



**MANIPAL UNIVERSITY
JAIPUR**



**MANIPAL UNIVERSITY
JAIPUR**

FACULTY OF BUSINESS ADMINISTRATION

School of Business and Commerce

Department of Business Administration

Banker Customer Relationship

Expert lecture

27 October 2021

4:00 – 6:00 PM

Dr Birajit Mohanty

HoD, Business Administration



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1. Introduction of the Event

In the introduction Dr. Suhasini Verma (Convenor of the event) welcomed the resource person Mr. Manish Kapoor and gave a brief description about the expert and sharing his experience and work profile. The significance of the title of the event was also discussed. Relationship between a banker and customer comes into existence when the banker agrees to open an account in the name of customer. The relationship between a banker and a customer depends on the activities, products or services provided by bank to its customers or availed by the customer. Thus the relationship between a banker and customer is the transaction relationship. Bank's business depends much on the strong bondage with the customer. Trust plays an important role in building healthy relationship between a banker and customer.

2. Objective of the Event

To create awareness among participants about the relationship between bankers and customers.

3. Beneficiaries of the Event

Beneficiaries of the Event includes students of BBA, BCom (Pass) and M Com and various faculties of school of Business and Commerce and other students and research scholars of school of business and commerce.

4. Details of the Guests

Manish Kapoor (Kotak Mahindra Bank Executive Vice President and Regional Business Head)

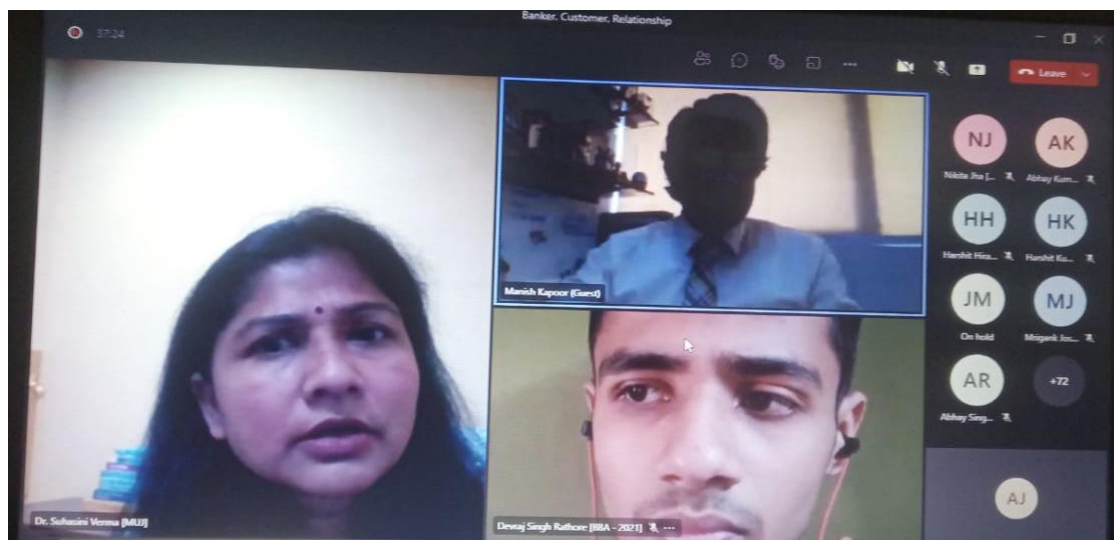
5. Brief Description of the event

Banking is a trust-based relationship that was discussed in detail by the speaker. There are numerous kinds of relationship between the bank and the customer. The relationship between a banker and a customer depends on the type of transaction. Thus, the relationship is based on contract, and on certain terms and conditions. These relationships confer certain rights and obligations both on the part of the banker and on the customer. However, the personal relationship between the bank and its customers is the long-lasting relationship. Some banks even say that they have generation-to-generation banking relationship with their customers. There was also discussion about fixed rate of interest and floating rate of interest concepts. Brand loyalty of the customer is important while taking loans. The relationship between debtor and creditor, banker as a trustee, banker as an agent, other relationships with the customer and obligations of a banker were also discussed.

6. 3 to 5 photographs of the event or screenshots of the event (if online) with captions



Suhasini Verma giving Welcome Address



Manish Kapoor, Explaining Banker Customer Relationship




Expert Manish Kapoor, discussing with target students



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7. Brochure or creative of the event (insert in the document only)

 **MANIPAL UNIVERSITY
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**School of Business and Commerce
DEPARTMENT OF BUSINESS ADMINISTRATION**

Topic: "Banker Customer Relationship"

Resource Person: Mr. Manish Kapoor
(Kotak Mahindra Bank Executive Vice President & Regional Business Head)

**Date: 27 October 2021
Time: 4:00 - 6:00 PM
Platform: MS Teams**

Convenor
Dr. Suhasini Verma
Associate Professor
Department of Business Administration

Co-Convenor
Mr. Ankur Jain
Assistant Professor
Department of Business Administration



8. Schedule of the event (insert in the report)

The event was scheduled on 27 October 2021 from 4:00 PM to 6:00 PM on Microsoft Teams.

