

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.

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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 Dos MFI agent 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 ?