



INSTITUTE OF AERONAUTICAL ENGINEERING
(Autonomous)
 Dundigal, Hyderabad - 500 043

MASTER OF BUSINESS ADMINISTRATION

TUTORIAL QUESTION BANK

Course Title	BANKING, INSURANCE AND RISK MANAGEMENT				
Course Code	CMBB37				
Program	MBA				
Semester	THREE				
Course Type	Professional Elective - IV				
Regulations	IARE - R18				
Course Structure	Theory			Practical	
	Lectures	Tutorials	Credits	Laboratory	Credits
	4	-	4	-	-
Chief Coordinator	Dr. Vara Lakshmi Thavva, Associate Professor				

COURSE OBJECTIVES:

The students will try to learn:	
I	Understand about banking business in the country for the purpose of knowing the deposits of banks in the new dimensions.
II	Analyze banking sector reforms and regulations for the purpose of knowing and minimizing deficiencies in Indian Banking system.
III	Evaluate the business and economics of insurance for changing mindset and implement latest trends in Insurance business
IV	Understand the risk management techniques and non insurance methods for identification and measures of risk with the objective of minimizing the risk

COURSE OUTCOMES:

At the end of the course the students should be able to:

Course Outcomes		Knowledge Level (Bloom's Taxonomy)
CO 1	Understand the Indian banking system and its origin and structure	Understand

CO 2	Discuss the various services providing by the banks and new dimension in the real world	Understand
CO 3	Demonstrate various legal aspects, purpose, functions and acts related to banking system and RBI.	Remember
CO 4	Analyze the role of commercial banks, NPAs and reforms & deficiencies in Indian banking system	Analyze
CO 5	Explain the need, importance, principles and characteristics of insurance and its contract	Understand
CO 6	Examine different products and branches of insurance and the role of agents and brokers.	Analyze
CO 7	Describe the history, legal framework, functions and governing issues of IRDAI.	Apply
CO 8	Enumerate business and economics of insurance for changing mindsets as per the latest trends.	Evaluate
CO 9	Introduce the risk, types of risks, methods and risk management process in business	Apply
CO 10	Identify the techniques and measurements for risks and non insurance methods.	Understand

TUTORIAL QUESTION BANK

MODULE – I				
INTRODUCTION TO BANKING BUSINESS				
PART - A (SHORT ANSWER QUESTIONS)				
S No	QUESTIONS	Blooms Taxonomy Level	How does this Subsume the level	Course Outcome
1	Describe the banking system in the contemporary India.	Remember	----	CO 1
2	Classify the features of Commercial Banks and Cooperative Banks.	Understand	Learner to recall the concept of banking financial institutions and then explain the features of CBs&Coops	CO 1
3	Apply the usage of Mobile banking services for an individual or to any organization.	Apply	Learner to recall the concept of mobile banking services. Then explain the applicability of mobile banking concept to the individual and to any organization	CO 2
4	Analyze KYC norms to open a account in Indian Banks	Analyze	Learner to recall the concept of KYC norms. Then has to analyze its applicability to open an account in Indian banks.	CO 2
5	Criticize the pros and corns of E-banking system.	Evaluate	Learners to recall the concept of E-banking system and then has to evaluate the pros and corns of this system.	CO 2
6	Memorize the meaning and functions of Scheduled Commercial Banks.	Remember	----	CO 1
7	Demonstrate different types of ATMs and its services	Understand	Learners to recall the concept of various ATMs. Then has to demonstrate its services.	CO 2

8	Generalize the key services that are available in the Commercial Banks.	Apply	Learner to recall the concept of commercial banks and has to generalize the key services that are available in CBs.	CO 2
9	Classify different types of credit facilities available for the customers in the banks	Analyze	Learner to recall the concept of credit facilities and then segregate the types that are available to various customers.	CO 2
10	Compare the cheques and demand drafts that are using to transfer the funds through the banks.	Evaluate	Learner to recall the concept of negotiable instruments then has to differentiate the terms cheques and demand drafts.	CO 2
11	Explain the banking system in present scenario.	Remember	----	CO 1
12	In what way the Commercial Banks and Cooperative Banks are serving for the development of the economy.	Understand	Learner to recall the concept of financial system and has to demonstrate the participants in the system.	CO 1
13	What are the benefits of Mobile banking and Digital banking services	Apply	Learner to recall the concepts of mobile banking and digital banking services. Then has to apply its real time applicability.	CO 2
14	Criticize the KYC norms and its importance while opening a account in Indian Banks	Analyze	Learner to recall the concept of KYC norms. Then has to analyze its importance to open a bank account.	CO 2
15	What are the advantages and disadvantages of E-banking services	Evaluate	Learners to recall the concept of E-banking system and then has to evaluate the pros and corns of this system.	CO 2
16	Explain the functions of Commercial Banks as per the instructions of Reserve Bank of India.	Remember	----	CO 1
17	Write in brief about Automated Teller Machines and its services	Understand	Learners to recall the concept of various ATMs. Then has to demonstrate its services.	CO 2
18	Explain the key products that are serving by the Commercial Banks.	Apply	Learner to recall the concept of commercial banks and has to generalize the key services that are available in CBs.	CO 2
19	Explain different loan facilities available for the customers in the banks	Analyze	Learner to recall the concept of credit facilities and then segregate the types that are available to various customers.	CO 2
20	How the cheques are different from Demand Drafts and Challanas explain in brief	Evaluate	Learner to recall the concept of negotiable instruments then has to differentiate the terms cheques and demand drafts.	CO 2

PART - B (LONG ANSWER QUESTIONS)

1	List the different types of accounting services providing by Scheduled Commercial Banks to accept the demand and fixed deposits of investors.	Remember	----	CO 2
2	Defend the importance of new dimensions and products of Banks to increase financial literacy rate in India.	Understand	Learner to recall the concept of new dimensions in the banks. Then has to defend its importance to increase financial literacy rate in India.	CO 2
3	Judge the role of KYC norms in Preventing money laundering activities of investors in the banking sector.	Apply	Learner to recall the concept of KYC norms. Then has to analyze its importance in preventing the money laundering activities.	CO 2

