



ଓଡ଼ିଶା ରାଜ୍ୟ ମୁକ୍ତ ବିଶ୍ୱବିଦ୍ୟାଳୟ, ସମ୍ବଲପୁର, ଓଡ଼ିଶା  
**Odisha State Open University, Sambalpur, Odisha**  
 Established by an Act of Government of Odisha.

## DIPLOMA IN BANKING AND INSURANCE (D B I)

### Programme Objectives:

- To equip the learners with knowledge, skills and attitude to meet the requirements of the job market in the banking and insurance sectors.
- To develop critical appreciation regarding the concepts, principles and theories related to Banking and Insurance.
- To acquaint the learners with the emerging trends, contemporary issues and practices of the Financial Institutions in India.
- To provide the foundation for advanced studies in related domain.

### Programme Outcomes:

After successful completion of this programme the learners should be able to:

- State the general concepts, principles, theories and legal aspects related to banking and insurance.
- Demonstrate application of the learnt concepts and principles in practical situations.
- Understand integrated strategies using tools and techniques to meet the emerging opportunities and challenges in banking and insurance.

### Highlights of the Programme:

- **Duration of the Course:** Minimum: 1 year, Maximum: 4 years.
- **Conduct of Classes:** Weekend for 4 hours (preferably on Sundays) Course Fees: Rs.4000 /-
- **Eligibility Criteria:** 10 + 2 and above in any stream.
- **Evaluation:** Based on Assignments (25%) and Term End Examinations (75%).

### Target Group:

- +2 Students preferably from commerce stream
- Regular students pursuing UG & PG courses interested for an add on course in banking and insurance.
- In service staff from banking and insurance sectors for upward mobility / promotion in advancement of their career.
- Anyone having interest to gain employment in banking, finance and insurance sectors.

**Pedagogy:**

The Course shall be taught through the interactive: Self-guided Learning Materials, OERs, reference materials, Week-end Counselling Classes, Audio/Video Lectures, and Online classes.

**PROGRAMME STRUCTURE****Total Semesters-2****Total Credit-32****Total Courses - 8****FIRST SEMESTER**

DBI- 01	Fundamentals of Accounting & Business Mathematics	Credit-4
DBI- 02	Banking Theory and Practice	Credit-4
DBI- 03	Principles and Functions of Management	Credit-4
DBI- 04	Legal Aspects of Banking	Credit-4

**SECOND SEMESTER**

DBI - 05	Marketing of Services	Credit-4
DBI - 06	Technology in Finance and Service Delivery	Credit-4
DBI - 07	Theory, Law And Practice of Life Insurance	Credit-4
DBI - 08	Theory , Law And Practice of General Insurance	Credit-4

## SYLLABUS FOR DIPLOMA IN BANKING AND INSURANCE

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### **DBI-1 FUNDAMENTALS OF ACCOUNTING & BUSINESS MATHEMATICS**

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#### **Objectives: Learners will be equipped to:**

- Acquire conceptual knowledge on financial accounting and business mathematics
- Understand skills for recording various kinds of business transactions and
- Apply mathematical techniques in day to day business.

#### **BLOCK 01: BASICS OF ACCOUNTING**

UNIT 01: INTRODUCTION TO ACCOUNTING

UNIT 02: BASIC CONCEPTS AND CONVENTIONS

UNIT 03: JOURNAL, LEDGER, TRIAL BALANCE

UNIT 04: CASH BOOK & BANK RECONCILIATION STATEMENT

#### **BLOCK 02: REPORTING STANDARDS & BUSINESS INCOME**

UNIT 05: INDIAN ACCOUNTING STANDARDS

UNIT 06: INTERNATIONAL FINANCIAL REPORTING STANDARDS

UNIT 07: MEASUREMENT OF BUSINESS INCOME

#### **BLOCK 03: FINANCIAL STATEMENTS**

UNIT 08: DEPRECIATION ACCOUNTING

UNIT 09: CAPITAL REVENUE

UNIT 10: FINAL ACCOUNTS WITH ADJUSTMENTS

#### **BLOCK 04: BUSINESS MATHEMATICS**

UNIT 11: RATIOS AND PROPORTIONS

UNIT 12: SIMPLE AND COMPOUND INTEREST AND EMI

UNIT 13: ANNUITY AND SINKING FUND

UNIT 14: BILL DISCOUNTING AND AVERAGE DUE DATE

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**DEB-2 BANKING THEORY AND PRACTICE**

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**Course Objectives:** Learners will:

- get exposure in various Banking laws and concepts.
- be exposed to banking operations
- have practical applications of banking aspects in real life situations

