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**ST. JOSEPH’S COLLEGE (AUTONOMOUS), BANGALORE-27**

**BBA/BBASF – IV SEMESTER**

SEMESTER EXAMINATION: APRIL 2023

(Examination conducted in May 2023)

**BASF4122: BANKING OPERATION**

**(For Current Batch Students Only)**

Time- 2 hrs Max Marks-60

**This paper contains \_\_\_\_\_ printed pages and four parts**

**Section A**

**I.** Answer ***any five*** of the following (**5x2 = 10 Marks)**

1. Define “Customer” in banking operations**.**
2. What is garnishee order?
3. Give the meaning of Bearer cheque.
4. State any two features of NEFT.
5. Mention any four characteristics of negotiable instrument.
6. What is cash credit?

**Section B**

**II.** Answer ***any four*** of the following (**4x5 = 20 Marks)**

1. Explain any 2 types of crossing with the format, highlighting its significance.
2. Give a short note on functions of Bank Ombudsman.
3. Mention the duties of collecting banker with reference to cheque.
4. Analyse the circumstances under which bank can disclose the customers data.
5. Illustrate different types of deposits offered by commercial bank.

**Section C**

**III.** Answer ***any two*** of the following (**2x10 = 20 Marks)**

1. Cite the meaning of Endorsement. Write the types of endorsements in banking practice.
2. Compare and contrast various modes of creating charges in lending operation.
3. RBI Governor while speaking about India's efforts to ensure financial stability amid global economic challenges quotes Mahatma Gandhi “we *are ever wakeful, ever vigilant, ever striving”.* Discuss and elucidate the functions of RBI.

**Section D**

**IV. Answer the following (1x10=10 Marks)**

1. Ever since the 18th century, the banking sector has been evolving, and it is known as one of the oldest businesses in the world. It has progressed and grown with every passing year. Banks started using information technology initially with the introduction of standalone Personal Computers and migrated to Local Area Network connectivity. Then with further evolution, banks adopted the core banking platform. The process of computerization kicked up with the opening of the economy in the early 90s and major propeller for this transformation was due to the rising competition from private and foreign banks. Many commercial banks started adopting digital customer services to stay competitive.

The wave of digital banking has made banks in India to leverage technology by bringing an entire bank to a smartphone. With the current pandemic of Covid-19, those who were reluctant to use digital banking are now forced to do so. A recent survey report highlights that an estimated 205 million Indian adults already have a digital-only bank account. This number is predicted to increase to 397 million within the next five years.

Accelerating the process of adoption of the cloud, leveraging AI extensively and efficiency in data management are some of the key technologies that are focused on future. As AI technology advances, it is expected to have a deep and profound effect on the future of banking through innovative applications that will shape the banking industry Despite an improving performance in the digital landscape, there are still certain challenges that obstruct it from achieving its true potential.

 Questions

1. What are the opportunities and challenges of adopting technology in banking services (6 marks)
2. Transcribe any 5 recent developments in E- banking. (6 marks)
3. Is technology and AI going to disrupt the banking system in future? Express your view (3 marks )