



**MANIPAL UNIVERSITY
JAIPUR**

MUJ/Q&C/021/F/1.01

Event Report Format



**MANIPAL UNIVERSITY
JAIPUR**

FACULTY OF MANAGEMENT & COMMERCE

SCHOOL OF BUSINESS & COMMERCE

DEPARTMENT OF BUSINESS ADMINISTRATION

Banker Customer Relationship

2nd November 2022

**Head
Department of Business Administration,
Manipal University Jaipur**

Dr Birajit Mohanty

HoD, Business Administration



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1. Introduction of the Event

The curriculum-based guest lecture was conducted on 'Banker Customer Relationship'. The relationship is very pertinent to understand as they are in different roles such as debtor-creditor, creditor-debtor, bailer-bailee etc. For performing the duties these relationships are required to be understood in detail.

2. Objective of the Event

The objective of the event to make student understand the importance of banker customer relationship in general and specific forms.

3. Beneficiaries of the Event

Students who want to go in detail how banker and customer deal with each other in different types of relationships.

4. Details of the Guests

Mr Puneet Kulshresth, Senior Manager-Canara Bank

5. Brief Description of the event

The banker is the person who is offering all such type of all such type of roles such as accepting the deposits and giving the loans means these types of services are offered to the public. That person is specifically who is dealing or handling all these things.

6. Program Scheme

SEMESTER V						
Course No.	Subject Code	Subject Title	L	T	P	C
3	BB3103	Basics of Banking, Insurance and Financial Services	3	0	0	3

7. Lecture Plan

Lecture No	Topics	Session Outcome	Mode of Delivery	Corresponding CO	Mode of Assessing Outcome
1	Briefing of Syllabus & Course Handouts	To make students understand about teachers' expectations & course outline	Lecture	NA	NA
2	Nature and importance of financial Services	Understand how financial services relates to real life	Lecture & Discussion	3103.1	Ist Sessional End Term



3	Scope & characteristics	To understand Scope & characteristics	Lecture & Discussion	3103.1	Ist Sessional End Term
4	Financial Services Market: Concept- Constituent	To understand and discuss the concept of financial Services Market: and its constituent	Lecture & Discussion	3103.1	Ist Sessional End Term
5	Market Player	To discuss the market players	Lecture & Discussion	3103.1	Ist Sessional End Term
6	Instruments	To discuss and explain the features of instruments	Lecture & Discussion	3103.1	Assignment
7	Specialized Institutions	understand the working of Specialized Institutions	Lecture & Discussion	3103.1	Ist Sessional End Term
8	Regulatory Bodies- RBI	understand the working & role of regulator of banking sector- RBI	Lecture & Discussion	3103.1	Ist Sessional End Term
9	Regulatory Bodies- IRDA	understand the working & role of regulator of insurance sector- IRDA	Lecture & Discussion	3103.1	Ist Sessional End Term
10	Capital Markets	Understand the feature and working of capital market	Tutorial	3103.1	Ist Sessional End Term
11	Capital Markets	Quiz	Quiz	3103.1	Ist Sessional End Term
12	Bank & Banking system in India: Definition & Functions of Commercial Banks	Discuss and analyse the importance of banking system	Lecture & Discussion	3103.2	Ist Sessional End Term
13	Types of Commercial Banking Systems	Discuss commercial Banking Systems	Lecture & Discussion	3103.2	Ist Sessional End Term



