

BANK EXAMS

GENERAL AWARENESS

1. Banking Ombudsman Scheme was notified by RBI on 14th June
 - 1) 2000
 - 2) 1995
 - 3) 1999
 - 4) 2010
 - 5) 1981
2. What is the aim of formulating Banking Ombudsman Scheme by RBI?
 - 1) to promote the deposits in the unbanked areas as the part of Financial inclusion
 - 2) to promote lending among the poor people, as they are depending on non-institutional sources
 - 3) to redress the grievances or complaints arising out of the deficiency in the banking services
 - 4) to universalize the discount of commercial bills issued by Commercial Banks
 - 5) to incorporate the list of Scheduled banks in the RBI Act 1934
3. RBI introduced Banking Ombudsman Scheme as per Section 35 A of.....
 - 1) Negotiable Instruments Act, 1881
 - 2) SARFAESI Act, 2002
 - 3) Banking Regulation Act, 1949
 - 4) FEMA, 1999
 - 5) RBI Act, 1934
4. Ombudsman Scheme first introduced in.....
 - 1) USA
 - 2) India
 - 3) Australia
 - 4) France
 - 5) UK
5. Which are the banks covered under the Banking Ombudsman Scheme?
 - 1) Scheduled Public Sector Banks
 - 2) Scheduled Private Sector Banks
 - 3) Regional Rural Banks
 - 4) Scheduled Primary Co-operative Banks
 - 5) All of above
6. Banking Ombudsman is a senior official appointed by...
 - 1) Finance Minister
 - 2) RBI
 - 3) SEBI
 - 4) FSDC
 - 5) IREDAI
7. Presently, the Banking Ombudsman Scheme 2006 (BOS), as amended up to 3rd February is in operation
 - 1) 2009
 - 2) 2010
 - 3) 2014
 - 4) 2015
 - 5) 2011
8. Who released Annual Report of the Banking Ombudsman Scheme on 9th December 2016?
 - 1) SEBI
 - 2) Competition Commission of India
 - 3) RBI
 - 4) TRAI
 - 5) Government of India

9. RBI opened its second office of the Banking Ombudsman on 1st November 2016 in.....
- 1) Mumbai 2) Kolkata 3) New Delhi 4) Chennai
- 5) Pune
10. Highest number of complaints with Ombudsman filed against which bank as per the 2015 – 16 report given by RBI on 9th December 2016?
- 1) ICICI Bank 2) Punjab National Bank
- 3) SBI 4) Bank of Maharashtra
- 5) Union Bank of India
11. As per the present rules, any person can file a complaint before the Banking Ombudsman, if the satisfied reply is not received from the bank within a period of...
- 1) One month 2) 3 months 3) 2 months 4) 6 months
- 5) 12 months
12. When the Ombudsman rejects the complaint of the customer?
- 1) if the customer does not approach the bank first
- 2) One has not made the complaint within one year from the date one has received the reply of the bank or if no reply is received if it is more than one year and one month from the date of representation to the bank
- 3) subject matter of the complaint is pending for disposal / has already been dealt with at any other forum like court of law, consumer court
- 4) complaint is frivolous or vexatious
- 5) In all above cases, the ombudsman will not accept the complaint from customer
13. The fee collected by Ombudsman to take complaint from the customer....
- 1) Rs.5 2) Rs.100
- 3) Rs.10 4) fix by the bank
- 5) No fee collects by the Ombudsman
14. The Ombudsman take the complaint and can take action if...
- 1) non-payment or delay in payment of inward remittances
- 2) non-credit of proceeds to customers accounts, non-payment of deposit or non-observance of the Reserve Bank directives
- 3) not accepting the legal tender and or for charging of commission in respect thereof
- 4) inordinate delay in the payment or collection of cheques, drafts, bills
- 5) In the all above cases the ombudsman take action against bank
15. When the Ombudsman take action against the bank?
- 1) collecting charges without adequate prior notice to the customer
- 2) refusal to accept or delay in accepting payment towards taxes, as required by government
- 3) refusal to close or delay in closing the accounts
- 4) non-observance of Reserve Bank guidelines on engagement of recovery agents by banks
- 5) In the above all cases, Ombudsman take action against the bank

