

[IBPS PO & Clerk 2014 Exam](#) [Interview Capsule](#)

[HOW TO FACE BANKING INTERVIEWS](#)

The IBPS PO Interview procedures are set to start from the third week of January. More interviews will follow thereafter. Many would be called for the interviews, but only the deserving candidates will be selected. Or, let me correct myself, they will simply pick out the deserving candidates.

This interview is a way for the panel to evaluate the personal skills and potential of the candidate vis a vis the post he has applied for. The questions asked in this interview are meant to measure the attitude, skills and adjustability of the candidate. The approach that the candidate takes to answer the questions lets the board decide the suitability of the candidate for the bank.

Well then let's talk about what qualities are those that makes someone so deserving.

Banks are Business oriented. They compete with one another. They always were and always will be on the lookout for good people they can hire who in turn can increase their turnover, can orient their business, and can save their ass. In need, they also fire the lunatic ones who make losses, who imbalances Bank's reputation, and disturbs their business relations. So, in turn, they always want more and more good people.

But they don't have all the time to analyse thousands of people. One interview, or interaction, lasts, on an average 15 minutes per candidate. Just 15 minutes to know whether a person is suitable for the job or not.

A Bank grows on the basic old age principle of maintaining good relations with customers. Friendly relations. That's only why they promise this thing to each and every customer. Customer satisfaction is their highest priority.

So, are you willing to hold onto 'this' promise of theirs? If yes, then Congratulations! You're welcome for the job. If not, you'd better pack your bags and try somewhere else!

Now, let's understand this scenario.

Let me be an illiterate Bank customer who knows 'Hindi' only. And I want to open my Banking account. So, I went to an XYZ Bank for this purpose. This is the treatment I got.

I: Mujhe khata kholna hai.

Peon: dopahar khane baad aana.

I (being angry): Wait karta hu.

After lunch.

I: Khata kholna hai Sahab. Kab khologe?

Clerk (busy, not interested, and not even looking at me): Have you bought your documents with you?

I (not able to understand English): Kya?

Clerk (looking at me now, saying something in his local language): sabu kagaz patra aanicha ta?????

I (more puzzled): Kya??

And frustration. He tells me in sign language to come again tomorrow morning when he'll be freer. Time lost and more frustration. So, I go back home, I tell my family, and my relatives, and my society that all this and this happened. Slowly and with time, they begin to have a feel that this Bank is worthless. Later, we all opens our accounts at some other Bank branches where we got fair treatment. In turn, one clerk's attitude made XYZ Bank to lose many a customers. We all could have deposited one crore rupee combined in the long run. Loss at grass root level!!

These things happen; not this way, but they happen. This was only a scenario to make you understand the importance of customer satisfaction. Banks never want any customer to feel disappointed due to behavior of their employees. The idea is that one customer's dissatisfaction sometimes results in many a customer's losses in the long run. And why? Because he wasn't satisfied. A normal customer just wants:

1. **The Banker to converse with him in his local language. No English venglish—customers die to converse in their mother tongue.**
2. **To be given priority**
3. **To be treated fairly.**
4. **The Banker to not be lazy.**

And it's his right to be treated this way. After all, it's his money that'll be saved in this Bank. So, to balance all this, the interview panel tries to learn these following qualities in a candidate. They want:

1. **The candidate must know the local language. They can connect better with the customers only if they know local language.**
2. **If he doesn't know the local language, then he must be adaptive. Means to say, he must be able to learn it while at work.**
3. **The candidate must know what being friendly to a customer means.**
4. **The candidate must not be lazy.**
5. **Must treat all the customers (illiterate plus literate plus angry plus frustrated) smartly and in an amiable manner.**
6. **Must treat the customers above himself.**

And more, and more.



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Let's now look at another scenario.

I'm the interviewer now. Along with three, four others in the panel, I'm taking the interviews of 40+ candidates on this and this date. We've split up the time accordingly; 10 minutes on an average per candidate. Now, these are the following qualities we're be looking forward to in a candidate:

1. **The candidate must smile warmly, not grinning.**
2. **He should treat us properly.**
3. **We're here to know him better. He should co-operate.**
4. **He should sit properly.**
5. **His dressing should convey he's really come for his interview (and not to play teen patti with us)**
6. **He should be honest, while answering.**
7. **And creative. We love creative people.**



Candidate 1 has come and he forgot to greet us.

A rather bad impression. Will he greet Bank customers, priority customers, while at work when he isn't greeting us here right now? Customers want affection from Bank employees and a warm smile on the face is the greatest sign of affection.

Or is he really like this in his personal life as well? A bad mannered person.

A small gesture, but many simple deductions!

Candidate 2 has come, but he's just too shy to converse with us.

Now why is he shy? Are we asking him his hand for our daughter? Why is he so shy? We're not learning much from him. Would he be able to converse with our Bank customers properly or not? He's just too shy. Reputed customers might think we're hiring novices who are not fit for the job. This might harm our Banks image.

Another small gesture, but which way it's going, you know now.

Candidate 3 has come. He was confident in the beginning, but his voice faltered the moment we presented him a question. We tried to make him normal, but he still is as he was.

Now we're not getting what he's saying. We do not understand him at all. Are we going to kill him after this interview? What he's afraid of? Why he's so scared? Is he thinking of himself a terrorist and we're interrogating him of his ties with the Al-Qaeda?

Candidate 4 has come, greeted us with smile, but his hairstyle, oh my God!

What does he think of himself? A Rockstar? A funky band master? A Playboy? We're here to hire candidates to work for Banks, not for Music Bands.

Candidate 5 has come, greeted us properly. Is properly dressed. But when put to him a question, he gave us the wrong answer.

Why is he giving the wrong answer? Is he being haughty? If a customer does come and asks him a query, the answer of which he'd not know, will he also give him the wrong kind of answer? Can't he just say, 'I don't know, Sir'? But no, he's into giving the wrong answers. Not so good!

Candidate 5 has come. Greeted us properly. Asked for permission to sit. His spirit seems confident; his face, the face of a leader. He's properly conversing with us. Has kept a smile on his face. Is properly dressed. In total, a charming candidate.

So far so good. Let us begin the interview now!

Ques 1: So tell us how a Bank work?



You are sitting in an interview and you're here only because you've qualified the banking exam, and you've qualified it only because you were capable. So, why do we ask these questions here also? Hadn't we asked all of these in the exam already?

Well, we do this for many reasons. The most important: answering a question using the hands in the exam and answering a question using mouth in an interview are two very different sort of things. Feelings are different. Plus, here, we're trying to know him better personally by asking questions, by direct interaction. The purpose of these general questions is just to check if he falters at any point or maintains his posture, to check if he's the one who has given the exam (and not his impersonation, some fraud), and with time, to check his psychological level, his current general knowledge (if he had retained what he has read), his way of answering, and etc. and etc.

He tells us a Bank let customers deposit their funds, and utilizes these funds in profitable businesses, loans, buying properties, etc.

Ques 2: So, it's on the customer's money a Bank is running. If a customer comes in Bank, drunk, and asks to withdraw his money, will you accept his request?

A situational question to check his practicability. A question to check if he's capable of analyzing a complete different situation (these situations will come many a times when he'd be working). If he answers yes, we'll throw him another quick question. If he says no, we'll try to make him cry with our elated questions we've pre-planned. Let the fun begin!

But he just says, 'Sorry Sir, I don't know the proper answer.'

A genuine answer! That's what we look forward to in a candidate. Genuineness! A candidate should be genuine to his work. Genuine to people. And most importantly, genuine to Bank customers. If he doesn't know something (we just cannot suppose a person to know each and everything), he should consult with seniors, or the ones who knows, rather than give a right kind of answers.

We ask him more general questions and he gave polite replies. He smiled properly, didn't grin, cheered us, and was affable. This candidate's name is likely be placed in the final list.

Interviewers like charming people. Or should I say, Love? Yes, they adore charming people. Charming people are adored everywhere.

Charming people are those people who know how to attract others. Their acts are magnetic. They're the people, whose smile, whose gestures begets affection. It is indeed bad to Banks if people come to a branch and you, a Bank employee is throwing angry looks at him. You must bear a smile on your face while at work (and in the interview also, so we could know how pleasing your smiling is in reality).

Banks are for the service of customers and you must be prepared to devote yourself to this cause. And you must recognize a person's value. You must prepare to place others before yourself. That'll your supreme duty being a Bank employee.

Interviewers like to recruit those people whom the customers would praise someday (of their attitude and good work) in front of their families, their society. People, who are not lazy at work. People, who don't procrastinate. People, who are just. People, who have a sense of team leadership in them. People, who can operate a Bankeven alone in cases if all the other employees are off-duty that day. People, who enjoy working in a Bank.

And all these qualities the interview panel analyses in just 15 minutes!

Know this, and know this well, that they won't ask you any bad question. They will not waste even half a minute. Every question they'll put forward, it must be linked to something deeper. Don't you dare think they tried to mock you by asking how many gfs you had, or how many times you bunked the class, or how many times you cheated on an exam? They just want to check your attitude towards these questions, your talent at working out a quick reply, your social skills in addition to your mental abilities.

1. **No matter if you've done B. Com or B. Tech, they want you to have knowledge about general things of your subjects.**
2. **They want you to know current knowledge of what's happening all around the world, or more importantly, in your State. (Just to check on how much aware you're of your environment)**
3. **They want you to have a good presence of mind.**
4. **They want you to have learning abilities and willingness to learn.**
5. **They want you to have a sense of moral ethics.**
6. **They want you to have a sense of respect for seniors as well as your juniors**
7. **They want in you the abilities to do work meticulously and scrupulously.**
8. **They want you to be passionate about your work and the tasks you're provided.**
9. **They want you to have some risk management skills.**

And of course, a good way, a morally proper way to tackle uneven circumstances.

And so, that's how the interviews go.

It depends upon person to person. It depends upon the mood of interviewers. Some interviewers are in such a good mood (because of previous candidate's funny jokes) that they don't even look how poorly your shoelaces are tied or how improperly your hairs are



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combed. And some interviewers are in such a bad mood (might be they're just bored sitting all day interviewing idiots, but that's a rarity) that they even check your panic level in the vibrations of your leg and the contrast of your uneven tone.

