

IBPS RRB PO 2021 INTERVIEW PREPARATION TIPS

First of all, main advice to all the students who are going to attend the interview is that irrespective of your Mains marks, if you perform well in the interview with full confidence, you can surely crack the job. While preparing for interview just give your 100% to it and don't let the low/high Mains marks thing to come to your mind. Just give your best and you will also get the best results.

Make ready of all the documents whichever is needed for the interview.

If you don't have any of the document or you forget to take it to interview, don't get tensed in the interview venue. They will give you some time to submit the left-out documents after your selection process is over. But try to take all the documents whichever they had mentioned in the interview call letter.

Make sure you are taking the same passport size photograph which you have submitted for both prelims and mains examination.

Necessary Documents

a) Your call letter printout and Application form printout. (Reach the center 1 hour before the reporting time)

b) Date of Birth Certificate or Xth Board certificate

c) Id proof (Aadhaar/PAN Card/Driving License etc) - In case there is some mismatch in your original name and Aadhar or spelling error in father name or anything, apply online for the rectification and carry the acknowledgement that you will receive or make an affidavit. Take PAN card with you as well.
d) Class Xth and XIIth Certificate + Marksheet. (In case any one of it is missing, make an affidavit regarding the same that you will give the original/duplicate copy before joining and take a printout of digital marksheet- self attested)

e) Graduation: Degree Certificate + All semester marksheet and consolidated marksheet. If original degree is not there, use provisional degree. If any of your marksheet is lost, download it online, make an affidavit and self-attest the downloaded copy and if you can get a letter from your college on the college letter head that you have cleared all semester, that will be great.

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f) Caste certificate

g) NOC: In case you have mentioned in Application form about working somewhere you will need it, else there is no need.

h) Disability Proof if any

i) If you are an Ex-serviceman Candidate, has to produce a copy of the service certificate from a competent authority

- j) Passport size photographs
- k) Any extra qualification or extra-curricular activities certificate if mentioned in application

Before Interview:

- 1. Make sure you have prepared well about your personal questions like your family background, educational qualification, about your native place etc.
- 2. Go through the current affairs of the past one month.
- 3. Get relaxed on the previous day of your interview and sleep well.
- 4. Make sure that have taken all the certificates.

On the day of interview:

- 1. Make sure you reach the place of venue before one hour.
- 2. Arrange the documents in the order which they have displayed on the board.
- 3. Feel and stay relaxed until you are called inside the interview room. Because this is the crucial

time, we have to be more confident and stay cool and calm.

Greeting and Entry inside the Room

- 1. If the door is closed, knock and ask for permission to enter. After reaching inside, greet the panel members. First greeting should be towards the female member and then the male members.
- 2. If you forget to greet the female member first, there itself you will be trapped. You will get some questions based on women empowerment and so on. So, it is very important.

3. Like for e.g. Good Morning/Evening Ma'am and Good Morning/Evening Sirs. But note, don't sit unless they ask you to do so.



4. Sit straight and don't fold your leg. Keep your back and hands straight on the thighs and have a smile on your face.

5. Even if you don't know the answer don't start making any faces or say the words umm/uhh like that, this creates a negative impact of yours. Kindly reply Sir, I don't have enough knowledge on this particular topic. I will surely update knowledge regarding this topic.

6. Always remain calm and composite and keep a smiling face throughout the interview.

Sometimes panel members try to put you in a difficult situation just to test your patience level. The interview is surely to check your attitude, decision making, handling difficult situations. It is not a place to check your knowledge. Therefore, stay cool and relaxed. They are checking whether you are eligible for this post or not. So, try to give them convincing answers.

7. Language will not be a barrier. If you are not able to convey the answers in English clearly, they will give to chance to talk in your mother tongue. But it will be better if you deliver the answers in English.

8. Don't make any arguments with the panel members. If they something that what you said is not correct, reply them "Ok sir, I will update my knowledge".

9. Try to maintain eye contact with all the panel members.

10. While answering too, do turn your head towards all of the members so that they don't feel left out. This shows confidence

11. After the interview is over say 'Thank You Sir/Mam' and close the door gently.

IF YOU SCORE HIGH MARKS IN INTERVIW, THERE WILL BE HIGH CHANCES OF GETTING THE POST.SO FORGET ABOUT THE MAINS MARKS AND PRPEARE FOR INTERVIEW.

DRESS CODE FOR INTERVIEW

MALES:

- Light color shirts (White/ light blue or any other color)
- Dark Trousers (Black, Navy Blue, Brown)
- Well-polished shoes (black or brown)

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• Tie (optional – Better to wear it to get a professional look, if you wear a tie the collar button should be closed and should not be left loose)

• Blazer (optional – Better to wear it to get a professional look, you can ace the interview without it as well)

- Never try a new look before going to the interview. Take hair cut at least 3-5 days ago. Do not sport a beard for interview, it is advised that you shave and present yourself in a neat and formal look.
- The belt should be dark in colour too. Avoid wearing any material with a glossy finish to the interview.
- Wear dark socks with mid-calf length so that no skin is visible even when you sit down.

FEMALES:

- Light color Kurta (White/ Pink/ Sky Blue or any other color) [Avoid wearing dark shades or sparkling clothes]
- Trouser/Leggings (black or grey preferable)
- Salwar Kameez (if not wearing Kurta Trouser)
- Dupatta (optional better to wear as it will give a complete look to your dress)
- Saree (if you are able to handle it properly)
- Shoes (Belly/ Sandals prefer flat ones over inches ones)
- Jewelry (Small Earrings [not long ones and not with too much glamour], sobber chains/ bangles can be worn)
- Keep the make-up conservative. Use a little make-up just to give a polished look. Avoid wearing dark colour lipstick or nail colours.

DOs AND DON'Ts OF INTERVIEW

DOs

• Be punctual and make sure that you are 10 minutes early.

• Dress in formals appropriately. Extremes in fashion or very casual clothes should generally be avoided. Look neat and clean.

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• Bring a copy of all relevant documents, so you can refer to them if necessary. Read the instructions of the interview call letter carefully and bring the necessary things mentioned in it.

• Make eye-contact. Remember to talk to the person/ interview panel (not the walls or ceiling of the room or at their shoes).

• Make sure you fully understand the question and query any point about which you may be doubtful and express yourself and your views clearly.

• If you are being interviewed by a panel, ensure that you direct your answer to the person who asked the question, while still including the other interviewers by making brief eye contact.

• Ask questions when the interviewer asks you if there is any query in your mind. But that shouldn't be vague.

• Show enthusiasm for the company and the position.

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• Make sure that you always present your skills in a positive light. Even when describing your weaknesses, you should always show them what you are doing to rectify it.

• Make sure that you have an idea about where you want to be in the future and can relate the future goals to your application for the present position. You must be able to answer the question "Where do want to be in five years' time?" or "How do you plan to become successful in this job?"

 If some questions is asked regarding central government/ state government or some political related questions, try to give neutral answers. Don't say the answers which is supporting particularly one party/government.

If you are not knowing answers for some of the questions, some of the panel members will help you by giving some hints. Try to make answers from their hints.

DON'Ts

• Don't assume that an invitation to a job interview means that you have a job offer "in the bag." That's wrong and a big mistake and the farthest thing from the truth! You should be confident but NOT Overconfident.



• Try not to answer questions with a simple "yes" or "no." Explain whenever possible. Describe those things about yourself that showcase your relevant talents, skills, and determination. Give detailed examples of your accomplishments.

Never respond to an unexpected question with an extended pause or by saying something like,
 "wow, that's a good question." A short pause before responding is okay. Ask for a clarification if you don't understand the question or want guidance on what is an appropriate response. Remember these are elder professionals in interview panel; you should be respectful, humble and polite with your opinions.

• Don't wear too much perfume, makeup or aftershave. Your appearance shouldn't be too flashy or unique. Wear strictly formal clothes

• Don't bluff your answers in front of the panel members. Answer only truth and if you don't know any answer Simply say Sorry Sir/Mam I don't know about this but I will definitely read about it later.

• Avoid showing any nervousness reflexes such as nail biting, shivering, stammering, and trembling.

• Don't fidget and try not to use too many hand gestures.

Q1. Tell me something about yourself?

Give a brief introduction of yourself in about 1-2 minutes talking about your which city you belong, graduation, post-graduation (if any), work experience (if any), about family, about your hobbies. When asked to introduce yourself, make it a point to always state your full name first. Say it with a smile and confidence as if it is the most wonderful name, you have ever heard. Avoid saying "Myself Shreya Sharma" as it is grammatically incorrect, instead simply say, "I am Shreya Sharma" or "My name is Shreya Sharma".

Try to be honest and give short and crisp introduction so that panel members don't feel like you are unnecessarily exaggerating the things.

Ans: I am xxx, hailing from yyy city. I have done BTech in Electronics and Communication which got completed in June 2018. From August 2018, I am working as a Technical Analyst in TCS. Coming to



my family, my father is a Junior Engineer in Haryana PWD. My Mother is a home maker and my elder brother runs a garment shop.

[Note: a) Here the graduation mentioned is B-tech which is totally different to banking so there's a high possibility of cross questioning.

b) Work experience is mentioned so cross questions about what was your role there, why don't you pursue your career in that field only, why switch to banking.]

[Don't just abruptly stop talking with an ambiguous pause after you are finished introducing yourself to the interviewer. You can conclude by saying, "Well, that was a brief introduction of my journey so far." Have a smile on your face when you say it.]

Q2. What is the meaning of your name?

