

K L University
Department of MBA
Course Handout for II Year MBA PROGRAM
A.Y.2017-18, 2nd Semester

CourseName : BANKING SERVICE OPERATIONS

Course Code : 15MB62B1

L-T-P Structure :3-0-0

Course Credits : 3

Course Coordinator :Dr.V.N. Sailaja

Course Instructors : Dr V N Sailaja

Course Teaching Associates :Nil

Course Objectives:

- 1 To expose the students with the functioning of banking operations
2. Make them to appraise e-banking threats and advantages.
3. Make them to ascertain CRM practices and quality of services in banking sector.
- 4 Enable them to examine the risk management mechanism in banks.

Course Rationale: Banking sector is one of the biggest service sector in India and nowadays it is in the way to attract the biggest market of Asia in investment. Hence this course is designed to develop the skills required for understanding India's most challenging and important financial services sector. It provides an in depth understanding of the economy as a whole. This course enables the management students to have an insight to the banking sector functioning and familiarize them with operational aspects of retail banking products

Course Outcomes (CO):

CO No:	CO	SO	BTL
1	Analyze nature of Banking service operations and role of technology in banking	b	4
2	Analyse e-banking mechanism	b	4
3	Ascertain Service Quality Metrics and CRM Practices	f	4
4	Evaluate the marketing of banking services and risk management strategies	F	5

COURSE OUTCOME INDICATORS (COI):

CO No.	COI-1	COI-2	COI-3
1	Understand the Nature of Banking service Operations	Understand the computerization process in banks	Analyse Role of Technology in Banking Operations
2	Understand-Internet Banking Services	Understand plastic money concept	Analyse Payment and settlement Methods-
3	Understand Customer Relationship Management-practices at banks	Understand the service quality concept and gap model	Analyse the Service Quality and Productivity of banks
4	Understand marketing of services at banks	Understand capital adequacy norms and mergers & acquisitions in Indian banking	Evaluate risk management practices.

SYLLABUS (As approved by BoS):

Introduction to Banking Operations: Changing Nature of Banking Operations – Computerisation in Banks, Communication Net work and security considerations. Role and Impact of Technology on banks. E-banking, E-Products and Services offered to Customers, Plastic money – Parties to the transaction, Salient Features, Distinction between Credit card, Charge Card, Debit card and Operational aspects, Credit card business in India. Payment and settlement systems: Payment Methods – Types – Financial networks in India – Electronic Funds Transfers (EFTs)– Automatic Teller Machines (ATMs)–Electronic Clearing Service (ECS)–Electronic Data Interchange (EDI)– Real Time Gross Settlement System(RTGS), and Clearing House - Risks in E-Banking- Security - Public Key Infrastructure–Digital certificate. Customer Relationship Management – Types of Customers, Financial situation Vs Banking needs, Banker and Customer Relationship, Role and impact of Customer Relationship Management – Stages in Customer Relationship Management, Regulations relating to Know Your Customer, Service Quality - Technical Quality and Functional Quality, Gap analysis, ISO 9000 Certification in Banking Services. Marketing of Services – importance of marketing for Indian banks, characteristics of service product, marketing of financial services and banking services, Implications of service characteristics for marketing, services marketing mix, Product Life Cycle -New Product development — banking product mix, Bank pricing, Channels for Banking Services, Delivery Strategies in a Bank, — Promotion mix, Role of direct selling agent/ direct marketing agent in a bank - Designing of Service Quality –. Marketing Issues, Risk Management in Banks, loan review mechanism, Capital Adequacy, Basel norms., Mergers and Acquisitions in the Indian banking scenario.

BoS Approved Text books:

1. Managing Indian Banks: Challenges ahead Vasant C Joshi and Vinay V Joshi sage publications
2. Banking theory law and practice b R.Rajesh and sivagnanasithi TataMcgraw hill

BoS Approved Reference Books:

1. Risk Management in e- Banking JayaramKondabagil John Wiley & sons
2. Indian Banking in Electronic Era- S.S.kaplan& N.S. Choubeyarup& sons publications
3. Office organization & management M.E. Thukaram Atlantic publishers
4. Elements of banking and Insurance JyotsnaSethi and nishwan Bhatia PHI learning Private limited
5. Elements of banking and Insurance JyotsnaSethi and nishwan Bhatia PHI learning Private limited

Deviations (if any) from BoS approved syllabus and the topics planned: Nil

COURSE DELIVERY PLAN:

Sess. No.	CO	COI	Topic (s)	Teaching-Learning Methods	Evaluation Components
1	1	1	Nature of banking operations	Lecture, Discussions	In sem (T 1) &Sem end exam
2			Types of Banking Operations	Lecture ,Discussions	In sem (T 1) &Sem end exam
3			Changing nature of banking operations in different banks	Lecture , Discussions	In sem (T 1) &Sem end exam
4		2	Computerisation in Banks,	Lecture , Discussions	In sem (T 1) &Sem end exam
5			Communication Net work	Lecture , Discussions	In sem (T 1) &Sem end exam
6			security considerations	Lecture ,Discussions	In sem (T 1) &Sem end exam
7		3	Role of technology	Cases	Case discussion ,Test 1&Sem end exam
8			<i>Impact of technology</i>	Lecture, Discussions	In sem (T 1) &Sem end exam

9	2	1	E-banking,	Lecture , Discussions	In sem(T2)&Sem end exam
10			E-Products and Services offered to Customers,	Lecture, Presentations	Presentations, In sem(T2)&Sem end exam
11		2	Plastic money –	Cases	Case discussion, In sem(T2)&Sem end exam
12			concepts of a Credit Card ,	Lecture Discussions,	In sem(T 2)&Sem end exam
13			Concept of debit card	Lecture, Discussions	In sem(T 2)&Sem end exam
14			Distinction between Credit card , Charge Card , Debit card	Lecture, Discussions	In sem(T 2)&Sem end exam
15		3	Payment and settlement systems	Lecture, Discussions	In sem(T 2)&Sem end exam
16			Financial networks in India	Lecture Discussions,	In sem(T 2)&Sem end exam
17			Electronic Funds Transfers (EFTs)	Lecture, Discussions	In sem(T 2)&Sem end exam
18			Automatic Teller Machines (ATMs)	Lecture Discussions,	In sem(T 2)&Sem end exam
19			Electronic Clearing Service (ECS)–Electronic Data Interchange (EDI)	Lecture, Discussions	In sem(T 2)&Sem end exam
20			Real Time Gross Settlement System(RTGS), and Clearing House	Lecture, Discussions	In sem(T2)&Sem end exam
21			Public Key Infrastructure–Digital certificate	Lecture, Discussions	In sem(T2)&Sem end exam
22	3	1	Customer Relationship Management	Case discussion	Case discussion, In SemTest 3&Sem end exam
23			Types of Customers, Financial situation Vs Banking needs	Lecture, Discussions	In Sem Test 3 &Sem end exam
24			Banker and Customer Relationship, Role and impact of Customer Relationship Management –	Lecture, Discussions	In Sem Test 3 &Sem end exam
25			Stages in Customer Relationship Management	Lecture, Discussions	In Sem Test 3 &Sem end exam
26			Regulations relating to Know Your Customer	Lecture, Discussions	In Sem Test 3 &Sem end exam
27		2	Service Quality -	Case Discussion	In Sem Test 3 &Sem end exam
28			Technical quality and functional quality	Lecture Discussions,	In Sem Test 3 &Sem end exam
29			Gap analysis	Lecture, Discussions	In Sem Test 3 &Sem end exam
30		3	ISO 9000 Certification in Banking Services	Lecture, Discussions	In Sem Test 3 &Sem end exam
31			Service Quality and Productivity of banks	Lecture Discussions,	In Sem Test 3 &Sem end exam
32		1	importance of marketing for Indian banks,	Lecture, Discussions	Sem end exam
33			characteristics of service product	Lecture, Discussions	Sem end exam
34			marketing of financial services and banking services	Lecture Discussions,	Sem end exam
35			Implications of service characteristics for marketing	Lecture, Discussions	Sem end exam
36			Product Life Cycle -	Lecture, Discussions	Sem end exam

37	4	2	New Product development — banking product mix,	Cases	Case discussion&Sem end exam
38			services marketing mix	Lecture, Discussions	Sem end exam
39			Bank pricing, Channels for Banking Services, Delivery Strategies in a Bank,	Lecture Discussions,	Sem end exam
40			Promotion mix		
41			Marketing Issues	Lecture, Discussions	Sem end exam
42		3	Capital Adequacy, Basel norms.	Lecture, Discussions	Sem end exam
43			Risk Management in Banks	Lecture, Discussions	Sem end exam
44			Loan review mechanism in banks	Lecture, Discussions	Sem end exam
45			Mergers and Acquisitions in the Indian banking scenario.	Lecture, Discussions	Sem end exam