What should you wear to a Bank Interview?

A candidate's attire plays a supporting role in the interview as it is the first thing observed by an interviewer. Some people dress up for an interview as they would dress up for a party or a date which is a big turn off for the interviewers.

Your attire at work place should be as per the environment and work culture. The work environment at a bank is very formal where you may need to deal with a lot of customers as well. Your dress up should be appropriate and comfortable for you to deal with them. Interview is the perfect time to convey your readiness for the job and your attire conveys a lot.

You are not expected to wear very expensive clothes in the interview. All that is important is, you should be wearing clean and well ironed decent clothes.

Attire for male candidates at a bank interview

- A two piece matched suit is the best and safest choice. However, don't combine a suit jacket with pants that don't match.
- Avoid wearing a very costly suit to the interview, let it be decent and nominal.
- Choose a solid or very subtle weave pattern or plaid. Black, Navy blue and dark grey are a good color choice.
- If you can't afford a suit, it's OK to wear a light colored full shirt paired with dark trousers.
- Pair the suit or shirt with a good tie – prefer it to be plain. Do not wear floral or ties with character prints.
- Observe whether people from the bank are wearing a tie or not. In case they are not, you can avoid it too.
- The belt should be dark in color 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.
- The candidate should wear black or brown colored formal shoes. Sport shoes to an interview are a big "NO"
- Never try a new look before going to the interview. Take hair cut at least 3-5 days ago.
- The male candidates should only wear the watch. If you have got pierced ear, remove the ring.

Attire for female candidates at a bank interview

- Female candidates should try to find out about the culture of the bank before they go for the interview & dress accordingly.
- The female candidates can choose from trousers paired with shirts, sarees and salwar – kameez. If you choose a trouser, it should be dark colored paired with a light color formal shirt.
- Candidates wearing salwar-kameez should choose simple cotton suit in light shade. The suit must be simple and not filled with too much embroidery or other work. Do not wear a party wear salwar suit.
- Keep the make-up conservative. Use a little make-up just to give a polished look.
- Avoid wearing dark color lipstick or nail colors.
- The nails must be clean and well groomed. If you are wearing a nail color it should be light in colour which is even applied on all the nails. Chipped nail polish looks bad.
- The hair must be neatly tied up. They should not bother you in the mid of the interview.
- Trousers should be paired with dark color formal shoes.
- Females wearing saree or salwar kameez can wear flat or lightly heeled chappals. Avoid wearing high heels to the interview.
- If you are carrying a purse it must be simple and small. Avoid carrying large bags. Don't use red, green, blue, yellow purses. Black and brown are the good choices.

Personal Questions asked in Bank interviews

The ice breaking questions asked in bank interview are usually based on personal details of the candidate and related to candidate's family, qualification, future planning and basic banking knowledge.

Some of the questions you can expect from these areas are:

Q1. Introduce yourself.

You can answer this question by giving a brief introduction of yourself - including your name, how many family member are there in your family, family profession, about your education and professional qualification if any, brief work experience if any, and career interest.

Q2. What is the meaning of your name?

This is a very common question that the candidates face at a bank interview. You must know the meaning of your name and mythological importance of your name. In fact, if the name of any of your family members has a special connection, you must know about that also.

Q2. What is the specialty of the place you belong to?

You must be aware of the good/ bad things related to their home town or the place they live. You must know the history of the place like - what is the meaning of the name of your city, what is the history behind it, what was the old name of your place etc. or anything special that the city is/ was famous for like sarees, bangles, marbles etc.

If there's nothing special about the city, try to explore famous places nearby. For example if a person belongs to any village in Rajasthan, then he/she can give a view of Jaipur or Jaisalmer or any other famous place near to his/her town or city or village. It can be the nature's beauty, food, clothes, industries etc.

Q 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.

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

Q. Why did you choose banking as your profession?

This is a very common question that you can expect. Provide a straight answer without trying to bat around the bush.

Q. Do you have any previous experience?

If you are working somewhere, you must know your job, company, industry well, as you can expect some related questions. Also, you must be very careful while replying to this question if you have switched jobs frequently. Since many candidates leave the bank job after some time, so, they try to find people who will work with them for a longer time.

Too many job switches in your profile reflect badly on your stability. Either don't show too many job switches or be prepared with the valid reasons for change.

If you are a working candidate, keep your NOC and other required documents ready. The banks are very strict and can cancel your candidature in absence of a required document.

Q. Why did you leave your previous job?

Always be positive regardless of the circumstances. Speaking bad about your past employers would reflect badly on you. So, don't malign anyone. The best answer would be - for better prospects unless you have a more genuine reason to offer.



Q. How can you be a value addition to our organization?

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.

Q Where do you see yourself in another five years?

Give a an answer which is practically possible. Study a bit about the banking organization that what are the possible posts you can achieve in coming 5 to 10 years, and answer accordingly.

Q Do you think you have leadership quality?

Give a positive reply and relate it with some achievement at work, academics or even from the personal life

Q Can you explain a situation in which you displayed the leadership quality?

Mention a situation when you conducted any program, captained any game like cricket, football etc. or any school curricular activity. If you have no such experiences then try to relate it to some of the incidents in your personal life.

Q Do you have any achievement?

The achievement doesn't mean only by saving someone life or getting a gold medal. If in your life you feel you have got or done something good, it is an achievement.

Q What are your strengths?

Give two or three traits which can help you in your banking job like eye of detail, precision, good communication skills etc.

Q What are your weaknesses?

Give one and correlate it with some strength. Never give any negative trait that affects or results negative.

Q Are you applying for other jobs?

Don't spend a lot of time replying to this question. Be honest and keep the focus on this job.

Don't give a big answer or discuss your future planning. Speak about what is in front of you only.

Q Do you know anyone who works in banking sector?

Keep information of relatives or parents friend who work in banking sector. This gives an impression that you are aware about the industry and culture but be careful to mention a friend only if they are well thought of.

Q Are you a team player?

Always reply a positive answer for this question because it is a common requirement in all organizations. Give a generic example from your experiences and show that you are a good evidence of your team attitude.

Q Why should we select you?

Relate your skills and qualifications with the requirements.

Q Are you willing to work at other places except from your hometown?

Always reply this question with a 'Yes'. There are less chances of getting the job at your desired places and there are many candidates who are ready to work anywhere.

Q How would you evaluate your present firm?

Talk positive things about your current employer. Tell about the valuable experience you gained from the organization. Don't mention negatives.

Q Who is your idol?

Only name of your “idol” is not sufficient. The candidate must know the history of his/her idol as well what are the qualities which make him/her the idol.

Q Do you have any questions?

If you have any genuine questions, you can ask. Otherwise, just say “thank you” and leave.

Few expected Personal Questions -

It is not enough to have solid answers only for the below questions but you need to be prepared for the full spectrum of questions that may be presented.

- Tell me about yourself. (Even Qs related to your name/place can be expected if your name/place has prominence)
- Why did you choose this career?
- Tell us about your education?
- When did you decide on Banking career?
- Aren't you over qualified for this position?
- How will your professional knowledge be helpful in the Banking career?
- Do you have any plans for further education?
- Do you have any actual work experience?
- What have you been doing after graduation?
- Why are you leaving your current position? (for working professionals)
- What other career options do you have?
- What goals do you have in your career?
- How do you plan to achieve these goals?
- What do you know about banking?
- What is a Bank?
- Why do you want to work in the Banking industry?
- What do you know about our company? (Should have an idea about important products from various banks, tag lines etc...)
- Why are you interested in our company?
- Why don't you join some private company?
- How is your professional knowledge useful for our organization?
- Why should I hire you?
- What will you do if you get a better offer?
- Who is your role model?
- What are your short-term goals?
- What is your long-term objective?
- Where do you see yourself, five years from now?
- What is your greatest strength?
- What is your weakness?
- What are your hobbies?
- Tell us about your extracurricular activities.
- Q's related to your achievements?
- Are you a team player?
- Do you handle pressure well?
- Do you have any location preferences?
- Will you relocate?



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Subject-wise Interview Questions

English

- What have you read in English poetry?
- What is the theme of Milton's poetry?
- Which poem of Milton enchants you? Please let's hear his lines?
- What else have you read in English?
- Do you know about Hamlet?
- Who is the Nobel Prize winner in Literature in 2012?
- Who is your favorite writer, and why?
- What is noteworthy about Shakespeare/Milton?
- Tell the name of some Indo-Anglo writers?
- Some contemporary Indian English writers and their work?
- Do you read novels?
- Which one you have read lately?
- "Woods are lovely dark and deep but I have promises to keep miles to go before I sleep
- Miles to go before I sleep. "Why these lines are famous and who has written these lines?"

Public Administration, Management and Marketing

- What is POSDCORB In public Administration?
- What is Motivation?
- Explain X and Y theory of Motivation? Who is founder of this Theory?
- Who is the founder of management?
- Who is the founder of Scientific Management?
- Who is the founder of Management by Exception?
- What are the "4 P" in Marketing?
- Use of Marketing in Banks?
- What is Management? Define in one line?
- What is marketing? Define in one line?
- How will you motivate your subordinates in Bank if there are misconceptions between them or any confusion?
- What are the leadership qualities? Do you possess these Qualities?
- What is marketing mix?
- What is product mix?
- What is Branding?
- What is "corporate social responsibility"?

Economics

- What is optimum theory of population?
- What is Malthusian theory of population?
- Why 5 year plan in India is not successful?
- What is law of Diminishing marginal utility?
- Define National Income?
- What is the Difference between GDP and GNP?
- Difference between Micro and Macro Economics?



- Difference between Dynamic and Static Economics?]
- What is Interpolation and Interpolation?
- What is Time Series?
- Explain Fisher Index Theory?
- Principle of maximum Social Advantage?
- What is Absolute Error?
- Discuss Keans's theory of Employment?
- What is indifference curve analysis?
- What is Say's market law?
- What is perfect competition?
- Price determination under imperfect competition?
- What is Dumping?
- Difference between Economy and Economics?
- What is Law of Demand?
- What is AC-MC Curve?
- Relevance of International Economics for this year?
- Who is the winner of Nobel Prize of Economics for this year?
- For which work this year's Economic Nobel is conferred?
- Who is Amaitya Sen?



