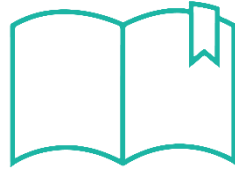


2026
Edition



Toppernotes
Unleash the topper in you

BANK

**GENERAL
AWARENESS, BANKING
KNOWLEDGE &
COMPUTER**

For All Banking Exams



INDEX

| S No. | Chapter Title | Page No. |
|-------|--|----------|
| 1 | Bank and its development of India | 1 |
| 2 | Reserve Bank of India | 4 |
| 3 | Banking Systems of India | 11 |
| 4 | Function of Bank | 17 |
| 5 | Act Related to Banking System | 24 |
| 6 | Important Concept in Banking | 26 |
| 7 | Budget | 36 |
| 8 | Taxation | 39 |
| 9 | NABARD and Regional Rural Bank | 42 |
| 10 | National Payments Corporation of India (NPCI) And Its Products | 45 |
| 11 | Loan in Indian Banking System | 48 |
| 12 | Finance Market | 53 |
| 13 | Monetary Policy | 64 |
| 14 | Foreign trade | 71 |
| 15 | Credit Rating Agencies | 75 |
| 16 | Important Financial Institution | 78 |
| 17 | NBFC – Non–Banking Financial Institution | 80 |
| 18 | Small Finance Bank | 83 |
| 19 | Financial Inclusion and Basel Norms | 88 |
| 20 | Priority Sector Lending | 95 |
| 21 | Risk in Banking Sector | 99 |
| 22 | Money and Inflation | 102 |
| 23 | Important Banking Definition | 110 |

INDEX

| S No. | Chapter Title | Page No. |
|-------|---|----------|
| 24 | Important Banking Abbreviations | 116 |
| 25 | National and International Days | 120 |
| 26 | Awards and Honours | 124 |
| 27 | Capital and Currencies of Important Countries | 130 |
| 28 | Cities and Their Nicknames | 132 |
| 29 | Protected Areas of India | 137 |
| 30 | India's Space Program | 142 |
| 31 | India's Defence program | 147 |
| 32 | Major Research Institutions of India | 155 |
| 33 | Basic of Computer | 158 |
| 34 | Computer Network | 186 |
| 35 | Internet And Email | 202 |
| 36 | Cyber Security | 212 |
| 37 | E- Commerce | 221 |

1

CHAPTER

Bank and its development of India

Bank: A **bank** is a financial institution that accepts deposits from the public and lends money at different interest rates.

- Banking activities in India are regulated under the **Banking Regulation Act, 1949 (former name Banking Companies Act, 1949)**.
- As per the **Banking Regulation Act, 1949**, banking is defined as: Accepting deposits from the public for lending or investment purposes, repayable on demand or otherwise, and withdrawable by cheque, draft, order, or otherwise.

History of Banking in India

- The origin of modern banks is considered to have begun in **1157** in **Italy** with the establishment of **the Bank of Venice**.
 - ✓ **1407 AD**– Bank of Barcelona;
 - ✓ **1407 AD** – Bank of Genoa;
 - ✓ **1694 AD** – Bank of England.
- **Stages of Evolution of Banking in India**
 - ✓ Banking history in India is divided into **three major phases**:
 1. **Pre-Independence Phase (Before 1947)**
 2. **Post-Independence Phase (1947–1991)**
 3. **Liberalization Phase (1991 & beyond)**

Pre-Independence Phase (Before 1947)

- More than **600 banks** existed.
- **First bank in India:** India's first bank was established in **1770** in Calcutta under the name Bank of Hindustan. This bank, which was fully based on the banking system, was founded by Alexander & Company.
- Keeping the interests of the East India Company in mind, private shareholders established three Presidency Banks in India.

- All three banks were under government control, and in **1862 AD** they were granted the right to issue currency notes.
 - ✓ Bank of Bengal – 1806AD
 - ✓ Bank of Bombay – 1840 AD
 - ✓ Bank of Madras – 1843 AD
- These merged in **1921** to form the **Imperial Bank of India**, which later became the **State Bank of India** in **1955**.

Important Banks Established

- **Oudh Commercial Bank – 1881 AD:** It was the first bank in India to be operated by Indians on the basis of limited liability.
- **Allahabad Bank – 1865:** It was also the first bank to be fully established and managed by Indians.
- **Punjab National Bank – 1894:**
- **Bank of India – 1906:**
- **Bank of Baroda – 1908:**
- **Central Bank of India – 1911:**

Post-Independence Phase (1947–1991)

- After Independence, the Government of India enacted the **Banking Companies Act, 1949** (later renamed the **Banking Regulation Act, 1949**). Under this law, the Reserve Bank of India (RBI) was authorized to function as the central banking authority, responsible for supervising and regulating the banking sector in India.
- In **1955**, the largest bank at that time, the Imperial Bank of India, was nationalized and renamed the State Bank of India (SBI). Subsequently, in **1959**, seven associate banks were established under its framework.
- State Bank of Bikaner & Jaipur, State Bank of Mysore, State Bank of Patiala, and State Bank of Travancore were constituted under the State Bank of India (Subsidiary Banks) Act, **1959**.

- On 1 February 1969, the Government introduced additional provisions to the Banking Regulation Act, 1949, strengthening its control and regulatory authority over banks.
- In 1969, under the leadership of Prime Minister Indira Gandhi, the Government nationalized 14 major Public Sector Banks (PSBs).

The **Lead Bank Scheme (LBS)** was launched in **1969** by the Reserve Bank of India.

It was introduced on the recommendations of:

- **Gadgil Study Group**
- **Nariman Committee**

These committees observed that **banking services were inadequate in rural areas**, and a coordinated effort was required to promote financial inclusion.

Reforms

- In **2009**, Government of India constituted a committee headed by **Usha Thorat (former RBI Deputy Governor)** to suggest reforms in LBS.
- In 1980, six more banks were brought under government ownership and were granted the status of nationalized banks.
- Between 1982 and 1990, four new financial institutions were established in India:
 - ✓ Export-Import Bank of India (EXIM Bank)
 - ✓ National Housing Bank (NHB)
 - ✓ National Bank for Agriculture and Rural Development (NABARD)
 - ✓ Small Industries Development Bank of India (SIDBI)
- Digital banking in India began in 1988 when the Reserve Bank of India (RBI) formed a Committee on Computerisation of Banks under the chairmanship of Dr. C. Rangarajan.
- Since then, the functioning of banks in India has undergone significant transformation — from MICR-based cheque processing to ATMs, then to e-banking and mobile banking, ultimately leading to the concept of “anywhere banking.”
- The Liberalisation, Privatisation, and Globalisation (LPG) policy introduced in 1991 permitted private entities to establish and operate banks. Over time, interest rates were progressively deregulated.