14	Indian Commercial Banking Structure	Discuss the structure of commercial Banks	Lecture & Discussion	3103.2	Ist Sessional End Term
15	Nationalization of Banks in India: Reasons, Achievements and Critical Evaluation	Critically evaluate nationalization of Banks in India	Lecture & Discussion	3103.2	Ist Sessional End Term
16	Nationalization of Banks in India: Reasons, Achievements and Critical Evaluation	Critically evaluate nationalization of Banks in India	Lecture & Discussion	3103.2	Ist Sessional End Term
17	Financial Sector Reforms – Consolidation and Competition in the Indian Banking Industry	Understand, discuss and analyse Financial Sector Reforms	Lecture & Discussion	3103.2	Ist Sessional End Term
18	Financial Sector Reforms – Consolidation and Competition in the Indian Banking Industry	Understand, discuss and analyse Financial Sector Reforms	Lecture & Discussion	3103.2	Ist Sessional End Term
19	Banker Customer Relationship: Definition of the term banker and customer – general and special relationship, termination of relationship, Pass book, , types of customers,	Understand Banker Customer Relationship	Lecture & Discussion	3103.2	Ist Sessional End Term
20	Types of accounts and their operations	Understand the features of different types of accounts	Lecture & Discussion	3103.3	Ist Sessional End Term
21	Deposit Mobilization by Commercial Banks – Deposit Mix –	Understand and discuss concepts related to deposits	Lecture & Discussion	3103.3	Ist Sessional End Term



	Different Types of Deposits –				
22	Factors affecting Deposit Levels	Understand and discuss concepts related to deposits	Lecture & Discussion	3103.3	1st Sessional End Term
23	Deposit Mix – Different Types of Deposits	Discuss different Types of Deposits & deposit mix	Lecture & Discussion	3103.3	1st Sessional End Term
24	Factors affecting Deposit Levels	Discuss the factors which affects Deposit Levels	Lecture & Discussion	3103.3	1st Sessional End Term
25	Lending of Money by Banks – Principles of Sound Lending	Discuss & understand the principles of Sound Lending	Lecture & Discussion	3101.2	1st Sessional End Term
26	Lending of Money by Banks – Principles of Sound Lending	Discuss & understand the principles of Sound Lending	Lecture & Discussion	3101.2	1st Sessional End Term
27	Various Forms of Advances: Cash Credit, Overdrafts, Loans and Purchasing and Discounting of Bills	Understand and discuss different types of lending instruments	Lecture & Discussion	1202.3	1st Sessional End Term
28	Retail Lending by Banks – Housing Loans and Personal Loans, Problems & Prospects	Discuss different types of retail lending	Lecture & Discussion	1202.3	2nd Sessional End Term
29	EMI: Concept and Computation	Learn how to calculate EMI	Lecture & Discussion	1202.3	2nd Sessional End Term
30	Subsidiary Services of Banks: Traditional Services – Contemporary	Discuss Subsidiary Services of Banks	Lecture & Discussion	1202.3	2nd Sessional End Term