History

- Who was Vikramaditya?
- Who was Chanragupta-II? Are they same person?
- Where from he belonged?
- Who was the first governor- general of the independent India?
- How many battles were fought in Panipat?
- Who had fought all the three battles?
- Tell me something about Julius Ceaser? Name two well known Historian?
- What do you know about Indus valley civilization?
- When did Aryans come to India?
- What are the sectors of Jain Religion?
- Please tell us about main principles of Jain Religious?
- Who laid the foundations of the British Rules in India and in which year?
- What is Magna Carta?
- Who was the last emperor of Gupta period?

Political Science

- You are a student of Political Science? How is our foreign Policy at present?
- What is Socialism? Should we follow it fully?
- What is Capitalism? Should we follow it if yes then why of not then why?
- Which article refers to emergency provision?
- What is article 356?
- How does amendment take place in the constitution?
- What is Veto?
- What is article 370?

- Do you think that Sonia Gandhi is a good leader?
- Sonia Gandhi as a PM, Are you agree with it if yes then why it not then why?

Geography

- What are the benefits of flood?
- Can you give some specific reasons for untimely rain in India?
- What is Albedo effect?
- What is Hurricane?
- How many types of soil are found in India?
- How your subject would be useful in Bank?
- Do you know some places where black soil is available in India?
- For which crop is the black soil suited most?



Math

- Which part of your mathematics is good?
- Do you know De Moivre's theorem? Explain it.
- Expansion of $\sin X$.
- Expansion of $\cos X$.
- Factorial Services.
- Define n
- pr and n
- cr and their different applications in solving sums?
- What is Differentiation?
- What is Integration?



Science Stream

- Why does cycle tube burst in summer?
- Why does sky look blue?
- What is the formula of $(A+B)^3$?
- Is there any vein which carries impure blood?
- What is color blindness?
- What is Raman effect?
- What is Boyle's law?
- Who is the winner of Nobel prize.....in Physics, Chemistry and Medicine?
- What is Newton's I, II, III law?
- What is Charles's law?
- Is there any use of science in Bank?
- What is Snell's law (laws of refraction)?
- What is Coulomb's law of Electrostatics?
- What is Boyle's law?
- What is Pascal's law?
- What is Archimedes's Principle?
- What is Specific heat?
- What is Conduction, convection, radiation?



- What is Doppler's effect?
- What is Hard and Soft water?
- What is under table water?

Law

- What is the difference between IPC and CPC?
- Is our constitution written?
- When was IPC formed or written?
- When was CPC formed or written?
- What is hypothecation?
- What is mortgage?
- What is Negotiable Instrument Act?
- When Negotiable Instrument Act came into force?
- Difference in bill of exchange and Promissory Notes?
- Difference between cheque and Draft?
- Tell us something about banking regulation Act?
- What is Pledge?
- Tell us something about Debt Recovery Tribunal?
- Tell us full name of Securitization Act?
- What is Securitization?
- What is Lok Adalat?
- What are the new amendments regarding Company Act?
- Difference between promise and proposal
- What is Sale of Goods Act?
- Difference between void and voidable contract?

Agriculture

- How Indian Agriculture is viable?
- Tell me something about green revolution?
- Impact of green revolution on Banking Sector?
- How you will manage rain-flooded area and raid-fed area?
- What are genetically modified crops?
- With a bumper harvest and record yield of food grains this year, the price rise was expected to be reversed, But strangely the prices continue to rise in India, why this is so?
- What is the present scenario of Indian Agriculture?
- What is Rain water harvesting system?
- How much amount of pulse is required at minimum in Indian diet, and how much Indians are actually getting it?
- What is organic Farming?
- How it is differ from existing way of farming?
- Give some suggestions for sustainable Agriculture in 21st century?
- What is sustainable agriculture?
- What is the situation of use fertilizers in India? Are they being used in accordance with the prescribed proportion of NPK?
- What are the problems of marketing of agricultural groups
- What are the main sources of agricultural credit in India?

- Can commercial banks provide economic assistance to the farmers?
- Why should Agricultural officers be appointed in banks?
- What is the contribution of Agriculture towards National Income?
- Can a non technical man manage the post of an Agricultural Officer of a bank?

Commerce Stream

- What are the principles of Book Keeping?
- What is Balance Sheet? How you come to know after seeing balance sheet that economic condition is good or bad any organization?
- What is the difference between CA and ICWA?
- What are the Accounting ratios?
- What is the use of ratio in balance sheet of a bank?
- What is Acid test ratio?
- What is accounting?
- Difference between Double Entry System and Double Account System?
- Difference between Presidency and Provincial Insolvency Act?
- Explain various lists of Insolvency Act.
- Explain tax and how many types of Tax are being imposed in India?
- What is Direct and Indirect Tax? Give some examples?
- What is 80L, 80G, 80DD, 88B, 89(1), 88C, 80E?
- What are the sources of Income according to Income Tax Act?
- What is Capital Gain?
- Income of MPs and MLAs is related to which sources?
- Agriculture Income is Exempt under which section?
- Current Assessment year?
- Describe new changes regarding to Income tax in current Budget?
- When Income Tax Act was enacted?
- What is difference between Public Limited Company and Private Limited Company?
- Article of Association?
- Memorandum of Association?
- Couram?
- Annual General Meeting?
- What are Prepaid Expenses and Outstanding Expenses?
- Tell us about Authorized, Issued and Paid-up Capital.
- What is Forfeiture of shares? How it is treated in Balance Sheet of a Bank?
- What is Single Entry System?
- Tell us about Promoters and Directors?
- What is Auditing? What are the main purposes of Auditing?
- "An Auditor is the watchdog of a company" Explain it?
- What is Value Added Tax?
- What is Market Capitalization?
- What is Break Even Point?
- What is Prime Cost and Overhead Cost?



- Difference between Fixed and Variable Expenses?
- What is Marginal and Standard Costing?
- What is Master Budget?
- What is capitalization?
- What is Contract?
- What is Bank Reconciliation Statement?
- What is Partnership Deed?
- Relevance of “Bhartiya Bahi Khata” in present time?
- What is Wages Inward and Outward?
- What is “Contribution” in Cost Accounting?
- Difference between Cost Accounting and Cost Accountancy?
- What are the elements of effective Communication?
- Explain Accounting Standards?
- Explain Accounting Conventions?
- What is Accounting Equation?
- What is the use of Trial Balance?
- What is Fund Flow?
- What is Cash Flow?
- What is Working Capital?
- What are LIFO, FIFO, and HIFO?
- What is Short Working?
- What is Work in Progress?
- What is Intangible Assets?
- Tell us the Errors which are not disclosed by Trial Balance?
- What is difference between Public Sector Company and Public Limited Company?
- What is Real Account?



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Finance

- Difference between FDI and FII..?
- What is Sensex?
- What is Nifty?
- Difference between Cheque and DD.
- What is NBFC?
- Difference between Banks and NBFC.
- What is KYC? Is it really useful to restrict Black Money, how?
- Demat account?
- Shares?
- Brockers?
- Bullion market?
- RBI, SBI, NPA?
- What is meant by willful defaulters? Who displays this and why? What are the effects of being declared as willful defaulter by them..?
- Money spent on PMJDY for ad's was waste or useful..?

Random Questions –

- Share some views about Malala. She deserved Nobel or not?
- Do you believe that Atal Vihari Bajpayee deserved Bharat Ratna?
- Don't you think Govt is bit late in giving Madan Mohan Malviya a Bharat Ratna?
- Who was Madan mohan Malviya? Expalin elaborately.
- Is BJP right for India?
- Explain Peshawar Attack.
- What is Moral policing?
- What is kiss-of-love movement?
- Why Modi visiting several countries frequently? Don't you think it is unnecessary?
- Why MOM is necessary for us? Without that we can't eat or what?
- Increase in E-Commerce is good or bad? If good, why retailers don't like the? (P.S.: Through Retailers, Govt. earning more money)
- Recently 1 cricketer died of bouncer, what was your feeling? Bouncers should be banned?
- Why Planning Commission Abolishe?
- Who is Bodo militant? Why they were in News?
- What is wrong with Rahul gandhi? Why he is not as famous as Modi? (General Elections prospect)
- Why is the insurance bill so important?
- The right to fair compensation and transparency in land acquisition, rehabilitation and resettlement Bill 2012?
- What is article 370, and why it was in news?
- What is coalgate scam? And how it leads to e-coal auction?
- Tell me about the success stories of ISRO in 2014?
- What do you think about plane crashes? Who have to be blamed? Aviation Industry or Private Airlines? Why Government not takeover all private airlines and airports?
- What do you know about Ebola outbreak? Tell me some symptoms?
- Do you really know about Kailash Satyardhi before he took Nobel? He deserves it or not?

1. Tell me something about yourself?

Generally this is the first question which is put up in front of the candidate appearing in the interview. To answer this, the candidate must tell his name, place of residence and his current work or educational degree along with a very brief note on his family-father, mother and siblings. He/she can also tell about his father or mother's occupation.

Some key points to note here are:-

- He must know the meaning of his name and specific reference with his name if any. For ex:- a boy named "Prashant" was asked about the geographical connection of his name i.e. Prashant Mahasagar or Pacific Ocean.
- The answer should be precise and questions like- if your father is a teacher then why do you want to become a banker? can come up from your answer to the first question. Be prepared with the answers to these expected questions.
- Because this is the first question so the candidate must give a short and effective answer. You might be nervous at the beginning but remember to keep a smile on your face.

2. Where have you come from and what is famous in your city?

The candidate must tell about his place of living- city and state. If the board further asks about any specifications, then name of the district etc. should be told. He/she must tell about the famous things of his place. For ex:- a candidate from Lucknow may tell about Imambara, chicken clothes, "tehzeeb" of Lucknow etc.

The key things to deal this question effectively are:-

- The candidate must know about the local MLA and MP from his area. If any renowned personality belongs to that area, you should be aware of the details.
- He must have full knowledge about that place, its history, famous monuments, personalities, rivers, at times even number of railway stations in the city etc., also about the politics of that state-CM and ruling party and all other nitty gritty of his place.

