD's agricultural credit initiatives on rural development outcomes, such as agricultural productivity and income generation.

RESEARCH METHODOLOGY

Analyze rural finance with its historical context and policy and discuss issues related to NABARD's activities and goals.

These methods include surveys, interviews, observations or experiments. To collect key data from research, Researcher uses surveys or interviews to gather direct responses from participants. I also observe carefully and gather information from real places through observation.

In turn, secondary data will be an important part of my research. This refers to information that already exists and has been collected by others for different purposes. Researcher consults available documents, case studies, reports, and other relevant resources to collect secondary data. This process will allow me to better understand the research topic, help identify gaps in existing knowledge, and allow me to compare my findings with previous research. Using secondary data provides important historical information, historical perspective and statistics to supplement and supplement the primary data collected.

By combining primary and secondary data from my research, Researcher increases the effectiveness and completeness of my findings. The direct data collection process, combined with the qualitative analysis of the available literature, enabled me to gather insights on the research topic and contribute to knowledge already available in the field.

Company Profile Analyze rural finance with its historical context and policy and discuss issues related to NABARD's activities and goals.

Citizens' Declaration: The National Bank for Agriculture and Rural Development (NABARD) was established on 12 July 1982 by an Act of Parliament. NABARD, as a development agency, is tasked with providing and monitoring loans and other facilities for the promotion and development of agriculture, small scale, cottage and village industries, handicrafts and other rural crafts and other commercial activities in rural areas. promoting rural integration Improving and ensuring the success of rural areas and related problems or situations.

One Vision: Promoting Local Empowerment National Development Bank

Mission: Promoting sustainable and equitable rural agriculture to be successful through financial cooperation rather than finance, innovation, technology and infrastructure.

Membership: NABARD is wholly owned by the Government of India.

Headquartered in Mumbai, Organization NABARD is owned by NABARD, headquartered in Mumbai, which has 31 regional offices in states and union territories, one group in Srinagar and four groups in the North, East and South. 414 District Development Manager Indian Institute of Education works at district level. NABARD employs 2243 professionals and is supported by 1130 other employees. (Information dated 31 March 2021 (CoB)).

Functional Activities: NABARD's core functions include promotion and development, financial recovery, finance, planning, monitoring and supervision.

DATA ANALYSIS

NABARD is the country's highest body responsible for the development of family, small and village enterprises and other rural enterprises. NABARD also promotes and promotes the integration of the development of the Union economy. The National Bank for Agriculture and Rural Development (NABARD) can now meet the long- and short-term financing needs of these areas. NABARD's business covers a wide range of activities. In addition to providing financial support to mortgages, it provides innovation in construction, monitoring of implementation, evaluation of results and changes in the support structure, which are essential for all types of agriculture. It works in many simple and efficient ways and some responsibilities are given to help NABARD fulfill its mission:

- As the best financial institution for the company development, provides investments and loans to support various rural projects. .
- Maintenance, development of recovery plans, mortgage restructuring, personnel training, etc.
- Collaborating with Government of India, State Governments, Reserve Bank of India (RBI) and other national decision makers and rural finance of all participating organizations in land development.
- Track and review discount plans.
- Banks are refinancing rural businesses through banks.
- Pay close attention to the schools where he/she works. NABARD refinancing is available to the National Cooperative Agriculture and Rural Development Bank, National Cooperative Bank, Regional Rural Banks, Commercial Banks and other RBI authorized banks. Real persons, partnerships, companies, government institutions and partners can benefit from investment loans. However, production credits are usually given to individuals. NABARD "SHG Bank" Affiliate Program is known for encouraging Indian banks to lend to Self Help Groups (SHG).
- SHGs have become an important source of income in India because they are often led by disadvantaged women. In March 2006, 2.2 million SHGs with 3.3 core members were to be credited under the program.
- The National Bank for Agriculture and Rural Development (NABARD) provides investment and benefits for various construction projects and activities that will assist rural development and rural development in rural areas. As the bank is the main financial institution for any development, it is the company's responsibility to ensure that projects are well financed and supported.
- NABARD is responsible for the management of all financial activities in rural areas and all institutions involved in development projects. The Government of India should keep in touch with all major institutions including the Reserve Bank of India

- Or RBI, state governments or other major institutions that may be related to agriculture or rural development.
- NABARD monitors to increase export capacity and build strong buildings, formulate strategies for rehabilitation programs, re-establish credit institutions, train workers, etc. It will take time to.

FINDINGS

NABARD plays an important role in promoting rural development through its various programs and financial support. The organization acts as a facilitator providing financial assistance to rural schools, agriculture and urban projects.

NABARD's interventions contribute to the improvement of agriculture and rural livelihoods. With credit support, it helps farmers access affordable credit that increases agricultural productivity and income.

This study highlights the importance of NABARD's role in promoting development and reducing rural poverty. Its focus on marginalized communities, women's empowerment and sustainable development has a positive impact on the overall health of rural communities.

The findings show that NABARD officials support rural infrastructure projects such as water pipelines, rural roads and storage facilities. These developments not only increase agricultural productivity, but also improve business contacts for rural producers. This paper highlights the need for continued collaboration between NABARD, government agencies and local stakeholders to address urban development challenges. Capacity building, assistance and information sharing are essential components of successful rural development.

SUGGESTION

- The postponement of current demand allowed by NABARD due to delinquencies caused by natural calamities
- The interest subsidy extended by the state government for the timely repayment of cooperative dues

CONCLUSION

Agriculture is a way of life and a tradition That, for centuries has shaped the thinking, the outlook, the culture, and the Economic life of the people of India. Agriculture, therefore, is and will continue to be central to all strategies for the planned socio- economic development of the country. Rapid growth in agriculture is essential. Not only to achieve self-reliance at the national level but also for household food security and to bring about equity in the distribution of income and wealth, resulting in a rapid reduction in poverty levels.

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A COMPARATIVE STUDY OF GST RETURN FILING SYSTEMS

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ABSTRACT

A comparative study of Goods and Services Tax (GST) systems introduced by Researcher. The implementation of GST brought significant changes in land tax in many countries including India. An important part of the GST framework is the return form, which plays an important role in the taxpayer's compliance process. The purpose of this study is to compare different GST systems and evaluate their impact on efficiency, productivity and taxpayer compliance. Researchers investigated various aspects of GST data such as methods, frequency, data and platforms used by different countries. The study examines the advantages and disadvantages of different data sources, including key components such as ease of filing, accuracy, timeliness, cost-effectiveness, and integration with other tax administration procedures. The findings of this study provide good information for policy makers, tax collectors and taxpayers in designing and developing the GST reporting system. By understanding nationwide best practices and challenges, stakeholders can identify opportunities to improve processes, improve people's tax compliance, and reduce regulation.

The study also sheds light on GST returns, including the use of digital platforms, automation, data analytics, and interactions with other taxes. These insights lead to continued digital transformation in tax administration and facilitate the transition to more efficient and effective digital declaration of GST.

Keywords: GST announcements, information systems, application, event, case studies, technology solutions.

INTRODUCTION

The Goods and Services Tax (GST) has revolutionized taxation in many countries, including India. To simplify the tax administration process and improve tax collection standards, the GST introduced significant changes in the way businesses file their tax returns. GST returns are an important part of compliance that requires taxpayers to provide accurate information about their sales, purchases and input taxes.

The purpose of this study is to compare GST information systems to assess their impact on efficiency, productivity and taxpayer compliance. This study examines the different approaches countries have taken to develop their GST reporting systems, factors such as reporting methods, frequency, data and platforms used.

Comparing GST data systems provides a better understanding of the strengths and weaknesses presented by different approaches. By examining case studies from different countries and collecting relevant information, this study aims to identify best practices and challenges related to the different system. These insights can inform policy makers, tax authorities and taxpayers as they develop and improve their GST reporting processes. In addition, this study explores the teaching of GST returns, the use of platforms, automation, data analysis, and integration with other tax management systems. This study explores the benefits of technology to simplify the filing process, reduce errors, improve data accuracy, and increase compliance.

The results of this comparative study have important implications for the development and refinement of the global GST literature. By analyzing the similarities and differences between different systems, stakeholders can identify opportunities for optimization, efficiency and user friendliness. The study also highlights the role of technology in improving tax administration, paving the way for a more efficient and effective GST filing process.

OBJECTIVE

- TO Compare GST returns for audit purposes.
- To Understand the various aspects of GST that assist companies in auditing. Research on
- To provides insight into various aspects of returns, such as the GSTIN.

HYPOTHESIS

GST contributes to better tax efficiency by simplifying tax administration and reducing compliance costs for businesses.

GST improves productivity and economic growth by facilitating the transition from conflict to integration.

GST promotes fair competition in the market by raising prices transparently and reducing regional price differentials.

GST simplifies the tax system by replacing many indirect taxes, reducing paperwork and allowing businesses to focus more on their core business rather than navigating complex tax procedures.

RESEARCH METHODOLOGY

Analyze primary and secondary data collected for this study using appropriate research methods and tools. Quantitative data from surveys can be analyzed using statistical methods such as descriptive statistics, correlation analysis and regression analysis to identify patterns and trends. Qualitative data from interviews and surveys can be analyzed using thematic analysis to identify recurring themes and provide recommendations.

The research process also includes rigorous literature review to gain a better understanding of current theories, concepts and best practices regarding GST reporting. The research method provides a qualitative analysis of the comparison of GST reporting methods using primary and secondary data. It allows for the integration of experiences, theories and real world knowledge with existing knowledge and research. This approach increases the reliability and validity of research and provides a good basis for drawing conclusions and making recommendations.

LITERATURE REVIEW:

Below is a list of books and articles on comparing GST reporting systems:

BOOK:

"Tax on Goods and Services: A Comparative Approach", Bharat Jhunjhunwala

This book provides a comparison of GST practice in different countries, insights on return declaration including.

"GST: Concept and Roadmap", Dr R. Manimaran

This book examines various aspects of the GST, including the reporting process, and provides a comparison with the implementation of the GST.

Goods and Services Tax: An Educator's Guide, By Aditya Singhania

This comprehensive guide covers various aspects of GST, including returns, and provides information on comparison practices under different laws.

ARTICLE

"GST in India: A comparison with global best practices", by Shubham Bansal and Chirag Sharma (2018)

This article compares India's GST system with world best practices and also reviews returns from India including. meeting and good work.

"**Goods and Services Tax (GST): A Comparative Study of the Indian and Malaysian Experience**", by Nitu Singh and Amandeep Kaur (2020)

"**A Good-Designed GST: Insights from International Studies and Implications for India**", by Praveen Mahajan and Sanjeev Sharma (2019)

This article reviews international experience responding to the implementation of the GST, proposes design considerations for reporting, and discusses them. fit.

"**Tax on Goods and Value (GST): A comparative study with reference to Australia and India**", by K. Murali Manohar (2020)

This study compares the GST systems in Australia and India with a focus on reporting processes, performance and effectiveness. in both countries.

"A Comparative Study of GST Practice in India and New Zealand", by R. Renuka (2019)

DATA ANALYSIS

GST returns are an important part of the Goods and Services Tax (GST) system, where businesses and suppliers must submit documents detailing sales, purchases, sales tax (exit tax), and purchase tax (input tax). This document is called the GST declaration. After filing the declaration, the taxpayer has to pay the amount of tax owed to the government. In the

GST system, all registered businesses and sellers are required to submit a GST declaration according to their business or trade. There are many types of businesses, including regular businesses, businesses registered as business plans, and other business owners and sellers.

The GST filing process includes various forms and procedures. An important point is the comparison between GSTR-3B and GSTR-2A. GSTR-3B is the monthly declaration details submitted by taxpayers, which enables them to request tax returns according to the details they have declared. GSTR-2A, on the other hand, is the form that consists of and covers the foreign goods declared by the importer when the buyer enters. Reviewing the information on these forms is important to ensure that tax information is requested and to avoid warnings from tax authorities.

DATA ANALYSIS FOR COMPARATIVE STUDY OF GST REPORTING SYSTEMS

To conduct a comparative study of GST reporting systems, data analysis plays an important role in presenting concepts and drawing conclusions. The data analysis process includes organizing, maintaining, analyzing and interpreting the collected data. Below is an example of a research method for data analysis:

DATA COLLECTION

Data can be collected from primary and secondary sources. Important information can be obtained through research, interviews and questions with taxpayers, tax experts and tax authorities. Secondary data can be gathered from existing publications, research articles and reports on the GST announcement.

DATA CLEANING AND EDITING

It is important to clean and organize data before reviewing it. This step includes reviewing the collected data for any errors, inconsistencies or missing values. Then edit the document to make sure it's ready for review.

DESCRIPTIVE STATISTICS

Descriptive statistics provides an overview of the data collected. This includes calculating metrics such as mean, median, mode, and standard deviation to understand the mean and variance of the data.

Descriptive statistics can be used to analyze quantitative data from research or statistical tools.

COMPARATIVE ANALYSIS

Comparative analysis involves comparing different GST reporting systems for different laws or different types of business. This can be done by identifying variables or indicators such as time taken to file a return, ease of compliance, or accuracy of tax calculations. Comparative analysis helps identify commonalities, differences, and patterns in a range of documents.

DATA VISUALIZATION

Data visualization techniques can be used to present research findings.

Figures, charts, and tables can be used to visualize data and show important insights. Visualizing data helps to understand patterns, trends and comparisons more accessible and clearly.

COMMENT AND CONCLUSION

Based on the data analysis, the strengths, weaknesses and effectiveness of different GST systems can be explained. Findings can be used to draw conclusions and recommend improvements or best practices in GST returns.

It is important to ensure the validity and reliability of the data analysis process by following appropriate methods and procedures.

In addition, interpretation of data should be supported by evidence and consistent with research objectives.

Using a qualitative approach to data analysis, comparative studies of GST reporting systems can provide insight into the effectiveness, challenges and opportunities of a different set of development methods. Analysis facilitates understanding of best practices and facilitates evidence-based decision making in the context of GST returns.

GST returns are an important part of the Goods and Services Tax (GST) system, where businesses and suppliers must submit documents detailing the tax on sale, purchase, sale (tax out), and purchase (tax in). This document is called the GST declaration. After filing the declaration, the taxpayer has to pay the amount of tax owed to the government. In the

GST system, all registered businesses and sellers are required to submit a GST declaration according to their business or trade. There are many types of businesses, including regular businesses, businesses registered as business plans, and other business owners and sellers.

The GST filing process includes various forms and procedures. An important point is the comparison between GSTR-3B and GSTR-2A. GSTR-3B is the monthly declaration details submitted by taxpayers, which enables them to request tax returns according to the details they have declared. GSTR-2A, on the other hand, is the form that consists of and covers the foreign goods declared by the importer when the buyer enters. Reviewing the information on these forms is important to ensure that tax information is requested and to avoid warnings from tax authorities.

The main purpose of reconciliation between GSTR-3B and GSTR-2A is to resolve inconsistencies, comply with government tax notifications and prevent abuse of tax rates. The tax office has notified the taxpayer to receive the tax return filed in GSTR-3B with the information in GSTR-2B and GSTR-2A. Non-compliance or non-compliance may result in fines. Reconciliation also reduces the risk of fraud by allowing credits to be applied to taxes paid to vendors. To facilitate comparison between

GSTR-3B and GSTR-2A, businesses can use tools such as the GSTR-3B and GSTR-2A. GSTR-1 Tax Comparison Report.

The report allows businesses to download GSTR-1 and GSTR-3B data, submit sales data, export tax, tax rate, product covered by the refund mechanism, etc. It provides PAN and GSTIN-level data comparison and helps businesses track monthly, quarterly or yearly trends.

In conclusion, accurate GST declaration and reconciliation of GSTR-3B and GSTR-2A is important for businesses to request tax information accurately, comply with tax laws and avoid fines. Using tools and reports for comparison can help identify inconsistencies and ensure accurate reporting of tax payables and receivables.

FINDING

During research, there are many financial skills that help accounting. This process may include the process of preparing financial statements such as cash statements, balance sheets and income statements. In addition, financial analysis techniques such as ratio analysis, variance analysis and cost-volume-profit analysis are explored. This process provides information about the financial condition and performance of businesses.

This study focuses on the comparison process for GST refunds.

This includes analysis of different GST returns such as sales, purchases, input tax and output tax. This study aims to identify inconsistencies or changes in the returns of different businesses by comparing these products. The benchmarking process helps ensure the accuracy, compliance, and efficiency of tax credit products.

As part of your education, many financial terms commonly used in the business world are studied and researched. These terms may include terms such as income, expenses, assets, liabilities, equity, depreciation, income and supplies.

Understanding these financial terms is essential for effective financial management, reporting and decision making in your business.

This study provides an in-depth look at the use of tax plates in the GST system. The term tax refers to different tax rates applicable to different categories of goods and services. Knowing tax tables helps businesses determine the applicable tax rate for their products or services. It also helps in calculating taxes correctly and complying with GST rules.

SUGGESTION

1. Identify and select a representative sample of businesses from different industries, such as manufacturing, retail, and service providers.
2. Divide the selected businesses into different groups based on factors such as size, revenue, and location.
3. Collect data on the GST returns filed by businesses over a specific period, such as six months or a year.
4. Analyze the data to determine the compliance and accuracy levels of GST returns filed by businesses in different groups.

CONCLUSION

1. Summer internship in SNGC Tax serve was very helpful for in learning about financial and management aspect in the organization.
2. During SIP I have gained knowledge of GST and how actual auditing is done to find out frauds done by seller to save tax.

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THE STUDY OF LABOUR COST IN RESTAURANT INDUSTRY

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ABSTRACT

The restaurant industry is known for its high labour costs. Labour cost refers to the total expenses incurred by a restaurant to pay its employees for the services rendered. These costs include wages, salaries, benefits, and taxes.

Technology and automation can potentially reduce labour costs by streamlining processes, but labour remains an essential and significant factor in the restaurant industry. Overall, managing labour costs is essential for restaurants to maintain profitability and sustainability.

The restaurant industry is a highly labour-intensive sector, where labour cost plays a significant role in shaping the financial performance and overall viability of establishments. This abstract provides an overview of the key factors influencing labour costs in the restaurant industry and their impact on business operations.

These factors encompass variables such as minimum wage laws, employee turnover, staff scheduling and efficiency, training and development programs, and the implementation of technology and automation. The abstract explores how these factors interact with each other and how they can contribute to both cost savings and increased labour productivity.

The abstract discusses the main components of labour costs in restaurants, including wages, benefits, and associated expenses such as payroll taxes and insurance. Labour cost management on various including employees, customers.

Keywords: Labour cost, Wages, Salaries, Benefits, Competition.

INTRODUCTION

The restaurant industry is a vital contributor to the global economy and plays an essential role in providing employment opportunities. The industry is labour-intensive, with a significant proportion of operating costs related to labour. Managing labour costs is critical to the success of restaurant businesses. This project aims to provide a synopsis of the project work on labour costs in the restaurant industry.

The restaurant industry is a labour-intensive industry that heavily relies on human capital. Labour cost is one of the major expenses for restaurant operators, and it can have a significant impact on a restaurant's profitability. In the restaurant industry, labour cost refers to the amount of money paid to employees for their work. This includes wages, salaries, benefits, and payroll taxes. The labour cost can vary depending on factors such as the type of restaurant, the location, the size of the business, and the number of employees.

The labour cost in the restaurant industry is often higher than in other industries because it requires a significant amount of customer service, food preparation, and clean-up duties. Restaurant employees typically work long hours, including nights, weekends, and holidays.

