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Register Number:

DATE:

**ST. JOSEPH’S UNIVERSITY, BANGALORE-27**

**BBA– III SEMESTER**

**SEMESTER EXAMINATION: OCTOBER 2023**

**(Examination conducted in November / December 2023)**

**BA3323: BANKING OPERATIONS**

**(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. What do you mean by lien?
2. Expand RTGS and NEFT.
3. Who is a minor?
4. What is Overdraft?
5. Mention any two role of Bank ombudsman.
6. What is Post dated Cheque.

**Section B**

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

1. What is Negotiable instrument? Explain its features.
2. What are the precautions to be taken by collecting banker as holder for value.
3. Summarise the monetary functions of RBI.
4. Give meaning of crossing of cheques. Explain the types of crossing.
5. Write the exceptions to bankers’ obligation to maintain secrecy of the customer’s account.

**Section C**

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

1. What is endorsement? Explain the various types of endorsement.
2. Who is paying banker? Explain the statutory protection available to paying banker.
3. Give meaning of following:
4. Internet Banking
5. Crypto currency
6. UPI
7. MICR

**Section D**

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

1. **CASE STUDY**

Internet banking, often referred to as online banking or e-banking, has transformed the way people access financial services, manage their accounts, and conduct transactions.

In the late 1990s, as the internet gained widespread adoption, Digital Bank seized the opportunity to pioneer internet banking services. It aimed to provide customers with the convenience of conducting banking transactions from their computers. As technology advanced, Digital Bank expanded its online offerings to include a comprehensive range of banking services. Customers could now perform tasks like fund transfers, bill payments, and account management entirely online. With the increasing adoption of internet banking, concerns about cybersecurity, phishing attacks, and identity theft also grew. Digital Bank faced challenges in ensuring the security of its online platforms.

As smartphones became ubiquitous, Digital Bank adapted by launching mobile banking applications, allowing customers to access their accounts on-the-go. Digital Bank faces competition from fintech startups, evolving customer expectations, and regulatory changes. The bank must continue to innovate to remain competitive and meet the evolving needs of its customers. The current scenario of Digital Bank highlights the transformative power of internet banking in reshaping the banking industry. It underscores the need for financial institutions to adapt, innovate, and prioritize security to thrive in the digital age.

 **Questions**

1. Discuss the security challenges and risks associated with internet banking and how Digital Bank addressed these concerns. (5 Marks)
2. How did the introduction of internet banking services change the way customers interacted with the bank, and what benefits did it offer over traditional banking methods? (5 Marks)