- For ex: - A candidate from Ghazipur, U.P. was asked about cultivation of “Poppy seeds” as Ghazipur is famous for cultivation of poppy seeds.
- At times, questions about local politics are also put forward like a candidate, from Amethi was asked about the electoral battle between Rahul Gandhi and Kumar Vishwas from Amethi.
- A good answer to such questions leaves a very positive impact on the board as it demonstrates your awareness about the surroundings and the fact that you are well prepared puts you ahead of others.

3. Why do you want to join the banking industry?

To answer this question, you can say something like –“I want to join this industry because it can provide me a stable career with good growth prospects. It is one of the fastest growing sectors of the nation and provides great career opportunities.

There could be many other reasons for you wanting to join the bank industry for e.g. it is an honest organization, good working conditions, chances to directly interact with public etc. The choice of reason could be anything that suits you as a person.

This is a very commonly asked question and you must be prepared to answer it.

4. Please tell us about your strength and weaknesses.

Here, the answers vary from candidate to candidate. But the strength and weakness should be such that they match up to or are in synchronization with the personality of the candidate. For ex:- If a candidate says that his strength is general awareness while in reality he possesses least knowledge of current affairs - cross questioning can easily unveil him and could actually land him in trouble.

Some key things to answer this question effectively are:-

- Try to put forward a strength which is useful in the banking sector. For ex: - good communication skills, adjustable etc. The strength should bring about a positive aspect of your personality in front of the board.
- This is a question from which you can actually turn the interview in your favour. For ex:- If you say something like, “I have won many awards in debate competitions so I would think that good oratory skills are my strength.”
- This way I can inform the board about my previous achievements also and can get an advantage over others.
- They may ask how your quality/strength will be helpful to bank. Be prepared with an answer.
- Weakness should not be very negative like short temper, irregular etc. as they leave a bad impression.
- Remember, this question is the golden chance for you to turn the ball in your court. In the answer you must introduce all your unique talent in front of the board. So that the interview enters in your own comfort zone.

5. After doing B.Sc/B,tech/MBA/MA why do you want to choose banking? Why not something related with you field of education?

You must give honest and sensible answers to such question. For ex:- A MBA candidate may say that there are hardly good jobs in MBA as of now. Banking is a safe sector providing great employment opportunities. In the answer, you must show your keen interest in joining banking sector and it should not look like you don't have an option so you are choosing it.

You can also expect some questions from academics. A science stream student may be asked about about Newton's Law etc. So, you must also prepare the subjects studied by you in the degree.

6. What are the basic documents a person requires to open an account?

The RBI has advised banks to follow the Know Your Customer (KYC) guidelines where some personal information of the account holder is obtained by the bank. This information includes: - photograph, proof of identity and proof of address. In 2013, AADHAR cards and MNREGA cards are included in KYC papers. Without these documents a person can't open his account. Key points:-

- The interviewer might ask whether you have a bank account or not.
- It is preferable to have an account and to know about the process because it will only help you if such questions come up.

7. Who is the governor of RBI?

As of today (March'14), you can answer this as, Mr. Raghuram Govind Rajan is the 23rd governor of RBI. Before taking reins as RBI governor he was an officer on special duty in RBI. He has also served as economic advisor in PMEAC. His tenure is of 3 years ending in September 2016.

Key points:-

- In IBPS interviews, you must have a quick read about the prominent personalities of banking industry, especially governor and deputy governors of RBI.
- You must address the name of personalities by using Mr. or Madame in case of male and female respectively.
- Try to keep yourself updated about the recent happenings of at least the month prior to interview.

8. Tell us something about the 27th or latest public sector bank in India

Sir, the 27th public sector bank in India is Bhartiya Mahila Bank. It was created by Finance Bill 2012. The first BMB was opened in Mumbai on 19th November 2013 on the 94th birth anniversary of Indira Gandhi. India is the third country in the world to have a bank especially for women after Pakistan and Tanzania.

- **Tagline-** “women empowerment economically”.
- **Head-** Usha Anantha Subramanayam
- The bank allows deposit from everyone, but lending will be focused for women.
- This bank is very important because it is the latest and 27th PSB of India. So, try to know every basic point about BMB.
- Initial capital of Rs. 1000 crore.

Similarly, if there has been some other initiative in that year, you should be well aware of it.

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

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.

10. What is a Non -banking Financial Company (NBFC)? Difference between NBFC and banks?

A NBFC is a company registered under the companies act, 1956 which is involved in the business of loans, shares/stocks, etc. Non-banking financial companies are financial institutions that provide banking services, but do not hold a banking license. These institutions are not allowed to take deposits from the public. NBFCs do offer all sorts of banking services, such as loans and credit facilities, retirement planning, money markets, underwriting, and merger activities.

The basic difference between bank and NBFC is:-

- They can't accept demand deposits.
- They are not a part of the payment and settlement system and can't issue cheques drawn on themselves
- They are not registered in the banking act and don't have a banking license.
- They don't have to maintain CRR, SLR or CASA like banks.

12. What is the difference between nationalized banks and private banks?

A nationalized bank is owned by the govt. of that country and is also known as public sector bank whereas a private sector bank is owned by an independent individual or company.

13. What are the Non Performing assets of a company?

A NPA is an obligation payable to the bank which has not been made or the interest and principal amount has not been paid on the due time. NPA is the loan or credit provided by the bank to its customers which could not be recovered in due time.

Thus NPA is somehow not yielding any income to the lender either in the form of principal or interest payments. NPA is also known as “bad debts”.

- NPA is shown at the assets side of the balance sheet whereas deposits are shown at the liability side.
- If there is any recent story or news regarding NPA, then revise it thoroughly. For ex:- Recently, United bank of India was marred in loss due to its rising NPA. So was the case with Kotak Mahindra Bank.



14. What are the various risks that banks face?

Sir, there are mainly three types of risks faced by banks:-

- Credit Risk: - loan or NPA.
- Market Risk: - Money invested in the market.
- Operational risk: - Day-to-Day working risks.

15. What do you mean by term “CASA” related to bank?

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.

16. What is the difference between cheque and demand draft?

Cheque is a negotiable instrument which is paid to the bearer but a demand draft is a negotiable instrument always payable on order.

17. What are the parts of banks' capital?

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.

18. Tell us something about BSBDA.

BSBDA stands for Basic Savings Bank deposit account. BSBDA is the new name for “no-frill accounts” under which anyone can open a bank account with even zero balance in it or “zero balance account”. This BSBDA is aimed at providing banking facilities to weaker section of the society and improve financial inclusion. All scheduled commercial banks in India including foreign banks with branches in India have to avail BSBDA.

Important:-

- Such accounts are opened with “relaxed KYC norms”.
- Relaxed KYC norms include an affidavit by the Pradhyaan or councilor of a village or area confirming about the person concerned.
- In such accounts there are certain restrictions- in a month, 4 withdrawals can be done at a maximum. This includes ATM withdrawals. The amount withdrawn in a month shouldn't exceed Rs. 10,000 and the balance in the account at anytime shouldn't exceed Rs. 50,000.

19. What is the meaning of “base rate”?

Base Rate is the minimum rate of interest which a bank has to charge from its customers and a bank can't sanction loan on a rate below the base rate. This rate came into effect from July 1 2010. Before Base rate there was Basic Prime Lending Rate or BPLR introduced in 2003. It was replaced with Base Rate because in BPLR banks had an option to loan their special customers below BPLR. Banks may choose any benchmark to decide on the base rate. The exceptions of base rate are:-

- Agriculture loans
- Govt. sponsored schemes
- Staff loans

Only under the above cases, bank can lend below base rate.

20. We hear regularly that all bank branches are turning CBS. What is CBS?

Sir, CBS stands for CORE banking solutions under which the branches of the banks are interconnected with each other through intra net with a central database server. Now, with this facility, a person having an account in a certain branch of the bank can operate from any other branch of the same bank. He need not visit the same branch to operate his account. The CORE word in CBS stands for Centralized Online Realtime Exchange.

21. What is Para Banking?

Para Banking includes all the services provided by banks apart from day to day banking. For example: - Debit cards, Credit cards, Life Insurance products, Cash Management services etc.

22. What are the components of the monetary policy of RBI?

The components of monetary policy include CRR, Repo rate, reverse repo rate, SLR, MSF and Bank Rate.

23. What is priority sector credit?

All Indian banks and foreign banks (which have more than 20 branches in India) are required give 40% of their credit to priority sector out of which 18% is for agriculture. In case of Regional Rural Banks, 60% credit is to be given to priority sector. Priority sector includes- Agriculture, Micro and small enterprise, Education loan (upto 10 lakh for study in India and upto 20 lakhs for study in foreign nations) and housing loan. Priority sector lending is one of the most important part of a bank's lending and it is devoted towards those sector which are important for public welfare.

24. What is the difference between Micro finance and micro credit?

Micro credit is giving a small amount of loan to the customers whereas Micro Finance is a wide term. It includes small loan + training on financial matters. In other words, Micro finance= Microcredit + Financial Literacy.

25. What is financial inclusion? (One of the most important questions).

Financial inclusion is the availability of banking services at a affordable cost in order to include the weaker section of the society in the banking system. In 2004, Kofi Annan (UNO Head) was addressing UNESCO conference and the word "Financial Inclusion" was for the first time used by him at that time. In 2006, a committee was made under the chairmanship of Mr. HR Khan for financial inclusion and the report said that 57% of Indian population was deprived of banking facilities.

26. What are the steps taken by banks to promote financial inclusion?

- Publicity of banks so that more and more people open the accounts.
- BSBDA so that poor people can also open their account.
- People with agriculture land are being provided with Kisan Credit Card.
- General Purpose Credit card provided to people with no agricultural land where maximum limit of withdrawal is Rs.15,000 and rate of interest is 4%.
- Ultra small banking and banking correspondents.
- CRISIL has made an index to calculate financial inclusion named as "CRISIL INCLUSIX" and in June 2013, there was 40% financial inclusion as per the index.

27. What is REPO rate and reverse REPO rate?

Repo rate is the rate at which banks borrow from RBI during shortage of funds. This is a short term loan provided for upto 90 days by selling securities to RBI and receiving money in lieu of it. Reverse repo rate is the rate at which banks deposit their excess liquidity with the RBI. In other words, the rate at which RBI borrows from banks by selling securities in order to control excess liquidity in the market is reverse repo rate.

