



Shree Rahul Education Society's (Regd.)

SHREE L. R. TIWARI DEGREE COLLEGE

(Arts | Commerce | Science) Approved By Government of Maharashtra & Affiliated To University Of Mumbai | Recognized Under Section 7(F) of the UGC Act 1956 | ISO Certified 9001: 2015 | Hindi Linguistic Minority Institution | COLLEGE CODE - 1064

Date: 3rd February, 2024.

NOTICE


The Department of **BBI** is organizing Industrial Visit to **HDFC Bank**, on 9th February, 2024. Students of Bachelor of Baking and Insurance of FYBBI, SYBBI & TYBBI are invited to join the Bank Industrial visit.

Objectives of Visit:

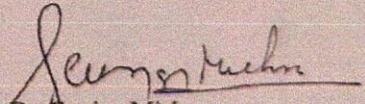
1. Learn about recruitment processes
2. Understand Bank culture and values
3. Network with employees and Bank professionals
4. Familiarize with recruitment technologies
5. Experience the office environment

Schedule:

Date : 9th February, 2024.
Venue (Reporting) : HDFC Bank (Charni Road)
Time : 11.00 am


Dr. Sonali Nandu
BBI Co-ordinator




Dr. Sanjay Mishra
(I/C Principal)

I/C Principal
Shree L. R. Tiwari Degree College of Arts, Comm. & Sci.
Kanakia Park, Mira Road (East)
Dist. Thane - 401107, Maharashtra



Report

Date: 11th February 2024

On 9th February, B.Com - Banking and Insurance (BBI) department visited HDFC Bank to gain insights into the bank's operations, customer service strategies, technological advancements, and overall functioning. The visit aimed to provide a practical understanding of banking processes and the implementation of business intelligence in the banking sector.

Objectives

1. Learn about recruitment processes .
2. To Understand Bank culture and values.
3. To Network with employees and Bank professionals.
4. To Familiarize with recruitment technologies.
5. To Experience the office environment

Event Details:

The visit began with a warm welcome by the branch manager, who provided an overview of HDFC Bank's history, mission, and vision. The manager highlighted the bank's growth trajectory and its position as one of India's leading private sector banks.

The tour of the branch facilities included a visit to various departments such as customer service, loan processing, and back-office operations. The BBI team observed the seamless coordination between different departments, which ensures efficient service delivery. A detailed presentation on customer service strategies was provided, emphasizing the importance of customer satisfaction and retention.

Key points included:

- Personalized banking solutions.
- Efficient grievance redressal mechanisms.
- Use of customer feedback to improve services.
- Training programs for staff to enhance customer interactions.





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Outcome:

The session on technological advancements covered the bank's digital transformation initiatives.

Topics discussed included:

- Implementation of core banking solutions.
- Use of artificial intelligence and machine learning in banking operations.
- Mobile and internet banking services.
- Cybersecurity measures to protect customer data.
- Business Intelligence Applications

The discussion on business intelligence focused on how HDFC Bank leverages data analytics to drive decision-making. Key applications include:

- Customer segmentation and targeting.
- Fraud detection and prevention.
- Predictive analytics for loan approvals.
- Performance monitoring and reporting.

The Q&A session allowed the BBI team to ask specific questions related to their areas of interest. The bank's representatives provided detailed responses, enhancing the team's understanding of various banking operations.

Conclusion

The visit to HDFC Bank was highly informative and provided valuable insights into the functioning of a leading private sector bank. The BBI department gained a deeper understanding of banking operations, customer service strategies, technological advancements, and the application of business intelligence in the banking sector. The knowledge gained from this visit will be instrumental in enhancing the department's curriculum and research initiatives.

The BBI department extends its gratitude to HDFC Bank for the warm welcome and for providing a comprehensive overview of their operations. Special thanks to the branch manager and all the staff members who facilitated the visit and shared their valuable insights.

Dr. Sonali Nandu
BBI Coordinator



Dr. Sanjay Mishra
HOD Principal
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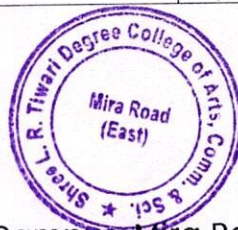
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Event:- HDFC Bank Visit

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Sr. No.	Name of Student	Class	Contact number	Sign
1	Ayman Mirza	SYBBI	7021866754	
2	Aashika S. Kotkar.	SYBBI	9967734971	A.S.K.
3	Rashi Singh	SYBBI	8591192554	
4	Pooja Tiwari	SYBBI	8850086360	Pooja
5	Farzana Soni	SYBBI	7715990208	
6	Siddhant Singh	SYBBI	8806602153	
7	Harshel Therade	SYBBI	8828835645	Harsh
8	Pranjal Poojary	SYBBI	9867765842	Pranjal
9	Farhan Shaikh	SYBBI	9152148436	Farhan
10	Jinal Vishwakarma	SYBBI	8693035780	Jinal
11	Manjivi Korlekar	SYBBI	9004543779	MS
12	Aftab Khan	SYBBI	9004030146	AK
13	Masiva Maqsood Sayed	SYBBI	8169149721	Masiva
14	Bhagwati Bishnoi	SYBBI	809850605	B. B.
15	Shivani Choudhary	SYBBI	7310073910	Shivani
16	Rahul Chaurasia	SYBBI	8657821126	Rahul
17	Rashika Shetty	SYBBI	7304609670	R.S.
18	Shrutika Waghmare	TYBBI	9326219657	Shrutika
19	Neha	TYBBI	7024856294	Neha
20	Anhwini	TYBBI	9298743367	Anhwini
21	Jaxmi	TYBBI	8169605115	Jaxmi
22	Tanmay	TYBBI	889896379	Tanmay
23	Deepika	TYBBI	9819605115	Deepika
24	Gayatri Patnak.	FYBBI	8080014374	Gayatri
25	Annu Tiwari	FYBBI	7977375145	Annu
26	Nandini Choudhary	FYBBI	8778683488	Nandini
27	Pranya Kalina	FYBBI	9819470534	Pranya
28	Zohra Rabey	FYBBI	9653667150	Zohra
29	Ratna Jyoti	FYBBI	9152310781	Ratna
30	Anushka Gowda	FYBBI	8976337605	Anushka



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