This is a very common and basic question that a candidates may face at a bank interview. You must know the meaning of your name and mythological importance of your name. If your name is peculiar then there's definitely a chance that panel members will ask for the meaning.

Q3. You hail from yyy.... yyy is famous for? Or any historical significance of this place?

This calls for a background knowledge of the city or state from where you belong. Do prepare for things which are popular about your city/state. The areas that you must focus are popular crops, language spoken, tribes if any, recently in news for, national parks or sanctuary, industrial areas, vegetation, boundaries of your states and names of states that touches your state, literacy rate [due to National educational policy], sex ratio etc.

Ans: My town Budge Budge is located on the banks of river Hooghly. It is known as one of the most important industrial hubs of West Bengal. Industrial units like IOCL, BPCL, HP are located there. It is the hub of several jute mills of our state and also the main thermal plant of CESC is located here which provides electricity connection to Kolkata and other sub-urbs.



Q4. You graduated in 2017/2018/2019 and this is 2021 now. Why this gap? What were you doing all those years?

This answer can be subjective as some of you might have been preparing for other government exams or you were perhaps handling family business or working in Pvt. Sector. Whatever is the story. Be truthful about it and tell that. They have enough experience to judge if you bluff it.

In case you were preparing this whole time, then below can be a suitable answer.

Sir, after my graduation I started preparing for competitive exams and with such a huge competition, continuously changing pattern, adapting to the new changes took little time. It was unfortunate for me that at times I missed pre by whisker and some times mains disappointed me. Despite these I continued my preparation because I have invested my time here and I won't go barehanded and today I am here. Meanwhile all this time, I was giving tutions to support myself financially and not become a burden to my family.

Remember an honest answer goes a long way

Q5.How can you be a value addition to our bank?

Try to connect your qualification and relevant experience with the organization. The candidates from fields like engineering, science etc. also apply for the bank job. These candidates can relate their qualifications or subject they studied in their graduation with the banking sectors. Try to show a little banking knowledge here. Show that you are interested in this job from several years with a valid reason.

Ans: Sir/ Mam, Although my knowledge or experience might not have direct connection with banking but qualities like: thinking out of the box, working in teams, leadership skills, handling work pressure, continual assessments that I have developed in my engineering and job are surely going to be a plus point with which I will be easily able to handle things and bring business to bank and add value in the bank.



Q6. So, you are an engineer/maths graduate/ physics grad/ arts/BSc/literature etc. Tell me why banking as a career?

Use the points given below to frame your answers:

1. Being a fresher and engineer at the same time, we have lesser career options to get into. These days good companies are recruiting through Employee Referrals and if you are lucky enough to get one, then they offer very less to freshers which may not be sufficient enough for a person to survive in a Metro city.

2. I was an average student during engineering. Being from a non IIT college, it is pretty hard to get into a good company. There are some companies which provide jobs to fresher but they ask you to work for BPO division and then after a year or two, you may apply for internal positions in any other division.

3. Banking is the only sector that has the fastest recruitment process and where freshers have an equal opportunity to grab the Social as well as the Financial status of a Bank Officer.

Answers provided are for various streams

Economics Graduate:

Since I am from an economics graduate and banking is all about economy hence, I think there should not be any better combination than this. My background and knowledge would me to judge every economic aspect related to the sector and work accordingly. I can make an impact in the organizational agendas with my economic ideas and solutions which can help my organization better off in every field.

For all those streams which don't directly relate to banking. This can be a good answer as for these questions. [For BSC, Arta, physics, maths grad,]:

Sir to be honest, every graduate aspires to have a well settled job where promotional aspects are better and at the same time offer job security. So, after judging various job profiles, I finally chose banking owing to its quick recruitment process and coming from BSc/Maths/Art field I am well versed

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with the aptitude part of the test that gave me an extra edge while preparing. Again, better promotional policies and dynamic and demanding nature of the job makes this sector one of the most sought-after field by aspirants and I was no exception. That's it.

For English/Literature Graduate:

Thanks to my graduation in English literature that my communication skills are good and I can very well interact with customers belonging to South India or NRIs. I can very well present various policies and programmes to public during fieldwork. Also, I am a good speaker and can lead my bank whenever I will get a chance. Etc. Public administration knowledge will help in providing insights regarding how to implement a particular program effectively for the masses, ensuring equality and social welfare. Also, during policy framework, I can give good insights on areas such as social development, inclusive growth etc. (Do prepare some insights, as follow up questions will be there) Also, indirectly, my background in English Literature or for that matter Literature of any language teaches you about human emotions which in turn will help you connect with the people and empathies with them. In banking, the more you understand the customer and their needs, the more you can benefit both your organization as well as the customer.

A follow-up question for CSE/ECE/IT candidates:

Why not SO but PO?

Looking at the job profile of SO, it is mainly concerned with software and all (dig a little into the profile), so it's According to me a reserved area. Whilst I want to be versatile. PO gives you opportunity to have good knowledge in real banking and interact with lot many people to create a large social impact and is a challenging one while SO would mainly be like a kind of desk job. And I being a CSE/ECE/IT graduate I can help in work of SO also if required.

Q7.What are your hobbies?

Hobbies give an insight into your personality. So, mention them carefully and once you have mentioned them, you must know well about them. For example: if the candidate says that playing cricket is his/her hobby, then the candidate must know about the number of players, rules and regulations, about the recent cricket match, a little about cricket players also and all current news related with it.

[Note: Mentioning a hobby just for the sake of doing it without a proper knowledge about it will be disastrous.]

Ans: In my free time I love to make some meaningful things from the waste materials basically doing crafting. On my father's birthday I made a happy birthday writing each word with an old calendar and decorating it with pictures of my family.

This year on Diwali I collected all the left-over candles of previous years to make candles of my own designed shape by making candle stands of shapes I like with other waste materials.

Q8. How do you feel you would be a good probationary officer?

Ans: As per me A good PO should have the following qualities:-

a) Managerial abilities

b)Leadership quality

c)should be polite, well-versed and a good listener.

d)must be calm and tactful to handle any kind of stress.

e) should be a team man and know the optimum way to achieve the maximum etc.

f) Also he should possess quick learning ability so as to cope with technological advancements in the banking operations

g) should be able to take new initiatives for the betterment of the people and bank.

[Note: Here you can try to relate your educational background also if it is of agriculture field that you will able to understand rural people needs better, you can mention your previous work experience like you know how to manage a team, how to handle stress and long working hours, your achievements if any related to work to create a positive impact]

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Q9. Suppose you got posted to a remote area far away from home where the day-to-day facilities are not that good. What will be your mindset then ?

Ans: If i get posted to an extremely remote area where facilities are not that good then first my priority would be to adapt myself to what is available to me there because I can't get everything everywhere and execute properly to perform to my maximum ability for my organization there.

Q10. What is the future of banking sector in India as per you ?

Ans: India being the 2nd most populated nation in the world requires a robust and giant-sized banking system to fulfill govt's agenda of banking services to all. Being a developing country in the global arena banks have a key role to play in the economic development of our nation. What is required is an efficient and strict management for controlling the banks so that they don't fall prey to bad administrative decisions.

Q11. What's on your take on loan waiver of farmers? Is it beneficial for the country?

Ans: It is beneficial to some extent for regrowth or rejenuvation of dilapidated farmers, which in turn help economy to grow. But this is a temporary solution. Govt. should look for new policies and should also introduce policies to improve the condition of farmers so that they can implement better irrigation methods, suitable fertilizers and also cold storage in every village should be made. This way they will be able pay all their dues in future.

Negative side of this is, Farmers may think that the next loan which they will take will be waived some day by government, hence they may not pay dues thereby increasing NPAs for banks.

Q12. What are your views about work-life balance? / Would you be willing to take your work home? Ans : According to me, work-life balance is when you give equal importance to your work and personal life. Because, I believe personal life is also important as our work. If we are not happy inside, then how we can give our 100% to our work. Well, i will try to complete my task at office. But if there is

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any situation to complete the work near deadline. Then i will bring work to my home. Afterall, I will give first priority to my work.

Q13. Why has the government come up with different institutions for facilitating financial inclusion and support to small industries like payment banks, small finance banks, micro finance institutions, lead bank scheme, etc. and why not just one consolidated bank that offers all the services? Ans : The foremost reason is "to avoid monopoly, increase efficiency and reduce burden from one so and so bank". The other points is "To effectively tackle each and every class of Indian economy separately. Different banks for different purpose give everyone a chance to participate in the economy. And as far as the need is concerned, Payment's bank can't be popular in technologically backward area but micro finance is for handling those areas effectively, similarly micro finance institutions can't be a solution for corporate loan of big business houses.

Q14. What is the government logic behind the merger of banks?

Ans : The merger will lead to a substantial rise in:

- 1. customer base
- 2. market reach
- 3. operational efficiency
- 4. Wider bouquet of products services for customers
- Employees interests will be protected.
- Brand equity to be preserved.
- All three banks are on Finacle CBS Platform.
- Capital support will be ensured.

Q15. What is disinvestment and contrast it with privatization and your personal take on it?

Ans : Disinvestment refers to transferring of one's shares over any material object/commodity to another person/entity/group of individuals. Privatization refers to complete withdrawal of one's stakes

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in any material object to such a limit that he/she losses ownership power over it. Disinvestment is good to some extent to bring efficiency, competitiveness in any organization whereas privatization occurs only when someone/govt is in huge need of money or when the concerned org/object is underperforming.

Q16. What do you understand by the GDP of the country?