4	Categorize various kinds of Cheques and explain Cheque Truncation system	Analyze	Learner to recall the concept of cheques and has to produce various kinds of cheques and then explain the cheque truncation system.	CO 2
5	Define Customer relationship management and its importance for better banking services in India.	Evaluate	Learner to recall the concept of CRM. Then has to analyze its importance to improve the banking services.	CO 2
6	State the history of banking business phases and evolutions from the 17th century to till now in India.	Remember	----	CO 1
7	Express your opinion on present banking system and need for new dimensional products to the economical growth of the country.	Understand	Learner to recall the concept of dimensions of banking system and then has express the opinion on present banking system.	CO 1
8	Produce different phases in the history of Indian banking system and the important committees that introduced many regulations	Apply	Learner to recall the concept of history of banking system and then analyze the impact of various committee reports in developing the banking system in India.	CO 1
9	What assumptions made you that Indian banking system is the main source for the financial inclusion in India	Analyze	Learner to recall the concept of Indian banking system then has to evaluate whether it is the major source for financial inclusion or not.	CO 1
10	Which is role of scheduled commercial banks in the development of Indian financial system?	Evaluate	Learner to recall the concept of commercial banks. Then evaluate the role of CBs in development of Indian financial system.	CO 1
11	Explain the various kinds of accounting services available in th Scheduled Commercial Banks for Indians and Foreigners.	Remember	----	CO 2
12	Criticize the importance of services of Banks to increase financial inclusion rate in India.	Understand	Learner to recall the concept of banking service. Then provide the importance of banking services in financial inclusion.	CO 2
13	What is the role of KYC norms in Preventing money laundering activities of investors in the banking sector?	Apply	Learner to recall the concept of KYC norms. Then has to analyze its importance in preventing the money laundering activities.	CO 2
14	Describe different kinds of Cheques and Cheque Truncation system that are available for the account holders of banks.	Analyze	Learner to recall the concept of cheques and has to produce various kinds of cheques and then explain the cheque truncation system.	CO 2
15	Describe the procedure of Customer relationship management and its importance for improving banking activities in India.	Evaluate	Learner to recall the concept of CRM. Then has to analyze its importance to improve the banking services.	CO 2
16	Examine the history of banking business phases and evolutions from the 17th century to till date.	Remember	----	CO 1
17	Critically evaluate present banking system in India and need for new dimensional products to the development of the country.	Understand	Learner to recall the concept of history of banking system and then analyze the impact of various committee reports in developing the banking system in India.	CO 1
18	Exhibit different phases in the history of Indian banking system and the important committees that introduced for many regulations.	Apply	Learner to recall the concept of history of banking system and then analyze the impact of various committee reports in developing the banking system in India.	CO 1
19	In what way Indian banking system is the main source for the financial inclusion in India	Analyze	Learner to recall the concept of Indian banking system then has to	CO 1

			evaluate whether it is the major source for financial inclusion or not.	
20	Explain the role of Financial Institutions in the development of Indian financial system?	Evaluate	Learner to recall the concept of financial institutions and then has to evaluate its role in the development economy of the country.	CO 1

PART - C (PROBLEM SOLVING AND CRITICAL THINKING QUESTIONS)

1	Critically examine the number of Public and Private sector banks in India and their headquarters and slogans.	Remember	----	CO 1
2	Is the commercial banking practices in India are developing the priority sectors of the economy? if yes/no give the explanation	Analysis	Learner to recall the concept of commercial banks and then has to demonstrate its practices of priority sector lending practices with critical explanation.	CO 2
3	What is the importance of Insolvency and Bankruptcy Board of India in resolving the Non Performing Assets of Banks?	Apply	Learner to recall the concept of NPAs and then has summarize the importance of bankruptcy board of India in resolving the NPAs.	CO 1
4	Explain your experience when you visited the bank or banking services that are availing by you	Analysis	Learner to recall the concept of banking services and then communicate his experience in he banks which he visited recently.	CO 2
5	In your opinion is the banking system is important for the economic growth or not. Give your justifications.	Apply	Learner to recall the concept of banking system and then explain their opinion on the existing system.	CO 1
6	What is the reason behind the merging of banks? Is it useful for the society? Justify with explanation	Analysis	Learner to recall the concept of banks. Then analyze the reason behind the merging of banks in India.	CO 2
7	Suggest any reformations that are required for the banking system in their services for the present economy situations	Apply	Learner to recall the concept of banking system and then has to suggest the reformations in the present economy situation.	CO 1
8	Criticize the pros and corns of electronic payment mechanism in India	Analysis	Learner to recall the concept of payment mechanism. Then critically examine the pros and corns of electronic payment mechanism in India.	CO 2
9	Is there any insurance for the deposits in the banks, which organization is dealing with these aspects	Apply	Learner to recall the concept of types of deposits and then has to explain the insurance applicability mechanism for the deposits in the banks.	CO 1
10	How the banks are different from Non banking financial corporations	Remember	----	CO 2

MODULE – II

BANKING REFORMS AND REGULATIONS

PART – A (SHORT ANSWER QUESTIONS)

1	Memorize the pre and post phases of RBI establishment.	Remember	----	CO 3
2	Demonstrate Banking regulations act-1949.	Understand	A learner to recall the concept of Banking Regulations acts and then has to demonstrate its features.	CO 3
3	Generalize the functions of Reserve Bank of India.	Apply	Learner to recall the concept of establishment of RBI and then examine the functions of RBI.	CO 3

