BUSINESS STUDIES

Chapter 4: BUSINESS SERVICES

BUSINESS SERVICES

Introduction:

Business services are those services which are used by business enterprises for the production or sale of goods and services.

Goods: are those physical or tangible (which can be touched) products which are capable of being delivered to the purchaser and involves the transfer of ownership from the seller to the purchaser. e.g., a toy, a movie CD, etc.

Services: are identifiable and intangible activities that provide satisfaction of wants. Service is an act which can't be taken home, but its effect can be surely be carried. e.g., services of a doctor, a beautician, etc.

In today's competitive world, business enterprises are much dependent on business services, as these services help the enterprises to carry on their activities smoothly.

❖ **Nature of Services:**

- **Features:**Services are explained by five I's namely; Intangibility, Inconsistency, Inseparability, Inventory and Involvement.
- **Intangibility:**Services are intangible i.e., they cannot be touched. They can only be experienced.
- **Inconsistency:** The second important characteristic of services is inconsistency.
- **Inseparability:** Production and consumption of services take place simultaneously. It is possible to manufacture a chair today and sell it later but in case of services it has to be simultaneous.
- **Inventory:**Services have no inventory as they can't be stored.
- **Involvement:** Consumer gets involved in production of services and gets the opportunity to get the services modified as per his specific requirement.

❖ **Types of Services:**

- **Social Services:**These services are provided voluntarily to achieve certain goals. For example, health care and education services provided by NGOs.
- **Personal Services:**Services which are experienced differently by different customers are called personal services. For example, tourism, restaurants etc.
- **Business Services:** Services used by business enterprises for the conduct of their business activities. For example, banking, insurance, communication, warehousing and transportation.

Banking:

Bank means a company accepting deposits of money from public (for lending and investment), repayable on demand and withdrawal by cheque or otherwise.

Types of Banks:

❖ **Commercial Bank:**

A commercial bank is that financial institution which accepts deposits from the public and offers loans for the purpose of consumption or investment. These banks pay interest on deposits and charge more interest on loans, thereby, enabling them to earn profits. They are governed by Indian Banking Regulation Act, 1949.

Types of Commercial Bank:

- **Public Sector Bank:**They are owned by government. They are 20 in numbers. E.g. SBI, PNB, C.B., etc.
- **Private sector banks:**These banks are owned by private promoters HDFC, ICICI, etc.to emphasize more on profitability.
- **Foreign banks:**They are owned and managed by foreign promoters. For example; Citi Bank, Standard Chartered.

❖ **Functions Of Commercial Banks:**

- **Acceptance of Deposits:**Banks accepts deposits from the customers. It is considered as the borrower of money. As borrower it pays interest on the amount deposited. The various types of accounts in which money can be deposited are discussed ahead in the topic.
- **Lending of Funds:** Second major activity of commercial bank is to provide loans and advances, out of the money received through deposits. The various forms in which banks lend money are also discussed ahead.
- **Cheque Facility:**The cheque is the most developed credit instrument which helps in the withdrawal of deposits. It is a convenient and inexpensive medium of exchange. There are two types of cheques.

  (a) Bearer Cheques Which are cashable at bank counters, and

  (b) Crossed Cheques Which are deposited in payee's account.
- **Remittance of Funds:**Commercial banks provide the facility of transfer of funds from one place to another with the help of bank drafts, pay orders or mail transfers, on nominal commission charges.
- **Allied Services:**The banks also provide services relating to bill payments, locker facilities, underwriting services, buying and selling of shares and debentures on instructions and personal services, like payment of insurance premium, collection of dividends, etc.

❖ **Types Of Commercial Bank Accounts:**

The primary function of commercial banks is to accept deposits. The customers can deposit their money in following types of bank accounts

- **Savings Account:**Savings deposit account is meant for individuals who want to save some amount of money out of their incomes. In this account, customers can deposit money as per their ease and they can also withdraw money by means of a cheque or a withdrawal slip as and when they need it. The amount deposited in a savings account bank is referred to as the demand liability of bank.
- **Current Account:**Such accounts are opened by businessmen by making an initial deposit of ₹ 5,000 in the bank. There are no restrictions on the amount deposited or the number of withdrawals made. Therefore, it is also referred to as a running and active account.
- **Recurring Deposit Account:**In such accounts, the account holder is required to deposit a specified sum of money every month. They are also termed as cumulative time deposits. The period of account may range from 12 months to 10 years.
- **Fixed Deposit Account:**In such accounts, a lump-sum amount is deposited for a specified time period which can range from fifteen days to five years. This deposit is repayable after the expiry of this fixed period. Fixed deposits are also called time deposits or long-term deposits.
- **Multiple Option Deposit Account:**It is a combination of savings account and fixed deposit account. In this account, the depositor can enjoy the liquidity of saving account and rate of interest of fixed deposit account. In this account, the depositor gives standing instruction to the bank to convert the balance in his savings account into a fixed deposit, if it crosses a giventhreshold limit.

❖ **Lending of funds by commercial banks:**

The second primary function of commercial banks is to lend funds to their customers. The bank can lend money through the modes specified below

- **Bank Overdraft:**It is a temporary arrangement under which a depositor is allowed to draw by cheque more than the amount to his credit upto a specified limit. Overdraft is granted when the borrower has a current account with the bank. This facility is provided against the security of some assets or on the personal guarantee of the borrower. Interest is charged on the exact amount overdrawn by the current account holder.
- **Cash Credits:** It is a revolving credit arrangement wherein the bank allows theborrower to borrow money upto the specified limit. The bank places the specified amount to the credit of the borrower's bank account. The borrower withdraws money as and when required. Interest is charged only on the amount actually withdrawn by the borrower. Cash credit limit is decided by the bank on the basis of the borrower's assets and personal reputation.
- **Discounting the Bills of Exchange:**The customers who enjoy a good goodwill can get their trade bills discounted by the bank. The banks credit the amount of the trade bill to the customer's account after deducting discount charges for the period until the due date.

- **Term Loans:**Term loans are granted by banks for a fixed period of time, against the security of an asset. This loan can be repaid in monthly quarterly/half yearly/yearly instalments.
- **Consumers Credit: Bank** grant loans to consumers to purchase houses, cars, computers, etc. The amount of loan is repaid in Equal Monthly Instalments (EMI).

❖ **Services provided by commercial banks:**

Banks offer a wide range of services to their customers. These services are referred toas “banking services' Following are the description of such services.

- **Issue of Bank Draft:** A bank draft is a type of cheque which is drawn by a bank either on its own branch or on another bank. In order to remit money through a bank draft, a person first obtains the bank draft from the bank, fills in a form and pays the amount of the draft alongwith the prescribed commission. He, then sends the bank draft to the receiver by post. The receiver then deposits it in his bank. The bank collects the payment from the concerned bank and credits it to the customer's account.
- **Pay Order or Banker's Cheque:**It means the bank draft which is payable within the city or town. It may be called as a local bank draft. Banks issue pay orders for local use and issue bank drafts for outstations. The commission charged for a pay order is lesser as compared to bank draft.
- **Real Time Gross Settlement (RTGS):** It is a fund transfer system under which transfer of funds takes place from one bank to another on a Real Time and Gross basis. Web Settlement on 'Real Time' means that there is no waiting period and 'Gross' settlement means the transaction is made on one-to-one basis. It is the fastest possible system for transfer of money.
- **National Electronic Funds Transfer (NEFT):** It is a countrywide system by which an individual, firm or company can electronically transfer funds from any bank branch to another individual, firm or company having an account with any other bank branch in the country.
- **Other Services:** Banks also provide e-banking services to its customers.