Session wise Teaching – Learning Plan

Session Number:1

Session Outcome:At the end of the session, the student will be able to understand Nature of banking operations

Time(min)	Topic: Nature of banking operations	BTL	Teaching – Learning Method
10	Nature of banking operations		Handout
30	Nature of Banking Operations	2	Lecture
05	Q&A		Interaction
05	Summary		Interaction

Session Number:2

Session Outcome :At the end of the session, the student will be able to understand Types of Banking Operations

Time(min)	Topic: Types of Banking Operations	BTL	Teaching – Learning Method
10	Recap		Interaction
30	Types of Banking Operations	2	Lecture
05	Q&A		Interaction
05	Summary		Interaction

Session Number:3

Session Outcome: At the end of the session, the student will be able to understand Changing nature of banking operations in different banks

Time(min)	Topic Changing nature of banking operations in different banks	BTL	Teaching – Learning Method
10	Revise the previous session		Interaction
30	Changing nature of banking operations in different banks	2	Lecture& presentations
05	Q&A		Interaction
05	Summary		Interaction

Session Number:4

Session Outcome At the end of the session, the student will be able to understand Computerisation in Banks

Time(min)	Topic: Computerisation in Banks	BTL	Teaching – Learning Method
10	Revise the previous session		Interaction
30	Computerisation in Banks	2	Lecture
05	Q&A		Interaction
05	Summary		Interaction

Session Number:5**Session Outcome:** At the end of the session, the student will be able to Understand Communication Net work

Time(min)	Topic : Communication Net work	BTL	Teaching – Learning Method
10	Revise the previous session		Interaction
30	Communication Net work	2	Lecture
05	Q&A		Interaction
05	Summary		Interaction

Session Number:6**Session Outcome**At the end of the session, the student will be able to Understand security considerations

Time(min)	Topic: security considerations	BTL	Teaching – Learning Method
10	Revise the previous session		Interaction
30	security considerations	2	Lecture and presentations
05	Q&A		Interaction
05	Summary		Interaction

Session Number:7**Session Outcome**At the end of the session, the student will be able to Analyse Role of technology

Time(min)	Topic : Role of technology	BTL	Teaching – Learning Method
10	Revise the previous session		Interaction
30	Role of technology	4	Lecture
05	Q&A		Interaction
05	Summary		Interaction

Session Number:8**Session Outcome**At the end of the session, the student will be able to Analyse Role of technology

Time(min)	Topic :	BTL	Teaching – Learning Method
10	Recap		Interaction
30		4	Lecture
05	Q&A		Interaction
05	Summary		Interaction

Session Number:9**Session Outcome:** At the end of the session, the student will be able to Understand E–banking

Time(min)	Topic: E–banking	BTL	Teaching – Learning Method
10	Revise the previous session		Interaction
30	E–banking	2	Lecture
05	Q&A		Interaction
05	Summary		Interaction

Session Number:10**Session Outcome**At the end of the session, the student will be able to Understand E-Products and Services offered to Customers,

Time(min)	Topic: E-Products and Services offered to Customers,	BTL	Teaching – Learning Method
10	Revise the previous session		Interaction
30	E-Products and Services offered to Customers,	2	Lecture
05	Q&A		Interaction
05	Summary		Interaction

Session Number:11**Session Outcome:**At the end of the session, the student will be able to Understand Plastic money

Time(min)	Topic: Plastic money	BTL	Teaching – Learning Method
10	Revise the previous session		Interaction
30	Plastic money	2	Lecture
05	Q&A		Interaction
05	Summary		Interaction

Session Number:12**Session Outcome:** At the end of the session, the student will be able to Understand concept of a Credit Card ,

Time(min)	Topic : concepts of a Credit Card ,	BTL	Teaching – Learning Method
10	Revise the previous session		Interaction
30	concepts of a Credit Card ,	2	Lecture
05	Q&A		Interaction
05	Summary		Interaction

Session Number:13**Session Outcome:** At the end of the session, the student will be able to Understand Concept of debit card

Time(min)	Topic: Concept of debit card	BTL	Teaching – Learning Method
10	Revise the previous session		Interaction
30	Concept of debit card	2	Lecture
05	Q&A		Interaction
05	Summary		Interaction

Session Number:14**Session Outcome:**At the end of the session, the student will be able to Understand Distinction between Credit card , Charge Card , Debit card