4	Classify different Non Performing Assets of Scheduled Commercial Banks.	Analyze	Learner to recall the concept of non-performing assets and then has generalize its categories with illustrations.	CO 4
5	Conclude various banking sector reforms in India.	Evaluate	Learner to recall the concept of banking sector functions and then has to conclude the reformations in that sector.	CO 3
6	List the functions of Commercial Banks in India	Remember	----	CO 4
7	Defend banking sector problems in the contemporary scenario	Understand	Learner to recall the concept of banking definition and then defend the contemporary problems in that sector.	CO 3
8	Judge the credit control system of Commercial Banking system in preventing the frauds.	Apply	Learner to recall the concept of commercial banking system and then has to express his opinion on control system of commercial banks.	CO 4
9	Categorize various sections in Reserve bank of India act-1934	Remember	----	CO 3
10	Defend the apex status and independency of Reserve Bank of India.	Evaluate	Learner to recall the concept of RBI functions and then has to evaluate its independency status.	CO 3
11	Explain different phases of Reserve Bank of India establishment.	Remember	----	CO 3
12	Write about the provisions of Banking regulations act-1949.	Understand	A learner to recall the concept of Banking Regulations acts and then has to demonstrate its features.	CO 3
13	In what way Reserve Bank of India is functioning for strengthening Indian banking system.	Apply	Learner to recall the concept of establishment of RBI and then examine the functions of RBI.	CO 3
14	How many kinds of Non Performing Assets are categorized by Scheduled Commercial Banks?	Analyze	Learner to recall the concept of non-performing assets and then has generalize its categories with illustrations.	CO 4
15	Examine various reforms that are taken place in Indian banking system	Evaluate	Learner to recall the concept of banking sector functions and then has to conclude the reformations in that sector.	CO 3
16	Describe various functions of Commercial Banks in India	Remember	----	CO 4
17	What are the present banking sector problems in India	Understand	Learner to recall the concept of banking definition and then defend the contemporary problems in that sector.	CO 3
18	Why credit control system is important for Commercial Banking system. Is this system really helps in preventing the frauds.	Apply	Learner to recall the concept of commercial banking system and then has to express his opinion on control system of commercial banks.	CO 4
19	Explain various facts in Reserve bank of India act-1934	Remember	----	CO 3
20	As an apex body, what is the status and independency of Reserve Bank of India?	Evaluate	Learner to recall the concept of RBI functions and then has to evaluate its independency status.	CO 3

PART - B (LONG ANSWER QUESTIONS)

1	Identify different banking sector deficiencies and banking problems in India	Remember	----	CO 3
2	Distinguish the Performance and Non-Performance Assets of the banking services.	Understand	Learner to recall the concept of assets and then distinguish the	CO 4

			performance and non-performance assets in those assets with illustrations.	
3	Organize the role and functions of commercial banks to strengthen the Indian financial system	Apply	Learner to recall the concept of commercial banks and its functions then has to explain the role of CBs to strengthen the Indian financial system.	CO 3
4	Point out the need and implications of Banking regulation act-1949	Analyze	Learner to recall the concept of banking sectors and then analyze the sections in the baking regulations act-1949.	CO 3
5	What are the functions of Reserve Bank of India? Explain its organization structure	Analyze	Learner to recall the concept of establishment of RBI and then has to provide the detailed functions along with the organization structure.	CO 3
6	Appraise the reforms of various committees in banking sector reforms in India	Evaluate	Learner to recall the concept of banking sector and then has to demonstrate the reforms and committee reports impact on the reforms.	CO 3
7	Examine the Role of boards and branches of Reserve Bank of India in the credit control system of banks.	Understand	Learner to recall the concept of establishment of RBI and then has to explain the concept of boards and branches in RBI and evaluate its importance for the functioning of RBI.	CO 3
8	What is Monetary Policy and briefly explain the qualitative and quantitative measures of RBI under this policy?	Remember	----	CO 3
9	Explain the regulatory implications of Reserve Bank of India-1934	Understand	Learner to recall the concept of functions of RBI and then communicate the regulatory implications.	CO 3
10	How can a bank reduce its Non- Performing Assets (NPAs)? illustrate with provisions made by RBI to recover the NPAs of banks	Apply	Learner to recall the concept of assets or credit facilities and then has to examine the schemes introduced by RBI to reduce the NPAs in banks.	CO 4
11	Explain banking sector requirements and banking problems in India	Remember	----	CO 3
12	What are the provisions of Performance and Non-Performance Assets of the banking services?	Understand	Learner to recall the concept of assets and then distinguish the performance and non-performance assets in those assets with illustrations.	CO 4
13	Why commercial banks are still struggling to strengthen the Indian financial system	Apply	Learner to recall the concept of commercial banks and its functions then has to explain the role of CBs to strengthen the Indian financial system.	CO 3
14	What are the changes in the banking system with the implementation of Banking regulation act-1949	Analyze	Learner to recall the concept of banking sectors and then analyze the sections in the baking regulations act-1949.	CO 3
15	Explain the functions, subsidiaries, organization structure and committees of Reserve Bank of India?	Analyze	Learner to recall the concept of establishment of RBI and then has to provide the detailed functions along with the organization structure.	CO 3
16	Describe the role of various committees in banking sector reforms in India	Evaluate	Learner to recall the concept of banking sector and then has to	CO 3

			demonstrate the reforms and committee reports impact on the reforms.	
17	How the BFS and BPSS boards of Reserve Bank of India playing a key role in the credit control system of banks.	Understand	Learner to recall the concept of establishment of RBI and then has to explain the concept of boards and branches in RBI and evaluate its importance for the functioning of RBI.	CO 3
18	Briefly explain Monetary Policy and qualitative and quantitative measures of RBI under this policy?	Remember	----	CO 3
19	Write the importance and implications of Reserve Bank of India-1934	Understand	Learner to recall the concept of functions of RBI and then communicate the regulatory implications.	CO 3
20	Write the provisions of banks in reducing Non-Performing Assets (NPAs)?	Apply	Learner to recall the concept of assets or credit facilities and then has to examine the schemes introduced by RBI to reduce the NPAs in banks.	CO 4

PART – C (PROBLEM SOLVING AND CRITICAL THINKING)