Liquidity Adjustment Facility (LAF) introduced in 2000 has a provision that reverse repo rate will be 1% less than the Repo rate.

28. What is Bank rate?

It is same as repo rate but here the time period is for more than 90 days.

29. What is Cash Reserve Ratio (CRR)?

CRR is the part of Net Demand and Time Liabilities (NDTL) or cash of the bank deposited with the RBI. A higher CRR makes loans expensive as liquidity is controlled by RBI. NDTL is the deposits of the customers with the bank. Net demand liabilities are deposits payable on the demand on customer, or when the customer wants. Ex:-current account, savings account. Time

liabilities are the deposits which are payable only on a specific time or after a period of maturity. For ex:- Fixed deposits, Recurring Deposits.

30. What is Statutory Liquidity Ratio (SLR)?

SLR is the amount of NDTL which a bank needs to maintain in the form of cash, gold or govt. securities before providing credit to its customers. Through SLR, RBI makes sure that bank always have a reserve amount out of their deposits to meet any future contingencies.

31. What is Marginal Standing facility (MSF)?

In MSF, banks borrow money from RBI for upto 24 hours. MSF is always 1% above the repo rate and banks can draw only upto 25 of their NDTL from RBI.

32. What is Term Repo?

Under term repo, RBI lends to banks through auction of funds. The minimum interest charged has to be above the repo rate and there is no limit for maximum interest rate because auction is made on the rate of interest.

33. What is white label ATM?

It refers to ATMs owned by corporate or private operators seeking to earn a commission by banks for transactions performed by their customers. For ex:- INDICASH by TATA group.

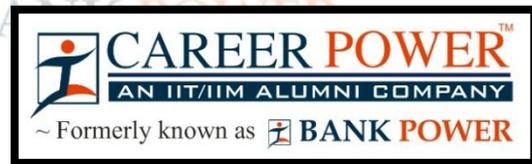
34. What is brown label ATM?

It refers to the ATMs where investment, installation and maintenance is by a private operator but the license and branding is by a commercial bank.

35. Tell us something about NABARD and its functions.

NABARD was established by an act of Parliament on 12 July 1976 as National Bank for Agricultural and Rural Development. It is the apex bank to provide rural credit and monitor the RRBs. The main functions of NABARD are:-

- Provide refinance to RRBs and other banks in rural areas for lending.
- Acts as a subsidiary for RRBs and co-operative banks.
- It has two subsidiaries:-
- NABFINS:- NABARD financial
- NABCON: - NABARD consultancy.



36. What is banking ombudsman scheme?

The banking ombudsman scheme is a scheme to listen to customer's grievances and complaints regarding certain services provided by the bank. It was introduced under the Section 35 A of banking regulation act, 1949 by RBI with effect from 1995 which was later amended and became the banking ombudsman scheme, 2006. Customer can appeal against the decision of ombudsman to deputy governor of RBI. He is the highest authority of appeal. All banks in India are covered under the scheme.

37. What is the difference between FII and FDI?

FDI or foreign direct investment is an investment that a parent company makes in a foreign country. FII or Foreign Institutional Investor is an investment made by an investor in the markets of a foreign nation. FII can enter the stock market easily and also withdraw from it easily. But FDI cannot enter and exit that easily as FDI only targets a specific sector.

38. What is the CAD? What is Fiscal deficit?

CAD or current account deficit is the difference between the imports and exports of a nation in one financial year whereas fiscal deficit is the difference between total revenue and expenditure of a nation.

39. What is inflation and deflation?

Inflation is the increase in the price of goods and services due to more demand and less supply. In inflation, there is more liquidity in market which has to be controlled to reduce the purchasing power of customers. Deflation is the decrease in prices

of goods and services due to more supply and very less demand. In deflation, there is lack of liquidity in market which results in very weak purchasing power of people.

40. What is Capital Adequacy Ratio? What is DEMAT account?

CAR is the proportion of capital to the banks' risk. DEMAT accounts are those in which shares, securities and insurance policies are kept in electronic form.

41. Name a few poverty eradication schemes of govt. of India.

Food Security bill, MNREGA, Sarva Shiksha Abhiyaan, Antoday Yojana, JNURRM, Swalamban Yojana, Nirmal Gram Yojana, Rajiv Awas Yojana, Indira Gandhi Pension plan etc. (Also read in detail about these schemes.) Apart from the questions listed above, the candidate needs to thoroughly read about the latest happenings at the time of his interview. He must read the newspaper of the very day of his interview because there have been many instances where the board asks the news of that day.

He needs to prepare a full note about RBI, and types of banks, functions of RBI, and the latest monetary policy given by RBI etc. and many other banking terms and facts, insurance facilities provided by banks, important bills like food security bill, RTI etc.

Public finance and budget process Questions Asked in Interviews

Q1. What is budget?

Ans. The 'Budget System' in India was first introduced on 7th April 1860 by James Wilson, the first Indian Finance Member. The budget is the 'Statement' of the estimated receipts and expenditure of Government for that year. This 'Statement' is called the "Annual Financial Statement".

Q2. What points are covered in the "Annual Financial Statement"?

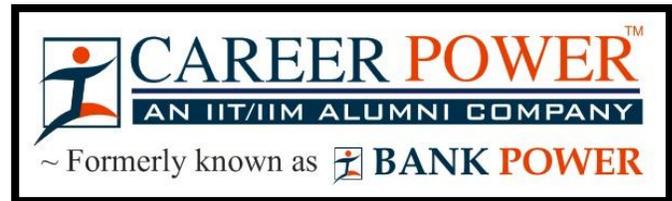
Ans. The "Annual Financial Statement" consists of:

- 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.

Q3. How is the "Budget" processed?

Ans. In our parliament two budgets are presented.

1. Railway budget
2. General budget



Both budgets are presented in Lok Sabha. The Railway Budget is presented by the 'Minister of Railway' and the General

Budget is presented by the 'Finance Minister'. The Budget speech is represented in two parts:

- **PART A** – "General Economic Survey" and
- **PART B** – "taxation proposals".

One copy of the budget is presented in Rajya Sabha also. After few days the discussion starts on the presented Budget.

Budget was discussed in two stages:

- General discussion followed by detailed discussion and
- Voting on demands for grant.

After receiving 'demands for grants' and detailed discussion by the different ministries the budget is processed.

Q3. What is “Consolidated Fund”?

Ans. 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.

Q4. What is “Contingency Fund”?

Ans. 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.

Q5. What is “Fiscal Deficit”?

Ans. It refers to the excess of all expenditures, which includes the capital and revenue plus net lending over total revenue receipts and external grants. This explains the total expenditure and borrowing by the government.

Banking structure questions

Q1. 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.

Q2. 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.

Q3. 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

Q4. What are scheduled commercial banks?

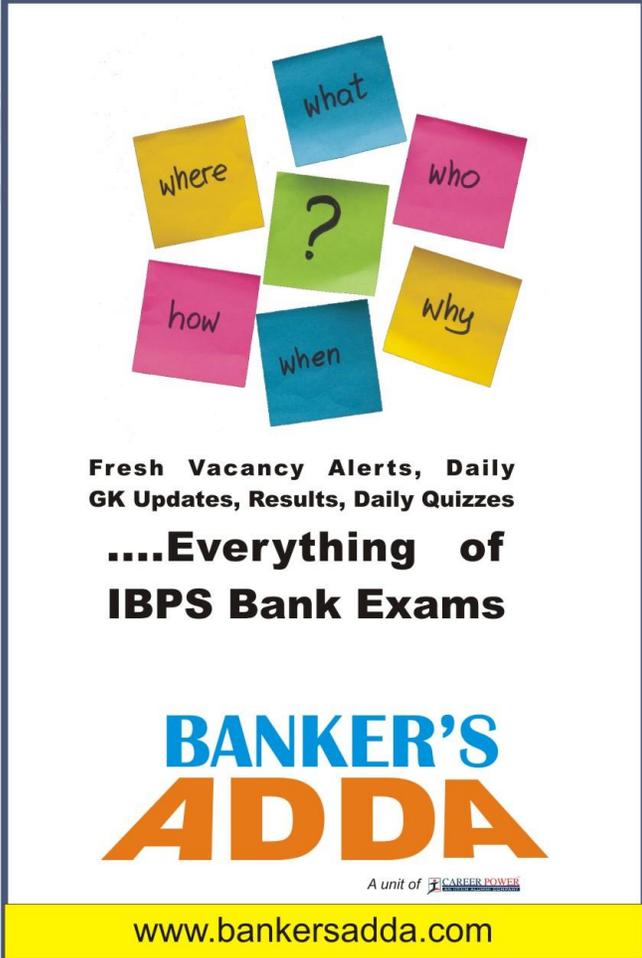
Ans. Scheduled commercial banks are those banks in India which were included in the second schedule of Reserve Bank of India (RBI) Act, 1934.

Q5. In which year national housing bank (NHB) started its operation?

Ans. NATIONAL HOUSING BANK (NHB) started its operations in 1988.

Q6. Under which act were the State Bank of India and its subsidiaries nationalised?

Ans. The State Bank of India and its subsidiaries were nationalized



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under SBI Act, 1955.

Q7. What is non-scheduled bank?

Ans. Non –scheduled bank in India means a banking company as defined in clause (C) of section 5 of the BANKING REGULATION Act, 1949.

Q8. What are Co-operative banks?

Ans. Co-operative banks are organised under the provision of co-operative credit society’s law of state. The major beneficiary of this bank is agricultural sector.

Q9. Which is the first bank that was incorporated at the initiative of World Bank and in which year?

Ans. The Industrial Credit and Investment Corporation of India Limited (ICICI) in the year 1955.

Q10. How may development banks are there in India and name them?

Ans. There are six development banks are there in India. They are:

- ICICI
- IDBI
- SIDBI
- EXIM BANK
- NHB
- NABARD



Q11. In which year Indian Banks Association (IBA) was formed and initially with how many members?

Ans. IBA was formed in 26 September, 1946 with 22 members.

Q12. What is KYC?

Ans. KYC is the acronym for “know your customer”, which is termed for the process of proper identification of account holder.