❖ **e-Banking:**

e-Banking or electronic banking is a service provided by banks that enables a customer to conduct banking transactions, such as checking accounts, paying bills etc over the internet, using a personal computer, mobile telephone or handheld computer. e-Banking includes a range of services like Electronic Funds Transfer (EFT), Automated Teller Machine (ATM), Electronic Data Interchange (EDI), Credit Cards and Electronic or Digital Cash.

Benefits of e-banking to Customers are:

- e-banking provides 24 hours, 365 days a year services to the customers.
- It lowers the transaction cost and provide unlimited access to the customers.

- It inculcates a sense of financial discipline and promotes transparency.
- Customers can make the transactions from office, home or while travelling.

Benefits of e-banking to Bank are:

- e-banking provides competitive advantages to the bank.
- It provides unlimited network to the bank.
- It also helps in reducing the burden of bank by establishing the centralised database.

❖ Digital Payments:

Digital payment can be defined as a way of paying for services or goods via an electronic medium without the use of cash or cheque. It is also known as electronic payment system or e-payment system.

Types/Methods of Digital Payments:

- **Banking Cards**: These cards have been the most used digital payment modes till now. Credit cards, debit cards and prepaid cards are the main types of cards with authentication of PIN and OTP for severe payments. RuPay, Visa and Master cards are some of the example of card payment systems. Banking cards can be used for online purchases, in digital payment apps, point of sale machines, online transactions, etc.
- **Unstructured Supplementary Service Data (USSD):** The innovative payment service *99# works on USSD channel. This method can be used to carry out mobile banking transactions without the use of mobile internet data. This service can be used to initiate fund transfer and to make balance queries.
- **Aadhaar Enabled Payment System (AEPS):** It is a way to make financial transactions from the bank account with the help of your biometric authentication. AEPS can be used for all banking transactions such as balance enquiry, cash withdrawal, cash deposit, paymenttransactions, etc.
- **Unified Payment Interface (UPI):** UPI android apps enable all bank account holders to send and receive money from their smart phones without the need toenter bank account information.
- **Mobile Wallet:** It is a virtual wallet that storespayment card information on a mobile device. Mobile wallets are convenient way for a user to make in-store payments and can be used at merchants listed with mobile wallet serviceprovider.
- **Point of Sale (PoS):** Terminals It refers to those machines that are installed at all stores where purchases are made by customers using credit/debit cards. It is usually a hand helddevicethat reads banking cards.
- **Internet Banking:** It refers to the process ofcarrying out banking transactions online. Internet banking is usually used to make online fund transfers via NEFT (National Electronic Fund Transfer), RTGS (Real Time Gross Settlement) orIMPS (Immediate Payment Services).

- **Mobile Banking:** Mobile banking is referred to theprocess of carrying out banking transactions through a smartphone. The scope of mobile banking is only expanding with the introduction of many mobile wallets, digital payment apps, 13 UPI and own apps of banks.
- Bharat Interface for Money (BHIM) App It is amobile app developed by National Payments Corporation of India (NPCI), based on Unified Payment Interface (UPI). The app supports all Indian banks through immediate payment service infrastructure and allows the user to instantly transfer money between bank accounts of any two parties.

Other Types of Banks:

Apart from commerical banks, other specialised types of banks are also there. These are

- ❖ **Cooperative Banks:** These banks have a common ownership and generally provide short-term loans to the agricultural sector. They are formed by a group of individuals to extend credit to their members. These are governed by State Cooperative Societies Act.
- ❖ **Specialised Banks:** These banks are established to cater to certain specific needs of the target groups. Foreign exchange banks, industrial banks, etc are examples of specialised banks. These banks provide financial aid to industries, heavy turnkey projects and foreign trade.
- ❖ **Central Bank:** This bank is the apex bank of the country. It supervises and controls thefunctioning of other banks. It plays an important role in the banking and monetary system of the country. Reserve Bank of India is the Central Bank of our country.

Insurance:

It is a contract where one party who takes the responsibility of the risk of other party in exchange of some fixed amount which is called premium.

❖ **Principles of Insurance:**

- **Principle of the utmost good faith:** It means that no material or important facts should be concealed by both the parties to the insurance contract.
- **Principle of insurable interest:** It means that there must be such a relationship between the insured and the subject matter of insurance that the insured stands to benefit by its safety and toloose by its loss.
- **Principle of Indemnity:** It means that the insured person can get only the compensation against actual loss and he cannot make profit out of it.
- **Proximate causes:** When the loss is the result of two or more causes, the proximate cause, i.e., the direct, the most dominant and most effective cause of loss should be taken into consideration. The insurance company is not liable for the remote cause.
- **Principle of subrogation:** It means that if the insured compensate the insured person then all the rights related to the subject matter of insurance get transferred

to the insurer.

- **Principle of contribution:** If the same subject matter, except life is insured by more than one person, then the actual loss will be shared by all the people.
- **Principle of mitigation:** It means that the insured should try to minimise the loss of the subject matter of the insurer even if it is insured.

❖ **Types of Insurance:**

- **Life Insurance:** Life Insurance is defined as a contact in which the insurer, in consideration of a certain premium, either in a lump sum or by other periodical payments, agrees to pay to the assured, or to the person for whose benefit policy is taken, the assured sum of money, on the happening of specified event contingent on human life or at the expiry of certain period.

❖ **Main Elements of Life Insurance Contract are**

- It must have all the essentials of a valid contract.
- The contract of Life Insurance is a contract of utmost goods faith.
- In Life Insurance, the insured must have insurable interest in life insured.
- It is not a contract of indemnity.

❖ **Types of Life Insurance**

- **Whole Life Policy:** Under this amount payable will not be paid before the death of the assured. It will be payable to legal heir (s).
- **Endowment Life Insurance:** Under this sum assured is given in full payment after completion of policy / death of insured, whichever is earlier.
- **Joint Life Policy:** When a policy taken up by two or more persons, it is called joint life policy.
- **Annuity Policy:** When policy money is payable monthly, it is called annuity policy.
- **Children Endowment Policy:** It is a policy for children to meet higher education or marriage expenses.

❖ **General Insurance**

- **Fire Insurance:** It is a contract whereby the insurer, in consideration of a premium paid, undertakes to make good any loss or damage caused by a fire during a specified period upto the amount specified in the policy.
- **Marine Insurance:** It is an agreement whereby the insurer undertakes to indemnify the insured in the manner and to the extent thereby agreed against marine losses. It provides protection against any loss by marine perils or perils of the sea.
- Health Insurance
- Vehicle Insurance

- Burglary Insurance and
- Cattle Insurance
- Crop Insurance
- Fidelity Insurance
- Ship Insurance
- Cargo Insurance
- Freight Insurance

Communication:

Communication services are responsible for the transmission of required information to the concerned parties. It is communication due to which business is able to establish a link with outside world viz., suppliers, customers, competitors, etc and able to share ideas and information. Communication services should be fast, accurate and effective in order to meet the demands of business world. Postal and telecom are the two main communication services which help a business.