1	What are efforts that are taking by the Reserve Bank of India and Indian government to reduce the Non-Performing Assets in the banks?	Remember	----	CO 3
2	Is there any separate association for Indian banks that concentrates on development of the member banks- explain any such organizations role and functions	Understand	Learner to recall the concept of banking business in India and then has to demonstrate the associates of RBI.	CO 4
3	What is the present independent status of Reserve Bank of India?	Remember	----	CO 3
4	Give your opinion on the profit seizing assets of banks and recovery management system.	Understand	Learner to recall the concept of NPAs and then has to express his opinion on recovery management system in India.	CO 4
5	What are the recent reformations introduced by the government and RBI to reduce frauds in Indian banking sector.	Remember	----	CO 3
6	Explain the role of Banks Board of Bureau in recruiting the officials for the public sector banks	Apply	Learner to recall the concept of commercial banking system and then has to explain the concept of BBB implications.	CO 4
7	What is the reason behind the nationalization of Indian banking system and give your justification in this regard	Remember	----	CO 3
8	Existence of banking system now a day's become critical in India, give your opinion for this situation.	Analyze	Learner to recall the concept of banking system and then has to explain the problem of executions.	CO 4
9	Is there any requirement of new regulatory changes for banks to see the India as a developed country	Remember	----	CO 3
10	How the banking services concentrating in eliminating poverty in India	Analyze	Learner to recall the concept of banking system and then has to critically evaluate its importance in elimination of the poverty in India.	CO 4

MODULE-III

INTRODUCTION TO INSURANCE

PART - A (SHORT ANSWER QUESTIONS)

1	Recognize the need and importance of Insurance for the investors	Remember	----	CO 5
2	Explain the meaning and features of Insurance as per IRDAI	Understand	Learner to recall the concept of insurance. Then has to explain the features of insurance as per the guidelines of IRDAI.	CO 5
3	Prepare the chart of different branches of insurance	Apply	Learner to recall the concept of insurance. Then has to design various branches of insurance services.	CO 6
4	What is fact in the principles of insurance give your opinion	Analyze	Learner to recall the concept of insurance. Then has to evaluate the principles in own words.	CO 5
5	Judge the role of insurance agent in encouraging investments as per IRDAI rules	Evaluate	Learner to recall the concept of insurance and then has to express the opinion on insurance agent in encouraging the investments in insurance sectors.	CO 6
6	What does the meaning of Life and Health insurance	Remember	----	CO 6
7	Extend various types of insurance products	Understand	Learner to recall the concept of insurance and then has to explain the different features of insurance products.	CO 6
8	Evaluate the role of insurance agents and brokers in insurance companies	Apply	Learner to recall the concept of insurance. Then has to examine the role of brokers and agents in developing the insurance companies.	CO 6
9	What conclusions do you made about the present insurance system in India	Analyze	Learner to recall the concept of insurance. Then has to conclude the current insurance system in India.	CO 5
10	Decide and suggest some changes for Indian insurance sector	Evaluate	Learner to recall the concept of Insurance and then has to suggest few changes for insurance sector after all the observations.	CO 5
11	Why an individual person has to invest in Insurance	Remember	----	CO 5
12	What is the role of IRDAI regarding Investor Protection	Understand	Learner to recall the concept of insurance. Then has to explain the features of insurance as per the guidelines of IRDAI.	CO 5
13	Explain different branches of insurance	Apply	Learner to recall the concept of insurance. Then has to design various branches of insurance services.	CO 6
14	How the banks are involving in the bank assurance process	Analyze	Learner to recall the concept of insurance. Then has to evaluate the principles in own words.	CO 5
15	Examine the role of insurance agent in encouraging investments as per IRDAI rules	Evaluate	Learner to recall the concept of insurance and then has to express the opinion on insurance agent in encouraging the investments in insurance sectors.	CO 6
16	Differentiate Life and Health insurance	Remember	----	CO 6
17	Briefly write about various insurance products	Understand	Learner to recall the concept of insurance and then has to explain the different features of insurance products.	CO 6

18	Examine the functions of insurance agents and brokers in insurance companies	Apply	Learner to recall the concept of insurance. Then has to examine the role of brokers and agents in developing the insurance companies.	CO 6
19	Give your opinion on present insurance mechanism in India	Analyze	Learner to recall the concept of insurance. Then has to conclude the current insurance system in India.	CO 5
20	What is the status of Indian insurance companies and suggest some changes for Indian insurance sector	Evaluate	Learner to recall the concept of Insurance and then has to suggest few changes for insurance sector after all the observations.	CO 5
PART – B (LONG ANSWER QUESTIONS)				
1	Explain the concept of Insurance and its need for the every individual to prevent the unexpected threats of life.	Remember	----	CO 5
2	Express your opinion about the principles of insurance in protecting the investors funds with assured returns	Understand	Learner to recall the concept of insurance and then has to express the opinion on investor protection factors.	CO 5
3	Produce the information about various branches of insurance and its role in fulfilling the insurers expectations	Apply	Learner to recall the concept of insurance and then has produce the information about the branches and products in meeting the insurer's expectations.	CO 6
4	What assumptions and conclusions that you come to know about insurance agents and brokers in promoting the insurance products.	Analyze	Learner to recall the concept of insurance. Then has to examine the role of brokers and agents in developing the insurance companies	CO 6
5	Which is more logical and implacable insurance product, either life insurance or general insurance? explain with appropriate illustrations	Evaluate	Learner to recall the concept of insurance and then has to differentiate the basic difference between life and general insurance.	CO 6
6	Give your opinion on characteristics of insurance contract for the legal protection of customers.	Remember	----	CO 5
7	"If a child, a spouse, a partner or your parents depends on you and your income then you need to take insurance policy", write your opinion on this insurance quote.	Understand	Learner to recall the concept of insurance and then has to demonstrate the parties involved in the insurance process.	CO 5
8	Identify the pros and cons of different insurance products in both customers and organizations point of view.	Apply	Learner to recall the concept of insurance. Then has to identify the advantages and disadvantages of insurance for both customers and organizations.	CO 6
9	What conclusions do a customer seeks from each insurance policy before investing in any insurance scheme?	Analyze	Learner to recall the concept of insurance and then has to analyze the customer expectations in the insurance policy.	CO 6
10	Explain the about bank assurance and procedural steps involved in the insurance process	Evaluate	Learner to recall the concept of bank assurance and then has to explain the procedural steps in the insurance process.	CO 6
11	In what way an individual gains by investing his hard earned money in insurance policies	Remember	----	CO 5
12	How the principles of insurance are succeeded in protecting the investors' funds with assured returns?	Understand	Learner to recall the concept of insurance and then has to express the opinion on investor protection factors.	CO 5

