



GUJARAT TECHNOLOGICAL UNIVERSITY

Program Name: Master of Business Administration

Level: PG

Course / Subject Code: MB03092081

Course / Subject Name : Banking and Insurance

w. e. f. Academic Year:	2025-26
Semester:	3
Category of the Course:	Specialization Finance (Major 3)

Prerequisite:	Any graduate
Rationale:	This course provides students with a comprehensive understanding of financial services, covering core areas like banking operations, credit appraisal, NPAs, and digital banking. On the insurance side, it focuses on key principles, various types of insurance products, pricing, claim settlement process and reinsurance. This course also includes important regulatory aspects like KYC, AML, and IRDA guidelines. By blending theory with practical insights, it equips students with the knowledge and skills needed for careers in banking, insurance, and financial services.

Course Outcome:

After Completion of the Course, Student will be able to:

No	Course Outcomes	RBT Level
01	Identify and explain the fundamentals of retail & wholesale banking, and apply legal, ethical, and regulatory norms like KYC/AML.	Understand, Apply
02	Examine principles of sound lending, apply credit appraisal techniques, classify NPAs, and analyze the impact of digital banking innovations.	Apply, Analyze
03	Define and categorize various risks, interpret the risk management process, explain insurance principles, and analyze its socio-economic role.	Remember, Understand, Analyze
04	Differentiate insurance products, describe underwriting and claim processes, understand reinsurance techniques, and evaluate insurer performance.	Understand, Apply, Evaluate

*Revised Bloom's Taxonomy (RBT)

Teaching and Examination Scheme:

Teaching Scheme (in Hours)			Total Credits L+T+ (PR/2)	Assessment Pattern and Marks				Total Marks
L	T	PR	C	Theory		Tutorial / Practical		
				ESE (E)	PA / CA (M)	PA/CA (I)	ESE (V)	
3	1	0	4	70	30	50	0	150



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Course Content:

Unit No.	Content	No. of Hours	% of Weightage
1.	Banking Fundamentals & Financial Products - Overview of Retail, and Wholesale banking in Indian context, - Banking Products and Services (Retail & Corporate) - Internet and Mobile Banking: Features, Security & Opportunities - Banker-Customer Relationship: Legal & Ethical Dimensions - KYC Norms and AML - Overview of Various products and Services of Banking	11	17
2.	Loans, Advances, NPAs & Digital Banking Ecosystem - Principles of Sound Lending, Credit Appraisal, Types of Loans - Secured vs Unsecured Lending: Mortgage, Hypothecation, Pledge - Credit Cards, Home Loans, Personal Loans - Social Banking, Microfinance, SHGs - Overview of NPAs classification under SARFAESI Act, 2002, Debt Recovery Tribunal, and Insolvency and Bankruptcy Code - Digital Financial Services: UPI, RTGS, NEFT, Wallets, FinTech Trends	12	18
3.	Risk Management & Insurance Principles - Concept of Risk: Types, Risk Assessment, Quantification - Risk Management Process & Levels - Introduction to Insurance: Functions, Insurable Risk - IRDA and Legal Framework - Principles of Insurance: Utmost Good Faith, Indemnity, Insurable Interest, Proximate Cause, Arbitration - Social & Economic Role of Insurance	10	17
4.	Insurance Products, Underwriting & Claims - Life Insurance: Products, Pricing, Riders, Pension Plans - Non-Life Insurance: Fire, Marine, Health, Auto - Underwriting: Types, Process, Premium Setting, Tariff Making - Claim Management: Guidelines, Types of Claims - Reinsurance: Functions, Techniques, Risk Sharing - Financial Performance: Ratios, ALM, Technical Provisions (IRDA Guidelines for performance and corporate governance)	12	18



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5.	<p>Practical: (Note: The following are the suggestive list, subject faculty can provide any other related activity/project/assignment etc.)</p> <ul style="list-style-type: none">• Execute live projects aimed at creating awareness about digital financial products in rural and semi-urban areas.• Analyze the impact of UPI and mobile wallets on cashless transactions in India.• Study the evolution of internet banking and its adoption across different age groups.• Conduct a comparative analysis of banking frauds and cybersecurity measures in digital banking.• Analyze how banks use data analytics and AI for customer profiling and credit scoring.• Evaluate the awareness and use of financial inclusion schemes like PMJDY, Mudra Loans, etc.• Study the role of Self-Help Groups (SHGs) and microfinance in rural credit delivery.• Assess the adoption and challenges of green banking or sustainable banking practices.• Examine the process and effectiveness of loan recovery mechanisms including SARFAESI, DRT, and Lok Adalat.• Prepare a report on KYC/AML compliance processes and the impact of non-compliance on banking operations.• Investigate the impact of FinTech startups on traditional banking services.• Analyze trends in non-performing assets (NPAs) across different banking sectors over the past 5 years.• Study the implementation of core banking systems (CBS) and its operational benefits to customers.• Investigate the process and challenges of motor insurance claims and settlements.• Study the underwriting process in life insurance: criteria, automation, and risk categorization.	15	30 Marks (CEC)
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<ul style="list-style-type: none"> • Compare premium calculation methods across different insurers for the same profile. • Analyze insurance frauds in health or auto insurance and preventive measures taken by insurers. • Examine the growing trend of usage-based insurance (UBI) in auto insurance. • Conduct a field study on reinsurance practices in Indian insurance companies. • Evaluate the role of insurance agents vs digital platforms in customer acquisition. • Assess the impact of IRDAI regulations on policyholder protection and transparency. • Study how insurers use technology (AI/ML/Big Data) in risk assessment and claims processing. • Prepare a report on the social and economic impact of crop insurance in rural India. 			
Total		60	100