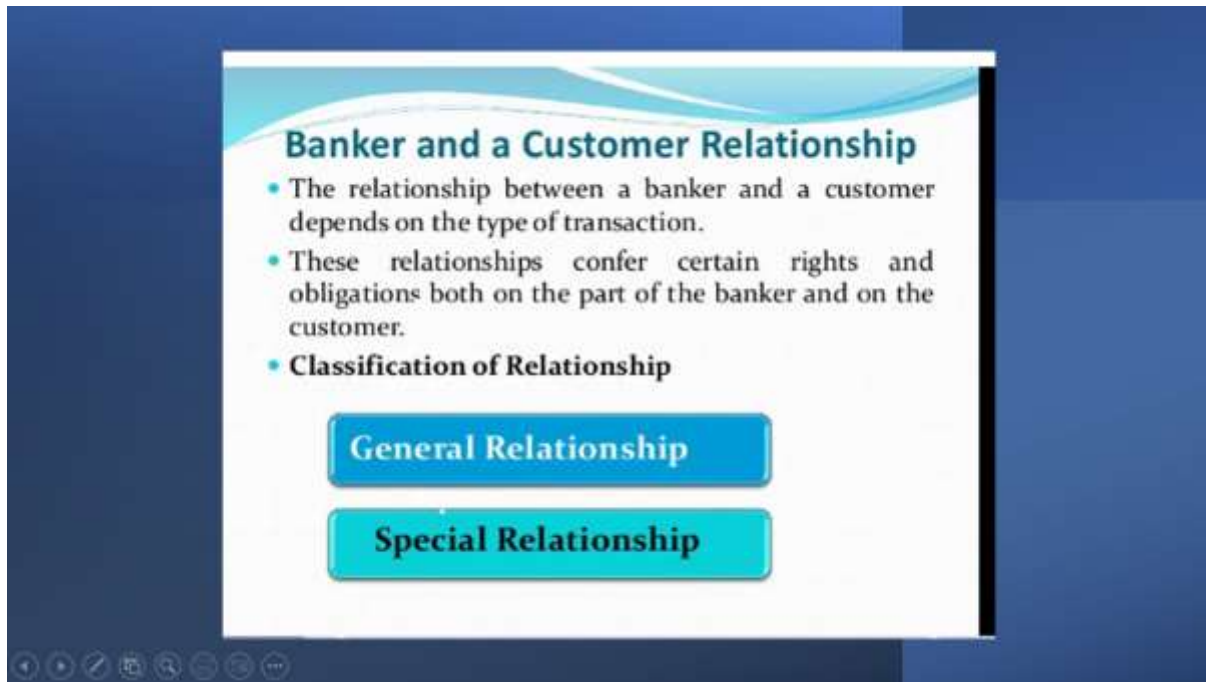


	Services Including Cash Management				
31	RTGS & NEFT,	Understand the concept and working of RTGS & NEFT	Lecture & Discussion	1202.3	2nd Sessional End Term
32	Introduction to Insurance: Meaning, Purpose, need of insurance, Insurance as a social Security tool	Understand the concept of insurance	Lecture & Discussion	3103.2	2nd Sessional End Term
33	Risk v/s Uncertainty, types of Risks, Difference between assurance & Insurance	Understand the concept Risk v/s Uncertainty, types of Risks, assurance & Insurance	Lecture & Discussion	3103.2	2nd Sessional End Term
34	Basic Principles of Insurance, Reinsurance	Understand and discuss basic Principles of Insurance	Lecture & Discussion	3103.2	2nd Sessional End Term
35	Role of Insurance in the development of Commerce & Industry	Discuss the role of Insurance in the development of Commerce & Industry	Lecture & Discussion	3103.2	2nd Sessional End Term
36	Life Insurance: Basic elements of life insurance. Type of insurance plan	Understand the basic elements of life insurance	Lecture & Discussion	3103.3	2nd Sessional End Term
37	Life Insurance: Basic elements of life insurance. Type of insurance plan	Understand the basic elements of life insurance	Lecture & Discussion	3103.3	2nd Sessional End Term
38	General Insurance: Meaning and role of G.I in India	Understand and discuss the features of general insurance	Lecture & Discussion	3103.3	2nd Sessional End Term

39	General Insurance: Meaning and role of G.I in India	Understand and discuss the features of general insurance	Lecture & Discussion	3103.3	2nd Sessional End Term
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8. Screenshots of the event