13	Explain different branches of insurance and its role in fulfilling the insurers expectations with illustrations	Apply	Learner to recall the concept of insurance and then has produce the information about the branches and products in meeting the insurer's expectations.	CO 6
14	What is the role and responsibilities of insurance agents and brokers in promoting the insurance products?	Analyze	Learner to recall the concept of insurance. Then has to examine the role of brokers and agents in developing the insurance companies	CO 6
15	Differentiate the Life insurance and General Insurance products and illustrate with some examples	Evaluate	Learner to recall the concept of insurance and then has to differentiate the basic difference between life and general insurance.	CO 6
16	Give your opinion on legal protection for an investor in insurance companies.	Remember	----	CO 5
17	What is the role of nominee in insurance process and what are the rights of a nominee.	Understand	Learner to recall the concept of insurance and then has to demonstrate the parties involved in the insurance process.	CO 5
18	Explain the advantages and disadvantages of different insurance products in both customers and organizations point of view.	Apply	Learner to recall the concept of insurance. Then has to identify the advantages and disadvantages of insurance for both customers and organizations.	CO 6
19	What are the precautionary measures that an investor has to take while investing in the insurance policies	Analyze	Learner to recall the concept of insurance and then has to analyze the customer expectations in the insurance policy.	CO 6
20	Who is an agent and what are his roles and responsibilities in selling insurance products.	Evaluate	Learner to recall the concept of bank assurance and then has to explain the procedural steps in the insurance process.	CO 6
PART – C (PROBLEM SOLVING AND CRITICAL THINKING)				
1	Explain and compare the insurance laws in India with International insurance laws and methods.	Understand	Learner to recall the concept of insurance. Then has to demonstrate the difference between insurance laws nationally and internationally.	CO 5
2	Does the provident fund investments and insurance investments are same? If not give your explanation.	Understand	Learner to recall the concept of insurance and then has to express the opinion on provident funds and insurance.	CO 6
3	Is the insurance investment really helpful for the yielding of profits or not, give your opinion	Apply	Learner to recall the concept of insurance investments and then has judge the scope of profitability through insurance.	CO 5
4	What is the difference between Insurance and Provident fund and Chit fund	Remember	----	CO 6
5	Describe the relationship between actuaries of India and insurance companies in promoting the insurance business in India.	Apply	Learner to recall the concept of insurance business and then has to express the organizational relationship between actuaries of India and insurance sectors.	CO 5
6	How the insurance facility playing a key role in promoting the international business activities.	Understand	Learner to recall the concept of insurance and then has to summarize the role of insurance in developing the international business activities.	CO 6
7	Summarize the insurance activities in different countries in promoting that countries economy.	Remember	----	CO 5

8	Discuss the claiming procedure at the maturity period of an insurance policy	Remember	----	CO 6
9	Write the provisions of IRDAI on insurance companies.	Remember	----	CO 5
10	Is the insurance companies belongs to only to an individual or to an Institution? Explain	Understand	Learner to recall the concept of insurance and then has to explain the beneficiary factors of insurance for individuals as well as for corporations.	CO 6

MODULE-IV

INSURANCE BUSINESS ENVIRONMENT

PART – A (SHORT ANSWER QUESTIONS)

1	Explain the economics of insurance in the contemporary India	Remember	----	CO 8
2	Extend the need for insurance as per new trends	Understand	Learner to recall the concept of insurance and then has to explain the need of insurance as per the present trends.	CO 8
3	Show the legal framework in governing the insurance sector	Apply	Learner to recall the concept of insurance and then has to examine the legal factors involved in governing the insurance sector.	CO 7
4	What conventions took place in the history of insurance sector	Analyze	Learner to recall the concept of insurance and then has to demonstrate each and every milestone of the insurance sector.	CO 7
5	Decide and describe the new mindsets of people towards insurance	Evaluate	Learner to recall the concept of insurance and then has to explain the changing mindsets of the people towards the insurance.	CO 8
6	Highlight the regulatory functions of IRDAI to the development of insurance sector	Remember	----	CO 7
7	Interpret the role of IRDAI in Indian financial system	Understand	Learner to recall the concept of insurance and then has to interpret the role of regulatory powers.	CO 7
8	Produce the business purpose of insurance organizations	Apply	Learner to recall the concept of insurance and then has to design the business purpose of insurance organizations.	CO 8
9	What assumptions does an investor thinks while investing in the insurance sectors	Analyze	Learner to recall the concept of insurance and then has to ascertain the assumption of investor before investing in insurance sector.	CO 8
10	Find the new trends in the insurance sector to prevent the money laundering activities.	Evaluate	Learner to recall the concept of insurance and then has to describe the new trends in the insurance sector to prevent the money laundering activities.	CO 8
11	Write in brief about economics of insurance in India	Remember	----	CO 8
12	What is the importance of insurance as per the new tastes and preferences of the customers	Understand	Learner to recall the concept of insurance and then has to explain the need of insurance as per the present trends.	CO 8
13	Explain the legal framework in governing the insurance sector by IRDAI	Apply	Learner to recall the concept of insurance and then has to examine	CO 7

