

### SECTION-B

**Note:** Short answer type questions. Attempt any Six questions out of eight questions. (6x5=30)

- Q.11 What do you understand by Cross selling skills?  
Q.12 What are the communications skills required to be a successful MFI agent?  
Q.13 What are the advantages of creating prototype?  
Q.14 Why is Management information system is required?  
Q.15 What do you mean by Borrower Profiling skills?  
Q.16 What do you mean by Trained Processing system?  
Q.17 Explain the Time Management Skills used by MFIs?  
Q.18 Why is Back office operations are important?

### SECTION-C

**Note:** Long answer questions. Attempt any one questions out of two questions. (1x10=10)

- Q.19 Explain The role and importance of Back office operations in an MFI?  
Q.20 Explain the Counselling and Financial Advising skills required for the success in MFI roles?

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Roll No. ....

**Dvoc - Level -5**

**2nd Sem / Trade: BFSI**

**Subject : Micro finance operations - II**

Time : 2 Hrs.

M.M. : 50

### SECTION-A

**Note:** Very short questions. Attempt all ten questions. (10x1=10)

- Q.1 \_\_\_\_\_ individuals typically have less formal, advanced educational degrees and tend to process rather than create information.  
Q.2 What is the full form of TPS?  
Q.3 Projection and responses to queries are information output characteristics associated with \_\_\_\_\_  
Q.4 Do MFI agents need time Management skill?  
Q.5 Information system that monitor elementary activities and transaction of the organizations are \_\_\_\_\_  
Q.6 SDLC stand for?  
Q.7 Is MIS required for MFI?  
Q.8 What is a program?  
Q.9 What do you mean by system development process?  
Q.10 What is the full form of DSS ?