

Policies Test 2

NEFT Policy 208/2022

1. Which is the nodal office for NEFT or Payment Gateway transactions in our bank? a) NEFT Cell Clearing Section Mumbai b) Accounts Section Mumbai c) CPC Mumbai d) None of these a
2. Which is the RBI NEFT Centre? A)National Clearing Cell RBI Mumbai b) NEFT Cell RBI c) Funds Transfer Cell RBI d) None of these a
3. NEFT for walk in customers is available by remitting cash. A) Upto and inclusive of Rs 50,000 b) upto Rs 49,999 c) Less than Rs 50,000 d) upto Rs 49,900 a
4. For remittance of funds under NEFT by non customers identification document like Passport, PAN, Aadhar etc for making the remittance. True/False True
5. NEFT transactions of Rs --- requires 2 authorisers a) Rs 10 lac & above b) More than Rs 10 lac c) Rs 20 lac and above c) More than Rs 20 lac a
6. What is NEFT? A) National Electronic Fund Transfer b) National Electric Fund Transfer c) National Electronic Funds Transfer d) National Electronic Forward Transfer c
7. Expand SFMS: a) Structured Financial Message System b)Structure Financial Messaging System c) Structured Finance Messaging system d) None of these d Structured Financial Messaging System
8. Under NEFT, there will be 48 half-hourly settlements per day i.e. starting from -- hrs to --- hrs without holidays and on 24 x 7 basis. Ans a) 00.30 hours to 00.00 hours b) 00.00 hours to 00.00 hours c) 00.00 hours to 00.30 hours d) None of these a
9. Which is the correct guidelines for Indo Nepal remittance through NEFT? 1) Maximum Rs 50,000 per remittance with maximum of 12 remittance per year for walk in /Non customers by accepting cash 2) Maximum Rs. 2,00,000/-only per remittance for Account holders with no cap on the number of remittances in a year per remitter. 3)Migrant Nepalese workers working in India can send such remittance for family maintenance 4)In the other end if the amount is not credited to the beneficiary account or if the beneficiary does not approach the Nepal State Bank within 7 days of receipt of fund, Nepal State Bank Ltd will return the amount to the sending bank in India.5) It is one way remittance from India to Nepal only and not vice versa a) 1 to 5 all b) 2 tot 5 all c) 2 only d) 1& 2 only Ans a 79/22 Also refer PPT

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10. NEFT transactions can be done by customers through BC also. Do you agree?
Yes
11. NEFT credits to be effected within --- hours of completion of batch or returned to the sending bank Ans 2 hours
12. Branches are required to return the inward NEFT messages within 2 hours (B+2) of completion of the batch by which it is received, if it is not pertaining to them. Otherwise the Compensation to be paid to the customer per day as on date is a) 6.25% b) 3.75% c) 5% d) 8.50% e) 8.25% e
13. What is the minimum amount for NEFT? A) No minimum b) Rs 1 c) Rs 10 d) Rs 100 b
14. Under NEFT, in straight through process beneficiary account will be credited based on a) account number and Name of the beneficiary b) Account number only c) Beneficiary name only d) None of these b
15. In NEFT there will be 48 half hourly settlement starting from 00.30 hours to 00.00 hours from which date? 16/12/2019
16. For which customers NEFT charges are not applicable if they use alternative channels to remit money under NEFT? A) SB b) Current c) OD/OCC d) All customers a
17. Expand IFSC a) Indian Financial Sector Code b) Indian Financial System code c) Indian Finance Sector Code d) Indian Financial Services Code b
18. The fifth digit in IFSC is the --- code .a) Bank code b) Branch code c) Customer code d) None of these d Security Code
19. IFSC contains how many numerals? A) 11 b) 13 c) 7 d) None of these c
20. What is the charge for funds transfer (outward) through NEFT for Rs 1 cro? Rs 24.75 (upto Rs 10,000 2.25, >10000 upto Rs 1lac 4.75, >Rs 1 lac upto Rs 2 lac RS 14.75 and More than Rs 2 lac Rs 24.75 wef 1.7.2019)

RTGS Policy 209/2022

1. Which is **Not** Correct with regard to RTGS in our bank? 1)RTGS Participant Interface is installed at Integrated Treasury & Investments Division Mumbai 2)The nodal branch for RTGS transactions is Cuffee Parade Mumbai. 3) RTGS Credit to the beneficiary's account to happen within 30 minutes of receiving the funds transfer message at Participant Interface 4)RTGS transaction from Rs.1 crore to Rs.100 crores requires an authorizer and Releaser 5) RTGS transaction more than Rs.100 crores requires two authorizers and one Releaser a) 3 b) 4 c) 2 d) 5 e) None of these e

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2. For funds clearance in outward RTGS, branches have to take up with Integrated Treasury Wing, Mumbai if the amount exceeds Rs.---- a) 100 cro b) 50 cro c) 200 cro d) No limit b
3. Return of RTGS to happen within --- hour of receipt at PI or before the end of the RTGS day which ever is earlier. a)1 hour b)1.30 hours c) 2 hours d) None of these a
4. As per RBI guidelines for delay in crediting the funds to beneficiary account or for not returning the funds to sending bank in time the recipient bank has to pay a penalty of a) Repo rate b) Repo rate + 2% c) Bank rate d) Reverse Repo+ 2% b
5. As per RBI guidelines dated 5th Jan 2021 it has been decided to introduce Legal Entity Identifier (LEI) System for all payment transactions of Rs --- cro and above (both initiating and receiving) undertaken by non individuals (other than Govt departments and ministries) by using RTGS and NEFT wef 1.4.2021. A) Rs 10 cro and above b) Rs 5 cro and above c) Rs 50 cro and above d) Rs 100 cro and above . c
6. LEI is a 20 digit number and the validity period of LEI is --- year. A)One Year b) 2 years c) 5 years d) No validity period a
7. In CBS, LEI and its expiry date to be captured in Fast Path --- CIM17 (432/22)
8. As per RBI notification dt 4th Dec 2020, RTGS shall be available for customer and inter-bank transactions round the clock, except for the interval between 'end-of-day' and 'start-of-day' processes. This is wef which date? 14/12/2020
9. Complaints with regard to IMPS, RTGS, NEFT failed transactions and transfer of funds to wrong beneficiaries to be lodged in CTS NON CBS. True or False False SAS CCR package 466/22
10. Inward RTGS charges in our bank wef 1.7.19 for 1) Rs 2 to Rs 5 lac is Rs 24.50 2) above Rs 5 lac Rs 49.50. 3) Above Rs 5 lac Rs 50 4) Rs 2 to Rs 5 lac Rs 25 a) 1 & 2 correct b) 3&4 correct c) 1 only correct d) none of these d

Policy of Safe deposit Lockers and Safe Custody Articles 261/22 & SOP for Safe Deposit Lockers 154/22

1. For whom lockers can not be hired? A) Minor represented by guardian b) Firms c) Companies d) Illiterates e) Visually Impaired person f) None of these f
2. Which is not Correct with regard to hiring of Safe deposit lockers a) Illiterate individually b) Illiterate jointly with a literate c) Govt departments d) NRIs e) None of these e