Ans: The final value of all the goods and services produced under the geographical area of a country is the Gross Domestic Product of that country. GDP is calculated at consumption, investment and exports and imports are subtracted from the sum of these three.

GK EXERCISE

- Q. Who is the chairperson for our bank/organisation?
- Q. Where is the headquarters of our organisation situated at?
- Q. How many branches do we have?
- Q. What is the tagline of our bank?
- Q. What do you know about banks mergers?
- Q. Express your views regarding privatisation of banks in India.
- Q. In which bank do you have an account?
- Q. What type of account do you have and what are different types of bank accounts?
- Q. Where are the headquarters of that bank and who is the chairperson?
- Q. Why have you opened an account in that particular bank?
- Q. How many digits are there in your bank account?
- Q. What is IFSC Code, where your bank's nearest branch to your residence is and what is its IFSC code?
- Q. What is KYC?
- Q. What is the tagline/moto of your bank?
- Q. What is the logo of the bank you have an account in?

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Q. Do you have any Fixed or Recurring deposits? What are the current interest rates in your bank?

- Q. Does you bank/ our bank was recently in news related to any topic? If Yes, then elaborate.
- Q. Have you taken education or any other type of loan? Or have your parents taken any sort of loan?
- Q. What are different types of loan?

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- Q. What is the interest rate of the loan you've taken?
- Q. Does the bank you have an account in have any overseas branch?

Does our bank have any overseas branch?

Q. What are payment banks? Have you yet opened an account in any payment bank?

- Q. How many payment banks are there?
- Q. You belong to a different state (ABC) and wish to join as RRB PO in XYZ, Justify your reasons?

Q. Which states are situated in the boundary of state where you apply? Like for Bihar, Boundary of bihar..

Q. What do you know about XYZ state? (This question will come only when you are applying from other states)

- Q. What type of crops are famous in xyz states (Xyz = state where you filled)
- Q. What is meant by Agriculture and allied activities and what role does NABARD play?
- Q. You seems to come from a urban background, how will you cope up with Rural posting?
- Q. We think you will join IBPS OR SBI later on. So why RRB?
- Q. Mention some of the qualities of PO? Or some work performed by PO in RRBs.
- Q. Name some famous personalities from xyz state. Or Name some famous players from xyz state.
- Q. What is your hobby and prepare extra questions relating your hobby and state. Like if you like playing cricket, then cricketers from xyz etc..
- Q. How will you improve the condition of RRBs?
- Q. How can you educate villagers regarding the products of the bank and gain their trust?

Q. 5 ways to improve rural banking or 5 problems while working in Rural banks and how will you solve them ?



Q. You were working in a MNC (only for working candidate), so there was prospect of going abroad. Then why RRBs?

- Q. Some basic banking awareness questions like (What is banking, types of accounts etc..)
- Q. What is difference between mergers, acquisitions and takeovers?
- Q. How is GDP Calculated. Is GDP calculation flawed?

Topic 1: RESERVE BANK OF INDIA (RBI) & ITS FUNCTIONS

- RBI established on April 1, 1935 under RBI Act 1934(recommendations of John Hilton Young Commission 1926 –called Royal Commission on Indian Currency & Finance), is the central bank of the country & was nationalized w.e.f Jan 01,1949.
- Originally it was a shareholders' bank which was taken over by the Central Govt. under Reserve Bank (Transfer of Public Ownership)Act 1948 (paid up capital Rs. 5 cr).
- RBI's central office is in Mumbai.
- RBI is not expected to perform the function of accepting deposits from the general public.
- RBI has its headquarters at Mumbai.
- RBI decides the following rates namely; Bank rate, repo rate, reverse repo rate & cash reserve ratio.
- The quantitative instruments of RBI are bank rate policy, cash reserve ratio & statutory liquidity ratio.
- The objective of monetary policy of RBI is to control inflation; discourage hoarding of commodities & encourage flow of credit into neglected sector.
- When RBI is lender of the last resort, it means that RBI advances credit against eligible securities.
- The method which is used currently in India to issue currency note– minimum reserve system. For issuing notes, RBI is required to hold the minimum reserves of Rs. 200 crore of which note less than Rs.115 crore is to be held in gold.

Topic 2: FUNCTIONS OF RBI

Tools used in Currency Management

- Four printing presses print and supply banknotes. These are at Dewas in Madhya Pradesh, Nasik in Maharashtra, Mysore in Karnataka, and Salboni in West Bengal.
- The presses in Madhya Pradesh and Maharashtra are owned by the Security Printing and Minting Corporation of India (SPMCIL), a wholly owned company of the Government of India. The presses in Karnataka and West Bengal are owned by the Bharatiya Reserve Bank Note Mudran Private Limited (BRBNMPL), a wholly owned subsidiary of the Reserve Bank.
- Coins are minted by the Government of India. Reserve Bank is the agent of the Government for distribution, issue and handling of coins. Four mints are in operation: Mumbai in Maharashtra, Noida in Uttar Pradesh, Kolkata, and Hyderabad.

Banker & Debt Manager to the Government

- Managing the government's banking transactions is a key RBI role. Reserve Bank of India has undertaken the traditional central banking function of managing the government's banking transactions. The Reserve Bank of India Act, 1934 requires the Central Government to entrust the Reserve Bank with all its money,
- remittance, exchange and banking transactions in India and the management of its public debt. The Government also deposits its cash balances with the Reserve Bank.
- RBI by agreement, act as the banker and debt manager to State Governments. Currently, the Reserve Bank acts as banker to all the State Governments in India (including Union Territory of Puducherry), except Sikkim. For Sikkim, it has limited agreement for management of its public debt.
- As a banker to the Government, RBI receives and pays money on behalf of the various Government departments. It also undertakes to float loans and manage them on behalf of the Governments.



 It provides Ways and Means Advances – a short-term interest bearing advance – to the Governments, to meet temporary mismatches in their receipts and payments. Besides, like a portfolio manager, it also arranges for investments of surplus cash balances of the Governments.

• It acts as adviser to Government, whenever called upon to do so, on monetary and banking related matters.

• Under the administrative arrangements, the Central Government is required to maintain a minimum cash balance with the Reserve Bank. Currently, this amount is Rs.10 crore on a daily basis andRs.100 crore on Fridays, as also at the annual account closing day of the Centre and the Reserve Bank (end of March and June).

• All the State Governments are required to maintain a minimum balance with the Reserve Bank, which varies from state to state depending on the relative size of the state budget and economic activity. To tide over temporary mismatches in the cash flow of receipts and payments, the Reserve Bank provides Ways and Means Advances/Overdraft to the State Governments. The WMA scheme for the State Governments has provision for Special Drawing Facility(SDF) and Normal WMA. A State Government account can be in overdraft for a maximum 14 consecutive working days with a limit of 36 days in a quarter.

Banker to Banks

• Banks need their own mechanism to transfer funds and settle inter-bank transaction-such as borrowing from and lending to other banks-and customer transactions. RBI fulfills the role of banker's bank.

• Banks are required to maintain a portion of their demand and time liabilities as cash reserves with the Reserve Bank. For this purpose, they need to maintain accounts with the Reserve Bank.



• In order to facilitate a smooth inter-bank transfer of funds, or to make payments and to receive funds on their behalf, banks need a common banker. By providing the facility of opening accounts for banks, the Reserve Bank becomes this common banker, known as 'Banker to Banks' function. The function is performed through the Deposit Accounts Department (DAD) at the Reserve Bank's Regional offices.

• RBI monitors operations of these accounts to ensure that defaults do not take place. It also facilitates remittance of funds from a bank's surplus account at one location to its deficit account at another. Such

• transfers are electronically routed through a computerised system called e-Kuber.

• RBI also introduced the Centralised Funds Management System (CFMS) to facilitate centralised funds enquiry and transfer of funds across DADs. This helps banks in their fund management as they can access information on their balances maintained across different DADs from a single location.

• As Banker to Banks, it provides short-term loans and advances to select banks, when necessary, to facilitate lending to specific sectors and for specific purposes. These loans are provided against promissory notes and other collateral given by the banks.

• As a Banker to Banks, the Reserve Bank also acts as the 'lender of the last resort'. It can come to the rescue of a bank that is solvent but faces temporary liquidity problems by supplying it with much needed liquidity when no one else is willing to extend credit to that bank. The Reserve Bank extends this facility to protect the interest of the depositors of the bank and to prevent possible failure of the bank, which in turn may also affect other banks and institutions and can have an adverse impact on financial stability and thus on the economy.

RBI's Monetary Policy

What is Monetary Policy?

Monetary policy refers to the policy of the central bank with regard to the use of monetary instruments under its control to achieve the goals specified in the Act. Reserve Bank of India (RBI) is vested with the responsibility of conducting monetary policy. This responsibility is explicitly mandated under the Reserve Bank of India Act, 1934.



Objective of Monetary Policy

- The primary objective is to maintain price stability while keeping in mind the objective of growth. In May 2016, RBI Act, 1934 was amended to provide a statutory basis for the implementation of the flexible inflation targeting framework.
- The amended RBI Act also provides for the inflation target to be set by the Government of India, in consultation with the Reserve Bank, once in every five years. Accordingly, the Central Government has
- notified in the Official Gazette 4 per cent Consumer Price Index (CPI)inflation as the target for the period from August 5, 2016 to March31, 2021 with the upper tolerance limit of 6 per cent and the lower
- tolerance limit of 2 per cent.
- The monetary policy framework aims at setting the policy (repo)rate based on an assessment of the current and evolving macroeconomic situation; and modulation of liquidity conditions to anchor money market rates at or around the repo rate.

What is MPC?