			the legal factors involved in governing the insurance sector.	
14	Describe different phases in the history of insurance sector	Analyze	Learner to recall the concept of insurance and then has to demonstrate each and every milestone of the insurance sector.	CO 7
15	Discuss various dimensions of insurance as per the new mindsets of people.	Evaluate	Learner to recall the concept of insurance and then has to explain the changing mindsets of the people towards the insurance.	CO 8
16	Examine the regulatory functions of IRDAI to the development of insurance sector	Remember	----	CO 7
17	In which way IRDAI is a key component of Indian financial system	Understand	Learner to recall the concept of insurance and then has to interpret the role of regulatory powers.	CO 7
18	Explain the business purpose of insurance organizations	Apply	Learner to recall the concept of insurance and then has to design the business purpose of insurance organizations.	CO 8
19	Summarize the assumptions of investors before investing in the insurance policies	Analyze	Learner to recall the concept of insurance and then has to ascertain the assumption of investor before investing in insurance sector.	CO 8
20	What are the new trends in the insurance sector to prevent the money laundering activities?	Evaluate	Learner to recall the concept of insurance and then has to describe the new trends in the insurance sector to prevent the money laundering activities.	CO 8
PART – B (LONG ANSWER QUESTIONS)				
1	Evaluate the business and economics of insurance for changing mindsets of insurers.	Remember	----	CO 8
2	Describe the regulatory and legal framework of IRDAI in governing the insurance sectors in India.	Understand	Learner to recall the concept of insurance and then has to examine the legal factors involved in governing the insurance sector.	CO 7
3	Write different phases in the history of IRDAI and its functions to the development of insurance sectors.	Apply	Learner to recall the concept of insurance and then has to demonstrate each and every milestone of the insurance sector.	CO 7
4	Why a business organization or an individual person has to invest in insurance sector for future returns- explain in brief	Analyze	Learner to recall the concept of insurance and then has to provide the reasons for an institution or an individual to invest in any insurance organization.	CO 8
5	Which regulatory changes that are taken place in the recent years to strengthen the insurance sectors by the Indian Government?	Evaluate	Learner to recall the concept of insurance and then has to evaluate the changes that are required in the insurance sector based on the existing problems.	CO 7
6	In what way the regulatory functions of IRDAI are different from the other regulatory agencies like SEBI, RBI and PFRDA?	Remember	----	CO 7
7	Explain the rules and regulations of IRDAI for insurance agents and brokers while selling the insurance policies.	Remember	----	CO 7
8	In what way the money laundering is preventing in insurance sector as per the codes of conduct of IRDAI.	Apply	Learner to recall the concept of insurance and then has to explain the anti money laundering actions taking by IRDAI.	CO 8

9	Write the procedural steps involved in the insurance process as per the guidelines of regulatory authority, IRDAI.	Analyze	Learner to recall the concept of insurance and then has to produce the procedural steps in the insurance process as per IRDAI.	CO 8
10	What are the terms and conditions that an agent must disclose to the customer before accepting the deposits for insurance?	Evaluate	Learner to recall the concept of insurance and then has to develop the disclosure norms by the intermediaries in the insurance business.	CO 8
11	What are the business and economics of insurance as per changing mindsets of investors?	Remember	----	CO 8
12	Explain various regulatory issues and legal framework of IRDAI in governing the insurance sectors in India.	Understand	Learner to recall the concept of insurance and then has to examine the legal factors involved in governing the insurance sector.	CO 7
13	Describe various phases in the history of IRDAI and its functions to the development of insurance sectors.	Apply	Learner to recall the concept of insurance and then has to demonstrate each and every milestone of the insurance sector.	CO 7
14	What is the requirement for a business organization or an individual person to invest in insurance sector for future returns-explain in brief	Analyze	Learner to recall the concept of insurance and then has to provide the reasons for an institution or an individual to invest in any insurance organization.	CO 8
15	Write in brief of regulatory changes in the recent years to strengthen the insurance sectors.	Evaluate	Learner to recall the concept of insurance and then has to evaluate the changes that are required in the insurance sector based on the existing problems.	CO 7
16	Explain the similarities in the functions of IRDAI with other regulatory agencies like SEBI, RBI and PFRDA?	Remember	----	CO 7
17	Write the code of conduct of IRDAI for insurance agents and brokers in promoting the insurance products.	Remember	----	CO 7
18	How KYC rules are working in preventing the money laundering of insurance sector as per the codes of conduct of IRDAI.	Apply	Learner to recall the concept of insurance and then has to explain the anti money laundering actions taking by IRDAI.	CO 8
19	Describe the procedures involved in the insurance process as per the guidelines of regulatory authority, IRDAI.	Analyze	Learner to recall the concept of insurance and then has to produce the procedural steps in the insurance process as per IRDAI.	CO 8
20	What are the rules and regulations for an agent before accepting the deposits from insurer?	Evaluate	Learner to recall the concept of insurance and then has to develop the disclosure norms by the intermediaries in the insurance business.	CO 8
PART – C (PROBLEM SOLVING AND CRITICAL THINKING)				
1	Should an insurance claim be paid to insured or financier? Inder Singh Chauhan had purchased a bus by taking a loan from Swami Financers. The bus was being used as a private service vehicle, and not as a public transport one. It was insured under a comprehensive insurance policy issued by United India Insurance. The bus met with an accident, for	Analysis	Learner to recall the concept of insurance and then has to study the case thoroughly and has to answer the queries.	CO 7

	<p>which insurance was claimed. The insurance company appointed its surveyor, who assessed the loss at Rs 1,26,500. However, the company deducted Rs 33,125 from the assessed amount, on the ground that the driver did not have an endorsement on his license to drive a transport vehicle. Even this amount was not paid to Chauhan, but was directly paid to the financier.</p> <p>Aggrieved, Chauhan filed a consumer complaint that ultimately reached the National Commission. It was held that once a person had a license to drive a heavy goods carriage vehicle, it would mean that he/she was entitled to drive a transport vehicle, including a public service vehicle. Accordingly, the insurance company was directed to pay the balance amount, along with 12 per cent interest and costs of Rs 5,000. The commission also ruled that the practice adopted by insurance companies of directly paying to the financier, without informing the insured or without his consent, cannot be justified. If the insurance policy is taken in the name of the vehicle purchaser, there is no question of paying the amount straightaway to the financier. [United India Insurance Co Ltd v/s Inder Singh Chauhan – IV (2006) CPJ 15 (NC)]</p>			
2	<p>Can an insurance company independently challenge the award under a professional indemnity policy?</p> <p>During a gall bladder surgery, Mohinder Kaur developed ventricular tachycardia, followed by ventricular fibrillation. She suffered cardiac dysrhythmia and went into coma due to medical negligence, becoming bedridden at the age of 45. A case was filed against the surgeon, the anesthetist and the hospital. The insurance company was a party to the proceedings. The District Forum awarded a compensation of Rs 2 lakh, payable by the insurance company on behalf of the doctors under the professional indemnity policy. This was challenged in appeal before the State Commission, which upheld the Forum's order. The doctors did not continue further litigation, but the insurance company filed a revision petition before the National Commission. Observing that it was incumbent on the insurance company to indemnify doctors under the professional indemnity policy by paying the amount awarded by the consumer for a, the commission stated the challenging of the order by the insurance company without rhyme or reason is neither proper nor desirable. The commission expressed deep anguish that such petitions were being filed. It observed that such cases are not meant to be fodder for the legal department and the insurance company cannot go on a spree in filing such petitions. The commission stated it was restraining itself this time, but warned that if such petitions are filed in future, heavy cost would be imposed. The agony of a consumer must end at some stage. It is the duty of the insurance company to see that frivolous cases were not filed so as to clog the wheels of justice, which result in wastage of time. While dismissing the revision</p>	Application	Learner to recall the concept of insurance and then has to study the case thoroughly and has to answer the queries.	CO 8

