

Exam. Code : 108505
Subject Code : 2102

B.Com. 5th Semester
BANKING SERVICES MANAGEMENT
Group-II
Paper : BCG-521

Time Allowed—3 Hours] [Maximum Marks—50

Note :— Attempt **five** questions, selecting at least **one** question from each Section. The **fifth** question may be attempted from any Section. Each question carries 10 marks.

SECTION—A

1. Explain briefly the various tangible and intangible services provided in the banking sector.
2. What are the deficiencies in the provision of customer services in banks ? How can these be improved ? Discuss in detail.

SECTION—B

3. What are loans and advances ? Explain the principles for sound lending.
4. Write a brief note on different forms of loans advanced by banks.

SECTION—C

5. Discuss the regulatory framework for governance of banks in India.
6. What are Negotiable Instruments ? Explain their types.

SECTION—D

7. What is Internet Banking ? Describe its merits and demerits.
8. Discuss the implementation status of banking sector reforms in India.