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3. Lockers to NRIs to be let out a) singly b) Singly or jointly with another NRI c) Singly or jointly with close relative d) At the option of the NRI **d**
4. Foreign national who have come to India for employment can be allotted lockers. True or False **True**
5. Persons who are not having any other banking relationship with the bank also can be provided with locker facility after CDD procedure. True/ False **True**
6. At the time of allotment of locker as per HO Cir 154/22 and 261/22 which one of the following **not** correct? 1) At the time of allotment of locker a term deposit covering 3 years rent along with Rs 10,000 towards charges for sending notices, paper publication, break open and video recording of the same in case of an eventuality for a minimum period of three years with an option to renew till the continuance of the locker facility to be collected 2) Branches shall not insist on such term deposits from existing locker holders or those who have satisfactory operative account. 3) Employees and Ex employees are exempted from this deposit 4) This deposit should not be encumbered in any manner a) 1 b) 3 c) 2 d) 1 to 4 all are correct **b only employees are exempted**
7. A safe deposit locker is hired out by the bank on March 25th 2022. The rent to be collected for the year 2021-22 is a) for 7 days b) For one month c) No rent since it is less than 15 days d) None of these **b**
8. A locker is surrendered on 25th March 2022. Which is correct with regard to refund of rent for this locker? A) 7 days rent to be refunded b) one month rent to be refunded c) 6 days rent to be refunded d) No refund since number of days is less than 15. **C**
9. Which is correct with regard to interchange of locks of surrendered lockers as per HO Cir 154/22 read along with Cir 261/22 1) After a locker is surrendered branch to interchange the lock of the surrendered locker with that of another vacant locker and if no vacant locker is available branch to arrange for fresh lock and key and the old one to be destroyed 2) Branch in charges are empowered to permit interchange of locks and the same to be done on two or three occasions in a quarter and the charges to be debited under GC as per delegated revenue powers 3) Only after completion of interchange of lock of the surrendered locker, branch to allot it to a new hirer 4) Inter change of lock to be done by the mechanic of the manufacturers in the presence of the officer in charge of SDL department and the branch in charge a) 1 to 4 all b) No such concept in the bank c) 3 is not correct d) 2 is not correct. **a**
10. What is the maximum locker operations free in a year for Staff and Ex Staff from 1.4.2022? a) 12 b) 15 c) 20 d) For staff no charges beyond 12 and

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for ex staff charges as applicable to general customers e) No restrictions for both staff and Ex staff e

11. Which is **not** correct with regard to renting out locker for Staff Members?
 A) Jointly only with his/her close relatives b) Employee can not give letter of authority to operate the locker to a third person who is not his/her close relative. c) Branches should not accept letter of authority given by third parties in favour of the staff to operate the locker other than by close relatives d) None of these d
12. A & B are having a locker to be operated severally. Jointly they have given letter of authority to operate the locker by Mr X. At a later date Mr B approaches the bank to cancel the letter of authority a) Both A & B to give the cancellation letter since locker is hired by A & B b) Bank can take the cancellation letter from B with out the consent of A and cancel the authority c) A B and Mr X to give a letter to cancel the authority d) None of these b
13. Service Charges for delayed remittance of locker rental which is **not** correct
 a) Penal charges are to be collected in addition to actual rentals if the delay is Upto and inclusive of one quarter - 10% of applicable annual rental b) Upto and inclusive of two quarters - 25% of applicable annual rental c) Upto and inclusive of three quarters- 40% of applicable annual rental d) Upto and inclusive of four quarters - 50% of applicable annual rental e) One year and above - 75% of applicable annual rental e 100%
14. Bank shall renew the locker agreements with existing locker customers as per the new agreement format by which date? 1st Jan 2023.
15. Where the lockers have remained un-operated for more than ---- years for medium risk category or --- year for a high risk category, branches should immediately contact the locker-hirer and advise him to either operate the locker or surrender it. This exercise should be carried out even if the locker hirer is paying the rent regular. A) 8&2 b) 3&1 c) 10 & 8 d) No such guidelines b
16. Which is **not** a correct statement with regard to locker? 1) A copy of the locker agreement to be given to the locker hirer at the time of allotment duly signed by the bank officials and the locker hirer 2) Receipt for rent collected to be issued if locker hirer demands for it 3) 25% concession in rent is permitted to employees and exemployees 4) Bank to send an email/SMS to the hirers before the end of day operations intimating the date and time of locker operation a) 2 b) 4 c) 1 to 4 all are correct d) 1 c
17. The entry and exit points of locker rooms to be covered under CCTV and the recordings are to be preserved for --- days a) 90 days b) 30 days c) 180 days d) None of these c

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18. A locker is hired in the joint names of A & B operation severally. B approaches the bank to surrender the locker and gave a letter since A left India and settled abroad. A) Letter from A and B required only if it is joint operation b) Based on letter of B alone we can accept surrender since it is operated severally c) Discretion of the bank d) None of these d Letter from A also to be obtained but key can be surrendered by B
19. For break opening of locker due to non payment of locker rent in a row of three years which is **Not** correct? 1) Registered notice to be sent in NF 244 to surrender the locker or the bank will break open it along with email and SMS to the registered numbers in the first week of April 2) If there is no response from the hirer within 30 days branches may break open the lockers 3) If NF 244 is returned undelivered publish in two newspapers one in English and another in local language having wide circulation in the area of operation giving minimum 30 days time to the locker hirer or any other person who has interest in the contents of locker to respond. 4) If contents of locker to be disposed off to realise the dues, a news paper publication to be given in a news paper having wide circulation in that area by giving minimum 30 days time. a) 1 to 4 none b) 2 to 4 not correct since 60 days time to be given c) 1 to 4 none d) 4 not correct because news paper publication to be given in two news papers a. 1 to 4 none not correct ie all are correct
20. When the hirer informs the branch about the loss of key, branches to update the same in CBS SB 001 SDB usage log – key lost. Immediately system will collect how much charges? A) None since already 3 years deposit with Rs 10000 kept in term deposit b) Rs 1000 c) Rs 500 d) None of these b 154/22
21. The key lost charges for staff and Ex staff is a) Nil b) Rs 100 c) 25% concession ie Rs 750 to be recovered d) None of these a 154/22
22. Break opening of locker due to locker rent arrears for 3 consecutive arrears to be permitted by 1) Branch heads if branches are headed by Scale III and above 2) For branches headed by Scale I & II RO head to permit 3) In all cases RO head to permit 4) In all cases DGM CO CAC to permit a) 1 only b) 2 only c) 1&2 d) 3 e) 4 c
23. If the locker remains inoperative for a period of ----years and the locker-hirer cannot be located, even if rent is being paid regularly, the bank shall be at liberty to transfer the contents of the locker to their nominees/legal heir or dispose of the articles in a transparent manner, as the case may be after breaking open the locker in the prescribed manner 7 years
24. In respect of Joint locker operation severally (Either or Survivor) upon death of one of the locker hirer the surviving locker hirer can be given access to the locker provided if the locker agreement contains --- clause [Survivorship]

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25. In respect of joint locker operation severally with survivorship clause if one of the locker hirer dies which one of the following is **Not** Correct. 1) Delete the name of the deceased locker hirer based on death certificate and allow the surviving locker hirer to continue to operate the locker 2) Locker to be operated by surviving locker hirer along with the legal heirs of deceased locker hirer 3) Surviving locker hirer can be allowed to vacate the contents and surrender the locker 4) If surviving locker hirer wants to continue to operate the locker, get a new locker agreement and permit. A) 1 to 4 any b) 1 & 2 c) 3 & 4 d) 1 to 4 none e) 4 only b
26. If there is an event of merger closure or shifting of branches and lockers are going to be relocated, customers are to be intimated atleast – months in advance. 2 months and the same to be published in two local news papers.
27. Balancing of vacant lockers to be taken once in six months on the last day of -- & --- March and September
28. The number of vacant lockers and the number of keys for such lockers should tally at the time of balancing. If there is any difference the same to be reported in which return? PRR 18 D
29. The details of vacant lockers, locker arrears to be furnished by branches in which statement? PRR -- 22
30. Which is correct with regard to Nomination rules for Lockers? 1) In respect of lockers hired jointly nomination rules is applicable only if locker is operated jointly. 2) In respect of lockers operated jointly nominees can be more than one individual 3) In respect of lockers operated jointly nominee or nominees right arises upon the death of any one of the joint hirers 4) Nomination should not be accepted if there any locker rent arrears. A) 1 to 4 all b) 1 to 3 only c) 1 & 2 only d) 1, 2 & 4 b
31. Which is the Odd man out as per HO Cir 154/22? 1) When locker is allotted to a customer branches to open the locker in CBS option 8058 SDB allotment and nominee details if any to be updated in BX 526 2) When the locker is operated by the customers branches to update the operation details in SB 001 (SDB usage log - Access) on the same day of locker operation like date, check in and check out times so that SMS and email will be sent to the customer from the central server before the day end as a positive confirmation 3) If key is lost the same to be updated in SB001 (SDB Usage log – Key lost 4) If locker is not available branches to maintain waitlist in SB002 customer waitlist e) Upon surrender of locker branches to close the locker account in option SB004. A) 2 b) 1 to 4 none c) 1 to 4 all d) 4 Ans b no odd man all are correct
32. What is the maximum number of persons who can jointly deposit a safe custody article? 3

