



M.Com. III Semester Degree Examination, April/May - 2023

COMMERCE

Advanced Bank Management

(CBCS)

Time : 3 Hours

Maximum Marks : 70

Note : Answer **any five** of the following questions with Question No. **1 (Q 1) Compulsory**.
Each question carries **fourteen** marks.

1. (a) Define Bank management. Explain the functions of Bank management. 7
(b) Discuss the future of Indian banking system. 7
2. (a) Explain the procedure of evaluating the credit worthiness of applicants. 7
(b) Write a detailed note on priority sector lending and socio-economic policies. 7
3. (a) Discuss the objectives and importance of liquidity management. 7
(b) What is ALM ? Explain the process of ALM. 7
4. (a) Write the concept and importance of customer relationship management in banking. 7
(b) Discuss the Redressal procedure of resolving customer grievances in banking. 7
5. (a) Describe the tools and techniques of e-banking services. 7
(b) Explain the opportunities and challenges of e-banking services. 7
6. (a) Enumerate in detail the provisions and recovery measures of NPA. 7
(b) Explain the theories of liquidity management. 7
7. (a) Mention the process of developing a good relationship with customer in Bank. 7
(b) What is mobile banking ? Explain the objectives and relevance of mobile banking at present scenario. 7



- 8.** (a) Write a detailed note on the investment management of banking system. 5
- (b) What is KYC ? Explain the features of customer relationship management. 5
- (c) Write a note on the cyber crimes and fraud management in banking sector. 4

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