M.B.A. Semester–III Examination

BANKING SYSTEM

Paper–MBA/3102/F

Time : Three Hours] [Maximum Marks : 70

N.B.:— (1) Solve **ALL** questions.

(2) Figures to the right indicate marks.

SECTION–A

1. (a) Discuss the objectives and functions of the Reserve Bank of India. 14

OR

(b) Discuss the role played by RBI in the provision of rural credit. 14

SECTION–B

2. (a) What is risk ? Explain the risks associated with banks. 7

(b) Shrikant Damle is a borrower of one of the nationalised bank, but he failed to repay the loan. What are the measure should bank adopt to recover its dues ? 7

OR

(c) In Indian Banking System Regional Rural banks are more focus, on serving the rural sector for developing the rural credit structure. Discuss. 7

(d) Explain the function and services of commercial banks. 7

3. (a) Discuss the recommendation by Narasimhan Committee report of 1991 for banking sector reforms. 7

(b) Raman run his own business of plastic battle making in the name of karma Plastic Pvt. Ltd. He want to expand his business for that he required new machinery for his new factory project. To whom he should approach to get the finance ? What are the other sources available to Raman to get Industrial finance ? 7

OR

(c) Explain the function of NABARD. 7

(d) Bring out the importance of money lenders and indigenous bankers in rural finance. Point out the drawback of their lending and suggest suitable measures to overcome them. 7

SECTION–C

4. (a) State the provisions of the Banking Regulation Act regarding :

   (i) Opening of new branches. 4

   (ii) Inspection of banking companies. 3

   (b) Discuss the major issues of banking. 7

OR

   (c) Explain the principles that guides a banker in granting loan and advances. 7

   (d) Outline the provision of the Banking Regulation Act regarding the licensing and amalgamation of banking companies. 7

SECTION–D

5. Punjab National Bank (PNB) is one of the leading bank in India and offers a wide variety of banking services. PNB is serving over 3.5 crore customers, through 4062 branches and 447 extension counters.

PNB generates enormous amount of customer related documents and reports for any new banking service requested by the customer a new application form is created with all his details. This application form is the key document that contains all information regarding the customer, for the purpose of customer service and settlement of legal disputes.

To access any vital information related to the client, the company had to retrieve the original hard copy of the application. The regular procedure included taking out a page from the entire set of documents of original application form. This page was either photocopied or used and then kept back with the original form. This led to paper being misplaced or left them in dilapidated state, due to constant wear and tear. Many times the original was missing and at times the photocopy also get stapled to a wrong application form.

   (a) Analyse the case study. 4

   (b) What kind of solution you will suggest to overcome from this problem to provide efficient services and maintain customer relationship ? 5

   (c) Explain the term customer services. How customer services is important in banking sector ? 5