Mr. Kulshresth delivering lecture on Banker Customer Relationship



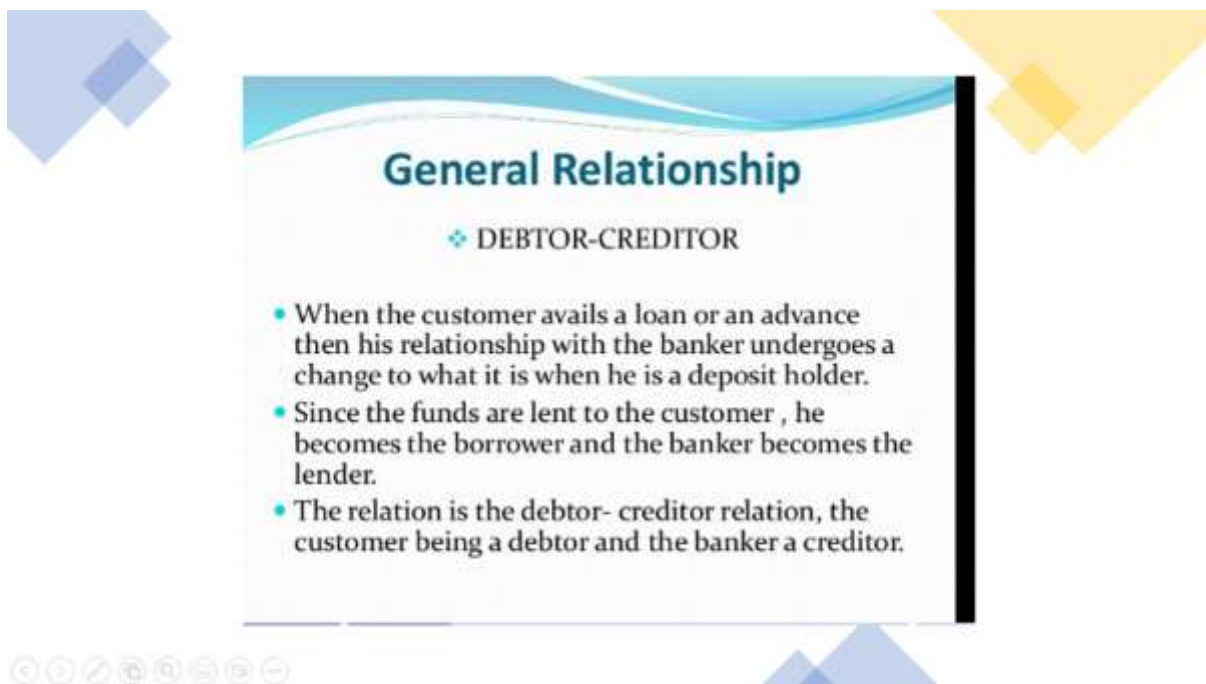
Banker and a Customer Relationship

- The relationship between a banker and a customer depends on the type of transaction.
- These relationships confer certain rights and obligations both on the part of the banker and on the customer.
- **Classification of Relationship**

General Relationship

Special Relationship

Mr. Kulshresth covering the aspects of General Relationship



General Relationship

❖ DEBTOR-CREDITOR

- When the customer avails a loan or an advance then his relationship with the banker undergoes a change to what it is when he is a deposit holder.
- Since the funds are lent to the customer, he becomes the borrower and the banker becomes the lender.
- The relation is the debtor- creditor relation, the customer being a debtor and the banker a creditor.

9. Brochure of the event



**MANIPAL UNIVERSITY
JAIPUR**
(University under Section 2(f) of the UGC Act)

**SCHOOL OF BUSINESS & COMMERCE
ORGANIZES
EXPERT LECTURE
ON**

BANKER CUSTOMER RELATIONSHIP

DATE & TIME : 2ND NOVEMBER 2022, 3 PM ONWARDS

RESOURCE PERSON:
MR. PUNEET KULSHRESTH
SENIOR MANAGER
CANARA BANK

DR. ITY PATNI & DR. JEEVESH SHARMA
(CONVENERS)

DR. BIRAJIT MOHANTY & DR SAURABH SHARMA
(HEAD-DEPARTMENT OF BUSINESS ADMINISTRATION & COMMERCE)

3.28 SCORE

https://teams.microsoft.com/l/meetup-join/19%3adyH5Q-MYWcehyuWolRbKx8VyZp4Gv_h2tfFPZfP5ZJw1%40thread.tacv2/1667362468327?context=%7b%22Tid%22%3a%22a1608842-8390-4bfb-90af-89ae3ab30761%22%2c%22Oid%22%3a%220f942322-e282-4841-83bb-5d2ed67942a4%22%7d

10. Attendance of the Event

Total attendee- 131

Sr. No	Name of Institution	Registration Number/ Employee Code	Attendee Name
1	Manipal University Jaipur	MUJ0691	DR. Ity Patni
2	Manipal University Jaipur	MUJ1019	Dr. Somya Choubey
3	Manipal University Jaipur	MUJ1371	Dr. Jeevesh Sharma
4	Manipal University Jaipur	200803003	Sujal Sharma
5	Manipal University Jaipur	200901099	Ishan goyal
6	Manipal University Jaipur	200901113	Aditya Mathur
7	Manipal University Jaipur	200901114	Ajay Dhaker
8	Manipal University Jaipur	200901124	Kaushik sankhla
9	Manipal University Jaipur	200901125	Khushi Koolwal
10	Manipal University Jaipur	200901126	Chandrajeet Singh Bhati
11	Manipal University Jaipur	200901131	Pawan singh