As a result, labour cost management is a critical component of running a successful restaurant.

To control labour costs, restaurant operators must carefully manage scheduling, staffing levels, and employee training. Effective scheduling ensures that there are enough employees to meet the demands of the business while avoiding overstaffing, which can drive up labour costs unnecessarily. Employee training is also critical to ensure that employees can perform their duties efficiently and effectively, reducing the need for additional labour.

Effective human resource management practises can boost employees' output. Prior to hiring someone, make sure they are capable, enthusiastic, and trainable. After being hired, these workers must go through an orientation process where they are taught about their roles and responsibilities, the business's procedures, and the standards for product quality. The worker might not be very productive during this time.

The most ephemeral good is labour. Once utilised, it cannot be recovered, and the expense of manpower will inevitably drive up manufacturing costs. Additionally, the only factor with an unlimited capacity for production is labour. In many cases, labour may do wonders for the quantity and calibre of work they do. However, because labour is complex, it necessitates methodical planning and control.

The importance of greater monitoring of this measure cannot be overstated because labour expenditures are frequently among the greatest expenses related to operating a restaurant. A restaurant's ability to make a profit will depend on something as straightforward as scheduling a quiet night with an additional employee.

TYPES OF LABOUR

1. **Direct Labour Cost** - It is cost of labour expended in altering the construction, composition or condition of the product. Direct labour cost is easily identified and allocated to cost units.
2. **Indirect Labour Cost** - It is the amount of pay given to employees who aren't directly involved in changing the product's composition. While indirect labour costs are included in overheads, direct labour costs are included in prime costs.

ELEMENTS OF LABOUR COST

A] Monetary Benefit

- 1) **Basic Wages** - The basic wages for restaurant employees can vary depending on several factors such as their position, location, and experience.
- 2) **Dearness Allowance** - Dearness allowance (DA) is a form of additional compensation provided to employees to help them cope with the rising cost of living. In the context of a restaurant, a dearness allowance may be provided to employees to help them manage their expenses, especially in areas where the cost of living is high.

B] Fringe Benefits –

- 1) **Medical Facilities** - It is uncommon for restaurants to provide medical facilities, as they are typically focused on providing food and beverage services to customers.
- 2) **Holidays Pay** - Employees receive a reward in the form of holiday pay because it allows them to be paid even on their days off.
- 3) Additionally, some employers give their staff the choice to work on holidays and increase their pay.

OBJECTIVES

1. To schedule the right number of staff to meet the demand and ensure that labour costs are not excessive.
2. To increase the efficiency of the restaurant's workforce by providing proper training, effective management, and streamlined processes.
3. To offering competitive pay, benefits, and a supportive workplace, the goal is to keep talented employees.
4. To Increased recruitment costs and poor productivity might result from high staff turnover.

HYPOTHESIS

- One hypothesis about restaurant labour costs could be that they are a significant portion of the overall expenses for a restaurant, particularly for full-service restaurants with table service.
- Labour costs can be impacted by a variety of factors, including minimum wage laws, employee turnover rates, the availability of skilled workers in the local market, and the type of restaurant and its service model.
- Labour costs can also be impacted by the use of technology and automation in the restaurant industry.
- Overall, labour costs are an important factor for restaurants to consider when managing their expenses and profitability, and they can be influenced by a variety of internal and external factors.

RESEARCH METHODOLOGY

Primary data collection methods can provide valuable insights into labour costs in the restaurant industry, but they may require significant time and resources to implement effectively.

Secondary data can be a valuable resource for researchers studying labour costs in the restaurant industry, as it provides a broader overview of trends and patterns over time. However, it is important to be aware of potential biases or limitations in the data sources, and to consider how they may affect the accuracy and relevance of the findings.

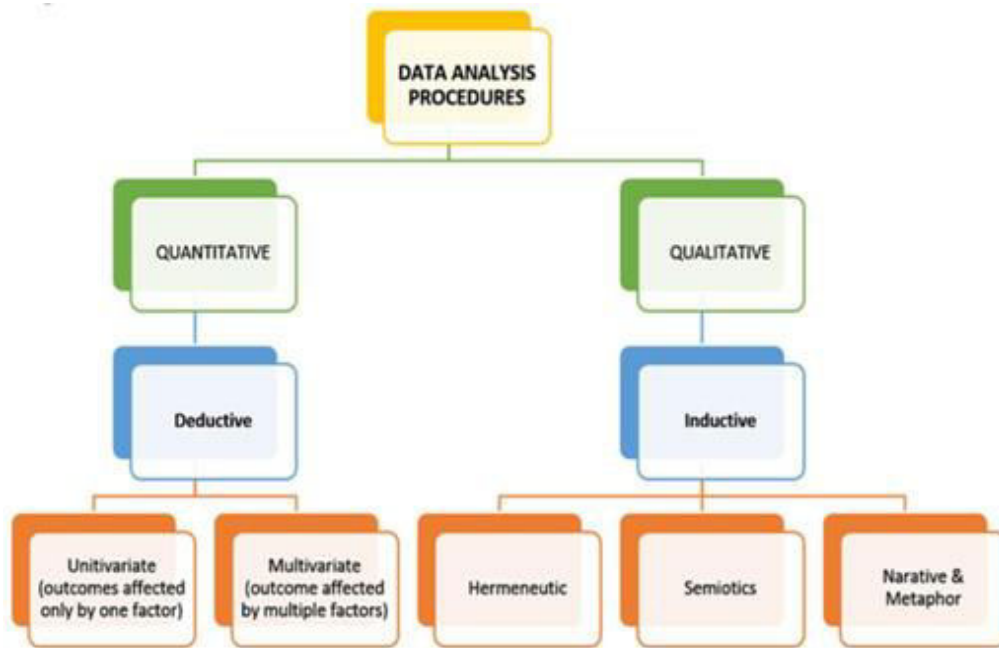
REVIEW OF LITERATURE

- ❖ "Labour-Intensive and Low-Productivity Services: The Case of the U.S. Restaurant Industry" by the Bureau of Labour Statistics (2020): This report provides an analysis of labour productivity and labour costs in the restaurant industry, using data from the U.S. Bureau of Labour Statistics. The report finds that the restaurant industry has relatively low labour productivity compared to other industries, and that labour costs are a significant expense for restaurants.
- ❖ The cost of turnover was addressed by Hinkin and Tracey (2000). The expenses of recruitment and training are most directly impacted by turnover, and their frequency rises in direct proportion to the level of attrition.
- ❖ In their 2006 article, Arora and Singer discussed employee management in high-quality restaurants. The authors concentrated on the idea that great dining, in particular, depended on its capacity to arouse favourable feelings in patrons beginning with the precise act of experiencing the meal's fundamental process, namely, actually eating it.
- ❖ "The Impact of Technology on Labour in the Restaurant Industry" by the Cornell University School of Hotel
- ❖ Administration (2019): This study examines the impact of technology on labour in the restaurant industry, including the use of automation, self-service kiosks, and mobile ordering. The study finds that while technology can reduce labour costs, it can also lead to a reduction in the quality of service and customer satisfaction.

DATA ANALYSIS AND INTERPRETATION

Start by calculating measures of central tendency such as mean, median, and mode, and measures of dispersion such as range, standard deviation, and variance. These statistics will give you an overall picture of your data.

Restaurant data analytics is the act of examining each piece of information pertaining to your company and turning it into knowledge that can be used to enhance everything from menus and staff training to restaurant policies and advertising efforts.



1] Quantitative Research: - Data collecting for quantitative research mainly relies on random sampling and structured data collection techniques. True experiments, quasi-experiments, and non-experiments all need various special data collection techniques:

A) True Experiments Research - A true experiment could be used to investigate the effect of a specific intervention or treatment on labour costs in the restaurant industry. For example, suppose a restaurant wants to test the effectiveness of a new scheduling system on labour costs.

B) Quasi – Experiment Research - A quasi-experiment is a research design that shares some similarities with a true experiment, but lacks random assignment of participants to groups.

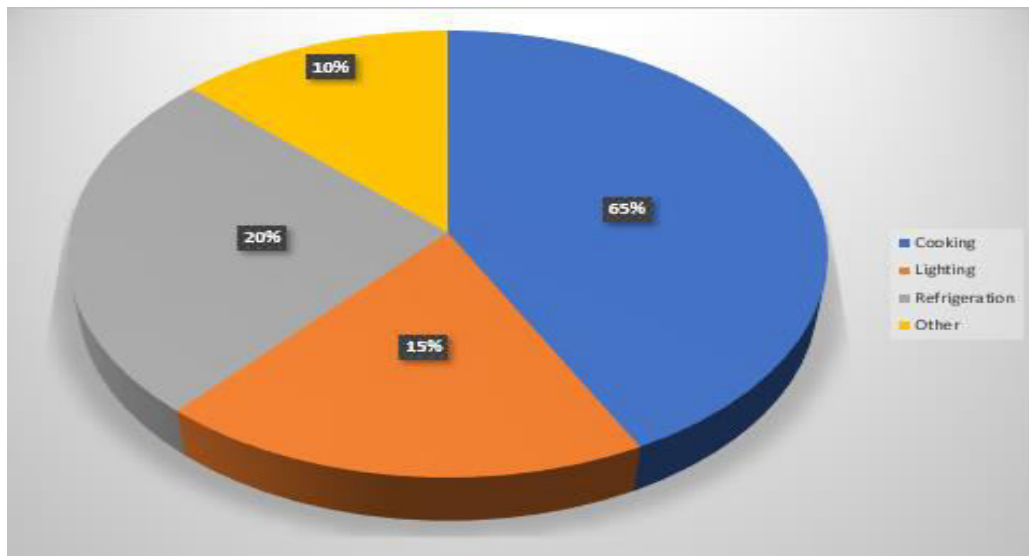
C) Non-Experimental Research - Non-experimental research designs are those in which the researcher observes and measures variables of interest without manipulating them directly. In the context of investigating labour costs in the restaurant industry, non-experimental research designs can be useful for exploring relationships between variables, identifying trends and patterns, and describing phenomena.

2] Qualitative Research: - In a qualitative research approach, data is typically collected in an unstructured manner for non-numerical analysis. The methods of data collecting for all qualitative inquiry strategies—ethnography, phenomenology, grounded theory, narrative, and case studies—are typically comparable. Additionally, it is common practice in qualitative research to use a variety of data collection techniques or sources. This process, known as triangulation, is used to gather data that are sufficient, provide more information on a phenomenon, or increase a research study's analysis and comprehension:

A) Narrative Research - An experience (often a human experience) is shaped, transformed, and revealed through the use of a compelling language portrayal in a story format as part of the narrative theory research analysis approach.

B) Case Study Research - An in-depth investigation of the case being studied is part of the narrative theory research analysis approach. Normally, analysis happens simultaneously with data collection. It comprises an iterative procedure where the first round of data analysis informs the second round of data collection and analysis.

- C) **Ethnography Research** - The goal of a research is kept in mind as the ethnography theory research approach concentrates analysis on processes, patterns, and trends that occur in individuals or across multiple groups regarding their cultural behaviour.
- D) **Phenomenological Research** - The procedure used in the phenomenological theory research approach enables the analysis method to follow the nature of the data itself.
- E) **Grounded Theory Research** - The methodology of grounded theory research entails iterative data gathering and analysis, sometimes known as continual comparative analysis or "iteration." This theory-generation process also relies on theoretical sampling, which may include background investigation.



Pie Chart: cooking takes up the largest percentage at 65%. This indicates that cooking is the most significant aspect of running a restaurant, and it involves activities such as preparing ingredients, cooking food, and plating dishes. The second-largest percentage is refrigeration, which accounts for 20%. Lighting represents 15% of the pie chart, indicating that proper lighting is important in a restaurant's operations. the remaining 10% is allocated to other activities not specified in the chart. These activities could include tasks such as cleaning, administrative work, customer service, and managing inventory.

FINDINGS

The study examines the trends in labour costs within the restaurant industry over a specific period. It identifies whether labour costs have increased, decreased, or remained stable during that time.

It analyzes the different components that make up labour costs in the restaurant industry. This includes wages, salaries, benefits, overtime pay, training expenses, and other related costs.

This helps determine the proportion of revenue allocated to labour expenses and understand the cost efficiency of labour management.

The study explores the relationship between labour cost and labour productivity in the restaurant industry. It assesses whether higher labour costs translate to increased productivity or improved operational efficiency.

The study investigates the variations in labour costs across different types of restaurants, such as fine dining establishments, fast-food chains, casual dining, and cafes. It identifies any significant differences in labour cost structures and factors contributing to the variations.

Impact of Minimum Wage Laws: The study examines the impact of minimum wage laws on labour costs in the restaurant industry. It assesses whether changes in minimum wage regulations have led to significant fluctuations in labour costs for restaurants.

It examines whether restaurants with higher labour costs experience lower profit margins or if there are other factors at play. This helps assess whether the labour costs of specific restaurants are in line with industry norms or if they deviate significantly.

SUGGESTIONS

- ❖ Be strategic about when and how many employees are scheduled to work, based on customer traffic and sales data. By having the right number of employees at the right time, you can avoid overstaffing, which can lead to unnecessary labour costs.
- ❖ Invest in employee training and development to improve productivity, efficiency, and job satisfaction. This can help reduce turnover, which can be a significant source of labour costs.
- ❖ Regularly review labour cost reports and track labour expenses to identify areas where costs can be reduced. By keeping a close eye on labour costs, you can make informed decisions about staffing levels, employee compensation, and other factors that impact labour costs.
- ❖ Technology solutions such as self-service ordering kiosks or tableside ordering tablets can help reduce the need for additional staff, potentially reducing labour costs.

CONCLUSION

In conclusion, while low wages and long hours were previously used to manage labour costs, this approach is no longer sustainable. Instead, many restaurants are now adopting alternative.

In conclusion, the study on labour cost in the restaurant industry sheds light on several important aspects related to labour expenses and their impact on the industry. The findings from the study provide valuable insights and implications for restaurant owners, managers, and policymakers.

The study identifies the trends in labour costs within the restaurant industry over a specific period. This information helps stakeholders understand the direction in which labour costs are moving and make informed decisions regarding budgeting and cost management.

Based on these findings, it is recommended that restaurant owners and managers focus on optimizing labour utilization, implementing efficient scheduling practices, investing in employee training and development, and exploring technology and automation solutions to improve productivity and reduce labour costs.

Overall, the study provides valuable insights into labour cost dynamics in the restaurant industry and offers practical recommendations for effective labour cost management. By implementing these recommendations, stakeholders can make informed decisions and improve the overall financial performance and sustainability of their restaurant businesses.

These strategies can help to reduce labour costs while still providing fair compensation and a positive work environment for employees. As the restaurant industry continues to evolve, it will be essential for businesses to adopt effective labour cost management strategies to remain competitive and profitable.

The conclusion on labour cost in the restaurant industry can vary depending on various factors such as location, size of the restaurant, type of cuisine, and employee benefits offered, among others. For this reason, it's critical to be able to forecast your customer base, peak demand periods, and the resources needed to serve these clients.

One way restaurants can manage labour costs is by optimizing their staffing levels and scheduling to match their business needs. This involves creating efficient schedules, cross-training employees to perform multiple tasks, and using technology to streamline operations.

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- "Understanding the Relationship between Labor Costs and Profitability in the Restaurant Industry" by Alyssa Beadle (Restaurant Hospitality)

LINKS

- 1) <https://www.wallstreetmojo.com/cost-of-labor/#h-conclusion>
- 2) <https://mapchise.com/blog/restaurant-labor-costs/>
- 3) <http://kwangaikamed.weebly.com/data-collection-analysis--interpretation.html>

A STUDY ON COMPUTERIZED ACCOUNTING SYSTEM USE IN BANKING SECTOR

Siddhesh Prakash Khutwad
S.Y.M.Com

ABSTRACT

Digitalization accounting system and information technology can play crucial role in banking sector. Banks using manual banking systems cannot adapt itself to changing business environment and cannot delivering quick and efficient services to their customers. On the other hand, banks operating with computerized accounting/banking systems can offer much improved, efficient and fast services to their customers by them much more competitive. Advancement in technology and globalization has brought a very high competition within the banking industry. The desire for foreign investment opportunities due to less stringent regulations in the financial sector with regional economic integration have compelled most local banks to modernize.

This article is related to of accounting systems in banking sector. It also presents how banks digitalization of accounting has helped eradicate many problems in the banking field, comparing and giving insights into differences between computerized accounting systems and manual accounting/banking systems. Keywords: Computerization Accounting system, Manual Banking system, Banks, Accounting Software.

Help them reduce the risks and problems they may face while doing their job by following the guidelines and guidelines and produce the necessary solutions to solve these problems, which leads to good performance in the banking sector.

The bank must use and ensure adherence to recommendations to create effective computing and related purchases, despite the high cost of administration. But if banks are serious about increasing efficiency and improving their operations for better results, then they should.

Keywords: Accounting, Digitalization, Business Environment

INTRODUCTION

After economic reforms in the form of liberalization, privatization and globalization, the growth of India's service sector has increased. Finance, insurance, transportation, communications and other business services are developing rapidly. Before 1991, however, very few bankers, whether rural or commercial, were bankers. The use of accounting systems makes it difficult to serve a wide range of customers due to the urgent need for information and the complexity of financial communication between different companies. However, with the introduction of computerized accounting systems, many cumbersome banking functions performed by the use of manual banking systems have been reduced.

The use of computerized accounting systems by banks is revolutionizing the way banking activities are conducted. E-commerce is now seen as a panacea for the new economic changes occurring in the developed world, India is somewhat lacking in this regard and by providing proper printing and customer service products, Indian banks should embrace the computerization of the country. Recent developments in these facilities have led the banking industry to adopt this technology to improve the services they provide to their customers. The current situation, particularly in the field of Business Information and Communication Technologies (ICT), has led to a complete change in the business and services of customers in the Bank's business segment. To achieve global development, improve customer experience and reduce transaction costs, banks invest heavily in ICT, widely use ICT networks and offer a variety of assets, additions and services.

Developments in information and communication technologies have had a significant impact on banking services becoming more flexible and efficient. Customer satisfaction and customer service are important in determining whether banks can achieve their goals of gaining, retaining and increasing market share. Today, information and communication technology is the foundation of the financial sector, which is the heart of any strong economy. What happens if it fails? The ICT revolution has disrupted banking's business model, allowing banks to step out of their comfort zone and productive assets, and allow customers to segment products into different sectors.

Thus, for example, Internet banks often distribute insurance and securities as well as banking products, but not all the products they distribute are produced by their group (Delgado and Nieto, 2004). Manual Banking System Manual will refer to a physical work or workbook. Dictionary.com defines manual as "anything that is made, worked on, studied, etc., by hand rather than electricity or electronic device".

(Dictionary.com) When this concept is applied to banking, it can be defined as the process of receiving and recording the basic functions of the bank (such as customers, management and accounting records) in writing without using a computer or electronic device. With bank accounts, all customer-related information is retained, regardless of the information in the contract, including account opening, cash and check deposits and withdrawals, Loans, overdrafts and other loan agreements, including international banking services. When this concept is applied to banking, it can be defined as the process of taking and recording the basic functions of the bank (such as customers, management and information invoices) in writing without using a computer or electronic device.

OBJECTIVES OF THE STUDY

- To understand concept of computerized accounting system use in banking sector.
- To analyses the trend of accounting system with the help of primary data.
- To understand the genesis concept of E-banking.
- To examine the impact of using computer to keep accounting records.
- To analyses the present e-banking scenario concerned with ATM, internet banking, mobile banking, credit card, debit card, fund transfer & other E- banking service.

