

R6140

Sub. Code

632101

M.B.A. DEGREE EXAMINATION, NOVEMBER 2021

First Semester

Banking and Insurance

**MANAGEMENT CONCEPTS AND ORGANIZATIONAL
BEHAVIOUR**

(CBCS – 2019 onwards)

Time : 3 Hours

Maximum : 75 Marks

Part A

(5 × 1 = 5)

Answer **all** questions.

(Objective Type)

1. Which of the following is not the function of management?
 - (a) Staffing
 - (b) Planning
 - (c) Co-operation
 - (d) Controlling

2. organizing includes
 - (a) Defining organizational goals
 - (b) Motivating organizational members
 - (c) Hiring organizational members
 - (d) Determining who does what tasks

3. Various organizational routines and processes that determine how efficiently and effectively the organization transforms its inputs into outputs are called:
- (a) strength
 - (b) Core competence
 - (c) Capabilities
 - (d) Customer value
4. At the norming stage, the team is involved in defining
- (a) Goals
 - (b) Roles
 - (c) Relations
 - (d) None of the above
5. Which of these suggestions is an effective way to deal with stress?
- (a) Meditation
 - (b) Exercise
 - (c) Talking with others
 - (d) All the above

Part B

(5 × 4 = 20)

Answer **all** questions, choosing either (a) or (b).

All questions carry equal marks.

6. (a) Evaluate the decision making process under uncertainty.

Or

- (b) Enumerate the scope and functions of management.

7. (a) What are the advantages of formation of committees?
Or
(b) Discuss about the various forms of theories of motivation.
8. (a) Describe the importance of coordination and its techniques.
Or
(b) What are the advantages of strategic alliances?
9. (a) Distinguish the significance and importance of values and attitudes.
Or
(b) Examine the relevance of central approach to team development.
10. (a) Compare and contrast the traditional and modern approaches to conflict resolution.
Or
(b) Critically comment on various determinants of organizational culture.

Part C (5 × 8 = 40)

Answer **all** questions choosing either (a) or (b).

All questions carry equal marks.

11. (a) Describe the components of a corporate plan of public sector undertakings.
Or
(b) Evaluate the schools management thoughts.
12. (a) How does decentralization differ from centralization of departmental functions?
Or
(b) Examine the changing leadership styles from transactional to transformational orientation.

13. (a) What are different forms of integrated control?
Or
(b) Critically assess the impact of balance score card and its implementation.
14. (a) What are different types of groups identified with present day organizations?
Or
(b) Examine the need for effective perception and learning among individuals to problem solving.
15. (a) Enumerate various techniques of coping stress on individual.
Or
(b) Briefly discuss about organizational change and development.

Part D

(1 × 10 = 10)

Case Study. Compulsory.

16. Gillette developed a new razor for India after testing it on Indian men living overseas countries. Though the test was successful, the product was a failure when launched in India. To identify the cause of failure P&G sent over a team to India to study the shopping and living habits of Indian customers. They found that lack of running Water or a comfortable bathroom to shave in were the reasons Indian customers avoided the P&G razor P&G developed a low-cost, well-designed and affordable product with 80% less parts. The product was successful. However, P&G did not stop there and it developed an India tailored business model with manufacturing and distribution.

Question :

Critically examine the management function facilitated the process in the new Gillette razor.

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632102

**M.B.A (B&I) DEGREE EXAMINATION,
NOVEMBER 2021**

First Semester

Banking and Insurance

BUSINESS ENVIRONMENT

(CBCS – 2019 onwards)

Time : 3 Hours

Maximum : 75 Marks

Part A

(5 × 1 = 5)

Answer **all** questions. (Objective Type).

1. Liberalization means
 - (a) Free determination of interest rates
 - (b) Liberating the industry trade and economy from unwanted restrictions
 - (c) Opening up of economy to the world by attaining international competitiveness
 - (d) reducing number of reserved industries from 17 to 8
2. Which among the following is not opened for more private sector participation?
 - (a) Railways
 - (b) Telecommunication sector
 - (c) Education sector
 - (d) Power sector

3. Who is concerned with the auditing of the receipts and expenditure of the state and central Govt?
- (a) Accountant General
 - (b) Comptroller and Auditor General
 - (c) Reserve Bank of India
 - (d) None of the above
4. Which of the following is not likely to be a benefit that host countries will obtain from MNC?
- (a) Technology transfer
 - (b) Import substitution
 - (c) The ability to improve high tax rates on them
 - (d) Job creation
5. Customers as one of the elements of business environment comes under the _____ category.
- (a) Macro Environment
 - (b) Micro Environment
 - (c) External Environment
 - (d) None of the above

Part B

(5 × 4 = 20)

Answer **all** questions, choosing either (a) or (b).

All questions carry equal marks.

6. (a) What are the fundamental issues captured in PESTLE?
- Or
- (b) What are the advantages of privatization.
7. (a) Examine the political system across the world in promoting business.
- Or
- (b) Critically evaluate the need for promoting industrial policies.

8. (a) Enumerate the role of financial institutions.
- Or
- (b) Does the foreign exchange fluctuation effect economic development.
9. (a) Evaluate the technology policy in the promotion of business.
- Or
- (b) Examine the advancements in information technology to improve our business and society.
10. (a) Comment on the pursuit of excellence in promoting our patents.
- Or
- (b) Enumerate the salient features of consumer protection.

Part C (5 × 8 = 40)

Answer **all** questions choosing (a) or (b).

All questions carry equal marks.

11. (a) Discuss about the impact of technological legal and ecological Environment on business.
- Or
- (b) Critically comment on the business competition in India.
12. (a) Evaluate the political maturity across the world towards business growth.
- Or
- (b) How does the public sector's support in the promoting SSI.

13. (a) Compare and contrast the primary and secondary capital market.

Or

(b) How does the foreign collaboration initiatives support the flow of FDI?

14. (a) Discuss about the impact of changing social and cultural factors on business promotions.

Or

(b) Describe the growing trends in adopting clean energy technologies in new business opportunities.

15. (a) Does the carbon print issue affect the manufacturing industries?

Or

(b) Critically comment on the business trend on environmental protection.

Part D

(1 × 10 = 10)

Case Study. Compulsory.

16. The hazards of increasing industrial wastes and the need to curb global environmental pollution level has become the order of the day. It pays special attention to the increasing pollution levels along the borders of various countries caused by the concentration of industries just inside the border and the negligent enforcement of environmental laws. It also focused on the Basel convention, which is aimed at reducing the risks posed to human health and the environment due to improper management of wastes on pollutants.

Question:

Examine the status of disposing industrial waste in India and particularly in Tamil Nadu.

R6142

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632103

**M.B.A. (B & I) DEGREE EXAMINATION,
NOVEMBER 2021**

First Semester

Banking Insurance

FINANCIAL ACCOUNTING

(CBCS – 2019 onwards)

Time : 3 Hours

Maximum : 75 Marks

Part A

(5 × 1 = 5)

Answer **all** the questions.

