

Syllabus for Certificate Program in

ICICI e Learning Education

Unit I

Introduction to Banking, Banking Structure and Environment in India, Role of RBI, Banking Regulation Act-1949, Transactions and Banker-Stakeholder relationships, Types and Procedure of opening Bank Account, Types of Loans and Advances, Sources of Funds of a Bank, NPA's, Process, Characteristics, Styles of Communication, Meaningful Conversations & components of Verbal Communication, Barriers of Communication-on the part of sender, receiver & organization; Overcoming barriers, Effective Listening, e Banking; Debit/Credit Cards, ATM, KCC, Mobile banking, Files and Folder management, Window Explorer, Finding Files and Folders, Formatting Disks and Copying files, Printer Settings, Word Processing, Software MS Word, Entering Editing and Formatting Text, Document Formats, Spreadsheet Program- MS Excel, elementary DBMS- Microsoft Access, Access to the Internet and Online Resources, electronic mail.

Unit II

3 weeks internship in ICICI Bank, special lecture sessions by the ICICI officials on various banking procedures; loan formalities, account opening, correspondence with the clients, NPA recovery procedures (5 Special Lectures), Basic Computer Knowledge (07 hours, Computer Lab)

Reference Books:

Gupta, Swami : Banking & Finance

Suresh : Management of Banking & Financial Services

Kansal, Chaudhary, Rathore: Banking and Finance

Tannan : Banking , Law and Practice in India

B.L.Gupta: Fundaental of Banking

Pathak- Indian Financial System, Pearson, India

Khan, M Y- Indian Financial System, Tata Mac Graw Hill, New Delhi.

Mathew, M.J - Business Communication, RBSA Publication, Jaipur

Rajendra Pal and J.S. Korhali- Essentials of Business Communication, Sultan Chand & Sons, New Delhi.

Chaturvedi & Chaturvedi- Business Communication, Pearson Education, Delhi.

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Rajaraman V. – Fundamental of Computers, Prentice Hall of India Pvt. Ltd., New Delhi. 3. Computer Fundamentals by P.K. Sinha; BPB Publication, New Delhi 8

Introduction to computer Science, ITL Education solution Limited, R&D Wing, PEARSON Education