HYPOTHESIS

- It is easy to maintain records in accounting software as compared to manual accounting system
- There is no relationship between education and the usage of the online banking customers.
- The available accounting software's are expensive and not user friendly

RESEARCH METHODOLOGY:

Primary method and Secondary method

Primary Data Collection Method:

Primary data are those which are collected for the first time and so are in crude form. Primary data are always collected from the source. It is collected either by the investigator himself or through his agents. There are different methods of collecting primary data. Each method has its relative merits and demerits. The investigator has to choose a particular method to collect the information. In primary data collection, the data is collected using method such as interviews and questionnaire. There are many methods of collecting primary data (observed or collected directly from first-hand experience.)

- Indirect oral interviews
- Collection through questionnaires
- Surveys

Secondary Data Collection Method:

Secondary data are those which have already been collected. It consist of information that already exist somewhere having been collected for another purpose. Such as internal database, websites, and research magazines. The secondary data have been collected from different articles & websites resources such as www.wikipedia.com , www.google.co.in and so many others.

Sampling Size:

Sample size refers to the number of participants or observations included in a study. Here Researcher has chosen the 25 respondents out of the 50 respondents, the respondents are the peoples who are aware about the accounting software and as well as to online banking.

Sampling Area:

The study has been conducted on the selected area like

- SBI bank (Ambegaon branch)
- ICICI bank (Katraj branch)
- COSMOS bank (Ambegaon branch).

DATA ANALYSIS & INTERPRETATION:

Data Analysis

- Analysis of responses in Tabular and Graphical format
- AGE BASIS ANALYSIS

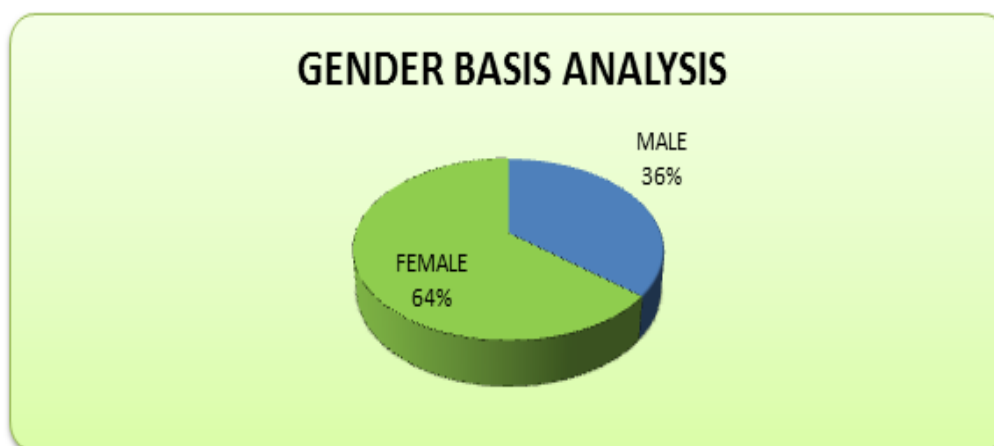


Age group	Number of respondent	Percentage
18 to 20	05	20%
20 to 30	09	36%
30 to 40	07	28%
40 to 50	04	16%
TOTAL	25	100%

The above figure shows that 20% representing 5 respondents are 18-20 yrs, 36% representing 09 respondents are 20-30 yrs, 28% representing 07 respondents are 30-40 yrs. 16% representing 04 respondent are 40-50 yrs and no respondent for below 18 yrs.

[1] Gender Basis Analysis

Gender	Number of respondent	Percentage
Male	09	36%
Female	16	64%
TOTAL	25	100%



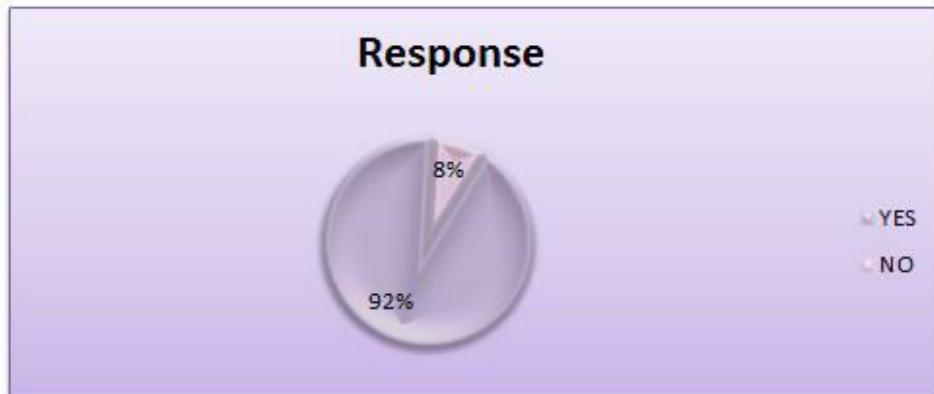
The above figure shows that 36% representing 09 respondents is male and 64% representing 16 respondents is female.

[2] Work Experience

Work experience	Number of respondent	Percentage
2 to 5 yr	05	20%
5 to 10yr	12	48%
10 to 15yr	08	32%
TOTAL	25	100%

The above table shows that 20% representing 5 respondents have 5 years and below work experience, 48% representing 12 of the respondents have 5-10 years work experience, 32% representing 08 respondents have 10-15 years work experience.

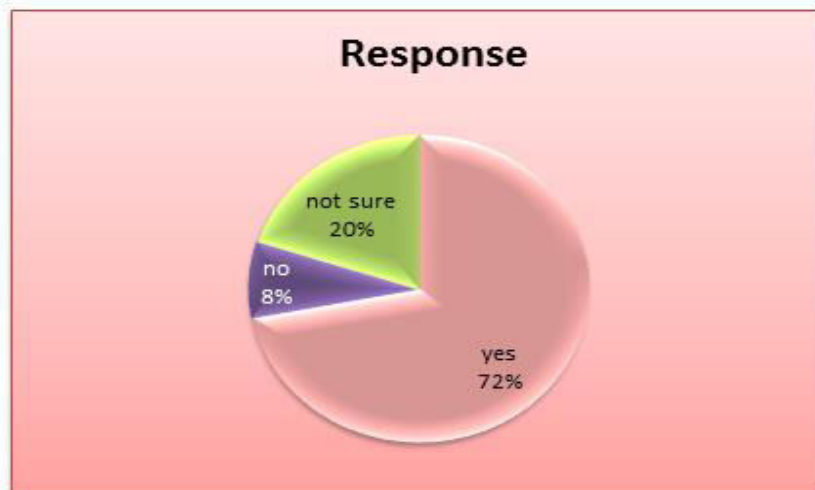
Do you feel ease in Doing Accounting in Computerized Accounting Software



OPTIONS	Number of Respondents	Percentage
YES	23	92%
NO	02	8%
TOTAL	25	100%

Here out of 25 respondent, 23 respondent feel ease in doing accounting in computerized accounting software but remaining 2 respondents do not feel ease in doing accounting in computerized accounting software. So out of 100% outcome of percentage is 92% for the option Yes & only 8% for the option No.

Does Computerization Aid Quick Customer Service, Decision Making Process and Accountability in Your Bank?

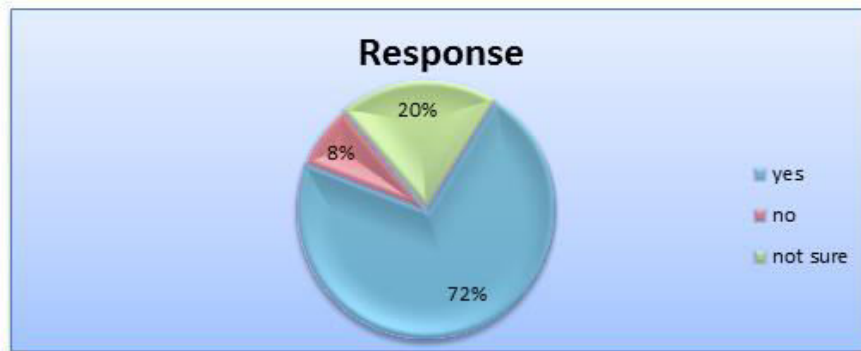


OPTIONS	Number of respondents	Percentage
YES	18	72%
NO	02	8%
NOT SURE	05	20%
TOTAL	25	100%

The above table shows that 72% representing 18 respondents strongly agree that computerization aids quick customer service decision making process and accountability in bank, 8% representing 02 respondents not agree and 20% representing 5 respondents are not sure.

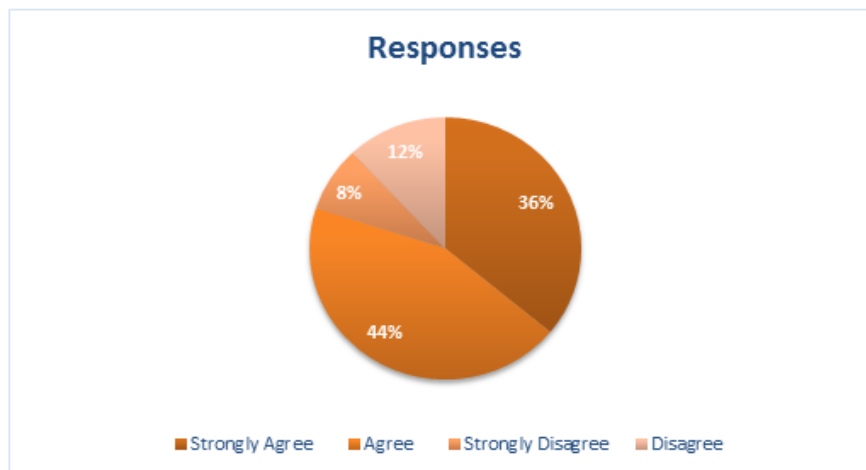
Does Effect of Computerized Accounting Software Enhance Higher Turnover and Profitability in Banks?

OPTIONS	Number of respondents	Percentage
YES	19	76%
NO	03	12%
NOT SURE	03	12%
TOTAL	25	100%



The figures shows that 76% representing 19 respondents strongly agree that computerized accounting software enhances higher turnover and profitability in banks, 12% representing 03 respondents not agree and 12% representing 3 respondents are not sure.

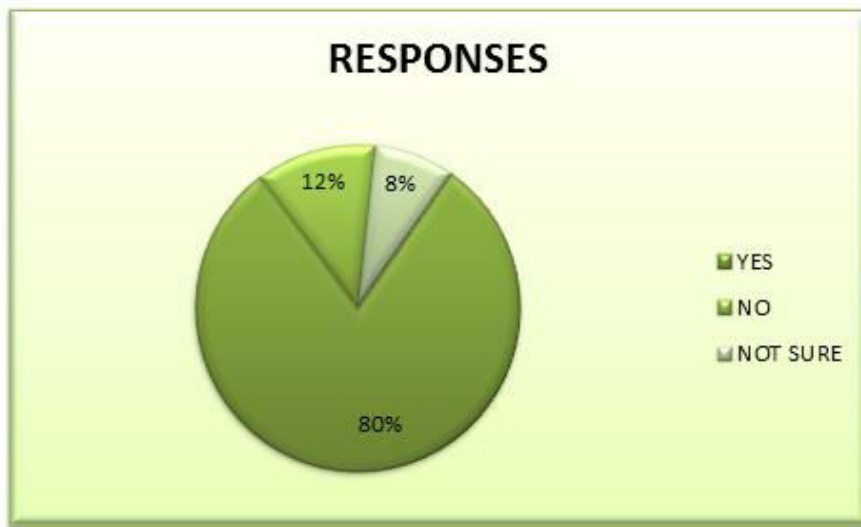
Computerized Accounting Software is an Effective Means of Keeping Proper Accounting Records.



OPTIONS	Number of respondents	Percentage
Strongly Agree	09	36%
Agree	11	44%
Strongly Disagree	02	8%
Disagree	03	12%
TOTAL	25	100%

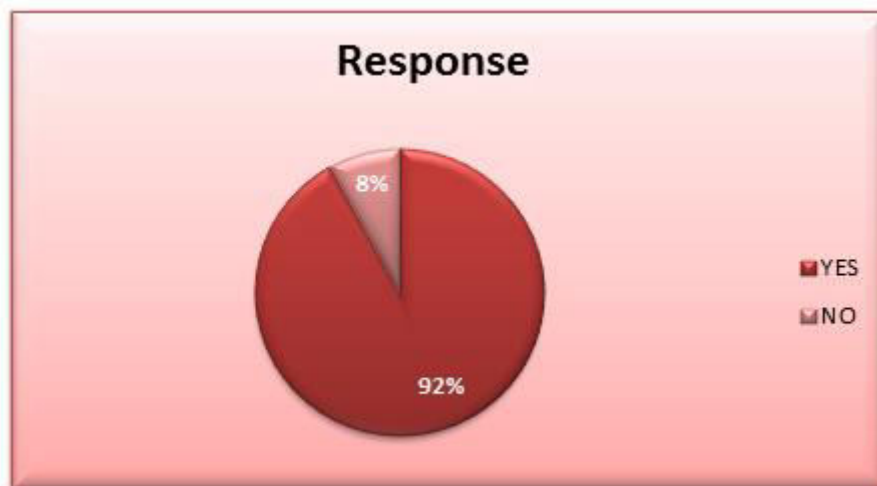
The above Table show that 36% representing 09 respondents strongly agree that computerized accounting system is an effective means of keeping accounting records, 44% representing 11 respondents agree while 8% representing 02 respondents for strongly disagree, 12% representing 03 respondents disagree.

Is there Co-Ordination and Quality Performance in Banking Operations Through the Use of Computerized Accounting Software?



OPTIONS	Number of respondents	Percentage
YES	20	82%
NO	03	12%
NOT SURE	02	6%
TOTAL	25	100%

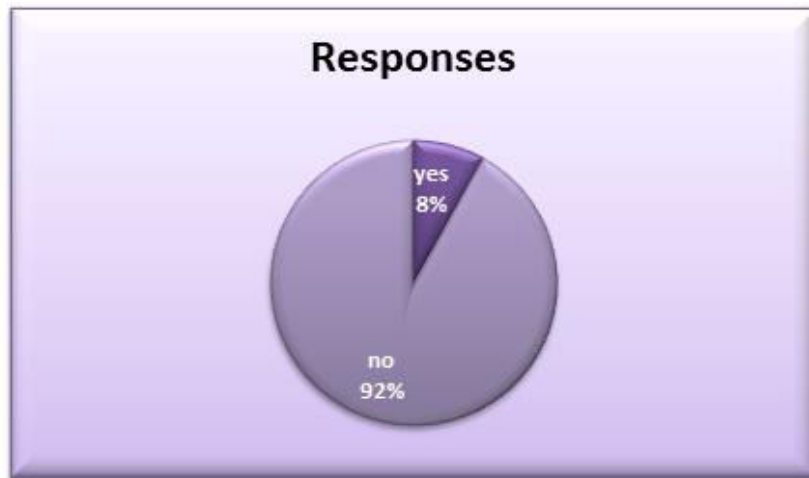
The above table shows that 82% representing 20 respondent agree that the use of computerized accounting software brings about co-ordination and quality performance in the banking operations, 12% representing 03 respondents are not agree and 6% representing 02 respondents are not sure. **Is it good to be techno-savvy with your accounts?**



OPTIONS	Number of respondents	Percentage
YES	23	92%
NO	02	8%
TOTAL	25	100%

Here out of 25 respondent, 23 respondent are agree and 2 respondent are not agree. So out of 100% outcome of percentage is 92% for the option Yes & only 8% for the option No.

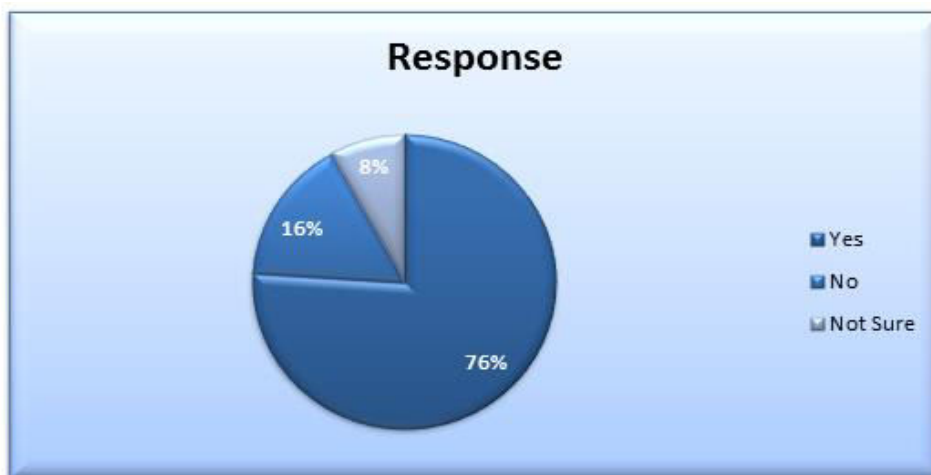
Do you find it difficult in understanding Accounting Terminologies in Computerized Environment?



OPTIONS	Number of respondents	Percentage
YES	02	8%
NO	23	92%
TOTAL	25	100%

Here out of 25 respondent, 2 respondent are find it difficult to understand the accounting terminology in computerized environment and 23 respondent are not found it difficult . So out of 100% outcome of percentage is 92% for the option NO & only 8% for the option YES.

Does it Become Easy to Predict the Future Plans with the Help of Accounting Software?

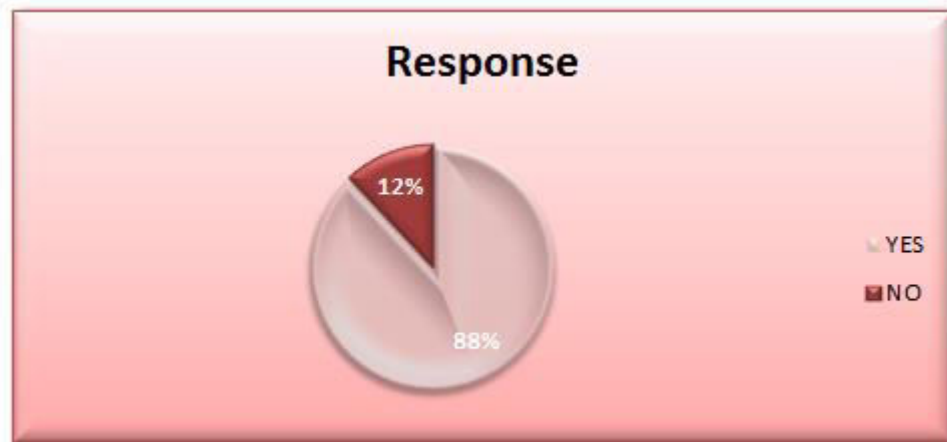


OPTIONS	Number of respondents	Percentage
YES	19	74%
NO	04	16%
NOT SURE	02	8%
TOTAL	25	100%

The above table shows that 74% representing 19 respondent agree that it become easy to predict the future plans with the help of accounting software, 16% representing 04 respondents are not agree and 8% representing 02 respondents are not sure.

Did Computerized Accounting Software Increase the Efficiency of your work?

a) Yes b) no



OPTIONS	Number of respondent	Percentage
YES	22	88%
NO	03	12%
TOTAL	25	100%

The above table shows that 88% representing 22 respondents are agree that Computerized Accounting software increase the efficiency of work, 12% representing 03 respondents are not agreed.

