



Vivekanand Education Society's College of Arts, Science and Commerce (Autonomous) Sindhi Society, Chembur, Mumbai, Maharashtra – 400 071.

Accredited by NAAC "A Grade" in 3rd Cycle - 2017 Best College Award – Urban Area, University of Mumbai (2012-13) Recipient of FIST Grant (DST) and STAR College Grant (DBT)

Affiliated to the

University <mark>of M</mark>umba<mark>i</mark>

Credit

Syllabus for

Program: B.Com. (Financial Markets)

(Program code: VESUCFM)

As per Choice Based Semester and Grading System (CBSGS) with effect from Academic Year 2023 - 2024

Program Outcomes (PO):

A leaner completing B.Com.(Financial Markets) will be able to:

- PO1 Develop basic economic analysis skills in finance for making reasonable investment decisions and conduct basic research in finance.
- PO2 Understand the world of Financial Services and its operations and importance in the present world.

PO3 Compete and project their knowledge and skills necessary to become employable the financial service industry.

- PO4 Evaluate the structure of financial markets, the different types of securities, and the performance of market participants.
- PO5 Provide a detailed explanation of financial instruments such as options, futures, swaps and other derivative securities.
- PO6 Evaluate the trends that make financial planning an emerging profession.
- PO7 Evaluate the economic environment and the impact of governmental economic policies on consumers and financial institutions.



Program Specific Outcomes (PSO's)

On completion of B.Com.(Financial Markets) program, learners will be enriched with knowledge and be able to

- PSO1 Understand the functions of financial markets and intermediary institutions.
- PSO2 Understand the concept of Stock Market Index and its calculation.
- PSO3 Know the basics of Currency, Fixed Income Securities and Mutual Funds.
- PSO4 Master the concept of Time Value of Money.
- PSO5 Understand the selection of portfolio of securities that maximizes return while minimizing risk.
- PSO6 Explain how derivatives products can be used in portfolio management.

S.Y.B.Com. (Financial Markets)

(SEMESTER III)

Course Code	Title	Credits & Lectures per Semester	Lectures per Week
MAJOR I	Basic of Investment & Wealth Creation	04 Credit	
	Unit I: General Principles Of Investing	15 Lectures	
	Unit II: Financial Mathematics - I	15 Lectures	04
	Unit III: Financial Mathematics – II	15 Lectures	
	Unit IV: Risk Profiling of Products and Investors – Asset Allocation	15 Lectures	
MAJOR II	Debt Markets	04 Credit	
	Unit I : Introduction to the debt markets	15 Lectures	
	UNIT II : Bonds & Fixed Income Securities	15 Lectures	04
	Unit III: Valuat <mark>io</mark> n of bonds	15 Lectures	
	Unit IV : Tracking Fixed income markets	15 Lectures	
MINOR	Organizational Behavior	04 Credits	
	Unit I: Introduction to organizational Behavior	15 Lectures	-
	Unit II: Understanding Others: Interpersonal relationships	15 Lectures	04
	Unit III: Group Behaviour and Team Behaviour	15 Lectures	
	Unit IV: Stress Management and Change	15 Lectures	
GENERIC	Corporate law-I	02	
ELECTIVE	UNIT I: Corporate Incorporation and Management	12 Lectures	02
	UNIT II: Oppression & Mismanagement and Investigation (Sections 397 to 408; Sections 235 to 251)	12 Lectures	

Course Code	Title	Credits & Lectures per Semester	Lectures per Week
VOCATIONAL/	Computer Skill -I	02 Credit	
SKILL ENHANCEMENT	Unit I: Computer Hardware	08 Lectures	
COURSE	Unit II: Word	06 Lectures	02
	Unit III: PowerPoint Presentation	08 Lectures	
	Unit IV: Excel	08 Lectures	
ABILITY	Indian Modern Language		
ENHANCEMENT COURSE	(It will be decid <mark>e</mark> d at college level)		02



S.Y.B.Com. Financial Markets

(SEMESTER IV)

