



**PIMPRI-CHINCHWAD EDUCATION TRUST'S
PIMPRI CHINCHWAD COLLEGE OF ARTS,
COMMERCE AND SCIENCE
SR. NO. 110, GATE NO.01, RAVET, PIMPRI-CHINCHWAD,
PUNE – 412101**



Field Visit Report: HDFC Bank

Date of Visit: 29th November 2024

Location: HDFC bank, Ravet

Time: 4.30pm to 5.30 pm

Objective of the Visit:

The purpose of the visit was to understand the operational processes, customer service, and facilities offered by HDFC Bank, and to gather insights into their products, services, and overall branch functioning.

Key Observations During the Visit

Banking Products and Services: HDFC Bank offers a diverse range of products, including:

Savings and Current Accounts: The bank provides various types of savings and current accounts with attractive interest rates and benefits such as online banking and mobile banking services.

Loans: Personal loans, home loans, car loans, and business loans are offered with competitive interest rates.

Investment Services: The bank offers mutual funds, fixed deposits, and insurance products, catering to different investment needs.

Digital Banking: HDFC Bank provides a variety of digital banking services, such as mobile banking apps, internet banking, and 24/7 customer support.

Customer Experience

The staff at the branch was professional and attentive. They were able to explain the banking services and products in detail, providing clarity on terms and conditions. The overall customer service was efficient, and the customers seemed satisfied with the support offered.

Technological Integration

HDFC Bank is heavily invested in technology, offering features like:

Mobile Banking: The HDFC mobile banking app allows customers to check balances, transfer funds, and pay bills effortlessly.

Online Banking: Through internet banking, customers can manage their accounts, request services, and track transactions.

ATMs and Cash Deposit Machines (CDMs): The branch is equipped with ATMs and CDMs that allow customers to withdraw cash, check balances, and deposit money without the need for human interaction.

Operational Workflow

The branch operates smoothly with well-defined procedures for various services, such as account opening, loan processing, and bill payments. There was a visible queue system in place for customer management, and the staff efficiently handled inquiries and transactions.

Learning Outcomes

Banking Operations: The visit provided practical exposure to the day-to-day operations of a commercial bank. I was able to observe how various banking functions are carried out, from account opening to loan processing.

Technology in Banking: I gained insights into how banks are leveraging technology to enhance customer experience, streamline processes, and ensure data security.

Customer Relationship Management: The importance of customer satisfaction and relationship management in banking was evident. The branch's staff focused on providing personalized service, which helps in maintaining long-term customer loyalty.



Conclusion:

The field visit to HDFC Bank was a valuable experience that offered practical insights into the operations and services of a leading private-sector bank. The visit helped students to understand the importance of technology in modern banking and the bank's efforts to meet customer needs efficiently. The experience reinforced the relevance of customer service, technological advancements, and operational efficiency in the competitive banking industry.

Photos of field visit:



Notice:


PIMPRI-CHINCHWAD EDUCATION TRUST'S
 Pimpri Chinchwad College of Arts,
 Commerce and Science
 Sr. No. 110, Gate No.91, Ravet, Pimpri-Chinchwad, Pune - 412101
 

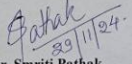
Date- 29/11/2024

NOTICE
ALL FYBCOM STUDENTS
COMPULSORY FIELD VISIT - HDFC BANK



F.Y.B.COM students are hereby informed that the college has arranged for a field visit to HDFC bank, Ravet (for all students enrolled in banking subject).

Date: 29th November 2024
Venue: HDFC bank, Ravet
Timing: 04.30 to 05.30 pm

For further details/doubts/queries contact the concerned faculty.






















Dr. Smriti Pathak
 Principal

Attendance sheet:


PIMPRI-CHINCHWAD EDUCATION TRUST'S
Pimpri Chinchwad College of Arts, Commerce and Science
(PCACS) Ravet, Pune
 Academic Year: 2024-25
 

Attendance

Event Name: Field visit to HDFC bank Date: 29/11/2024

Sr. No.	Name of student	Gender	Course	Contact No.	Signature
1.	Shraddha Raji	F	B.Com		
2.	Trupti Gangurde	F	B.Com		
3.	Vikas Mule	M	B.Com		
4.	Rohit Shendge	M	B.Com		
5.	Prachi Chauhan	F	B.Com		
6.	Vaishnavi Tijam	F	B.Com		
7.	Bhumi Kadane	F	B.Com		
8.	Suzmani Kalane	F	B.Com		
9.	Nutan Tungam	F	B.Com		
10.	Kashvi Mhetre	F	B.Com		
11.	Rohit Shendge	F	B.Com		
12.	Sidha Shetke	F	B.Com		
13.	Pranav P. Kulkarni	M	B.Com		
14.	Pranav P. Kulkarni	M	B.Com		
15.	Vishal D. Aware	M	B.Com		
16.	Sai Kulkarni	M	B.Com		
17.	Girishanjan Jadhav	M	B.Com		
18.	Ganesh Kafure	F	B.Com		
19.	Manoj Raminde	M	B.Com		
20.	Krushna Kamthe	M	B.Com		
21.	Ashijeet Apotikan	M	B.Com		