

Lecture Plan							
Name of the College: Government College of Arts, Science and Commerce. Sanquelim - Goa							
Name of Faculty: Ms.Priyanka Thanekar			Subject: IT for Banking, Finance & Insurance- II				
Paper code: VOG404			Program: B.VOC (BFSI)			Division:	
Academic year: 2024-2025			Semester: IV			Total Lectures: 30	
Course Objectives: To provide skills of Digital Banking, Cashless payments and CRM and to give insight into how ICT is used in banking.							
Course Outcome: At the end of the course student will be able to: 1. Explain Digital Banking basics. 2. Explain and use Cash-less payments 3. Explain CRM using digital banking. 4. Explain how ICT can be used in Banking.							
Student Learning Outcome: At the end of the course student will be able to: 1. Explain Digital Banking basics. 2. Explain and use Cash-less payments 3. Explain CRM using digital banking. 4. Explain how ICT can be used in Banking.							
Month	Lecture From	Lecture To	No. of lectures allotted	Topic, Subtopic to be covered	Exercise/ Assignment	ICT Tools	Reference books
December 2025	09/12/24	14/12/24	4	Unit I Digital Banking: 1. Meaning- Definition- Need for digitalization			1. India Institute of Banking and Finance (Latest). Digital Banking. New Delhi: Taxmann Publications Pvt Ltd.
	16/12/24	21/12/24		Advantages to the customers, Opportunities to the Bank			

January- February 2025	02/01/25	04/01/2025	7	Dimensions of digital Banking,			
	06/01/25	11/01/25		Customer dimension			
							1. India Institute of Banking and Finance (Latest). Digital Banking. New Delhi: Taxmann Publications Pvt Ltd.
	13/01/25	18/01/25		<b>2. Digital Banking and Cashless Payments:</b> Cashless payments- meaning- benefits of cashless payment			
	20/01/25	25/01/25		methods of cashless payments (cards, USSD, AEPS, UPI, point of sale)			
	27/01/25	01/02/25		NFC cards- wallet platform- E-KYC- features of E-KYC services			
February- March 2025	03/02/25	08/02/25	8	NEFT- smart cards- cyber security for digital payment. –			
							2. Kavitha, D. (Latest Edition). Customer Relationship Management. Chhattisgarh: Orange Books Publication.
	09/02/25	15/02/25		<b>3. CRM and digital Banking:</b> CRM- Meaning- definition- role of CRM in banking- CRM in a digitalized environment			
	17/02/25	22/02/25		CRM in a digitalized environment- current status of e-CRM in banks- e-CRM techniques- benefits of eCRM			
	24/02/25	01/03/25		data warehousing and data mining- analytical CRM- customer retention. –			
March 2025	03/03/25	08/03/25	8				3. Shroff, T. F. (Latest Edition). Modern Banking Technology. New Delhi: Northern Book Centre.
				<b>4. ICT in Banking:</b> Introduction to Electronic Transactions - Core Banking - Mobile Banking; Internet Banking – Electronic Funds Transfer			
	10/03/25	15/03/25		Account Management – Loan Application – Registering for new bank services – Customer Information Management			
	17/03/25	22/03/25		ATM System – Function – Out sourcing of ATMs			
	24/03/25	29/03/25		Payment Banks – Mobile Wallets – Electronic Purse – Global Payment Processing - Debit/ Credit Cards/ Smart Cards			
March-April 2025	31/03/25	05/04/25	4	Global Payment Processing ( Debit/ Credit Cards/ Smart Cards) - Banking Apps – BHIM; Unified Payments Interface (UPI)			

	07/04/25	11/04/25		Bitcoins. Applications – Direct Benefit Transfer (DBT), UIDAI and Banking.			
<b>Assessment Rubrics</b>	<b>Component</b>	<b>Max Marks</b>					
	ISA 1	5					
	ISA 2	5					
	Practical						
	Project						
	Semester End Exam	40					