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Limiting the liability of Customers in unauthorised Electronic Banking Transaction 240/2022

1. The call centre in our bank to report unauthorised Electronic Banking Transactions is functional in how many regional languages besides Hindi and English a) 10 b) 15 c) 25 d) only in Hindi and English **Ans a (Bengali, Kannada, Malayalam, Marathi, Punjabi, Oriya, Tamil, Telugu, Assamese & Gujarati)**
2. The Bank shall not offer facility of Electronic Banking transactions, other than -----, to customers who do not provide mobile numbers to the Bank. a) Internet Banking b) Mobile Banking c) ATM Cash withdrawal d) None of these **Ans c**
3. If the un-authorized transaction was made due to contributory fraud / negligence / deficiency on the part of the Bank customer has zero liability to bear, irrespective of whether or not the transaction is notified / reported by the customer. True or False **True**
4. In cases where the loss is due to negligence by customer, such as, where he/she has shared the payment credentials which is correct? 1) the customer shall bear the entire loss until he/she reports the un-authorized EBT to the bank. 2) Any loss occurring after the report of the un-authorized EBT shall be borne by the bank 3) Any loss occurring even after the customer reports the unauthorised EBT to the bank customer only has to bear the entire loss since negligence is on the part of the customer. 4) Customer reports the loss or not bank has to reimburse the full amount since it is covered under Insurance. A) 1 & 3 b) 1 & 2 c) 1 to 3 d) 1 to 4 any. **Ans b**
5. The customer has Zero Liability in case of unauthorised EBT due to third party breach where the deficiency lies neither with the bank nor with the customer when the customer notifies the bank within ----- working days of receiving communication from the bank about the debit? A) 1 b) 2 c) 3 d) None of these **Ans c**
6. In the above case if the customer notifies the bank from 4 to 7 working days from the date of getting intimation from the bank what is the liability of the customer? a) BSBD account Rs 5000 b) Other SB Accounts, Current accounts, OD/OCC with limits upto Rs 25 lac and credit card with limits upto Rs 5 lac Rs 10,000 c) Other OD/OCC accounts and credit card limit more than Rs 5 lac Rs 25,000 d) All are correct **d**
7. Which is **not** correct with regard to delegation of powers for paying the compensation to the customer? a) Committee of DBS Wing on EBT Fraud Risk upto Rs 5 lac b) GM of the concerned wing >Rs 5 lac upto Rs 10 lac c) Executive director >Rs 10 lac d) None of these **d**

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8. If the delay in notifying the bank by the customer is beyond 7 working days and within 60 days of receiving the communication from the bank what is the compensation the bank will pay? A)Rs 100 per Rs 5000 of amount involved Max Rs 1000 or the transaction amount which ever is less b) Rs 5000 c) Rs 10,000 d) None of these **Ans a**
9. The compensation for the customer if he reports beyond 60 days ---
a)Discretion of the bank b) Nil c) Rs 1000 or the amount of transaction which ever is less d) The amount of transaction even if the delay is beyond 60 days
Ans b
10. Further if the customer does not provide the necessary documents within --
- calendar days of Bank seeking the documents, the Bank is not liable to compensate the customer. a) 30 b) 7 c) 15 d) 48 hours **Ans c**
11. On being notified by the customer, the bank shall credit (shadow reversal) the amount involved in the un-authorized EBT to the customer's account within ---
working days from the date of such notification by the customer without waiting for settlement of insurance claim, if any with value date from the date of EBT (Provided the customer is eligible for the same) A)10 b)15 c) 7 d) Immediately on receipt of documents from the customer **Ans a**
12. SMS alerts are sent to customers for debit transactions. In case of suspected transactions the customer to send SMS as Suspect to which number? a)56162 b) 56161 c) 56160 d) 56169 **Ans b**

BANKERS INDEMNITY AND MASTER ASSET POLICY 196/22

1. Bankers indemnity and Master Asset Policy for the year 2022-23 is renewed with which insurance company ? a) National Insurance Company b) New India Assurance c) Bajaj Alliance d) Tata General Insurance **Ans a**
2. What is the insurance cover available for cash and securities held in bank premises? A) Rs 100 cro b) Rs 200 cro c) Rs 150 cro d) None of these **Ans b**

Cover	Sum Insured Rs
Basic Sum Insured	2 cro
Cash & Securities in Premises	200 cro
Cash & Securities in Transit	10 cro
Forgery & Alteration	5 cro
Employee Dishonesty	35 cro
Appraiser Fraud	AOA 10 cro AOY 25 cro
Collection agents, BCs etc	2 cro
Damage to ATM CDM etc	AOA 6 lac AOY 4 cro
Counterfeit Currency	25 lac

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Infidelity of bank appointed Vendors & Outsourced persons	50 lac
Liability arising out of opening Bank documents with forged documents	AOA 25 lac AOY 1 cro
Loss of cash / items of deposit in ATM / CDM/ Cash Recyclers	AOA – 60 Lakhs AOY – 10 Crore
Negligence and Errors & Omissions including the loss by erroneous transfer and stop payment liability	AOA – 1 Crore AOY – 10 Crore
Loss of Keys	AOA – 1 Lakhs AOY -10 Lakhs
Spurious Gold Cover	AOA – 10 Crore AOY -25 Crore
AOA – Any one Accident / Event	AOY –Any one Year (Whole Year)

3. Claim notification to be sent to which Office of the company ? a) Divisional Office IV Bengaluru b) HO National Insurance Company in Kolkata c) HO of National Insurance Company in New Delhi d) Divisional Office II in Kolkata **Ans a**
4. Within how much time claim intimation to be sent from the date of incident? A) 24 hours b) 48 hours c) 72 hours d) 7 days **Ans a**

Group Term Life Insurance policy for the employees: 33/2022 & 137/22

1. What is the policy period of the Group term Life Insurance policy for the employees of the bank in case of death while in Service for the year 2022-23? A) 1.4.2022 to 31.3.2023 b) 1.2.2022 to 31.1.2023 c) 1.1.2022 to 31.12.2022 d) None of these **b**
2. The policy is taken up with which Insurance Company? A) New India Assurance Co Ltd b) National Insurance c) Bajaj Alliance d) LIC e) None of these **c**
3. The Policy Covers what types of deaths? A) Accidental death b) Natural death c) All types of deaths d) None of these **c**
4. What is the sum assured for various cadres? 1) Substaff 20 months gross salary minimum Rs 10 lac, 2) Clerk 20 months gross salary minimum Rs 15 lac 3) Officer 20 months gross salary minimum Rs 20 lac 4) Executives 30 months gross salary minimum Rs 30 lac a) 1 to 4 all are correct b) 1 to 3 all are correct c) 1 & 2 are correct d) None of these **b Executives also 3 only applicable**
5. Gross salary for calculation of Premium and arriving at 20 months gross salary means salary for the month of a) Feb 2022 b) Jan 2022 c) December 2021 d) Apr 2022 **c**
6. The premium is shared between by bank and employee in the ratio of a) 90:10 b) 80:20 c) 75: 25 d) None of these **a**

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7. In respect of settlement claim which is correct ? the Claim amount (Sum Insured) will be settled to a) the Nominee(s) of Employee Provident Fund or NPS as per the Bank records. B) If Nominee is not available in Employee Provident Fund or NPS, then settlement shall be done to the nominee of Gratuity as per Bank Records.c) If there is no nomination as per Bank records in SPF/NPS/Gratuity, the claim shall be settled to Legal Heir/s as per laid down guidelines of the Bank. d) All are Correct **d**