Time(min)	Topic: Distinction between Credit card , Charge Card , Debit card	BTL	Teaching – Learning Method
10	Revise the previous session		Interaction
30	Distinction between Credit card , Charge Card , Debit card	2	Lecture & Discussions
05	Q&A		Interaction
05	Summary		Interaction

Session Number:15**Session Outcome:**At the end of the session, the student will be able to Analyse Payment and settlement systems

Time(min)	Topic : Payment and settlement systems	BTL	Teaching – Learning Method
10	Revise the previous session		Interaction
30	Payment and settlement systems	4	Lecture
05	Q&A		Interaction
05	Summary		Interaction

Session Number:16**Session Outcome** At the end of the session, the student will be able to Analyse Financial networks in India

Time(min)	Topic : Financial networks in India	BTL	Teaching – Learning Method
10	Revise the previous session		Interaction
30	Financial networks in India	4	Case discussion

05	Q&A		Interaction
05	Summary		Interaction

Session Number:17

Session OutcomeAt the end of the session, the student will be able to Analyse Electronic Funds Transfers (EFTs)

Time(min)	Topic : Electronic Funds Transfers (EFTs)	BTL	Teaching – Learning Method
10	Revise the previous session		Interaction
30	Electronic Funds Transfers (EFTs)	4	Lecture
05	Q&A		Interaction
05	Summary		Interaction

Session Number:18

Session OutcomeAt the end of the session, the student will be able to Analyse Automatic Teller Machines (ATMs)

Time(min)	Topic : Automatic Teller Machines (ATMs)	BTL	Teaching – Learning Method
10	Revise the previous session		Interaction
30	Automatic Teller Machines (ATMs)	4	Lecture
05	Q&A		Interaction
05	Summary		Interaction

Session Number:19

Session OutcomeAt the end of the session, the student will be able to Analyse Electronic Clearing Service (ECS)–Electronic Data Interchange (EDI)

Time(min)	Electronic Clearing Service (ECS)–Electronic Data Interchange (EDI)	BTL	Teaching – Learning Method
10	Revise the previous session		Interaction
30	Electronic Clearing Service (ECS)–Electronic Data Interchange (EDI)	4	Lecture
05	Q&A		Interaction
05	Summary		Interaction

Session Number:20

Session Outcome :At the end of the session, the student will be able to Analyse Real Time Gross Settlement System(RTGS), and Clearing House

Time(min)	Topic: Real Time Gross Settlement System(RTGS), and Clearing House	BTL	Teaching – Learning Method
10	Revise the previous session		Interaction
30	Real Time Gross Settlement System(RTGS), and Clearing House	4	Lecture
05	Q&A		Interaction
05	Summary		Interaction

Session Number:21

Session OutcomeAt the end of the session, the student will be able to Analyse Public Key Infrastructure–Digital certificate

Time(min)	Topic : Public Key Infrastructure–Digital certificate	BTL	Teaching – Learning Method
10	Revise the previous session		Interaction
30	Public Key Infrastructure–Digital certificate	4	Lecture
05	Q&A		Interaction
05	Summary		Interaction

Session Number:22**Session Outcome**At the end of the session, the student will be able to understand Customer Relationship Management

Time(min)	Topic: Customer Relationship Management	BTL	Teaching – Learning Method
10	Revise the previous session		Interaction
30	Customer Relationship Management	2	Lecture
05	Q&A		Interaction
05	Summary		Interaction

Session Number:23**Session Outcome**At the end of the session, the student will be able to understand Types of Customers, Financial situation Vs Banking needs

Time(min)	Topic : Types of Customers, Financial situation Vs Banking needs	BTL	Teaching – Learning Method
10	Revise the previous session		Interaction
30	Types of Customers, Financial situation Vs Banking needs	2	Lecture
05	Q&A		Interaction
05	Summary		Interaction

Session Number:24**Session Outcome**At the end of the session, the student will be able to understand Banker and Customer Relationship,

Time(min)	Topic : Banker and Customer Relationship,	BTL	Teaching – Learning Method
10	Revise the previous session		Interaction
30	Banker and Customer Relationship,	2	Lecture and case discussions
05	Q&A		Interaction
05	Summary		Interaction

Session Number:25**Session Outcome**At the end of the session, the student will be able to understand Stages in Customer Relationship Management

Time(min)	Topic: Stages in Customer Relationship Management	BTL	Teaching – Learning Method
10	Revise the previous session		Interaction
30	Stages in Customer Relationship Management	2	Lecture
05	Q&A		Interaction
05	Summary		Interaction