9. Attendance of the Event (insert in the document only)

Total attendee 75

Sr. No	Name of Institution	Place of Institution	Registration Number/Employee code	Name of Attendee	Name of Dept
1	Manipal University Jaipur	Jaipur	MUJ0691	Dr. Ity Patni	Business Administration
2	Manipal University Jaipur	Jaipur	180905615	Poonam Rathi [MU - Jaipur]	Business Administration
3	Manipal University Jaipur	Jaipur	190901141	Shubham Bhatia [BBA - 2019]	Business Administration
4	Manipal University Jaipur	Jaipur	190901048	Saloni Soni [BBA - 2019] (Guest)	Business Administration
5	Manipal University Jaipur	Jaipur	MUJCON060	Dr. Jawahar Mal Jangir [MUJ]	Business Administration
6	Manipal University Jaipur	Jaipur	190901131	Nilesh Choudhary [BBA - 2019]	Business Administration
7	Manipal University Jaipur	Jaipur	190901082	Sahil Khandelwal [BBA - 2019]	Business Administration
8	Manipal University Jaipur	Jaipur	190901106	Lucky Choudhary [BBA - 2019]	Business Administration
9	Manipal University Jaipur	Jaipur	190901098	Kanishk Bilochi [BBA - 2019]	Business Administration
10	Manipal University Jaipur	Jaipur	190901101	ritik.190901101@muja.manipal.edu (Guest)	Business Administration
11	Manipal University Jaipur	Jaipur	190901150	Bhavnesha Nahata [BBA - 2019] (Guest)	Business Administration
12	Manipal University Jaipur	Jaipur	190901148	Jaipal Singh Tanwar [BBA - 2019] (Guest)	Business Administration
13	Manipal University Jaipur	Jaipur	190901124	Gaurav Mutreja [BBA - 2019]	Business Administration
14	Manipal University Jaipur	Jaipur	190901032	Vedika Sharma [BBA - 2019]	Business Administration
15	Manipal University Jaipur	Jaipur	190901220	Yashashvi G Purohit [BBA - 2019]	Business Administration
16	Manipal University Jaipur	Jaipur	190901196	Surbhi Singhal [BBA - 2019] (Guest)	Business Administration
17	Manipal University Jaipur	Jaipur	190901074	Gaurav Sharma [BBA - 2019] (Guest)	Business Administration
18	Manipal University Jaipur	Jaipur	190901075	Lagan Mahipal [BBA - 2019]	Business Administration
19	Manipal University Jaipur	Jaipur	190901153	Vishal Choudhary [BBA - 2019]	Business Administration
20	Manipal University Jaipur	Jaipur	190901031	Manya Chauhan [BBA - 2019] (Guest)	Business Administration
21	Manipal University Jaipur	Jaipur	190901181	Parth Gautam [BBA - 2019]	Business Administration
22	Manipal University Jaipur	Jaipur	190901005	Priyanshu Pravinbhai Kasundra [BBA - 2019] (Guest)	Business Administration
23	Manipal University Jaipur	Jaipur	190901199	Rishabh Goyal [BBA - 2019] (Guest)	Business Administration
24	Manipal University Jaipur	Jaipur	190901127	Kush Goyal [BBA - 2019] (Guest)	Business Administration
25	Manipal University Jaipur	Jaipur	190901060	Naman Jain [BBA - 2019] (Guest)	Business Administration
26	Manipal University Jaipur	Jaipur	190901137	Palak Sharma [BBA - 2019]	Business Administration