Suggested Specification Table with Marks (Theory):

Distribution of Theory Marks (in %)					
R Level	U Level	A Level	N Level	E Level	C Level
10%	20%	30%	20%	20%	--

Where R: Remember; U: Understanding; A: Application, N: Analyze and E: Evaluate C: Create (as per Revised Bloom's Taxonomy)

Suggested Case studies:

RBI's Ban on 'bob World' Onboarding - regulatory compliance failures in digital banking and their impact on customer trust and institutional reputation.

Yes Bank – Governance Crisis and Bailout (2018–2020) - consequences of weak corporate governance and the role of regulatory intervention in financial stability.

IndusInd Bank – Misstatement of Interest Income (2025) - ethical reporting practices and the implications of financial misstatements on investor confidence.



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Bajaj Allianz – Dependents' Compensation Dispute - transparency, fairness, and ethical considerations in insurance claims and compensation.

Star Health – Insurance Claim Settlement Practices - issues in claim processing and low claim settlement ratio.

References/Suggested Learning Resources:

(a) Books:

Sr. No.	Author(s)	Title	Publisher	Year of Publication / Edition
Banking				
1	Vijayaragavan Iyengar	Introduction to Banking	Excel Books	Latest
2	Indian Institute of Banking & Finance (IIBF)	Principles and Practices of Banking	Macmillan	Latest
3	K.C. Shekhar & Lekshmy Shekhar	Banking Theory & Practice	Vikas Publishing	Latest
4	Naboshree Bhattacharya & Sandeep Kaur	Banking Law & Operations	Vikas Publishing	Latest
5	R. Muraleedharan	Modern Banking: Theory & Practice	PHI Learning	Latest
Insurance and Risk Management				
6	P.K. Gupta	Essentials of Insurance and Risk Management	Himalaya Publishing	Latest
7	S. Arunajatesan & T.R. Viswanathan	Risk Management and Insurance	McGraw Hill Education	Latest
8	Scott E. Harrington & Gregory R. Niehaus	Risk Management and Insurance	McGraw Hill Education	Latest
9	N.R. Mohan Prakash	Banking, Risk and Insurance Management	Vikas Publishing	Latest
10	Jatinder Loomba	Risk Management and Insurance Planning	PHI Learning	Latest



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11	Mark S. Dorfman & David A. Cather	Introduction to Risk Management and Insurance	Pearson	Latest
12	George E. Rejda & Michael J. McNamara	Principles of Risk Management and Insurance	Pearson	Latest

(b) List of Journals /Periodicals /Magazines/Newspapers/Web resources etc.

Journals

- *Bank Quest - Published by Indian Institute of Banking & Finance (IIBF)*
- *Journal of Banking and Finance*
- *Journal of Banking and Finance*
- *Journal of Financial Services Research*
- *Journal of International Money and Finance*
- *Review of Financial Studies*
- *International Journal of Central Banking (IJCB)*
- *Journal of Financial Intermediation*
- *European Journal of Finance*
- *International Review of Financial Analysis*
- *Journal of Money, Credit and Banking*
- *The Journal – Published by Insurance Institute of India*
- *Journal of Risk and Insurance*
- *Journal of Insurance Issues*
- *Risk Management and Insurance Review*
- *Asia-Pacific Journal of Risk and Insurance*
- *Journal of Reinsurance*

Newspapers:

- *The Hindu Business Line*
- *The Economic Times*
- *Mint*
- *Business Standard*

Web Resources:

- www.insuranceinstituteofindia.com
- www.bankingschool.in



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- www.irdai.gov.in
- www.rbi.org.in
- www.policybazaar.com
- www.insurancedekho.com
- www.bankbazaar.com
- www.iibf.org.in

CO- PO Mapping:

Semester: 3	Course Name : Banking & Insurance				
	POs				
Course Outcomes	PO1	PO2	PO3	PO4	PO5
CO1	3	3	1	2	1
CO2	3	3	1	2	1
CO3	3	3	2	2	1
CO4	3	3	1	2	1

Legend: '3' for high, '2' for medium, '1' for low and '-' for no correlation of each CO with PO.