Session Number:26**Session Outcome**At the end of the session, the student will be able to understand Regulations relating to Know Your Customer

Time(min)	Topic : Regulations relating to Know Your Customer	BTL	Teaching – Learning Method
10	Revise the previous session		Interaction
30	Regulations relating to Know Your Customer	2	Lecture
05	Q&A		Interaction
05	Summary		Interaction

Session Number:27**Session Outcome** At the end of the session, the student will be able to understand Service Quality

Time(min)	Topic:: Service Quality	BTL	Teaching – Learning Method
10	Revise the previous session		Interaction
30	Service Quality	2	Lecture
05	Q&A		Interaction
05	Summary		Interaction

Session Number:28**Session Outcome** At the end of the session, the student will be able to understand Technical quality and functional quality

Time(min)	Topic: Technical quality and functional quality	BTL	Teaching – Learning Method
10	Revise the previous session		Interaction
30	Technical quality and functional quality	2	Lecture and case discussions
05	Q&A		Interaction
05	Summary		Interaction

Session Number:29**Session Outcome**At the end of the session, the student will be able to understand Gap analysis

Time(min)	Topic: Gap analysis	BTL	Teaching – Learning Method
10	Revise the previous session		Interaction
30	Gap analysis	2	Lecture
05	Q&A		Interaction
05	Summary		Interaction

Session Number:30**Session Outcome**– At the end of the session, the student will be able to Analyse ISO 9000 Certification in Banking Services

Time(min)	Topic: ISO 9000 Certification in Banking Services	BTL	Teaching – Learning Method
10	Revise the previous session		Interaction
30	ISO 9000 Certification in Banking Services	4	Lecture
05	Q&A		Interaction
05	Summary		Interaction

Session Number:31**Session Outcome**At the end of the session, the student will be able to Analyse Service Quality and Productivity of banks

Time(min)	Topic: Service Quality and Productivity of banks	BTL	Teaching – Learning Method
10	Revise the previous session		Interaction
30	Service Quality and Productivity of banks	4	Lecture
05	Q&A		Interaction
05	Summary		Interaction

Session Number:32**Session Outcome:** At the end of the session, the student will be able to Understand importance of marketing for Indian banks,

Time(min)	Topic: importance of marketing for Indian banks,	BTL	Teaching – Learning Method
10	Revise the previous session		Interaction
30	importance of marketing for Indian banks,	2	Lecture
05	Q&A		Interaction
05	Summary		Interaction

Session Number:33**Session Outcome**At the end of the session, the student will be able to Understand characteristics of service product

Time(min)	Topic: characteristics of service product	BTL	Teaching – Learning Method
10	Revise the previous session		Interaction
30	characteristics of service product	2	Lecture& Discussions
05	Q&A		Interaction
05	Summary		Interaction

Session Number:34

Session OutcomeAt the end of the session, the student will be able to Understand marketing of financial services and banking services

Time(min)	Topic:: marketing of financial services and banking services	BTL	Teaching – Learning Method
10	Revise the previous session		Interaction
30	marketing of financial services and banking services	2	Lecture
05	Q&A		Interaction
05	Summary		Interaction

Session Number:35

Session OutcomeAt the end of the session, the student will be able to Understand mplications of service characteristics for marketing

Time(min)	Topic: I mplications of service characteristics for marketing	BTL	Teaching – Learning Method
10	Revise the previous session		Interaction
30	Implications of service characteristics for marketing	2	Lecture
05	Q&A		Interaction
05	Summary		Interaction

Session Number:36

Session Outcome:At the end of the session, the student will be able to Understand Product Life Cycle

Time(min)	Topic: Product Life Cycle	BTL	Teaching – Learning Method
10	Revise the previous session		Interaction
30	Product Life Cycle	2	Lecture
05	Q&A		Interaction
05	Summary		Interaction

Session Number:37

Session Outcome:At the end of the session, the student will be able to Understand New Product development — banking product mix,

Time(min)	Topic:: New Product development — banking product mix,	BTL	Teaching – Learning Method
10	Revise the previous session		Interaction
30	New Product development — banking product mix,	2	Lecture
05	Q&A		Interaction
05	Summary		Interaction

Session Number:38

Session Outcome:At the end of the session, the student will be able to Understand services marketing mix

Time(min)	:Topic: services marketing mix	BTL	Teaching – Learning Method
10	Revise the previous session		Interaction
30	services marketing mix	2	Lecture
05	Q&A		Interaction
05	Summary		Interaction