Q13. What is CRAR?

Ans. 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 CAPITAL TO RISK-WEIGHTED ASSEST RATIO which is also known as CRAR.

Q14. What is the minimum amount of money that should be remitted through RTGS?

Ans. We can remit Rs 2,00,000/- minimum through RTGS.

Q15. Who insures the banks in India?

Ans. Deposit Insurance and Credit Guarantee Corporation (DICGC) insure the banks in India.

Q16. Which was the first Indian bank to get an ISO certification?

Ans. CANARA bank was first Indian bank that got an ISO certification.

Q17. Name the financial institution built by Industrial Development Bank of India (IDBI)?

Ans. The financial institutions built by IDBI are:-

- NATIONAL STOCK EXCHANGE OF INDIA (NSE)
- THE NATIONAL SECURITIES DEPOSITORY SERVICE LIMITED (NSDL)
- STOCK HOLDING CORPORATION OF INDIA (SHCIL)

Q18. According to Narasimham committee what is the minimum amount of money that is statutorily required by the NBFC’s for registration?

Ans. According to Narasimham committee NBFC’s require Rs.25,00,000 for registration.

Q19. Which committee had worked for the recapitalisation of Regional Rural Banks (RRB's)?

Ans. K.C. CHAKARABARTY worked for the recapitalisation of RRB's.

Q20. The authorized capital of NABARD in 2013 was raised up to what limit?

Ans. In the year 2013 the authorized capital of NABARD raised up to 20000 corers.

Q21. The BASEL COMMITTEE was formed in which year?

Ans. The BASEL COMMITTEE was formed at the end 1974.

Q22. Which bank comes under the category of APEX banks.

Ans. Reserve Bank of India (RBI) and National Bank for Agriculture and Rural Development (NABARD) come under the category of APEX banks.

Q23. Which kind of operations are included in treasury operations?

Ans. The treasury operations include the following:-

- DEBT MARKET
- EQUITY MARKET
- MUTUAL FUNDS
- DERIVATIVES
- FOREX OPERATIONS
- TRADING

Q24. What do you mean by CASH CREDIT?

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

Q25. What do you understand by OVERDRAFT?

Ans. 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.

Q26. How many types of debit card do the banks provide to their customers in India?

Ans. The following are the types of debit cards provided by the banks in India are:-

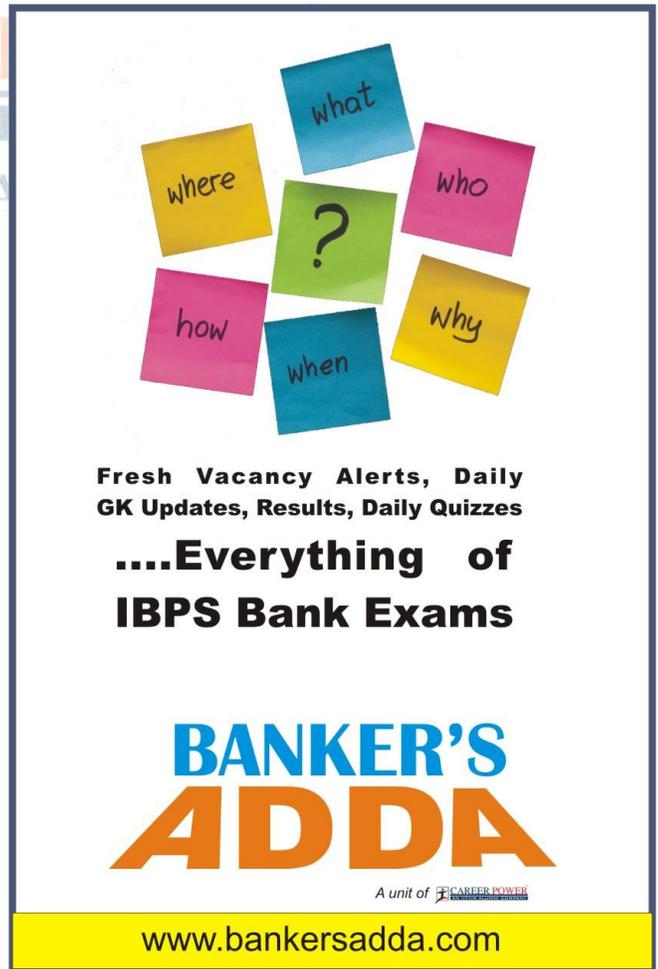
- VISA CARD
- MAESTRO CARD
- MASTERCARD
- RUPAY CARD

Q27. How many type of deposits does Indian banking deal with?

Ans. The Indian banking industries deal with the following types of deposits:-

- Term deposits
- Demand deposits
- Current deposits
- Savings deposits

Q28. Classify the business of banking?



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Ans. Business of banking can be classified into four categories:-

- Retail banking business
- Wholesale banking business
- Treasury operations
- Other banking activities



Q29. What are the major products of the banking industry?

Ans. There are three major products in the banking industry:

- Deposit products
- Credit products
- Customized banking services

Q30. Which Act allows the bank and financial institutions to auction the properties when borrower fails to repay the loans?

Ans. SARFAESI Act, 2002 allows the banks and financial institutions to auction the properties when borrowers fail to repay their loans.

The acronym for SARFAESI is “Securitisation and Reconstruction of Financial Assets and Enforcement of Security Interest”.

Q31. What is the significance of IFSC code?

Ans. The acronym for IFSC is “Indian Financial System Code”. It is an alpha numeric 11 digit codes which uniquely identifies a particular bank branch in India.

Q32. What are the objectives of SLR?

Ans. Objectives of SLR:

- To restrict expansion of banks credit.
- To increase banks investment in approved securities.
- To ensure solvency of banks.

Q33. How many types of subsidiaries does RBI have?

Ans. RBI has two types' subsidiaries

- Fully owned subsidiary
- Majority stack subsidiary

Q34. Name the fully owned subsidiaries of RBI?

Ans. RBI has three fully own subsidiaries:

- National Housing Bank(NHB)
- Deposit Insurance and Credit Guarantee Corporation of India(DICGC)
- Bharatiya Reserve Bank Note Mudran Pvt. Ltd.(BRBNMPL)

Q35. Name some negotiable instruments.

Ans. The negotiable instruments include

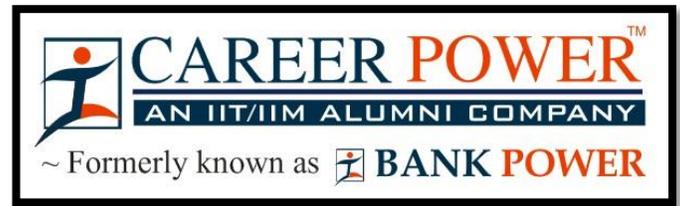
- promissory note
- bill of lading
- Bank draft/ pay order/bankers cheque.
- Railway receipts
- Dock warrant
- Warehouse receipt
- Certificate of deposit
- Commercial paper

- Treasury bills
- Hundi

Q36. What are the features of Negotiability?

Ans. Features of Negotiability:

- Freely transferable by delivery (when it is bearer).
- Freely transferable by endorsement (when it is an order instrument).
- The transferee taking the instrument in good faith.



Q37. What is Promissory Note (PN)?

Ans. It's an instrument in writing which contains an unconditional undertaking signed by the maker to pay a certain sum of money to the order or the bearer of instrument. The Promissory Notes require being stamped ad per Indian Stamp Act.

Q38. How many types of Promissory Notes are there?

Ans. Types of Promissory Note:

- Demand Promissory Note - The Promissory Note which is payable immediately on demand is called "Demand Promissory Note".
- Usance Promissory Note - The Promissory Note which is payable after a predefined definite period is called "Usance Promissory Note".

Q39. How many parties are required in Promissory Notes?

Ans. Basically it requires two parties. The one is maker who promises to pay and the other is payee to whom it is payable. For example a person take loan from the bank then the "person" is the "maker" and "the bank" is "payee".

Q40. What is "Money Laundering"?

Ans. The process of converting illegal money into legal money is Money Laundering. According to Section 3 of the Prevention of Money laundering Act 2002 as: "Whosoever directly or indirectly attempts to indulge or knowingly assists or is involved in any process or activity connected with the proceeds of crime and is projecting it as the untainted property shall be guilty of the offence of money laundering".

Q41. What are the common factors of "Money Laundering"?

Ans. Generally there are four factors of money laundering:

- The true ownership and real source of money is not revealed.
- The launderers change the form of the proceeds in order to shrink the huge volume of cash generated by the initial unlawful activity.
- The trail left by the process is not known so that it make it difficult to follow the money from the beginning to end.
- Constant control is maintained on the money.

Q42. What are the stages of "Money Laundering" process?

Ans. The following are the stages of "money laundering" process:

1. Placement stage:-It is the first introduction of entry for funds derived for any criminal activities.

2. Layering/Agitation stage:- The object of this stage is to prevent the tracing of illegal proceed. It creates a complex network of transactions which attempts to not reveal the link between the initial entry and the end of the money laundering cycle.

3. Integration stage:- This process achieves the appearance of total legitimacy of funds thereby it refers to the return of funds to the legitimate economy for later extraction.

Q43. Give few ways of "Money Laundering"?

Ans. Following are the few ways of money laundering:-

- Frequent exchange of cash into other currencies.
- Large withdrawals from inactive account.
- Transferring large sum of money to or from abroad.

- More use of safe deposit facilities.
- Customer having several accounts in different banks but in same location.

Q44. What is “Digital Signatures” (DS)?

Ans. Digital Signature is used for security purpose and it is equivalent to the handwritten signature. It is a signature in electronic form attached to an electronic record. Digital signature identifies the origin of the message and maintain the integrity of message. It defines authentication of an electronic record by a person whose name the digital signature certificates. In India Information Technology Act 2000 considers digital signature as personalized thumb print.

Q45. What is “Mobile Banking”?

Ans. Mobile banking provides us the ease of carrying out certain banking transactions through their mobile phone. This facility is provided by the banks. Many operations can be performed by using mobile banking like checking account balance, other account etc

Q46. What is “Electronic Fund Transfer System” (EFTS)?

