

SVKM's NMIMS
School of Distance Learning
Academic Year: 2012-2013

Subject: Retail Banking

Date: 4.1.2013

Marks: 70

Time: 3:00 p.m. to 6:00 p.m.

Programme: PGDDBFM

Semester: III

Course: New

Instructions: Candidates should read carefully the instructions printed on the question paper and on the cover of the Answer Book, which is provided for their use.

NB:

1. Answer to each new question to be started on a fresh page.
2. Figure in brackets indicates full marks.

Q.1. Attempt any two

(Marks: 2*5=10)

- a) Discuss the concept of retail banking.
- b) Discuss the role of cooperative bank
- c) Discuss the service provided by mobile banking.

Q.2. Write short notes on any two

(Marks: 2*5=10)

- a) Settlement of dues in deceased deposit accounts.
- b) Discounting of bills.
- c) Customer Segmentation.
- d) Electronic Fund Transfer (EFT).
- e) Customer Satisfaction

Q.3. Attempt any three

(Marks: 3*10=30)

- a) Discuss the advantages of retail banking.
- b) Discuss customer grievance redressal system in banks.
- c) Discuss the concept of relationship banking
- d) Discuss the importance of personal banking in new generation bank.
- e) Discuss various types of accounts of non-resident Indians with Indian banks.

Q.4. Case Study (next page)

(Marks: 20)