Section 45ZB of the amended RBI Act, 1934 provides for an empowered six-member monetary policy committee (MPC) to be constituted by the Central Government. The Members of the current MPC are as follows:

- 1. Governor of RBI Chairperson Shaktikanta Das
- 2. Deputy Governor of RBI, in charge of Monetary Policy Member Michael Debrata Patra
- 3. One officer of RBI to be nominated by the Central Board Member MK Saggar
- 4. Dr. Shashanka Bhide
- 5. Dr. Ashima Goyal
- 6. Prof. Jayanth R. Varma



(Members referred to at 4 to 6 above, will hold office for a period of four years or until further orders, whichever is earlier.)

The MPC determines the policy interest rate required to achieve the inflation target. RBI's Monetary Policy Department (MPD) assists the MPC in formulating the monetary policy. Financial Markets Operations Department (FMOD) operationalises the monetary policy, mainly through day-to-day liquidity management operations.

Instruments of Monetary Policy

Repo Rate: The (fixed) interest rate at which the Reserve Bank provides overnight liquidity to banks against the collateral of government and other approved securities under the liquidity adjustment facility (LAF).

Reverse Repo Rate: The (fixed) interest rate – at which the Reserve Bank absorbs liquidity, on an overnight basis, from banks against the collateral of eligible government securities under the LAF.

The LAF consists of overnight as well as term repo auctions. The aim often is repo is to help develop the inter-bank term money market, which in turn can set market based benchmarks for pricing of loans and

deposits, and hence improve transmission of monetary policy.

Marginal Standing Facility (MSF): A facility under which scheduled commercial banks can borrow additional amount of overnight money from the Reserve Bank by dipping into their Statutory Liquidity Ratio (SLR) portfolio up to a limit [currently two per cent of their net demand and time liabilities deposits (NDTL)] at a penal rate of interest. This provides a safety valve against unanticipated liquidity shocks to the banking system.



Bank Rate: It is the rate at which the Reserve Bank is ready to buy or rediscount bills of exchange or other commercial papers. The Bank Rate is published under Section 49 of the Reserve Bank of India Act, 1934. This rate has been aligned to the MSF rate and, therefore, changes automatically as and when the MSF rate changes alongside policy repo rate changes.

Cash Reserve Ratio (CRR): The average daily balance that a bank shall maintain with the Reserve Bank as a share of such per cent of its NDTL that the Reserve Bank may notify from time to time in the Gazette of India.

Statutory Liquidity Ratio (SLR): The share of NDTL that banks shall maintain in safe and liquid assets, such as, unencumbered government securities, cash and gold. Changes in SLR often influence the availability of resources in the banking system for lending to the private sector.

Open Market Operations (OMOs): These include both outright purchase and sale of government securities for injection and absorption of durable liquidity, respectively.

Market Stabilisation Scheme (MSS): This instrument for monetary management was introduced in 2004. Surplus liquidity of a more enduring nature arising from large capital inflows is absorbed through sale of short-dated government securities and treasury bills. The cash so mobilised is held in a separate government account with the Reserve Bank.

Other Points to look at

Under the amended RBI Act, the monetary policy making is as under:

- a) The MPC is required to meet at least four times in a year.
- b) The quorum for the meeting of the MPC is four members.
- c) Each member of the MPC has one vote, and in the event of an equality of votes, the Governor has a second or casting vote.

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d) Once in every six months, the Reserve Bank is required to publish a document called the Monetary Policy Report to explain:

- i. the sources of inflation; and
- ii. the forecast of inflation for 6-18 months ahead.

Topic 3: FISCAL POLICY

Fiscal policy deals with the government policy concerning changes in the taxation and expenditure overheads and components, while Monetary policy, deals with the changes in the factors and instruments that affect the supply of money in the economy and the rate of interest. The government of India deals with fiscal policy (through Annual Budget and other timely interventions), while RBI is responsible for execution of monetary policy.

Capital and Revenue Expenditure:

Capital Expenditure of the Government refers to that expenditure which results in creation of fixed assets. They are in the form of investment. They add to the net productive assets of the economy. Capital Expenditure is also known as development expenditure as it increases the productive capacity of the economy. It is investment expenditure and a non-recurring type of expenditure.

Revenue expenditures are current or consumption expenditures incurred on civil administration, defense forces, public health and, education, maintenance of Government machinery etc. This type of "expenditure is of recurrent type which is incurred year after year.

Topic 4: FINANCIAL INCLUSION

Financial inclusion involves

- 1) Give formal banking services to poor people in urban & rural areas.
- 2) Promote habit of money-savings, insurance, pension-investment among poor-people.





3) Help them get loans at reasonable rates from normal banks. So they don't become victims in the hands of local moneylender.

Some Important initiatives for Financial Inclusion

- Lead banking scheme (LBS).
- No frills account.
- BSBDA
- Business Correspondents (BC) system.
- Swabhiman Campaign
- PMJDY

Lead Bank Scheme

• The Lead Bank Scheme, introduced towards the end of 1969, envisages assignment of lead roles to individual banks (both in public sector & private sector) for the districts allotted to them.

• A bank having a relatively large network of branches in the rural areas of a given district& endowed with adequate financial & manpower resources has generally been entrusted with the lead responsibility for that district. Accordingly, all the districts in the country have been allotted to various banks.

• The lead bank acts as a leader for coordinating the efforts of all credit institutions in the allotted districts.

No Frill Account

• 'No Frills 'account is a basic banking account. Such account requires either nil minimum balance or very low minimum balance. Charges applicable to such accounts are low.

• The RBI in 2005-06 called upon Indian banks to design a 'no frills account' – a no precondition, low 'minimum balance maintenance' account with simplified KYC (Know Your Customer) norms.

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• But all the existing 'No-frills' accounts opened were converted into BSBDA in compliance with the guidelines issued by RBI in 2012.

BSBDA

In 2012, RBI introduced BSBDA. Some important points are:

• This account shall not have the requirement of any minimum balance.

• The services available in the account will include: deposit & withdrawal of cash at bank branch as well as ATMs; receipt/credit of money through electronic payment channels or by means of deposit/collection of cheques drawn by Central/State Government agencies & departments;

• While there will be no limit on the number of deposits that can be made in a month, account holders will be allowed a maximum of four withdrawals in a month, including ATM withdrawals.

• Facility of ATM card or ATM-cum-Debit Card.

Business Correspondent

- Business correspondents are bank representatives. They personally go to the area allotted to them
- & carry out banking. They help villagers to open bank accounts, in banking transactions etc.
- Business Correspondents get commission from bank for every new account opened, every transaction made via them, every loan application processed etc.

A Brief on BSBDA-Small Accounts:

- In BSBDA, banks are required to provide free of charge minimum 4 withdrawals, through ATMs
- Total credits in such accounts should not exceed 1 lakh rupees in a year.
- Maximum balance in the account should not exceed 50,000 Rs at any time
- The total of debits by way of cash withdrawals and transfers will not exceed 10,000 rupees in a month

• Foreign remittances cannot be credited to Small Accounts without completing normal KYC formalities





• Small accounts are valid for a period of 12 months initially which may be extended by another 12 months if the person provides proof of having applied for an Officially Valid Document.

Topic 5: FINANCIAL INSTITUTIONS in INDIA

National Bank for Agriculture & Rural Development

• Established on 12th July 1982 on the recommendation of CRAFICARD committee (also called as

Sivaraman Comittee)

- For Agricultural finance, NABARD is the apex organization.
- Chairman:
- Head Quarters: Mumbai
- Rural Infrastructure Development Fund (RIDF) is operated by NABARD, instead in April 1995.
- NABARD is the "Micro-Finance Regulatory Authority"

Small Industries Development Bank of India (SIDBI)

 Small Industries Development Bank of India (SIDBI in short) was established in the year 1990 (Date: 2nd April 1990) under the Small Industries Development Bank of India Act 1989 as a subsidiary of Industrial Development Bank of India.

- Chairman-
- Head Quarters: Lucknow

Securities & Exchange Board of India (SEBI)

• It is the regulator for the securities market in India. SEBI was initially established as a non-statutory body in April 1988, to regulate the working of stock exchange. Later it was given a statutory status on

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April 1992 via SEBI Act, 1992 with the following objectives.

- Chairman- Ajay Tyagi
- Head Quarters: Mumbai

Regional Rural Bank (RRB)

Regional Rural Bank Were Set Up by An Ordinance In 1975, Later Replaced By Rrbs Act, 1976 As
 Pre Banking Commission Recommendation In 1975.

- Father Of RRB is M. Swaminathan.
- The Govt. Of India had appointed a working group on rural banks under the chairmanship of Mr. M. Narasimham in 1975.
- First RRBs were set up on 2nd oct.
- Share Holder Contribution In %: Government Of India 50%, Sponsor Bank 35% and State Government 15%.

[Note: Carefully read about all the facts and figures of the sponsor bank of your RRB as panel members may ask questions about it also.]

EXIM BANK

- The Export-Import (EXIM) Bank of India is the principal financial institution in India for coordinating the working of institutions engaged in financing export & import trade.
- It is a statutory corporation wholly owned by the Government of India.

• It was established on January 1, 1982 for the purpose of financing, facilitating & promoting foreign trade of India.

- Chairman- Yaduvendra Mathur
- Head Quarters: Mumbai

Banking Awareness for Bank Interview

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Q. What is a Bank?

Ans. Bank is a financial institute where we deposit the money. The bank accepts this money for the purpose of lending and repays it on demand.