Whistle Blower Policy 176/2022

1. Who is the designated authority under the whistle blower policy of the Bank?
a) CGM HR wing b) CGM RM Wing c) CGM Inspection wing d) Chief Vigilance Officer e) MD & CEO **A**
2. The designated authority under the policy will nominate an officer not below the rank of --- or --- to receive the complaints under the policy a) GM or DGM b) DGM or AGM c) AGM or DM d) DM or SM e) Manager or officer **b**
3. As per the policy the complainant has to a) disclose his or her identity in the complaint b) Need not disclose c) option of the complainant to disclose his identity or not d) None of these **a**
4. The identity of the whistle blower will be confirmed by the authorised officials by writing a letter to him or her which has to be replied by the whistle blower within how many days? a) 7 b) 10 c)15 d)21 e) None of these **e (correct answer 30 days)**
5. When a report is called for from Circles with regard to the complaint it has to be replied within a) one week b) two weeks c) four weeks d) 21 days **b**
6. The whistle blower policy is issued based on the provisions of a) Companies Act b) RBI Act c) BR Act d) HR practice of the bank **a**

EMPLOYEES' GRIEVANCE(S) REDRESSAL POLICY 179/2022

1. Expand CGRS – a) Canarite Grievance Redressal System b) Customer Grievance Redressal System c) Canara Grievance Redressal System d) None of these **a**
2. Which one of the following is with in the perview of the policy 1) Promotion 2) APAS rating/ Confidential report 3)Transfers & Posting 4) complaints under Whistle Blower Policy a) 1 to 4 all b) 1 to 4 None c) 1 to 3 none d) 4 only **b**
3. Stale grievance which is more than --- years old from the date of alleged occurrence generally will not be entertained a) 1 b) 2 c) 5 d) 6 months e) 3 months **a**

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4. The policy is applicable to a) all employees in the role of the bank b) all confirmed employees in the role of the bank c) all employees other than executives d) All employees other than Substaff **a**
5. All employees to lodge their grievances through CGRS in SAS. True or False
False Substaff to send by writing
6. The HRM section has to acknowledge the complaint received from the employees within --- of the receipt of the grievance and place the matter to the committee a) 6 working days b) 6 days c) 15 days d) 10 days **a**
7. The committee at the Circle Level to communicate its decision to the employee within 20 days from the date of receipt of the grievance at HRM section and in any case it should not exceed – days from the date of receipt of the grievance a) 30 days b) 45 days c) 60 days d) None of these **a**
8. If the employee is not satisfied with the reply or if his complaint is not attended within 30 days at the Circle Level, he has to appeal to the apex level committee within --- days of receipt of the reply from Circle level committee a) 15 b) 7 c)30 d)45 **c**
9. The IR section HO to acknowledge the appeal within -- working days from the date of receipt of appeal a) 6 b) 10 c) 7 d) 21 **a**
10. IR section may call for report from HRM Section concerned and the same to be replied by HRM Section within a) 7 days b) 7 working days c)15 days d) 30 days **c**
11. Apex level committee to communicate its decision to the employee within how many days of receipt of the appeal? A) 30 days b) 45 days c) 60 days d) 90 working days **c**

Document Handling and Records Retention Policy: 221/22

1. Section ---- in the Banking Regulation Act, 1949 which provides that the Central Government may after consultation with the RBI by notification in the Official Gazette, make rules specifying the period for which a banking company shall preserve its books, accounts and other documents. Sec 45Y
2. Banks to give the original Paid cheques to the customer as per a) BR Act 1949 45Z b) only xerox copy to be given after recovering appropriate charges c) Not defined in any act d) None of these **a**

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3. As per clause 4 Sec 12AA of PMLA records relating to Enhanced due diligence shall be maintained for a period of ---- years in case of any dubious transaction (recent modification) 5
4. Files relating to staff lapses where disciplinary action is initiated to be preserved for what period? a) 4 years after staff retirement b) 10 years after retirement c) Permanently d) One year after retirement c
5. Records of unclaimed deposit to be maintained 1)Till claim is settled 2) 20 years after settlement 3) 10 years after settlement 4) Permanently a) 1 &2 b) 1&3 c) 4 d) None of these a
6. Records relating to disputes or litigation in the court of law to be preserved for a) Till court verdict is obtained b) 5 years after court verdict is obtained c) 10 years after the dispute is over d) Permanently e) None of these **e) correct**
Ans 20 years after dispute is over
7. Records pertaining to death claim to be preserved for how many years ? a) 21 years b) Permanently c) 20 years d) Claim file 21 years and claim register permanently b
8. Counterfeit notes which are in litigation of court are to be preserved a) Permanently b) 3 after court case is over c) 20 years after court case is over d) None of these b
9. Every year during ----, a list of old records to be destroyed is prepared duly taking into consideration the 'retention period' for each record and submitted to Premises & Estate Section of concerned Circle/ Premises Policy & Admn. Section, GA Wing, HO as the case may be, on or before 7th of December every year and obtain permission for destruction. The entire process should be completed before the end of April. November
10. Which one of the following need **not** be kept in Strong Room or FBR safe by branches ? 1) Duplicate key of Cheque drop box 2) DTAA forms received from NRIs 3) Information on filing of etds returns 4) Cheques lying in cheque drop box at the end of the day 5) Debit cards a) 2 b) 2 to 4 c) 1 to 5 all d) 1 to 5 None d
11. Registration of mortgage & Charges to be preserved ---- **Permanently**

Branch Authorisation Policy:

1. A banking outlet to function for atleast --- hours per day for atleast ---- days in a week a) 4hours and 5days b) 5 hours and 4 days c) 7 hours and 5 days d) None of these a
2. A banking outlet which does not provide delivery of service for a minimum of 4 hours per day and atleast 5 days in a week is called --- a)Partime banking

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- outlets b) partial banking outlet c) Temporary banking outlets d) None of these
a
3. At least ---percent of the total number of branches (banking outlet) opened during the financial year must be opened in Unbanked Rural (Tier 5 and Tier 6) Centres. a) 10% b) 25% c) 50% d) None of these b
 4. If a branch is in Tier 5 and Tier 6 centres, the branch category is ---- a) Semi urban b) Rural c) Unbanked d) Small b
 5. A rural (Tier 5 and 6) centre that does not have a CBS enabled 'Banking Outlet' of a Scheduled Commercial Bank, a Small Finance Bank, a Payment Bank or a Regional Rural Bank nor a branch of Local Area Bank or licensed Co-operative Bank for carrying out customer based banking transactions is called ---- unbanked Rural Center
 6. Part shifting of a banking outlet should be within--- Km of the existing location. A) 2 kms b) 1 kms c) 5 kms d) none of these b
 7. Shifting/Merger/Closure/conversion of any rural Banking outlet as well as a sole semi urban Banking outlet would require approval of the---- a) RBI b) Lead bank c) customers d) District Consultative Committee d
 8. For opening a Currency Chest banks to approach --- office of RBI to get In principal Approval. A) Currency Office b) Issue Office c) Central office d) None of these b
 9. In case the place of the proposed location of a Currency Chest is in insurgency-affected area (including LWE districts, as notified by the Govt. of India from time to time) and / or within --- Kms of the international border and / or Union Territories of Jammu & Kashmir and Ladakh and North Eastern States, banks may approach the Issue Office (IO) of RBI for obtaining security clearance. 80
 10. After Currency Chest construction is over the banks to approach RBI for Final Approval. RBI has to give final approval within --- days 30

289/2022 Fire Safety Policy of the Bank

1. The periodicity of meeting of Central Security Planning committee is --- Once in a year
2. Fire Safety Subcommittee at Circle level to be formed under the aegis of P&E Section with Security Officer and TFO as members. The committee to meet once in a --- Quarter
3. All Circles to conduct Fire Safety Awareness Week once in a ---- Financial Year
4. Fire Extinguishers to be visible from a distance of at least ---- feet 3

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5. Wall markings for fire extinguisher location to be visible from a distance of atleast --- feet 25
6. Portable fire extinguishers shall be inspected by the branch in charge or by the person nominated by the branch in charge once in a ---- month
7. Every premises having an electrical power grater than --- KVA or having a minimum carpet area of – Sq Ft must be installed with a Fire Alarm System (2 & 100)
8. Training on use of fire safety equipment to be given to staff members once in ---- a year
9. Electrical Safety audit and Fire Audit of branches and Admin units to be carried out by P&E Section of the Circle Office once in ----- 3 years
10. Power Saving mode should be set for all computers after a fixed period of in activity of --- minutes 30
11. As per RBI instructions Fire Audit of Currency Chest to be conducted once in --- 2 years by the Govt Fire Department
12. The Security officer to send any incident of Fire report (initial) to HO within 24 hours and a detailed report to be sent within --- hours 72
13. Fire evacuation drill to be conducted by Security officer in Bank owned Staff Apartments which are located in high rise buildings once in --- a year