1. Debit means
 - (a) Decrease in asset
 - (b) Increase in Liability
 - (c) An entry on the left hand side of an account
 - (d) Moderate increase in Liability

2. Which of the following does not appear in Balance Sheet?
 - (a) Building
 - (b) Cash
 - (c) Goodwill
 - (d) Rent expenses

3. The form of balance sheet is
- (a) Vertical
 - (b) Horizontal
 - (c) Horizontal or Vertical
 - (d) Horizontal and Vertical
4. Under insurance policy method the premium is paid in the _____
- (a) Beginning of each year
 - (b) End of each year
 - (c) Beginning of each month
 - (d) End of each month
5. Fire Insurance provides cover for _____
- (a) Tangible assets
 - (b) Intangible assets
 - (c) Fictitious assets
 - (d) None of the above

Part B

(5 × 4 = 20)

Answer **all** questions, choosing either (a) or (b).

All questions carry equal marks.

6. (a) Calculate total assets, total equity, owner's equity, if:
- (i) Capital is Rs.80,000
 - (ii) Creditors are Rs.50,000
 - (iii) Revenue during the period is Rs. 1,00,000 and
 - (iv) Expenses during the same period are Rs.80,000

Or

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- (b) Journalise the following transactions:
- (i) Sold goods to Selvan for cash Rs. 1,000
 - (ii) Purchased a cycle for the personal use of proprietor and paid by cheque Rs.2,000
 - (iii) Paid wages by cheque Rs 100
 - (iv) Returned defective goods to Ram Rs.50
 - (v) Received a cheque for Rs.600 from mani
 - (vi) Deposited the above cheque on the next day into bank
 - (vii) Mani's cheque was dishonoured after three days

7. (a) Enter the following transactions of Enron & Co in proper books:

June 5, Sold on credit to A & Co
20 electric irons @ ks.500
10 electric stoves @ Rs.400

June 9, Purchased on credit from Rao & Bros
50 heaters @ Rs.800
20 water heaters @ Rs.500

June 10, Purchase for cash from Raj & Co.
20 electric kettles @ Rs.500

June 16, Sold to Gopal & Bros on credit
20 heaters @ Rs.750
10 water heaters @ Rs.500

July 19, Returned to Rao & Bros
10 heaters being defective

July 22, Purchased from Kamesh & Co.
20 toasters @ Rs.400
20 toasters @ Rs.500

July 27, Gopal & Bros returned one water heater as defective.

Or

(b) A trader his stock insured against fire. Subsequently a fire destroyed a part of his stock which was valued at the date of the fire at Rs. 6,00,000. The stock was injured on an average clause. Stock valued at Rs. 1, 20,000 was salvaged. Stock was injured for Rs. 3,60,000. Pass entries in the books of the insured and prepare a statement showing the calculation of claim.

8. (a) For their mutual accommodation Arun drew and Balan accepted on 1st January 2008 a bill for Rs.2,000 at two months. On 4th January. 2008 Arun got the bill discounted with the bank receiving Rs. 1,980 from it and remitted half the proceeds to Balan. On the due date of the bill Arun expressed his inability to send the amount due but agreed to accept a bill for Rs. 2,500 at three months drawn on him by Balan. Balan got the bill discounted for Rs.2,450 and remitted Rs. 225 to Arun, Before the due date of this bill, Arun became insolvent and only 40% was received from his estate. Pass journal entries in the books of Arun and Balan. Also show Arun's A/c in Balan's Ledger.

Or

(b) From the under-mentioned balances extracted from the books of a sole trader on 31st December, prepare a Trial Balance as on that date.

	Rs.		Rs.
Cash in Hand	2,400	Plant and Machinery	1,20,000
Capital	2,00,000	Sales	4,00,000
Purchases	2,40,000	Furniture	30,000
Bills Payable	44,000	Bad Debts Reserve	2,000
Stock (Opening)	70,000	Bills Receivable	40,000
Sundry Debtors	1,00,000	Rent and Taxes	20,000
Sundry Creditors	48,000	Salaries	40,000
Wages	32,000		

9. (a) What are the advantages of bill of exchange?

Or

(b) On 1st January, A Sold goods to B for Rs. 1,000 and drew upon him a bill at three months for the amount. B accepted the bill and returned it A. On 4th March, B returned the Bill under rebate of 12% p.a.

Record these transactions in the journal of A and B.

10. (a) From the following drawn from the books of a trader, who maintains his accounts as per Single Entry System, you are required to calculate total sales:

	Rs.
Bills Receivable in the beginning of the year	7,800
Debtors in the beginning of the year	30,800
Bills Receivable encashed during the year	20,900
Cash Received from debtors	70,000
Bad Debts written off	2,800
Returns Inwards	8,700
Bills Receivable Dishonoured	1,800
Bills Receivable at the end of the year	6,000
Debtors at the end of the year	25,500
Cash Sales as per Cash Book	28,156

Or

- (b) From the following information, prepare the Manufacturing Account and Trading Account:

	Rs.		Rs.
Opening stock of Raw Material	40,000	Sales	1,85,000
Carriage on Raw Material	2,000	Repairs-Plant and Machinery	5,000
Purchase of Raw Materials	30,000	Manufacturing Wages	18,000
Opening stock of Finished Goods	20,000	Factory Rent and Taxes	24,000
Electric power consumed	12,000	Sales returns	15,000
Opening Stock of Work in Progress	15,000	Depreciation on Factory Buildings	12,000
Returns-Raw Materials	2,000	Depreciation on Plant	10,000
Factory Insurance	8,000		

Part C

(5 × 8 = 40)

Answer **all** questions.

All question carry equal marks.

11. (a) Following information is supplied from the books of a concern:

Provision for Debts @ 5%; (Opening balance as on 1.1.2005 Rs.1,500)

Provision for Discount on Debtors @ 2%; (Opening balance as on 1.1.2005 Rs.500)

Provision for Discount on Creditors @ 1%; (Opening balance as on 1.1.2005 Rs.300) Also the balance for

the following as on 31.12.2005 and 31.12.2006 are provided:

	31.12.2005 (Rs.)	31.12.2006 (Rs.)
Bad debts written off	1,800	300
Discount allowed	600	100
Sundry debtors	20,000	12,000
Discount received	300	50
Sundry creditors	15,000	10,000

Show the necessary accounts in the ledger. Also show how the items would appear in the Final Accounts for the years given.

Or

(b) In what respects does a trial balance differ from a Balance Sheet?

12. (a) The following are the account balance of Vimal Agency after preparing Trading and Profit and Loss a/c for the year ending 31st December 2004.