❖ **Postal Services:**

The Postage and Telegraph Department provides various postal services throughout the country. The Government of India has divided the whole country into 22 postal circles. These circles manage the day-to-day working and perform various services through post offices, subpost offices and branch post offices. Postal department provides various facilities which are explained below.

❖ **Financial Services:**

Financial services were initiated in the post offices due to lack of banking facilities in the country. The details of such facilities are as follows.

- **Public Provident Fund (PPF):** Any adult residing in India can open a Public Provident Fund Account in a post office and in specified banks. The account holder is required to deposit every year an amount ranging between 500- 1 lakh in his PPF account. Interest is credited every year at the prescribed rate.

- **Kisan Vikas Patra (KVP):** It is a saving scheme in which invested money is doubled in eight years and seven months. The 'Kisan' in Kisan Vikas Patra does not mean that it is only for farmers. It is meant that the revenue mobilised by this scheme will be used by the government in welfare schemes for farmers.

- **National Savings Certificate (NSC):** One can buy NSC from the post offices. The term of NSC is five years. A new NSC with a maturity of ten years has been introduced. The principal amount alongwith accumulated interest is paid on maturity.

❖ **Mail Services:**

The postal department provides facilities for transmission of post cards, inland letters, parcels, etc from one place to another. Various types of mail services offered by the Post and Telegraph Department are described below

- **Registered Post:** It is a postal facility under which it is ensured that the mail is either delivered to the address or it comes back to the sender by paying registration charges. The registered mail is marked 'Registered s Post' on its face, to differentiate it from the ordinary mail.
- **Parcel Post Parcels:** of specified size and weight can be sent to domestic and international locations under this service. Postal charges for parcels depend on the weight of the parcel and are reasonably low. Charges for foreign parcel post are higher than that for inland parcel post.
- **Speed Post:** This service is designed for very fast delivery of mail. The Post and Telegraph Department guarantees that all internal mail received upto 5 pm at the specified post offices will be delivered within 24 hours. If it fails to do so, the extra fee charged for this service will be refunded.

❖ **Other Services Offered by Post Office**

- **Greeting Post:** Through post offices, greeting cards can be send to friends and relatives on different occasions.
- **Media Post:** Business units can send postcards envelopes, etc to their present and prospective customers to build up their brand.
- **Direct Post:** Business units can send addressed or unaddressed direct post to advertise their business.
- **e-Bill Post:** Customers of BSNL, Airtel etc. can deposit their bills at the concerned post office.
- **International Money Transfer:** A collaboration between Postal Dept. and Western Union Financial Services, USA has enabled customers to remit money to 185 countries through a post office.

Telecom Services:

In today's world, the dream of doing business across the world is only possible with the presence of telecom infrastructure. It is the backbone of every business activity. Considering potential of this sector, Government of India created a vision of becoming IT super power by the year 2025. It has developed new Telecom Policy Framework 1999 and Policy 2004 to provide high level and universal services to all uncovered areas of the country. The various types of services offered by telecom service providers are as follows

❖ **Cellular Mobile Services:** They include mobile telecom services like voice and non-voice messages, data services and PCO services by utilising any type of network equipment within their service area. They can also provide direct inter connectivity with any other type of telecom services.

❖ **Cable Services:** They are linkages and switched services within a licensed area of operation to operate media services. They are essentially one-way entertainment related services.

❖ **VSAT (Very Small Aperture Terminal) Services:** They are satellite-based communication service. They offer highly flexible and reliable communication solution in both urban and rural areas. VSAT offers the assurance of reliable and uninterrupted service. This service can also be used to provide innovative applications such as tele-medicine, online newspapers, tele-education, etc.

❖ **DTH (Direct to Home) Services:** They are satellite-based media services provided by cellular companies. One can receive media services directly through a satellite with the help of a small dish antenna and a set top box. The service provider of DTH services provides a bouquet of multiple channels.

Transportation:

It is the movement of people, animals and goods from one location to other. It includes land, air and water ways for the movement of people and goods within and outside the country. In context to business transactions, transportation removes the hindrance of place i.e., it makes goods available to the consumer by transferring it from the place of production to the place of consumption. Thus, it is necessary to develop our transportation system in order to keep pace with the requirements of our economy.

Warehousing:

A warehouse is a commercial building for storage of goods. They are used by manufactures, importers, exporters, wholesalers, etc to store their goods until they are sold. Warehouses help the businessmen to keep their stocks in safe custody during dull season. In this way, it has created time utility. Initially, warehouses were viewed as static unit for keeping and storing goods. However, in today's world, warehouses are not just storage service providers. They have become logistical service providers in a cost-efficient manner. They make availability of right quantity, at the right place, in the right time, in the right physical form and at the right cost.

❖ **Types of Warehouses:**

- **Private Warehouses:** They are owned by the manufacturers to store the goods manufactured by them until they are sold out. The benefits of such warehouses include control, flexibility and improved dealer relations.

- **Public Warehouses:** They are licensed by the government and are subject to government regulations in respect of method of operations. Anybody can keep his goods in the public warehouses by paying necessary charges. The owner of a public warehouse stands as an agent of the owner of goods. These warehouses provide certain facilities also like transportation by rail and road. They provide certain benefits like flexibility in the number of locations, no fixed cost and capability of offering value added services, etc.

- **Government Warehouses:** They are fully owned, licensed and managed by the government. The government manages them through organizations set up in the public sector. Food Corporation of India (FCI), State Trading Corporation (STC) and Central Warehousing Corporation (CWC) are its examples.

- **Cooperative Warehouses:** They are created by the members of cooperative societies to facilitate the interest of certain marketing cooperative societies or agricultural cooperative societies.

❖ **Functions of Warehousing:**

- **Storage:** This is the basic function of warehousing. Surplus commodities which are not needed immediately can be stored in warehouses. They can be supplied as and when needed by the customers.
- **Price Stabilization:** Warehouses play an important role in the process of price stabilization. It is achieved by the creation of time utility by warehousing. Fall in the prices of goods when their supply is in abundance and rise in their prices during the slack season are avoided.
- **Risk bearing:** When the goods are stored in warehouses they are exposed to many risks in the form of theft, deterioration, exploration, fire etc. Warehouses are constructed in such a way as to minimize these risks. Contract of bailment operates when the goods are stored in wave-houses.The person keeping the goods in warehouses acts as boiler and warehouse keeper acts as boiler. A warehouse keeper has to take the reasonable care of the goods and safeguard them against various risks. For any loss or damage sustained by goods, warehouse keeper shall be liable to the owner of the goods.
- **Financing:** Loans can be raised from the warehouse keeper against the goods stored by the owner. Goods act as security for the warehouse keeper. Similarly, banks and other financial institutions also advance loans against warehouse receipts. In this manner, warehousing acts as a source of finance for the businessmen for meeting business operations.
- **Grading and Packing:** Warehouses nowadays provide the facilities of packing, processing and grading of goods. Goods can be packed in convenient sizes as per the instructions of the owner.