**BLOCK-01 BANKING INTRODUCTION, FUNCTIONS & REGULATIONS**

UNIT 01: INTRODUCTION TO BANKING

UNIT 02: FUNCTIONS OF COMMERCIAL BANKS

UNIT 03: RESERVE BANK OF INDIA

**BLOCK-02: BANKER & CUSTOMER**

UNIT 04: BANKER CUSTOMER RELATIONSHIP

UNIT 05: NEGOTIABLE INSTRUMENTS

UNIT 06: PAYMENT, COLLECTION & DISHONOUR OF CHEQUE

**BLOCK-03: BANK LENDING, DOCUMENTATION AND SECURITIES**

UNIT 07: PRIORITY SECTOR ADVANCES

UNIT 08: GOVT SPONSORED SCHEMES

UNIT 09: DOCUMENTATION, CHARGE CREATION & SECURITIES

**BLOCK-4: RECENT DEVELOPMENT AND INITIATIVES**

UNIT 10: FINANCIAL INCLUSION AND FINANCIAL LITERACY

UNIT 11: PMLA AND KYC POLCY

UNIT 12: NON PERFORMING ASSETS (NPA) MANAGEMENT

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**DBI-3 PRINCIPLES AND FUNCTIONS OF MANAGEMENT**

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**Course Objectives:** Learners would be able to acquire knowledge in:

- Management Concepts
- Principles of Management
- Applications of Management
- Functions of Management

**BLOCK 01: INTRODUCTION TO MANAGEMENT AND PLANNING**

UNIT 01: NATURE AND SIGNIFICANCE OF MANAGEMENT

UNIT 02: MANAGERIAL SKILLS AND ROLES OF MANAGERS

UNIT 03: EVOLUTION OF MANAGEMENT THOUGHTS

UNIT 04: MANAGERIAL PLANNING

**BLOCK 02: ORGANISING**

UNIT 05: PRINCIPLES OF ORGANISATION

UNIT 06: ORGANISATION STRUCTURE

UNIT 07: DELEGATION OF AUTHORITY AND RESPONSIBILITY

UNIT 08: CENTRALISATION AND DECENTRALISATION

**BLOCK 03: STAFFING AND DIRECTING**

UNIT 09: STAFFING

UNIT 10: DIRECTING

UNIT 11: LEADERSHIP

**BLOCK 04: MOTIVATION, COMMUNICATION AND CONTROL**

UNIT 12: MOTIVATION

UNIT-13 COMMUNICATION

UNIT 14: CONTROLLING

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**DBI - 4: LEGAL ASPECTS OF BANKING**

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**Objectives:**

The Learners would be able to acquire knowledge in:

- The legal & regulatory framework of Indian banking system
- Various laws and enactments affecting day to day Banking operations

**BLOCK 01: BANKING REGULATIONS AND COMPLIANCE**

UNIT 01: RBI ACT ,1934 AND BANKING REGULATION ACT,1949

UNIT 02: CREDIT AND MONETARY POLICY

UNIT 03: CONCEPTS OF CRR AND SLR

UNIT 04: CORPORATE GOVERNANCE

**BLOCK 02: LEGAL ASPECTS OF BANKING OPERATIONS**

UNIT 05: CREATION OF CHARGE UNDER COMPANIES ACT

UNIT 06: THE LIMITATION ACT,1963

UNIT 07: BANKER'S BOOK EVIDENCE ACT,1891

UNIT 08: LAW OF AGENCY AND INDIAN TRUST ACT 1882/1992

**BLOCK 03: COMMERCIAL LAWS**

UNIT 09: INDIAN CONTRACT ACT 1872

UNIT 10: SALE OF GOODS ACT 1930

UNIT 11: INDIAN PARTNERSHIP ACT 1932

UNIT 12: INDIAN COMPANIES ACT 2013

**BLOCK-4: BANKING RELATED LAWS**

UNIT 13 SARFAESI ACTT 2002

UNIT 14 CONSUMER PROTECTION ACT & BANKING OMBUDSMAN

UNIT 15 TRANSFER OF PROPERTY ACT 1882

UNIT 16 FOREIGN EXCHANGE MANAGEMENT ACT 2000

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**DBI-5: MARKETING OF SERVICES**

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**Objectives:** The Learners would be able to acquire knowledge in:

- Marketing in general and Service marketing in particular
- The specialty and aspects of Service Marketing
- Global and Indian Scenario of Service Marketing
- Service Marketing-Latest trends and related concepts

**BLOCK-01: INTRODUCTION TO MARKETING**

Meaning, Definitions and evolution: Core Concepts of Marketing, Various approaches to the study: Marketing Environment-Micro and Macro: Goods vs. Service Marketing

**BLOCK - 02: FOUNDATION OF SERVICES MARKETING**

The services concept- Service Industry – Nature of Services, Characteristics of Service, Classification of Service - Importance of Service Marketing – The Growth in Service-Global and Indian Scenarios – Four I's of services – Intangibility, Inconsistency, Inseparability and Inventory

**BLOCK - 03:SERVICES MARKET SEGMENTATION**

Positioning and Differentiation of Services: Issues in Marketing of services – Extended Services Marketing Mix: Going: Beyond the 4 Ps. (7 P's of Services Marketing): Services Delivery Process – Service Blueprints -Service Mapping-Managing Employees for service orientation: Distribution Strategies for Services – Challenges in Distribution of Services