Land and Building	20,000	Furniture	6,000
Closing Stock	13,000	Bills Payable	14,000
Cash in hand	7,500	Bank Loan	15,000
Cash at bank	2,200	Sundry Creditors	16,000
Sundry Debtors	12,000	Salaries Outstanding	1,200
Bills receivable	5,300	Drawings	3,000
Insurance prepaid	200	Capital	30,000
Machinery	14,000	Net profit of the year	7,000

Prepare Balance sheet of Vimal Agency.

Or

- (b) The position on Manohar's business as on 1st January 2006 was as under: Sundry creditors Rs. 1,70,000; Freehold premises Rs. 5,00,000 Stock Rs.2,50,000; Sundry debtors Rs.2,00,000; Furniture Rs.20,000.

Cash Book

	Rs.		Rs.
Sundry debtors	1,50,000	Overdraft(1 .1.2006)	1,00,000
Cash sales	8,00,000	Expenses	5,00,000
		Drawings	30,000
		Sundry creditors	2,00,000
		Cash in hand	20,000
		Cash at bank	1,00,000
	9,50,000		9,50,000

The following additional information is available: Closing stock Rs.3,00,000; Closing debtors Rs.2,50,000; Closing creditors Rs.1,20,000. No additions were made during the year to premises and furniture but they are to be depreciated @ 10% and 15% respectively. A bad debts provision of 2 ½ % it to be raised.

Prepare a Trading and Profit and Loss account for the year ended 31st December, 2006 and a Balance Sheet as on that date.

13. (a) A book-keeper failed to balance his Trial Balance, the credit side exceeding the debit side by Rs. 175. This amount was entered in a Suspense Account. Later, the following errors were discovered:
- (i) The total of the credit side of Ramesh's Account was overcast by Rs.100.
 - (ii) The sales book was undercast by Rs. 100.

- (iii) Goods worth Rs.100 purchased from Chandra were wrongly entered in the Sales Book. The account of Chandra was correctly credited.
- (iv) The total of Returns Outward Book amounting to Rs.200 was not posted to the ledger.
- (v) A credit balance of Rs.755 of Rent Receivable account was shown as Rs.570.
- (vi) Goods worth Rs.620 sold to Raj were correctly entered in the Sales book, but posted to Raj's Account as Rs.260.

Give the Journal entries to rectify the above errors and prepare the Suspense Account.

Or

- (b) The following are the details relating to a company for the year ended 2004.

	Rs.
Total variable expenses	3,50,000
Total fixed expenses	1,20,000
Non-Operating income	60,000
Net profit	90,000

The company took a decision to arrange for a loss of profits insurance for the year 2005. It is expected that the turnover might increase by 15% and all the fixed standing expenses will remain constant. Ascertain the extent to which the company should finalise the amount to be insured under loss of profit policy.

14. (a) From the following particulars, prepare a Bank Reconciliation Statement showing the balance as per bank Pass Book on 31st March, 2005.
- (i) The bank column of the Cash Book of the firm had recorded the cheques of Madhav Rs.1,650, Yadhav Rs.2,650 and Joghesh Rs.3,160 in March 2005 but was credited by the bank only in April,2005.
 - (ii) The cheques were issued to Mano Rs.2,500, Roshan Rs.4,500 and Rajan Rs.4,200 in March 2005 but were presented only in the first week of April 2005.
 - (iii) A cheque for Rs.3,100 was received from a customer and entered in the Cash Book but was sent to bank only in April 2005.
 - (iv) In the Pass Book, there was a credit for Rs.24 towards interest and a debit of Rs.200 towards bank charges.
 - (v) The Balance as per Cash Book was Rs.25,000 on 31st March 2005.

Or

- (b) Diwan Stores premises and stock were totally destroyed by fire on 30th January 2009. From the books and other records that were saved, the following information is available. The stock on hand always been valued at 10% less than the cost.

	2006	2007	2008	2009
	Rs.	Rs.	Rs.	Rs.
Opening stock as valued	2,709	3,240	3,600	3,690
Purchases less Returns	7,490	8,000	8,100	600
Sales less Returns	12,000	13,200	14,000	1,200
Wages	1,740	1,900	2,090	200
Closing stock as valued	3,240	3,600	3,690	-

Prepare journal entry and trading account.

15. (a) Calcutta Investments hold 400 (12%) debentures of Rs.100 each in Acma Ltd. As on 1st April 2004 at a cost of Rs.50,000. Interest is payable on 30th June and 31st December each year. On 1st June 2004, 200 debentures are purchased cum-interest at Rs.2 1,400.

On 1st November 2004., 300 debentures are sold ex-interest at Rs.28,650.

On 30th November 2004., 200 Debentures are purchased ex-interest at Rs.19,200.

On 31st December 2004., 300 Debentures are sold cum-interest for Rs.32,250.

Prepare Investment Account valuing closing stock as on 31st March 2005 (applying FIFO method) or market price whichever is lower. The debentures were quoted at par on 31st March 2005.

Or

- (b) What is conversion method in Single Entry System? How do you find Profit or Loss under conversion method?

Part D (1 × 10 = 10)

Case Study (Compulsory)

16. On checking Surendra's Cash Book with the Bank Statements of his current account for the month of March 2009 you find the following:
- (a) Cash Book showed as overdraft of Rs.4,500
 - (b) The payment side of the Book had been undercast by Rs. 150
 - (c) A cheque for Rs.750 drawn on his savings deposit account has been shown as drawn on current account.

- (d) Under instructions from Surendra the Bank has transferred interest Rs,900 from his deposit account to his current account on 3rd April, This amount had, however, been taken in the Cash Book before 31st March 2009.
- (e) Cheques amounting to Rs.7,500 drawn and entered in the Cash Book had not been presented.
- (f) Cheques amounting to Rs.6,000 sent to the Bank for collection, though entered in Cash Book had not been credited by the Bank.
- (g) Bank charges of Rs.75 as per Bank Statement of account had not been taken in the Cash Book.
- (h) Dividends of the amount of Rs.3, 000 had been paid direct to the Bank and not entered in the Cash Book.
- (i) A cheque issued of Rafiq for Rs.200 was replaced when out of date. But it was entered in the Cash Book again and no other entry having been recorded issued but not presented as shown above.

You are required to arrive at the balance as it would appear in the Bank Statement as on 31st March 2009.

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632104

M.B.A. DEGREE EXAMINATION, NOVEMBER 2021

First Semester

Banking and Insurance

PRACTICE OF COMMERCIAL BANKING

(CBCS – 2019 onwards)

Time : 3 Hours

Maximum : 75 Marks

Part A

(5 × 1 = 5)

Answer **all** questions.