12	Manipal University Jaipur	200901133	Vedant singh
13	Manipal University Jaipur	200901138	Rahul Ramani
14	Manipal University Jaipur	200901143	Shashwat singh
15	Manipal University Jaipur	200901182	Shreya Agarwal
16	Manipal University Jaipur	200901183	Jay Prakash Khandelwal
17	Manipal University Jaipur	200901184	SPARSH GARG
18	Manipal University Jaipur	200901185	Lucky Goyal
19	Manipal University Jaipur	200901186	Charchit Taneja
20	Manipal University Jaipur	200901187	Manav Sharma
21	Manipal University Jaipur	200901188	Divyaraj singh rathore
22	Manipal University Jaipur	200901189	Sanjay
23	Manipal University Jaipur	200901193	Deepanshu
24	Manipal University Jaipur	200901196	Deepanshu batra
25	Manipal University Jaipur	200901199	Somil Jain
26	Manipal University Jaipur	200901200	Utkarsh Maheshwari
27	Manipal University Jaipur	200901201	Mayank Meena
28	Manipal University Jaipur	200901207	Harsh Repuriya
29	Manipal University Jaipur	200901208	Hrithek repuriya
30	Manipal University Jaipur	200901209	Tanishq Tyagi
31	Manipal University Jaipur	200901210	Rahul Burdak
32	Manipal University Jaipur	200901211	Jai rathi
33	Manipal University Jaipur	200901212	Naman Agrawal
34	Manipal University Jaipur	200901214	Rakesh kumawat
35	Manipal University Jaipur	200901217	Harshvardhan Singh Champawat
36	Manipal University Jaipur	200901220	Pratham verma
37	Manipal University Jaipur	200901223	Mansi bhandari
38	Manipal University Jaipur	200901225	Rishiraj Singh Rathore
39	Manipal University Jaipur	200901228	Chirag makkar
40	Manipal University Jaipur	200901229	Bhavya Chopra
41	Manipal University Jaipur	200901230	Bushra khan
42	Manipal University Jaipur	200901241	Avinash Kumar
43	Manipal University Jaipur	200901246	Manish yogi
44	Manipal University Jaipur	200901248	Abhinav Paliwal
45	Manipal University Jaipur	200901249	Bhavya Garg
46	Manipal University Jaipur	200901252	Sabhya Pandey
47	Manipal University Jaipur	200901253	Uday jain
48	Manipal University Jaipur	200901255	Khushi Agrawal
49	Manipal University Jaipur	200901262	Isana dadhich
50	Manipal University Jaipur	200901265	Shashwat singh
51	Manipal University Jaipur	200901269	Chelsi Daga
52	Manipal University Jaipur	200901272	Vikas kumar Fageria
53	Manipal University Jaipur	200901275	Jatin Mahlawat
54	Manipal University Jaipur	200901277	Layba
55	Manipal University Jaipur	200901278	Aayush Paliwal
56	Manipal University Jaipur	200901282	Akshat jain