	petition, the commission directed the order be sent to the chairman-cum-managing directors of all insurance companies. [New India Assurance Co Ltd v/s Hardip Singh & Others – II (2003) CPJ 103 (NC)]			
3	What is the importance of regulatory authority for insurance companies?	Analysis	Learner to recall the concept of insurance and then has to examine the importance of regulatory authorities.	CO 7
4	Explain the economies of scale with reference to insurance sector in India.	Application	Learner to recall the concept of insurance and then has to evaluate the economies of scale with respect to insurance sector in India.	CO 8
5	Briefly discuss the changing mindsets of investors towards insurance.	Analysis	Learner to recall the concept of insurance and then has to conclude the changing behaviors of the investors towards the insurance.	CO 7
6	Write the new trends in Indian Financial system, its growth and developmental activities	Application	Learner to recall the concept of insurance and then has to summarize the new developments that took place in the insurance sector.	CO 8
7	Summarize the governing factors of insurance as per the new scenario.	Remember	----	CO 7
8	Is there any requirements of regulatory changes for insurance sector, explain in brief.	Application	Learner to recall the concept of insurance and then has to need for regulatory changes in the insurance sector.	CO 8
9	Write your own experience for investments in insurance and provident fund	Analysis	Learner to recall the concept of insurance and then has to judge the experienced factors in insurance and provident fund.	CO 7
10	Examine the role of agents and intermediaries in promoting the insurance business in India.	Application	Learner to recall the concept of insurance and then has to examine the role of intermediaries in developing the investments in the insurance sector.	CO 8

MODULE-V

INTRODUCTION TO RISK MANAGEMENT

PART – A (SHORT ANSWER QUESTIONS)

1	Which techniques are using to manage the risk?	Remember	----	CO 10
2	Identify the measures of risk while taking investment decisions.	Understand	Learner to recall the concept of Risk and then has to identify the measures of risk management before and after the investment.	CO 10
3	Describe the process of risk management before and after investment.	Apply	Learner to recall the concept of Risk and then has to demonstrate the investment procedures with illustrations.	CO 9
4	State the view point of an individual towards the risk reduction	Analyze	Learner to recall the concept of Risk and then has to express the individuals opinion on risk reduction.	CO 10
5	Journalize the business techniques for risk management	Evaluate	Learner to recall the concept of Risk and then has to summarize the business techniques for risk management.	CO 10

6	Recognize different types of risks in financial institutions	Remember	----	CO 9
7	Explain about non insurance methods	Understand	Learner to recall the concept of insurance. Then explain about non insurance methods to reduce the risk.	CO 10
8	Prepare the tradeoff between risk and return while taking financing decisions.	Apply	Learner to recall the concept of Risk and then has to examine the relationship between risk and return in the investment decisions.	CO 9
9	What is the fact involved in risk management method? give your opinion	Analyze	Learner to recall the concept of Risk and then has to formulate the facts involved in the risk management.	CO 9
10	Judge the risk reduction possibility through insurance.	Evaluate	Learner to recall the concept of Risk and then has to give the opinion on possibility for the risk reduction through insurance.	CO 10
11	Explain the methods that are using to manage the risk?	Remember	----	CO 10
12	What is the measurement for risk in investment decisions?	Understand	Learner to recall the concept of Risk and then has to identify the measures of risk management before and after the investment.	CO 10
13	Discuss the steps involved in the risk management before and after investment.	Apply	Learner to recall the concept of Risk and then has to demonstrate the investment procedures with illustrations.	CO 9
14	Describe the critical analysis of individual towards the risk reduction	Analyze	Learner to recall the concept of Risk and then has to express the individuals opinion on risk reduction.	CO 10
15	Briefly write the business techniques for risk management	Evaluate	Learner to recall the concept of Risk and then has to summarize the business techniques for risk management.	CO 10
16	Explain various types of risks for financial institutions	Remember	----	CO 9
17	Express your opinion about non insurance methods	Understand	Learner to recall the concept of insurance. Then explain about non insurance methods to reduce the risk.	CO 10
18	Write the tradeoff between risk and return before and after financing decisions.	Apply	Learner to recall the concept of Risk and then has to examine the relationship between risk and return in the investment decisions.	CO 9
19	What are the risk management methods? illustrate with appropriate examples	Analyze	Learner to recall the concept of Risk and then has to formulate the facts involved in the risk management.	CO 9
20	Is it possible to reduce the risk through insurance? give your justification	Evaluate	Learner to recall the concept of Risk and then has to give the opinion on possibility for the risk reduction through insurance.	CO 10

PART - B (LONG ANSWER QUESTIONS)