(Objective Type)

1. Bank does not give loan against
 - (a) Gold Ornaments
 - (b) LIC policy
 - (c) Lottery ticket
 - (d) NSC

2. KYC means
 - (a) Know your customer
 - (b) Know your character
 - (c) Both of above
 - (d) None of above

3. Who can open an account under PMJDY?
 - (a) Minor above the age of 10 years
 - (b) Only lady of the house
 - (c) Only head of the family
 - (d) All of above

4. The lien is _____
- (a) method to create charge over customers property
 - (b) not used for respective customers account
 - (c) not used for loan
 - (d) used for loan
5. A _____ refers to the right of banker to adjust the credit and debit balance of customers without obtaining any letter of set-off or without giving any notice to the customers
- (a) Automatic set-off (b) Proper set-off
 - (c) Legal set-off (d) Special set-off

Part B (5 × 4 = 20)

Answer **all** questions. Choosing either (a) or (b).

6. (a) What are the types of commercial banking systems?
- Or
- (b) What are the functions of commercial bank?
7. (a) What is KYC in commercial bank? Why KYC is important?
- Or
- (b) What are the difference between loan and advances?
8. (a) State the rights of a joint account holder.
- Or
- (b) What are the points to be considered by the banker while opening Joint Hindu family Account?

9. (a) What are the merits of life insurance policy?
Or
(b) What are the procedure and policy of lending against Government securities?
10. (a) What are the rights of the banker as a pledge?
Or
(b) What do you mean by hypothecation? Which type of property can be hypothecated?

Part C (5 × 8 = 40)

Answer **all** questions. Choosing either (a) or (b).

11. (a) What is a payment bank? Briefly explain how payment bank works does.
Or
(b) Explain the role of commercial banks in development of Indian economy.
12. (a) Enumerate the principles of sound lending.
Or
(b) State the NEFT process? What are the difference between NEFT and RTGS?
13. (a) Explain about the documents are needed for opening Joint stock companies? Explain.
Or
(b) Discuss in detail the types of customers in bank.
14. (a) What do you mean by documentation? Explain the importance of documentation.
Or
(b) Describe the elements of fixed deposit receipt.

15. (a) How do a lien and a mortgage differ? Discuss.

Or

- (b) State about assignment mean? Why would a lender want to assign a mortgage loan?

Part D (1 × 10 = 10)

Case Study (Compulsory)

16. When ABN AMRO announced in early 2007 that it was up for acquisition, it received many offers from major banks like Barclays, BBVA Spain, BNP Paribas, etc. ABN AMRO owned large retail banks in North America, Brazil and Italy. The activist investors, which included British hedge fund TCI, said that ABN should consider a sale or breakup to boost shareholder returns. Industry analysts felt that a combination of ABN and Barclays would make good strategic sense, but so would a deal with many of the big European banks. Any tie-up, which would be the biggest ever cross-border banking deal in Europe, would also be hard to implement. In addition to its strong retail presence in several countries, including the United States, where Barclays was trying to build up its investment banking business, ABN's retail-focused fund management arm could fit well with Barclays Global Investors, which mainly had institutional clients. Analysts were raising queries about how the ABN's investment bank business, which included UK corporate broker Hoare Govett, would fit with Barclays Capital.

Questions:

- (a) Explain the advantages of consolidation in banking industry.
- (b) Explain the financial positioning of ABN AMRO.

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Sub. Code

632105

M.B.A. DEGREE EXAMINATION, NOVEMBER 2021

First Semester

Banking and Insurance

RURAL BANKING

(CBCS – 2019 onwards)

Time : 3 Hours

Maximum : 75 Marks

Part A

(5 × 1 = 5)

Answer **all** questions.

(Objective Type)

1. All banks registered under the _____ are considered co-operative banks.
 - (a) Banking Regulation Act, 1949
 - (b) The bankers Books Evidence Act, 1891
 - (c) Cooperative Societies Act, 1912
 - (d) None of these

2. In the self-help group, the loan and saving decisions are taken by
 - (a) Government
 - (b) Non-government organisation
 - (c) Bank
 - (d) Group members

3. In India, which organizations take care of the agriculture and rural development credits needs?
 - (a) IDBI
 - (b) NABARD
 - (c) ICAR
 - (d) FCI

4. In which year the Regional Rural Banks Act was passed?
(a) 1966 (b) 1976
(c) 1986 (d) 1996
5. Which of the following categories under priority Sector?
(a) Export credit (b) Agriculture
(c) Renewable energy (d) All of these

Part B (5 × 4 = 20)

Answer **all** questions choosing either (a) or (b).

6. (a) Explain the features of Indian rural economy.
Or
(b) Describe the methods of measuring rural poverty.
7. (a) Enumerate the structure of commercial banks.
Or
(b) Elaborate the functions of a regional rural banks.
8. (a) State the role of district industries centre.
Or
(b) What are the two major roles of RBI in rural development?
9. (a) Identify the importance of MSMEs.
Or
(b) Draw the functions of a Lead bank.
10. (a) Discuss the pros and cons of National Rural Livelihood Mission.
Or
(b) Explain the components of priority sector.

Part C

(5 × 8 = 40)

Answer **all** questions choosing either (a) or (b).

11. (a) What do you mean by BPL? Who come under BPL in India? What is the significance of BPL in rural banking?

Or

- (b) What is per capita income? Briefly explain the importance of per capita income.

12. (a) What is the difference between cooperative banks and commercial banks?

Or

- (b) List out the functions of Local area banks in India. Explain.

13. (a) Explain the features of District rural development agency.

Or

- (b) What are the problems faced in rural development programmes?

14. (a) What is the crop loan? What are the advantages and disadvantages of crop loan?

Or

- (b) What are the allied activities in agriculture? Discuss.

15. (a) Explain how National Rural Livelihood Mission (NRLM) supports rural development.

Or

- (b) What are the lending norms adopted by banks for providing priority sector Credit?

Part D

(1 × 10 = 10)

Case Study (Compulsory)

16. Regional Rural Banks (RRBs) are Indian Scheduled Commercial Banks (Government Banks) operating at regional level in different States of India. They have been created with a view of serving primarily the rural areas of India with basic banking and financial services. However, RRBs may have branches set up for urban operations and their area of operation may include urban areas too.

The area of operation of RRBs is limited to the area as notified by Government of India covering one or more districts in the State. RRBs also perform a variety of different functions. RRBs perform various functions in following heads:

- Providing banking facilities to rural and semi-urban areas.
- Carrying out government operations like disbursement of wages of MGNREGA workers, distribution of pensions etc.
- Providing Para-Banking facilities like locker facilities, debit and credit cards, mobile banking, Internet banking, UPI etc.
- Small financial banks.

Questions:

- (a) Enumerate the need for Rural Banking.
- (b) Give your suggestions to improve rural banking.

R6145

Sub. Code

632E03

M.B.A. DEGREE EXAMINATION, NOVEMBER 2021

First Semester

Banking and Insurance

INVESTMENT MANAGEMENT

(CBCS – 2019 onwards)

Time : 3 Hours

Maximum : 75 Marks

Part A

(5 × 1 = 5)

Answer **all** questions.

All questions carry equal marks.