- In 1998, the Narasimham Committee on Banking Sector Reforms was constituted. The committee recommended granting greater autonomy to banks, introducing a four-tier banking structure, increasing the prescribed capital adequacy norms, and allowing the entry of foreign banks. Although all recommendations were not implemented immediately, the committee marked a significant milestone in India’s banking sector reforms.

Consolidation Among Public Sector Banks (PSBs) Since 2008

- **2008:** State Bank of India (SBI) acquired its associate bank, State Bank of Saurashtra.
- **2010:** SBI acquired State Bank of Indore.
- **2017:** SBI merged with five associate banks:
 1. State Bank of Bikaner & Jaipur
 2. State Bank of Hyderabad
 3. State Bank of Mysore
 4. State Bank of Patiala
 5. State Bank of Travancore
 - ✓ In April 2017, SBI also merged with Bharatiya Mahila Bank.
- **2019:** Dena Bank and Vijaya Bank were merged with Bank of Baroda.
- **2020**
 - ✓ Oriental Bank of Commerce and United Bank of India were merged with Punjab National Bank.
 - ✓ Syndicate Bank was merged with Canara Bank.
 - ✓ Andhra Bank and Corporation Bank were merged with Union Bank of India.
 - ✓ Allahabad Bank was merged with Indian Bank.

Point to Remember:

- The Central Bank of India was the first public sector bank in India to introduce credit cards.
- The Central Bank of India was the first commercial bank in India to be managed by Indians.
- **ICICI** Bank was the first bank in India to introduce a mobile ATM.

- Bank of Baroda has the largest number of overseas branches among Indian banks.
- India's first "Talking" Automated Teller Machine (ATM), designed for visually impaired customers, was launched by Union Bank of India in Ahmedabad, Gujarat.
- **The** National Payments Corporation of India (NPCI) introduced India's first rural bank ATM card in collaboration with a Regional Rural Bank in Varanasi.
- The first Indian bank to receive ISO certification was Canara Bank.
- Punjab National Bank (PNB) was the first Indian bank established entirely with Indian capital. Its founder was Lala Lajpat Rai.
- The Reserve Bank of India (RBI) was established in 1935.
- The first Governor of RBI was Sir Osborne Smith.
- The first Indian Governor of RBI was C. D. Deshmukh.
- The first bank to introduce a savings account in India was the Presidency Bank in 1833.
- The first bank to introduce the cheque system in India was the Bank of Bengal in 1833.
- ICICI Bank was the first bank in India to introduce internet banking.
- State Bank of India was the first bank in India to introduce mutual fund services.
- **The** largest commercial bank in India is the State Bank of India.

- The first bank to introduce credit cards in India was the Central Bank of India.
- Credit cards are commonly referred to as "plastic money."
- **Open** market operations are conducted by the Reserve Bank of India.
- **India's** first Financial Archive was established in Kolkata.
- **The** RBI determines key policy rates and ratios such as CRR, SLR, Repo Rate, and Reverse Repo Rate.
- **Interest** rates on savings accounts, fixed deposits, and loans are determined by individual banks.
- **HDFC** Bank launched mobile bank accounts in association with Vodafone's M-Pesa service.
- The largest public sector bank in India is the State Bank of India (SBI).
- The largest private sector bank in India is ICICI Bank.
- The largest foreign bank operating in India is Standard Chartered Bank.
- Bank of India was the first Indian bank to open a branch outside India, establishing its London branch in 1946.
- The first Regional Rural Bank (RRB), named Prathama Grameen Bank, was established by Syndicate Bank.
- HSBC introduced the first ATM in India in 1987 in Mumbai.
- The capital market regulator in India is the Securities and Exchange Board of India (SEBI).

2

CHAPTER

Reserve Bank of India

The Reserve Bank of India (RBI), the central bank of India, controls the money supply, circulation, and credit, regulates the banking system through monetary and lending policies, and serves as the Banker's Bank, Bank of Last Resort, and Government's Bank.

Establishment

- **Established:** 1 April 1935
- **Act:** Reserve Bank of India Act, 1934
- **Location:** Initially in Calcutta (1935), permanently shifted to **Mumbai in 1937**
- **Ownership:** Originally privately owned; **nationalized in 1949**, now fully owned by **Government of India**
- **Recommendation:** Formed on **Hilton-Young Commission (1926–27)**
- **First Governor:** Sir Osborne Smith (1935–1937)
- **Governor at Nationalization:** C.D. Deshmukh (1949)

Objectives of RBI

1. **Issue and Control Currency:** The RBI is the only institution authorized to issue Indian currency notes (except ₹1, issued by the government). It ensures an adequate supply of cash in all denominations to meet the needs of the public and the economy. The RBI also monitors the quality of notes in circulation, withdrawing unfit or counterfeit currency, thereby maintaining public confidence in the monetary system.
2. **Maintain Monetary Stability:** A key objective of the RBI is to maintain monetary stability by controlling inflation, deflation, and liquidity in the economy. Using tools like the repo rate, reverse repo rate, cash reserve ratio (CRR), and bank rate, RBI influences credit flow and interest rates. Effective monetary management ensures economic growth while keeping price levels stable, supporting both businesses and consumers.

3. **Regulate and Supervise the Financial System:** RBI regulates banks, NBFCs, and other financial institutions to ensure a sound and stable financial system. It sets rules on capital adequacy, lending practices, risk management, and priority sector lending. By supervising these institutions, RBI reduces systemic risk, prevents financial crises, and protects depositors' interests, strengthening trust in the banking sector.