FINDINGS

- 72% respondents strongly agree that computerization aids quick customer service decision making process and accountability in bank, 8% agree and 20% are not sure.
- 88% are agree that Computerized Accounting software increase the efficiency of work, 12% representing are not agree.
- There is a relationship between the application of the computer and manual system in the accounting of the banking industry. This was found to be true because the application of a computerized accounting software in banking operations aids quick customer services decision making process and quality performance than in manual accounting system. Also, the installation of accounting software in the computer, processes data and creates reports much faster than manual system which is slow
- It is evident that the impact of computerized accounting software enhances higher turnover and profitability in banks. Through this was corroborated by the test carried out, it was observed that some rural banks are yet to take advantage of the excellent benefits provided by it, as such this reports from banking operations carried out haveremained uninterested and unreliable.
- It is evident that the computerized accounting software is an effective means of keeping accounting records. This is because computerized accounting software provides a means for them to record; very high volume of transactions with the great speed and financial and prepare a wide range of detailed financial report. It also provides management with current account balance information since balance is posted as the transactions occur.
- The application of computerized accounting software is effective in strengthening the control system and accountability in banks.

7. There is co-ordination in the entire banking operations through the use of computerized accounting software.
8. From the above Research we get a detailed idea that with the introduction of computerized accounting software the era of manual accounting has come to an end, it has come up with new ideas and technology that has ended the drawbacks of manual accounting system

SUGGESTION

- Rural Banks should take advantage of the excellent benefits derivable from the adoption of well designed computerized accounting software. This will help them to achieve a high and acceptable standard of quality in the performance of their banking operations.
- The government should accelerate actions that will create an enabling environment in order to stimulate growth in the banking sector.
- All banks should utilize information technologies to render services that meet the genuine needs of the customers and if there's change in the customer lifestyle, the banks should change along rapidly.
- Given that information technology facilities depend largely on electronic power supply, without good power source, it becomes very difficult to maintain computer and other information technology equipment used by banks. Hence government should improve and provide different sources of energy that would complement the current supply.

CONCLUSION

Accounting Software is an integrated, computer – based system which allows the user to enter the transaction into the program once and all accounts are updated as necessary. It is also a specialized computer – based system use in gathering information. It also provides information for decision making functions and has been of tremendous benefits not only in banks also to all manner of firms and organizations. Computerized accounting software has helped in facilitating the provision of timely, quick customer service delivery, accurate and reliable information, required by them i.e. (Banks and other firms and organizations).

It has also brought about quality performance in banking operations by abiding by the accounting instructions and guidelines which help them to minimize risk/challenges that are likely to be encountered in the course of their duties as well as evolves adequate measures to combat such challenges and achieve success.

Though the cost of maintenance and designing an effective computerized accounting system and the purchase of the associated facilities needed for it is high, if the banks are well committed to improving their performance and enhancing higher quality of work performed for higher profitability, they should go for it as well as ensure that the recommendations are rigidly followed.

Manual accounting system requires large storage to keep accounting records, and vouchers. The requirement of books and stationery and books of accounts along with vouchers and documents is dependent on the volume of transactions. There is a need to reduce the paperwork and dispense with a large volume of books of account. This can be achieved working with the help of computerized accounting software.

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A COMPARATIVE STUDY OF DIFFERENT ACCOUNTING SOFTWARE I.E. TALLY ERP &SAP**Varma Simran Ajay**

S.Y.M.COM, Sarhad College of Arts, Commerce and Science

ABSTRACT

The comparative study of Tally ERP and SAP accounting software was conducted to analyse their features, functionalities, and effectiveness in managing financial data. Both Tally ERP and SAP are widely used accounting software with different capabilities, strengths, and weaknesses. Tally ERP is a popular accounting software used by small and medium-sized businesses, while SAP is a comprehensive software designed for larger businesses and corporations. The study analyses various features of both software, including financial management, inventory management, payroll management, and tax management. Tally ERP was found to be user-friendly and easier to use than SAP, making it suitable for small businesses with less complex financial data. However, SAP was found to be more comprehensive and suitable for larger businesses with complex financial data and international operations. Tally ERP was proven to be more cost-effective than SAP in terms of pricing, making it available to small and medium-sized firms with a tight budget. The fact that Tally ERP is accessible in a variety of languages and has a sizable user base makes it simpler for users to get help and training. To choose the finest accounting software for their operations, firms should consider their unique needs and budget because both Tally ERP and SAP have benefits and disadvantages.

Keywords: Accounting Software, Tally ERP &SAP

INTRODUCTION

Accounting software is application software that keeps track of and executes accounting activities inside functional modules including trial balance, balance sheet, account payable, and account receivable, among others. It serves as a system for accounting information. It is created by the business itself or by a different company that produces this kind of software, and they have the option to modify it locally. Although it is crucial to utilize accounting software, it was previously possible for businesses to record their company transactions using a system known as bookkeeping and accounting. Accounting software was only developed in response to computer innovation. This outdated accounting method is the foundation of all accounting software. In order to understand the history of accounting software, we must first understand the history of accounting. According to knowledge from the past, accounting was a practice that dates back thousands of years. The end of the Crusades marked the beginning of the majority of formal contemporary accounting. The necessity for written records arose when trade between Europe and the Middle East surged substantially, outpacing what a single owner could handle. This allowed business owners to keep track of their transactions and guarantee that their agents were operating economically. Around the thirteenth century, Genoa, Italy saw the introduction of the double entrance method, which underwent further refinement in Venice during the industrial revolution. Business grew significantly in terms of sales, purchases, and employee numbers. These larger companies needed capital, which required investors who, in turn, needed proper reporting of funds. They were also subject to more government regulation and taxation. Accounting has continued to advance to the present day and now involves the standardization of reporting and the development of international accounting standards. Accounting is now referred to as "the language of business" because it is the method used to communicate financial data about a corporate entity to various audiences. Management accounting is used to deliver information to employees, managers, owner managers, and auditors and focuses on reporting to those inside the company entry. Financial accounting is accounting that makes information

available to those outside of the corporate organization, including current and potential shareholders, creditors like banks or vendors, financial analysts, economists, and governmental organizations. Management prepares records using a variety of software that is helpful to them and others involved in the organization. In this project, we will learn how crucial it is to use accounting software in businesses and what its benefits and drawbacks are. Choosing the right accounting software for your company is vital. Before determining which accounting software is effective in business, we must first understand its history. Accounting software can be desktop-based or online-based, accessible from any location at any time with any internet-enabled device. Accounts receivable, Accounts Payable, General Ledger, Billing, Stock/Inventory, Purchase Order, Sales Order for the Supply of Inventory, and Bookkeeping are among the key modules in accounting software. Software as a service (SaaS) or on-site installation of accounting software is both possible. These can keep track of and manage earnings, outlays, buys, sales, inventory, orders from customers, contacts, supplier data, reports, bills, payments, and drafts invoices. They also make it easier for users to work together. Due to its ability to automate and expedite financial management procedures, accounting software has emerged as a crucial tool for firms of all kinds. Two of the most widely used accounting software solutions by companies worldwide are Tally and SAP. To assist you in choosing the software that is ideal for your company, we will compare Tally and SAP and look at their features, advantages, and disadvantages. Tally is a popular accounting program used in India and other nations. It has features like accounting, inventory management, payroll, and taxation for small and medium-sized businesses. Tally is renowned for its intuitive interface and simplicity of use. It is reasonably priced and easy to adapt to a business's unique requirements. With a sizable user community that exchanges tips and advice, Tally also provides top-notch customer care. Enterprise resource planning (ERP) software like SAP is widely used by companies of all sizes. A wide range of capabilities, including accounting, inventory management, sales and distribution, procurement, and project management, are included in this sophisticated piece of software. Due to its high degree of adaptability, SAP may be specifically adapted to a company's needs. It is renowned for being scalable, making it appropriate for both small and large enterprises. Businesses that handle sensitive data frequently use SAP because of its security capabilities.

OBJECTIVE

- To learn information on the accounting program.
- To understand users' opinions on accounting software.
- To understand the degree of user comfort and associated risk with the accounting system.
- To study Comparing accounting programmers to determine which ones are valuable to businesses.

HYPOTHESIS

1. Analyze and understand different accounting software.
2. Each businessperson considers these factors when choosing accounting software.
3. Evaluate and comprehend various accounting software.
4. To examine accounting software users in businesses located in developed and developing regions.

RESEARCH METHODOLOGY

The research chooses four distinct accounting programs for comparison that may be used by all types of corporate organizations. Firstly, Data collected, recorded, and used earlier and for a different project from the one currently underway. Secondly, Data that has been gathered for a

different reason is known as secondary data. Thirdly, It requires less money, work, and time. Fourthly, Reused data is referred to as "secondary data." typically in another context. Secondary data are those that are already in circulation. The sear data that have been utilized for purposes other than that of the organization that originally gathered and publicized the data. They were acquired second hand from published or recorded sources. These numbers were taken from reports, financial statements, budget plans, periodicals, and other sources. Inthis instance, the data was obtained from Tally Solutions PVT . Ltd. official documentation. And SAP SE conducts a variety of research projects on a comparison of various software.

REVIEW OF LITERATURE

- **S.S. Goenka (1986):-**

S.S. Goenka founded Tally in 1986 after creating an accounting program to streamline daily accounting procedures. Beyond India, 88 other countries have adopted this siliconvalley accounting software. It is seen as being capable of offering taxation, financial statements, and vouchers. Tally is a popular accounting program in India that was created for small and medium-sized businesses. Its company has since expanded internationally. The new modification offers an affordable automation solution. It specializes in offering payroll, inventory, buy and payables sales and receivables, and financial management and controls. The user can define roles and access privileges thanks to the new security features.

- **Rhine-Necker (1972):-**

"Systems Applications, and Products in data Processing" is what SAP stands for. One of the largest independent software companies in the world, SAP has grown steadily from a five-person enterprise with headquarters in southwest Germany's Rhine-Necker region to an employer of more than 47,598 individuals in more than 50 countries. In 1972, this software was first released. It makes businesses of all sizes and in all sectors run more efficiently. Our goal is to make the world more efficient.

- **Shubham Sutar (2015):-**

Tally ERP is excellent accounting software for all business and institutional types. Tally made accounting incredibly simple and dependable for everyday business operations, as well as having an impact on our accounting. Tally, in my opinion, greatly aids both experienced and inexperienced candidates in developing and enhancing their expertise

- **Rishu Biswal (2014):-**

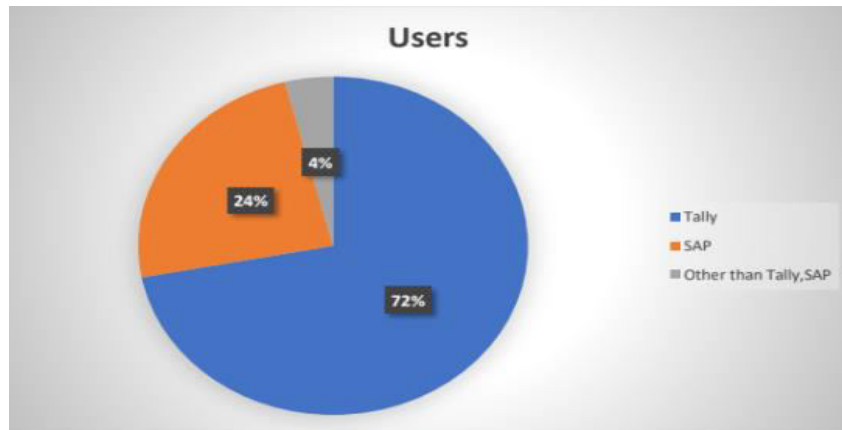
The greatest software is Tally ERP 9, which is suitable for both small and large organizations. It offers a wide range of statutory and financial reports that, in my opinion, no other software can match for a comparable price. It is not just limited from an accounting standpoint. Additionally, it offers ERP software

DATA ANALYSIS

I chose three distinct accounting programs for comparison that may be used by all types of corporate organizations. First, I gathered the features, functions, benefits, and drawbacks of these accounting software program, as well as their historical context. This knowledge is quite helpful because every businessman considers it when choosing an accounting program. This data is useful for evaluating and comparing software, as well as for comparison shopping. An analysis of this software is a crucial part of this project. I had designed a brief questionnaire for this accounting software's user specifically for this reason. In order to do this, I spoke with a variety of business owners to learn which accounting software they use and how they make use of it. I inquired of them in order to understand this situation from their perspective.

➤ The following chart show the user of accounting software:

Accounting Software	Users
Tally	18
S.A.P.	6
Other than Tally, S.A.P.	1

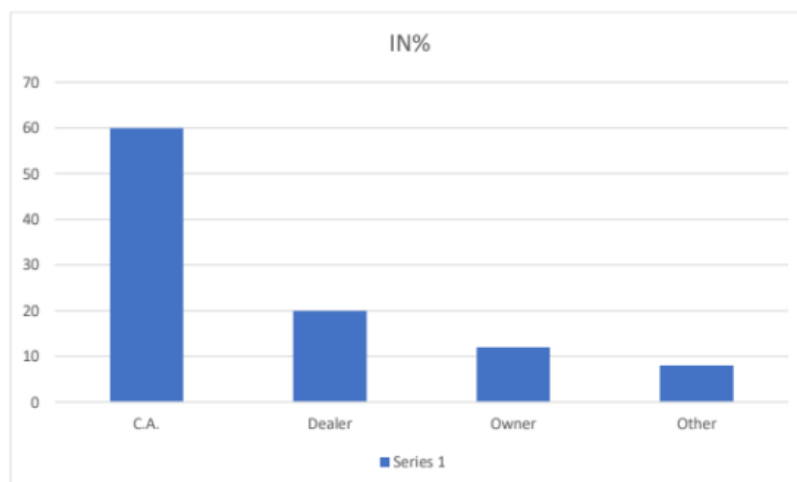


Compared to competing accounting software, Tally's user base is far larger. This software user works for a small and medium-sized company. S. A. P. software is exclusively used by large-scale businesses. This is primarily used by small and medium-sized businesses

SUGGESTION OF SOFTWARE

When the topic of who recommended you use this software surfaces. As a result, the answer was that 60% of users of this program do so as a result of the connected firm's chartered accountant. 20% of users who consulted a software vendor understood the features offered by the product and were satisfied with them. 12% of business owners compare their operations using various accounting software.

USERS	IN %
C.A.	60
DEALER	20
OWNER	12
OTHER	8

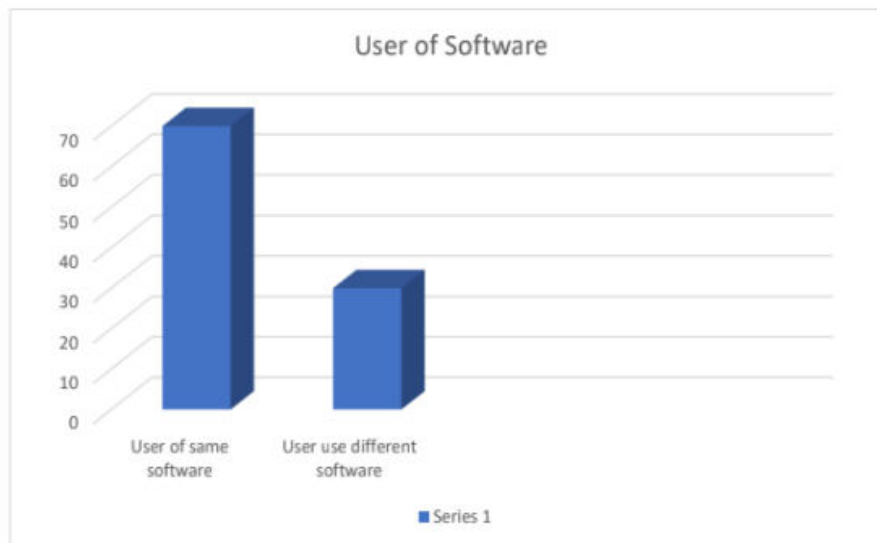


This graph illustrates how the use of business accounting is affected by other people's perspectives

Year of Using the Same Software

The same user has been using the software since they first started their firm, and they haven't chosen an updated version of the linked software since they are experts in both the connected software and all of its features. People are now so knowledgeable that they don't choose any other software to cause mental confusion. However, some users are drawn to using the most recent software release. They enjoy utilizing the function carried out by linked software to boost firm productivity. The following graph displays accounting software users who have not switched to a different program. Additionally, they use accounting software and are also interested in switching to newer or alternative software.

User of some software	User use different software
70	30

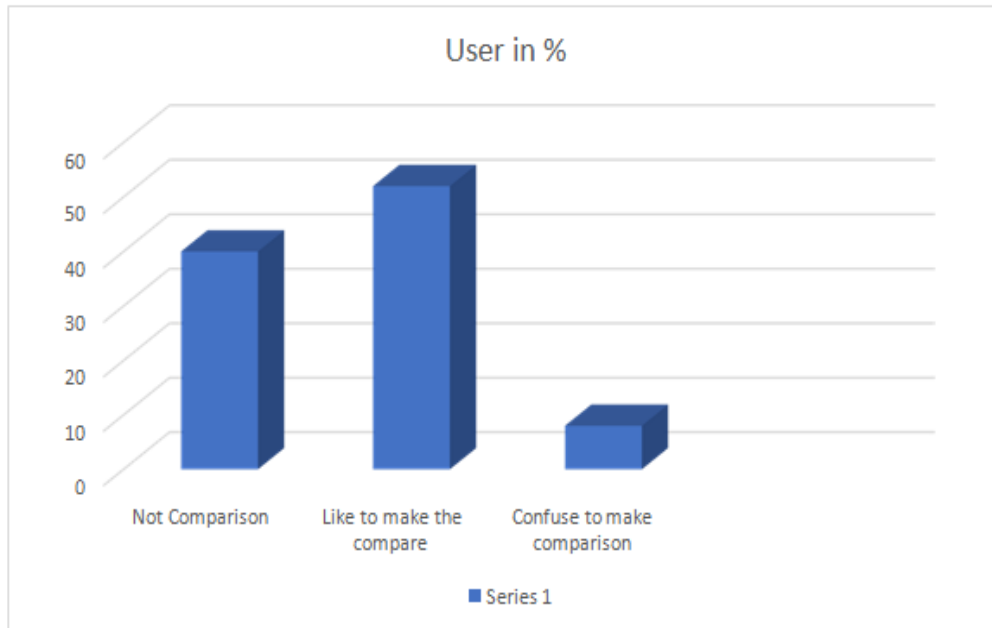


In this graph, users of some accounting software outnumber users looking to switch to another program. However, some software needs to be updated annually. This primarily occurs in large-scale industries, although the format that the user uses to maintain his records is unaffected by the upgrade. Upgrades are made for a particular function that goes along with them. For e.g.- Every year, taxes vary, so adjustments must be made as a result. If it isn't done, the software uses the outdated data because the new data isn't being uploaded or upgraded.

COMPARISON OF SOFTWARE

When the question to compare accounting software to other software was posed, 40% of the owners just wanted to keep using their previous program without comparing it to other products. 52% of owners like to compare two accounting software programs. They believe that new technology is developing every day, and they would like to utilize it to help their firm flourish. Because the program are helpful to them, they compared them. The 8% of owners, however, were perplexed as they compared various accounting software because they believed that switching to a new program might lead to mental confusion, and they also feared having to deal with any issues that might arise.