Course Code	Title	Credits & Lectures per Semester	Lectures per Week
MAJOR I	Portfolio Management	04	
	Unit I: Portfolio Management	15 Lectures	
	Unit II: Portfolio Management Strategies	15 Lectures	04
	Unit III: Portfo <mark>li</mark> o Analysis	15 Lectures	
	Unit IV: Portfolio Revision and performance management	15 Lectures	
MAJOR II	Corporate Finance	04	
	Unit I: Corporate Finance- an overview	15 Lectures	
	Unit II : Planning the Corporate Financial Activities	15 Lectures	04
	Unit III: Capital Structure	15 Lectures	
	Unit IV: Sources and Methods of raising Corporate Finance	15 Lectures	
MINOR	Marketing in Financial Services	04	
	Unit I: Foundation of Services Marketing	15 Lectures	
	Unit II: Services Market Segmentation	15 Lectures	03
	Unit III: Issues in Marketing of Services	15 Lectures	
	Unit IV: Customer Satisfaction & Service Quality in Service Marketing	15 Lectures	
GENERIC	Corporate Law II	02 Credits	
ELECTIVE	UNIT I: Corporate Liquidation	15 Lectures	02
	UNIT II: Corporate Governance and Social Responsibility	15 Lectures	
SKILL	Principles of Management	02 Credits	
ENHANCEMEN T COURSE	Unit I: Introduction	10 Lectures	

	Unit II: Planning and decision making	10 Lectures	
	Unit III: Management Control	10 Lectures	
ABILITY ENHANCEMEN	Indian Modern Language	02 Credits	
T COURSE	(It will be decided at college level)		02



Detailed Syllabus: Unit wise / Module wise with number of lectures

Course title: Basic of Investment & Wealth Creation

Course : MAJOR I

Objective:

- To give the students an idea about the general principles of Investment.
- To give them the fundamentals of basic calculations required for investment.
- To give them an idea about time value of money.
- To make them aware about the risks associated with investment.

Learning Outcomes (LO):

- LO1 A basic understanding about the general principles of investment.
- LO2 Learners get an in-depth knowledge of the time value of money and its calculation.
- LO3 Learners gain an understanding of the different types of risks associated with investment and the ways to minimize them.

Unit no.	Details of topics	No of lectures
1.	General Principles of In <mark>vesting</mark>	
	Introduction to Investment, Savings Vs. Investment, Investing Vs. Speculation, Investing Vs. Borrowing, Why is investment necessary, When to Start Investing, Investment Objectives – Setting SMART Goals, Asset Classes available for investments – Financial Assets Vs. Non-Financial Assets, Important attributes of Various asset classes – Safety (Risk), Liquidity, Yield. Co-relation between various asset classes Debt Management - Purpose, Need and responsibilities, Short Term Debt Vs. Long Term Debt, Fixed Rate Vs. Variable Rate Mortgages, Consumer Loans, Refinancing, Hire Purchase Credit Cards, Leasing Personal Financial Statement Analysis Cash inflows and cash outflows, income and Expenditure statement, Budgeting and forecasting, Monitoring budgets and provisions for savings, Personal Balance Sheet and Forms Of Business Ownership Sole Proprietorship; Partnership Firm; Limited Liability Partnership; Limited Liability Companies; Trusts; Foundations/Exempt Organizations; Co-operative	15 Lectures