Ans. Electronic fund transfer provides us to transfer fund electronically replacing the paper instruments. The electronic fund transfer is fast and easily available. It saves time of customer’s standing in queue. The products of EFTS includes:-

- WTs- wireless transfers.
- ATM- Automated Trailer Machine
- CDs- Cash Dispensers
- POS- Point of Sale terminals
- Home banking

Q47. What is “Smart Card”?

Ans. The Smart Card is an Integrated Circuit Card (ICC) to store information. It is a cash card or we can say ‘electronic purse’ which is a pre-paid cash card. The card provides an option to the customers for debit and credit facilities. These cards can be reloaded by ATM or by telephone. It reduces the need of carrying cash for shopping and enables the card holder to increase the amount at any time.

Q48. What is “Credit Card”?

Ans. It is an instrument of payment. The customer gets some credit on the card which he can use for shopping, ticket booking, encashment etc. The credit cards are of different types having different credit limits depending upon the bank.

Q49. What is “Debit Card”?

Ans. It is a payment card used to obtain cash, purchasing goods and services automatically debiting the payment to the card holder’s bank account.

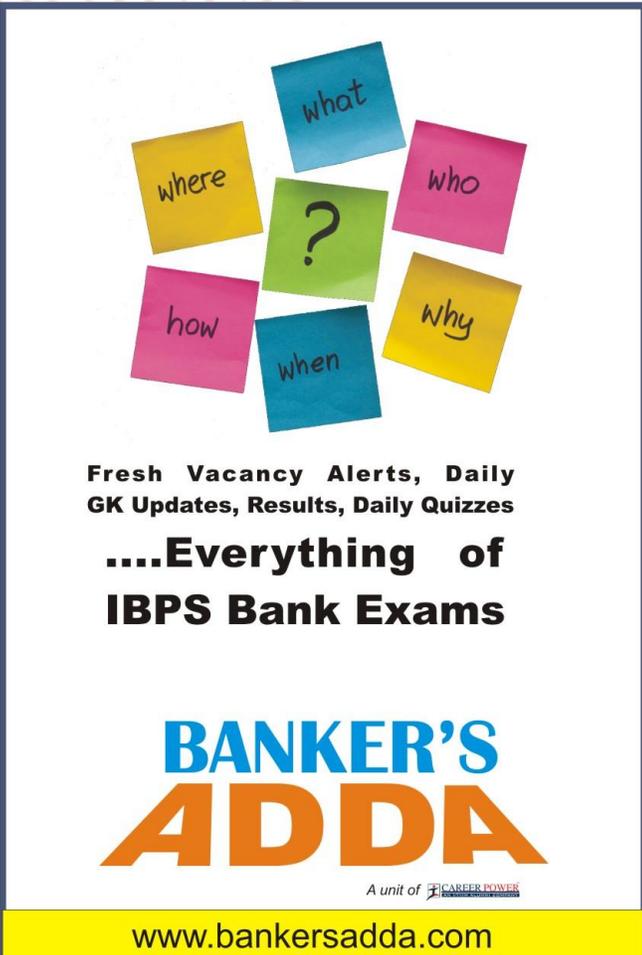
Q50. What are the advantages of “Debit Card”?

Ans. The advantages of Debit Card:

- No need to carry cash.
- Quick and less complicated than using cheque.
- Used for withdrawal of cash.
- It can be issued to any individual having bank account

Q51. What is Inflation?

Ans. The rise in the prices of goods or service in an economy over a certain period of time is known as inflation.



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Q52. Name the types of “Inflation”?

Ans. Following are the types of inflation:-

- Wage inflation
- Price power inflation
- Cost-push inflation
- Sectorial inflation
- Stagflation
- Mild inflation
- Hyper-inflation

Q53. What are the effects of “Inflation”?

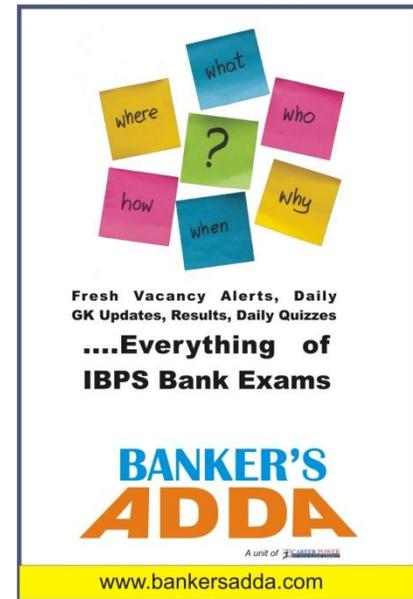
Ans. Following are the effect of inflation:-

- It decreases the real value of money
- It discourage investment and savings
- It leads to shortage of goods
- Mitigate economic recessions
- Reduces the level of debt

Q54. What is PAN number and where we can use PAN number?

Ans. A PAN is a 10 character alphanumeric number allotted to a tax payer who is eligible to file the income tax return. The PAN number is used for the following financial transactions:

- Sale or purchase of any immovable property valued 5 lac or more.
- Sales or purchase of Motor Vehicle or Vehicle.
- One time deposit exceeding Rs. 50000 with banking company.
- A contract of value exceeding Rs. 10 lac for sale or purchase of securities.
- Opening an account with a banking company.



Types of Bank Accounts in India (Deposit Accounts)

Traditionally banks in India have four types of deposit accounts, namely Saving Banking Accounts, Current Accounts, Recurring Deposits and, Fixed Deposits.

1. Saving Account - Saving accounts are opened to encourage the people to save money and collect their savings. The saving account holder is allowed to withdraw money from the account as and when required. **The interest on Saving Bank Accounts was fixed by RBI and it was fixed at 4.00% on daily balance basis. RBI has deregulated Saving Fund account interest rates and now banks are free to decide the same within certain conditions imposed by RBI.**

Features of Saving Accounts –

- ❖ There is no restriction on the number and amount of deposits. However, in India, mandatory PAN (Permanent Account Number) details are required to be furnished for doing cash transactions exceeding ₹50,000.
- ❖ Withdrawals are allowed subject to certain restrictions.
- ❖ A minimum amount has to be kept on saving account to keep it functioning.

2. Current Account - Current Accounts are basically meant for businessmen and are never used for the purpose of investment or savings.

Features of Current Accounts –

- ❖ The main objective of Current Account holders in opening these account is to enable them (mostly businessmen) to conduct their business transactions smoothly.
- ❖ There are **no restrictions on the number of times deposit in cash** / cheque can be made or the amount of such deposits;

- ❖ Usually **banks do not pay any interest on such current accounts.**
- ❖ The current accounts do not have any fixed maturity as these are on continuous basis accounts.
- ❖ Cheque book facility is provided and the account holder can deposit all types of the cheques and drafts in their name or endorsed in their favour by third parties.

3. Recurring Deposit Account: Recurring Deposit is a special kind of Term Deposit offered by banks in India popularly known as RD accounts which help people with regular incomes to deposit a fixed amount every month into their Recurring Deposit account and earn interest at the rate applicable to Fixed Deposits.

Features of RD Accounts –

- ❖ Recurring Deposit accounts are normally allowed for maturities ranging from **6 months to 120 months**
- ❖ These accounts can be opened in single or joint names. Nomination facility is also available.
- ❖ Rate of Interest offered is similar to that in Fixed Deposits.
- ❖ Interest is compounded on **quarterly basis** in recurring deposits.

4. Fixed Deposit Account (FD) - The account which is opened for a particular fixed period (time) by depositing particular amount (money) is known as Fixed (Term) Deposit Account. The term 'fixed deposit' means that the deposit is fixed and is repayable only after a specific period is over. Under fixed deposit account, money is deposited for a fixed period say six months, one year, five years or even ten years. The money deposited in this account can not be withdrawn before the expiry of period.

Features of FD Accounts –

- ❖ The main purpose of fixed deposit account is to enable the individuals **to earn a higher rate of interest** on their surplus funds (extra money).
- ❖ The amount can be deposited **only once**. For further such deposits, separate accounts need to be opened.
- ❖ Fixed Deposit Account may be opened for a minimum period of **7 days** and maximum period **of 10 years**.
- ❖ The minimum amount required to open a Fixed Deposit is **Rs.1000**.
- ❖ Withdrawals are not allowed. However, in case of emergency, banks allow to close the fixed account prior to maturity date. In such cases, the bank deducts 1% (deduction percentage may vary) from the interest payable as on that date.

5. About (BASIC SAVING BANK DEPOSIT ACCOUNT): Under the guidelines issued on August 10, 2012 by RBI: Any individual, including poor or those from weaker section of the society, can open zero balance account in any bank. **BSBDA** guidelines are applicable to "all scheduled commercial banks in India, including foreign banks having branches in India".

ii. The aim of introducing 'Basic Savings Bank Deposit Account' is very much part of the efforts of RBI for furthering Financial Inclusion objectives.

Main Points of 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.

6. ATMs: (Automated Teller Machine): The ATM debit cards, credit cards and prepaid cards (that permit cash withdrawal) issued by banks can be used at ATMs for various transactions.

Use of ATMs of Other Banks:

5 free transactions are permitted per month (inclusive of financial and/or non-financial) at other bank ATMs for Savings Bank Account holders.

For transaction beyond this minimum number of transactions, banks charge maximum of **Rs 20/-** per transaction.

Reserve Bank of India reduced free usage of other bank automated teller machines (ATMs) **to 3 per month from 5 from** November, in six metropolitan cities - **Delhi, Mumbai, Chennai, Bangalore, Kolkata and Hyderabad.**

Reconciliation of failed transactions at ATMs

The time limit for resolution of customer complaints by the issuing banks shall stand reduced from 12 working days to **7 working days** from the date of receipt of customer complaint.

Accordingly, failure to recredit the customer's account within 7 working days of receipt of the complaint shall entail payment of compensation to the customer **@ Rs. 100/-** per day by the issuing bank.

Any customer is entitled to receive such compensation for delay, only if a claim is lodged with the issuing bank within **30 days of the date of the transaction.**

All disputes regarding ATM failed transactions shall be settled by the issuing bank and the acquiring bank through the ATM system provider **only.**

WHITE Label ATMs: ATMs which are owned and operated by non-banking companies are called White Label ATMs.