USER	USER IN %
No comparison	40
Like to make the compare	52
Confuse to make comparison	8

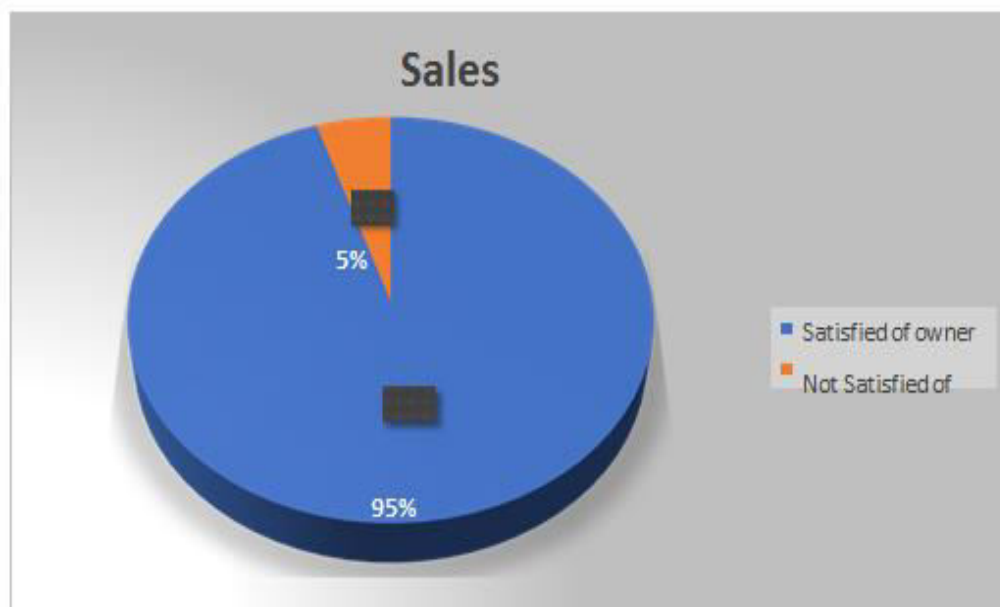


The difference when a user has the ability to compare his accounting software is seen in the above chart. In this instance, the user who enjoys comparisons outweighs the person who does not.

SATISFACTION OF OWNER

95% of business owners are happy with the software they have installed since it gives them all the pertinent data or information they need. However, 5% of owners are dissatisfied with their software because they anticipate more from it and don't use upgraded software to meet their needs. As a result, they are not content.

Satisfied of Owner	95
Not Satisfied of Owner	5



Using the chosen accounting software in his business, the satisfied owner outperforms the other dissatisfied owners, according to this chart.

FINDINGS

Some businesses use accounting software to determine its importance, and the owners are happy with its use. These inquiries were made to a few accountants and business owners who regularly use accounting software.

The best accounting software program for your business can be a challenge, with an explosion of shrink-wrapped software products and online application offering. It is clear that using computerized accounting software to maintain financial records is a successful strategy.

Using computerized accounting software effectively improves accountability and the control system. Through the use of a computerized accounting system, the entire Tally ERP and SAP Business operations are coordinated.

SUGGESTIONS

The owner should consider the following recommendations while choosing the software:

Analyze your needs and set a budget. Make a wish list first, in which you might include the requirements of your company and specify your spending limit. With your limited resources, you can choose from a variety of options and even purchase expensive, feature-rich accounting systems to fulfil your future business demands.

If you are not an expert in accounting procedures, you should speak with an accountant who can inform you of the essential characteristics that an accounting package should have in order to satisfy your company's needs.

- There are many different types of accounting software on the market, and if you run a small business, you should invest in accounting packages that offer solutions for these companies. However, key functions like record-keeping or bookkeeping should be completed quickly. You could need web-enabled software if your organization has small units spread out over several different locations.
- There are add-on features for solutions that allow for specialized data entry, and some accounting software offers additional modules like insurance or inventory at a reasonable cost.

CONCLUSION

Based on the aforementioned research and analysis, I have come to the conclusion that every accounting software plays a significant role in business, and the functions that the software performs are also set up by the companies that made the software, who are good and consider what each businessman wants and doesn't. When a business owner first starts out, he or she wants to decide on the accounting software that would be most helpful to their operation. Some accounting software providers offer the option to modify the accounting software from the owner's perspective, but doing so comes at a significantly higher cost than choosing any other software.

Additionally, it depends on the owner's level of large business. Small businesses have a lot of options when choosing software, including Tally and Busy, while medium and large businesses can use any of these options, including S. A. P., Tally, and Busy, because these days' software offers excellent services for all different kinds of businesses.

In conclusion, both Tally and SAP are excellent accounting software programs that offer a range of features and benefits. The choice between the two will depend on the specific needs and budget of a business. If you are a small business looking for an affordable, user-friendly

accounting software, then Tally may be the best choice. However, if you are a larger business looking for a comprehensive ERP software with more advanced features and scalability, then SAP may be the better choice.

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AN ANALYTICAL LEARNING OF WORKING CAPITAL MANAGEMENT IN KIRLOSKAR BROTHERS LIMITED

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ABSTRACT

The objective of this study is to analyze and evaluate the working capital management practices of Kirloskar Brothers Limited, a prominent manufacturing company. Working capital management is crucial for the financial well-being and operational efficiency of organizations. The study focuses on different aspects, including the constituents of working capital, the significance of efficient working capital management, and its impact on the company's profitability and liquidity.

The research methodology encompasses a combination of primary data collection through interviews with key personnel and secondary data analysis of financial statements, annual reports, and relevant literature. The study examines the current working capital management practices implemented by Kirloskar Brothers Limited, such as inventory management, accounts receivable management, and accounts payable management.

Through the study's findings, insights are gained into the effectiveness of the company's working capital management strategies, identifying strengths and areas that require improvement. Key performance indicators like liquidity ratios, turnover ratios, and cash conversion cycle are analyzed to evaluate the efficiency of working capital management. The study also addresses the challenges faced by the company in managing working capital, such as fluctuations in seasonal demand, supplier relationships, and credit management.

Keywords: Working capital management, Kirloskar Brothers Limited, manufacturing company, financial health

INTRODUCTION

Working Capital Management:

Working capital management is a crucial aspect of financial management that focuses on the efficient utilization of short-term funds in day-to-day operations. It involves managing the components of working capital, which include cash, inventory, receivables, and payables. The goal is to ensure that sufficient working capital is available to support business activities while maximizing returns on investment in short-term assets.

Types of Working Capital:

Working capital can be classified based on periodicity and concept. On the basis of periodicity, it is categorized as permanent working capital and variable or temporary working capital. Permanent working capital represents the minimum investment required in current assets for day-to-day business operations, while variable working capital fluctuates based on the business activities and seasonal demands.

Based on concept, working capital is divided into gross working capital and net working capital. Gross working capital refers to the total investment in current assets, providing insights into the company's economic position. Net working capital, on the other hand, is calculated by deducting current liabilities from current assets, indicating the ability to meet short-term obligations.

Factors Determining Working Capital

Several factors influence the requirement for working capital. These include the nature and size of the business, volume of sales, terms of purchases and sales, business cycle, and liquidity and

profitability objectives. The nature of the business and its operational characteristics, such as the need for inventory and receivables, significantly impact the working capital needs.

Components of Working Capital Management:

Cash Management- Effective cash management ensures the availability of sufficient cash to meet daily operational needs and enables solvency. Strategies for cash management include managing cash balances, marketable securities, accounts receivable, and inventory.

Inventory Management- Inventory management involves maintaining an optimal level of raw materials, work-in-process, and finished goods. It aims to balance the costs of carrying inventory with meeting customer demand and avoiding stockouts.

Receivables Management- Managing receivables involves establishing credit policies, analyzing the creditworthiness of customers, and implementing effective control measures to minimize bad debts and optimize cash flow.

Payables Management- Payables management focuses on managing trade credit purchases, negotiating favorable terms, and controlling the timing of payments to suppliers. It aims to optimize working capital by efficiently managing accounts payable.

Working Capital Cycle:

The working capital cycle, also known as the operating cycle, represents the time it takes to convert cash into finished goods, accounts receivable, and back into cash. It starts with the acquisition of raw materials and ends with cash realization from debtors. The length of the working capital cycle varies across industries and businesses, and it influences the amount of working capital required.

By effectively managing working capital and its components, businesses can enhance their liquidity, profitability, and overall financial performance. It requires careful planning, analysis, and control to strike a balance between optimizing working capital and meeting short-term obligations.

OBJECTIVE

- Analyze the current working capital management practices in Kirloskar Brothers Limited.
- Evaluate the efficiency and effectiveness of the company's working capital management strategies.
- Identify strengths and areas for improvement in working capital management.
- Assess the impact of working capital management on the company's profitability and liquidity.
- Explore the challenges faced by the company in managing working capital.
- Provide recommendations to enhance the company's working capital management practices.

HYPOTHESIS

- Efficient working capital management positively impacts the profitability and liquidity of Kirloskar Brothers Limited.
- Effective management of cash, inventory, receivables, and payables leads to improved working capital performance in the company.
- The implementation of sound working capital management practices enhances the overall financial health of Kirloskar Brothers Limited.
- There may be specific challenges and areas for improvement in the current working capital management practices of the company.

RESEARCH METHODOLOGY

To gather primary data, various methods can be employed, such as interviews, surveys, and observations. Interviews with key personnel in the finance and operations departments of Kirloskar Brothers Limited can provide valuable insights into their working capital management practices. Surveys can be conducted among the company's suppliers and customers to understand their experiences and perceptions regarding payment terms, inventory management, and receivables/payables management. Observations can be made on-site to assess the company's physical inventory and cash flow management.

Secondary data, on the other hand, can be obtained from sources such as industry reports, financial statements, academic journals, and government publications. These sources can provide information on industry trends, best practices, financial ratios, and benchmarks for working capital management. The data can be analyzed and compared with the primary data collected to validate and complement the findings.

PERIOD OF STUDY

Data of 5 years (2015-16 to 2019-20) has been collected for the study.

SAMPLE SIZE

The sample for the study has been selected a company named Kirloskar Brothers Ltd, Pune which is one of the market leader in fluid management.

LITERATURE REVIEW

- "Working Capital Financing: Applications and Research" by James Sagner - Provides real-world research and practical applications of the working capital process.
- "Management of Working Capital: Strategies and Techniques" by John C. Gardner - Provides ideas and techniques for managing capital in different industries.
- "Principles of Working Capital Management" by Richard A. B. and St. t C. Myers - A comprehensive introduction to investment management principles and concepts.
- "Working Capital Management: Theory and Practice", S.N. Maheshwari - Offers a combination of theoretical framework and practical insights on working capital management.
- "Management of Working Capital and Finance: A Guide for Financial and Financial Managers", Yasser El-Kassaby - Covers the fundamentals of capital management and finance as a comprehensive book specifically designed for financial institutions and financial managers.

DATA ANALYSIS

Data analysis plays an important role in Kirloskar Brothers Limited's working capital research. Quantitative and qualitative analysis techniques can be performed on the collected data to gain better insight.

Includes quantitative data analysis, cost comparison analysis, factor analysis, regression analysis, and other statistical methods. Financial metrics can be calculated to analyze revenue, performance and profitability. Analysis helps identify patterns and changes in workforce resources over time, providing insight into the company's historical performance.

Regression analysis can show the relationship between working capital and key financial indicators and helps to understand the impact of capital management as a whole.

Qualitative data analysis involves the interpretation and classification of qualitative data obtained from interviews, observations or observations. Thematic analysis and coding strategies can be used to identify themes and patterns in the data. The analysis helps uncover insights into the company's working capital management, challenges faced, and strategies implemented.

By combining quantitative and qualitative data, Kirloskar Brothers Limited's business management can be better understood.

The analysis leads to identifying areas for improvement, potential strategies to increase operational efficiency, and insight into the overall health of the company.

ANALYSIS AND INTERPRETATION OF DATA

Liquidity Ratio

Liquidity ratios are calculated to evaluate the short-term business that is the company's ability to meet its current obligations. These are determined by looking at the current accounts and current liabilities on the balance sheet.

1. Current Ratio

Current Ratio is an income ratio that we can use to analyze the company's short-term debt or solvency within a year.

2. Current Liabilities

Traditionally, a current ratio of 2:1 is considered satisfactory. This ratio can be considered safe and conservative because even if current assets are halved, the company will be able to reduce the short-term debt and liability bag slippage. The majority now show that a company is not using its assets effectively. This rare risk (less than 1) is a warning of impending illness.

Year	Current Assets(Amt.)	Current Liabilities(Amt.)	Current Ratio(in times)
2015-16	10668.068	9759.669	1.09
2016-17	11026.936	9875.649	1.12
2017-18	13041.904	10609.414	1.23
2018-19	14085.748	11462.187	1.23
2019-20	15058.757	12370.614	1.22

Table 1 (Amounts in Million Rupees)

As can be seen from the figure above, the company's condition is not good according to the standard ratio of 2:1, but still greater than 1, which indicates that the company can repay its debt liquidity. . A higher ratio means the company can easily finance its day-to-day operations.

The more efficient the company, the less it needs to borrow money to grow the business. In 2017-18 and 2018-19 the company had Rs. one.

23 Asset Liquidation Rupees Liabilities 1. The current rate in 2015-16 is the least satisfactory compared to the current rate in other years. A ratio of 1.09 indicates that current assets and liabilities are almost equal.

Quick Ratio

This ratio measures the ability of the business to meet its short-term obligations.

It is calculated as an additional control over the entity's liquidity position and is therefore also referred to as the "acid test ratio". We do not include inventory when calculating quick assets. Quick assets are assets that can be quickly converted into cash.

$$\text{Quick Ratio} = \frac{\text{Quick Assets}}{\text{Current Assets}}$$

Year	Current (Amt.)	Inventory (B) (Amt.)	Quick Assets(A-B) (Amt.)	Current Liabilities (Amt.)	Quick Ratio (in times)
2015-16	10668.068	2062.218	8605.85	9759.669	0.88
2016-17	11026.936	2595.112	8431.824	9875.649	0.85

2017-18	13041.904	3126.530	9915.374	10609.414	0.93
2018-19	14085.748	3670.251	10415.497	11462.187	0.91
2019-20	15058.757	4196.971	10861.786	12370.614	0.88

Table 2 (Amounts in Million Rupees)

FINDINGS

Based on the analysis, certain suggestions can be made to enhance the company's working capital management. It is recommended to focus on improving ratios such as Receivables and Working Capital Turnover to enhance liquidity and profitability. By maintaining an optimal level of working capital without compromising liquidity, the company can improve its Working Capital Turnover Ratio. Additionally, reviewing credit terms and policies to reduce average collection days and shorten the Net Operating Cycle can further optimize the company's working capital management. The analysis reveals that Kirloskar Brothers Limited's liquidity position, as indicated by the Current Ratio, may not meet the ideal standard. The increasing Net Operating Cycle and declining Working Capital Ratio suggest areas for improvement in managing working capital. However, the stability of ratios such as Trade Payables, Quick Ratio, and Receivables, along with the increasing Net Profit Ratio, reflect a balanced approach to working capital management. The company should consider implementing the suggested improvements to enhance liquidity, profitability, and overall working capital management.

SUGGESTIONS

Upon analyzing Kirloskar Brothers Limited's financial data, several significant observations regarding their working capital management can be made.

Improve the liquidity position by focusing on increasing the Current Ratio closer to the ideal ratio of 2:1. Address the increase in the Net Operating Cycle by implementing strategies to expedite the conversion of inventory into cash.

Enhance the Working Capital Ratio by optimizing working capital management practices to ensure sufficient coverage for short-term obligations.

Maintain stability in ratios such as Trade Payables, Quick Ratio, and Receivables Ratio, as they indicate effective management practices in those areas.

Capitalize on the positive trend in the Net Profit Ratio by continuing to focus on cost management and revenue generation.

CONCLUSIONS

In conclusion, the study of working capital management in Kirloskar Brothers Limited reveals several key findings. The company's liquidity position, as indicated by the Current Ratio, falls short of the ideal ratio but remains above 1, reflecting the ability to meet current obligations. However, the decline in the Working Capital Ratio over the years highlights the need for improvement in managing working capital efficiently. Despite these challenges, stable ratios such as Trade Payables, Quick Ratio, and Receivables Ratio demonstrate effective management practices in those areas. Additionally, the increasing trend in the Net Profit Ratio indicates improved profitability. Suggestions include enhancing liquidity, optimizing working capital management, and capitalizing on positive trends. Overall, the study concludes that Kirloskar Brothers Limited can strengthen its working capital management practices to achieve a better balance between liquidity and profitability.

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THE STUDY OF COST AUDIT AND COST AUDIT REPORTS

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ABSTRACT

Cost audit is a type of audit that focuses on the examination of the cost accounting records and procedures of an organization. The main objective of cost audit is to ensure that the cost accounting records and procedures are accurate, reliable, and in compliance with relevant laws and regulations. Audit satisfies the owners, business, governments as well as general public. The audit process includes planning, notification, meetings, field work, audit report etc. Proprietary audit, Statutory audit and efficiency audit is a type of audit.

Only a cost auditor is qualified to conduct a cost audit. A cost auditor's job is to evaluate and confirm the accuracy of the cost accounting books and other costing records, as well as to ensure that the records are being kept in accordance with the Act's other requirements and cost accounting standards.

A cost auditor has to perform the duties as per the provision in the Companies Act. Statutory duties and general duties are the two types of duties of cost auditor. There are rights to cost auditor for the process of audit like to access books of accounts and records, right to visit branch, right to receive annual general meetings etc.

Keywords: Cost Audit, Cost Auditor, Cost Audit Report, Cost Auditor Qualification, Cost Auditor Rights

INTRODUCTION

Cost audit is a type of audit that focuses on the examination of the cost accounting records and procedures of an organization. The main objective of cost audit is to ensure that the cost accounting records and procedures are accurate, reliable, and in compliance with relevant laws and regulations.

The cost audit process involves a detailed review of the cost accounting records and procedures, including the identification of cost centers, allocation of costs, cost classification, and cost control measures. The auditor will also review the organization's cost accounting policies, procedures, and systems to assess their effectiveness and identify areas for improvement.

Cost audit is an important and continuous process that a company has to execute properly during its entire existence in the market. Proprietary audit, Statutory audit and efficiency audit is a type of audit.

According to Section 233-B of the Companies Act, the Company Law Board must first give its prior consent before the Board of Directors can appoint the Cost Auditor. This will happen whenever the Company Law Board issues a specific order requesting that the Cost Accounting Records for a particular year and a specific set of items be audited. The Board of Directors must adopt a resolution for the appointment of the auditor during a meeting or via distribution, with the caveat that it must be approved by the Central Government.

Investors rely on the audit report to determine the company's financial health and use it as the foundation for many crucial choices. Regulatory agencies study the audit report as it informs them of the veracity of the stated financial information. The standing and reputation of the organization may be significantly impacted by a negative audit report. A successful audit of the accounts depends on having solid accounting practices.

The several forms of cost audit reports include those that are clear and qualified, qualified opinions, and adverse opinions.

A cost auditor must carry out their obligations in accordance with the Companies Act's provisions. The two categories of obligations are statutory duties and general duties.

The auditor will also review the organization's cost accounting policies, procedures, and systems to assess their effectiveness and identify areas for improvement. A proprietary audit is an internal audit of a company's financial and operational activities.

OBJECTIVES

- To validate the veracity of the accounts and cost information.
- To guarantee that the company keeps correct cost books, accounts, and records as needed, whether as a result of a managerial choice or as a consequence of a legal need.
- To uncover any fraud or errors in expense records.
- To confirm the accuracy of expense data and accounts.