1	Highlight the risk identification methods before investing in the financial institutions and financial markets.	Remember	----	CO 9
2	Interpret the meaning of risk and different types of risks involved in business operations.	Understand	Learner to recall the concept of Risk and then has to interpret various types of risks involved in business operations.	CO 9
3	Prescribe the risk management techniques while doing national and international investments.	Apply	Learner to recall the concept of Risk and then has to prepare the risk	CO 9

			management techniques for national and international investments.	
4	What assumptions do an individual investor assumes regarding the risk while investing his hard-earned money in the risky projects.	Analyze	Learner to recall the concept of Risk and then has to ascertain the assumptions of individual investor while investing in risky projects.	CO 10
5	Find the various kinds of speculations and hedging techniques to increase the returns by reducing the risk in investments.	Evaluate	Learner to recall the concept of Risk and then has to examine different speculation and hedging techniques to increase the returns by reducing the risk in investments.	CO 10
6	What does the meaning of non insurance methods-explain in brief	Remember	----	CO 10
7	Extend the importance of risk management and risk assessment before and after investments in the financial markets.	Understand	Learner to recall the concept of Risk and then has to produce the need of risk assessment and risk management in financial market investments.	CO 10
8	Show the new trends and technological developments in the management of risk.	Apply	Learner to recall the concept of Risk and then has to enumerate the technological developments in the risk management.	CO 10
9	Explain the role of national and international institutions that deals with risk and returns of different financial institutions.	Analyze	Learner to recall the concept of Risk and then has to explain the role of institutions in reducing the risk.	CO 10
10	Describe the present economy conditions in Indian financial institutions in securing the investments.	Evaluate	Learner to recall the concept of Risk and then has to describe the current economy conditions in securing the investments.	CO 10
11	Summarize the risk identification methods while investing in the financial institutions and financial markets.	Remember	----	CO 9
12	Write in brief about risk and different types of risks involved in business operations.	Understand	Learner to recall the concept of Risk and then has to interpret various types of risks involved in business operations.	CO 9
13	Which risk management techniques are suggestible for doing national and international investments?	Apply	Learner to recall the concept of Risk and then has to prepare the risk management techniques for national and international investments.	CO 9
14	Briefly explain the individual investor assumptions regarding the risk while investing his hard-earned money in the risky projects.	Analyze	Learner to recall the concept of Risk and then has to ascertain the assumptions of individual investor while investing in risky projects.	CO 10
15	Explain the speculations and hedging techniques to increase the returns by reducing the risk in investments.	Evaluate	Learner to recall the concept of Risk and then has to examine different speculation and hedging techniques to increase the returns by reducing the risk in investments.	CO 10
16	What is the difference between insurance methods and non insurance methods? explain in brief	Remember	----	CO 10
17	Examine the importance of risk management and risk assessment before and after investments in the financial markets.	Understand	Learner to recall the concept of Risk and then has to produce the need of risk assessment and risk management in financial market investments.	CO 10
18	Describe the new trends and technological developments in the management of risk.	Apply	Learner to recall the concept of Risk and then has to enumerate the technological developments in the risk management.	CO 10
19	Explain the role of national and international institutions that deals with risk and returns of	Analyze	Learner to recall the concept of Risk and then has to explain the role of	CO 10

	different financial institutions.		institutions in reducing the risk.	
20	Discuss the current economy conditions in Indian financial system in securing the investments.	Evaluate	Learner to recall the concept of Risk and then has to describe the current economy conditions in securing the investments.	CO 10
PART – C (PROBLEM SOLVING AND CRITICAL THINKING)				
1	Given that you know the risk as well as the expected return for two stocks, discuss what process you might utilize to determine which of the two stocks a better buy is. You may assume that the two stocks will be the only assets held in your portfolio. You should be looking to maximize your expected return on an investment given the level of risk that such an investment requires the investor to bear. Therefore, you should compare the expected return and risk associated with each of the two stocks. If the stocks have the same expected return, then choose the stock with the lower risk. If the stocks have the same risk, then choose the stock with the greatest expected return. If the expected return and risk of the two assets have no common level, perhaps you should compare the ratio of the risk/expected return to see which stock contains the least risk per unit of expected return.	Analyze	Learner to recall the concept of risk management and then has to study the case thoroughly and has to answer the queries.	CO 9
2	Suppose that the standard deviation of the returns on the shares of stock at two different companies is exactly the same. Does this mean that the required rate of return will be the same for these two stocks? How might the required rate of return on the stock of a third company be greater than the required rates of return on the stocks of the first two companies even if the standard deviation of the returns of the third company's stock is lower? No. Because some risk can be diversified away, it is possible that two stocks with the same standard deviation of returns can have different required rates of return. One of these stocks can have a higher systematic risk than the other stock and, therefore, a higher required rate of return. The third stock can have a higher required rate of return if its systematic risk is greater than the systematic risk of the stock in the other two companies.	Apply	Learner to recall the concept of risk management and then has to study the case thoroughly and has to answer the queries.	CO 10
3	In what way the Bank for International Settlements is concentrating on Risk Management activities in Banks?	Analyze	Learner to recall the concept of risk management and then has to produce the information about Bank for International settlements.	CO 9
4	What is the role of credit rating agencies regarding the risk identification and risk elimination?	Apply	Learner to recall the concept of risk and has to describe the role of credit rating agencies in the assessment of risk.	CO 10
5	Explain the contemporary risk management techniques for sovereigns.	Analyze	Learner to recall the concept of Risk and then has to enumerate the technological developments in the risk management.	CO 9
6	How to safeguard the investments by eliminating the risks and to gain maximum returns?	Apply	Learner to recall the concept of risk and then has apply the risk management techniques to safeguard the investments.	CO 10

7	Differentiate the individual risk management techniques with institutional risk management techniques.	Analyze	Learner to recall the concept of risk management and then compare the individual risk with institutional risk.	CO 9
8	Is it possible to make the risk as zero before investing any institution or market? justify your answer	Apply	Learner to recall the concept of risk and then has to promote the possibility to make the risk as zero.	CO 10
9	Write your own experience risk management techniques or any analysis that you have done in any investments made or seen by you.	Analyze	Learner to recall the concept of risk management and then has to judge the personal experience in the risk management.	CO 9
10	Is the non insurance methods are suggestible of insurance methods for risk reduction? give your justification	Apply	Learner to recall the concept of risk and insurance and then has to apply the insurance and noninsurance methods for various investment opportunities.	CO 10

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