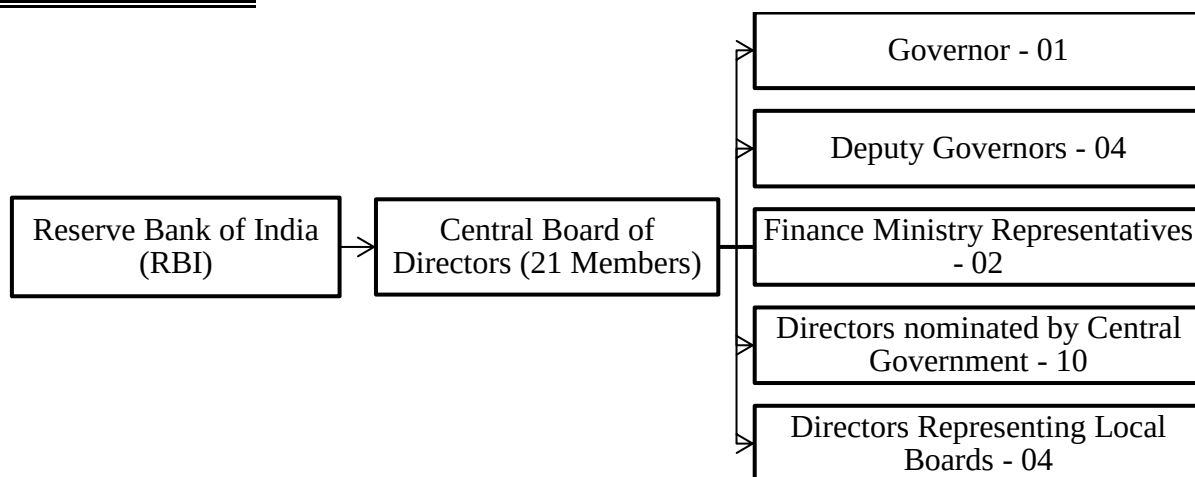
4. **Act as Banker to Government and Banks:** RBI acts as a banker to the central and state governments, managing their accounts, public debt, and loans. It also serves as a banker to scheduled banks, maintaining their accounts and offering emergency liquidity through the lender-of-last-resort function. This dual role ensures smooth functioning of government finances and financial stability across the banking sector.

5. **Promote Economic Growth and Development:** RBI plays a developmental role by promoting economic growth through finance, credit support, and policy initiatives. It supports agriculture, small and medium enterprises, rural development, and infrastructure projects, while promoting financial inclusion and digital banking. These efforts help mobilize savings, expand access to finance, and strengthen the overall economy.

Central Board of Directors

- Governs RBI under **RBI Act, 1934**.
- Members appointed/nominated by **Government of India**, tenure of **4 years**.

Structure of RBI:



1. Governor:

- ✓ Head of RBI
- ✓ CEO of the Central Bank
- ✓ Ex-officio Chairman of the Central Board
- ✓ Appointed by the Government of India
- ✓ Official tenure: 3 years (can be reappointed)
- ✓ RBI currency notes bear the **Governor's signature**

2. **Deputy Governors (max 4):** Head various departments (Monetary Policy, Banking Regulation, etc.)

3. **Official Directors:** Representatives of government and RBI officials

4. **Nominee Directors:** Representing banking, finance, and industry sectors

List of RBI Governor

| S.No | Governor | Tenure |
|------|------------------------|-----------|
| 1 | Sir Osborne Smith | 1935–1937 |
| 2 | Sir James Braid Taylor | 1937–1943 |
| 3 | Sir C. D. Deshmukh | 1943–1949 |
| 4 | Sir Benegal Rama Rau | 1949–1957 |
| 5 | K. G. Ambegaonkar | 1957 |
| 6 | H. V. R. Iyengar | 1957–1962 |
| 7 | P. C. Bhattacharya | 1962–1967 |
| 8 | L. K. Jha | 1967–1970 |
| 9 | B. N. Adarkar | 1970 |
| 10 | S. Jagannathan | 1970–1975 |
| 11 | N. C. Sen Gupta | 1975 |
| 12 | K. R. Puri | 1975–1977 |
| 13 | M. Narasimhan | 1977 |
| 14 | I. G. Patel | 1977–1982 |
| 15 | Manmohan Singh | 1982–1985 |
| 16 | Amitav Ghosh | 1985 |

| | | |
|----|-----------------|--------------|
| 17 | R. N. Malhotra | 1985–1990 |
| 18 | S. Venkatraman | 1990–1992 |
| 19 | C. Rangarajan | 1992–1997 |
| 20 | Bimal Jalan | 1997–2003 |
| 21 | Y. V. Reddy | 2003–2008 |
| 22 | D. Subbarao | 2008–2013 |
| 23 | Raghuram Rajan | 2013–2016 |
| 24 | Urjit Patel | 2016–2018 |
| 25 | Shaktikanta Das | 2018–2024 |
| 26 | Sanjay Malhotra | 2024–Present |

Functions of RBI

➤ RBI functions can be classified under **core, developmental, and regulatory roles:**

A. Monetary Authority

✓ Formulates and implements **monetary policy** to ensure price stability and growth.

✓ **Tools:**

- **Repo rate** – rate at which banks borrow from RBI
- **Reverse repo rate** – rate at which banks park excess funds with RBI
- **Cash Reserve Ratio (CRR)** – percentage of deposits banks must keep with RBI
- **Bank rate** – long-term lending rate of RBI to banks

✓ **Objectives:** Control inflation, regulate liquidity, stabilize currency

B. Regulator and Supervisor of Financial System

✓ Ensures **financial stability and soundness** of banks and NBFCs.

- ✓ Prescribes **rules and guidelines** for:
 - Lending and credit norms
 - Capital adequacy
 - Risk management
- ✓ Supervises commercial banks, cooperative banks, NBFCs, and payment banks

C. Manager of Foreign Exchange

- ✓ Implements **Foreign Exchange Management Act (FEMA), 1999**.
- ✓ Maintains **foreign currency reserves** (gold and foreign currency).
- ✓ Stabilizes **exchange rates** and supports international trade.

D. Issuer of Currency

- ✓ Sole authority to **issue Indian banknotes** (except 1 rupee note, issued by government).
- ✓ Withdraws **unfit or damaged currency** from circulation.
- ✓ Ensures adequate supply of currency in all denominations.

E. Development Role

- ✓ Promotes economic growth through **institutional support and finance**.
- ✓ Supports sectors like:
 - Agriculture
 - MSMEs
 - Infrastructure
 - Rural and semi-urban development
- ✓ Encourages financial inclusion, digital banking, and microfinance.

F. Banker to Government

- ✓ Acts as **principal banker to central and state governments**.
- ✓ Functions include:
 - Managing government accounts
 - Issuing loans to governments
 - Managing public debt and securities

G. Banker to Banks

- ✓ Maintains **accounts of all scheduled banks**.
- ✓ Provides **lender-of-last-resort facility** during liquidity crises.
- ✓ Facilitates **clearing and settlement of interbank transactions**.

H. Other Functions

- ✓ **Research and Statistics:** Publishes economic and financial data, reports on monetary policy, inflation, credit, etc.
- ✓ **Regulation of Payment Systems:** Supervises RTGS, NEFT, UPI, and digital payments infrastructure.