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27	Manipal University Jaipur	Jaipur	190901093	Aryan Gupta [BBA - 2019]	Business Administration
28	Manipal University Jaipur	Jaipur	190901174	Pushpika Deora [BBA - 2019]	Business Administration
29	Manipal University Jaipur	Jaipur	190901192	Aakash Jain [BBA - 2019]	Business Administration
30	Manipal University Jaipur	Jaipur	190901223	Sagar Shirvi [BBA - 2019]	Business Administration
31	Manipal University Jaipur	Jaipur	190901222	Nilay Sharma [BBA - 2019]	Business Administration
32	Manipal University Jaipur	Jaipur	190901083	Naman Singh [BBA - 2019] (Guest)	Business Administration
33	Manipal University Jaipur	Jaipur	190901002	Disha Awtani [BBA - 2019] (Guest)	Business Administration
34	Manipal University Jaipur	Jaipur	190901073	Kashish Sharma [BBA - 2019] (Guest)	Business Administration
35	Manipal University Jaipur	Jaipur	190901009	Arjun Panjak Kumar [BBA - 2019] (Guest)	Business Administration
36	Manipal University Jaipur	Jaipur	190901038	Samarth Gupta [BBA - 2019]	Business Administration
37	Manipal University Jaipur	Jaipur	190901029	Trishanjali Vinodhanand [BBA - 2019]	Business Administration
38	Manipal University Jaipur	Jaipur	190901037	Jai Gwalani [BBA - 2019]	Business Administration
39	Manipal University Jaipur	Jaipur	190901179	Rohan Pingle [BBA - 2019] (Guest)	Business Administration
40	Manipal University Jaipur	Jaipur	190901173	Srajal Purwar [BBA - 2019] (Guest)	Business Administration
41	Manipal University Jaipur	Jaipur	190901076	Rishank Kumawat [BBA - 2019]	Business Administration
42	Manipal University Jaipur	Jaipur	190901086	Pranav Sharma [BBA - 2019] (Guest)	Business Administration
43	Manipal University Jaipur	Jaipur	190901022	Devesh Bansal [BBA - 2019]	Business Administration
44	Manipal University Jaipur	Jaipur	190901129	Fazal Ahmed Khan [BBA - 2019]	Business Administration
45	Manipal University Jaipur	Jaipur	190901139	Abhinav Krishna [BBA - 2019]	Business Administration
46	Manipal University Jaipur	Jaipur	190901096	Dheeraj Lamba [BBA - 2019]	Business Administration
47	Manipal University Jaipur	Jaipur	MUJ0092	Dr. Sonal Sidana [MUJ]	Business Administration
48	Manipal University Jaipur	Jaipur	190901128	Aish Kumawat [BBA - 2019]	Business Administration
49	Manipal University Jaipur	Jaipur	190901084	AAaditya Chopra [BBA - 2019]	Business Administration
50	Manipal University Jaipur	Jaipur	190901180	Arvind Vishnoi [BBA - 2019] (Guest)	Business Administration
51	Manipal University Jaipur	Jaipur	190901039	Preksha Menaria [BBA - 2019]	Business Administration
52	Manipal University Jaipur	Jaipur	190901151	Dheeraj Chandwani [BBA - 2019] (Guest)	Business Administration
53	Manipal University Jaipur	Jaipur	190901077	Shubhang Mandhaniya [BBA - 2019]	Business Administration
54	Manipal University Jaipur	Jaipur	190901159	Resham Borana [BBA - 2019] (Guest)	Business Administration
55	Manipal University Jaipur	Jaipur	190901055	Khushi Wadhwa [BBA - 2019] (Guest)	Business Administration
56	Manipal University Jaipur	Jaipur	190901104	Yashpal Singh Mahecha [BBA - 2019]	Business Administration
57	Manipal University Jaipur	Jaipur	190901224	Mansi Chaturvedi [BBA - 2019]	Business Administration
58	Manipal University Jaipur	Jaipur	190901049	Abhishek Yadav [BBA - 2019] (Guest)	Business Administration
59	Manipal University Jaipur	Jaipur	190901104	Yashpal Singh Mahecha [BBA - 2019] (Guest)	Business Administration



60	Manipal University Jaipur	Jaipur	190901112	Gourang Joshi [BBA - 2019]	Business Administration
61	Manipal University Jaipur	Jaipur	190901125	Arnav Singh Gurdita [BBA - 2019]	Business Administration
62	Manipal University Jaipur	Jaipur	180901141	Ritik Bansal [BBA - 2018]	Business Administration
63	Manipal University Jaipur	Jaipur	190901208	Tarun Singh [BBA - 2019]	Business Administration
64	Manipal University Jaipur	Jaipur	190901097	Shaurya Dixit [BBA - 2019]	Business Administration
65	Manipal University Jaipur	Jaipur	190901071	Mukul Swami [BBA - 2019]	Business Administration
66	Manipal University Jaipur	Jaipur	190901066	Gautam Godara [BBA - 2019] (Guest)	Business Administration
67	Manipal University Jaipur	Jaipur	200901043	Pushpendra Pal Singh [BBA - 2019]	Business Administration
68	Manipal University Jaipur	Jaipur	190901037	Kartik Agrawal [BBA - 2019] (Guest)	Business Administration
69	Manipal University Jaipur	Jaipur	190901035	Khushi Shekhawat [BBA - 2019]	Business Administration
70	Manipal University Jaipur	Jaipur	190901007	Surashi Gupta [BBA - 2019]	Business Administration
71	Manipal University Jaipur	Jaipur	190901194	Drishti Verma [BBA - 2019]	Business Administration
72	Manipal University Jaipur	Jaipur	190901202	Sachin Yadav [BBA - 2019] (Guest)	Business Administration
73	Manipal University Jaipur	Jaipur	190901197	Ravi Raman [BBA - 2019]	Business Administration
74	Manipal University Jaipur	Jaipur		Dr. Suhasini Verma	Business Administration
75	Manipal University Jaipur	Jaipur		Mr. Ankur Jain	Business Administration

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