

**GUJARAT TECHNOLOGICAL UNIVERSITY**  
**MBA-SEMESTER-IV-EXAMINATION-SUMMER-2025**

**Subject Code: 4549292****Date: 05/06/2025****Subject Name: Banking****Time: 10:30 AM TO 01:30 PM****Total Marks: 70****Instructions:**

1. Attempt all questions.
2. Make suitable assumptions wherever necessary.
3. Figures to the right indicate full marks.
4. Use of simple calculators and non-programmable scientific calculators are permitted.

- Q.1** Explain the following terminologies: **14**
- (a) ADR
  - (b) Plastic Money
  - (c) SHG (Self Help Group)
  - (d) Digital Wallet
  - (e) Overdraft account
  - (f) Loss Assets
  - (g) Financial Inclusion
- Q.2** (a) Define wholesale banking and how it differs from retail banking. **07**
- (b) Elucidate the main drivers of the growth of retail banking in India. **07**
- OR**
- (b) Explain the objectives of Anti Money Laundering (AML). **07**
- Q.3** (a) Discuss the factors that a bank should consider when assessing the creditworthiness of borrower? **07**
- (b) Discuss the benefits and disadvantages of using credit cards. **07**
- OR**
- Q.3** (a) Describe the procedure and documentation involved in obtaining a home loan. What factors do banks consider when evaluating a home loan application? **07**
- (b) Explain the role of microfinance in providing financial services to underserved populations. Discuss the products and services offered in microfinance. **07**
- Q.4** (a) Explain the classification of assets in a bank, including the categories of standard, substandard, doubtful, and loss assets. **07**
- (b) What are the common causes of Non-Performing Assets (NPAs) in the banking sector? **07**
- OR**
- Q.4** (a) Outline the major provisions of the Insolvency & Bankruptcy Code (IBC) in India. **07**
- (b) Discuss the function and importance of Lok Adalats in addressing banking disputes and NPAs. **07**

**Q.5 Case: Bank X's Digital Transformation: Upgrading Electronic Funds Transfer and Payment Systems for Competitive Advantage**

Bank X, a leading bank in the country, is facing stiff competition from new-age fintech companies offering innovative digital financial services. To stay competitive, Bank X is considering upgrading its electronic funds transfer systems and other related services. This

includes Electronic Clearing Service (ECS), electronic core banking solutions, and digital payment methods such as Unified Payments Interface (UPI) and digital wallets.

Bank X's leadership is particularly interested in understanding how these upgrades can impact its operations and customer experience, as well as how the bank can leverage these new technologies to differentiate itself in the market.

Scenario:

The bank's management has asked a team of MBA interns to analyze the current state of Bank X's electronic funds transfer and digital payment services and propose a strategic plan for improvement. The interns are to assess the benefits and challenges of implementing these services and recommend how the bank can best utilize them to stay competitive.

**Questions:**

- (a) Analyze the current state of Bank X's Electronic Funds Transfer (EFT), including its scope & benefits. **07**
- (b) Recommend a strategic plan for Bank X to upgrade its digital financial services, including digital wallets (e-wallets), to stay competitive in the market. **07**

**OR**

- Q.5**
- (a) Examine the advantages and challenges of Real Time Gross Settlement (RTGS) and compare it to EFT and NEFT in terms of processing charges and impact on the bank's operations. **07**
  - (c) Analyze the concept of Unified Payments Interface (UPI) and its mechanism. Discuss the services covered by UPI and how Bank X can leverage this technology to enhance its customer experience and payment services. **07**

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