RBI's *Utkarsh* - Medium-Term Strategy

- Reserve Bank of India periodically formulates medium-term strategies to strengthen regulation, supervision, and internal governance. One such structured roadmap is **Utkarsh**.
- A **three-year medium-term strategy framework** of RBI
- Designed to:
 - ✓ Improve **regulatory mechanisms**
 - ✓ Strengthen **supervisory systems**
 - ✓ Enhance **internal governance**
 - ✓ Build **institutional capacity**
 - ✓ Promote financial stability and economic growth
- **Utkarsh 2022 (First Phase)**
 - ✓ **Launched:** July 2019
 - ✓ **Period Covered:** 2019–2022
 - ✓ Provided a structured strategic roadmap
 - ✓ Included:
 - **6 Vision Statements**
 - Core Purpose
 - Values
 - Mission
- **Utkarsh 2.0 (Second Phase)**
 - ✓ **Launched:** 30 December 2022
 - ✓ **Period Covered:** 2023–2025
 - ✓ Builds upon Utkarsh 2022
 - ✓ Retains:
 - 6 Vision Statements
 - Core Purpose
 - Values
 - Mission
- **Vision Statements (Guiding 2023–25)**
 1. Excellence in performance of statutory and other functions
 2. Strengthened trust of citizens and institutions
 3. Enhanced relevance in national and global roles
 4. Transparent, accountable and ethics-driven governance
 5. Best-in-class, environment-friendly digital & physical infrastructure
 6. Innovative, dynamic and skilled human resources

Subsidiaries of the Reserve Bank of India (RBI)

Deposit Insurance and Credit Guarantee Corporation (DICGC)

- The Deposit Insurance and Credit Guarantee Corporation (DICGC) is a wholly owned subsidiary of the RBI. It was established on 15 July 1978 under the Deposit Insurance and Credit Guarantee Corporation Act, 1961. Its primary objective is to provide insurance coverage for bank deposits and guarantee certain credit facilities.
- DICGC was formed through the merger of two earlier entities:
 - ✓ Deposit Insurance Corporation (DIC)
 - ✓ Credit Guarantee Corporation of India Ltd. (CGCI)
- The merger was undertaken to integrate the functions of deposit insurance and credit guarantee under one organization.
- DICGC insures various types of bank deposits, including savings, fixed, current, and recurring deposits, up to a specified limit per depositor in a bank.
- If a depositor holds multiple accounts in the same bank, they are treated as a single account for insurance purposes. The insurance premium is paid by the insured banks.
- The functions of DICGC are governed by:
 - ✓ The Deposit Insurance and Credit Guarantee Corporation Act, 1961
 - ✓ The Deposit Insurance and Credit Guarantee Corporation General Regulations, 1961
- The head office of DICGC is located in Mumbai, Maharashtra.

Banks Covered Under the Deposit Insurance Scheme

1. All commercial banks, including branches of foreign banks operating in India, Local Area Banks, and Regional Rural Banks.
2. Eligible cooperative banks as defined under Section 2(gg) of the DICGC Act.

Bharatiya Reserve Bank Note Mudran Private Limited (BRBNMPL)

- Bharatiya Reserve Bank Note Mudran Private Limited (BRBNMPL) is a wholly owned subsidiary of the RBI. It was established in 1995 to meet the growing demand for Indian banknotes.
- BRBNMPL is responsible for printing Indian currency notes for the RBI. Its headquarters is located in Bengaluru, Karnataka. The company operates two printing presses located in Mysuru (Karnataka) and Salboni (West Bengal).
- BRBNMPL meets a major portion of the country's banknote requirements. The remaining demand is fulfilled by Security Printing and Minting Corporation of India Limited (SPMCIL), a Government of India undertaking.
- In the financial year 2016–17, BRBNMPL printed more than 20,000 million banknotes, setting a world record. The company has its own design facility and has the capacity to print all denominations of Indian currency notes.
- **Under SPMCIL:**
 - ✓ Currency Note Press, Nashik
 - ✓ Bank Note Press, Dewas
- Security Paper Mill (SPM), Hoshangabad, established in 1968 under the Ministry of Finance, manufactures various types of security paper.
- Government mints located at Mumbai, Hyderabad, Kolkata, and Noida are responsible for minting coins circulated in India.

National Housing Bank (NHB)

- National Housing Bank (NHB) was established on 9 July 1988 under the National Housing Bank Act, 1987. It is a wholly owned subsidiary of the RBI.
- NHB serves as an apex financial institution for housing finance in India. Its main objective is to promote housing finance institutions at local and regional levels and to provide financial and other support to such institutions.

- The proposal to establish NHB was examined under the chairmanship of Dr. C. Rangarajan, then Deputy Governor of the RBI, who recommended setting up NHB as an autonomous housing finance institution.
- NHB launched NHB RESIDEX, India's first official residential housing price index.
- The headquarters of NHB is located in New Delhi, India.

Important Facts about RBI

- **Emblem:** Panther and Palm Tree
- **First woman Deputy Governor:** K.J. Udeshi
- **RBI does not accept deposits from the general public**
- **RBI is the sole issuer of banknotes in India**
- **Key historical points:**
 - ✓ Hilton-Young Commission recommended its formation
 - ✓ Nationalized in 1949
 - ✓ Promotes economic growth through financial inclusion and development functions

Ways and Means Advances (WMA)

- Ways and Means Advances (WMA) is a facility provided by the Reserve Bank of India (RBI) under its credit policy to assist the Central and State Governments in managing temporary mismatches between receipts and payments.
- This provision is governed by Section 17(5) of the RBI Act, 1934. The advances must be repaid within three months from the date on which they are granted.

Types of WMA

- There are two types of Ways and Means Advances:
 1. **Normal WMA** – These are clean advances, meaning they are not backed by any collateral.
 2. **Special WMA** – These are secured advances granted against the pledge of Government of India dated securities.

Objective of WMA

- Section 17(5) of the RBI Act authorizes the RBI to extend WMA to both the Central and State Governments.
- The primary objective of WMA is to bridge the gap between government expenditure and receipts. It is not a permanent source of finance but a short-term arrangement intended to address temporary cash flow problems arising from revenue shortfalls or timing mismatches in receipts.

Minimum Reserve System (MRS)

- For the issuance of currency, the RBI currently follows the Minimum Reserve System (MRS), which has been in operation since 1956.
- Under the Minimum Reserve System, the RBI is required to maintain a minimum reserve of ₹200 crore, consisting of:
 - ✓ Gold coin and gold bullion
 - ✓ Foreign currency assets
- Out of the total ₹200 crore, at least ₹115 crore must be maintained in the form of gold coins or gold bullion.
- The shift to the Minimum Reserve System was intended to enable expansion of the money supply in order to meet the growing volume of transactions in the economy.

