



**MANIPAL UNIVERSITY
JAIPUR**



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JAIPUR**

FACULTY OF MANAGEMENT AND COMMERCE

School of Business and Commerce

Department of Commerce and Department of Business Administration

Banker Customer Relationship

Expert lecture

27 October 2021

4:00 – 6:00 PM

**Head
Department of Commerce
Manipal University Jaipur**



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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)

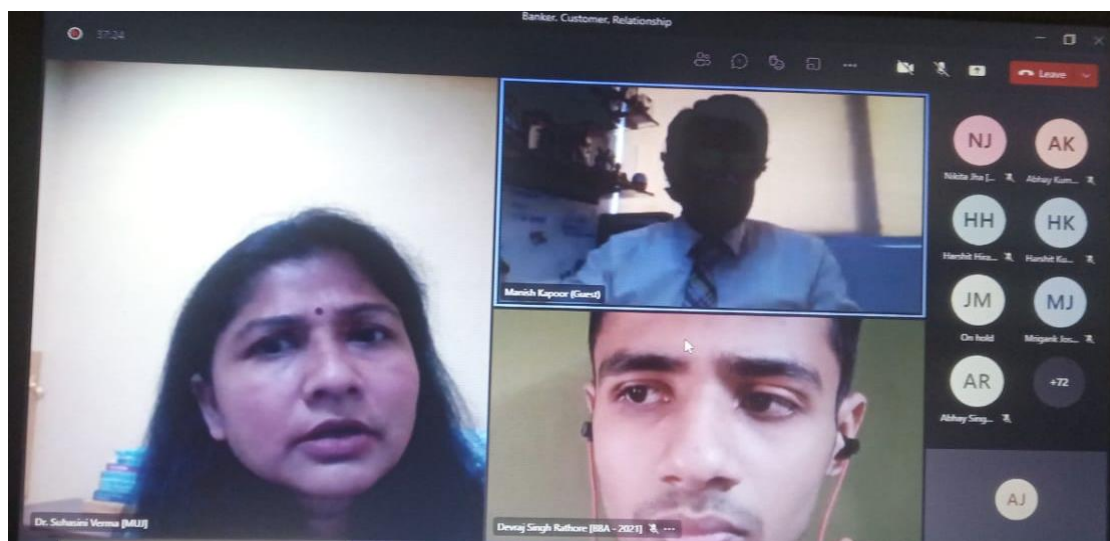
5. Brief Description of the event

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)

The brochure features a dark red background with a white header. The header contains the Manipal University Jaipur logo on the left, the 'MUJ' logo in the center, and a NARAC accreditation badge on the right. The main text is centered and reads 'School of Business & Commerce (Department of Business Administration & Department of Commerce) EXPERT SESSION' followed by the title '“BANKER CUSTOMER RELATIONSHIP”' in a white rounded rectangle. At the bottom, it lists the Resource Person (Manish Kapoor), Convenor (Dr Suhasini Verma and Ankur Jain), and the date and time (27th October 2021, 04:00 PM – 06:00PM) with corresponding icons.

MANIPAL UNIVERSITY
JAIPUR

MUJ
UNIVERSITY OF
MANIPAL

MANIPAL STATE PRIVATE UNIVERSITY
NARAC
A+
2.28 SCORE

School of Business & Commerce
(Department of Business Administration & Department of Commerce)

EXPERT SESSION

“BANKER CUSTOMER RELATIONSHIP”

Resource Person:
Manish Kapoor

Convenor
Dr Suhasini Verma
Ankur Jain

27th October 2021

04:00 PM – 06:00PM



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 52

S. No.	Registration No.	Name of Student	E-mail ID	Department
1	170802009	Varun Lamba	varun.170802009@mu.manipal.edu	BBA
2	190901005	Priyanshu Kasundra	priyanshu.190901005@mu.manipal.edu	BBA
3	190901007	Surashi gupta	Surashi.190901007@mu.manipal.edu	BBA
4	190901017	Saksham Agarwal	saksham.190901017@mu.manipal.edu	BBA
5	190901022	Devesh bansal	Devesh.190901022@mu.manipal.edu	BBA
6	190901026	Gaganpreet Singh	Gagan.190901026@mu.manipal.edu	BBA
7	190901029	Trishanjali Vinodhanand	trishanjali.190901029@mu.manipal.edu	BBA
8	190901030	Kartik Agrawal	kartik.190901030@mu.manipal.edu	BBA
9	190901034	Shreyas Vats	shreyas.190901034@mu.manipal.edu	BBA
10	190901044	Harsh Jain	harsh.190901044@mu.manipal.edu	BBA
11	190901049	Abhishek Yadav	abhishek.190901049@mu.manipal.edu	BBA
12	190901063	Aayushi sharma	Aayushi.190901063@mu.manipal.edu	BBA
13	190901072	Mann Gupta	mann.190901072@mu.manipal.edu	BBA
14	190901076	Rishank kumawat	rishank.190901076@mu.manipal.edu	BBA
15	190901081	Kanishk Yadav	Kanishk.190901081@mu.manipal.edu	BBA
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19	190901099	Mahender bishnoi	Mahendra.190901099@mu.manipal.edu	BBA
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26	200902009	ARSH JINDAL	arsh.200902009@mu.manipal.edu	Commerce
27	200902012	AYUSH DEV	ayush.200902012@mu.manipal.edu	Commerce
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29	201106009	GAURAV	gourav.201106009@mu.manipal.edu	Commerce
30	200902011	HARDIK KOTHARI	hardik.200902011@mu.manipal.edu	Commerce
31	200902007	ISHU GODARA	ishu.200902007@mu.manipal.edu	Commerce
32	200902004	KARTIKYA SINGH	kartikya.200902004@mu.manipal.edu	Commerce
33	200902023	KUSH PAREEK	kush.200902023@mu.manipal.edu	Commerce
34	200902016	Lakshay Garg	lakshay.200902016@mu.manipal.edu	Commerce
35	200902010	MANVI VERMA	manvi.200902010@mu.manipal.edu	Commerce



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36	200902029	MINKUL SHARMA	minkul.200902029@muj.manipal.edu	Commerce
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40	200902013	NITESH SINGH TANWAR	nitesh.200902013@muj.manipal.edu	Commerce
41	200902005	PRATIK	pratik.200902005@muj.manipal.edu	Commerce
42	200902019	PRIANSHU TANDON	prianshu.200902019@muj.manipal.edu	Commerce
43	200902022	PRIYANSHU BIJARNIA	priyanshu.200902022@muj.manipal.edu	Commerce
44	200902026	RANI	rani.200902026@muj.manipal.edu	Commerce
45	200902025	TANMAI VERMA	tanmai.200902025@muj.manipal.edu	Commerce
46	200902008	TARUNA KANWAR RATHORE	taruna.200902008@muj.manipal.edu	Commerce
47	200902003	UMESH KHATRI	umesh.200902003@muj.manipal.edu	Commerce
48	200902006	VANSHIKA CHOUDHARY	vanshika.200902006@muj.manipal.edu	Commerce
49	200902014	VIRENDRA SINGH	virendra.200902014@muj.manipal.edu	Commerce
50	200902030	VISHWAS KHANNA	vishwas.200902030@muj.manipal.edu	Commerce
51	MUJ1164	Mr. Ankur Jain	ankur.jain@jaipur.manipal.edu	BBA
52		Dr. Suhasini Verma	Suhasini.verma@jaipur.manipal.edu	BBA



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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