HYPOTHESIS

- The owner is satisfied with the audit's findings regarding how the business's various departments are operating.
- The audit aids in the fraud and error detection and prevention.
- The audit assists in preserving records and verifying financial records.
- Through auditing, the independent opinion of the auditor is obtained, which is crucial for the management of the organisation.

RESEARCH METHODOLOGY

Primary Data:

Design and administer surveys to companies or organizations that have undergone cost audits.

Conduct interviews with professionals in the field of cost auditing, including cost auditors, managers, or executives who have dealt with cost audit reports.

This involves collecting primary data through interviews, observations, and document analysis to gain a comprehensive understanding of the cost audit process and the content of the audit reports.

Secondary Data:

Secondary data refers to existing data that has been collected by others for different purposes. For your study on cost audit and cost audit reports, you can utilize the following secondary data sources:

Obtain access to publicly available cost audit reports from regulatory bodies, industry associations, or companies' websites. Analyze these reports to understand their structure, content, and the types of information they provide.

Review relevant research studies, articles, and academic papers that discuss cost audits, cost audit reports, and related topics. This can help you understand the current state of knowledge in the field and identify gaps or areas for further exploration. Examine the financial statements of companies that have disclosed information related to cost audits or cost management practices.

LITERATURE REVIEW

- "An Overview and Analysis" by Gary Cokins and Robin Cooper - This book provides a detailed analysis of cost accounting standards and their application to different industries. It explains the importance of cost audit and how it helps in identifying cost inefficiencies in a company's operations. 16, 2012 · EBOOK: Cost Management: Strategies for Business

Decisions, International Edition Marc Wouters, Frank Selto, Ronald Hilton, Michael Maher McGraw Hill, Jul 16, 2012 - Business & Economics - 899. It also covers the role of cost audit in cost management and how it helps in improving the efficiency and effectiveness of a company's operation.

- A Managerial Emphasis" by Charles Horngren - This book provides a comprehensive overview of cost accounting and its applications. It explains how cost audit is conducted and the benefits it provides to a company
- One key area of focus in the literature on cost auditing is the evolution of this field over time. Many scholars have traced the history of cost auditing back to the early days of industrialization, when manufacturers began to use cost accounting methods to track the costs of production. Over time, these methods became more sophisticated, and cost auditing emerged as a distinct discipline focused on ensuring the accuracy of cost accounting records.
- In addition to its theoretical foundations, the literature on cost auditing also explores its practical applications. This includes a range of topics, such as the role of cost auditing in promoting transparency and accountability in organizations, the use of cost auditing to identify cost savings opportunities, and the challenges and limitations of cost auditing in practice

DATA ANALYSIS

Cost audit is a crucial and ongoing activity that a business must carry out correctly over the course of its life on the market. Other types of audits include propriety audits, statutory audits, and efficiency audits.

According to Section 233-B of the Companies Act, the Company Law Board must first give its prior consent before the Board of Directors can appoint the Cost Auditor. This will happen whenever the Company Law Board issues a specific order requesting that the Cost Accounting Records for a particular year and a specific set of items be audited. The Board of Directors must adopt a resolution for the appointment of the auditor during a meeting or via distribution, with the caveat that it must be approved by the Central Government.

IMPORTANCE OF AUDIT

- Audit satisfies the owner about the working of the business operations and the functioning of its various departments.
- The purchase or sale is a complex process that requires careful planning, due diligence, and negotiation. For business owners, it's important to showcase the value of their business, prepare necessary documents, market the business, and negotiate the terms of the sale if they decide to do so.
- The audit helps in the detection and prevention of errors and frauds.

PROCESS OF AUDITING

1. Planning
2. Notification
3. Opening Meeting
4. Fieldwork
5. Report Drafting
6. Management Response
7. Closing Meeting

8. Final Audit Report Distribution
9. Follow-up

TYPES OF COST AUDIT

- 1) **Propriety Audit-** A proprietary audit is an internal audit of a company's financial and operational activities, conducted by an independent party
- 2) **Statutory Audit-** A statutory audit is conducted by examining bank accounts, financial statements, transactions, bookkeeping records, ledgers, and other critical documents that are submitted for tax purposes.
- 3) **Efficiency Audit-** Efficiency audit is so designed as to determine the potential danger spots, to highlight possible opportunities, to eliminate waste or unnecessary loss or to observe the executive performance and evaluate the effectiveness of executive control.

COST AUDITOR

The Cost Auditor has to be appointed by the Board of Directors under Section 233-B of the Companies Act subject to prior approval of the Company Law Board. This will be done on receipt of specific order from the Company Law Board for getting audited the Cost Accounting Records of a particular year for specified products.

Qualification of Cost Auditor

- Cost Accountant within the meaning of the Cost and Works Accountants Act, 1959
- Any such Chartered Accountant within the meaning of the Chartered Accountants Act, 1949 and a Fellow of the Institute of Chartered Accountants of India for a period of 10 years and has passed Part I of the Management Accountancy Examination of the Institute of Chartered Accountants of India

Disqualifications of Cost Auditor

- 1) An employee of the company under cost audit.
- 2) A person who is a partner or served under an employee of the company under audit.
- 3) A person who is a director or member of a private company or partner of a firm, which is the management agent of the company under cost audit.
- 4) A person who is a director or shareholder and whose shares exceed 5% in nominal value of the subscribed capital.
- 5) A person who is appointed as an auditor of financial statements of the company under cost audit.

Duties of Cost Auditor

A. Statutory duties of a Cost Auditor

- 1) Duty to conduct cost audit and prepare a cost audit report
- 2) Duty to furnish information in the cost audit report as per rules and provisions
- 3) Duty to submit a compliance report:
- 4) Duty to attend Audit Committee / Board meetings
- 5) Duty to assist inspectors

B. General Duties of a Cost Auditor

- 1) A cost auditor should do the cost audit work as a professional person. He is expected to take proper care while doing the cost audit and should certify only those records and reports which he believes to be true.

- 2) He should make use of his professional skill and do the examination and verification of the cost accounts books and other records of costs in a competent manner.

AUDIT REPORT

Audit reports are very important to a company. Investors rely on the audit report to assess the financial health of the company and they base many important decisions on the audit report. Regulatory bodies also read the audit report as it tells them how accurate the financial information reported is.

When an audit report is adverse it can seriously affect the company's status and reputation. It is essential to have good accounting practices so that the audit of accounts goes well.

Types of Audit Report

1. Clean or Unqualified Report –

This is the best type of report that a company can receive from an auditor. A clean report is one that states that the financial statements of the company fully comply with GAAP and are free of any material misstatement.

2. Qualified opinion

There are two situations in which a qualified report would be issued by the auditor 1. If there are material misstatements in the financial statements but they are not pervasive 2. If there is insufficient evidence to base the audit opinion on but the possible effects of any material misstatements are not pervasive.

The study of cost audit and cost audit reports focuses on understanding the process, significance, and impact of cost audits in organizations. Cost audits are conducted to assess and verify the accuracy, reasonableness, and effectiveness of a company's cost accounting and management practices. The resulting cost audit reports provide valuable information and recommendations to management, stakeholders, and regulatory bodies.

Analyzing the collected data to assess the accuracy, reasonableness, and compliance with cost accounting principles. This may involve benchmarking, variance analysis, and performance evaluations.

Preparing the cost audit report, which includes findings, observations, recommendations, and suggestions for improvement. The report highlights any material weaknesses or non-compliance issues discovered during the audit process.



Content of Cost Audit Reports:

Cost audit reports provide comprehensive insights into an organization's cost accounting practices, financial performance, and compliance with relevant regulations. The reports typically include the following information:

Executive Summary- A brief overview of the audit findings, conclusions, and recommendations.

- **Scope and Objectives-**

Details about the scope of the audit, including the areas covered, time frame, and specific objectives.

- **Audit Methodology-**

Description of the audit procedures, sampling techniques, data analysis methods, and other relevant information about the audit process.

- **Audit Findings-**

Detailed examination and analysis of the organization's cost accounting systems, practices, and controls. This section may identify deficiencies, areas of non-compliance, and potential risks.

- **Recommendations-**

Suggestions for improving cost management practices, internal controls, and compliance with cost accounting principles. These recommendations aim to enhance cost efficiency, accuracy, and transparency.

- **Management Response-**

The organization's response to the audit findings and recommendations, including any actions taken or planned to address the identified issues.

- **Impact and Importance of Cost Audit Reports-**

Cost audit reports play a crucial role in several aspects of an organization's operations:

- **Management Decision-Making-**

The findings and recommendations in cost audit reports assist management in making informed decisions related to cost control, pricing strategies, resource allocation, and process improvements.

- **Compliance and Accountability-**

Cost audit reports help ensure compliance with cost accounting regulations and enhance transparency in financial reporting. They also hold management accountable for their cost management practices.

- **Stakeholder Confidence-**

The availability of credible cost audit reports increases stakeholders' confidence in the organization's financial statements and cost-related disclosures.

- **Process Improvement-**

The insights and recommendations from cost audit reports drive improvements in cost accounting systems, internal controls, and overall cost management practices.

- **Challenges and Limitations-**

The study of cost audit and cost audit reports should also address the challenges and limitations associated with these practices. Some common challenges include Data Availability.

FINDINGS

- The auditor uses Clear and concise language for the audit report.
- The auditor must have completed his qualification for the audit process

- The Auditor is appointed by central govt., board of directors and shareholders.
- After the process of audit program, the auditor must give truth and fair view report.

SUGGESTION

- The auditor may make recommendations for how the organization can improve its financial reporting, internal controls, or operations.
- The auditor may identify areas where the organization's operations are not optimized, leading to inefficiencies or waste.
- The auditor may identify areas where the organization's internal controls are weak or ineffective, leaving the organization vulnerable to errors or fraud.
- Inaccuracies in financial statements: The auditor may identify errors or discrepancies in the financial statements that require correction

CONCLUSION

Understanding cost audits and cost audit reports is the study's principal goal. The verification of the accuracy of the cost accounts, cost statements, cost reports, cost data, and costing techniques used are therefore included in a cost audit. Finally, these data are checked to ensure that they comply with the cost accounting principles, plans, procedures, and objectives.

The Central Government, Shareholders, and Board of Directors appoint the cost auditor. The cost auditor is entitled to examine financial records such as books of accounts, vouchers, reports, statements, etc. This right is unqualified and unrestricted, and the corporation cannot limit it by including a clause in its articles of organisation

Audit reports are very important for a firm. Investors use the audit report as the basis for many important decisions and rely on it to assess the company's financial health. Regulatory bodies examine the audit report because it shows them whether the reported financial information is accurate.

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**CONSUMER RESEARCH AND CONSUMER PERCEPTION ON HINDUSTAN
UNILIVER PRIVATE LIMITED PRODUCTS****Surag Sudarshan Shaha**

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ABSTRACT

This content focuses on consumer research and consumer perception of Hindustan Unilever Private Limited (HUL) products. Hindustan Unilever is India's leading FMCG company offering a wide range of products in various categories such as Personal Care, Home Care and Food & Beverage.

Consumer research plays an important role in understanding consumer behavior, preferences and perceptions regarding HUL products. This study aims to understand consumers' perception of HUL products, including quality, performance, affordability, brand image and overall satisfaction. In this study, qualitative and quantitative research methods were used to collect data and analyze consumers' opinions. The study took into account several factors that influence consumer opinion, including advertising and marketing, packaging, price, and word of mouth. It explores how these factors influence consumer perception, purchasing decision, and loyalty to HUL products. The results of this study provided HUL with great insights into consumer preferences and understanding. This information can help companies make informed decisions about product development, marketing strategies and subscriptions. In addition, it enables HUL to address any discrepancies or concerns identified by customers, drive continuous improvement and provide a strong competitive advantage in the industry.

By understanding consumer research and consumer sentiment, HUL can tailor its product and communication strategies to meet the changing expectations and expectations of its target audience. Finally, this work focuses on HUL's success and growth by increasing customer satisfaction and strengthening its brand equity in the market.

Keywords: Consumer perception, Consumer research, Consumer satisfaction

INTRODUCTION

Consumer research and consumer opinions play an important role in understanding consumer behavior and preferences for products offered by companies in the FMCG sector. Hindustan Unilever Private Limited (HUL) is a FMCG company in India offering a wide range of products such as Personal Care, Home Care and Food & Beverage. With changing consumer preferences and market trends, companies like HUL need to learn about consumer needs and adapt their strategies accordingly.

Consumer research involves collecting and analyzing data to understand consumer behavior, preferences and attitudes. It provides better insights into how consumers perceive and interact with HUL products, allowing companies to tailor their products to meet consumer needs.

Customer perception refers to how customers perceive and evaluate HUL products based on various factors such as quality, performance, affordability, brand image, and overall satisfaction.

This study aims to examine consumer research and customer sentiment specific to HUL products. Conducting qualitative and quantitative research, this study aims to explore consumer attitudes towards HUL products, the factors that affect their emotions, and the impact of perception on customer behavior and brand loyalty.

Understanding consumer research and consumer perception is essential for HUL to compete in the rapidly changing FMCG industry. With a deep understanding of consumer preferences and

insights, HUL can create effective marketing strategies, improve product quality, improve brand image and build strong long-term relationships with customers.

In addition, this research will uncover any inconsistencies or concerns customers have, enabling HUL to address them and continue to improve its products.

Finally, the findings of this research will provide HUL with valuable advice on understanding consumer preferences, making marketing decisions, and maintaining a strong market position. By aligning products with customer needs and delivering exceptional value, HUL can increase customer satisfaction, build trust and drive competitive growth in the FMCG industry.

OBJECTIVES

- To learn information about consumer research
- To learn information about consumer perception
- To study the perception of consumers on Hindustan Unilever
- To study consumer research regarding hindustan Unilever
- To study company profile of Hindustan Unilever Private Ltd Company

HYPOTHESIS

- Evaluate and conclude information regarding various data about consumer research and perception
- Examine consumer perception on Hindustan Unilever Products Ltd.
- Factors regarding consumer research and perception.

RESEARCH METHODOLOGY

Research methodology done with the primary and secondary data with the help of collecting research objectives and making report

LITERATURE REVIEW

LITE Mahadeva Murthy C, Veena K P (2015) Published on International Journal of Multinational Research Review, Export Opportunities and Challenges Of FMCG Sector: A case study of Hindustan Unilever Limited Vol.1, Issue 4, (P)1-7. This study focuses on Fast Moving Consumer Goods sector of Indian Economy.

It highlights the problems faced, growth trends in sales exports and imports of HUL industry. It insists that it is possible for FMCG Industries to bring about changes in their strategies in creating consumer preferences. The export opportunities and challenges in FMCG products, has seen a wide range of innovations in India. In spite of their drawback. Chintan Suthar, Sorava Sharma, Jayprakash Lamoria (2021) Published on International Journal of Creative research Thought (IJCRT) "A Study of Emerging Trend of Hindustan Unilever Limited (FMCG) of Bath Soap product in Vadodara City". Vol.9, Issue 4, (P)872-881. This study focuses on the availability of those goods is therefore not a conic 10% of the population of India likes un rural areas so about 50% of the Soaps is sold in rural market. Sample plane using of sample are. Selected using the following sampling. Techniques Simple random Sampling convenience Sampling Hut also Launched the project SHAKTI, which provide it with direct access to the rural market

DATA ANALYSIS AND REPRESENTATION

Consumer Research and Consumer Perception Data Analysis on Hindustan Unilever Private Limited (HUL) Products:

In consumer research and consumer perception research on HUL products, the data analysis conducted plays an important role in disseminating information about consumers' thoughts,

preferences and behaviors. Analytics helps to understand how customers perceive and interact with HUL products, enabling companies to make informed decisions to increase customer satisfaction and trust. The following data analysis methods were used for this study:

Analyzing a sample of customer deposits to further examine their rationale. Research data can be analyzed using statistical methods such as descriptive statistics, correlation analysis, and regression analysis. Statistical data provides an overview of consumer sentiment and understanding of HUL products, helping to collect key points such as mean, median, and mode. Correlation analysis can be used to explore the relationship between variables, such as the relationship between product quality and overall satisfaction. Backtesting can identify factors that influence customer needs, such as price and the effect of image on the brand's purchase intention.

Focus Group Analysis- Qualitative data collected from focus groups can be analyzed using thematic analysis. This includes identifying common themes and patterns in participant responses and classifying them accordingly. Topics can change everything from products to packaging to advertising to pricing.

Analyzing focus group data helped identify consumers' recurring thoughts, feelings, and experiences with HUL products. It provides in-depth insight into the root causes and motivations behind customer sentiment.

Media Research and Online Surveys- Analysis of data from social media and online reviews can provide valuable insights into consumer perceptions of HUL's products. Natural language processing techniques can be used to identify emotions and conversational content in client-generated content. Sentiment analysis helps determine whether a customer's sentiment is positive, negative, or neutral.

Modeling techniques such as Latent Dirichlet Allocation (LDA) can be used to identify important themes or themes that appear in online conversations. This analysis can uncover customers' opinions, identify areas for improvement, and monitor the impact of marketing campaigns or product promotions on consumer opinion.

Customer Satisfaction Survey- The customer satisfaction survey can provide detailed information on customer satisfaction for HUL products. Survey responses can be analyzed using statistical methods such as Net Promoter Score (NPS) analysis, which measures customer loyalty and feedback. Additionally, text analysis techniques can be applied to open-ended responses to identify recurring themes and emotional patterns associated with specific HUL products.

Where do you buy Fmcg Product?

PARTICULARS	FREQUENCY	CUMMULATIVE	PERCENTAGE
Super Market	29	29	58
Retail Stores	13	42	26
Online	04	46	08
Others	04	50	08
TOTAL	50	50	100



58% of respondents shop from super market 26% of respondents shop from retail store
8% of respondents shop from online Do you know about hul?

74% yes 16%no

10% maybe

Do you know about Hindustan Unilever?

PARTICULARS	FREQUENCY	CUMMULATIVE	PERCENTAGE
Yes	37	37	74
No	08	45	16
Maybe	05	50	10
TOTAL	50	50	100

Which among the beauty product of HUL you prefer?

PARTICULARS	FREQUENCY	CUMMULATIVE	PERCENTAGE
Dove	17	17	34
Lakme	26	43	86
ELLE	01	44	2
Others	06	50	12
TOTAL	50	50	100

Source: Primary Data

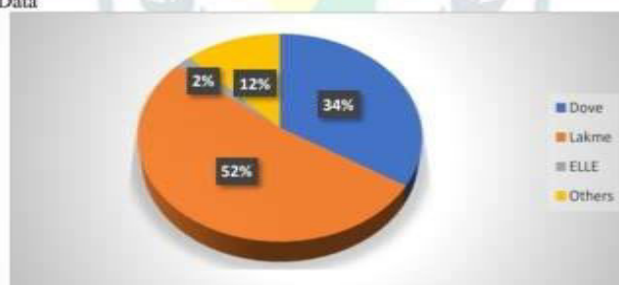


Table displaying majority Lakme received 52% of the responses, Dove received 34%, and the remaining 2% of respondents were ELLE 18.

FINDINGS

1. Most graduated people have awareness about Hindustan Unilever products.
2. Majority people buy FMCG products in super market.
3. People get attention for making purchase through television.