	Societies	
Unit no.	Details of topics	No of lectures
2	Financial Mathematics - I	
	Time Value of Money Present Value; Net Present Value; Future Value; Annuities – Immediate and Deferred; Growing Annuities and Inflation adjusted Annuities Calculation of returns Nominal Rate of Return, Effective Rate of Return, Internal Rate of Return, Holding Period Return (HPR), Compounded Annual rate of Return (CAGR), Real Rate of Return after adjusting for Inflation, Rate of Return after adjusting taxes	15 Lectures
3.	Financial Mathematics – II	
	Total Assets – Net Worth and Financial Ratios Net worth and its components, Liquidity Ratios, Debt to income Ratio, debt to financial assets, debt to total assets, savings Ratio Loan Calculations EMI Calculation; Loan restructuring – Present Value of future payments; Loan repayment schedules; Loan repayments with varying interest rates; Amortization; Home Equity; Refinancing cost; Fixed EMI Vs. Fixed Tenure.	15 Lectures
4.	Risk Profiling of Products and Investors – Asset Allocation	
	Types of Investment Risk Market Risk Exchange Rate Risk. Risk Profiling of Investor Understanding Investor's investment psychology and investment behaviour; Risk based on investor's life stage; Risk based on investors earnings, income generation and assets; Risk Tolerance – risk capacity and risk appetite; classifying investors as per their risk profile; matching products to investors risk profile and tenure of goals Asset Allocation Asset Allocation – Base of Investment Planning; Asset Classes – Equity, Debt, Cash. Precious metals; Expected rate of return; Goal Specific Asset Allocation; Change of asset allocation while approaching goals; Selection of asset mix as per clients goals Types of Asset Allocation Strategies Strategic, Tactical and Life Stage asset allocation Wealth Creation – Factors and Principles Income and Savings Ratio; Allocation of savings to asset classes; Taking advantage of opportunities in various asset classes; Overall effective yield and tax aspects; Wealth protection and wealth erosion	15 Lectures

- Dr. VA Avadhani, Investment Management, Himalaya Publishing House
- Jack R Kapoor, Les R Dlabay, Robert J Hughes, Personal Finance,
- Tata McGraw Hill Publishing Co. Ltd.
- Preeti Singh, Investment Management Security Analysis and Portfolio Management, Himalaya Publishing House
- Dr. Prasanna Chandra, Investment Analysis and Portfolio Management

- NaratCharupat, Huaxiong Huang, Moshe A. Milevsky Strategic Financial Planning over the Life Cycle, Cambridge University Press
- Jeff Madura, Personal Finance, Pearson Education

Course title: DEBT MARKETS

Course: MAJOR II

Objective:

- To make the students familiar to the financial systems and its fixed income securities.
- To make them understand the functioning of Bond Market.
- To make them understand the valuation of bond.

Learning Outcomes (LO):

- LOI It creates awareness among the learners towards current developments in the Debt market.
- LO2 It also creates awareness about Bond Market sector.
- LO3 Students will get to know Valuations of Bond

Unit no.	Details of topics	No of lectures
1	Introduction to the deb <mark>t markets</mark>	
	Evolution of Debt Markets in India	
	 Money market & Debt Market in India 	15
	• Regulatory framework in the Indian debt market	Lectures
	• Central government securities: bonds, T-bills, state government	
	bonds,	
	Open market operations	
	 Primary dealers in Government Securities Clearing Corporation of India 	
2	Bonds & Fixed Income Securities	
	• Features of bonds, Types of bonds, Issuers of bonds, Bond	15
	ratings- importance & relevance and rating agencies.	Lectures
	• Features of Fixed Income Securities	
	• Risk and Return Analysis in Fixed Income Securities Type of	
	Fixed Income Securities	
3	Valuation of bonds	
	• Determinants of the value of bonds	15
	Bond Mathematics	Lectures

	Yield Curve Analysis	
	• Valuation of fixed income securities	
4.	Tracking Fixed Income Markets & Portfolio Management	
	Strategies	
	Tracking bond markets	15
	Fixed Income Portfolio Management-	Lectures
	• Types of bond management strategy	

- Bhardwaj, Gautam, (2008), The Future of India's Debt Market, Tata McGraw Hill.
- Suryanarayan, (2002), Debt Market, ICFAI Publication Press.
- Fabozzi, Frank, (2004), Fixed Income Analysis Workbook, 2nd edition, John Wiley & Sons
- Shah, Ajay, Thomas, Sushan and Gorham, Michael, (2008), Indian Financial Markets, Elsevier, USA
- FIMMDA-NSE Debt Market (Basic) Module, Workbook from NSE.
- Dun and Bradstreet, (2008), Fixed Income Securities, Tata McGraw Hill.



