

Bharath
INSTITUTE OF HIGHER EDUCATION AND RESEARCH
(Declared as Deemed - to - be - University under section 3 of UGC Act 1956)
ACCREDITED WITH 'A' GRADE BY NAAC

23/02/2021
Chennai

From
Dr S Praveen Kumar,
Professor & Head,
Department of Management Studies,
Bharath Institute of Higher Education and Research,
Chennai

To
The Dean Engineering
Bharath Institute of Higher Education and Research,
Chennai


Sub: Permission to conduct online value- added course: Introduction to customer service and banking codes and standards - reg.,

Respected Sir,

With reference to subject mentioned above, the department proposes to conduct a value-added course titled: **Introduction to customer service and banking codes and standards** on 28/03/2021. We kindly solicit your kind permission to commence the program.

Warm Regards,


Dr S Praveen Kumar


DEAN- Engineering

DEAN
BHARATH INSTITUTE OF HIGHER EDUCATION & RESEARCH
(Declared as Deemed to be University U/S 3 of UGC Act. 1956)
Chennai-600 073. INDIA.



School of Management Studies & Commerce

Circular

23/02/2021

Sub: Organising online Value-added Course: Introduction to customer service and banking codes and standards - reg.,

With reference to the above-mentioned subject, it is to bring it to your notice that School of Management Studies & Commerce, Bharath Institute of Higher Education & Research is organising "Value added course: Introduction to customer service and banking codes and standards". The Course content and registration form is enclosed below.

The application must reach the institution along with all the necessary documents as mentioned. The hard copy of the application should be sent to the institution by registered/speed post only to reach on or before 25th March 2021; application received after the mentioned date shall not be entertained under any circumstances.


Head of the Department

Encl: A copy of Syllabus & Registration form

Bharath Institute of Higher Education & Research			
School of Management Studies & Commerce			
Participant List			
Value Added Course: Introduction to Customer Service and Banking codes and standards			
S.No	Register Number	Student Name	Remarks
1	U15BA037	LOKESHWARVARMAN J	
2	U15BA038	MULAGOORI SREETHA	
3	U15BA039	MOHAN M	
4	U15BA040	HARI LAKSHMI A	
5	U15BA042	G. GOVARDHAN NAIDU	
6	U15BA043	D. ADARSH	
7	U15BA044	BURRI RAJA	
8	U15BA045	ABRAHAMKARTHICK K	
9	U15BA046	AJAY DANIEL B	
10	U15BA047	GOKULA KRISHNAN RP	
11	U15BA048	MOHAMMED ALI JINNA S	
12	U15BA049	SHYAM SUNDAR N	
13	U15BA050	RAJESHWARAN N	
14	U15BA051	ABHIRAMI THIAGARAJAN	
15	U15BA052	KAVIRANJAN R	
16	U15BA053	KARTHICK R	
17	U15BA054	JANAK MOHTA R	
18	U15BA055	PRAVEEN M	
19	U15BA056	ANGELINA JOSEPH	
20	U15BC159	RAM KUMAR S A	
21	U15BC160	SUDARSANABALAN R	
22	U15BC161	P.CHITRA	
23	U15BC162	MANIGANDAN.D	
24	U15BC163	MICAH IMMANUAL M	
25	U15BC165	SARAVANAN C	
26	U15BC166	AKASH D	
27	U15BC167	PHILIP ANTONY F	
28	U15BC168	VISHHAL O R	
29	U15BC169	SHARMILA E	
30	U15BC170	VENKATESAN M	
31	U15BC171	VIJAYALAKSHMI V	
32	U15BC172	MOHAN KUMAR M	
33	U15BC173	PARTHIBAN P	
34	U15BC174	DIVYA S	

Course Feedback form

Date: 28/3/21

Course Title: *Introduction to customer Service and Banking Codes and Standards*

Name: *Adnan D*

RegNo: *U15B0043*

Department: *BBA*

S.No	Particulars	1	2	3	4	5
(1. Very Unsatisfied 2. Unsatisfied 3. Neutral 4. Satisfied 5. Very Satisfied)						
1.	objectives of the course clear to you				/	
2.	The course contents met with your expectations				/	
3.	The lecture sequence was well planned					/
4.	The lectures were clear and easy to understand				/	
5.	The teaching aids were effective					/
6.	The instructors encourage interaction and were helpful				/	
7.	The level of the course					/
(1. Very poor 2. Poor 3. Average 4. Good 5. Excellent)						
8.	Overall rating of the course:	1	2	3	4	5 /