Q. What is the major functions of any bank?

Ans. Major Functions of bank are:-

- Accepting deposits from public or firm.
- Lending money to public.
- Transferring money from one place to another.
- Credit creation.
- Act as trustee.
- · Keep valuables in safe custody.

Q. In how many types you may categorize the bank in India?

Ans. We can categorize the banks into five categories:

- Central bank (RBI)
- Public sector banks
- Private sector banks
- Co-operative sector banks
- Development bank or financial institution

9. What is NPA ?

Ans : Some insights that will help in all the questions regarding NPA. Non Performing Asset (NPA) NPA is the acronym for NON PERFORMING ASSET. It is the assets of the banks which do not bring any return.

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Types of Assets:-

1. Standard Asset:- The assets which generate regular income are called standard assets.

2. Sub-standard Asset:- The asset which is overdue for a period of more than 90 days but less than 12 months.

3.Doubtful Asset:- The asset which is overdue for a period of more than 12 months.

4. Loss Assets:- The assets which are doubtful and are considered as non-recoverable by banks.

Out of these types Sub-standard, Doubtful and Loss Assets are included under NPAs.

Causes of NPAs:-

1. Willful Defaults:- The Indian Public Sector Banks are worst hit by these defaults. It is a default in repayment obligation. Kingfisher Airlines Ltd. Is one among many of those willful defaulters. Other are Beta Napthol, Winsome Diamonds & Jewellery Ltd., Rank Industries Ltd., XL Energy Ltd. etc.

2. Industrial Crisis:- Industries depend on banks to fulfill their projects. If industry is in crisis, it is bound to hit the banking sector and their NPA will rise.

3. Credit distribution Mis-management:- Often ill-minded borrowers bribe bank officials to get loans with an intention of default.

4. Lenient Lending Norms:- One of the main reasons of rising NPAs is the lenient Lending Norms especially for corporate honchos where their financial status and credit rating is not analysed properly.

Impact of NPA:-

- 1. Bank's profit will come down which they earn in the form of interest.
- 2. Banks will become reluctant to lend thus affecting their borrowers.
- 3. Affects the liquidity position of banks.
- 4. Service to good customers may get affected.
- 5. Adversely affect the bank balance sheet.



Solution to NPA:-

 SARFAESI Act:- The act improves the banks/Financial Institutions (FIs) to recover their NPA through acquiring and disposing of the secured assets in NPA account with outstanding amount of Rs.
 Lakh and above.

2. DRT Act:- The act provides setting up of Debt Recovery Tribunals and Debt Recovery Appellate Tribunals for expedition and exclusive disposal of suits filed by banks/FIs for recovery of their dues in NPA account with outstanding amount of Rs. 10 Lakh and above.

3. Lok Adalat:- Lok Adalat mechanism offers mutually acceptable way of settlement of disputes. Govt has advised PSBs to utilize this mechanism to its fullest potential for recovery in NPA cases.

From time to time many Norms have been framed to get a hold over rising NPA. And these Norms have been proved to be beneficial. But out of all these, SARFESI Act, 2002 and DRT Act proved to be most beneficial among all.

Q Why the government is infusing money in public sector banks? What is the need?

Ans : 1. To draw them out of the NPA losses and strengthen them.

- 2. To maintain credit flow in economy.
- 3. To maintain capital as per the Basel 3 accord

Q How bank earns profit?

- Ans : The bank earns profit in various ways
- a) Banking value chain
- b) Accepting deposit
- c) Providing funds to borrowers on interest
- d) Interest spread
- e) Additional charges on services like checking account maintenance, online bill payment, ATM transaction



Q What do you mean by term "CASA" related to bank?

Ans: CASA stands for Current Account Savings Account. The CASA ratio shows how much deposit a bank has in the form of current and saving account deposits in the total deposit. A higher CASA ratio means better operating efficiency of the bank because on current account there is no interest payable whereas on savings account a tiny 3.5% interest is payable by the bank. CASA ratio shows how much of the deposit of the bank comes from the current and savings deposit

Q What are the parts of banks' capital?

Ans: Bank has following parts of capital:-

• Tier 1 capital:- Paid up capital (core capital) + Reserves (owners or promoters' fund)

• Tier 2 capital:- Secondary Capital (borrowed funds) + general loss reserves + subordinated term debts + undisclosed reserves (can't be maintained in India)

• Tier 3 capital: - same as tier 2 capital but with a higher amount in order to face the market risks of

the bank

Q What points are covered in the "Annual Financial Statement"?

Ans: The "Annual Financial Statement" consists of:

- Statements of expenditure.
- Ways and means to raise the revenues.
- An analysis of the actual receipts and expenditure of the closing year.
- The causes of any surplus or deficit in relation to such year.
- An explanation of the economic policy.
- Spending program of the government for the coming year.
- Prospects of revenue.

Q. What is e-KYC? How does e-KYC work?

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Ans : e-KYC refers to electronic KYC. e-KYC is possible only for those who have Aadhaar numbers. While using e-KYC service, you have to authorize the Unique Identification Authority of India (UIDAI), by explicit consent, to release your identity/address through biometric authentication to the bank branches/business correspondent (BC). The UIDAI then transfers your data comprising your name, age, gender, and photograph electronically to the bank. Information thus provided through e-KYC process is permitted to be treated as an 'Officially Valid Document' under PML Rules and is a valid process for KYC verification.

Q. What are the documents to be given as 'proof of identity' and 'proof of address'?

Ans : The Government of India has notified six documents as 'Officially Valid Documents' (OVDs) for the purpose of producing proof of identity. These six documents are Passport, Driving License, Voters' Identity Card, PAN Card, Aadhaar Card issued by UIDAI and NREGA Job Card. Customers need to submit any one of these documents as proof of identity. If these documents also contain your address details, then it would also be accepted as 'proof of address'. If the document submitted by him for proof of identity does not contain address details, then you will have to submit another officially valid document which contains address details.

Q. What if the customer don't have above documents , can he not open an account?

Ans: Yes. He can still open a bank account known as 'Small Account' by submitting your recent photograph and putting your signature or thumb impression in the presence of the bank official.

Q. Is there any difference between such 'small accounts' and other accounts?

Ans : Yes. The 'Small Accounts' have certain limitations such as: balance in such accounts at any point of time should not exceed Rs.50,000 total credits in one year should not exceed Rs.1,00,000 total withdrawal and transfers in a month should not exceed Rs.10,000 Foreign remittances cannot be credited to such accounts. Such accounts remain operational initially for a period of twelve months and thereafter, for a further period of twelve months if the holder of such an account provides

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evidence to the bank of having applied for any of the officially valid documents within twelve months of the opening of such account.

Q. What is the difference between 'Cheque' and 'Demand draft'?

Ans : Both are used for the transfer of the amount between two accounts of same banks or different bank. 'Cheque' is issued by an individual who holds the account in a bank, while 'Demand draft' is issued by the bank on request, and will charge you for the service. Also, demand draft cannot be cancelled, while cheques can be cancelled once issued.

Q. What is the denomination and tenure of Treasury bills?

Ans: Denomination: Minimum amount of face value Rs. 25000 & in multiples thereof. There is no specific amount/limit on the extent to which these can be issue or purchased.

Maturity: 91 days, 182 days & 364 days

Q. What are the Subsidiaries of RBI?

- Deposit Insurance and Credit Guarantee Corporation of India (DICGC)
- Bharatiya Reserve Bank Note Mudran Private Limited (BRBNMPL)
- Reserve Bank Information Technology Private Limited (ReBIT)
- Indian Financial Technology and Allied Services (IFTAS)

SOME IMPORTANT BANKING TERMINOLOGY

1. **Inflation** - Inflation refers to a general increase in the price of goods and services. This occurs when demand for these items grows faster than the supply. The result is more money chasing fewer goods, and therefore prices increase. Ensuring that your client's investments outpace the rate of inflation over the long haul is one of the major challenges for an IA.

The most important measure of inflation is the Consumer Price Index (CPI). The stock and bond markets are very sensitive to changes in the CPI because when inflation rises, purchasing power is

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eroded. The ensuing drop in consumer spending has a negative effect on stock and bond prices. The rate of inflation tends to increase during economic expansions and decrease during recessions. Inflation tends to be moderate during expansions, and high inflation rates tend to hasten the transition from peak to recession. Deflation is rare and occurs only during recessions.

2. Deflation - Deflation is a general decline in prices, often caused by a reduction in the supply of money or credit. Deflation can also be caused by a decrease in government, personal or investment spending. The opposite of inflation, deflation has the side effect of increased unemployment since there is a lower level of demand in the economy, which can lead to an economic depression. Declining prices, if they persist, generally create a vicious spiral of negatives such as falling profits, closing factories, shrinking employment and incomes, and increasing defaults on loans by companies and individuals. To counter deflation, the Federal Reserve (the Fed) can use monetary policy to increase the money supply and deliberately induce rising prices, causing inflation. Rising prices provide an essential lubricant for any sustained recovery because businesses increase profits and take some of the depressive pressures off wages and debtors of every kind.

This is the opposite of inflation, which is characterized by rising prices (do not confuse deflation with disinflation, which is simply a slowing of inflation). To many economists, deflation is more serious than inflation because deflation is more difficult to control

3. **Stagflation** - This is a condition of slow economic growth and relatively high unemployment - a time of stagnation - accompanied by a rise in prices, or inflation. Stagflation occurs when the economy isn't growing but prices are, which is not a good situation for a country to be in. This happened to a great extent during the 1970s, when world oil prices rose dramatically, fueling sharp inflation in developed countries. For these countries, including the U.S., stagnation increased the inflationary effects.