57	Manipal University Jaipur	200901289	Rajeev Gujjar
58	Manipal University Jaipur	200901291	Ishan sharma
59	Manipal University Jaipur	200901298	Rajeev Sharma
60	Manipal University Jaipur	200901068	Abhinav Goyal
61	Manipal University Jaipur	200901172	Khushi Singhal
62	Manipal University Jaipur	200901288	Dev Gupta
63	Manipal University Jaipur	200901078	Aaryan Singh Solanki
64	Manipal University Jaipur	200901149	Radhika Agarwal
65	Manipal University Jaipur	200901073	Gauransh Pandey
66	Manipal University Jaipur	200901170	Chirag Kansal
67	Manipal University Jaipur	200901301	Shrinath
68	Manipal University Jaipur	200901001	Jai Verma
69	Manipal University Jaipur	200901118	Shreya Gupta
70	Manipal University Jaipur	200901009	Tanman Agarwal
71	Manipal University Jaipur	200901041	Yash Bansal
72	Manipal University Jaipur	200901154	Akshat Mishra
73	Manipal University Jaipur	200901063	Ritik Raj Tiwari
74	Manipal University Jaipur	200901070	Nishant Goel
75	Manipal University Jaipur	200901139	Avani Jain
76	Manipal University Jaipur	200901053	Anamaya Sharma
77	Manipal University Jaipur	200901084	Eklavya Bansal
78	Manipal University Jaipur	200901008	Arpit Agarwal
79	Manipal University Jaipur	200901054	Bahadur Singh Chauhan
80	Manipal University Jaipur	200901254	Tushar Totlani
81	Manipal University Jaipur	200901299	Mridul Soni
82	Manipal University Jaipur	200901123	Sameer Kayamkhani
83	Manipal University Jaipur	200901098	Aparajita Chakraverty
84	Manipal University Jaipur	200901031	Sayush Yadav
85	Manipal University Jaipur	200901102	Disha Sancheti
86	Manipal University Jaipur	200901095	Muskan Khetrupal
87	Manipal University Jaipur	200901177	Sajal Agrawal
88	Manipal University Jaipur	200901079	Aarchi Khandelwal
89	Manipal University Jaipur	200901034	Uday Kaushik
90	Manipal University Jaipur	200901142	Vedant Garg
91	Manipal University Jaipur	200901281	Priyanshu Prajapat
92	Manipal University Jaipur	200901261	Rishika Singodia
93	Manipal University Jaipur	200901164	Pratham Kapoor
94	Manipal University Jaipur	200901103	Rohan
95	Manipal University Jaipur	200901089	Dhruveika Dhupia
96	Manipal University Jaipur	200901303	harsh birla
97	Manipal University Jaipur	200901085	Sahastranshu Chandel
98	Manipal University Jaipur	200901279	Saksham Naraniya
99	Manipal University Jaipur	200901264	Saurav Kumar
100	Manipal University Jaipur	200901221	Aashish Raj
101	Manipal University Jaipur	200901116	Disha Mantri
102	Manipal University Jaipur	200901224	Vaibhav Bhalla



MANIPAL UNIVERSITY JAIPUR

103	Manipal University Jaipur	200901050	Lakshay Rathore
104	Manipal University Jaipur	200901266	Piyush Chouhan
105	Manipal University Jaipur	200901174	Paranjay Paliwal
106	Manipal University Jaipur	200901088	Harshita Sharma
107	Manipal University Jaipur	200901039	Mukul Agarwal
108	Manipal University Jaipur	200901240	Vinit Agarwal
109	Manipal University Jaipur	200901101	Ram Patidar
110	Manipal University Jaipur	200901290	Bhrigu Pal Singh
111	Manipal University Jaipur	200901023	Devansh Garg
112	Manipal University Jaipur	200901044	Sahil Khan
113	Manipal University Jaipur	200901283	Aryan
114	Manipal University Jaipur	200901122	Saumya Narula
115	Manipal University Jaipur	200901180	Khushi Dubey
116	Manipal University Jaipur	200901067	Kushal Jain
117	Manipal University Jaipur	200901130	Vishal Goswami
118	Manipal University Jaipur	200901069	Ayushman Tomar
119	Manipal University Jaipur	200901033	Akshit Kothari
120	Manipal University Jaipur	200901076	Harshil Airen
121	Manipal University Jaipur	200901011	Mehar Ahuja
123	Manipal University Jaipur	200901029	Saral Dasot
124	Manipal University Jaipur	200901028	Pulkit Arora
125	Manipal University Jaipur	200901035	Saksham Jain
126	Manipal University Jaipur	200901132	Harsh
127	Manipal University Jaipur	200901140	Sanchit Wadhwa
128	Manipal University Jaipur	200901059	Vipul Sharma
129	Manipal University Jaipur	200901260	Deepanshu Kushwaha
130	Manipal University Jaipur	200901213	Utkarsh Sharma
131	Manipal University Jaipur	200901052	Krishna Agrawal

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