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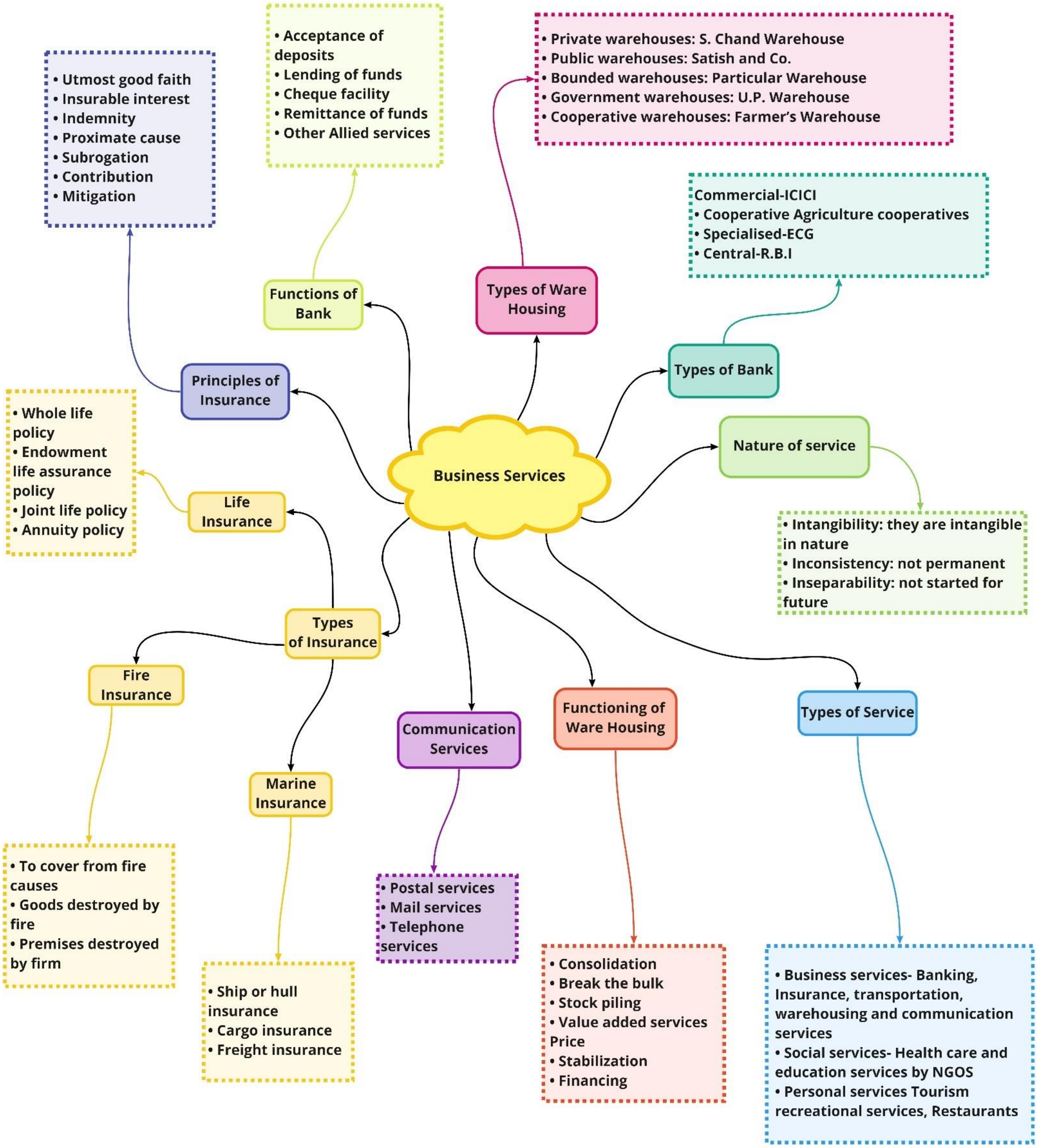

Important Questions

Multiple Choice Questions-

Question 1. _____ arrangement by which a bank allows its customer to borrow money up to the specified limit.

(a) Cash Credits

(b) Pass Book

(c) Cash Book

(d) Account Payee

Question 2. Insurance is a contract between _________ and ________.

(a) Insurer, insured

(b) Agent, insurance

(c) Insured, insurance

(d) Insurer, family

Question 3. A person gets his stock worth Rs. 50,000 insured for Rs. 70,000. A fire occurs and the whole stock gets damaged. The Insurance Company admits a claim of Rs. 50,000 only and not Rs. 70,000. Identify the principle of insurance being applied?

(a) Principle of Indemnity

(b) Principle of Insurable Interest

(c) Principle of Subrogation

(d) Principle of Contribution

Question 4. In which year Insurance Act was amended in India?

(a) 1940

(b) 1928

(c) 1938

(d) 1945

Question 5. Which of the following is not applicable in life insurance contracts?

(a) Indemnity contract

(b) Unilateral contracts

(c) Conditional Contracts

(d) None of the above

Question 6. In which year Children’s Money Back plan was introduced?

(a) 1985

(b) 1988

(c) 1995

(d) 1989

Question 7. It is a type of saving bank account in which excess of a particular limit gets automatically transferred to a fixed deposit account.

(a) Multiple deposit option account

(b) Current account

(c) Recurring deposit account

(d) Salary account

Question 8. _________ banks are included in the second schedule of RBI.

(a) Scheduled

(b) State

(c) Commercial

(d) Corporation

Question 9. Bankers are not only dealers of money but also leaders in

(a) Industry development

(b) Service development

(c) Trade development

(d) Economic development

Question 10. In which year Crop Insurance scheme was introduced in India?

(a) 1978-79

(b) 1985-86

(c) 1948-49

(d) 1990-91

Question 11. From the following which of these is covered under Marine Insurance?

(a) Whole Life policy

(b) Liability Insurance

(c) Endowment policy

(d) Act only

Question 12. The fee charged by the insurer on account of providing services is called

(a) Premium

(b) Profit

(c) Dividend

(d) Instalment

Question 13. Which of the following is covered under the life Assurance policy?

(a) Money Back Policy

(b) Declaration policy

(c) Act only

(d) Cargo Insurance

Question 14. Which of the following is not a function of General Insurance?

(a) Risk sharing

(b) Assist in capital formation

(c) Cattle insurance

(d) None of the above

Question 15. Which bank is known as Apex Bank of India?

(a) The Reserve Bank of India

(b) The State Bank of India

(c) The Central Bank

(d) The Bank of India

Very Short Questions –

Question 1 Mention the 5 I’s of services?

Question 2 What is Insurance?

Question 3 Mention the name of two companies that offer DTH services in India.

Question 4 What is Banking?

Question 5 What are the types of insurance policies?

Question 6 Mention 6 functions of warehousing.

Question 7 What are the 3 significant types of insurance that are involved in Marine insurance?

Question 8 Expand RTGS and NEFT.

Question 9 What are the principles of insurance?

Question 10 What are the types of warehouses?

Short Questions –

1. Explain the need and benefits of services.

Question 2. What are the various types of financial services? Explain in brief.

Question 3. What are the various types of life insurance policies undertaken by the policyholders?