Course title: Organizational Behaviour

Course: MINOR

Objective:

- To learn the basic concepts of Organizational Behaviour and its applications in contemporary organizations.
- To understand how individuals, groups and structure have impacts on organizational effectiveness and efficiency.
- To appreciate the theories and models of organizations in the workplace.
- To creatively and innovatively engage in solving organizational challenges.
- To learn and appreciate different cultures and diversity in the workplace.

Learning Outcomes (LO):

On successful completion of this course students will be able to:

- LO1 : To understand the conceptual framework of the discipline of OB and its practical applications in the organizational set up.
- LO2: To deeply understand the role of individual, groups and structure in achieving organizational goals effectively and efficiently.
- LO3: To critically evaluate and analyze various theories and models that contribute to the overall understanding of the discipline.
- LO4: To develop creative and innovative ideas that could positively shape the organizations.
- LO5:To accept and embrace working with different people from different cultural and diverse backgrounds in the workplace.

Unit	Details of topics	No of
no.		lectures
1.	Introduction to Organization Behaviour	
	Organizational Behaviour- Organizational Behaviour Multidiscipline-	
	Different model of Organizational Behaviour- Individual behaviour is	15
	studied through Perception- Personality - Values- Attitudes- Job	Lectures
	satisfaction- MotivationLearning Understanding self-studied through-	
	Perception and Personality Understanding self-studied through- Values	
	and Attitudes	
2.	Understanding Others: Interpersonal relationships	
	Conflict Management –Nature of Conflict- Level of Conflict- Source of	15
	ConflictEffects of Conflict- Process of Conflict- Stages of Conflict-	Lectures
	Conflict Handling Orientations Power and Organizational Politics-	
	Sources of Power-Organizational PoliticsInfluence and Political Po	
3.	Group Behaviour and Team Behaviour	
	Group Behaviour, Informal Groups – Group Dynamics- Types of	15
	Groups- Nature and effects of Informal groups- Benefits of Informal	Lectures

	groups-Formal groups – Monitoring informal organization- Identifying	
	and Rewarding Informal leaderKey Roles of Informal leader –Are there	
	Multiple informal leaders? Formal Groups- Potential Outcomes of	
	Informal Group Processes Team and Team Building- Modern	
	organization- Outcomes of Modern Organization- Team work – Task	
	team- Difference Between Groups and TeamsLife cycle of Team –	
	Major Factors for Effective Teams- Team Building- Need for Team	
	building- Team Building Process- Skills Useful in Team Building	
4.	Stress Management and Change	
	Stress Management and Counselling- How it Comes About -How it	15
	Affects Various Elements of Job Performance- Extreme Product of	Lectures
	Stress- Stress and Job Performance-Approaches to Stress Management-	
	Characteristic of Counselling-Types of Counselling Change and its	
	Effects- Nature of Change – Effect of Change – Response to Change –	
	Resistance to change – Reasons for Resistance to	
	ChangeTransformational Leadership and Change-What are Elements of	
	Transformational Leadership- Three stage model of changes Process	

- Organisational Behaviour: Ashwathappa K : Himalaya Publishing
- Organisational Behaviour: Jit S Chandran : Vikas Publishing House
- Organisational Behaviour: Fred Luthans: Mc Graw Hill
- Organisational Behaviour : Robbings, Stephen: Pearson
- Organisational Behaviour: P C Pardeshi : Everest
- Organisational Behaviour: L M Prasad: S Chand
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Course title: CORPORATE LAWINCE 1962

Course : GENERIC ELECTIVE

Objective:

- Provide instruction in key aspects of the core lawyering skills that are used in most forms of legal practice.
- Expose students to the demands, constraints, and methods of thinking in the role of lawyers.

• Provide students with a basis for understanding the interaction of legal analysis with human behavior, including interpersonal dynamics and communication.