4. Can categorise a product only after years of product usage.
5. People has satisfaction in Hindustan Unilever products. SUGGESTION-
 1. Can make familiar about B2B of Hindustan Unilever.
 2. Media publicity can be improved.
 3. Innovation of products is an absolute way of finding new customers.
 4. The company can introduce more

CONCLUSION

A survey was conducted among individuals to learn about Hindustan Unilever's views on personal care and beauty products. Some people like to vary, often in terms of quality, quantity, and availability. Hindustan Unilever is #1 in FMCG industry and one of their main goals is

Customer Satisfaction. The company likes to empower women in the country.

This study also demonstrated consumers' awareness and knowledge of sustainable products in different categories such as price, quality, quantity, type and availability. Thus, the researchers concluded that there is an important link between customer satisfaction and awareness of HUL products. Period in this increasing competition. It is important for HUL to closely monitor consumer preferences and behavior to capture market share in both rural and urban areas of India.

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TO STUDY INTERNAL AUDIT AND IT'S IMPACT ON ORGANISATIONS EFFICIENCY AND PERFORMANCE

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ABSTRACT

This study aims to evaluate the impact of internal auditing on organizational performance and effectiveness. The goal is to understand that the practice of internal audit can help improve many aspects of the organization's work. The motivation for this study is the recognition that the internal audit process has a beneficial role in identifying areas for improvement, increasing the chances of risk management, and ensuring compliance in an organization.

This study will carefully review the existing literature on internal auditing and its relationship to performance and performance. It will use a mixed method that combines quantitative and qualitative data collection techniques. Observations and interviews will be conducted to gather information from organizations subject to internal audit.

The collected data will be analyzed using appropriate statistical and qualitative analysis methods. The findings of this study will provide an understanding of the relationship between internal audit and organizational performance and performance and suggest positive results and areas for improvement. Based on the findings, recommendations will be made to guide organizations in strengthening their internal audits and overall performance.

The implications of this research extend to academia and practice, as it adds to current knowledge of internal audit and its impact on the organization's output. The findings will help organizations optimize their internal audit processes, thereby improving efficiency, risk management and overall effectiveness.

INTRODUCTION

Internal audit refers to an independent service to evaluate an organisation's internal controls, its corporate practices, processes, and methods.

The scope of internal auditing within an organization may be broad and may involve topics such as an organization's governance, risk management and management controls over: efficiency/effectiveness of operations (including safeguarding of assets), the reliability of financial and management reporting, and compliance with laws and regulations. Internal auditing may also involve conducting proactive fraud audits to identify potentially fraudulent acts; participating in fraud investigations under the direction of fraud investigation professionals and conducting post investigation fraud audits to identify control breakdowns and establish financial loss.

It assists management to improve internal controls by identifying weaknesses in systems and provides an opportunity to correct those weaknesses.

Internal auditors deal with issues that are important to the continued existence and prosperity of any company. This is done through a combination of assurance and consulting.

OBJECTIVES

1. To study the impact of internal audit on the company's overall performance
2. To verify the correctness and accuracy of the financial records and accounts that are being presented to the management.
3. To review and comment on the effective function of the internal check and internal control system within the organization.

HYPOTHESIS

1. Monitoring of Internal Control
2. There is a relationship between the internal audit and management.
3. Internal audit reports to the management of the organization.
4. Internal audit has an annual audit plan.

RESEARCH METHODOLOGY**Primary Data:**

1. **Questionnaire:** Researcher was ask to fill by the management Tata chemicals ltd to serve as questionnaire in the internal audit department of the company and other department of the company.
2. **Personnel Observation:** in the cause of this study, the researcher visited the company and was allowed to inspect around thus, enabling the researcher to personally observe information.

VARIOUS INTERNET WEBSITE**TEXT BOOK:**

Relevant text books written out by popular authorities in auditing and relevant field were consulted by the researcher in the cause of this study.

JOURNAL AND NEWS PAPER:

The researcher also spent a lot of time readingsome important books and articles written out by knowledgeable people particularly accountants and journals kept by school library which helped the researcher in compiling the project work.

LITERATURE REVIEW

- Mihret & Yismaw (2007) examined how internal audit quality, management support, organizational setting, auditee attributes, and the interplay among these factors, influence internal audit effectiveness. The findings of the study highlight that internal audit effectiveness is strongly influenced by internal audit quality and management support, whereas organizational setting and auditee attributes do not have a strong impact on audit effectiveness.
- Subramaniam's (2007) study of heads of internal audit from eleven organizations in Malaysia reflects the importance of the powerful position of audit committees in enhancing internal audit objectivity. The study reveals that internal auditors place significant trust in audit committees to take up the key questioning role in more formal settings.

DATA ANALYSIS**Tata Chemicals Limited****Internal Audit Data Analysis**

The purpose of the Internal Audit Department is to provide independent, objective assurance and consulting services designed to add value to the organization's work and improve its performance. It helps organizations achieve their goals by establishing a relationship and discipline to measure and improve the results of the risk management, management and control systems standard.

Internal Audit will help management achieve business objectives, including reducing costs, maximizing revenue and profits, and increasing the efficiency and effectiveness of processes/operations

- * Finance, Operations and Compliance Analysis
- * Performance Evaluation 444 * Top Good Practices and Evaluation
- * Leadership Development

The Internal Audit Team will include:

The purpose of the Internal Audit Department is to provide independent, objective assurance and consulting services designed to add value to the organization's work and improve its performance. It helps organizations achieve their goals by establishing a relationship and discipline to measure and improve the results of the risk management, management and control systems standard.

Internal Audit will help management achieve business objectives, including reducing costs, maximizing revenue and profits, and increasing the efficiency and effectiveness of processes/operations

SCOPE OF WORK:

The purpose of the Internal Audit Department is to provide independent, objective assurance and consulting services designed to add value to the organization's work and improve its performance. It helps organizations achieve their goals by establishing a relationship and discipline to measure and improve the results of the risk management, management and control systems standard.

Internal Audit will help management achieve business objectives, including reducing costs, maximizing revenue and profits, and increasing the efficiency and effectiveness of processes/operations

INTERNAL CONTROLS

Regularly evaluate the adequacy and effectiveness of the internal control system through quality and discipline.

- a. Internal Audit, in consultation with management, submits an annual internal audit to the Audit Committee for approval.
- b. The target should set a strategy for the current field of work.
- c. Annual plans should be developed using an appropriate risk-based approach and with a long-term perspective for internal audits, planned with management and Committee approval, and take into account the work plan and approval. for the entire department. To implement the
- d. Approved annual audit plan and, where appropriate, to perform for a period of time any special duties or duties requested by management and the Board of Directors.
- e. Analyze information, including information technology, information security and application management, communications management, hardware management, and software Present key findings to the Committee on internal control/process weaknesses and strategic initiatives.
- f. To follow and follow the ongoing projects of the process owner and present their status to the Committee.
- g. Provides periodic reports to the audit committee and management detailing audit results.
- h. Share the annual review with statutory auditors. Conduct specific investigations as directed by the Board/Management or Suomoto when reporting suspected fraud, irregularities, or internally respected management failures to management.
- i. Establish a Enterprise Auto-Control (CSA) system across the enterprise that will strengthen internal controls, increase coverage, and streamline the process for owners to manage

Best Practices and Standards

Business Analysts across many businesses and various industries. Therefore, the review should: Emphasize best practices in different operations, as well as focus on areas for improvement. Take a work/office challenge within Tata Chemicals or contribute to an external evaluation for Tata Chemicals through a job or company.

FINDINGS

- The organization's internal audit department must maintain ethics by maintaining internal audit records and providing legal training to internal auditors.
- The internal audit department should establish an annual audit plan number, which is usually the focus of the company, and will help them work efficiently.
- An internal audit organization should always present the audit plan to management, where they should work and make findings.
- Scholars agree that management should verify information presented to it and give Internal Audit more authority to ensure independence.
- The internal audit office should seek to delegate audit work to another unit that is not visited.
- Corporate auditors enjoy the best review of a wide variety of businesses and industries. Therefore, the review should:
- Emphasize best practices in different operations, as well as focus on areas for improvement.
- Take a work/office challenge within Tata Chemicals or contribute to an external evaluation for Tata Chemicals through a job or company.

SUGGESTIONS

To clarify the purpose of the research, namely to explore the relationship between internal auditing and organizational performance and performance. Specify the performance and effectiveness that should be evaluated, such as cost reduction, improvement, risk management, or compliance. A comprehensive review of the available literature on internal auditing and its impact on organizational performance and performance. Analyzes theories, models and research methods related to the subject. This will provide a basis for your research and help you identify research inconsistencies.

Research Design: Identify the appropriate research design for your study. It can be quantitative, qualitative or a combination of both. Consider using surveys, interviews, or case studies to gather information from internally audited organizations. Create a data collection plan that fits your design. If you use a survey, create one to gather information about the organization's internal controls, performance metrics, and performance indicators. If you are conducting interviews or research, prepare interview guides or study materials to guide the data collection process. Analyze data collected using appropriate analytical techniques or qualitative analytical techniques.

Quantitative analysis may include regression analysis or other statistical measures to determine the relationship between internal audit and organizational performance and performance. Qualitative analysis may include summaries or summaries of interview transcripts or case studies. presenting research findings, including identified relationships or patterns between internal audit and organizational performance and performance.

Interprets findings in the context of existing literature and theory. Discuss the limitations or limitations of the study that may affect the validity of the results.

CONCLUSION

In this study, the researchers focused on investigating the impact of internal audit on the performance of Tata Chemicals Limited. The aim is to determine whether internal audit has any effect on firm performance.

To conduct this research, researchers developed several theories representing the relationship between internal auditing and organizational performance. These assumptions form the basis for testing and analyzing the data collected during the study.

After examining the data, the researchers found that three propositions were rejected, stating that there was no relationship between some aspects of internal auditing and Tata Chemicals Limited's performance. However, a hypothesis has been confirmed, showing that internal audit has a significant impact on firm performance.

This finding demonstrates that the robust analytical system at Tata Chemicals Limited plays an important role in improving the overall performance of the company. Internal Auditing is a strategy for identifying areas of improvement and implementing necessary changes to improve processes, controls and risk management.

This study demonstrates the importance of internal auditing as an effective tool for organizational development. Through continuous review, Tata Chemicals Ltd. It can prevent vulnerabilities, increase operational efficiency, and ensure compliance with laws and regulations. The findings show that internal audit not only helps solve existing problems, but also improves company performance.

In addition, acceptance of opinion is instrumental in achieving positive results for Tata Chemicals Ltd.'s internal audit and creating value for the organization. Demonstrates that internal auditors have the skills, knowledge, and resources necessary to make effective assessments, identify areas for improvement, and make recommendations.

Overall, the study demonstrates the importance of internal auditing in improving the performance of Tata Chemicals Limited. He highlighted the need for continued investment in internal audit capacity, resources and training to ensure the position drives positive change and supports leadership in continuous improvement in the organization.

A STUDY OF INTERNAL AUDIT SYSTEM OF AMUL COMPANY

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ABSTRACT

Anand Milk Union Limited, commonly known as Amul, is a dairy-based cooperative organization under the control of the Gujarat State Government, with its headquarters in Anand, Gujarat. It is jointly owned by the Gujarat Cooperative Milk Marketing Federation Limited, the Department of Cooperation, and the Government of Gujarat. With 3.6 million milk producers within the city, Amul witnessed a modest sales growth of 2% in FY21, marking the Amulya year-on-year increase in the past ten years. How Amulya, the revenue growth in most of its consumer product categories was in double digits, indicating an expanded market share for Amul.

Amul has established strong competitive advantages, including a close connection with 3.64 million farmers, a renowned brand, and sub-brands such as EPIC, Kool, Amulya, and trust. It boasts an extensive distribution network comprising one million outlets and operates 87 milk processing facilities across India. According to the management, the organized industry's market share is projected to rise from the current 27% to 40% over the next decade.

Recognizing the potential of the "out of home" consumption trend as the next wave of growth, Amul has undertaken strategic initiatives to capture a significant share in this market. As for investment recommendations in the dairy sector, Dodla Dairy and Heritage are highlighted as favorable options.

Overall, Amul's cooperative model, strong brand presence, expansive distribution network, and focus on emerging market trends position it for future growth and continued success in the dairy industry.

Keywords: GCMMF, Dairy sector, Dodla dairy, Amul Brands

INTRODUCTION

Gujarat Co-operative Milk Marketing Federation Ltd. (GCMMF), according to Amul, is the largest food product marketing company in India, with annual sales of Rs. 2881 crores (US \$ 650 million). Under the brand names Amul and Sagar, Amul produces and sells a wide variety of dairy products in India and worldwide. With 19 connected dairy facilities, GCMMF has a daily milk handling capacity of 6.7 million liters.

Amul, officially known as Anand Milk Union Limited, is a prominent dairy-based cooperative organization based in Anand, Gujarat, India. It is owned and controlled by the Gujarat Cooperative Milk Marketing Federation Limited (GCMMF), the Department of Cooperation, and the Government of Gujarat. Amul has achieved significant success and recognition in the dairy industry, with its diverse range of dairy products marketed both domestically and internationally under the brand names of Amul and Sagar.

Amul manufactures and markets a wide array of dairy products, catering to various consumer needs. Its product categories include Infant Milk Food, Skimmed Milk Powder, Full Cream Milk Powder, Dairy Whitener, Table Butter, Cheddar Cheese, Mozzarella Cheese, Emmental Cheese, Cheese Spreads, Gouda Cheese, Ghee, Sweetened Condensed Milk, Chocolates, Malted Milk Food, Blended Bread Spreads, Fresh Milk, UHT (Long-Life) Milk, Ice Cream, and ethnic Indian sweets. Each of these products has established itself as a market leader in India.

In addition to its domestic success, Amul is also the largest exporter of dairy products from India. It exports its products in both consumer packs and bulk quantities to various countries, including the USA, Singapore, UAE, Australia, Bahrain, Qatar, Oman, Kuwait, Bangladesh, Madagascar, Yemen, Sri Lanka, and many others. This international presence has helped Amul strengthen its position and expand its reach globally. Amul's commitment to quality and excellence has been recognized through numerous accolades. It has received nine consecutive awards from the Agricultural and Processed Food Products Export Development Authority (APEDA), Government of India, highlighting its dedication to maintaining high-quality standards in its products and operations.

As part of the Gujarat Cooperative Milk Marketing Federation Ltd. (GCMMF), Amul operates as India's largest food product marketing organization. With an annual turnover of US\$6.2 billion in the financial year 2021-22, GCMMF plays a crucial role in the dairy industry. It procures approximately 26.3 million liters of milk daily from 18,600 village milk cooperative societies, covering 33 districts. These societies consist of 3.64 million milk producer members, emphasizing Amul's close connection with farmers and its cooperative structure.

To ensure effective operations and governance, Amul recognizes the importance of internal auditing. Internal auditing is an independent and objective assurance activity that adds value to the organization by evaluating and improving risk management, control, and governance processes. By adopting a systematic and disciplined approach, internal auditing helps Amul accomplish its objectives, enhance operational efficiency, and ensure the overall success of the organization. Amul's remarkable growth, strong market presence, diverse product range, and commitment to quality have solidified its position as a leading dairy brand in India and a significant player in the global dairy industry.

Types of Internal Audits

1. Compliance Audit
2. Internal Financial Audit
3. Environmental Audit
4. Technology / IT Audit
5. Performance Audit
6. Operational Audit
7. Construction Audit

OBJECTIVES

- To ensure the accuracy and validity of its financial statements.
- To Internal controls help organizations manage risk, improve operations, and make better decisions.
- To keep a check on the financial and operational aspects of abusiness.
- To find reliability of financial position and profit and loss statements.

HYPOTHESIS

1. Independence of internal auditors has a positive effect on the effectiveness of internal audits.
2. The expertise of internal auditors has a positive effect on the effectiveness of internal audits.
3. The quality of internal audit has a positive and indirect effect on GGG.
4. Independence of internal audit has a positive and indirect effect on GGG.

RESEARCH METHODOLOGY

The data collection has two types which are **primary** and **secondary data**.

The primary data are collecting information from different sources such as observation, interviews, and survey or questionnaire. I choice primary data collection, which is a questionnaire. Thus primary data has advantages which are great control and it's more accurate to examine the data which I collected by myself.

The secondary data can be collected through a review of literature, reports, and other relevant sources. The secondary data has been collected from Internet, Amulbsites, Research paper, Books & Journals on e-learning Industry. The choice of data collection method depends on the type of audit, the scope of the audit, and the resources available.

LITERATURE REVIEW

Internal audit is very relevant to ensure the efficient utilization of resources, control misappropriation and combat fraud and misapplication of the resources of a company (Badara & Saidin, 2014) . Internal auditing applies principles in an organization to ensure efficiency in the growth and development of a company leading to sustainable financial conditions.

Alzeban and Gwilliam (2014) believe that failure in an organization is the result of poor implementation of internal audit practices. Due to the overwhelming recognition of internal auditing in corporate governance, the measurement of internal audit effectiveness has attracted academic studies. It is therefore imperative to undertake a critical review of literature on internal audit effectiveness. This will not only make value additions to the growing literature on internal auditing but also bring to the fore the theoretical and/or knowledge gaps to form the basis of further research into the field.

DATA ANALYSIS

To conduct a study of the internal audit system of Amul Company, various data analysis techniques can be applied. The data analysis would involve examining the effectiveness and efficiency of the internal audit processes and procedures implemented within the organization. Here are some key aspects that can be analyzed:

Internal Audit Plan: The study can analyze the internal audit plan of Amul Company, including the scope of audits, frequency of audits, and coverage of key risk areas. This analysis would help determine if the internal audit plan adequately addresses the organization's risk profile.

Compliance Assessment: The study can assess the level of compliance with internal policies, procedures, and regulatory requirements. This analysis would involve reviewing internal audit reports, identifying areas of non-compliance, and evaluating the effectiveness of internal controls in place.

Risk Assessment: The study can analyze the risk assessment process used by Amul Company to identify and prioritize risks. This analysis would involve reviewing risk registers, risk assessment methodologies, and risk mitigation strategies. It would help determine if the internal audit system is aligned with the organization's risk management objectives.

Audit Findings and Recommendations: The study can examine the audit findings and recommendations provided by the internal audit function. This analysis would involve categorizing the findings, identifying recurring issues, and evaluating the adequacy of corrective actions taken by management in response to audit recommendations.

Resource Allocation: The study can assess the resources allocated to the internal audit function, including staffing levels, expertise, and technology infrastructure. This analysis would help determine if the internal audit team has the necessary resources to effectively carry out their responsibilities.

Continuous Improvement: The study can analyze the feedback loop and monitoring mechanisms in place to ensure continuous improvement of the internal audit system. This analysis would involve reviewing the process for tracking and implementing audit recommendations, conducting follow-up audits, and measuring the effectiveness of the internal audit function over time.

By conducting a comprehensive data analysis of the internal audit system of Amul Company, insights can be gained into the strengths and weaknesses of the system. The findings of the study can be used to identify areas for improvement, enhance risk management practices, and ensure the organization's compliance with internal policies and external regulations.

Our analysis of FY21 annual report of GCMMF (Amul) reveals various interesting facts regarding 1) product-wise revenue growth rates, 2) efforts to strengthen moats, and 3) management's vision of long-term growth.

Revenue Growth Close to 2% in FY21

FY21 revenue growth close to 2% Amul reported FY21 revenue growth of 1.9%. As hotels, restaurants, cafes and catering spending are affected, the company is focusing on driving traffic home. It is also investing in more media through TV, digital and OTT platforms.