16. On 24th May 2007, RBI framed a rule that any customer not satisfied with Ombudsman decision, then the customer can put an appeal to...
- 1) Governor, RBI
 - 2) Governor of that State in which state customer has account
 - 3) Finance Minister of India
 - 4) President of India
 - 5) Deputy Governor of RBI
17. RBI amended Banking Ombudsman Scheme includes complaints relating to Internet Banking and Non-adherence to BCSBI Code on 5th February 2009. BCSBI stands for...
- 1) Banking Core and Standards Board of India
 - 2) Banking Codes and State Board of India
 - 3) Banking Codes and Standards Board of India
 - 4) Business Codes and Standards Board of India
 - 5) Banking Codes and Standards Bureau of India
18. RBI constituted committee under the chairmanship of to review the Ombudsman Scheme on 7th January 2013.
- 1) C. Ranga Rajan
 - 2) Suma Chakravarti
 - 3) Suma varma
 - 4) Usha Thorat
 - 5) S. S. Mundra
19. Banking Ombudsman can grant compensation up to
- 1) Rs.50 lakh
 - 2) Rs.10 Lakh
 - 3) Rs.35 Lakh
 - 4) Rs.5 Lakh
 - 5) Rs.50 Lakh
20. Banking Ombudsman may award compensation not exceedingto the complainant only in the case of complaints relating to credit card operations for mental agony and harassment.
- 1) Rs.2 Lakh
 - 2) Rs.1 Lakh
 - 3) Rs.25 Lakh
 - 4) Rs.10 Lakh
 - 5) Rs.15 Lakh
21. On 7th December 2016, Arunachal Pradesh State Co-operative Apex Bank launched Mobile Banking Service named SIMsePAY having tie up with
- 1) Corporation bank
 - 2) Canara bank
 - 3) ICICI bank
 - 4) Citi bank
 - 5) Yes bank
22. Union government asked banks to install additional 10 lakh POS to promote digital transaction terminals by 31st March 2017. POS stands for.....
- 1) Point Of Sale
 - 2) Price Of Service
 - 3) Postal Out Station
 - 4) Point Of scale
 - 5) Public Of Sales
23. NABARD on 8th December 2016 declared it will extend about to banks for deployment of two Point Of Sale (POS) terminals each in one lakh villages, with a population of up to 10,000.
- 1) Rs.100 crore
 - 2) Rs.200 crore
 - 3) Rs.70 crore
 - 4) Rs.120 crore
 - 5) Rs.1000 crore

24. On 5th December 2016, which state declared to appoint 1000 Banking correspondents in unbanked gram panchayats?
- 1) Meghalaya 2) Gujarat 3) Himachal Pradesh 4) Rajasthan
5) Odisha
25. Bank of Baroda declared it raisedby issuing bonds that are compliant with global capital adequacy norms or Basel III recently.
- 1) Rs.10,000 crore 2) Rs.1,000 crore
3) Rs.4,000 crore 4) Rs.1,500 crore
5) Rs.5,000 crore
26. The Schemes introduced by various state governments given. The wrong combination is.....
- 1) Rajasthan – Annapoorna Rasoi – Food for All at subsidy price
2) West Bengal – Sabooj Saathi – Free cycles to school going children
3) Kerala Aardram – improving quality and facilities at government hospitals and to enable treatment at a reasonable price
4) Bihar – Har Ghar Bijili Lagatar – Uninterrupted power supply to each home
5) All of above correct
27. The Schemes introduced by Central government given. The wrong combination is...
- 1) Pradhan Manthri Ujwala Yozana – Free LPG gas connections to BPL families
2) Kahin Bhi – Kabhi Bhi – Medical facilities launched for ESIC beneficiaries
3) Pradhan Manthri Yuva Yojana – Entrepreneurship education and training
4) Pradhan Manthri Surakshit Matritva Abhiyaan – to provide free health check – ups to pregnant women at government health centers and hospitals
5) All of above correct
28. Union government launched which scheme to enable every citizen, small traders and merchants to adopt digital payments in their everyday financial transactions?
- 1) Digidhan Abhiyan
2) Online DigiDhan Abhiyan
3) Digi for All
4) Digi dhan Parampara Yozana
5) Online Digi dhan Yozana
29. To promote cashless transactions in India, the government has started a television channel by name.....
- 1) Digi Trans 2) Digi Prob 3) Digi Dhyan 4) Digi Core
5) Digi Shala
30. To fight corruption with the active participation of people, which State Government launched two mobile applications which can be used to upload information regarding corruption?
- 1) Andhra Pradesh 2) Gujarat 3) Madhya Pradesh 4) Telangana
5) Kerala

31. Who declared that Rs.10 will be given to the district administration for every individual who has shifted to digital payment mode and has made at least two digital transactions for day-to-day activities?
- 1) Finance Commission
 - 2) RBI
 - 3) NITI Aayog
 - 4) Central Statistical Commission
 - 5) CBDT
32. List of Awards given. The wrong combination is...
- 1) 'Best MSME Bank Award 2016' instituted by ASSOCHAM in private sector segment – Karnataka Bank Limited
 - 2) IAAF male Athlete of the Year award – Novak Djokovic
 - 3) Golden Peacock award at the 47th IFFI – "Daughter"
 - 4) International Press Freedom Award – Malini Subramaniam
 - 5) German Green Talent award – Shamik Chowdhury
33. Human Rights Day is observed on.....
- 1) December 4th
 - 2) December 9th
 - 3) December 10th
 - 4) December 25th
 - 5) December 15th

KEY

1-2; 2-3; 3-3; 4-5; 5-5; 6-2; 7-1; 8-3; 9-3; 10-3; 11-1; 12-5; 13-5; 14-5; 15-5; 16-5; 17-3; 18-3; 19-2; 20-2; 21-5; 22-1; 23-4; 24-5; 25-2; 26-5; 27-5; 28-1; 29-5; 30-5; 31-3; 32-2; 33-3.

Writer: A. Veeraswamy