Policy of the Bank on Security Arrangement : 288/2022

1. The fitness certificate for A & B Class Currency chest vaults to be renewed --- through Banks Architect Annually
2. ---- days of recording of Currency Chest operations should be available for viewing in DVR? 90 days
3. What is the minimum number of police personals to guard a currency chest any point of time? **1 Head Constable and 4 constables**
4. The duplicate set of keys of Currency Chest to be deposited in a neary by branch and the keys to be interchanged once in --- a) Two years b) Along with RBIA c) At the time of RBI inspection d) a year d
5. Circle/RO Security Officer to visit currency chest every---- **quarter**
6. All sensitive currency chest to be visited by the Chief security officer once in -- - and chests in other areas once in a--- **(a year & once in 2 years)**

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7. Branches having a cash holding of Rs --- lac and above should have a strong room. **5 lac**
8. CCTV recording of branches should be available in DVR for real time viewing for how many days? **90 days**
9. For branches having SDL the recording of CCTV to be preserved for a period of --- 180 days
10. High risk branches to be visited by security officer once in ---- **6 months**
11. Normal Risk -- **once in a year**
12. Low Risk – once in --- **2 years**
13. Low Risk vulnerable branches **once in a year**
14. Risk classification from security angle of every branch to be done once in ----**3 years**
15. All High risk branches to be provided with --- armed guards and Normal risk branches with --- armed guards **Two and One**
16. Branch officials should visit onsite ATMs once in a -----to check the functioning of all devices especially check to ensure that skimming devices are not placed in ATMs and the offsite ATM once in a --- day & Week
17. All administrative buildings should have CCTV camera with a DVR with --- days back up for real time viewing **30 days**
18. Whenever the cash the loaded or off loaded from the Vans in Currency Chests how many armed guard to be present? A) upto 20 lac no armed guard b) 20 lac to 50 lac one armed guard c) >50 lac two armed guard d) 2 armed guards irrespective of amount d
19. A cash van completed --- years of service or --- Kms running to be replaced **5 years or one lakh Kms**
20. Which is Correct with regard of safe keeping of Gold? a) GL packets to be kept in a separate TRTL Safe b) in Post 1991 Strong rooms GL packets can be kept in Double Lock Almirah till TRTL safe is provide c) In branches having Pre 1991 strong rooms GL packets to be kept in TRTL (BB Class) safe. D)If a branch is not having strong room, GL packets are to be kept in TRTL(A) class Safe e) All are correct e
21. Regular training of Banks Armed guards to be conducted --- once in a FY

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22. Security Officers Conference to be held Annually
23. CCTV footage to be made available within --- hours whenever required 24

Inspection Policy 282/2022

1. The Head of Internal Audit shall have an overall experience of at least -- years in the banking or financial services, out of which at least -- years shall be the operations, preferably in Credit. 20, 10
2. For operational convenience and control, the Head-Internal Audit shall be designated for a minimum period of --- years 3
3. Generally, the induction of Officers to Inspection System including IS Audit shall be restricted to Scale II and above with consistent ---- / --- Rating in the past 3 appraisals and a minimum of one year experience as Branch-in-charge. Very Good / Outstanding
4. All field Inspecting Officers (IOs) are to be rated under feedback cum Review by the incharge of auditee units and weightage of --- marks shall be given in Annual Performance Appraisal Rating of the IOs. 5
5. As a pre audit exercise, the ZIs will inform the details of branches /units where the RBIA may fall due in the next ----well in advance. Quarter
6. If branches are merged, upon merger the acquiring branch shall be awarded a risk whichever is ---among the acquiring and merging branches. HIGHER
7. The Branches which are risk rated as Moderate continuously for 3 times in successive RBIA's, shall be treated as "-----", immediately upon awarding the risk rating for the 3rd time as Moderate. Special Moderate
8. The periodicity of RBIA of RAHs and MSME Sulabhs (other than HIGH Risk) revised to ---- 12 months (For high risk 6 months)
9. How many Zonal Inspectorate are there in our bank as on date? **12wef 1.7.2021**
10. The Zonal Inspectorates are subject to Regular inspection once in --- months **12**
11. Under Business risk marks are allotted to how many types of risks? **4 Credit, Operational, Liability & Earning Risk**

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12. Under Control risk marks are allotted to how many types of risks? **4 Credit Control, Operational Risk Control, Management Risk Control, Compliance Risk Control**
13. Serious/grave irregularities are to be reported in--- Ans a) Short Report b) Quality Report c) Part B report **d) Special Reports**
14. In respect of VLB/ELB/LCB/MCB if income leakage detected is Rs 25 lac and above the same is to be reported in --- report and if it is less than Rs 25 lac to be reported in --- **Special Report & Part B observations**
15. For Large, Medium and Small branches the cut off of income leakage to be reported in Special Reports is Rs --- lac and above **10 lac**
16. In order to ensure compliance of earlier inspection report a --- audit will be conducted during the course of next RBIA. **Quality**
17. In Quality Audit minimum ---percent of reply given for earlier report will be verified by the inspectors **a) 10%** b) 5% c) 25% d) None of these
18. For concurrent audit/continuous audit branches Quality Audit will be conducted once in a --- **Quarter**
19. In such branches the verification of compliance reported by branches under Part B observations during quality audit is---% **100%**
20. In RBIA branches are rated in --- Scales **3 Low Risk, Moderate Risk and High Risk**
21. The weightage for Business risk is---% and for Control risk it is ---% both for for branches and for RO/CO **20% & 80%**
22. For Service Units ---% weightage is given for Control Risk **100%**
23. To get low risk a branch has to get--- out of 100 marks. **Low less than 35, Moderate 35<55 High 55 & above**
24. The periodicity of RBIA for High risk branches is once in --- months **6 Moderate Risk 12 and Low Risk 18 months**
25. For LCBs the periodicity of RBIA is is --- months **Low & Moderate 12 months High Risk 6 months**
26. Off Site risk rating is done in respect of Low Risk branches on --- basis **Annual basis 12 months after RBIA is over**
27. Mid term] audit will be conducted after – months from the Completion of RBIA in respect of Low Risk Circles & ROs **12 months**

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28. For newly opened branches , COs and ROs RBIA will be conducted – months from the date of opening. **6 & 12 months**
29. Income audit will be conducted in select Large and Medium branches where income leakage is detected above a threshold limit is noticed as mentioned in ----Committee report **Jilani Committee**
30. The KYC Snap audit to be conducted ---- in one branch per RO **a) Monthly** b) Quarterly c) Half yearly d) None of these
31. Internal Management Audit of Rural Self Employment training institutes will be conducted once in --- months **12**
32. All branches and offices abroad is subject to inspection once in --- months **12 months except Hong kong 6 months**
33. All ELBs and LCBs with credit exposure of Rs --- cro and above are subject of continuous Audit **Rs 500 cro**
34. Integrated Treasury Wing, CPH, Reconciliation Wing and RAHs are subject to - --- **Continuous Audit**
35. In respect of Moderate Risk branches where Credit growth is steep, NPAs are high and recovery is stagnate ---- audit will be conducted after 6 months from the end of previous review period but before 9 months **Snap Audit**
36. Time limit for closure of RBIA reports of Small branches is –**2 months Small, Medium, RAH, SME branches, Service Units all 2 months**
37. Time limit for closure of RBIA reports of LCB/VLB/ELB/MCB/Lage branches which are not graded High Risk is --- **3 months If High risk 60 days**
38. Maximum time permissible for closure of Special Reports --- 4 months
39. Time limit for closure of monthly Concurrent Audit report is --- **within month end of succeeding month Eg 21st Nov 2021 report to be closed on or before 31.12.2021**
40. Time limit for closure of Quarterly Concurrent Audit report –**30 days**
41. Time limit for closure of RBIA of COs is--- and ROs is --- **3 months & 2 months**
42. Before recommending closure of RBIA report of a branch, an officer from another branch will be deputed by RO who will verify---% of Part B reports for which replies are received **100%**
43. OTM alerts to be closed by COs on T+--- days basis **2 days**