Note: RBI authorised four entities to operate as WLAs namely Tata Communications Payment Solutions, Prizm Payment Services Pvt. Ltd, Muthoot Finance Limited and Vakrangee Ltd.

Personal Identification Number (PIN) : A Personal Identification Number is a secret numeric password shared between user and a system that can be use to authenticate the user to the system.

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.

ii. 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.

iii. 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.

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) **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.

Cheque Truncation:

Truncation is the process of stopping the flow of the physical cheque issued by a drawer at some point with the presenting bank en-route to the drawee bank branch.

In its place an electronic image of the cheque is transmitted to the drawee branch by the clearing house, along with relevant information like data on the MICR band, date of presentation, presenting bank, etc.

Cheque Truncation speeds up the process of collection of cheques resulting in better service to customers, reduces the scope for clearing-related frauds or 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.

Bancassurance: The sale of insurance and other similar products through a bank. This can help the consumer in some situations; for example, when a bank requires life insurance for those receiving a mortgage loan the consumer could purchase the insurance directly from the bank.

Banking Ombudsman Scheme 2006:

The Banking Ombudsman Scheme enables an expeditious and inexpensive forum to bank customers for resolution of complaints relating to certain services rendered by banks.

The Banking Ombudsman is a senior official appointed by the Reserve Bank of India to redress customer complaints against deficiency in certain banking services.

All Scheduled Commercial Banks, Regional Rural Banks and Scheduled Primary Co-operative Banks are covered under the Scheme.

Other Important Points:

- ✓ The Banking Ombudsman **does not charge any fee** for filing and resolving customers' complaints.
- ✓ The amount, if any, to be paid by the bank to the complainant by way of compensation for any loss suffered by the complainant is limited to the amount arising directly out of the act or omission **of the bank or Rs 10 lakhs**, whichever is lower.
- ✓ The Banking Ombudsman may award compensation **not exceeding Rs 1 lakh** to the complainant only in the case of complaints relating to credit card operations for mental agony and harassment.
- ✓ If a complaint is not settled by an agreement within a period **of one month**, the Banking Ombudsman proceeds further to pass an award. Before passing an award, the Banking Ombudsman provides reasonable opportunity to the complainant and the bank, to present their case.
- ✓ If one is not satisfied with the decision passed by the Banking Ombudsman, one can approach the appellate authority against the Banking Ombudsmen's decision. Appellate Authority is vested with a **Deputy Governor of the RBI**.
- ✓ If one is aggrieved by the decision, one **may, within 30 days** of the date of receipt of the award, appeal against the award before the appellate authority.

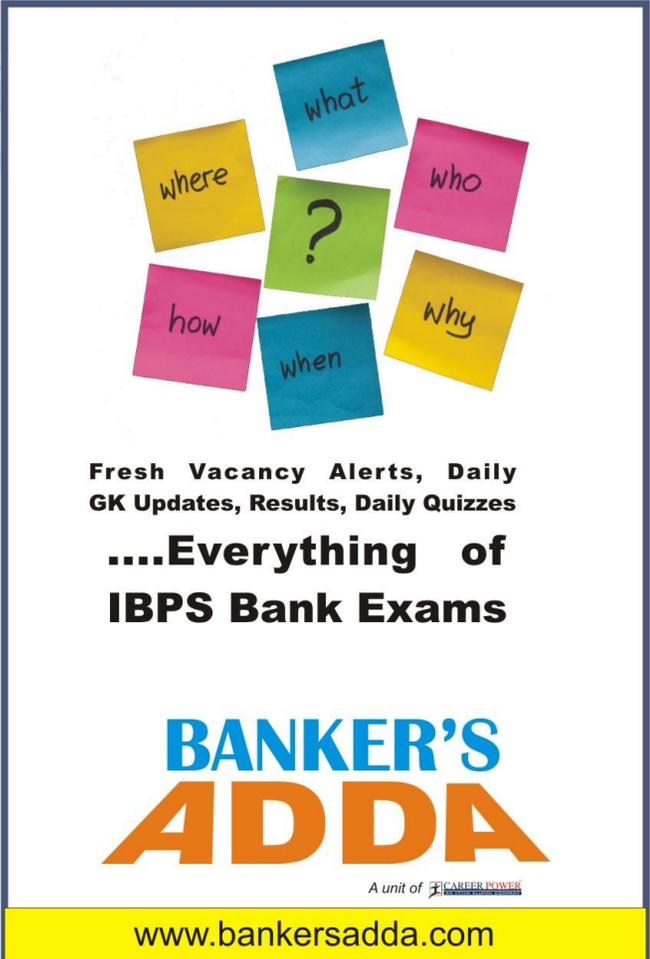
Deposit insurance and credit guarantee corporation (DICGC)

All commercial banks including branches of foreign banks functioning in India, local area banks and regional rural banks are insured by the DICGC. **Note: Primary cooperative societies** are not insured by the DICGC.

DICGC insure: DICGC protects bank deposits that are payable in India.

The DICGC insures all deposits such as savings, fixed, current, recurring, etc. except the following types of deposits.

- (i) Deposits of foreign Governments;
- (ii) Deposits of Central/State Governments;
- (iii) Inter-bank deposits;
- (iv) Deposits of the State Land Development Banks with the State co-operative bank;
- (v) Any amount due on account of any deposit received outside India



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(vi) Any amount, which has been specifically exempted by the corporation with the previous approval of Reserve Bank of India.

Maximum deposit amount insured by the DICGC - Each depositor in a bank is insured upto a maximum of **Rs.1,00,000 (Rupees One Lakh)**.

Credit Information Bureau (India) Limited: is India's first Credit Information Company (CIC) founded in August 2000. CIBIL collects and maintains records of an individual's payments pertaining to loans and credit cards.

Headquarter – Mumbai

Coins in India

Coins: The Government of India has the **sole right to mint coins**. The designing and minting of coins in various denominations is also the responsibility of the Government of India. Coins are minted at the four India Government Mints at Mumbai, Alipore (Kolkata), Saifabad (Hyderabad), Cherlapally (Hyderabad) and NOIDA (UP).

Denominations: Coins in India are presently being issued in denominations of one rupee, two rupees, five rupees and ten rupees. **Note:** Coins can be issued up to the denomination of Rs.1000 as per the Coinage Act, 1906.

Currency in India

Currency: Banknotes in India are currently being issued in the denomination of Rs 10, Rs 20, Rs 50, Rs 100, Rs500, and Rs1000. These notes are called banknotes as they **are issued by the Reserve Bank of India** (Reserve Bank).

Note: The printing of notes in the denominations of Rs 1, Rs 2 and Rs 5 has been discontinued as these denominations have been coined.



Contemporary Currency notes have **15 languages** on the panel which appear on the reverse of the note.

Soiled Notes: Soiled notes are those which have become dirty and slightly cut. Notes which have numbers on two ends, i.e. notes in the denomination of Rs.10 and above which are in two pieces, are also treated as soiled note. The cut in such notes, should, however, not have passed through the number panels.

Mutilated Notes: Notes which are in pieces and/or of which the essential portions are missing can also be exchanged. Essential portions in a currency note are name of issuing authority, guarantee, promise clause, signature, Ashoka Pillar emblem/portrait of Mahatma Gandhi, water mark.

Imperfect banknotes: Imperfect banknote means any banknote, which is wholly or partially, obliterated, shrunk, washed, altered or indecipherable but does not include a mutilated banknote.

Security Features of Indian Banknotes

Watermark	Security Thread	Latent Image	Micro lettering
Intaglio	Identification Mark	Fluorescence	Optically Variable Ink
See through Register	Legal provisions against counterfeiting		

Some Important Tips which you have to keep in your mind while going for Interview.

1. Tips on Preparing for the Interview-Day:

i. Gather information about the bank or organization that has invited you for the interview. This will give you a clear idea about the philosophy, work environment and reputation of the company.

- ii. Read the job description carefully as to what they expect from you.
- iii. Evaluate your qualifications, experience, and core competences, areas of strength and accordingly draw up a questionnaire along with your replies to the expected questions.

2. Brush up your communication skills.

- i. Interviewers normally ask you to highlight your strengths and weaknesses.
- ii. Strengths of course can be emphasized more easily but even the weaknesses can be presented in a positive light. **For example, 'I am a little impatient with the people who are not focused enough, or non serious about the work in hand'**
- iii. Go with a positive frame of mind, without worrying much about the outcome.

3. Attending the Interview: Go with a smile (not a grin) on your face, with confidence and determination to succeed in your heart.

4. As You Enter:

- i. Depending upon whether you are being interviewed by one person or a panel of interviewers, greet politely 'Good Morning'/Afternoon or Evening depending upon time of the day.
- ii. If there are more than one person then address them as 'Sirs/Madams' and try to encompass them all in your greeting. If there is only one lady in the panel, it is polite to greet her separately.
- iii. Most probably you will be offered a seat. Do not sit down unless you are asked to.

5. Facing the Interviewers

- i. As you sit across the interviewer(s), look confident and relaxed.
- ii. In most cases the interviewers themselves will try to put you at ease.

6. The Body Language

- i. Good body language can be inculcated and practiced. Your facial expression, appearance, gestures, how you walk, talk, stand, sit, use your limbs etc. all form part of your body language.

7. Pay attention to the following.

- ❖ Sit straight comfortably without craning your neck. Do not slouch.
- ❖ Look attentive, keen and interested.
- ❖ Talk clearly, maintaining a pitch that is comfortably audible to the person(s) around.
- ❖ Do not get overexcited even while describing your achievements and strengths.
- ❖ Listen to the queries attentively, constantly maintaining polite eye contact with the interviewers.
- ❖ Nod your head to show that you are listening, interjecting appropriately with 'Yes Sir/Madam', absolutely, definitely etc.
- ❖ Lean forward a little as you speak and backward as you listen.
- ❖ Do not touch your face, or shake your legs.
- ❖ Keep your arms either on your sides or in your lap. Do not fold your arms, as it is a sign of rudeness.
- ❖ Use short simple sentences while talking.
- ❖ Do not make unrealistic tall claims during the interview.
- ❖ Never get too arrogant or aggressive in front of the interviewers.
- ❖ Do not show your disappointment and disinterest. Maintain your poise till the end.
- ❖ Always thank the interviewers as you leave.



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