Learning Outcomes (LO):

On successful completion of this course students will be able to:

- LO1 A basic understanding of law is acquired by the learners that can be practically applied to seek redressal for injustices.
- LO2 Learners get an in-depth knowledge of contracts by learning about different contracts & agreements.
- LO3 Learners gain an understanding of various types of contracts, their elements and necessities.
- LO4 Learners gain an understanding of negotiable instrument act and applications in real life situations.

Unit no.	Details of topics	No of lectures
1.	Corporate Incorporation and Management	
	 (i) Certificate of Incorporation (ii) Memorandum and Articles of Association (iii) Doctrine of Ultra Vires (iv) Doctrine of Indoor Management (i) Directors: Appointment, Removal, Position, Powers and Duties of Directors. (ii) Audit Committee: Its Role. (iii) Company Secretary: Qualification, Appointment and Duties (iv) Officer who is in default: Definition of Officer who is in default (v) Liability of independent directors. 3. (i) Types of Meetings (ii) Procedure of calling meeting (iii) Company's resolutions and its kinds 	15 Lectures
2	Oppression & Mismanagement and Investigation (Sections 397 to 408; Sections 235 to 251)	
	 (i) Rule in Foss v. Harbottle (ii) Prevention of Oppression (iii) Prevention of Mismanagement (iv) Role & Powers of the Company Law Board (v) Role & Powers of Central Government (i) Company Investigation 	15 Lectures

References:

- Saleem Sheikh & William Rees, Corporate Governance & Corporate Control, Cavendish Publishing Ltd., 1995
- Taxmann, Companies Act 2013
- Taxmann, A Comparative Study of Companies Act 2013 and Companies Act 1956
- Charles Wild & Stuart Weinstein Smith and Keenan, Company Law, Pearson Longman, 2009
- Institute of Company Secretaries of India, Companies Act 2013, CCH Wolter Kluver Business, 2013
- Lexis Nexis, Corporate Laws 2013 (Palmtop Edition)
- C.A. Kamal Garg, Bharat's Corporate and Allied Laws, 2013,

Course title: Computer skills-1

Course code: MINOR

Objective:

1. To provide computer skills and knowledge for commerce students and to enhance the usefulness information technology tools for business operations.

Learning Outcomes (LO):

- LO1 It will help the students in creating Business Documents.
- LO2 Students will be equipped with the different tools to create Business Presentations.
- LO3 Students will be familiar with the generally used Spreadsheet functions like Mathematical, Statistical, Financial, Logical, Date and Time, Lookup and reference, Database, and Text functions which will help them incorporate functioning.
- LO4 Students will learn to manage the data records of the business.

Unit	Details of topics	No of
no.		lectures
1	Computer Hardware	
	Personal Computers- identification/demonstration of different storage	8
	Devices like CD and CD drive, hard disk- HDD, storing and retrieving	Lectures
	data from various storage devices, identification of various input and	

	output devices. Primary memory, RAM and ROM- Processor- CPU, it's	
	speed- machine cycle, ports, computer buses, Different types of printers.	
	Introduction to trouble shooting of personal computers.	
2	Word Processing: Introduction to word-Processing, word-processing	6
	concepts, Use of Templates, Working with word document: Editing text,	Lectures
	Find and replace text, Formatting, spell check, Autocorrect, Auto text;	
	Bullets and numbering, Tabs, Paragraph Formatting, Indent, Page	
	Formatting, Google drive, Inserting Pictures and Video; Mail Merge:	
	including linking with Database; Printing documents	
3.	Preparing Presentations: Basics of presentations: Slides, Fonts,	8
	Drawing, editing; Inserting: Tables, Images, texts, Symbols, Media;	Lectures
	Design; Transition; Animation; and Slideshow	
4.	EXCEL: Excel Interface & using basic functions of menus/ribbons on	8
	basic data, Creating <mark>&</mark> manipulating worksheets and records,	Lectures
	Formatting, Lay outing & Changing Views, Cell Referencing, formulas &	
	functions, Charting and <mark>V</mark> isualizations, Data Analysis Tools, Saving,	
	Printing & Protection, Collaborating & Including Graphics, Macros,	
	Using Excel in real life w <mark>or</mark> ld	