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44. In exceptional cases to be closed within --- days **7 days**
45. ZIs to verify atleast --- % of OTM alerts closed by Circles **2**
46. Audit conducted regarding LFAR compliance and pending carry over observations at branches is called --- **Audit Sustenance Audit**
47. What is the periodicity of due diligence audit of outsourcing activities of the Bank? **Yearly**
48. Mandays for RBIA's are fixed for different types of branches. Which is correct with regard to this? A) If additional mandays are required Head of ZI can permit upto 20% of fixed mandates b) Beyond 20% GM Inspection wing to permit c) The duration should not exceed 90 days for VLB, ELB, LCB and MCB & 60 days for other category of branches. D) All are correct e) None of them are correct **d**

Compensation Policy: 239/22

1. In case verification of the entry reported to be erroneous by the customer which is correct 1) if it does not involve a third party, the bank shall arrange to complete the process of verification within a maximum period of 7 working days from the date of reporting of erroneous debit. 2) In case the verification involves a third party, the bank shall complete the verification process within a maximum period of one month from the date of reporting of erroneous transaction by the customer. 3) 2 working days and 15 days 4) Discretion of the bank a) 1 & 2 b) 3 c) 4 d) All are correct **a**
2. In respect of erroneous transactions reported by customer pertaining to credit card operations, the bank shall provide explanation and, if necessary, documentary evidence to the customer within a maximum period of ----days from the date the customer notifies the Bank regarding the erroneous debit **60**
3. In case of delay in crediting or returning a NEFT or RTGS bank has to compensate the customer or the sending bank at 2% % more than the prevailing a) Repo Rate **2%**
4. In case a cheque has been paid after stop payment instruction is acknowledged by the bank, such debits to be reversed within --- working days from the date of customer intimating the debit. **2**
5. Time frame for collection of Outstation cheques drawn on State Capitals is --- days, drawn on major Cities is – days and drawn on other location is – days. **7,10,14 days.**

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6. For delay beyond the above days the interest to be paid to the customer shall be the interest rate on Fixed Deposits on the corresponding maturity. For loan accounts it is the interest rate for the loan account
7. In case of extraordinary delay, i.e. delays exceeding 90 days interest will be paid at the rate of % above the corresponding Term Deposit rate. 2%. For loan accounts it is 2% above the interest rate for the loan account.
8. In the event of receipt of any complaint from the customer that the bank's representative/ courier or DSA has engaged in any improper conduct or acted in violation of the Code of Bank's Commitment to Customers which the bank has adopted voluntarily, bank shall take appropriate steps to investigate and to handle the complaint and to compensate the customer within ---- days from the date of receipt of the complaint for financial losses, if any. 7 days
9. Duplicate draft will be issued within a ----from the receipt of such request from the purchaser thereof. For delay beyond the above stipulated period, interest at the rate applicable for Fixed Deposit for corresponding period will be paid as compensation to the customer for such delay. Fortnight
10. The Bank would return to the borrowers all the securities/ documents/ title deeds to mortgaged property within ---- days of repayment of all dues agreed to or contracted.15
11. For delayed credit of Pension Bank shall compensate the pensioners' for the delayed period beyond the due date at ---- penal interest 8% pa
12. Changes in minimum balance requirement and charges if any for not maintaining minimum balance will be intimated to the customers --- months in advance One Month
13. What is the penal charges to be collected for non maintenance minimum balance in in operative account wef 16.5.2014 NIL
14. The time limit for payment of inward remittances exceeding USD 10,000 or its equivalent is ----- working days from the date of receipt of credit advice/ Nostro Statement 2
15. For inward remittances up to USD 10000 or equivalent in other foreign currencies, payment is to be executed immediately on receipt of credit advice/ pass sheet credit. In case of delay, the Bank shall also pay the beneficiary interest @ ---- over its Savings Bank rate. 2%
16. Any applicant who has applied for shares through ASBA whose application has not been considered for allotment, due to failure on the part of the Bank, shall have the option to seek redressal of the same within ---- months of the listing date. 3

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17. On receipt of such application/s, Bank would be required to resolve the same within 15 days, failing which interest at the rate of ---- per annum for any delay beyond the said period of 15 days to be paid to the complainant. 15%
18. In respect of loss of contents of locker due to fire, theft/ burglary/ robbery, dacoity, building collapse due to its own shortcomings, negligence and by any act of omission/commission including fraud committed by employees the banks' liability shall be for an amount equivalent to ----- times the prevailing annual rent of the safe deposit locker. One hundred

Group Personal Accident Policy for All Employees 136/22

1. The Policy Period of Group Personal Accident for all Employees of the bank is from -- to --- 1.1.2022 to 31.12.2022
2. The minimum insurance Cover is Rs ----- and maximum is Rs ---- Rs 3.50 lac and Rs 22 lac
3. If the employee met with an accident during the policy period which causes death within 12 months the employee will get --- % of Sum Assured 100%
4. For Permanent Total Disability ---- % of Capital sum assured if an employee met with accidental bodily injury during the policy period that causes permanent total disability within 12 months. 150%
5. Temporary Total Disability – If the employee suffers from accidental bodily injury during the policy period which completely prevents him from engaging in his occupation, then Insurance Company will make a weekly payment to the employee Rs.---- per week for 104 weeks subject to certain conditions. Rs 5000
6. If an employee met with an accidental bodily injury and expires and if the Insurance Company accepts his claim, they will make a onetime payment of Rs.----- each towards the cost of education of upto 2 of dependent children who are under the age of 19 as on date the employee meets with accidental bodily injury. Rs 10,000
7. The maximum medical expenses reimbursement under the policy is ---% of sum assured 10%
8. The Policy is taken with which insurance Company? M/S Reliance General Insurance Company Ltd

Cadre	Sum Assured
Subordinate Cadre	3,50,000
Clerk/Spl Assistance	5,00,000
Scale I	6.50,000
Scale II	8,50,000

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Scale III	10,50,000
Scale IV	12,00,000
Scale V	14,50,000
Scale VI	17,00,000
Scale VII & VIII	22,00,000

Scheme of reward to Bank employees, customers and member public for resisting dacoits/robbers in case of Bank robberies: 185/2022

1. In case of death of an employee as a result of bank robbery or attacks by terrorists including Left Wing Extremism on Bank employees the family of deceased will be given certain compensation. Which is **Not** correct? 1) Rs 20 lac for officers and Rs 10 lac for Clerical/Substaff 2) Bank will look after the education expenses of the children of the deceased upto and inclusive of Graduation 3) One family member will be given immediate employment under Compassionate ground. 4) If compassionate employment is not taken up the pay and allowance last drawn will be extended to the family till one of the children reaches 21 year of age or till the date on which the deceased would have retired in normal course whichever is earlier 5) Loan availed if any will be transferred to the family member if compassionate appointment is given otherwise interest will be waived and principal will be recovered from the dues payable a) 1 to 5 all b) 1 to 5 none c) 1 to 3 d) 1, 5 & 5 b 1 to 5 none not correct ie all are correct
2. Certain other awards are also given in such incidents. Which is the odd man out? A) Other than bank employee if any one got killed during robberies and or attack on bank by terrorists bank will pay a compensation of Rs 3 lacs b) Employees customers and general public who actively resist the attack cash award not exceeding Rs 2 lac will be given. C) In addition if bank employee resists the attack he may be given out of turn promotion or three advance increments d) The expenses for treatment of the injury of the victim will be borne by the bank. e) None of them e

The Policy on Mandatory Leave 370/22

1. The mandatory leave is not less than 10 days in a single spell every calendar year. True or False False 10 working days.
2. The sensitive posts in the bank for mandatory leave is decided by whom? A) 3 CGMs/GMs committee b) CAC of the Board c) ED CAC d) Circle Head CAC a
3. It should be ensured that --- % of employees are sent on mandatory leave in a quarter. A) 25% b) 1/3rd c) 20% d) None of these a
4. Who are exempted from Mandatory Policy? Subordinate Staff

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5. A compliance report to be placed before Board of Directors on the mandatory policy within --- of every year. 31st March