Banking Ombudsman

- An **Ombudsman** is an official appointed to resolve complaints made by customers against service providers. The Ombudsman provides an alternate dispute resolution mechanism that is simple, cost-effective, and accessible. The proceedings under the Ombudsman system are summary in nature and are not bound by strict rules of evidence.
- Issued under **Section 35A of the Banking Regulation Act, 1949.**
- Reserve Bank of India has launched the revised **Integrated Ombudsman Scheme, 2026**, which will come into force on 1 July 2026 and will replace the existing Integrated Ombudsman Scheme, 2021.
- Total Banking Ombudsman in India: 22

Evolution of the Scheme

- **Integrated Ombudsman Scheme, 2021**
 - ✓ Introduced the “**One Nation One Ombudsman**” approach.
 - ✓ Integrated three earlier schemes:
 - Banking Ombudsman Scheme, 2006
 - Ombudsman Scheme for NBFCs, 2018
 - Ombudsman Scheme for Digital Transactions, 2019

- The objective of the Scheme is to provide a speedy and cost-effective grievance redressal mechanism, improve the efficiency of complaint resolution, and strengthen consumer protection in financial services.

Coverage (Who is Covered?)

- The Scheme covers Commercial Banks, Regional Rural Banks, State and Central Co-operative Banks, Urban Co-operative Banks with deposits of ₹50 crore or more, NBFCs that accept deposits or have assets of ₹100 crore or more, non-bank prepaid payment issuers such as digital wallets, and Credit Information Companies, while Housing Finance Companies and Core Investment Companies are excluded.

Types of Complaints Allowed

- Customers can file complaints related to deficiency in service, delays, non-compliance with RBI directions, or poor customer service; however, matters involving commercial decisions, employer–employee disputes, inter-entity disputes, or cases pending before courts or tribunals are not covered, and the customer must first approach the concerned entity before escalating the matter to the Ombudsman if there is no response within 30 days or the reply is unsatisfactory.

Compensation (2026 Scheme)

- Under the 2026 Scheme, there is no limit on the value of the dispute, and the Ombudsman can award compensation of up to ₹30 lakh for financial loss and up to ₹3 lakh for non-financial loss such as harassment, mental anguish, or loss of time.

Complaint Filing Process

- Complaints can be filed through the RBI’s Complaint Management System (CMS) portal, by email, or by post to the Centralised Receipt and Processing Centre.

Appeals

- If a party is dissatisfied with the Ombudsman’s decision, an appeal can be filed before the RBI’s Executive Director within 30 days, and the appellate authority may uphold, modify, or remand the case.

| Feature | RB-IOs 2021 | Revised Scheme 2026 |
|--------------|--------------------------|---------------------------------------|
| Approach | One Nation One Ombudsman | Continuation with enhanced efficiency |
| Compensation | ₹20L + ₹1L | ₹30L + ₹3L |
| Coverage | Banks, NBFCs, PPIs, CICs | Expanded & clarified coverage |
| Nature | Jurisdiction neutral | Centralised & strengthened |

Note:

- Non-Deposit Taking Non-Banking Financial Companies (ND-NBFCs) with an asset size of **₹5,000 crore or more** are required to appoint an **Internal Ombudsman (IO)** as mandated by the Reserve Bank of India.
- This requirement is aimed at strengthening the internal grievance redress mechanism before complaints escalate to the RBI’s Integrated Ombudsman.

Central Bank Digital Currency

- A CBDC is a **digital form** of a country’s **fiat currency, issued and backed** directly by its central bank. It represents a **liability** of the central bank, similar to **physical cash** (banknotes and coins) or **reserves** held by **commercial banks** at the central bank.
- **Functioning:** CBDCs use **cryptography** for **security, integrity, and authentication.**

Techniques include **encryption** for **data protection** and **digital signatures** to authorize transactions.

Privacy-enhancing methods like **zero-knowledge proofs** balance anonymity with regulation.

- **Objective:** It aims to modernize payment systems amid the rise of **private digital currencies** (e.g., stablecoins) and **declining cash**, focusing on efficient and inclusive financial systems.

Benefits CBDC



- **Types:** A **retail CBDC (rCBDC)** is for the general public's daily payments like transfers and purchases. A **wholesale CBDC (wCBDC)** is limited to banks and institutions for interbank settlements and large transactions.
- **Distinction from Existing Digital Money:** While most money today is already **digital** (e.g., bank account balances or mobile payments), those are **liabilities of commercial banks**. A CBDC is a **direct claim on the central bank**, offering the highest level of safety and liquidity comparable to cash.
- **Global Context:** The **Bahamas** became the **first country** to launch a **nationwide CBDC** named **Sand Dollar** in **2020**, followed by **Nigeria's eNaira**, also launched in **2020**. Over **90% of the world's central banks** are exploring CBDCs, and around **60%** are already conducting **tests or proofs of concept**.
 - ✓ While **no BRICS member** has fully launched a **digital currency**, all five are running **pilot projects**.

- ✓ The main national CBDCs are **Brazil's Drex** (advanced pilot), **Russia's Digital Ruble** (ongoing pilot with limited commercial use), **India's e-Rupee (7 million retail users)**, and **China's e-CNY** (most widespread pilot), while **South Africa** remains in the **research stage**.

Digital Rupee

- The **Digital Rupee** is the digital version of the Indian Rupee issued and regulated by the RBI. It is also known as **₹ (e-Rupee)** or **Central Bank Digital Currency (CBDC)**. Unlike privately issued cryptocurrencies, it is a **centrally owned and sovereign currency**.
 - ✓ It is designed with **proposed offline functionality**, allowing transactions even without internet access.

