



Ref. No.

Date : 04/12/18

## Course Contents of Retail Banking

- New career opportunity in banking
- Introduction to Indian Financial System
- Role of Intermediaries in IFS
- Banks as financial intermediary, different category of banks SFB, payment banks, Public sector, Private sector and foreign banks
- Role of RBI in the economy- Licenses issued to new category of banks, financial inclusion. Small finance banks, payment banks. Types of accounts savings, current and term deposits.
- KYC, Account opening & AML
  - KYC - Customer Acceptance policy, Customer Identification, Monitoring Transactions & Risk Categorisation, Need for KYC and its importance in controlling fraudulent activities
  - Documents for Account opening (Individual, sole proprietor, partnership, Private & Public co, HUF)
  - AML-Stages of Money laundering, CFT norms, PLMPA Act
- Retail Asset products home loans, personal loans, vehicle loans and education loans. Payment System In India-Cheques, DD, Electronic fund transfers NEFT, RTGS, IMPS.-
- Cheque return- financial & technical reasons for Cheque return
  - Forged Instruments
  - Crossing of Cheque- general & special
  - CTS
- Cash operations, role of a cashier/clerk. Handling cash, Process of cash deposit & withdrawals, Cash Retention Limits of branches
- Cash activity
- Third party products- Mutual funds -types of mutual funds Role of Asset management companies in Mutual funds & SEBI as a regulator for MF.
- Bancassurance-Types of Insurance products. Life and non life
- Technology in banking-BHIM, UPI, Google tez, NFC, debit cards, contactless cards. Alternate channels of banking-ATM, Mobile banking, Internet banking, Phone banking
- Process to open bank accounts .Digital accounts-process to open digiaccounts
- Risk management ,banking frauds Case study discussion
- BCSBI & Banking Ombudsman
- Selling of financial products, importance of Relationship building & customer service in banking
- Career in Banks, process of job application for PSU and private banks. Important certification in the industry, skills required to be a banker. Career way forward. Tips on grooming & interview skills

*Dr. M. L. Dahanukar*