Policy on dishonour of Inward cheques/ECS Mandate 243/22

1. Dishonour of Cheque for value less than Rs 1 cro for the reason Insufficient Funds on --- Occasions during the financial year will attract stoppage of cheque book facility and closure of the account. **6**
2. If a cheque for less than Rs 1 cro is dishonoured for the reason insufficient funds for a ----time in a particular account of the drawer during the financial year, a cautionary advice will be issued to the concerned constituent, drawing attention to aforesaid condition and consequential stoppage of cheque facility, in the event of inward cheque being dishonoured for the reason insufficient funds on sixth occasion on the same account during the financial year. A) 4th time b) 5th Time c) 6th time d) No need for any cautionary advice **b**
3. Bank will be constrained to close the account if ECS mandates (irrespective of the amount) are dishonoured for the reason insufficient funds for --- Occasions during the financial year **4**
4. After ---- occasions of dishonour of ECS mandate, information/ cautionary advice be given to the lodger of ECS **3**
5. In case of Dishonour of a cheque for the reason insufficient funds valuing Rs.1 crore & above and cheques favouring Stock Exchanges irrespective of the amount, on ----- occasions during the financial year no cheque book would be issued and Bank may consider closure of Current Accounts.. **4**
6. SMS alerts sent to customers regarding dishonour of inward cheques and ECS mandates. SMS alerts sent are admissible as evidence under ---- Act & ---- Act **Information Technology Act 2020 & Indian Evidence Act 1972**
7. The returned cheques to be dispatched to the account holders within 24 hours of the return along with cheque return memo. The cheque return memo indicating the reasons for delay to be handed over the customer along with the cheque in as per which Act? a) NI Act b) BR Act c) Rule 6 of URRBCH d) RBI Act **C Rule No 6 of Uniform Regulation & Rules for Bankers Clearing Houses (URRBCH)**

Policy on Collection of Cheques 237/22 (Inland Cheques only)

1. Instant Credit of Outstation cheque payable within India not exceeding Rs ---- for all eligible customers without any specific request of the customer. **15,000 (Local cheques with specific request)**

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2. Which are not eligible for instant credit? 1) All types of Minors Account 2) NRI Account 3) Employees accounts 4) Self cheque, endorsed cheques and Exchange Company Cheques 5) Accounts not conducted satisfactorily in the last six months 6) employees account a) 1 to 6 all b) 3 c) 6 d) 1 to 5 **d**
3. What is the interest to be charged if the cheques for which instant credit is given is returned unpaid for Parties not enjoying any credit facility with us? **Int rate on loans and advances upto Rs 2 lac**
4. What is the minimum amount of cheque to be presented in High Value Clearing **Rs 1 lac**
5. What is the time norm for Credit of customers Account in respect of cheques sent for Collection to various centres within the country? a) Cheques presented in State Capitals – Max 7 days b) Major cities Max 10 days c) other centres Max period 17 days d) a to c all are correct **d**
6. What is the interest to be paid to the customer for delay beyond 7/10/14 days in Credit of outstation cheques sent for collection? **Prevailing FD interest for the delayed period**
7. If the delay is more than 90 days (extraordinary) then what interest to be paid to the customer? Corresponding **FD rate for the delayed period + 2%**
8. If the proceeds are to be credited to the loan account what interest to be paid for the delayed period? **Rate as applicable to loan account. Beyond 90 days Plus 2%**
9. What is the Compensation in respect of delay in collection of local cheque? **SB interest rate**
10. In case intimation regarding loss of instruments is conveyed to the customer beyond the time limit stipulated for collection (7/10/14 days as the case may be), interest will be paid for the period exceeding the stipulated collection period at what rate? **SB**
11. The lodger's bank shall pay interest to the lodger for the delayed period in respect of collection of bills at the rate of 2% p.a. above the ----- rate of interest **SB**
12. Under truncated environment whose responsibility is to ensure that the instrument is not materially altered? A) Paying Banker **b) Collecting Banker** c) Clearing Section d) RBI
13. Bank shall collect account payee cheque for an amount not exceeding Rs.-----/- to the account of cooperative societies account holders, if the payees of such cheques are the constituent of such co-operative societies. **50,000**

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Credit Card Policy: 419/22

1. A credit card issued without a specific written/digital request or an application thereof is called ---- Unsolicited Credit card
2. Which is correct with regard to Credit card? A) A copy of Credit card application along with Most important Terms & Conditions (MITC) acknowledged by the customer at the time of issuing the card to be preserved like any other loan document. b) When the customer approach for Credit card, the Key Fact Statement to be given along with the credit card applications (423, 653/22) c) A only is correct d) a & b are correct e) a&b are not correct d
3. The type of credit card where the user has to pay the billed amount in full on due date after the billing cycle, and no rolling over of credit to the next billing cycle is permitted. A) Charge card b) Charge back card c) Add on card d) Interest free card Ans a
4. For classic and Standard Cards the minimum gross income required is Rs 1 lac per annum and for Gold Card it is Rs 2 lac per Annum. For World Credit Card the gross income criteria is Rs ---- per annum Rs 10 lac
5. Secured Credit card is issued against 75% of ledger balance for KDR and 75% of Principal amount for FDR. The deposit maturity should be at least --- years at the time of sanction of the credit card a) 1 b) 5 c) 2 d) 10
6. At the time of issuing Credit card to a borrower, the loan account of the borrower should not be in 1) SMA 0 2) SMA 1 3) SMA 2 4) NPA Ans a) 1 to 4 all b) 1 c) 4 d) No such condition
7. To whom credit cards should not be issued. A) NRIs with Indian Pass port only b) Foreign nationals who come to India for a short visit c) Foreign nationals employed in India d) None of these
8. What is the maximum cash withdrawal limit for NRIs? a) Rs 50000 PM subject to 50% of the Card limit. B)RS 50,000 Pm subject to 25% of the card limit c) Rs 1 lac pm subject to 50% of card limit wef 1.1.2023 d) None of these a
9. Staff Members should have a minimum annual gross income of Rs.60000/- and minimum net take home salary of not less than Rs.4000/- p.m. For arriving Net Income Repayment towards which of the following can be added back 1) HL 2) IT deduction 3) EL of the Ward 4) NPS deduction Ans a) 1 to 4 all b) 4 c) 1 d) 1 & 4 Ans c
10. Which is not correct with regard to Sanctioning authority for Credit Card a) Concept of Credit approval committees not applicable for sanction b) For high risk customers the maximum card limit is only Rs 2 lac c) For Low and Normal risk grade of customer cards will be issued by the respective sanctioning

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authority and for Moderate and High risk by next higher authority d) Cards can not be issued to High risk customers d

11. Which is not correct with regard to the limit of Cards for individuals a) Gold Credit card, World Credit card Secured Credit Card ,minimum and maximum limit is Rs 25,000 and Rs 25,00,000 b) For Classic/Standard minimum Rs 25,000 maximum Rs 3 lac (max 5 lac as per HO Cir 692/22) c) Platinum minimum Rs 50,000 and maximum Rs 25,00,000 d) Select Credit Card minimum Rs 1,00,000 and maximum Rs 25,00,000. E) None of these e all are correct
12. Credit card limit shall normally be restricted to 30% of the gross income of the applicant and the Validity period of credit card is a) 3 years b) 5 c) 1 d) 10 a
13. What is the Maximum add on cards in respect of Individuals that can be issued
Ans 4
14. For on line applications, Credit card limits may be sanctioned to a maximum of Rs 1 lac as per predefined parameters. Beyond Rs 1 lac, the same will be sanctioned by --- DBS Wing HO
15. For corporates the minimum limit is Rs 50,000 and Maximum is Rs---- in multiples of Rs 5000. 100 lac
16. Maximum add on cards for Corporate customer is --- with minimum card limit of Rs 25000 99
17. Which is not correct with regard to cash withdrawal limit a) for individual 50% of card limit maximum Rs 50,000. B) For Corporates 50% of card limit maximum Rs 5 lac c) For add on card per card maximum Rs 25,000 d) For NRIs no cash withdrawal facility Ans d
18. Authorities upto Scale III who are in charge of branches can sanction credit card to individuals upto 30% of Gross Annual Income with maximum limit upto Rs 50,000 to certain category of customers. For Which one of the following category they can not issue a) To salaried class where salary is being credited in their account with our Bank for the last SIX months. b) All Government & PSU employees (both State & Central Government) & Quasi Government Employees who are confirmed in the service c) Secured Credit Cards against the security of FD/KD d) To all Mortgage based loan borrowers where repayment is prompt and not reflected in SMA1/SMA2 during the last six months. e) Customers where average balance in SB/Current Account for the last 12 months is Rs 25,000/- & above E Correct answer 50,000 and above
19. For revolving facility the minimum amount to be paid is --% of the outstanding amount. A) 5% b) 10% c) 3% d) 25% a
20. Balance amount will carry a Service charge of ---% PM and it is --- % PM for Secured credit card Ans 2.5 and 2
21. The Bank may provide EMI facility for converting the purchases of Rs. ---- (excluding Cash withdrawal and jewelry purchases) and above, which is repayable in instalments of 3,6,9 ,12,18 and 24 months with Interest rate as may be decided from time to time. a) Rs 5000 and above b) Rs 25,000 & above c) Rs 10,000 & above d) No EMI facility a
22. Penal charges will be charged for preclosure of EMI . Which is Not Correct with regard to this. a) If cleared by the customers 1% b) If taken over by other