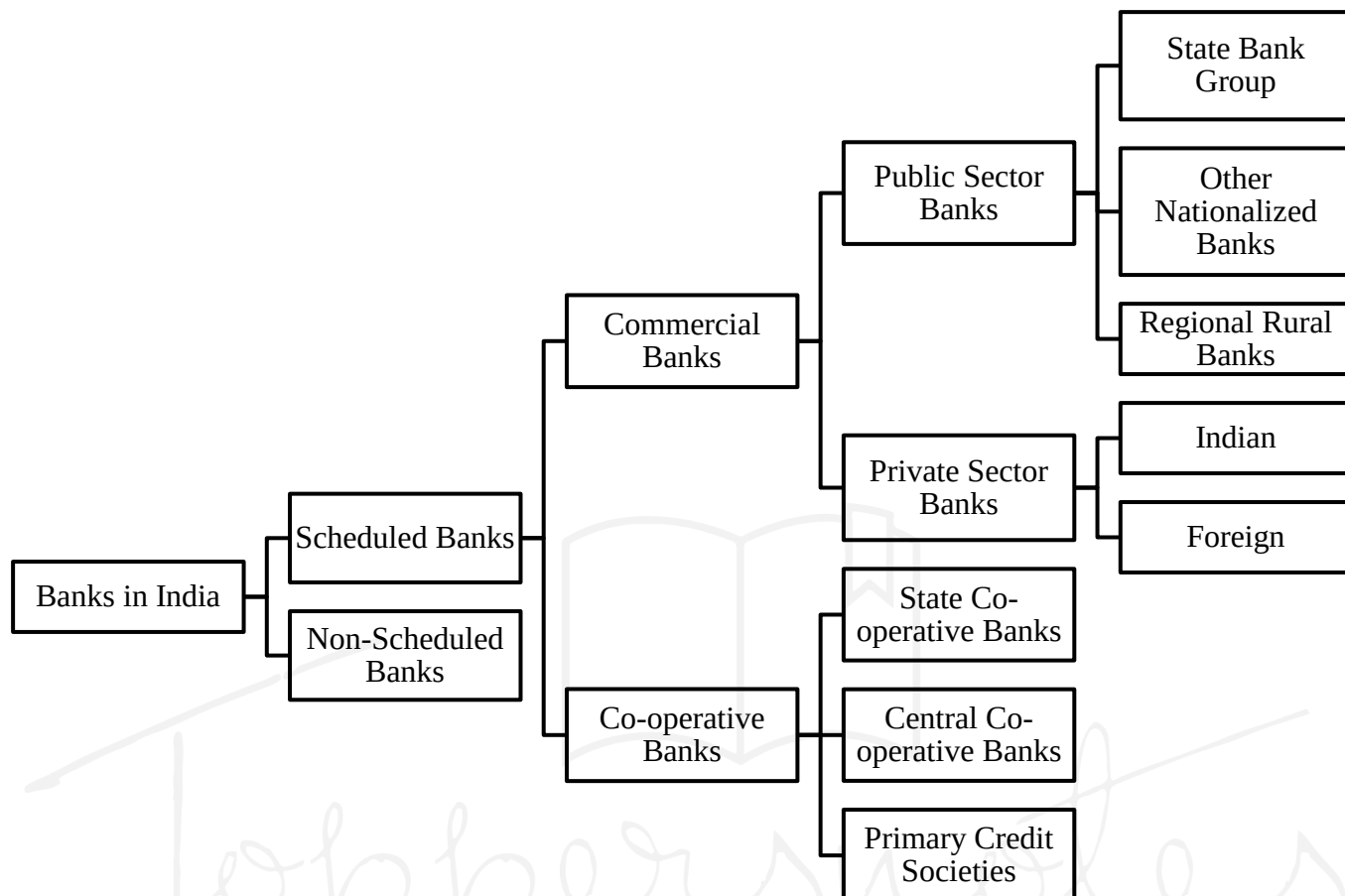
Digital Currency

- **Digital Currency:** **Digital currency** is a form of currency that exists only in **electronic form**, also referred to as **digital money, electronic money, or cybercash**, with transactions conducted via computers or internet-connected wallets.
 - ✓ It is possible to make payments in a **digital currency** without using the **US dollar** or **SWIFT**. A digital currency can also be programmed with conditions, such as a **time-frame for spending**.

3

CHAPTER

Banking Systems of India



Scheduled Commercial Banks

- Banks listed in the Second Schedule of the Reserve Bank of India Act, 1934 are known as Scheduled Banks.
- Scheduled Banks include:
 - ✓ Scheduled Commercial Banks
 - ✓ Scheduled Co-operative Banks
- To qualify as a Scheduled Bank, the institution must have a minimum paid-up capital and reserves of not less than ₹5 lakh.
- Scheduled Banks are entitled to borrow funds from the Reserve Bank of India (RBI) at the prescribed bank rate.
- They are also eligible for the facility of rediscounting first-class bills of exchange with the RBI.

As per banking norms of the Reserve Bank of India:

Savings Bank Accounts are meant for:

- Individuals

- Joint account holders
 - Minors
 - Certain eligible institutions (like educational or charitable institutions)
- The following are government/local statutory bodies and therefore **cannot open savings accounts** in Scheduled Commercial Banks:
1. Municipal Corporations/Committees
 2. Panchayat Samities
 3. Metropolitan Development Authorities
- These bodies must maintain **Current Accounts**, not Savings Accounts.

Public Sector Bank

- A Public Sector Bank (PSB) is a type of commercial bank in which the majority stake is held by the Government. These banks are either nationalized banks or banks in which the Government of India holds more than 50% ownership.

- In India, Public Sector Banks function under the regulatory supervision and guidelines of the Reserve Bank of India (RBI).
- At present, there are 12 Public Sector Banks in India.

List of Public Sector bank in India

| Sl. No. | Bank Name | Headquarters |
|---------|----------------------------|----------------------|
| 1 | State Bank of India (SBI) | Mumbai, Maharashtra |
| 2 | Punjab National Bank (PNB) | New Delhi, Delhi |
| 3 | Indian Bank | Chennai, Tamil Nadu |
| 4 | Bank of Baroda | Vadodara, Gujarat |
| 5 | Canara Bank | Bengaluru, Karnataka |
| 6 | Union Bank of India | Mumbai, Maharashtra |
| 7 | Bank of India | Mumbai, Maharashtra |
| 8 | Central Bank of India | Mumbai, Maharashtra |
| 9 | Indian Overseas Bank (IOB) | Chennai, Tamil Nadu |
| 10 | UCO Bank | Kolkata, West Bengal |
| 11 | Bank of Maharashtra | Pune, Maharashtra |
| 12 | Punjab & Sind Bank | New Delhi, Delhi |

State Bank of India:

- Calcutta Bank was established in 1806.
- In 1809, after receiving a Royal Charter, it was renamed the Bank of Bengal.
- The Bank of Bombay was established in 1840 and the Bank of Madras in 1843.

- These three banks were recognized as Presidency Banks, which were granted exclusive rights to issue currency by the Government of India in 1861.
- In 1921, these three banks were merged to form the Imperial Bank of India.
- The State Bank of India Act was passed in 1955, and on July 1, 1955 the Imperial Bank of India became the State Bank of India.
- In 2007-08, the Government of India purchased all of SBI's shares from the RBI, making it 100% government-owned.

