CE 301 E BANKER CUSTOMER RELATIONSHIPS


2. Retail banking-

Retail banking –introduction-role within bank operations-concept of retail banking, wholesale banking, corporate banking-Retail products- credit cards, debit cards-remittance products-recovering of retail loans.

3. Micro finance-

Meaning & significance-self help groups-Micro finance Institutions (MFI) Model- Micro finance in India- state bank of India & priority sector-export credit, microfinance, agricultural finance/credit


REFERENCES

1. Banking in India, past, present & future by Ujjwala shahi (page 193 to 204)
2. Retail Banking –Indian Institute of Banking & Finance(IIBF)-Macmillan publication
4. General bank management- Indian Institute of Banking & finance(IIBF)- Macmillan publication