1. During the _____ stage many new firms enter into market, the firms earns high profit, all firms compete with each other and only a few efficient firms are left to run the business and most of the other firms are wiped out.
 - (a) Pioneering stage
 - (b) Expansion stage
 - (c) Stagnation Stage
 - (d) Declining stage
2. Elliott wave explains long-term pattern of price behavior of share prices in the major pattern in _____
 - (a) Five successive Waves
 - (b) Three successive waves
 - (c) Two Successive waves
 - (d) Four successive waves

3. Investing in similar types companies of investment in a portfolio is known as
- (a) Horizontal diversification
 - (b) Vertical diversification
 - (c) Circle diversification
 - (d) None of the above
4. A chart that has open, high, low and close data sets in a vertical line is known as
- (a) Bar (or) OHLC Chart
 - (b) Line Chart
 - (c) Candle stick chart
 - (d) Point and figure chart
5. Investment would score high only if there is a protection to _____
- (a) Real Estate
 - (b) Preferred stock
 - (c) Government bonds
 - (d) Common stock

Part B (5 × 4 = 20)

Answer **all** questions choosing either (a) or (b).

All questions carry equal marks.

6. (a) What is investment? What are the different types of investments in financial and business sectors?
- Or
- (b) Write a short note on
- (i) Risk-return trade off
 - (ii) Hedging.
7. (a) Differentiate new issues market and stock market. Is their role competitive or complementary?
- Or
- (b) How does Bonds and Preference Shares differ?

8. (a) How does you compute the Return on individual securities and portfolio?

Or

(b) Is the Option and Warrant are financial security? How they differ from forwards and futures?

9. (a) How does you Evaluate the share, Bonds price in Investment Analysis?

Or

(b) Discuss the concept and component tools of Economy, industry and company Analysis.

10. (a) Discuss the Long range multiplier method.

Or

(b) What are the Significance of “Beta” in an individual’s portfolio?

Part C (5 × 8 = 40)

Answer **all** questions choosing either (a) or (b).

All questions carry equal marks.

11. (a) Write a short note on:

(i) Speculation

(ii) Gambling.

What is the usefulness of a sound investment Plan?

Or

(b) Discuss investor paly a winner’s game (or) a loser’s game while buying securities. Discuss.

12. (a) Discuss the varying income securities in Equity investment and Govt securities.

Or

(b) Can you examine the recent Trends in Indian stock market?

13. (a) Discuss the risk Analysis and valuation Analysis in Investment.

Or

- (b) Describe the various approaches of investment. under Dow theory and contrary opinion of confidence index?
14. (a) Under CAPM, What is the efficient set called? If there is buying and selling of a risk free asset, What happens to the efficient set?

Or

- (b) How does Markowitz theory help in Planning and Investors Portfolio?
15. (a) Describe the portfolio choice single and two functional models.

Or

- (b) How does you asses the Efficient market Hypothesis in portfolio Performance?

Part D

(1 × 10 = 10)

Case study (Compulsory)

16. How long range multiplier method to be adopted in portfolio construction choice performance? Critically evaluate the situation like long range.

R6146

Sub. Code

632301

M.B.A. DEGREE EXAMINATION, NOVEMBER 2021

Third Semester

Banking and Insurance

RISK MANAGEMENT IN BANKING AND INSURANCE

(CBCS – 2019 onwards)

Time : 3 Hours

Maximum : 75 Marks

Part A

(5 × 1 = 5)

Answer **all** questions.

(Objective Type)

1. The Insurance is a _____
 - (a) Contract
 - (b) Uncertainty
 - (c) Peril
 - (d) Hazard

2. Losses arising due to a risk exposure retained or assured is known as _____
 - (a) Risk Reduction
 - (b) Risk Financing
 - (c) Risk Retention
 - (d) Risk Sharing

3. The measures aimed at avoiding, eliminating or reducing the chances of loss production is covered by _____
 - (a) Risk Control
 - (b) Risk Retention
 - (c) Risk Avoidance
 - (d) Risk Financing

10. (a) Explain about risk avoidance.

Or

(b) How do you control Loss explain with example?

Part C

(5 × 8 = 40)

Answer **all** questions choosing either (a) or (b).

11. (a) Explore the benefits of risk management.

Or

(b) State how to calculate cost of risk.

12. (a) Explain the specific issues in risk management.

Or

(b) Operational risk – Explain.

13. (a) State about Neutral and volatile strategies.

Or

(b) Synthesis the RBI guidelines on Risk management.

14. (a) Evaluate the hidden cost of Accidents.

Or

(b) Explain Exposures to risk.

15. (a) State about risk financing.

Or

(b) Write about risk assessment.

Part D

(1 × 10 = 10)

Case Study (Compulsory)

16. The art and science of key risk indicators.

Many organizations struggle to develop Key Risk Indicators (KRIs) that will provide early warnings that risks may be more likely to materialize. This case study looks at 5 different organizations that have put KRIs in place and delves into the timing and rationale behind KRI implementation as well as the methods used to develop KRIs and the ongoing risk reporting and monitoring.

Each company shared its lessons learned and keys to effective KRI reporting so that other organizations can benefit from those learnings. The case study highlights how the organizations took different approaches to developing and using KRIs, including workshops and interviews to identify the appropriate metrics to monitor risks. It also summarizes how they repurposed Key Performance Indicators to be used as KRIs, and it illustrates how KRIs can be based on both qualitative vs. quantitative data.

Questions:

- (a) Write about key risk indicators.
- (b) State the need for KRI.

R6147

Sub. Code

632302

**M.B.A. (B&I) DEGREE EXAMINATION,
NOVEMBER – 2021**

Third Semester

Banking and Insurance

DIGITAL BANKING

(CBCS – 2019 onwards)

Time : 3 Hours

Maximum : 75 Marks

Part A

(5 × 1 = 5)

Answer **all** questions. (Objective type)

1. What is the full form of UPI?
 - (a) Unified Payment Interface
 - (b) Unique Payment Interface
 - (c) United Payment Interface
 - (d) Unified Processing Interface

2. Which of the following is not true about Immediate Payment Service (IMPS)?
 - (a) IMPS offers an instant, 24 × 7, inter bank electronic fund transfer service through mobile phones
 - (b) The facility is printed by National Payments Corporation of India through its existing NFS switch
 - (c) Internet Banking Account facilities IMPS to transfer money to any account
 - (d) To use IMPS, both the account holder and beneficiary needs to have Mobile Money Identifier (MMID)

3. Which of the following is true about National Automated Clearing House (NACH)?
- (a) Electronic clearing Service (ECS), presentation and settlement is spread over 3–4 day period
 - (b) There are three types of ECS as local, regional and National
 - (c) It is a centralized system launched with an aim to consolidate multiple ECS system across the country
 - (d) All the above
4. _____ are payment instruments that can be used to purchase goods and services at any card- accepting POS terminals.
- (a) Closed System Payment Instruments
 - (b) Semi-closed System Payment Instruments
 - (c) Open System Payment Instruments
 - (d) Semi-Open System Payment Instruments
5. The prepaid instruments can be issued as
- (a) Smart cards or magnetic stripe cards
 - (b) Internet wallets
 - (c) Mobile accounts or wallets
 - (d) All the above

Part B

(5 × 4 = 20)

Answer **all** questions, choosing either (a) or (b).