4. **Recession** - In economics, a recession is a business cycle contraction which results in a general slowdown in economic activity. Macroeconomic indicators such as GDP (gross domestic product),

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investment spending, capacity utilization, household income, business profits, and inflation fall, while bankruptcies and the unemployment rate rise. In the United Kingdom, it is defined as a negative economic growth for two consecutive quarters. Recessions generally occur when there is a widespread drop in spending (an adverse demand shock). This may be triggered by various events, such as a financial crisis, an external trade shock, an adverse supply shock or the bursting of an economic bubble. Governments usually respond to recessions by adopting expansionary macroeconomic policies, such as increasing money supply, increasing government spending and decreasing taxation

5. **IFSC (Indian Financial System Code) -** Indian Financial System Code is an alpha-numeric code that uniquely identifies a bank-branch participating in the NEFT system.

• This is an 11-digit code with the first 4 alpha characters representing the bank, The 5th character is 0 (zero).and the last 6 characters representing the bank branch.

• IFSC is used by the NEFT system to identify the originating / destination banks / branches and also to route the messages appropriately to the concerned banks / branches.

• For ex: SBIN0015986:

i. First 4-character SBIN – refers to State Bank of India.

ii. 0 is a control number.

iii. last six characters (015986) represents the SBI branch Jail Road, Hari Nagar New Delhi.

6. **MICR (Magnetic Ink Character Recognition)** - MICR stands for Magnetic Ink Character Recognition. MICR Code is a 9-numeric digit code which uniquely identifies a bank branch participating in the ECS Credit scheme.

• MICR code consists of 9 digits e.g 400229128

i. First 3 digits represent the city (400)

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ii. Next 3 digits represent the bank (229)

iii. Last 3 digits represent the branch (128)

Note: The MICR Code allotted to a bank branch is printed on the MICR band of cheque leaves issued by bank branches.

7. **Cheque Truncation System (CTS)** - Truncation is the process of stopping the flow of the physical cheque issued by a drawer at some point by the presenting bank en-route to the paying bank branch. In its place an electronic image of the cheque is transmitted to the paying branch through the clearing house, along with relevant information like data on the MICR band, date of presentation, presenting bank, etc. This effectively eliminates the associated cost of movement of the physical cheques, reduces the time required for their collection and brings elegance to the entire activity of cheque processing.

• Cheque Truncation speeds up the process of collection of cheques resulting in better service to customers, reduces the scope of loss of instruments in transit, lowers the cost of collection of cheques, and removes reconciliation-related and logistics-related problems, thus benefitting the system as a whole.

• Reserve Bank of India has therefore decided to focus on improving the efficiency of the cheque clearing cycle. Offering Cheque Truncation System (CTS) is a step in this direction.

8. **CORE BANKING SOLUTIONS -** Core stands for Centralized Online Real-time Exchange. Core Banking Solutions(CBS) or Centralised Banking Solutions is the process which is completed in a centralized environment i.e. under which the information related to the customer's account (i.e. financial dealings, profession, income, etc.) is stored in the Central Server of the bank (that is available to all networked branches) instead of the branch server.

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9. **MMID** - MMID stands for Mobile Money Identifier. MMID is a 7-digit code issued by the bank to their customers for availing IMPS.

10. ***99# Service** - *99# service launched by NPCI, which works on Unstructured Supplementary Service Data (USSD) channel. This service was launched in 2014. Banking customers can avail the service by dialing *99#, a "Common number across all Telecom Service Providers (TSPs)" on their mobile phone & transact through an interactive menu displayed on the mobile screen.

11. **NPCI** - National Payments Corporation of India (NPCI) is an umbrella organization for all retail payments system in India. NPCI was incorporated in December 2008 & the Certificate of Commencement of Business was issued in April 2009. The authorized capital was pegged at Rs 300 crore & paid up capital was Rs 100 crore.

Products of NPCI:

- National Financial Switch (NFS)
- Immediate Payment Service (IMPS)
- Unified Payment Interface (UPI)
- National Automated Clearing House (NACH)

12. NACH - NPCI implemented "National Automated Clearing House (NACH)" for Banks, Financial Institutions, Corporates & Government, is a web based solution to facilitate interbank, high volume, electronic transactions which are repetitive & periodic in nature. NACH System can be used for making bulk transactions towards distribution of subsidies, dividends, interest, salary, pension etc. for bulk transactions towards collection of payments pertaining to telephone, electricity, water, loans, investments in mutual funds, insurance premium etc. NACH's Aadhaar Payment Bridge (APB) System, developed by NPCI has been helping the

Government & Government Agencies in making the Direct Benefit Transfer scheme a success.



13. **BBPS** - Bharat Bill Payment System (BBPS) will function as a tiered structure for operating the bill payment system in the country under a single brand image. National Payments Corporation of India (NPCI) will function as the authorized Bharat Bill Payment Central Unit (BBPCU), which will be responsible for setting business standards, rules & procedures for technical & business requirements for all the participants. Payments may be made through the BBPS using cash,

transfer cheques, & electronic modes.

14. UPI- Launched in 2016

Unified Payments Interface is an instant payment system developed by NPCI. UPI is built over the IMPS infrastructure & allows you to instantly transfer money between any two parties' bank accounts.
UPI-PIN is a 4-6 digit pass code you create/set during first time registration with this App.

• At present, the upper limit per UPI transaction is Rs. 1 Lakh.

15. **BHIM** - Bharat Interface for Money is an app that lets you make simple, easy & quick payment transactions using Unified Payments Interface (UPI). This can be done using just Mobile number or Virtual Payment Address (VPA). Currently it is available in 12 languages.

• A Virtual Payment Address (VPA) is a unique identifier which you can use to send & receive money on UPI

16. CRAR - CAPITAL TO RISKWEIGHTED ASSEST RATIO

The Reserve Bank of India had made a norm that every bank has to maintain an adequate amount of capital on continuous basis and this adequacy of capital is measured in terms of CRAR

17. **CASH CREDIT** - CASH CREDIT is the system formed by the banks which allows the borrower to draw amount up to the specified limit.





18. **OVERDRAFT** - OVERDRAFT is the facility granted by bank to the customers of current account by which they draw the amount more than the credit balance in their account

19. **Consolidated Fund** - It is the most important of all government funds. All government expenditures are made from this fund except the items met from 'Contingency fund' and 'Public Account Fund'. No money can be withdrawn from this fund without Parliament's approval.

20. **Contingency Fund** - Any urgent expenditure is met from this fund. Rupees 500 crore fund is at the disposal of the president. If any unforeseen expenditure is incurred from this fund requires approval from the parliament and amount withdrawn is returned to the fund from consolidated fund.

21. **PCA** - Prompt Corrective Action or PCA is a framework under which banks with weak financial metrics are put under watch by the RBI. The PCA framework deems banks as risky if they slip below certain norms on three parameters — capital ratios, asset quality and profitability.

22. **Bancassurance** - Bancassurance means selling insurance products through banks. Banks and insurance company come up in a partnership wherein the banks sells the tied insurance company's insurance products to its clients.

23. **Insolvency** - Insolvency is a financial state where an entity is not able to repay its debt that it owes to its financial or operational creditors.

- Insolvency is a financial status: your debts are greater than the fair market value of your assets
 & you're unable to pay your debts as they generally become due.
- State of being not able to pay back the liabilities.
- Condition of having more debts (liabilities) than total assets.



24. **Bankruptcy** - Bankruptcy is a legal procedure for liquidating a business or property owned by an individual, which can't fully pay its debts out of its current assets.

• Bankruptcy is a legal status: it's a legal procedure whereupon an insolvent person files for protection from her creditors so that they cannot commence or continue legal proceedings (like a wage garnishment) against her to recover their debts.

• In return for this protection, she surrenders her assets to the bankruptcy trustee who becomes the legal owner of her assets. The trustee then sells her assets and distributes the sale proceeds amongst her creditors.

• And if she has no assets in the first place, her creditors end up getting nothing. They then write off their debts against her as a business loss.

25. Balance of payment - It is the difference between a country's exports and imports.

26. **Initial Public Offering (IPO)** - An initial public offering is when a private company or corporation raises investment capital by offering its stock to the public for the first time.

27. **Market Capitalisation** - It is the aggregate valuation of the company based on its current share price and the total number of outstanding stocks. It is calculated by multiplying the current market price of the company's share with the total outstanding shares of the company.

28. **Neo Banking** - Neo bank is a virtual bank. A bank without any branches. A bank that is entirely online rather than being physical. Neo banks are cheaper, faster and they can integrate the entire financial portfolio in one single platform.

29. **Open Market Operations** - It is the sale and purchase of government securities and treasury bills by RBI. The objective of OMO is to regulate the money supply in the economy. When the RBI wants





to increase the money supply in the economy, it purchases the government securities from the market and it sells government securities to suck out liquidity from the system.

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FREQUENTLY ASKED QUESTIONS RRB PO INTERVIEW

- 1. Tell me about yourself.
- 2. Meaning of your name.
- 3. Speciality of your home town.
- 4. Crops grown in your locality
- 5. Father and mother occupation related questions.
- 6. Why you left your previous job?
- 7. Why banking after Engineering/B.Tech/B.Sc?
- 8. Strength and Weakness (Tell your weakness in positive manner)
- 9. How will you adapt yourself to rural area?
- 10. Your hobbies
- 11. Previous job profile
- 12. Huge gap between graduation and job?
- 13. How is your education useful for RRB?
- 14. Where do you see yourself in 5 years from now?
- 15. What will you do if you get some better jobs?