Session Number:39

Session Outcome: At the end of the session, the student will be able to Understand Bank pricing, Channels for Banking Services, Delivery Strategies in a Bank

Time(min)	Topic:: Bank pricing, Channels for Banking Services, Delivery Strategies in a Bank	BTL	Teaching – Learning Method
10	Revise the previous session		Interaction
30	Bank pricing, Channels for Banking Services, Delivery Strategies in a Bank	2	Lecture

05	Q&A		Interaction
05	Summary		Interaction

Session Number:40

Session OutcomeAt the end of the session, the student will be able to Understand Promotion mix

Time(min)	Topic: Promotion mix	BTL	Teaching – Learning Method
10	Revise the previous session		Interaction
30	Promotion mix	2	Lecture
05	Q&A		Interaction
05	Summary		Interaction

Session Number:41

Session OutcomeAt the end of the session, the student will be able to Understand Marketing Issues

Time(min)	Topic : Marketing Issues	BTL	Teaching – Learning Method
10	Revise the previous session		Interaction
30	Marketing Issues	2	Lecture& Discussions
05	Q&A		Interaction
05	Summary		Interaction

Session Number:42

Session OutcomeAt the end of the session, the student will be able to Analyse Capital Adequacy, Basel norms.

Time(min)	Topic : Capital Adequacy, Basel norms.	BTL	Teaching – Learning Method
10	Revise the previous session		Interaction
30	Capital Adequacy, Basel norms.	4	Lecture& Discussions
05	Q&A		Interaction
05	Summary		Interaction

Session Number:43

Session OutcomeAt the end of the session, the student will be able to Evaluate Risk Management in Banks

Time(min)	Topic Risk Management in Banks	BTL	Teaching – Learning Method
10	Revise the previous session		Interaction
30	Risk Management in Banks	5	Lecture& Discussions
05	Q&A		Interaction
05	Summary		Interaction

Session Number:44

Session OutcomeAt the end of the session, the student will be able to Evaluate Loan review mechanism in banks

Time(min)	Topic Loan review mechanism in banks	BTL	Teaching – Learning Method
10	Revise the previous session		Interaction
30	Loan review mechanism in banks	5	Lecture& Discussions
05	Q&A		Interaction
05	Summary		Interaction

Session Number:45

Session Outcome At the end of the session, the student will be able to Evaluate Mergers and Acquisitions in the Indian banking scenario

Time(min)	Topic Mergers and Acquisitions in the Indian banking scenario	BTL	Teaching – Learning Method
10	Revise the previous session		Interaction
30	Mergers and Acquisitions in the Indian banking scenario	5	Lecture& Discussions

05	Q&A		Interaction
05	Summary		Interaction

EVALUATION PLAN:

Evaluation Component	Weightage/Marks	Date	Duration (Hours)	CO 1			CO 2			CO 3			CO 4			
COI No.				1	2	3	1	2	3	1	2	3	1	2	3	
BTL				2	2	4	2	2	4	2	2	4	2	2	5	
Test 1	Weightage (10%)		90 mts	3	3	4										
	Max Marks (20)			6	6	8										
Test 2	Weightage (10%)		90 mts				3	3	4							
	Max Marks (20)						6	6	8							
Test 3	Weightage (10%)		90 mts							3	3	4				
	Max Marks (20)									6	6	8				
Active Learning	Weightage (15%)					15			15			15				
	Max Marks (15)					15			15			15				
Attendance	Weightage (5%)	Equal weightage for all the lecture sessions (5%)														
Semester End Exam	Weightage (50%)		180 mts	2	3	5	2	3	5	2	3	5	4	6	10	
	Max Marks (50)			2	3	5	2	3	5	2	3	5	4	6	10	
	Question Number			1	2-7	8	1	2-7	8	1	2-7	8	1	2-7	8	

Course Team members, Chamber Consultation Hours and Chamber Venue details:

S.No.	Name of Faculty	Chamber Consultation Day(s)	Chamber Consultation Timings for each day	Chamber Consultation Room No:	Signature of Course faculty
1	Dr. V.N. Sailaja	Wednesday	4 -5pm	New library building 4 th floor	

Signature of COURSE COORDINATOR:



Hari Kiran Vege,

Assoc. Dean-TLP

Recommended by HEAD OF DEPARTMENT:

for **Approved By: DEAN-ACADEMICS**

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