Question 4. Differentiate Life Insurance and Fire Insurance.

Question 5. Explain the term Double Insurance and Re-Insurance and differentiate the two.

Question 6. What is the role or advantages of insurance in business?

Question 7. What do you understand by the term Merchant Bankers? Mention in brief the services provided by Merchant Bankers.

Question 8. Define Reserve Bank of India and its important functions:

Question 9. Explain the term E-banking and the services of E-banking in today's economic world.

Question 10. Banking is the lifeblood of the economy. Mention the role or importance of Banking in the economy.

Long Questions –

Question 1. Define the term internet and its various benefits and uses in the modern world.

Question 2. Explain the various types of Banks?

Question 3. What do you understand by insurance? How is it facilitates business?

Question 4. What is Business Finance? Explain the various types of business finance and their uses in business.

Question 5. Explain the various types of banks and their important functions:

Assertion Reason Type Question-

1. In these questions, a statement of assertion followed by a statement of reason is given. Choose the correct answer out of the following choices.
2. In these questions, a statement of assertion followed by a statement of reason is given. Choose the correct answer out of the following choices.

Case Study Questions –

1. Direction: Rohan Mishra after completing his graduation in Telecommunications from a reputed Engineering College came back to his native town in Bhilwara, Rajasthan. He decided to help his father who owns a textile mill in Gulabpura, Bhilwara but he did not find it interesting. He wanted to do something in the telecom sector. His father did not know much about such services so, Rohan explained him about various telecom services available.

(a) Telecom service that utilizes any type of network equipment connected through fiber optic cables laid across length and breadth of the country.

(b) Type of mobile telecom services including voice and non-voice messages and data service.

(c) Linkages and switched services within a licensed area of operation to operate media services.

(d) Satellite based media service provided by cellular companies through dish antenna and a set top box.

(e) Satellite based communication services which can be used to provide innovative applications such as online newspaper, tele-education, etc

On the basis of above paragraph, answer the following questions.

(i) Which of the following is not an example of telecom services?

a) Postal services
b) Mobile services
c) Cable services
d) Radio paging services

(ii) Identify the telecom service indicated in point (a) given above.

a) Cellular mobile services
b) Fixed-line services
c) Radio paging services
d) Cable services

(iii) “Linkages and switched services within a licensed area of operation to operate media services.” This best suits to which of the following options:

a) Cellular mobile services
b) Direct to Home services
c) Radio paging services
d) Cable services

(iv) “Linkages and switched services within a licensed area of operation to operate media services.” Q. Satellite based communication services which can be used to provide innovative applications such as online newspaper, tele-education, etc. This is ___________ services.

a) VSAT services
b) Direct to Home services
c) Cellular Mobile services
d) Cable services

2. Direction: Read the following text and answer the questions that follow:

Shipra Oswal is a software professional working in T.K.Industries Ltd. at Kerala. Her parents are residing in Agra. Due to family emergency, her father asked her to send ` 4 lakhs in his saving bank account in SBI at the earliest. Shipra is having her bank account with Bank of Baroda but she has not opted for digital payment system or e-banking services. She approached her bank manager Mr. Vivek Mishra, for remittance of the amount to her father’s account. He told her that she can adopt Electronic Fund Transfer options: RTGS or

NEFT.He advised her to apply for virtual banking services enlisting its benefits and started her mobile banking services from the same day. Shipra successfully transferred the amount to her father using RTGS.

(i) '...her to apply for virtual banking services'.

Which of the following is not true about Virtual banking?

a) Banking using electronic media
b) No face to face interaction of customer with bank employees
c) A customer can transfer funds using Bank Draft
d) Payment of bills using personal digital assistant

(ii) Which of the following is not the method of digital payment?

a) Debit card
b) Credit card
c) ATM
d) Cash credit

(iii) What is the full form of RTGS?

a) Real Time Great Solution
b) Rupee Transfer Gross Settlement
c) Real Time Gross Settlement
d) Regular Transfer Gross Settlement

(iv) The reason why Shipra chose RTGS, not NEFT is:

a) Minimum transaction value of NEFT is ₹ 5 lakhs
b) In RTGS, payment is not subjected to any waiting period
c) RTGS operates on deferred Net Settlement
d) In NEFT, payment is not subjected to any waiting period

MCQ Answers –

1. Answer: (a) Cash Credits
2. Answer: (a) Insurer, insured
3. Answer: (a) Principle of Indemnity
4. Answer: (c) 1938
5. Answer: (a) Indemnity contract
6. Answer: (c) 1995
7. Answer: (a) Multiple deposit option account
8. Answer: (a) Scheduled

9. Answer: (d) Economic development

10. Answer: (b) 1985-86

11. Answer: (b) Liability Insurance

12. Answer: (a) Premium

13. Answer: (a) Money Back Policy

14. Answer: (c) Cattle insurance

15. Answer: (a) The Reserve Bank of India

Very Short Answers –

1. Answer: Inconsistency, Inventory, Intangibility, Involvement and Inseparability

2. Answer: Insurance is a contract, embodied by policy, in which an individual or entity receives financial security or reimbursement against losses from an insurance company. The company pools clients' risks to make payments more affordable for the insured.

Also Check: Important Question for Emerging Modes of Business

3. Answer: Tata Sky and Airtel are the two companies that offer DTH services in India.

4. Answer: A bank is a financial institution authorised to receive deposits and make loans. Banks may also give financial services, such as currency exchange, wealth management, and safe deposit boxes. There are two types of banks. Namely, commercial/retail banks and investment banks.

5. Answer: There are 5 types of insurance policies. Namely,

- Whole life policy
- Joint life policy
- Annuity policy
- Endowment life assurance policy
- Children's endowment policy

6. Answer: Functions of warehousing:

- Consolidation
- Stockpiling
- Value-added services
- Price stabilisation
- Financing
- Break the bulk

7. Answer:

- Ship or hull insurance
- Freight insurance

- Cargo insurance

8. Answer:

RTGS – Real Time Gross Settlement

NEFT – National Electronic Funds Transfer

9. Answer: 7 principles of insurance are,

- Utmost good faith
- Insurable interest
- Indemnity
- Proximate cause
- Subrogation
- Contribution
- Mitigation

10. Answer:

- Private warehouse
- Public warehouse
- Bonded warehouse
- Government warehouse
- Cooperative warehouse

Short Answers –

1. Answer: The need for Service Sector: Modern trade is the symbol of modem civilization. It has crossed every barrier and reached even the distant and remote parts of the world. It has touched every man. The economic welfare of mankind has been made possible by trade. The physical distribution of goods requires series of interrelated activities, which help in the flow of goods from the producer to the final consumer.

Serv ice sector ensures the smooth supply of goods and services. The service sector consists of a series of interrelated activities concerned with producers to consumers. Service facilities help ensure the supply of the right quantity of the right products to the right place at file right time.

Benefits of Services:

1. Quick and economical services to customers: Efficient service to customers is the only way to have an edge over the competitors. Customer satisfaction can be gained by providing quick, economical, and efficient services to consumers.

2. Minimisation of cost: The distribution costs are part of the price of goods. The costs of transportation, insurance, warehousing, and financing increase the price of the commodities. The efficient and cheap supply of these services minimizes the cost, which is

beneficial to consumers.