FAQ'S WITH ANSWERS

1. **BANK**: A bank is a financial institution that accepts deposits from the public and creates a demand deposit and provide loans with the aim of making profit.

2. RRB: Regional Rural Banks (RRBs) are government owned scheduled commercial banks of

India. They were created to serve rural areas with basic banking and financial services.

3. RRB are formed under NARASIMHAN COMMITTEE.

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4. RRB was formed in the year 1975 under RRB ACT - 1976.

5. **Capital structure of RRB**: Central Government-50%, State Government-15% and Sponsor Bank-35%

6. Who monitors RRB?

- RRB are regulated by RBI.
- NABARD provides the support system for RRB.
- Sponsor bank looks after the day today activities of RRB.
- 7. Whether SLR is maintained in RRB or not?

Yes, SLR is maintained in RRB's.

8. Main function of RRB?

RRB provides deposit schemes and loan schemes as like all other banks. As RRB are mainly concerned for rural areas, their main focus is on rural development by helping rural people by providing basic banking facilities.

9. What is Agriculture?

The science, art, or practice of cultivating the soil, producing crops, and raising livestock.

10. What are Crop loans?

Crop loan is a short-term advance that is given to the farmers and agriculturists by banks and cooperative societies. The loan amount can be used to purchase improved seeds, fertilizers, machinery

etc. The crop loans are provided as agriculture is a priority sector.

11. What is Kisan Credit card (KCC)?

KCC are issued to:

- meet the short-term credit requirements of the farmer.
- To meet the post-harvest expenses.
- For marketing and consumption expenses.
- Working capital for maintenance of farm assests.
- 12. Impact of Merger in RRB?

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The proposed RRB merger and bringing down their tally from the existing 56 to 36 will usher in better scale-efficiency, higher productivity, robust financial health of such banks, improved financial inclusion and greater credit flow to rural areas. Besides, the move will enable RRBs to minimise their overhead expenses, optimise the use of technology, enhance the capital base and area of operation.

13. Can Current account be opened in RRB?

Yes, CA can be opened in RRB'S.

14. What types of problems are faced by farmers nowadays?

- Major problem faced by farmers nowadays is getting right price for their produce.
- Due to low inflation and depressed demand of goods, farmers are not getting right price for their produce. This again affects the repaying capacity of the farmer.
- Some other problems faced by the farmers are not getting adequate water supply,non availability of fertilizer etc.
- Because of the problems faced by the farmers, banks are unable to collect the dues from the farmers because their income leviate getting reduced.

15. How RRB develop rural areas?

If we develop the income level of the rural masses, it will lead to rural development. Therefore, RRB should help the people to get incremental income, then the rural development will automatically happen. Banks should help them to create some financial assets, which will lead to the incremental income of the rural people.

16. Cropping seasons in India

In India cropping year is from July to June.

Cropping season are Kharif, Rabi and Zaid(Summer).

17. Why rural financing is important?

Most of the population of the country is dependent on Rural income. If we want to improve the GDP of our country, we need to improve the income levels of the rural people. Therefore the rural financing is important.

More consumption will lead to more production which will improve the GDP of the country.

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18. Who appoints chairman of RRB?

By Sponser Bank

19. What is Scale of Finance?

Scale of finance is the finance required for raising a crop per unit cultivated area, i.e. acre or hectare.

20. Parties involved in Cheques?

Generally, there are two parties to a cheque. These include the drawer and the drawee. While the drawer is the person who draws the cheque, the drawee is the banker on whom it is drawn. Apart from these, there can also be a payee who is liable to pay the amount on the cheque.

21. Types of Cheques?

□ Bearer Cheque □ Open Cheque □ Crossed Cheque □ Stale Cheque □ Post Dated Cheque □

Mutilated Cheque
Order Cheque
Anti Dated Cheque

22. PAN?

Permanent Account Number. It is a ten digit number issued by Income Tax department.

23. AADHAR?

Is a 12 digit number issued by UIDAI.

24. Functions of RBI?

- Issue of Bank Notes.
- Banker to the Government.
- Custodian of the Cash Reserves of Commercial Banks.
- Custodian of country's forex reserves.
- Lender of last resort.
- Controller of credit.
- 25. Functions of NABARD?
- Providing by way of refinancing.
- Help in Building infrastructure in rural areas.
- Preparing credit plans annually at the district level.
- Guiding the banking sector in completing their credit targets.

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- Regulates regional rural banks (RRBs) and cooperative banks.
- 26. Types of Account in Bank?
- 1)Current Account.
- 2) Savings Account.
- 3) Recurring Deposit Account.
- 4) Fixed Deposit Account
- 27. Types of Banking?

Branch Banking 🗆 Retail Banking 🗆 Wholesale Banking 🗆 Mixed Banking 🗆 Unit Banking 🗆

Relationship Banking 🗆 Narrow Banking 🗆 Para Banking 🗆 Virtual Banking 🗆 Chain Banking 🗆

Correspondent Banking

Rural Banking
Islamic Banking
Social Banking

28. Can a farmer directly get loans from NABARD?

No, farmer cannot get loans directly from NABARD.NABARD will give loans to banks, farmers can get loans from the bank.

29. PMFBY? Prathan Mantri Fasal Bima Yojana

PMFBY aims to provide a comprehensive insurance cover against failure of the crop thus helping in

stabilising the income of the farmers.

30. Revolution in Agriculture?

Yellow Revolution	Oil seed Production
Black Revolution	Petroleum products
Blue Revolution	Fish Production
Golden Fiber Revolution.	Jute Production
Brown Revolution	Leather / Cocoa / Non-Conventional Products
Golden revolution	Fruits / Honey Production / Horticulture Development
Pink Revolution	Onion Production / Pharmaceuticals / Prawn Production.
Evergreen Revolution	Overall Production of Agriculture.
Silver Revolution	Egg Production / Poultry Production
Red Revolution	Meat Production / Tomato Production

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Round RevolutionPotato.Green RevolutionFood GrainsWhite Revolution (or Operation Flood)Milk Production31. Who regulates the insurance industry?

Insurance Regulatory and Development Authority of India (IRDAI), is a statutory body formed under an Act of Parliament, i.e., Insurance Regulatory and Development Authority Act, 1999 (IRDAI Act 1999) for overall supervision and development of the Insurance sector in India.

32. Financial inclusion?

Financial inclusion is defined as the availability and equality of opportunities to access financial services. It refers to a process by which individuals and businesses can access appropriate, affordable, and timely financial products and services. These include banking, loan, equity, and insurance products.

33. MSME?

MSME loans are a type of business loan through which individuals, MSME, SMEs, and Startups can get credit. Various financial institutions offer these loans. Company owners and companies primarily utilize MSME loan schemes to satisfy their working capital needs, manage or boost cash flow, and expand their businesses, among other things. Most banks and non-bank financial institutions (NBFCs) make SME and MSME loans without collateral or security from borrowers. Therefore, MSME/SME loan is the best way to expand business.

34. Vermiculture?

Vermiculture is the process in which the composting of the garden is done by the usage of worms.

35. Difference between credit card and debit card?

Debit cards allow you to spend money by drawing on funds you have deposited at the bank. Credit cards allow you to borrow money from the card issuer up to a certain limit in order to purchase items or withdraw cash.

36. KYC (KNOW YOUR CUSTOMER)?

KYC means Know Your Customer and sometimes Know Your Client. KYC or KYC check is the mandatory process of identifying and verifying the client's identity when opening an account and periodically over time. In other words, banks must make sure that their clients are genuinely who they claim to be.

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37. PMJDY?

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- One basic savings bank account is opened for unbanked person.
- There is no requirement to maintain any minimum balance in PMJDY accounts.
- Interest is earned on the deposit in PMJDY accounts.
- Rupay Debit card is provided to PMJDY account holder.
- Accident Insurance Cover of Rs.1 lakh (enhanced to Rs. 2 lakh to new PMJDY accounts opened after 28.8.2018) is available with RuPay card issued to the PMJDY account holders.
- An overdraft (OD) facility up to Rs. 10,000 to eligible account holders is available.
- PMJDY accounts are eligible for Direct Benefit Transfer (DBT), Pradhan Mantri Jeevan Jyoti Bima Yojana (PMJJBY), Pradhan Mantri Suraksha Bima Yojana (PMSBY), Atal Pension Yojana (APY), Micro Units Development & Refinance Agency Bank (MUDRA) scheme.
- 38. Banking ombudsman?

• The Banking Ombudsman Scheme is an expeditious and inexpensive forum for bank customers for resolution of complaints relating to certain services rendered by banks. The Banking Ombudsman Scheme is introduced under Section 35 A of the Banking Regulation Act, 1949 by RBI with effect from 1995.

 Banking Ombudsman Scheme is a mechanism created by RBI to address the complaints raised by bank customers.

• It is run by the RBI directly to ensure customer protection in the banking industry.

39. Nationalized bank?

Nationalisation of banks means to take the banks under government undertaking. Banks after nationalisation comes directly under Banking regulation Act 1949. RBI (Reserve bank of India), India's Central bank become the first nationalised banks in India after the indian independence. RBI later



become the regulatory authority for banking in India. At that time most of the banks are private control,

but later it pulled few of the banks under its control to finance India's growing financial needs.

40. Sericulture?

Sericulture, or silk farming, is the cultivation of silkworms to produce silk.

CENTRAL SILK BOARD is situated in Bangalore.

41. Difference between FERA and FEMA?

FERA was an act promulgated, to regulate payments and foreign exchange in India, on the contrary FEMA is an act to promote orderly management of the foreign exchange in India.

