

**SES's L.S. RAHEJA COLLEGE OF ARTS AND COMMERCE (AUTONOMOUS)**

Syllabus for Approval	BoS meeting held on:	AC meeting held on:
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**Board of Studies: COMMERCE & MANAGEMENT**

Sr. No.	Heading	Particulars
1	Nomenclature of the Course	Commercial Bank Management
2	Eligibility for Admission	
3	Passing Marks for eligibility	
4	Regulations	College Regulations on Admission
5	Programme	M.COM (Banking & Finance)
6	Semesters	Semester: III
7	NEP Vertical	Major Mandatory
8	Credit	Two (2)
9	Level U.G/PG	PG
10	Pattern	Semester
11	Status (Revised or New) If revised, % of change)	REVISED <u>10%</u>
12	To be implemented from Academic Year	From the Academic Year: 2025-2026

Date:

**DR. LAILA PATEL**  
(Chairperson)

**SES's L.S. RAHEJA COLLEGE OF ARTS AND COMMERCE (AUTONOMOUS)**



**BOARD OF STUDIES: COMMERCE & MANAGEMENT**

**PROGRAMME: M.COM (Banking & Finance)**

**SEMESTER: III**

**NOMENCLATURE OF THE COURSE: Commercial Bank  
Management**

**NEP Vertical: Major Mandatory**

**Credit: 2**

(As Per Choice Based Credit System (under NEP 2020) with effect from the Academic Year 2025-26)



<b>Program: Masters of Commerce (Banking &amp; Finance)</b>				<b>Semester : III</b>	
<b>Course : Commercial Bank Management</b>				<b>Code:</b>	
<b>Academic Year: 2025-2026</b>		<b>Batch: 2024-2026</b>			
<b>Teaching Scheme</b>			<b>Evaluation Scheme</b>		
<b>Lectures</b>	<b>Practical</b>	<b>Tutorials</b>	<b>Credits</b>	<b>Internal Continuous Assessment (ICA) (weightage)</b>	<b>Term End Examinations (TEE) (weightage)</b>
30	Nil	Nil	02	20 marks/40% of the total marks	30 marks/60% of the total marks

<b>Learning Objectives :</b>	<ul style="list-style-type: none"> <li>• To make learners understand the working of modern commercial banks.</li> <li>• To make learners equipped with the latest innovations, trends and technological changes in the banking sector.</li> </ul>
<b>Learning Outcomes :</b>	<ul style="list-style-type: none"> <li>• To identify role and importance of commercial banks and management of banks in rural areas</li> <li>• To exemplify evolving trends in modern banking and understand need and importance of financial inclusions</li> </ul>

**Detailed Syllabus: (per session plan)** } to be submitted along with Teaching Plan

**Session Outline For (name of the course)** }

**Each lecture session would be of one hour duration (30 sessions).**

<b>Module</b>	<b>Module Content</b>	<b>Module Wise Pedagogy Used (only pointers)</b>	<b>Module Wise Duration/ Lectures</b>
1.	:Overview of Commercial Banking in India A) Overview of Commercial Banking in India - Role and Functions of Commercial Banks Introduction to Bank Management, Management of Banks in Rural Areas.  B) Customer Relationship Management in Banks - Meaning and Objectives of CRM in banks, Strategies for Expanding Customer Base, Banking Ombudsman Scheme ,Customer Retention ,Handling Customer Grievances, Services to Different Categories of Customers - Retail, Corporate, International and Rural.	Lectures, group discussions, case studies, and interactive lectures	15 hours

2.	<p>Evolving Trends in Modern Banking</p> <p>A) Evolving Trends in Modern Banking–Internet Banking, EFT services, Outsourcing of Noncore Services, Introduction to Fintech and Block chain Technology.</p> <p>B) Financial Inclusion – Need and Importance of Financial Inclusion, Micro Credit SHGs, RBI Guidelines for Micro Credit, Portfolio Securitization, SHG-2, NRLM and SRLM, Priority Sector and its Classification.</p> <p>C) Sustainable Banking – Green Finance and ESG (Environmental, Social, and Governance) Investments</p>	Lectures, group discussions, case studies, and interactive lectures	15 hours
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## REFERENCE BOOKS

- Fundamentals of Commercial Banking ,Dr Kent S Belasco

### QUESTION PAPER PATTERN

#### Internal Continuous Assessment (ICA) Pattern

Particulars	Marks
Presentation/Viva Voce	10
Assignment/Project	10
<b>Total</b>	<b>20</b>

#### Term End Examinations (TEE)

##### Question Paper Pattern

Maximum Marks: 30

Duration: 1 hour

Note: All questions are compulsory

Question No.	Description	Total Marks
1.	A. Full length Theory question <b>OR</b> B. Full length Theory Question	12
2.	A. Full length Theory question <b>OR</b> B. Full length Theory Question	12
3.	Short Notes (Any 2 out of 3)	6