

2019 VI 19

0930

Seat No.

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Time : 1½ Hours

**BANKING FINANCIAL SERVICES AND
INSURANCE**

Subject Code

(NSQF)

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Total No. of Questions : 3

(Printed Pages : 8)

Maximum Marks : 30

INSTRUCTIONS : (i) Answer each question on a fresh page.

(ii) Write the question number and sub-question number clearly.

(iii) All questions are compulsory.

(iv) Figure to the right indicate full marks.

(v) Mention seat No. on Demand Draft form and attach it to answer paper.

1. (A) Choose and write the *correct* alternative from the options given below each statement and rewrite the complete statement : 3

(i) For a foreign resident person, minority age is

(a) 18 years

(b) 21 years

(c) 60 years

(d) 25 years

- (ii) In bank is an arrangement between a banker and his customer by which the customer is allowed to withdraw over and above the credit balance in the current account up to an agreed limit.
- (a) overdraft
 - (b) cash credit
 - (c) cheque
 - (d) loan
- (iii) Maximum number of partners in a partnership firm can be
- (a) 50
 - (b) 100
 - (c) 150
 - (d) 111
- (iv) In banking business, are the persons, appointed to administer the property of a deceased person.
- (a) executors and administrators
 - (b) official liquidators
 - (c) banking ombudsman
 - (d) karta
- (v) List of directors and copy of Form 32 is required for a
- (a) trust
 - (b) company
 - (c) HUF
 - (d) society

(vi) Generally account is opened for non-individuals.

(a) current

(b) saving

(c) recurring

(d) fixed

(B) Answer the following questions in more than *two* sentences each : 3

(i) What is meant by mortgage loan ?

(ii) What is an income audit ?

(iii) State any *two* types of listening.

(C) Answer the following questions in more than *four* sentences each : 4

(i) What is meant by private company.

(ii) State and explain strategic plan for handling complaints.

2. (A) Choose and *correct* alternatives from those given below each statement and rewrite the complete statement : 3

(i) Company incorporated outside India, having a place of business in India and conducting any business activity in India is known as

(a) foreign company

(b) government company

(c) one person company

(d) private company

(ii) Under Consumer Protection Act, 1986, an appeal against the decision of the State Commission can be filed before the National Commission, within days from the date of order.

(a) 30

(b) 45

(c) 15

(d) 90

(iii) An expression of dissatisfaction whether justified or not is called as a

(a) complaint

(b) suggestion

(c) gratitude

(d) order

(iv) The specific instruction to be followed when conducting an audit is known as

(a) audit guideline

(b) audit plan

(c) annual plan

(d) action plan

- (v) Doing banking business with individual customers is known as banking.
- (a) wholesale
 - (b) retail
 - (c) corporate
 - (d) co-operative
- (vi) While opening an account Permanent Account Number (PAN) Card is obtained. This is issued by
- (a) Income Tax authority
 - (b) National Bank for Agriculture and Rural Development
 - (c) Securities Exchange Board of India
 - (d) Reserve Bank of India

(B) Answer the following questions in more than *two* sentences each : 3

- (i) What is meant by pass book ?
- (ii) What is upward communication in bank ?
- (iii) Who is called a lunatic person ?

(C) Answer the following questions in more than *four* sentences each : 4

- (i) State various document required to open a bank account for an individual.
- (ii) What is meant by statement of account ?

3. (A) Answer the following questions in more than *two* sentences each : 3

- (i) What is meant by remittance ?
- (ii) What is the qualification of banking lokpal ?
- (iii) What is "NO Frill" savings bank account ?

(B) Answer the following questions in more than *four* sentences each : 3

(i) Explain how a branch manager of a bank can keep cash safe.

(ii) Mr. Kishan wants to open a bank account. State the procedure to open saving bank account.

(C) Fill the Demand Draft form given with the question paper based on the information given below and attach it to the answer paper. 3

Details	Senders Information	Receivers Information :
Name	Mr. Aufsin D'souza	Infotech India
Address	Salcete Goa	Pune, Maharashtra
Bank name	HDFC Bank, Salcete Goa	HDFC Bank, Chinchwad Branch
Account No.	111098765432	123456789101
Cheque No.	764534
IFSC Code	HDFCXXXX45
Phone No.	0832-2222222
Amount:	Rs. 50000/-
Purpose	Payment of services provided
Bank Charges	Rs.80
Date	30-05-2019

Seat No.

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For HDFC Bank



DEMAND DRAFT / MANAGER'S CHEQUE
APPLICATION FORM
(Application Form to accompany with cheque)

Date : _____ Branch : _____

Please Issue :

- Demand Draft payable at _____
- Manager's Cheque

In favour of _____

For Amount : Rs. _____ (In figures)

In Words Rs. _____

Enclosed is Cheque No. _____ drawn on my/our account for Rs. _____ favouring HDFC Bank Ltd towards the above DD/BC issuance. I/We further authorise you to debit my/our said account for the service charges, as applicable. I/ We acknowledge that, in case I/We have issued single cheque/instruction for debit to my/our account for issuing more than one demand draft/pay order then the same will effect as multiple debit entries in my/our account.

Customers Copy :
(To be produced by customer while collecting DD/MC from Bank)

DD / MC for Rs. _____ Drawn On _____

Customer Name : _____ Cheque No. _____

Customer Account No _____

Date : _____

Customer Name	Signature
For Bank Use Only	
Processed By:	Authorised By:
Charges Recovered Rs.:	Ref. No.:
DD/MC No.:	Day end Checked By:

<p>Please deliver the Demand Draft / Manager's Cheque to the bearer Mr. / Ms. _____ whose signature is appended below.</p>	<p>I acknowledge receipt of the DD/ MC as requested overleaf</p>
<p>_____</p> <p>Bearer's Signature</p>	<p>_____</p> <p>Signature of Recipient</p>
<p>_____</p> <p>Signature of Account Holder(s)</p>	