

4M6406	Roll No. : _____	Total Printed Pages : 2
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M.B.A. (Sem. IV) (Main/Back) Examination, May/June - 2010 M-406 Banking Services Operation (Group : Group A (Finance) Major		

Time : 3 Hours]

[Total Marks : 70

[Min. Passing Marks : 28

The question paper is divided in two sections. There are section A and B. Section A contains 6 questions out of which the candidate is required to attempt any 4 questions. Section B contains short case study/application based 1 question which is compulsory.

All questions are carrying equal marks.

Use of following supporting material is permitted during examination.

(Mentioned in form No. 205)

1. _____ Nil _____ 2. _____ Nil _____

SECTION - A

- 1 Explain the meaning and role of financial system in economic development. Support your answer with examples.
- 2 Explain the need of credit policy. Critically examine the present credit policy of the Reserve Bank of India.
- 3 Write a note on Micro Finance with special reference to India.
- 4 Write a short note on any two of the following :
 - (a) The problems of NPAs
 - (b) NABARD
 - (c) Regional Rural Banks
- 5 Explain the role of technology in banking operations to give better services to customer.
- 6 What do you mean customer relationship management in banks ? And also explain the importance of CRM.

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[Contd...

SECTION - B

7 Case Study :

You are a manager of rural branch of commercial bank. You are confronting with the problem of recovery of loans. What would you do to improve the recovery and also explain the legal course of action which you have with you as per the present laws pertain to recovery of dues.

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