All questions carry equal marks.

6. (a) Enumerate the channels of digital banking.

Or

- (b) Describe the marketing efforts to promote digital locker and mobile wallet.

7. (a) Explain the computer networking system for digital banking.

Or

- (b) What are the 'HR' competencies prescribed for digital banking.

8. (a) What are different mobile banking applications?

Or

- (b) What are different models of internet banking?

9. (a) Explain the domestic digital payment system.

Or

- (b) Enumerate the features of digital settlement platform.

10. (a) Describe the channel specific risks in digital banking.

Or

- (b) Discuss about Aadhaar Enabled Payment System. (AEPS).

Part C

(5 × 8 = 40)

Answer **all** questions choosing either (a) or (b).

All questions carry equal marks.

11. (a) Briefly discuss about the impact of digital banking in the demonetized era.

Or

- (b) Summarise the marketing of digital banking products.

12. (a) Examine the infrastructure for digital banking technology.

Or

- (b) Critically comment on the existing HR Competencies and its capacity building on digital banking.

13. (a) Describe in details about the consumer segment and its profile for mobile banking.

Or

- (b) Discuss about internet banking for a suitable market segment in the digital era.

14. (a) Enumerate the changing pattern of digital payments systems.

Or

- (b) Describe the various features of digital settlement platforms.

15. (a) What are the challenges in digital banking system?

Or

- (b) Evaluate the need for data integrity, authentication and trust in digital banking.

Part D

(1 × 10 = 10)

(Case study. Compulsory)

16. Designing a Digital banking app.

The reader of the case is expected to design an APP for digital banking with the following priorities.

- (a) Listen to customers.
- (b) Prepare to break the status quo
- (c) Make it customer centric
- (d) Upgrade your digital strategy
- (e) Make your customer's experience fascinating

The future online bank design concepts can be compared with any three banks of your choice.

The required tasks were expected to be reduced from existing time duration to half compared with typical online banking product. The learning curve needed to understand all features and find all services was reduced by a factor of seven from 1 hour 45 minute to only 15 min.

The overall customer satisfaction ratio was increased by 320%. Engagement for complementary banking services was increased by 85%. The ready to recommend rate increased by 460%. The readiness to switch to another bank was reduced by 26%.

Every time the customer wants view their payment history, the can't find it easily. The navigation menu with more than 24 sections on the customer's dashboard is frustrating, confusing and frankly feels like a waste of their time.

Question:

- (i) What are the possible sections of a digital banking app that saves customers time?
 - (ii) Is there a need for research on digital banking service?
 - (iii) What are the possible choices of three banking digital services needed comparison?
-

R6148

Sub. Code

632303

M.B.A. DEGREE EXAMINATION, NOVEMBER – 2021

Third Semester

Banking and Insurance

LIFE ASSURANCE

(CBCS – 2019 onwards)

Time : 3 Hours

Maximum : 75 Marks

Part A

(5 × 1 = 5)

Answer **all** questions.

All questions carry equal marks.

Objective type

1. Which types of life assurance combine insurance and investment?
 - (a) Level Term Assurance
 - (b) Whole Life Plan
 - (c) Family Income Benefit
 - (d) Mortgage Repayment
2. Identify the term for a tax-free lump sum paid on the diagnosis of a range of illness or accidents.
 - (a) Critical Illness Insurance
 - (b) Life Assurance
 - (c) Pension Plan
 - (d) Income Protection

3. All of the following are the viable life insurance variables, except:
- (a) Flexible Premium Payment
 - (b) Cash value Not Guaranteed
 - (c) Policy Owner decides where savings reserve invested
 - (d) Minimum Death Benefit is guaranteed
4. All of the following is true regarding ULIP's except:
- (a) Unit holder can decide between different kinds of funds
 - (b) Life insurer provides guarantee for unit values
 - (c) Units may be purchased by payment of a single premium or via regular premium payments
 - (d) ULIP policy structure is transparent with regards to the insurance expenses component
5. Which of the below is correct with regards to universal life insurance?
- First: It allows policy owner to vary payments.
- Second: Policy owner can earn market based rate of return on cash value
- (a) First is true
 - (b) Second is true
 - (c) First and second are true
 - (d) First and second are false

Part B

(5 × 4 = 20)

Answer **all** questions choosing either (a) or (b).

All questions carry equal marks.

6. (a) State any four fundamental principles of life assurance.
- Or
- (b) State any three life assurance plans in Indian market.

7. (a) Explain the need for underwriting.
Or
(b) What do you mean by proposal in life assurance contract?
8. (a) What do you mean by policy preamble?
Or
(b) State the privileges of a policy holder entwined in a policy document.
9. (a) What do you understand by foreclosure?
Or
(b) State the need for nomination in life assurance contracts.
10. (a) List our any four valid reasons for claims concession.
Or
(b) What is meant by 'disability - benefit' in life assurance policies?

Part C (5 × 8 = 40)

Answer **all** questions choosing either (a) or (b).

All questions carry equal marks.

11. (a) What are the distribution channels in Indian life insurance business?
Or
(b) Explain the distinctive features of private sector life insurance companies in India in the context of penetration in rural areas.
12. (a) State the meaning of non-medical insurance. What are its special features?
Or
(b) What are the sources of underwriting data? How are they ensured for validity?

13. (a) Explain the methods of revival of lapsed policies.

Or

(b) State the procedure for obtaining a duplicate policy in life insurance from LIC of India.

14. (a) How is the surrender value calculated in life insurance? Explain with an example.

Or

(b) State the Insurance Repository services available in Indian market, both under live and lapsed status of a life policy.

15. (a) Discuss the role of information technology in claim settlement in life insurance.

Or

(b) Explain the functions of IRDA and state how could they be further strengthened in the context of market expansion in India.

Part D

(1 × 10 = 10)

Case Study (Compulsory)

16. Dr. V.S. Lakshmi is an institutional medical assistant in a medical college hospital. She received a life policy for a sum assured for Rs.20 lakhs, which she did not propose at all and does not want to continue with payment of premium and so on. On enquiry she found that an agent floated such a policy by paying first premium himself and as well as using her data collected from earlier policies available in the same office.

How would you deal with the policy issued on illegal grounds without the knowledge of both the Branch Manager and the holder Dr.V.S.Lakshmi as well?

(a) As a manager of a branch office and

(b) From the holder's point of view? Explain.