42. Cash crops?

Cash crops are grown for direct sale in the market, rather than for family consumption or to feed livestock. Coffee, cocoa, tea, sugarcane, cotton, and spices are some examples of cash crops.

43. What is commercial bank?

Commercial bank is owned by the group of individuals or by a member of Federal Reserve System. The commercial bank offer services to individuals, they are primarily concerned with receiving deposits and lending to business. Such bank earns money by imposing interest on the loan borrowed by the borrower. The money that is deposited by the customer will be used by the bank to give business loan, auto loan, mortgages and home repair loans.

44. Mudra loan?

Pradhan Mantri MUDRA Yojana (PMMY) is a scheme for providing loans up to 10 lakh to the noncorporate, non-farm small/micro enterprises. These loans are classified as MUDRA loans under PMMY. These loans are given by Commercial Banks, RRBs, Small Finance Banks, MFIs and NBFCs. Under the aegis of PMMY, MUDRA has created three products namely 'Shishu', 'Kishore' and 'Tarun' to signify the stage of growth / development and funding needs of the beneficiary micro unit / entrepreneur and also provide a reference point for the next phase of graduation / <u>growth.</u> Shishu : covering loans upto 50,000/-

Kishor : covering loans above 50,000/- and upto 5 lakh.

Tarun : covering loans above 5 lakh and upto 10 lakh.

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45. Pledge?

Pledge means bailment of goods as security against the loan.

Movable (Gold, Jewellery, Stock, NSC)

Remains with lender.

Section 172 of the Indian Contract Act

46. Hypothecation?

Hypothecation is creation of charge on movable property without delivering them to the lender.

Movable (Vehicles, Stock and debtors.

Remains with Borrower.

Section 2 (n) of Secruitisation and Reconstruction of Financial Assets and Enforcement of Security Interest (SARFESI) Act.

47. Mortgage?

It is transfer of an interest in specific immovable property as security against loan. (Example: house,

land, building or any property which is permanently fixed to the earth or attached to the land)

Remains with Borrower

Section 58 of the Transfer of Property Act 1882.

48. SIDBI?

SIDBI is the Primary Financial Institution for promoting, developing and financing MSME (Micro, Small and Medium Enterprise) sector. The bank provides several schemes and also offers financial services and products for meeting the individual's requirement of various businesses.

49. SEBI?

SEBI is a statutory regulatory body established on the 12th of April, 1992. It monitors and regulates the Indian capital and securities market while ensuring to protect the interests of the investors, formulating regulations and guidelines. The head office of SEBI is at Bandra Kurla Complex, Mumbai.

50. NPA?

A non performing asset (NPA) is a loan or advance for which the principal or interest payment remained overdue for a period of 90 days.

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Banks are required to classify NPAs further into Substandard, Doubtful and Loss assets.

51. Self Help Groups?

SHGs are self help groups. They are formed in rural part of the country among poor people. This policy is implemented to provide self help from others and help others too. People form groups, especially women, and one person collects the whole wages from others and then give it to the needy one.

52. Joint Liability Groups?

A Joint Liability Group (JLG) is an informal group comprising of 4-10 individuals coming together for the purpose of availing bank loan on individual basis or through group mechanism against mutual guarantee. The members would offer a joint undertaking to the bank to enable them to avail loans. **53. CIBIL Score?**

CIBIL Score is a three-digit numeric summary of your credit history. The score is derived using the credit history found in the CIBIL Report (also known as CIR i.e Credit Information Report). A CIR is an individual's credit payment history across loan types and credit institutions over a period of time.

54. Types of ATM?

- Onsite ATM: These ATMs are inside the bank compound and hence are known as Onsite ATMs.
- Offsite ATM: These ATMs are located in various places except inside the bank premises and thus named as Offsite ATMs.
- White Label ATM: These ATMs are set up & owned by Non-Banking Financial Companies and offer all the services are known as White Label ATMs.
- Yellow Label ATM: These ATMs are mainly installed to provided for E-Commerce facility.
- Brown Label ATM: These ATMs are not owned by the bank instead they are taken on lease to provide the service to the customer.
- Orange Label ATM: These ATMs are used in the share transaction.
- Pink Label ATM: These ATM are meant only for Women.
- Green Label ATM: These ATMs are installed for the transaction related to agriculture.
- 55. What is plastic money?

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When we use any type of ATM card for the transaction at the place of hard cash, this card is known as plastic money and the transaction resulting from it is called cashless payment. It can be done via any ATM, Visa Card, or RuPay Card.

56. Difference between Rupay Card and Visa card?

1. RuPay Card is an Indian Domestic Debit Card.

2. Visa is an International System debit card.

The main difference between RuPay and Visa Debit Card is the operating costs. Since every transaction through RuPay will take place within India, the banks will have to pay less service charges to the payment gateway as compared to Visa.

3. Visa is an American company and when we use its card, then for data processing and verification, the server goes to the company's server, which reduces processing. Whereas RuPay card is used for data processing and verification in India only so, its processing is fast.

Note: As mentioned above, a RuPay card has been created for domestic use, so it cannot be used at international level transactions as Visa.

4. Banks are required to pay a quarterly fee for joining a foreign payment network such as Visa Debit Card but do not have to do so in RuPay Card. Any bank can join the RuPay network at no charge.

5. There are some limitations of using the RuPay card because it provides only debit card for online transactions, whereas Visa provides both the debit and credit card.

6. As, compared to international card, RuPay cards are more secure because its operations are limited within India only. Therefore, data is shared between national gateways only. But using Visa Debit Card , the customer's data are processed internationally and hence the risk of data theft is high. In case of international cards, banks have to pay entry fee to be a part of their network which is not the case with RuPay card i.e. no joining fee for the banks.

56. Why RBI stopped Mastercard?

The Reserve Bank of India (RBI) has barred Mastercard from issuing new cards as the company failed to comply with the central bank's data localisation policy.

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57. Direct Benefit Transfer (DBT)?

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Direct Benefit Transfer or DBT is an attempt to change the mechanism of transferring subsidies launched by Government of India. This program aims to transfer subsidies directly to the people through their bank accounts.

58. Fund Transfer Methods?

The three different methods by which money can be transferred online are mentioned below:

- Immediate Payment Service (IMPS)
- National Electronic Funds Transfer (NEFT)
- Real-Time Gross Settlement (RTGS).
- 59. Benefits of Digital Banking?
- The convenience of banking from the comforts of home.
- 24*7 availability of access to banking functions.
- Paperless banking.
- Enables set up of automatic payments for regular utility bills.
- Facilitates online payments for online shopping etc.
- Extends banking services to remote areas.

60. Financial literacy?

Financial literacy is the ability to understand and effectively use various financial skills, including personal financial management, budgeting, and investing. Financial literacy is the foundation of your relationship with money.

61. How do bank make money?

The main source of income for banks is the difference between interest rate charged from borrowers and what is paid to depositors. After keeping a portion of deposits as reserves banks lend to people who demand money as loan and bank charges interest from them.

62. Balance sheet?

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Balance Sheet is the financial statement of a company which includes assets, liabilities, equity capital, total debt, etc. At a point in time. Balance sheet includes assets on one side, and liabilities on the other.

63. What is the difference between bank guarantee and letter of credit?

There is not much difference between bank guarantee and letter of credit as they both take the liability of payment. A bank guarantee contains more risk for a bank than a letter of credit as it is protecting both parties the purchaser and seller.

64. HUF - Hindu Undivided Family

65. Assests and Liabilities?

Assests of the bank:Loans which they borrow to the people.

Liability of the bank: Current Account, Savings Account, RD, FD.

66. Bad Bank?

A bad bank is a special type of financial institution that buys bad debtors of a bank at a mutually agreed value and attempts to recover the debts or associated securities by itself. The bad bank takes over a portion of the debts that are recognised as non-performing assets (NPAs).

67. Role of lead bank: (Know the lead bank of your area /district)?

For coordinating the activities in the district, a particular bank is assigned 'Lead Bank' responsibility of the district. The Lead Bank is expected to assume a leadership role for coordinating the efforts of the credit institutions and the Government.

68. Currency Chest?

Currency chests are branches of selected banks authorised by the RBI to stock rupee notes and coins. The responsibility for managing the currency in circulation is vested in the RBI. The central bank advises the Centre on the number of notes to be printed, the currency denominations, security features

69. Priority Sector Lending?

Priority Sector means those sectors which the Government of India and Reserve Bank of India consider as important for the development of the basic needs of the country and are to be given

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priority over other sectors. The banks are mandated to encourage the growth of such sectors with adequate and timely credit.

Categories under PSL:

- Agriculture
- Micro, Small and Medium Enterprises
- Export Credit
- Education
- Housing
- Social Infrastructure
- Renewable Energy
- Others

70. Rural Infrastructure development fund?

The Government of India set up RIDF for financing ongoing rural infrastructure projects. The funds released under RIDF are maintained by the National Bank for Agriculture and Rural Development (NABARD). The main objective of the fund is to provide loans to State Governments and State-owned corporations to enable them to complete ongoing rural infrastructure projects. These funds are provided on a year-to-year basis by the Government of India.

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THESE ARE SOME OF THE FREQUENTLY ASKED QUESTIONS. OTHERS QUESTIONS WILL BE FROM CANDIDATE FAMILY BACKGROUND, EDUCATIONAL BACKGROUND AND SELF RELATED QUESTIONS FROM THEIR GRADUATION DETAILS.

ALL THE BEST

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