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PRESIDENCY UNIVERSITY BENGALURU

SCHOOL OF COMMERCE MID TERM EXAMINATION - MAY 2023

Semester : Semester II - 2022 - 23 - BCH - 2022

Course Code : COM3004

Course Name : Sem II - COM3004 - Principles and Practices in Banking

Program : B.Com. Honors

Date : 22-MAY-2023

Time : 10.30 AM - 12.00 PM

Max Marks : 50

Weightage : 25%

Instructions:

- (i) Read all questions carefully and answer accordingly.
- (ii) Question paper consists of 3 parts.
- (iii) Scientific and non-programmable calculator are permitted.
- (iv) Do not write any information on the question paper other than Roll Number.

PART A

ANSWER ALL THE QUESTIONS

(5 X 2 = 10M)

1. What are some common services that banks offer to their customers?
(CO2) [Knowledge]
2. What is pure banking?
(CO1) [Knowledge]
3. what is the Basic objective of Regional Rural Banks?
(CO1) [Knowledge]
4. Describe Termination of customer Relationship.
(CO2) [Knowledge]
5. What are financial services? mention any two types.
(CO2) [Knowledge]

PART B

ANSWER ALL THE QUESTIONS

(2 X 10 = 20M)

6. Illustrate the difference between scheduled and non-scheduled banks in India? Give examples of each type.
(CO1) [Comprehension]

7. What are the procedures that a bank needs to follow prior to terminating its association with a customer?

(CO2) [Comprehension]

PART C

ANSWER THE FOLLOWING QUESTION

(1 X 20 = 20M)

8. Mr. Sharma, a client of a foreign bank operating in India, lodged a complaint with the Banking Ombudsman. He would made a sale using his card, but the quantum was debited from his account in double. Despite several attempts to resolve the issue with the bank's client service department, Mr. Sharma didn't admit a satisfactory response.

The Banking Ombudsman appointed an investigator to look into Mr. Sharma's complaint. The investigator reviewed the applicable documents and communicated with both Mr. Sharma and the bank. The investigator set up that the bank had debited the quantum doubly due to a specialized glitch, and the bank had failed to amend the mistake instantly.

Assume if you are a Banking Ombudsman how do you treat this case ?Briefly Explain.

(CO1,CO2) [Application]