R6149

Sub. Code

632304

M.B.A. DEGREE EXAMINATION, NOVEMBER – 2021

Third Semester

Banking and Insurance

FOREIGN EXCHANGE

(CBCS – 2019 onwards)

Time : 3 Hours

Maximum : 75 Marks

Part A

(5 × 1 = 5)

Answer **all** questions.

(Objective type)

1. Maintaining a foreign currency account is helpful to a
 - (a) Avoid transaction cost
 - (b) Avoid exchange risk
 - (c) Avoid both transaction cost and exchange risk
 - (d) Avoid exchange risk and domestic currency depreciation

2. Hedging transaction is indicated by
 - (a) Transactions in odd amounts
 - (b) Presentation of documentary support
 - (c) Frequency of such transactions
 - (d) Speculative Dealings

3. Indirect rate in foreign exchange means
- (a) The rate quoted with the units of home currency kept fixed
 - (b) The rate quoted with units of foreign currency kept fixed
 - (c) The rate quoted in terms of a third currency
 - (d) RBI Rate fixed from time to time
4. The maxim 'buy low; sell high' is applicable for
- (a) Quotation of Pound-Sterling
 - (b) Indirect rates
 - (c) Direct rates
 - (d) US Dollars
5. It is assumed that, India is facing continuous deficit in its balance of payments. In the foreign exchange market rupee is expected to
- (a) Depreciate
 - (b) Appreciate
 - (c) Show no specific tendency
 - (d) Depreciate against currencies of the countries with positive balance of payment and appreciate against countries with negative balance of payment

Part B

(5 × 4 = 20)

Answer **all** questions. Choosing either (a) or (b).

All questions carry equal marks.

6. (a) State the meaning of balance of trade, with an example.
- Or
- (b) Distinguish between inter-regional trade and international trade.
7. (a) What do you mean by ready exchange rates?
- Or
- (b) Compare the features of swap deals and cover deals.

8. (a) Who are the essential participants of foreign exchange markets?
Or
(b) List down any four major risks associated with currency exchange transactions.
9. (a) State the merits of letters of credit.
Or
(b) What are the essential features of import bills?
10. (a) List down any four non-lending services related to exports.
Or
(b) What is known as a standard policy?

Part C

(5 × 8 = 40)

Answer **all** questions. Choosing either (a) or (b).

All questions carry equal marks.

11. (a) Prepare an imaginary Balance of Payments with essential entries on both the Receipts and Payments sides.
Or
(b) What do you mean by foreign currency accounts? Explain its features.
12. (a) Discuss the need and importance of spot and forward transactions in foreign trade with examples.
Or
(b) Explain the various types of foreign exchange contracts in use.
13. (a) State the differences between the exchange position and cash position in exchange dealings.
Or
(b) State the salient provisions of FEMA, 1999 directly related to currency exchange management.

14. (a) What are the differences between pre-shipment and post-shipment credit in financing foreign trade?

Or

(b) Explain the procedure for opening a letter of credit in India. Give an example.

15. (a) Discuss the objectives and functions of ECGC of India Ltd.

Or

(b) State the lending procedure followed to finance Indian exporters by the Ex-Im Bank of India.

Part D

(1 × 10 = 10)

Case Study (Compulsory)

16. M/S Balamurali & Co has exported some non-perishable goods to Australia from Tuticorin Port on 28-02-2020. On arrival to Sydney International Port on 31.03.2020, the port authorities could not help unloading of containers due to non-availability of Port-workers on account of Covid-19 protocol followed there. The importer M/S Annie & Co. declined to take the stocks in wait in Port of Sydney, due to the same reason and did not oblige the contract and the Indian Company had to suffer financially until 30-09-2020. So also the goods were not returned to the place of origin by the Importer till date.

What are your suggestions and guidelines to sort-out the issue under the existing legal guidelines found in the Export - Import Contracts?

R6150

Sub. Code

632305

M.B.A. DEGREE EXAMINATION, NOVEMBER – 2021

Third Semester

Banking and Insurance

EXECUTIVE COMMUNICATION

(CBCS – 2019 onwards)

Time : 3 Hours

Maximum : 75 Marks

Part A

(5 × 1 = 5)

Answer **all** questions. (Objective type)

All questions carry equal marks.

1. Upward communication flows from_____ to _____
 - (a) Superior to subordinate
 - (b) Subordinate to superior
 - (c) Subordinate to subordinate
 - (d) Superior to superior

2. The word communication has been derived from the Latin word
 - (a) Communis
 - (b) Commons
 - (c) Communs
 - (d) Commis

3. Replies to status enquires may be_____
- (a) Favourable
 - (b) Unfavourable
 - (c) Rather unfavourable
 - (d) All the above
4. The formal greeting in a business letter is
- (a) Inside address
 - (b) Salutation
 - (c) Complimentary close
 - (d) Letter head
5. Skype is an example for _____communication.
- (a) Written
 - (b) Vertical
 - (c) Horizontal
 - (d) Face to face

Part B

(5 × 4 = 20)

Answer **all** questions, choosing either (a) or (b).

All questions carry equal marks.

6. (a) What is known as grapevine communication?

Or

- (b) State the meaning of circular communication.

7. (a) What are the types of listening?

Or

- (b) State the meaning of non-verbal communication, with an example.

8. (a) State the differences between an Agenda and Minutes of a meeting.

Or

(b) Differentiate an Office Memo from that of an Office circular.

9. (a) What are the elements of an office Presentation?

Or

(b) State the benefits of Group Discussions.

10. (a) State the advantages of Group Dynamics.

Or

(b) List down the merits of Press Conferences.

Part C

(5 × 8 = 40)

Answer **all** questions, choosing either (a) or (b).

All questions carry equal marks

11. (a) Explain the process of communication in detail.

Or

(b) What are the barriers to communication? State the steps to overcome them.

12. (a) What are the elements of good listening? State the determinants of listening process.

Or

(b) Discuss the salient features of inter-personal and intra-personal communication.

13. (a) Explain the essentials of a business letter, with a suitable example of purchase returns to a wholesale Merchant.

Or

(b) What is Report writing? Explain the process of electronic report writing.

14. (a) State the advanced visual support systems available for business presentation? Explain them.

Or

- (b) What is understood as employment communication? Prepare an imaginary CV for a position of Company Secretary.
15. (a) State the steps in Planning, organizing and recording of official meetings in a large scale listed company.

Or

- (b) Discuss the role and functions of seminars, workshops and conferences for business expansion of an MNC.

Part D

(1 × 10 = 10)

Case Study (Compulsory)

16. Assuming yourself as a P A to the Managing Director of a Public Sector Organisation, prepare a Speech to be delivered at the Annual General Body Meeting in the presence of a Ministerial Colleague from the Government of India, New Delhi, highlighting the deliberate attempts for business expansion, large scale computerization, provision for free Wi-Fi and Internet connectivity to workers and officials, increased production, higher exports, import of sophisticated machinery and higher productivity rate and better per capita earnings of the PSU during the previous financial year, 2019-20.