- Fundamentals of Computers- Rajaram V- Prentice Hall
- Computers Today- Sanders, Donald- Mc Graw Hill
- Computers- Subramaniam N- wheeler
- Computers in Business- Saners D Mc Graw hills
- Woody Leonhard, using Microsoft Office, Pearson
- PCSoftware Made Simple-R.K.Taxali
- Office 2013 complete reference Stephen L.Nelson
- Quick course in Micro-soft office Joyce Cox, Polly Orban
- Mastering Office 2013 GimiCouster
- Rajkamal, Internet and web Technologies, Tata McGraw Hill (2013)

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S.Y.B.Com. Financial Markets

(SEMESTER IV)

Course title: PORTFOLIO MANAGEMENT

Course : MAJOR I

Objective:

- It aims at equipping students with financial tools.
- To understand different portfolio management strategies.
- It helps in understanding portfolio risk and return.
- It helps in decision making for investments in Financial Securities.

Learning Outcomes (LO):

- LO1 Students understand the concept of portfolio and how to manage a portfolio.
- LO2 They are introduced to the stock market and exchanges of the country.
- LO3 They also get an idea about portfolio analysis on the basis of risk and return concepts.
- LO4 It is also aimed at imparting basic understanding important theories/models and techniques in portfolio management.

Unit no.	Details of topics	No of lectures
1.	Portfolio Management	
	Investment process, Investment categories, defining investment goals and objectives, Investment constraints Process of asset allocation, different approaches to allocation decision, overview of allocation techniques	15 Lectures
2.	Portfolio Management Strategies	
	Active strategy, passive strategy, semi active strategy, duration shift and immunization, efficient market hypothesis, top down and bottoms up	15 Lectures
3.	Portfolio Analysis	
	: Diversification, portfolio risk and return, single index model, The sharpe index model, Portfolio Beta	15 Lectures

	Selection: Markowitz Risk- Return optimization, concept of utility, Sharpe optimization model, Geometric mean model, Safety First model, Stochastic Dominance Model	
4.	Portfolio Revision and performance management	
	Revision: Portfolio rebalancing, portfolio upgrading, Formula plans, constant ratio plan, variable ratio plan, selection and revision of equity portfolio 15 Performance measurement: Methods of calculating rate of return, Money weighted rate of return, Time weighted rate of return, Linked internal rate of return, Buying the index approach, Sharpe's- Treynor's – Jensen's performance measure of portfolio 15	es

- Security Analysis and Portfolio Management, Prasanna Chandra, Tata McGraw Hill
- Security Analysis and Portfolio Management, Ravi Kishor, Taxman Publishers
- Financial Management, Khan & Jain, Tata McGraw Hill
- Fundamentals of Investment Management, Hirt and Block, Tata McGraw Hill. Ed 2009.
- Portfolio Management Handbook, Robert A. Strong, Jaico Publishing House, Mumbai
- Portfolio Management: A Strategic approach, Ginger Levin, John Wyzalek: CRC
 Press
- Modern Portfolio Theory and Investment Analysis: Edwin J Elton, Martin Gruber :
 Wile

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Course title: CORPORATE FINANCE

Course : MAJOR II

Objective:

- To familiarize you with the principles and techniques of financial management.
- To understands the Theories of Capitalization
- To understand the concepts of Capital Structure and cost of capital.

Learning Outcomes (LO):

On successful completion of this course students will be able to:

LO1 : Students will be well versed with the concepts of Capital Structure and cost of capital.

LO2 To help you develop and sharpen your analytic abilities in financial management. LO3 Students can apply the financial management knowledge and skills in the decisionmaking process in corporations.