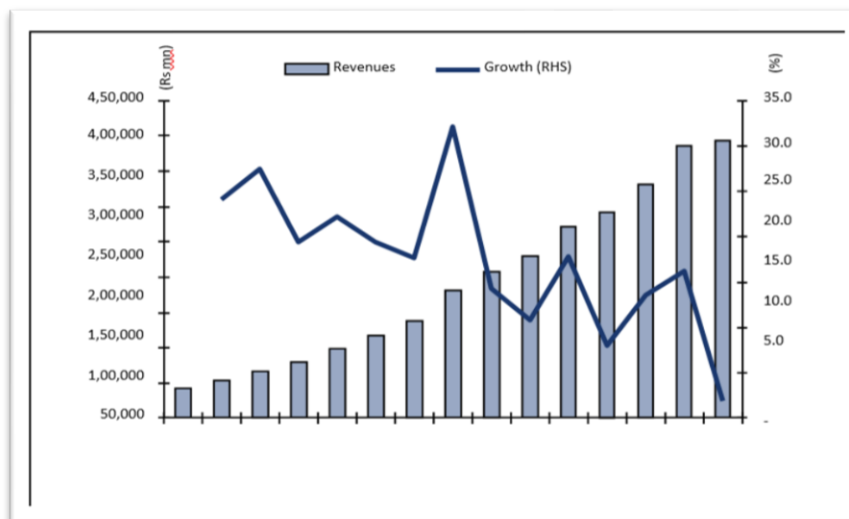
Amul showcased its products in the Ramayan and Mahabharat television broadcasts at the close of FY2021 and generated good product returns.

Haldi Doodh has launched antiinflammatory products like Tulsi Doodh, Ginger Doodh, and Ashwagandha Doodh.

Chart 1: FY21 Revenue Growth ~ 2%

Products know revenue growth: Amul sees most of Amul's added value being made by Amulll. The growth in other major dairy products of Amulre is as follows: cheese (21%), UHT milk (20%), consumer ghee (22.5%), milk whitener (17%), cheese (47%) and chocolate (% 79). %) B based on our analysis of Amul's market and Amul's development, Amul believes the company will get most of the business from its segments.

FY21 Export Quantity Up 60% Year-on-Year



Sourcing Milk Outside of Gujarat:

Reducing the Risk of Amull's Business Model Successfully Repeated in Gujarat, Amul enters other Indian states to purchase milk. Amul pointed out that in FY12, Amul's milk purchases outside of Gujarat accounted for only 8.2% of total milk purchases. However, it rose to 17.6% in FY21.

We believe that increasing milk supply outside of Gujarat will both reduce dependency on the government and help sell fresher produce outside of Gujarat. Milk intakes of Amul outside of Gujarat decreased by 20% in FY19 compared to FY18 and increased by 41% in FY20 of FY21.

Amul expects dairy products out of Gujarat to grow at a steady rate through FY22.

Internal Audit Process

Internal auditors generally audit a department, examine the current internal audit process, conduct onsite audits, follow up on the issues determined by the department staff, prepare the audit report, examine and follow up the report together with the management. Increase communication with management and the board as needed to ensure recommendations are implemented.



Step 1: Plan ahead

The internal auditors frequently begin by creating the audit plan before beginning any audit operations. This establishes the audit's requirements, goals, timeframe, schedule, and roles for each member of the audit team. To comprehend management expectations for presentation and data collecting, the audits may review earlier audits.

Step 2: Auditing

Internal audits employ many of the same auditing techniques as do external auditors. Techniques for assessment make sure an internal auditor has a thorough understanding of internal control policies and practices and can determine whether staff members are following them.

Step Three: Reporting

Internal audit reporting often consists of a formal report and an interim report in the form of a memo. A typical interim report contains sensitive or important findings that the auditor believes the board of directors should be made aware of immediately. An intermediate audit communicates a partial set of information that is helpful for paving the way for the full parts, just like an interim financial statement does.

Step 4: Observation

An internal audit may require additional actions to ensure that the necessary post-close audit modifications were made after a certain period of time. When the final audit is delivered, it's common to agree on the specifics and procedure for these monitoring and review processes.

SWOT ANALYSIS

STRENGTH:

Largest milk producer in the world A huge base of around 11 million farmers Traditional emphasis on consumption Amul has a strong growth as its turnover for previous year increased by almost 18% and growth revenue by 67% making it the world thirteenth largest dairy organization.

With Amul's products being popular and being in the market for a while now, it has developed its brand name and their customers are very loyal to the company. . Although Amul's distribution network is wide and dispersed, it has managed to maintain its quality throughout the world. The credit also goes to the fact that Amul has a very strong supply chain. Their diverse and wide ranges of products are also one of its strengths. . The global mascot (Amul girl) used in their advertising is their icon throughout the world.

WEAKNESS

1. Supply is not regular
2. Distribution of Amul pouch milk is not proper in some of areas
3. Co-ordination of company or retailer is not proper.

FINDINGS

- Amul products are always easily available in nearby stores. Majority of the respondents purchase Amul Products.
- Majority of respondents think that Amul products can be used by all age groups.
- Amul products are preferred more because of its quality and taste. Affordability rate from 1-5 found by research is mostly 5 of Amul products.

SUGGESTIONS

1. To convert closed Liquor shops into Milk bars for a healthy nation.
2. People use milk for various purposes like making curd, Lassi, Ice- cream besides Tea and for drinking purposes. So a positive perception can be created to make them think that Amul milk is best suited for those purposes.
3. Projector films may be shown to the villagers emphasizing on the quality and the hygenity of Amul milk. This would help in convincing the people & creating a favorable attitude.

CONCLUSIONS

The evaluation of the above empirical findings points to conclusions including public organisations dominance of studies; internal auditors' attributes; and the role of relationships with management and external auditors in internal audit effectiveness. These highlight knowledge gaps which will provide opportunities for further research. Additionally, such evaluation will not only be justification for further literature reviews but also identify and develop research questions and hypothesis. It is therefore recommended that future and further research in internal audit effectiveness should encapsulate the following factors.

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A COMPARATIVE ANALYSIS OF VARIOUS ACCOUNTING SOFTWARES

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ABSTRACT

A type of application software known as accounting software maintains records of and processes financial transactions related to the trial balance, balance sheet, accounts payable, and accounts receivable functional modules. It serves as an information system for accounting. It is created either by the business itself or by a third party. They can also make specific changes to the software. While there was already a system in place that every organization uses, accounting software was introduced with the introduction of computers, which is necessary for using accounting software. used to record its financial transactions. This system is known as bookkeeping and accountancy.

Accounting developer companies are researching the requirement of every businessman.

When a businessman starts his business, he wants to decide to select the accounting software which is useful for his business. Some accounting software companies analyze the need of every business and develop their software with businessman's needs.

Sometimes businessmen develop their accounting software with reliable accounting software. The selection of software depends upon the needs of the business as well as the size of the business. If there is a small and medium-scale business then they have the option to select the software i.e., Tally. But if there is a large-scale business businessmen have an option to select a S.A.P. as well as QuickBooks etc.

Keywords: Accounting software, Modernization of technology, Users of software

INTRODUCTION

A type of application software known as accounting software maintains records of and processes financial transactions related to the trial balance, balance sheet, accounts payable, and accounts receivable functional modules. It serves as an information system for accounting. It is created either by the business itself or by a third party. They can also make specific changes to the software. The introduction of accounting software comes after the development of computers, which is crucial for using accounting software, but there was already a system in place that every business used to record its financial transactions. This system is known as bookkeeping and accountancy.

Accounting was a practice that has existed for many thousands of years, according to historical data. At the end of the Crusades, most formal modern accounting practices started. As trade between Europe and the Middle East increased dramatically, business grew to a size that was beyond the capacity of a single owner. This required the keeping of written records because as the business grew in size, purchase, and staff these larger businesses required capital, and capital required investors who in turn required proper reporting of funds they were also subject to increased government regulations and taxation accounting kept on advancing to the present day and standardization of reporting and the development of international accounting standard. All these records were kept with the help of accounting software. The importance of accounting software was discovered by businessmen in the middle of the 1990s, and as a result, everyone started using accounting software in their enterprises. Today, every enterprise, small and large, uses accounting software to maintain a record of all of their business transactions.

In this research paper, we will investigate the importance of using accounting software in businesses as well as its advantages and disadvantages. It is very important to define which accounting software is used in business.

OBJECTIVES

In the current investigation, the following objectives are planned:

- To learn more about the accounting software
- To understand what users think about accounting software
- To understand the user's level of comfort with and risk related to the accounting system.
- To understand the user's level of awareness of various accounting software.

HYPOTHESIS

The hypothesis of the project is as follows:

- Analyse and understand different accounting software.
- Analyze the users of accounting software is developed and developed areas of business.

RESEARCH METHODOLOGY

The researcher chose three distinct accounting programs for comparison that may be used by all types of corporate organizations. Firstly, the researcher collects the features, functions, advantages, and disadvantages of this accounting software, as well as its historical context. This knowledge is highly helpful because every businessman considers these factors when choosing an accounting program. This information was also helpful for comparing this software to other products.

An analysis of this software is a crucial component of this project. The researcher designed a brief questionnaire for this accounting software user specifically, for this reason, researchers visited some business owners for this purpose to learn Which accounting software they use ? and How they make use of it.

LITERATURE REVIEW

➤ **S.S.Goenka**

Tally was formed by S.S. Goenka in 1986 after he developed an accounting program to automate routine accounting tasks. This Silicon Valley accounting software has been adopted by 88 additional nations in addition to India. It's considered to be able to provide taxation, financial accounts, and vouchers. For small and medium-sized enterprises, Tally is a well-known accounting application in India. Since then, the business has grown globally. The updated version provides an economical automation fix. It specialized in providing payroll services, inventory management, purchase and payables, sales and receivables, and financial management and controls. With the new security features, the user can specify roles and access privileges.

➤ **Rhine-Necker**

S.A.P. is a term for "Systems Applications, and Products in Data Processing". Being one of the biggest independent software companies in the world, S.A.P. has steadily expanded from a five-person company with headquarters in Rhine-Necker, southwest Germany, to an employer of more than 47,598 people in more than 50 countries. This program was initially made available in 1972. It improves the productivity of companies of all sizes and across all industries. We aim to increase efficiency around the world.

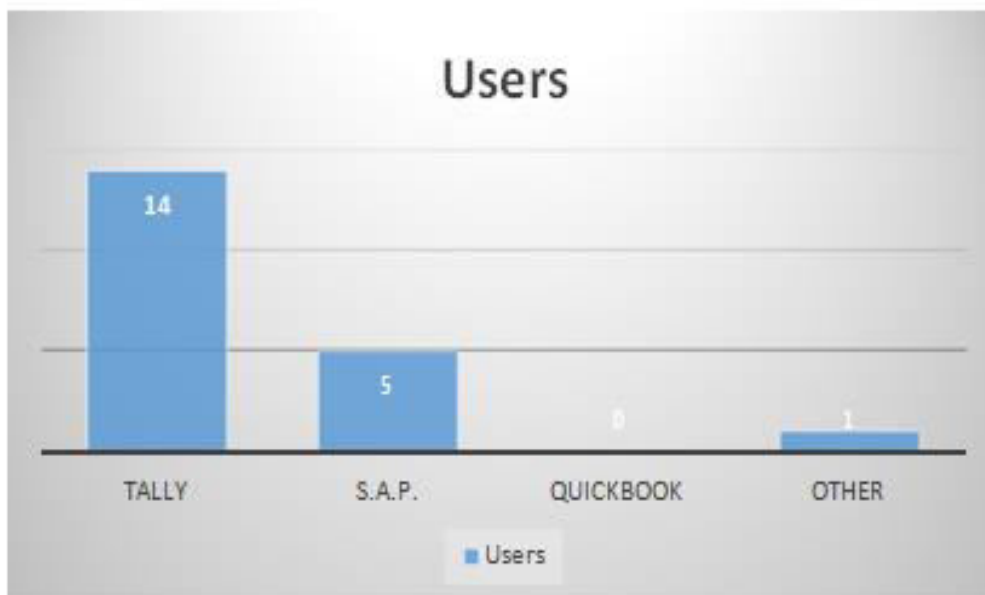
DATA ANALYSIS

Three different accounting programs that are helpful in all types of business organizations were chosen by the researcher to compare. First, the researcher collected information about

the historical background of these accounting programs as well as their features, functions, benefits, and drawbacks. This knowledge is very helpful because every businessman considers it when choosing an accounting program. Additionally, this information is useful for evaluating and comparing the software in question. For this reason, the researcher prepared a straightforward questionnaire for these accounting software users. The researcher visited several different businessowners for this purpose to learn which accounting software they use and how they make use of it.

□ The following chart shows the user of accounting software

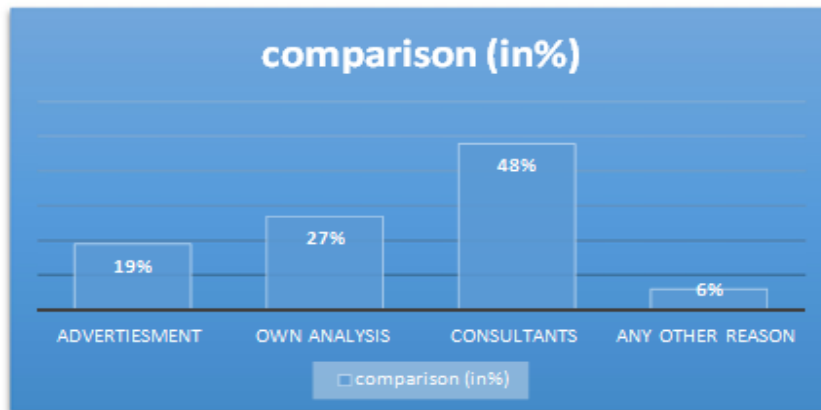
Accounting software	Users
Tally	14
S.A.P.	5
Quickbook	0
Other than tally, S.A.P., Quickbook	1



According to the above chart users of tally accounting software is much more than other accounting software. This software user is in small-scale and also medium-scale businesses. In small-scale businesses, there are very few users of S.A.P. accounting software. There is no user for the quick book.

❖ The following chart shows how many users are using their software with reference from advertisements, own analysis, consultants, and any other reason.

Accounting software suggested by	Users (in%)
Advertisement	19%
Own analysis	27%
Consultants	48%
Any other reason	6%



According to the above chart, researchers observed that 19% of users are uses their current accounting software which is based on advertisement. 27% of users are using their current accounting software basedon their analysis. 48% of users are using their current accounting software after consulting with accounting consultants. And, 6% of user uses their other software or self-developed software for respective their any reason.

❖ The following chart shows how many years users are satisfied with using their software

Satisfied owners	91 %
Unsatisfied owners	7 %
Unable to say	2%



From the above data is clear that there are 91% of owners are satisfied with using software installed by them in their business. Because their installed software gives them all the relevant data or information which they want from the software. But, 7% of owners are not satisfied with their installed software as they expect more from this software. And 2% of owners are unable to say anything about their installed accounting software.

COMPARISON OF ACCOUNTING SOFTWARE

No.	Tally	S.A.P	Quickbook
1	A brand name applied to goods produced by the Bangalore-based company Tally Solutions Pvt. Ltd.	A trademark used in connection with goods madeby the German firm SAP.	Quickbooks is an accounting software package developed by Intuit California, USA.
2	Foundation year of Tally Solutions- 1986	Foundation year of S.A.P. - 1972	Foundation year of Quickbooks - 1983

3	Tally accounting software is useful for start-ups and very small companies.	S.A.P accounting software is suitable for medium size and large companies.	Quickbooks accounting software is suitable for medium size and large companies
4	This accounting software does not support parallel accounting.	S.A.P. accounting software supports parallel accounting.	Quickbooks accounting software supports parallel accounting.
5	Installation tally accounting software is relatively cheaper than S.A.P. and Quickbook.	Installation and maintenance of S.A.P. accounting software are more expensive.	Installation and maintenance of Quickbooks accounting software are more expensive.
6	It can handle or can store a small amount of data	It can handle or can store a large amount of data	It can handle or can store a large amount of data
7	According to research data there very large no. of users of Tally accounting in small-scale industries.	According to research data there very large no. of users of S.A.P. accounting in medium-scale and large-scale industries.	According to research data, there are no users for Quickbooks accounting in medium-scale and large-scale industries.
8	According to research data there very large no. of users of Tally accounting in small-scale industries for more than 15 years.	According to research data there very large no. of users of S.A.P. accounting in medium-scale and large-scale industries for more than 10 years.	According to research data, there are no users for Quickbooks accounting in medium-scale and large-scale industries for more than 10 years.

FINDINGS

Questions were asked to some accountants and owners of the business who use accounting software daily in their business. To find out the importance of accounting software used by them. As well as to find out if the users are satisfied with their software.

- Computerized accounting software is an effective means of keeping accounting records.
- The application of computerized accounting software is effective in strengthening the control system and accountability.
- Users are satisfied with their accounting software by them for bookkeeping and accountancy.
- The average use of accounting software used by users is more than five years.

SUGGESTIONS

The following are the suggestions from the users when they selected accounting software :

- Every user suggests that they want reliable accounting software.
- They need accounting software with a large database to keep their large accounting data and old accounting records.
- Users are suggested to provide value-added services in their budget.
- Users are suggested to develop accounting software that is more reliable and which provides high security and it is safe for the use which does not lose their confidential accounting information.

CONCLUSION

Based on all research and analysis researchers conclude that accounting software is an important part of every business for the work of bookkeeping and accountancy. Accounting developer companies are researching the requirement of every businessman. When a businessman starts his business, he wants to decide to select the accounting software which is useful for his business. Some accounting software companies analyze the need of every business and develop their software with businessman's needs.

Sometimes businessmen develop their accounting software with reliable accounting software.

The selection of software depends upon the needs of the business as well as the size of the business. If there is a small and medium-scale business then they have the option to select the software i.e., Tally. But if there is a large-scale business businessmen have an option to select a S.A.P. as well as QuickBooks etc.

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Her vast credentials also include being the co-author for M.A. Economics – Growth and Development, T.Y. B.com – Banking and Finance Paper III, (Banking Law and Practice in India) of Pune University. She edited books like “Impact of Lockdown” and innovative teaching methods in Higher Education,” “Multidisciplinary Approaches in the Current Times” and “Recent Trends in Higher Education”

She is a Ph.D. guide at Savitribai Phule Pune University. She has also worked as IQAC Co-ordinator for NAAC cycle 2020 of Sarhad College of Arts, Commerce, and Science and worked as Co-ordinator for National and State Level Seminars as well.

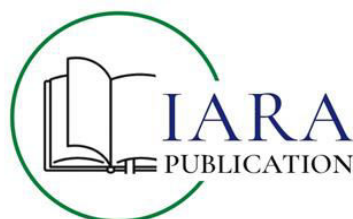
Her rigorous hard work has been appreciated by the Best Teacher Award by Vishwa Jagruti Mission in 2006, and Aadarsh Shishak Samman by Himakshara in 2019. Vishesh Sanman for the contribution in the education sector by Satya and Janeev foundation in Feb 2021, Received Vinoba Bhave Outstanding vice Principal award in September 2021 for Outstanding Individual Achievement & Distinguished Services in the field of Education and Administration by Srjana Vangmaya Parishad, Bhopal and Received “The Best Faculty” award at “The League of the Erudite” an Education Meet for the year 2022 conducted on 19th March 2022 and also received Maharashtra Ideol award for her contribution in Education field.



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