



P.B. SIDDHARTHA COLLEGE OF ARTS & SCIENCE

Siddhartha Nagar, Vijayawada – 520 010

Autonomous -ISO 9001 – 2015 Certified

Banking for Business Process Services

Commerce	22COHT311	B.Com -BPM
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Course Type: Core (TH)

Year of Introduction:2021-22

Year of Revision:

Percentage of

Revision:

Semester: III

Credits: 4

Hours Taught: 75 hrs. Per Semester

Course Prerequisites: The students opting for this Course should have some basic knowledge of various banking products and services.

Course Objectives:

1. Exposure and developing skills relating to different offerings on banking products and services that are specifically dealt within a BPS set up.
2. Pricing skills of banking products and services – generic and country specific across various geographies like India, UK, USA, Europe, etc.
3. Employability skills from a banking industry knowledge perspective.

Course Outcomes: At the end of this course, students should be able to:

CO1: Illustrate the function and the type of product and services offered by banks in the context

of business process services. **PO6, PO7**

CO2: Explain the role of credit, debit and ATM cards in retail banking business in the context of

business process services. **PO6, PO7**

CO3: Illustrate the process of lending of consumer loans and mortgages in the context of business process services. **PO6, PO7**

CO4: Examine the process of cash management and fund transfer for the payment system both

in national and international level in the context of business process services. **PO5, PO6, PO7**

CO5: Evaluate implications of each mode of trade financing option and its process in the context

of BPS. **PO6, PO7**

Syllabus

Course Details

Unit	Learning Units	Lecture Hours
I	Unit – 1: Overview of Banking Function of Commercial Banks – Principles of Banking – Legal aspects of Banking (Banker and Customer Relationship) – Banker dealing with Special Customer’s –	15

	Specific customer instructions – Risks and Controls (Credit Risk, Market Risk, Reputational Risk, Operational Risk) – Risk Management Regulations – Customer Service – Customer Complaints and Dispute Handling – Pricing Methodologies – Anti Money Laundering(AML) – Information Security - Account Origination (Customer Level, Account Level) – Depository System - Demat Account Services – Account Servicing(Record Maintenance, Account closures, Signature Maintenance, Cheque issuance and payment, Statement of account/Passbook, Debit card, Internet Banking, Mobile Banking, Customer Correspondence) – ATM Management – Payments System (Payments Cycle, Payment Instruments, Payment communication network, Messaging and settlement) – Wealth Management – Mutual Funds(Structure, Types, Share Issuance, Index Markets, Bonds, Bond risks, Corporate Actions)	
II	Unit – 2: Credit, Debit and ATM Cards Overview of Cards – Secured Loans – Unsecured Loans – Plastic Money – Types of Cards - – Card transactions – Basis card holder and card presence – Transaction Cycle – Card Transaction Authorization – Authorization Process – Settlement – Settlement Cycle – Payment – Payment Processing – Card Operations – Card Life Cycle – Charge Back / Dispute Resolution – Customer Service – Fraud Management – Card Collections.	15
III	Unit – 3: Consumer loans and Mortgages Mortgages – Purpose of Mortgage Loan – US Mortgage (Brief History) – Federal regulations on Borrower’s Rights – Mortgage Products – Mortgage Schemes or programmes – Major parties in the Mortgage Industry – Mortgage Loan Cycle – Mortgage Frauds – Recent Developments in Mortgage Industry.	15
IV	Unit – 4: Cash Management Introduction to Cash Management Services – Cash Management Products: Account Services – Know Your Customer – Account Maintenance – Electronic Banking – Various facilities provide to customer – Financial Messaging – Clearing Systems – introduction to Fund Transfer – Correspondent Banking – Nostro Account – Vostro Account – Controls: Nostro Reconciliation – Compliance: Sanctions – Anti Money Laundering – Call Backs – Straight Through Processing – Investigations(An Overview) – Risk and Liquidity Issues.	15
V	Unit – 5 : Trade Finance Introduction to Trade – Parties in International Trade – Risks in International Trade & its mitigants – Trade Payment Methods I: (Role of Banks as Agents for collection, Banks: Important aspects to note) – Trade payment Methods II: Letter of Credit – Reimbursement – Guarantees &SBLC – Loans and Finances (Syndicated Loans, Corporate Advances, Receivable Finance, Supplier Finance, Commodity Finance, Channel Finance & Bill Finance) – Value Added Services: (Customer Service, Trade Compliance, Trade Advisory) – Importance of Trade Finance Professionals in Banking Services	15

Books for Reference:

TCS MATERIAL

Course Delivery method: Face to Face.

Course has focus on: Foundation/Employability /Entrepreneurship

Websites of Interest:

Co-Curricular Activities:

1. Seminars on loans and mortgages.
2. Quiz
3. Group Discussion
4. Guest lectures on Banking Services Products.
5. Examinations (Scheduled and surprise tests).
6. Power Point Presentations.

MODEL PAPER

Course Code: BANKING FOR BUSINESS PROCESS SERVICES
II B.Com((BPM) **Semesters: III**
Max. Marks 75 **Time 3hrs**

SECTION-A

Answer any SIX of the following:

6 X 2=12

1. What is meant KYC (CO1) L1
2. Write about Time deposits.(CO1) L2
3. What is meant by Credit card. (CO2) L2
4. What is Card maintenance. (CO2) L2
5. What is meant Quality Assurance. (CO3) L2
6. What is Bankruptcy (CO3) L2
7. Define cash management. (CO5) L1
8. What is meant by tracking? (CO4) L1
9. Write about Syndicated loans. (CO5) L2
10. What is meant by Letter of credit. (CO5) L2

SECTION-B

Answer any FOUR of the following:

4 X 12 = 48

11. Explain in detail about Retail Wealth Management. (CO1) L2
12. What is meant by Customer Relationship Management? Explain its objectives, benefits and failures. (CO2) L2
13. Explain about various regulatory agencies in regulating mortgages industry. (CO3) L2
14. What are the various types of risks involved in payments and suggest measures to overcome? (CO4) L2
15. What is meant by International Trade? Explain various risks associated and suggest measures to overcome? (CO4) L2
16. Explain briefly about various types of credit cards? (CO5) L2

SECTION-C (Unit 3)

Answer the following:

1 X 15 = 15

17. Explain briefly about various types of loans and advances? (CO4) L2