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- banks 2% c) Once EMI opted it cannot be pre closed d) All of these d
Correct Answer 2% of outstanding Principle + Applicable taxes
23. Which is correct with regard to activation and closure of Credit Card a) Bank shall seek One Time Password (OTP) based consent from the cardholder for activating a credit card, if the same has not been activated by the customer for more than 30 days from the date of issuance b) If no consent is received for activating the card, Bank shall close the credit card account without any cost to the customer within seven working days from date of seeking confirmation from the customer c) Request for credit card closure to be honoured by the bank within 7 working days subject to payment of all dues by the customer. Failure will result in a penalty of Rs 500 per day of delay till the account is closed. d) If a credit card has not been used for a period of more than one year, the process to close the card will be initiated after intimating the cardholder. If no reply is received from the cardholder within a period of 30 days, the card account will be closed subject to payment of all dues by the cardholder and the same will be updated with the Credit Information companies within 30 days of closure. E) All are correct e
24. Bank to ensure that the Credit card bills reaches the card holders atleast – days before payment due date Ans 15 days
25. All complaints received from card holders will be redressed within a maximum period of --- days unless intervention of external agencies and other departments in the bank are required. A) 7 working days b) 7 days c) 15 working days d) 15 days e) None of these c
26. Any credit card complaint received at the MD&CEO or ED Head Office level shall be resolved with in --- hours a) 24 b) 48 c) 12 d) 72 a
27. At present what is the Joining fee and Annual Fee for Credit Card a) NO joining but annual fee depends on Card Variant b) Both Joining fee and annual fee depends on card variant c) No joining and annual fee d) None of these c
28. Which is correct with regard to Loyalty/Reward points. 1) All Canara Credit Cards (except for corporate credit cards) will be eligible for reward/ loyalty points. 2) Two reward points will be earned on every Rs. 100 spent on credit cards (not applicable on fuel transactions and cash withdrawals) 3) Value of each reward point is Rs. 0.25. 4) Validity of reward points is 3 years from the date of accrual. 5) Customers can also opt for cashback with minimum of 1000 points in multiples of 100 which will be credited to the Credit Card account a) 1 to 5 all b)2 to 5 all c)1 to 4 all d) 1 to 5 None a
29. Which is not correct with regard to Credit Card? A)For recovery of NPA accounts branch officials to contact the account holder only between 8 am and 7 Pm b) A Credit card account will be treated as non-performing asset if the minimum amount due as mentioned in the statement, is not paid fully within 90 days from the payment due date mentioned in the statement c) Bank shall report a credit card account as 'past due' to credit information companies (CICs) or levy penal charges, viz. late payment charges, etc., if any, only when a credit card account remains 'past due' for more than three days d) Bank shall not report any credit information relating to a new credit card account to Credit

- Information Companies prior to activation of the card. E) None of these Ans a
10 am to 7 pm
30. Before reporting default status of a credit cardholder to a Credit Information Company, Bank shall ensure that they adhere to a procedure, including issuing of a --- day notice period to such cardholder about the intention to report him/her as defaulter to the Credit Information Company. 7 days
 31. In the event the customer settles his/her dues after having been reported as defaulter, the Bank shall update the status within ---days from the date of settlement. 30
 32. For different Credit Cards if card is not used for certain threshold levels or the sanctioned card limit which ever is lower in a year inactivation fees will be levied.(Staff members are not exempted) Which is not correct with regard to this threshold limit? a)For classic and Standard card Rs 15,000 b) For Gold Credit Card Rs 25,000 c)For Platinum Rs 50,000 d) For Select and World Rs 1,00,000 a. Correct Ans Rs 12,000
 33. Which does not match with regard to inactivation fee a)Classic and Standard Card Rs 100 b)Gold Rs 200 c) Platinum Rs 200 d)Select and World Rs 300 Ans b Rs 150 is correct answer
 34. As on date what is the enrolment fee and annual fee for individual credit card Ans Nil
 35. Transaction fee for using card for cash with drawal is ---- ans Rs 30 per thousand minimum Rs 30 per withdrawal
 36. In case of default, interest charges at the rate of --- per month + applicable GST will be levied on carried over liability, till clearance besides a late payment fee of Rs 250 per billing Cycle. A)2.50% b)30% c) 24% d) 12% a
 37. Once a credit card liability becomes NPA it will be transferred to the card issuing branch under a separate product code. The product code is 170
 38. What is the maximum per transaction limit for contact less transaction in Credit Card from 1.1.2021. Rs 5000
 39. What is the card year in Credit Card? A) 12 months from the month of issue of the card b) 24 months from the month of issue of the card c) 15 months from the month of issue of the card d) No such concept(if issued in May 2022 then the card year is May 2022 to April 2023 (423/22) a
 40. What is the date of generation of bill for Canara Visa (all variants)/Corporate Cards? 20th of every month (For canara Master Card/Rupay(all variants) 18th of every month. 423/22
 41. Card holders to raise a dispute with regard to any transactions within 7 days from ----- a) Date of receipt of statement of account.b)bill due date c) from the date of transaction d) None of these a 423/22
 42. Which is relevant with regard to Complimentary Insurance Cover for fraudulent transaction? a) VISA/Master/Rupay credit cards (classic/Standard/Corporate) sum insured per card is Rs 2 lac and for Gold, Platinum and Select cards it is Rs 5 lac b)Customers to intimate the bank within 15 days days from the knowledge of the first incident of loss and in case if the card holder is in abroad

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he may intimate the bank within 7 working days post reaching India c)The policy covers disputed fraudulent transactions happened upto a period of 15 days prior and 15 days post his reporting date to Canara Bank.d) a to c d

43. What is the fee for replacement of hot listed card? Rs 300 plus tax
44. Bank has introduced a campaign named Digital Tarang from 1.8.2022 to 31.12.2022 for enrolment and activation of Mobile Banking, Credit Card, Point of Sales (PoS) and BHIM QR to enrol how many Credit card accounts 4 lac (to activate 75% of 4 lac Spl Comm 133/22)
- 45.

Insurance Cover for Canara Credit Card Holders 423/22 (INR)

Card Variants	Accidental Death Cover	Baggage Insurance Cover	Purchase Protection Cover	Fraudulent Transaction Cover
Visa/Master/Rupay (Classic, Standard,Corporate)	Air- Rs 4 lac for self Rs 2 lac for spouse Others- Rs 2 and Rs 1 lac	Rs 25,000 per card	Rs 25,000 per card	Rs 2 lac per card
Visa/Master/Rupay (Gold, World, Platinum & Select)	Air- Rs 4 lac for self Rs 4 lac for spouse Others- Rs 4 and Rs 2 lac	Rs 25,000 per card	Rs 25,000 per card	Rs 5 lac per card

Reporting the Incidents within: Personal Accident 60 days Baggage – 15 days Purchase Protection 15 days

Fraudulent Transaction 2 days – Purchase Protection Cover is valid for 60 days from the date of purchase

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