3. Additional sales volume: The service sector through its efficient transportation, communication, warehousing, and advertising facilities helps increase demand and supply of sales. These services provide knowledge about the commodity and also help in their distribution. Services improve the faith and loyalty of customers.

4. Stabilisation of prices: Transportation helps in the transfer of goods from areas of abundant supply to the areas of scarcity, so the price remains almost the same everywhere. Warehousing adjusts the supply according to demand to avoid violent fluctuations in prices.

5. Removal of time and place barrier- There is a time gap between the production and consumption of the commodities. The warehousing services keep the commodity in their safe custody for the period between production or purchases and sale. This service protects goods from damage and destruction. Modem transport facilities have enabled the movement of commodities from one place to other places.

2. Answer: Types of Financial Services: In addition to the traditional financial services of Banking and Insurance the following new financial services have emerged.

1. Merchant Banking: Services of intermediary regarding the issue, management, underwriting corporate restructuring are referred to as merchant banking. They provide growth of the capital market and help in developing an investment climate in the country.

2. Loan Syndication: The approach of borrowers to several banks willing to syndicate a loan, specify ing the amount, and the tenure of the loan is termed as loan syndication.

3. Venture Capital: Subscribing the equity shares of borrowers in return for part of ownership.

4. Factoring: The practice of selling accounts receivable to other companies or agencies for raising funds is termed factoring.

5. Leasing: The legal agreement by which the user of an asset may make payment of lease rent to the owner of the asset in return of use. At the end of the agreement, the lessee takes possession of the assets.

6. Mutual Funds: A company that pools funds from individuals to invest in shares or debentures and in short-term securities.

3. Answer: Types of Life Insurance Policies: The life insurance corporation has got different policies suiting to the needs of different persons. These policies are as Under:

1. Whole life policy: This policy reins throughout the whole life of the assured. The sum assured becomes payable to the beneficiary only after the death of the insured. The amount of premium is comparatively lesser in this policy. The period of the policy is indefinite. Its payment is made to the dependents of the insured only.

2. Endowment policy: This policy is for a fixed amount and specified period. If the policyholder survives for the period of the policy he is paid the specified amount of the policy with a bonus. An endowment policy provides both protection as well as savings for old age.

3. Joint life policy: This life policy is taken by two or more persons jointly. These persons may be partners of the firm, employees of an organization, members of the family, etc. According to the terms of the policy, the premium is paid jointly. On the death of anyone member of the group, the entire amount of the policy or the amount as per agreement is paid.

4. Annuity life policy. In this policy, the amount of the policy is paid before the maturity of the policy after one year or the year or the expiry of the fixed period. The entire amount of the policy is paid on the death of the policyholder or after the expiry of the period of the policy, whichever is earlier.

4. Answer: Difference between Life Insurance and Fire Insurance:

Points of difference	**Life Insurance**	**Fire Insurance**
I. Element of safety/investment	It has got both the the element of safety and investment.	It has got an element of safety only.
2. Surrender value	The assured can surrender the policy before its maturity.	The insured cannot surrender the policy.
3. Contract of indemnity	It is not a contract of indemnity.	It is a contract of indemnity.
4. Number of years	The life insurance policy is taken for many years.	Fire insurance policy is taken for one year. It has to be renewed after one year if it has to be continued.

5. Insurable interest	It must be present at the timeof the contract	It must be present both at the time taking policy and at the time of loss.

5. Answer: Double Insurance: Any person is free to take more than one insurance policy for the same property or goods. But he cannot recover more than the amount of loss actually suffered because a contract of insurance is a contract of indemnity.

Reinsurance: When an insurer risks that are beyond his control, he may get the whole or a part of his risk reinsured with other insurers. This is known as reinsurance.

Points of difference	Double Insurance	Reinsurance
1. Meaning	Ensuring the same risk with two or more companies is Double Insurance.	It is a contract of sub-insurance between the insurer and the reinsurer.
2. FilingClaim	A claim can be filed with all insurers but restricted to an actual loss in case of fire and marine policies.	The insured will claim compensation from the original insurer, who will claim compensation from reinsurers.
3. Contribution	The contribution will be made by each insurer in proportion to the sum insured.	Reinsurers are not directly required to contribute to losses.

6. Answer:

Role/Advantages Of Insurance In The Business: The future is always uncertain. Uncertainties in the business make plans futile and investments valueless. In order to minimize risk different types of insurance policies are taken. Insurance policies are advantageous in the following respects:

Role/Advantages of Insurance in the Business:

1.	Protection

2.	Indemnity
3.	Diffusion of Risk
4.	Social utility
5.	Industrial Development

1. Protection: Insurance provides protection against the risk of loss. Incaseoflife insurance the loss of an individual cannot be compensated but the receipt of the insured amount from Life Insurance Corporation helps him in standing. Insurance enables the businessman to carry on business with confidence and peace of mind.

2. Indemnity: The loss caused by fire and other mishappenings is compensated by the insurance company. Insurance, as such is the protection against losses and businessman feels secured and free from anxiety.

3. Diffusion of Risk: The burden of loss is distributed among a large number of persons through insurance. The impact of loss on one industry is not unduly heavy, that can be transferred by the insurance company to others.

4. Social utility: Insurance provides safety to the common man. It is a means of social security. It also generates employment opportunities.

5. Industrial Development: The insurance companies collect a huge amount as a premium. These funds are invested in industrial ventures and cause industrial development.

7. Answer: Merchant Bankers: Merchant bankers or lead managers undertake the management of new capital issues of companies. A merchant banker helps the company intending to raise fresh capital in drafting the prospectus (or statement in lieu of prospectus), the arrangement of underwriters, selection of brokers, publicity, the appointment of the registrar to the issue, etc. In India, several banks have specialized divisions or subsidiaries for offering merchant banking services.

Merchant bankers provide a wide variety of financial services to the corporate sector. They look into various legal and procedural aspects involved in the issue of securities and the raising of loans. They also provide consultancy in matters of investment, capital restructuring, valuation, merger, acquisition, etc.

8. Answer: Reserve Bank of India: It was incorporated on April l, 1935 as a shareholders' bank. The majority of shares were held by the central government. After independence, the Reserve Bank of India was nationalized on April l, 1949. Reserve bank of India performs the following important functions:

Functions Of Reserve Bank Of India:

A. Primary functions:

1. Issuing currency notes (except one rupee note, which is issued by the ministry of finance)
2. Bank of the government
3. Working as the banker of banks
4. Controlling bank rate or rate of interest
5. Controlling exchange rate.

B. Subsidiary functions:

1. Dealing in foreign exchange
2. Discounting bills of different banks
3. Dealing in government securities
4. Accepting deposits without interest
5. Managing clearing houses
6. Managing agricultural credit
7. Extending short-term loans to banks and financial institutions
8. Regulating developmental, industrial, and commercial activities in India.