Private Sector Bank

- A Private Sector Bank is a type of commercial bank in which the majority of share capital is held by private individuals, corporate entities, or business groups. These banks operate as companies with limited liability and function under the regulatory framework of the Reserve Bank of India (RBI).
- Examples include Axis Bank Ltd., Bandhan Bank Ltd., CSB Bank Ltd., and City Union Bank Ltd.
- RBI increased the **cap on promoter shareholding** in private sector banks to **26%** of paid-up voting equity capital.

- **Universal Banks:** Minimum **10 years** track record
- **Small Finance Banks (SFBs):** Minimum **5 years**
- **Payments Bank (PB) converting to SFB:** Minimum **3 years'** experience as PB

List of Private Sector Banks in India

| S. N. | Bank Name | Established | Headquarters |
|-------|--------------------------|-------------|-------------------------|
| 1 | City Union Bank | 1904 | Thanjavur, Tamil Nadu |
| 2 | Karur Vysya Bank | 1916 | Karur, Tamil Nadu |
| 3 | CSB Bank | 1920 | Thrissur, Kerala |
| 4 | Tamilnad Mercantile Bank | 1921 | Thoothukudi, Tamil Nadu |
| 5 | Nainital Bank | 1922 | Nainital, Uttarakhand |
| 6 | Karnataka Bank | 1924 | Mangaluru, Karnataka |
| 7 | Lakshmi Vilas Bank | 1926 | Chennai, Tamil Nadu |
| 8 | Dhanlaxmi Bank | 1927 | Thrissur, Kerala |

| | | | |
|----|----------------------|------|--|
| 9 | South Indian Bank | 1929 | Thrissur, Kerala |
| 10 | DCB Bank | 1930 | Mumbai, Maharashtra |
| 11 | Federal Bank | 1931 | Aluva, Kerala |
| 12 | Jammu & Kashmir Bank | 1938 | Srinagar, Jammu & Kashmir |
| 13 | RBL Bank | 1943 | Mumbai, Maharashtra |
| 14 | IDBI Bank | 1964 | Mumbai, Maharashtra Life Insurance Corporation of India acquired a 51% stake in IDBI Bank, thereby becoming the majority owner of the bank. The Government of India held a 45.48% stake in IDBI Bank. |
| 15 | IndusInd Bank | 1964 | Mumbai, Maharashtra |
| 16 | Axis Bank | 1993 | Mumbai, Maharashtra |
| 17 | HDFC Bank | 1994 | Mumbai, Maharashtra |
| 18 | ICICI Bank | 1994 | Mumbai, Maharashtra |
| 19 | Kotak Mahindra Bank | 2003 | Mumbai, Maharashtra |
| 20 | YES Bank | 2004 | Mumbai, Maharashtra |
| 21 | IDFC FIRST Bank | 2015 | Mumbai, Maharashtra |
| 22 | Bandhan Bank | 2015 | Kolkata, West Bengal |

Neo Bank

- A **Neo Bank** is a **fully digital bank** that operates **without physical branches**.
- It delivers complete banking services through **mobile apps and online platforms**.
 - ✓ No traditional brick-and-mortar branches
 - ✓ Entirely technology-driven
 - ✓ Provides seamless digital banking experience
- **Key Features**
 - ✓ 100% online operations
 - ✓ Account opening through digital KYC
 - ✓ App-based banking interface
 - ✓ Paperless transactions

Advantages of Neo Banks

- **Enhanced Customer Experience**
 - ✓ Faster account opening
 - ✓ 24×7 chatbot support
 - ✓ Near real-time cross-border payments
 - ✓ AI & ML-powered budgeting and treasury tools
- **Automated Services**
 - ✓ Real-time bookkeeping
 - ✓ Automated balance sheets & P/L statements
 - ✓ GST-compliant invoicing
 - ✓ Tax payment record management
 - ✓ Affordable accounting solutions

- **Transparency**
 - ✓ Real-time alerts for charges
 - ✓ Clear breakdown of fees and penalties
 - ✓ No hidden costs
- **Easy-to-Use APIs**
 - ✓ Banking services integrated into payment & accounting platforms
 - ✓ Useful for startups & businesses
- **Deep Financial Insights**
 - ✓ Smart dashboards
 - ✓ Expense tracking
 - ✓ Payables & receivables management
 - ✓ Productivity-enhancing analytics

Foreign Banks

- A **Foreign Bank** is a bank incorporated outside India that operates within India by establishing branches or representative offices. These banks expand their operations in India to serve customers, facilitate international trade, and strengthen global financial linkages.
- Currently, Standard Chartered Bank is one of the largest foreign banks operating in India, with a significant presence across major cities.
- Foreign banks are permitted to operate in India through:
 - ✓ Branch offices
 - ✓ Representative offices
 - ✓ Wholly owned subsidiaries (subject to RBI approval)

- Any foreign bank intending to open a branch in India must apply to the Reserve Bank of India (RBI) and provide detailed information regarding its ownership structure, financial position, and existing business relationships in India.
- Foreign banks first began operations in India during the 1850s under British rule. Among the earliest were HSBC (established in India in 1853) and Standard Chartered Bank (1858).

Benefits of Foreign Banks

- Promote globalization of the Indian economy
- Introduce advanced technology, modern banking practices, and financial innovations
- Increase competition in the Indian banking sector
- Facilitate foreign exchange transactions and international trade

List of Foreign Banks Operating in India

| S. No. | Name of Bank | Country of Incorporation |
|--------|--|--------------------------|
| 1 | AB Bank Ltd. | Bangladesh |
| 2 | Abu Dhabi Commercial Bank Ltd. | UAE |
| 3 | American Express Banking Corporation | USA |
| 4 | Australia and New Zealand Banking Group Ltd. | Australia |
| 5 | Barclays Bank Plc. | UK |
| 6 | Bank of America | USA |
| 7 | Bank of Bahrain & Kuwait BSC | Bahrain |
| 8 | Bank of Ceylon | Sri Lanka |
| 9 | Bank of China | China |
| 10 | Bank of Nova Scotia | Canada |
| 11 | BNP Paribas | France |
| 12 | Citibank N.A. | USA |
| 13 | Cooperative Rabobank U.A. | Netherlands |
| 14 | Crédit Agricole Corporate & Investment Bank | France |
| 15 | Credit Suisse A.G. | Switzerland |