Unit	Details of topics	No of
no.		lectures
1	Corporate Finance- an overview	
	Function of Finance in a business enterprise	15
	Emergence of corporate finance as an integral part of business	Lectures
	finance Need for professional approach in managing corporate	
	finance	
	Role and functions of a Corporate Financial Manager	
	Requirements of an efficient Corporate Financial Manager	
2	Planning the Corporate Financial Activities	
	Theories of Capitalization	15
	Owned Capital and borrowed Capital- Cost of Capital Break even	Lectures
	analysis	
3	Capital Structure -3///CE-7902	
	Meaning and Definition of Capital structure	15
	Factors affecting Capital structure- trading on equity Watered Capital,	Lectures
	over capitalization and under capitalization NPV, IRR, DCF analysis	
	and payback period.	
4	Sources and Methods of raising Corporate Finance	
	Types and features of corporate securities	15
	currently available Management of new issues	Lectures
	including pricing of securities	
	Role of commercial banks and investment banks in financing the	
	corporate sector, Leasing a s method of corporate finance	

- Prasanna Chandra: Financial Management (TMH),
- I. M. Pandey Financial Management (Vikas),
- M. Y. Khan & P. K. Jain Financial Management (TMH),
- Brigham & amp; Houston Fundamentals of Financial Mgmt., Thomson Cengage Learning
- Fundamentals of Financial Management Vanhorns & amp; Bhandari- Personal evaluation.
- Contemporary Financial Management Kothari & amp; Dutta Machanilan India Ltd.
- Financial Markets & amp; Institution Guruswamy Thomson / Cengage Learining
- Stephen A. Ross, Wester FIELD, Jordan Fundamentals of Corporate Finance (Mac Graw Hill)
- Vanhorne & amp; Wachowicz, Fundamentals of Financial Management Pearson
- Damodaran, Corporate Finance John Wiley & amp; Co.

Course title: Marketing in Financial Services

Course: MINOR

Objective:

- To make the students familiar about the concept of service marketing.
- To make them understand the segments of the market and different marketing concepts.
- To make them aware of the issues related to service marketing.

Learning Outcomes (LO):



- LOI It creates awareness among the learners towards Service marketing in India.
- LO2 It also creates awareness about market segmentation and strategies applied for marketing.
- LO3 Students can analyze the problems of the market and try to work out feasible solutions for specific issues.

Unit	Details of topics	No of
no.		lectures
1	Foundation of Services Marketing	
	Foundation of services marketing – Introduction – The services concept	15
	- Service Industry - Nature of Service, Characteristics of Services,	Lectures
	Classification of Services – Importance of Services Marketing – The	
	Growth in Services – Global and Indian Scenario, Retail Financial	
	Services: Investment Services – Insurance Services, Credit Services –	
	Dimensions and drivers, Institutional Financial Service, Distinctive	
	Characteristics of Services _ Four I's of Services - Intangibility,	
	Inconsistency, Inseparability and Inventory, Managing Service	
	Encounters.	
2	Services Market Segme <mark>nt</mark> ation	
	Services Market Segmentation – Positioning and Differentiation of	15
	Services, Promotion and Communication – Designing and Managing	Lectures
	Service Processes, Constructing and Service Environment – Managing	
	People for Service Advantage – Service Quality and Productivity –	
	Customer Relationship Management Customer Loyalty	
3	Issues in Marketing of Services	
	Issues in Marketing of Services – Extended Services Marketing Mix :	15
	Going Beyond the 4 Ps. (7Ps of Services Marketing). Service Delivery	Lectures
	Process – Service Blueprints - Service Mapping – Managing Employees	
	for service orientation. Distribution Strategies of Services – Challenges	
	in Distribution of Services. Personal Selling – Advertising and Sales	
	Promotion in Service Industry.	
4	Issues in Marketing of Services	
	Customer Satisfaction & Service Quality in Service Marketing – Service	15
	Encounter – Role of HR & Internal Marketing – Monitoring and	Lectures
	Measuring customer satisfaction, GAP Model – Handling complaints	
	effectively – Service Failure – Recovery, Use of Internet in Service	
	Marketing, Role of IT in marketing Financial Services, Ethics in	
	Marketing, New trends in marketing, Marketing in 21st Century,	
	Marketing through social networking channels	