9. Answer:

E-Banking (Electronic Banking): Many banks have introduced electronic banking services for their customers. Like IDBI Bank, UTI Bank, Global Trust Bank, Citibank, State Bank of India, etc. They make use of computers and satellites for the transfer of funds and communication. E-banking includes the following services:

1. EFT (Electronic Fund Transfer System): It is a cost-saving scheme for the convenience of customers. Under the schemes accompany may transfer wages and salaries from its bank account to the personal accounts of its employees. Similarly, a company can distribute dividends to its shareholders electronically. This is a very safe method of transfer of money as compared to banker's draft, traveler's cheque, etc.

2. ATMs (Automated Teller Machines): Many banks have installed ATMs in big cities. An ATM renders a teller's job 24 hours a day. It is a self-service terminal that renders the facility of withdrawal and deposit of money to the bank customers. Each customer is given a separate plastic card to avail of the services at the ATM.

The customer has to insert the plastic card into the terminal and enter his identification code. The machine would then respond to the customer's instruction of giving cash, taking a deposit, and handling other banking transactions.

3. Credit Card: The card issued to selected customers to enable them to make payment of credit bills of the credit limit. It is also called plastic money as it allows the credit cardholder to withdraw money without making any deposit into the bank. It allows an overdraft facility to the customer up to a specified limit. The cardholder can use the card for making

payments for goods and services to the suppliers having Internet service is provided in India by many companies like VSNL, Bharti Telecom, and MTNL known as Internet Providers.

Any individual or organization can open an account with any Internet Service Provider who will give an account number for a monthly or yearly charge. Then the user may have access to the internet and the e-mail through it.

4. Debit Card: This is the card issued to the holder of a bank account against the balance amount in the account to facilitate and simplify the payment, withdrawal, and transfer of money any time, anywhere through the computer is known as a debit card.

10. Answer:

Role/Importance Of Banking In National Economy:

As capital is the lifeblood of trade, commerce, and industry, so banking, in the same way, is the lifeblood of the economy. The importance of banking can be justified on the following grounds:

The modem economy is helpless without banking services. Banking as the lifeblood of the economy has assumed the following significance.

1. Credit creation: Banks accept deposits, retain a nominal percentage of the deposit as a cash reserve, and the best major part is lent to trade, industry and commerce at a higher rate of interest. It is known as credit creation.

2. Mobilisation of savings: Banking accept surplus savings and return together with interest, whenever required. It inculcates the habit of savings among people. It is responsible for capital formation.

3. Safe custody of valuables: The banks provide locker services and keep our valuables like ornaments, notes, documents, etc. safe, we can take them from banks whenever required.

4. Promotion of foreign trade: Finance is the lifeblood of all trading activities, even foreign trade. Banks are the source of funds, help in the payment and transfer of money, provide foreign exchange, issue letter of credit, and provide assistance to foreign trade in many ways.

5. Social and national welfare: Surplus funds of the people are accepted as deposits by banks and lent to trade, commerce, and industry for productive purposes. It promotes the welfare of the people.

Long Answers –

1. Answer:

Internet is a worldwide or global network of computers, connected through telephone lines and other high-speed links. It is a facility of communicating and sharing information with mi 11 ions of people all over the World Internet Service is provided in India by many companies like VSNL, Bharti Telecom, and MTNL, known as internet service providers.

Any individual or organization can open an account with any internet service provider who will give an account number for a monthly or yearly charge. Then the user may have access to the internet and the e-mail through its information in a variety of forms.

Benefits/Uses of the Internet: Nowadays the internet is being used in every place and every sphere of life, whether it is a share market, shopping complex, companies, organization, departments, or Government understandings. There are a lot of buyers and sellers who use the internet as their buying and selling market. A newspaper or magazine can be read out through it. Seminars, conference, workshop, meeting, the conversation is also possible on the internet.

Thus, the benefits/uses of the internet can be classified as follows:

1. Sharing information: The first and foremost use of the internet is to share information. Company employees and many other people can share research and business data among colleagues and like-minded individuals

2. Communication- Internet facility is also used for communication Through the internet individuals can make communicate directly in various "chat-sessions" and E-mail facilities. With the help of modern technology people can talk face-to-face with the help of a Digital Camera which is possible only with the internet.

3. Marketing of products: Various Multinational Companies (MNC's), departmental stores, shopping complexes, manufacturers, organizations, etc. used the internet for selling their products. Buyers also used interest to buy different kinds of goods from different corners of the world.

4. Entertainment: The Internet is a good source of entertainment. It offers a lot of entertainment programs as you can play any game by downloading it on your computers. You can come to know the latest Hollywood and Bollywood information about your favorite stars and films. You can hear songs and see films on the internet.

5. Making of queries: The Internet provides the facility to make queries regarding various places, products, films, books, personalities, institutions, etc. That's why. a high and suitable institute, college, or school with its features and co-curricular activities can be approached.

6. Feedback and suggestions: Through the internet, many institutions and governments can take feedback and suggestions about their decisions and orders (e.g. Daily voting regarding decisions in Hindustan Times and Aaj Ki Baat).

7. Other uses: The Internet facility is also used to find out vacancies and provide opportunities. It can also be used for matrimonial and many more things.

2. Answer:

Banks can be classified into the following:

- Commercial Banks
- Cooperative Banks
- Specialized Banks
- Central Banks

1. Commercial Banks: These banks perform all kinds of banking business. They accept deposits from the public and provide short term loans and advances to customers. They act as financial intermediaries or dealers in debt. Commercial banks are regular banks.

In India, there are three types of commercial banks:

1. Public Sector Commercial Banks
2. Private sector commercial banks
3. Foreign Banks

2. Cooperative Banks: These banks are formed and set up the principles of cooperations. They are registered under Cooperative Societies Act. They provide credit and other facilities to their members. The members may be farmers, small scale traders, etc. They accept deposits from the members and grant loans to them at low rates of interest.

3. Specialised Banks: Specialised banks are foreign exchange banks, industrial banks, development banks, export-import banks catering to specific needs of these unique activities. They provide financial aid to industries, heavy turnkey projects, and foreign trade.

4. Central Bank: Central bank is the apex institution that supervises and controls the entire banking system of the country. Every country has a central bank. The Reserve Bank of India is the central bank of our country. A central bank does not deal directly with the public and its aim is not to earn profits. It also acts as a government banker. It controls and coordinates the currency and credit policies of any country. It maintains the exchange rate. It is the custodian of foreign currency reserves of the country.

3. Answer:

Insurance is a means of spreading risks. It involves the pooling of risks. A group of people who are subject to an insurable risk contributes regularly and the fund so created is utilized to compensate those unfortunate few members of the group who actually suffer a loss due to some unexpected density:

In other words, Insurance is a social device for pooling arid dividing risks among a large number of persons.

Importance of Insurance: Insurance plays a very important role in business. It provides the following advantages of businessman:

1. Protection against risks: It provides protection against risks of loss. By providing security against heavy risks and losses, insurance stimulates the expansion of trade and industry.

2. Division of labor- It facilitates the division of labor. A businessman can concentrate fully on his own business because his risks are taken over by an insurance company that is a specialist in risk-bearing.

3. Ability to face competition- It helps in improving the efficiency of business because an insured businessman feels more safe and active. Insurance contributes to the survival and continuity of business.

4. Better utilization of capital: In absence of insurance facilities businessmen will have to maintain large reserves to face risks due to loss. Insurance avoids the need for such reserves and the fund so released can be invested to generate additional wealth.