| | | |
|----|---|--------------|
| 16 | CTBC Bank Co. Ltd. | Taiwan |
| 17 | DBS Bank India Limited | Singapore |
| 18 | Deutsche Bank | Germany |
| 19 | Doha Bank Q.P.S.C. | Qatar |
| 20 | Emirates NBD | UAE |
| 21 | First Abu Dhabi Bank PJSC | UAE |
| 22 | FirstRand Bank Ltd. | South Africa |
| 23 | HSBC Ltd. | Hong Kong |
| 24 | Industrial and Commercial Bank of China | China |
| 25 | Industrial Bank of Korea | South Korea |
| 26 | J.P. Morgan Chase Bank, N.A. | USA |
| 27 | VTB Bank | Russia |
| 28 | KEB Hana Bank | South Korea |
| 29 | Kookmin Bank | South Korea |
| 30 | Krung Thai Bank Public Co. Ltd. | Thailand |
| 31 | Mashreq Bank PSC | UAE |
| 32 | Mizuho Bank Ltd. | Japan |
| 33 | MUFG Bank, Ltd. | Japan |
| 34 | NatWest Markets Plc. | UK |
| 35 | PT Bank Maybank Indonesia TBK | Indonesia |
| 36 | Qatar National Bank (Q.P.S.C.) | Qatar |
| 37 | Sberbank | Russia |
| 38 | SBM Bank (India) Limited | Mauritius |
| 39 | Shinhan Bank | South Korea |
| 40 | Société Générale | France |
| 41 | Sonali Bank Ltd. | Bangladesh |
| 42 | Standard Chartered Bank | UK |
| 43 | Sumitomo Mitsui Banking Corporation | Japan |
| 44 | United Overseas Bank Ltd. | Singapore |
| 45 | Westpac Banking Corporation | Australia |
| 46 | Woori Bank | South Korea |

How Indian Banks Operate Abroad

- Indian banks expand their international presence through multiple operational structures.
- They can operate abroad through:
 - 1. Representative Offices**
 - ✓ Used mainly for liaison and promotional activities.
 - ✓ Cannot undertake full-fledged banking business.
 - ✓ Help in market research and relationship building.
 - 2. Branches**
 - ✓ Full banking operations allowed.
 - ✓ Directly controlled by the parent bank in India.
 - ✓ Offer deposit, lending, and other banking services.
 - 3. Wholly Owned Subsidiaries**
 - ✓ Separate legal entity incorporated in the host country.
 - ✓ Provides operational flexibility and local compliance.
 - ✓ Better suited for large-scale international operations.
 - 4. Correspondent Banking Relationships**
 - ✓ Tie-ups with foreign banks.
 - ✓ Facilitate trade finance, remittances, and cross-border transactions.
 - ✓ No physical presence required.

Co-operative Banks

- Co-operative Banks are financial institutions registered under the Co-operative Societies Act, 1912 (or the respective State Co-operative Societies Acts).
- They are regulated by the Reserve Bank of India (RBI) under the Banking Regulation Act, 1949 and the Banking Laws (Application to Co-operative Societies) Act, 1965.
- Unlike commercial banks, which primarily operate on a profit-oriented model, co-operative banks function on the principle of “no profit, no loss.” Their main objective is mutual assistance and member welfare rather than profit maximization.

- These banks operate on the principle of cooperation among members and are considered significant contributors to financial inclusion, especially in rural and semi-urban areas.
- The **Reserve Bank of India (RBI)** has permitted certain co-operative banks to issue **Prepaid Payment Instruments (PPIs)** such as mobile wallets, provided they already have permission to install ATMs and issue debit cards.

Structure of Co-operative Banks

- Co-operative banks function at three levels:
 1. State Co-operative Banks
 2. District (Central) Co-operative Banks
 3. Primary Agricultural Credit Societies (PACS)

Functions of Co-operative Banks

- **In Urban Areas**
 - ✓ Provide finance to small businesses and urban entrepreneurs
 - ✓ Support small-scale industries
 - ✓ Promote self-employment
 - ✓ Offer housing and education loans
- **In Rural Areas**
 - ✓ Finance agricultural activities such as farming
 - ✓ Provide support for livestock and dairy farming
 - ✓ Fund allied activities like fisheries (pisciculture)

Non-Scheduled Banks

- Non-Scheduled Banks are those banks that are not included in the Second Schedule of the Reserve Bank of India (RBI) Act, 1934.
- Banks with paid-up capital and reserves of less than ₹5 lakh typically fall under the category of Non-Scheduled Banks.
- Unlike Scheduled Banks, Non-Scheduled Banks are not eligible to obtain regular financial assistance from the RBI. They may receive support from the RBI only in exceptional or emergency situations.

KYC – Know Your Customer

- **KYC (Know Your Customer)** is a mandatory process through which banks and financial institutions verify the identity and address of their customers.
 - ✓ Introduced by RBI in **2002**
 - ✓ Came into force on **1 July 2005**
 - ✓ Issued under the **Banking Regulation Act, 1949**
- KYC ensures that banking services are not misused for illegal activities.
- **Periodic KYC Updation**
 - ✓ High-risk customers → Every **2 years**
 - ✓ Medium-risk customers → Every **8 years**
 - ✓ Low-risk customers → Every **10 years**
- **e-KYC:** Electronic Know Your Customer (e-KYC) allows digital verification using Aadhaar authentication via: Unique Identification Authority of India
 - ✓ OTP authentication
 - ✓ Biometric authentication
- UIDAI shares verified data (name, age, gender, photograph) electronically.
- Conditions for **Non-Face-to-Face e-KYC Accounts**
 - ✓ Customer consent mandatory
 - ✓ Total deposit balance ≤ ₹1 lakh
 - ✓ Total yearly credits ≤ ₹2 lakh
- e-KYC data (name, address, age, gender, photograph) obtained from UIDAI is also treated as an **Officially Valid Document**.
 1. Passport
 2. Driving License

3. Voter ID Card
4. PAN Card
5. Aadhaar (issued by UIDAI)
6. NREGA Job Card (signed by State Govt official)

Prepaid Payment Instruments (PPIs)

- PPIs are payment tools where users load money in advance and then use it for transactions. Examples include:
 - ✓ Mobile wallets
 - ✓ Prepaid cards
 - ✓ Digital payment apps
- **They are generally used for:**
 - ✓ Utility bill payments
 - ✓ Online purchases
 - ✓ Mobile recharges
 - ✓ Small transactions
- The Reserve Bank of India regulates and supervises PPIs such as mobile wallets and prepaid cards to ensure safety, transparency, and proper KYC compliance.
- Earlier, users with **minimum KYC PPIs** had to convert them into **full KYC PPIs within 18 months**.
- The RBI has now extended this period to **24 months**.
- This provides customers more time to complete full verification.
- **Balance Limit**

| Type of KYC | Maximum Balance Allowed |
|-------------|-------------------------|
| Full KYC | ₹1,00,000 (₹1 lakh) |
| Minimum KYC | ₹20,000 |