• Marketing Financial Services: Arthur Meidam: Macmillan

- Marketing Financial Services: Christine Ennew, Trevor Watkins Mike Wright: Routledge
- The Essence of Services Marketing.: Payne, Adrian: Prentice Hall of India Private Limited, Customer Service Meaning and Measurement: La Londe, B.J. and Zinszer, P.H: National Council of Physical Distribution Management (NCPDM.)
- Financial Services Marketing: Harrison, Tina: Pearson Education

Course title: CORPORATE LAW II

Course : GENERIC ELECTIVE

Objective:

- Provide instruction in key aspects of the core lawyering skills that are used in most forms of legal practice.
- Expose students to the demands, constraints, and methods of thinking in the role of lawyers.
- Provide students with a basis for understanding the interaction of legal analysis with human behavior, including interpersonal dynamics and communication.

Learning Outcomes (LO):

- LO1 A basic understanding of law is acquired by the learners that can be practically applied to seek redressal for injustices.
- LO2 Learners get an in-depth knowledge of contracts by learning about different contracts & agreements.
- LO3 Learners gain an understanding of various types of contracts, their elements and necessities.
- LO4 Learners gain an understanding of negotiable instrument act and applications in real life situations.

Unit no.	Details of topics	No of lectures
1.	Corporate Liquidation	

	(i). Winding up of Companies (ii). Mode of winding up of the companies(iii). Compulsory Winding up under the Order of the Tribunal (iv).Voluntary winding up (v). Contributories (vi). Payment of liabilities	15 Lectures
2.	Corporate Governance and Social Responsibility	
	(i)Importance of Corporate Governance (ii) Different system of Corporate Governance (iii) Impact of Legal Traditions and the Rule of Law on Corporate Governance (iv) Legal Reforms of Corporate Governance in India (v) Reports of the various Committees on Corporate Governance (vi) Emerging Trend based on the recommendation of the Committees in the Companies Act 1956 and the Listing Agreement with Special reference to Clause 49. 2. (i) Corporate Social and Environmental Responsibility	15 Lectures

- Saleem Sheikh & William Rees, Corporate Governance & Corporate Control, Cavendish Publishing Ltd., 1995
- Taxmann, Companies Act 2013
- Taxmann, A Comparative Study of Companies Act 2013 and Companies Act 1956
- Charles Wild & Stuart Weinstein Smith and Keenan, Company Law, Pearson Longman, 2009
- Institute of Company Secretaries of India, Companies Act 2013, CCH Wolter Kluver Business, 2013
- Lexis Nexis, Corporate Laws 2013 (Palmtop Edition)
- C.A. Kamal Garg, Bharat's Corporate and Allied Laws, 2013

Course title: Principles of Management

Course code: SKILL ENHANCEMENT COURSE

Objective:

- 1. It aims at equipping students with the fundamentals of management.
- 2. It helps in understanding the nature and process of management.
- 3. To understand the Fundamentals of organizing.
- 4. It is also aimed at imparting a basic understanding of the Nature, purpose, and process of controlling.

Learning Outcomes (LO):

- LO1 Students understand the concept of basic management roles and skills, contemporary issues and challenges.
- LO2 They get an idea about important concepts like goal setting, MBO, decision making, conditions, forms of group decision making in an organization.
- LO3 They are introduced to kinds of the control systems, prerequisites of effective control systems, resistance to control, controlling techniques.

Unit	Details of topics	No of
no.		lectures
1	Introduction: Nature and process of management, basic management	
	roles and skills, nature of managerial work, approaches to management,	10
	classical behavioral, systems and	Lectures
	contingency approaches, contemporary issues and challenges	
2	Planning and decision-making Concept, purpose and process of	10
	planning, kinds of plans, strategies, policies and	Lectures
	planning, premises, goal setting, MBO, decision making, conditions,	
	forms of group decision making in organization	
3.	Management control: Nature, purpose and process of controlling,	10
	kinds of control system, prerequisites of effective control systems,	Lectures
	resistance to control, controlling techniques	

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