**BLOCK- 04:PERSONAL SELLING**

Advertising and Sales Promotion in Service Industry Customer Satisfaction & Service Quality in Services Marketing – Service Monitoring and Measuring customer satisfaction, Handling complaints effectively – Service Failure & Recovery Relationship Marketing-CRM Rural Marketing, Green Marketing and Trends in Service Marketing

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**DEB-06 TECHNOLOGY IN FINANCE AND SERVICE DELIVERY**

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**Objectives:** The Learners would be able to acquire knowledge in:

- Banking Technology in Delivery channels
- Electronic Payment System
- IT adaption in Service Delivery Trend
- Information System -Audit and security

**BLOCK- 01:** Electronic Banking - Core Banking Solutions:

Banking Technology - Distribution channels - Teller Machines at the Bank Counters - Cash dispensers - ATMs - Anywhere Anytime Banking - Home banking (Corporate and personal) Electronic Payment systems.

**BLOCK- 02:**Online Banking - Online enquiry and update facilities - Personal identification numbers and their use in conjunction with magnetic cards of both credit and debit cards, smart cards, signature storage and display by electronic means, cheque truncation, microfiche, note and coin counting devices.

**BLOCK- 03:**Electronic funds transfer systems - plain messages (Telex or data communication) - structured messages (SWIFT, etc...) - RTGS

**BLOCK- 04:** Information Technology - Current trends – Bank net, RBI net, Data net, Nicnet, I-net, Internet, E mail, etc...- Role and uses of technology up gradation - Global developments in Banking Technology - Information Technology in finance and service delivery: Impact of Technology on Banks - Protecting the confidentiality and secrecy of data - Effect on customers and service quality - Computer Audit -Information System Audit. Information System Security and Disaster Management



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**DBI-7 THEORY, LAW AND PRACTICE OF LIFE INSURANCE**

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**Objectives:** The Learners would be able to acquire knowledge in:

- Insurance related concepts
- Risk Management in Insurance
- Regulatory framework of life Insurance
- Life Insurance Products and Practices.

**BLOCK - 01: CONCEPT OF INSURANCE**

Risk Management; The Concept of Insurance and its Evolution; The Business of Insurance; The Insurance Market; Insurance Customers; The Insurance Contract; Insurance Terminology; Life Assurance products; General Insurance Products.

**BLOCK -02: REGULATORY FRAMEWORK OF INSURANCE BUSINESS IN INDIA**

Development of Insurance Legislation in India and Insurance Act 1938; Insurance Regulatory and Development Authority of India (IRDAI) Functions and Insurance Councils; IRDAI audits Licensing Functions; Policy Holders Rights of Assignment, Nomination and Transfer; Protection of Policy Holders Interest; Dispute Resolution Mechanism; Financial Regulatory Aspects of Solvency Margin and Investments; International Trends In Insurance Regulation.

**BLOCK - 03: LIFE INSURANCE PRACTICES**

Life Insurance Organization; Premiums and Bonuses; Plans of Life insurance; Annuities; Group Insurance; Linked Life Insurance Policies; Applications and Acceptance; Policy Documents; Premium payment, Life Insurance Corporation (L.I.C) of India; Policy Lapse and Revival; Assignment, Nomination and Surrender of policy; Policy Claims.

**BLOCK- 04: APPLICATIONS OF LIFE INSURANCE**

Financial Planning and Life Insurance; Life Insurance Planning; Health Policies; Pensions and Annuities; Takaful (Islamic Insurance). Insurance Underwriting.

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**DBI - 08 THEORY, LAW AND PRACTICE OF GENERAL INSURANCE**

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**Course Objectives:** The Learners would be able to acquire knowledge in:

- General Insurance related concepts
- Important General Insurance Products
- Health Insurance

**BLOCK - 01: GENERAL INSURANCE - PRACTICES AND PROCEDURES**

Introduction to General Insurance; Policy Documents and forms; Underwriting; Ratings & Premiums; Claims; Insurance Reserves & Accounting.

**BLOCK - 02: FIRE & CONSEQUENTIAL LOSS INSURANCE**

Basic Principles and the Fire Policy; Add On Covers and Special Policies; Fire Hazards and Fire Prevention; Erstwhile Tariff – Rules and Rating; Documents; Underwriting; Claims – Legal & Procedural Aspects; Consequential Loss Insurance; Specialised Policies and Overseas Practice.

**BLOCK - 03: MARINE, AGRICULTURE, MOTOR VEHICLE, AVIATION AND LIABILITY INSURANCE**

Basic Concepts; Fundamental Principles; Underwriting; Types of Covers.

**BLOCK - 04: HEALTH INSURANCE**

Introduction and the Health system in India; Health Insurance Products in India; Health Insurance Underwriting; Regulatory and legal aspects of health insurance; Customer service in health insurance; Health Insurance frauds; Reinsurance.