Please give Suggestion for the improvement of the course:

Weakness of the course:

very fast

Strength of the course:

good session

Adnan D
Signature

*** Thank you ***

Course Feedback form

Date: 28-3-21

Course Title: *Introduction to customer service and Banking codes and standards*

Name: *Burri Raja*

RegNo: *UIBBA044*

Department: *BBA*

S.No	Particulars	1	2	3	4	5
(1. Very Unsatisfied 2. Unsatisfied 3. Neutral 4. Satisfied 5. Very Satisfied)						
1.	objectives of the course clear to you					
2.	The course contents met with your expectations					
3.	The lecture sequence was well planned					
4.	The lectures were clear and easy to understand					
5.	The teaching aids were effective					
6.	The instructors encourage interaction and were helpful					
7.	The level of the course					
(1. Very poor 2. Poor 3. Average 4. Good 5. Excellent)						
8.	Overall rating of the course:	1	2	3	4	5

Please give Suggestion for the improvement of the course:

Weakness of the course: *Session speed*

Strength of the course: *knowledgeable session*

Burri Raja
Signature

*** Thank you ***



INSTITUTE OF HIGHER EDUCATION AND RESEARCH
Department - BBA - University order number 3 of 18/12/2020

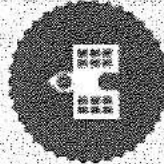
ACCREDITED WITH 'A' GRADE BY NAAC

SCHOOL OF MANAGEMENT STUDIES & COMMERCE

CERTIFICATION OF PARTICIPATION

ADARSH D

has participated in the Value-added course: **Introduction to Customer service and Banking codes and Standards**, a unique and special programme held at **Bharath Institute of Higher Education & Research** on 28/03/2021

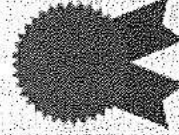


Mr. R. Ramamoorthy

COURSE CO-ORDINATOR

Dr S Praveen Kumar

HEAD OF THE DEPARTMENT



Bharath Institute of Higher Education & Research				
School of Management studies and Commerce				
Value Added Course: Introduction to customer service and banking codes and standards Course Duration:30 Hrs				
S.No	Date	Topic	Time	Hour
1	3/28/2021	Definition of a customer – Banker	4.00-5.00 Pm	1
2	3/29/2021	Customer relationship – Points of contact	4.00-5.00 Pm	1
3	3/30/2021	Types of Customers	4.00-5.00 Pm	1
4	3/31/2021	Types of relationships	4.00-6.00 Pm	2
5	4/1/2021	Need for building up customer relationships and Importance of customer service	4.00-5.00 Pm	1
6	4/4/2021	Changing Expectations and Perceptions– Termination of relationship	4.00-5.00 Pm	1
7	4/5/2021	Modern day banking – Core Banking / Electronic Payments	4.00-5.00 Pm	1
8	4/6/2021	Phone banking	4.00-6.00 Pm	2
9	4/7/2021	Mobile banking –Internet banking	4.00-5.00 Pm	1
10	4/8/2021	Different retail products – Home Loans – Vehicle Loans	4.00-5.00 Pm	1
11	4/11/2021	Consumer durables – Credit Cards	4.00-5.00 Pm	1
12	4/12/2021	Demat services	4.00-6.00 Pm	2
13	4/13/2021	Selling through agents – Recovery process	4.00-5.00 Pm	1
14	4/18/2021	general areas of grievances	4.00-5.00 Pm	1
15	4/19/2021	Pass book-Account statement	4.00-5.00 Pm	1
16	4/21/2021	unsolicited business, different charges.	4.00-6.00 Pm	2
17	4/22/2021	Efforts to improve customer service	4.00-5.00 Pm	1
18	4/23/2021	guidelines	4.00-5.00 Pm	1
19	4/25/2021	Banks' duties and rights – Customer Service Committees	4.00-5.00 Pm	1
20	4/26/2021	Grievance Redressal Mechanism Importance of Developing Skills and Attitudes	4.00-6.00 Pm	2
21	4/27/2021	Use of IT in improving customer service	4.00-5.00 Pm	1
22	4/28/2021	Genesis of Banking Codes and Standards Board of India	4.00-5.00 Pm	1
23	4/29/2021	functions – Code of Bank's Commitment to Customers	4.00-5.00 Pm	1
24	4/30/2021	Code of Bank's Commitment to Micro and Small Enterprises	4.00-6.00 Pm	2