5. Facility for loan: Insurance companies provide loans and underwriting facilities to businessmen and also invest in industrial securities. After insuring his goods, the

creditworthiness of the businessman increases.

4. Answer:

Business Finance:

Ours is a developing economy. Agriculture is the dominant source of income. The 11m citations of agriculture here and the exploding population results in mass unemployment and non-Litilisation of resources. The remedy lies in the rapid growth of the business. consisting of trade, industry, and commerce. The establish is out. nursing and growth of the trade, industry, and commerce owe to the finance. It is rightly said that finance is the lifeblood of business.

The ancient business was very small in size, so own funds and loans from friends and relatives were sufficient to carry on business activities. Modem business has assumed a large size. It has become complicated and complex. Mechanization, specialization, and tough competition are their common features. Own funds are incapable of meeting present financial requirements. This is why, we have developed new sources of finance such as shares, debentures, public deposits, and institutional finance.

Types of Business Finance: Finance is required at every stage of the business. We need different types of finance for different purposes. On the basis of purpose the finance can be classified as under:

Manufacturers require long term finance more than the traders, who purchase and sell goods for-profit motive. More long-term finance will be required if the size of the business is larger.

Special features of long term finance:

1. Finance required for a period of more than 5 years is known n as long-term finance. According to certain authorities, finance for a period exceeding ten years is known as long term finance.
2. Long-term finance is required for making investments in fixed assets, such as land, building, plant, machinery, vehicles, equipment, furniture, etc.
3. Long term finance meets the long term financial needs of the business. These needs are the permanent needs of the business.
4. Fixed assets purchased out of long term finance are revenue-generating.
5. Long term finance once invested in the business cannot be taken without dissolving the business or scaling down the business.
6. Long-term finance is acquired through the issue of shares, debentures, or loans from specialized financial institutions.

(2) Medium Term Finance:

Medium-term finance, also known as medium-term capital is required for a period ranging between 2 to 5 or 2-10 years (The period of finance depends upon the nature and purpose of the business).

Medium-term finance is required for the following business activities:

1. Introduction of a new product.
2. Expenses on the modernization of business.
3. Advertising campaign.
4. Investment in permanent working capital.
5. Adopting new methods and techniques of production.

Medium-term finance is raised through debentures, banks, public deposits, and financial institutions. Medium-term finance is required by manufacturing industries more than trading industries. Medium-term expenditures are also treated as capital expenditure because it is supposed to be revenue-generating.

3. Short Term Finance: Short term finance, also known as, short term capital or working capital is required for a period not exceeding one year. It is required to meet the day-to-day needs of the business. Short term finance is used again and again in the business, so it is also known as circulating capital.

Uses of Short Term Finance:

The short term finance is required for the following business activities:

1. Meeting short-term financial needs of the business.
2. Purchase of raw material.
3. Payment of direct expenses i.e. expenses on acquiring and manufacturing goods i.e. carriage, freight, wages, power and manufacturing expenses, etc.
4. Payment of selling, distribution, and administrative expenses. Trading concerns require more short term finances than manufacturing concerns. Lesser short term finance will be required if the gap between production and sale is lesser. Small factories need lesser short term finance than a large manufacturing enterprise.

5. Answer:

1. Commercial Banks: These banks perforin all types of the banking business. They accept deposits from the public and provide short-term loans and advances to customers. They act as financial intermediaries. State bank of India is the largest commercial bank in India. These banks have been established to assist trade commerce and industry.

2. Agricultural Banks: Agriculture needs both short-term and long-term loans. Short-term loans are required for purchasing seeds, manure, tractor, cattle, and tube wells, etc. These short-term needs are met by cooperative banks. Long-term financial needs are regarding the purchase of a land, tractor, other equipment and for installation of tube wells., Long-term financial needs are met by land mortgage banks also known as an agricultural bank. These banks are very helpful for the fanning community.

3. Industrial Banks: These banks provide long-term funds, so their requirement cannot be effectively met by commercial banks. They assist in the promotion of new industrial units. Unfortunately in India, we do not have a sufficient number of industrial banks. In place of industrial banks, we have the industrial development bank of India and various financial corporations to meet the financial needs of industrial enterprises. In western countries

like the UK and the USA, there is a large number of industrial banks.

4. Exchange Banks: These banks provide finance for foreign trade. Many Indian commercial banks provide exchange services also. Most foreign banks work as exchange banks in India. These banks are City banks, Bank of Tokyo, Grindlays Bank, Chartered Bank, etc. These banks deal in foreign exchange and assist importers and exporters.

5. Indigenous Banks: Before independence financial needs of fanners and small business units were met by indigenous banks in rural areas. These are money lenders who accept deposits and grant loans. The working of these banks is so simple that farmers and borrowers may approach them at any time. Borrowers have to pledge their ornaments, land, and valuables for borrowing funds.

These banks are virtually exploiter of poor rural people. In spite of our development in financial fields by establishing big banks and financial corporations, indigenous banks are still serving the needs of the poor masses.

Special features of Indigenous banks:

1. Loans can be granted for any purpose.
2. Loans are granted at a higher rate of interest.
3. Loans may be granted without security and a pledge.
4. (They are easily accessible.
5. Their method of work is simple.
6. They may not observe business rules and regulations.
7. Central Bank: Reserve Bank of India: Every country has a central bank responsible for the overall control of cash and credit money in the economy. In India, the Reserve Bank of India works as the Central Bank of the country.

Case Study Answers –

1.

(i) a) Postal services

Solution: Telecommunication means transferring signals over a distance. Services that offer voice, internet, television, networking, and data services over a large area are known as telecom services. They can either be wired or wireless. Postal services is not an example of telecom services.

(ii) b) Fixed-line services

Solution: A fixed-line can be seen as a connection to an end customer, by means of a cable, through which a user can make phone calls or connect to the Internet. Fixed-lines are clearly separate from the mobile phone network, by which end users are connected to the network via wireless transmission technologies.

(iii) d) Cable services

Solution:

Cable services are referred to in the above paragraph. A subscription television service that uses cables to carry signals between local distribution antennas and the subscriber's location.

(iv) a) VSAT services

Solution: Satellite based communication services which can be used to provide innovative applications such as online newspapers, tele-education, etc. This is VSAT services.

2.

(i) c) A customer can transfer funds using Bank Draft

Solution: A customer can transfer funds using Bank Draft is not true about Virtual banking. A virtual bank works when a customer, first of all, opens an account with the virtual bank.

(ii) d) Cash credit

Solution: Cash credit is not the method of digital payment. Cash credit is a type of short-term working capital loan extended by financial institutions, which allows the borrowers to utilise money without holding a credit balance in an account.

(iii) c) Real Time Gross Settlement

Solution:

• RTGS: Real Time Gross Settlement.

• The term real-time gross settlement (RTGS) refers to a funds transfer system that allows for the instantaneous transfer of money and/or securities. RTGS is the continuous process of settling payments on an individual order basis without netting debits with credits across the books of a central bank.

(iv) b) In RTGS, payment is not subjected to any waiting period

Solution: The reason why Shipra chose RTGS, not NEFT is that In RTGS, payment is not subjected to any waiting period.