

PSG COLLEGE OF ARTS & SCIENCE
(AUTONOMOUS)

BCom DEGREE EXAMINATION DECEMBER 2025
(Fifth Semester)

Branch – **COMMERCE (BANKING & INSURANCE)**

BANK MANAGEMENT

Time: Three Hours

Maximum: 75 Marks

SECTION-A (10 Marks)

Answer **ALL** questions

ALL questions carry **EQUAL** marks

(10 × 1 = 10)

Module No.	Question No.	Question	K Level	CO
1	1	Which of the following is a primary function of commercial banks? a) Selling insurance b) Accepting deposits c) Providing lockers d) Paying utility bills	K1	CO1
	2	Which is the first commercial bank incorporated by Indians in 1881? a) Imperial Bank of India b) Awadh Commercial Bank c) Reserve Bank of India d) State Bank of India	K2	CO1
2	3	A merchant bank is a financial institution conducting money market activities and a) Lending b) Underwriting and financial advice c) Investment service d) All of the above	K1	CO2
	4	The early growth of merchant banking in the country is assigned to the a) FEMA b) Foreign Exchange Regulation Act, 1973 c) Securities Contracts Act d) Income-tax Act	K2	CO2
3	5	A key principle of an effective grievance redressal mechanism is a) Complexity b) Accessibility c) Opacity d) Exclusivity	K1	CO3
	6	What is the main purpose of an effective bank grievance redressal policy? a) To avoid lawsuits b) To boost employee morale c) To resolve customer issues and enhance satisfaction d) To save operational costs	K2	CO3
4	7	A statutory audit in a bank is conducted by a) Bank's internal audit department b) An external auditor appointed by the shareholders c) The Reserve Bank of India (RBI) d) Concurrent auditors	K1	CO4
	8	The main purpose of a statutory audit is to ensure that a bank's financial statements a) Comply with RBI guidelines b) Are free from all errors and frauds c) Provide a true and fair view of its financial position d) Adhere to internal policies only	K2	CO4

Cont...

5	9	The staffing function of HRM in banks includes a) Only recruitment and selection of managers b) Recruitment, selection, training, and compensation of employees c) Evaluating the bank's financial health d) Ensuring compliance with marketing regulations	K1	CO5
	10	Which of the following is a primary function of Human Resource Management in banks? a) Evaluating financial investments b) Recruiting and training employees c) Designing marketing strategies. d) Managing physical infrastructure	K2	CO5

SECTION - B (35 Marks)

Answer ALL questions

ALL questions carry EQUAL Marks (5 × 7 = 35)

Module No.	Question No.	Question	K Level	CO
1	11.a.	Explain the various types of commercial banks.	K3	CO1
		(OR)		
	11.b.	Examine the functions of bank management.		
2	12.a.	What are benefits of remittance facilities?	K4	CO2
		(OR)		
	12.b.	List out the functions performed by Merchant bankers.		
3	13.a.	What is the redressal policy of bank grievance?	K3	CO3
		(OR)		
	13.b.	Discover the various steps of the grievance process.		
4	14.a.	Outline the various types of bank audits.	K3	CO4
		(OR)		
	14.b.	Trace out the objectives of bank audit.		
5	15.a.	Enumerate the functions Human Resource Management in Banks.	K4	CO5
		(OR)		
	15.b.	Interpret the objectives performance Appraisal in Banking sector.		

SECTION - C (30 Marks)

Answer ANY THREE questions

ALL questions carry EQUAL Marks (3 × 10 = 30)

Module No.	Question No.	Question	K Level	CO
1	16	Elaborate the structure of Commercial banks in India.	K5	CO1
2	17	Contrast the various functions of merchant banking.	K6	CO2
3	18	Difference between satisfied customer and delighted customer.	K5	CO3
4	19	Illustrate the main role and functions of RBI in regulating banking business.	K5	CO4
5	20	Elucidate the main role human resource management in Banks.	K6	CO5