R6151

Sub. Code

632306

M.B.A. DEGREE EXAMINATION, NOVEMBER – 2021

Third Semester

Banking and Insurance

CREDIT MANAGEMENT

(CBCS – 2019 onwards)

Time : 3 Hours

Maximum : 75 Marks

Part A

(5 × 1 = 5)

Answer **all** questions. (Objective Type)

1. Which of these is not a type of credit manager?
 - (a) Consumer credit manger
 - (b) Construction credit manager
 - (c) Cooperative credit manager
 - (d) Commercial credit manager
2. 'Subprime lending' is a term applied to the loans made to
 - (a) Those borrowers who do not have a good credit history
 - (b) Those borrowers who have a good credit history
 - (c) Those borrowers who do not have a good debit history
 - (d) Those borrowers who have a good debit history
3. A Credit Bureau is licensed by the _____
 - (a) RBI
 - (b) SEBI
 - (c) IRDA
 - (d) PFRDA

4. The Law of Limitation Act came into force in:
- (a) 1961
 - (b) 1962
 - (c) 1963
 - (d) 1964
5. What is “S 4 A scheme”?
- (a) Scheme for Social Structuring of Stressed Assets
 - (b) Scheme for Sustainable Structuring of Stressed Assets
 - (c) Scheme for Sustainable Support for Stressed Assets
 - (d) Scheme for Stressful Structuring of Sustainable Assets

Part B (5 × 4 = 20)

Answer **all** questions choosing either (a) or (b).

6. (a) Explain the concept of Capital Adequacy Ratio.
- Or
- (b) Explain the role of Information Technology in credit management.
7. (a) What is Financial Inclusion? Name few initiatives undertaken in India for financial inclusion.
- Or
- (b) What is retail credit facility?
8. (a) Write the difference between credit rating and credit scoring.
- Or
- (b) Explain briefly the types of credit appraisals.
9. (a) What is Law of Limitation?
- Or
- (b) Briefly explain importance of documentation in credit management.

10. (a) Explain the stages involved in monitoring function.

Or

(b) What are Non-Performing Assets?

Part C

(5 × 8 = 40)

Answer **all** questions choosing either (a) or (b).

11. (a) What is a credit market? How it is different from equity market?

Or

(b) Write the meaning, objective and importance of credit management.

12. (a) Explain in detail the concept of priority sector lending.

Or

(b) Explain the different forms of advances given by banks.

13. (a) What do you mean by Credit appraisal? Explain in detail.

Or

(b) What is the role of CIBIL? Write the objectives and benefits of credit rating.

14. (a) What are the different types of documents and explain the process of documentation.

Or

(b) State special features of Law of Limitations.

15. (a) What are the legal measures available to make recovery of the loans?

Or

(b) What are the various tools available for credit monitoring?

Part D

(1 × 10 = 10)

Case Study (Compulsory)

16. Ujjwal, a newly promoted Branch Manager of Swastik Bank, a mid-sized bank in India, was in a spot of bother. A loan that his bank had sanctioned had become an NPA and now the borrowers were asking for an additional loan from the bank. The capital adequacy ratio of the bank is good.
- (a) Should the bank consider the request of the company for an additional loan? Why?
 - (b) What are the repercussions if the additional loan is not considered?
 - (c) Do you think the situation could have been managed better?
 - (d) Is the bank responsible for the non-take-off of the project?
 - (e) Who should be held responsible for the loan becoming an NPA?
-

R6152

Sub. Code

632E08

M.B.A. DEGREE EXAMINATION, NOVEMBER – 2021

Third Semester

Banking and Insurance

MICRO FINANCE

(CBCS – 2019 onwards)

Time : 3 Hours

Maximum : 75 Marks

Part A

(5 × 1 = 5)

Answer **all** questions.

All questions carry equal marks.

1. Micro finance is the term used for the Provision of _____
 - (a) Financial services to the working poor
 - (b) Financial services to working rich
 - (c) Financial services to female employees only
 - (d) Financial service to all
2. A small loan amount given to low-income house hold (or) group is known as _____
 - (a) Cash Credit (b) Micro Credit
 - (c) Rural Credit (d) Simple credit
3. Which micro finance institution is Known as the Universal Bank?
 - (a) Bandhan Financial Services Private Ltd
 - (b) Arohan Financial services private
 - (c) Disha Micro finance Private Ltd
 - (d) SKS Micro finance Private Ltd

4. The informal sector loans incorporate _____
- (a) State Bank of India
 - (b) Money lenders
 - (c) NABARD
 - (d) (a) and (b)
5. In the self-help group, the loan and saving decisions are taken by _____
- (a) Government
 - (b) Non-Govt Organization
 - (c) Bank
 - (d) Group members

Part B

(5 × 4 = 20)

Answer **all** questions choosing either (a) or (b).

All questions carry equal marks.

6. (a) List out the guiding Principles of Lending.
- Or
- (b) Differentiate working capital and Term Loans.
7. (a) Write short note:
- (i) Kisan Credit
 - (ii) Retail lending.
- Or
- (b) What are the securities documents and Documentation Procedures?
8. (a) What is Micro Finance? List out its Significance.
- Or
- (b) Can you draw the Revenue models of Micro finance?

9. (a) How does Group Dynamics and peer Pressure works in SHG Model?

Or

- (b) Write a short note on

(i) Micro Credit

(ii) Bank Linkages.

10. (a) Who can become Business Facilitators and Business correspondents?

Or

- (b) List out the Eligibility Creteria for engagement of Individuals/ institutions as BCS/BFS.

Part C

(5 × 8 = 40)

Answer **all** questions choosing either (a) or (b).

All questions carry equal marks.

11. (a) Describe the various Risks faced by Banks in Business Facilitators.

Or

- (b) Discuss the Ethical issues and Do's and Don'ts for Business Facilitors and Business correspondents.

12. (a) Describe the scope of Activities Performed by Business Facilitators.

Or

- (b) How does you Monitor and control the performance of BF's and BC's?

13. (a) “An overview of various Skills needed by Business Facilitators/Business Correspondents” – Discuss.

Or

- (b) Discuss the Skill that makes people effective in their role ‘communication’ and ‘interviewing skill’.

14. (a) Describe the ‘Borrower Profiling Skill’ and ‘Debt Management Skill’.

Or

- (b) Differentiate ‘Credit Counseling’ and ‘Financial advising skill’.

15. (a) How does cash flow working capital and cash Budgeting Technique help the BCs/BFs to help the beneficiaries.

Or

- (b) Explain Marketing Skill and Cross Selling Skill for BCs/BFs.

Part D

(1 × 10 = 10)

Case study (Compulsory)

16. “In post Covid 19 situation, what kind of financing is required for MSME industries? Justify with relevant examples.
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