

# Open Elective

OE01: 540

## RETAIL BANKING

### 1. Course Description:

This course is designed to provide a basic understanding of Personal Banking. It focuses on functions of banks, banker and customer relationship, Opening of bank accounts and their operations, bank deposits and loans and banking technology.

### 2. Course Objectives:

- To acquire knowledge various functions associated with banking.
- To procedures relating to deposits and loans, and banking technology.
- To know the functions of RBI and Commercial banks.

### 3. Pedagogy:

Method of instruction consists of lectures, case study design and analysis, group discussions, seminar presentation, writing assignments and tests. Interaction with customers of banks, managers and employees of banks.

### 4. Course Contents:

**Module 1: Functions of Banks:** Introduction, Types of Banks, Payment Bankers-Recent Developments. Functions of Reserve Bank of India, Commercial Banks, Private Sector Banks, and Gramina Banks.

**Module 2: Banker and Customer Relationship:** Different Customers-Special type of Customers, Know your Customer [KYC] guidelines- Opening of different bank accounts and procedures for their operations.

**Module 3: Bank Deposits and Loans:** Pledge, Hypothecation, Mortgage-Utility. Different Deposit and Loan Products of Banks, Rate of Interest- Fixed and Floating, Documentation Procedures.

**Module 4: Banking Technology:** Net Banking-Procedure-Safety, Digital Banking-Pro's and Con's. Electronic Banking, Core Banking Technology, Debit and Credit Cards, ATMs.

### References:

Machiraju, H.R., Indian Financial System, Vikas, New Delhi.  
Verma, J.C. Merchant Banking, TMH, New Delhi.  
Mithani and Gordeon, Banking Theory and Practice, Himalaya, Bombay.  
Bhole, L.B., Financial Institutions and Markets, TMH, New Delhi.